

Page i
Table of Contents

Table 1 Quarter Base: All	1
Table 2 Collection Mode Base: All	23
Table 3 CAWI.AreaType. Which of the following best describes the location of the business? Base: CAWI interviews	45
Table 5 C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at? Base: All	85
Table 7 C2a. What is the approximate annual turnover of your whole organisation in the UK? Base: All	129
Table 8 C3. Where in the UK do you work? Base: All	173
Table 12 C1. To which industry does your organisation belong to? Base: All	236
Table 15 C4. Is your location the headquarters or a local branch / office? Base: All	302
Table 16 C5. Do you have an internet connection in the location where your organisation is based? Base: All	324
Table 17 C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in? Base: All	346
Table 18 C7. Which one of the following statements best describes the role of postal services to your organisation? Base: All	390
Table 19 C8. Do you have an Account Manager with your postal services provider? Base: All	412
Table 21 QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation. Base: All	434

Page ii
Table of Contents

Table 23	509
QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing? Base: All	
Table 27	553
QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing? Base: All	
Table 31	597
QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing? Base: All	
Table 35	641
QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing? Base: All	
Table 39	685
QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing? Base: All	
Table 43	729
QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary Base: All sending postal items	
Table 49	751
QV2B.1 Letters - On average, how often does your organisation send... Base: All sending Letters	
Table 51	773
QV2B.1 Large letters - On average, how often does your organisation send... Base: All sending Large letters	
Table 53	795
QV2B.1 Packets and parcels - On average, how often does your organisation send... Base: All sending Packets and parcels	
Table 55	817
QV2B.1 Other postal items - On average, how often does your organisation send... Base: All sending Other postal items	
Table 59	839
QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send... Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items	
Table 61	861
QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send... Base: All	
Table 63	884
QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters Base: All sending letters/ large letters	

Page iii
Table of Contents

Table 65	906
QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets Base: All sending parcels and packets	
Table 67	928
QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items Base: All sending other postal items	
Table 69	950
QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary Base: All sending postal items	
Table 73	972
QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products? Base: All sending Large letters	
Table 75	994
QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products? Base: All sending Packets and parcels	
Table 77	1016
QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products? Base: All sending large letters/ parcels and packets	
Table 79	1038
QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders? Base: All sending Large letters for order fulfilment	
Table 81	1060
QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders? Base: All sending Packets and parcels for order fulfilment	
Table 83	1082
QV3. Thinking about postal services, which providers can you think of? Base: All	
Table 84	1126
QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.] Base: All	
Table 85	1175
QV4. No. of mentions (And who does your organisation use for its postal service?) Base: All	
Table 86	1197
QV4. Main provider (And who does your organisation use for its postal service?) Base: All	

Page iv Table of Contents

Table 87	1241
QV4. Main provider selected (And who does your organisation use for its postal service?)	
Base: All selecting more than one provider	
Table 88	1285
QV4. Second provider selected (And who does your organisation use for its postal service?)	
Base: All selecting more than one provider	
Table 89	1329
QV4. Other providers used (And who does your organisation use for its postal service?)	
Base: All selecting more than 2 providers	
Table 90	1373
QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?	
Base: All who send Letters (QV2a=1=11 column A)	
Table 91	1419
QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?	
Base: All who send Large letters (QV2a=1=11 column B)	
Table 92	1465
QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?	
Base: All who send Packets and parcels (QV2a=1=11 column C)	
Table 93	1511
QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?	
Base: All who send Other postal items (QV2a=1=11 column D)	
Table 96	1557
QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?	
Base: All who send Letters (QV2a=1=11 column A)	
Table 97	1603
QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?	
Base: All who send Large letters (QV2a=1=11 column B)	
Table 98	1649
QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?	
Base: All who send Packets and parcels (QV2a=1=11 column C)	
Table 99	1695
QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?	
Base: All who send Other postal items (QV2a=1=11 column D)	
Table 101	1741
QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY	
Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)	
Table 102	1803
QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY	
Base: All	

Page v Table of Contents

Table 103	1865
QH. Does your business ever send Hybrid mail?	
Base: All	
Table 104	1887
QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters	
Base: All where letters are sent	
Table 105	1910
QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters	
Base: All where large letters are sent	
Table 106	1934
QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets	
Base: All where parcels/ packets are sent	
Table 107	1958
QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary	
Base: All where letters/ large letters/ parcels/ packets are sent	
Table 108	1983
QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters	
Base: All where Letters are sent	
Table 109	2006
QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters	
Base: All where Large letters are sent	
Table 110	2030
QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets	
Base: All where Packets and parcels are sent	
Table 111	2054
QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?	
Base: All where Hybrid mail is sent	
Table 112	2077
QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?	
Base: All using RM and send letters/large letters/parcels/packets	
Table 113	2099
QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?	
Base: All who use RM for letters/large letters (QV6a.2=1-2)	
Table 114	2143
QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class	
Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)	
Table 116	2165
QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class	
Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)	

Page vi
Table of Contents

Table 118	2187
QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class	
Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)	
Table 120	2209
QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps	
Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)	
Table 122	2231
QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps	
Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)	
Table 124	2253
QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class	
Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)	
Table 126	2275
QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class	
Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)	
Table 128	2297
QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class	
Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)	
Table 130	2319
QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class	
Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)	
Table 132	2341
QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail	
Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)	
Table 134	2363
QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary	
Base: All who use RM to send letters or large letters (QV6a2=1-2)	
Table 144	2385
QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary	
Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service	
Table 154	2407
QV6d1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: SUMMARY TABLE	
Base: All who use RM to send letters or large letters (QV6a2=1-2) using each service	
Table QD10B_1	2408
QD10B_1. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost	
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)	
Table QD10B_2	2430
QD10B_2. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery	
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)	

Page vii Table of Contents

Table QD10B_3	2452
QD10B_3. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)	
Table QD10B_4	2474
QD10B_4. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)	
Table QD10B_5	2496
QD10B_5. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile) Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)	
Table QD10B_6	2518
QD10B_6. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere in the UK Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)	
Table QD10B_7	2540
QD10B_7. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)	
Table QD10B_8	2562
QD10B_8. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)	
Table QD10B_9	2584
QD10B_9. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Letter delivery is fulfilled in an environmentally responsible way Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)	
Table 155	2606
QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: SUMMARY TABLE Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)	
Table 156	2608
QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets? Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)	
Table 157	2652
QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)	
Table 159	2674
QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)	
Table 161	2696
QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)	
Table 163	2718
QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)	

Page viii
Table of Contents

Table 165	2740
QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide	
Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)	
Table 167	2762
QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours	
Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)	
Table 169	2784
QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours	
Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)	
Table 171	2806
QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)	
Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)	
Table 173	2828
QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed	
Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)	
Table 175	2850
QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)	
Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)	
Table 177	2872
QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed	
Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)	
Table 179	2894
QV6d2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy	
Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)	
Table 181	2916
QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary	
Base: All using RM to send parcels and packets (QV6a2=3)	
Table 194	2938
QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary	
Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services	
Table 207	2960
QD10A_1. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost	
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)	
Table 208	2982
QD10A_2. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time	
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)	
Table 209	3004
QD10A_3. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery	
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)	

Page ix Table of Contents

Table 210	3026
QD10A_4. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)	
Table 211	3048
QD10A_5. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)	
Table 212	3070
QD10A_6. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)	
Table 213	3092
QD10A_7. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)	
Table 214	3114
QD10A_8. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)	
Table 215	3136
QD10A_9. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)	
Table 216	3158
QD10A_10. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)	
Table 217	3180
QD10A_11. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)	
Table 218	3202
QD10A_12. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)	
Table 219	3224
QD10A_13. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)	
Table 220	3246
QD10A_14. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)	
Table 221	3268
QD10A_15. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)	
Table 222	3290
QD10A_16. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Parcel provider operates in an environmentally responsible way Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)	

Page x
Table of Contents

Table 223	3312
<p>QD10A_17. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker) Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)</p>	
Table 224	3334
<p>QD10A_18. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)</p>	
Table 225	3356
<p>QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: SUMMARY TABLE Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)</p>	
Table 226	3359
<p>QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery? Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)</p>	
Table 228	3381
<p>QV7a. In the last 12 months, has your organisation: Base: All using RM (QV4=1)</p>	
Table 229	3403
<p>QV7b.1 And why is this? Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)</p>	
Table 230	3425
<p>QV7a.1 In the last 12 months, has your organisation: Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)</p>	
Table 231	3447
<p>QV7b. And why is this? Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)</p>	
Table 232	3469
<p>QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)? Base: All</p>	
Table 233	3491
<p>QV8n. Do you use any of the following products to send your bulk mailings? Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)</p>	
Table 234	3513
<p>QV8o. What types of mail do you use this for?: Royal Mail unsorted bulk mail Base: All sending unsorted bulk mailing (QV8n=1)</p>	
Table 235	3535
<p>QV8p. What types of mail do you use this for?: Royal Mail sorted bulk mail Base: All sending sorted bulk mailing (QV8n=2)</p>	

Page xi
Table of Contents

Table 236 QV8q. What types of mail do you use this for?: Royal Mail Wholesale Access Base: All sending Wholesale Access (QV8n=3)	3557
Table 238 QV8o/p. What types of mail do you use this for?: NET Any Royal Mail bulk mail Base: All sending bulk mailing (QV8n=1,2)	3579
Table 239 QV9a. Which of the following types of mail does your organisation regularly receive at your location? Base: All	3601
Table 240 QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters Base: All who regularly receive letters at their location (QV9a=1)	3645
Table 241 QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters Base: All who regularly receive large letters at their location (QV9a=2)	3670
Table 242 QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets Base: All who regularly receive parcels and packets at their location (QV9a= 3)	3695
Table 243 ORM1. At what time do you usually receive your Royal Mail delivery at your premises? Base: All using RM (QV4=1)	3720
Table 244 ORM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender? Base: All using RM (QV4=1)	3742
Table 245 ORM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time Base: All using RM (QV4=1)	3764
Table 246 ORM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently) Base: All using RM (QV4=1)	3786
Table 247 ORM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending Base: All using RM (QV4=1)	3808
Table 248 ORM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability Base: All using RM (QV4=1)	3830

Page xii
Table of Contents

Table 250	3852
QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time	
Base: All using RM (QV4=1)	
Table 256	3874
QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost	
Base: All using RM (QV4=1)	
Table 257	3896
QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage	
Base: All using RM (QV4=1)	
Table 258	3918
QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged	
Base: All using RM (QV4=1)	
Table 259	3940
QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: SUMMARY TABLE	
Base: All using RM (QV4=1)	
Table 260	3941
QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time	
Base: All using RM (QV4=1) excluding Don't know	
Table 261	3963
QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)	
Base: All using RM (QV4=1) excluding Don't know	
Table 262	3985
QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending	
Base: All using RM (QV4=1) excluding Don't know	
Table 263	4007
QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability	
Base: All using RM (QV4=1) excluding Don't know	
Table 265	4029
QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time	
Base: All using RM (QV4=1) excluding Don't know	
Table 271	4051
QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost	
Base: All using RM (QV4=1) excluding Don't know	
Table 272	4073
QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage	
Base: All using RM (QV4=1) excluding Don't know	
Table 273	4095
QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged	
Base: All using RM (QV4=1) excluding Don't know	

Page xiii
Table of Contents

Table 274	4117
QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied? (excluding Don't know): SUMMARY TABLE	
Base: All using RM (QV4=1) excluding Don't know	
Table 275	4118
QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?	
Base: All using RM (QV4=1)	
Table 276	4155
QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?	
Base: All those who had experienced problems in the last 6 months	
Table 277	4180
QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint	
Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)	
Table 279	4204
QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous	
Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)	
Table 280	4228
QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint	
Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)	
Table 281	4252
QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: SUMMARY TABLE	
Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)	
Table 282	4253
QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint	
Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5	
Table 284	4275
QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous	
Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5	
Table 285	4297
QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint	
Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5	

Page xiv
Table of Contents

Table 286	4319
QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects (excluding Have not Contacted / Not Applicable): SUMMARY TABLE Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5	
Table 287	4320
QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on: The quality of the mail services provided by Royal Mail in the last 12 months Base: All using RM (QV4=1)	
Table 289	4342
QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]? Base: All those who use other providers to RM (QV4=2-18,98)	
Table 290	4364
QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery) Base: All those who use other providers to RM (QV4=2-18,98)	
Table 291	4386
QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently) Base: All those who use other providers to RM (QV4=2-18,98)	
Table 292	4408
QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending Base: All those who use other providers to RM (QV4=2-18,98)	
Table 293	4430
QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability Base: All those who use other providers to RM (QV4=2-18,98)	
Table 294	4452
QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time Base: All those who use other providers to RM (QV4=2-18,98)	
Table 295	4474
QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost Base: All those who use other providers to RM (QV4=2-18,98)	
Table 296	4496
QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage Base: All those who use other providers to RM (QV4=2-18,98)	
Table 297	4518
QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged Base: All those who use other providers to RM (QV4=2-18,98)	
Table 298	4540
QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: SUMMARY TABLE Base: All those who use other providers to RM (QV4=2-18,98)	

Page xv
Table of Contents

Table 299	4541
QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)	
Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know	
Table 300	4563
QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)	
Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know	
Table 301	4585
QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending	
Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know	
Table 302	4607
QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability	
Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know	
Table 303	4629
QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time	
Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know	
Table 304	4651
QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost	
Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know	
Table 305	4673
QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage	
Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know	
Table 306	4695
QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged	
Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know	
Table 307	4717
QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: SUMMARY TABLE	
Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know	
Table 308	4718
QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?	
Base: All those who use other providers to RM (QV4=2-18,98)	
Table OP3A_1RESP	4750
QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint	
Base: All who have had a problem with providers in the last 6 months	
Table OP3A_1RESPX	4773
QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint	
Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable	

Page xvi
Table of Contents

Table OP3A_3RESP	4795
QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous Base: All who have had a problem with providers in the last 6 months	
Table OP3A_3RESPX	4818
QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable	
Table OP3A_4RESP	4840
QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint Base: All who have had a problem with providers in the last 6 months	
Table OP3A_4RESPX	4864
QOP3a.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable	
Table 405	4886
QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months Base: All those who use DHL (QV4=2)	
Table 407	4908
QOP4.4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months Base: All those who use UK Mail (QV4=4)	
Table 408	4930
QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months Base: All those who use UPS (QV4=5)	
Table 410	4952
QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months Base: All those who use Parcelforce (QV4=7)	
Table 411	4974
QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri on each of the following aspects: The quality of the postal services provided by Evri in the last 12 months Base: All those who use Evri (QV4=8)	
Table 421	4996
QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months Base: All those who use DPD/DPD Local (QV4=18)	
Table OP4_1RESP	5018
QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by ANY PROVIDER (other than Royal Mail) COMBINED in the last 12 months Base: All who use any provider other than RM at QV4	

Page xvii
Table of Contents

Table 422	5040
QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by providers in the last 12 months SUMMARY TABLE	
Base: All who use each provider at QV4	
Table 423	5041
QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL	
Base: All those who use DHL (QV4=2)	
Table 424	5063
QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail	
Base: All those who use UK Mail (QV4=4)	
Table 425	5085
QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS	
Base: All those who use UPS (QV4=5)	
Table 427	5107
QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce	
Base: All those who use Parcelforce (QV4=7)	
Table 428	5129
QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri	
Base: All those who use Evri (QV4=8)	
Table 438	5151
QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local	
Base: All those who use DPD/DPD Local (QV4=18)	
Table OP5BRESP	5173
QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ANY PROVIDER (other than Royal Mail) COMBINED	
Base: All who use any provider other than RM at QV4	
Table 439	5195
QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from providers: SUMMARY TABLE	
Base: All who use each provider at QV4	
Table 440	5196
QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money	
Base: All respondents	
Table 441	5218
QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?	
Base: All respondents	
Table 442	5240
QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?	
Base: All with increased volume of post sent in the last 12 months (QS1=1)	
Table 443	5284
QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?	
Base: All with decreased volume of post sent in the last 12 months (QS1=3)	

Page xviii
Table of Contents

Table 447	5328
QS4. Have you or your organisation ever considered trying a postal provider other than <MAIN PROVIDER FROM QV4>?	
Base: All respondents	
Table 448	5350
QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail?	
Base: All those who use Royal Mail as their main provider	
Table 449	5372
QS4. Have you or your organisation ever considered trying a postal provider other than DHL?	
Base: All those who use DHL as their main provider	
Table 455	5394
QS4. Have you or your organisation ever considered trying a postal provider other than Evri?	
Base: All those who use Evri as their main provider	
Table 465	5416
QS4. Have you or your organisation ever considered trying a postal provider other than DPD/DPD Local?	
Base: All those who use DPD/DPD Local as their main provider	
Table 498	5438
QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?	
Base: All who have not considered trying another postal provider (QS4=3)	
Table 499	5483
QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?	
Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)	
Table 549	5527
QF4. Over the last 12 months, has your organisation moved some post to other communication methods?	
Base: All respondents	
Table 550	5549
QF5. Why have you not moved any post to other communication methods in the last 12 months?	
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)	
Table 551	5593
QF6. Why have you moved post to other communication methods in the last 12 months?	
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)	
Table 553	5659
QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.	
Base: All respondents	
Table 555	5710
QN3B. In the last month which of the following companies have you sent a small parcel with?	
Base: All sending parcels and packets (QV2a=1-11 for column C)	
Table 556	5764
QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?	
Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)	

Page xix
Table of Contents

Table 558	5786
QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels? Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)	
Table 559	5830
QN9. When sending letters, which service does your business tend to use? Base: All	
Table 561	5852
QN11. Which if any of the following influence your decision to use first or second-class stamps? Base: All sending letters (QN9=1-5 OR 7)	
Table 562	5879
QN12. In the last three months have you had to do any of the following? Base: All respondents	
Table 564	5905
QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:) Base: All respondents	
Table 567	5927
QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:) Base: All respondents	
Table 570	5949
QWFH. At the moment do employees in your organisation mainly work from home or another location? Base: All respondents	

Weighted tables - Ofcom: Business Postal Tracker January - December 2023

Table 1

Quarter

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
Q1 2023	500	60	440	478	19	2	1	23
	25%	25%	25%	25%	25%	25%	25%	25%
Q2 2023	500	60	440	478	19	2	1	23
	25%	25%	25%	25%	25%	25%	25%	25%
Q3 2023	500	72	428	478	19	2	1	23
	25%	30%	24%	25%	25%	25%	25%	25%
Q4 2023	500	50	450	478	19	2	1	22
	25%	21%	26%	25%	25%	25%	25%	25%

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

Weighted tables - Ofcom: Business Postal Tracker January - December 2023

Table 1 (continuation)

Quarter

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
Q1 2023	500	273	177	28	15	6	1	478	19	3
	25%	26%	25%	21%	27%	21%	25%	25%	25%	25%
Q2 2023	500	274	172	32	14	7	1	478	19	3
	25%	26%	24%	24%	26%	23%	25%	25%	25%	25%
Q3 2023	500	282	155	41	15	6	1	478	19	4
	25%	26%	22%	31%	27%	22%	25%	25%	25%	25%
Q4 2023	500	236	210	32	11	10	1	478	19	3
	25%	22%	29%	24%	20%	34%	25%	25%	25%	25%
			a			ad				

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables - Ofcom: Business Postal Tracker January - December 2023

Table 1 (continuation)

Quarter

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
Q1 2023	500	390	88	19	2	1	294	92	15	13	9
	25%	25%	25%	25%	25%	25%	24%	32% e	21%	33%	16%
Q2 2023	500	390	88	19	2	1	308	65	15	8	11
	25%	25%	25%	25%	25%	25%	25%	23%	21%	21%	19%
Q3 2023	500	390	88	19	2	1	306	63	20	8	18
	25%	25%	25%	25%	25%	25%	25%	22%	27%	20%	32%
Q4 2023	500	390	88	19	2	1	316	69	23	10	18
	25%	25%	25%	25%	25%	25%	26%	24%	31%	26%	33%

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

Weighted tables - Ofcom: Business Postal Tracker January - December 2023

Table 1 (continuation)

Quarter

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
Q1 2023	500	50	36	81	17	47	74	65	34	36
	25%	26%	28%	25%	22%	26%	23%	28%	21%	26%
Q2 2023	500	47	27	83	22	43	79	58	45	35
	25%	25%	21%	25%	28%	24%	25%	25%	28%	25%
Q3 2023	500	49	25	99	21	38	72	48	45	41
	25%	26%	20%	30%	27%	21%	23%	21%	28%	29%
Q4 2023	500	42	41	66	18	54	91	63	37	27
	25%	22%	32%	20%	23%	30%	29%	27%	23%	20%

Columns Tested: a,b,c,d,e,f,g,h,i

Weighted tables - Ofcom: Business Postal Tracker January - December 2023

Table 1 (continuation)

Quarter

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
Q1 2023	500	100	120	220	440	60	30	20	10
	25%	25%	25%	25%	25%	25%	25%	25%	25%
Q2 2023	500	100	120	220	440	60	30	20	10
	25%	25%	25%	25%	25%	25%	25%	25%	25%
Q3 2023	500	100	120	220	440	60	30	20	10
	25%	25%	25%	25%	25%	25%	25%	25%	25%
Q4 2023	500	100	120	220	440	60	30	20	10
	25%	25%	25%	25%	25%	25%	25%	25%	25%

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

Weighted tables - Ofcom: Business Postal Tracker January - December 2023

Table 1 (continuation)

Quarter

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
Q1 2023	500	22	34	5	40	63	105	15	17	239
	25%	25%	29%	23%	28%	23%	25%	24%	27%	25%
Q2 2023	500	22	26	5	31	72	105	14	12	242
	25%	24%	22%	22%	22%	27%	25%	23%	20%	25%
Q3 2023	500	26	26	12	39	60	105	16	9	245
	25%	29%	23%	52%	28%	22%	25%	26%	15%	26%
Q4 2023	500	20	31	1	31	74	105	17	24	229
	25%	22%	26%	3%	22%	27%	25%	27%	39%	24%

Columns Tested: a,b,c,d,e,f,g,h,i

Weighted tables - Ofcom: Business Postal Tracker January - December 2023

Table 1 (continuation)

Quarter

Base: All

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	c	a	b	a	b
Significance Level: 95%											
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
Q1 2023	500	125	105	270	417	83	-	462	38	482	18
	25%	25%	25%	25%	25%	25%	-%	25%	22%	25%	24%
Q2 2023	500	125	105	270	417	83	-	449	51	480	20
	25%	25%	25%	25%	25%	25%	-%	25%	30%	25%	27%
Q3 2023	500	125	105	270	417	83	-	465	35	478	22
	25%	25%	25%	25%	25%	25%	-%	25%	20%	25%	30%
Q4 2023	500	125	105	270	417	83	-	454	46	486	14
	25%	25%	25%	25%	25%	25%	-%	25%	27%	25%	19%

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

Weighted tables - Ofcom: Business Postal Tracker January - December 2023

Table 1 (continuation)

Quarter

Base: All

	Total base	Role of mail services		
		Administrative a	Critical for communications b	Core to business operations c
Significance Level: 95%				
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
Q1 2023	500	306	99	90
	25%	24%	31%	22%
Q2 2023	500	322	57	111
	25%	26%	18%	27%
		b		b
Q3 2023	500	333	81	85
	25%	27%	25%	21%
Q4 2023	500	291	83	121
	25%	23%	26%	30%

Columns Tested:: a,b,c

Weighted tables - Ofcom: Business Postal Tracker January - December 2023

Table 1 (continuation)

Quarter

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
Q1 2023	500	422	50	13	4	8	3	1	*	471	29	16
	25%	25%	24%	25%	31%	30%	26%	76%	90%	25%	26%	28%
Q2 2023	500	440	44	9	3	4	*	*	*	483	17	7
	25%	26%	21%	18%	25%	14%	3%	1%	7%	26%	15%	13%
Q3 2023	500	430	53	7	*	5	5	*	*	483	17	11
	25%	26%	25%	13%	2%	20%	40%	1%	3%	26%	16%	19%
Q4 2023	500	391	63	23	5	10	4	*	5	454	46	23
	25%	23%	30%	45%	42%	36%	31%	22%	90%	24%	43%	41%
				ai							ai	

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

Weighted tables - Ofcom: Business Postal Tracker January - December 2023

Table 1 (continuation)

Quarter

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
Q1 2023	500	267	154	78	424	340	439	339	204	149	105	272	13	18	12	15	3
	25%	25%	25%	25%	25%	24%	24%	24%	23%	24%	26%	25%	18%	20%	27%	30%	9%
Q2 2023	500	278	161	60	424	348	448	363	224	135	116	276	12	20	10	10	4
	25%	26%	26%	19%	25%	25%	25%	26%	25%	22%	28%	25%	17%	22%	22%	21%	10%
Q3 2023	500	274	156	70	430	352	449	323	209	142	104	278	11	23	5	14	14
	25%	26%	25%	22%	25%	25%	25%	23%	23%	23%	25%	25%	16%	25%	11%	28%	37%
Q4 2023	500	237	154	109	444	371	461	369	262	199	87	267	33	29	19	10	16
	25%	22%	25%	34%	26%	26%	26%	26%	29%	32%	21%	24%	48%	33%	40%	20%	43%
				ab									abf				

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

Weighted tables - Ofcom: Business Postal Tracker January - December 2023

Table 1 (continuation)

Quarter

Base: All

	Total base	Number of letters sent						Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
Q1 2023	500	360	21	23	6	5	7	2	264	37	10	15	9	4	1
	25%	25%	19%	31%	12%	22%	26%	16%	25%	20%	16%	34%	23%	28%	3%
Q2 2023	500	378	18	12	8	5	2	1	273	36	11	15	6	4	3
	25%	26%	16%	16%	17%	23%	6%	6%	26%	20%	19%	34%	15%	28%	15%
Q3 2023	500	351	29	13	18	7	10	2	275	36	13	5	9	4	10
	25%	25%	27%	17%	38%	32%	36%	11%	26%	20%	22%	11%	23%	28%	50%
Q4 2023	500	337	41	26	15	5	9	10	238	74	25	9	15	2	7
	25%	24%	37%	36%	33%	22%	33%	67%	23%	40%	42%	21%	39%	15%	33%
			a					a		a	a				

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

Weighted tables - Ofcom: Business Postal Tracker January - December 2023

Table 1 (continuation)

Quarter

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
Q1 2023	500	252	26	26	7	11	7	10	209	91	88	32	18
	25%	26%	17%	24%	16%	33%	24%	26%	23%	25%	26%	29%	24%
Q2 2023	500	291	32	11	10	7	4	7	245	88	78	22	14
	25%	30%	21%	11%	22%	20%	14%	19%	27%	24%	23%	19%	18%
		c											
Q3 2023	500	225	33	37	15	4	6	2	236	101	83	13	16
	25%	23%	22%	35%	33%	13%	21%	5%	26%	27%	24%	12%	21%
				g	g				d	d	d		
Q4 2023	500	219	62	32	13	12	12	19	204	90	94	46	27
	25%	22%	40%	30%	29%	34%	41%	50%	23%	24%	27%	40%	37%
			a					a				ab	

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

Weighted tables - Ofcom: Business Postal Tracker January - December 2023

Table 1 (continuation)

Quarter

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
Q1 2023	500	233	91	69	18	13	168	65	68	25	13
	25%	23%	28%	25%	21%	27%	21%	26%	31%	28%	23%
							a				
Q2 2023	500	268	73	64	12	5	218	58	40	19	10
	25%	27%	23%	23%	14%	11%	28%	23%	19%	21%	18%
Q3 2023	500	258	78	70	13	11	233	51	40	12	15
	25%	26%	24%	26%	15%	23%	30%	20%	18%	13%	27%
							cd				
Q4 2023	500	235	80	70	42	18	167	78	70	36	18
	25%	24%	25%	26%	50%	38%	21%	31%	32%	39%	32%
					abc			a	a	a	

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

Weighted tables - Ofcom: Business Postal Tracker January - December 2023

Table 1 (continuation)

Quarter

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
Q1 2023	500	174	47	64	33	13	190	21	120	419	81	390	35
	25%	24%	23%	25%	25%	24%	24%	18%	25%	24%	28%	25%	26%
Q2 2023	500	212	61	44	34	9	192	25	146	439	61	394	29
	25%	29%	30%	18%	26%	18%	24%	21%	30%	26%	21%	25%	22%
Q3 2023	500	c	c										
	500	191	28	68	20	11	171	26	126	433	67	399	31
	25%	26%	14%	27%	15%	21%	22%	22%	26%	25%	23%	25%	23%
Q4 2023	500	b	b										
	500	159	65	76	43	20	233	44	91	423	77	406	37
	25%	22%	32%	30%	33%	37%	30%	38%	19%	25%	27%	26%	28%
			a				c	c					

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

Weighted tables - Ofcom: Business Postal Tracker January - December 2023

Table 1 (continuation)

Quarter

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
Q1 2023	500	296	44	232	107	394	30	287	53	236	103
	25%	24%	25%	26%	22%	25%	24%	23%	28%	26%	22%
Q2 2023	500	311	37	258	105	392	32	307	41	252	111
	25%	25%	21%	29%	21%	25%	25%	25%	22%	28%	23%
Q3 2023	500	319	33	209	114	400	30	317	35	209	113
	25%	26%	18%	23%	23%	25%	24%	26%	18%	23%	24%
Q4 2023	500	308	63	207	162	411	33	310	60	219	150
	25%	25%	36%	23%	33%	26%	26%	25%	32%	24%	31%
					a						

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

Weighted tables - Ofcom: Business Postal Tracker January - December 2023

Table 1 (continuation)

Quarter

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
Q1 2023	500	206	339	66	-	181	230	53	4	248	178	57	-
	25%	24%	25%	26%	-%	23%	24%	27%	88%	25%	23%	26%	-%
Q2 2023	500	174	342	51	1	179	243	49	-	236	199	52	2
	25%	21%	25%	20%	26%	23%	26%	25%	-%	24%	26%	23%	100%
Q3 2023	500	205	353	61	4	205	243	39	-	236	195	39	-
	25%	24%	26%	24%	74%	26%	26%	20%	-%	24%	25%	17%	-%
Q4 2023	500	261	323	76	-	220	235	55	1	255	193	76	-
	25%	31%	24%	30%	-%	28%	25%	28%	12%	26%	25%	34%	-%
		b											

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

Weighted tables - Ofcom: Business Postal Tracker January - December 2023

Table 1 (continuation)

Quarter

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
Q1 2023	500	387	270	224	301	258	7	160	128	104	38	24
	25%	25%	23%	25%	25%	25%	22%	25%	26%	23%	29%	27%
Q2 2023	500	375	278	220	285	258	4	173	114	95	36	25
	25%	24%	24%	24%	23%	25%	11%	27%	23%	21%	27%	29%
Q3 2023	500	394	319	226	311	261	2	140	116	118	23	16
	25%	25%	27%	25%	26%	25%	5%	22%	23%	26%	18%	19%
Q4 2023	500	393	308	241	316	266	21	160	137	132	35	22
	25%	25%	26%	26%	26%	25%	63% ab	25%	28%	29%	27%	25%

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

Weighted tables - Ofcom: Business Postal Tracker January - December 2023

Table 1 (continuation)

Quarter

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
Q1 2023	500	53	21	28	10	424	264	446	258	267	195	406	50	-	359	25
	25%	27%	18%	30%	20%	26%	26%	26%	23%	27%	24%	25%	25%	-%	25%	18%
Q2 2023	500	34	24	18	16	424	232	448	283	232	196	415	51	-	364	38
	25%	17%	21%	19%	34%	26%	22%	26%	26%	23%	24%	26%	25%	-%	26%	27%
Q3 2023	500	41	30	26	9	416	283	428	291	264	217	409	49	-	355	32
	25%	21%	26%	28%	19%	25%	27%	25%	26%	27%	26%	26%	24%	-%	25%	23%
Q4 2023	500	71	39	22	13	389	253	423	276	232	216	374	52	-	339	44
	25%	36%	35%	24%	27%	24%	24%	24%	25%	23%	26%	23%	26%	-%	24%	32%

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

Weighted tables - Ofcom: Business Postal Tracker January - December 2023

Table 1 (continuation)

Quarter

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
		a	b	a	b	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
Q1 2023	500	213	249	139	12	65	105	61	329	103	67	87	335
	25%	28%	23%	23%	28%	22%	23%	23%	24%	28%	23%	23%	26%
Q2 2023	500	180	285	153	6	69	118	51	339	103	66	108	310
	25%	24%	26%	25%	15%	23%	26%	19%	25%	28%	22%	28%	24%
Q3 2023	500	165	303	152	6	62	117	58	339	102	76	97	324
	25%	22%	27%	25%	15%	21%	26%	22%	25%	27%	25%	25%	26%
Q4 2023	500	201	267	163	17	99	107	93	337	64	89	90	299
	25%	26%	24%	27%	41%	34%	24%	bc	c	17%	30%	24%	24%

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

Weighted tables - Ofcom: Business Postal Tracker January - December 2023

Table 1 (continuation)

Quarter

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
Q1 2023	500	211	289
	25%	24%	26%
Q2 2023	500	195	305
	25%	22%	28%
Q3 2023	500	267	233
	25%	30%	21%
		b	
Q4 2023	500	219	281
	25%	25%	25%

Columns Tested: a,b

Weighted tables - Ofcom: Business Postal Tracker January - December 2023

Table 1 (continuation)

Quarter

Base: All

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
Q1 2023	500	53	204	243	-	-	-	-	-	-	-	-	-
	25%	100%	100%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%
		defghijkl	defghijkl	defghijkl									
Q2 2023	500	-	-	-	66	310	123	-	-	-	-	-	-
	25%	-%	-%	-%	100%	100%	100%	-%	-%	-%	-%	-%	-%
					abcghijkl	abcghijkl	abcghijkl						
Q3 2023	500	-	-	-	-	-	-	34	311	154	-	-	-
	25%	-%	-%	-%	-%	-%	-%	100%	100%	100%	-%	-%	-%
								abcdefjkl	abcdefjkl	abcdefjkl			
Q4 2023	500	-	-	-	-	-	-	-	-	-	88	127	285
	25%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	100%	100%
											abcdefghi	abcdefghi	abcdefghi

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

Weighted tables - Ofcom: Business Postal Tracker January - December 2023

Table 1 (continuation)

Quarter

Base: All

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
Q1 2023	500 25%	500 100% bcd	- -%	- -%	- -%	500 50%	- -%
Q2 2023	500 25%	- -%	500 100% acd	- -%	- -%	500 50%	- -%
Q3 2023	500 25%	- -%	- -%	500 100% abd	- -%	- -%	500 50%
Q4 2023	500 25%	- -%	- -%	- -%	500 100% abc	- -%	500 50%

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

Table 2

Collection Mode

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
CAWI	1759	-	1759	1677	70	8	4	82
	88%	-%	100%	88%	92%	91%	80%	91%
			a	d	d			d
CATI	241	241	-	233	6	1	1	8
	12%	100%	-%	12%	8%	9%	20%	9%
		b					abe	

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

Table 2 (continuation)

Collection Mode

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
CAWI	1759	898	659	121	52	26	4	1677	70	12
	88%	84%	92%	91%	93%	89%	80%	88%	92%	87%
			afg	f	af			f	af	
CATI	241	167	54	12	4	3	1	233	6	2
	12%	16%	8%	9%	7%	11%	20%	12%	8%	13%
		bdh					bcdgh	b		

Columns Tested: a,b,c,d,e,f,g,h,i

Table 2 (continuation)

Collection Mode

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
CAWI	1759	1361	316	70	8	4	1185	273	71	39	55
	88%	87%	90%	92%	91%	80%	97%	95%	98%	99%	97%
		e	e								
CATI	241	197	36	6	1	1	39	14	1	*	2
	12%	13%	10%	8%	9%	20%	3%	5%	2%	1%	3%
						bc					

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

Table 2 (continuation)

Collection Mode

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
CAWI	1759	186	117	306	69	166	299	227	149	126
	88%	98%	90%	93%	87%	91%	95%	97%	92%	91%
		bd								
CATI	241	3	13	23	10	16	17	8	13	12
	12%	2%	10%	7%	13%	9%	5%	3%	8%	9%
			a		a					

Columns Tested: a,b,c,d,e,f,g,h,i

Table 2 (continuation)

Collection Mode

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
CAWI	1759	362	451	832	1645	114	50	43	21
	88%	90%	94%	95%	93%	47%	41%	54%	53%
		efgh	efgh	efgh	efgh				
CATI	241	38	29	48	115	126	70	37	19
	12%	10%	6%	5%	7%	53%	59%	46%	47%
						abcd	abcd	abcd	abcd

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

Table 2 (continuation)

Collection Mode

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
CAWI	1759	75	101	20	121	236	361	50	53	861
	88%	83%	86%	83%	86%	88%	86%	82%	86%	90%
CATI	241	15	16	4	20	33	59	11	9	94
	12%	17%	14%	17%	14%	12%	14%	18%	14%	10%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 2 (continuation)

Collection Mode

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
CAMI	1759	432	361	966	1448	311	-	1606	153	1704	55
	88%	86%	86%	89%	87%	94%	-%	88%	91%	88%	75%
						a				b	
CATI	241	68	59	114	220	21	-	225	15	222	18
	12%	14%	14%	11%	13%	6%	-%	12%	9%	12%	25%
					b						a

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

Table 2 (continuation)

Collection Mode

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
CAWI	1759	1123	275	344
	88%	90%	86%	85%
CATI	241	131	45	63
	12%	10%	14%	15%

Columns Tested: a,b,c

Table 2 (continuation)

Collection Mode

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
CAWI	1759	1465	191	47	11	27	13	1	5	1655	104	57
	88%	87%	91%	91%	99%	99%	100%	100%	100%	88%	95%	99%
CATI	241	218	18	5	*	*	*	-	-	236	5	*
	12%	13%	9%	9%	1%	1%	*%	-%	-%	12%	5%	1%

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

Table 2 (continuation)

Collection Mode

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
CAWI	1759	919	546	295	1602	1338	1665	1287	894	614	360	1039	65	78	42	45	35
	88%	87%	87%	93%	93%	95%	93%	92%	99%	98%	87%	95%	93%	87%	90%	93%	95%
									abcd	abcd		ad					
CATI	241	138	80	23	120	72	132	107	6	12	52	54	5	12	4	3	2
	12%	13%	13%	7%	7%	5%	7%	8%	1%	2%	13%	5%	7%	13%	10%	7%	5%
					ef	ef	ef	ef			b			b			

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

Table 2 (continuation)

Collection Mode

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
CAWI	1759	1343	95	67	37	21	24	15	1001	175	53	38	38	13	20
	88%	94%	87%	90%	79%	92%	88%	100%	95%	96%	89%	88%	98%	85%	100%
		d													
CATI	241	84	14	7	10	2	3	-	50	8	7	5	1	2	-
	12%	6%	13%	10%	21%	8%	12%	-%	5%	4%	11%	12%	2%	15%	-%
				a											

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

Table 2 (continuation)

Collection Mode

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
CAWI	1759	911	141	99	43	31	24	39	821	344	320	104	74
	88%	92%	92%	94%	92%	92%	82%	99%	92%	93%	93%	91%	99%
CATI	241	75	13	7	4	3	5	*	73	25	23	10	1
	12%	8%	8%	6%	8%	8%	18%	1%	8%	7%	7%	9%	1%

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

Table 2 (continuation)

Collection Mode

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
CAWI	1759	923	298	254	77	46	755	240	196	84	56
	88%	93%	93%	93%	92%	99%	96%	95%	90%	92%	99%
CATI	241	71	23	18	7	1	30	12	21	8	1
	12%	7%	7%	7%	8%	1%	4%	5%	10%	8%	1%
							c		a		

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

Table 2 (continuation)

Collection Mode

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
CAWI	1759	676	192	234	113	52	712	115	452	1510	250	1475	126
	88%	92%	95%	92%	87%	98%	91%	99%	94%	88%	87%	93%	96%
CATI	241	60	9	19	17	1	75	1	30	204	37	114	6
	12%	8%	5%	8%	13%	2%	9%	1%	6%	12%	13%	7%	4%

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

Table 2 (continuation)

Collection Mode

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
CAWI	1759	1166	172	837	450	1483	119	1155	184	846	441
	88%	95%	97%	92%	92%	93%	95%	94%	97%	92%	92%
CATI	241	68	5	69	37	114	6	67	5	70	36
	12%	5%	3%	8%	8%	7%	5%	6%	3%	8%	8%

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

Table 2 (continuation)

Collection Mode

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
CAWI	1759	826	1245	253	4	768	887	195	5	913	705	215	2
	88%	98%	92%	99%	74%	98%	93%	99%	100%	94%	92%	96%	100%
		b		b		b		b					
CATI	241	20	111	1	1	17	64	1	-	62	59	9	-
	12%	2%	8%	1%	26%	2%	7%	1%	-%	6%	8%	4%	-%
			ac				ac						

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

Table 2 (continuation)

Collection Mode

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
CAWI	1759	1436	1109	842	1125	982	34	622	496	443	133	87
	88%	93%	94%	92%	93%	94%	100%	98%	100%	99%	100%	100%
CATI	241	114	66	70	88	60	-	11	*	6	-	*
	12%	7%	6%	8%	7%	6%	-%	2%	*%	1%	-%	*%

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

Table 2 (continuation)

Collection Mode

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
CAWI	1759	196	112	84	46	1419	815	1511	894	773	806	1371	192	-	1242	130
	88%	99%	98%	91%	98%	86%	79%	87%	81%	78%	98%	85%	95%	-%	88%	94%
		c				bde		bde			b		b			
CATI	241	1	2	9	1	234	217	236	214	220	18	234	10	-	176	9
	12%	1%	2%	9%	2%	14%	21%	13%	19%	22%	2%	15%	5%	-%	12%	6%
				a			ac		ac	ac		ac				

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

Table 2 (continuation)

Collection Mode

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
CAWI	1759	723	932	564	39	281	405	235	1178	329	229	357	1135
	88%	95%	84%	93%	94%	95%	91%	90%	88%	88%	77%	93%	90%
		b										a	a
CATI	241	36	172	43	3	14	41	26	166	43	69	25	133
	12%	5%	16%	7%	6%	5%	9%	10%	12%	12%	23%	7%	10%
			a								bc		

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

Table 2 (continuation)

Collection Mode

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
CAWI	1759	677	1082
	88%	76%	98%
		a	
CATI	241	216	25
	12%	24%	2%
		b	

Columns Tested: a,b

Table 2 (continuation)

Collection Mode

Base: All

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
CAWI	1759	44	194	202	53	300	88	25	302	102	79	113	259
	88%	82%	95%	83%	79%	97%	71%	73%	97%	66%	89%	89%	91%
			acdfgi	fi		acdfgi			acdfgi		fi	fi	dfi
CATI	241	9	10	41	14	11	35	9	10	53	9	14	26
	12%	18%	5%	17%	21%	3%	29%	27%	3%	34%	11%	11%	9%
		beh		beh	behl		bcehijkl	beh		bcehijkl			

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

Table 2 (continuation)

Collection Mode

Base: All

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
CAWI	1759	440	440	428	450	880	879
	88%	88%	88%	86%	90%	88%	88%
CATI	241	60	60	72	50	120	121
	12%	12%	12%	14%	10%	12%	12%

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

Table 3

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1675	-	1675	1146	279	82	168	529
Effective base	704	-	704	645	131	37	86	172
Weighted Base	1759	-	1759	1677	70	8	4	82
Large City (population: more than 500,000)	392	-	392	366	22	3	1	26
	22%	-%	22%	22%	31%	33%	37%	31%
					a		a	a
Smaller City or Large town (population: 100,000 - 500,000)	394	-	394	378	14	1	1	16
	22%	-%	22%	23%	21%	14%	22%	20%
Medium town (population: 15,000 - 99,999)	360	-	360	336	21	2	1	25
	20%	-%	20%	20%	30%	29%	26%	30%
					a			a
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	207	-	207	199	8	1	*	9
	12%	-%	12%	12%	11%	8%	7%	10%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	95	-	95	93	1	1	*	2
	5%	-%	5%	6%	2%	10%	3%	3%
						be		
Rural area (population: less than 2,000) less than 10 miles from a large settlement	225	-	225	222	3	*	*	4
	13%	-%	13%	13%	5%	2%	5%	4%
				bcd				
Rural area (population: less than 2,000) more than 10 miles from a large settlement	86	-	86	85	1	*	-	1
	5%	-%	5%	5%	1%	4%	-%	1%
				bde				
NETS								
Urban	1448	-	1448	1370	66	8	4	78
	82%	-%	82%	82%	94%	95%	95%	94%
					a	a	a	a

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

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Unweighted Base	1675	-	1675	1146	279	82	168	529
Effective base	828	134	704	762	152	43	93	201
Weighted Base	1759	-	1759	1677	70	8	4	82
Rural	311	-	311	307	4	*	*	5
	18%	-%	18%	18%	6%	5%	5%	6%
				bcde				

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

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1675	474	501	171	174	187	168	1146	279	250
Effective base	704	314	271	78	90	75	86	645	131	75
Weighted Base	1759	898	659	121	52	26	4	1677	70	12
Large City (population: more than 500,000)	392 22%	189 21%	139 21%	38 32%	16 31%	8 31%	1 37%	366 22%	22 31%	4 34%
Smaller City or Large town (population: 100,000 - 500,000)	394 22%	192 21%	166 25%	20 16%	10 20%	5 20%	1 22%	378 23%	14 21%	2 17%
Medium town (population: 15,000 - 99,999)	360 20%	182 20%	124 19%	29 24%	18 35%	6 21%	1 26%	336 20%	21 30%	3 28%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	207 12%	111 12%	69 11%	18 15%	5 10%	3 12%	* 7%	199 12%	8 11%	1 7%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	95 5%	60 7%	28 4%	4 4%	1 2%	1 4%	* 3%	93 6%	1 2%	1 8%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	225 13%	128 14%	83 13%	11 9%	1 2%	2 8%	* 5%	222 13%	3 5%	* 3%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	86 5%	36 4%	49 7%	* *%	* 1%	1 3%	- -%	85 5%	1 1%	* 3%
NETS										
Urban	1448 82%	734 82%	527 80%	109 91%	50 97%	23 89%	4 95%	1370 82%	66 94%	12 95%
				abg	abeg		abg		abg	abg

Columns Tested: a,b,c,d,e,f,g,h,i

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

		Business Size 2								
Total base		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1675	474	501	171	174	187	168	1146	279	250
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	1759	898	659	121	52	26	4	1677	70	12
Rural	311	164	132	11	1	3	*	307	4	1
	18%	18%	20%	9%	3%	11%	5%	18%	6%	5%
		cdfhi	cdfhi			d		cdfhi		

Columns Tested: a,b,c,d,e,f,g,h,i

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1675	708	438	279	82	168	741	330	123	84	224
Effective base	704	473	226	131	37	86	426	145	41	25	37
Weighted Base	1759	1361	316	70	8	4	1185	273	71	39	55
Large City (population: more than 500,000)	392	291	74	22	3	1	253	65	22	12	19
	22%	21%	24%	31%	33%	37%	21%	24%	32%	30%	36%
				a		ab					
Smaller City or Large town (population: 100,000 - 500,000)	394	309	69	14	1	1	266	52	20	16	9
	22%	23%	22%	21%	14%	22%	22%	19%	28%	40%	17%
										abe	
Medium town (population: 15,000 - 99,999)	360	269	66	21	2	1	254	59	9	7	13
	20%	20%	21%	30%	29%	26%	21%	22%	12%	17%	24%
				ab							
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	207	161	38	8	1	*	144	28	9	2	9
	12%	12%	12%	11%	8%	7%	12%	10%	13%	5%	17%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	95	76	16	1	1	*	66	14	1	*	1
	5%	6%	5%	2%	10%	3%	6%	5%	1%	1%	3%
				c							
Rural area (population: less than 2,000) less than 10 miles from a large settlement	225	180	42	3	*	*	139	48	9	2	1
	13%	13%	13%	5%	2%	5%	12%	18%	13%	6%	3%
		cde	cde					e			
Rural area (population: less than 2,000) more than 10 miles from a large settlement	86	75	10	1	*	-	63	7	1	*	*
	5%	6%	3%	1%	4%	-%	5%	3%	1%	1%	1%
		ce									
NETS											
Urban	1448	1106	264	66	8	4	983	219	61	37	53
	82%	81%	84%	94%	95%	95%	83%	80%	86%	93%	97%
				ab	a	ab					ab

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

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1675	708	438	279	82	168	741	330	123	84	224
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	1759	1361	316	70	8	4	1185	273	71	39	55
Rural	311	255	52	4	*	*	202	55	10	3	2
	18%	19%	16%	6%	5%	5%	17%	20%	14%	7%	3%
		cde	ce				e	e			

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

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1675	140	100	201	61	133	165	132	114	111
Effective base	704	80	54	113	29	67	102	77	60	55
Weighted Base	1759	186	117	306	69	166	299	227	149	126
Large City (population: more than 500,000)	392 22%	6 3%	8 7%	224 73%	7 10%	30 18%	21 7%	19 8%	30 20%	27 21%
				abdefghi		af			abfg	abfg
Smaller City or Large town (population: 100,000 - 500,000)	394 22%	42 23%	17 15%	32 10%	29 42%	46 28%	88 29%	65 29%	35 23%	20 16%
		c			bci	c	bc	c	c	
Medium town (population: 15,000 - 99,999)	360 20%	46 25%	16 13%	35 11%	21 30%	35 21%	87 29%	42 18%	37 25%	26 21%
		c			c		bc		c	
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	207 12%	19 10%	20 18%	9 3%	6 8%	21 12%	38 13%	33 15%	14 10%	33 26%
		c	c			c	c	c		acefh
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	95 5%	16 9%	5 4%	2 1%	5 8%	9 5%	14 5%	26 11%	2 1%	5 4%
		c			c			ch		
Rural area (population: less than 2,000) less than 10 miles from a large settlement	225 13%	42 23%	35 30%	4 1%	1 2%	16 9%	49 17%	36 16%	15 10%	12 9%
		cdehi	cdehi			c	cd	cd	c	c
Rural area (population: less than 2,000) more than 10 miles from a large settlement	86 5%	14 8%	15 13%	* *%	- -%	11 6%	1 *%	6 3%	16 11%	2 2%
		cf	cdfigi			cf			cfi	

Columns Tested: a,b,c,d,e,f,g,h,i

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1675	140	100	201	61	133	165	132	114	111
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	1759	186	117	306	69	166	299	227	149	126
NETS										
Urban	1448	130	66	302	67	140	249	185	118	112
	82%	70%	57%	98%	98%	84%	83%	81%	79%	89%
				abefghi	abefgh	ab	ab	b	b	ab
Rural	311	56	51	5	1	26	50	42	31	14
	18%	30%	43%	2%	2%	16%	17%	19%	21%	11%
		cdefi	cdefghi			cd	cd	cd	cd	c

Columns Tested: a,b,c,d,e,f,g,h,i

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1675	305	354	498	1157	518	176	172	170
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	1759	362	451	832	1645	114	50	43	21
NETS									
Urban	1448 82%	320 88%	314 70%	735 88%	1369 83%	79 69%	37 75%	27 63%	14 68%
Rural	311 18%	42 12%	137 30%	97 12%	276 17%	35 31%	13 25%	16 37%	7 32%
			acd		c	acd	acd	acd	acd

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

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1675	68	132	16	148	187	414	64	66	726
Effective base	704	30	43	7	50	84	175	23	23	326
Weighted Base	1759	75	101	20	121	236	361	50	53	861
Large City (population: more than 500,000)	392	4	29	6	35	63	79	8	21	180
	22%	6%	29%	32%	29%	27%	22%	17%	39%	21%
			a	a	a	a	a		ai	a
Smaller City or Large town (population: 100,000 - 500,000)	394	25	20	5	24	47	95	13	20	169
	22%	33%	19%	23%	20%	20%	26%	27%	37%	20%
									i	
Medium town (population: 15,000 - 99,999)	360	6	27	2	29	44	87	11	8	175
	20%	8%	27%	8%	24%	19%	24%	22%	14%	20%
							a			
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	207	4	7	3	10	23	32	1	2	135
	12%	6%	7%	14%	8%	10%	9%	3%	3%	16%
										f
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	95	1	4	-	4	13	24	3	*	50
	5%	2%	4%	-%	3%	5%	7%	6%	*%	6%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	225	25	11	5	16	30	36	7	3	108
	13%	34%	11%	23%	13%	13%	10%	13%	6%	13%
		bdefhi								
Rural area (population: less than 2,000) more than 10 miles from a large settlement	86	9	3	-	3	15	9	6	-	43
	5%	12%	3%	-%	3%	6%	2%	13%	-%	5%
		f						f		
NETS										
Urban	1448	40	87	15	102	191	317	37	50	709
	82%	54%	85%	77%	84%	81%	88%	74%	94%	82%
			a		a	a	ag		ag	a

Columns Tested: a,b,c,d,e,f,g,h,i

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1675	68	132	16	148	187	414	64	66	726
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	1759	75	101	20	121	236	361	50	53	861
Rural	311	35	15	5	19	45	44	13	3	152
	18%	46%	15%	23%	16%	19%	12%	26%	6%	18%
		bdefhi						fh		

Columns Tested: a,b,c,d,e,f,g,h,i

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1675	403	414	858	1467	208	-	1383	292	1625	50
Effective base	704	164	175	372	600	107	-	628	81	682	22
Weighted Base	1759	432	361	966	1448	311	-	1606	153	1704	55
Large City (population: more than 500,000)	392 22%	103 24%	79 22%	209 22%	392 27%	- -%	- -%	349 22%	43 28%	384 23%	7 13%
Smaller City or Large town (population: 100,000 - 500,000)	394 22%	96 22%	95 26%	203 21%	394 27%	- -%	- -%	360 22%	34 22%	379 22%	15 27%
Medium town (population: 15,000 - 99,999)	360 20%	79 18%	87 24%	194 20%	360 25%	- -%	- -%	328 20%	33 21%	348 20%	12 22%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	207 12%	37 9%	32 9%	138 14%	207 14%	- -%	- -%	191 12%	16 10%	201 12%	6 11%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	95 5%	18 4%	24 7%	53 6%	95 7%	- -%	- -%	88 5%	7 4%	92 5%	3 6%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	225 13%	71 16%	36 10%	118 12%	- -%	225 72%	- -%	213 13%	12 8%	219 13%	6 12%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	86 5%	28 6%	9 2%	50 5%	- -%	86 28%	- -%	77 5%	10 6%	82 5%	5 8%

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

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1675	403	414	858	1467	208	-	1383	292	1625	50
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	1759	432	361	966	1448	311	-	1606	153	1704	55
NETS											
Urban	1448 82%	333 77%	317 88%	798 83%	1448 100%	- -%	- -%	1316 82%	131 86%	1404 82%	44 80%
Rural	311 18%	99 23%	44 12%	168 17%	- -%	311 100%	- -%	289 18%	22 14%	300 18%	11 20%
		b				a					

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

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1675	966	354	339
Effective base	704	439	120	140
Weighted Base	1759	1123	275	344
Large City (population: more than 500,000)	392 22%	247 22%	65 24%	78 23%
Smaller City or Large town (population: 100,000 - 500,000)	394 22%	234 21%	77 28%	83 24%
Medium town (population: 15,000 - 99,999)	360 20%	230 21%	54 20%	71 21%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	207 12%	137 12%	36 13%	34 10%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	95 5%	56 5%	13 5%	26 8%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	225 13%	154 14% b	16 6%	47 14% b
Rural area (population: less than 2,000) more than 10 miles from a large settlement	86 5%	64 6% c	14 5%	4 1%
NETS				
Urban	1448 82%	904 81%	245 89% a	292 85%

Columns Tested: a,b,c

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Unweighted Base	1675	966	354	339
Effective base	828	503	148	172
Weighted Base	1759	1123	275	344
Rural	311	218	30	52
	18%	19%	11%	15%
		b		

Columns Tested: a,b,c

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1675	1208	280	78	32	39	19	10	9	1488	187	109
Effective base	704	573	90	21	9	11	4	2	1	660	44	23
Weighted Base	1759	1465	191	47	11	27	13	1	5	1655	104	57
Large City (population: more than 500,000)	392	320	32	20	6	5	8	*	*	352	39	20
	22%	22%	17%	42% abi	54% abi	19%	64%	5%	5%	21%	38% abi	34%
Smaller City or Large town (population: 100,000 - 500,000)	394	305	57	17	4	10	1	*	-	363	31	14
	22%	21%	30%	36%	33%	37%	6%	1%	-%	22%	30%	25%
Medium town (population: 15,000 - 99,999)	360	308	36	4	*	9	1	1	*	345	16	11
	20%	21%	19%	9%	1%	32%	10%	91%	6%	21%	15%	20%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	207	175	24	2	1	*	*	*	5	199	8	6
	12%	12%	13%	3%	12%	*%	2%	2%	89%	12%	7%	11%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	95	80	13	-	*	2	-	*	-	93	2	2
	5%	5%	7%	-%	*%	6%	-%	1%	-%	6%	2%	3%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	225	194	25	3	-	2	2	-	-	218	7	4
	13%	13%	13%	7%	-%	7%	17%	-%	-%	13%	7%	7%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	86	82	3	1	-	-	-	-	-	85	1	-
	5%	6%	2%	3%	-%	-%	-%	-%	-%	5%	1%	-%
NETS												
Urban	1448	1189	163	42	11	25	11	1	5	1352	96	53
	82%	81%	86%	91%	100%	93%	83%	100%	100%	82%	92%	93%
Rural	311	276	28	4	-	2	2	-	-	303	8	4
	18%	19%	14%	9%	-%	7%	17%	-%	-%	18%	8%	7%

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

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1675	628	580	467	1557	1373	1605	1298	937	757	247	935	87	117	76	89	54
Effective base	704	343	231	133	636	543	665	525	358	253	138	414	28	33	18	20	14
Weighted Base	1759	919	546	295	1602	1338	1665	1287	894	614	360	1039	65	78	42	45	35
Large City (population: more than 500,000)	392	178	142	72	356	309	368	297	227	167	64	228	16	10	12	20	18
	22%	19%	26%	24%	22%	23%	22%	23%	25%	27%	18%	22%	24%	13%	29%	44%	51%
																abd	abd
Smaller City or Large town (population: 100,000 - 500,000)	394	183	122	89	350	302	366	290	203	153	65	213	24	30	17	9	8
	22%	20%	22%	30%	22%	23%	22%	22%	23%	25%	18%	21%	37%	39%	39%	20%	22%
				a									ab	ab	a		
Medium town (population: 15,000 - 99,999)	360	194	114	52	318	261	341	259	165	121	95	193	16	16	6	7	8
	20%	21%	21%	18%	20%	19%	20%	20%	18%	20%	26%	19%	25%	20%	14%	15%	22%
											b						
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	207	119	57	32	195	150	199	149	109	63	52	123	7	11	4	1	1
	12%	13%	10%	11%	12%	11%	12%	12%	12%	10%	15%	12%	10%	14%	10%	2%	3%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	95	56	24	15	86	75	87	76	48	22	13	71	1	*	*	2	*
	5%	6%	4%	5%	5%	6%	5%	6%	5%	4%	4%	7%	1%	1%	1%	4%	1%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	225	136	58	32	216	171	220	158	99	68	53	151	1	8	1	6	*
	13%	15%	11%	11%	13%	13%	13%	12%	11%	11%	15%	15%	2%	10%	3%	13%	1%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	86	54	28	4	81	69	84	57	43	20	17	61	-	4	2	*	*
	5%	6%	5%	1%	5%	5%	5%	4%	5%	3%	5%	6%	-%	5%	5%	1%	1%
		c															
NETS																	
Urban	1448	729	460	259	1305	1097	1362	1072	751	526	290	828	64	67	39	39	35
	82%	79%	84%	88%	81%	82%	82%	83%	84%	86%	81%	80%	98%	86%	93%	87%	98%
				a									ab				

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

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small a	Medium b	Large c	Letters a	Large Letters b	Any Letters c	Parcels and Packets d	Other types of post e	Bulk mail f	1-24 a	25-49 b	50-99 c	100-249 d	250-499 e	500-4,999 f	5,000+ g
Significance Level: 95%																	
Unweighted Base	1675	628	580	467	1557	1373	1605	1298	937	757	247	935	87	117	76	89	54
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	1759	919	546	295	1602	1338	1665	1287	894	614	360	1039	65	78	42	45	35
Rural	311	190	86	36	296	241	304	215	142	88	70	211	1	11	3	6	1
	18%	21%	16%	12%	19%	18%	18%	17%	16%	14%	19%	20%	2%	14%	7%	13%	2%
		c									c	c					

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

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	1675	1121	133	91	86	47	49	30	894	208	103	59	49	32	28
Effective base	704	526	41	28	16	11	10	6	403	67	27	24	12	12	7
Weighted Base	1759	1343	95	67	37	21	24	15	1001	175	53	38	38	13	20
Large City (population: more than 500,000)	392	281	24	12	14	8	9	8	213	42	16	7	20	1	11
	22%	21%	26%	18%	37%	39%	39%	53%	21%	24%	30%	19%	52%	8%	56%
													abdf		
Smaller City or Large town (population: 100,000 - 500,000)	394	276	24	27	7	8	4	5	190	66	17	11	10	6	3
	22%	21%	25%	40%	19%	39%	16%	31%	19%	38%	31%	28%	27%	41%	15%
				a						a					
Medium town (population: 15,000 - 99,999)	360	273	13	14	9	2	6	1	198	28	11	8	6	5	5
	20%	20%	14%	21%	25%	9%	23%	8%	20%	16%	21%	22%	16%	36%	24%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	207	171	10	9	3	1	1	1	123	16	3	7	*	*	*
	12%	13%	10%	14%	9%	4%	3%	5%	12%	9%	5%	18%	1%	*%	1%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	95	80	5	*	*	*	*	*	66	7	1	-	-	2	*
	5%	6%	6%	*%	1%	*%	*%	*%	7%	4%	1%	-%	-%	14%	*%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	225	193	13	2	3	-	4	*	146	16	3	5	1	*	*
	13%	14%	14%	3%	8%	-%	19%	3%	15%	9%	5%	13%	4%	*%	2%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	86	70	4	3	1	2	*	-	65	1	4	-	-	-	*
	5%	5%	5%	5%	1%	9%	1%	-%	6%	1%	7%	-%	-%	-%	1%
									b						
NETS															
Urban	1448	1080	77	62	33	19	19	15	790	158	47	33	37	13	19
	82%	80%	81%	92%	90%	91%	81%	97%	79%	90%	88%	87%	96%	100%	97%
										a					
Rural	311	263	18	5	4	2	5	*	211	17	6	5	1	*	1
	18%	20%	19%	8%	10%	9%	19%	3%	21%	10%	12%	13%	4%	*%	3%
									b						

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

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1675	797	163	123	75	50	41	49	584	342	378	196	99
Effective base	704	366	57	39	24	16	9	15	306	142	142	48	28
Weighted Base	1759	911	141	99	43	31	24	39	821	344	320	104	74
Large City (population: more than 500,000)	392	197	36	17	17	12	8	11	167	97	55	27	22
	22%	22%	26%	17%	40%	38%	32%	30%	20%	28%	17%	26%	30%
					ac					c			
Smaller City or Large town (population: 100,000 - 500,000)	394	172	36	42	10	10	3	18	162	67	84	33	19
	22%	19%	25%	42%	24%	32%	12%	46%	20%	19%	26%	31%	26%
				a				a					
Medium town (population: 15,000 - 99,999)	360	176	29	27	12	3	7	5	163	73	70	23	12
	20%	19%	21%	27%	28%	10%	30%	14%	20%	21%	22%	22%	16%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	207	127	10	4	3	5	*	*	98	39	38	10	13
	12%	14%	7%	4%	6%	16%	1%	*%	12%	11%	12%	10%	17%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	95	68	6	1	-	1	1	*	41	18	27	1	*
	5%	8%	4%	1%	-%	3%	3%	*%	5%	5%	8%	1%	*%
											d		
Rural area (population: less than 2,000) less than 10 miles from a large settlement	225	116	23	9	1	1	5	3	137	31	38	8	6
	13%	13%	16%	9%	2%	2%	20%	9%	17%	9%	12%	8%	8%
									b				
Rural area (population: less than 2,000) more than 10 miles from a large settlement	86	56	1	-	-	-	*	*	53	19	7	2	2
	5%	6%	1%	-%	-%	-%	1%	1%	6%	6%	2%	2%	3%
NETS													
Urban	1448	739	117	90	42	30	19	35	631	294	274	93	66
	82%	81%	83%	91%	98%	98%	79%	90%	77%	85%	86%	90%	89%
					a					a	a	a	

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

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1675	797	163	123	75	50	41	49	584	342	378	196	99
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	1759	911	141	99	43	31	24	39	821	344	320	104	74
Rural	311	172	24	9	1	1	5	4	190	50	46	10	8
	18%	19%	17%	9%	2%	2%	21%	10%	23%	15%	14%	10%	11%
		d							bcd				

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

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1675	690	312	322	156	70	594	274	283	139	68
Effective base	704	345	127	113	33	19	290	100	93	38	20
Weighted Base	1759	923	298	254	77	46	755	240	196	84	56
Large City (population: more than 500,000)	392	187	81	53	20	15	168	67	28	28	17
	22%	20%	27%	21%	27%	32%	22%	28%	15%	34%	30%
								c		c	
Smaller City or Large town (population: 100,000 - 500,000)	394	194	51	66	27	9	154	61	50	22	13
	22%	21%	17%	26%	36%	20%	20%	25%	26%	26%	23%
					b						
Medium town (population: 15,000 - 99,999)	360	175	70	51	15	8	135	48	51	17	9
	20%	19%	24%	20%	19%	17%	18%	20%	26%	20%	15%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	207	113	32	33	10	6	83	23	23	9	12
	12%	12%	11%	13%	13%	13%	11%	9%	12%	11%	21%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	95	46	17	21	1	*	49	10	16	*	*
	5%	5%	6%	8%	1%	*%	6%	4%	8%	*%	*%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	225	153	28	28	1	6	115	22	20	7	6
	13%	17%	9%	11%	1%	13%	15%	9%	10%	9%	10%
		bd									
Rural area (population: less than 2,000) more than 10 miles from a large settlement	86	55	19	2	2	2	51	9	6	1	*
	5%	6%	6%	1%	3%	5%	7%	4%	3%	1%	*%
		c	c								
NETS											
Urban	1448	715	252	224	73	38	589	209	169	76	50
	82%	77%	84%	88%	96%	83%	78%	87%	86%	90%	89%
				a	a			a			

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

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1675	690	312	322	156	70	594	274	283	139	68
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	1759	923	298	254	77	46	755	240	196	84	56
Rural	311	208	46	30	3	8	167	31	27	8	6
	18%	23%	16%	12%	4%	17%	22%	13%	14%	10%	11%
		cd					b				

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

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1675	536	222	276	151	88	735	146	405	1393	282	1400	157
Effective base	704	261	79	104	49	25	300	48	174	597	107	584	52
Weighted Base	1759	676	192	234	113	52	712	115	452	1510	250	1475	126
Large City (population: more than 500,000)	392 22%	163 24%	37 19%	45 19%	32 28%	13 25%	165 23%	27 24%	104 23%	323 21%	68 27%	322 22%	34 27%
Smaller City or Large town (population: 100,000 - 500,000)	394 22%	124 18%	54 28%	68 29% a	32 28%	10 19%	170 24%	44 38% ac	74 16%	327 22%	67 27%	313 21%	38 30%
Medium town (population: 15,000 - 99,999)	360 20%	135 20%	34 18%	56 24%	20 18%	13 24%	152 21%	19 16%	86 19%	304 20%	56 22%	298 20%	20 16%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	207 12%	80 12%	21 11%	27 12%	11 10%	10 20%	76 11%	13 11%	58 13%	189 13%	18 7%	183 12%	12 9%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	95 5%	43 6%	12 6%	13 6%	3 3%	* *%	40 6%	5 5%	29 6%	87 6%	8 3%	84 6%	3 2%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	225 13%	91 13%	26 14%	20 9%	11 10%	6 12%	81 11%	3 2%	74 16% b	203 13%	22 9%	204 14%	12 10%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	86 5%	40 6%	8 4%	4 2%	3 3%	* *%	27 4%	4 3%	27 6%	76 5%	10 4%	72 5%	8 7%

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

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1675	536	222	276	151	88	735	146	405	1393	282	1400	157
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	1759	676	192	234	113	52	712	115	452	1510	250	1475	126
NETS													
Urban	1448	545	157	210	98	46	603	108	352	1230	217	1200	105
	82%	81%	82%	90%	87%	88%	85%	94%	78%	82%	87%	81%	84%
Rural	311	131	35	24	15	6	108	7	100	279	32	276	21
	18%	19%	18%	10%	13%	12%	15%	6%	22%	18%	13%	19%	16%
		c		a			c	c					ab

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

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1675	1129	244	805	493	1407	150	1118	255	809	489
Effective base	704	472	71	351	174	586	50	463	80	352	173
Weighted Base	1759	1166	172	837	450	1483	119	1155	184	846	441
Large City (population: more than 500,000)	392	252	57	175	122	323	33	250	59	179	119
	22%	22%	33%	21%	27%	22%	28%	22%	32%	21%	27%
			a						a		
Smaller City or Large town (population: 100,000 - 500,000)	394	250	52	176	114	314	36	251	52	185	104
	22%	21%	30%	21%	25%	21%	30%	22%	28%	22%	24%
Medium town (population: 15,000 - 99,999)	360	231	30	181	79	298	21	221	40	174	85
	20%	20%	17%	22%	17%	20%	17%	19%	22%	21%	19%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	207	140	10	115	34	184	11	140	10	116	34
	12%	12%	6%	14%	8%	12%	10%	12%	6%	14%	8%
			b						b		
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	95	72	3	52	24	84	2	72	3	53	23
	5%	6%	2%	6%	5%	6%	2%	6%	2%	6%	5%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	225	156	16	103	55	204	12	153	18	102	56
	13%	13%	9%	12%	12%	14%	10%	13%	10%	12%	13%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	86	65	5	35	22	77	4	68	1	36	21
	5%	6%	3%	4%	5%	5%	3%	6%	1%	4%	5%
			b					b			

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

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1675	1129	244	805	493	1407	150	1118	255	809	489
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	1759	1166	172	837	450	1483	119	1155	184	846	441
NETS											
Urban	1448 82%	946 81%	152 88%	699 84%	373 83%	1202 81%	103 86%	933 81%	164 90%	707 84%	365 83%
Rural	311 18%	220 19%	20 12%	138 16%	77 17%	280 19%	16 14%	222 19%	19 10%	139 16%	77 17%

Columns Tested.: a,b - a,b - a,b - a,b - a,b

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	1675	889	1164	270	1	836	916	211	4	961	709	250	1
Effective base	704	327	502	99	1	308	374	81	3	375	299	97	1
Weighted Base	1759	826	1245	253	4	768	887	195	5	913	705	215	2
Large City (population: more than 500,000)	392 22%	205 25%	274 22%	69 27%	- -%	202 26%	201 23%	51 26%	- -%	247 27%	136 19%	60 28%	2 100%
Smaller City or Large town (population: 100,000 - 500,000)	394 22%	187 23%	251 20%	65 26%	4 100%	176 23%	173 20%	62 32%	1 12%	179 20%	147 21%	52 24%	- -%
Medium town (population: 15,000 - 99,999)	360 20%	143 17%	258 21%	32 13%	- -%	132 17%	201 23%	22 11%	2 36%	181 20%	168 24%	37 17%	- -%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	207 12%	119 14%	156 13%	39 16%	- -%	103 13%	99 11%	20 10%	2 40%	117 13%	83 12%	31 14%	- -%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	95 5%	41 5%	70 6%	13 5%	- -%	37 5%	52 6%	8 4%	- -%	48 5%	54 8%	12 5%	- -%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	225 13%	98 12%	171 14%	29 11%	- -%	86 11%	114 13%	30 15%	- -%	110 12%	82 12%	20 9%	- -%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	86 5%	35 4%	64 5%	6 2%	- -%	33 4%	47 5%	3 1%	1 12%	32 3%	36 5%	4 2%	- -%
NETS													
Urban	1448 82%	694 84%	1010 81%	218 86%	4 100%	650 85%	726 82%	163 83%	4 88%	771 84%	588 83%	192 89%	2 100%

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

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1675	889	1164	270	1	836	916	211	4	961	709	250	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	1759	826	1245	253	4	768	887	195	5	913	705	215	2
Rural	311	132	236	35	-	118	161	33	1	142	118	24	-
	18%	16%	19%	14%	-%	15%	18%	17%	12%	16%	17%	11%	-%

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

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1675	1342	1097	811	1109	890	55	583	476	441	124	74
Effective base	704	562	444	347	444	389	14	262	197	180	59	38
Weighted Base	1759	1436	1109	842	1125	982	34	622	496	443	133	87
Large City (population: more than 500,000)	392	307	241	174	245	185	10	116	130	114	34	27
	22%	21%	22%	21%	22%	19%	28%	19%	26%	26%	25%	31%
Smaller City or Large town (population: 100,000 - 500,000)	394	293	251	182	228	223	15	125	90	87	28	18
	22%	20%	23%	22%	20%	23%	45% a	20%	18%	20%	21%	21%
Medium town (population: 15,000 - 99,999)	360	290	211	173	243	207	6	142	89	87	21	20
	20%	20%	19%	21%	22%	21%	19%	23%	18%	20%	15%	23%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	207	182	134	102	133	115	*	74	70	57	18	11
	12%	13%	12%	12%	12%	12%	1%	12%	14%	13%	13%	13%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	95	82	67	64	56	57	1	51	33	29	5	2
	5%	6%	6%	8%	5%	6%	4%	8%	7%	7%	4%	2%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	225	207	143	106	160	142	-	80	66	53	23	9
	13%	14%	13%	13%	14%	14%	-%	13%	13%	12%	17%	10%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	86	74	63	41	59	53	1	33	17	16	5	*
	5%	5%	6%	5%	5%	5%	3%	5%	3%	4%	4%	*%
NETS												
Urban	1448	1155	904	695	906	787	33	509	413	374	105	78
	82%	80%	81%	83%	81%	80%	97%	82%	83%	84%	79%	89%

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

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1675	1342	1097	811	1109	890	55	583	476	441	124	74
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	1759	1436	1109	842	1125	982	34	622	496	443	133	87
Rural	311	281	205	147	219	195	1	113	83	69	28	9
	18%	20%	19%	17%	19%	20%	3%	18%	17%	16%	21%	11%

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

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1675	189	126	87	48	1380	878	1475	934	814	868	1287	223	-	1252	95
Effective base	704	80	45	36	20	578	344	615	373	322	331	551	84	-	518	50
Weighted Base	1759	196	112	84	46	1419	815	1511	894	773	806	1371	192	-	1242	130
Large City (population: more than 500,000)	392	51	42	22	5	318	181	338	196	188	207	312	50	-	269	37
	22%	26%	38%	26%	10%	22%	22%	22%	22%	24%	26%	23%	26%	-%	22%	28%
Smaller City or Large town (population: 100,000 - 500,000)	394	48	30	17	7	290	155	321	171	152	176	275	48	-	259	26
	22%	24%	27%	20%	14%	20%	19%	21%	19%	20%	22%	20%	25%	-%	21%	20%
Medium town (population: 15,000 - 99,999)	360	28	25	24	13	289	170	309	181	146	159	278	36	-	279	24
	20%	14%	22%	28%	27%	20%	21%	20%	20%	19%	20%	20%	19%	-%	22%	18%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	207	19	6	8	5	168	114	180	120	81	93	168	25	-	157	16
	12%	10%	5%	9%	11%	12%	14%	12%	13%	11%	11%	12%	13%	-%	13%	13%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	95	17	4	4	2	86	44	88	55	55	41	83	15	-	65	12
	5%	9%	3%	4%	3%	6%	5%	6%	6%	7%	5%	6%	8%	-%	5%	9%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	225	24	2	8	16	196	118	202	124	126	96	189	10	-	155	7
	13%	12%	1%	10%	34%	14%	14%	13%	14%	16%	12%	14%	5%	-%	12%	6%
		b			abc							c				
Rural area (population: less than 2,000) more than 10 miles from a large settlement	86	9	4	2	-	72	33	74	47	24	33	67	8	-	59	9
	5%	5%	3%	3%	-%	5%	4%	5%	5%	3%	4%	5%	4%	-%	5%	7%

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

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1675	189	126	87	48	1380	878	1475	934	814	868	1287	223	-	1252	95
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	1759	196	112	84	46	1419	815	1511	894	773	806	1371	192	-	1242	130
NETS																
Urban	1448	163	107	74	31	1151	664	1235	723	622	676	1115	173	-	1027	114
	82%	83%	95% ad	88%	66%	81%	82%	82%	81%	80%	84%	81%	91% b	-%	83%	87%
Rural	311	33	5	10	16	268	151	275	171	151	129	255	18	-	214	16
	18%	17% b	5%	12%	34% b	19%	18%	18%	19%	20%	16%	19% c	9%	-%	17%	13%

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

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1675	686	863	602	27	330	385	256	1086	313	239	369	1026
Effective base	704	291	369	228	14	117	158	97	460	140	93	143	454
Weighted Base	1759	723	932	564	39	281	405	235	1178	329	229	357	1135
Large City (population: more than 500,000)	392	171	184	143	18	97	92	73	241	76	51	98	237
	22%	24%	20%	25%	45%	34%	23%	31%	20%	23%	22%	27%	21%
						b		b					
Smaller City or Large town (population: 100,000 - 500,000)	394	193	170	133	4	68	88	59	261	66	56	102	223
	22%	27%	18%	24%	10%	24%	22%	25%	22%	20%	25%	29%	20%
		b										c	
Medium town (population: 15,000 - 99,999)	360	127	214	123	2	38	95	28	282	48	45	60	248
	20%	18%	23%	22%	6%	13%	23%	12%	24%	15%	20%	17%	22%
						a			ac				
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	207	76	121	56	6	29	41	26	144	36	28	36	138
	12%	10%	13%	10%	17%	10%	10%	11%	12%	11%	12%	10%	12%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	95	35	58	27	-	4	25	8	64	23	7	16	71
	5%	5%	6%	5%	-%	1%	6%	3%	5%	7%	3%	4%	6%
						a							
Rural area (population: less than 2,000) less than 10 miles from a large settlement	225	87	133	62	4	32	47	32	131	62	34	37	152
	13%	12%	14%	11%	10%	11%	12%	14%	11%	19%	15%	10%	13%
										b			
Rural area (population: less than 2,000) more than 10 miles from a large settlement	86	34	52	19	5	14	17	9	55	19	9	8	65
	5%	5%	6%	3%	13%	5%	4%	4%	5%	6%	4%	2%	6%

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

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	1675	686	863	602	27	330	385	256	1086	313	239	369	1026
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	1759	723	932	564	39	281	405	235	1178	329	229	357	1135
NETS													
Urban	1448	602	747	483	30	235	341	194	992	248	187	312	917
	82%	83%	80%	86%	77%	84%	84%	83%	84%	75%	82%	87%	81%
									c				
Rural	311	121	185	81	9	46	64	41	186	81	42	45	218
	18%	17%	20%	14%	23%	16%	16%	17%	16%	25%	18%	13%	19%
									b				

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

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1675	697	978
Effective base	704	260	445
Weighted Base	1759	677	1082
Large City (population: more than 500,000)	392	156	236
	22%	23%	22%
Smaller City or Large town (population: 100,000 - 500,000)	394	147	247
	22%	22%	23%
Medium town (population: 15,000 - 99,999)	360	113	247
	20%	17%	23%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	207	100	107
	12%	15%	10%
		b	
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	95	44	51
	5%	6%	5%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	225	93	132
	13%	14%	12%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	86	24	63
	5%	4%	6%
NETS			
Urban	1448	560	888
	82%	83%	82%
Rural	311	117	194
	18%	17%	18%

Columns Tested: a,b

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	1675	93	205	156	144	179	83	80	183	111	135	89	217
Effective base	704	30	108	102	47	139	49	12	84	42	30	40	82
Weighted Base	1759	44	194	202	53	300	88	25	302	102	79	113	259
Large City (population: more than 500,000)	392 22%	7 16%	32 17%	56 28%	14 27%	62 21%	19 21%	2 9%	68 23%	29 29%	16 20%	35 31%	52 20%
Smaller City or Large town (population: 100,000 - 500,000)	394 22%	7 17%	35 18%	34 17%	9 18%	62 21%	20 23%	2 8%	67 22%	27 27%	12 15%	24 21%	95 37%
Medium town (population: 15,000 - 99,999)	360 20%	13 30%	43 22%	48 24%	11 20%	62 21%	33 38%	4 15%	53 18%	27 26%	15 19%	17 15%	34 13%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	207 12%	3 7%	33 17%	17 9%	7 13%	33 11%	15 17%	3 10%	40 13%	6 6%	10 13%	10 8%	31 12%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	95 5%	4 10%	19 10%	14 7%	3 6%	12 4%	1 1%	3 13%	12 4%	6 6%	3 4%	13 11%	5 2%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	225 13%	4 10%	20 10%	26 13%	5 10%	55 18%	- -%	8 32%	46 15%	6 6%	17 21%	6 5%	32 12%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	86 5%	5 11%	13 7%	6 3%	3 6%	14 5%	- -%	3 13%	16 5%	1 1%	6 7%	9 8%	11 4%
NETS													
Urban	1448 82%	35 79%	162 83%	170 84%	44 84%	231 77%	88 100%	14 55%	240 80%	95 93%	56 71%	98 87%	216 83%
			g	g	g		abcdeghijkl		g	aeghj		g	g

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

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1675	93	205	156	144	179	83	80	183	111	135	89	217
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	1759	44	194	202	53	300	88	25	302	102	79	113	259
Rural	311	9	32	32	9	69	-	11	62	7	23	15	43
	18%	21%	17%	16%	16%	23%	-%	45%	20%	7%	29%	13%	17%
		fi	f	f	f	fi		bcdfhikl	fi	f	fi	f	f

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

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1675	454	406	374	441	860	815
Effective base	704	238	224	133	152	462	284
Weighted Base	1759	440	440	428	450	880	879
Large City (population: more than 500,000)	392 22%	95 22%	95 22%	99 23%	102 23%	190 22%	202 23%
Smaller City or Large town (population: 100,000 - 500,000)	394 22%	77 17%	91 21%	96 22%	130 29% a	168 19%	226 26% a
Medium town (population: 15,000 - 99,999)	360 20%	104 24% d	106 24% d	84 20%	67 15%	210 24% b	150 17%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	207 12%	53 12%	55 13%	48 11%	50 11%	108 12%	99 11%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	95 5%	37 8% b	16 4%	21 5%	21 5%	53 6%	42 5%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	225 13%	50 11%	60 14%	60 14%	55 12%	110 13%	115 13%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	86 5%	23 5%	17 4%	20 5%	26 6%	41 5%	46 5%
NETS							
Urban	1448 82%	366 83%	363 82%	348 81%	370 82%	729 83%	718 82%
Rural	311 18%	74 17%	77 18%	80 19%	81 18%	151 17%	160 18%

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

Table 5

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

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
Respondent only / self-employed	1065	167	898	1065	-	-	-	-
	53%	69%	51%	56%	-%	-%	-%	-%
		b		bcde				
Respondent and one (other) employee	493	30	464	493	-	-	-	-
	25%	12%	26%	26%	-%	-%	-%	-%
		a		bcde				
3 - 4	219	24	195	219	-	-	-	-
	11%	10%	11%	11%	-%	-%	-%	-%
				bcde				
5 - 9	133	12	121	133	-	-	-	-
	7%	5%	7%	7%	-%	-%	-%	-%
				bde				
10 - 19	55	4	52	-	55	-	-	55
	3%	2%	3%	-%	73%	-%	-%	62%
					acde			acd
20 - 25	8	1	7	-	8	-	-	8
	*%	1%	*%	-%	11%	-%	-%	9%
					acd			acd
26 - 49	12	1	11	-	12	-	-	12
	1%	*%	1%	-%	16%	-%	-%	14%
					acd			acd
50 - 99	9	1	8	-	-	9	-	9
	*%	*%	*%	-%	-%	100%	-%	10%
						abde		abd
100 - 249	5	1	4	-	-	-	5	5
	*%	*%	*%	-%	-%	-%	100%	6%
							abce	ab
NETS								
Micro (0 - 9)	1910	233	1677	1910	-	-	-	-
	96%	97%	95%	100%	-%	-%	-%	-%
				bcde				
Small (10 - 49)	76	6	70	-	76	-	-	76
	4%	3%	4%	-%	100%	-%	-%	84%
					acde			acd

Table 5 (continuation)

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

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
Medium (50 - 249)	14 1%	2 1%	12 1%	- -%	- -%	9 100%	5 100%	14 16%
						abe	abe	ab
NETS								
0-1	1558 78%	197 82%	1361 77%	1558 82%	- -%	- -%	- -%	- -%
				bcde				
2-9	352 18%	36 15%	316 18%	352 18%	- -%	- -%	- -%	- -%
				bcde				
10-49	76 4%	6 3%	70 4%	- -%	76 100%	- -%	- -%	76 84%
					acde			acd
50-99	9 *%	1 *%	8 *%	- -%	- -%	9 100%	- -%	9 10%
						abde		abd
100-249	5 *%	1 *%	4 *%	- -%	- -%	- -%	5 100%	5 6%
							abce	ab

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

Table 5 (continuation)

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

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
Respondent only / self-employed	1065	1065	-	-	-	-	-	1065	-	-
	53%	100%	-%	-%	-%	-%	-%	56%	-%	-%
		bcdefghi						bcdefhi		
Respondent and one (other) employee	493	-	493	-	-	-	-	493	-	-
	25%	-%	69%	-%	-%	-%	-%	26%	-%	-%
			acdefghi					acdefhi		
3 - 4	219	-	219	-	-	-	-	219	-	-
	11%	-%	31%	-%	-%	-%	-%	11%	-%	-%
			acdefghi					acdefhi		
5 - 9	133	-	-	133	-	-	-	133	-	-
	7%	-%	-%	100%	-%	-%	-%	7%	-%	-%
				abdefghi				abdefhi		
10 - 19	55	-	-	-	55	-	-	-	55	-
	3%	-%	-%	-%	100%	-%	-%	-%	73%	-%
					abcefgi				abcefgi	
20 - 25	8	-	-	-	-	8	-	-	8	-
	*%	-%	-%	-%	-%	28%	-%	-%	11%	-%
						abcdefghi			abcdefgi	
26 - 49	12	-	-	-	-	12	-	-	12	-
	1%	-%	-%	-%	-%	42%	-%	-%	16%	-%
						abcdefghi			abcdefgi	
50 - 99	9	-	-	-	-	9	-	-	-	9
	*%	-%	-%	-%	-%	30%	-%	-%	-%	64%
						abcdefgh				abcdefgh
100 - 249	5	-	-	-	-	-	5	-	-	5
	*%	-%	-%	-%	-%	-%	100%	-%	-%	36%
							abcdeghi			abcdegh
NETS										
Micro (0 - 9)	1910	1065	713	133	-	-	-	1910	-	-
	96%	100%	100%	100%	-%	-%	-%	100%	-%	-%
		defhi	defhi	defhi				defhi		
Small (10 - 49)	76	-	-	-	55	21	-	-	76	-
	4%	-%	-%	-%	100%	70%	-%	-%	100%	-%
					abcefgi	abcefgi			abcefgi	

Table 5 (continuation)

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

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
Medium (50 - 249)	14	-	-	-	-	9	5	-	-	14
	1%	-%	-%	-%	-%	30%	100%	-%	-%	100%
						abcdgh	abcdegh			abcdegh
NETS										
0-1	1558	1065	493	-	-	-	-	1558	-	-
	78%	100%	69%	-%	-%	-%	-%	82%	-%	-%
		bcdefghi	cdefhi					bcdefhi		
2-9	352	-	219	133	-	-	-	352	-	-
	18%	-%	31%	100%	-%	-%	-%	18%	-%	-%
			adefghi	abdefghi				adefhi		
10-49	76	-	-	-	55	21	-	-	76	-
	4%	-%	-%	-%	100%	70%	-%	-%	100%	-%
					abcefgi	abcfgi			abcefgi	
50-99	9	-	-	-	-	9	-	-	-	9
	*%	-%	-%	-%	-%	30%	-%	-%	-%	64%
						abcdfgh				abcdfgh
100-249	5	-	-	-	-	-	5	-	-	5
	*%	-%	-%	-%	-%	-%	100%	-%	-%	36%
							abcdeghi			abcdegh

Columns Tested: a,b,c,d,e,f,g,h,i

Table 5 (continuation)

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

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
Respondent only / self-employed	1065	1065	-	-	-	-	812	59	12	7	4
	53%	68%	-%	-%	-%	-%	66%	20%	17%	18%	7%
		bcde					bcde	e			
Respondent and one (other) employee	493	493	-	-	-	-	318	97	13	5	4
	25%	32%	-%	-%	-%	-%	26%	34%	18%	14%	8%
		bcde					e	cde			
3 - 4	219	-	219	-	-	-	67	73	13	13	9
	11%	-%	62%	-%	-%	-%	6%	25%	18%	32%	16%
			acde					a	a	a	a
5 - 9	133	-	133	-	-	-	18	46	20	4	14
	7%	-%	38%	-%	-%	-%	1%	16%	27%	9%	24%
			acde					a	a	a	a
10 - 19	55	-	-	55	-	-	6	8	10	6	14
	3%	-%	-%	73%	-%	-%	1%	3%	13%	16%	26%
				abde				a	ab	ab	ab
20 - 25	8	-	-	8	-	-	1	1	2	2	1
	*%	-%	-%	11%	-%	-%	*%	*%	2%	4%	2%
				abde					a	a	
26 - 49	12	-	-	12	-	-	1	2	2	1	4
	1%	-%	-%	16%	-%	-%	*%	1%	3%	3%	7%
				abde					a	a	ab
50 - 99	9	-	-	-	9	-	1	1	1	1	4
	*%	-%	-%	-%	100%	-%	*%	*%	1%	3%	7%
					abce					a	ab
100 - 249	5	-	-	-	-	5	*	1	*	*	2
	*%	-%	-%	-%	-%	100%	*%	*%	*%	1%	4%
						abcd					a
NETS											
Micro (0 - 9)	1910	1558	352	-	-	-	1215	275	57	29	31
	96%	100%	100%	-%	-%	-%	99%	96%	80%	72%	54%
		cde	cde				bcde	cde	e		
Small (10 - 49)	76	-	-	76	-	-	8	11	14	9	20
	4%	-%	-%	100%	-%	-%	1%	4%	19%	23%	35%
				abde				a	ab	ab	ab

Table 5 (continuation)

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

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
Medium (50 - 249)	14	-	-	-	9	5	1	1	1	2	6
	1%	-%	-%	-%	100%	100%	*%	*%	2%	4%	11%
					abc	abc				a	ab
NETS											
0-1	1558	1558	-	-	-	-	1130	156	25	12	8
	78%	100%	-%	-%	-%	-%	92%	54%	34%	31%	15%
		bcde					bcde	cde	e		
2-9	352	-	352	-	-	-	85	119	33	16	23
	18%	-%	100%	-%	-%	-%	7%	41%	45%	41%	40%
			acde				a	a	a	a	a
10-49	76	-	-	76	-	-	8	11	14	9	20
	4%	-%	-%	100%	-%	-%	1%	4%	19%	23%	35%
				abde			a	ab	ab	ab	ab
50-99	9	-	-	-	9	-	1	1	1	1	4
	*%	-%	-%	-%	100%	-%	*%	*%	1%	3%	7%
					abce					a	ab
100-249	5	-	-	-	-	5	*	1	*	*	2
	*%	-%	-%	-%	-%	100%	*%	*%	*%	1%	4%
						abcd					a

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

Table 5 (continuation)

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

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
Respondent only / self-employed	1065 53%	109 58%	74 57%	150 46%	44 55%	106 58%	161 51%	113 48%	102 63%	79 57%
Respondent and one (other) employee	493 25%	32 17%	36 28%	85 26%	16 20%	48 26%	96 30%	72 31%	29 18%	31 22%
3 - 4	219 11%	36 19%	7 6%	37 11%	12 15%	15 8%	22 7%	30 13%	14 9%	16 11%
5 - 9	133 7%	7 4%	9 7%	37 11%	5 7%	8 4%	20 6%	12 5%	11 7%	10 7%
10 - 19	55 3%	3 1%	2 2%	15 5%	2 2%	3 2%	14 4%	5 2%	3 2%	2 1%
20 - 25	8 *%	* *%	- -%	1 *%	* *%	1 *%	- -%	2 1%	- -%	- -%
26 - 49	12 1%	* *%	* *%	1 *%	* *%	1 1%	2 1%	- -%	2 1%	* *%
50 - 99	9 *%	* *%	* *%	1 *%	* *%	* *%	1 *%	1 *%	* *%	1 1%
100 - 249	5 *%	* *%	* *%	2 *%	* *%	* *%	* *%	1 *%	* *%	* *%
NETS										
Micro (0 - 9)	1910 96%	186 98%	126 98%	309 94%	77 97%	177 97%	299 95%	227 97%	157 97%	136 98%
Small (10 - 49)	76 4%	3 2%	3 2%	18 5%	2 2%	5 3%	16 5%	7 3%	5 3%	2 1%
Medium (50 - 249)	14 1%	* *%	* *%	3 1%	* 1%	* *%	1 *%	1 *%	1 *%	1 1%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 5 (continuation)

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

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
NETS										
0-1	1558	142	110	235	60	154	257	185	131	110
	78%	75%	85%	71%	75%	84%	81%	79%	81%	79%
			c			c				
2-9	352	44	16	73	17	23	42	42	25	26
	18%	23%	13%	22%	22%	13%	13%	18%	16%	19%
10-49	76	3	3	18	2	5	16	7	5	2
	4%	2%	2%	5%	2%	3%	5%	3%	3%	1%
50-99	9	*	*	1	*	*	1	1	*	1
	*%	*%	*%	*%	*%	*%	*%	*%	*%	1%
100-249	5	*	*	2	*	*	*	1	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 5 (continuation)

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

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
Respondent only / self-employed	1065	228	286	424	938	126	63	44	19
	53%	57%	59%	48%	53%	53%	52%	55%	48%
Respondent and one (other) employee	493	95	98	253	446	48	27	15	5
	25%	24%	20%	29%	25%	20%	23%	19%	13%
3 - 4	219	43	58	89	189	30	16	8	6
	11%	11%	12%	10%	11%	12%	13%	10%	15%
5 - 9	133	23	28	68	120	13	4	5	5
	7%	6%	6%	8%	7%	5%	3%	6%	11%
10 - 19	55	6	7	34	47	8	4	3	1
	3%	1%	2%	4%	3%	3%	3%	4%	4%
20 - 25	8	1	*	3	4	4	2	1	1
	*%	*%	*%	*%	*%	2%	1%	2%	2%
26 - 49	12	1	2	3	7	5	2	1	2
	1%	*%	*%	*%	*%	2%	2%	1%	5%
50 - 99	9	1	1	3	4	5	2	2	1
	*%	*%	*%	*%	*%	2%	2%	2%	2%
100 - 249	5	1	1	3	4	1	1	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%
NETS									
Micro (0 - 9)	1910	390	469	834	1693	217	109	73	35
	96%	97%	98%	95%	96%	91%	91%	91%	87%
Small (10 - 49)	76	8	10	40	59	17	8	5	4
	4%	2%	2%	5%	3%	7%	7%	6%	11%
						abd			abcd

Table 5 (continuation)

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

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
Medium (50 - 249)	14	2	1	5	9	5	3	2	1
	1%	*%	*%	1%	*%	2%	2%	3%	2%
						d		d	
NETS									
0-1	1558	323	383	677	1384	174	90	60	24
	78%	81%	80%	77%	79%	73%	75%	75%	61%
		h	h	h	eh	h	h	h	
2-9	352	66	85	157	309	43	19	13	10
	18%	17%	18%	18%	18%	18%	16%	16%	26%
									d
10-49	76	8	10	40	59	17	8	5	4
	4%	2%	2%	5%	3%	7%	7%	6%	11%
						abd			abcd
50-99	9	1	1	3	4	5	2	2	1
	*%	*%	*%	*%	*%	2%	2%	2%	2%
						d		d	d
100-249	5	1	1	3	4	1	1	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%

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

Table 5 (continuation)

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

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
Respondent only / self-employed	1065	42	36	14	50	123	237	20	30	563
	53%	46%	31%	58%	36%	46%	56%	33%	48%	59%
							bdg			bdeg
Respondent and one (other) employee	493	11	40	1	41	88	97	20	10	225
	25%	13%	34%	6%	29%	33%	23%	33%	16%	24%
		a				a		a		
3 - 4	219	29	20	1	22	23	41	9	11	83
	11%	33%	17%	5%	15%	9%	10%	14%	17%	9%
		defi								
5 - 9	133	6	9	6	15	23	27	8	5	49
	7%	6%	7%	26%	11%	9%	6%	12%	9%	5%
10 - 19	55	1	10	1	11	8	12	3	4	17
	3%	1%	8%	5%	8%	3%	3%	4%	7%	2%
		i			i					
20 - 25	8	*	*	-	*	1	1	*	*	5
	*%	*%	*%	-%	*%	*%	*%	1%	*%	1%
26 - 49	12	1	*	-	*	1	2	1	1	6
	1%	1%	*%	-%	*%	1%	1%	1%	1%	1%
50 - 99	9	-	1	-	1	*	2	*	*	6
	*%	-%	1%	-%	1%	*%	*%	1%	*%	1%
100 - 249	5	*	1	*	1	1	1	*	*	1
	*%	*%	1%	*%	1%	*%	*%	*%	1%	*%
NETS										
Micro (0 - 9)	1910	88	105	23	128	257	402	57	56	920
	96%	97%	90%	95%	91%	96%	96%	93%	91%	96%
										b
Small (10 - 49)	76	2	10	1	11	10	15	4	5	28
	4%	2%	9%	5%	8%	4%	4%	6%	8%	3%
			i							
Medium (50 - 249)	14	*	2	*	2	1	3	1	1	7
	1%	*%	1%	*%	1%	*%	1%	1%	1%	1%

Table 5 (continuation)

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

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
NETS										
0-1	1558	53	76	15	91	211	334	40	40	788
	78%	59%	65%	64%	65%	79%	80%	66%	65%	82%
						a	abd			abdgh
2-9	352	35	29	7	36	46	68	16	16	132
	18%	39%	25%	31%	26%	17%	16%	27%	26%	14%
		efi	i		i					
10-49	76	2	10	1	11	10	15	4	5	28
	4%	2%	9%	5%	8%	4%	4%	6%	8%	3%
			i							
50-99	9	-	1	-	1	*	2	*	*	6
	*%	-%	1%	-%	1%	*%	*%	1%	*%	1%
100-249	5	*	1	*	1	1	1	*	*	1
	*%	*%	1%	*%	1%	*%	*%	*%	1%	*%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 5 (continuation)

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

Base: All

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
Respondent only / self-employed	1065	215	237	613	887	178	-	1065	-	1024	41
	53%	43%	56%	57%	53%	54%	-%	58%	-%	53%	56%
			a	a				b			
Respondent and one (other) employee	493	140	97	256	400	93	-	426	67	477	16
	25%	28%	23%	24%	24%	28%	-%	23%	40%	25%	22%
								a			
3 - 4	219	74	41	104	176	43	-	179	40	211	8
	11%	15%	10%	10%	11%	13%	-%	10%	24%	11%	11%
								a			
5 - 9	133	43	27	62	119	13	-	98	35	128	4
	7%	9%	6%	6%	7%	4%	-%	5%	21%	7%	6%
								a			
10 - 19	55	19	12	24	54	2	-	41	14	53	2
	3%	4%	3%	2%	3%	1%	-%	2%	9%	3%	3%
								a			
20 - 25	8	1	1	6	8	*	-	5	3	8	*
	*%	*%	*%	1%	*%	*%	-%	*%	2%	*%	*%
26 - 49	12	3	2	7	10	2	-	7	5	12	1
	1%	1%	1%	1%	1%	1%	-%	*%	3%	1%	1%
								a			
50 - 99	9	1	2	6	8	1	-	6	3	9	-
	*%	*%	*%	1%	*%	*%	-%	*%	2%	*%	-%
100 - 249	5	2	1	2	5	*	-	4	1	4	1
	*%	*%	*%	*%	*%	*%	-%	*%	1%	*%	1%
NETS											
Micro (0 - 9)	1910	473	402	1035	1583	327	-	1768	142	1840	70
	96%	95%	96%	96%	95%	98%	-%	97%	84%	96%	95%
								b			
Small (10 - 49)	76	23	15	37	72	4	-	53	23	73	3
	4%	5%	4%	3%	4%	1%	-%	3%	13%	4%	4%
								a			

Table 5 (continuation)

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

Base: All

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
Medium (50 - 249)	14	3	3	8	13	1	-	10	4	13	1
	1%	1%	1%	1%	1%	*%	-%	1%	2%	1%	1%
NETS											
0-1	1558	355	334	869	1287	271	-	1491	67	1501	57
	78%	71%	80%	80%	77%	81%	-%	81%	40%	78%	78%
		a	a		b			b			
2-9	352	118	68	166	296	56	-	277	75	339	13
	18%	24%	16%	15%	18%	17%	-%	15%	45%	18%	17%
		c			a			a			
10-49	76	23	15	37	72	4	-	53	23	73	3
	4%	5%	4%	3%	4%	1%	-%	3%	13%	4%	4%
					a			a			
50-99	9	1	2	6	8	1	-	6	3	9	-
	*%	*%	*%	1%	*%	*%	-%	*%	2%	*%	-%
100-249	5	2	1	2	5	*	-	4	1	4	1
	*%	*%	*%	*%	*%	*%	-%	*%	1%	*%	1%

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

Table 5 (continuation)

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

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
Respondent only / self-employed	1065	684	142	225
	53%	55%	44%	55%
		b		b
Respondent and one (other) employee	493	314	77	99
	25%	25%	24%	24%
3 - 4	219	127	54	38
	11%	10%	17%	9%
			ac	
5 - 9	133	83	22	27
	7%	7%	7%	7%
10 - 19	55	30	14	11
	3%	2%	4%	3%
20 - 25	8	3	4	1
	*%	*%	1%	*%
26 - 49	12	6	4	2
	1%	1%	1%	*%
50 - 99	9	3	2	3
	*%	*%	1%	1%
100 - 249	5	2	2	1
	*%	*%	1%	*%
NETS				
Micro (0 - 9)	1910	1208	295	389
	96%	96%	92%	96%
		b		
Small (10 - 49)	76	40	22	14
	4%	3%	7%	3%
Medium (50 - 249)	14	6	4	4
	1%	*%	1%	1%

Columns Tested: a,b,c

Table 5 (continuation)

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

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
NETS				
0-1	1558 78%	998 80%	218 68%	324 80%
		b		b
2-9	352 18%	210 17%	76 24%	64 16%
10-49	76 4%	40 3%	22 7%	14 3%
50-99	9 *%	3 *%	2 1%	3 1%
100-249	5 *%	2 *%	2 1%	1 *%

Columns Tested: a,b,c

Table 5 (continuation)

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

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
Respondent only / self-employed	1065	952	80	18	3	5	7	-	*	1032	33	15
	53%	57%	38%	35%	25%	20%	52%	-%	9%	55%	30%	26%
		bcej								bejk		
Respondent and one (other) employee	493	411	48	12	3	11	4	-	5	459	34	22
	25%	24%	23%	23%	26%	42%	28%	-%	89%	24%	31%	39%
3 - 4	219	163	38	8	3	8	*	*	-	200	19	11
	11%	10%	18%	16%	24%	29%	2%	2%	-%	11%	17%	19%
		ai				a						
5 - 9	133	103	20	6	1	1	1	1	-	123	10	4
	7%	6%	9%	12%	10%	3%	9%	68%	-%	7%	9%	7%
10 - 19	55	38	11	6	*	1	*	-	-	48	7	2
	3%	2%	5%	11%	3%	4%	2%	-%	-%	3%	7%	3%
				ai								
20 - 25	8	4	3	*	*	*	*	-	-	7	1	1
	*%	*%	1%	1%	4%	1%	*%	-%	-%	*%	1%	1%
				a								
26 - 49	12	6	5	1	*	-	*	-	-	11	1	1
	1%	*%	3%	1%	4%	-%	1%	-%	-%	1%	1%	1%
			ai									
50 - 99	9	3	4	1	*	*	*	*	*	7	2	1
	*%	*%	2%	2%	1%	1%	4%	19%	*%	*%	2%	2%
			a									
100 - 249	5	2	1	1	*	*	*	*	*	3	2	1
	*%	*%	1%	1%	3%	1%	1%	12%	2%	*%	2%	2%
				a								
NETS												
Micro (0 - 9)	1910	1629	185	44	10	25	12	1	5	1814	96	52
	96%	97%	89%	85%	85%	93%	92%	69%	98%	96%	88%	91%
		bcj								bcj		
Small (10 - 49)	76	48	18	7	1	1	*	-	-	67	9	3
	4%	3%	9%	13%	11%	4%	3%	-%	-%	4%	9%	5%
			ai	ai						a		

Table 5 (continuation)

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

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
Medium (50 - 249)	14	5	5	1	*	1	1	*	*	10	4	2
	1%	*%	3%	3%	4%	3%	5%	31%	2%	1%	3%	4%
			ai								ai	a
NETS												
0-1	1558	1363	128	30	6	17	10	-	5	1491	67	38
	78%	81%	61%	57%	51%	61%	80%	-%	98%	79%	62%	65%
		bcdj								bcdj		
2-9	352	266	57	14	4	9	1	1	-	323	29	15
	18%	16%	27%	27%	34%	32%	12%	69%	-%	17%	26%	26%
			ai									
10-49	76	48	18	7	1	1	*	-	-	67	9	3
	4%	3%	9%	13%	11%	4%	3%	-%	-%	4%	9%	5%
			ai	ai							a	
50-99	9	3	4	1	*	*	*	*	*	7	2	1
	*%	*%	2%	2%	1%	1%	4%	19%	*%	*%	2%	2%
			a									
100-249	5	2	1	1	*	*	*	*	*	3	2	1
	*%	*%	1%	1%	3%	1%	1%	12%	2%	*%	2%	2%
					a							

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

Table 5 (continuation)

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

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
Respondent only / self-employed	1065	652	300	113	867	696	928	694	403	254	264	553	23	37	20	19	13
	53%	62%	48%	35%	50%	49%	52%	50%	45%	41%	64%	51%	33%	41%	43%	39%	34%
		bc	c		f	f	ef	f			bcdfg						
Respondent and one (other) employee	493	255	156	82	446	374	453	380	260	181	75	305	19	23	12	8	12
	25%	24%	25%	26%	26%	27%	25%	27%	29%	29%	18%	28%	27%	26%	25%	15%	32%
											a						
3 - 4	219	84	79	57	198	172	205	161	116	93	35	114	15	18	6	12	5
	11%	8%	13%	18%	12%	12%	11%	12%	13%	15%	8%	10%	21%	20%	13%	25%	14%
			a	a									a	a		ab	
5 - 9	133	49	54	29	123	91	124	89	64	50	29	76	6	4	2	3	4
	7%	5%	9%	9%	7%	6%	7%	6%	7%	8%	7%	7%	9%	4%	4%	6%	12%
			a	a													
10 - 19	55	12	26	18	53	46	53	42	35	27	6	32	4	3	3	4	2
	3%	1%	4%	6%	3%	3%	3%	3%	4%	4%	1%	3%	5%	3%	7%	8%	4%
			a	a													
20 - 25	8	2	3	4	8	7	8	6	4	4	1	4	*	1	1	*	1
	*%	*%	*%	1%	*%	*%	*%	*%	*%	1%	*%	*%	1%	1%	2%	*%	1%
26 - 49	12	1	5	6	12	11	12	10	9	8	1	5	2	2	1	1	*
	1%	*%	1%	2%	1%	1%	1%	1%	1%	1%	*%	*%	2%	2%	2%	3%	1%
				a													
50 - 99	9	1	2	6	9	8	9	8	6	6	*	3	1	2	2	1	*
	*%	*%	*%	2%	1%	1%	*%	1%	1%	1%	*%	*%	1%	2%	3%	2%	*%
				a													
100 - 249	5	1	1	3	5	4	5	4	3	3	*	2	*	*	*	1	1
	*%	*%	*%	1%	*%	*%	*%	*%	*%	1%	*%	*%	*%	*%	1%	2%	1%
NETS																	
Micro (0 - 9)	1910	1040	589	281	1636	1334	1710	1324	843	578	403	1048	63	82	39	42	34
	96%	98%	94%	88%	95%	95%	95%	95%	94%	92%	98%	96%	90%	91%	85%	86%	92%
		bc	c								cd	ef					
Small (10 - 49)	76	15	33	28	73	64	74	59	48	38	8	41	6	6	5	5	2
	4%	1%	5%	9%	4%	5%	4%	4%	5%	6%	2%	4%	8%	7%	11%	11%	7%
			a	a											a	a	

Table 5 (continuation)

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

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
Medium (50 - 249)	14 1%	2 *%	3 1%	9 3% a	13 1%	12 1%	13 1%	12 1%	9 1%	9 1%	1 *%	5 *%	1 2%	2 2%	2 4%	2 4%	1 2%
NETS																	
0-1	1558 78%	907 86% bc	456 73% c	195 61% a	1314 76% f	1070 76% f	1381 77% f	1074 77% f	662 74% f	435 70% f	339 82% cdf	858 78% cf	42 60%	60 66%	32 68%	27 55%	25 66%
2-9	352 18%	133 13%	133 21% a	86 27% a	322 19%	264 19%	329 18%	249 18%	180 20%	143 23%	64 15%	190 17%	21 30%	22 25%	8 17%	15 31%	10 26%
10-49	76 4%	15 1%	33 5% a	28 9% a	73 4%	64 5%	74 4%	59 4%	48 5%	38 6%	8 2%	41 4%	6 8%	6 7%	5 11% a	5 11% a	2 7%
50-99	9 *%	1 *%	2 *%	6 2% a	9 1%	8 1%	9 *%	8 1%	6 1%	6 1%	* *%	3 *%	1 1%	2 2%	2 3%	1 2%	* *%
100-249	5 *%	1 *%	1 *%	3 1%	5 *%	4 *%	5 *%	4 *%	3 *%	3 1%	* *%	2 *%	* *%	* *%	* 1%	1 2%	1 1%

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

Table 5 (continuation)

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

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
Respondent only / self-employed	1065	766	40	28	11	9	8	6	550	81	19	16	20	4	6
	53%	54%	37%	37%	23%	40%	30%	40%	52%	44%	31%	38%	53%	24%	32%
		bd							cf						
Respondent and one (other) employee	493	372	27	20	15	2	6	4	284	45	17	9	9	3	7
	25%	26%	25%	26%	31%	8%	23%	29%	27%	25%	29%	20%	24%	17%	37%
3 - 4	219	138	21	15	12	6	4	3	111	27	12	10	4	4	3
	11%	10%	20%	20%	25%	25%	16%	18%	11%	15%	21%	24%	10%	28%	17%
		a			a							a		a	
5 - 9	133	100	9	5	4	3	2	1	66	14	2	3	2	2	2
	7%	7%	8%	7%	8%	12%	7%	8%	6%	8%	4%	6%	5%	14%	9%
10 - 19	55	36	6	3	2	2	4	*	29	8	2	3	2	2	*
	3%	3%	6%	4%	4%	8%	15%	1%	3%	4%	4%	7%	5%	11%	1%
		a					a								
20 - 25	8	4	1	1	1	*	*	*	3	2	1	1	*	*	*
	*%	*%	1%	1%	2%	1%	1%	*%	*%	1%	2%	1%	*%	1%	2%
26 - 49	12	6	2	1	1	*	1	*	4	3	4	*	-	*	*
	1%	*%	1%	2%	3%	*%	5%	1%	*%	2%	6%	*%	-%	1%	1%
		a					a				a				
50 - 99	9	3	2	1	1	1	*	*	2	3	1	1	*	*	*
	*%	*%	2%	2%	2%	5%	1%	1%	*%	2%	2%	2%	1%	3%	*%
					a										
100 - 249	5	2	*	*	1	*	*	*	1	1	*	*	1	*	*
	*%	*%	*%	1%	2%	1%	1%	2%	*%	*%	1%	1%	2%	1%	1%
NETS															
Micro (0 - 9)	1910	1376	98	67	41	19	21	15	1010	167	51	38	36	13	19
	96%	96%	90%	90%	87%	85%	77%	96%	96%	91%	85%	89%	92%	83%	95%
		bdef							cf						
Small (10 - 49)	76	46	9	5	4	2	6	*	36	12	7	4	2	2	1
	4%	3%	8%	7%	9%	9%	21%	1%	3%	7%	12%	9%	5%	13%	4%
							a				a			a	
Medium (50 - 249)	14	5	2	2	2	1	1	*	4	4	2	1	1	1	*
	1%	*%	2%	3%	4%	6%	2%	3%	*%	2%	3%	2%	3%	4%	1%
					a	a									

Table 5 (continuation)

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

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
NETS															
0-1	1558	1138	68	47	25	11	15	11	833	126	36	25	30	6	14
	78%	80%	62%	64%	54%	48%	53%	69%	79%	69%	60%	59%	77%	40%	69%
		bcdef							cdf	f					
2-9	352	238	30	20	15	8	6	4	177	41	15	13	6	7	5
	18%	17%	28%	27%	33%	37%	23%	26%	17%	23%	24%	30%	16%	42%	25%
														a	
10-49	76	46	9	5	4	2	6	*	36	12	7	4	2	2	1
	4%	3%	8%	7%	9%	9%	21%	1%	3%	7%	12%	9%	5%	13%	4%
							a				a			a	
50-99	9	3	2	1	1	1	*	*	2	3	1	1	*	*	*
	*%	*%	2%	2%	2%	5%	1%	1%	*%	2%	2%	2%	1%	3%	*%
					a										
100-249	5	2	*	*	1	*	*	*	1	1	*	*	1	*	*
	*%	*%	*%	1%	2%	1%	1%	2%	*%	*%	1%	1%	2%	1%	1%

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

Table 5 (continuation)

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

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
Respondent only / self-employed	1065	525	71	47	11	13	9	18	549	172	130	41	34
	53%	53%	46%	45%	24%	39%	30%	46%	61%	47%	38%	37%	46%
		d	d						bcd				
Respondent and one (other) employee	493	278	29	26	13	10	15	9	202	107	105	24	16
	25%	28%	19%	25%	27%	31%	51%	23%	23%	29%	31%	21%	21%
							b						
3 - 4	219	94	26	15	13	4	1	7	82	44	49	23	7
	11%	10%	17%	14%	28%	12%	4%	18%	9%	12%	14%	20%	9%
				a								a	
5 - 9	133	52	16	9	3	4	2	2	44	28	33	10	8
	7%	5%	10%	8%	6%	12%	8%	6%	5%	8%	10%	9%	11%
10 - 19	55	23	7	4	5	*	1	1	12	13	16	8	5
	3%	2%	5%	4%	11%	1%	3%	3%	1%	3%	5%	7%	7%
				a							a	a	a
20 - 25	8	4	*	1	*	*	*	*	1	1	2	2	1
	*%	*%	*%	1%	*%	1%	1%	1%	*%	*%	1%	2%	1%
26 - 49	12	6	3	1	*	*	*	*	3	2	4	2	2
	1%	1%	2%	1%	*%	1%	*%	1%	*%	*%	1%	2%	3%
50 - 99	9	3	1	1	1	1	1	*	1	1	3	2	1
	*%	*%	1%	1%	2%	2%	2%	1%	*%	*%	1%	2%	1%
100 - 249	5	1	1	1	*	*	1	*	1	1	1	1	1
	*%	*%	*%	1%	1%	1%	2%	1%	*%	*%	*%	1%	1%
NETS													
Micro (0 - 9)	1910	950	142	98	40	32	27	36	877	352	317	98	65
	96%	96%	92%	92%	86%	95%	92%	93%	98%	95%	92%	87%	87%
		d							cde	d			
Small (10 - 49)	76	33	10	6	5	1	1	2	15	15	22	12	8
	4%	3%	7%	6%	12%	3%	4%	5%	2%	4%	6%	10%	11%
				a							a	a	a

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

Table 5 (continuation)

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

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
Medium (50 - 249)	14	4	2	2	1	1	1	1	2	2	4	4	2
	1%	*%	1%	2%	3%	2%	4%	2%	*%	*%	1%	3%	2%
												a	
NETS													
0-1	1558	803	100	73	24	23	23	27	751	279	235	65	50
	78%	81%	65%	69%	51%	70%	81%	69%	84%	76%	68%	57%	67%
		bd							bcde	d			
2-9	352	147	42	24	16	8	3	9	126	73	82	33	15
	18%	15%	27%	23%	35%	25%	11%	24%	14%	20%	24%	29%	20%
			a		a						a	a	
10-49	76	33	10	6	5	1	1	2	15	15	22	12	8
	4%	3%	7%	6%	12%	3%	4%	5%	2%	4%	6%	10%	11%
				a							a	a	a
50-99	9	3	1	1	1	1	1	*	1	1	3	2	1
	*%	*%	1%	1%	2%	2%	2%	1%	*%	*%	1%	2%	1%
100-249	5	1	1	1	*	*	1	*	1	1	1	1	1
	*%	*%	*%	1%	1%	1%	2%	1%	*%	*%	*%	1%	1%

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

Table 5 (continuation)

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

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
Respondent only / self-employed	1065	588	152	86	18	22	419	125	93	31	27
	53%	59%	47%	32%	21%	48%	53%	50%	43%	34%	47%
		bcd	cd			d	d				
Respondent and one (other) employee	493	243	90	86	23	4	218	64	53	25	12
	25%	24%	28%	31%	28%	8%	28%	25%	24%	27%	22%
				e							
3 - 4	219	93	35	44	21	6	85	29	33	18	6
	11%	9%	11%	16%	25%	13%	11%	12%	15%	19%	10%
				a	ab						
5 - 9	133	49	28	31	8	7	43	17	19	8	4
	7%	5%	9%	12%	9%	15%	5%	7%	9%	8%	6%
				a							
10 - 19	55	14	11	16	7	4	14	11	12	6	4
	3%	1%	4%	6%	8%	8%	2%	4%	5%	7%	7%
				a	a						
20 - 25	8	1	2	1	2	1	1	1	2	1	1
	*%	*%	1%	*%	2%	2%	*%	*%	1%	2%	2%
26 - 49	12	2	2	4	2	2	4	2	2	1	2
	1%	*%	1%	2%	2%	4%	*%	1%	1%	1%	4%
						a					
50 - 99	9	2	2	3	2	1	2	2	3	1	1
	*%	*%	*%	1%	2%	1%	*%	1%	1%	1%	1%
100 - 249	5	1	1	1	1	1	1	1	1	1	1
	*%	*%	*%	*%	1%	1%	*%	*%	1%	1%	1%
NETS											
Micro (0 - 9)	1910	973	304	247	70	39	765	236	198	81	49
	96%	98%	95%	91%	83%	84%	97%	93%	91%	89%	86%
		bcd	d				cde				
Small (10 - 49)	76	18	15	21	11	6	19	14	15	8	7
	4%	2%	5%	8%	13%	13%	2%	6%	7%	9%	12%
				a	a	a			a	a	a

Table 5 (continuation)

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

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
Medium (50 - 249)	14	2	2	4	3	1	2	2	4	2	1
	1%	*%	1%	1%	4%	3%	*%	1%	2%	2%	2%
NETS					a						
0-1	1558	832	242	172	41	26	637	189	146	56	39
	78%	84%	75%	63%	49%	56%	81%	75%	67%	61%	69%
		bcde	cd				cd				
2-9	352	142	62	75	29	13	128	47	52	26	9
	18%	14%	19%	28%	34%	28%	16%	18%	24%	28%	17%
				a	a						
10-49	76	18	15	21	11	6	19	14	15	8	7
	4%	2%	5%	8%	13%	13%	2%	6%	7%	9%	12%
				a	a	a			a	a	a
50-99	9	2	2	3	2	1	2	2	3	1	1
	*%	*%	*%	1%	2%	1%	*%	1%	1%	1%	1%
100-249	5	1	1	1	1	1	1	1	1	1	1
	*%	*%	*%	*%	1%	1%	*%	*%	1%	1%	1%

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

Table 5 (continuation)

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

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
Respondent only / self-employed	1065	393	105	119	52	11	408	48	236	944	120	811	56
	53%	53%	52%	47%	40%	21%	52%	42%	49%	55%	42%	51%	43%
		e	e	e						b			
Respondent and one (other) employee	493	215	52	61	31	22	192	35	149	411	83	411	35
	25%	29%	26%	24%	24%	42%	24%	30%	31%	24%	29%	26%	27%
3 - 4	219	73	20	33	25	7	101	14	45	179	40	178	20
	11%	10%	10%	13%	19%	13%	13%	12%	9%	10%	14%	11%	15%
					a								
5 - 9	133	35	12	20	12	7	46	8	33	112	21	115	8
	7%	5%	6%	8%	9%	13%	6%	7%	7%	7%	7%	7%	6%
10 - 19	55	14	5	13	7	2	24	7	12	41	14	46	7
	3%	2%	2%	5%	5%	4%	3%	6%	2%	2%	5%	3%	5%
20 - 25	8	2	2	*	1	1	3	2	2	6	2	7	1
	*%	*%	1%	*%	*%	3%	*%	1%	*%	*%	1%	*%	1%
26 - 49	12	3	3	2	1	1	5	1	4	10	2	11	1
	1%	*%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%
50 - 99	9	1	2	2	1	1	6	1	1	6	3	7	2
	*%	*%	1%	1%	1%	2%	1%	1%	*%	*%	1%	*%	1%
100 - 249	5	1	1	1	1	1	2	1	1	4	1	4	1
	*%	*%	*%	*%	1%	1%	*%	1%	*%	*%	*%	*%	1%
NETS													
Micro (0 - 9)	1910	716	189	233	120	47	747	106	463	1646	264	1516	120
	96%	97%	94%	92%	92%	89%	95%	91%	96%	96%	92%	95%	91%
		ce											

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

Table 5 (continuation)

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

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
Small (10 - 49)	76	19	10	16	8	4	31	9	18	57	19	63	9
	4%	3%	5%	6%	6%	8%	4%	8%	4%	3%	7%	4%	7%
Medium (50 - 249)	14	2	2	3	2	2	8	2	2	10	4	11	2
	1%	*%	1%	1%	2%	3%	1%	1%	*%	1%	1%	1%	2%
NETS													
0-1	1558	608	156	180	82	33	600	84	384	1355	203	1222	91
	78%	83%	78%	71%	63%	63%	76%	72%	80%	79%	71%	77%	69%
2-9	352	108	33	53	37	14	147	22	79	291	61	293	29
	18%	15%	16%	21%	29%	26%	19%	19%	16%	17%	21%	18%	22%
10-49	76	19	10	16	8	4	31	9	18	57	19	63	9
	4%	3%	5%	6%	6%	8%	4%	8%	4%	3%	7%	4%	7%
50-99	9	1	2	2	1	1	6	1	1	6	3	7	2
	*%	*%	1%	1%	1%	2%	1%	1%	*%	*%	1%	*%	1%
100-249	5	1	1	1	1	1	2	1	1	4	1	4	1
	*%	*%	*%	*%	1%	1%	*%	1%	*%	*%	*%	*%	1%

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

Table 5 (continuation)

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

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
Respondent only / self-employed	1065	623	74	496	198	816	52	620	77	498	196
	53%	50%	42%	55%	41%	51%	42%	51%	41%	54%	41%
				b						b	
Respondent and one (other) employee	493	324	50	225	155	417	29	330	44	231	149
	25%	26%	29%	25%	32%	26%	23%	27%	23%	25%	31%
3 - 4	219	150	22	92	69	175	23	138	34	97	64
	11%	12%	13%	10%	14%	11%	18%	11%	18%	11%	13%
5 - 9	133	80	11	56	33	114	10	78	14	55	34
	7%	6%	6%	6%	7%	7%	8%	6%	7%	6%	7%
10 - 19	55	35	11	22	21	46	7	34	12	20	22
	3%	3%	6%	2%	4%	3%	6%	3%	6%	2%	5%
20 - 25	8	5	2	4	2	7	1	5	2	4	2
	*%	*%	1%	*%	*%	*%	1%	*%	1%	*%	*%
26 - 49	12	9	2	6	4	11	1	9	2	6	4
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
50 - 99	9	5	3	4	3	7	2	5	3	4	4
	*%	*%	2%	*%	1%	*%	2%	*%	2%	*%	1%
100 - 249	5	3	1	2	2	4	1	3	1	2	2
	*%	*%	1%	*%	*%	*%	*%	*%	1%	*%	*%
NETS											
Micro (0 - 9)	1910	1176	158	869	455	1522	114	1166	168	880	444
	96%	95%	89%	96%	93%	95%	91%	95%	89%	96%	93%
		b						b			
Small (10 - 49)	76	49	15	32	27	64	9	48	16	30	29
	4%	4%	8%	3%	6%	4%	7%	4%	8%	3%	6%

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

Table 5 (continuation)

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

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
Medium (50 - 249)	14	8	4	6	5	11	2	8	4	6	6
	1%	1%	3%	1%	1%	1%	2%	1%	2%	1%	1%
NETS											
0-1	1558	946	124	721	353	1233	81	950	120	729	345
	78%	77%	70%	80%	72%	77%	65%	78%	64%	80%	72%
						b		b		b	
2-9	352	230	34	148	102	289	33	216	48	151	98
	18%	19%	19%	16%	21%	18%	26%	18%	26%	17%	21%
10-49	76	49	15	32	27	64	9	48	16	30	29
	4%	4%	8%	3%	6%	4%	7%	4%	8%	3%	6%
50-99	9	5	3	4	3	7	2	5	3	4	4
	*%	*%	2%	*%	1%	*%	2%	*%	2%	*%	1%
100-249	5	3	1	2	2	4	1	3	1	2	2
	*%	*%	1%	*%	*%	*%	*%	*%	1%	*%	*%

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

Table 5 (continuation)

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

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
Respondent only / self-employed	1065	374	713	118	-	365	472	97	2	437	417	111	2
	53%	44%	53%	46%	-%	46%	50%	50%	48%	45%	55%	49%	100%
		a								a			
Respondent and one (other) employee	493	255	324	74	4	231	243	51	2	301	177	58	-
	25%	30%	24%	29%	74%	29%	26%	26%	40%	31%	23%	26%	-%
		b								b			
3 - 4	219	115	152	29	-	94	119	20	1	118	89	19	-
	11%	14%	11%	12%	-%	12%	13%	10%	12%	12%	12%	8%	-%
5 - 9	133	52	102	15	1	49	63	14	-	68	40	19	-
	7%	6%	8%	6%	26%	6%	7%	7%	-%	7%	5%	9%	-%
10 - 19	55	29	42	12	-	26	34	9	-	31	25	11	-
	3%	3%	3%	5%	-%	3%	4%	5%	-%	3%	3%	5%	-%
20 - 25	8	6	6	2	-	5	5	2	-	5	3	1	-
	*%	1%	*%	1%	-%	1%	1%	1%	-%	1%	*%	*%	-%
26 - 49	12	7	9	2	-	7	8	*	-	7	6	2	-
	1%	1%	1%	1%	-%	1%	1%	*%	-%	1%	1%	1%	-%
50 - 99	9	5	6	2	-	5	5	1	-	6	4	2	-
	*%	1%	*%	1%	-%	1%	1%	1%	-%	1%	1%	1%	-%
100 - 249	5	3	3	1	-	3	2	1	-	3	2	1	-
	*%	*%	*%	*%	-%	*%	*%	1%	-%	*%	*%	*%	-%
NETS													
Micro (0 - 9)	1910	795	1291	236	5	738	897	183	5	923	723	207	2
	96%	94%	95%	93%	100%	94%	94%	93%	100%	95%	95%	92%	100%
Small (10 - 49)	76	42	57	16	-	39	47	11	-	43	35	14	-
	4%	5%	4%	6%	-%	5%	5%	6%	-%	4%	5%	6%	-%
Medium (50 - 249)	14	8	9	2	-	8	8	3	-	9	7	3	-
	1%	1%	1%	1%	-%	1%	1%	1%	-%	1%	1%	1%	-%

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

Table 5 (continuation)

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

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
NETS													
0-1	1558	628	1036	192	4	595	715	148	4	737	594	169	2
	78%	74%	76%	76%	74%	76%	75%	76%	88%	76%	78%	75%	100%
2-9	352	167	255	44	1	143	182	34	1	186	129	38	-
	18%	20%	19%	17%	26%	18%	19%	17%	12%	19%	17%	17%	-%
10-49	76	42	57	16	-	39	47	11	-	43	35	14	-
	4%	5%	4%	6%	-%	5%	5%	6%	-%	4%	5%	6%	-%
50-99	9	5	6	2	-	5	5	1	-	6	4	2	-
	*%	1%	*%	1%	-%	1%	1%	1%	-%	1%	1%	1%	-%
100-249	5	3	3	1	-	3	2	1	-	3	2	1	-
	*%	*%	*%	*%	-%	*%	*%	1%	-%	*%	*%	*%	-%

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

Table 5 (continuation)

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

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
Respondent only / self-employed	1065	792	587	481	572	571	6	343	244	215	71	52
	53%	51%	50%	53%	47%	55%	18%	54%	49%	48%	53%	60%
					c	ac						
Respondent and one (other) employee	493	408	318	240	347	257	14	158	147	132	37	21
	25%	26%	27%	26%	29%	25%	41%	25%	30%	29%	28%	24%
3 - 4	219	166	143	97	138	113	6	66	56	47	9	6
	11%	11%	12%	11%	11%	11%	18%	10%	11%	10%	7%	7%
5 - 9	133	112	68	55	91	55	4	41	26	34	9	6
	7%	7%	6%	6%	8%	5%	12%	6%	5%	8%	7%	7%
10 - 19	55	45	35	23	41	29	2	14	13	12	4	1
	3%	3%	3%	3%	3%	3%	5%	2%	3%	3%	3%	1%
20 - 25	8	6	6	3	6	4	*	3	3	2	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	1%	*%	*%	*%
26 - 49	12	11	10	6	9	7	1	5	4	3	*	*
	1%	1%	1%	1%	1%	1%	3%	1%	1%	1%	*%	*%
50 - 99	9	7	6	4	6	5	1	3	2	2	1	*
	*%	*%	*%	*%	*%	*%	1%	*%	*%	*%	1%	*%
100 - 249	5	3	3	2	3	2	*	1	1	1	*	*
	*%	*%	*%	*%	*%	*%	1%	*%	*%	*%	*%	*%
NETS												
Micro (0 - 9)	1910	1478	1116	873	1148	995	30	607	473	428	127	85
	96%	95%	95%	96%	95%	95%	89%	96%	95%	95%	95%	98%
Small (10 - 49)	76	62	51	33	56	40	3	22	20	18	5	1
	4%	4%	4%	4%	5%	4%	8%	3%	4%	4%	4%	1%
Medium (50 - 249)	14	10	9	6	9	7	1	4	3	3	1	1
	1%	1%	1%	1%	1%	1%	3%	1%	1%	1%	1%	1%

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

Table 5 (continuation)

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

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
NETS												
0-1	1558 78%	1200 77%	904 77%	722 79%	919 76%	828 79%	20 59%	500 79%	391 79%	347 77%	108 81%	73 84%
2-9	352 18%	278 18%	211 18%	151 17%	229 19%	167 16%	10 30%	106 17%	82 16%	81 18%	18 14%	12 14%
10-49	76 4%	62 4%	51 4%	33 4%	56 5%	40 4%	3 8%	22 3%	20 4%	18 4%	5 4%	1 1%
50-99	9 *%	7 *%	6 *%	4 *%	6 *%	5 *%	1 1%	3 *%	2 *%	2 *%	1 1%	* *%
100-249	5 *%	3 *%	3 *%	2 *%	3 *%	2 *%	* 1%	1 *%	1 *%	1 *%	* *%	* *%

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

Table 5 (continuation)

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

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
Respondent only / self-employed	1065	102	43	60	15	854	498	892	567	502	382	839	103	-	748	79
	53%	51%	38%	64%	32%	52%	48%	51%	51%	50%	46%	52%	51%	-%	53%	57%
Respondent and one (other) employee	493	56	41	14	19	424	283	456	278	252	224	411	46	-	339	39
	25%	28%	36%	15%	40%	26%	27%	26%	25%	25%	27%	26%	23%	-%	24%	28%
			c	c	c											
3 - 4	219	21	12	9	4	186	120	201	127	116	104	176	22	-	156	13
	11%	11%	11%	10%	9%	11%	12%	12%	11%	12%	13%	11%	11%	-%	11%	9%
5 - 9	133	11	10	6	6	110	74	115	83	73	65	107	13	-	103	7
	7%	5%	8%	6%	13%	7%	7%	7%	7%	7%	8%	7%	6%	-%	7%	5%
10 - 19	55	4	4	3	2	49	31	51	31	31	27	45	12	-	43	1
	3%	2%	4%	3%	4%	3%	3%	3%	3%	3%	3%	3%	6%	-%	3%	1%
20 - 25	8	1	1	1	-	7	7	8	5	6	6	6	2	-	6	*
	*%	*%	1%	1%	-%	*%	1%	*%	*%	1%	1%	*%	1%	-%	*%	*%
26 - 49	12	2	2	*	*	11	9	11	8	5	7	10	2	-	11	*
	1%	1%	1%	*%	*%	1%	1%	1%	1%	*%	1%	1%	1%	-%	1%	*%
50 - 99	9	1	1	*	-	7	5	8	6	6	5	7	2	-	7	-
	*%	1%	1%	*%	-%	*%	*%	*%	1%	1%	1%	*%	1%	-%	*%	-%
100 - 249	5	*	*	*	*	4	4	5	3	3	3	3	1	-	4	*
	*%	*%	*%	*%	1%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%
NETS																
Micro (0 - 9)	1910	189	106	89	45	1575	976	1663	1054	943	775	1533	184	-	1347	137
	96%	96%	93%	96%	95%	95%	95%	95%	95%	95%	94%	96%	91%	-%	95%	99%
Small (10 - 49)	76	7	7	4	2	66	48	70	45	42	40	61	15	-	59	1
	4%	3%	6%	4%	4%	4%	5%	4%	4%	4%	5%	4%	8%	-%	4%	1%
Medium (50 - 249)	14	2	1	*	*	12	8	13	9	9	8	11	3	-	11	*
	1%	1%	1%	*%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	*%

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

Table 5 (continuation)

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

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
NETS																
0-1	1558	157	84	74	34	1278	782	1347	845	754	606	1251	148	-	1088	118
	78%	80%	74%	80%	72%	77%	76%	77%	76%	76%	74%	78%	74%	-%	77%	85%
2-9	352	32	22	15	11	297	194	316	210	189	170	282	35	-	259	20
	18%	16%	19%	16%	22%	18%	19%	18%	19%	19%	21%	18%	17%	-%	18%	14%
10-49	76	7	7	4	2	66	48	70	45	42	40	61	15	-	59	1
	4%	3%	6%	4%	4%	4%	5%	4%	4%	4%	5%	4%	8%	-%	4%	1%
50-99	9	1	1	*	-	7	5	8	6	6	5	7	2	-	7	-
	*%	1%	1%	*%	-%	*%	*%	*%	1%	1%	1%	*%	1%	-%	*%	-%
100-249	5	*	*	*	*	4	4	5	3	3	3	3	1	-	4	*
	*%	*%	*%	*%	1%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%

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

Table 5 (continuation)

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

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
Respondent only / self-employed	1065	399	597	274	18	132	202	129	749	181	154	187	704
	53%	53%	54%	45%	44%	45%	45%	49%	56%	49%	52%	49%	56%
Respondent and one (other) employee	493	200	262	182	10	76	145	74	311	99	80	116	283
	25%	26%	24%	30%	23%	26%	32%	28%	23%	27%	27%	30%	22%
												c	
3 - 4	219	68	131	86	5	37	57	26	141	48	32	43	135
	11%	9%	12%	14%	12%	12%	13%	10%	10%	13%	11%	11%	11%
5 - 9	133	57	68	30	8	30	18	15	87	30	19	19	88
	7%	8%	6%	5%	20%	10%	4%	6%	6%	8%	6%	5%	7%
				a		b							
10 - 19	55	19	31	19	*	12	14	11	36	7	6	10	38
	3%	2%	3%	3%	1%	4%	3%	4%	3%	2%	2%	3%	3%
20 - 25	8	4	3	3	-	2	2	2	4	2	1	1	4
	*%	1%	*%	*%	-%	1%	*%	1%	*%	1%	*%	*%	*%
26 - 49	12	5	7	6	-	2	5	1	7	4	2	2	8
	1%	1%	1%	1%	-%	1%	1%	*%	1%	1%	1%	1%	1%
50 - 99	9	5	2	5	*	3	2	2	6	1	2	1	5
	*%	1%	*%	1%	*%	1%	*%	1%	*%	*%	1%	*%	*%
100 - 249	5	2	2	2	*	2	1	1	3	1	1	1	3
	*%	*%	*%	*%	*%	1%	*%	*%	*%	*%	*%	*%	*%
NETS													
Micro (0 - 9)	1910	724	1059	572	41	275	421	244	1288	358	285	366	1210
	96%	95%	96%	94%	98%	93%	95%	93%	96%	96%	96%	96%	95%
Small (10 - 49)	76	28	41	28	*	16	21	15	47	13	10	14	50
	4%	4%	4%	5%	1%	5%	5%	6%	4%	3%	3%	4%	4%
Medium (50 - 249)	14	7	5	7	*	4	3	3	9	2	3	3	8
	1%	1%	*%	1%	*%	2%	1%	1%	1%	*%	1%	1%	1%

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

Table 5 (continuation)

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

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
NETS													
0-1	1558	599	860	456	28	208	347	203	1060	279	234	303	988
	78%	79%	78%	75%	67%	71%	78%	78%	79%	75%	78%	79%	78%
2-9	352	125	199	116	13	66	75	41	228	78	51	63	223
	18%	16%	18%	19%	32%	23%	17%	16%	17%	21%	17%	16%	18%
10-49	76	28	41	28	*	16	21	15	47	13	10	14	50
	4%	4%	4%	5%	1%	5%	5%	6%	4%	3%	3%	4%	4%
50-99	9	5	2	5	*	3	2	2	6	1	2	1	5
	*%	1%	*%	1%	*%	1%	*%	1%	*%	*%	1%	*%	*%
100-249	5	2	2	2	*	2	1	1	3	1	1	1	3
	*%	*%	*%	*%	*%	1%	*%	*%	*%	*%	*%	*%	*%

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

Table 5 (continuation)

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

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
Respondent only / self-employed	1065	459	606
	53%	51%	55%
Respondent and one (other) employee	493	231	262
	25%	26%	24%
3 - 4	219	102	117
	11%	11%	11%
5 - 9	133	58	75
	7%	6%	7%
10 - 19	55	24	32
	3%	3%	3%
20 - 25	8	6	2
	*%	1%	*%
26 - 49	12	6	6
	1%	1%	1%
50 - 99	9	4	5
	*%	*%	*%
100 - 249	5	3	2
	*%	*%	*%
NETS			
Micro (0 - 9)	1910	850	1060
	96%	95%	96%
Small (10 - 49)	76	36	40
	4%	4%	4%
Medium (50 - 249)	14	7	7
	1%	1%	1%
NETS			
0-1	1558	690	868
	78%	77%	78%

Columns Tested:: a,b

Table 5 (continuation)

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

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
2-9	352	160	192
	18%	18%	17%
10-49	76	36	40
	4%	4%	4%
50-99	9	4	5
	*%	*%	*%
100-249	5	3	2
	*%	*%	*%

Columns Tested: a,b

Table 5 (continuation)

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

Base: All

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
Respondent only / self-employed	1065	31	123	119	30	188	56	17	202	63	42	80	115
	53%	57%	60%	49%	45%	61%	45%	50%	65%	41%	47%	63%	40%
			fil			dfil			cdfil			il	
Respondent and one (other) employee	493	7	44	66	11	74	31	8	56	44	29	28	96
	25%	13%	21%	27%	16%	24%	25%	23%	18%	28%	33%	22%	34%
										a			adh
3 - 4	219	5	18	37	7	37	11	3	29	15	11	8	38
	11%	10%	9%	15%	11%	12%	9%	9%	9%	10%	12%	6%	13%
5 - 9	133	4	13	10	10	7	15	1	19	21	3	9	20
	7%	8%	7%	4%		2%	12%	4%	6%	13%	3%	7%	7%
					cej		ce			ce			
10 - 19	55	2	3	10	2	3	10	2	3	10	*	3	8
	3%	3%	2%	4%	3%	1%	8%	6%	1%	7%	%	2%	3%
							behj			e			
20 - 25	8	1	1	-	2	*	-	*	*	1	1	-	3
	%	2%	%	-%	3%	%	-%	1%	%	%	1%	-%	1%
26 - 49	12	2	1	-	2	*	-	1	2	1	1	-	4
	1%	3%	%	-%	4%	%	-%	2%	1%	%	1%	-%	1%
50 - 99	9	1	1	-	2	*	-	2	1	*	1	*	1
	%	2%	1%	-%	3%	%	-%	5%	%	%	2%	%	%
100 - 249	5	*	1	*	*	*	1	*	*	1	*	*	1
	%	1%	%	%	%	%	1%	%	%	%	%	%	%
NETS													
Micro (0 - 9)	1910	47	198	232	58	307	113	29	306	142	84	125	268
	96%	89%	97%	96%	87%	99%	91%	86%	98%	92%	96%	98%	94%
			d	d		adfgi			adfg			d	
Small (10 - 49)	76	5	5	10	6	3	10	3	4	11	2	3	15
	4%	8%	2%	4%	9%	1%	8%	10%	1%	7%	2%	2%	5%
		e			beh		eh		e				
Medium (50 - 249)	14	1	2	*	2	*	1	2	1	1	2	*	2
	1%	3%	1%	%	3%	%	1%	5%	%	1%	2%	%	1%

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

Table 5 (continuation)

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

Base: All

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
NETS													
0-1	1558	38	166	186	40	262	87	25	258	106	71	108	211
	78%	71%	82%	76%	61%	84%	70%	73%	83%	69%	81%	85%	74%
			d	d		dfi			di		d	d	
2-9	352	10	31	47	17	45	26	4	48	36	14	17	58
	18%	18%	15%	19%	26%	14%	21%	13%	15%	23%	15%	13%	20%
				e									
10-49	76	5	5	10	6	3	10	3	4	11	2	3	15
	4%	8%	2%	4%	9%	1%	8%	10%	1%	7%	2%	2%	5%
		e			beh		eh			e			
50-99	9	1	1	-	2	*	-	2	1	*	1	*	1
	*%	2%	1%	-%	3%	*%	-%	5%	*%	*%	2%	*%	*%
100-249	5	*	1	*	*	*	1	*	*	1	*	*	1
	*%	1%	*%	*%	*%	*%	1%	*%	*%	*%	*%	*%	*%

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

Table 5 (continuation)

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

Base: All

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
10-49	76	19	19	19	19	38	38
	4%	4%	4%	4%	4%	4%	4%
50-99	9	2	2	2	2	5	5
	*%	*%	*%	*%	*%	*%	*%
100-249	5	1	1	1	1	2	2
	*%	*%	*%	*%	*%	*%	*%

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

Table 7

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
Up to £49,999	826 41%	23 10%	803 46% a	823 43% bcde	2 2%	1 10% bde	* 2%	3 3%
£50,000 -£99,999	398 20%	16 7%	383 22% a	392 21% bcde	6 8%	* 3%	* 3%	6 7%
£100,000 -£199,999	134 7%	8 3%	125 7%	132 7% be	2 2%	* 1%	* 3%	2 2%
£200,000 -£299,999	72 4%	3 1%	69 4%	68 4%	4 5%	* 1%	* 4%	4 4%
£300,000 -£399,999	48 2%	1 *%	47 3%	46 2%	2 2%	* 2%	* 2%	2 2%
£400,000 -£499,999	34 2%	3 1%	31 2%	29 2%	4 6% a	* 5%	* 2%	5 5% a
£500,000 -£749,999	38 2%	1 *%	37 2%	32 2%	5 7% a	* 2%	* 4%	6 6% a
£750,000 -£999,999	34 2%	* *%	34 2%	25 1%	8 11% ad	1 7% a	* 1%	9 10% ad
£1,000,000 -£1,499,999	40 2%	* *%	39 2%	29 2%	9 12% a	1 14% a	* 10% a	11 12% a
£1,500,000 -£1,999,999	20 1%	* *%	20 1%	12 1%	6 8% a	1 14% a	* 9% a	8 9% a
£2,000,000 -£4,999,999	18 1%	1 1%	17 1%	8 *%	9 12% a	1 8% a	1 12% a	11 12% a
£5,000,000 +	18 1%	* *%	17 1%	11 1%	4 6% a	2 21% abe	1 23% abe	7 8% a
Don't know / not sure	245 12%	166 69% b	78 4%	230 12%	12 16%	1 12%	1 24% a	15 16%

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
Refused	75	18	58	73	2	*	*	2
	4%	7%	3%	4%	3%	*%	2%	3%
		b						
Net: <£100,000	1224	39	1185	1215	8	1	*	9
	61%	16%	67%	64%	10%	14%	5%	10%
			a	bcde				
Net: <£200,000	1358	47	1311	1347	9	1	*	11
	68%	20%	74%	71%	12%	15%	7%	12%
			a	bcde				
Net: £200,000 -£500,000	154	6	148	143	10	1	*	11
	8%	3%	8%	8%	13%	8%	8%	12%
			a	a	a			a
Net: £500,000 -£1,000,000	72	1	71	57	14	1	*	15
	4%	1%	4%	3%	18%	9%	6%	16%
			a	a	ad	a		ad
Net: £1,000,000 -£2,000,000	60	*	60	41	15	2	1	19
	3%	*%	3%	2%	20%	27%	19%	21%
			a	a	a	a	a	a
Net: >£2,000,000	36	2	34	18	14	3	2	18
	2%	1%	2%	1%	18%	28%	35%	20%
					a	a	abe	a

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

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
Up to £49,999	826 41%	621 58%	195 27%	7 6%	1 2%	2 6%	* 2%	823 43%	2 2%	1 7%
		bcdefghi	cdefhi					bcdefhi		
£50,000 -£99,999	398 20%	191 18%	191 27%	10 8%	5 9%	1 3%	* 3%	392 21%	6 8%	* 3%
		cdefhi	acdefghi					cdefhi		
£100,000 -£199,999	134 7%	27 2%	91 13%	14 11%	1 2%	1 2%	* 3%	132 7%	2 2%	* 2%
			adefghi	adefhi				ah		
£200,000 -£299,999	72 4%	10 1%	47 7%	11 8%	3 6%	1 2%	* 4%	68 4%	4 5%	* 2%
			ag	agi	a		a	a	a	
£300,000 -£399,999	48 2%	14 1%	19 3%	12 9%	1 2%	1 2%	* 2%	46 2%	2 2%	* 2%
				abdefghi						
£400,000 -£499,999	34 2%	8 1%	13 2%	9 7%	3 6%	2 6%	* 2%	29 2%	4 6%	1 4%
				abg	abg	ag			abg	a
£500,000 -£749,999	38 2%	10 1%	10 1%	12 9%	4 8%	1 4%	* 4%	32 2%	5 7%	* 3%
				abg	abg		a		abg	
£750,000 -£999,999	34 2%	2 *%	16 2%	8 6%	5 9%	4 12%	* 1%	25 1%	8 11%	1 5%
			a	ag	abfg	abfg			abfg	ag
£1,000,000 -£1,499,999	40 2%	7 1%	18 3%	4 3%	6 12%	4 14%	* 10%	29 2%	9 12%	2 12%
			a		abcg	abcg	abg		abcg	abcg
£1,500,000 -£1,999,999	20 1%	- -%	7 1%	5 4%	4 8%	3 11%	* 9%	12 1%	6 8%	2 12%
				ag	abg	abg	abg		abg	abcg
£2,000,000 -£4,999,999	18 1%	- -%	6 1%	2 2%	6 11%	4 13%	1 12%	8 *%	9 12%	1 9%
				a	abcg	abcg	abcg		abcg	abcg
£5,000,000 +	18 1%	4 *%	* *%	7 5%	4 7%	2 7%	1 23%	11 1%	4 6%	3 22%
				abg	abg	abg	abcdegh		abg	abcdegh

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
Don't know / not sure	245	133	66	31	9	5	1	230	12	2
	12%	13%	9%	23%	15%	16%	24%	12%	16%	16%
Refused	75	38	34	*	2	1	*	73	2	*
	4%	4%	5%	*%	3%	2%	2%	4%	3%	1%
			c							
Net: <£100,000	1224	812	386	18	6	3	*	1215	8	1
	61%	76%	54%	13%	11%	9%	5%	64%	10%	11%
		bcdefghi	cdefhi	f				bcdefhi		
Net: <£200,000	1358	838	477	32	7	3	*	1347	9	2
	68%	79%	67%	24%	13%	11%	7%	71%	12%	12%
		bcdefghi	cdefhi	defhi				cdefhi		
Net: £200,000 - £500,000	154	32	79	32	7	3	*	143	10	1
	8%	3%	11%	24%	13%	10%	8%	8%	13%	8%
			a	abefghi	ag	a	a	a	ag	
Net: £500,000 - £1,000,000	72	12	26	20	10	5	*	57	14	1
	4%	1%	4%	15%	17%	16%	6%	3%	18%	8%
			a	abfg	abfgi	abfg	a		abfgi	ag
Net: £1,000,000 - £2,000,000	60	7	26	9	11	7	1	41	15	3
	3%	1%	4%	6%	19%	24%	19%	2%	20%	24%
			a	ag	abcg	abcg	abcg		abcg	abcg
Net: >£2,000,000	36	4	6	9	10	6	2	18	14	4
	2%	*%	1%	7%	18%	20%	35%	1%	18%	31%
				abg	abcg	abcg	abcdegh		abcg	abcdgh

Columns Tested: a,b,c,d,e,f,g,h,i

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
Up to £49,999	826 41%	787 51%	36 10%	2 2%	1 10%	* 2%	826 67%	- -%	- -%	- -%	- -%
		bcde	ce		ce		bcde				
£50,000 -£99,999	398 20%	343 22%	49 14%	6 8%	* 3%	* 3%	398 33%	- -%	- -%	- -%	- -%
		bcde	cde				bcde				
£100,000 -£199,999	134 7%	93 6%	39 11%	2 2%	* 1%	* 3%	- -%	134 46%	- -%	- -%	- -%
			acde					acde			
£200,000 -£299,999	72 4%	30 2%	38 11%	4 5%	* 1%	* 4%	- -%	72 25%	- -%	- -%	- -%
			acde	a				acde			
£300,000 -£399,999	48 2%	18 1%	28 8%	2 2%	* 2%	* 2%	- -%	48 17%	- -%	- -%	- -%
			ace					acde			
£400,000 -£499,999	34 2%	15 1%	14 4%	4 6%	* 5%	* 2%	- -%	34 12%	- -%	- -%	- -%
			a	a	a			ace			
£500,000 -£749,999	38 2%	14 1%	18 5%	5 7%	* 2%	* 4%	- -%	- -%	38 53%	- -%	- -%
			a	a	a	a			abde		
£750,000 -£999,999	34 2%	11 1%	15 4%	8 11%	1 7%	* 1%	- -%	- -%	34 47%	- -%	- -%
			a	abe	a				abde		
£1,000,000 -£1,499,999	40 2%	12 1%	16 5%	9 12%	1 14%	* 10%	- -%	- -%	- -%	40 100%	- -%
			a	ab	ab	a				abce	
£1,500,000 -£1,999,999	20 1%	- -%	12 4%	6 8%	1 14%	* 9%	- -%	- -%	- -%	- -%	20 36%
			a	ab	ab	ab					abcd
£2,000,000 -£4,999,999	18 1%	4 *%	3 1%	9 12%	1 8%	1 12%	- -%	- -%	- -%	- -%	18 32%
				ab	ab	ab					abcd
£5,000,000 +	18 1%	4 *%	7 2%	4 6%	2 21%	1 23%	- -%	- -%	- -%	- -%	18 32%
			a	ab	abc	abc					abcd

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
Don't know / not sure	245	165	65	12	1	1	-	-	-	-	-
	12%	11%	18%	16%	12%	24%	-%	-%	-%	-%	-%
		a				a					
Refused	75	61	12	2	*	*	-	-	-	-	-
	4%	4%	3%	3%	*%	2%	-%	-%	-%	-%	-%
Net:<£100,000	1224	1130	85	8	1	*	1224	-	-	-	-
	61%	73%	24%	10%	14%	5%	100%	-%	-%	-%	-%
		bcde	ce				bcde				
Net:<£200,000	1358	1223	124	9	1	*	1224	134	-	-	-
	68%	78%	35%	12%	15%	7%	100%	46%	-%	-%	-%
		bcde	cde				bcde	cde			
Net:£200,000 -£500,000	154	63	80	10	1	*	-	154	-	-	-
	8%	4%	23%	13%	8%	8%	-%	54%	-%	-%	-%
			acde	a				acde			
Net:£500,000 -£1,000,000	72	25	33	14	1	*	-	-	72	-	-
	4%	2%	9%	18%	9%	6%	-%	-%	100%	-%	-%
			a	abe	a	a			abde		
Net:£1,000,000 -£2,000,000	60	12	29	15	2	1	-	-	-	40	20
	3%	1%	8%	20%	27%	19%	-%	-%	-%	100%	36%
			a	ab	ab	ab				abce	abc
Net: >£2,000,000	36	8	10	14	3	2	-	-	-	-	36
	2%	1%	3%	18%	28%	35%	-%	-%	-%	-%	64%
			a	ab	ab	abc					abcd

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

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
Up to £49,999	826 41%	101 53% cg	57 44%	103 31%	41 52% c	82 45%	158 50% cg	78 33%	83 51% cg	70 51% cg
£50,000 -£99,999	398 20%	32 17%	31 24%	87 26% h	12 15%	33 18%	57 18%	74 32% aefhi	22 14%	20 14%
£100,000 -£199,999	134 7%	4 2%	13 10% f	27 8%	3 4%	11 6%	8 2%	26 11% af	18 11% af	9 7%
£200,000 -£299,999	72 4%	12 6%	1 1%	14 4%	3 4%	5 3%	13 4%	10 4%	3 2%	4 3%
£300,000 -£399,999	48 2%	8 4%	6 4%	5 1%	1 1%	4 2%	11 4%	5 2%	2 1%	2 1%
£400,000 -£499,999	34 2%	2 1%	2 2%	11 3%	1 1%	6 3%	5 2%	1 *%	2 1%	1 1%
£500,000 -£749,999	38 2%	6 3%	5 4%	9 3%	1 1%	5 3%	3 1%	4 2%	1 1%	1 1%
£750,000 -£999,999	34 2%	2 1%	- -%	9 3%	1 1%	9 5%	7 2%	1 1%	1 *%	3 2%
£1,000,000 -£1,499,999	40 2%	4 2%	2 1%	11 3%	2 2%	4 2%	8 3%	4 2%	1 *%	* *%
£1,500,000 -£1,999,999	20 1%	1 *% *	2 1%	6 2%	* 1%	1 1%	2 1%	3 1%	5 3%	- -%
£2,000,000 -£4,999,999	18 1%	1 *% *	* *% *	4 1%	- -% *	4 2% *	4 1% *	* *% *	* *% *	1 1% *
£5,000,000 +	18 1%	1 *% *	* *% *	7 2%	* *% *	* *% *	3 1% *	4 2% *	* *% *	* *% *
Don't know / not sure	245 12%	13 7%	9 7%	29 9%	11 14%	15 8%	17 6%	13 6%	20 12%	21 15% f
Refused	75 4%	4 2%	2 2%	9 3%	3 4%	4 2%	20 6%	10 4%	4 3%	6 4%

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
Net: <£100,000	1224	132	88	189	53	114	215	153	105	90
	61%	70%	68%	57%	67%	63%	68%	65%	65%	65%
Net: <£200,000	1358	137	101	217	56	126	223	178	122	99
	68%	72%	78%	66%	71%	69%	70%	76%	76%	72%
Net: £200,000 -£500,000	154	21	9	29	5	16	29	16	7	7
	8%	11%	7%	9%	6%	9%	9%	7%	4%	5%
Net: £500,000 -£1,000,000	72	8	5	17	2	14	10	5	2	4
	4%	4%	4%	5%	2%	8%	3%	2%	1%	3%
Net: £1,000,000 -£2,000,000	60	5	3	17	2	5	10	7	6	*
	3%	3%	3%	5%	2%	2%	3%	3%	4%	*%
Net: >£2,000,000	36	1	1	11	*	4	7	4	*	1
	2%	1%	*%	3%	*%	2%	2%	2%	*%	1%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
Up to £49,999	826 41%	193 48%	240 50%	339 39%	772 44%	54 22%	25 21%	21 26%	8 21%
		cefg	cefg	efgh	efgh				
£50,000 -£99,999	398 20%	65 16%	85 18%	218 25%	367 21%	31 13%	13 11%	14 18%	4 10%
				aefh	efh				
£100,000 -£199,999	134 7%	24 6%	34 7%	61 7%	119 7%	14 6%	8 7%	3 4%	3 8%
£200,000 -£299,999	72 4%	12 3%	16 3%	36 4%	64 4%	7 3%	4 3%	1 2%	2 6%
£300,000 -£399,999	48 2%	7 2%	16 3%	22 2%	44 3%	4 1%	2 2%	* *%	1 4%
£400,000 -£499,999	34 2%	8 2%	5 1%	17 2%	30 2%	4 2%	3 2%	1 1%	* 1%
£500,000 -£749,999	38 2%	7 2%	13 3%	16 2%	36 2%	2 1%	1 1%	* *%	1 1%
£750,000 -£999,999	34 2%	12 3%	2 *%	17 2%	32 2%	3 1%	* *%	1 1%	1 3%
£1,000,000 -£1,499,999	40 2%	5 1%	7 1%	23 3%	35 2%	5 2%	3 2%	1 2%	1 1%
£1,500,000 -£1,999,999	20 1%	1 *%	8 2%	10 1%	19 1%	1 *%	* *%	1 1%	* 1%
£2,000,000 -£4,999,999	18 1%	5 1%	1 *%	8 1%	15 1%	3 1%	2 1%	1 1%	1 1%
£5,000,000 +	18 1%	* *%	1 *%	14 2%	16 1%	2 1%	1 1%	1 2%	* 1%
Don't know / not sure	245 12%	47 12%	41 9%	60 7%	148 8%	97 40%	52 43%	29 37%	16 39%
						abcd	abcd	abcd	abcd
Refused	75 4%	13 3%	11 2%	40 4%	63 4%	12 5%	7 6%	4 5%	1 3%

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
Net: <£100,000	1224 61%	257 64%	325 68%	557 63%	1139 65%	85 35%	38 31%	35 43%	13 31%
Net: <£200,000	1358 68%	281 70%	359 75%	618 70%	1258 71%	99 41%	46 38%	38 48%	16 39%
Net: £200,000 -£500,000	154 8%	28 7%	37 8%	74 8%	139 8%	15 6%	8 7%	3 3%	4 11%
Net: £500,000 -£1,000,000	72 4%	19 5%	15 3%	33 4%	68 4%	5 2%	2 2%	1 1%	2 4%
Net: £1,000,000 -£2,000,000	60 3%	7 2%	14 3%	33 4%	54 3%	6 2%	3 3%	2 2%	1 2%
Net: >£2,000,000	36 2%	6 1%	2 *%	23 3%	30 2%	6 2%	2 2%	3 3%	1 2%

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

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
Up to £49,999	826 41%	18 20%	27 23%	12 50%	39 28%	91 34%	201 48% abdeg	12 20%	20 32%	444 47% abdeg
£50,000 -£99,999	398 20%	19 21% bd	7 6%	1 2%	8 5%	55 21% bd	79 19% bd	25 41% bdefhi	9 14%	204 21% bd
£100,000 -£199,999	134 7%	3 3%	19 16% fi	3 14%	23 16% fi	19 7%	28 7%	2 3%	3 5%	55 6%
£200,000 -£299,999	72 4%	7 8%	5 4%	1 5%	6 4%	13 5%	11 3%	2 3%	2 4%	30 3%
£300,000 -£399,999	48 2%	8 9% fi	5 4%	2 6%	6 4% i	15 6% i	8 2%	1 1%	3 6% i	7 1%
£400,000 -£499,999	34 2%	1 1%	8 7% fi	- -%	8 6% i	8 3%	7 2%	1 1%	3 5% i	6 1%
£500,000 -£749,999	38 2%	2 2%	3 2%	1 6%	4 3%	9 3%	4 1%	- -%	2 3%	18 2%
£750,000 -£999,999	34 2%	* *%	5 4%	- -%	5 3%	8 3%	13 3% i	1 2%	* *%	7 1%
£1,000,000 -£1,499,999	40 2%	9 10% efi	5 4%	- -%	5 4%	4 1%	6 2%	1 1%	3 5%	11 1%
£1,500,000 -£1,999,999	20 1%	* *%	* *%	- -%	* *%	1 *%	4 1%	- -%	3 4%	12 1%
£2,000,000 -£4,999,999	18 1%	1 1%	6 5% fi	1 3%	7 5% fi	2 1%	3 1%	1 1%	3 5% fi	2 *%
£5,000,000 +	18 1%	- -%	3 2%	- -%	3 2%	3 1%	4 1%	* 1%	2 3%	6 1%
Don't know / not sure	245 12%	19 21% i	19 16%	3 14%	22 16%	36 13%	46 11%	16 26% fi	8 12%	98 10%

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
Refused	75	3	6	-	6	5	7	*	1	54
	4%	3%	5%	-%	4%	2%	2%	*%	1%	6%
										f
Net:<£100,000	1224	37	34	12	47	146	279	38	28	649
	61%	41%	29%	52%	33%	54%	66%	62%	46%	68%
						bd	abdeh	bd		abdeh
Net:<£200,000	1358	40	54	16	69	166	307	39	32	704
	68%	44%	46%	66%	49%	62%	73%	64%	51%	74%
							abdeh			abdeh
Net:£200,000 -£500,000	154	16	17	3	20	36	27	3	9	43
	8%	18%	15%	11%	14%	13%	6%	5%	15%	5%
		fi	fi		i	fi			i	
Net:£500,000 -£1,000,000	72	2	7	1	9	17	17	1	2	25
	4%	2%	6%	6%	6%	6%	4%	2%	3%	3%
Net:£1,000,000 -£2,000,000	60	9	5	-	5	5	10	1	6	23
	3%	10%	5%	-%	4%	2%	2%	1%	9%	2%
		efi							i	
Net: >£2,000,000	36	1	9	1	9	4	7	1	5	8
	2%	1%	7%	3%	7%	2%	2%	2%	8%	1%
			fi		fi				fi	

Columns Tested: a,b,c,d,e,f,g,h,i

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
Up to £49,999	826 41%	149 30%	201 48%	476 44%	689 41%	136 41%	- -%	795 43%	31 18%	798 41%	28 38%
£50,000 -£99,999	398 20%	81 16%	79 19%	238 22%	330 20%	69 21%	- -%	369 20%	29 17%	393 20%	6 8%
£100,000 -£199,999	134 7%	45 9%	28 7%	61 6%	120 7%	14 4%	- -%	117 6%	17 10%	129 7%	5 6%
£200,000 -£299,999	72 4%	26 5%	11 3%	35 3%	58 3%	14 4%	- -%	63 3%	9 5%	69 4%	3 4%
£300,000 -£399,999	48 2%	29 6%	8 2%	11 1%	28 2%	20 6%	- -%	45 2%	3 2%	48 2%	- -%
£400,000 -£499,999	34 2%	17 3%	7 2%	10 1%	28 2%	6 2%	- -%	29 2%	5 3%	34 2%	- -%
£500,000 -£749,999	38 2%	14 3%	4 1%	20 2%	31 2%	7 2%	- -%	35 2%	4 2%	35 2%	3 5%
£750,000 -£999,999	34 2%	13 3%	13 3%	8 1%	32 2%	3 1%	- -%	28 2%	6 3%	34 2%	1 1%
£1,000,000 -£1,499,999	40 2%	19 4%	6 2%	15 1%	37 2%	3 1%	- -%	38 2%	1 1%	38 2%	2 2%
£1,500,000 -£1,999,999	20 1%	2 *%	4 1%	15 1%	19 1%	1 *%	- -%	18 1%	2 1%	20 1%	- -%
£2,000,000 -£4,999,999	18 1%	9 2%	3 1%	6 1%	18 1%	1 *%	- -%	12 1%	6 4%	18 1%	- -%
£5,000,000 +	18 1%	5 1%	4 1%	8 1%	17 1%	1 *%	- -%	11 1%	7 4%	15 1%	3 4%
Don't know / not sure	245 12%	77 15%	46 11%	122 11%	204 12%	41 12%	- -%	203 11%	41 24%	227 12%	18 24%

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
Refused	75	14	7	55	58	17	-	67	8	69	6
	4%	3%	2%	5%	3%	5%	-%	4%	5%	4%	8%
			b								
Net:<£100,000	1224	230	279	715	1019	205	-	1164	60	1190	34
	61%	46%	66%	66%	61%	62%	-%	64%	35%	62%	46%
			a	a				b			
Net:<£200,000	1358	275	307	776	1139	219	-	1281	76	1319	39
	68%	55%	73%	72%	68%	66%	-%	70%	45%	68%	53%
			a	a				b			
Net:£200,000 -£500,000	154	72	27	55	113	41	-	137	17	151	3
	8%	14%	6%	5%	7%	12%	-%	7%	10%	8%	4%
		bc				a					
Net:£500,000 -£1,000,000	72	27	17	28	63	10	-	63	9	68	4
	4%	5%	4%	3%	4%	3%	-%	3%	6%	4%	5%
Net:£1,000,000 -£2,000,000	60	20	10	30	56	4	-	57	3	58	2
	3%	4%	2%	3%	3%	1%	-%	3%	2%	3%	2%
Net: >£2,000,000	36	15	7	14	35	1	-	23	13	33	3
	2%	3%	2%	1%	2%	*%	-%	1%	8%	2%	4%
								a			

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

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
Up to £49,999	826 41%	513 41%	112 35%	192 47%
£50,000 -£99,999	398 20%	282 22%	59 18%	58 14%
£100,000 -£199,999	134 7%	74 6%	27 8%	32 8%
£200,000 -£299,999	72 4%	53 4%	12 4%	7 2%
£300,000 -£399,999	48 2%	34 3%	10 3%	4 1%
£400,000 -£499,999	34 2%	16 1%	2 1%	16 4%
£500,000 -£749,999	38 2%	20 2%	15 5%	3 1%
£750,000 -£999,999	34 2%	12 1%	8 2%	15 4%
£1,000,000 -£1,499,999	40 2%	24 2%	7 2%	9 2%
£1,500,000 -£1,999,999	20 1%	14 1%	4 1%	3 1%
£2,000,000 -£4,999,999	18 1%	13 1%	5 1%	1 *
£5,000,000 +	18 1%	14 1%	1 *	3 1%
Don't know / not sure	245 12%	136 11%	48 15%	51 13%
Refused	75 4%	52 4%	11 3%	12 3%

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
Net: <£100,000	1224 61%	794 63%	170 53%	250 61%
Net: <£200,000	1358 68%	869 69%	197 62%	282 69%
Net: £200,000 -£500,000	154 8%	103 8%	24 8%	27 7%
Net: £500,000 -£1,000,000	72 4%	31 3%	23 7%	18 4%
Net: £1,000,000 -£2,000,000	60 3%	37 3%	11 3%	12 3%
Net: >£2,000,000	36 2%	26 2%	6 2%	4 1%

Columns Tested: a,b,c

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
Up to £49,999	826	749	62	4	3	2	5	1	*	811	15	11
	41%	45%	30%	8%	26%	7%	39%	69%	9%	43%	14%	18%
		bcej	cj							bcej		
£50,000 -£99,999	398	330	50	11	1	2	*	-	5	380	19	8
	20%	20%	24%	21%	8%	7%	1%	-%	98%	20%	17%	14%
£100,000 -£199,999	134	101	12	4	*	14	2	-	-	114	20	16
	7%	6%	6%	7%	2%	51%	17%	-%	-%	6%	18%	28%
						abcdij					abi	abi
£200,000 -£299,999	72	60	9	2	*	*	*	-	-	70	2	1
	4%	4%	4%	3%	2%	9%	3%	-%	-%	4%	2%	1%
£300,000 -£399,999	48	34	5	4	1	3	1	-	-	39	9	5
	2%	2%	2%	8%	11%	9%	7%	-%	-%	2%	8%	8%
											ai	
£400,000 -£499,999	34	19	13	2	*	-	-	-	-	32	2	*
	2%	1%	6%	4%	1%	-%	-%	-%	-%	2%	2%	9%
			ai									9%
£500,000 -£749,999	38	31	5	2	1	-	-	-	-	35	3	1
	2%	2%	2%	3%	10%	-%	-%	-%	-%	2%	2%	2%
£750,000 -£999,999	34	12	10	10	*	2	-	*	-	22	12	2
	2%	1%	5%	20%	9%	8%	-%	2%	-%	1%	11%	4%
			ai	abi		ai					ai	
£1,000,000 -£1,499,999	40	23	4	7	3	3	-	*	-	27	12	6
	2%	1%	2%	13%	27%	10%	-%	2%	-%	1%	11%	10%
				abi	abi	ai					abi	ai
£1,500,000 -£1,999,999	20	14	4	1	1	1	*	*	-	17	3	2
	1%	1%	2%	1%	11%	4%	9%	5%	-%	1%	3%	4%
					ai							
£2,000,000 -£4,999,999	18	9	5	1	*	*	4	*	*	13	5	4
	1%	1%	2%	2%	2%	1%	29%	1%	9%	1%	5%	7%
											ai	ai
£5,000,000 +	18	12	4	1	*	1	*	*	*	16	2	1
	1%	1%	2%	2%	1%	2%	1%	20%	2%	1%	2%	2%
Don't know / not sure	245	220	20	4	-	-	*	-	*	241	4	*
	12%	13%	10%	8%	-%	-%	1%	-%	9%	13%	4%	9%

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
Refused	75	69	5	1	-	-	*	-	-	74	1	*
	4%	4%	2%	1%	-%	-%	2%	-%	-%	4%	1%	***
Net: <£100,000	1224	1079	112	15	4	4	5	1	5	1191	33	18
	61%	64%	54%	29%	33%	14%	40%	69%	98%	63%	31%	32%
		bcej	cej							cej		
Net: <£200,000	1358	1180	125	19	4	18	7	1	5	1304	54	35
	68%	70%	60%	37%	36%	65%	57%	69%	98%	69%	49%	60%
		bcdj	c							cdj		
Net: £200,000 -£500,000	154	114	27	8	1	3	1	-	-	141	13	6
	8%	7%	13%	15%	13%	10%	11%	-%	-%	7%	12%	10%
			a									
Net: £500,000 -£1,000,000	72	42	15	12	1	2	-	*	-	57	15	3
	4%	3%	7%	22%	10%	8%	-%	2%	-%	3%	14%	6%
			ai	abi							ai	
Net: £1,000,000 -£2,000,000	60	36	8	7	4	4	*	*	-	45	15	8
	3%	2%	4%	14%	38%	14%	***	8%	-%	2%	14%	14%
			ai	abi	abi	ai					abi	ai
Net: >£2,000,000	36	20	9	2	*	1	4	*	*	29	7	5
	2%	1%	4%	3%	3%	3%	30%	22%	2%	2%	6%	9%
			a								ai	ai

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

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
Up to £49,999	826 41%	496 47%	253 40%	77 24%	713 41%	602 43%	762 42%	563 40%	364 40%	225 36%	187 45%	476 44%	20 28%	39 43%	22 46%	14 28%	5 13%
£50,000 -£99,999	398 20%	207 20%	122 20%	69 22%	370 22%	283 20%	377 21%	309 22%	197 22%	134 21%	91 22%	226 21%	18 26%	18 20%	4 8%	10 21%	11 29%
£100,000 -£199,999	134 7%	65 6%	36 6%	32 10%	123 7%	114 8%	126 7%	103 7%	71 8%	64 10%	14 3%	79 7%	9 13%	7 8%	8 17%	5 11%	5 13%
£200,000 -£299,999	72 4%	41 4%	20 3%	11 4%	68 4%	57 4%	71 4%	55 4%	46 5%	31 5%	17 4%	44 4%	6 9%	1 1%	1 3%	2 4%	1 3%
£300,000 -£399,999	48 2%	19 2%	16 2%	13 4%	45 3%	39 3%	45 3%	34 2%	25 3%	22 3%	6 1%	33 3%	1 1%	3 3%	1 2%	1 2%	1 2%
£400,000 -£499,999	34 2%	7 1%	12 2%	15 5% a	32 2%	28 2%	32 2%	28 2%	20 2%	17 3%	3 1%	17 2%	2 3%	1 1%	1 3%	5 10%	2 5% ab
£500,000 -£749,999	38 2%	12 1%	19 3%	7 2%	37 2%	32 2%	38 2%	24 2%	19 2%	15 2%	7 2%	27 2%	1 2%	1 1%	1 1%	* 1%	1 2%
£750,000 -£999,999	34 2%	4 *%	8 1%	23 7% ab	34 2%	31 2%	34 2%	29 2%	27 3%	22 4%	2 *%	19 2%	2 3%	6 7%	2 5%	* 1%	2 5%
£1,000,000 -£1,499,999	40 2%	11 1%	12 2%	17 5% a	33 2%	32 2%	35 2%	26 2%	21 2%	19 3%	3 1%	20 2%	2 2%	3 4%	3 6%	3 6%	1 3%
£1,500,000 -£1,999,999	20 1%	5 1%	8 1%	7 2%	19 1%	14 1%	19 1%	11 1%	9 1%	9 1%	5 1%	9 1%	* *%	3 3%	* 1%	1 2%	1 3%
£2,000,000 -£4,999,999	18 1%	2 *%	7 1%	10 3% a	17 1%	16 1%	17 1%	15 1%	13 1%	13 2%	1 *%	6 1%	2 3%	1 1%	1 2%	2 4%	4 10% ab
£5,000,000 +	18 1%	6 1%	5 1%	6 2%	17 1%	11 1%	17 1%	11 1%	7 1%	6 1%	6 2%	6 1%	3 4% b	* *%	1 1%	1 2%	* 1%
Don't know / not sure	245 12%	139 13%	81 13%	24 8%	151 9% e	102 7%	160 9% e	127 9% e	48 5%	35 6%	55 13% b	85 8%	4 6%	6 7%	2 4%	4 9%	4 11%

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
Refused	75 4%	43 4%	26 4%	6 2%	61 4%	50 4%	63 3%	60 4%	34 4%	14 2%	14 3%	46 4%	* 1%	3 3%	* *%	* *%	* *%
Net:<£100,000	1224 61%	703 67%	375 60%	146 46%	1083 63%	885 63%	1139 63%	872 63%	561 62%	359 57%	278 68%	702 64%	38 54%	57 63%	25 54%	24 48%	15 41%
Net:<£200,000	1358 68%	768 73%	411 66%	178 56%	1207 70%	999 71%	1266 70%	974 70%	632 70%	424 68%	292 71%	781 71%	47 67%	64 71%	33 71%	29 59%	20 55%
Net:£200,000 -£500,000	154 8%	67 6%	47 8%	40 13% a	145 8%	125 9%	149 8%	117 8%	90 10%	70 11%	26 6%	94 9%	9 13%	4 4%	4 8%	8 16%	4 10%
Net:£500,000 -£1,000,000	72 4%	16 2%	26 4% a	30 9% ab	71 4%	63 4%	72 4%	53 4%	45 5%	38 6%	9 2%	46 4%	3 4%	7 8%	3 6%	1 1%	3 7%
Net:£1,000,000 -£2,000,000	60 3%	16 2%	20 3%	24 7% a	53 3%	46 3%	54 3%	37 3%	30 3%	27 4%	9 2%	29 3%	2 2%	6 7%	3 7%	4 8%	2 6%
Net: >£2,000,000	36 2%	8 1%	12 2%	16 5% a	34 2%	27 2%	34 2%	26 2%	20 2%	19 3%	7 2%	12 1%	5 7% b	1 1%	1 3%	3 6% b	4 11% ab

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

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
Refused	75	53	6	2	1	*	*	-	47	1	2	*	*	*	-
	4%	4%	5%	2%	3%	*%	1%	-%	4%	*%	3%	*%	1%	1%	-%
Net:<£100,000	1224	927	62	42	27	13	5	7	685	113	24	25	20	9	9
	61%	65%	57%	57%	57%	58%	20%	46%	65%	62%	40%	59%	52%	56%	44%
		f	f	f	f				c	c					
Net:<£200,000	1358	1023	71	50	32	13	10	7	754	129	32	29	33	9	14
	68%	72%	66%	67%	69%	59%	37%	49%	72%	71%	53%	68%	84%	56%	69%
		f							c						
Net:£200,000 -£500,000	154	117	10	5	3	2	7	1	90	19	11	*	1	1	3
	8%	8%	9%	7%	6%	9%	26%	6%	9%	10%	18%	1%	3%	6%	14%
							a				d				
Net:£500,000 -£1,000,000	72	53	6	5	3	*	1	2	43	10	3	4	*	1	1
	4%	4%	6%	7%	6%	2%	4%	12%	4%	5%	5%	10%	1%	6%	5%
Net:£1,000,000 -£2,000,000	60	36	3	6	2	3	1	1	22	12	3	4	3	*	2
	3%	3%	3%	8%	4%	15%	3%	8%	2%	6%	6%	8%	7%	2%	10%
						a				a					
Net: >£2,000,000	36	21	2	3	1	1	3	4	14	3	6	2	1	*	*
	2%	1%	1%	4%	2%	2%	10%	26%	1%	2%	10%	4%	3%	2%	1%
							a	abd			a				

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

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
Up to £49,999	826 41%	406 41%	72 47%	46 44%	6 12%	14 42%	6 21%	12 32%	429 48%	159 43%	115 33%	31 28%	27 36%
		d	d	d		d			cd	d			
£50,000 -£99,999	398 20%	247 25%	31 20%	13 12%	6 12%	6 19%	1 4%	5 12%	182 20%	85 23%	76 22%	18 16%	15 20%
£100,000 -£199,999	134 7%	62 6%	6 4%	12 12%	9 20%	3 8%	4 13%	7 17%	46 5%	25 7%	32 9%	16 14%	7 10%
					ab							a	
£200,000 -£299,999	72 4%	38 4%	6 4%	1 1%	7 14%	1 3%	* 1%	2 6%	36 4%	16 4%	12 4%	5 5%	2 2%
					ac								
£300,000 -£399,999	48 2%	17 2%	8 5%	6 6%	* 1%	1 4%	1 3%	1 2%	17 2%	10 3%	14 4%	4 4%	1 1%
£400,000 -£499,999	34 2%	15 1%	3 2%	6 6%	3 7%	- -%	- -%	* -%	6 1%	11 3%	5 2%	3 2%	7 9%
				a	a								ac
£500,000 -£749,999	38 2%	14 1%	4 3%	2 2%	1 3%	1 2%	1 4%	* -%	12 1%	6 2%	16 5%	2 1%	2 2%
											a		
£750,000 -£999,999	34 2%	8 1%	2 1%	6 5%	4 8%	4 12%	1 2%	5 12%	9 1%	2 1%	11 3%	9 8%	2 2%
				a	a	ab		ab				ab	
£1,000,000 -£1,499,999	40 2%	13 1%	1 1%	* -%	5 11%	1 2%	1 5%	4 11%	12 1%	11 3%	5 1%	7 6%	1 2%
					abc			abc				a	
£1,500,000 -£1,999,999	20 1%	4 -%	3 2%	1 1%	1 3%	* -%	* 1%	1 3%	8 1%	2 1%	4 1%	2 2%	3 4%
£2,000,000 -£4,999,999	18 1%	8 1%	1 1%	3 2%	* -%	* -%	4 13%	- -%	2 -%	2 -%	5 2%	3 2%	5 6%
							ab						ab
£5,000,000 +	18 1%	8 1%	* -%	* -%	1 1%	* 1%	* 1%	1 3%	4 -%	6 2%	4 1%	2 2%	1 1%

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
Don't know / not sure	245	96	12	8	2	2	5	1	84	29	32	11	3
	12%	10%	8%	8%	5%	6%	18%	2%	9%	8%	9%	9%	4%
Refused	75	51	4	1	1	*	4	-	45	4	12	1	*
	4%	5%	2%	1%	2%	1%	14%	-%	5%	1%	4%	1%	*%
Net: <£100,000	1224	654	103	59	11	20	7	17	612	245	190	50	42
	61%	66%	67%	56%	25%	61%	24%	44%	68%	66%	55%	44%	57%
		df	df	d		d			cd	cd			
Net: <£200,000	1358	715	109	71	21	23	11	24	658	269	222	65	49
	68%	73%	71%	67%	45%	69%	38%	61%	74%	73%	65%	58%	66%
		df	df						cd	d			
Net: £200,000 -£500,000	154	69	17	13	10	2	1	3	59	37	31	12	9
	8%	7%	11%	13%	22%	7%	4%	7%	7%	10%	9%	11%	12%
					a								
Net: £500,000 -£1,000,000	72	22	6	8	5	5	2	5	21	9	27	11	3
	4%	2%	4%	7%	10%	14%	6%	13%	2%	2%	8%	10%	5%
					a	a		a			ab	ab	
Net: £1,000,000 -£2,000,000	60	17	4	2	6	1	2	6	19	13	9	9	4
	3%	2%	2%	2%	14%	2%	6%	14%	2%	4%	3%	8%	5%
					abc			a				a	
Net: >£2,000,000	36	16	1	3	1	1	4	1	7	8	10	4	5
	2%	2%	1%	3%	2%	2%	14%	3%	1%	2%	3%	4%	7%
							ab						a

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

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
Up to £49,999	826 41%	484 49%	119 37%	78 29%	17 20%	15 32%	364 46%	110 44%	83 38%	24 26%	20 36%
£50,000 -£99,999	398 20%	200 20%	83 26%	63 23%	14 17%	10 21%	161 21%	51 20%	40 18%	16 18%	12 21%
£100,000 -£199,999	134 7%	67 7%	26 8%	22 8%	7 9%	* 1%	56 7%	14 6%	19 9%	16 17%	7 12%
£200,000 -£299,999	72 4%	33 3%	18 6%	10 4%	5 6%	1 3%	36 5%	10 4%	8 4%	2 3%	* 1%
£300,000 -£399,999	48 2%	22 2%	7 2%	11 4%	4 5%	1 1%	17 2%	11 4%	7 3%	4 4%	1 1%
£400,000 -£499,999	34 2%	8 1%	9 3%	8 3%	2 3%	5 10%	9 1%	7 3%	3 1%	2 3%	7 12%
£500,000 -£749,999	38 2%	14 1%	5 2%	15 6%	2 2%	2 4%	17 2%	7 3%	5 3%	2 2%	1 1%
£750,000 -£999,999	34 2%	10 1%	3 1%	11 4%	8 9%	2 4%	10 1%	2 1%	8 3%	8 9%	2 3%
£1,000,000 -£1,499,999	40 2%	12 1%	9 3%	5 2%	7 8%	1 2%	13 2%	8 3%	6 3%	4 4%	1 1%
£1,500,000 -£1,999,999	20 1%	8 1%	3 1%	3 1%	3 3%	2 5%	5 1%	2 1%	3 1%	2 2%	2 4%
£2,000,000 -£4,999,999	18 1%	3 *%	2 1%	5 2%	2 2%	5 10%	2 *%	3 1%	4 2%	6 6%	1 2%
£5,000,000 +	18 1%	4 *%	6 2%	4 2%	2 2%	* 1%	4 1%	1 *%	4 2%	1 1%	1 1%
Don't know / not sure	245 12%	84 8%	28 9%	25 9%	11 13%	3 7%	54 7%	22 9%	21 10%	4 4%	2 3%

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
Refused	75	45	3	12	1	*	38	4	6	1	*
	4%	4%	1%	5%	1%	1%	5%	2%	3%	1%	1%
Net:<£100,000	1224	684	202	141	31	25	525	161	123	40	33
	61%	69%	63%	52%	37%	53%	67%	64%	57%	44%	58%
		cd	d				d	d			
Net:<£200,000	1358	751	228	162	38	25	581	175	142	56	40
	68%	76%	71%	60%	46%	54%	74%	69%	65%	61%	70%
		cde	d								
Net:£200,000 -£500,000	154	64	34	29	12	7	61	28	18	9	8
	8%	6%	11%	10%	14%	14%	8%	11%	8%	9%	14%
Net:£500,000 -£1,000,000	72	24	7	26	9	3	27	9	13	11	2
	4%	2%	2%	10%	11%	7%	3%	4%	6%	12%	4%
				ab	ab					a	
Net:£1,000,000 -£2,000,000	60	19	13	8	9	3	17	10	9	6	3
	3%	2%	4%	3%	11%	6%	2%	4%	4%	7%	5%
					a						
Net: >£2,000,000	36	7	9	9	4	5	7	4	8	7	2
	2%	1%	3%	3%	4%	11%	1%	2%	3%	7%	3%
				a		a				a	

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

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
Up to £49,999	826 41%	313 42%	86 43%	104 41%	41 31%	12 22%	337 43%	53 46%	170 35%	741 43%	85 30%	686 43%	28 21%
£50,000 -£99,999	398 20%	181 25%	50 25%	45 18%	22 17%	9 18%	167 21%	18 16%	123 26%	371 22%	27 10%	350 22%	20 15%
£100,000 -£199,999	134 7%	42 6%	11 5%	27 11%	11 9%	7 12%	57 7%	6 5%	38 8%	95 6%	39 14%	98 6%	25 19%
£200,000 -£299,999	72 4%	29 4%	7 4%	11 5%	4 3%	3 5%	25 3%	6 6%	24 5%	59 3%	12 4%	59 4%	9 7%
£300,000 -£399,999	48 2%	11 2%	1 1%	9 3%	8 6%	1 2%	17 2%	4 4%	13 3%	33 2%	15 5%	39 2%	7 5%
£400,000 -£499,999	34 2%	10 1%	2 1%	3 1%	9 7%	3 6%	16 2%	1 1%	11 2%	24 1%	11 4%	25 2%	7 5%
£500,000 -£749,999	38 2%	9 1%	3 1%	6 2%	5 4%	* 1%	11 1%	3 3%	9 2%	30 2%	8 3%	33 2%	4 3%
£750,000 -£999,999	34 2%	3 *%	8 4%	6 3%	6 5%	5 10%	19 2%	8 7%	3 1%	19 1%	16 5%	25 2%	8 6%
£1,000,000 -£1,499,999	40 2%	8 1%	6 3%	7 3%	3 2%	2 3%	15 2%	3 2%	7 1%	28 2%	12 4%	30 2%	3 2%
£1,500,000 -£1,999,999	20 1%	4 1%	1 1%	2 1%	3 2%	2 3%	7 1%	1 *%	4 1%	18 1%	2 1%	17 1%	2 2%
£2,000,000 -£4,999,999	18 1%	5 1%	1 1%	3 1%	2 1%	4 7%	9 1%	3 3%	3 1%	16 1%	2 1%	12 1%	4 3%

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
£5,000,000 +	18 1%	5 1%	* *%	3 1%	2 1%	1 1%	4 1%	3 3%	4 1%	15 1%	3 1%	17 1%	1 *%
Don't know / not sure	245 12%	72 10%	19 9%	21 8%	10 8%	5 9%	76 10%	6 5%	42 9%	204 12%	41 14%	144 9%	7 5%
Refused	75 4%	44 6%	6 3%	6 2%	5 4%	* *%	28 3%	1 *%	32 7%	62 4%	13 5%	55 3%	6 5%
Net: <£100,000	1224 61%	494 67% de	135 67% de	149 59%	62 48%	21 40%	504 64%	72 62%	294 61%	1112 65% b	112 39%	1036 65% b	48 36%
Net: <£200,000	1358 68%	536 73% de	146 73% d	176 70%	73 56%	28 52%	560 71%	77 67%	332 69%	1207 70% b	151 53%	1134 71% b	73 55%
Net: £200,000 -£500,000	154 8%	51 7%	11 5%	23 9%	21 16% ab	6 12%	58 7%	12 10%	47 10%	116 7% a	38 13% a	122 8% a	23 18% a
Net: £500,000 -£1,000,000	72 4%	12 2%	11 6% a	12 5%	12 9% a	6 10% a	30 4%	11 9% c	12 2%	48 3% a	24 8% a	58 4% a	12 9% a
Net: £1,000,000 -£2,000,000	60 3%	12 2%	7 4%	9 4%	6 4%	4 7%	21 3%	3 3%	11 2%	45 3% a	15 5%	48 3% a	5 4%
Net: >£2,000,000	36 2%	10 1%	2 1%	6 2%	3 3%	4 8% ab	13 2%	6 5%	7 1%	31 2% a	5 2%	29 2% a	5 4%

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

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
Up to £49,999	826 41%	549 44%	54 30%	402 44%	161 33%	678 42%	35 28%	541 44%	61 32%	397 43%	166 35%
£50,000 -£99,999	398 20%	258 21%	25 14%	210 23%	99 20%	352 22%	18 15%	263 22%	20 11%	218 24%	91 19%
£100,000 -£199,999	134 7%	89 7%	24 14%	50 6%	52 11%	100 6%	23 18%	83 7%	31 16%	53 6%	50 10%
£200,000 -£299,999	72 4%	53 4%	4 2%	33 4%	22 4%	60 4%	8 6%	49 4%	9 5%	38 4%	17 4%
£300,000 -£399,999	48 2%	30 2%	10 5%	13 1%	20 4%	39 2%	7 5%	30 2%	10 5%	13 1%	20 4%
£400,000 -£499,999	34 2%	21 2%	7 4%	16 2%	12 2%	25 2%	7 5%	20 2%	8 4%	16 2%	12 2%
£500,000 -£749,999	38 2%	23 2%	9 5%	14 2%	9 2%	33 2%	4 3%	23 2%	9 5%	14 2%	9 2%
£750,000 -£999,999	34 2%	21 2%	10 6%	10 1%	19 4%	25 2%	8 7%	21 2%	9 5%	10 1%	19 4%
£1,000,000 -£1,499,999	40 2%	23 2%	9 5%	13 1%	13 3%	30 2%	3 2%	22 2%	10 5%	15 2%	11 2%
£1,500,000 -£1,999,999	20 1%	9 1%	5 3%	6 1%	5 1%	17 1%	2 2%	10 1%	4 2%	6 1%	6 1%
£2,000,000 -£4,999,999	18 1%	11 1%	4 3%	8 1%	7 1%	16 1%	1 1%	11 1%	4 2%	7 1%	8 2%
£5,000,000 +	18 1%	9 1%	1 1%	6 1%	4 1%	17 1%	1 *%	9 1%	2 1%	7 1%	4 1%

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
Don't know / not sure	245	98	4	85	42	144	7	98	4	84	43
	12%	8%	2%	9%	9%	9%	6%	8%	2%	9%	9%
Refused	75	40	10	39	21	59	2	41	9	39	21
	4%	3%	6%	4%	4%	4%	2%	3%	5%	4%	4%
Net:<£100,000	1224	807	79	611	261	1030	53	804	81	615	257
	61%	65%	45%	67%	53%	65%	43%	66%	43%	67%	54%
		b		b		b		b		b	
Net:<£200,000	1358	896	103	661	313	1130	76	887	112	667	307
	68%	73%	58%	73%	64%	71%	61%	73%	59%	73%	64%
		b		b		b		b		b	
Net:£200,000 -£500,000	154	103	22	63	54	124	21	99	26	67	49
	8%	8%	12%	7%	11%	8%	17%	8%	14%	7%	10%
							a				
Net:£500,000 -£1,000,000	72	44	19	24	28	58	12	44	18	25	28
	4%	4%	10%	3%	6%	4%	10%	4%	10%	3%	6%
			a				a		a		
Net:£1,000,000 -£2,000,000	60	32	14	19	18	48	5	32	13	20	17
	3%	3%	8%	2%	4%	3%	4%	3%	7%	2%	3%
			a						a		
Net: >£2,000,000	36	21	6	15	11	33	1	20	6	14	12
	2%	2%	3%	2%	2%	2%	1%	2%	3%	2%	3%

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

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
Up to £49,999	826 41%	314 37%	565 42%	92 36%	4 74%	331 42%	405 43%	71 36%	3 76%	374 38%	318 42%	79 35%	2 100%
£50,000 -£99,999	398 20%	206 24%	286 21%	63 25%	- -%	161 20%	196 21%	54 28%	1 12%	227 23%	169 22%	58 26%	- -%
£100,000 -£199,999	134 7%	74 9%	95 7%	20 8%	- -%	80 10%	74 8%	18 9%	1 12%	78 8%	49 6%	21 10%	- -%
£200,000 -£299,999	72 4%	38 5%	61 4%	6 3%	- -%	30 4%	38 4%	7 4%	- -%	39 4%	32 4%	8 4%	- -%
£300,000 -£399,999	48 2%	24 3%	32 2%	7 3%	- -%	23 3%	19 2%	5 2%	- -%	23 2%	19 2%	7 3%	- -%
£400,000 -£499,999	34 2%	18 2%	21 2%	5 2%	- -%	19 2%	15 2%	5 2%	- -%	20 2%	13 2%	4 2%	- -%
£500,000 -£749,999	38 2%	17 2%	33 2%	5 2%	- -%	15 2%	25 3%	5 2%	- -%	19 2%	10 1%	6 3%	- -%
£750,000 -£999,999	34 2%	26 3%	18 1%	12 5%	- -%	24 3%	18 2%	6 3%	- -%	28 3%	15 2%	9 4%	- -%
£1,000,000 -£1,499,999	40 2%	20 2%	25 2%	8 3%	- -%	19 2%	24 3%	8 4%	- -%	18 2%	13 2%	3 1%	- -%
£1,500,000 -£1,999,999	20 1%	9 1%	15 1%	3 1%	- -%	8 1%	10 1%	2 1%	- -%	10 1%	5 1%	2 1%	- -%
£2,000,000 -£4,999,999	18 1%	11 1%	15 1%	5 2%	- -%	10 1%	13 1%	3 1%	- -%	13 1%	11 1%	3 1%	- -%
£5,000,000 +	18 1%	6 1%	13 1%	1 *	- -%	6 1%	6 1%	2 1%	- -%	7 1%	6 1%	3 1%	- -%
Don't know / not sure	245 12%	49 6%	120 9%	10 4%	1 26%	45 6%	74 8%	6 3%	- -%	84 9%	65 8%	11 5%	- -%
Refused	75 4%	34 4%	59 4%	16 6%	- -%	15 2%	35 4%	6 3%	- -%	36 4%	42 5%	8 4%	- -%

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

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
Net: <£100,000	1224 61%	521 62%	850 63%	155 61%	4 74%	492 63%	600 63%	125 64%	4 88%	601 62%	486 64%	137 61%	2 100%
Net: <£200,000	1358 68%	594 70%	945 70%	175 69%	4 74%	572 73%	674 71%	144 73%	5 100%	679 70%	536 70%	158 71%	2 100%
Net: £200,000 -£500,000	154 8%	80 9%	114 8%	18 7%	- -%	72 9%	72 8%	17 8%	- -%	83 8%	63 8%	19 9%	- -%
Net: £500,000 -£1,000,000	72 4%	43 5%	51 4%	18 7%	- -%	39 5%	43 5%	11 5%	- -%	46 5%	25 3%	15 7%	- -%
Net: £1,000,000 -£2,000,000	60 3%	29 3%	40 3%	11 4%	- -%	27 3%	34 4%	9 5%	- -%	28 3%	18 2%	5 2%	- -%
Net: >£2,000,000	36 2%	17 2%	28 2%	6 2%	- -%	16 2%	19 2%	4 2%	- -%	20 2%	16 2%	6 3%	- -%

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

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
Up to £49,999	826 41%	660 43%	520 44%	390 43%	476 39%	492 47%	8 23%	291 46%	216 44%	197 44%	61 46%	43 49%
£50,000 -£99,999	398 20%	335 22%	243 21%	227 25%	272 22%	211 20%	3 8%	158 25%	139 28%	126 28%	37 28%	27 31%
£100,000 -£199,999	134 7%	101 6%	78 7%	43 5%	82 7%	64 6%	4 13%	31 5%	23 5%	21 5%	9 7%	1 1%
£200,000 -£299,999	72 4%	52 3%	51 4%	30 3%	53 4%	33 3%	3 8%	21 3%	21 4%	15 3%	3 2%	2 2%
£300,000 -£399,999	48 2%	36 2%	29 2%	19 2%	24 2%	29 3%	- -%	6 1%	12 2%	13 3%	* *%	3 4%
£400,000 -£499,999	34 2%	29 2%	25 2%	19 2%	27 2%	15 1%	* 1%	14 2%	11 2%	8 2%	2 1%	* *%
£500,000 -£749,999	38 2%	33 2%	23 2%	15 2%	23 2%	24 2%	1 3%	13 2%	8 2%	8 2%	3 2%	2 2%
£750,000 -£999,999	34 2%	27 2%	25 2%	18 2%	26 2%	19 2%	8 23% ab	12 2%	13 3%	14 3%	6 4%	* *%
£1,000,000 -£1,499,999	40 2%	30 2%	24 2%	18 2%	27 2%	17 2%	3 8%	13 2%	10 2%	11 3%	2 1%	2 3%
£1,500,000 -£1,999,999	20 1%	17 1%	12 1%	6 1%	16 1%	8 1%	1 3%	3 *%	4 1%	4 1%	1 1%	* *%
£2,000,000 -£4,999,999	18 1%	13 1%	14 1%	8 1%	15 1%	11 1%	* 1%	6 1%	4 1%	5 1%	2 2%	* *%
£5,000,000 +	18 1%	17 1%	9 1%	8 1%	8 1%	11 1%	* 1%	8 1%	4 1%	3 1%	* *%	* *%
Don't know / not sure	245 12%	142 9%	84 7%	75 8%	117 10%	73 7%	2 7%	30 5%	16 3%	16 4%	6 5%	2 2%
Refused	75 4%	59 4%	38 3%	35 4%	46 4%	35 3%	* 1%	28 4%	13 3%	7 2%	* *%	4 5%

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
Net: <£100,000	1224 61%	995 64%	763 65%	617 68%	749 62%	703 67%	11 31%	449 71%	355 72%	322 72%	98 74%	69 80%
Net: <£200,000	1358 68%	1095 71%	841 72%	659 72%	830 68%	767 74%	15 44%	480 76%	379 76%	343 76%	107 81%	70 81%
Net: £200,000 -£500,000	154 8%	117 8%	106 9%	68 7%	105 9%	77 7%	3 8%	41 6%	45 9%	37 8%	5 4%	5 6%
Net: £500,000 -£1,000,000	72 4%	61 4%	48 4%	33 4%	50 4%	44 4%	9 26% ab	25 4%	21 4%	22 5%	8 6%	2 2%
Net: £1,000,000 -£2,000,000	60 3%	47 3%	36 3%	24 3%	43 4%	25 2%	4 11% b	16 3%	15 3%	15 3%	3 2%	3 3%
Net: >£2,000,000	36 2%	29 2%	23 2%	16 2%	23 2%	22 2%	1 2%	13 2%	8 2%	8 2%	3 2%	* *%

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

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
Up to £49,999	826 41%	93 47%	56 49%	45 48%	18 37%	635 38%	345 33%	685 39%	412 37%	321 32%	329 40%	649 40%	74 37%	- -%	611 43%	53 38%
£50,000 -£99,999	398 20%	46 23%	19 16%	16 17%	4 8%	353 21%	194 19%	360 21%	225 20%	193 19%	191 23%	327 20%	59 29%	- -%	258 18%	43 31% a
£100,000 -£199,999	134 7%	23 12%	13 11%	3 3%	4 8%	110 7%	70 7%	113 6%	62 6%	72 7%	60 7%	94 6%	21 10%	- -%	92 6%	10 7%
£200,000 -£299,999	72 4%	4 2%	5 4%	6 7%	5 11%	53 3%	46 4%	64 4%	40 4%	47 5%	34 4%	55 3%	4 2%	- -%	57 4%	3 2%
£300,000 -£399,999	48 2%	2 1%	3 3%	4 4%	2 4%	42 3%	35 3%	46 3%	26 2%	21 2%	29 4%	37 2%	5 3%	- -%	34 2%	1 *%
£400,000 -£499,999	34 2%	3 2%	2 1%	2 2%	1 2%	30 2%	25 2%	31 2%	24 2%	22 2%	20 2%	22 1%	4 2%	- -%	22 2%	* *%
£500,000 -£749,999	38 2%	5 3%	3 3%	* *%	1 2%	34 2%	21 2%	35 2%	17 2%	24 2%	18 2%	33 2%	6 3%	- -%	27 2%	1 1%
£750,000 -£999,999	34 2%	5 2%	2 2%	3 3%	4 9%	27 2%	23 2%	32 2%	20 2%	21 2%	25 3%	31 2%	9 4%	- -%	27 2%	1 1%
£1,000,000 -£1,499,999	40 2%	4 2%	2 2%	1 1%	* 1%	26 2%	15 1%	30 2%	17 2%	15 2%	18 2%	22 1%	3 2%	- -%	26 2%	3 2%
£1,500,000 -£1,999,999	20 1%	* *%	3 2%	1 1%	* 1%	18 1%	14 1%	20 1%	12 1%	6 1%	15 2%	17 1%	2 1%	- -%	13 1%	1 1%
£2,000,000 -£4,999,999	18 1%	* *%	4 3%	1 1%	* *%	13 1%	14 1%	17 1%	9 1%	12 1%	10 1%	13 1%	3 2%	- -%	17 1%	* *%
£5,000,000 +	18 1%	1 *%	* *%	* *%	* *%	17 1%	12 1%	18 1%	11 1%	6 1%	9 1%	16 1%	3 1%	- -%	17 1%	* *%
Don't know / not sure	245 12%	7 3%	2 2%	6 7%	8 16%	224 14%	181 18%	224 13%	183 17%	195 20%	39 5%	215 13%	8 4%	- -%	175 12%	12 8%
					ab		c			ac		ac				

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
Refused	75	4	-	7	-	72	38	72	50	37	27	72	1	-	41	11
	4%	2%	-%	7%	-%	4%	4%	4%	5%	4%	3%	5%	1%	-%	3%	8% a
Net:<£100,000	1224	139	74	60	21	988	539	1044	637	514	519	976	133	-	869	96
	61%	70%	65%	65%	45%	60%	52%	60%	57%	52%	63%	61%	66%	-%	61%	69%
		d				be		be								
Net:<£200,000	1358	163	87	63	25	1097	609	1158	699	587	579	1070	154	-	961	106
	68%	82%	77%	67%	53%	66%	59%	66%	63%	59%	70%	67%	76%	-%	68%	76%
		d				be		be								
Net:£200,000 -£500,000	154	9	10	12	8	126	106	141	90	91	83	114	13	-	113	4
	8%	5%	9%	13%	16%	8%	10%	8%	8%	9%	10%	7%	7%	-%	8%	3%
Net:£500,000 -£1,000,000	72	10	5	3	5	61	44	66	37	45	43	64	14	-	54	2
	4%	5%	4%	3%	11%	4%	4%	4%	3%	5%	5%	4%	7%	-%	4%	1%
Net:£1,000,000 -£2,000,000	60	4	5	2	1	44	28	50	29	22	33	40	5	-	39	4
	3%	2%	5%	2%	2%	3%	3%	3%	3%	2%	4%	2%	2%	-%	3%	3%
Net: >£2,000,000	36	1	4	1	*	31	25	35	20	17	19	29	6	-	33	1
	2%	*%	3%	1%	1%	2%	2%	2%	2%	2%	2%	2%	3%	-%	2%	*%

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

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
Up to £49,999	826 41%	322 42%	471 43%	233 38%	16 38%	95 32%	178 40%	99 38%	602 45%	123 33%	101 34%	176 46%	536 42%
£50,000 -£99,999	398 20%	175 23%	208 19%	111 18%	12 29%	48 16%	99 22%	46 18%	280 21%	70 19%	52 18%	78 20%	259 20%
£100,000 -£199,999	134 7%	48 6%	64 6%	68 11%	- -%	42 14%	33 7%	28 11%	61 5%	43 12%	28 9%	24 6%	81 6%
£200,000 -£299,999	72 4%	28 4%	39 4%	30 5%	4 10%	21 7%	13 3%	10 4%	47 4%	15 4%	10 3%	19 5%	41 3%
£300,000 -£399,999	48 2%	21 3%	20 2%	17 3%	3 7%	18 6%	6 1%	6 2%	29 2%	14 4%	6 2%	15 4%	27 2%
£400,000 -£499,999	34 2%	17 2%	15 1%	8 1%	1 2%	10 3%	3 1%	5 2%	18 1%	10 3%	2 1%	9 2%	23 2%
£500,000 -£749,999	38 2%	15 2%	19 2%	9 2%	2 4%	6 2%	6 1%	10 4%	18 1%	10 3%	5 2%	6 2%	27 2%
£750,000 -£999,999	34 2%	19 3%	11 1%	23 4%	- -%	14 5%	10 2%	5 2%	18 1%	6 2%	3 1%	6 2%	20 2%
£1,000,000 -£1,499,999	40 2%	13 2%	19 2%	11 2%	- -%	6 2%	15 3%	6 2%	29 2%	3 1%	8 3%	5 1%	25 2%
£1,500,000 -£1,999,999	20 1%	9 1%	10 1%	6 1%	1 3%	6 2%	1 *	2 1%	13 1%	4 1%	4 1%	3 1%	12 1%
£2,000,000 -£4,999,999	18 1%	9 1%	10 1%	7 1%	* 1%	5 2%	6 1%	6 2%	10 1%	2 1%	2 1%	6 2%	11 1%
£5,000,000 +	18 1%	2 *%	15 1%	5 1%	- -%	1 *%	4 1%	2 1%	8 1%	8 2%	2 1%	1 *%	15 1%
Don't know / not sure	245 12%	35 5%	179 16%	47 8%	3 6%	18 6%	39 9%	27 10%	169 13%	41 11%	58 19%	23 6%	147 12%
			a								bc		b

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

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
		a	b	a	b	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
Refused	75	45	26	33	-	6	31	10	41	23	15	14	44
	4%	6%	2%	5%	-%	2%	7%	4%	3%	6%	5%	4%	3%
		b				a							
Net: <£100,000	1224	497	679	344	28	143	277	145	882	193	153	253	795
	61%	65%	61%	57%	67%	48%	62%	55%	66%	52%	51%	66%	63%
						a			ac			a	a
Net: <£200,000	1358	545	742	411	28	185	310	173	944	236	181	277	876
	68%	72%	67%	68%	67%	63%	70%	66%	70%	63%	61%	73%	69%
												a	
Net: £200,000 -£500,000	154	67	74	54	8	49	23	21	94	39	19	42	92
	8%	9%	7%	9%	19%	16%	5%	8%	7%	10%	6%	11%	7%
						b							
Net: £500,000 -£1,000,000	72	35	30	32	2	21	16	15	36	16	8	12	47
	4%	5%	3%	5%	4%	7%	4%	6%	3%	4%	3%	3%	4%
Net: £1,000,000 -£2,000,000	60	22	29	17	1	12	17	8	42	7	13	8	37
	3%	3%	3%	3%	3%	4%	4%	3%	3%	2%	4%	2%	3%
Net: >£2,000,000	36	10	25	11	*	6	10	8	19	10	4	6	25
	2%	1%	2%	2%	1%	2%	2%	3%	1%	3%	1%	2%	2%

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

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
Up to £49,999	826 41%	290 32%	536 48%
			a
£50,000 -£99,999	398 20%	145 16%	254 23%
			a
£100,000 -£199,999	134 7%	68 8%	65 6%
£200,000 -£299,999	72 4%	38 4%	34 3%
£300,000 -£399,999	48 2%	28 3%	20 2%
£400,000 -£499,999	34 2%	21 2%	13 1%
£500,000 -£749,999	38 2%	21 2%	17 2%
£750,000 -£999,999	34 2%	17 2%	17 2%
£1,000,000 -£1,499,999	40 2%	12 1%	28 2%
£1,500,000 -£1,999,999	20 1%	8 1%	12 1%
£2,000,000 -£4,999,999	18 1%	5 1%	13 1%
£5,000,000 +	18 1%	8 1%	9 1%
Don't know / not sure	245 12%	185 21%	59 5%
		b	
Refused	75 4%	46 5%	29 3%

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
Net: <£100,000	1224 61%	435 49%	789 71%
		a	
Net: <£200,000	1358 68%	503 56%	855 77%
		a	
Net: £200,000 -£500,000	154 8%	87 10%	67 6%
Net: £500,000 -£1,000,000	72 4%	38 4%	34 3%
Net: £1,000,000 -£2,000,000	60 3%	20 2%	40 4%
Net: >£2,000,000	36 2%	14 2%	22 2%

Columns Tested.: a,b

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
Up to £49,999	826	26	109	73	27	149	35	8	155	49	27	42	125
	41%	50%	54%	30%	40%	48%	28%	25%	50%	32%	31%	33%	44%
		cf	cfgijk			cfi			cfi				cf
£50,000 -£99,999	398	5	41	40	9	66	23	8	70	15	29	49	44
	20%	9%	20%	16%	14%	21%	19%	22%	23%	10%	33%	39%	15%
								i		acdil		abcdefhil	
£100,000 -£199,999	134	2	16	28	4	12	2	*	19	14	10	3	23
	7%	4%	8%	12%	6%	4%	2%	1%	6%	9%	12%	2%	8%
				efk									
£200,000 -£299,999	72	2	6	11	2	16	8	3	6	3	*	2	13
	4%	3%	3%	4%	3%	5%	6%	8%	2%	2%	%	2%	5%
£300,000 -£399,999	48	3	4	8	2	11	1	*	5	5	3	1	6
	2%	5%	2%	3%	3%	4%	%	1%	2%	3%	4%	1%	2%
£400,000 -£499,999	34	*	2	11	1	3	4	1	1	6	3	*	3
	2%	1%	1%	5%	1%	1%	3%	3%	%	4%	4%	%	1%
				h									
£500,000 -£749,999	38	*	1	8	1	6	3	5	6	2	1	3	2
	2%	1%	1%	3%	2%	2%	3%	14%	2%	1%	1%	2%	1%
								bl					
£750,000 -£999,999	34	1	3	1	1	3	2	1	*	6	*	1	16
	2%	2%	1%	%	1%	1%	1%	2%	%	4%	%	1%	6%
													ceh
£1,000,000 -£1,499,999	40	2	2	9	1	5	3	1	6	1	*	3	7
	2%	4%	1%	4%	1%	2%	2%	3%	2%	1%	%	2%	3%
£1,500,000 -£1,999,999	20	*	1	2	1	2	2	*	5	1	*	-	7
	1%	1%	%	1%	2%	1%	1%	1%	2%	1%	%	-%	2%
£2,000,000 -£4,999,999	18	1	1	2	1	-	1	*	1	3	1	1	5
	1%	3%	%	1%	1%	-%	1%	%	%	2%	1%	1%	2%
£5,000,000 +	18	1	1	1	3	*	1	*	1	6	1	*	3
	1%	2%	%	%	4%	%	1%	1%	%	4%	1%	%	1%
				e					e				
Don't know / not sure	245	9	13	44	12	22	37	3	22	38	11	15	19
	12%	17%	6%	18%	19%	7%	30%	9%	7%	25%	12%	11%	7%
				behl	behl		behjkl			behl			

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
Refused	75	*	5	5	2	16	3	3	14	5	1	8	10
	4%	1%	3%	2%	3%	5%	3%	10%	5%	3%	2%	6%	4%
Net:<£100,000	1224	31	150	113	36	215	58	16	225	65	56	91	169
	61%	58%	74%	47%	54%	69%	47%	47%	72%	42%	63%	71%	59%
			cdgfil			cdfi			cdfigi		i	cfi	i
Net:<£200,000	1358	33	166	141	40	226	60	16	244	78	66	94	192
	68%	62%	82%	58%	60%	73%	48%	47%	78%	51%	75%	74%	68%
			acdfgil			cfgi			cdfigi		fgi	fi	fi
Net:£200,000 -£500,000	154	5	12	29	5	30	12	4	11	14	7	3	22
	8%	9%	6%	12%	7%	10%	10%	12%	4%	9%	8%	3%	8%
				hk									
Net:£500,000 -£1,000,000	72	2	4	9	2	9	5	6	6	8	1	4	18
	4%	3%	2%	4%	2%	3%	4%	16%	2%	5%	1%	3%	6%
								behj					
Net:£1,000,000 -£2,000,000	60	2	2	11	2	7	4	1	11	2	1	3	14
	3%	5%	1%	4%	3%	2%	4%	4%	4%	1%	1%	2%	5%
Net: >£2,000,000	36	2	2	3	4	*	2	*	2	9	2	1	8
	2%	4%	1%	1%	6%	*%	2%	1%	1%	6%	2%	1%	3%
				e						be			

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

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
Up to £49,999	826 41%	209 42%	210 42%	212 42%	194 39%	419 42%	406 41%
£50,000 -£99,999	398 20%	85 17%	98 20%	93 19%	122 24%	183 18%	215 22%
£100,000 -£199,999	134 7%	46 9%	18 4%	33 7%	36 7%	64 6%	70 7%
£200,000 -£299,999	72 4%	18 4%	26 5%	12 2%	16 3%	44 4%	28 3%
£300,000 -£399,999	48 2%	14 3%	13 3%	10 2%	11 2%	27 3%	21 2%
£400,000 -£499,999	34 2%	13 3%	8 2%	7 1%	6 1%	21 2%	13 1%
£500,000 -£749,999	38 2%	10 2%	10 2%	12 2%	5 1%	20 2%	18 2%
£750,000 -£999,999	34 2%	5 1%	5 1%	7 1%	17 3%	10 1%	24 2%
£1,000,000 -£1,499,999	40 2%	13 3%	8 2%	8 2%	10 2%	21 2%	18 2%
£1,500,000 -£1,999,999	20 1%	3 1%	5 1%	6 1%	7 1%	7 1%	13 1%
£2,000,000 -£4,999,999	18 1%	4 1%	2 *	5 1%	7 1%	6 1%	12 1%
£5,000,000 +	18 1%	2 *	4 1%	7 1%	4 1%	6 1%	12 1%
Don't know / not sure	245 12%	66 13%	71 14%	63 13%	45 9%	137 14%	107 11%
Refused	75 4%	10 2%	22 4%	23 5%	20 4%	32 3%	43 4%
Net:<£100,000	1224 61%	294 59%	308 62%	306 61%	316 63%	602 60%	622 62%
Net:<£200,000	1358 68%	341 68%	326 65%	339 68%	352 70%	667 67%	691 69%

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
Net:£200,000 -£500,000	154	46	47	29	32	92	62
	8%	9%	9%	6%	6%	9%	6%
Net:£500,000 -£1,000,000	72	15	15	20	23	30	42
	4%	3%	3%	4%	5%	3%	4%
Net:£1,000,000 -£2,000,000	60	16	13	14	17	28	32
	3%	3%	3%	3%	3%	3%	3%
Net: >£2,000,000	36	7	6	12	11	13	23
	2%	1%	1%	2%	2%	1%	2%

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

Table 8

C3. Where in the UK do you work?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
East of England	189 9%	3 1%	186 11% a	186 10% bce	3 4%	* 1%	* 6%	3 4%
East Midlands	129 6%	13 5%	117 7%	126 7%	3 3%	* 3%	* 2%	3 3%
Greater London	329 16%	23 10%	306 17% a	309 16%	18 23% a	1 16%	2 31% a	21 23% a
North East	79 4%	10 4%	69 4%	77 4%	2 2%	* 3%	* 4%	2 3%
North West	182 9%	16 7%	166 9%	177 9%	5 6%	* 2%	* 5%	5 6%
South East	316 16%	17 7%	299 17% a	299 16%	16 21% cd	1 7%	* 9%	17 19% d
South West	234 12%	8 3%	227 13% a	227 12%	7 9%	1 6%	1 11%	8 9%
West Midlands	162 8%	13 5%	149 8%	157 8%	5 6%	* 4%	* 5%	5 6%
Yorkshire and The Humber	139 7%	12 5%	126 7%	136 7% be	2 2%	1 8%	* 8%	3 3%
Scotland	120 6%	70 29% b	50 3%	109 6%	8 11% a	2 21% a	1 12% a	11 12% a
Wales	80 4%	37 15% b	43 2%	73 4%	5 7%	2 21% abde	* 4%	7 8% a
Northern Ireland	40 2%	19 8% b	21 1%	35 2%	4 6% a	1 8% a	* 3%	5 6% a
Net: North	400 20%	38 16%	362 21%	390 20% be	8 11%	1 13%	1 16%	10 12%

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
Net: Midlands	480 24%	29 12%	451 26% a	469 25% bcde	10 13%	1 7%	1 14%	11 13%
Net: South	880 44%	48 20%	832 47% a	834 44%	40 53% ac	3 29%	3 52% c	46 51% c
Net: Scotland, Wales and Northern Ireland	240 12%	126 52% b	114 6%	217 11%	17 23% a	5 50% abde	1 18%	23 25% a
Nations								
England	1760 88%	115 48%	1645 94% a	1693 89% bce	59 77% c	4 50%	4 82% c	67 75% c
Wales	80 4%	37 15% b	43 2%	73 4%	5 7%	2 21% abde	* 4%	7 8% a
Scotland	120 6%	70 29% b	50 3%	109 6%	8 11% a	2 21% a	1 12% a	11 12% a
Northern Ireland	40 2%	19 8% b	21 1%	35 2%	4 6% a	1 8% a	* 3%	5 6% a
Groups								
East of England / East Midlands / West Midlands	480 24%	29 12%	451 26% a	469 25% bcde	10 13%	1 7%	1 14%	11 13%
Greater London / South East / South West	880 44%	48 20%	832 47% a	834 44%	40 53% ac	3 29%	3 52% c	46 51% c
North East / North West / Yorkshire and The Humber	400 20%	38 16%	362 21%	390 20% be	8 11%	1 13%	1 16%	10 12%

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

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
Scotland / Wales / Northern Ireland	240	126	114	217	17	5	1	23
	12%	52%	6%	11%	23%	50%	18%	25%
		b			a	abde		a
Urbanity								
Urban	1668	220	1448	1583	72	8	5	85
	83%	91%	82%	83%	94%	92%	96%	94%
		b			a		a	a
Rural	332	21	311	327	4	1	*	5
	17%	9%	18%	17%	6%	8%	4%	6%
			a	bde				

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

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
East of England	189 9%	109 10% ehi	69 10% ehi	7 5%	3 5%	* 1%	* 6%	186 10% ehi	3 4%	* 3%
East Midlands	129 6%	74 7%	44 6%	9 7%	2 4%	1 3%	* 2%	126 7%	3 3%	* 3%
Greater London	329 16%	150 14%	122 17%	37 28% abeg	15 28% abeg	4 12%	2 31% abeg	309 16% aeg	18 23%	3 22%
North East	79 4%	44 4%	28 4%	5 4%	2 3%	1 2%	* 4%	77 4%	2 2%	* 3%
North West	182 9%	106 10% i	63 9%	8 6%	3 5%	2 7%	* 5%	177 9% i	5 6%	* 3%
South East	316 16%	161 15% i	118 17% i	20 15%	14 24% aefgi	3 10%	* 9%	299 16% i	16 21% efi	1 8%
South West	234 12%	113 11%	102 14%	12 9%	5 9%	3 9%	1 11%	227 12%	7 9%	1 8%
West Midlands	162 8%	102 10%	43 6%	11 9%	3 5%	2 7%	* 5%	157 8%	5 6%	1 4%
Yorkshire and The Humber	139 7%	79 7%	47 7%	10 8%	2 3%	1 3%	* 8%	136 7% h	2 2%	1 8%
Scotland	120 6%	63 6%	43 6%	4 3%	4 7%	6 20% abcdgh	1 12% acg	109 6%	8 11% cg	3 18% abcdg
Wales	80 4%	44 4%	24 3%	5 4%	3 5%	4 14% abcdfg	* 4%	73 4%	5 7%	2 15% abcdfigh
Northern Ireland	40 2%	19 2%	11 2%	5 3%	1 3%	4 12% abcdfg	* 3%	35 2%	4 6% abg	1 6% abg
Net: North	400 20%	228 21% deh	138 19% dh	23 18%	6 11%	4 12%	1 16%	390 20% dh	8 11%	2 14%

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
Net: Midlands	480 24%	286 27% defhi	155 22% ehi	28 21% i	7 13%	3 11%	1 14%	469 25% defhi	10 13%	1 10%
Net: South	880 44%	424 40%	342 48% ae	68 52% ae	34 61% abegi	9 31%	3 52% aei	834 44% e	40 53% aegi	5 37%
Net: Scotland, Wales and Northern Ireland	240 12%	126 12%	78 11%	13 10%	8 15%	14 46% abcdfgh	1 18%	217 11%	17 23% abcg	5 39% abcdfgh
Nations										
England	1760 88%	938 88% ehi	635 89% ehi	120 90% ehi	47 85% ei	16 54%	4 82% ei	1693 89% ehi	59 77% ei	9 61%
Wales	80 4%	44 4%	24 3%	5 4%	3 5%	4 14%	* 4% abcdfg	73 4%	5 7%	2 15% abcdfgh
Scotland	120 6%	63 6%	43 6%	4 3%	4 7%	6 20% abcdgh	1 12% acg	109 6%	8 11% cg	3 18% abcdg
Northern Ireland	40 2%	19 2%	11 2%	5 3%	1 3%	4 12% abcdfg	* 3%	35 2%	4 6% abg	1 6% abg
Groups										
East of England / East Midlands / West Midlands	480 24%	286 27% defhi	155 22% ehi	28 21% i	7 13%	3 11%	1 14%	469 25% defhi	10 13%	1 10%
Greater London / South East / South West	880 44%	424 40%	342 48% ae	68 52% ae	34 61% abegi	9 31%	3 52% aei	834 44% e	40 53% aegi	5 37%
North East / North West / Yorkshire and The Humber	400 20%	228 21% deh	138 19% dh	23 18%	6 11%	4 12%	1 16%	390 20% dh	8 11%	2 14%

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
Scotland / Wales / Northern Ireland	240	126	78	13	8	14	1	217	17	5
	12%	12%	11%	10%	15%	46%	18%	11%	23%	39%
						abcdfgh			abcg	abcdfgh
Urbanity										
Urban	1668	887	577	119	54	26	5	1583	72	13
	83%	83%	81%	90%	97%	88%	96%	83%	94%	93%
				b	abeg		abg		abg	abg
Rural	332	178	136	13	2	3	*	327	4	1
	17%	17%	19%	10%	3%	12%	4%	17%	6%	7%
		dfhi	cdfhi			d		dfhi		

Columns Tested: a,b,c,d,e,f,g,h,i

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
Net: Midlands	480 24%	383 25% cde	85 24% cde	10 13%	1 7%	1 14%	325 27%	71 25%	15 21%	7 17%	10 17%
Net: South	880 44%	677 43%	157 45%	40 53% ad	3 29%	3 52% d	557 45%	135 47%	33 46%	23 57%	33 58%
Net: Scotland, Wales and Northern Ireland	240 12%	174 11%	43 12%	17 23% ab	5 50% abce	1 18%	85 7%	30 10%	5 6%	5 12%	7 12%
Nations											
England	1760 88%	1384 89% cd	309 88% cd	59 77% d	4 50%	4 82% d	1139 93%	258 90%	68 94%	35 88%	50 88%
Wales	80 4%	60 4%	13 4%	5 7%	2 21% abce	* 4%	35 3%	6 2%	1 2%	1 4%	3 5%
Scotland	120 6%	90 6%	19 6%	8 11% a	2 21% ab	1 12% ab	38 3%	16 6%	2 3%	3 7%	3 5%
Northern Ireland	40 2%	24 2%	10 3%	4 6% a	1 8% a	* 3%	13 1%	7 3%	2 2%	1 1%	1 2%
Groups											
East of England / East Midlands / West Midlands	480 24%	383 25% cde	85 24% cde	10 13%	1 7%	1 14%	325 27%	71 25%	15 21%	7 17%	10 17%
Greater London / South East / South West	880 44%	677 43%	157 45%	40 53% ad	3 29%	3 52% d	557 45%	135 47%	33 46%	23 57%	33 58%
North East / North West / Yorkshire and The Humber	400 20%	323 21% c	66 19% c	8 11%	1 13%	1 16%	257 21%	52 18%	19 27%	5 13%	7 13%

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
Scotland / Wales / Northern Ireland	240	174	43	17	5	1	85	30	5	5	7
	12%	11%	12%	23%	50%	18%	7%	10%	6%	12%	12%
				ab	abce						
Urbanity											
Urban	1668	1287	296	72	8	5	1019	233	63	37	54
	83%	83%	84%	94%	92%	96%	83%	81%	87%	93%	96%
				ab		ab					ab
Rural	332	271	56	4	1	*	205	55	10	3	2
	17%	17%	16%	6%	8%	4%	17%	19%	13%	7%	4%
		ce	ce				e	e			

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

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
Net: North	400 20%	- -%	- -%	- -%	79 100%	182 100%	- -%	- -%	- -%	139 100%
					abcfgh	abcfgh				abcfgh
Net: Midlands	480 24%	189 100%	129 100%	- -%	- -%	- -%	- -%	- -%	162 100%	- -%
		cdefgi	cdefgi						cdefgi	
Net: South	880 44%	- -%	- -%	329 100%	- -%	- -%	316 100%	234 100%	- -%	- -%
				abdehi			abdehi	abdehi		
Net: Scotland, Wales and Northern Ireland	240 12%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Nations										
England	1760 88%	189 100%	129 100%	329 100%	79 100%	182 100%	316 100%	234 100%	162 100%	139 100%
Wales	80 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Scotland	120 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Northern Ireland	40 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Groups										
East of England / East Midlands / West Midlands	480 24%	189 100%	129 100%	- -%	- -%	- -%	- -%	- -%	162 100%	- -%
		cdefgi	cdefgi						cdefgi	
Greater London / South East / South West	880 44%	- -%	- -%	329 100%	- -%	- -%	316 100%	234 100%	- -%	- -%
				abdehi			abdehi	abdehi		
North East / North West / Yorkshire and The Humber	400 20%	- -%	- -%	- -%	79 100%	182 100%	- -%	- -%	- -%	139 100%
					abcfgh	abcfgh				abcfgh

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
Scotland / Wales / Northern Ireland	240	-	-	-	-	-	-	-	-	-
	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Urbanity										
Urban	1668	133	78	322	77	156	266	192	131	125
	83%	70%	60%	98%	97%	86%	84%	82%	81%	90%
				abefghi	abfgh	ab	ab	b	b	ab
Rural	332	56	52	8	2	26	50	43	31	14
	17%	30%	40%	2%	3%	14%	16%	18%	19%	10%
		cdefi	cdefghi			c	cd	cd	cd	c

Columns Tested: a,b,c,d,e,f,g,h,i

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
East of England	189 9%	- -%	189 39%	- -%	189 11%	- -%	- -%	- -%	- -%
			acdefgh		acefgh				
East Midlands	129 6%	- -%	129 27%	- -%	129 7%	- -%	- -%	- -%	- -%
			acdefgh		acefgh				
Greater London	329 16%	- -%	- -%	329 37%	329 19%	- -%	- -%	- -%	- -%
				abdefgh	abefgh				
North East	79 4%	79 20%	- -%	- -%	79 4%	- -%	- -%	- -%	- -%
		bcdefgh			bcefgh				
North West	182 9%	182 46%	- -%	- -%	182 10%	- -%	- -%	- -%	- -%
		bcdefgh			bcefgh				
South East	316 16%	- -%	- -%	316 36%	316 18%	- -%	- -%	- -%	- -%
				abdefgh	abefgh				
South West	234 12%	- -%	- -%	234 27%	234 13%	- -%	- -%	- -%	- -%
				abdefgh	abefgh				
West Midlands	162 8%	- -%	162 34%	- -%	162 9%	- -%	- -%	- -%	- -%
			acdefgh		acefgh				
Yorkshire and The Humber	139 7%	139 35%	- -%	- -%	139 8%	- -%	- -%	- -%	- -%
		bcdefgh			bcefgh				
Scotland	120 6%	- -%	- -%	- -%	- -%	120 50%	120 100%	- -%	- -%
						abcdgh	abcdegh		
Wales	80 4%	- -%	- -%	- -%	- -%	80 33%	- -%	80 100%	- -%
						abcdfh		abcdfh	

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
Northern Ireland	40	-	-	-	-	40	-	-	40
	2%	-%	-%	-%	-%	17%	-%	-%	100%
						abcdfg			abcdfg
Net: North	400	400	-	-	400	-	-	-	-
	20%	100%	-%	-%	23%	-%	-%	-%	-%
		bcdefgh			bcefg				
Net: Midlands	480	-	480	-	480	-	-	-	-
	24%	-%	100%	-%	27%	-%	-%	-%	-%
			acdefgh		acefg				
Net: South	880	-	-	880	880	-	-	-	-
	44%	-%	-%	100%	50%	-%	-%	-%	-%
				abdefgh	abefgh				
Net: Scotland, Wales and Northern Ireland	240	-	-	-	-	240	120	80	40
	12%	-%	-%	-%	-%	100%	100%	100%	100%
						abcd	abcd	abcd	abcd
Nations									
England	1760	400	480	880	1760	-	-	-	-
	88%	100%	100%	100%	100%	-%	-%	-%	-%
		efgh	efgh	efgh	efgh				
Wales	80	-	-	-	-	80	-	80	-
	4%	-%	-%	-%	-%	33%	-%	100%	-%
						abcdfh		abcdefh	
Scotland	120	-	-	-	-	120	120	-	-
	6%	-%	-%	-%	-%	50%	100%	-%	-%
						abcdgh	abcdegh		
Northern Ireland	40	-	-	-	-	40	-	-	40
	2%	-%	-%	-%	-%	17%	-%	-%	100%
						abcdfg			abcdfg
Groups									
East of England / East Midlands / West Midlands	480	-	480	-	480	-	-	-	-
	24%	-%	100%	-%	27%	-%	-%	-%	-%
			acdefgh		acefg				

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
Greater London / South East / South West	880 44%	- -%	- -%	880 100%	880 50%	- -%	- -%	- -%	- -%
				abdefgh	abefgh				
North East / North West / Yorkshire and The Humber	400 20%	400 100%	- -%	- -%	400 23%	- -%	- -%	- -%	- -%
		bcdefgh			bcefg				
Scotland / Wales / Northern Ireland	240 12%	- -%	- -%	- -%	- -%	240 100%	120 100%	80 100%	40 100%
						abcd	abcd	abcd	abcd
Urbanity									
Urban	1668 83%	357 89%	341 71%	780 89%	1478 84%	189 79%	98 82%	60 75%	31 77%
		begh		begh	bg	b	b		
Rural	332 17%	43 11%	139 29%	100 11%	282 16%	51 21%	22 18%	20 25%	9 23%
			acdef			ac		acd	ac

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

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
East of England	189	17	9	1	9	29	33	4	3	93
	9%	19%	7%	4%	7%	11%	8%	6%	4%	10%
		f								
East Midlands	129	3	3	2	5	16	41	5	3	55
	6%	4%	2%	8%	3%	6%	10%	9%	6%	6%
Greater London	329	6	24	4	28	64	63	7	17	144
	16%	7%	21%	17%	20%	24%	15%	11%	28%	15%
						ai			a	
North East	79	1	6	-	6	4	28	-	7	34
	4%	1%	5%	-%	4%	1%	7%	-%	11%	4%
									e	
North West	182	5	18	2	20	31	37	1	9	79
	9%	6%	15%	9%	14%	11%	9%	2%	14%	8%
South East	316	11	11	5	16	45	68	2	5	170
	16%	12%	10%	19%	11%	17%	16%	3%	7%	18%
						g				g
South West	234	32	16	*	16	29	43	17	3	95
	12%	35%	13%	*%	11%	11%	10%	29%	5%	10%
		bdefhi						defhi		
West Midlands	162	1	9	4	12	20	41	4	*	83
	8%	2%	7%	16%	9%	7%	10%	6%	1%	9%
Yorkshire and The Humber	139	*	9	4	14	12	28	3	2	79
	7%	*%	8%	18%	10%	5%	7%	5%	3%	8%
Scotland	120	6	7	2	9	12	22	11	9	51
	6%	7%	6%	8%	6%	4%	5%	19%	14%	5%
								efi		
Wales	80	5	4	*	5	5	10	3	2	49
	4%	6%	4%	1%	3%	2%	2%	6%	3%	5%
Northern Ireland	40	3	1	*	1	2	6	4	3	22
	2%	3%	1%	1%	1%	1%	1%	6%	5%	2%
Net: North	400	6	33	6	39	47	93	4	17	193
	20%	6%	28%	27%	28%	17%	22%	7%	27%	20%
			ag		ag		a		ag	a

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
Net: Midlands	480 24%	22 24%	20 17%	7 28%	26 19%	65 24%	115 27% h	13 21%	6 10%	231 24%
Net: South	880 44%	49 54%	51 44%	8 36%	60 42%	138 51%	174 41%	26 42%	25 41%	409 43%
Net: Scotland, Wales and Northern Ireland	240 12%	14 15%	13 11%	2 10%	15 11%	18 7%	38 9%	18 30% bdefi	13 21% ef	122 13%
Nations										
England	1760 88%	77 85%	104 89%	21 90%	126 89%	250 93%	382 91%	43 70%	49 79%	833 87%
Wales	80 4%	5 6%	4 4%	* 1%	5 3%	5 2%	10 2%	3 6%	2 3%	49 5%
Scotland	120 6%	6 7%	7 6%	2 8%	9 6%	12 4%	22 5%	11 19% efi	9 14%	51 5%
Northern Ireland	40 2%	3 3%	1 1%	* 1%	1 1%	2 1%	6 1%	4 6%	3 5%	22 2%
Groups										
East of England / East Midlands / West Midlands	480 24%	22 24%	20 17%	7 28%	26 19%	65 24%	115 27% h	13 21%	6 10%	231 24%
Greater London / South East / South West	880 44%	49 54%	51 44%	8 36%	60 42%	138 51%	174 41%	26 42%	25 41%	409 43%
North East / North West / Yorkshire and The Humber	400 20%	6 6%	33 28% ag	6 27%	39 28% ag	47 17%	93 22% a	4 7%	17 27% ag	193 20% a

Columns Tested: a,b,c,d,e,f,g,h,i

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
Scotland / Wales / Northern Ireland	240	14	13	2	15	18	38	18	13	122
	12%	15%	11%	10%	11%	7%	9%	30%	21%	13%
								bdefi	ef	
Urbanity										
Urban	1668	54	102	19	121	224	371	45	58	792
	83%	60%	87%	81%	86%	83%	88%	74%	94%	83%
			a		a	a	ag		ag	a
Rural	332	36	15	5	19	45	49	16	3	163
	17%	40%	13%	19%	14%	17%	12%	26%	6%	17%
		bdefhi						fh		

Columns Tested: a,b,c,d,e,f,g,h,i

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
East of England	189 9%	56 11%	33 8%	100 9%	133 8%	56 17%	- -%	176 10%	13 8%	182 9%	7 9%
East Midlands	129 6%	24 5%	41 10%	64 6%	78 5%	52 16%	- -%	118 6%	11 7%	124 6%	5 7%
Greater London	329 16%	99 20%	63 15%	168 16%	322 19%	8 2%	- -%	290 16%	39 23%	325 17%	5 7%
North East	79 4%	10 2%	28 7%	41 4%	77 5%	2 1%	- -%	69 4%	10 6%	78 4%	1 1%
North West	182 9%	56 11%	37 9%	90 8%	156 9%	26 8%	- -%	170 9%	12 7%	178 9%	4 6%
South East	316 16%	72 14%	68 16%	176 16%	266 16%	50 15%	- -%	298 16%	18 11%	303 16%	13 18%
South West	234 12%	76 15%	43 10%	115 11%	192 12%	43 13%	- -%	210 11%	24 14%	222 12%	13 17%
West Midlands	162 8%	34 7%	41 10%	87 8%	131 8%	31 9%	- -%	151 8%	11 6%	156 8%	6 8%
Yorkshire and The Humber	139 7%	26 5%	28 7%	84 8%	125 7%	14 4%	- -%	128 7%	11 6%	128 7%	11 15%
Scotland	120 6%	27 5%	22 5%	71 7%	98 6%	22 6%	- -%	111 6%	9 5%	116 6%	4 6%
Wales	80 4%	15 3%	10 2%	55 5%	60 4%	20 6%	- -%	73 4%	7 4%	77 4%	3 4%
Northern Ireland	40 2%	6 1%	6 1%	29 3%	31 2%	9 3%	- -%	36 2%	4 3%	38 2%	2 2%
Net: North	400 20%	92 18%	93 22%	215 20%	357 21%	43 13%	- -%	367 20%	33 20%	384 20%	16 21%

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
Net: Midlands	480 24%	114 23%	115 27%	251 23%	341 20%	139 42%	- -%	446 24%	34 20%	462 24%	18 24%
Net: South	880 44%	247 49%	174 41%	460 43%	780 47%	100 30%	- -%	799 44%	81 48%	849 44%	31 42%
Net: Scotland, Wales and Northern Ireland	240 12%	48 10%	38 9%	154 14%	189 11%	51 15%	- -%	220 12%	20 12%	231 12%	9 12%
Nations											
England	1760 88%	452 90%	382 91%	926 86%	1478 89%	282 85%	- -%	1611 88%	149 88%	1695 88%	65 88%
Wales	80 4%	15 3%	10 2%	55 5%	60 4%	20 6%	- -%	73 4%	7 4%	77 4%	3 4%
Scotland	120 6%	27 5%	22 5%	71 7%	98 6%	22 6%	- -%	111 6%	9 5%	116 6%	4 6%
Northern Ireland	40 2%	6 1%	6 1%	29 3%	31 2%	9 3%	- -%	36 2%	4 3%	38 2%	2 2%
Groups											
East of England / East Midlands / West Midlands	480 24%	114 23%	115 27%	251 23%	341 20%	139 42%	- -%	446 24%	34 20%	462 24%	18 24%
Greater London / South East / South West	880 44%	247 49%	174 41%	460 43%	780 47%	100 30%	- -%	799 44%	81 48%	849 44%	31 42%
North East / North West / Yorkshire and The Humber	400 20%	92 18%	93 22%	215 20%	357 21%	43 13%	- -%	367 20%	33 20%	384 20%	16 21%

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
Scotland / Wales / Northern Ireland	240	48	38	154	189	51	-	220	20	231	9
	12%	10%	9%	14%	11%	15%	-%	12%	12%	12%	12%
Urbanity											
Urban	1668	399	371	897	1668	-	-	1522	146	1605	62
	83%	80%	88%	83%	100%	-%	-%	83%	86%	83%	85%
		a	b								
Rural	332	101	49	183	-	332	-	309	23	321	11
	17%	20%	12%	17%	-%	100%	-%	17%	14%	17%	15%
		b	a								

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

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
East of England	189	125	27	36
	9%	10%	8%	9%
East Midlands	129	70	30	28
	6%	6%	9%	7%
Greater London	329	224	44	59
	16%	18%	14%	14%
North East	79	40	15	25
	4%	3%	5%	6%
North West	182	124	14	40
	9%	10%	4%	10%
		b		
South East	316	186	56	74
	16%	15%	18%	18%
South West	234	169	29	37
	12%	13%	9%	9%
West Midlands	162	86	31	36
	8%	7%	10%	9%
Yorkshire and The Humber	139	87	23	28
	7%	7%	7%	7%
Scotland	120	71	26	22
	6%	6%	8%	5%
Wales	80	48	16	14
	4%	4%	5%	3%
Northern Ireland	40	23	9	8
	2%	2%	3%	2%
Net: North	400	251	52	93
	20%	20%	16%	23%
Net: Midlands	480	282	89	100
	24%	22%	28%	25%
Net: South	880	579	129	169
	44%	46%	40%	42%

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
Net: Scotland, Wales and Northern Ireland	240	141	51	44
	12%	11%	16%	11%
Nations				
England	1760	1112	269	363
	88%	89%	84%	89%
Wales	80	48	16	14
	4%	4%	5%	3%
Scotland	120	71	26	22
	6%	6%	8%	5%
Northern Ireland	40	23	9	8
	2%	2%	3%	2%
Groups				
East of England / East Midlands / West Midlands	480	282	89	100
	24%	22%	28%	25%
Greater London / South East / South West	880	579	129	169
	44%	46%	40%	42%
North East / North West / Yorkshire and The Humber	400	251	52	93
	20%	20%	16%	23%
Scotland / Wales / Northern Ireland	240	141	51	44
	12%	11%	16%	11%
Urbanity				
Urban	1668	1024	287	348
	83%	82%	90%	86%
			a	
Rural	332	230	33	58
	17%	18%	10%	14%
		b		

Columns Tested: a,b,c

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
East of England	189 9%	158 9%	15 7%	7 13%	2 16%	3 10%	- -%	- -%	5 90%	173 9%	16 14%	9 16%
East Midlands	129 6%	106 6%	13 6%	5 11%	1 11%	1 4%	2 17%	* 16%	- -%	119 6%	10 9%	5 8%
Greater London	329 16%	272 16%	33 16%	10 20%	4 39%	10 37%	* 1%	* 9%	- -%	305 16%	25 23%	15 26%
North East	79 4%	63 4%	15 7%	* *%	1 9%	- -%	* 1%	- -%	- -%	78 4%	1 1%	1 2%
North West	182 9%	150 9%	22 11%	5 10%	* 1%	* *%	5 36%	- -%	- -%	172 9%	10 9%	5 8%
South East	316 16%	261 15%	31 15%	17 32% ai	* 1%	2 8%	5 39%	1 68%	- -%	292 15%	25 23%	8 14%
South West	234 12%	204 12%	21 10%	* 1%	* 1%	8 31% bcj	* 1%	- -%	- -%	225 12%	9 8%	9 15%
West Midlands	162 8%	146 9%	15 7%	1 2%	- -%	* *%	- -%	- -%	* 3%	161 8%	1 1%	* *%
Yorkshire and The Humber	139 7%	122 7%	13 6%	1 1%	1 9%	2 7%	- -%	- -%	* *%	135 7%	4 3%	3 5%
Scotland	120 6%	102 6%	13 6%	3 6%	1 11%	* *%	* 3%	* 5%	* *%	115 6%	5 4%	2 3%
Wales	80 4%	67 4%	12 6%	* 1%	* 1%	* 1%	* 2%	* 1%	- -%	79 4%	1 1%	1 1%
Northern Ireland	40 2%	31 2%	6 3%	2 4%	* 1%	* 1%	* 1%	- -%	* 6%	37 2%	3 3%	1 1%
Net: North	400 20%	335 20%	50 24%	6 12%	2 19%	2 7%	5 37%	- -%	* *%	385 20%	15 14%	9 15%
Net: Midlands	480 24%	410 24%	43 21%	13 25%	3 28%	4 14%	2 17%	* 16%	5 93%	453 24%	27 25%	14 24%
Net: South	880 44%	737 44%	85 41%	27 53%	5 40%	21 77% abi	5 41%	1 77%	- -%	821 43%	59 54%	32 55%

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
Net: Scotland, Wales and Northern Ireland	240	201	31	5	1	1	1	*	*	231	9	3
	12%	12%	15%	11%	13%	2%	5%	7%	7%	12%	8%	5%
Nations												
England	1760	1482	178	46	10	27	12	1	5	1660	100	54
	88%	88%	85%	89%	87%	98%	95%	93%	93%	88%	92%	95%
Wales	80	67	12	*	*	*	*	*	-	79	1	1
	4%	4%	6%	1%	1%	1%	2%	1%	-%	4%	1%	1%
Scotland	120	102	13	3	1	*	*	*	*	115	5	2
	6%	6%	6%	6%	11%	*%	3%	5%	*%	6%	4%	3%
Northern Ireland	40	31	6	2	*	*	*	-	*	37	3	1
	2%	2%	3%	4%	1%	1%	1%	-%	6%	2%	3%	1%
Groups												
East of England / East Midlands / West Midlands	480	410	43	13	3	4	2	*	5	453	27	14
	24%	24%	21%	25%	28%	14%	17%	16%	93%	24%	25%	24%
Greater London / South East / South West	880	737	85	27	5	21	5	1	-	821	59	32
	44%	44%	41%	53%	40%	77%	41%	77%	-%	43%	54%	55%
						abi						
North East / North West / Yorkshire and The Humber	400	335	50	6	2	2	5	-	*	385	15	9
	20%	20%	24%	12%	19%	7%	37%	-%	*%	20%	14%	15%
Scotland / Wales / Northern Ireland	240	201	31	5	1	1	1	*	*	231	9	3
	12%	12%	15%	11%	13%	2%	5%	7%	7%	12%	8%	5%
Urbanity												
Urban	1668	1389	179	46	11	25	11	1	5	1569	99	53
	83%	83%	86%	89%	100%	93%	83%	100%	100%	83%	91%	93%
Rural	332	293	29	6	*	2	2	-	-	322	10	4
	17%	17%	14%	11%	*%	7%	17%	-%	-%	17%	9%	7%

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

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
East of England	189 9%	99 9%	59 9%	31 10%	167 10%	151 11%	175 10%	143 10%	91 10%	61 10%	29 7%	120 11%	6 9%	11 12%	1 2%	5 9%	3 7%
East Midlands	129 6%	82 8%	24 4%	24 7%	110 6%	94 7%	118 7%	74 5%	45 5%	51 8%	33 8%	74 7%	1 2%	5 6%	2 5%	1 2%	1 2%
Greater London	329 16%	161 15%	111 18%	58 18%	301 18%	243 17%	309 17%	239 17%	188 21%	131 21%	64 16%	185 17%	10 14%	11 12%	9 18%	19 38%	13 33%
North East	79 4%	37 3%	26 4%	16 5%	59 3%	57 4%	72 4%	65 5%	37 4%	19 3%	24 6%	35 3%	5 7%	* *%	5 12%	2 4%	* *%
North West	182 9%	87 8%	63 10%	32 10%	170 10%	137 10%	178 10%	124 9%	91 10%	63 10%	42 10%	98 9%	3 4%	16 18%	4 8%	5 11%	10 27%
South East	316 16%	149 14%	112 18%	56 18%	275 16%	226 16%	281 16%	242 17%	144 16%	103 16%	49 12%	177 16%	14 20%	19 21%	11 24%	4 9%	6 16%
South West	234 12%	148 14%	56 9%	30 9%	202 12%	163 12%	205 11%	159 11%	117 13%	62 10%	45 11%	135 12%	11 16%	1 1%	7 15%	6 13%	* *%
West Midlands	162 8%	83 8%	63 10%	16 5%	139 8%	115 8%	152 8%	113 8%	80 9%	48 8%	43 11%	88 8%	6 9%	9 10%	1 2%	2 5%	2 6%
Yorkshire and The Humber	139 7%	83 8%	39 6%	17 5%	123 7%	90 6%	124 7%	100 7%	50 6%	41 7%	33 8%	81 7%	3 4%	4 4%	3 6%	* *%	* *%
Scotland	120 6%	70 7%	32 5%	18 6%	80 5%	62 4%	82 5%	67 5%	24 3%	23 4%	20 5%	47 4%	6 9%	4 4%	2 4%	2 4%	1 3%
Wales	80 4%	38 4%	29 5%	13 4%	64 4%	49 3%	68 4%	48 3%	23 3%	16 3%	21 5%	35 3%	3 4%	8 9%	1 1%	1 2%	* 1%
Northern Ireland	40 2%	19 2%	12 2%	9 3%	32 2%	24 2%	33 2%	20 1%	10 1%	9 1%	7 2%	18 2%	1 2%	3 3%	1 2%	1 3%	1 4%
Net: North	400 20%	207 20%	128 20%	65 20%	352 20%	285 20%	374 21%	289 21%	178 20%	122 20%	99 24%	215 20%	11 16%	20 22%	12 27%	7 15%	10 27%
Net: Midlands	480 24%	264 25%	146 23%	70 22%	416 24%	359 25%	445 25%	329 24%	216 24%	160 26%	106 26%	283 26%	13 19%	25 28%	4 9%	8 16%	6 15%

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
Net: South	880	458	279	143	779	632	795	640	449	296	158	497	35	31	26	29	19
	44%	43%	45%	45%	45%	45%	44%	46%	50%	47%	38%	45%	50%	35%	57%	60%	50%
																a	
Net: Scotland, Wales and Northern Ireland	240	128	73	39	176	135	183	135	56	48	48	99	10	14	3	4	3
	12%	12%	12%	12%	10%	10%	10%	10%	6%	8%	12%	9%	15%	15%	7%	9%	8%
					e		e										
Nations																	
England	1760	929	553	278	1546	1276	1614	1259	844	578	363	994	59	76	43	44	34
	88%	88%	88%	88%	90%	90%	90%	90%	94%	92%	88%	91%	85%	85%	93%	91%	92%
									ac								
Wales	80	38	29	13	64	49	68	48	23	16	21	35	3	8	1	1	*
	4%	4%	5%	4%	4%	3%	4%	3%	3%	3%	5%	3%	4%	9%	1%	2%	1%
Scotland	120	70	32	18	80	62	82	67	24	23	20	47	6	4	2	2	1
	6%	7%	5%	6%	5%	4%	5%	5%	3%	4%	5%	4%	9%	4%	4%	4%	3%
Northern Ireland	40	19	12	9	32	24	33	20	10	9	7	18	1	3	1	1	1
	2%	2%	2%	3%	2%	2%	2%	1%	1%	1%	2%	2%	2%	3%	2%	3%	4%
Groups																	
East of England / East Midlands / West Midlands	480	264	146	70	416	359	445	329	216	160	106	283	13	25	4	8	6
	24%	25%	23%	22%	24%	25%	25%	24%	24%	26%	26%	26%	19%	28%	9%	16%	15%
Greater London / South East / South West	880	458	279	143	779	632	795	640	449	296	158	497	35	31	26	29	19
	44%	43%	45%	45%	45%	45%	44%	46%	50%	47%	38%	45%	50%	35%	57%	60%	50%
																a	
North East / North West / Yorkshire and The Humber	400	207	128	65	352	285	374	289	178	122	99	215	11	20	12	7	10
	20%	20%	20%	20%	20%	20%	21%	21%	20%	20%	24%	20%	16%	22%	27%	15%	27%
Scotland / Wales / Northern Ireland	240	128	73	39	176	135	183	135	56	48	48	99	10	14	3	4	3
	12%	12%	12%	12%	10%	10%	10%	10%	6%	8%	12%	9%	15%	15%	7%	9%	8%
					e		e										

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

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
Urbanity																	
Urban	1668 83%	853 81%	536 86%	278 88%	1415 82%	1165 83%	1482 82%	1171 84%	757 84%	536 86%	336 82%	879 80%	67 97%	79 88%	42 91%	42 86%	37 98%
Rural	332 17%	204 19%	90 14%	39 12%	307 18%	246 17%	315 18%	223 16%	143 16%	89 14%	75 18%	214 20%	2 3%	11 12%	4 9%	7 14%	1 2%

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

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
East of England	189	144	7	5	6	3	1	*	118	17	4	7	2	1	2
	9%	10%	7%	7%	12%	15%	4%	*%	11%	9%	7%	16%	6%	3%	10%
East Midlands	129	98	6	2	3	*	*	1	78	8	1	5	*	1	1
	6%	7%	5%	2%	6%	2%	*%	6%	7%	4%	2%	11%	*%	5%	4%
Greater London	329	244	19	11	11	7	8	2	164	38	3	10	13	4	10
	16%	17%	18%	15%	23%	32%	28%	11%	16%	21%	4%	23%	34%	27%	52%
										c		c	c	c	
North East	79	49	2	5	1	*	2	-	38	7	6	1	5	*	-
	4%	3%	2%	6%	2%	2%	6%	-%	4%	4%	9%	2%	12%	3%	-%
North West	182	133	9	10	1	3	5	8	98	21	9	5	1	3	1
	9%	9%	8%	14%	3%	14%	17%	54%	9%	12%	14%	11%	3%	16%	4%
								abcd							
South East	316	229	13	17	9	4	1	3	154	41	11	8	5	3	4
	16%	16%	12%	22%	19%	19%	3%	21%	15%	22%	19%	18%	13%	16%	19%
South West	234	164	25	6	2	*	5	*	137	6	8	1	10	1	*
	12%	12%	23%	8%	5%	*%	18%	1%	13%	3%	13%	2%	25%	8%	*%
			a							b			bd		
West Midlands	162	117	9	3	8	*	3	*	91	17	4	1	*	1	1
	8%	8%	8%	3%	17%	1%	9%	1%	9%	9%	6%	3%	1%	5%	6%
Yorkshire and The Humber	139	110	6	4	2	1	*	*	80	7	2	3	*	-	*
	7%	8%	6%	5%	4%	4%	*%	*%	8%	4%	3%	6%	*%	-%	*%
Scotland	120	65	7	3	1	1	2	*	43	10	4	2	1	1	*
	6%	5%	7%	4%	3%	6%	7%	1%	4%	5%	7%	4%	3%	8%	1%
Wales	80	51	3	7	2	*	*	*	32	8	6	1	1	1	*
	4%	4%	2%	10%	5%	1%	2%	*%	3%	5%	11%	1%	2%	4%	1%
			a												
Northern Ireland	40	23	3	2	1	1	1	1	16	3	2	1	*	1	1
	2%	2%	3%	3%	2%	4%	5%	4%	2%	2%	4%	2%	*%	4%	3%
Net: North	400	292	17	19	4	4	6	8	216	35	16	8	6	3	1
	20%	20%	16%	25%	8%	20%	24%	55%	21%	19%	26%	19%	15%	19%	4%
								abd							
Net: Midlands	480	359	22	10	16	4	4	1	286	42	9	13	3	2	4
	24%	25%	20%	13%	35%	18%	13%	7%	27%	23%	15%	30%	7%	14%	20%

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
Net: South	880	636	57	33	22	12	13	5	456	85	22	19	28	8	14
	44%	45%	52%	45%	47%	52%	49%	34%	43%	46%	36%	44%	73%	51%	71%
													ac		
Net: Scotland, Wales and Northern Ireland	240	139	13	12	5	2	4	1	92	21	13	3	2	2	1
	12%	10%	12%	17%	10%	11%	14%	5%	9%	11%	22%	7%	5%	16%	5%
											a				
Nations															
England	1760	1288	96	62	42	20	24	14	958	162	46	40	37	13	19
	88%	90%	88%	83%	90%	89%	86%	95%	91%	89%	78%	93%	95%	84%	95%
									c						
Wales	80	51	3	7	2	*	*	*	32	8	6	1	1	1	*
	4%	4%	2%	10%	5%	1%	2%	*%	3%	5%	11%	1%	2%	4%	1%
									a						
Scotland	120	65	7	3	1	1	2	*	43	10	4	2	1	1	*
	6%	5%	7%	4%	3%	6%	7%	1%	4%	5%	7%	4%	3%	8%	1%
Northern Ireland	40	23	3	2	1	1	1	1	16	3	2	1	*	1	1
	2%	2%	3%	3%	2%	4%	5%	4%	2%	2%	4%	2%	*%	4%	3%
Groups															
East of England / East Midlands / West Midlands	480	359	22	10	16	4	4	1	286	42	9	13	3	2	4
	24%	25%	20%	13%	35%	18%	13%	7%	27%	23%	15%	30%	7%	14%	20%
Greater London / South East / South West	880	636	57	33	22	12	13	5	456	85	22	19	28	8	14
	44%	45%	52%	45%	47%	52%	49%	34%	43%	46%	36%	44%	73%	51%	71%
													ac		
North East / North West / Yorkshire and The Humber	400	292	17	19	4	4	6	8	216	35	16	8	6	3	1
	20%	20%	16%	25%	8%	20%	24%	55%	21%	19%	26%	19%	15%	19%	4%
								abd							
Scotland / Wales / Northern Ireland	240	139	13	12	5	2	4	1	92	21	13	3	2	2	1
	12%	10%	12%	17%	10%	11%	14%	5%	9%	11%	22%	7%	5%	16%	5%
											a				

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

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
Urbanity															
Urban	1668	1156	90	69	42	20	22	15	837	166	53	37	37	15	19
	83%	81%	83%	92%	90%	90%	82%	97%	80%	91%	90%	86%	96%	98%	97%
									a						
Rural	332	271	18	6	4	2	5	*	214	17	6	6	2	*	1
	17%	19%	17%	8%	10%	10%	18%	3%	20%	9%	10%	14%	4%	2%	3%
									b						

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

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Number of parcels and packets sent						Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
East of England	189 9%	103 10%	14 9%	15 14%	4 8%	2 5%	1 4%	4 10%	84 9%	48 13%	21 6%	14 13%	7 9%
East Midlands	129 6%	52 5%	11 7%	6 5%	2 4%	1 2%	* *%	3 8%	65 7%	12 3%	26 7%	12 10%	4 6%
Greater London	329 16%	167 17%	26 17%	18 17%	16 34%	2 7%	4 13%	6 15%	161 18%	64 17%	43 13%	14 12%	27 36%
North East	79 4%	44 4%	6 4%	4 4%	1 2%	2 6%	1 5%	6 16%	24 3%	13 4%	21 6%	12 10%	* *%
North West	182 9%	76 8%	16 10%	15 14%	1 3%	6 17%	7 24%	4 10%	77 9%	33 9%	48 14%	10 9%	10 13%
South East	316 16%	166 17%	29 19%	20 19%	11 23%	6 17%	4 14%	7 18%	137 15%	50 14%	65 19%	18 16%	11 14%
South West	234 12%	121 12%	22 14%	3 3%	* *%	* *%	8 29%	5 13%	120 13%	37 10%	39 11%	7 6%	2 2%
West Midlands	162 8%	76 8%	16 10%	6 6%	5 11%	7 20%	1 3%	2 6%	77 9%	44 12%	20 6%	6 5%	5 7%
Yorkshire and The Humber	139 7%	82 8%	6 4%	8 8%	* 1%	3 8%	1 4%	* *%	60 7%	25 7%	26 7%	6 5%	7 9%
Scotland	120 6%	47 5%	3 2%	6 5%	5 11%	4 11%	1 3%	1 3%	42 5%	20 6%	13 4%	6 5%	1 2%
Wales	80 4%	38 4%	4 3%	3 3%	1 2%	1 2%	* 1%	* 1%	33 4%	16 4%	14 4%	4 4%	1 1%
Northern Ireland	40 2%	14 1%	2 2%	1 1%	1 2%	1 3%	* 1%	* 1%	13 1%	6 2%	7 2%	5 4%	1 1%
Net: North	400 20%	202 20%	27 18%	27 26%	3 6%	10 31%	9 33%	10 26%	162 18%	72 20%	95 28%	28 25%	16 22%
				d		d		d			a		

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
Net: Midlands	480	231	41	27	10	9	2	9	226	104	67	32	16
	24%	23%	26%	25%	22%	27%	7%	23%	25%	28%	19%	28%	22%
Net: South	880	454	76	41	27	8	16	18	418	151	147	39	39
	44%	46%	50%	39%	57%	25%	56%	46%	47%	41%	43%	34%	52%
Net: Scotland, Wales and Northern Ireland	240	100	9	10	7	6	1	2	88	43	35	15	3
	12%	10%	6%	10%	15%	17%	4%	5%	10%	12%	10%	13%	4%
Nations													
England	1760	887	144	96	40	28	28	37	806	326	308	99	72
	88%	90%	94%	90%	85%	83%	96%	95%	90%	88%	90%	87%	96%
Wales	80	38	4	3	1	1	*	*	33	16	14	4	1
	4%	4%	3%	3%	2%	2%	1%	1%	4%	4%	4%	4%	1%
Scotland	120	47	3	6	5	4	1	1	42	20	13	6	1
	6%	5%	2%	5%	11%	11%	3%	3%	5%	6%	4%	5%	2%
Northern Ireland	40	14	2	1	1	1	*	*	13	6	7	5	1
	2%	1%	2%	1%	2%	3%	1%	1%	1%	2%	2%	4%	1%
Groups													
East of England / East Midlands / West Midlands	480	231	41	27	10	9	2	9	226	104	67	32	16
	24%	23%	26%	25%	22%	27%	7%	23%	25%	28%	19%	28%	22%
Greater London / South East / South West	880	454	76	41	27	8	16	18	418	151	147	39	39
	44%	46%	50%	39%	57%	25%	56%	46%	47%	41%	43%	34%	52%
North East / North West / Yorkshire and The Humber	400	202	27	27	3	10	9	10	162	72	95	28	16
	20%	20%	18%	26%	6%	31%	33%	26%	18%	20%	28%	25%	22%
Scotland / Wales / Northern Ireland	240	100	9	10	7	6	1	2	88	43	35	15	3
	12%	10%	6%	10%	15%	17%	4%	5%	10%	12%	10%	13%	4%

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

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
Urbanity													
Urban	1668	808	130	96	45	33	24	35	699	317	297	101	67
	83%	82%	84%	90%	98%	98%	83%	90%	78%	86%	87%	89%	89%
		a			a				a	a	a		
Rural	332	179	24	10	1	1	5	4	195	52	46	13	8
	17%	18%	16%	10%	2%	2%	17%	10%	22%	14%	13%	11%	11%
		d							bc				

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

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
East of England	189	105	37	15	8	2	87	31	13	13	7
	9%	11%	12%	5%	9%	5%	11%	12%	6%	14%	12%
East Midlands	129	71	15	15	5	4	54	11	16	9	2
	6%	7%	5%	6%	7%	8%	7%	4%	7%	10%	4%
Greater London	329	173	59	41	9	18	151	33	20	12	25
	16%	17%	18%	15%	11%	39%	19%	13%	9%	13%	44%
						abcd			c		abcd
North East	79	31	7	13	7	*	20	10	21	6	*
	4%	3%	2%	5%	8%	*%	3%	4%	10%	6%	*%
									a		
North West	182	88	26	40	10	6	68	34	20	11	4
	9%	9%	8%	15%	12%	13%	9%	13%	9%	12%	7%
South East	316	156	39	60	16	3	119	40	41	19	7
	16%	16%	12%	22%	19%	7%	15%	16%	19%	20%	13%
				b							
South West	234	128	38	26	7	2	110	16	27	6	1
	12%	13%	12%	10%	8%	3%	14%	6%	12%	7%	2%
							b				
West Midlands	162	82	35	14	3	5	61	37	11	4	1
	8%	8%	11%	5%	3%	10%	8%	15%	5%	4%	2%
								ac			
Yorkshire and The Humber	139	63	29	18	8	5	50	11	21	2	6
	7%	6%	9%	7%	10%	11%	6%	4%	9%	2%	11%
Scotland	120	46	16	13	4	1	33	14	9	4	1
	6%	5%	5%	5%	5%	1%	4%	6%	4%	5%	2%
Wales	80	37	13	10	4	1	23	10	12	3	1
	4%	4%	4%	4%	4%	2%	3%	4%	5%	3%	1%
Northern Ireland	40	14	7	6	4	*	10	5	6	3	1
	2%	1%	2%	2%	5%	1%	1%	2%	3%	3%	1%
Net: North	400	182	62	71	25	11	138	55	62	19	11
	20%	18%	19%	26%	30%	24%	18%	22%	28%	21%	19%
									a		

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
Net: Midlands	480	258	87	45	15	11	202	79	41	25	10
	24%	26%	27%	16%	18%	23%	26%	31%	19%	28%	18%
		c	c					c			
Net: South	880	458	137	128	32	23	380	89	88	37	33
	44%	46%	42%	47%	38%	50%	48%	35%	41%	41%	59%
							b				b
Net: Scotland, Wales and Northern Ireland	240	97	36	28	12	2	66	29	27	10	2
	12%	10%	11%	10%	14%	4%	8%	11%	12%	11%	4%
Nations											
England	1760	897	285	244	72	45	720	223	191	82	54
	88%	90%	89%	90%	86%	96%	92%	89%	88%	89%	96%
Wales	80	37	13	10	4	1	23	10	12	3	1
	4%	4%	4%	4%	4%	2%	3%	4%	5%	3%	1%
Scotland	120	46	16	13	4	1	33	14	9	4	1
	6%	5%	5%	5%	5%	1%	4%	6%	4%	5%	2%
Northern Ireland	40	14	7	6	4	*	10	5	6	3	1
	2%	1%	2%	2%	5%	1%	1%	2%	3%	3%	1%
Groups											
East of England / East Midlands / West Midlands	480	258	87	45	15	11	202	79	41	25	10
	24%	26%	27%	16%	18%	23%	26%	31%	19%	28%	18%
		c	c					c			
Greater London / South East / South West	880	458	137	128	32	23	380	89	88	37	33
	44%	46%	42%	47%	38%	50%	48%	35%	41%	41%	59%
							b				b
North East / North West / Yorkshire and The Humber	400	182	62	71	25	11	138	55	62	19	11
	20%	18%	19%	26%	30%	24%	18%	22%	28%	21%	19%
								a			

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

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
Scotland / Wales / Northern Ireland	240	97	36	28	12	2	66	29	27	10	2
	12%	10%	11%	10%	14%	4%	8%	11%	12%	11%	4%
Urbanity											
Urban	1668	780	273	241	78	39	617	220	190	83	50
	83%	78%	85%	89%	93%	83%	79%	87%	87%	90%	89%
			a	a	a	a		a	a		
Rural	332	214	48	31	6	8	169	32	27	9	6
	17%	22%	15%	11%	7%	17%	21%	13%	13%	10%	11%
		cd					bc				

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

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
East of England	189 9%	85 12%	22 11%	10 4%	18 14%	7 14%	70 9%	13 11%	59 12%	163 10%	26 9%	154 10%	13 10%
East Midlands	129 6%	29 4%	9 4%	17 7%	14 11%	3 6%	48 6%	5 4%	21 4%	113 7%	16 6%	100 6%	10 8%
Greater London	329 16%	133 18%	25 12%	47 19%	25 19%	9 17%	123 16%	16 14%	100 21%	266 16%	64 22%	261 16%	40 31% a
North East	79 4%	26 4%	6 3%	21 8%	6 5%	5 10%	38 5%	11 9%	16 3%	65 4%	14 5%	53 3%	6 5%
North West	182 9%	58 8%	26 13%	20 8%	11 9%	6 10%	78 10%	14 12%	30 6%	149 9%	33 12%	151 9%	19 14%
South East	316 16%	121 16%	36 18%	45 18%	26 20%	6 12%	124 16%	13 11%	103 21%	281 16%	35 12%	265 17%	10 8%
South West	234 12%	99 13%	22 11%	21 8%	8 6%	7 13%	80 10%	11 9%	65 13%	213 12%	21 7%	195 12%	7 5%
West Midlands	162 8%	51 7%	31 16%	23 9%	5 4%	2 4%	73 9%	15 13%	24 5%	138 8%	24 8%	133 8%	6 5%
Yorkshire and The Humber	139 7%	58 8%	7 4%	24 9%	6 5%	5 9%	69 9%	13 11%	19 4%	124 7%	14 5%	116 7%	7 5%
Scotland	120 6%	39 5%	9 5%	12 5%	4 3%	1 2%	42 5%	2 2%	23 5%	95 6%	25 9%	72 5%	8 6%
Wales	80 4%	28 4%	4 2%	11 4%	3 2%	1 2%	28 4%	3 2%	17 4%	72 4%	8 3%	62 4%	3 2%

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
Northern Ireland	40 2%	9 1%	4 2%	2 1%	4 3%	1 2%	12 2%	* *%	7 2%	35 2%	5 2%	29 2%	2 2%
Net: North	400 20%	143 19%	39 19%	65 26%	24 18%	16 30%	185 24%	38 33%	64 13%	338 20%	62 22%	320 20%	32 24%
Net: Midlands	480 24%	165 22%	62 31%	49 19%	37 29%	13 24%	192 24%	33 28%	104 21%	414 24%	66 23%	386 24%	29 22%
Net: South	880 44%	352 48%	83 41%	113 45%	58 45%	22 41%	327 42%	40 34%	268 56%	760 44%	120 42%	721 45%	58 44%
Net: Scotland, Wales and Northern Ireland	240 12%	76 10%	17 9%	26 10%	10 8%	3 5%	82 10%	5 5%	47 10%	201 12%	39 14%	163 10%	13 10%
Nations													
England	1760 88%	660 90%	184 91%	227 90%	120 92%	50 95%	704 90%	111 95%	435 90%	1512 88%	248 86%	1427 90%	119 90%
Wales	80 4%	28 4%	4 2%	11 4%	3 2%	1 2%	28 4%	3 2%	17 4%	72 4%	8 3%	62 4%	3 2%
Scotland	120 6%	39 5%	9 5%	12 5%	4 3%	1 2%	42 5%	2 2%	23 5%	95 6%	25 9%	72 5%	8 6%
Northern Ireland	40 2%	9 1%	4 2%	2 1%	4 3%	1 2%	12 2%	* *%	7 2%	35 2%	5 2%	29 2%	2 2%
Groups													
East of England / East Midlands / West Midlands	480 24%	165 22%	62 31%	49 19%	37 29%	13 24%	192 24%	33 28%	104 21%	414 24%	66 23%	386 24%	29 22%

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

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
Greater London / South East / South West	880 44%	352 48%	83 41%	113 45%	58 45%	22 41%	327 42%	40 34%	268 56% ab	760 44%	120 42%	721 45%	58 44%
North East / North West / Yorkshire and The Humber	400 20%	143 19%	39 19%	65 26%	24 18%	16 30%	185 24% c	38 33% c	64 13%	338 20%	62 22%	320 20%	32 24%
Scotland / Wales / Northern Ireland	240 12%	76 10%	17 9%	26 10%	10 8%	3 5%	82 10%	5 5%	47 10%	201 12%	39 14%	163 10%	13 10%
Urbanity													
Urban	1668 83%	600 82%	166 83%	228 90% a	113 87%	46 88%	675 86% c	110 94% c	377 78%	1416 83%	251 88%	1305 82%	109 83%
Rural	332 17%	136 18% c	35 17%	24 10%	17 13%	6 12%	111 14%	7 6%	105 22% ab	297 17%	35 12%	285 18%	22 17%

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

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
East of England	189 9%	142 11%	9 5%	93 10%	50 10%	150 9%	17 14%	133 11%	17 9%	96 10%	47 10%
East Midlands	129 6%	84 7%	9 5%	45 5%	29 6%	99 6%	10 8%	82 7%	11 6%	46 5%	28 6%
Greater London	329 16%	197 16%	46 26%	130 14%	110 22%	260 16%	42 33%	193 16%	49 26%	132 14%	108 22%
North East	79 4%	50 4%	7 4%	41 4%	24 5%	55 3%	4 4%	49 4%	8 4%	41 4%	24 5%
North West	182 9%	110 9%	28 16%	70 8%	54 11%	154 10%	15 12%	105 9%	32 17%	72 8%	53 11%
South East	316 16%	204 17%	22 12%	181 20%	61 12%	264 17%	11 9%	205 17%	21 11%	185 20%	56 12%
South West	234 12%	146 12%	17 10%	116 13%	44 9%	199 12%	4 3%	146 12%	17 9%	115 13%	44 9%
West Midlands	162 8%	100 8%	15 8%	67 7%	46 9%	138 9%	1 1%	104 9%	11 6%	67 7%	46 10%
Yorkshire and The Humber	139 7%	81 7%	10 5%	71 8%	29 6%	115 7%	7 6%	83 7%	7 4%	69 8%	31 6%
Scotland	120 6%	54 4%	8 5%	40 4%	26 5%	72 4%	8 6%	53 4%	9 5%	41 4%	26 5%
Wales	80 4%	45 4%	4 2%	38 4%	10 2%	61 4%	3 2%	45 4%	4 2%	37 4%	11 2%
Northern Ireland	40 2%	21 2%	3 1%	14 2%	6 1%	29 2%	2 2%	22 2%	2 1%	15 2%	5 1%

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

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
Net: North	400	240	44	182	107	324	27	237	48	182	108
	20%	19%	25%	20%	22%	20%	22%	19%	25%	20%	23%
Net: Midlands	480	326	33	205	124	387	29	320	40	209	121
	24%	26%	19%	23%	26%	24%	23%	26%	21%	23%	25%
Net: South	880	547	85	427	214	723	56	545	87	433	208
	44%	44%	48%	47%	44%	45%	45%	45%	46%	47%	43%
Net: Scotland, Wales and Northern Ireland	240	120	15	93	42	163	13	120	14	93	42
	12%	10%	8%	10%	9%	10%	10%	10%	8%	10%	9%
Nations											
England	1760	1113	162	814	445	1434	112	1101	174	823	436
	88%	90%	92%	90%	91%	90%	90%	90%	92%	90%	91%
Wales	80	45	4	38	10	61	3	45	4	37	11
	4%	4%	2%	4%	2%	4%	2%	4%	2%	4%	2%
Scotland	120	54	8	40	26	72	8	53	9	41	26
	6%	4%	5%	4%	5%	4%	6%	4%	5%	4%	5%
Northern Ireland	40	21	3	14	6	29	2	22	2	15	5
	2%	2%	1%	2%	1%	2%	2%	2%	1%	2%	1%
Groups											
East of England / East Midlands / West Midlands	480	326	33	205	124	387	29	320	40	209	121
	24%	26%	19%	23%	26%	24%	23%	26%	21%	23%	25%
Greater London / South East / South West	880	547	85	427	214	723	56	545	87	433	208
	44%	44%	48%	47%	44%	45%	45%	45%	46%	47%	43%
North East / North West / Yorkshire and The Humber	400	240	44	182	107	324	27	237	48	182	108
	20%	19%	25%	20%	22%	20%	22%	19%	25%	20%	23%

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

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
Scotland / Wales / Northern Ireland	240	120	15	93	42	163	13	120	14	93	42
	12%	10%	8%	10%	9%	10%	10%	10%	8%	10%	9%
Urbanity											
Urban	1668	1008	156	763	408	1308	107	995	169	772	399
	83%	82%	88%	84%	84%	82%	86%	81%	90%	84%	83%
Rural	332	225	20	144	80	289	18	227	19	144	79
	17%	18%	12%	16%	16%	18%	14%	19%	10%	16%	17%

Columns Tested.: a,b - a,b - a,b - a,b - a,b

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
East of England	189 9%	76 9%	132 10%	28 11%	- -%	87 11%	110 12%	24 12%	1 12%	88 9%	97 13%	20 9%	- -%
East Midlands	129 6%	50 6%	87 6%	10 4%	1 26%	55 7%	60 6%	10 5%	1 12%	64 7%	35 5%	13 6%	- -%
Greater London	329 16%	161 19%	232 17%	57 22%	- -%	145 19%	161 17%	37 19%	- -%	197 20%	92 12%	36 16%	2 100%
North East	79 4%	32 4%	42 3%	5 2%	4 74%	30 4%	43 5%	2 1%	- -%	44 5%	38 5%	13 6%	- -%
North West	182 9%	68 8%	138 10%	25 10%	- -%	74 9%	105 11%	19 10%	- -%	84 9%	81 11%	18 8%	- -%
South East	316 16%	150 18%	215 16%	54 21%	- -%	123 16%	150 16%	41 21%	- -%	174 18%	135 18%	54 24%	- -%
South West	234 12%	103 12%	160 12%	24 9%	- -%	90 11%	96 10%	20 10%	- -%	97 10%	91 12%	17 8%	- -%
West Midlands	162 8%	69 8%	105 8%	18 7%	- -%	64 8%	66 7%	15 8%	2 36%	80 8%	55 7%	18 8%	- -%
Yorkshire and The Humber	139 7%	62 7%	104 8%	17 7%	- -%	49 6%	63 7%	18 9%	2 40%	60 6%	67 9%	14 6%	- -%
Scotland	120 6%	35 4%	61 5%	4 2%	- -%	34 4%	41 4%	4 2%	- -%	48 5%	28 4%	5 2%	- -%
Wales	80 4%	27 3%	52 4%	5 2%	- -%	24 3%	37 4%	3 2%	- -%	26 3%	32 4%	8 3%	- -%
Northern Ireland	40 2%	12 1%	27 2%	6 2%	- -%	11 1%	18 2%	4 2%	- -%	13 1%	14 2%	6 3%	- -%
Net: North	400 20%	162 19%	285 21%	47 19%	4 74%	153 19%	211 22%	39 20%	2 40%	188 19%	187 24%	46 21%	- -%
Net: Midlands	480 24%	196 23%	323 24%	56 22%	1 26%	206 26%	237 25%	50 25%	3 60%	232 24%	186 24%	51 23%	- -%

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

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
Net: South	880	414	608	135	-	359	407	98	-	468	318	108	2
	44%	49%	45%	53%	-%	46%	43%	50%	-%	48%	42%	48%	100%
Net: Scotland, Wales and Northern Ireland	240	74	141	15	-	68	96	10	-	86	74	19	-
	12%	9%	10%	6%	-%	9%	10%	5%	-%	9%	10%	8%	-%
Nations													
England	1760	772	1216	239	5	717	855	186	5	889	691	205	2
	88%	91%	90%	94%	100%	91%	90%	95%	100%	91%	90%	92%	100%
Wales	80	27	52	5	-	24	37	3	-	26	32	8	-
	4%	3%	4%	2%	-%	3%	4%	2%	-%	3%	4%	3%	-%
Scotland	120	35	61	4	-	34	41	4	-	48	28	5	-
	6%	4%	5%	2%	-%	4%	4%	2%	-%	5%	4%	2%	-%
Northern Ireland	40	12	27	6	-	11	18	4	-	13	14	6	-
	2%	1%	2%	2%	-%	1%	2%	2%	-%	1%	2%	3%	-%
Groups													
East of England / East Midlands / West Midlands	480	196	323	56	1	206	237	50	3	232	186	51	-
	24%	23%	24%	22%	26%	26%	25%	25%	60%	24%	24%	23%	-%
Greater London / South East / South West	880	414	608	135	-	359	407	98	-	468	318	108	2
	44%	49%	45%	53%	-%	46%	43%	50%	-%	48%	42%	48%	100%
North East / North West / Yorkshire and The Humber	400	162	285	47	4	153	211	39	2	188	187	46	-
	20%	19%	21%	19%	74%	19%	22%	20%	40%	19%	24%	21%	-%
Scotland / Wales / Northern Ireland	240	74	141	15	-	68	96	10	-	86	74	19	-
	12%	9%	10%	6%	-%	9%	10%	5%	-%	9%	10%	8%	-%
Urbanity													
Urban	1668	712	1112	219	4	666	786	164	4	828	643	200	2
	83%	84%	82%	86%	74%	85%	83%	83%	88%	85%	84%	89%	100%

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

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
Rural	332	135	245	35	1	119	166	33	1	147	122	24	-
	17%	16%	18%	14%	26%	15%	17%	17%	12%	15%	16%	11%	-%

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

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
East of England	189 9%	155 10%	134 11%	104 11%	129 11%	112 11%	4 10%	72 11%	55 11%	54 12%	17 13%	6 6%
East Midlands	129 6%	98 6%	78 7%	56 6%	77 6%	77 7%	* 1%	35 6%	29 6%	44 10%	13 10%	4 4%
Greater London	329 16%	254 16%	188 16%	133 15%	201 17%	155 15%	4 11%	92 14%	99 20%	89 20%	24 18%	14 16%
North East	79 4%	52 3%	43 4%	42 5%	42 3%	37 4%	* *%	32 5%	25 5%	23 5%	3 2%	3 3%
North West	182 9%	146 9%	115 10%	90 10%	124 10%	100 10%	10 30% ab	70 11%	51 10%	44 10%	11 8%	4 5%
South East	316 16%	259 17%	200 17%	164 18%	199 16%	174 17%	1 3%	107 17%	92 19%	64 14%	34 25% c	24 28% c
South West	234 12%	190 12%	139 12%	96 11%	141 12%	137 13%	6 17%	73 12%	47 9%	45 10%	5 4%	9 10%
West Midlands	162 8%	126 8%	91 8%	63 7%	102 8%	81 8%	7 20%	45 7%	38 8%	27 6%	10 7%	4 5%
Yorkshire and The Humber	139 7%	111 7%	73 6%	70 8%	75 6%	70 7%	* 1%	59 9%	32 7%	30 7%	10 8%	14 16% bc
Scotland	120 6%	71 5%	52 4%	41 4%	58 5%	40 4%	1 3%	16 3%	14 3%	15 3%	2 1%	2 2%
Wales	80 4%	59 4%	40 3%	38 4%	43 4%	41 4%	1 2%	23 4%	9 2%	9 2%	3 2%	3 4%
Northern Ireland	40 2%	29 2%	21 2%	15 2%	23 2%	18 2%	* 1%	10 2%	5 1%	6 1%	1 1%	1 1%
Net: North	400 20%	309 20%	232 20%	202 22%	242 20%	208 20%	11 31%	160 25%	108 22%	97 22%	24 18%	21 24%
Net: Midlands	480 24%	379 24%	303 26%	223 24%	307 25%	270 26%	11 32%	151 24%	122 25%	125 28%	39 30%	14 16%

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
Net: South	880	702	527	393	540	466	11	272	238	197	63	47
	44%	45%	45%	43%	45%	45%	31%	43%	48%	44%	47%	54%
Net: Scotland, Wales and Northern Ireland	240	159	113	94	124	99	2	50	28	29	6	5
	12%	10%	10%	10%	10%	9%	6%	8%	6%	7%	5%	6%
Nations												
England	1760	1391	1062	818	1089	944	32	583	468	419	127	81
	88%	90%	90%	90%	90%	91%	94%	92%	94%	93%	95%	94%
Wales	80	59	40	38	43	41	1	23	9	9	3	3
	4%	4%	3%	4%	4%	4%	2%	4%	2%	2%	2%	4%
Scotland	120	71	52	41	58	40	1	16	14	15	2	2
	6%	5%	4%	4%	5%	4%	3%	3%	3%	3%	1%	2%
Northern Ireland	40	29	21	15	23	18	*	10	5	6	1	1
	2%	2%	2%	2%	2%	2%	1%	2%	1%	1%	1%	1%
Groups												
East of England / East Midlands / West Midlands	480	379	303	223	307	270	11	151	122	125	39	14
	24%	24%	26%	24%	25%	26%	32%	24%	25%	28%	30%	16%
Greater London / South East / South West	880	702	527	393	540	466	11	272	238	197	63	47
	44%	45%	45%	43%	45%	45%	31%	43%	48%	44%	47%	54%
North East / North West / Yorkshire and The Humber	400	309	232	202	242	208	11	160	108	97	24	21
	20%	20%	20%	22%	20%	20%	31%	25%	22%	22%	18%	24%
Scotland / Wales / Northern Ireland	240	159	113	94	124	99	2	50	28	29	6	5
	12%	10%	10%	10%	10%	9%	6%	8%	6%	7%	5%	6%
Urbanity												
Urban	1668	1260	965	759	988	842	33	520	413	378	105	78
	83%	81%	82%	83%	81%	81%	97%	82%	83%	84%	79%	89%

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

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
Rural	332	290	210	152	225	201	1	113	83	70	28	9
	17%	19%	18%	17%	19%	19%	3%	18%	17%	16%	21%	11%

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

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
East of England	189	30	4	11	3	157	106	172	110	88	87	160	25	-	124	21
	9%	15%	3%	12%	7%	9%	10%	10%	10%	9%	11%	10%	13%	-%	9%	15%
East Midlands	129	6	11	8	10	112	58	115	74	68	66	102	14	-	92	7
	6%	3%	10%	9%	22%	7%	6%	7%	7%	7%	8%	6%	7%	-%	6%	5%
Greater London	329	36	22	20	3	282	144	294	161	165	169	254	34	-	225	22
	16%	18%	19%	22%	7%	17%	14%	17%	15%	17%	21%	16%	17%	-%	16%	16%
North East	79	9	3	7	2	51	39	59	41	40	32	54	7	-	55	4
	4%	4%	3%	7%	4%	3%	4%	3%	4%	4%	4%	3%	4%	-%	4%	3%
North West	182	10	8	21	4	149	97	162	109	90	81	159	21	-	129	8
	9%	5%	7%	22%	8%	9%	9%	9%	10%	9%	10%	10%	11%	-%	9%	6%
South East	316	27	27	3	8	252	160	264	168	139	124	246	36	-	215	27
	16%	14%	24%	3%	17%	15%	16%	15%	15%	14%	15%	15%	18%	-%	15%	20%
South West	234	30	15	5	8	209	118	218	114	97	86	200	18	-	190	10
	12%	15%	13%	5%	18%	13%	11%	12%	10%	10%	10%	12%	9%	-%	13%	7%
West Midlands	162	19	9	13	4	117	80	127	84	76	61	115	19	-	110	17
	8%	10%	8%	14%	8%	7%	8%	7%	8%	8%	7%	7%	10%	-%	8%	12%
Yorkshire and The Humber	139	17	8	1	-	102	61	106	69	68	47	102	10	-	103	11
	7%	9%	7%	1%	-%	6%	6%	6%	6%	7%	6%	6%	5%	-%	7%	8%
Scotland	120	4	4	2	1	110	92	113	94	85	33	105	7	-	85	5
	6%	2%	4%	2%	3%	7%	9%	6%	8%	9%	4%	7%	3%	-%	6%	4%
Wales	80	7	2	1	3	76	50	76	57	51	26	70	4	-	58	4
	4%	3%	2%	1%	6%	5%	5%	4%	5%	5%	3%	4%	2%	-%	4%	3%
Northern Ireland	40	2	2	2	*	38	28	38	28	28	12	36	7	-	31	2
	2%	1%	1%	2%	1%	2%	3%	2%	3%	3%	2%	2%	3%	-%	2%	1%
Net: North	400	36	19	28	6	302	197	328	218	198	160	316	38	-	286	24
	20%	18%	16%	30%	12%	18%	19%	19%	20%	20%	19%	20%	19%	-%	20%	17%

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
Net: Midlands	480	56	24	32	17	386	243	415	268	232	213	377	58	-	326	45
	24%	28%	21%	35%	37%	23%	24%	24%	24%	23%	26%	24%	29%	-%	23%	33%
Net: South	880	94	64	28	20	742	422	776	443	400	379	699	87	-	630	60
	44%	47%	56%	30%	41%	45%	41%	44%	40%	40%	46%	44%	43%	-%	44%	43%
			c													
Net: Scotland, Wales and Northern Ireland	240	12	8	5	5	223	169	227	179	164	71	212	18	-	175	11
	12%	6%	7%	5%	10%	13%	16%	13%	16%	16%	9%	13%	9%	-%	12%	8%
												a				
Nations																
England	1760	186	106	88	43	1430	863	1519	929	830	752	1392	184	-	1243	128
	88%	94%	93%	95%	90%	87%	84%	87%	84%	84%	91%	87%	91%	-%	88%	92%
											b					
Wales	80	7	2	1	3	76	50	76	57	51	26	70	4	-	58	4
	4%	3%	2%	1%	6%	5%	5%	4%	5%	5%	3%	4%	2%	-%	4%	3%
Scotland	120	4	4	2	1	110	92	113	94	85	33	105	7	-	85	5
	6%	2%	4%	2%	3%	7%	9%	6%	8%	9%	4%	7%	3%	-%	6%	4%
Northern Ireland	40	2	2	2	*	38	28	38	28	28	12	36	7	-	31	2
	2%	1%	1%	2%	1%	2%	3%	2%	3%	3%	2%	2%	3%	-%	2%	1%
Groups																
East of England / East Midlands / West Midlands	480	56	24	32	17	386	243	415	268	232	213	377	58	-	326	45
	24%	28%	21%	35%	37%	23%	24%	24%	24%	23%	26%	24%	29%	-%	23%	33%
Greater London / South East / South West	880	94	64	28	20	742	422	776	443	400	379	699	87	-	630	60
	44%	47%	56%	30%	41%	45%	41%	44%	40%	40%	46%	44%	43%	-%	44%	43%
			c													
North East / North West / Yorkshire and The Humber	400	36	19	28	6	302	197	328	218	198	160	316	38	-	286	24
	20%	18%	16%	30%	12%	18%	19%	19%	20%	20%	19%	20%	19%	-%	20%	17%

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
Scotland / Wales / Northern Ireland	240	12	8	5	5	223	169	227	179	164	71	212	18	-	175	11
	12%	6%	7%	5%	10%	13%	16%	13%	16%	16%	9%	13%	9%	-%	12%	8%
												a				
Urbanity																
Urban	1668	164	109	83	31	1365	864	1451	922	822	689	1330	177	-	1186	122
	83%	83%	95%	89%	67%	83%	84%	83%	83%	83%	84%	83%	88%	-%	84%	88%
			ad	d												
Rural	332	34	6	10	16	288	168	295	186	172	134	275	24	-	231	17
	17%	17%	5%	11%	33%	17%	16%	17%	17%	17%	16%	17%	12%	-%	16%	12%
		b			bc											

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

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
		a	b	a	b	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
East of England	189	80	97	57	1	29	43	17	129	41	28	33	125
	9%	11%	9%	9%	2%	10%	10%	6%	10%	11%	9%	9%	10%
East Midlands	129	52	70	36	5	24	26	25	79	24	28	19	79
	6%	7%	6%	6%	11%	8%	6%	10%	6%	7%	9%	5%	6%
Greater London	329	118	176	108	17	80	71	51	203	70	55	67	197
	16%	16%	16%	18%	40%	27%	16%	19%	15%	19%	19%	17%	16%
				a		b							
North East	79	32	39	30	-	13	17	7	64	8	11	21	47
	4%	4%	4%	5%	-%	5%	4%	3%	5%	2%	4%	6%	4%
North West	182	77	92	65	3	33	45	25	121	33	30	32	115
	9%	10%	8%	11%	6%	11%	10%	9%	9%	9%	10%	8%	9%
South East	316	142	153	92	1	30	76	35	250	31	32	89	188
	16%	19%	14%	15%	3%	10%	17%	13%	19%	8%	11%	23%	15%
									c			ac	
South West	234	91	140	67	8	29	47	29	147	58	21	34	169
	12%	12%	13%	11%	19%	10%	10%	11%	11%	16%	7%	9%	13%
West Midlands	162	74	85	57	*	16	47	23	106	27	28	29	102
	8%	10%	8%	9%	*%	6%	10%	9%	8%	7%	9%	8%	8%
Yorkshire and The Humber	139	40	90	40	6	17	33	20	96	22	17	33	89
	7%	5%	8%	7%	16%	6%	8%	8%	7%	6%	6%	9%	7%
Scotland	120	23	81	32	*	13	22	14	72	33	27	13	73
	6%	3%	7%	5%	1%	4%	5%	5%	5%	9%	9%	3%	6%
			a										
Wales	80	21	52	12	1	6	12	12	52	15	16	8	54
	4%	3%	5%	2%	1%	2%	3%	5%	4%	4%	5%	2%	4%
Northern Ireland	40	9	28	10	*	5	6	4	25	10	6	3	29
	2%	1%	3%	2%	*%	2%	1%	2%	2%	3%	2%	1%	2%
Net: North	400	150	221	136	9	63	95	52	281	63	58	87	251
	20%	20%	20%	22%	22%	21%	21%	20%	21%	17%	20%	23%	20%
Net: Midlands	480	206	253	150	6	69	115	65	313	93	83	82	306
	24%	27%	23%	25%	13%	24%	26%	25%	23%	25%	28%	21%	24%

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
Net: South	880 44%	350 46%	470 43%	267 44%	26 62%	138 47%	194 44%	115 44%	601 45%	159 43%	109 36%	189 50%	555 44%
Net: Scotland, Wales and Northern Ireland	240 12%	53 7%	161 15% a	54 9%	1 3%	24 8%	41 9%	29 11%	149 11%	57 15%	48 16%	24 6%	157 12% b
Nations													
England	1760 88%	706 93% b	943 85%	553 91%	40 97%	271 92%	405 91%	232 89%	1195 89%	315 85%	250 84%	358 94% ac	1111 88%
Wales	80 4%	21 3%	52 5%	12 2%	1 1%	6 2%	12 3%	12 5%	52 4%	15 4%	16 5%	8 2%	54 4%
Scotland	120 6%	23 3%	81 7% a	32 5%	* 1%	13 4%	22 5%	14 5%	72 5%	33 9%	27 9%	13 3%	73 6%
Northern Ireland	40 2%	9 1%	28 3%	10 2%	* *%	5 2%	6 1%	4 2%	25 2%	10 3%	6 2%	3 1%	29 2%
Groups													
East of England / East Midlands / West Midlands	480 24%	206 27%	253 23%	150 25%	6 13%	69 24%	115 26%	65 25%	313 23%	93 25%	83 28%	82 21%	306 24%
Greater London / South East / South West	880 44%	350 46%	470 43%	267 44%	26 62%	138 47%	194 44%	115 44%	601 45%	159 43%	109 36%	189 50% a	555 44%
North East / North West / Yorkshire and The Humber	400 20%	150 20%	221 20%	136 22%	9 22%	63 21%	95 21%	52 20%	281 21%	63 17%	58 20%	87 23%	251 20%
Scotland / Wales / Northern Ireland	240 12%	53 7%	161 15% a	54 9%	1 3%	24 8%	41 9%	29 11%	149 11%	57 15%	48 16%	24 6%	157 12% b

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
Urbanity													
Urban	1668	633	906	525	33	248	380	220	1144	287	253	337	1039
	83%	83%	82%	86%	79%	84%	85%	84%	85%	77%	85%	88%	82%
									c				
Rural	332	126	198	82	9	47	66	41	200	85	45	45	229
	17%	17%	18%	14%	21%	16%	15%	16%	15%	23%	15%	12%	18%

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

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
East of England	189 9%	76 9%	112 10%
East Midlands	129 6%	51 6%	78 7%
Greater London	329 16%	161 18%	168 15%
North East	79 4%	39 4%	40 4%
North West	182 9%	84 9%	98 9%
South East	316 16%	92 10%	224 20% a
South West	234 12%	108 12%	127 11%
West Midlands	162 8%	67 8%	95 9%
Yorkshire and The Humber	139 7%	58 7%	81 7%
Scotland	120 6%	83 9%	37 3%
Wales	80 4%	47 5%	33 3%
Northern Ireland	40 2%	26 3%	14 1%
Net: North	400 20%	181 20%	219 20%
Net: Midlands	480 24%	195 22%	285 26%
Net: South	880 44%	361 40%	519 47%

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
Net: Scotland, Wales and Northern Ireland	240	156	84
	12%	17%	8%
		b	
Nations			
England	1760	737	1023
	88%	83%	92%
		a	
Wales	80	47	33
	4%	5%	3%
Scotland	120	83	37
	6%	9%	3%
		b	
Northern Ireland	40	26	14
	2%	3%	1%
Groups			
East of England / East Midlands / West Midlands	480	195	285
	24%	22%	26%
Greater London / South East / South West	880	361	519
	44%	40%	47%
North East / North West / Yorkshire and The Humber	400	181	219
	20%	20%	20%
Scotland / Wales / Northern Ireland	240	156	84
	12%	17%	8%
		b	
Urbanity			
Urban	1668	758	910
	83%	85%	82%

Columns Tested: a,b

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
Rural	332	135	197
	17%	15%	18%

Columns Tested: a,b

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
Net: North	400	7	79	13	5	67	29	1	55	44	2	16	83
	20%	14%	39%	5%	7%	21%	23%	2%	18%	28%	2%	12%	29%
		j	acdefghjk			cdgj	cdgj		cj	cdgjk			cdgjk
Net: Midlands	480	13	40	66	6	88	26	6	91	22	15	49	56
	24%	25%	20%	27%	9%	28%	21%	18%	29%	14%	18%	38%	20%
		d		di		di	d		di			bdfijl	
Net: South	880	15	62	143	18	143	59	3	152	65	48	46	126
	44%	28%	31%	59%	28%	46%	48%	10%	49%	42%	54%	36%	44%
				abdegikl		abdg	abdg		abdg	g	abdg	g	bdg
Net: Scotland, Wales and Northern Ireland	240	17	22	20	37	13	10	24	13	24	23	17	20
	12%	33%	11%	8%	56%	4%	8%	70%	4%	15%	26%	13%	7%
		bcefhikl	e		abcefhijkl			abcefhijkl		eh	bcefh	e	
Nations													
England	1760	36	182	222	29	297	114	10	299	131	65	111	264
	88%	67%	89%	92%	44%	96%	92%	30%	96%	85%	74%	87%	93%
		dg	adgj	adgj		abdgijk	adgj		adgij	adg	dg	adg	adgj
Wales	80	6	10	3	13	3	4	10	4	6	10	6	5
	4%	12%	5%	1%	19%	1%	3%	29%	1%	4%	11%	4%	2%
		cehl			bcefhikl			bcefhikl			cehl		
Scotland	120	8	6	16	18	8	5	12	6	13	8	9	13
	6%	15%	3%	6%	26%	2%	4%	34%	2%	8%	9%	7%	5%
		beh			bcefhijkl			bcefhijkl					
Northern Ireland	40	3	5	1	7	2	1	3	3	5	5	3	2
	2%	6%	3%	1%	10%	1%	1%	7%	1%	3%	6%	2%	1%
					bcefh								
Groups													
East of England / East Midlands / West Midlands	480	13	40	66	6	88	26	6	91	22	15	49	56
	24%	25%	20%	27%	9%	28%	21%	18%	29%	14%	18%	38%	20%
		d		di		di	d		di			bdfijl	
Greater London / South East / South West	880	15	62	143	18	143	59	3	152	65	48	46	126
	44%	28%	31%	59%	28%	46%	48%	10%	49%	42%	54%	36%	44%
				abdegikl		abdg	abdg		abdg	g	abdg	g	bdg

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
North East / North West / Yorkshire and The Humber	400	7	79	13	5	67	29	1	55	44	2	16	83
	20%	14%	39%	5%	7%	21%	23%	2%	18%	28%	2%	12%	29%
		j	acdefghjk			cdgj	cdgj		cj	cdgjk			cdgjk
Scotland / Wales / Northern Ireland	240	17	22	20	37	13	10	24	13	24	23	17	20
	12%	33%	11%	8%	56%	4%	8%	70%	4%	15%	26%	13%	7%
		bcefhikl	e		abcefhijkl			abcefhijkl		eh	bcefnl	e	
Urbanity													
Urban	1668	37	171	208	52	242	123	20	250	148	63	112	242
	83%	70%	84%	86%	78%	78%	100%	58%	80%	96%	71%	88%	85%
			g	ag			abcdeghjkl			abcdeghjl		ag	ag
Rural	332	16	32	34	14	69	-	14	62	7	25	15	43
	17%	30%	16%	14%	22%	22%	-%	42%	20%	4%	29%	12%	15%
		cfikl	fi	fi	fi	fi		bcfikl	fi		fi	f	fi

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

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
Nations							
England	1760	440	440	440	440	880	880
	88%	88%	88%	88%	88%	88%	88%
Wales	80	20	20	20	20	40	40
	4%	4%	4%	4%	4%	4%	4%
Scotland	120	30	30	30	30	60	60
	6%	6%	6%	6%	6%	6%	6%
Northern Ireland	40	10	10	10	10	20	20
	2%	2%	2%	2%	2%	2%	2%
Groups							
East of England / East Midlands / West Midlands	480	120	120	120	120	240	240
	24%	24%	24%	24%	24%	24%	24%
Greater London / South East / South West	880	220	220	220	220	440	440
	44%	44%	44%	44%	44%	44%	44%
North East / North West / Yorkshire and The Humber	400	100	100	100	100	200	200
	20%	20%	20%	20%	20%	20%	20%
Scotland / Wales / Northern Ireland	240	60	60	60	60	120	120
	12%	12%	12%	12%	12%	12%	12%
Urbanity							
Urban	1668	417	417	417	417	834	834
	83%	83%	83%	83%	83%	83%	83%
Rural	332	83	83	83	83	166	166
	17%	17%	17%	17%	17%	17%	17%

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

Table 12

C1. To which industry does your organisation belong to?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
Agriculture, Forestry, & Fishing	90 5%	15 6%	75 4%	88 5%	2 3%	- -%	* 4%	2 3%
Mining and Quarrying	4 *%	1 *%	4 *%	4 *%	1 1%	- -%	* 1%	1 1%
Manufacturing	113 6%	15 6%	98 6%	102 5%	9 12%	1 8%	1 19%	11 12%
Electricity, gas, steam & Air conditioning supply	17 1%	1 *%	16 1%	16 1%	1 1%	- -%	* 1%	1 1%
Water Supply, sewerage, waste management	7 *%	3 1%	4 *%	6 *%	* *%	- -%	* *%	* *%
Construction	269 13%	33 14%	236 13%	257 13%	10 13%	* 3%	1 19%	11 12%
Wholesale & Retail Trade; repair of motor vehicles and motorcycles	295 15%	52 21%	244 14%	285 15%	9 12%	* 3%	* 6%	10 11%
Transportation and storage	54 3%	3 1%	51 3%	48 3%	5 6%	* 5%	* 9%	6 6%
Accommodation and food service activities	61 3%	11 5%	50 3%	57 3%	4 5%	* 5%	* 4%	4 5%
Information and communication	71 4%	5 2%	66 4%	69 4%	1 2%	1 11%	* 2%	2 3%
Financial and insurance activities	62 3%	9 4%	53 3%	56 3%	5 7%	* 2%	* 6%	6 6%
					a			a

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
Real estate activities	57 3%	6 2%	51 3%	54 3%	3 4%	- -%	* 1%	3 3%
Professional, scientific and technical activities	234 12%	1 *%	233 13%	226 12%	7 9%	1 12%	* 5%	8 9%
Administrative and support service activities	112 6%	3 1%	108 6%	108 6%	2 3%	1 6%	* 3%	3 4%
Public administration and defence compulsory social security	27 1%	11 4%	16 1%	26 1%	1 2%	* 1%	* 2%	1 2%
Education	49 2%	7 3%	42 2%	45 2%	2 3%	1 12%	* 6%	3 4%
Human health and social work activities	113 6%	39 16%	74 4%	105 6%	6 8%	2 19%	* 10%	8 9%
Arts, entertainment and recreation	200 10%	24 10%	176 10%	197 10%	2 3%	1 10%	* 2%	3 3%
Other service activities	163 8%	3 1%	160 9%	158 8%	5 6%	* 3%	* *%	5 5%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't Know	2 *%	1 *%	2 *%	2 *%	- -%	- -%	- -%	- -%
Net: Agriculture, Manufacturing & Construction	500 25%	68 28%	432 25%	473 25%	23 31%	1 11%	2 45%	27 30%
				c	c		abce	c

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
Net: Retail/ Distribution/ Communication	420	59	361	402	15	2	1	18
	21%	24%	21%	21%	20%	19%	17%	20%
Net: Hospitality/ Financial/ and Non-financial/ Other/ DK	1080	114	966	1035	37	6	2	45
	54%	47%	55%	54%	49%	70%	39%	50%
				d		abde		

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
Agriculture, Forestry, & Fishing	90 5%	42 4%	41 6%	6 4%	1 1%	1 5%	* 4%	88 5%	2 3%	* 2%
Mining and Quarrying	4 *%	1 *%	2 *%	1 1%	1 1%	- -%	* 1%	4 *%	1 1%	* 1%
Manufacturing	113 6%	36 3%	58 8%	8 6%	9 16%	1 4%	1 19%	102 5%	9 12%	2 12%
Electricity, gas, steam & Air conditioning supply	17 1%	9 1%	3 *%	5 3%	1 2%	- -%	* 1%	16 1%	1 1%	* 1%
Water Supply, sewerage, waste management	7 *%	5 *%	- -%	2 1%	* *%	- -%	* *%	6 *%	* *%	* *%
Construction	269 13%	123 12%	111 16%	23 17%	8 14%	3 9%	1 19%	257 13%	10 13%	1 9%
Wholesale & Retail Trade; repair of motor vehicles and motorcycles	295 15%	169 16%	94 13%	22 17%	8 14%	2 6%	* 6%	285 15%	9 12%	1 4%
Transportation and storage	54 3%	28 3%	17 2%	3 2%	4 7%	1 5%	* 9%	48 3%	5 6%	1 6%
Accommodation and food service activities	61 3%	20 2%	29 4%	8 6%	3 5%	2 6%	* 4%	57 3%	4 5%	1 5%
Information and communication	71 4%	40 4%	27 4%	1 1%	1 1%	2 6%	* 2%	69 4%	1 2%	1 8%
										cdh

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
Financial and insurance activities	62 3%	30 3%	21 3%	5 4%	4 8% abg	1 4%	* 6%	56 3%	5 7%	1 4%
Real estate activities	57 3%	31 3%	20 3%	3 2%	1 2%	2 5%	* 1%	54 3%	3 4%	* *%
Professional, scientific and technical activities	234 12%	123 12%	96 13% cf	7 5%	5 8%	3 12%	* 5%	226 12%	7 9%	1 10%
Administrative and support service activities	112 6%	63 6%	36 5%	10 7%	1 2%	2 6%	* 3%	108 6%	2 3%	1 5%
Public administration and defence compulsory social security	27 1%	12 1%	8 1%	5 4%	1 2%	* *%	* 2%	26 1%	1 2%	* 1%
Education	49 2%	34 3%	10 1%	1 *%	1 2%	2 7%	* 6%	45 2%	2 3%	1 10%
Human health and social work activities	113 6%	71 7%	25 4%	10 7%	3 5%	5 17% abdgh	* 10% b	105 6%	6 8%	2 16% abcdgh
Arts, entertainment and recreation	200 10%	117 11% cdfh	75 10% dfh	5 4%	1 2%	2 6%	* 2%	197 10% cdfh	2 3%	1 7%
Other service activities	163 8%	111 10% befi	38 5% f	9 7% f	4 7% f	1 4%	* *%	158 8% fi	5 6% f	* 2%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't Know	2 *%	1 *%	2 *%	- -%	- -%	- -%	- -%	2 *%	- -%	- -%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
Net: Agriculture, Manufacturing & Construction	500 25%	215 20%	215 30%	43 33%	19 35%	5 17%	2 45%	473 25%	23 31%	3 23%
			ae	ae	aeg		abeghi		ae	
Net: Retail/ Distribution/ Communication	420 21%	237 22%	138 19%	27 20%	12 22%	5 16%	1 17%	402 21%	15 20%	3 18%
Net: Hospitality/ Financial/ and Non-financial/ Other/ DK	1080 54%	613 58%	359 50%	62 47%	24 43%	20 66%	2 39%	1035 54%	37 49%	8 59%
		df	f			bcd fgh		df		df

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
Agriculture, Forestry, & Fishing	90 5%	53 3%	35 10%	2 3%	- -%	* 4%	37 3%	19 7%	2 3%	9 23%	1 2%
			acd							abce	
Mining and Quarrying	4 *%	2 *%	2 1%	1 1%	- -%	* 1%	1 *%	2 1%	- -%	- -%	1 1%
						a					
Manufacturing	113 6%	75 5%	27 8%	9 12%	1 8%	1 19%	33 3%	35 12%	7 10%	5 13%	8 15%
				a		ab		a	a	a	a
Electricity, gas, steam & Air conditioning supply	17 1%	10 1%	6 2%	1 1%	- -%	* 1%	9 1%	6 2%	1 1%	- -%	1 1%
Water Supply, sewerage, waste management	7 *%	5 *%	2 *%	* *%	- -%	* *%	3 *%	- -%	1 1%	- -%	- -%
Construction	269 13%	211 14%	46 13%	10 13%	* 3%	1 19%	146 12%	55 19%	17 23%	4 10%	6 10%
			d			d		a	a		
Wholesale & Retail Trade; repair of motor vehicles and motorcycles	295 15%	235 15%	50 14%	9 12%	* 3%	* 6%	198 16%	32 11%	15 21%	4 10%	6 10%
			de								
Transportation and storage	54 3%	39 2%	9 3%	5 6%	* 5%	* 9%	26 2%	14 5%	* 1%	2 4%	4 6%
				a		ab					
Accommodation and food service activities	61 3%	40 3%	16 5%	4 5%	* 5%	* 4%	38 3%	5 2%	1 1%	1 2%	1 2%
Information and communication	71 4%	60 4%	9 2%	1 2%	1 11%	* 2%	55 5%	8 3%	1 2%	1 3%	1 2%
					abce						

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
Financial and insurance activities	62 3%	40 3%	16 5%	5 7% a	* 2%	* 6%	28 2%	12 4%	2 3%	3 8%	8 14% a
Real estate activities	57 3%	45 3%	9 3%	3 4%	- -%	* 1%	34 3%	5 2%	2 3%	1 3%	3 5%
Professional, scientific and technical activities	234 12%	205 13%	21 6%	7 9%	1 12%	* 5%	172 14%	35 12%	13 19%	3 9%	1 2%
Administrative and support service activities	112 6%	89 6%	20 6%	2 3%	1 6%	* 3%	88 7%	10 4%	1 2%	2 4%	6 10%
Public administration and defence compulsory social security	27 1%	16 1%	10 3%	1 2%	* 1%	* 2%	9 1%	3 1%	* *%	* *%	1 1%
Education	49 2%	37 2%	8 2%	2 3%	1 12% abc	* 6%	36 3%	1 *%	1 1%	2 5%	1 1%
Human health and social work activities	113 6%	83 5%	22 6%	6 8%	2 19% abc	* 10%	58 5%	12 4%	3 5%	2 4%	1 2%
Arts, entertainment and recreation	200 10%	174 11% bce	23 7%	2 3%	1 10% ce	* 2%	143 12% bc	11 4%	1 1%	* *%	5 8%
Other service activities	163 8%	138 9% e	20 6% e	5 6% e	* 3%	* *%	110 9%	21 7%	4 6%	1 2%	3 5%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't Know	2 *%	1 *%	2 *%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	1 2%

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
Net: Agriculture, Manufacturing & Construction	500 25%	355 23%	118 33%	23 31%	1 11%	2 45%	230 19%	117 41%	27 38%	19 47%	16 29%
			ad	ad		acd		a	a	a	
Net: Retail/ Distribution/ Communication	420 21%	334 21%	68 19%	15 20%	2 19%	1 17%	279 23%	54 19%	17 23%	6 16%	11 19%
Net: Hospitality/ Financial/ and Non-financial/ Other/ DK	1080 54%	869 56%	166 47%	37 49%	6 70%	2 39%	715 58%	116 40%	28 39%	15 37%	29 52%
		be			bce		bcd				

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
Agriculture, Forestry, & Fishing	90 5%	17 9%	3 3%	6 2%	1 1%	5 3%	11 3%	32 13%	1 1%	* *%
		chi						bcd efhi		
Mining and Quarrying	4 *%	- -%	- -%	1 *%	- -%	2 1%	1 *%	- -%	- -%	- -%
Manufacturing	113 6%	9 5%	3 2%	24 7%	6 8%	16 9%	10 3%	16 7%	9 5%	9 7%
Electricity, gas, steam & Air conditioning supply	17 1%	- -%	- -%	4 1%	- -%	2 1%	5 1%	* *%	4 2%	1 *%
Water Supply, sewerage, waste management	7 *%	1 *%	2 2%	- -%	- -%	- -%	- -%	- -%	- -%	4 3%
Construction	269 13%	29 15%	16 12%	64 19%	4 5%	31 17%	45 14%	29 12%	20 12%	12 9%
				d						
Wholesale & Retail Trade; repair of motor vehicles and motorcycles	295 15%	27 14%	33 26%	38 12%	15 19%	28 16%	38 12%	29 13%	34 21%	25 18%
			cfg							
Transportation and storage	54 3%	3 1%	5 4%	15 4%	5 6%	5 3%	12 4%	1 1%	1 1%	1 1%
Accommodation and food service activities	61 3%	4 2%	5 4%	7 2%	- -%	1 1%	2 1%	17 7%	4 2%	3 2%
							ef			
Information and communication	71 4%	3 2%	3 3%	10 3%	8 10%	4 2%	17 5%	12 5%	6 4%	2 1%
					a					

Columns Tested: a,b,c,d,e,f,g,h,i

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
Financial and insurance activities	62 3%	3 1%	3 3%	17 5%	7 8% h	9 5%	5 1%	3 1%	* *%	2 1%
Real estate activities	57 3%	1 *%	* *%	14 4%	- -%	5 3%	10 3%	6 3%	4 3%	5 3%
Professional, scientific and technical activities	234 12%	35 18% ci	15 12%	27 8%	7 8%	21 12%	52 16% i	22 10%	36 22% cgi	5 4%
Administrative and support service activities	112 6%	8 4%	15 11% c	12 4%	2 3%	14 8%	17 6%	13 6%	11 7%	14 10%
Public administration and defence compulsory social security	27 1%	- -%	2 1%	6 2%	2 2%	1 *%	2 1%	- -%	7 4%	* *%
Education	49 2%	1 1%	1 1%	12 4%	4 5%	2 1%	5 2%	5 2%	6 4%	3 3%
Human health and social work activities	113 6%	4 2%	9 7%	12 4%	4 5%	9 5%	24 8% g	3 1%	9 5%	5 4%
Arts, entertainment and recreation	200 10%	8 4%	4 3%	39 12% h	7 9% h	22 12% h	37 12% h	31 13% abh	1 1%	25 18% abh
Other service activities	163 8%	37 20% bcefg	10 7%	21 6%	9 11%	5 3%	22 7%	14 6%	9 6%	22 16% ce
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't Know	2 *%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
Net: Agriculture, Manufacturing & Construction	500 25%	56 30%	24 19%	99 30%	10 13%	56 30%	72 23%	76 32%	34 21%	26 19%
Net: Retail/ Distribution/ Communication	420 21%	33 17%	41 32%	63 19%	28 35%	37 20%	68 21%	43 18%	41 25%	28 20%
Net: Hospitality/ Financial/ and Non-financial/ Other/ DK	1080 54%	100 53%	64 49%	168 51%	41 52%	90 49%	176 56%	115 49%	87 54%	84 61%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
Agriculture, Forestry, & Fishing	90 5%	6 1%	22 5%	49 6%	77 4%	14 6%	6 5%	5 6%	3 6%
Mining and Quarrying	4 *%	2 *%	- -%	2 *%	3 *%	1 *%	1 1%	* *%	- -%
Manufacturing	113 6%	31 8%	20 4%	50 6%	101 6%	12 5%	7 5%	4 5%	1 3%
Electricity, gas, steam & Air conditioning supply	17 1%	3 1%	4 1%	8 1%	15 1%	2 1%	2 1%	* *%	* *%
Water Supply, sewerage, waste management	7 *%	4 1%	3 1%	- -%	6 *%	* *%	* *%	* *%	- -%
Construction	269 13%	47 12%	65 14%	138 16%	250 14%	18 8%	12 10%	5 6%	2 4%
Wholesale & Retail Trade; repair of motor vehicles and motorcycles	295 15%	69 17%	94 20%	106 12%	269 15%	27 11%	16 13%	7 9%	4 11%
Transportation and storage	54 3%	11 3%	9 2%	28 3%	48 3%	6 3%	4 3%	1 1%	1 2%
Accommodation and food service activities	61 3%	4 1%	13 3%	26 3%	43 2%	18 8%	11 10%	3 4%	4 9%
Information and communication	71 4%	14 3%	12 3%	40 4%	66 4%	5 2%	3 2%	2 2%	1 1%

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
Financial and insurance activities	62 3%	17 4%	6 1%	25 3%	49 3%	13 5%	9 7%	2 2%	3 7%
						b	bd		bd
Real estate activities	57 3%	9 2%	5 1%	30 3%	45 3%	12 5%	8 6%	2 3%	2 5%
						b	bd		b
Professional, scientific and technical activities	234 12%	33 8%	86 18%	101 12%	220 13%	14 6%	5 4%	5 6%	4 9%
			acefgh	ef	ef				
Administrative and support service activities	112 6%	30 7%	33 7%	42 5%	105 6%	7 3%	1 1%	5 6%	1 2%
		efh	efh		ef				
Public administration and defence compulsory social security	27 1%	2 1%	9 2%	9 1%	20 1%	7 3%	3 3%	3 4%	1 3%
Education	49 2%	10 2%	7 2%	22 3%	40 2%	9 4%	4 3%	3 3%	2 6%
									bd
Human health and social work activities	113 6%	18 5%	21 4%	39 4%	78 4%	35 15%	16 13%	14 18%	5 12%
						abcd	abcd	abcd	abcd
Arts, entertainment and recreation	200 10%	54 14%	13 3%	108 12%	175 10%	25 10%	10 8%	11 13%	4 10%
		b		b	b	b	b	b	b
Other service activities	163 8%	36 9%	56 12%	57 6%	149 8%	14 6%	4 3%	6 8%	3 8%
		f	cef		f				

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
Other	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know	2	1	1	-	2	1	-	1	-
	*%	*%	*%	-%	*%	*%	-%	1%	-%
Net: Agriculture, Manufacturing & Construction	500 25%	92 23%	114 24%	247 28%	452 26%	48 20%	27 22%	15 19%	6 14%
			h	eh	h				
Net: Retail/ Distribution/ Communication	420 21%	93 23%	115 24%	174 20%	382 22%	38 16%	22 19%	10 13%	6 14%
		eg	egh		eg				
Net: Hospitality/ Financial/ and Non-financial/ Other/ DK	1080 54%	215 54%	251 52%	460 52%	926 53%	154 64%	71 59%	55 69%	29 71%
						abcd		abcd	abcdf

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
Agriculture, Forestry, & Fishing	90	90	-	-	-	-	-	-	-	-
	5%	100%	-%	-%	-%	-%	-%	-%	-%	-%
		bdefghi								
Mining and Quarrying	4	-	4	-	4	-	-	-	-	-
	*%	-%	4%	-%	3%	-%	-%	-%	-%	-%
			fi		fi					
Manufacturing	113	-	113	-	113	-	-	-	-	-
	6%	-%	96%	-%	80%	-%	-%	-%	-%	-%
			adefghi		aefghi					
Electricity, gas, steam & Air conditioning supply	17	-	-	17	17	-	-	-	-	-
	1%	-%	-%	72%	12%	-%	-%	-%	-%	-%
					abefhi					
Water Supply, sewerage, waste management	7	-	-	7	7	-	-	-	-	-
	*%	-%	-%	28%	5%	-%	-%	-%	-%	-%
					fi					
Construction	269	-	-	-	-	269	-	-	-	-
	13%	-%	-%	-%	-%	100%	-%	-%	-%	-%
						abdfghi				
Wholesale & Retail Trade; repair of motor vehicles and motorcycles	295	-	-	-	-	-	295	-	-	-
	15%	-%	-%	-%	-%	-%	70%	-%	-%	-%
							abdegghi			
Transportation and storage	54	-	-	-	-	-	54	-	-	-
	3%	-%	-%	-%	-%	-%	13%	-%	-%	-%
							abdegghi			
Accommodation and food service activities	61	-	-	-	-	-	-	61	-	-
	3%	-%	-%	-%	-%	-%	-%	100%	-%	-%
								abdefghi		
Information and communication	71	-	-	-	-	-	71	-	-	-
	4%	-%	-%	-%	-%	-%	17%	-%	-%	-%
							abdegghi			

Columns Tested: a,b,c,d,e,f,g,h,i

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
Financial and insurance activities	62 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	62 100%	- -%
									abdefgi	
Real estate activities	57 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	57 6%
										def
Professional, scientific and technical activities	234 12%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	234 25%
										abdefgh
Administrative and support service activities	112 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	112 12%
										abdefh
Public administration and defence compulsory social security	27 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	27 3%
										f
Education	49 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	49 5%
										ef
Human health and social work activities	113 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	113 12%
										abdefh
Arts, entertainment and recreation	200 10%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	200 21%
										abdefgh
Other service activities	163 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	163 17%
										abdefgh
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
Don't Know	2	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: Agriculture, Manufacturing & Construction	500	90	117	24	141	269	-	-	-	-
	25%	100%	100%	100%	100%	100%	-%	-%	-%	-%
		fghi	fghi		fghi	fghi				
Net: Retail/ Distribution/ Communication	420	-	-	-	-	-	420	-	-	-
	21%	-%	-%	-%	-%	-%	100%	-%	-%	-%
							abdegghi			
Net: Hospitality/ Financial/ and Non-financial/ Other/ DK	1080	-	-	-	-	-	-	61	62	955
	54%	-%	-%	-%	-%	-%	-%	100%	100%	100%
								abdef	abdef	abdef

Columns Tested: a,b,c,d,e,f,g,h,i

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
Agriculture, Forestry, & Fishing	90 5%	90 18% bc	- -%	- -%	54 3%	36 11%	- -%	83 5%	7 4%	79 4%	11 15%
Mining and Quarrying	4 *%	4 1%	- -%	- -%	3 *%	1 *%	- -%	4 *%	1 *%	4 *%	1 1%
Manufacturing	113 6%	113 23% bc	- -%	- -%	99 6%	14 4%	- -%	99 5%	14 8%	109 6%	4 5%
Electricity, gas, steam & Air conditioning supply	17 1%	17 3% bc	- -%	- -%	13 1%	5 1%	- -%	13 1%	4 2%	17 1%	* *%
Water Supply, sewerage, waste management	7 *%	7 1% c	- -%	- -%	7 *%	* *%	- -%	7 *%	- -%	4 *%	3 4% a
Construction	269 13%	269 54% bc	- -%	- -%	224 13%	45 14%	- -%	239 13%	29 17%	251 13%	18 25%
Wholesale & Retail Trade; repair of motor vehicles and motorcycles	295 15%	- -%	295 70% ac	- -%	268 16% b	27 8%	- -%	276 15%	19 12%	295 15% b	* 1%
Transportation and storage	54 3%	- -%	54 13% ac	- -%	43 3%	11 3%	- -%	48 3%	6 3%	50 3%	4 6%
Accommodation and food service activities	61 3%	- -%	- -%	61 6% ab	45 3%	16 5%	- -%	51 3%	10 6%	60 3%	2 2%

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
Information and communication	71 4%	- -%	71 17% ac	- -%	61 4%	10 3%	- -%	64 3%	7 4%	69 4%	2 3%
Financial and insurance activities	62 3%	- -%	- -%	62 6% ab	58 4%	3 1%	- -%	49 3%	12 7% a	62 3%	- -%
Real estate activities	57 3%	- -%	- -%	57 5% ab	52 3%	5 2%	- -%	53 3%	4 3%	57 3%	- -%
Professional, scientific and technical activities	234 12%	- -%	- -%	234 22% ab	190 11%	44 13%	- -%	225 12% b	9 5%	234 12%	1 1%
Administrative and support service activities	112 6%	- -%	- -%	112 10% ab	94 6%	17 5%	- -%	108 6%	4 2%	112 6%	* -%
Public administration and defence compulsory social security	27 1%	- -%	- -%	27 2% ab	22 1%	4 1%	- -%	20 1%	7 4% a	25 1%	2 3%
Education	49 2%	- -%	- -%	49 5% ab	44 3%	4 1%	- -%	46 3%	3 2%	49 3%	* -%
Human health and social work activities	113 6%	- -%	- -%	113 10% ab	101 6%	13 4%	- -%	103 6%	10 6%	112 6%	2 2%
Arts, entertainment and recreation	200 10%	- -%	- -%	200 19% ab	153 9%	47 14%	- -%	192 10%	8 5%	196 10%	3 5%

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
Other service activities	163	-	-	163	135	28	-	149	14	142	21
	8%	-%	-%	15%	8%	8%	-%	8%	8%	7%	28%
				ab							a
Other	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know	2	-	-	2	2	-	-	2	-	2	-
	*%	-%	-%	*%	*%	-%	-%	*%	-%	*%	-%
Net: Agriculture, Manufacturing & Construction	500	500	-	-	399	101	-	445	55	463	37
	25%	100%	-%	-%	24%	30%	-%	24%	33%	24%	50%
		bc									a
Net: Retail/ Distribution/ Communication	420	-	420	-	371	49	-	387	33	413	7
	21%	-%	100%	-%	22%	15%	-%	21%	19%	21%	9%
			ac								
Net: Hospitality/ Financial/ and Non-financial/ Other/ DK	1080	-	-	1080	897	183	-	999	81	1050	30
	54%	-%	-%	100%	54%	55%	-%	55%	48%	54%	41%
				ab							

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
Agriculture, Forestry, & Fishing	90 5%	70 6%	13 4%	7 2%
		c		
Mining and Quarrying	4 *%	3 *%	1 *%	* *%
Manufacturing	113 6%	48 4%	21 6%	44 11%
				a
Electricity, gas, steam & Air conditioning supply	17 1%	10 1%	6 2%	1 *%
Water Supply, sewerage, waste management	7 *%	2 *%	2 1%	3 1%
Construction	269 13%	178 14%	50 16%	38 9%
Wholesale & Retail Trade; repair of motor vehicles and motorcycles	295 15%	107 9%	42 13%	144 35%
				ab
Transportation and storage	54 3%	36 3%	4 1%	14 3%
Accommodation and food service activities	61 3%	51 4%	6 2%	5 1%
Information and communication	71 4%	50 4%	12 4%	9 2%
Financial and insurance activities	62 3%	32 3%	10 3%	20 5%

Columns Tested: a,b,c

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
Real estate activities	57 3%	51 4%	4 1%	2 *%
Professional, scientific and technical activities	234 12%	179 14%	33 10%	22 5%
Administrative and support service activities	112 6%	85 7%	16 5%	10 3%
Public administration and defence compulsory social security	27 1%	11 1%	6 2%	6 1%
Education	49 2%	36 3%	5 2%	5 1%
Human health and social work activities	113 6%	68 5%	27 9%	16 4%
Arts, entertainment and recreation	200 10%	134 11%	28 9%	34 8%
Other service activities	163 8%	101 8%	34 11%	27 7%
Other	- -%	- -%	- -%	- -%
Don't Know	2 *%	1 *%	- -%	1 *%
Net: Agriculture, Manufacturing & Construction	500 25%	310 25%	94 29%	92 23%

Columns Tested: a,b,c

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
Net: Retail/ Distribution/ Communication	420 21%	193 15%	58 18%	167 41% ab
Net: Hospitality/ Financial/ and Non-financial/ Other/ DK	1080 54%	750 60% c	169 53% c	148 36%

Columns Tested: a,b,c

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
Agriculture, Forestry, & Fishing	90 5%	78 5%	4 2%	2 4%	2 15%	5 17%	- -	* 5%	* 3%	82 4%	9 8%	7 11%
					b	bi					b	b
Mining and Quarrying	4 *%	3 *%	1 *%	- -%	- -%	* *%	* 2%	- -%	- -%	4 *%	* *%	* *%
Manufacturing	113 6%	71 4%	19 9%	12 24%	* 1%	6 23%	4 28%	* 2%	- -%	90 5%	23 21%	10 18%
			a	abi		ai					ai	ai
Electricity, gas, steam & Air conditioning supply	17 1%	15 1%	1 *%	- -%	- -%	* *%	1 10%	- -%	- -%	16 1%	1 1%	1 2%
Water Supply, sewerage, waste management	7 *%	5 *%	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	7 *%	- -%	- -%
Construction	269 13%	229 14%	29 14%	1 2%	1 12%	8 30%	* *%	* 1%	- -%	258 14%	11 10%	10 17%
						c						
Wholesale & Retail Trade; repair of motor vehicles and motorcycles	295 15%	204 12%	64 31%	19 37%	3 31%	5 18%	* 1%	* 3%	* 1%	268 14%	28 25%	8 15%
			ai	ai							ai	
Transportation and storage	54 3%	47 3%	3 1%	1 3%	* 3%	* *%	2 18%	* 4%	- -%	50 3%	4 4%	3 5%
Accommodation and food service activities	61 3%	59 4%	1 1%	* 1%	- -%	* *%	* 1%	- -%	- -%	60 3%	1 1%	* *%
Information and communication	71 4%	63 4%	6 3%	1 2%	- -%	* *%	- -%	* 16%	* *%	70 4%	1 1%	* *%
Financial and insurance activities	62 3%	51 3%	6 3%	3 6%	1 11%	- -%	- -%	* 2%	* *%	58 3%	4 4%	1 2%

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
Real estate activities	57 3%	54 3%	3 1%	* 1%	* *%	* 1%	- -%	- -%	- -%	57 3%	1 1%	* *%
Professional, scientific and technical activities	234 12%	222 13%	11 5%	1 2%	* 2%	* *%	- -%	- -%	- -%	233 12%	1 1%	* 1%
Administrative and support service activities	112 6%	101 6%	6 3%	3 6%	* 1%	* 1%	- -%	1 68%	* 6%	107 6%	5 4%	1 2%
Public administration and defence compulsory social security	27 1%	24 1%	3 1%	* *%	- -%	* *%	- -%	- -%	- -%	27 1%	* *%	* *%
Education	49 2%	47 3%	1 1%	* *%	- -%	* *%	* 1%	- -%	- -%	48 3%	* *%	* *%
Human health and social work activities	113 6%	96 6%	6 3%	3 5%	3 25% abi	1 3%	5 39%	- -%	- -%	102 5%	11 10%	8 15% b
Arts, entertainment and recreation	200 10%	179 11%	17 8%	3 7%	- -%	- -%	- -%	- -%	- -%	197 10%	3 3%	- -%
Other service activities	163 8%	131 8%	26 12%	- -%	* 1%	2 6%	- -%	- -%	5 89%	156 8%	6 6%	6 11%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't Know	2 *%	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 *%	- -%	- -%
Net: Agriculture, Manufacturing & Construction	500 25%	401 24%	56 27%	16 30%	3 28%	19 71% abci	5 40%	* 8%	* 3%	457 24%	43 40% ai	28 48% abi

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
Net: Retail/ Distribution/ Communication	420	314	73	22	4	5	2	*	*	387	33	11
	21%	19%	35%	42%	33%	18%	19%	23%	2%	20%	30%	20%
			ai	ai								
Net: Hospitality/ Financial/ and Non-financial/ Other/ DK	1080	967	80	14	4	3	5	1	5	1047	33	18
	54%	57%	38%	28%	39%	12%	40%	69%	96%	55%	30%	32%
		bcej								bcej		

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
Agriculture, Forestry, & Fishing	90 5%	62 6%	16 3%	13 4%	70 4%	51 4%	73 4%	57 4%	47 5%	27 4%	23 6%	37 3%	3 4%	3 4%	2 5%	2 5%	2 6%
Mining and Quarrying	4 *%	3 *%	1 *%	1 *%	2 *%	2 *%	2 *%	3 *%	2 *%	2 *%	* *%	2 *%	- -%	* *%	- -%	* 1%	- -%
Manufacturing	113 6%	28 3%	43 7%	41 13% a ab	101 6%	95 7%	106 6%	99 7%	68 8%	44 7%	15 4%	71 6%	3 4%	3 3%	* 1%	7 15% a	7 18% a
Electricity, gas, steam & Air conditioning supply	17 1%	13 1%	3 *%	2 1%	16 1%	16 1%	16 1%	17 1%	16 2%	11 2%	- -%	14 1%	1 1%	- -%	1 2%	- -%	1 2%
Water Supply, sewerage, waste management	7 *%	4 *%	1 *%	2 1%	3 *%	4 *%	4 *%	7 *%	3 *%	3 *%	1 *%	3 *%	- -%	- -%	- -%	- -%	* *%
Construction	269 13%	131 12%	98 16%	40 13%	239 14%	178 13%	243 14%	190 14%	155 17%	138 22% abcd	63 15%	137 13%	10 14%	10 11%	9 20%	10 21%	5 12%
Wholesale & Retail Trade; repair of motor vehicles and motorcycles	295 15%	95 9%	109 17% a	91 29% ab	211 12%	201 14%	244 14%	248 18% acf	130 14%	74 12%	62 15%	135 12%	10 14%	14 16%	13 28% b	5 10%	6 17%
Transportation and storage	54 3%	34 3%	13 2%	7 2%	49 3%	33 2%	52 3%	37 3%	25 3%	25 4%	20 5%	25 2%	2 3%	1 2%	2 3%	* 1%	1 4%
Accommodation and food service activities	61 3%	43 4%	17 3%	2 1% c	46 3%	36 3%	46 3%	37 3%	20 2%	10 2%	10 2%	33 3%	1 1%	1 1%	* *%	1 2%	1 2%
Information and communication	71 4%	43 4%	20 3%	8 2%	58 3%	64 5%	68 4%	44 3%	32 4%	14 2%	9 2%	45 4%	4 6%	5 6%	1 2%	2 4%	3 7%

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
Financial and insurance activities	62 3%	28 3%	23 4%	11 3%	61 4%	52 4%	61 3%	33 2%	26 3%	23 4%	10 2%	38 3%	1 1%	2 3%	5 10%	5 11%	* 1%
Real estate activities	57 3%	45 4%	9 1%	3 1%	53 3%	42 3%	55 3%	34 2%	26 3%	11 2%	13 3%	39 4%	1 2%	1 1%	* *%	1 1%	- -%
Professional, scientific and technical activities	234 12%	152 14%	70 11%	12 4%	232 13%	182 13%	232 13%	147 11%	80 9%	54 9%	49 12%	156 14%	13 18%	7 8%	2 4%	* 1%	5 14%
Administrative and support service activities	112 6%	80 8%	21 3%	10 3%	98 6%	74 5%	103 6%	61 4%	38 4%	36 6%	32 8%	56 5%	5 6%	5 6%	2 4%	3 6%	* *%
Public administration and defence compulsory social security	27 1%	14 1%	10 2%	3 1%	23 1%	17 1%	24 1%	14 1%	10 1%	10 2%	4 1%	12 1%	* 1%	2 2%	3 6%	3 6%	* *%
Education	49 2%	39 4%	8 1%	2 *%	43 3%	36 3%	45 3%	21 2%	12 1%	12 2%	10 2%	32 3%	1 1%	2 2%	* *%	1 1%	* 1%
Human health and social work activities	113 6%	55 5%	42 7%	17 5%	84 5%	60 4%	86 5%	60 4%	36 4%	32 5%	21 5%	39 4%	5 8%	12 13%	3 7%	4 9%	1 4%
Arts, entertainment and recreation	200 10%	100 9%	79 13%	21 7%	183 11%	142 10%	184 10%	162 12%	95 11%	53 8%	44 11%	121 11%	6 9%	8 9%	3 7%	1 2%	1 2%
Other service activities	163 8%	89 8%	42 7%	32 10%	145 8%	124 9%	151 8%	120 9%	79 9%	48 8%	28 7%	99 9%	6 8%	12 14%	1 1%	2 3%	4 10%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
Don't Know	2 *%	1 *%	2 *%	- -%	2 *%	2 *%	2 *%	1 *%	1 *%	1 *%	1 *%	1 *%	1 *%	- -%	1 1%	- -%	- -%
Net: Agriculture, Manufacturing & Construction	500 25%	240 23%	161 26%	99 31% a	431 25%	346 25%	444 25%	374 27%	291 32% abc	225 36% abcd	102 25%	263 24%	16 23%	16 18%	12 27%	20 42%	14 39%
Net: Retail/ Distribution/ Communication	420 21%	172 16%	142 23% a	106 33% ab	319 19%	298 21%	364 20%	329 24% a	187 21%	112 18%	91 22%	204 19%	16 22%	20 23%	16 33%	7 14%	10 27%
Net: Hospitality/ Financial/ and Non-financial/ Other/ DK	1080 54%	645 61% bc	322 52% c	113 36%	971 56% def	767 54% ef	989 55% def	691 50%	422 47%	288 46%	219 53%	625 57%	38 55%	53 59%	18 40%	21 44%	13 34%

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Significance Level: 95%															
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
Agriculture, Forestry, & Fishing	90 5%	59 4%	3 3%	4 6%	* 1%	3 15%	- -%	* 1%	37 4%	4 2%	4 7%	2 4%	2 5%	- -%	2 10%
Mining and Quarrying	4 *%	2 *%	- -%	* *%	* *%	* 1%	- -%	- -%	1 *%	1 *%	* *%	* *%	* 1%	- -%	- -%
Manufacturing	113 6%	82 6%	3 3%	3 4%	2 4%	1 6%	6 22%	4 23%	65 6%	13 7%	6 10%	2 4%	5 14%	1 6%	3 16%
Electricity, gas, steam & Air conditioning supply	17 1%	14 1%	1 1%	1 1%	- -%	- -%	- -%	1 5%	8 1%	6 3%	1 2%	1 2%	- -%	- -%	- -%
Water Supply, sewerage, waste management	7 *%	3 *%	- -%	* *%	- -%	- -%	- -%	- -%	3 *%	1 *%	- -%	- -%	- -%	- -%	* 1%
Construction	269 13%	184 13%	21 19%	17 23%	7 15%	1 5%	8 30%	* 1%	127 12%	29 16%	3 6%	3 8%	9 23%	1 6%	5 23%
Wholesale & Retail Trade; repair of motor vehicles and motorcycles	295 15%	175 12%	16 15%	6 8%	4 8%	4 18%	2 7%	4 26%	133 13%	31 17%	12 20%	14 33%	5 12%	5 31%	1 6%
Transportation and storage	54 3%	39 3%	5 5%	2 3%	1 2%	1 2%	2 6%	* *%	23 2%	7 4%	1 1%	* *%	1 3%	1 9%	* *%
Accommodation and food service activities	61 3%	38 3%	5 5%	1 1%	1 2%	* 2%	1 2%	* 3%	34 3%	1 *%	* *%	* 1%	* 1%	- -%	1 3%
Information and communication	71 4%	42 3%	9 8%	* *%	5 10%	* *%	- -%	2 12%	53 5%	2 1%	4 7%	* 1%	* 1%	2 12%	3 13%
Financial and insurance activities	62 3%	46 3%	1 1%	7 9%	* 1%	5 21%	1 4%	* 1%	33 3%	6 4%	3 4%	1 2%	9 24%	* 1%	* *%

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Significance Level: 95%															
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
Real estate activities	57 3%	50 4%	2 1%	1 1%	* *%	- -%	1 2%	- -%	38 4%	3 2%	1 2%	* *%	* *%	- -%	- -%
Professional, scientific and technical activities	234 12%	209 15%	10 9%	9 12%	3 6%	- -%	1 5%	* *%	150 14%	20 11%	7 11%	* *%	* *%	1 6%	4 22%
Administrative and support service activities	112 6%	86 6%	5 5%	2 2%	4 8%	1 5%	1 3%	- -%	55 5%	10 5%	3 4%	4 10%	2 6%	* *%	- -%
Public administration and defence compulsory social security	27 1%	13 1%	2 2%	2 3%	3 6%	1 3%	2 8%	* *%	10 1%	2 1%	2 3%	3 8%	* 1%	* 1%	- -%
Education	49 2%	40 3%	1 1%	2 2%	1 1%	* 1%	* 1%	* 1%	30 3%	3 2%	1 2%	* 1%	* 1%	* 2%	* 1%
Human health and social work activities	113 6%	56 4%	4 4%	9 12%	11 24%	1 3%	1 4%	1 5%	41 4%	8 4%	5 8%	1 3%	3 7%	1 9%	- -%
Arts, entertainment and recreation	200 10%	163 11%	10 9%	6 8%	* 1%	3 12%	1 3%	- -%	110 11%	25 14%	* 1%	3 8%	* 1%	2 13%	- -%
Other service activities	163 8%	125 9%	8 8%	1 2%	5 11%	1 6%	1 3%	3 21%	98 9%	12 7%	5 9%	6 15%	1 1%	1 4%	1 5%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't Know	2 *%	1 *%	1 1%	1 1%	- -%	- -%	- -%	- -%	1 *%	- -%	1 1%	- -%	- -%	- -%	- -%
Net: Agriculture, Manufacturing & Construction	500 25%	345 24%	28 25%	25 34%	9 19%	6 27%	14 51%	5 30%	241 23%	53 29%	15 25%	8 18%	16 42%	2 12%	10 49%

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
Net: Retail/ Distribution/ Communication	420	257	31	9	9	5	3	6	208	40	17	15	6	8	4
	21%	18%	28%	12%	20%	21%	12%	39%	20%	22%	28%	34%	16%	52%	19%
														ab	
Net: Hospitality/ Financial/ and Non-financial/ Other/ DK	1080	826	50	41	28	12	10	5	601	89	28	20	16	6	6
	54%	58%	46%	54%	61%	52%	36%	31%	57%	49%	47%	47%	41%	36%	32%

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
Agriculture, Forestry, & Fishing	90 5%	41 4%	4 2%	4 4%	6 12%	1 2%	* 1%	2 5%	44 5%	15 4%	9 3%	5 4%	1 1%
Mining and Quarrying	4 *%	1 *%	- -%	1 1%	- -%	1 3%	* 1%	- -%	1 *%	1 *%	* *%	* *%	* *%
Manufacturing	113 6%	53 5%	10 6%	5 5%	8 16%	5 14%	9 30%	10 26%	39 4%	23 6%	26 8%	11 10%	6 9%
Electricity, gas, steam & Air conditioning supply	17 1%	9 1%	1 1%	5 5%	* *%	2 5%	- -%	- -%	8 1%	8 2%	- -%	* *%	1 1%
Water Supply, sewerage, waste management	7 *%	6 1%	* *%	- -%	- -%	1 2%	- -%	- -%	2 *%	- -%	2 1%	- -%	* *%
Construction	269 13%	124 13%	26 17%	27 25%	6 12%	1 2%	4 14%	4 10%	84 9%	78 21%	62 18%	8 7%	10 13%
Wholesale & Retail Trade; repair of motor vehicles and motorcycles	295 15%	142 14%	46 30%	28 27%	13 27%	13 39%	3 10%	4 10%	85 10%	33 9%	70 20%	35 31%	20 27%
Transportation and storage	54 3%	24 2%	5 3%	3 2%	1 3%	* 1%	2 7%	2 6%	29 3%	12 3%	4 1%	3 2%	5 6%
Accommodation and food service activities	61 3%	28 3%	5 3%	1 1%	3 7%	* *%	* 1%	* 1%	20 2%	14 4%	10 3%	1 1%	* *%
Information and communication	71 4%	32 3%	5 3%	4 4%	* *%	* 1%	- -%	2 5%	39 4%	8 2%	16 5%	4 3%	* 1%

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
Financial and insurance activities	62 3%	21 2%	1 1%	3 3%	* 1%	1 4%	* 1%	5 13% ab	23 3%	17 4%	7 2%	8 7%	6 8%
Real estate activities	57 3%	32 3%	- -%	1 1%	* *%	* 1%	* 2%	1 1%	38 4%	10 3%	6 2%	* *%	* *%
Professional, scientific and technical activities	234 12%	126 13% c	16 10%	2 2%	1 2%	1 2%	1 5%	- -%	140 16% e	44 12%	37 11%	9 8%	2 2%
Administrative and support service activities	112 6%	50 5%	4 3%	* *%	3 6%	2 6%	* 1%	2 4%	60 7% c	28 8% c	7 2%	4 3%	4 6%
Public administration and defence compulsory social security	27 1%	10 1%	2 1%	* *%	* *%	- -%	- -%	2 4%	12 1%	3 1%	6 2%	2 1%	2 2%
Education	49 2%	19 2%	1 *%	1 1%	* *%	* *%	* 1%	* 1%	30 3%	7 2%	4 1%	2 2%	* *%
Human health and social work activities	113 6%	44 4%	5 3%	6 6%	1 2%	1 4%	3 11%	* *%	48 5%	17 5%	15 4%	5 5%	1 1%
Arts, entertainment and recreation	200 10%	133 13% d	19 13%	5 5%	* *%	* *%	4 14%	1 3%	116 13% b	24 7%	31 9%	8 7%	5 7%
Other service activities	163 8%	93 9%	4 3%	9 9%	4 9%	5 14%	1 5%	4 10%	77 9%	26 7%	30 9%	7 6%	11 15%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't Know	2 *%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	1 *%	1 *%	1 *%	- -%	- -%

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
Net: Agriculture, Manufacturing & Construction	500 25%	233 24%	41 27%	42 39%	19 41%	9 28%	13 45%	16 41%	178 20%	125 34%	99 29%	24 21%	18 24%
			a	a						a	a		
Net: Retail/ Distribution/ Communication	420 21%	198 20%	56 36%	35 33%	14 31%	13 40%	5 16%	8 21%	153 17%	53 14%	90 26%	41 37%	25 34%
			a			a					ab	ab	ab
Net: Hospitality/ Financial/ and Non-financial/ Other/ DK	1080 54%	555 56%	57 37%	30 28%	13 28%	10 31%	11 38%	15 37%	563 63%	191 52%	154 45%	48 42%	31 42%
		bcde							bcde				

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
Agriculture, Forestry, & Fishing	90 5%	43 4%	14 4%	7 3%	5 5%	1 2%	29 4%	7 3%	9 4%	4 4%	1 2%
Mining and Quarrying	4 *%	2 *%	* *%	* *%	* *%	* *%	1 *%	1 *%	* *%	* *%	* *%
Manufacturing	113 6%	49 5%	21 7%	21 8%	5 6%	5 10%	41 5%	17 7%	19 9%	15 16%	3 5%
Electricity, gas, steam & Air conditioning supply	17 1%	14 1%	1 *%	- -%	- -%	* 1%	9 1%	7 3%	- -%	* *%	1 1%
Water Supply, sewerage, waste management	7 *%	1 *%	- -%	2 1%	- -%	* *%	2 *%	- -%	2 1%	- -%	- -%
Construction	269 13%	106 11%	60 19%	58 21%	8 10%	6 12%	81 10%	60 24%	20 9%	6 6%	9 17%
Wholesale & Retail Trade; repair of motor vehicles and motorcycles	295 15%	99 10%	36 11%	43 16%	21 25%	11 23%	65 8%	32 13%	57 26%	31 34%	14 26%
Transportation and storage	54 3%	29 3%	12 4%	6 2%	1 1%	2 4%	17 2%	8 3%	2 1%	2 2%	4 7%
Accommodation and food service activities	61 3%	24 2%	13 4%	7 3%	1 1%	* *%	21 3%	8 3%	5 2%	1 1%	* 1%
Information and communication	71 4%	39 4%	5 2%	11 4%	3 3%	* *%	42 5%	7 3%	11 5%	4 4%	* *%
Financial and insurance activities	62 3%	25 3%	14 4%	7 3%	8 10%	6 12%	24 3%	9 4%	11 5%	3 4%	5 9%

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
Real estate activities	57 3%	37 4%	11 3%	4 2%	* 1%	* *%	33 4%	3 1%	6 3%	* *%	* *%
Professional, scientific and technical activities	234 12%	152 15%	41 13%	29 11%	9 11%	1 2%	126 16%	22 9%	25 11%	8 9%	1 1%
Administrative and support service activities	112 6%	57 6%	28 9%	7 2%	2 2%	4 9%	59 8%	7 3%	* *%	4 5%	2 4%
Public administration and defence compulsory social security	27 1%	12 1%	3 1%	5 2%	2 2%	2 4%	8 1%	5 2%	4 2%	* *%	* *%
Education	49 2%	33 3%	4 1%	4 1%	2 3%	* *%	24 3%	8 3%	3 1%	1 1%	* *%
Human health and social work activities	113 6%	49 5%	16 5%	13 5%	5 6%	1 1%	40 5%	8 3%	9 4%	1 1%	1 2%
Arts, entertainment and recreation	200 10%	134 14%	14 4%	25 9%	5 6%	5 10%	90 11%	25 10%	17 8%	4 4%	5 9%
Other service activities	163 8%	87 9%	27 8%	22 8%	6 8%	3 7%	73 9%	17 7%	17 8%	7 8%	9 16%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't Know	2 *%	1 *%	- -%	1 *%	- -%	- -%	- -%	1 *%	1 *%	- -%	- -%
Net: Agriculture, Manufacturing & Construction	500 25%	216 22%	97 30%	88 32%	18 21%	12 26%	163 21%	92 36%	50 23%	24 26%	14 25%
			a	a				ac			

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
Net: Retail/ Distribution/ Communication	420	167	53	61	24	13	123	47	70	37	19
	21%	17%	17%	22%	29%	28%	16%	19%	32%	40%	33%
									ab	ab	a
Net: Hospitality/ Financial/ and Non-financial/ Other/ DK	1080	612	171	124	42	22	500	113	97	31	24
	54%	62%	53%	45%	50%	47%	64%	45%	45%	33%	42%
		c					bcde				

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
Agriculture, Forestry, & Fishing	90 5%	30 4%	11 5%	8 3%	7 5%	* 1%	27 3%	1 1%	29 6%	76 4%	14 5%	63 4%	7 6%
Mining and Quarrying	4 *%	1 *%	1 *%	1 *%	- -%	* *%	1 *%	1 1%	1 *%	3 *%	1 *%	2 *%	* *%
Manufacturing	113 6%	26 3%	20 10%	25 10%	13 10%	16 30%	81 10%	15 13%	4 1%	64 4%	49 17%	87 5%	14 11%
Electricity, gas, steam & Air conditioning supply	17 1%	9 1%	1 *%	7 3%	* *%	* *%	6 1%	6 5%	5 1%	14 1%	3 1%	14 1%	2 2%
Water Supply, sewerage, waste management	7 *%	4 1%	- -%	2 1%	* *%	- -%	6 1%	- -%	1 *%	4 *%	3 1%	3 *%	* *%
Construction	269 13%	101 14%	28 14%	33 13%	19 14%	1 2%	95 12%	30 26%	65 13%	216 13%	53 19%	206 13%	32 25%
Wholesale & Retail Trade; repair of motor vehicles and motorcycles	295 15%	77 11%	32 16%	69 27%	49 38%	16 31%	219 28%	13 11%	17 3%	234 14%	62 22%	197 12%	14 11%
Transportation and storage	54 3%	23 3%	6 3%	3 1%	* *%	3 5%	14 2%	3 3%	20 4%	40 2%	14 5%	42 3%	7 5%
Accommodation and food service activities	61 3%	23 3%	3 2%	8 3%	* *%	* *%	7 1%	1 1%	28 6%	57 3%	4 2%	42 3%	4 3%

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
Information and communication	71 4%	26 4%	5 3%	8 3%	3 2%	2 4%	19 2%	8 7%	15 3%	61 4%	10 3%	54 3%	4 3%
Financial and insurance activities	62 3%	18 2%	2 1%	6 3%	6 4%	* *%	9 1%	5 5%	18 4%	55 3%	7 2%	55 3%	5 4%
Real estate activities	57 3%	31 4%	* *%	2 1%	* *%	1 2%	7 1%	* *%	27 6%	56 3%	1 1%	52 3%	1 1%
Professional, scientific and technical activities	234 12%	96 13%	26 13%	17 7%	7 6%	* *%	61 8%	5 4%	78 16%	219 13%	15 5%	231 15%	1 1%
Administrative and support service activities	112 6%	40 5%	9 5%	5 2%	3 2%	4 8%	26 3%	12 10%	24 5%	102 6%	10 4%	92 6%	6 5%
Public administration and defence compulsory social security	27 1%	10 1%	2 1%	* *%	* *%	2 3%	6 1%	2 2%	5 1%	27 2%	* *%	21 1%	2 1%
Education	49 2%	17 2%	2 1%	1 *%	* *%	* *%	7 1%	5 4%	9 2%	44 3%	5 2%	42 3%	2 1%
Human health and social work activities	113 6%	38 5%	10 5%	7 3%	4 3%	1 2%	27 3%	1 1%	32 7%	107 6%	6 2%	80 5%	3 2%
Arts, entertainment and recreation	200 10%	103 14%	28 14%	21 8%	10 8%	* 1%	106 14%	- -%	56 12%	187 11%	13 4%	179 11%	4 3%
		e					b		b	b		b	

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
Other service activities	163	63	14	28	10	6	62	8	47	146	17	124	21
	8%	9%	7%	11%	8%	11%	8%	7%	10%	8%	6%	8%	16%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know	2	-	-	1	-	-	1	-	-	2	-	2	-
	*%	-%	-%	*%	-%	-%	*%	-%	-%	*%	-%	*%	-%
Net: Agriculture, Manufacturing & Construction	500	170	61	76	38	17	216	52	104	377	123	374	57
	25%	23%	30%	30%	29%	33%	27%	45%	22%	22%	43%	24%	43%
								ac			a		a
Net: Retail/ Distribution/ Communication	420	127	43	80	52	21	251	24	52	335	85	293	26
	21%	17%	22%	32%	40%	40%	32%	21%	11%	20%	30%	18%	19%
				a	ab	a	c				a		
Net: Hospitality/ Financial/ and Non-financial/ Other/ DK	1080	439	97	96	40	14	319	40	327	1002	78	922	50
	54%	60%	48%	38%	31%	27%	41%	34%	68%	58%	27%	58%	38%
		cde	d						ab	b		b	

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
Agriculture, Forestry, & Fishing	90 5%	45 4%	6 3%	44 5%	13 3%	63 4%	7 6%	45 4%	6 3%	46 5%	11 2%
Mining and Quarrying	4 *%	1 *%	1 1%	* *%	3 1%	2 *%	* *%	1 *%	1 1%	* *%	3 1%
Manufacturing	113 6%	72 6%	23 13% a	38 4%	61 13% a	90 6%	11 9%	69 6%	25 13% a	37 4%	63 13% a
Electricity, gas, steam & Air conditioning supply	17 1%	13 1%	3 2%	14 2%	3 1%	14 1%	2 2%	13 1%	3 2%	14 2%	3 1%
Water Supply, sewerage, waste management	7 *%	3 *%	1 1%	3 *%	4 1%	3 *%	* *%	3 *%	1 *%	3 *%	4 1%
Construction	269 13%	144 12%	34 19%	91 10%	99 20% a	210 13%	29 23% a	144 12%	34 18%	95 10%	95 20% a
Wholesale & Retail Trade; repair of motor vehicles and motorcycles	295 15%	177 14%	23 13%	159 18%	89 18%	196 12%	15 12%	177 14%	24 13%	164 18%	84 17%
Transportation and storage	54 3%	26 2%	7 4%	16 2%	22 4%	42 3%	7 6%	24 2%	10 5%	18 2%	20 4%
Accommodation and food service activities	61 3%	35 3%	1 1%	27 3%	10 2%	42 3%	4 4%	35 3%	1 *%	27 3%	10 2%
Information and communication	71 4%	47 4%	17 10% a	29 3%	15 3%	56 3%	3 2%	46 4%	18 9% a	24 3%	20 4%

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
Financial and insurance activities	62 3%	45 4%	8 4%	26 3%	6 1%	55 3%	5 4%	45 4%	8 4%	26 3%	7 1%
Real estate activities	57 3%	40 3%	2 1%	30 3%	4 1%	52 3%	1 1%	41 3%	1 1%	30 3%	4 1%
Professional, scientific and technical activities	234 12%	169 14%	13 7%	107 12%	40 8%	231 14%	1 *%	167 14%	14 8%	108 12%	38 8%
Administrative and support service activities	112 6%	69 6%	5 3%	46 5%	15 3%	90 6%	8 7%	67 6%	6 3%	48 5%	13 3%
Public administration and defence compulsory social security	27 1%	17 1%	- -%	12 1%	2 *%	23 1%	* *%	16 1%	2 1%	12 1%	2 *%
Education	49 2%	30 2%	6 3%	15 2%	6 1%	42 3%	2 1%	29 2%	6 3%	16 2%	5 1%
Human health and social work activities	113 6%	57 5%	3 2%	47 5%	13 3%	81 5%	2 2%	56 5%	3 2%	47 5%	13 3%
Arts, entertainment and recreation	200 10%	137 11%	4 2%	109 12%	53 11%	179 11%	4 3%	138 11%	4 2%	109 12%	53 11%
Other service activities	163 8%	104 8%	20 11%	90 10%	30 6%	122 8%	23 18% a	103 8%	21 11%	89 10%	31 7%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
Don't Know	2	2	-	1	-	2	-	2	-	1	-
	*%	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%
Net: Agriculture, Manufacturing & Construction	500	278	67	190	184	381	50	275	71	195	179
	25%	23%	38%	21%	38%	24%	40%	22%	38%	21%	37%
			a		a		a		a		a
Net: Retail/ Distribution/ Communication	420	250	48	204	125	294	25	247	51	206	123
	21%	20%	27%	23%	26%	18%	20%	20%	27%	23%	26%
Net: Hospitality/ Financial/ and Non-financial/ Other/ DK	1080	705	61	512	179	921	50	700	67	515	176
	54%	57%	35%	56%	37%	58%	40%	57%	35%	56%	37%
		b		b		b		b		b	

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
Agriculture, Forestry, & Fishing	90 5%	33 4%	52 4%	7 3%	- -%	29 4%	29 3%	5 3%	- -%	37 4%	32 4%	7 3%	- -%
Mining and Quarrying	4 *%	2 *%	1 *%	* *%	- -%	2 *%	1 *%	1 1%	- -%	2 *%	2 *%	2 1%	- -%
Manufacturing	113 6%	61 7%	76 6%	28 11% b	- -%	63 8%	68 7%	27 14% b	- -%	81 8%	47 6%	31 14% b	- -%
Electricity, gas, steam & Air conditioning supply	17 1%	8 1%	9 1%	1 *%	- -%	10 1%	6 1%	1 1%	- -%	12 1%	1 *%	- -%	- -%
Water Supply, sewerage, waste management	7 *%	3 *%	3 *%	- -%	- -%	3 *%	4 *%	* *%	- -%	6 1%	3 *%	2 1%	- -%
Construction	269 13%	120 14% c	176 13% c	13 5%	- -%	108 14% c	105 11% c	3 2%	- -%	132 14% c	86 11% c	8 3%	- -%
Wholesale & Retail Trade; repair of motor vehicles and motorcycles	295 15%	119 14%	171 13%	47 19%	- -%	109 14%	147 15%	50 26% ab	2 52%	190 20%	147 19%	53 24%	2 100%
Transportation and storage	54 3%	29 3%	36 3%	7 3%	- -%	24 3%	18 2%	5 2%	- -%	29 3%	18 2%	8 4%	- -%
Accommodation and food service activities	61 3%	19 2%	38 3%	3 1%	- -%	19 2%	26 3%	2 1%	- -%	24 2%	22 3%	5 2%	- -%
Information and communication	71 4%	27 3%	45 3%	13 5%	- -%	33 4%	37 4%	7 4%	- -%	28 3%	25 3%	3 1%	- -%

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
Financial and insurance activities	62 3%	28 3%	47 3%	4 2%	- -%	24 3%	38 4%	4 2%	1 12%	15 2%	18 2%	7 3%	- -%
Real estate activities	57 3%	21 3%	50 4%	8 3%	- -%	20 3%	28 3%	3 1%	- -%	21 2%	19 2%	2 1%	- -%
Professional, scientific and technical activities	234 12%	124 15%	191 14%	42 17%	- -%	103 13%	142 15%	30 15%	- -%	108 11%	85 11%	25 11%	- -%
Administrative and support service activities	112 6%	42 5%	76 6%	13 5%	- -%	50 6%	42 4%	10 5%	2 36%	44 5%	35 5%	12 5%	- -%
Public administration and defence compulsory social security	27 1%	7 1%	19 1%	2 1%	- -%	8 1%	11 1%	- -%	- -%	9 1%	9 1%	* *	- -%
Education	49 2%	17 2%	33 2%	7 3%	- -%	16 2%	25 3%	1 *	- -%	14 1%	13 2%	2 1%	- -%
Human health and social work activities	113 6%	27 3%	76 6%	6 2%	1 26%	28 4%	53 6%	3 1%	- -%	35 4%	43 6%	4 2%	- -%
Arts, entertainment and recreation	200 10%	91 11%	143 11%	23 9%	4 74%	73 9%	91 10%	19 10%	- -%	106 11%	86 11%	29 13%	- -%
Other service activities	163 8%	68 8%	113 8%	28 11%	- -%	65 8%	82 9%	24 12%	- -%	82 8%	77 10%	24 11%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't Know	2 *%	1 *%	1 *%	- -%	- -%	1 *%	1 *%	- -%	- -%	1 *%	- -%	- -%	- -%

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
Net: Agriculture, Manufacturing & Construction	500 25%	226 27%	317 23%	49 19%	- -%	215 27%	211 22%	39 20%	- -%	269 28%	170 22%	50 23%	- -%
Net: Retail/ Distribution/ Communication	420 21%	175 21%	252 19%	67 27%	- -%	165 21%	201 21%	62 32% ab	2 52%	247 25%	189 25%	65 29%	2 100%
Net: Hospitality/ Financial/ and Non-financial/ Other/ DK	1080 54%	445 53%	787 58%	137 54%	5 100%	405 52%	538 57%	96 49%	2 48%	459 47%	406 53%	109 49%	- -%

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
Agriculture, Forestry, & Fishing	90 5%	62 4%	36 3%	34 4%	34 3%	46 4%	4 11%	26 4%	12 2%	16 4%	5 4%	3 3%
Mining and Quarrying	4 *%	1 *%	2 *%	1 *%	2 *%	1 *%	- -%	- -%	1 *%	1 *%	1 1%	- -%
Manufacturing	113 6%	86 6%	69 6%	52 6%	80 7%	61 6%	10 30% ab	30 5%	34 7%	33 7%	19 14% a	4 5%
Electricity, gas, steam & Air conditioning supply	17 1%	9 1%	12 1%	1 *%	12 1%	6 1%	1 2%	- -%	* *%	1 *%	- -%	- -%
Water Supply, sewerage, waste management	7 *%	3 *%	3 *%	3 *%	4 *%	2 *%	- -%	3 *%	3 1%	2 *%	- -%	- -%
Construction	269 13%	199 13%	134 11%	101 11%	187 15% b	104 10%	4 13%	63 10% d	65 13% de	58 13% de	2 2%	1 1%
Wholesale & Retail Trade; repair of motor vehicles and motorcycles	295 15%	184 12%	179 15%	194 21% ab	137 11%	155 15%	6 17%	118 19%	104 21%	106 24%	44 33% a	28 32% a
Transportation and storage	54 3%	42 3%	25 2%	18 2%	36 3%	21 2%	2 6%	11 2%	9 2%	7 2%	2 2%	* *%
Accommodation and food service activities	61 3%	42 3%	30 3%	29 3%	38 3%	29 3%	- -%	18 3%	9 2%	12 3%	* *%	1 1%
Information and communication	71 4%	55 4%	54 5%	19 2% c	39 3%	39 4%	* *%	12 2%	10 2%	8 2%	2 1%	* *%

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
Financial and insurance activities	62 3%	55 4%	46 4%	17 2%	45 4%	32 3%	* *%	15 2%	11 2%	9 2%	1 1%	- -%
Real estate activities	57 3%	52 3%	36 3%	24 3%	46 4%	27 3%	* 1%	19 3%	16 3%	7 2%	3 2%	6 7%
Professional, scientific and technical activities	234 12%	229 15%	164 14%	109 12%	177 15%	166 16%	1 2%	86 14%	64 13%	46 10%	16 12%	12 14%
Administrative and support service activities	112 6%	89 6%	65 6%	41 5%	67 6%	65 6%	1 4%	31 5%	22 4%	17 4%	8 6%	5 6%
Public administration and defence compulsory social security	27 1%	20 1%	10 1%	6 1%	17 1%	8 1%	* *%	3 *%	1 *%	1 *%	- -%	* *%
Education	49 2%	41 3%	30 3%	15 2%	28 2%	28 3%	* 1%	12 2%	9 2%	4 1%	1 *%	* *%
Human health and social work activities	113 6%	79 5%	53 4%	41 5%	62 5%	67 6%	* *%	28 4%	14 3%	18 4%	2 2%	2 2%
Arts, entertainment and recreation	200 10%	175 11%	129 11%	123 13%	118 10%	100 10%	2 7%	91 14%	60 12%	60 13%	13 10%	17 20%
Other service activities	163 8%	124 8%	99 8%	82 9%	84 7%	84 8%	2 5%	67 11%	51 10%	43 9%	13 10%	8 10%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't Know	2 *%	1 *%	1 *%	1 *%	1 *%	1 *%	- -%	- -%	1 *%	- -%	- -%	- -%

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
Net: Agriculture, Manufacturing & Construction	500	359	255	193	318	220	19	121	114	110	27	8
	25%	23%	22%	21%	26%	21%	55%	19%	23%	25%	20%	9%
							ab		e	e		
Net: Retail/ Distribution/ Communication	420	282	259	230	212	215	8	141	123	121	48	28
	21%	18%	22%	25%	17%	21%	24%	22%	25%	27%	36%	33%
				a							a	
Net: Hospitality/ Financial/ and Non-financial/ Other/ DK	1080	909	662	489	683	607	7	371	258	217	58	51
	54%	59%	56%	54%	56%	58%	20%	59%	52%	48%	43%	59%
					c	c		cd				

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
Agriculture, Forestry, & Fishing	90	10	5	*	5	74	46	81	43	48	36	64	7	-	69	*
	5%	5%	4%	*%	10%	4%	4%	5%	4%	5%	4%	4%	3%	-%	5%	*%
Mining and Quarrying	4	-	-	1	*	3	2	3	2	2	2	3	*	-	2	1
	*%	-%	-%	1%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	1%
Manufacturing	113	9	12	10	5	94	81	110	84	73	71	95	20	-	83	4
	6%	5%	10%	11%	11%	6%	8%	6%	8%	7%	9%	6%	10%	-%	6%	3%
Electricity, gas, steam & Air conditioning supply	17	7	1	*	1	10	13	14	10	9	9	7	1	-	14	-
	1%	4%	1%	*%	1%	1%	1%	1%	1%	1%	1%	*%	*%	-%	1%	-%
Water Supply, sewerage, waste management	7	-	2	1	-	6	7	7	6	6	3	7	-	-	4	-
	*%	-%	2%	1%	-%	*%	1%	*%	1%	1%	*%	*%	-%	-%	*%	-%
Construction	269	35	14	14	10	224	134	243	146	132	123	216	7	-	157	22
	13%	18%	12%	15%	21%	14%	13%	14%	13%	13%	15%	13%	3%	-%	11%	16%
Wholesale & Retail Trade; repair of motor vehicles and motorcycles	295	47	12	35	7	235	153	244	207	181	127	234	40	-	222	21
	15%	24%	10%	38%	15%	14%	15%	14%	19%	18%	15%	15%	20%	-%	16%	15%
Transportation and storage	54	2	8	1	2	44	24	45	21	18	26	37	3	-	35	9
	3%	1%	7%	1%	4%	3%	2%	3%	2%	2%	3%	2%	1%	-%	2%	6%
Accommodation and food service activities	61	4	4	*	3	58	30	58	40	42	20	51	2	-	46	7
	3%	2%	3%	*%	7%	4%	3%	3%	4%	4%	2%	3%	1%	-%	3%	5%
Information and communication	71	3	4	1	1	43	30	51	32	31	24	48	7	-	43	10
	4%	1%	4%	1%	2%	3%	3%	3%	3%	3%	3%	3%	4%	-%	3%	7%

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
Financial and insurance activities	62 3%	6 3%	1 1%	1 1%	* *%	56 3%	36 3%	57 3%	33 3%	26 3%	18 2%	52 3%	3 1%	- -%	48 3%	7 5%
Real estate activities	57 3%	3 2%	2 2%	2 2%	- -%	50 3%	31 3%	52 3%	27 2%	29 3%	20 2%	49 3%	5 2%	- -%	48 3%	2 1%
Professional, scientific and technical activities	234 12%	37 19%	8 7%	9 10%	5 10%	195 12%	129 12%	199 11%	116 10%	116 12%	103 12%	191 12%	34 17%	- -%	160 11%	18 13%
Administrative and support service activities	112 6%	9 4%	11 10%	4 4%	4 9%	99 6% d	36 4%	103 6% d	38 3%	39 4%	41 5%	91 6%	4 2%	- -%	85 6%	4 3%
Public administration and defence compulsory social security	27 1%	* *%	3 3%	2 2%	- -%	17 1%	10 1%	17 1%	10 1%	22 2%	2 *%	15 1%	* *%	- -%	20 1%	6 4%
Education	49 2%	4 2%	* *%	* *%	* *%	44 3%	23 2%	46 3%	23 2%	26 3%	15 2%	44 3%	5 3%	- -%	35 2%	3 2%
Human health and social work activities	113 6%	3 1%	10 9% a	* *%	* 1%	92 6%	70 7%	92 5%	73 7%	53 5%	36 4%	88 5%	5 3%	- -%	89 6%	3 2%
Arts, entertainment and recreation	200 10%	9 5%	3 2%	5 5%	4 7%	183 11%	107 10%	183 11%	130 12%	88 9%	80 10%	183 11%	28 14%	- -%	144 10%	9 7%
Other service activities	163 8%	9 5%	13 12%	7 7%	* *%	126 8%	68 7%	141 8%	66 6%	52 5%	67 8%	128 8%	31 16% ab	- -%	112 8%	14 10%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
Don't Know	2	-	1	-	-	1	1	1	1	1	-	2	-	-	1	1
	*%	-%	1%	-%	-%	*%	*%	*%	*%	*%	-%	*%	-%	-%	*%	1%
Net: Agriculture, Manufacturing & Construction	500	62	33	26	20	410	282	457	290	269	244	391	34	-	329	27
	25%	31%	29%	28%	43%	25%	27%	26%	26%	27%	30%	24%	17%	-%	23%	19%
											c					
Net: Retail/ Distribution/ Communication	420	51	24	37	10	321	208	340	260	230	178	319	50	-	300	39
	21%	26%	21%	40%	22%	19%	20%	19%	23%	23%	22%	20%	25%	-%	21%	28%
Net: Hospitality/ Financial/ and Non-financial/ Other/ DK	1080	85	57	29	16	922	542	949	558	495	402	894	117	-	788	73
	54%	43%	50%	32%	35%	56%	53%	54%	50%	50%	49%	56%	58%	-%	56%	52%
						e						a				

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
Agriculture, Forestry, & Fishing	90 5%	22 3%	57 5%	18 3%	1 2%	12 4%	13 3%	11 4%	64 5%	15 4%	17 6%	13 3%	60 5%
Mining and Quarrying	4 *%	1 *%	2 *%	2 *%	1 2%	1 *%	2 *%	1 *%	3 *%	* *%	2 1%	1 *%	2 *%
Manufacturing	113 6%	53 7%	49 4%	56 9%	7 17%	26 9%	46 10%	24 9%	56 4%	26 7%	29 10%	27 7%	50 4%
Electricity, gas, steam & Air conditioning supply	17 1%	9 1%	6 1%	2 *%	1 2%	6 2%	1 *%	5 2%	12 1%	* *%	1 1%	2 1%	13 1%
Water Supply, sewerage, waste management	7 *%	1 *%	3 *%	6 1%	- -%	1 *%	5 1%	3 1%	4 *%	* *%	3 1%	3 1%	1 *%
Construction	269 13%	99 13%	138 13%	103 17%	5 11%	57 19%	66 15%	33 13%	177 13%	55 15%	48 16%	69 18%	144 11%
Wholesale & Retail Trade; repair of motor vehicles and motorcycles	295 15%	132 17%	144 13%	119 20%	6 14%	55 19%	92 21%	76 29%	163 12%	55 15%	78 26%	55 14%	159 13%
Transportation and storage	54 3%	22 3%	26 2%	21 3%	* *%	17 6%	8 2%	8 3%	36 3%	10 3%	11 4%	7 2%	35 3%
Accommodation and food service activities	61 3%	19 2%	41 4%	7 1%	3 8%	6 2%	5 1%	4 2%	52 4%	5 1%	2 1%	4 1%	54 4%
Information and communication	71 4%	33 4%	32 3%	24 4%	* *%	12 4%	15 3%	5 2%	47 3%	19 5%	10 3%	11 3%	45 4%

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
		a	b	a	b	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
Financial and insurance activities	62 3%	23 3%	33 3%	10 2%	- -%	5 2%	5 1%	6 2%	33 2%	22 6%	6 2%	11 3%	46 4%
Real estate activities	57 3%	19 3%	37 3%	9 2%	- -%	4 1%	6 1%	4 2%	41 3%	12 3%	10 4%	3 1%	41 3%
Professional, scientific and technical activities	234 12%	95 13%	138 12%	53 9%	8 19%	27 9%	41 9%	9 3%	194 14%	29 8%	19 6%	40 11%	174 14%
Administrative and support service activities	112 6%	42 6%	65 6%	17 3%	3 8%	13 4%	13 3%	13 5%	75 6%	23 6%	10 3%	24 6%	75 6%
Public administration and defence compulsory social security	27 1%	13 2%	14 1%	5 1%	- -%	2 1%	3 1%	7 3%	16 1%	4 1%	6 2%	6 2%	13 1%
Education	49 2%	14 2%	30 3%	10 2%	- -%	1 1%	8 2%	3 1%	36 3%	9 2%	4 1%	3 1%	39 3%
Human health and social work activities	113 6%	28 4%	80 7%	21 3%	* *%	3 1%	20 4%	12 4%	82 6%	18 5%	8 3%	19 5%	85 7%
Arts, entertainment and recreation	200 10%	75 10%	120 11%	66 11%	5 12%	23 8%	54 12%	15 6%	143 11%	39 10%	15 5%	53 14%	120 9%
Other service activities	163 8%	57 8%	90 8%	57 9%	2 5%	24 8%	43 10%	22 8%	108 8%	31 8%	20 7%	29 8%	112 9%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't Know	2 *%	1 *%	1 *%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	1 *%	1 *%

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
Net: Agriculture, Manufacturing & Construction	500	185	255	187	14	103	132	77	316	97	100	116	269
	25%	24%	23%	31%	34%	35%	30%	30%	24%	26%	33%	30%	21%
											c	c	
Net: Retail/ Distribution/ Communication	420	187	202	164	6	84	115	89	245	83	99	72	240
	21%	25%	18%	27%	14%	29%	26%	34%	18%	22%	33%	19%	19%
		b						bc			bc		
Net: Hospitality/ Financial/ and Non-financial/ Other/ DK	1080	386	648	256	22	107	198	95	783	192	100	194	759
	54%	51%	59%	42%	52%	36%	45%	36%	58%	52%	33%	51%	60%
			a						a	a		a	ab

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
Agriculture, Forestry, & Fishing	90 5%	38 4%	52 5%
Mining and Quarrying	4 *%	3 *%	2 *%
Manufacturing	113 6%	64 7%	49 4%
Electricity, gas, steam & Air conditioning supply	17 1%	9 1%	9 1%
Water Supply, sewerage, waste management	7 *%	4 *%	3 *%
Construction	269 13%	154 17%	115 10%
Wholesale & Retail Trade; repair of motor vehicles and motorcycles	295 15%	113 13%	182 16%
Transportation and storage	54 3%	20 2%	33 3%
Accommodation and food service activities	61 3%	23 3%	38 3%
Information and communication	71 4%	26 3%	44 4%
Financial and insurance activities	62 3%	42 5%	20 2%
		b	

Columns Tested: a,b

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
Real estate activities	57 3%	16 2%	41 4%
Professional, scientific and technical activities	234 12%	89 10%	145 13%
Administrative and support service activities	112 6%	51 6%	61 6%
Public administration and defence compulsory social security	27 1%	20 2%	7 1%
Education	49 2%	21 2%	28 3%
Human health and social work activities	113 6%	60 7%	54 5%
Arts, entertainment and recreation	200 10%	83 9%	117 11%
Other service activities	163 8%	55 6%	107 10%
Other	- -%	- -%	- -%
Don't Know	2 *%	1 *%	1 *%
Net: Agriculture, Manufacturing & Construction	500 25%	272 30%	228 21%
		b	

Columns Tested.: a,b

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
Net: Retail/ Distribution/ Communication	420	160	260
	21%	18%	23%
			a
Net: Hospitality/ Financial/ and Non-financial/ Other/ DK	1080	461	619
	54%	52%	56%

Columns Tested: a,b

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
Agriculture, Forestry, & Fishing	90	3	2	17	2	15	4	1	19	6	2	5	12
	5%	6%	1%	7%	3%	5%	3%	3%	6%	4%	3%	4%	4%
				b					b				
Mining and Quarrying	4	*	*	1	1	1	1	*	-	-	1	*	*
	*%	*%	*%	*%	1%	*%	1%	*%	-%	-%	1%	*%	*%
Manufacturing	113	5	6	22	1	17	6	*	19	7	3	5	22
	6%	9%	3%	9%	1%	5%	5%	1%	6%	4%	3%	4%	8%
				bd									
Electricity, gas, steam & Air conditioning supply	17	*	2	-	1	1	1	-	5	8	*	-	1
	1%	*%	1%	-%	2%	*%	1%	-%	1%	5%	*%	-%	*%
										cel			
Water Supply, sewerage, waste management	7	*	-	4	1	2	-	-	-	-	-	-	-
	*%	*%	-%	2%	1%	1%	-%	-%	-%	-%	-%	-%	-%
Construction	269	6	17	40	5	43	23	*	37	23	6	26	42
	13%	12%	8%	16%	8%	14%	19%	1%	12%	15%	6%	20%	15%
				bg			bg					bg	
Wholesale & Retail Trade; repair of motor vehicles and motorcycles	295	6	33	39	8	55	15	3	14	46	8	22	47
	15%	10%	16%	16%	13%	18%	12%	8%	5%	30%	9%	17%	17%
			h	h		h				abcdfghj		h	h
Transportation and storage	54	*	7	8	2	9	2	*	3	11	5	4	2
	3%	1%	4%	3%	2%	3%	2%	*%	1%	7%	6%	3%	1%
										hl			
Accommodation and food service activities	61	4	6	4	2	5	7	2	13	1	2	10	5
	3%	7%	3%	2%	4%	2%	6%	5%	4%	1%	3%	8%	2%
Information and communication	71	1	5	6	3	9	3	1	24	3	5	1	11
	4%	2%	2%	2%	4%	3%	2%	4%	8%	2%	6%	1%	4%
Financial and insurance activities	62	3	4	10	2	7	3	*	7	1	2	3	19
	3%	5%	2%	4%	3%	2%	3%	1%	2%	1%	2%	2%	7%

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
Real estate activities	57 3%	1 3%	5 2%	12 5%	* *%	10 3%	2 1%	3 9%	3 1%	1 1%	4 5%	7 5%	10 3%
Professional, scientific and technical activities	234 12%	4 8%	38 18% deil	26 11%	3 4%	29 9%	18 14% d	6 16%	53 17% d	11 7%	11 13%	11 8%	25 9%
Administrative and support service activities	112 6%	2 4%	23 11% cfil	7 3%	3 5%	15 5%	2 2%	* 1%	34 11% cfi	1 1%	7 8%	6 4%	10 4%
Public administration and defence compulsory social security	27 1%	* 1%	6 3%	1 *%	2 4%	2 1%	1 1%	* *%	2 *%	1 *%	* *%	* *%	11 4%
Education	49 2%	1 1%	8 4%	5 2%	3 4%	7 2%	2 1%	2 6%	9 3%	1 1%	1 1%	3 2%	8 3%
Human health and social work activities	113 6%	2 3%	15 7%	10 4%	6 10%	13 4%	7 6%	7 21% cejkl	25 8%	14 9%	1 1%	4 3%	9 3%
Arts, entertainment and recreation	200 10%	10 19% bchi	12 6%	13 5%	12 18% bchi	39 13% ch	10 8%	5 16%	15 5%	9 6%	22 26% bcfhik	9 7%	42 15% bch
Other service activities	163 8%	4 8%	15 7%	18 7%	9 13% l	30 10% l	15 12% l	3 8%	28 9%	11 7%	7 7%	13 10%	9 3%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't Know	2 *%	- -%	- -%	- -%	- -%	1 *%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%
Net: Agriculture, Manufacturing & Construction	500 25%	15 28% bg	27 13%	83 34% bdgj	11 17%	79 25% bg	35 29% bg	2 5%	80 26% bg	43 28% bg	12 14%	36 28% bg	77 27% bg

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
Net: Retail/ Distribution/ Communication	420	7	45	53	12	73	19	4	41	60	18	27	60
	21%	14%	22%	22%	19%	24%	16%	12%	13%	39%	20%	21%	21%
					h				abcdefghijkl				
Net: Hospitality/ Financial/ and Non-financial/ Other/ DK	1080	31	132	107	43	158	69	28	190	51	58	64	148
	54%	59%	65%	44%	65%	51%	56%	83%	61%	33%	66%	50%	52%
		i	cei		ci	i	i	cefikl	ci		ci		i

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
Agriculture, Forestry, & Fishing	90 5%	22 4%	22 4%	26 5%	20 4%	44 4%	46 5%
Mining and Quarrying	4 *%	1 *%	2 *%	* *%	1 *%	3 *%	1 *%
Manufacturing	113 6%	33 7%	24 5%	26 5%	29 6%	57 6%	56 6%
Electricity, gas, steam & Air conditioning supply	17 1%	2 *%	2 *%	12 2%	1 *%	4 *%	13 1%
Water Supply, sewerage, waste management	7 *%	4 1%	3 1%	- -%	- -%	7 1%	- -%
Construction	269 13%	63 13%	72 14%	60 12%	74 15%	135 13%	134 13%
Wholesale & Retail Trade; repair of motor vehicles and motorcycles	295 15%	77 15%	78 16%	63 13%	77 15%	155 16%	140 14%
Transportation and storage	54 3%	16 3%	13 3%	14 3%	11 2%	29 3%	25 3%
Accommodation and food service activities	61 3%	15 3%	14 3%	16 3%	17 3%	28 3%	33 3%
Information and communication	71 4%	12 2%	14 3%	28 6%	17 3%	26 3%	45 4%
Financial and insurance activities	62 3%	17 3%	12 2%	9 2%	24 5%	29 3%	33 3%
Real estate activities	57 3%	18 4%	12 2%	7 1%	20 4%	30 3%	28 3%

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
Professional, scientific and technical activities	234 12%	67 13%	50 10%	70 14%	47 9%	117 12%	117 12%
Administrative and support service activities	112 6%	33 7%	20 4%	36 7%	23 5%	53 5%	58 6%
Public administration and defence compulsory social security	27 1%	7 1%	6 1%	2 *	12 2%	13 1%	14 1%
Education	49 2%	13 3%	12 2%	12 2%	12 2%	25 2%	24 2%
Human health and social work activities	113 6%	27 5%	27 5%	46 9%	13 3%	54 5%	60 6%
Arts, entertainment and recreation	200 10%	36 7%	61 12%	30 6%	73 15%	97 10%	103 10%
Other service activities	163 8%	38 8%	54 11%	42 8%	29 6%	92 9%	71 7%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't Know	2 *%	- -%	2 *%	- -%	- -%	2 *%	- -%
Net: Agriculture, Manufacturing & Construction	500 25%	125 25%	125 25%	125 25%	125 25%	250 25%	250 25%
Net: Retail/ Distribution/ Communication	420 21%	105 21%	105 21%	105 21%	105 21%	210 21%	210 21%

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

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
Net: Hospitality/ Financial/ and Non-financial/ Other/ DK	1080	270	270	270	270	540	540
	54%	54%	54%	54%	54%	54%	54%

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

Table 15

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

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
Head office	1831	225	1606	1768	53	6	4	63
	92%	94%	91%	93%	70%	71%	72%	70%
				bcde				
Branch / local office	169	15	153	142	23	3	1	27
	8%	6%	9%	7%	30%	29%	28%	30%
					a	a	a	a

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

Table 15 (continuation)

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

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
Head office	1831	1065	605	98	41	19	4	1768	53	10
	92%	100%	85%	74%	74%	63%	72%	93%	70%	71%
		bcdefghi	cdefhi					bcdefhi		
Branch / local office	169	-	107	35	14	11	1	142	23	4
	8%	-%	15%	26%	26%	37%	28%	7%	30%	29%
			ag	abg	abg	abg	abg	a	abg	abg

Columns Tested: a,b,c,d,e,f,g,h,i

Table 15 (continuation)

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

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
Head office	1831	1491	277	53	6	4	1164	254	63	38	42
	92%	96%	79%	70%	71%	72%	95%	88%	87%	96%	74%
		bcd					bce	e		e	
Branch / local office	169	67	75	23	3	1	60	34	9	1	15
	8%	4%	21%	30%	29%	28%	5%	12%	13%	4%	26%
		a	a	a	a	a	a	a	a		abd

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

Table 15 (continuation)

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

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
Head office	1831	176	118	290	69	170	298	210	151	128
	92%	93%	91%	88%	87%	93%	94%	90%	93%	92%
Branch / local office	169	13	11	39	10	12	18	24	11	11
	8%	7%	9%	12%	13%	7%	6%	10%	7%	8%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 15 (continuation)

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

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
Head office	1831	367	446	799	1611	220	111	73	36
	92%	92%	93%	91%	92%	92%	93%	91%	89%
Branch / local office	169	33	34	81	149	20	9	7	4
	8%	8%	7%	9%	8%	8%	7%	9%	11%

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

Table 15 (continuation)

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

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
Head office	1831	83	103	20	122	239	387	51	49	896
	92%	92%	88%	82%	87%	89%	92%	84%	80%	94%
							h			dgh
Branch / local office	169	7	15	4	19	29	33	10	12	59
	8%	8%	12%	18%	13%	11%	8%	16%	20%	6%
					i			i	fi	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 15 (continuation)

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

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
Head office	1831	445	387	999	1522	309	-	1831	-	1773	58
	92%	89%	92%	92%	91%	93%	-%	100%	-%	92%	79%
								b		b	
Branch / local office	169	55	33	81	146	23	-	-	169	153	16
	8%	11%	8%	8%	9%	7%	-%	-%	100%	8%	21%
								a		a	

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

Table 15 (continuation)

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

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
Head office	1831	1143	288	385
	92%	91%	90%	95%
Branch / local office	169	111	32	21
	8%	9%	10%	5%

Columns Tested:: a,b,c

Table 15 (continuation)

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

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
Head office	1831	1538	194	48	11	26	8	1	5	1732	99	51
	92%	91%	93%	93%	95%	96%	66%	97%	99%	92%	91%	89%
Branch / local office	169	145	14	4	1	1	4	*	*	159	10	6
	8%	9%	7%	7%	5%	4%	34%	3%	1%	8%	9%	11%

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

Table 15 (continuation)

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

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small a	Medium b	Large c	Letters a	Large Letters b	Any Letters c	Parcels and Packets d	Other types of post e	Bulk mail f	1-24 a	25-49 b	50-99 c	100-249 d	250-499 e	500-4,999 f	5,000+ g
Significance Level: 95%																	
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
Head office	1831	965	573	293	1572	1288	1647	1276	803	532	389	999	66	84	43	41	25
	92%	91%	92%	92%	91%	91%	92%	92%	89%	85%	94%	91%	95%	93%	92%	85%	68%
					f	f	f	f			g	g	g	g			
Branch / local office	169	92	53	24	150	122	150	118	97	94	23	94	4	6	4	7	12
	8%	9%	8%	8%	9%	9%	8%	8%	11%	15%	6%	9%	5%	7%	8%	15%	32%
									abcd								abcd

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

Table 15 (continuation)

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

Base: All

	Total base	Number of letters sent						Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
Head office	1831	1317	93	71	42	20	19	10	966	171	49	39	37	10	16
	92%	92%	86%	95%	89%	90%	70%	63%	92%	93%	82%	90%	96%	65%	79%
		fg		fg					f	f			f		
Branch / local office	169	110	15	4	5	2	8	6	84	12	11	4	2	6	4
	8%	8%	14%	5%	11%	10%	30%	37%	8%	7%	18%	10%	4%	35%	21%
							ac	ac						abe	

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

Table 15 (continuation)

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

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
Head office	1831	908	137	101	43	30	23	34	831	330	313	107	64
	92%	92%	89%	95%	92%	91%	80%	87%	93%	89%	91%	94%	86%
Branch / local office	169	78	16	5	4	3	6	5	63	39	30	6	11
	8%	8%	11%	5%	8%	9%	20%	13%	7%	11%	9%	6%	14%

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

Table 15 (continuation)

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

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
Head office	1831	917	290	246	79	38	726	223	200	85	50
	92%	92%	90%	90%	94%	81%	92%	89%	92%	93%	88%
Branch / local office	169	77	32	26	5	9	60	29	18	7	7
	8%	8%	10%	10%	6%	19%	8%	11%	8%	7%	12%

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

Table 15 (continuation)

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

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
Head office	1831	677	182	231	127	42	735	99	438	1569	262	1455	117
	92%	92%	91%	92%	97%	79%	94%	86%	91%	92%	92%	92%	89%
		e			e								
Branch / local office	169	59	19	21	3	11	51	17	44	145	24	135	15
	8%	8%	9%	8%	3%	21%	6%	14%	9%	8%	8%	8%	11%
					ad								

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

Table 15 (continuation)

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

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
Head office	1831	1127	161	828	448	1457	115	1123	165	839	437
	92%	91%	91%	91%	92%	91%	92%	92%	87%	92%	92%
Branch / local office	169	107	16	78	40	140	10	99	24	77	40
	8%	9%	9%	9%	8%	9%	8%	8%	13%	8%	8%

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

Table 15 (continuation)

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

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
Head office	1831	769	1246	243	5	717	877	193	4	890	714	212	2
	92%	91%	92%	96%	100%	91%	92%	98%	88%	91%	93%	95%	100%
								ab					
Branch / local office	169	77	111	11	-	68	74	4	1	85	51	11	-
	8%	9%	8%	4%	-%	9%	8%	2%	12%	9%	7%	5%	-%
						c	c						

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

Table 15 (continuation)

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

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
Head office	1831	1426	1085	865	1107	971	30	598	465	426	129	84
	92%	92%	92%	95%	91%	93%	89%	94%	94%	95%	97%	96%
Branch / local office	169	124	91	46	106	71	4	35	30	23	4	3
	8%	8%	8%	5%	9%	7%	11%	6%	6%	5%	3%	4%

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

Table 15 (continuation)

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

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
Head office	1831	182	98	86	41	1518	953	1601	1035	925	761	1483	190	-	1284	133
	92%	92%	86%	93%	87%	92%	92%	92%	93%	93%	92%	92%	94%	-%	91%	96%
Branch / local office	169	16	16	7	6	135	78	145	73	69	62	121	12	-	133	6
	8%	8%	14%	7%	13%	8%	8%	8%	7%	7%	8%	8%	6%	-%	9%	4%

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

Table 15 (continuation)

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

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
Head office	1831	698	1006	557	41	271	407	243	1232	339	279	348	1163
	92%	92%	91%	92%	98%	92%	91%	93%	92%	91%	94%	91%	92%
Branch / local office	169	60	98	50	1	24	38	19	112	33	19	34	105
	8%	8%	9%	8%	2%	8%	9%	7%	8%	9%	6%	9%	8%

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

Table 15 (continuation)

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

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
Head office	1831	806	1025
	92%	90%	93%
Branch / local office	169	87	82
	8%	10%	7%

Columns Tested:: a,b

Table 15 (continuation)

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

Base: All

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
Head office	1831	50	196	216	58	281	110	32	296	137	82	116	256
	92%	93%	96%	89%	88%	91%	89%	93%	95%	89%	93%	91%	90%
			cdf										
Branch / local office	169	4	8	26	8	29	13	2	15	17	6	11	29
	8%	7%	4%	11%	12%	9%	11%	7%	5%	11%	7%	9%	10%
			b	b	b								

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

Table 15 (continuation)

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

Base: All

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
Head office	1831	462	449	465	454	912	920
	92%	92%	90%	93%	91%	91%	92%
Branch / local office	169	38	51	35	46	88	80
	8%	8%	10%	7%	9%	9%	8%

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

Table 16

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

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
Yes	1927	222	1704	1840	73	9	4	86
	96%	92%	97%	96%	96%	100%	90%	96%
			a	d		d		d
No	73	18	55	70	3	-	1	4
	4%	8%	3%	4%	4%	-%	10%	4%
		b					ace	

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

Table 16 (continuation)

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

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
Yes	1927	1024	688	128	53	29	4	1840	73	13
	96%	96%	97%	97%	96%	97%	90%	96%	96%	96%
		f	f			f		f		
No	73	41	25	4	2	1	1	70	3	1
	4%	4%	3%	3%	4%	3%	10%	4%	4%	4%
							abeg			

Columns Tested: a,b,c,d,e,f,g,h,i

Table 16 (continuation)

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

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
Yes	1927	1501	339	73	9	4	1190	280	68	38	54
	96%	96%	96%	96%	100%	90%	97%	97%	94%	96%	95%
		e	e		e						
No	73	57	13	3	-	1	34	8	4	2	3
	4%	4%	4%	4%	-%	10%	3%	3%	6%	4%	5%
						abd					

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

Table 16 (continuation)

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

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
Yes	1927	182	124	325	78	178	303	222	156	128
	96%	96%	96%	99%	99%	98%	96%	95%	97%	92%
				i						
No	73	7	5	5	1	4	13	13	6	11
	4%	4%	4%	1%	1%	2%	4%	5%	3%	8%
										c

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 16 (continuation)

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

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
Yes	1927	384	462	849	1695	231	116	77	38
	96%	96%	96%	96%	96%	96%	97%	96%	96%
No	73	16	18	31	65	9	4	3	2
	4%	4%	4%	4%	4%	4%	3%	4%	4%

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

Table 16 (continuation)

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

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
Yes	1927	79	112	21	133	251	413	60	62	926
	96%	88%	96%	88%	95%	93%	98%	97%	100%	97%
							ae		a	a
No	73	11	5	3	8	18	7	2	-	29
	4%	12%	4%	12%	5%	7%	2%	3%	-%	3%
		fhi				f				

Columns Tested: a,b,c,d,e,f,g,h,i

Table 16 (continuation)

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

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
Yes	1927	463	413	1050	1605	321	-	1773	153	1927	-
	96%	93%	98%	97%	96%	97%	-%	97%	91%	100%	-%
		a	a	a				b		b	
No	73	37	7	30	62	11	-	58	16	-	73
	4%	7%	2%	3%	4%	3%	-%	3%	9%	-%	100%
		bc						a			a

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

Table 16 (continuation)

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

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
Yes	1927	1213	311	386
	96%	97%	97%	95%
No	73	40	9	20
	4%	3%	3%	5%

Columns Tested: a,b,c

Table 16 (continuation)

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

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
Yes	1927	1620	201	48	11	27	13	1	5	1822	105	57
	96%	96%	96%	92%	100%	100%	100%	100%	100%	96%	96%	100%
No	73	62	8	4	-	-	-	-	-	70	4	-
	4%	4%	4%	8%	-%	-%	-%	-%	-%	4%	4%	-%

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

Table 16 (continuation)

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

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
Yes	1927	1012	609	306	1667	1372	1740	1351	880	613	394	1057	69	89	46	49	35
	96%	96%	97%	96%	97%	97%	97%	97%	98%	98%	96%	97%	99%	99%	100%	99%	95%
No	73	45	17	12	55	38	57	43	19	13	18	36	1	1	*	*	2
	4%	4%	3%	4%	3%	3%	3%	3%	2%	2%	4%	3%	1%	1%	%	1%	5%

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

Table 16 (continuation)

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

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
Yes	1927	1381	103	74	47	22	25	15	1016	182	59	43	39	14	20
	96%	97%	95%	99%	100%	99%	93%	100%	97%	100%	99%	100%	99%	88%	100%
									f						
No	73	46	6	1	-	*	2	-	34	1	1	-	*	2	-
	4%	3%	5%	1%	-%	1%	7%	-%	3%	*%	1%	-%	1%	12%	-%
														b	

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

Table 16 (continuation)

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

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
Yes	1927	951	149	105	46	33	28	39	866	362	328	110	71
	96%	96%	97%	100%	100%	98%	98%	100%	97%	98%	96%	97%	95%
No	73	36	5	*	-	1	1	*	28	7	15	3	4
	4%	4%	3%	*%	-%	2%	2%	*%	3%	2%	4%	3%	5%

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

Table 16 (continuation)

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

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
Yes	1927	965	314	259	83	43	764	250	209	89	54
	96%	97%	97%	95%	99%	92%	97%	99%	96%	97%	96%
No	73	29	8	14	1	4	22	2	8	3	2
	4%	3%	3%	5%	1%	8%	3%	1%	4%	3%	4%

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

Table 16 (continuation)

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

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
Yes	1927	712	192	247	127	52	762	111	469	1650	277	1535	132
	96%	97%	95%	98%	98%	99%	97%	96%	97%	96%	97%	97%	100%
No	73	24	9	6	3	1	24	5	13	64	10	55	*
	4%	3%	5%	2%	2%	1%	3%	4%	3%	4%	3%	3%	*%

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

Table 16 (continuation)

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

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
Yes	1927	1199	174	875	476	1542	125	1186	186	885	466
	96%	97%	98%	97%	98%	97%	100%	97%	99%	97%	97%
No	73	35	3	31	12	55	*	35	3	31	12
	4%	3%	2%	3%	2%	3%	*%	3%	1%	3%	3%

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

Table 16 (continuation)

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

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
Yes	1927	831	1309	247	5	769	927	189	5	948	738	219	2
	96%	98%	96%	97%	100%	98%	97%	96%	100%	97%	97%	98%	100%
No	73	15	48	7	-	16	24	8	-	27	27	5	-
	4%	2%	4%	3%	-%	2%	3%	4%	-%	3%	3%	2%	-%

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

Table 16 (continuation)

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

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
Yes	1927	1499	1147	889	1187	1005	34	617	483	438	132	86
	96%	97%	98%	98%	98%	96%	100%	97%	98%	97%	99%	99%
No	73	51	28	23	26	37	-	16	12	11	1	1
	4%	3%	2%	2%	2%	4%	-%	3%	2%	3%	1%	1%

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

Table 16 (continuation)

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

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
Yes	1927	188	112	92	47	1599	1001	1692	1077	961	805	1553	194	-	1378	136
	96%	95%	99%	99%	99%	97%	97%	97%	97%	97%	98%	97%	96%	-%	97%	98%
No	73	10	2	1	1	54	31	54	31	33	18	51	8	-	39	3
	4%	5%	1%	1%	1%	3%	3%	3%	3%	3%	2%	3%	4%	-%	3%	2%

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

Table 16 (continuation)

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

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
Yes	1927	740	1059	589	41	294	429	255	1297	357	280	377	1221
	96%	98%	96%	97%	100%	100%	96%	97%	96%	96%	94%	99%	96%
No	73	18	46	18	-	1	17	7	47	15	18	5	47
	4%	2%	4%	3%	-%	*%	4%	3%	4%	4%	6%	1%	4%
							a				b		

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

Table 16 (continuation)

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

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
Yes	1927	874	1052
	96%	98%	95%
		b	
No	73	19	55
	4%	2%	5%
			a

Columns Tested: a,b

Table 16 (continuation)

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

Base: All

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
Yes	1927	53	201	228	59	302	119	34	301	143	86	124	275
	96%	100%	99%	94%	89%	97%	96%	99%	97%	93%	98%	98%	97%
		d	cdi			d							
No	73	-	3	15	7	8	5	*	11	11	2	3	9
	4%	-%	1%	6%	11%	3%	4%	1%	3%	7%	2%	2%	3%
				b	abe					b			

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

Table 16 (continuation)

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

Base: All

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
Yes	1927	482	480	478	486	962	964
	96%	96%	96%	96%	97%	96%	96%
No	73	18	20	22	14	38	36
	4%	4%	4%	4%	3%	4%	4%

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

Table 17

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
NET: Senior Management (Managing Director, Director, Business Owner)	1564 78%	181 75%	1383 79%	1532 80%	28 36%	2 24%	2 40%	32 35%
Owner	1392 70%	143 60%	1249 71%	1377 72%	14 18%	1 7%	1 10%	15 17%
Senior Management (Managing Director, other Director)	172 9%	38 16%	134 8%	155 8%	14 18%	2 17%	1 30%	17 18%
Office Admin / Office Management	136 7%	39 16%	96 5%	118 6%	15 20%	2 22%	1 19%	18 20%
Operations	80 4%	3 1%	77 4%	70 4%	9 11%	1 10%	1 11%	10 11%
Customer Service	66 3%	8 3%	58 3%	55 3%	9 12%	2 20%	* 5%	11 13%
Marketing	30 2%	- -%	30 2%	29 1%	1 1%	* 3%	* 4%	1 2%
Finance / Accounts	28 1%	4 2%	24 1%	24 1%	3 4%	* 5%	* 5%	4 4%
Customer Relationship Management	18 1%	5 2%	13 1%	13 1%	4 6%	* 5%	* 9%	5 6%
Procurement	12 1%	- -%	12 1%	12 1%	* *%	* 3%	* 2%	1 1%

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

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
Mailroom	6 *%	- -%	6 *%	5 *%	1 1%	- -%	- -%	1 1%
Facilities	3 *%	- -%	3 *%	3 *%	* *%	* 1%	* 1%	* *%
Sales	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Company Secretary	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
General manager / site manager	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Refused	17 1%	- -%	17 1%	16 1%	* 1%	- -%	* 1%	* 1%
Don't know	12 1%	- -%	12 1%	12 1%	* 1%	* *%	* *%	* *%
Other answers	27 1%	* *%	26 1%	21 1%	5 6%	1 6%	* 1%	5 6%
					a	a		a

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

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
NET: Senior Management (Managing Director, Director, Business Owner)	1564	953	523	57	20	10	2	1532	28	4
	78%	89%	73%	43%	36%	34%	40%	80%	36%	30%
		bcdefghi	cdefhi					bcdefhi		
Owner	1392	912	426	39	11	3	1	1377	14	1
	70%	86%	60%	29%	20%	11%	10%	72%	18%	8%
		bcdefghi	cdefhi	efi	i			bcdefhi	i	
Senior Management (Managing Director, other Director)	172	41	96	18	9	7	1	155	14	3
	9%	4%	14%	13%	15%	22%	30%	8%	18%	21%
			ag	a	ag	ag	abcdgh	a	ag	ag
Office Admin / Office Management	136	19	72	26	13	5	1	118	15	3
	7%	2%	10%	20%	23%	17%	19%	6%	20%	21%
			ag	abg	abg	ag	abg	a	abg	abg
Operations	80	20	36	13	5	4	1	70	9	1
	4%	2%	5%	10%	9%	15%	11%	4%	11%	10%
			a	ag	ag	abg	abg		abg	ag
Customer Service	66	15	25	15	7	4	*	55	9	2
	3%	1%	4%	11%	12%	14%	5%	3%	12%	15%
				abg	abg	abfg	a		abg	abfg
Marketing	30	18	10	1	1	1	*	29	1	*
	2%	2%	1%	1%	1%	2%	4%	1%	1%	3%
Finance / Accounts	28	3	12	9	1	2	*	24	3	1
	1%	*%	2%	7%	3%	8%	5%	1%	4%	5%
			a	abg	a	abg	ag		ag	ag
Customer Relationship Management	18	3	4	6	4	1	*	13	4	1
	1%	*%	1%	5%	7%	3%	9%	1%	6%	7%
				abg	abg	ag	abg		abg	abg
Procurement	12	6	5	-	*	*	*	12	*	*
	1%	1%	1%	-%	*%	1%	2%	1%	*%	3%
										g

Columns Tested: a,b,c,d,e,f,g,h,i

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
Mailroom	6 *%	- -%	4 1%	1 1%	1 1%	- -%	- -%	5 *%	1 1%	- -%
Facilities	3 *%	- -%	3 *%	- -%	- -%	* 1%	* 1%	3 *%	* *%	* 1%
Sales	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Company Secretary	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
General manager / site manager	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Refused	17 1%	11 1%	4 1%	2 1%	* 1%	- -%	* 1%	16 1%	* 1%	* *%
Don't know	12 1%	5 1%	6 1%	* *%	- -%	* 1%	* *%	12 1%	* 1%	* *%
Other answers	27 1%	12 1%	7 1%	2 2%	4 6%	2 6%	* 1%	21 1%	5 6%	1 4%
					abg	abg			abg	bg

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
NET: Senior Management (Managing Director, Director, Business Owner)	1564	1346	186	28	2	2	1082	204	49	24	29
	78%	86%	53%	36%	24%	40%	88%	71%	67%	61%	52%
		bcde	cde				bcde	e			
Owner	1392	1243	134	14	1	1	1023	158	34	18	14
	70%	80%	38%	18%	7%	10%	84%	55%	47%	46%	26%
		bcde	cde				bcde	e	e		
Senior Management (Managing Director, other Director)	172	104	52	14	2	1	59	47	15	6	15
	9%	7%	15%	18%	17%	30%	5%	16%	20%	15%	26%
			a	a	a	abc		a	a	a	a
Office Admin / Office Management	136	59	59	15	2	1	25	29	1	2	9
	7%	4%	17%	20%	22%	19%	2%	10%	2%	6%	17%
			a	a	a	a		a			ac
Operations	80	41	29	9	1	1	35	20	5	4	2
	4%	3%	8%	11%	10%	11%	3%	7%	7%	10%	4%
			a	a	a	a		a			
Customer Service	66	28	27	9	2	*	21	12	7	4	6
	3%	2%	8%	12%	20%	5%	2%	4%	10%	10%	10%
			a	a	abe	a		a	a	a	a
Marketing	30	22	7	1	*	*	21	3	2	2	*
	2%	1%	2%	1%	3%	4%	2%	1%	2%	5%	***
Finance / Accounts	28	6	18	3	*	*	5	6	3	2	6
	1%	***	5%	4%	5%	5%	***	2%	4%	4%	11%
			a	a	a	a			a	a	ab
Customer Relationship Management	18	3	10	4	*	*	4	1	1	1	2
	1%	***	3%	6%	5%	9%	***	***	1%	2%	3%
			a	a	a	ab					
Procurement	12	12	-	*	*	*	4	5	4	-	*
	1%	1%	-%	***	3%	2%	***	2%	5%	-%	***
				bc	b				a		

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

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Business Size 3					Turnover					
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +	
		a	b	c	d	e	a	b	c	d	e	
Significance Level: 95%												
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237	
Effective base	828	561	266	152	43	93	443	153	42	25	40	
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56	
Mailroom	6 *% *% *% *%	4 *% *% *% *%	1 *% *% *% *%	1 1% *% *% *%	- -% *% *% *%	- -% *% *% *%	5 *% *% *% *%	* *% *% *% *%	* *% *% *% *%	1 2% *% *% *%	- -% *% *% *%	- -% *% *% *%
Facilities	3 *% *% *% *%	- -% *% *% *%	3 1% *% *% *%	* *% *% *% *%	* 1% *% *% *%	* 1% *% *% *%	2 *% *% *% *%	* *% *% *% *%	- -% *% *% *%	- -% *% *% *%	* *% *% *% *%	* *% *% *% *%
Sales	- -% *% *% *%	- -% *% *% *%	- -% *% *% *%	- -% *% *% *%	- -% *% *% *%	- -% *% *% *%	- -% *% *% *%	- -% *% *% *%	- -% *% *% *%	- -% *% *% *%	- -% *% *% *%	- -% *% *% *%
Company Secretary	- -% *% *% *%	- -% *% *% *%	- -% *% *% *%	- -% *% *% *%	- -% *% *% *%	- -% *% *% *%	- -% *% *% *%	- -% *% *% *%	- -% *% *% *%	- -% *% *% *%	- -% *% *% *%	- -% *% *% *%
General manager / site manager	- -% *% *% *%	- -% *% *% *%	- -% *% *% *%	- -% *% *% *%	- -% *% *% *%	- -% *% *% *%	- -% *% *% *%	- -% *% *% *%	- -% *% *% *%	- -% *% *% *%	- -% *% *% *%	- -% *% *% *%
Refused	17 1% *% *% *%	12 1% *% *% *%	4 1% *% *% *%	* 1% *% *% *%	- -% *% *% *%	* 1% *% *% *%	5 *% *% *% *%	1 *% *% *% *%	- -% *% *% *%	- -% *% *% *%	* *% *% *% *%	* *% *% *% *%
Don't know	12 1% *% *% *%	10 1% *% *% *%	2 *% *% *% *%	* 1% *% *% *%	* *% *% *% *%	* *% *% *% *%	6 *% *% *% *%	3 1% *% *% *%	- -% *% *% *%	- -% *% *% *%	- -% *% *% *%	- -% *% *% *%
Other answers	27 1% *% *% *%	14 1% *% *% *%	7 2% *% *% *%	5 6% *% *% *%	1 6% *% *% *%	* 1% *% *% *%	12 1% *% *% *%	2 1% *% *% *%	1 1% *% *% *%	* 1% *% *% *%	* 1% *% *% *%	2 3% *% *% *%

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

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
NET: Senior Management (Managing Director, Director, Business Owner)	1564	157	101	252	62	144	261	188	127	109
	78%	83%	78%	76%	79%	79%	83%	80%	79%	78%
Owner	1392	139	95	220	54	129	227	176	120	101
	70%	73%	73%	67%	68%	71%	72%	75%	74%	73%
Senior Management (Managing Director, other Director)	172	18	6	32	8	15	34	13	8	8
	9%	10%	5%	10%	11%	8%	11%	5%	5%	6%
Office Admin / Office Management	136	9	5	10	4	16	11	25	12	4
	7%	5%	4%	3%	5%	9%	4%	10%	7%	3%
Operations	80	6	11	16	3	5	20	2	6	3
	4%	3%	9%	5%	4%	3%	6%	1%	4%	2%
Customer Service	66	7	7	8	2	4	7	9	7	8
	3%	4%	6%	2%	2%	2%	2%	4%	4%	6%
Marketing	30	2	1	12	5	1	2	*	*	5
	2%	1%	1%	4%	7%	1%	1%	%	%	4%
Finance / Accounts	28	5	1	7	*	5	1	4	*	1
	1%	3%	1%	2%	%	3%	%	2%	%	1%
Customer Relationship Management	18	1	1	5	1	3	1	1	1	*
	1%	%	%	2%	1%	1%	%	%	1%	%
Procurement	12	-	2	8	-	2	-	-	*	*
	1%	-%	2%	2%	-%	1%	-%	-%	%	%
Mailroom	6	-	-	5	-	1	-	-	-	-
	%	-%	-%	1%	-%	%	-%	-%	-%	-%
Facilities	3	-	-	1	-	1	1	*	-	-
	%	-%	-%	%	-%	%	%	%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
Sales	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Company Secretary	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	17	*	-	1	-	-	2	3	4	4
	1%	*%	-%	*%	-%	-%	1%	1%	3%	3%
Don't know	12	-	*	-	1	2	3	1	4	-
	1%	-%	*%	-%	1%	1%	1%	1%	2%	-%
Other answers	27	3	1	6	1	*	8	1	*	5
	1%	1%	1%	2%	1%	*%	2%	*%	*%	3%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
NET: Senior Management (Managing Director, Director, Business Owner)	1564	315	385	702	1402	163	76	61	26
	78%	79%	80%	80%	80%	68%	63%	76%	65%
		efh	efh	efh	efh			f	
Owner	1392	284	353	623	1260	133	59	52	21
	70%	71%	74%	71%	72%	55%	49%	65%	53%
		efh	efh	efh	efh			f	
Senior Management (Managing Director, other Director)	172	31	32	79	142	30	16	9	5
	9%	8%	7%	9%	8%	12%	14%	11%	13%
						bd			
Office Admin / Office Management	136	24	25	46	94	42	25	10	6
	7%	6%	5%	5%	5%	17%	21%	12%	16%
						abcd	abcd	bcd	abcd
Operations	80	11	23	38	71	9	4	2	3
	4%	3%	5%	4%	4%	4%	3%	3%	6%
Customer Service	66	14	21	23	59	8	5	1	1
	3%	3%	4%	3%	3%	3%	4%	2%	3%
Marketing	30	11	3	14	28	2	*	1	*
	2%	3%	1%	2%	2%	1%	*%	1%	1%
		e							
Finance / Accounts	28	6	6	11	23	5	3	2	1
	1%	1%	1%	1%	1%	2%	2%	2%	2%
Customer Relationship Management	18	4	2	7	13	5	3	1	1
	1%	1%	1%	1%	1%	2%	2%	1%	3%
									d
Procurement	12	2	2	8	12	*	*	*	*
	1%	1%	*%	1%	1%	*%	*%	*%	*%

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

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
Mailroom	6 *%	1 *%	- -%	5 1%	6 *%	* *%	- -%	* *%	* *%
Facilities	3 *%	1 *%	- -%	2 *%	3 *%	* *%	- -%	* *%	* *%
Sales	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Company Secretary	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
General manager / site manager	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Refused	17 1%	4 1%	5 1%	5 1%	14 1%	2 1%	2 1%	* 1%	* 1%
Don't know	12 1%	3 1%	4 1%	4 *%	11 1%	1 1%	1 1%	* *%	* *%
Other answers	27 1%	6 1%	4 1%	15 2%	24 1%	3 1%	1 1%	1 2%	1 2%

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

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
NET: Senior Management (Managing Director, Director, Business Owner)	1564	73	70	14	84	197	343	42	50	775
	78%	81%	60%	57%	59%	73%	82%	68%	81%	81%
		bd					bd		bd	bd
Owner	1392	68	49	11	60	171	309	37	35	710
	70%	75%	42%	45%	42%	64%	74%	61%	57%	74%
		bd				bd	bd			bdeh
Senior Management (Managing Director, other Director)	172	5	21	3	24	26	33	4	15	64
	9%	6%	18%	12%	17%	10%	8%	7%	25%	7%
			fi		fi				aefi	
Office Admin / Office Management	136	4	18	1	19	18	17	7	5	65
	7%	5%	15%	5%	13%	7%	4%	12%	8%	7%
			fi		f					
Operations	80	11	9	-	9	25	11	1	3	20
	4%	12%	8%	-%	7%	9%	3%	1%	4%	2%
		fi	i		i	fi				
Customer Service	66	1	2	1	3	3	27	4	2	25
	3%	2%	2%	5%	2%	1%	6%	7%	3%	3%
							ei			
Marketing	30	-	7	1	8	*	4	*	-	18
	2%	-%	6%	3%	6%	*%	1%	*%	-%	2%
			ef		ef					
Finance / Accounts	28	*	5	3	8	5	5	1	*	7
	1%	1%	4%	14%	6%	2%	1%	1%	1%	1%
					fi					
Customer Relationship Management	18	*	1	1	2	2	3	5	1	6
	1%	*%	1%	4%	2%	1%	1%	8%	1%	1%
								efi		
Procurement	12	-	*	2	2	8	*	-	*	2
	1%	-%	*%	8%	1%	3%	*%	-%	*%	*%
						fi				

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
Mailroom	6 *%	- -%	1 1%	- -%	1 1%	- -%	2 1%	* *%	- -%	3 *%
Facilities	3 *%	- -%	- -%	- -%	- -%	- -%	1 *%	* *%	- -%	2 *%
Sales	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Company Secretary	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
General manager / site manager	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Refused	17 1%	* *%	1 1%	- -%	1 1%	2 1%	2 1%	- -%	- -%	12 1%
Don't know	12 1%	- -%	2 1%	1 3%	2 2%	4 2%	* *%	* *%	- -%	6 1%
Other answers	27 1%	* *%	1 1%	- -%	1 1%	4 1%	5 1%	1 2%	1 2%	14 1%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
NET: Senior Management (Managing Director, Director, Business Owner)	1564 78%	354 71%	343 82%	868 80%	1305 78%	259 78%	- -%	1501 82%	64 38%	1517 79%	47 64%
Owner	1392 70%	299 60%	309 74%	784 73%	1151 69%	241 73%	- -%	1348 74%	45 26%	1350 70%	42 57%
Senior Management (Managing Director, other Director)	172 9%	55 11%	33 8%	84 8%	154 9%	18 5%	- -%	153 8%	19 11%	167 9%	5 7%
Office Admin / Office Management	136 7%	42 8%	17 4%	77 7%	107 6%	29 9%	- -%	117 6%	19 11%	131 7%	5 7%
Operations	80 4%	46 9%	11 3%	23 2%	68 4%	12 4%	- -%	60 3%	20 12%	74 4%	6 8%
Customer Service	66 3%	8 2%	27 6%	31 3%	57 3%	9 3%	- -%	37 2%	29 17%	63 3%	3 4%
Marketing	30 2%	8 2%	4 1%	18 2%	30 2%	* *%	- -%	27 1%	3 2%	30 2%	- -%
Finance / Accounts	28 1%	14 3%	5 1%	9 1%	23 1%	5 1%	- -%	19 1%	9 5%	28 1%	* *%
Customer Relationship Management	18 1%	4 1%	3 1%	11 1%	18 1%	1 *%	- -%	10 1%	9 5%	18 1%	* *%
Procurement	12 1%	10 2%	* *%	2 *%	8 *%	4 1%	- -%	12 1%	* *%	9 *%	3 5%
		bc							a		a

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

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
Mailroom	6 *%	1 *%	2 1%	3 *%	6 *%	- -%	- -%	6 *%	* *%	6 *%	- -%
Facilities	3 *%	- -%	1 *%	2 *%	3 *%	* *%	- -%	2 *%	1 1%	2 *%	1 2% a
Sales	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Company Secretary	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
General manager / site manager	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Refused	17 1%	3 1%	2 1%	12 1%	11 1%	6 2%	- -%	16 1%	1 1%	15 1%	2 2%
Don't know	12 1%	6 1%	* *%	6 1%	9 1%	3 1%	- -%	7 *%	5 3% a	8 *%	5 6% a
Other answers	27 1%	5 1%	5 1%	17 2%	23 1%	3 1%	- -%	18 1%	9 5% a	27 1%	* *%

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

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
NET: Senior Management (Managing Director, Director, Business Owner)	1564	993	221	336
	78%	79%	69%	83%
Owner	1392	b	b	b
	70%	72%	58%	72%
		b		b
Senior Management (Managing Director, other Director)	172	92	36	44
	9%	7%	11%	11%
Office Admin / Office Management	136	90	22	24
	7%	7%	7%	6%
Operations	80	45	18	16
	4%	4%	6%	4%
Customer Service	66	40	18	8
	3%	3%	6%	2%
Marketing	30	11	15	4
	2%	1%	5%	1%
			a	
Finance / Accounts	28	22	4	2
	1%	2%	1%	1%
Customer Relationship Management	18	10	5	3
	1%	1%	2%	1%
Procurement	12	5	2	4
	1%	*%	1%	1%
Mailroom	6	1	4	2
	*%	*%	1%	*%
Facilities	3	3	*	*
	*%	*%	*%	*%

Columns Tested: a,b,c

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
Sales	-	-	-	-
	-%	-%	-%	-%
Company Secretary	-	-	-	-
	-%	-%	-%	-%
General manager / site manager	-	-	-	-
	-%	-%	-%	-%
Refused	17	10	2	5
	1%	1%	1%	1%
Don't know	12	4	4	*
	1%	*%	1%	*%
Other answers	27	20	4	3
	1%	2%	1%	1%

Columns Tested: a,b,c

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	f	g	h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
NET: Senior Management (Managing Director, Director, Business Owner)	1564	1332	150	35	11	21	9	1	5	1482	82	47
	78%	79%	72%	69%	94%	77%	74%	76%	98%	78%	75%	82%
Owner	1392	1205	131	28	7	15	5	1	*	1336	56	28
	70%	72%	63%	54%	65%	53%	43%	68%	3%	71%	52%	49%
		jk								jk		
Senior Management (Managing Director, other Director)	172	127	19	7	3	6	4	*	5	146	26	19
	9%	8%	9%	14%	29%	24%	31%	9%	95%	8%	24%	32%
					ai						abi	abi
Office Admin / Office Management	136	116	14	5	*	1	*	-	*	130	6	1
	7%	7%	7%	9%	%	4%	1%	-%	%	7%	6%	2%
Operations	80	66	10	2	*	*	*	*	-	77	3	1
	4%	4%	5%	4%	%	2%	2%	18%	-%	4%	3%	2%
Customer Service	66	48	11	4	*	1	3	-	-	59	8	4
	3%	3%	5%	7%	3%	3%	22%	-%	-%	3%	7%	7%
Marketing	30	22	4	2	*	2	*	-	-	26	4	2
	2%	1%	2%	4%	1%	7%	1%	-%	-%	1%	4%	4%
Finance / Accounts	28	20	5	2	*	1	*	*	-	25	3	1
	1%	1%	2%	4%	1%	4%	%	2%	-%	1%	3%	2%
Customer Relationship Management	18	14	3	1	*	*	-	*	*	17	1	*
	1%	1%	1%	2%	1%	%	-%	3%	1%	1%	1%	%
Procurement	12	5	7	*	-	*	-	*	-	12	*	*
	1%	%	3%	%	-%	%	-%	1%	-%	1%	%	%
			ai									
Mailroom	6	6	-	-	-	*	-	-	-	6	*	*
	%	%	-%	-%	-%	%	-%	-%	-%	%	%	%
Facilities	3	3	*	-	*	-	-	-	-	3	*	*
	%	%	%	-%	%	-%	-%	-%	-%	%	%	%

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

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
Sales	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Company Secretary	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	17	15	1	-	-	1	-	-	-	16	1	1
	1%	1%	1%	-%	-%	3%	-%	-%	-%	1%	1%	1%
Don't know	12	9	3	-	-	-	-	-	*	12	*	*
	1%	1%	2%	-%	-%	-%	-%	-%	*%	1%	*%	*%
Other answers	27	25	1	*	-	-	*	-	-	27	*	*
	1%	2%	1%	*%	-%	-%	*%	-%	-%	1%	*%	*%

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

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
NET: Senior Management (Managing Director, Director, Business Owner)	1564 78%	857 81%	475 76%	232 73%	1334 77%	1110 79%	1397 78%	1106 79%	670 74%	415 66%	310 75%	875 80%	51 73%	68 76%	37 80%	32 66%	23 61%
Owner	1392 70%	804 76%	401 64%	187 59%	1181 69%	975 69%	1243 69%	979 70%	584 65%	357 57%	293 71%	781 71%	43 61%	58 64%	23 48%	28 57%	18 48%
Senior Management (Managing Director, other Director)	172 9%	52 5%	74 12%	45 14%	153 9%	135 10%	153 9%	127 9%	86 10%	58 9%	17 4%	94 9%	9 12%	11 12%	15 32%	5 9%	5 13%
Office Admin / Office Management	136 7%	77 7%	39 6%	20 6%	112 6%	79 6%	117 7%	76 5%	51 6%	33 5%	39 9%	62 6%	4 5%	5 6%	1 2%	5 10%	2 7%
Operations	80 4%	35 3%	31 5%	14 4%	76 4%	57 4%	79 4%	51 4%	46 5%	51 8%	20 5%	46 4%	3 4%	3 3%	1 3%	1 2%	5 15%
Customer Service	66 3%	27 3%	21 3%	18 6%	57 3%	51 4%	58 3%	51 4%	42 5%	46 7%	6 2%	36 3%	2 3%	5 6%	2 4%	3 7%	3 7%
Marketing	30 2%	7 1%	14 2%	8 3%	30 2%	25 2%	30 2%	30 2%	22 2%	22 4%	5 1%	14 1%	4 5%	3 4%	2 4%	1 2%	2 4%
Finance / Accounts	28 1%	11 1%	9 1%	8 2%	27 2%	21 2%	27 2%	19 1%	15 2%	11 2%	6 1%	17 2%	3 4%	* *%	* *%	1 1%	1 3%
Customer Relationship Management	18 1%	6 1%	8 1%	4 1%	15 1%	10 1%	16 1%	10 1%	7 1%	9 1%	8 2%	5 *%	* *%	1 1%	1 3%	* 1%	1 3%
Procurement	12 1%	2 *%	3 1%	7 2%	12 1%	9 1%	12 1%	9 1%	9 1%	12 2%	3 1%	4 *%	- -%	- -%	- -%	5 9%	* *%
Mailroom	6 *%	1 *%	5 1%	* *%	6 *%	6 *%	6 *%	6 *%	4 *%	6 1%	- -%	2 *%	1 1%	3 3%	- -%	- -%	- -%

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
Facilities	3 *%	1 *%	2 *%	* *%	2 *%	1 *%	2 *%	1 *%	1 *%	2 *%	* *%	1 *%	- -%	1 1%	- -%	* *%	- -%
Sales	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Company Secretary	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
General manager / site manager	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Refused	17 1%	12 1%	3 *%	2 1%	16 1%	14 1%	17 1%	8 1%	11 1%	5 1%	4 1%	12 1%	- -%	- -%	* *%	* *%	- -%
Don't know	12 1%	8 1%	1 *%	3 1%	12 1%	12 1%	12 1%	12 1%	12 1%	5 1%	* *%	8 1%	3 5%	- -%	1 2%	* 1%	- -%
Other answers	27 1%	11 1%	14 2%	2 *%	23 1%	14 1%	24 1%	16 1%	9 1%	9 1%	11 3%	12 1%	* *%	* *%	1 2%	* *%	* *%

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

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
NET: Senior Management (Managing Director, Director, Business Owner)	1564 78%	1134 79% bf	69 63%	56 75%	37 78%	16 72%	15 54%	8 50%	846 81% df	136 74%	44 74%	26 61%	36 93% df	8 53%	13 66%
Owner	1392 70%	1018 71% bfg	59 54%	45 61%	28 59%	16 70%	11 41%	4 26%	759 72% f	117 64%	35 58%	24 56%	21 53%	7 45%	13 66%
Senior Management (Managing Director, other Director)	172 9%	116 8%	10 9%	11 14%	9 19%	* 2%	4 13%	4 24%	88 8%	19 10%	9 16%	2 6%	15 40% abd	1 7%	* %
Office Admin / Office Management	136 7%	84 6%	14 13%	4 5%	3 6%	2 10%	5 18%	* 1%	61 6%	8 4%	4 6%	3 8%	1 2%	3 18%	* %
Operations	80 4%	59 4%	7 7%	4 5%	2 5%	1 4%	* %	3 18%	42 4%	7 4%	3 5%	* 1%	1 1%	1 4%	3 16%
Customer Service	66 3%	42 3%	5 5%	3 4%	1 2%	2 9%	1 5%	2 12%	28 3%	10 6%	3 6%	4 10% a	* 1%	2 15% a	2 11%
Marketing	30 2%	18 1%	5 4%	4 5%	1 2%	1 4%	* %	2 10%	12 1%	9 5% a	2 3%	2 6% a	- -%	1 4%	* 1%
Finance / Accounts	28 1%	22 2%	1 1%	2 3%	* %	* %	1 3%	1 8%	17 2%	2 1%	1 1%	* %	* %	* %	1 5%
Customer Relationship Management	18 1%	11 1%	1 1%	* 1%	1 3%	* 1%	1 3%	* 1%	5 1%	2 1%	* 1%	1 2%	* 1%	1 7% a	* 1%
Procurement	12 1%	8 1%	- -%	- -%	- -%	- -%	5 17% abc	* -%	4 % %	5 2%	* % %	- -%	- -%	- -%	- -%
Mailroom	6 % %	5 % %	- -%	1 1%	- -%	- -%	- -%	- -%	2 % %	1 % %	- -%	3 7% ab	- -%	- -%	- -%

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

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
Facilities	3	*	1	*	*	-	-	-	*	*	-	1	*	-	-
	*%	*%	1%	*%	*%	-%	-%	-%	*%	*%	-%	2%	*%	-%	-%
		a										a			
Sales	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Company Secretary	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	17	16	-	*	-	-	*	-	13	1	-	*	*	-	-
	1%	1%	-%	*%	-%	-%	*%	-%	1%	*%	-%	*%	1%	-%	-%
Don't know	12	11	*	1	*	-	-	-	7	2	3	1	*	-	-
	1%	1%	*%	1%	1%	-%	-%	-%	1%	1%	5%	2%	1%	-%	-%
											a				
Other answers	27	18	4	*	1	*	-	-	13	*	*	1	*	-	*
	1%	1%	4%	*%	2%	*%	-%	-%	1%	*%	*%	1%	*%	-%	*%

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

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
NET: Senior Management (Managing Director, Director, Business Owner)	1564	807	119	79	32	21	18	30	730	281	247	86	52
	78%	82%	78%	75%	68%	62%	61%	77%	82%	76%	72%	75%	69%
Owner	1392	739	104	62	25	14	13	22	672	249	220	73	28
	70%	75%	68%	59%	54%	41%	45%	56%	75%	68%	64%	64%	37%
		cdef	e						ce	e	e	e	
Senior Management (Managing Director, other Director)	172	68	15	17	7	7	5	8	58	32	27	13	24
	9%	7%	10%	16%	14%	21%	16%	21%	6%	9%	8%	11%	32%
		a		a		a		a					abcd
Office Admin / Office Management	136	48	14	5	3	1	5	*	55	18	32	7	5
	7%	5%	9%	4%	7%	4%	17%	*%	6%	5%	9%	6%	7%
Operations	80	35	4	6	3	2	*	1	33	21	21	2	1
	4%	4%	2%	6%	6%	7%	1%	3%	4%	6%	6%	2%	1%
Customer Service	66	28	4	5	3	5	1	4	16	14	10	9	7
	3%	3%	2%	5%	7%	14%	5%	11%	2%	4%	3%	8%	9%
						ab						a	a
Marketing	30	17	4	3	2	3	1	1	5	18	2	3	2
	2%	2%	2%	3%	5%	10%	3%	1%	1%	5%	1%	3%	3%
						a				ac			
Finance / Accounts	28	13	3	1	*	*	1	1	14	4	5	3	1
	1%	1%	2%	1%	*%	*%	2%	3%	2%	1%	1%	3%	2%
Customer Relationship Management	18	3	2	1	*	*	2	1	4	2	7	2	2
	1%	*%	1%	1%	1%	*%	7%	4%	*%	1%	2%	2%	2%
							a						
Procurement	12	4	-	4	*	-	-	-	2	*	6	*	4
	1%	*%	-%	4%	*%	-%	-%	-%	*%	*%	2%	*%	6%
				a									ab

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

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
Mailroom	6	3	2	1	-	-	-	*	2	1	3	-	-
	%	%	1%	1%	-%	-%	-%	%	%	%	1%	-%	-%
Facilities	3	1	-	-	*	-	*	-	*	1	1	*	-
	%	%	-%	-%	%	-%	%	-%	%	%	%	%	-%
Sales	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Company Secretary	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	17	8	-	-	*	-	1	-	13	2	1	*	*
	1%	1%	-%	-%	%	-%	3%	-%	1%	1%	%	%	%
Don't know	12	6	1	*	3	1	*	-	5	2	5	-	-
	1%	1%	1%	%	6%	2%	2%	-%	1%	%	1%	-%	-%
Other answers	27	14	1	*	*	*	-	-	14	4	4	1	*
	1%	1%	1%	%	%	%	-%	-%	2%	1%	1%	%	%

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

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
NET: Senior Management (Managing Director, Director, Business Owner)	1564	816	242	185	63	28	626	199	168	71	43
	78%	82%	75%	68%	75%	59%	80%	79%	77%	77%	75%
Owner	1392	740	213	155	50	21	562	173	150	62	23
	70%	74%	66%	57%	60%	45%	72%	69%	69%	68%	40%
		ce					e	e	e	e	
Senior Management (Managing Director, other Director)	172	76	29	30	12	7	64	26	17	8	20
	9%	8%	9%	11%	14%	14%	8%	10%	8%	9%	35%
											abcd
Office Admin / Office Management	136	50	19	32	7	5	47	9	15	6	2
	7%	5%	6%	12%	8%	10%	6%	4%	7%	7%	3%
				a							
Operations	80	41	14	18	2	1	26	14	16	1	*
	4%	4%	4%	6%	3%	1%	3%	5%	7%	1%	1%
											*
Customer Service	66	21	14	10	4	6	23	11	6	7	3
	3%	2%	4%	4%	5%	13%	3%	4%	3%	8%	4%
						a					
Marketing	30	10	17	1	2	1	13	5	2	3	2
	2%	1%	5%	*%	2%	1%	2%	2%	1%	3%	4%
			ac								
Finance / Accounts	28	14	5	4	3	1	16	1	2	1	1
	1%	1%	2%	1%	4%	3%	2%	*%	1%	1%	2%
Customer Relationship Management	18	3	2	6	2	1	3	2	1	2	1
	1%	*%	1%	2%	2%	2%	*%	1%	1%	3%	2%
				a							
Procurement	12	2	*	5	*	4	2	*	2	*	4
	1%	*%	*%	2%	*%	9%	*%	*%	1%	*%	8%
				a		abd					ab

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

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
Mailroom	6	2	1	3	-	-	5	1	*	-	-
	%	%	%	1%	-%	-%	1%	%	%	-%	-%
Facilities	3	*	1	1	*	-	*	-	1	*	-
	%	%	%	%	%	-%	%	-%	%	%	-%
Sales	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Company Secretary	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	17	13	2	*	-	*	11	1	1	*	*
	1%	1%	1%	%	-%	%	1%	%	%	%	%
Don't know	12	7	*	5	-	-	7	4	1	-	-
	1%	1%	%	2%	-%	-%	1%	2%	1%	-%	-%
Other answers	27	14	5	3	1	*	7	5	2	*	*
	1%	1%	1%	1%	1%	%	1%	2%	1%	%	%

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

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
NET: Senior Management (Managing Director, Director, Business Owner)	1564	603	157	194	103	32	657	72	373	1366	198	1254	80
	78%	82%	78%	77%	79%	61%	84%	62%	77%	80%	69%	79%	61%
		e					b		b	b		b	
Owner	1392	552	144	167	89	15	587	58	331	1230	162	1126	54
	70%	75%	72%	66%	69%	28%	75%	50%	68%	72%	57%	71%	41%
		e	e	e	e		b		b	b		b	
Senior Management (Managing Director, other Director)	172	51	13	27	14	17	71	14	42	136	36	128	26
	9%	7%	6%	11%	11%	33%	9%	12%	9%	8%	13%	8%	19%
						abcd							a
Office Admin / Office Management	136	43	8	15	5	5	33	4	37	113	22	108	4
	7%	6%	4%	6%	4%	9%	4%	3%	8%	7%	8%	7%	3%
Operations	80	21	10	12	6	2	18	10	22	64	16	66	10
	4%	3%	5%	5%	5%	3%	2%	9%	5%	4%	6%	4%	7%
								a					
Customer Service	66	17	7	12	7	5	26	8	18	50	17	46	11
	3%	2%	3%	5%	6%	10%	3%	7%	4%	3%	6%	3%	8%
						a							a
Marketing	30	11	5	8	1	6	11	10	8	17	13	19	11
	2%	1%	2%	3%	*%	11%	1%	9%	2%	1%	4%	1%	8%
						ad		ac			a		a
Finance / Accounts	28	12	3	1	1	1	11	3	5	23	5	26	2
	1%	2%	2%	1%	1%	2%	1%	2%	1%	1%	2%	2%	1%

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

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
Customer Relationship Management	18 1%	3 *%	1 *%	3 1%	2 1%	1 2%	8 1%	1 1%	1 *%	16 1%	2 1%	13 1%	2 1%
Procurement	12 1%	2 *%	* *%	2 1%	4 3%	* *%	4 1%	- -%	4 1%	8 *%	5 2%	8 *%	5 3%
Mailroom	6 *%	1 *%	4 2%	1 *%	- -%	- -%	5 1%	1 1%	- -%	4 *%	2 1%	6 *%	* *%
Facilities	3 *%	1 *%	- -%	- -%	* *%	- -%	* *%	1 1%	* *%	3 *%	* *%	2 *%	* *%
Sales	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Company Secretary	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
General manager / site manager	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Refused	17 1%	6 1%	1 *%	* *%	1 1%	* *%	4 1%	1 1%	3 1%	15 1%	2 1%	10 1%	5 4%
Don't know	12 1%	7 1%	1 *%	4 2%	- -%	- -%	4 1%	4 3%	3 1%	12 1%	- -%	9 1%	3 2%
Other answers	27 1%	9 1%	4 2%	1 *%	* *%	1 2%	4 1%	1 1%	8 2%	22 1%	4 2%	23 1%	* *%

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

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
NET: Senior Management (Managing Director, Director, Business Owner)	1564	990	120	745	361	1262	72	983	127	752	354
	78%	80%	68%	82%	74%	79%	58%	80%	67%	82%	74%
Owner	1392	882	94	677	302	1128	53	876	99	687	292
	70%	71%	53%	75%	62%	71%	42%	72%	53%	75%	61%
		b		b		b		b		b	
Senior Management (Managing Director, other Director)	172	109	26	68	58	134	20	107	28	64	62
	9%	9%	15%	8%	12%	8%	16%	9%	15%	7%	13%
											a
Office Admin / Office Management	136	76	3	46	30	108	4	76	3	45	32
	7%	6%	2%	5%	6%	7%	3%	6%	2%	5%	7%
Operations	80	47	11	24	27	66	10	47	10	24	27
	4%	4%	6%	3%	6%	4%	8%	4%	5%	3%	6%
Customer Service	66	35	16	27	24	42	14	33	18	26	25
	3%	3%	9%	3%	5%	3%	12%	3%	10%	3%	5%
			a				a		a		
Marketing	30	17	8	17	13	19	11	17	8	17	13
	2%	1%	5%	2%	3%	1%	9%	1%	4%	2%	3%
							a				
Finance / Accounts	28	18	3	11	8	26	2	16	6	11	8
	1%	1%	2%	1%	2%	2%	1%	1%	3%	1%	2%
Customer Relationship Management	18	7	3	5	5	13	2	5	5	7	3
	1%	1%	2%	1%	1%	1%	2%	*%	3%	1%	1%

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

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
Procurement	12 1%	4 *%	5 3% a	4 *%	4 1%	8 *%	5 4% a	4 *%	5 2% a	4 *%	4 1%
Mailroom	6 *%	5 *%	1 1% a	3 *%	3 1%	6 *%	* *%	5 *%	1 *% a	3 *%	3 1%
Facilities	3 *%	* *%	1 *% a	* *%	1 *%	1 *%	1 1%	* *%	1 *% a	1 *%	* *%
Sales	- -%	- -%	- -% a	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Company Secretary	- -%	- -%	- -% a	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
General manager / site manager	- -%	- -%	- -% a	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Refused	17 1%	7 1%	6 4% a	4 *%	4 1%	15 1%	1 1%	12 1%	2 1%	4 *%	4 1%
Don't know	12 1%	12 1%	* *% a	9 1%	3 1%	9 1%	3 2%	9 1%	3 1%	11 1%	* *%
Other answers	27 1%	14 1%	1 *% a	11 1%	5 1%	23 1%	* *%	14 1%	* *%	11 1%	5 1%

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

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
NET: Senior Management (Managing Director, Director, Business Owner)	1564	651	1063	202	4	615	769	158	3	768	616	182	2
	78%	77%	78%	80%	74%	78%	81%	80%	60%	79%	81%	82%	100%
Owner	1392	559	950	168	4	521	675	128	3	666	554	149	2
	70%	66%	70%	66%	74%	66%	71%	65%	60%	68%	72%	67%	100%
Senior Management (Managing Director, other Director)	172	93	113	35	-	94	94	30	-	103	62	33	-
	9%	11%	8%	14%	-%	12%	10%	15%	-%	11%	8%	15%	-%
											b		
Office Admin / Office Management	136	45	102	20	-	28	70	13	-	48	47	13	-
	7%	5%	8%	8%	-%	4%	7%	7%	-%	5%	6%	6%	-%
							a						
Operations	80	39	52	7	-	33	35	3	-	38	25	4	-
	4%	5%	4%	3%	-%	4%	4%	2%	-%	4%	3%	2%	-%
Customer Service	66	37	34	9	1	39	21	7	-	39	21	6	-
	3%	4%	3%	3%	26%	5%	2%	4%	-%	4%	3%	3%	-%
							b						
Marketing	30	20	23	7	-	17	16	6	2	23	21	8	-
	2%	2%	2%	3%	-%	2%	2%	3%	40%	2%	3%	3%	-%
Finance / Accounts	28	13	20	*	-	13	9	*	-	15	4	1	-
	1%	2%	2%	*%	-%	2%	1%	*%	-%	2%	*%	*%	-%
Customer Relationship Management	18	6	11	1	-	7	5	1	-	9	3	1	-
	1%	1%	1%	*%	-%	1%	1%	*%	-%	1%	*%	*%	-%
Procurement	12	7	8	*	-	7	4	-	-	7	4	2	-
	1%	1%	1%	*%	-%	1%	*%	-%	-%	1%	1%	1%	-%
Mailroom	6	5	4	3	-	5	4	4	-	5	4	1	-
	*%	1%	*%	1%	-%	1%	*%	2%	-%	1%	1%	*%	-%

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

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
Facilities	3	1	1	-	-	1	*	-	-	1	*	1	-
	*%	*%	*%	-%	-%	*%	*%	-%	-%	*%	*%	*%	-%
Sales	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Company Secretary	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	17	9	14	3	-	6	7	1	-	4	7	2	-
	1%	1%	1%	1%	-%	1%	1%	1%	-%	*%	1%	1%	-%
Don't know	12	6	5	*	-	6	2	3	-	6	2	3	-
	1%	1%	*%	*%	-%	1%	*%	2%	-%	1%	*%	1%	-%
Other answers	27	6	18	1	-	7	9	*	-	10	10	*	-
	1%	1%	1%	1%	-%	1%	1%	*%	-%	1%	1%	*%	-%

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

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
NET: Senior Management (Managing Director, Director, Business Owner)	1564	1224	947	752	932	848	23	518	413	362	114	74
	78%	79%	81%	83%	77%	81%	67%	82%	83%	81%	86%	86%
Owner	1392	1094	833	689	823	774	18	492	377	325	103	73
	70%	71%	71%	76%	68%	74%	54%	78%	76%	72%	77%	84%
						a						
Senior Management (Managing Director, other Director)	172	129	114	63	109	75	4	25	36	36	12	1
	9%	8%	10%	7%	9%	7%	13%	4%	7%	8%	9%	2%
Office Admin / Office Management	136	108	72	54	92	63	2	34	27	34	7	9
	7%	7%	6%	6%	8%	6%	5%	5%	5%	8%	5%	10%
Operations	80	64	42	21	57	33	*	18	17	13	1	*
	4%	4%	4%	2%	5%	3%	1%	3%	3%	3%	*%	*%
Customer Service	66	42	39	27	36	29	5	18	10	11	4	1
	3%	3%	3%	3%	3%	3%	15%	3%	2%	2%	3%	1%
							ab					
Marketing	30	14	13	17	13	9	*	15	7	9	3	2
	2%	1%	1%	2%	1%	1%	1%	2%	1%	2%	2%	2%
Finance / Accounts	28	25	18	7	22	9	*	6	5	3	*	*
	1%	2%	2%	1%	2%	1%	1%	1%	1%	1%	*%	*%
Customer Relationship Management	18	12	6	5	13	9	3	2	3	4	*	*
	1%	1%	1%	1%	1%	1%	10%	*%	1%	1%	*%	*%
							ab					
Procurement	12	12	9	9	9	12	-	8	6	7	-	-
	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	-%	-%
Mailroom	6	5	5	3	4	5	-	3	*	3	3	-
	*%	*%	*%	*%	*%	*%	-%	*%	*%	1%	2%	-%
											b	

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

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
Facilities	3	2	*	*	1	1	-	*	*	-	-	-
	***	***	***	***	***	***	***	***	***	***	***	***
Sales	-	-	-	-	-	-	-	-	-	-	-	-
	***	***	***	***	***	***	***	***	***	***	***	***
Company Secretary	-	-	-	-	-	-	-	-	-	-	-	-
	***	***	***	***	***	***	***	***	***	***	***	***
General manager / site manager	-	-	-	-	-	-	-	-	-	-	-	-
	***	***	***	***	***	***	***	***	***	***	***	***
Refused	17	15	9	3	7	10	-	3	1	*	1	1
	1%	1%	1%	***	1%	1%	***	1%	***	***	1%	1%
Don't know	12	6	6	5	5	4	-	4	2	3	*	-
	1%	***	1%	1%	***	***	***	1%	***	1%	***	***
Other answers	27	22	9	8	21	10	*	4	4	*	-	-
	1%	1%	1%	1%	2%	1%	1%	1%	1%	***	***	***

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

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
NET: Senior Management (Managing Director, Director, Business Owner)	1564 78%	170 86% bd	78 68%	72 77%	25 54%	1297 78%	809 78%	1367 78%	871 79%	766 77%	632 77%	1279 80%	173 86%	- -%	1111 78%	118 85%
Owner	1392 70%	158 80% bd	68 60%	65 70% d	20 43%	1154 70%	700 68%	1205 69%	761 69%	657 66%	544 66%	1142 71%	140 70%	- -%	984 69%	108 78%
Senior Management (Managing Director, other Director)	172 9%	13 6%	9 8%	7 7%	5 11%	143 9%	109 11%	162 9%	110 10%	109 11%	88 11%	137 9%	32 16% b	- -%	127 9%	10 7%
Office Admin / Office Management	136 7%	3 1%	5 4%	5 5%	8 18% a	127 8%	84 8%	131 7%	87 8%	85 9%	50 6%	120 7%	6 3%	- -%	102 7%	4 3%
Operations	80 4%	9 5%	7 6%	2 2%	4 8%	63 4%	44 4%	71 4%	39 4%	40 4%	42 5%	62 4%	5 2%	- -%	57 4%	6 5%
Customer Service	66 3%	2 1%	12 10% a	4 4%	7 14% a	48 3%	37 4%	53 3%	38 3%	28 3%	30 4%	50 3%	9 5%	- -%	50 4%	1 *%
Marketing	30 2%	3 1%	3 2%	4 4%	* 1%	21 1%	13 1%	26 1%	10 1%	19 2%	19 2%	17 1%	4 2%	- -%	16 1%	1 1%
Finance / Accounts	28 1%	4 2%	* *% a	4 5%	- -%	27 2%	14 1%	28 2%	13 1%	10 1%	14 2%	20 1%	1 *% a	- -%	24 2%	1 *% a
Customer Relationship Management	18 1%	1 *% a	2 2%	1 1%	1 1%	17 1%	11 1%	18 1%	17 2%	13 1%	13 2%	15 1%	3 2%	- -%	15 1%	1 *% a
Procurement	12 1%	3 2%	2 2%	* *% a	- -%	9 1%	8 1%	9 *% a	8 1%	12 1%	7 1%	4 *% a	- -%	- -%	8 1%	* *% a

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

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
Mailroom	6	-	*	1	*	3	-	3	3	1	3	*	-	-	4	1
	%	-%	%	2%	%	%	-%	%	%	%	%	%	-%	-%	%	1%
Facilities	3	-	-	-	1	3	*	3	1	1	1	2	1	-	2	-
	%	-%	-%	-%	2%	%	%	%	%	%	%	%	%	-%	%	-%
Sales	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Company Secretary	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	17	*	2	-	*	13	4	13	11	6	5	12	*	-	10	5
	1%	%	2%	-%	%	1%	%	1%	1%	1%	1%	1%	%	-%	1%	3%
																a
Don't know	12	1	4	*	*	6	2	6	4	4	2	5	-	-	5	-
	1%	1%	3%	%	%	%	%	%	%	%	%	%	-%	-%	%	-%
Other answers	27	1	1	*	1	20	6	20	6	9	5	19	*	-	14	2
	1%	%	1%	%	2%	1%	1%	1%	1%	1%	1%	1%	%	-%	1%	1%

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

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
NET: Senior Management (Managing Director, Director, Business Owner)	1564	593	880	480	29	210	361	213	1060	278	236	302	991
	78%	78%	80%	79%	70%	71%	81%	82%	79%	75%	79%	79%	78%
Owner	1392	521	799	416	25	171	324	177	965	245	213	241	912
	70%	69%	72%	69%	61%	58%	73%	68%	72%	66%	71%	63%	72%
							a						b
Senior Management (Managing Director, other Director)	172	71	80	65	4	39	37	36	95	33	23	61	78
	9%	9%	7%	11%	9%	13%	8%	14%	7%	9%	8%	16%	6%
								b				ac	
Office Admin / Office Management	136	40	90	33	4	16	26	8	88	38	23	12	97
	7%	5%	8%	5%	10%	5%	6%	3%	7%	10%	8%	3%	8%
								a					b
Operations	80	26	43	30	*	20	12	6	59	14	11	16	49
	4%	3%	4%	5%	1%	7%	3%	2%	4%	4%	4%	4%	4%
Customer Service	66	29	28	20	*	18	13	11	48	8	10	21	34
	3%	4%	3%	3%	*%	6%	3%	4%	4%	2%	3%	6%	3%
Marketing	30	14	5	10	5	9	9	10	14	4	7	11	9
	2%	2%	*%	2%	13%	3%	2%	4%	1%	1%	2%	3%	1%
					a			b				c	
Finance / Accounts	28	12	14	8	*	6	6	3	16	9	5	3	19
	1%	2%	1%	1%	1%	2%	1%	1%	1%	2%	2%	1%	2%
Customer Relationship Management	18	6	11	5	*	2	3	3	14	2	1	5	11
	1%	1%	1%	1%	*%	1%	1%	1%	1%	1%	*%	1%	1%
Procurement	12	8	4	2	*	5	2	2	2	8	2	*	10
	1%	1%	*%	*%	*%	2%	*%	1%	*%	2%	1%	*%	1%
										b			

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

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
Mailroom	6 *%	6 1%	- -%	3 *%	1 2%	3 1%	3 1%	1 *%	2 *%	3 1%	2 1%	1 *%	3 *%
Facilities	3 *%	1 *%	2 *%	1 *%	- -%	1 *%	* *%	- -%	2 *%	1 *%	- -%	1 *%	2 *%
Sales	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Company Secretary	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
General manager / site manager	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Refused	17 1%	12 2%	4 *%	9 1%	1 2%	2 1%	8 2%	1 *%	9 1%	6 2%	1 *%	4 1%	12 1%
Don't know	12 1%	6 1%	7 1%	3 1%	- -%	3 1%	* *%	1 *%	8 1%	* *%	1 *%	1 *%	7 1%
Other answers	27 1%	7 1%	17 2%	4 1%	1 2%	2 1%	3 1%	3 1%	21 2%	3 1%	* *%	4 1%	22 2%

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

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
NET: Senior Management (Managing Director, Director, Business Owner)	1564	668	897
	78%	75%	81%
Owner	1392	556	836
	70%	62%	76%
			a
Senior Management (Managing Director, other Director)	172	111	61
	9%	12%	5%
		b	
Office Admin / Office Management	136	77	59
	7%	9%	5%
Operations	80	32	48
	4%	4%	4%
Customer Service	66	34	33
	3%	4%	3%
Marketing	30	23	7
	2%	3%	1%
		b	
Finance / Accounts	28	13	15
	1%	1%	1%
Customer Relationship Management	18	16	3
	1%	2%	*%
		b	
Procurement	12	10	2
	1%	1%	*%
Mailroom	6	4	2
	*%	*%	*%

Columns Tested: a,b

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
Facilities	3 *%	1 *%	2 *%
Sales	- -%	- -%	- -%
Company Secretary	- -%	- -%	- -%
General manager / site manager	- -%	- -%	- -%
Refused	17 1%	7 1%	10 1%
Don't know	12 1%	2 *%	11 1%
Other answers	27 1%	8 1%	19 2%

Columns Tested: a,b

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
NET: Senior Management (Managing Director, Director, Business Owner)	1564	44	154	194	41	254	84	28	238	115	77	110	225
	78%	81%	75%	80%	62%	82%	68%	81%	77%	75%	87%	86%	79%
		d	d	d	df	df	df	df	df	df	df	df	d
Owner	1392	38	145	170	36	236	71	24	216	91	73	98	194
	70%	72%	71%	70%	54%	76%	57%	69%	69%	59%	83%	77%	68%
		df	df	d	dfi	dfi	dfi	dfi	dfi	dfi	dfi	dfi	dfi
Senior Management (Managing Director, other Director)	172	5	8	24	6	17	13	4	23	24	4	12	32
	9%	10%	4%	10%	8%	6%	11%	12%	7%	15%	4%	9%	11%
									be				
Office Admin / Office Management	136	3	11	11	8	11	11	2	30	14	4	9	22
	7%	5%	6%	4%	13%	4%	9%	6%	10%	9%	4%	7%	8%
				e									
Operations	80	2	13	12	4	11	6	1	11	5	3	5	8
	4%	3%	6%	5%	6%	3%	5%	2%	3%	3%	4%	4%	3%
Customer Service	66	1	5	10	5	7	7	1	5	5	*	*	19
	3%	2%	3%	4%	7%	2%	6%	3%	1%	3%	%	%	7%
Marketing	30	-	8	2	-	2	3	1	5	2	1	1	7
	2%	-%	4%	1%	-%	1%	2%	2%	2%	1%	1%	1%	2%
Finance / Accounts	28	1	4	4	1	2	2	*	3	7	1	*	2
	1%	1%	2%	2%	2%	1%	2%	%	1%	5%	1%	%	1%
Customer Relationship Management	18	1	4	1	*	2	2	1	5	1	*	1	1
	1%	3%	2%	%	%	1%	1%	2%	2%	%	%	1%	%
Procurement	12	*	*	4	*	2	2	*	3	-	-	*	-
	1%	%	%	2%	%	1%	2%	%	1%	-%	-%	%	-%
Mailroom	6	-	*	-	*	5	-	-	-	-	-	1	-
	%	-%	%	-%	%	2%	-%	-%	-%	-%	-%	%	-%
Facilities	3	*	1	-	*	-	1	-	-	*	-	-	-
	%	%	1%	-%	%	-%	1%	-%	-%	%	-%	-%	-%

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

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
Sales	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Company Secretary	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	17	-	-	1	3	4	*	-	5	2	2	-	-
	1%	-%	-%	*%	5%	1%	*%	-%	2%	2%	2%	-%	-%
				bl									
Don't know	12	1	*	-	2	6	2	*	*	1	-	*	*
	1%	2%	*%	-%	2%	2%	2%	*%	*%	1%	-%	*%	*%
Other answers	27	1	3	3	1	6	3	1	6	2	1	*	1
	1%	1%	2%	1%	2%	2%	3%	4%	2%	1%	1%	*%	*%

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

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
NET: Senior Management (Managing Director, Director, Business Owner)	1564	392	379	381	412	771	793
	78%	78%	76%	76%	82%	77%	79%
Owner	1392	354	343	331	365	697	696
	70%	71%	69%	66%	73%	70%	70%
Senior Management (Managing Director, other Director)	172	38	36	51	47	74	98
	9%	8%	7%	10%	9%	7%	10%
Office Admin / Office Management	136	25	30	46	35	55	81
	7%	5%	6%	9%	7%	5%	8%
Operations	80	27	21	17	16	47	33
	4%	5%	4%	3%	3%	5%	3%
Customer Service	66	17	20	11	19	37	30
	3%	3%	4%	2%	4%	4%	3%
Marketing	30	10	4	8	8	14	16
	2%	2%	1%	2%	2%	1%	2%
Finance / Accounts	28	9	6	10	4	15	13
	1%	2%	1%	2%	1%	1%	1%
Customer Relationship Management	18	6	4	6	2	10	9
	1%	1%	1%	1%	*%	1%	1%
Procurement	12	5	4	3	*	9	3
	1%	1%	1%	1%	*%	1%	*%
Mailroom	6	*	5	-	1	5	1
	*%	*%	1%	-%	*%	1%	*%
Facilities	3	2	1	*	-	3	*
	*%	*%	*%	*%	-%	*%	*%
Sales	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%

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

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
Company Secretary	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Refused	17	1	7	7	2	8	9
	1%	*%	1%	1%	*%	1%	1%
Don't know	12	1	9	2	*	10	2
	1%	*%	2%	*%	*%	1%	*%
Other answers	27	7	10	9	1	17	10
	1%	1%	2%	2%	*%	2%	1%

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

Table 18

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

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
Post is used mainly for administrative needs and is not core to the main function of our business	1253 63%	131 54%	1123 64% a	1208 63% bcde	40 52%	3 38%	2 46%	45 50%
Post is critical for our customer communications and/or statements but is not core to our business	320 16%	45 19%	275 16%	295 15%	22 29% a	2 26%	2 32% a	26 29% a
Post is core to our business operations (i.e. our business could not function without it)	407 20%	63 26%	344 20%	389 20%	14 18%	3 35% abe	1 22%	18 20%
Don't Know	20 1%	2 1%	18 1%	19 1%	1 1%	* 1%	- -%	1 1%

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

Table 18 (continuation)

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

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
Post is used mainly for administrative needs and is not core to the main function of our business	1253 63%	684 64% defhi	441 62% efhi	83 63% efi	30 53%	13 45%	2 46%	1208 63% efhi	40 52%	6 41%
Post is critical for our customer communications and/or statements but is not core to our business	320 16%	142 13%	131 18%	22 17%	14 26% ag	10 33% abcg	2 32% abcg	295 15%	22 29% abcg	4 28% abg
Post is core to our business operations (i.e. our business could not function without it)	407 20%	225 21%	136 19%	27 20%	11 20%	6 20%	1 22%	389 20%	14 18%	4 30% bgh
Don't Know	20 1%	13 1%	5 1%	1 1%	* 1%	1 2%	- -%	19 1%	1 1%	* 1%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 18 (continuation)

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

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
Post is used mainly for administrative needs and is not core to the main function of our business	1253 63%	998 64% cde	210 60% de	40 52%	3 38%	2 46%	794 65% c	177 61% c	31 44%	24 60%	40 70% c
Post is critical for our customer communications and/or statements but is not core to our business	320 16%	218 14%	76 22% a	22 29% a	2 26% a	2 32% ab	170 14%	51 18%	23 31% a	7 17%	10 17%
Post is core to our business operations (i.e. our business could not function without it)	407 20%	324 21%	64 18%	14 18%	3 35% abc	1 22%	250 20%	59 21%	18 25%	9 23%	7 12%
Don't Know	20 1%	18 1%	1 *% *	1 1%	* 1%	- -%	9 1%	* *% *	* 1%	- -%	* 1%

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

Table 18 (continuation)

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

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
Post is used mainly for administrative needs and is not core to the main function of our business	1253 63%	125 66%	70 54%	224 68% h	40 50%	124 68%	186 59%	169 72% bdh	86 53%	87 63%
Post is critical for our customer communications and/or statements but is not core to our business	320 16%	27 14%	30 23% e	44 13%	15 19%	14 8%	56 18% e	29 12%	31 19% e	23 17%
Post is core to our business operations (i.e. our business could not function without it)	407 20%	36 19%	28 21%	59 18%	25 31%	40 22%	74 23%	37 16%	36 22%	28 20%
Don't Know	20 1%	1 1%	1 1%	2 1%	- -%	4 2%	- -%	- -%	8 5% f	- -%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 18 (continuation)

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

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
Post is used mainly for administrative needs and is not core to the main function of our business	1253 63%	251 63%	282 59%	579 66%	1112 63%	141 59%	71 59%	48 60%	23 56%
Post is critical for our customer communications and/or statements but is not core to our business	320 16%	52 13%	89 18%	129 15%	269 15%	51 21%	26 22%	16 21%	9 22%
Post is core to our business operations (i.e. our business could not function without it)	407 20%	93 23%	100 21%	169 19%	363 21%	44 18%	22 18%	14 18%	8 20%
Don't Know	20 1%	4 1%	10 2%	2 *%	16 1%	4 1%	2 1%	1 1%	1 2%

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

Table 18 (continuation)

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

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
Post is used mainly for administrative needs and is not core to the main function of our business	1253 63%	70 77% bdfh	51 43%	12 49%	63 44%	178 66% bdf	193 46%	51 83% bdfh	32 53%	666 70% bdf
Post is critical for our customer communications and/or statements but is not core to our business	320 16%	13 15%	22 19%	8 35%	30 21%	50 19%	58 14%	6 9%	10 16%	154 16%
Post is core to our business operations (i.e. our business could not function without it)	407 20%	7 7%	44 38% aegi	4 16%	48 34% aegi	38 14%	167 40% aegi	5 8%	20 32% aegi	123 13%
Don't Know	20 1%	* *%	* *%	- -%	* *%	4 1%	3 1%	- -%	- -%	13 1%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 18 (continuation)

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

Base: All

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
Post is used mainly for administrative needs and is not core to the main function of our business	1253 63%	310 62%	193 46%	750 69%	1024 61%	230 69%	- -%	1143 62%	111 66%	1213 63%	40 55%
		b		b							
Post is critical for our customer communications and/or statements but is not core to our business	320 16%	94 19%	58 14%	169 16%	287 17%	33 10%	- -%	288 16%	32 19%	311 16%	9 13%
					b						
Post is core to our business operations (i.e. our business could not function without it)	407 20%	92 18%	167 40%	148 14%	348 21%	58 18%	- -%	385 21%	21 13%	386 20%	20 28%
			ac								
Don't Know	20 1%	4 1%	3 1%	13 1%	8 1%	11 3%	- -%	15 1%	5 3%	16 1%	4 5%
						a					a

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

Table 18 (continuation)

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

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
Post is used mainly for administrative needs and is not core to the main function of our business	1253 63%	1253 100% bc	- -%	- -%
Post is critical for our customer communications and/or statements but is not core to our business	320 16%	- -%	320 100% ac	- -%
Post is core to our business operations (i.e. our business could not function without it)	407 20%	- -%	- -%	407 100% ab
Don't Know	20 1%	- -%	- -%	- -%

Columns Tested: a,b,c

Table 18 (continuation)

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

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
Post is used mainly for administrative needs and is not core to the main function of our business	1253 63%	1194 71%	39 19%	4 8%	1 9%	11 39%	4 28%	* 22%	* 3%	1234 65%	20 18%	16 27%
		bcdeijk				c				bcdjk		
Post is critical for our customer communications and/or statements but is not core to our business	320 16%	239 14%	54 26%	6 12%	2 19%	11 39%	8 65%	* 7%	* 7%	293 15%	27 25%	22 38%
			ai			ai					a	aci
Post is core to our business operations (i.e. our business could not function without it)	407 20%	230 14%	115 55%	41 80%	8 72%	6 22%	1 7%	1 71%	5 89%	345 18%	62 57%	20 35%
			aei	abeik	aei					a	aei	ai
Don't Know	20 1%	19 1%	1 *	* *	- -%	- -%	- -%	- -%	- -%	20 1%	* *	- -%
			%	%	-%	-%	-%	-%	-%	1%	%	-%

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

Table 18 (continuation)

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

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
Post is used mainly for administrative needs and is not core to the main function of our business	1253 63%	895 85%	300 48%	59 19%	1101 64%	815 58%	1134 63%	763 55%	507 56%	325 52%	329 80%	717 66%	25 36%	23 26%	15 33%	8 17%	17 45%
		bc	c		bdef		bdef				bcdefg	cdef					
Post is critical for our customer communications and/or statements but is not core to our business	320 16%	87 8%	152 24%	82 26%	287 17%	261 19%	292 16%	254 18%	180 20%	170 27%	24 6%	170 16%	29 42%	38 42%	7 16%	11 22%	13 34%
			a	a						abcde		a	abe	abe		a	a
Post is core to our business operations (i.e. our business could not function without it)	407 20%	61 6%	170 27%	176 55%	317 18%	320 23%	355 20%	363 26%	199 22%	126 20%	56 14%	193 18%	15 22%	29 32%	24 51%	30 61%	8 21%
			a	ab			ac						ab	abc	abcdg		
Don't Know	20 1%	14 1%	5 1%	1 *%	16 1%	14 1%	16 1%	14 1%	14 2%	5 1%	2 1%	13 1%	* 1%	- -%	- -%	- -%	* *%

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

Table 18 (continuation)

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

Base: All

	Total base	Number of letters sent						Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
Post is used mainly for administrative needs and is not core to the main function of our business	1253 63%	999 70%	50 46%	24 33%	10 20%	3 12%	8 29%	8 53%	712 68%	50 27%	26 43%	10 22%	8 20%	2 12%	8 41%
		bcdef	e						bcdef		f				
Post is critical for our customer communications and/or statements but is not core to our business	320 16%	190 13%	28 26%	31 42%	21 45%	5 23%	7 25%	6 36%	149 14%	65 36%	18 30%	11 26%	5 14%	4 25%	8 42%
			a	a	a					a	a				
Post is core to our business operations (i.e. our business could not function without it)	407 20%	223 16%	30 28%	19 26%	16 35%	14 64%	13 46%	2 11%	180 17%	63 34%	16 27%	22 52%	26 66%	10 63%	3 16%
			a		a	abcg	a			a		ac	abc	abc	
Don't Know	20 1%	16 1%	* *%	- -%	- -%	* 1%	- -%	- -%	9 1%	5 3%	- -%	- -%	- -%	- -%	* 1%

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

Table 18 (continuation)

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

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
Post is used mainly for administrative needs and is not core to the main function of our business	1253 63%	646 65%	53 34%	28 26%	13 27%	6 17%	11 38%	7 18%	709 79%	226 61%	159 46%	18 16%	21 28%
		bcdeg							bcde	cde	d		
Post is critical for our customer communications and/or statements but is not core to our business	320 16%	140 14%	30 19%	40 38%	16 35%	13 39%	6 22%	9 23%	80 9%	82 22%	80 23%	35 31%	13 17%
				ab	a	a				a	a	a	
Post is core to our business operations (i.e. our business could not function without it)	407 20%	189 19%	71 46%	37 35%	17 38%	15 44%	12 40%	23 59%	93 10%	61 17%	100 29%	61 53%	40 54%
			a	a	a	a	a	a			ab	abc	abc
Don't Know	20 1%	12 1%	1 *%	1 1%	- -%	- -%	- -%	* *%	12 1%	- -%	4 1%	- -%	* *%

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

Table 18 (continuation)

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

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
Post is used mainly for administrative needs and is not core to the main function of our business	1253 63%	724 73% cde	213 66% cde	136 50% d	14 16% d	13 28% e	583 74% bcde	125 49% cd	73 33% d	14 16% d	16 28% e
Post is critical for our customer communications and/or statements but is not core to our business	320 16%	118 12% a	64 20% a	65 24% a	26 31% a	12 26% a	110 14% a	73 29% a	45 21% a	25 27% a	5 9% a
Post is core to our business operations (i.e. our business could not function without it)	407 20%	137 14% a	45 14% a	70 26% ab	44 53% abc	21 45% ab	83 11% a	54 21% a	96 44% ab	53 58% ab	35 62% ab
Don't Know	20 1%	15 2% -	- -% -	1 *% -	- -% -	- -% -	9 1% -	* *% -	4 2% -	- -% -	* 1% -

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

Table 18 (continuation)

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

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
Post is used mainly for administrative needs and is not core to the main function of our business	1253 63%	555 75%	97 48%	70 28%	19 14%	10 19%	290 37%	62 53%	403 83%	1134 66%	119 42%	1041 66%	60 45%
		bcde	cde	d				a	ab	b		b	
Post is critical for our customer communications and/or statements but is not core to our business	320 16%	91 12%	39 19%	86 34%	22 17%	10 20%	188 24%	27 23%	39 8%	260 15%	60 21%	245 15%	42 32%
				abd			c	c					a
Post is core to our business operations (i.e. our business could not function without it)	407 20%	80 11%	65 32%	93 37%	89 68%	32 62%	298 38%	24 21%	41 8%	304 18%	103 36%	290 18%	27 21%
			a	a	abc	abc	bc	c			a		
Don't Know	20 1%	10 1%	- -%	4 2%	* *%	- -%	9 1%	4 3%	* *%	16 1%	4 1%	13 1%	3 2%
								c					

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

Table 18 (continuation)

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

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
Post is used mainly for administrative needs and is not core to the main function of our business	1253 63%	736 60%	79 45%	539 59%	224 46%	1046 65%	55 44%	736 60%	79 42%	547 60%	216 45%
		b		b		b		b		b	
Post is critical for our customer communications and/or statements but is not core to our business	320 16%	209 17%	52 30%	148 16%	106 22%	247 15%	40 32%	195 16%	67 35%	150 16%	104 22%
			a				a		a		
Post is core to our business operations (i.e. our business could not function without it)	407 20%	278 23%	42 24%	209 23%	154 32%	290 18%	27 22%	280 23%	40 21%	210 23%	154 32%
			a		a		a		a		a
Don't Know	20 1%	11 1%	3 2%	10 1%	4 1%	13 1%	3 2%	11 1%	3 2%	10 1%	4 1%

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

Table 18 (continuation)

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

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
Post is used mainly for administrative needs and is not core to the main function of our business	1253 63%	451 53% c	895 66% ac	93 37%	- -%	397 51% c	556 58% ac	55 28%	1 12%	473 49% c	408 53% c	66 29%	2 100%
Post is critical for our customer communications and/or statements but is not core to our business	320 16%	171 20%	230 17%	58 23%	- -%	163 21%	167 18%	40 20%	2 36%	191 20%	133 17%	44 20%	- -%
Post is core to our business operations (i.e. our business could not function without it)	407 20%	218 26% b	228 17%	104 41% ab	5 100%	219 28%	224 24%	101 52% ab	2 52%	304 31%	220 29%	114 51% ab	- -%
Don't Know	20 1%	7 1%	4 *%	- -%	- -%	6 1%	4 *%	- -%	- -%	6 1%	4 1%	- -%	- -%

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

Table 18 (continuation)

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

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
Post is used mainly for administrative needs and is not core to the main function of our business	1253 63%	1019 66% bc	678 58%	496 54%	775 64% c	638 61% c	6 17%	353 56% cde	254 51% de	198 44% d	30 22%	27 31%
Post is critical for our customer communications and/or statements but is not core to our business	320 16%	231 15%	203 17%	152 17%	207 17%	169 16%	9 25%	101 16%	75 15%	70 16%	27 20%	16 19%
Post is core to our business operations (i.e. our business could not function without it)	407 20%	290 19%	292 25% a	264 29% a	225 19%	231 22%	20 57% ab	179 28%	166 34%	180 40% a	76 57% abc	44 50% a
Don't Know	20 1%	10 1%	2 *%	- -%	6 *%	4 *%	- -%	- -%	- -%	- -%	- -%	- -%

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

Table 18 (continuation)

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

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
Post is used mainly for administrative needs and is not core to the main function of our business	1253 63%	95 48%	50 44%	43 46%	24 52%	1076 65% bde	583 57%	1112 64% bde	628 57%	555 56%	431 52%	1023 64% ac	100 50%	- -%	900 63%	82 59%
Post is critical for our customer communications and/or statements but is not core to our business	320 16%	40 20%	37 32%	21 22%	7 14%	249 15%	196 19%	279 16%	189 17%	168 17%	165 20% b	242 15%	37 18%	- -%	222 16%	22 16%
Post is core to our business operations (i.e. our business could not function without it)	407 20%	62 32%	27 24%	29 31%	16 34%	321 19%	250 24%	349 20%	286 26% ac	263 26% ac	226 27% b	330 21%	65 32% b	- -%	289 20%	29 21%
Don't Know	20 1%	* *%	* *%	* *%	- -%	7 *%	2 *%	7 *%	6 1%	7 1%	1 *%	10 1%	- -%	- -%	6 *%	6 4% a

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

Table 18 (continuation)

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

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
Post is used mainly for administrative needs and is not core to the main function of our business	1253 63%	393 52%	795 72% a	282 46%	23 56%	137 47%	218 49%	81 31%	901 67% a	260 70% a	123 41%	199 52%	907 72% ab
Post is critical for our customer communications and/or statements but is not core to our business	320 16%	148 20% b	137 12%	127 21%	8 20%	70 24%	81 18%	76 29% bc	202 15%	39 11%	53 18%	88 23% c	168 13%
Post is core to our business operations (i.e. our business could not function without it)	407 20%	210 28% b	164 15%	195 32%	10 23%	87 29%	144 32%	99 38% bc	233 17%	69 19%	118 40% bc	93 24% c	184 15%
Don't Know	20 1%	8 1%	8 1%	4 1%	* 1%	1 *%	4 1%	5 2%	8 1%	3 1%	5 2%	1 *%	9 1%

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

Table 18 (continuation)

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

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
Post is used mainly for administrative needs and is not core to the main function of our business	1253 63%	551 62%	703 63%
Post is critical for our customer communications and/or statements but is not core to our business	320 16%	172 19%	148 13%
Post is core to our business operations (i.e. our business could not function without it)	407 20%	162 18%	245 22%
Don't Know	20 1%	8 1%	12 1%

Columns Tested: a,b

Table 18 (continuation)

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

Base: All

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
Post is used mainly for administrative needs and is not core to the main function of our business	1253 63%	29 55%	131 64%	146 60%	43 65%	195 63%	85 69%	15 43%	227 73%	92 59%	69 78%	71 56%	152 53%
							l		gkl		acgkl		
Post is critical for our customer communications and/or statements but is not core to our business	320 16%	15 29%	39 19%	45 19%	8 12%	33 11%	16 13%	10 30%	41 13%	29 19%	9 10%	23 18%	51 18%
		dehj						e					
Post is core to our business operations (i.e. our business could not function without it)	407 20%	8 15%	31 15%	51 21%	14 22%	75 24%	21 17%	9 27%	44 14%	33 21%	10 12%	33 26%	77 27%
													bh
Don't Know	20 1%	1 2%	3 2%	* *%	1 1%	8 2%	1 1%	- -%	- -%	1 1%	- -%	- -%	5 2%

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

Table 18 (continuation)

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

Base: All

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
Post is used mainly for administrative needs and is not core to the main function of our business	1253 63%	306 61%	322 64%	333 67%	291 58%	629 63%	625 62%
Post is critical for our customer communications and/or statements but is not core to our business	320 16%	99 20%	57 11%	81 16%	83 17%	156 16%	164 16%
		b					
Post is core to our business operations (i.e. our business could not function without it)	407 20%	90 18%	111 22%	85 17%	121 24%	201 20%	206 21%
Don't Know	20 1%	4 1%	10 2%	1 *	5 1%	14 1%	6 1%

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

Table 19

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

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
Yes - All of them	166 8%	6 2%	160 9% a	151 8%	12 15% a	3 32% abe	1 29% abe	16 18% a
Yes - Some but not all of them	136 7%	2 1%	134 8% a	116 6%	16 21% a	2 24% a	2 30% a	20 22% a
No	1652 83%	222 92% b	1431 81%	1606 84% bcde	41 54% cd	3 35%	2 33%	46 51% d
Don't know	46 2%	11 5%	34 2%	37 2%	7 10% a	1 9% a	* 8% a	8 9% a
NETS								
Yes	302 15%	8 3%	294 17% a	267 14%	27 36% a	5 56% abe	3 59% abe	35 39% a

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

Table 19 (continuation)

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

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
Yes - All of them	166 8%	69 6%	70 10%	11 8%	8 15%	6 21%	1 29%	151 8%	12 15%	4 31%
Yes - Some but not all of them	136 7%	45 4%	58 8%	14 10%	10 17%	8 29%	2 30%	116 6%	16 21%	4 26%
No	1652 83%	936 88%	570 80%	100 75%	32 57%	13 42%	2 33%	1606 84%	41 54%	5 35%
Don't know	46 2%	14 1%	14 2%	8 6%	6 10%	2 8%	* 8%	37 2%	7 10%	1 8%
NETS				abg	abg	abg	abg		abg	abg
Yes	302 15%	114 11%	128 18%	25 19%	18 32%	15 49%	3 59%	267 14%	27 36%	8 57%
			a	a	abcg	abcdgh	abcdgh		abcg	abcdgh

Columns Tested: a,b,c,d,e,f,g,h,i

Table 19 (continuation)

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

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
Yes - All of them	166 8%	118 8%	32 9%	12 15%	3 32%	1 29%	66 5%	51 18%	13 18%	11 27%	9 16%
				a	abc	abc		a	a	a	a
Yes - Some but not all of them	136 7%	78 5%	38 11%	16 21%	2 24%	2 30%	77 6%	27 9%	12 17%	4 9%	5 9%
			a	ab	ab	ab			a		
No	1652 83%	1336 86%	270 77%	41 54%	3 35%	2 33%	1065 87%	208 72%	43 60%	24 60%	40 70%
		bcde	cde	de			bcde				
Don't know	46 2%	25 2%	12 3%	7 10%	1 9%	* 8%	17 1%	2 1%	4 5%	2 4%	2 4%
				ab	a	a			b		
NETS											
Yes	302 15%	196 13%	70 20%	27 36%	5 56%	3 59%	142 12%	78 27%	25 35%	14 36%	14 26%
			a	ab	abc	abc		a	a	a	a

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

Table 19 (continuation)

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

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
Yes - All of them	166 8%	14 8%	8 6%	37 11%	11 15%	22 12%	11 3%	15 6%	14 9%	15 10%
Yes - Some but not all of them	136 7%	11 6%	11 9%	28 8%	3 3%	9 5%	20 6%	21 9%	13 8%	7 5%
No	1652 83%	158 83%	108 83%	257 78%	60 77%	149 82%	279 88%	197 84%	131 81%	117 84%
Don't know	46 2%	6 3%	2 2%	8 2%	4 6%	2 1%	7 2%	2 1%	3 2%	1 1%
NETS							c			
Yes	302 15%	25 13%	19 15%	65 20%	14 18%	32 17%	30 10%	35 15%	27 17%	21 15%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 19 (continuation)

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

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
Yes - All of them	166 8%	48 12%	37 8%	62 7%	148 8%	19 8%	9 8%	6 8%	3 8%
Yes - Some but not all of them	136 7%	19 5%	35 7%	68 8%	122 7%	14 6%	5 5%	6 8%	2 6%
No	1652 83%	326 82%	397 83%	734 83%	1457 83%	196 81%	95 79%	67 84%	33 83%
Don't know	46 2%	7 2%	11 2%	16 2%	34 2%	12 5%	10 8%	1 1%	1 3%
						d	abcdg		
NETS									
Yes	302 15%	67 17%	72 15%	130 15%	269 15%	33 14%	15 12%	12 15%	6 14%

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

Table 19 (continuation)

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

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
Yes - All of them	166 8%	8 9%	19 16%	6 25%	24 17%	32 12%	31 7%	5 8%	12 19%	53 6%
			i		fi	i			fi	
Yes - Some but not all of them	136 7%	13 14%	16 14%	3 13%	19 13%	21 8%	36 8%	1 1%	1 1%	46 5%
		hi	i		i					
No	1652 83%	69 76%	81 69%	15 62%	95 68%	212 79%	345 82%	54 88%	48 77%	827 87%
							bd	d		bd
Don't know	46 2%	* 1%	2 2%	- -%	2 2%	4 1%	8 2%	2 3%	1 2%	28 3%
NETS										
Yes	302 15%	21 23%	34 29%	9 38%	43 31%	53 20%	67 16%	6 9%	12 20%	99 10%
		i	fji		fji	i				

Columns Tested: a,b,c,d,e,f,g,h,i

Table 19 (continuation)

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

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
Yes - All of them	166 8%	65 13%	31 7%	71 7%	154 9%	12 4%	- -%	153 8%	13 8%	165 9%	2 3%
Yes - Some but not all of them	136 7%	c 53 11%	c 36 8%	c 47 4%	b 124 7%	b 12 4%	- -	b 109 6%	a 27 16%	a 135 7%	b * 1%
No	1652 83%	376 75%	345 82%	931 86%	1353 81%	299 90%	- -%	1535 84%	118 70%	1582 82%	71 96%
Don't know	46 2%	6 1%	8 2%	31 3%	36 2%	9 3%	- -%	35 2%	11 6%	45 2%	* *%
NETS											
Yes	302 15%	117 23%	67 16%	118 11%	278 17%	24 7%	- -%	262 14%	40 24%	300 16%	2 3%
		c			b			a	a		

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

Table 19 (continuation)

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

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
Yes - All of them	166 8%	66 5%	39 12%	58 14%
			a	a
Yes - Some but not all of them	136 7%	34 3%	56 17%	45 11%
			a	a
No	1652 83%	1130 90%	215 67%	295 73%
		bc		
Don't know	46 2%	24 2%	11 3%	9 2%
NETS				
Yes	302 15%	99 8%	95 30%	103 25%
			a	a

Columns Tested:: a,b,c

Table 19 (continuation)

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

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
Yes - All of them	166 8%	84 5%	31 15% ai	16 31% ai	8 74% abci	16 57% abi	6 46%	1 74%	5 97%	115 6%	51 47% abi	35 62% abci
Yes - Some but not all of them	136 7%	68 4%	47 22% ai	5 10% ai	3 23% ai	11 39% aci	2 17%	* 6%	* *%	115 6%	21 19% ai	15 27% ai
No	1652 83%	1494 89% bcdejk	127 61% dejk	26 50% dek	* 2%	1 4%	5 37%	* 3%	* 3%	1621 86% bcdejk	32 29%	6 11%
Don't know	46 2%	36 2%	4 2%	5 9% ai	* 1%	* 1%	* *%	* 16%	- -%	40 2%	5 5%	* 1%
NETS												
Yes	302 15%	152 9%	78 37% ai	21 41% ai	11 98% abci	26 95% abci	8 63%	1 81%	5 97%	230 12%	72 66% abci	51 89% abcij

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

Table 19 (continuation)

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

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
Yes - All of them	166 8%	47 4%	37 6%	83 26% ab	155 9%	151 11%	160 9%	160 11%	146 16%	124 20%	9 2%	82 7%	9 14%	14 15%	20 42%	14 29%	12 33%
Yes - Some but not all of them	136 7%	27 3%	42 7% a	67 21% ab	120 7%	118 8%	124 7%	124 9%	111 12% abc	105 17% abcd	9 2%	55 5%	13 19% ab	20 22% ab	7 16% ab	13 26% ab	6 15% a
No	1652 83%	961 91% bc	533 85% c	159 50%	1412 82% def	1114 79% ef	1477 82% def	1078 77% ef	625 69% f	383 61%	384 93% bcdefg	943 86% cdefg	43 62%	50 55%	19 41%	20 41%	18 49%
Don't know	46 2%	22 2%	14 2%	9 3%	34 2%	28 2%	36 2%	32 2%	18 2%	15 2%	10 2%	14 1%	4 5%	6 7%	* 1% b	1 3%	1 2%
NETS																	
Yes	302 15%	74 7%	78 12% a	150 47% ab	275 16%	269 19%	283 16%	284 20% ac	257 29% abcd	228 36% abcde	18 4%	137 13% a	23 33% ab	34 38% ab	27 58% ab	27 56% ab	18 49% ab

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

Table 19 (continuation)

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

Base: All

	Total base	Number of letters sent						Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
Yes - All of them	166 8%	90 6%	14 13%	19 26%	16 33%	6 25%	7 26%	4 26%	56 5%	45 25%	11 19%	11 27%	17 45%	* 2%	9 44%
Yes - Some but not all of them	136 7%	67 5%	14 13%	18 24%	4 8%	5 22%	7 24%	5 34%	43 4%	37 20%	15 25%	10 22%	7 18%	4 27%	2 11%
No	1652 83%	1246 87%	76 70%	34 46%	27 58%	12 53%	12 45%	6 36%	935 89%	97 53%	31 52%	16 37%	14 37%	11 71%	9 44%
Don't know	46 2%	24 2%	5 4%	2 3%	1 1%	* 1%	1 5%	1 5%	16 2%	3 2%	3 4%	6 14%	* *%	- -%	* 1%
NETS															
Yes	302 15%	157 11%	28 26%	38 51%	19 41%	10 47%	14 50%	9 59%	99 9%	82 45%	26 44%	21 49%	24 63%	5 29%	11 55%

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

Table 19 (continuation)

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

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
Yes - All of them	166	39	25	32	15	11	15	23	38	41	25	31	24
	8%	4%	16%	30%	33%	33%	51%	60%	4%	11%	7%	27%	32%
			a	a	a	a	ab	abc		a		abc	abc
Yes - Some but not all of them	136	41	25	17	11	14	7	9	18	47	22	18	18
	7%	4%	16%	16%	24%	42%	23%	23%	2%	13%	6%	16%	24%
			a	a	a	abc	a	a		a	a	ac	ac
No	1652	883	103	53	19	7	7	6	823	276	284	61	32
	83%	89%	67%	50%	40%	21%	25%	16%	92%	75%	83%	54%	43%
		bcdefg	defg	eg					bcde	de	de		
Don't know	46	25	1	3	1	1	*	*	15	5	11	3	1
	2%	2%	1%	3%	3%	4%	1%	1%	2%	1%	3%	3%	1%
NETS													
Yes	302	80	50	49	26	25	21	32	56	88	47	49	42
	15%	8%	33%	47%	57%	75%	74%	83%	6%	24%	14%	43%	56%
			a	a	ab	abc	ab	abc		ac	a	abc	abc

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

Table 19 (continuation)

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

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
Yes - All of them	166 8%	71 7%	38 12%	15 6%	23 27%	8 18%	45 6%	34 13%	26 12%	27 29%	18 33%
Yes - Some but not all of them	136 7%	40 4%	31 10%	18 7%	17 20%	13 28%	32 4%	37 15%	18 8%	17 18%	12 21%
No	1652 83%	869 87%	248 77%	229 84%	41 49%	25 54%	693 88%	177 70%	165 76%	47 51%	26 46%
Don't know	46 2%	15 1%	5 2%	10 4%	3 4%	* 1%	15 2%	4 2%	8 4%	1 2%	* 1%
NETS											
Yes	302 15%	111 11%	69 22%	33 12%	40 47%	21 46%	78 10%	71 28%	45 21%	43 47%	30 54%
			ac		abc	abc		a	a	abc	abc

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

Table 19 (continuation)

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

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
Yes - All of them	166 8%	32 4%	27 13%	41 16%	31 23%	24 46%	116 15%	28 24%	15 3%	110 6%	56 20%	108 7%	47 36%
Yes - Some but not all of them	136 7%	20 3%	19 10%	40 16%	29 22%	14 27%	92 12%	26 22%	5 1%	92 5%	43 15%	95 6%	25 19%
No	1652 83%	670 91%	148 74%	165 65%	67 52%	13 25%	561 71%	60 51%	448 93%	1472 86%	180 63%	1356 85%	57 43%
Don't know	46 2%	14 2%	7 3%	6 2%	4 3%	1 2%	16 2%	3 2%	14 3%	39 2%	7 2%	31 2%	3 2%
NETS													
Yes	302 15%	52 7%	46 23%	82 32%	59 45%	38 73%	209 27%	54 46%	21 4%	203 12%	99 35%	203 13%	72 55%
			a	a	ab	abcd	c	ac		a		a	a

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

Table 19 (continuation)

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

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
Yes - All of them	166 8%	93 8%	57 32% a	78 9%	82 17% a	116 7%	40 32% a	86 7%	65 34% a	82 9%	78 16% a
Yes - Some but not all of them	136 7%	81 7%	37 21% a	62 7%	61 13% a	95 6%	25 20% a	74 6%	44 24% a	62 7%	62 13% a
No	1652 83%	1034 84%	80 45% b	746 82%	332 68% b	1357 85%	55 44% b	1039 85%	75 40% b	751 82%	327 68% b
Don't know	46 2%	26 2%	3 2%	20 2%	12 2%	29 2%	5 4%	24 2%	4 2%	21 2%	11 2%
NETS											
Yes	302 15%	174 14%	94 53% a	140 15%	143 29% a	210 13%	65 52% a	159 13%	109 58% a	144 16%	140 29% a

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

Table 19 (continuation)

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

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
Yes - All of them	166 8%	139 16%	78 6%	42 16%	- -%	131 17%	63 7%	40 20%	- -%	139 14%	65 8%	39 18%	- -%
Yes - Some but not all of them	136 7%	98 12%	66 5%	34 13%	- -%	100 13%	59 6%	37 19%	2 40%	108 11%	51 7%	40 18%	- -%
No	1652 83%	590 70%	1191 88%	170 67%	4 74%	542 69%	809 85%	114 58%	3 60%	706 72%	632 83%	140 62%	- -%
Don't know	46 2%	19 2%	21 2%	9 3%	1 26%	13 2%	20 2%	6 3%	- -%	22 2%	16 2%	5 2%	2 100%
NETS			ac				ac				ac		
Yes	302 15%	236 28%	145 11%	76 30%	- -%	231 29%	122 13%	77 39%	2 40%	247 25%	116 15%	79 35%	- -%
		b		b		b		b		b		ab	

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

Table 19 (continuation)

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

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
Yes - All of them	166 8%	96 6%	92 8%	79 9%	101 8%	76 7%	17 49% ab	43 7%	49 10%	57 13%	16 12%	7 8%
Yes - Some but not all of them	136 7%	78 5%	82 7%	62 7%	76 6%	54 5%	13 38% ab	44 7%	36 7%	52 12%	18 14%	4 4%
No	1652 83%	1345 87%	977 83%	750 82%	1010 83% c	899 86% c	4 12%	533 84% cd	403 81%	328 73%	94 71%	75 86%
Don't know	46 2%	30 2%	23 2%	21 2%	26 2%	13 1%	1 2%	13 2%	7 1%	11 3%	5 4%	1 1%
NETS												
Yes	302 15%	175 11%	175 15%	141 15%	176 15%	130 12%	30 87% ab	87 14%	86 17%	109 24% a	34 26% a	11 12%

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

Table 19 (continuation)

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

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
Yes - All of them	166 8%	29 15%	24 21%	14 15%	13 27%	94 6%	88 9%	134 8%	73 7%	68 7%	120 15%	73 5%	28 14%	- b	109 8%	8 6%
Yes - Some but not all of them	136 7%	21 11%	33 29%	14 15%	13 27%	101 6%	77 7%	118 7%	76 7%	71 7%	90 11%	93 6%	25 13%	- b	94 7%	6 5%
No	1652 83%	147 74%	56 49%	65 70%	18 39%	1419 86%	836 81%	1456 83%	925 84%	830 84%	595 72%	1402 87%	144 71%	- ac	1178 83%	123 89%
Don't know	46 2%	* *%	1 1%	- -%	3 7%	39 2%	31 3%	39 2%	33 3%	24 2%	18 2%	37 2%	5 2%	- -%	35 2%	1 1%
NETS																
Yes	302 15%	51 26%	57 50%	28 30%	26 54%	195 12%	165 16%	251 14%	150 14%	139 14%	210 26%	166 10%	53 26%	- b	203 14%	14 10%

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

Table 19 (continuation)

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

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
Yes - All of them	166 8%	104 14%	32 3%	85 14%	7 17%	76 26%	32 7%	67 26%	77 6%	18 5%	51 17%	56 15%	55 4%
		b				b		bc			c	c	
Yes - Some but not all of them	136 7%	86 11%	28 3%	64 11%	8 20%	66 22%	18 4%	40 15%	83 6%	10 3%	26 9%	52 14%	52 4%
		b				b		bc			c	c	
No	1652 83%	560 74%	1010 91%	447 74%	25 61%	149 51%	384 86%	153 59%	1154 86%	331 89%	220 74%	270 71%	1126 89%
			a				a		a	a			ab
Don't know	46 2%	9 1%	33 3%	10 2%	1 2%	4 1%	11 3%	1 *	30 2%	14 4%	3 1%	4 1%	34 3%
NETS													
Yes	302 15%	190 25%	61 5%	149 25%	15 37%	141 48%	51 11%	107 41%	159 12%	28 7%	76 26%	108 28%	107 8%
		b				b		bc			c	c	

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

Table 19 (continuation)

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

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
Yes - All of them	166 8%	100 11% b	67 6%
Yes - Some but not all of them	136 7%	84 9% b	52 5%
No	1652 83%	690 77%	963 87% a
Don't know	46 2%	20 2%	26 2%
NETS			
Yes	302 15%	184 21% b	118 11%

Columns Tested: a,b

Table 19 (continuation)

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

Base: All

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
Yes - All of them	166	3	11	33	4	9	10	3	17	8	2	11	55
	8%	7%	6%	14% behj	6%	3%	8%	9%	5%	5%	3%	8%	19% bdehij
Yes - Some but not all of them	136	6	11	14	4	19	3	2	15	9	4	10	39
	7%	11%	5%	6%	6%	6%	2%	5%	5%	6%	4%	8%	14% bfh
No	1652	43	180	192	55	268	110	28	274	129	81	104	188
	83%	81%	88% l	79% l	83% l	86% l	89% l	81% l	88% l	83% l	92% cl	82% l	66% l
Don't know	46	*	2	3	3	15	1	2	5	9	*	3	3
	2%	1%	1%	1%	5%	5%	1%	5%	2%	6%	1%	2%	1%
NETS													
Yes	302	10	22	47	8	28	13	5	32	17	6	20	94
	15%	18%	11%	19% e	12%	9%	10%	14%	10%	11%	7%	16%	33% bcdefhijk

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

Table 19 (continuation)

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

Base: All

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
Yes - All of them	166	48	23	28	68	71	95
	8%	10%	5%	6%	14%	7%	10%
		b			bc		
Yes - Some but not all of them	136	31	26	26	53	57	79
	7%	6%	5%	5%	11%	6%	8%
					b		
No	1652	416	432	431	374	848	805
	83%	83%	86%	86%	75%	85%	80%
		d	d	d			
Don't know	46	6	19	15	6	24	21
	2%	1%	4%	3%	1%	2%	2%
			a				
NETS							
Yes	302	79	49	54	120	128	174
	15%	16%	10%	11%	24%	13%	17%
		b			abc		

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

Table 21

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
Under £120 pa	1057 53%	138 57%	919 52%	1040 54%	15 20%	1 12%	1 15%	17 19%
£120 -£299 pa	365 18%	54 22%	312 18%	354 19%	10 13%	* 4%	* 6%	11 12%
£300 -£599 pa	148 7%	19 8%	129 7%	135 7%	12 16%	1 11%	* 9%	13 15%
£600 -£1,199 pa	112 6%	7 3%	105 6%	100 5%	11 15%	1 9%	* 8%	12 14%
£1,200 -£2,399 pa	98 5%	6 2%	92 5%	86 5%	10 13%	2 19%	* 9%	12 13%
£2,400 -£5,999 pa	59 3%	8 3%	52 3%	53 3%	4 6%	1 16%	* 10%	6 7%
£6,000 -£11,999 pa	52 3%	5 2%	47 3%	46 2%	4 6%	1 7%	* 9%	6 6%
£12,000 -£23,999 pa	35 2%	4 2%	31 2%	30 2%	5 6%	* 1%	* 4%	5 5%
£24,000 -£35,999 pa	9 *%	* *%	9 1%	8 *%	1 1%	* 5%	* 3%	2 2%
£36,000 -£59,999 pa	8 *%	* *%	7 *%	6 *%	1 1%	* 3%	* 5%	2 2%
£60,000 -£89,999 pa	7 *%	- -%	7 *%	6 *%	1 2%	- -%	* 3%	1 1%
£90,000 -£119,999 pa	4 *%	* *%	4 *%	4 *%	* *%	* 1%	* 4%	* *%

abe

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
£120,000 -£179,999 pa	11 1%	- -%	11 1%	10 1%	1 1%	* 1%	* 1%	1 1%
£180,000 -£239,999 pa	13 1%	- -%	13 1%	12 1%	* *%	* 1%	* 5%	1 1%
£240,000 -£299,999 pa	3 *%	* *%	3 *%	3 *%	- -%	* 3%	* 1%	* *%
£300,000 -£359,999 pa	5 *%	* *%	5 *%	4 *%	* *%	* 5%	* 2%	1 1%
£360,000 -£479,999 pa	2 *%	* *%	2 *%	2 *%	- -%	- -%	* 1%	* *%
£480,000 -£599,999 pa	6 *%	- -%	6 *%	5 *%	* *%	* *%	- -%	* *%
£600,000 -£899,999 pa	* *%	- -%	* *%	* *%	- -%	* 2%	* 2%	* *%
£900,000 -£1,199,999 pa	1 *%	- -%	1 *%	1 *%	- -%	* *%	* *%	* *%
£1,200,000 -£3,599,999 pa	5 *%	- -%	5 *%	5 *%	- -%	* *%	* 1%	* *%
£3,600,000 -£5,999,999 pa	* *%	- -%	* *%	* *%	- -%	- -%	* *%	* *%
£6,000,000+ pa	* *%	- -%	* *%	- -%	- -%	- -%	* 1%	* *%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Net: <£1,200	1682 84%	218 90%	1465 83%	1629 85%	48 63%	3 36%	2 37%	53 59%
		b		bcde	cd			cd

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
Net:£1,200 -<£12,000	209 10%	18 8%	191 11%	185 10%	18 24% a	4 42% abe	1 28% a	24 26% a
Net:£12,000 -<£60,000	52 3%	5 2%	47 3%	44 2%	7 9% a	1 9% a	1 11% a	8 9% a
Net:£60,000 -<£120,000	11 1%	* *%	11 1%	10 *%	1 2%	* 1% abe	* 7% abe	2 2%
Net:£120,000 - <£300,000	27 1%	* *%	27 2%	25 1%	1 2%	* 4% abe	* 8% abe	2 2%
Net:£300,000 - <£600,000	13 1%	* *%	13 1%	12 1%	* 1%	* 6% abe	* 3% a	1 1%
Net:£600,000 - <£1,200,000	1 *%	- -%	1 *%	1 *%	- -%	* 2% a	* 3% ab	* *%
Net: >£1,200,000	5 *%	- -%	5 *%	5 *%	- -%	* *% ae	* 2% ae	* *%
Net: £60,000+	57 3%	* *%	57 3% a	52 3%	3 4%	1 13% ab	1 23% abe	5 6%
Net: £12,000+	109 5%	5 2%	104 6%	96 5%	9 12% a	2 22% a	2 34% abe	13 14% a
Answered	2000	241	1759	1910	76	9	5	90
Mean score	1194.0	97.9	1344.0	1165.8	775.8	4495.3 b	12388.6 abe	1792.9
Standard error	259.14	32.29	318.35	307.33	167.88	1401.97	4414.93	574.66
Standard deviation	12229.20	758.69	13029.06	12087.89	3211.74	13736.40	65185.7	14985.22
Mean - excluding very high response (300,000+ per month)	637.4	97.9	711.4	602.4	775.8	4406.3 abe	5209.4 abe	1380.8 a

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
Under £120 pa	1057 53%	652 61%	339 48%	49 37%	12 22%	4 14%	1 15%	1040 54%	15 20%	2 13%
		bcdefghi	defhi	defhi				bcdefhi		
£120 -£299 pa	365 18%	196 18%	133 19%	25 19%	9 16%	2 6%	* 6%	354 19%	10 13%	1 4%
		efi	efi	efi	efi			efi	i	
£300 -£599 pa	148 7%	59 6%	63 9%	13 10%	8 14%	5 16%	* 9%	135 7%	12 16%	1 10%
					ag	abg			abg	
£600 -£1,199 pa	112 6%	45 4%	39 5%	16 12%	9 16%	3 10%	* 8%	100 5%	11 15%	1 9%
				abg	abg	a			abg	
£1,200 -£2,399 pa	98 5%	44 4%	34 5%	7 5%	5 9%	6 21%	* 9%	86 5%	10 13%	2 15%
						abcdfg			abg	abcg
£2,400 -£5,999 pa	59 3%	18 2%	28 4%	8 6%	2 4%	4 13%	* 10%	53 3%	4 6%	2 14%
				a		abdgh	abg		a	abdgh
£6,000 -£11,999 pa	52 3%	18 2%	24 3%	4 3%	4 6%	2 5%	* 9%	46 2%	4 6%	1 8%
					ag		abg		ag	ag
£12,000 -£23,999 pa	35 2%	16 2%	9 1%	5 4%	4 8%	* 1%	* 4%	30 2%	5 6%	* 2%
					abegi				abg	
£24,000 -£35,999 pa	9 *%	2 *%	6 1%	- -%	* 1%	1 3%	* 3%	8 *%	1 1%	1 4%
						ag	ag			abg
£36,000 -£59,999 pa	8 *%	- -%	5 1%	1 1%	1 1%	* 1%	* 5%	6 *%	1 1%	1 4%
					a	a	abg		a	abg
£60,000 -£89,999 pa	7 *%	3 *%	2 *%	1 1%	* 1%	1 3%	* 3%	6 *%	1 2%	* 1%
						abg	abg			
£90,000 -£119,999 pa	4 *%	- -%	4 1%	- -%	* *%	* *%	* 4%	4 *%	* *%	* 2%
							abgh			ag

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
£120,000 -£179,999 pa	11 1%	2 *%	8 1%	- -%	1 1%	* *%	* 1%	10 1%	1 1%	* 1%
£180,000 -£239,999 pa	13 1%	3 *%	9 1%	- -%	* *%	* 1%	* 5%	12 1%	* *%	* 2%
£240,000 -£299,999 pa	3 *%	- -%	2 *%	1 1%	- -%	* 1%	* 1%	3 *%	- -%	* 2%
£300,000 -£359,999 pa	5 *%	- -%	4 1%	* *%	* *%	* 2%	* 2%	4 *%	* *%	1 4%
£360,000 -£479,999 pa	2 *%	2 *%	- -%	- -%	- -%	- -%	* 1%	2 *%	- -%	* *%
£480,000 -£599,999 pa	6 *%	4 *%	- -%	1 1%	- -%	* 1%	- -%	5 *%	* *%	* *%
£600,000 -£899,999 pa	* *%	- -%	* *%	- -%	- -%	* 1%	* 2%	* *%	- -%	* 2%
£900,000 -£1,199,999 pa	1 *%	- -%	- -%	1 1%	- -%	* *%	* *%	1 *%	- -%	* *%
£1,200,000 -£3,599,999 pa	5 *%	- -%	5 1%	- -%	- -%	* *%	* 1%	5 *%	- -%	* *%
£3,600,000 -£5,999,999 pa	* *%	* *%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	* *%
£6,000,000+ pa	* *%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* *%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Net: <£1,200	1682 84%	952 89%	573 80%	103 78%	38 68%	14 46%	2 37%	1629 85%	48 63%	5 36%
		bcdefhi	defhi	efhi	efi			defhi	efi	

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
Net:£1,200 -<£12,000	209 10%	80 7%	86 12%	20 15%	11 19%	12 40%	1 28%	185 10%	18 24%	5 37%
			a	a	ag	abcdgh	abcg		abg	abcdgh
Net:£12,000 -<£60,000	52 3%	18 2%	20 3%	6 5%	6 10%	2 6%	1 11%	44 2%	7 9%	1 10%
					abg	ag	abg		abg	abg
Net:£60,000 -<£120,000	11 1%	3 *%	6 1%	1 1%	* 1%	1 3%	* 7%	10 *%	1 2%	* 3%
						ag	abcdgh			ag
Net:£120,000 - <£300,000	27 1%	5 1%	19 3%	1 1%	1 2%	1 2%	* 8%	25 1%	1 2%	1 5%
			a				abcdgh			ag
Net:£300,000 - <£600,000	13 1%	7 1%	4 1%	1 1%	* *%	1 2%	* 3%	12 1%	* 1%	1 5%
							abg			abgh
Net:£600,000 - <£1,200,000	1 *%	- -%	* *%	1 1%	- -%	* 1%	* 3%	1 *%	- -%	* 2%
							abgh			abg
Net: >£1,200,000	5 *%	* *%	5 1%	- -%	- -%	* *%	* 2%	5 *%	- -%	* 1%
							ag			
Net: £60,000+	57 3%	15 1%	33 5%	4 3%	2 3%	2 8%	1 23%	52 3%	3 4%	2 16%
			a			ag	abcddegh			abcdgh
Net: £12,000+	109 5%	33 3%	53 7%	10 7%	7 13%	4 14%	2 34%	96 5%	9 12%	4 26%
			a		ag	ag	abcddegh		ag	abcddegh
Answered	2000	1065	713	133	55	30	5	1910	76	14
Mean score	1194.0	583.4	2031.4	1190.4	678.8	2092.6	12388.6	1165.8	775.8	7314.4
							abgh			ag
Standard error	259.14	343.15	632.96	524.25	172.80	542.69	4414.93	307.33	167.88	2140.72
Standard deviation	12229.20	8908.76	16149.77	7811.08	2592.06	8354.56	65185.72	12087.89	3211.74	37933.63
Mean - excluding very high response (300,000+ per month)	637.4	415.3	773.2	1190.4	678.8	2065.1	5209.4	602.4	775.8	4689.5
						abg	abcdgh			abcdgh

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
Under £120 pa	1057 53%	907 58%	133 38%	15 20%	1 12%	1 15%	703 57%	132 46%	16 22%	11 27%	13 23%
		bcde	cde				bcde	ce			
£120 -£299 pa	365 18%	294 19%	60 17%	10 13%	* 4%	* 6%	231 19%	46 16%	8 12%	6 14%	11 19%
		de	de								
£300 -£599 pa	148 7%	94 6%	41 12%	12 16%	1 11%	* 9%	82 7%	21 7%	9 12%	4 11%	5 8%
			a	a							
£600 -£1,199 pa	112 6%	68 4%	32 9%	11 15%	1 9%	* 8%	62 5%	17 6%	9 12%	2 6%	5 10%
			a	a							
£1,200 -£2,399 pa	98 5%	62 4%	24 7%	10 13%	2 19%	* 9%	60 5%	19 6%	3 5%	3 7%	5 9%
				a	ab	a					
£2,400 -£5,999 pa	59 3%	32 2%	21 6%	4 6%	1 16%	* 10%	35 3%	4 1%	6 8%	1 3%	5 9%
			a	a	abc	a			b		b
£6,000 -£11,999 pa	52 3%	35 2%	11 3%	4 6%	1 7%	* 9%	17 1%	17 6%	6 8%	* *	2 4%
				a	a	ab		a	a		
£12,000 -£23,999 pa	35 2%	22 1%	8 2%	5 6%	* 1%	* 4%	13 1%	9 3%	4 6%	4 10%	1 2%
				a					a	a	
£24,000 -£35,999 pa	9 *%	4 *%	4 1%	1 1%	* 5%	* 3%	2 *%	2 1%	1 2%	3 7%	1 1%
					ab	a				ab	
£36,000 -£59,999 pa	8 *%	4 *%	2 1%	1 1%	* 3%	* 5%	- -%	* *%	6 8%	* *%	1 1%
					a	ab			ab		
£60,000 -£89,999 pa	7 *%	5 *%	1 *%	1 2%	- -%	* 3%	4 *%	2 1%	1 2%	* 1%	* 1%
						ab					
£90,000 -£119,999 pa	4 *%	1 *%	3 1%	* *%	* 1%	* 4%	- -%	* *%	* *%	3 7%	1 2%
						abc				ab	

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
£120,000 -£179,999 pa	11 1%	6 *%	4 1%	1 1%	* 1%	* 1%	2 *%	4 1%	2 3%	3 7%	* 1%
									a	a	
£180,000 -£239,999 pa	13 1%	11 1%	2 *%	* *%	* 1%	* 5%	2 *%	10 3%	* *%	* *%	1 2%
						abc		a			
£240,000 -£299,999 pa	3 *%	- -%	3 1%	- -%	* 3%	* 1%	- -%	3 1%	- -%	- -%	* 1%
					ac	a					
£300,000 -£359,999 pa	5 *%	4 *%	1 *%	* *%	* 5%	* 2%	1 *%	* *%	- -%	- -%	4 6%
					abc	ab					ab
£360,000 -£479,999 pa	2 *%	2 *%	- -%	- -%	- -%	* 1%	- -%	2 1%	- -%	- -%	* *%
£480,000 -£599,999 pa	6 *%	4 *%	1 *%	* *%	* *%	- -%	4 *%	1 *%	- -%	- -%	* *%
£600,000 -£899,999 pa	* *%	- -%	* *%	- -%	* 2%	* 2%	- -%	- -%	* *%	* *%	* *%
					ab	ab					
£900,000 -£1,199,999 pa	1 *%	- -%	1 *%	- -%	* *%	* *%	1 *%	- -%	- -%	- -%	* *%
£1,200,000 -£3,599,999 pa	5 *%	5 *%	- -%	- -%	* *%	* 1%	5 *%	- -%	- -%	- -%	* *%
£3,600,000 -£5,999,999 pa	* *%	* *%	- -%	- -%	- -%	* *%	* *%	- -%	- -%	- -%	- -%
£6,000,000+ pa	* *%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* *%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Net: <£1,200	1682 84%	1363 87%	266 76%	48 63%	3 36%	2 37%	1079 88%	215 75%	42 59%	23 58%	34 60%
		bcde	cde	de			bcde	c			

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
Net:£1,200 -<£12,000	209 10%	128 8%	57 16%	18 24%	4 42%	1 28%	112 9%	39 14%	15 21%	4 11%	13 23%
			a	ab	abc	ab			a		a
Net:£12,000 -<£60,000	52 3%	30 2%	14 4%	7 9%	1 9%	1 11%	15 1%	11 4%	12 16%	7 17%	2 4%
			a	a	a	ab		a	ab	ab	
Net:£60,000 -<£120,000	11 1%	6 *%	4 1%	1 2%	* 1%	* 7%	4 *%	2 1%	1 2%	3 8%	2 3%
						abc				ab	
Net:£120,000 - <£300,000	27 1%	17 1%	9 2%	1 2%	* 4%	* 8%	4 *%	17 6%	2 3%	3 7%	2 3%
						abc		a	a	a	
Net:£300,000 - <£600,000	13 1%	10 1%	1 *%	* 1%	* 6%	* 3%	5 *%	3 1%	- -%	- -%	4 7%
					abc	ab					a
Net:£600,000 - <£1,200,000	1 *%	- -%	1 *%	- -%	* 2%	* 3%	1 *%	- -%	* *%	* *%	* 1%
					a	abc					
Net: >£1,200,000	5 *%	5 *%	- -%	- -%	* *%	* 2%	5 *%	- -%	- -%	- -%	* *%
						b					
Net: £60,000+	57 3%	38 2%	15 4%	3 4%	1 13%	1 23%	18 2%	22 8%	3 5%	6 14%	8 14%
					abc	abc		a		a	a
Net: £12,000+	109 5%	67 4%	29 8%	9 12%	2 22%	2 34%	33 3%	33 12%	15 21%	12 31%	10 18%
			a	a	ab	abc		a	a	ab	a
Answered	2000	1558	352	76	9	5	1224	288	72	40	56
Mean score	1194.0	1203.6	998.4	775.8	4495.3	12388.6	1243.0	1604.0	1079.4	1914.3	3705.6
					bc	abc					
Standard error	259.14	425.95	224.53	167.88	1401.97	4414.93	526.29	298.21	234.11	436.81	1062.76
Standard deviation	12229.20	13128.51	5486.12	3211.74	13736.40	65185.72	14783.04	5650.27	2669.24	4097.59	16361.03
Mean - excluding very high response (300,000+ per month)	637.4	512.6	998.4	775.8	4406.3	5209.4	360.7	1604.0	1079.4	1914.3	3259.8
					abc	abc		a		a	a

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
Under £120 pa	1057 53%	99 52%	82 63%	161 49%	37 46%	87 48%	149 47%	148 63%	83 52%	83 60%
			f					cf		
£120 -£299 pa	365 18%	31 16%	8 6%	61 19%	14 18%	41 23%	67 21%	43 18%	45 28%	17 12%
				b		b	b	b	bi	
£300 -£599 pa	148 7%	16 8%	7 5%	27 8%	7 8%	16 9%	23 7%	10 4%	9 6%	9 7%
£600 -£1,199 pa	112 6%	13 7%	9 7%	22 7%	6 7%	6 3%	22 7%	4 2%	8 5%	13 9%
										g
£1,200 -£2,399 pa	98 5%	5 3%	10 7%	22 7%	10 13%	10 5%	5 2%	9 4%	5 3%	6 4%
					af					
£2,400 -£5,999 pa	59 3%	4 2%	* *%	7 2%	4 6%	3 2%	17 6%	4 2%	9 5%	4 3%
£6,000 -£11,999 pa	52 3%	6 3%	4 3%	4 1%	- -%	10 5%	8 3%	7 3%	1 1%	4 3%
£12,000 -£23,999 pa	35 2%	3 2%	4 3%	9 3%	* *%	* *%	14 5%	* *%	1 1%	* *%
£24,000 -£35,999 pa	9 *%	3 1%	1 1%	1 *%	- -%	* *%	2 1%	- -%	- -%	* *%
£36,000 -£59,999 pa	8 *%	* *%	* *%	* *%	- -%	5 3%	* *%	* *%	- -%	* *%
£60,000 -£89,999 pa	7 *%	* *%	* *%	4 1%	* *%	* *%	* *%	* *%	- -%	1 1%
£90,000 -£119,999 pa	4 *%	2 1%	1 1%	* *%	1 1%	- -%	- -%	* *%	- -%	* *%
£120,000 -£179,999 pa	11 1%	3 1%	- -%	8 2%	- -%	- -%	1 *%	* *%	- -%	- -%
£180,000 -£239,999 pa	13 1%	- -%	1 1%	2 1%	- -%	* *%	- -%	8 3%	* *%	2 1%

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
£240,000 -£299,999 pa	3 *% -%	- -%	- -%	1 *% -%	- -%	- -%	2 1% -%	* *% -%	- -%	- -%
£300,000 -£359,999 pa	5 *% -%	- -%	* *% -%	* *% -%	- -%	4 2% -%	* *% -%	* *% -%	- -%	- -%
£360,000 -£479,999 pa	2 *% -%	- -%	2 2% -%	* *% -%	- -%	- -%	- -%	- -%	- -%	- -%
£480,000 -£599,999 pa	6 *% -%	- -%	- -%	- -%	* *% -%	1 1% -%	4 1% -%	- -%	- -%	- -%
£600,000 -£899,999 pa	* *% -%	- -%	* *% -%	* *% -%	- -%	- -%	- -%	- -%	- -%	- -%
£900,000 -£1,199,999 pa	1 *% -%	- -%	- -%	- -%	- -%	- -%	1 *% -%	- -%	- -%	- -%
£1,200,000 -£3,599,999 pa	5 *% 2%	5 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£3,600,000 -£5,999,999 pa	* *% -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *% -%	- -%
£6,000,000+ pa	* *% -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *% -%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Net: <£1,200	1682 84%	158 84%	106 82%	272 83%	63 80%	150 82%	261 82%	204 87%	146 90%	122 88%
Net:£1,200 -<£12,000	209 10%	15 8%	13 10%	33 10%	15 19%	22 12%	31 10%	21 9%	15 9%	13 9%
Net:£12,000 -<£60,000	52 3%	7 3%	5 4%	10 3%	* *% -%	5 3%	17 5%	* *% -%	1 1%	1 *% -%
Net:£60,000 -<£120,000	11 1%	2 1%	1 1%	4 1%	1 1%	* *% -%	* *% -%	* *% -%	- -%	1 1%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
Net: £120,000 - <£300,000	27 1%	3 1%	1 1%	10 3%	- -%	* *%	2 1%	8 4%	* *%	2 1%
Net: £300,000 - <£600,000	13 1%	- -%	2 2%	* *%	* *%	5 2%	5 2%	* *%	- -%	- -%
Net: £600,000 - <£1,200,000	1 *%	- -%	* *%	* *%	- -%	- -%	1 *%	- -%	- -%	- -%
Net: >£1,200,000	5 *%	5 2%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	* *%
Net: £60,000+	57 3%	9 5%	5 4%	15 4%	1 1%	5 3%	8 3%	9 4%	* *%	3 2%
Net: £12,000+	109 5%	16 8%	10 8%	25 8%	1 2%	10 5%	25 8%	9 4%	1 1%	4 3%
		h	h	h			h			
Answered	2000	189	129	329	79	182	316	234	162	139
Mean score	1194.0	5210.3	991.5	646.4	249.0	960.2	1172.7	700.3	395.9	454.5
Standard error	259.14	2552.98	512.00	197.88	258.00	420.44	536.70	285.57	1070.50	734.84
Standard deviation	12229.20	30741.9	5246.43	2901.49	2204.31	5010.08	7059.23	3342.52	11775.50	7982.41
Mean - excluding very high response (300,000+ per month)	637.4	400.0	991.5	646.4	249.0	960.2	1172.7	700.3	51.1	356.7

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
Under £120 pa	1057 53%	207 52%	264 55%	458 52%	929 53%	128 53%	70 59%	38 48%	19 48%
£120 -£299 pa	365 18%	72 18%	84 18%	170 19%	326 19%	39 16%	19 16%	14 18%	6 15%
£300 -£599 pa	148 7%	32 8%	32 7%	60 7%	124 7%	24 10%	9 7%	12 15%	4 9%
£600 -£1,199 pa	112 6%	25 6%	30 6%	48 5%	103 6%	9 4%	4 4%	3 3%	3 6%
£1,200 -£2,399 pa	98 5%	26 6%	20 4%	36 4%	82 5%	16 7%	5 4%	8 10%	3 7%
£2,400 -£5,999 pa	59 3%	11 3%	13 3%	28 3%	52 3%	7 3%	3 3%	2 3%	2 4%
£6,000 -£11,999 pa	52 3%	13 3%	11 2%	20 2%	44 2%	8 3%	4 4%	2 2%	1 4%
£12,000 -£23,999 pa	35 2%	* *%	8 2%	24 3%	32 2%	2 1%	* *%	* *%	2 5%
£24,000 -£35,999 pa	9 *%	* *%	4 1%	2 *%	7 *%	3 1%	2 2%	* *%	* *%
£36,000 -£59,999 pa	8 *%	5 1%	1 *%	1 *%	7 *%	* *%	* *%	* *%	* *%
£60,000 -£89,999 pa	7 *%	1 *%	* *%	4 1%	6 *%	1 1%	1 1%	- -%	* *%
£90,000 -£119,999 pa	4 *%	1 *%	3 1%	* *%	4 *%	* *%	* *%	* *%	* *%
£120,000 -£179,999 pa	11 1%	- -%	3 1%	8 1%	11 1%	* *%	* *%	* *%	* *%

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

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
£180,000 -£239,999 pa	13 1%	2 1%	1 *%	10 1%	13 1%	* *%	* *%	* *%	* 1%
£240,000 -£299,999 pa	3 *%	- -%	- -%	3 *%	3 *%	* *%	- -%	* *%	- -%
£300,000 -£359,999 pa	5 *%	4 1%	* *%	1 *%	4 *%	1 *%	* *%	* *%	* *%
£360,000 -£479,999 pa	2 *%	- -%	2 *%	* *%	2 *%	* *%	* *%	* *%	- -%
£480,000 -£599,999 pa	6 *%	1 *%	- -%	4 1%	6 *%	* *%	* *%	- -%	* *%
£600,000 -£899,999 pa	* *%	- -%	* *%	* *%	* *%	* *%	* *%	- -%	- -%
£900,000 -£1,199,999 pa	1 *%	- -%	- -%	1 *%	1 *%	* *%	* *%	* *%	- -%
£1,200,000 -£3,599,999 pa	5 *%	- -%	5 1%	- -%	5 *%	* *%	* *%	- -%	* *%
£3,600,000 -£5,999,999 pa	* *%	- -%	* *%	- -%	* *%	* *%	- -%	- -%	* 1%
£6,000,000+ pa	* *%	* *%	- -%	- -%	* *%	* *%	* *%	- -%	- -%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Net: <£1,200	1682 84%	335 84%	410 85%	737 84%	1482 84%	201 84%	102 85%	67 84%	31 78%
Net:£1,200 -<£12,000	209 10%	50 13%	43 9%	85 10%	178 10%	31 13%	13 11%	12 15%	6 14%

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

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
Net:£12,000 -<£60,000	52 3%	6 1%	13 3%	27 3%	46 3%	5 2%	3 2%	*	2 5%
Net:£60,000 -<£120,000	11 1%	2 1%	3 1%	5 1%	10 1%	1 1%	1 1%	*	* *
Net:£120,000 - <£300,000	27 1%	2 1%	4 1%	21 2%	27 2%	1 *	*	*	* 1%
Net:£300,000 - <£600,000	13 1%	5 1%	2 *	5 1%	12 1%	1 *	*	*	* *
Net:£600,000 - <£1,200,000	1 *	- -%	* *	1 *	1 *	* *	*	*	- -%
Net: >£1,200,000	5 *	* *	5 1%	- -%	5 *	* *	*	- -%	* 1%
Net: £60,000+	57 3%	9 2%	14 3%	32 4%	54 3%	3 1%	2 1%	1 1%	1 2%
Net: £12,000+	109 5%	15 4%	27 6%	59 7%	100 6%	9 4%	5 4%	1 1%	3 7%
Answered	2000	400	480	880	1760	240	120	80	40
Mean score	1194.0	644.2	2450.4	849.8	1239.6	859.8	383.4	224.8	3558.8
Standard error	259.14	321.60	1075.95	213.97	334.29	490.35	385.39	118.32	2040.54
Standard deviation	12229.20	5868.68	20724.18	4902.70	11719.1	15490.66	7271.50	2155.98	35927.41
Mean - excluding very high response (300,000+ per month)	637.4	610.3	442.4	849.8	684.9	289.7	301.0	224.8	386.0

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

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
£120,000 -£179,999 pa	11 1%	3 3%	2 2%	- -%	2 1%	5 2%	2 *%	* *%	- -%	* *%
		i	i			i				
£180,000 -£239,999 pa	13 1%	* *%	5 4%	* *%	5 3%	4 1%	3 1%	* *%	- -%	2 *%
			i		i					
£240,000 -£299,999 pa	3 *%	2 2%	* *%	- -%	* *%	- -%	* *%	- -%	- -%	1 *%
		fi								
£300,000 -£359,999 pa	5 *%	- -%	4 3%	* 1%	4 3%	- -%	* *%	* *%	- -%	1 *%
			fi		fi					
£360,000 -£479,999 pa	2 *%	- -%	* *%	- -%	* *%	* *%	2 *%	- -%	- -%	- -%
£480,000 -£599,999 pa	6 *%	- -%	- -%	1 4%	1 1%	- -%	* *%	- -%	- -%	5 *%
£600,000 -£899,999 pa	* *%	* *%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%
£900,000 -£1,199,999 pa	1 *%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	- -%	1 *%
£1,200,000 -£3,599,999 pa	5 *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	* *%	5 *%
£3,600,000 -£5,999,999 pa	* *%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* *%
£6,000,000+ pa	* *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	* *%	- -%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Net: <£1,200	1682 84%	78 86%	74 64%	20 84%	94 67%	229 85%	314 75%	59 97%	51 83%	854 89%
		bd				bdf		bdf		bdf

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
Net:£1,200 -<£12,000	209	4	20	3	23	29	73	1	6	73
	10%	4%	17%	11%	16%	11%	17%	2%	10%	8%
			gi		i		agi			
Net:£12,000 -<£60,000	52	2	12	-	12	1	22	*	3	11
	3%	2%	11%	-%	9%	*%	5%	1%	5%	1%
			ei		ei		ei			
Net:£60,000 -<£120,000	11	2	*	-	*	1	4	-	1	3
	1%	2%	*%	-%	*%	*%	1%	-%	2%	*%
Net:£120,000 - <£300,000	27	5	6	*	6	8	5	*	-	3
	1%	5%	6%	*%	5%	3%	1%	*%	-%	*%
		i	i		i	i				
Net:£300,000 - <£600,000	13	-	4	1	5	*	2	*	-	5
	1%	-%	3%	5%	4%	*%	1%	*%	-%	1%
					i					
Net:£600,000 - <£1,200,000	1	*	*	-	*	*	*	-	*	1
	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%
Net: >£1,200,000	5	*	-	-	-	-	*	-	*	5
	*%	*%	-%	-%	-%	-%	*%	-%	*%	1%
Net: £60,000+	57	7	10	1	12	10	11	*	1	17
	3%	7%	9%	5%	8%	4%	3%	*%	2%	2%
		i	fi		i					
Net: £12,000+	109	9	23	1	24	11	33	1	4	28
	5%	10%	19%	5%	17%	4%	8%	1%	7%	3%
		i	efgi		efgi		i			
Answered	2000	90	117	24	141	269	420	61	62	955
Mean score	1194.0	1736.4	2167.2	2229.9	2177.8	550.2	715.3	102.6	451.0	1510.0
			e		e					
Standard error	259.14	1614.69	452.73	2015.78	473.64	180.05	272.98	131.07	966.92	515.39
Standard deviation	12229.20	16307.59	6023.14	9454.86	6681.45	2718.71	6331.77	1270.74	9717.43	15985.39
Mean - excluding very high response (300,000+ per month)	637.4	1121.3	2167.2	2229.9	2177.8	550.2	650.5	102.6	289.5	440.4
			efi		efi					

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
Under £120 pa	1057	240	172	645	853	204	-	965	92	1012	45
	53%	48%	41%	60%	51%	61%	-%	53%	54%	53%	61%
£120 -£299 pa	365	103	50	212	314	51	-	341	24	350	15
	18%	21%	12%	20%	19%	15%	-%	19%	14%	18%	20%
£300 -£599 pa	148	32	48	68	121	27	-	134	14	147	1
	7%	6%	11%	6%	7%	8%	-%	7%	8%	8%	2%
£600 -£1,199 pa	112	26	44	42	101	11	-	97	15	111	1
	6%	5%	10%	4%	6%	3%	-%	5%	9%	6%	1%
£1,200 -£2,399 pa	98	22	32	44	80	17	-	91	6	92	5
	5%	4%	8%	4%	5%	5%	-%	5%	4%	5%	7%
£2,400 -£5,999 pa	59	13	25	21	55	4	-	55	5	58	1
	3%	3%	6%	2%	3%	1%	-%	3%	3%	3%	2%
£6,000 -£11,999 pa	52	21	16	15	44	8	-	48	3	51	1
	3%	4%	4%	1%	3%	2%	-%	3%	2%	3%	1%
£12,000 -£23,999 pa	35	8	19	8	29	6	-	33	2	31	4
	2%	2%	4%	1%	2%	2%	-%	2%	1%	2%	5%
£24,000 -£35,999 pa	9	3	2	4	9	-	-	7	2	9	-
	*%	1%	*%	*%	1%	-%	-%	*%	1%	*%	-%
£36,000 -£59,999 pa	8	5	1	2	7	*	-	7	*	8	-
	*%	1%	*%	*%	*%	*%	-%	*%	*%	*%	-%
£60,000 -£89,999 pa	7	1	2	4	7	-	-	7	*	7	-
	*%	*%	*%	*%	*%	-%	-%	*%	*%	*%	-%
£90,000 -£119,999 pa	4	2	2	*	4	*	-	4	*	4	-
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c							
Significance Level: 95%											
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
£120,000 -£179,999 pa	11 1%	9 2% c	2 *% c	* *% c	11 1%	- -% c	- -% c	11 1%	* *% c	11 1%	- -% c
£180,000 -£239,999 pa	13 1%	8 2% c	3 1% c	2 *% c	13 1%	- -% c	- -% c	13 1%	* *% c	13 1%	- -% c
£240,000 -£299,999 pa	3 *% c	2 *% c	* *% c	1 *% c	1 *% c	2 1% c	- -% c	2 *% c	1 *% c	3 *% c	- -% c
£300,000 -£359,999 pa	5 *% c	4 1% c	* *% c	1 *% c	5 *% c	* *% c	- -% c	1 *% c	4 2% a c	5 *% c	- -% c
£360,000 -£479,999 pa	2 *% c	* *% c	2 *% c	- -% c	* *% c	2 1% a c	- -% c	2 *% c	* *% c	2 *% c	- -% c
£480,000 -£599,999 pa	6 *% c	1 *% c	* *% c	5 *% c	6 *% c	* *% c	- -% c	6 *% c	* *% c	6 *% c	- -% c
£600,000 -£899,999 pa	* *% c	* *% c	* *% c	* *% c	* *% c	- -% c	- -% c	* *% c	* *% c	* *% c	- -% c
£900,000 -£1,199,999 pa	1 *% c	* *% c	* *% c	1 *% c	1 *% c	- -% c	- -% c	1 *% c	* *% c	1 *% c	- -% c
£1,200,000 -£3,599,999 pa	5 *% c	- -% c	* *% c	5 *% c	5 *% c	- -% c	- -% c	5 *% c	- -% c	5 *% c	- -% c
£3,600,000 -£5,999,999 pa	* *% c	* *% c	* *% c	* *% c	* *% c	- -% c	- -% c	* *% c	* *% c	* *% c	- -% c
£6,000,000+ pa	* *% c	- -% c	* *% c	* *% c	* *% c	- -% c	- -% c	* *% c	* *% c	* *% c	- -% c
Don't know	- -% c	- -% c	- -% c	- -% c	- -% c	- -% c	- -% c	- -% c	- -% c	- -% c	- -% c

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

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
Net: <£1,200	1682 84%	401 80%	314 75%	967 90% ab	1389 83%	293 88%	- -%	1538 84%	145 86%	1620 84%	62 84%
Net:£1,200 -<£12,000	209 10%	56 11%	73 17%	80 7%	179 11%	29 9%	- -%	194 11%	14 9%	201 10%	8 10%
Net:£12,000 -<£60,000	52 3%	16 3%	22 5%	14 1%	46 3%	6 2%	- -%	48 3%	4 2%	48 2%	4 5%
Net:£60,000 -<£120,000	11 1%	3 1%	4 1%	4 *%	11 1%	* *%	- -%	11 1%	1 *%	11 1%	- -%
Net:£120,000 - <£300,000	27 1%	19 4%	5 1%	3 *%	25 2%	2 1%	- -%	26 1%	1 1%	27 1%	- -%
Net:£300,000 - <£600,000	13 1%	5 1%	2 1%	5 *%	11 1%	2 1%	- -%	8 *%	4 3% a	13 1%	- -%
Net:£600,000 - <£1,200,000	1 *%	* *%	* *%	1 *%	1 *%	- -%	- -%	1 *%	* *%	1 *%	- -%
Net: >£1,200,000	5 *%	* *%	* *%	5 *%	5 *%	- -%	- -%	5 *%	* *%	5 *%	- -%
Net: £60,000+	57 3%	28 6%	11 3%	18 2%	53 3%	4 1%	- -%	51 3%	6 4%	57 3%	- -%
Net: £12,000+	109 5%	43 9%	33 8%	33 3%	99 6%	10 3%	- -%	99 5%	10 6%	105 5%	4 5%
Answered	2000	500	420	1080	1668	332	-	1831	169	1927	73
Mean score	1194.0	1223.2	715.3	1366.7	1346.3	429.9	-	1205.5	1069.6	1235.2	114.6
Standard error	259.14	349.69	272.98	446.70	301.20	198.45	-	291.06	450.82	268.74	39.00
Standard deviation	12229.20	8042.79	6331.77	15213.99	13307.44	3290.99	-	12498	8822.8	12458.22	344.44

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	797	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
Mean - excluding very high response (300,000+ per month)	637.4	1111.9	650.5	411.7	678.9	429.9	-	606.4	973.2	657.4	114.6
		c									

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

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
Under £120 pa	1057 53%	895 71%	87 27%	61 15%
		bc	c	
£120 -£299 pa	365 18%	208 17%	81 25%	73 18%
			a	
£300 -£599 pa	148 7%	66 5%	47 15%	35 9%
			a	
£600 -£1,199 pa	112 6%	25 2%	24 7%	62 15%
			a	ab
£1,200 -£2,399 pa	98 5%	19 2%	24 7%	55 14%
			a	a
£2,400 -£5,999 pa	59 3%	12 1%	17 5%	31 8%
			a	a
£6,000 -£11,999 pa	52 3%	9 1%	14 4%	29 7%
			a	a
£12,000 -£23,999 pa	35 2%	* *%	3 1%	32 8%
				ab
£24,000 -£35,999 pa	9 *%	3 *%	3 1%	3 1%
£36,000 -£59,999 pa	8 *%	1 *%	1 *%	6 2%
				a
£60,000 -£89,999 pa	7 *%	1 *%	1 *%	5 1%
				a
£90,000 -£119,999 pa	4 *%	* *%	1 *%	3 1%

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
£120,000 -£179,999 pa	11 1%	8 1%	3 1%	* *%
£180,000 -£239,999 pa	13 1%	1 *%	7 2%	6 1%
			a	a
£240,000 -£299,999 pa	3 *%	2 *%	1 *%	* *%
£300,000 -£359,999 pa	5 *%	4 *%	1 *%	1 *%
£360,000 -£479,999 pa	2 *%	- -%	2 1%	* *%
£480,000 -£599,999 pa	6 *%	* *%	5 2%	* *%
			a	
£600,000 -£899,999 pa	* *%	* *%	* *%	* *%
£900,000 -£1,199,999 pa	1 *%	- -%	* *%	1 *%
£1,200,000 -£3,599,999 pa	5 *%	* *%	* *%	5 1%
				a
£3,600,000 -£5,999,999 pa	* *%	* *%	* *%	- -%
£6,000,000+ pa	* *%	* *%	- -%	* *%
Don't know	- -%	- -%	- -%	- -%
Net: <£1,200	1682 84%	1194 95%	239 74%	230 57%
		bc	c	

Columns Tested:: a,b,c

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
Net:£1,200 -<£12,000	209 10%	39 3%	54 17%	115 28%
			a	ab
Net:£12,000 -<£60,000	52 3%	4 *%	6 2%	41 10%
				ab
Net:£60,000 -<£120,000	11 1%	1 *%	2 1%	8 2%
				a
Net:£120,000 - <£300,000	27 1%	11 1%	11 3%	6 1%
			a	
Net:£300,000 - <£600,000	13 1%	4 *%	8 3%	1 *%
			a	
Net:£600,000 - <£1,200,000	1 *%	* *%	* *%	1 *%
Net: >£1,200,000	5 *%	* *%	* *%	5 1%
				a
Net: £60,000+	57 3%	16 1%	22 7%	20 5%
			a	a
Net: £12,000+	109 5%	20 2%	27 9%	62 15%
			a	a
Answered	2000	1253	320	407
Mean score	1194.0	305.8	2208.0	3189.6
			a	a
Standard error	259.14	151.08	672.08	1023.47
Standard deviation	12229.20	5413.67	14647.74	21686.89
Mean - excluding very high response (300,000+ per month)	637.4	249.8	1784.7	962.5
			a	a

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
Under £120 pa	1057	1057	-	-	-	-	-	-	-	1057	-	-
	53%	63%	-%	-%	-%	-%	-%	-%	-%	56%	-%	-%
		bcdeijk								bcdeijk		
£120 -£299 pa	365	365	-	-	-	-	-	-	-	365	-	-
	18%	22%	-%	-%	-%	-%	-%	-%	-%	19%	-%	-%
		bcjk								bcjk		
£300 -£599 pa	148	148	-	-	-	-	-	-	-	148	-	-
	7%	9%	-%	-%	-%	-%	-%	-%	-%	8%	-%	-%
		bj								bj		
£600 -£1,199 pa	112	112	-	-	-	-	-	-	-	112	-	-
	6%	7%	-%	-%	-%	-%	-%	-%	-%	6%	-%	-%
		b								b		
£1,200 -£2,399 pa	98	-	98	-	-	-	-	-	-	98	-	-
	5%	-%	47%	-%	-%	-%	-%	-%	-%	5%	-%	-%
			acdeijk							a		
£2,400 -£5,999 pa	59	-	59	-	-	-	-	-	-	59	-	-
	3%	-%	28%	-%	-%	-%	-%	-%	-%	3%	-%	-%
			aceijk							a		
£6,000 -£11,999 pa	52	-	52	-	-	-	-	-	-	52	-	-
	3%	-%	25%	-%	-%	-%	-%	-%	-%	3%	-%	-%
			acijk							a		
£12,000 -£23,999 pa	35	-	-	35	-	-	-	-	-	-	35	-
	2%	-%	-%	67%	-%	-%	-%	-%	-%	-%	32%	-%
				abdeijk							abeik	
£24,000 -£35,999 pa	9	-	-	9	-	-	-	-	-	-	9	-
	*%	-%	-%	18%	-%	-%	-%	-%	-%	-%	8%	-%
				abik							abi	
£36,000 -£59,999 pa	8	-	-	8	-	-	-	-	-	-	8	-
	*%	-%	-%	15%	-%	-%	-%	-%	-%	-%	7%	-%
				abik							abi	
£60,000 -£89,999 pa	7	-	-	-	7	-	-	-	-	-	7	7
	*%	-%	-%	-%	65%	-%	-%	-%	-%	-%	7%	13%
					abceijk						abi	abi
£90,000 -£119,999 pa	4	-	-	-	4	-	-	-	-	-	4	4
	*%	-%	-%	-%	35%	-%	-%	-%	-%	-%	4%	7%
					abceijk						ai	abi

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
Net: <£1,200	1682 84%	1682 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1682 89%	- -%	- -%
		bcdeijk								bcdejk		
Net:£1,200 -<£12,000	209 10%	- -%	209 100%	- -%	- -%	- -%	- -%	- -%	- -%	209 11%	- -%	- -%
			acdeijk							aj		
Net:£12,000 -<£60,000	52 3%	- -%	- -%	52 100%	- -%	- -%	- -%	- -%	- -%	- -%	52 47%	- -%
				abdeijk							abdeik	
Net:£60,000 -<£120,000	11 1%	- -%	- -%	- -%	11 100%	- -%	- -%	- -%	- -%	- -%	11 10%	11 20%
					abceijk						abi	abci
Net:£120,000 - <£300,000	27 1%	- -%	- -%	- -%	- -%	27 100%	- -%	- -%	- -%	- -%	27 25%	27 48%
						abcdijk					abci	abcdi
Net:£300,000 - <£600,000	13 1%	- -%	- -%	- -%	- -%	- -%	13 100%	- -%	- -%	- -%	13 12%	13 22%
											abi	abci
Net:£600,000 - <£1,200,000	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	1 1%	1 2%
											ai	ai
Net: >£1,200,000	5 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 100%	- -%	5 5%	5 9%
											abi	abi
Net: £60,000+	57 3%	- -%	- -%	- -%	11 100%	27 100%	13 100%	1 100%	5 100%	- -%	57 53%	57 100%
					abcij	abcij					abci	abcij
Net: £12,000+	109 5%	- -%	- -%	52 100%	11 100%	27 100%	13 100%	1 100%	5 100%	- -%	109 100%	57 100%
				abi	abi	abi					abi	abi
Answered	2000	1682	209	52	11	27	13	1	5	1891	109	57
Mean score	1194.0	15.1	355.4	2045.0	7128.9	15948.7	36534.8	80438.9	220993.5	52.6	21017.9	38062.9
			ai	abi	abci	abcdi				a	abi	abci
Standard error	259.14	.45	13.28	95.08	214.51	523.31	1817.35	11650.83	24565.51	2.99	3395.02	5830.70
Standard deviation	12229.20	18.61	241.98	902.02	1250.81	3309.70	8328.16	36843.15	73696.53	134.61	48490.59	62254.87

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	-	782	46	22
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
Mean - excluding very high response (300,000+ per month)	637.4	15.1	355.4	2045.0	7128.9	15948.7	36534.8	80438.9	-	52.6	11288.3	20394.5
			ai	abi	abci	abcdi				a	abci	abcdij

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

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£1,200	1682 84%	1057 100%	626 100%	-	1448 84%	1133 80%	1499 83%	1096 79%	683 76%	451 72%	378 92%	973 89%	39 56%	52 58%	27 58%	12 24%	19 52%
		c	c		def	f	def	f			cdefg	cdefg	f	f	f		
Net:£1,200 -<£12,000	209 10%	-	-	209 66%	175 10%	177 13%	194 11%	196 14%	129 14%	101 16%	29 7%	77 7%	27 39%	27 30%	7 16%	22 45%	5 14%
				ab			a	a	ac				ab	ab		abeg	
Net:£12,000 -<£60,000	52 3%	-	-	52 16%	49 3%	50 4%	51 3%	49 4%	37 4%	25 4%	4 1%	29 3%	1 1%	6 7%	3 6%	3 6%	5 14%
				ab									a			ab	
Net:£60,000 -<£120,000	11 1%	-	-	11 4%	11 1%	10 1%	11 1%	11 1%	10 1%	8 1%	* *%	3 *%	* *%	1 2%	1 2%	5 10%	* 1%
				ab												ab	
Net:£120,000 - <£300,000	27 1%	-	-	27 9%	25 1%	27 2%	27 1%	27 2%	27 3%	27 4%	- -%	4 *%	2 3%	4 4%	8 17%	6 13%	3 8%
				ab					abc					ab	ab	ab	ab
Net:£300,000 - <£600,000	13 1%	-	-	13 4%	8 *%	8 1%	8 *%	8 1%	8 1%	12 2%	- -%	3 *%	* *%	* *%	* 1%	* 1%	4 10%
				ab					ac							ab	
Net:£600,000 - <£1,200,000	1 *%	-	-	1 *%	1 *%	1 *%	1 *%	1 *%	1 *%	1 *%	* *%	* *%	- -%	* *%	* *%	1 2%	* *%
Net: >£1,200,000	5 *%	-	-	5 2%	5 *%	5 *%	5 *%	5 *%	5 1%	1 *%	* *%	5 *%	- -%	- -%	* *%	- -%	* 1%
				a													
Net: £60,000+	57 3%	-	-	57 18%	50 3%	51 4%	52 3%	52 4%	51 6%	49 8%	* *%	15 1%	3 4%	5 6%	9 19%	12 25%	8 20%
				ab					ac	abcd				ab	ab	abcd	ab
Net: £12,000+	109 5%	-	-	109 34%	99 6%	101 7%	104 6%	102 7%	88 10%	74 12%	5 1%	44 4%	3 5%	11 13%	12 26%	15 31%	13 34%
				ab					ac	abcd				ab	abc	abc	abc
Answered	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
Mean score	1194.0	5.0	32.1	7438.6 b	1238.3	1433.8	1206.1	1460.4	2182.4	2156.2	357.8	1111	846.7	1173.5	3113.9	4779.0	7040.9

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
Standard error	259.14	-	.78	1294.15	296.01	325.70	285.32	330.97	522.50	488.62	573.6	395.1	315.9	331.48	697.26	1161.45	4297.96
Standard deviation	12229.20	-	21.67	29961.66	12973.9	13023.8	12705.4	12954.3	16062.12	13751.05	11093	13027	3446	3908.13	6724.11	12236.65	33291.8
Mean - excluding very high response (300,000+ per month)	637.4	5.0	32.1	3987.1 b	591.6	734.1	586.5	759.0	1097.7	1812.0 abcd	51.4	289.3	846.7 a	1173.5 ab	3096.5 ab	4779.0 ab	4673.6 abc

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

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
Under £120 pa	1057	861	27	7	2	*	-	4	593	20	5	4	1	-	*
	53%	60%	25%	10%	3%	1%	-%	25%	56%	11%	9%	9%	3%	-%	1%
		bcdef	def						bcdef						
£120 -£299 pa	365	238	36	17	15	1	3	1	217	37	7	6	6	*	6
	18%	17%	33%	23%	32%	6%	12%	9%	21%	20%	11%	15%	16%	2%	28%
			ae												
£300 -£599 pa	148	94	11	14	10	2	1	1	78	25	13	6	*	1	5
	7%	7%	10%	19%	21%	10%	5%	6%	7%	14%	22%	13%	*%	4%	27%
			a	a							a				
£600 -£1,199 pa	112	75	11	5	2	3	4	*	61	20	6	6	6	3	2
	6%	5%	10%	7%	4%	14%	15%	*%	6%	11%	9%	13%	16%	17%	11%
£1,200 -£2,399 pa	98	51	10	5	2	8	7	2	39	22	11	5	6	2	*
	5%	4%	9%	6%	5%	35%	26%	15%	4%	12%	18%	12%	16%	10%	1%
						abcd	a			a	a	a	a		
£2,400 -£5,999 pa	59	27	6	9	3	1	1	-	22	17	2	4	1	4	1
	3%	2%	5%	12%	6%	6%	5%	-%	2%	9%	3%	10%	3%	23%	6%
				a						a		a		ac	
£6,000 -£11,999 pa	52	26	4	4	7	*	2	*	16	13	9	2	*	2	-
	3%	2%	4%	6%	14%	2%	7%	*%	2%	7%	14%	5%	*%	12%	-%
				a						a	a			a	
£12,000 -£23,999 pa	35	25	*	1	2	-	2	1	7	16	3	6	*	1	*
	2%	2%	*%	2%	5%	-%	8%	5%	1%	9%	4%	13%	1%	9%	1%
										a	a	a		a	
£24,000 -£35,999 pa	9	5	*	2	1	1	-	1	3	3	*	*	-	1	2
	*%	*%	*%	2%	1%	3%	-%	7%	*%	2%	1%	*%	-%	9%	8%
								a						a	
£36,000 -£59,999 pa	8	5	*	*	*	*	1	*	5	*	*	*	*	1	-
	*%	*%	*%	*%	1%	2%	4%	1%	*%	*%	*%	1%	*%	9%	-%
														ab	
£60,000 -£89,999 pa	7	2	*	*	3	1	-	*	*	3	*	*	3	-	*
	*%	*%	*%	*%	6%	4%	-%	1%	*%	1%	*%	*%	7%	-%	2%
					a	a				a		a			
£90,000 -£119,999 pa	4	1	1	*	*	2	*	-	1	*	*	3	*	*	-
	*%	*%	1%	*%	*%	8%	*%	-%	*%	*%	*%	6%	*%	*%	-%
						a						ab			

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
£120,000 -£179,999 pa	11 1%	6 *%	- -%	2 2%	* *%	1 4%	* 1%	* *%	2 *%	2 1%	* *%	* 1%	5 13%	- -%	2 10%
£180,000 -£239,999 pa	13 1%	2 *%	* *%	5 7%	* *%	* *%	4 17%	1 7%	3 *%	* *%	* 1%	* *%	8 20%	1 5%	1 5%
£240,000 -£299,999 pa	3 *%	1 *%	- -%	2 2%	- -%	- -%	- -%	* *%	- -%	3 1%	- -%	- -%	- -%	- -%	* *%
£300,000 -£359,999 pa	5 *%	* *%	* *%	* *%	1 1%	2 2%	- -%	4 23%	* *%	* *%	4 7%	- -%	* 1%	- -%	* *%
£360,000 -£479,999 pa	2 *%	2 *%	- -%	- -%	- -%	* *%	* *%	* *%	- -%	2 1%	- -%	- -%	* *%	- -%	- -%
£480,000 -£599,999 pa	6 *%	1 *%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	1 1%	- -%	- -%	- -%	* 1%	- -%
£600,000 -£899,999 pa	* *%	* *%	* *%	- -%	* *%	* *%	* *%	- -%	* *%	* *%	* *%	* *%	* *%	- -%	- -%
£900,000 -£1,199,999 pa	1 *%	* *%	- -%	- -%	- -%	1 3%	- -%	* *%	* *%	- -%	- -%	- -%	1 2%	- -%	* *%
£1,200,000 -£3,599,999 pa	5 *%	5 *%	- -%	- -%	- -%	* *%	- -%	* *%	5 *%	* *%	- -%	- -%	- -%	* *%	* *%
£3,600,000 -£5,999,999 pa	* *%	* *%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* *%	- -%	- -%	- -%
£6,000,000+ pa	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	* *%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Net: <£1,200	1682 84%	1268 89%	86 79%	44 59%	28 61%	7 30%	9 32%	6 39%	949 90%	101 55%	31 51%	22 50%	14 35%	4 23%	13 67%
		cdefg	efg						bcdef	f					

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
Net:£1,200 -<£12,000	209 10%	104 7%	20 19%	18 24%	12 25%	10 43%	10 37%	2 15%	77 7%	51 28%	21 35%	12 27%	7 19%	7 44%	1 6%
		a	a	a	a	a	a		a	a	a	a		a	
Net:£12,000 -<£60,000	52 3%	35 2%	1 1%	3 4%	3 7%	1 5%	3 12%	2 13%	14 1%	19 11%	3 5%	6 14%	1 1%	4 27%	2 9%
							a			a		a		ace	
Net:£60,000 -<£120,000	11 1%	4 *%	2 1%	* 1%	3 6%	3 12%	* *%	* 1%	1 *%	3 1%	* *%	3 7%	3 8%	* *%	* 2%
		a			a	a						a			
Net:£120,000 - <£300,000	27 1%	9 1%	* *%	9 12%	* *%	1 4%	5 18%	1 7%	5 *%	4 2%	1 1%	* 1%	13 33%	1 5%	3 15%
				ab			ab						abcd	a	
Net:£300,000 - <£600,000	13 1%	3 *%	* *%	* *%	* 1%	* 2%	* 1%	4 24%	* *%	4 2%	4 7%	- -%	* 1%	* 1%	* *%
							abcd			a	a			a	
Net:£600,000 - <£1,200,000	1 *%	* *%	* *%	- -%	* *%	1 3%	* *%	* *%	* *%	* *%	* *%	* *%	1 2%	- -%	* *%
						a							a		
Net: >£1,200,000	5 *%	5 *%	- -%	- -%	- -%	* *%	- -%	* 2%	5 *%	* *%	- -%	* *%	* *%	* *%	* *%
Net: £60,000+	57 3%	21 1%	2 2%	9 13%	4 7%	5 21%	5 19%	5 33%	10 1%	11 6%	5 8%	3 8%	17 44%	1 6%	4 18%
				ab		ab	ab	ab		a	a	a	abcdf		
Net: £12,000+	109 5%	56 4%	2 2%	13 17%	7 15%	6 27%	8 31%	7 46%	25 2%	30 16%	8 13%	10 23%	18 45%	5 33%	5 27%
				ab	a	ab	ab	ab		a	a	a	abc	a	
Answered	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
Mean score	1194.0	1010	269.8	2374	1030.8	5258.9	3770.5	14148.0	1010	1606	2298	2411.8	8102.8	2393.0	3712.6
				b			b	a					b		
Standard error	259.14	348.2	118.4	540.0	364.23	2181.31	925.00	9471.22	406.5	407.1	651.4	2671.57	2617.59	1121.53	3893.42
Standard deviation	12229.20	12894	1557	5866	3732.24	16755.0	7457.56	51876.0	13116	6200	7253	23136.5	19934.9	7181.31	20602.0
Mean - excluding very high response (300,000+ per month)	637.4	292.2	269.8	2374	1030.8	5223.4	3770.5	8402.9	154.2	1602	2298	1119.2	7757.4	2335.4	2759.9
				ab		a	ab	abd		a	a	a	abd	a	

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
Under £120 pa	1057	526	20	13	2	3	2	3	689	136	75	6	9
	53%	53%	13%	12%	3%	9%	6%	8%	77%	37%	22%	5%	12%
		bcdefg							bcde	cde	d		
£120 -£299 pa	365	235	44	8	5	4	1	6	98	125	96	12	2
	18%	24%	29%	7%	10%	11%	2%	14%	11%	34%	28%	11%	3%
		c	cd							ade	ade		
£300 -£599 pa	148	72	17	23	10	3	*	1	40	35	48	9	5
	7%	7%	11%	22%	22%	10%	*%	3%	5%	10%	14%	8%	7%
			a	a						a	a		
£600 -£1,199 pa	112	55	16	16	8	2	1	2	20	26	41	11	12
	6%	6%	11%	15%	18%	5%	2%	6%	2%	7%	12%	9%	16%
			a	a						a	a	a	a
£1,200 -£2,399 pa	98	47	17	13	4	4	1	2	14	18	34	15	14
	5%	5%	11%	13%	9%	12%	3%	5%	2%	5%	10%	13%	18%
			a							a	a	ab	ab
£2,400 -£5,999 pa	59	21	11	5	3	8	5	4	8	7	18	12	9
	3%	2%	7%	5%	6%	23%	17%	10%	1%	2%	5%	10%	12%
			a			ac	a				a	ab	ab
£6,000 -£11,999 pa	52	15	12	8	5	2	5	4	9	5	14	13	5
	3%	1%	8%	8%	10%	6%	19%	10%	1%	1%	4%	12%	6%
			a	a	a		a	a			a	abc	a
£12,000 -£23,999 pa	35	8	13	5	4	2	*	4	1	5	6	20	2
	2%	1%	8%	5%	8%	5%	*%	9%	*%	1%	2%	18%	2%
			a	a	a			a			a	abce	
£24,000 -£35,999 pa	9	1	*	4	*	*	-	2	2	3	1	3	1
	*%	*%	*%	4%	*%	1%	-%	6%	*%	1%	*%	3%	1%
			a					a					
£36,000 -£59,999 pa	8	*	*	*	*	4	2	*	4	1	1	1	*
	*%	*%	*%	*%	*%	13%	7%	1%	*%	*%	*%	1%	1%
						abc		a					
£60,000 -£89,999 pa	7	*	*	2	*	*	4	*	4	2	*	*	1
	*%	*%	*%	2%	*%	1%	13%	1%	*%	1%	*%	*%	1%
				a			ab						

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
£90,000 -£119,999 pa	4 *% %	* *% %	* *% %	* *% %	3 6% a	* *% %	1 3% a	- -% %	1 *% %	* *% %	2 *% %	1 1% %	* *% %
£120,000 -£179,999 pa	11 1% %	2 *% %	1 *% %	4 4% a	3 6% a	- -% %	- -% %	2 6% a	2 *% %	2 *% %	2 *% %	1 1% %	4 6% abc
£180,000 -£239,999 pa	13 1% %	1 *% %	* *% %	2 2% a	* 1% a	1 3% a	3 12% ab	6 14% ab	- -% %	3 1% %	4 1% %	6 5% a	1 1% %
£240,000 -£299,999 pa	3 *% %	- -% %	2 1% a	* *% %	- -% %	* *% %	1 3% a	* 1% %	2 *% %	* *% %	1 *% %	- -% %	* *% %
£300,000 -£359,999 pa	5 *% %	* *% %	- -% %	1 *% %	- -% %	* 1% %	4 13% ab	- -% %	* *% %	* *% %	* *% %	* *% %	4 5% abc
£360,000 -£479,999 pa	2 *% %	- -% %	- -% %	- -% %	* *% %	* *% %	- -% %	2 5% a	* *% %	- -% %	* *% %	2 2% %	* *% %
£480,000 -£599,999 pa	6 *% %	- -% %	* *% %	1 1% %	* *% %	- -% %	- -% %	* *% %	- -% %	1 *% %	* *% %	- -% %	- -% %
£600,000 -£899,999 pa	* *% %	* *% %	- -% %	* *% %	1 1% %	* *% %	* *% %	- -% %	- -% %	* *% %	* *% %	* *% %	* *% %
£900,000 -£1,199,999 pa	1 *% %	* *% %	- -% %	- -% %	- -% %	1 2% a	- -% %	- -% %	- -% %	* *% %	- -% %	- -% %	1 1% %
£1,200,000 -£3,599,999 pa	5 *% %	5 *% %	- -% %	* *% %	- -% %	* *% %	* *% %	- -% %	- -% %	- -% %	- -% %	* *% %	5 6% abc
£3,600,000 -£5,999,999 pa	* *% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	* *% %	- -% %	* *% %	* *% %	- -% %	- -% %

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

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
£6,000,000+ pa	*	-	-	-	-	-	*	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£1,200	1682	887	98	60	25	12	3	12	847	322	260	38	29
	84%	90%	64%	57%	53%	35%	10%	31%	95%	87%	76%	34%	39%
		bcdefg	efg	f	f				bcde	cde	de		
Net:£1,200 -<£12,000	209	83	40	27	12	14	11	9	31	30	66	40	27
	10%	8%	26%	25%	25%	41%	39%	24%	3%	8%	19%	35%	37%
			a	a	a	a	a	a		a	ab	abc	abc
Net:£12,000 -<£60,000	52	8	13	9	4	6	2	6	7	9	9	24	3
	3%	1%	8%	9%	9%	18%	7%	17%	1%	2%	3%	22%	4%
			a	a	a	a	a	a				abce	
Net:£60,000 -<£120,000	11	*	*	2	3	*	5	*	5	2	2	1	1
	1%	*%	*%	2%	6%	1%	16%	1%	1%	1%	1%	1%	1%
			a	a	a		ab						
Net:£120,000 - <£300,000	27	3	2	6	3	1	4	8	4	5	6	7	5
	1%	*%	2%	6%	6%	3%	14%	21%	*%	1%	2%	6%	7%
				a	a		a	ab				a	a
Net:£300,000 - <£600,000	13	*	*	1	*	*	4	2	*	1	*	2	4
	1%	*%	*%	1%	*%	1%	13%	6%	*%	*%	*%	2%	5%
							ab	a				a	abc
Net:£600,000 - <£1,200,000	1	*	-	*	*	1	*	-	-	*	*	*	1
	*%	*%	-%	*%	1%	2%	*%	-%	-%	*%	*%	*%	1%
					a								
Net: >£1,200,000	5	5	-	*	-	*	*	*	-	*	*	*	5
	*%	*%	-%	*%	-%	*%	*%	*%	-%	*%	*%	*%	6%
													abc
Net: £60,000+	57	8	3	10	6	2	13	11	9	8	9	11	15
	3%	1%	2%	9%	13%	7%	44%	28%	1%	2%	3%	9%	21%
				a	ab	a	abcde	ab				abc	abc

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
Net: £12,000+	109	16	16	19	10	8	15	17	16	17	17	35	18
	5%	2%	10%	18%	22%	25%	51%	45%	2%	5%	5%	31%	25%
		a	a	a	a	a	abc	abc			a	abc	abc
Answered	2000	987	154	106	46	33	29	39	894	369	343	114	74
Mean score	1194.0	1017	582.9	1813	1968.6	3560.1	8715.4	7428.1	158.9	486.0	1111.9	2478.4	15884.7
							b					ab	abcd
Standard error	259.14	434.4	195.0	500.6	617.31	1836.49	3000.16	3660.79	47.49	179.07	758.26	488.16	4701.59
Standard deviation	12229.20	13515	2624	5881	5790.86	13865.2	21214.35	25885.7	1320.46	3621.56	15995.59	7625.25	48405.88
Mean - excluding very high response (300,000+ per month)	637.4	105.0	582.9	1805	1968.6	3533.1	7918.7	6010.0	158.9	478.7	524.3	2383.2	4027.1
			a	a	a	a	abcd	abc				abc	abc

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

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
Under £120 pa	1057	706	123	62	3	6	528	53	27	4	8
	53%	71%	38%	23%	3%	13%	67%	21%	12%	4%	14%
		bcde	cde	d			bcde	d			
£120 -£299 pa	365	114	105	79	12	1	129	84	60	1	1
	18%	11%	33%	29%	14%	3%	16%	33%	28%	2%	3%
			ade	ae			d	ade	ade		
£300 -£599 pa	148	50	29	44	7	3	56	42	19	8	2
	7%	5%	9%	16%	8%	7%	7%	17%	9%	8%	4%
				a				a			
£600 -£1,199 pa	112	38	25	26	6	5	25	24	35	9	10
	6%	4%	8%	9%	7%	11%	3%	9%	16%	9%	19%
				a				a	a		a
£1,200 -£2,399 pa	98	29	9	25	11	12	11	17	33	11	12
	5%	3%	3%	9%	13%	25%	1%	7%	15%	12%	21%
				ab	ab	abc		a	a	a	ab
£2,400 -£5,999 pa	59	11	6	12	10	8	9	10	17	11	4
	3%	1%	2%	4%	12%	17%	1%	4%	8%	11%	7%
				a	ab	abc			a	a	a
£6,000 -£11,999 pa	52	10	9	12	10	2	7	8	9	13	5
	3%	1%	3%	4%	12%	5%	1%	3%	4%	14%	8%
				a	ab				a	abc	a
£12,000 -£23,999 pa	35	5	5	6	14	1	2	5	6	19	2
	2%	*%	2%	2%	17%	3%	*%	2%	3%	20%	3%
					abc				a	abc	
£24,000 -£35,999 pa	9	4	2	1	2	1	4	2	*	3	1
	*%	*%	1%	*%	2%	1%	*%	1%	*%	3%	1%
£36,000 -£59,999 pa	8	5	1	1	1	*	5	1	1	1	*
	*%	*%	*%	*%	1%	1%	1%	*%	*%	1%	1%
£60,000 -£89,999 pa	7	6	*	*	*	1	3	2	*	*	1
	*%	1%	*%	*%	*%	1%	*%	1%	*%	*%	1%
£90,000 -£119,999 pa	4	1	1	1	1	-	1	*	2	1	*
	*%	*%	*%	*%	2%	-%	*%	*%	1%	1%	*%

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
£120,000 -£179,999 pa	11 1%	4 *%	2 1%	2 1%	1 1%	- -%	4 *%	* *%	3 1%	* *%	4 7%
£180,000 -£239,999 pa	13 1%	3 *%	4 1%	* *%	6 7%	1 2%	* *%	3 1%	4 2%	6 6%	1 2%
£240,000 -£299,999 pa	3 *%	3 *%	- -%	- -%	- -%	* *%	2 *%	* *%	1 *%	- -%	* *%
£300,000 -£359,999 pa	5 *%	* *%	* *%	* *%	* 1%	4 8%	* *%	* *%	* *%	4 4%	* 1%
£360,000 -£479,999 pa	2 *%	2 *%	* *%	* *%	- -%	* *%	* *%	- -%	* *%	2 2%	* *%
£480,000 -£599,999 pa	6 *%	1 *%	* *%	* *%	- -%	- -%	* *%	1 *%	* *%	- -%	- -%
£600,000 -£899,999 pa	* *%	* *%	* *%	* *%	* *%	* *%	- -%	* *%	* *%	* *%	* *%
£900,000 -£1,199,999 pa	1 *%	- -%	* *%	- -%	- -%	1 2%	- -%	* *%	- -%	1 1%	* *%
£1,200,000 -£3,599,999 pa	5 *%	5 *%	* *%	- -%	* *%	* *%	- -%	- -%	* *%	* *%	5 8%
£3,600,000 -£5,999,999 pa	* *%	- -%	* *%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%
£6,000,000+ pa	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

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

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
Net: <£1,200	1682	907	283	211	27	16	738	203	142	22	22
	84%	91%	88%	78%	32%	35%	94%	80%	65%	24%	39%
		cde	cde	de			bcde	cde	de		
Net:£1,200 -<£12,000	209	49	24	49	31	22	27	35	59	34	21
	10%	5%	8%	18%	37%	46%	3%	14%	27%	37%	37%
				ab	abc	abc		a	ab	ab	ab
Net:£12,000 -<£60,000	52	13	8	8	17	2	10	8	7	23	3
	3%	1%	2%	3%	21%	5%	1%	3%	3%	25%	5%
					abc					abc	
Net:£60,000 -<£120,000	11	7	1	1	1	1	4	2	2	1	1
	1%	1%	*%	*%	2%	1%	1%	1%	1%	2%	1%
Net:£120,000 - <£300,000	27	9	6	2	7	1	6	3	7	6	5
	1%	1%	2%	1%	8%	2%	1%	1%	3%	6%	9%
					ac					a	ab
Net:£300,000 - <£600,000	13	3	*	*	*	4	1	1	*	6	*
	1%	*%	*%	*%	1%	8%	*%	*%	*%	6%	1%
						abc				abc	
Net:£600,000 - <£1,200,000	1	*	*	*	*	1	-	*	*	1	*
	*%	*%	*%	*%	*%	2%	-%	*%	*%	1%	*%
Net: >£1,200,000	5	5	*	*	*	*	-	-	*	*	5
	*%	*%	*%	*%	*%	*%	-%	-%	*%	*%	8%
											abc
Net: £60,000+	57	25	7	4	9	6	10	7	10	13	11
	3%	2%	2%	1%	10%	14%	1%	3%	4%	15%	20%
					abc	abc				abc	abc
Net: £12,000+	109	38	14	12	26	9	20	14	17	36	14
	5%	4%	4%	4%	31%	19%	3%	6%	8%	39%	24%
					abc	abc			a	abc	abc
Answered	2000	994	322	272	84	47	786	252	217	92	56
Mean score	1194.0	1301.9	435.4	877.2	2287.3	4527.3	228.4	600.7	1256.7	4387.5	18004.1
					b	b				ab	abc
Standard error	259.14	463.66	165.50	784.08	493.76	1564.63	63.72	204.14	747.43	850.79	6327.30
Standard deviation	12229.20	13699.66	3213.38	15404.77	7017.67	13640.09	1672.69	3617.39	13680.23	11158.05	54429.47

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	380	141	126	39	19	308	108	105	44	20
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
Mean - excluding very high response (300,000+ per month)	637.4	398.4	424.4	340.8	2168.0	4508.0	228.4	600.7	850.0	4378.8	2211.7
					abc	abc			a	abc	a

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

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
Under £120 pa	1057	486	34	32	5	4	188	47	330	971	86	867	34
	53%	66%	17%	13%	4%	7%	24%	40%	68%	57%	30%	55%	26%
		bcde	d					a	ab	b		b	
£120 -£299 pa	365	156	77	54	8	1	182	27	90	314	51	289	24
	18%	21%	38%	22%	6%	2%	23%	24%	19%	18%	18%	18%	18%
		de	acde	de									
£300 -£599 pa	148	38	37	38	6	6	92	7	27	125	23	128	5
	7%	5%	18%	15%	5%	11%	12%	6%	6%	7%	8%	8%	4%
			ad	ad			c						
£600 -£1,199 pa	112	24	13	34	19	6	82	6	10	86	26	84	17
	6%	3%	6%	13%	15%	11%	10%	5%	2%	5%	9%	5%	13%
			a	a			c					a	
£1,200 -£2,399 pa	98	15	14	42	15	2	59	13	16	75	23	70	16
	5%	2%	7%	17%	11%	3%	7%	11%	3%	4%	8%	4%	12%
			a	ab	a			c				a	
£2,400 -£5,999 pa	59	7	7	16	18	8	50	3	3	49	11	43	3
	3%	1%	3%	6%	14%	15%	6%	3%	1%	3%	4%	3%	2%
			a	a	ab	ab	c						
£6,000 -£11,999 pa	52	2	2	9	26	12	49	1	2	26	25	39	4
	3%	*%	1%	4%	20%	23%	6%	1%	*%	2%	9%	2%	3%
			a	a	abc	abc	c				a		
£12,000 -£23,999 pa	35	*	5	7	21	2	31	1	3	26	9	30	2
	2%	*%	3%	3%	16%	3%	4%	*%	1%	2%	3%	2%	1%
			a	a	abc	a	c						
£24,000 -£35,999 pa	9	1	3	1	2	1	6	1	*	5	4	7	2
	*%	*%	1%	*%	1%	2%	1%	1%	*%	*%	1%	*%	2%
			a	a	abc	a	c						
£36,000 -£59,999 pa	8	*	4	*	2	1	3	4	*	3	5	3	4
	*%	*%	2%	*%	1%	2%	*%	4%	*%	*%	2%	*%	3%
			a					ac		a		a	

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
£60,000 -£89,999 pa	7	3	*	3	*	1	6	1	*	4	3	6	1
	%	%	%	1%	%	1%	1%	1%	%	%	1%	%	1%
£90,000 -£119,999 pa	4	*	1	1	1	1	4	*	*	1	3	3	1
	%	%	%	%	1%	2%	%	%	%	%	1%	%	1%
£120,000 -£179,999 pa	11	*	2	8	1	*	10	2	*	6	5	4	5
	1%	%	1%	3%	1%	%	1%	2%	%	%	2%	%	4%
				a							a		a
£180,000 -£239,999 pa	13	1	*	5	6	*	11	2	*	6	7	7	6
	1%	%	%	2%	5%	%	1%	2%	%	%	2%	%	5%
				a	a						a		a
£240,000 -£299,999 pa	3	2	1	*	*	*	2	1	-	2	1	2	1
	%	%	%	%	%	%	%	1%	-%	%	%	%	1%
£300,000 -£359,999 pa	5	*	*	*	*	4	4	1	*	5	*	1	4
	%	%	%	%	%	7%	1%	%	%	%	%	%	3%
						abc							a
£360,000 -£479,999 pa	2	-	-	-	*	*	*	-	2	*	2	*	2
	%	-%	-%	-%	%	%	%	-%	%	%	1%	%	2%
											a		a
£480,000 -£599,999 pa	6	-	*	1	*	-	1	*	*	4	1	*	1
	%	-%	%	%	%	-%	%	%	%	%	%	%	1%
£600,000 -£899,999 pa	*	-	-	*	*	*	*	-	-	*	*	*	*
	%	-%	-%	%	%	%	%	-%	-%	%	%	%	%
£900,000 -£1,199,999 pa	1	-	*	-	1	*	1	-	*	1	*	1	*
	%	-%	%	-%	1%	%	%	-%	%	%	%	%	%
£1,200,000 -£3,599,999 pa	5	-	-	*	-	5	5	-	-	5	*	5	*
	%	-%	-%	%	-%	9%	1%	-%	-%	%	%	%	%
						abcd							

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
Net: >£1,200,000	5	-	-	*	-	5	5	-	-	5	*	5	*
	%	%	%	%	%	9%	1%	%	%	%	%	%	%
						abcd							
Net: £60,000+	57	6	5	19	10	11	44	6	2	35	23	29	22
	3%	1%	2%	7%	8%	20%	6%	5%	%	2%	8%	2%	16%
				a	a	ab	c	c			a		a
Net: £12,000+	109	7	17	27	34	14	85	12	5	68	40	69	29
	5%	1%	8%	11%	26%	27%	11%	10%	1%	4%	14%	4%	22%
			a	a	abc	abc	c	c			a		a
Answered	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
Mean score	1194.0	138.2	560.8	1348.4	2234.5	21216.7	2316.6	1048.5	188.1	1081.0	1870.4	1024.6	3814.3
				a	a	abcd							
Standard error	259.14	54.49	169.21	446.43	587.92	6138.38	578.40	313.70	106.19	288.44	566.59	312.04	912.64
Standard deviation	12229.20	1414.56	2675.46	7847.60	7865.88	59513.85	17030.81	3854.86	2376.86	12449.94	10809.91	12997.48	12446.71
Mean - excluding very high response (300,000+ per month)	637.4	138.2	560.8	1251.7	2234.5	3338.3	1076.0	1048.5	188.1	469.7	1638.5	338.8	3630.4
				a	a	ab	c				a		a

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

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
Under £120 pa	1057	574	49	429	140	868	33	575	48	425	144
	53%	47%	28%	47%	29%	54%	26%	47%	25%	46%	30%
		b		b		b		b		b	
£120 -£299 pa	365	252	27	203	97	289	24	258	21	211	90
	18%	20%	15%	22%	20%	18%	19%	21%	11%	23%	19%
		b		b		b		b		b	
£300 -£599 pa	148	118	10	72	55	126	8	114	14	74	52
	7%	10%	6%	8%	11%	8%	6%	9%	8%	8%	11%
£600 -£1,199 pa	112	83	20	59	41	86	14	80	23	54	46
	6%	7%	11%	7%	8%	5%	12%	7%	12%	6%	10%
£1,200 -£2,399 pa	98	64	20	49	39	72	14	62	22	49	39
	5%	5%	11%	5%	8%	4%	11%	5%	12%	5%	8%
			a				a		a		a
£2,400 -£5,999 pa	59	43	7	35	21	43	3	43	7	36	21
	3%	4%	4%	4%	4%	3%	3%	4%	4%	4%	4%
£6,000 -£11,999 pa	52	38	5	17	34	34	9	30	12	20	31
	3%	3%	3%	2%	7%	2%	7%	2%	6%	2%	7%
			a		a		a		a		a
£12,000 -£23,999 pa	35	22	11	13	21	30	2	26	7	17	17
	2%	2%	6%	1%	4%	2%	1%	2%	4%	2%	4%
			a		a		a		a		a
£24,000 -£35,999 pa	9	6	3	4	3	7	2	5	4	4	4
	*%	1%	2%	*%	1%	*%	2%	*%	2%	*%	1%
£36,000 -£59,999 pa	8	3	4	1	6	3	4	3	4	1	6
	*%	*%	2%	*%	1%	*%	3%	*%	2%	*%	1%
			a		a		a		a		a
£60,000 -£89,999 pa	7	4	3	3	4	7	*	4	3	3	4
	*%	*%	2%	*%	1%	*%	*%	*%	2%	*%	1%

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

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
£90,000 -£119,999 pa	4 *%	2 *%	2 1%	1 *%	3 1%	2 *%	2 1%	2 *%	2 1%	3 *%	1 *%
£120,000 -£179,999 pa	11 1%	7 1%	4 2%	6 1%	5 1%	5 *%	4 3%	6 *%	5 3%	6 1%	5 1%
£180,000 -£239,999 pa	13 1%	10 1%	3 2%	5 1%	9 2%	11 1%	2 2%	6 *%	7 4%	5 1%	9 2%
£240,000 -£299,999 pa	3 *%	2 *%	1 *%	2 *%	1 *%	2 *%	1 1%	2 *%	1 *%	2 *%	1 *%
£300,000 -£359,999 pa	5 *%	1 *%	4 2% a	1 *%	4 1%	4 *%	1 1%	1 *%	4 2% a	1 *%	4 1%
£360,000 -£479,999 pa	2 *%	* *%	2 1% a	* *%	2 *%	* *%	2 2% a	* *%	2 1% a	- -%	2 *%
£480,000 -£599,999 pa	6 *%	* *%	1 1%	* *%	1 *%	* *%	1 1%	* *%	1 1%	* *%	1 *%
£600,000 -£899,999 pa	* *%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	* *%
£900,000 -£1,199,999 pa	1 *%	1 *%	- -%	* *%	1 *%	1 *%	* *%	1 *%	* *%	* *%	1 *%
£1,200,000 -£3,599,999 pa	5 *%	5 *%	* *%	5 *%	* *%	5 *%	* *%	5 *%	* *%	5 *%	* *%
£3,600,000 -£5,999,999 pa	* *%	- -%	* *%	- -%	* *%	* *%	- -%	- -%	* *%	- -%	* *%

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

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
£6,000,000+ pa	*	*	-	-	*	*	*	*	-	-	*
	*%	*%	-%	-%	*%	*%	*%	*%	-%	-%	*%
Don't know	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£1,200	1682	1027	106	763	333	1369	78	1027	106	765	332
	84%	83%	60%	84%	68%	86%	63%	84%	56%	83%	69%
Net:£1,200 -<£12,000	209	145	32	101	95	149	26	135	41	105	91
	10%	12%	18%	11%	19%	9%	21%	11%	22%	11%	19%
Net:£12,000 -<£60,000	52	32	18	19	30	41	8	35	15	22	27
	3%	3%	10%	2%	6%	3%	6%	3%	8%	2%	6%
Net:£60,000 -<£120,000	11	6	5	5	7	9	2	6	5	6	5
	1%	*%	3%	1%	1%	1%	2%	*%	2%	1%	1%
Net:£120,000 - <£300,000	27	18	8	13	14	18	7	13	13	13	14
	1%	1%	5%	1%	3%	1%	6%	1%	7%	1%	3%
Net:£300,000 - <£600,000	13	1	7	1	7	4	4	1	7	1	7
	1%	*%	4%	*%	1%	*%	3%	*%	4%	*%	2%
Net:£600,000 - <£1,200,000	1	1	*	*	1	1	*	1	*	*	1
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Net: >£1,200,000	5	5	*	5	*	5	*	5	*	5	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Net: £60,000+	57	30	21	23	29	37	13	25	26	25	28
	3%	2%	12%	3%	6%	2%	10%	2%	14%	3%	6%

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

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
Net: £12,000+	109	62	39	42	60	78	21	60	41	47	55
	5%	5%	22%	5%	12%	5%	17%	5%	22%	5%	12%
			a		a		a		a		a
Answered	2000	1234	177	906	488	1597	125	1222	189	916	478
Mean score	1194.0	1204.0	3036.7	1379.0	1611.8	1132.5	2589.4	1148.3	3284.4	1388.4	1598.3
Standard error	259.14	351.16	874.47	459.94	425.05	314.05	830.45	353.37	839.33	457.19	428.68
Standard deviation	12229.20	12868.79	13991.50	14221.06	10201.23	13103.64	11141.70	12891.89	13740.46	14165.62	10252.52
Mean - excluding very high response (300,000+ per month)	637.4	457.8	2657.2	387.9	1445.9	443.7	2474.7	394.6	2928.8	406.9	1430.9
			a		a		a		a		a

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

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
Under £120 pa	1057	339	729	55	-	275	409	26	1	316	303	36	2
	53%	40%	54%	22%	-%	35%	43%	13%	12%	32%	40%	16%	100%
		c	ac			c	ac			c	ac		
£120 -£299 pa	365	163	251	47	-	144	203	21	2	215	175	34	-
	18%	19%	19%	19%	-%	18%	21%	10%	36%	22%	23%	15%	-%
							c						
£300 -£599 pa	148	80	107	18	-	82	83	12	2	100	67	22	-
	7%	9%	8%	7%	-%	11%	9%	6%	40%	10%	9%	10%	-%
£600 -£1,199 pa	112	56	83	35	-	69	73	35	-	81	63	37	-
	6%	7%	6%	14%	-%	9%	8%	18%	-%	8%	8%	16%	-%
				ab				ab				ab	
£1,200 -£2,399 pa	98	54	62	28	4	53	59	25	1	68	54	17	-
	5%	6%	5%	11%	74%	7%	6%	13%	12%	7%	7%	8%	-%
				b				b					
£2,400 -£5,999 pa	59	33	33	14	-	35	36	14	-	50	24	11	-
	3%	4%	2%	6%	-%	4%	4%	7%	-%	5%	3%	5%	-%
£6,000 -£11,999 pa	52	34	33	16	-	39	28	20	-	49	28	24	-
	3%	4%	2%	6%	-%	5%	3%	10%	-%	5%	4%	11%	-%
				b				b				ab	
£12,000 -£23,999 pa	35	26	24	17	1	27	22	17	-	32	20	16	-
	2%	3%	2%	7%	26%	3%	2%	9%	-%	3%	3%	7%	-%
				b				ab				b	
£24,000 -£35,999 pa	9	9	5	*	-	9	5	*	-	7	3	*	-
	*%	1%	*%	*%	-%	1%	1%	*%	-%	1%	*%	*%	-%
£36,000 -£59,999 pa	8	6	3	5	-	7	7	5	-	7	6	6	-
	*%	1%	*%	2%	-%	1%	1%	3%	-%	1%	1%	3%	-%
				b									
£60,000 -£89,999 pa	7	4	5	2	-	4	4	2	-	5	4	2	-
	*%	*%	*%	1%	-%	*%	*%	1%	-%	*%	*%	1%	-%
£90,000 -£119,999 pa	4	4	3	2	-	4	3	2	-	4	3	2	-
	*%	*%	*%	1%	-%	*%	*%	1%	-%	*%	*%	1%	-%

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
£120,000 -£179,999 pa	11 1%	9 1%	5 *%	* *%	- -%	11 1%	5 1%	- -%	- -%	11 1%	1 *%	* *%	- -%
£180,000 -£239,999 pa	13 1%	13 2%	6 *%	5 2%	- -%	11 1%	6 1%	7 4%	- -%	13 1%	2 *%	6 3%	- -%
£240,000 -£299,999 pa	3 *%	3 *%	* *%	2 1%	- -%	3 *%	* *%	2 1%	- -%	3 *%	* *%	3 1%	- -%
£300,000 -£359,999 pa	5 *%	5 1%	4 *%	* *%	- -%	5 1%	4 *%	* *%	- -%	5 1%	4 1%	* *%	- -%
£360,000 -£479,999 pa	2 *%	2 *%	2 *%	2 1%	- -%	2 *%	* *%	2 1%	- -%	2 *%	2 *%	2 1%	- -%
£480,000 -£599,999 pa	6 *%	1 *%	* *%	* *%	- -%	1 *%	* *%	* *%	- -%	1 *%	* *%	* *%	- -%
£600,000 -£899,999 pa	* *%	* *%	* *%	* *%	- -%	* *%	* *%	* *%	- -%	* *%	* *%	* *%	- -%
£900,000 -£1,199,999 pa	1 *%	1 *%	* *%	1 *%	- -%	1 *%	* *%	1 *%	- -%	1 *%	* *%	1 *%	- -%
£1,200,000 -£3,599,999 pa	5 *%	5 1%	* *%	5 2%	- -%	5 1%	5 *%	5 2%	- -%	5 *%	5 1%	5 2%	- -%
£3,600,000 -£5,999,999 pa	* *%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%
£6,000,000+ pa	* *%	* *%	* *%	* *%	- -%	* *%	* *%	* *%	- -%	* *%	* *%	- -%	- -%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Net: <£1,200	1682 84%	639 75%	1172 86%	154 61%	- -%	570 73%	768 81%	94 48%	4 88%	713 73%	609 80%	129 58%	2 100%
		c	ac			c	ac			c	ac		

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
Net:£1,200 -<£12,000	209	121	127	58	4	126	123	59	1	167	106	52	-
	10%	14%	9%	23%	74%	16%	13%	30%	12%	17%	14%	23%	-%
		b		ab				ab				b	
Net:£12,000 -<£60,000	52	40	33	23	1	43	33	23	-	46	30	22	-
	3%	5%	2%	9%	26%	5%	3%	12%	-%	5%	4%	10%	-%
				b				ab				ab	
Net:£60,000 -<£120,000	11	7	7	4	-	7	6	4	-	8	6	4	-
	1%	1%	1%	1%	-%	1%	1%	2%	-%	1%	1%	2%	-%
Net:£120,000 - <£300,000	27	24	11	8	-	24	12	9	-	27	3	9	-
	1%	3%	1%	3%	-%	3%	1%	5%	-%	3%	*%	4%	-%
		b		b				b		b		b	
Net:£300,000 - <£600,000	13	8	6	3	-	8	4	3	-	8	6	2	-
	1%	1%	*%	1%	-%	1%	*%	1%	-%	1%	1%	1%	-%
Net:£600,000 - <£1,200,000	1	1	*	1	-	1	*	1	-	1	*	1	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
Net: >£1,200,000	5	5	*	5	-	5	5	5	-	5	5	5	-
	*%	1%	*%	2%	-%	1%	*%	2%	-%	*%	1%	2%	-%
				b									
Net: £60,000+	57	46	25	19	-	45	27	21	-	49	21	20	-
	3%	5%	2%	8%	-%	6%	3%	11%	-%	5%	3%	9%	-%
		b		b		b		b				b	
Net: £12,000+	109	86	58	42	1	89	60	44	-	95	50	43	-
	5%	10%	4%	16%	26%	11%	6%	22%	-%	10%	7%	19%	-%
		b		b		b		ab				ab	
Answered	2000	846	1357	254	5	785	951	197	5	975	765	224	2
Mean score	1194.0	2402.0	427.3	5196.7	499.7	2428.9	1471.5	6975.2	39.3	2032.0	1761.2	5933.5	5.0
		b		b				b				b	
Standard error	259.14	583.62	108.07	1660.43	463.65	570.49	425.42	2132.68	23.88	469.93	548.28	1775.87	-
Standard deviation	12229.20	18223.55	4177.02	28031.27	655.69	17124.27	14192.63	31918.98	47.77	15421.93	16050.69	28799.75	-
Mean - excluding very high response (300,000+ per month)	637.4	1099.8	410.0	1592.8	499.7	1187.5	517.2	2277.6	39.3	1030.7	554.2	1947.5	5.0
		b		b		b		b				b	

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
Under £120 pa	1057	848	512	366	622	536	3	276	185	134	23	15
	53%	55%	44%	40%	51%	51%	8%	44%	37%	30%	17%	18%
		bc			c	c		cde	de			
£120 -£299 pa	365	281	240	206	233	180	1	122	102	86	14	19
	18%	18%	20%	23%	19%	17%	4%	19%	20%	19%	10%	22%
£300 -£599 pa	148	120	117	73	107	79	*	54	41	44	13	8
	7%	8%	10%	8%	9%	8%	1%	9%	8%	10%	10%	9%
£600 -£1,199 pa	112	85	82	68	58	67	2	45	46	46	33	19
	6%	5%	7%	7%	5%	6%	5%	7%	9%	10%	25%	22%
											abc	abc
£1,200 -£2,399 pa	98	68	66	64	61	49	2	42	36	43	10	4
	5%	4%	6%	7%	5%	5%	7%	7%	7%	10%	8%	4%
£2,400 -£5,999 pa	59	41	44	40	39	34	7	31	25	23	6	5
	3%	3%	4%	4%	3%	3%	21%	5%	5%	5%	4%	5%
							ab					
£6,000 -£11,999 pa	52	34	39	32	31	35	4	24	25	24	11	3
	3%	2%	3%	4%	3%	3%	11%	4%	5%	5%	8%	4%
£12,000 -£23,999 pa	35	30	30	27	18	24	2	14	17	27	11	10
	2%	2%	3%	3%	1%	2%	5%	2%	3%	6%	9%	11%
										a	a	ab
£24,000 -£35,999 pa	9	6	4	3	6	5	-	3	1	2	*	-
	*%	*%	*%	*%	1%	*%	-%	*%	*%	*%	*%	-%
£36,000 -£59,999 pa	8	8	7	6	7	6	5	2	5	5	6	*
	*%	*%	1%	1%	1%	1%	13%	*%	1%	1%	4%	*%
							ab				a	
£60,000 -£89,999 pa	7	3	5	3	3	5	*	1	2	2	*	*
	*%	*%	*%	*%	*%	*%	1%	*%	*%	*%	*%	*%
£90,000 -£119,999 pa	4	4	4	3	4	4	2	2	2	3	2	2
	*%	*%	*%	*%	*%	*%	5%	*%	*%	1%	1%	2%
							ab					

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
£120,000 -£179,999 pa	11 1%	1 *% *	5 *% *	6 1% *	2 *% *	3 *% *	1 3% *	5 1% *	2 *% *	1 *% *	- -% *	- -% *
£180,000 -£239,999 pa	13 1%	11 1% *	8 1% *	6 1% *	10 1% *	6 1% *	4 13% * ab	6 1% *	1 *% *	1 *% *	2 1% *	1 1% *
£240,000 -£299,999 pa	3 *% *	* *% *	2 *% *	* *% *	* *% *	2 *% *	* *% *	- -% *	- -% *	- -% *	* *% *	- -% *
£300,000 -£359,999 pa	5 *% *	1 *% *	5 *% *	* *% *	4 *% *	5 *% *	- -% *	* *% *	- -% *	* *% *	- -% *	- -% *
£360,000 -£479,999 pa	2 *% *	2 *% *	* *% *	2 *% *	2 *% *	2 *% *	- -% *	* *% *	* *% *	2 *% *	2 2% * a	- -% *
£480,000 -£599,999 pa	6 *% *	* *% *	* *% *	* *% *	* *% *	* *% *	- -% *	* *% *	- -% *	* *% *	* *% *	- -% *
£600,000 -£899,999 pa	* *% *	* *% *	* *% *	* *% *	* *% *	* *% *	- -% *	- -% *	* *% *	* *% *	* *% *	- -% *
£900,000 -£1,199,999 pa	1 *% *	1 *% *	1 *% *	1 *% *	1 *% *	1 *% *	1 2% * a	1 *% *	1 *% *	1 *% *	1 1% *	1 1% *
£1,200,000 -£3,599,999 pa	5 *% *	5 *% *	5 *% *	5 *% *	5 *% *	* *% *	- -% *	5 1% *	5 1% *	5 1% *	* *% *	* *% *
£3,600,000 -£5,999,999 pa	* *% *	* *% *	- -% *	- -% *	* *% *	* *% *	- -% *	- -% *	- -% *	- -% *	- -% *	- -% *
£6,000,000+ pa	* *% *	* *% *	* *% *	* *% *	* *% *	* *% *	- -% *	* *% *	- -% *	* *% *	* *% *	- -% *
Don't know	- -% *	- -% *	- -% *	- -% *	- -% *	- -% *	- -% *	- -% *	- -% *	- -% *	- -% *	- -% *
Net: <£1,200	1682 84%	1334 86% bc	951 81% *	713 78% *	1019 84% c	863 83% c	6 18% *	497 78% cd	374 75% d	310 69% *	82 62% *	62 71% *

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
Net:£1,200 -<£12,000	209	143	150	137	131	118	13	97	86	90	26	12
	10%	9%	13%	15%	11%	11%	39%	15%	17%	20%	20%	13%
				a			ab					
Net:£12,000 -<£60,000	52	44	42	36	31	34	6	19	24	34	17	10
	3%	3%	4%	4%	3%	3%	18%	3%	5%	8%	13%	11%
							ab			a	ab	a
Net:£60,000 -<£120,000	11	7	9	6	7	9	2	3	4	5	2	2
	1%	*%	1%	1%	1%	1%	6%	1%	1%	1%	2%	2%
							a					
Net:£120,000 - <£300,000	27	12	14	12	13	11	5	11	3	2	2	1
	1%	1%	1%	1%	1%	1%	16%	2%	1%	*%	1%	1%
							ab					
Net:£300,000 - <£600,000	13	3	5	2	7	7	-	*	*	2	2	-
	1%	*%	*%	*%	1%	1%	-%	*%	*%	1%	2%	-%
Net:£600,000 - <£1,200,000	1	1	1	1	1	1	1	1	1	1	1	1
	*%	*%	*%	*%	*%	*%	2%	*%	*%	*%	1%	1%
							a					
Net: >£1,200,000	5	5	5	5	5	*	-	5	5	5	*	*
	*%	*%	*%	1%	*%	*%	-%	1%	1%	1%	*%	*%
Net: £60,000+	57	28	33	26	32	27	8	20	12	15	7	4
	3%	2%	3%	3%	3%	3%	24%	3%	2%	3%	5%	4%
							ab					
Net: £12,000+	109	72	75	62	63	62	15	39	36	49	24	13
	5%	5%	6%	7%	5%	6%	43%	6%	7%	11%	18%	16%
							ab				ab	a
Answered	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
Mean score	1194.0	1070.2	1352.4	1579.9	1423.0	780.7	5858.3	2022.5	2301.8	2793.5	2076.0	1494.3
							b					
Standard error	259.14	315.45	363.92	477.86	399.24	270.32	1858.09	720.66	886.66	978.47	1086.88	1114.56
Standard deviation	12229.20	12914.4	13146.6	14836.7	14658.00	8826.02	13779.95	17652.39	19405	20963.07	12102.97	9652.33
Mean - excluding very high response (300,000+ per month)	637.4	388.2	568.0	568.4	551.3	630.2	5858.3	566.3	470.0	740.5	1891.9	1378.5
							ab					

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
£120,000 -£179,999 pa	11 1%	3 1%	4 3%	* *%	* *%	9 1%	3 *%	11 1%	3 *%	5 1%	11 1%	1 *%	1 *%	- -%	5 *%	* *%
£180,000 -£239,999 pa	13 1%	4 2%	5 4%	1 1%	- -%	11 1%	7 1%	11 1%	8 1%	8 1%	11 1%	6 *%	6 3% b	- -%	11 1%	- -%
£240,000 -£299,999 pa	3 *%	- -%	- -%	- -%	2 4%	1 *%	2 *%	3 *%	* *%	* *%	3 *%	* *%	- -%	- -%	2 *%	- -%
£300,000 -£359,999 pa	5 *%	* *%	4 4%	* *%	- -%	1 *%	4 *%	5 *%	1 *%	4 *%	5 1%	1 *%	* *%	- -%	5 *%	- -%
£360,000 -£479,999 pa	2 *%	* *%	- -%	* *%	2 4%	* *%	* *%	* *%	2 *%	2 *%	2 *%	* *%	* *%	- -%	2 *%	* *%
£480,000 -£599,999 pa	6 *%	* *%	4 4%	- -%	- -%	* *%	* *%	* *%	5 *%	1 *%	* *%	5 *%	* *%	- -%	5 *%	- -%
£600,000 -£899,999 pa	* *%	- -%	* *%	- -%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	* *%	- -%
£900,000 -£1,199,999 pa	1 *%	- -%	1 1%	- -%	- -%	1 *%	1 *%	1 *%	1 *%	1 *%	1 *%	1 *%	1 *%	- -%	1 *%	- -%
£1,200,000 -£3,599,999 pa	5 *%	- -%	* *%	* *%	- -%	* *%	5 *%	5 *%	5 *%	* *%	5 1%	5 *%	5 2% b	- -%	5 *%	- -%
£3,600,000 -£5,999,999 pa	* *%	* *%	* *%	* *%	- -%	* *%	* *%	* *%	- -%	* *%	* *%	- -%	- -%	- -%	* *%	* *%
£6,000,000+ pa	* *%	* *%	- -%	- -%	- -%	* *%	* *%	* *%	- -%	* *%	* *%	* *%	* *%	- -%	* *%	- -%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

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

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
Net: <£1,200	1682 84%	149 75%	75 66%	66 71%	29 61%	1408 85%	825 80%	1468 84%	901 81%	808 81%	617 75%	1370 85%	132 65%	- -%	1191 84%	120 86%
Net:£1,200 -<£12,000	209 10%	26 13%	18 15%	24 26%	11 23%	172 10%	141 14%	185 11%	141 13%	126 13%	124 15%	169 11%	39 19%	- -%	146 10%	12 9%
Net:£12,000 -<£60,000	52 3%	11 5%	2 2%	2 2%	3 6%	44 3%	39 4%	50 3%	36 3%	33 3%	36 4%	41 3%	17 9%	- -%	34 2%	5 4%
Net:£60,000 -<£120,000	11 1%	5 2%	1 1%	* *%	* *%	5 *%	5 1%	8 *%	7 1%	5 1%	8 1%	6 *%	2 1%	- -%	10 1%	1 1%
Net:£120,000 - <£300,000	27 1%	7 4%	8 7%	1 1%	2 4%	21 1%	12 1%	25 1%	11 1%	13 1%	24 3%	8 *%	7 3%	- -%	18 1%	* *%
Net:£300,000 - <£600,000	13 1%	* *%	9 7%	* *%	2 4%	1 *%	4 *%	5 *%	7 1%	7 1%	7 1%	6 *%	1 *%	- -%	11 1%	* *%
Net:£600,000 - <£1,200,000	1 *%	- -%	1 1%	- -%	- -%	1 *%	1 *%	1 *%	1 *%	1 *%	1 *%	1 *%	1 *%	- -%	1 *%	- -%
Net: >£1,200,000	5 *%	* *%	* *%	* *%	- -%	1 *%	5 *%	5 *%	5 *%	* *%	5 1%	5 *%	5 2%	- -%	5 *%	* *%
Net: £60,000+	57 3%	12 6%	19 17%	1 1%	4 9%	29 2%	27 3%	43 2%	31 3%	27 3%	46 6%	25 2%	14 7%	- -%	45 3%	1 1%
Net: £12,000+	109 5%	23 12%	21 19%	3 3%	7 15%	73 4%	66 6%	94 5%	67 6%	60 6%	82 10%	66 4%	31 15%	- -%	80 6%	7 5%
Answered Mean score	2000 1194.0	198 1292.0	114 5784.0	93 535.3	47 2761.1	1653 515.4	1032 1575.8	1746 1130.1	1108 1496.3	994 781.3	823 2407.6	1604 995.2	202 5837.1	- -	1417 1411.5	139 1035.0

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
Significance Level: 95%	a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
Standard error	259.14	907.51	2112.2	626.26	1169.12	179.05	425.89	284.45	358.77	196.85	603.79	271.22	1968.42	-	324.27	1725.79
Standard deviation	12229.20	12866	24175	6199.64	8266.91	7831.31	15694.7	12758.9	13524.2	7154.8	18413.04	11557.93	30558.10	-	13132.10	18905.07
Mean - excluding very high response (300,000+ per month)	637.4	942.1	4707.1 ac	397.5	2761.1	385.2	564.7	492.8	677.1	699.7	1070.4 b	414.4	1360.5 b	-	713.7	146.6

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

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
Under £120 pa	1057 53%	308 41%	705 64%	194 32%	14 33%	75 25%	166 37%	39 15%	799 59%	205 55%	81 27%	123 32%	825 65%
£120 -£299 pa	365 18%	151 20%	185 17%	122 20%	6 16%	58 20%	80 18%	46 18%	246 18%	73 20%	57 19%	108 28%	194 15%
£300 -£599 pa	148 7%	68 9%	69 6%	68 11%	6 15%	25 9%	54 12%	37 14%	79 6%	30 8%	31 10%	44 11%	72 6%
£600 -£1,199 pa	112 6%	52 7%	44 4%	53 9%	4 10%	29 10%	41 9%	33 12%	59 4%	20 5%	36 12%	27 7%	45 4%
£1,200 -£2,399 pa	98 5%	51 7%	34 3%	48 8%	5 11%	25 8%	36 8%	31 12%	55 4%	12 3%	27 9%	24 6%	43 3%
£2,400 -£5,999 pa	59 3%	39 5%	17 2%	25 4%	- -%	13 4%	18 4%	16 6%	36 3%	7 2%	16 5%	16 4%	28 2%
£6,000 -£11,999 pa	52 3%	19 2%	28 3%	38 6%	3 7%	24 8%	18 4%	16 6%	30 2%	5 1%	13 4%	10 3%	28 2%
£12,000 -£23,999 pa	35 2%	20 3%	10 1%	16 3%	- -%	9 3%	16 4%	9 3%	20 2%	6 1%	14 5%	5 1%	15 1%
£24,000 -£35,999 pa	9 *%	4 1%	3 *%	4 1%	- -%	3 1%	1 *%	5 2%	3 *%	1 *%	3 1%	2 1%	4 *%
£36,000 -£59,999 pa	8 *%	6 1%	1 *%	5 1%	1 3%	6 2%	1 *%	1 *%	2 *%	* *%	1 *%	1 *%	2 *%
£60,000 -£89,999 pa	7 *%	4 1%	3 *%	3 1%	- -%	4 1%	* *%	3 1%	3 *%	1 *%	5 2%	1 *%	1 *%

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
£90,000 -£119,999 pa	4	2	2	3	1	3	1	2	2	-	2	1	1
	%	%	%	%	3%	1%	%	1%	%	-%	1%	%	%
£120,000 -£179,999 pa	11	7	*	7	-	7	*	7	3	*	5	*	4
	1%	1%	%	1%	-%	2%	%	3%	%	%	2%	%	%
£180,000 -£239,999 pa	13	b				b		bc					
	1%	10	1	13	*	5	8	9	2	2	4	4	6
		1%	%	2%	%	2%	2%	3%	%	%	1%	1%	%
£240,000 -£299,999 pa	3	2	*	1	-	1	*	1	2	*	1	2	-
	%	%	%	%	-%	%	%	%	%	%	%	%	-%
£300,000 -£359,999 pa	5	5	*	1	-	4	*	4	1	-	*	4	1
	%	1%	%	%	-%	1%	%	2%	%	-%	%	1%	%
£360,000 -£479,999 pa	2	2	-	*	-	2	*	2	*	*	2	-	*
	%	%	-%	%	-%	1%	%	1%	%	%	1%	-%	%
£480,000 -£599,999 pa	6	5	-	*	1	1	-	*	1	4	*	5	*
	%	1%	-%	%	2%	%	-%	%	%	1%	%	1%	%
£600,000 -£899,999 pa	*	*	*	*	-	*	*	-	*	-	*	*	*
	%	%	%	%	-%	%	%	-%	%	-%	%	%	%
£900,000 -£1,199,999 pa	1	*	1	1	-	-	1	*	1	-	-	*	1
	%	%	%	%	-%	-%	%	%	%	-%	-%	%	%
£1,200,000 -£3,599,999 pa	5	5	*	5	-	*	5	*	-	5	*	5	*
	%	1%	%	1%	-%	%	1%	%	-%	1%	%	1%	%
£3,600,000 -£5,999,999 pa	*	*	-	-	*	*	*	-	*	*	-	*	*
	%	%	-%	-%	%	%	%	-%	%	%	-%	%	%
£6,000,000+ pa	*	*	-	*	-	*	-	*	*	-	-	*	-
	%	%	-%	%	-%	%	-%	%	%	-%	-%	%	-%

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£1,200	1682 84%	579 76%	1003 91%	437 72%	31 74%	188 64%	340 76%	155 59%	1183 88%	328 88%	205 69%	301 79%	1136 90%
		a	a	a	a	a	a	a	a	a	a	a	ab
Net:£1,200 -<£12,000	209 10%	108 14%	80 7%	111 18%	7 18%	61 21%	72 16%	63 24%	121 9%	25 7%	56 19%	50 13%	98 8%
		b	b	b	b	b	b	bc	bc	bc	c	c	c
Net:£12,000 -<£60,000	52 3%	31 4%	14 1%	25 4%	1 3%	18 6%	18 4%	15 6%	25 2%	7 2%	17 6%	8 2%	20 2%
		b	b	b	b	b	b	b	b	b	c	c	c
Net:£60,000 -<£120,000	11 1%	6 1%	5 *	6 1%	1 3%	7 2%	1 *	5 2%	5 *	1 *	7 2%	2 1%	2 *
		b	b	b	b	b	b	b	b	b	c	c	c
Net:£120,000 - <£300,000	27 1%	19 2%	2 *	21 3%	* *	13 5%	8 2%	17 6%	7 *	2 1%	10 3%	6 2%	10 1%
		b	b	b	b	b	b	bc	bc	bc	c	c	c
Net:£300,000 - <£600,000	13 1%	11 2%	* *	1 *	1 2%	7 2%	* *	6 2%	2 *	4 1%	2 1%	9 2%	1 *
		b	b	b	b	b	b	b	b	b	c	c	c
Net:£600,000 - <£1,200,000	1 *	* *	1 *	1 *	- -	* *	1 *	* *	1 *	- -	* *	* *	1 *
		b	b	b	b	b	b	b	b	b	c	c	c
Net: >£1,200,000	5 *	5 1%	* *	5 1%	* *	* *	5 1%	* *	* *	5 1%	* *	5 1%	* *
		b	b	b	b	b	b	b	b	b	c	c	c
Net: £60,000+	57 3%	41 5%	7 1%	34 6%	2 5%	28 9%	15 3%	28 11%	15 1%	12 3%	20 7%	22 6%	13 1%
		b	b	b	b	b	b	bc	bc	bc	c	c	c
Net: £12,000+	109 5%	72 10%	22 2%	59 10%	3 8%	46 16%	33 7%	44 17%	40 3%	19 5%	37 13%	31 8%	34 3%
		b	b	b	b	b	b	bc	bc	bc	c	c	c
Answered	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
Mean score	1194.0	2620.3	185.4	2516.2	2824.4	2428.9	2829.6	2198.8	404.8	3298.6	1250.9	3936.0	367.6
		b				b		b		b		c	
Standard error	259.14	699.04	70.64	689.54	4309.60	823.07	987.33	502.70	188.71	1094.59	269.55	1220.94	186.13
Standard deviation	12229.20	19384.97	2508.46	18191.31	24378.77	15420.27	21653.85	8735.99	7111.08	23679.62	5370.75	24388.29	6859.26
Mean - excluding very high response (300,000+ per month)	637.4	1158.7	184.6	998.6	1482.0	1929.7	690.4	2102.2	304.2	739.3	1217.2	1390.9	267.4
		b				b		bc			c	c	

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

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
		a	b
Significance Level: 95%			
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
Under £120 pa	1057	451	606
	53%	50%	55%
£120 -£299 pa	365	186	179
	18%	21%	16%
£300 -£599 pa	148	69	79
	7%	8%	7%
£600 -£1,199 pa	112	48	64
	6%	5%	6%
£1,200 -£2,399 pa	98	31	67
	5%	3%	6%
£2,400 -£5,999 pa	59	31	28
	3%	3%	3%
£6,000 -£11,999 pa	52	19	32
	3%	2%	3%
£12,000 -£23,999 pa	35	8	27
	2%	1%	2%
£24,000 -£35,999 pa	9	4	5
	*%	*%	*%
£36,000 -£59,999 pa	8	5	2
	*%	1%	*%
£60,000 -£89,999 pa	7	4	3
	*%	*%	*%
£90,000 -£119,999 pa	4	*	4
	*%	*%	*%
£120,000 -£179,999 pa	11	10	1
	1%	1%	*%
£180,000 -£239,999 pa	13	10	3
	1%	1%	*%
£240,000 -£299,999 pa	3	1	2
	*%	*%	*%

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
£300,000 -£359,999 pa	5	1	4
	*%	*%	*%
£360,000 -£479,999 pa	2	2	*
	*%	*%	*%
£480,000 -£599,999 pa	6	5	*
	*%	1%	*%
£600,000 -£899,999 pa	*	*	*
	*%	*%	*%
£900,000 -£1,199,999 pa	1	1	*
	*%	*%	*%
£1,200,000 -£3,599,999 pa	5	5	-
	*%	1%	-%
£3,600,000 -£5,999,999 pa	*	*	*
	*%	*%	*%
£6,000,000+ pa	*	*	*
	*%	*%	*%
Don't know	-	-	-
	-%	-%	-%
Net: <£1,200	1682	754	929
	84%	84%	84%
Net:£1,200 -<£12,000	209	82	127
	10%	9%	11%
Net:£12,000 -<£60,000	52	17	34
	3%	2%	3%
Net:£60,000 -<£120,000	11	4	7
	1%	1%	1%
Net:£120,000 - <£300,000	27	21	6
	1%	2%	1%
		b	

Columns Tested: a,b

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
Net: £300,000 - <£600,000	13 1%	8 1%	4 *%
Net: £600,000 - <£1,200,000	1 *%	1 *%	* *%
Net: >£1,200,000	5 *%	5 1%	* *%
Net: £60,000+	57 3%	40 4%	17 2%
		b	
Net: £12,000+	109 5%	57 6%	51 5%
Answered	2000	893	1107
Mean score	1194.0	2199.7	382.8
Standard error	259.14	515.97	107.14
Standard deviation	12229.20	17851.45	3438.43
Mean - excluding very high response (300,000+ per month)	637.4	968.1 b	372.2

Columns Tested:: a,b

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
Under £120 pa	1057	32	113	123	36	171	71	18	184	72	57	67	114
	53%	59%	55%	51%	54%	55%	57%	52%	59%	47%	64%	52%	40%
		l	l			l	l		l		l		
£120 -£299 pa	365	11	42	38	10	52	31	2	58	27	10	19	65
	18%	21%	21%	16%	15%	17%	25%	6%	19%	18%	11%	15%	23%
						g							
£300 -£599 pa	148	4	13	19	6	26	7	6	26	12	4	15	10
	7%	7%	6%	8%	9%	8%	6%	17%	8%	8%	5%	12%	4%
£600 -£1,199 pa	112	1	13	14	2	22	6	1	12	12	4	10	16
	6%	1%	6%	6%	3%	7%	5%	3%	4%	7%	4%	8%	6%
£1,200 -£2,399 pa	98	3	9	13	5	5	2	4	9	14	9	6	18
	5%	5%	5%	6%	8%	2%	1%	12%	3%	9%	10%	5%	6%
				e					ef	e			
£2,400 -£5,999 pa	59	1	7	6	3	11	3	*	1	7	2	1	17
	3%	2%	3%	3%	4%	4%	3%	1%	*%	4%	3%	1%	6%
													h
£6,000 -£11,999 pa	52	1	3	6	1	12	1	1	9	7	1	*	8
	3%	2%	1%	3%	2%	4%	*%	4%	3%	5%	1%	*%	3%
£12,000 -£23,999 pa	35	*	1	8	2	5	1	1	3	1	*	4	10
	2%	*%	*%	3%	3%	1%	1%	2%	1%	1%	*%	3%	3%
£24,000 -£35,999 pa	9	*	*	3	*	1	*	*	-	1	*	-	3
	*%	*%	*%	1%	*%	*%	*%	1%	-%	*%	*%	-%	1%
£36,000 -£59,999 pa	8	*	*	-	*	1	*	*	-	*	-	-	5
	*%	1%	*%	-%	*%	*%	*%	1%	-%	*%	-%	-%	2%
£60,000 -£89,999 pa	7	1	-	1	-	3	-	*	-	*	*	-	2
	*%	1%	-%	*%	-%	1%	-%	*%	-%	*%	*%	-%	1%
£90,000 -£119,999 pa	4	*	*	2	*	-	-	-	*	-	*	-	2
	*%	*%	*%	1%	*%	-%	-%	-%	*%	-%	*%	-%	1%
£120,000 -£179,999 pa	11	-	-	1	*	-	2	*	4	-	-	-	4
	1%	-%	-%	*%	*%	-%	2%	*%	1%	-%	-%	-%	1%
£180,000 -£239,999 pa	13	*	2	4	-	-	-	-	1	*	*	-	6
	1%	*%	1%	2%	-%	-%	-%	-%	*%	*%	*%	-%	2%

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
£240,000 -£299,999 pa	3	*	*	1	-	2	-	-	-	-	*	-	-
	%	%	%	%	%	1%	%	%	%	%	%	%	%
£300,000 -£359,999 pa	5	*	*	-	*	*	-	*	*	*	-	-	4
	%	%	%	%	%	%	%	%	%	%	%	%	1%
£360,000 -£479,999 pa	2	-	-	2	-	*	-	-	-	-	*	*	*
	%	%	%	1%	%	%	%	%	%	%	%	%	%
£480,000 -£599,999 pa	6	-	1	-	-	-	-	-	4	-	*	-	*
	%	%	%	%	%	%	%	%	1%	%	%	%	%
£600,000 -£899,999 pa	*	*	*	*	-	-	-	-	-	-	-	*	*
	%	%	%	%	%	%	%	%	%	%	%	%	%
£900,000 -£1,199,999 pa	1	-	1	-	*	-	-	*	-	-	-	-	*
	%	%	%	%	%	%	%	%	%	%	%	%	%
£1,200,000 -£3,599,999 pa	5	-	*	-	-	-	-	*	-	-	*	5	-
	%	%	%	%	%	%	%	%	%	%	%	4%	%
£3,600,000 -£5,999,999 pa	*	-	-	-	*	-	-	-	*	*	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%
£6,000,000+ pa	*	-	-	-	*	-	*	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%
Net: <£1,200	1682	47	180	194	54	271	115	27	280	123	75	111	206
	84%	89%	88%	80%	81%	87%	93%	79%	90%	80%	85%	87%	72%
		l	l		l	cdil		cl				l	
Net:£1,200 -<£12,000	209	4	19	26	10	29	5	6	19	28	12	8	43
	10%	8%	9%	11%	15%	9%	4%	17%	6%	18%	14%	6%	15%
				f					fh				f
Net:£12,000 -<£60,000	52	1	1	11	2	6	1	1	3	2	1	4	18
	3%	1%	%	5%	3%	2%	1%	4%	1%	2%	1%	3%	6%
				b									b
Net:£60,000 -<£120,000	11	1	*	3	*	3	-	*	*	*	*	-	4
	1%	1%	%	1%	%	1%	%	%	%	%	%	%	2%

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
Net:£120,000 - <£300,000	27 1%	* *%	2 1%	6 3%	* *%	2 1%	2 2%	* *%	5 2%	* *%	* *%	- -%	10 3%
Net:£300,000 - <£600,000	13 1%	* *%	1 *%	2 1%	* *%	* *%	- -%	* *%	5 2%	* *%	* *%	* *%	4 1%
Net:£600,000 - <£1,200,000	1 *%	* *%	1 *%	* *%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	* *%
Net: >£1,200,000	5 *%	- -%	* *%	- -%	* *%	- -%	* *%	* *%	* *%	* *%	* *%	5 4%	- -%
Net: £60,000+	57 3%	1 2%	4 2%	11 5%	1 1%	5 2%	2 2%	* *%	10 3%	* *%	1 1%	5 4%	18 6%
Net: £12,000+	109 5%	2 3%	5 2%	22 9%	3 4%	11 3%	3 3%	2 5%	13 4%	3 2%	1 1%	9 7%	36 13%
Answered	2000	53	204	243	66	310	123	34	311	154	88	127	285
Mean score	1194.0	301.1	776.9	966.9	2255.2	292.6	365.7	256.7	1143.3	173.3	259.3	7153.2	1292.3 e
Standard error	259.14	194.94	401.35	300.82	2100.33	128.18	732.21	272.37	673.89	231.25	366.68	3154.92	297.88
Standard deviation	12229.20	2239.73	6459.07	4359.35	28951.01	1922.75	8316.33	3057.37	10197.74	2841.68	5000.81	37061.92	4728.67
Mean - excluding very high response (300,000+ per month)	637.4	301.1	772.4	966.9	261.7	292.6	255.5	232.8	964.6	155.7	144.4	89.6	1292.3 e

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

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
Under £120 pa	1057 53%	267 53%	278 56%	274 55%	237 47%	546 55%	511 51%
£120 -£299 pa	365 18%	92 18%	92 18%	87 17%	94 19%	184 18%	181 18%
£300 -£599 pa	148 7%	35 7%	39 8%	44 9%	30 6%	74 7%	74 7%
£600 -£1,199 pa	112 6%	27 5%	30 6%	25 5%	30 6%	57 6%	55 5%
£1,200 -£2,399 pa	98 5%	25 5%	12 2%	28 6%	32 6%	38 4%	60 6%
£2,400 -£5,999 pa	59 3%	14 3%	17 3%	8 2%	20 4%	31 3%	28 3%
£6,000 -£11,999 pa	52 3%	10 2%	14 3%	17 3%	10 2%	24 2%	27 3%
£12,000 -£23,999 pa	35 2%	9 2%	7 1%	5 1%	14 3%	16 2%	19 2%
£24,000 -£35,999 pa	9 *%	4 1%	1 *%	1 *%	4 1%	5 *%	5 *%
£36,000 -£59,999 pa	8 *%	* *%	1 *%	1 *%	5 1%	2 *%	6 1%
£60,000 -£89,999 pa	7 *%	2 *%	3 1%	* *%	3 1%	4 *%	3 *%
£90,000 -£119,999 pa	4 *%	2 *%	* *%	* *%	2 *%	2 *%	2 *%
£120,000 -£179,999 pa	11 1%	1 *%	2 *%	4 1%	4 1%	3 *%	8 1%
£180,000 -£239,999 pa	13 1%	6 1%	- -%	1 *%	6 1%	6 1%	7 1%
£240,000 -£299,999 pa	3 *%	1 *%	2 *%	- -%	* *%	3 *%	* *%

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
£300,000 -£359,999 pa	5 *%	* *%	* *%	1 *%	4 1%	1 *%	4 *%
£360,000 -£479,999 pa	2 *%	2 *%	* *%	- -%	* *%	2 *%	* *%
£480,000 -£599,999 pa	6 *%	1 *%	- -%	4 1%	* *%	1 *%	5 *%
£600,000 -£899,999 pa	* *%	* *%	- -%	- -%	* *%	* *%	* *%
£900,000 -£1,199,999 pa	1 *%	1 *%	* *%	* *%	* *%	1 *%	* *%
£1,200,000 -£3,599,999 pa	5 *%	* *%	- -%	* *%	5 1%	* *%	5 *%
£3,600,000 -£5,999,999 pa	* *%	- -%	* *%	* *%	- -%	* *%	* *%
£6,000,000+ pa	* *%	- -%	* *%	- -%	- -%	* *%	- -%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Net: <£1,200	1682 84%	422 84%	440 88%	430 86%	391 78%	861 86%	821 82%
			d				
Net:£1,200 -<£12,000	209 10%	50 10%	44 9%	53 11%	63 13%	93 9%	115 12%
Net:£12,000 -<£60,000	52 3%	13 3%	9 2%	7 1%	23 5%	22 2%	29 3%
Net:£60,000 -<£120,000	11 1%	4 1%	3 1%	* *%	5 1%	6 1%	5 *%
Net:£120,000 - <£300,000	27 1%	8 2%	4 1%	5 1%	10 2%	12 1%	15 2%
Net:£300,000 - <£600,000	13 1%	3 1%	* *%	5 1%	4 1%	4 *%	9 1%

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
Net: £600,000 - <£1,200,000	1 *%	1 *%	* *%	* *%	* *%	1 *%	* *%
Net: >£1,200,000	5 *%	* *%	* *%	* *%	5 1%	* *%	5 *%
Net: £60,000+	57 3%	16 3%	7 1%	11 2%	23 5%	23 2%	34 3%
Net: £12,000+	109 5%	29 6%	17 3%	17 3%	46 9%	45 5%	64 6%
					bc		
Answered	2000	500	500	500	500	1000	1000
Mean score	1194.0	818.3	571.3	783.1	2603.4	694.8	1693.3
Standard error	259.14	210.92	488.00	366.63	803.77	261.14	451.61
Standard deviation	12229.20	5170.76	11382.00	8247.03	19290.48	8836.31	14855.20
Mean - excluding very high response (300,000+ per month)	637.4	816.5	279.4	664.7	790.3	548.0	727.2

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

Table 23
QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
1-24	1427	84	1343	1376	46	3	2	51
	71%	35%	76%	72%	61%	33%	38%	57%
			a	bcde	cd			cd
25-49	109	14	95	98	9	2	*	11
	5%	6%	5%	5%	12%	20%	8%	12%
					a	a		a
50-99	74	7	67	67	5	1	*	7
	4%	3%	4%	4%	7%	16%	10%	8%
						a	a	a
100-249	47	10	37	41	4	1	1	6
	2%	4%	2%	2%	6%	13%	15%	7%
					a	a	abe	a
250-499	22	2	21	19	2	1	*	3
	1%	1%	1%	1%	3%	11%	5%	4%
						abe	a	a
500-4,999	27	3	24	21	6	*	*	6
	1%	1%	1%	1%	8%	2%	7%	7%
					a		a	a
5,000-49,999	8	-	8	8	*	-	*	*
	*%	-%	*%	*%	*%	-%	4%	*%
							abe	
50,000-499,999	2	-	2	2	*	*	*	*
	*%	-%	*%	*%	*%	*%	1%	*%
500,000- 4,999,999	1	-	1	1	-	*	*	*
	*%	-%	*%	*%	-%	*%	1%	*%
							a	
5m+	4	-	4	4	*	*	*	*
	*%	-%	*%	*%	*%	1%	*%	*%
None - we never send this type of post	246	116	130	243	2	*	*	3
	12%	48%	7%	13%	3%	3%	10%	3%
		b		be			be	
Don't know	33	5	28	32	1	-	-	1
	2%	2%	2%	2%	1%	-%	-%	1%
NET: Send 'Any Letters'	1722	120	1602	1636	73	9	5	86
	86%	50%	91%	86%	96%	97%	90%	95%
			a		a	a		a

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
NET: 0-49	1781	214	1568	1716	57	5	3	65
	89%	89%	89%	90%	75%	56%	56%	72%
				bcde	cd			cd
NET: 50+	186	22	164	162	18	4	2	24
	9%	9%	9%	8%	23%	44%	44%	26%
					a	abe	abe	a
Answered	1967	236	1731	1878	75	9	5	89
Mean Score	15331.3	58.6	17414.0	15425.7	7323.1	36186.6	62274.5	13336.3
							a	
Standard error	6187.36	14.05	7611.52	7468.13	10606.47	47665.16	35232.2	9927.63
Standard deviation	290608.51	329.61	309742.89	292117.64	201801.91	467021.29	520197	258118.40
Mean - excluding very high response (500,000+ per month)	454.0	58.6	508.1	434.5	635.4	1118.4	3908.2	865.4
							ae	

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

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
1-24	1427	766	510	100	36	13	2	1376	46	5
	71%	72%	72%	76%	65%	45%	38%	72%	61%	35%
		efhi	efhi	efhi	efi			efhi	efi	
25-49	109	40	49	9	6	5	*	98	9	2
	5%	4%	7%	6%	11%	15%	8%	5%	12%	16%
					ag	abg			ag	abg
50-99	74	28	34	5	3	4	*	67	5	2
	4%	3%	5%	4%	5%	13%	10%	4%	7%	14%
						abcg		ag	a	abcdg
100-249	47	11	26	4	2	4	1	41	4	2
	2%	1%	4%	3%	3%	12%	15%	2%	6%	13%
			a			abcdg	abcdgh		ag	abcdgh
250-499	22	9	7	3	2	1	*	19	2	1
	1%	1%	1%	2%	3%	5%	5%	1%	3%	9%
						abg	abg			abcgh
500-4,999	27	8	11	2	4	2	*	21	6	1
	1%	1%	2%	1%	7%	6%	7%	1%	8%	4%
					abcg	abg	abg		abcg	ag
5,000-49,999	8	2	5	1	-	*	*	8	*	*
	*%	*%	1%	1%	-%	*%	4%	*%	*%	2%
							abdgh			
50,000-499,999	2	-	2	-	-	*	*	2	*	*
	*%	-%	*%	-%	-%	*%	1%	*%	*%	1%
500,000- 4,999,999	1	*	1	-	-	*	*	1	-	*
	*%	*%	*%	-%	-%	*%	1%	*%	-%	1%
							ag			
5m+	4	4	-	*	*	*	*	4	*	*
	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%
None - we never send this type of post	246	180	56	7	2	1	*	243	2	1
	12%	17%	8%	5%	3%	3%	10%	13%	3%	6%
		bcdehi	h				dh	bcdehi		
Don't know	33	17	12	2	1	*	-	32	1	-
	2%	2%	2%	2%	2%	*%	-%	2%	1%	-%

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
NET: Send 'Any Letters'	1722	867	645	123	53	29	5	1636	73	13
	86%	81%	91%	93%	95%	97%	90%	86%	96%	94%
			ag	a	ag	ag	a		abg	ag
NET: 0-49	1781	986	614	116	44	19	3	1716	57	8
	89%	93%	86%	87%	79%	63%	56%	90%	75%	56%
		bdefhi	efhi	efhi	efi			defhi	efi	
NET: 50+	186	62	86	14	11	11	2	162	18	6
	9%	6%	12%	11%	19%	37%	44%	8%	23%	44%
			a		ag	abcdgh	abcdgh		abcg	abcdgh
Answered	1967	1047	700	131	54	29	5	1878	75	14
Mean Score	15331.3	22096.2	4147.1	22420.2	9443.6	12224.1	62274.5	15425.7	7323.1	45503.7
							bg			b
Standard error	6187.36	14005.24	3722.12	24602.46	15902.98	16190.91	35232.15	7468.13	10606.5	26327.92
Standard deviation	290608.51	361161.38	94456.94	365741.80	236949.00	248729.46	520196.51	292117.64	201802	466531.9
Mean - excluding very high response (500,000+ per month)	454.0	98.3	976.9	214.2	243.6	1507.0	3908.2	434.5	635.4	2107.7
							ag			ag

Columns Tested: a,b,c,d,e,f,g,h,i

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
1-24	1427	1138	238	46	3	2	927	214	53	24	34
	71%	73%	68%	61%	33%	38%	76%	74%	73%	59%	60%
		cde	de	de			e				
25-49	109	68	30	9	2	*	62	19	6	1	4
	5%	4%	9%	12%	20%	8%	5%	7%	9%	2%	8%
		a	a	a	ab						
50-99	74	47	20	5	1	*	42	13	5	5	4
	4%	3%	6%	7%	16%	10%	3%	4%	8%	11%	8%
			a	a	ab	a					
100-249	47	25	15	4	1	1	27	8	3	2	1
	2%	2%	4%	6%	13%	15%	2%	3%	4%	4%	2%
			a	a	ab	abc					
250-499	22	11	8	2	1	*	13	2	*	3	1
	1%	1%	2%	3%	11%	5%	1%	1%	*%	7%	2%
			a	a	abc	a				ab	
500-4,999	27	15	6	6	*	*	5	12	1	*	3
	1%	1%	2%	8%	2%	7%	*%	4%	2%	*%	6%
			ab	ab	ab	ab		a			a
5,000-49,999	8	6	2	*	-	*	2	*	1	-	5
	*%	*%	*%	*%	-%	4%	*%	*%	1%	-%	8%
						abc					ab
50,000-499,999	2	1	1	*	*	*	1	-	1	-	*
	*%	*%	*%	*%	*%	1%	*%	-%	1%	-%	*%
500,000- 4,999,999	1	*	1	-	*	*	*	1	-	-	*
	*%	*%	*%	-%	*%	1%	*%	*%	-%	-%	*%
						a					
5m+	4	4	*	*	*	*	4	*	*	-	*
	*%	*%	*%	*%	1%	*%	*%	*%	*%	-%	*%
None - we never send this type of post	246	217	25	2	*	*	119	16	1	6	3
	12%	14%	7%	3%	3%	10%	10%	6%	2%	16%	5%
		bcd				c				c	
Don't know	33	27	5	1	-	-	22	3	*	-	1
	2%	2%	1%	1%	-%	-%	2%	1%	*%	-%	1%

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
NET: Send 'Any Letters'	1722	1314	322	73	9	5	1083	269	71	33	53
	86%	84%	91%	96%	97%	90%	89%	93%	98%	84%	94%
		a	a	a	a			d			
NET: 0-49	1781	1423	293	57	5	3	1108	249	61	31	41
	89%	91%	83%	75%	56%	56%	90%	87%	84%	77%	73%
		bcde	cde	de			de	e			
NET: 50+	186	108	54	18	4	2	94	36	12	9	15
	9%	7%	15%	23%	44%	44%	8%	12%	16%	23%	26%
		a	ab	abc	abc					a	ab
Answered	1967	1531	347	75	9	5	1202	285	72	40	56
Mean Score	15331.3	15348.9	15764.5	7323.1	36186.6	62274.5	19446.6	18114.5	7969.5	55.4	16707.9
Standard error	6187.36	9764.56	10697.86	10606.47	47665.16	35232.15	12098.76	15199.10	13694.35	15.67	16839.83
Standard deviation	290608.51	298897.65	260509.80	201801.91	467021.29	520196.51	337249.58	287178.56	154933.88	146.99	258698.36
Mean - excluding very high response (500,000+ per month)	454.0	301.9	1019.9	635.4	1118.4	3908.2	280.4	139.0	4193.8	55.4	3401.6
						a			ab		ab

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

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
1-24	1427	144	98	244	49	133	229	164	117	110
	71%	76%	76%	74%	63%	73%	72%	70%	73%	79%
25-49	109	7	6	19	2	9	13	25	9	6
	5%	4%	4%	6%	3%	5%	4%	11%	5%	4%
50-99	74	5	2	11	5	10	17	6	3	4
	4%	3%	1%	3%	6%	6%	5%	2%	2%	3%
100-249	47	6	3	11	1	1	9	2	8	2
	2%	3%	2%	3%	1%	1%	3%	1%	5%	1%
250-499	22	3	*	7	*	3	4	*	*	1
	1%	2%	*%	2%	1%	2%	1%	*%	*%	1%
500-4,999	27	1	*	8	2	5	1	5	3	*
	1%	1%	*%	2%	2%	3%	*%	2%	2%	*%
5,000-49,999	8	-	*	2	-	4	2	*	-	*
	*%	-%	*%	1%	-%	2%	1%	*%	-%	*%
50,000-499,999	2	-	1	-	-	-	1	-	-	*
	*%	-%	1%	-%	-%	-%	*%	-%	-%	*%
500,000- 4,999,999	1	*	-	-	-	1	-	-	*	*
	*%	*%	-%	-%	-%	*%	-%	-%	*%	*%
5m+	4	-	-	-	-	4	-	-	-	-
	*%	-%	-%	-%	-%	2%	-%	-%	-%	-%
None - we never send this type of post	246	21	16	20	20	5	34	27	23	16
	12%	11%	13%	6%	25%	3%	11%	12%	14%	11%
		e	e		cef		e	e	e	
Don't know	33	1	3	8	-	7	7	5	-	*
	2%	1%	3%	2%	-%	4%	2%	2%	-%	*%
NET: Send 'Any Letters'	1722	167	110	301	59	170	275	202	139	123
	86%	88%	85%	92%	75%	93%	87%	86%	86%	88%
				d		d				
NET: 0-49	1781	172	120	283	71	147	276	216	149	132
	89%	91%	93%	86%	90%	81%	87%	92%	92%	95%
								e		e

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
NET: 50+	186	16	6	39	8	28	34	13	13	7
	9%	8%	5%	12%	10%	15%	11%	6%	8%	5%
Answered	1967	188	126	322	79	175	309	229	162	138
Mean Score	15331.3	783.3	1863.7	243.2	78.2	145831.9	1129.6	88.9	2435.3	544.9
						cf				
Standard error	6187.36	3786.78	2220.53	141.70	47.58	76484.06	1220.69	61.93	7359.89	3291.61
Standard deviation	290608.51	45283.3	22535.91	2058.31	406.49	901733.79	15868.96	719.52	80958.80	35604.25
Mean - excluding very high response (500,000+ per month)	454.0	41.4	1863.7	243.2	78.2	680.5	1129.6	88.9	64.6	94.6

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
1-24	1427 71%	292 73% efh	359 75% efh	636 72% efh	1288 73% efh	139 58%	65 54%	51 64%	23 57%
25-49	109 5%	17 4%	22 5%	57 6%	96 5%	13 5%	7 6%	3 3%	3 7%
50-99	74 4%	19 5%	10 2%	33 4%	62 4%	12 5%	3 2%	7 9%	2 6%
								bcd	
100-249	47 2%	4 1%	16 3%	22 2%	42 2%	5 2%	1 1%	2 3%	1 2%
250-499	22 1%	4 1%	4 1%	12 1%	20 1%	2 1%	1 1%	* *%	1 2%
500-4,999	27 1%	6 2%	4 1%	13 2%	24 1%	4 2%	2 2%	* 1%	1 3%
5,000-49,999	8 *%	4 1%	* *%	4 *%	8 *%	* *%	* *%	- -%	* *%
50,000-499,999	2 *%	* *%	1 *%	1 *%	2 *%	* *%	* *%	* *%	* *%
500,000- 4,999,999	1 *%	1 *%	* *%	- -%	1 *%	* *%	- -%	* *%	- -%
5m+	4 *%	4 1%	- -%	- -%	4 *%	1 *%	* *%	- -%	1 1%
None - we never send this type of post	246 12%	40 10%	60 12%	82 9%	182 10%	64 27% abcd	40 33% abcdgh	15 19% acd	8 21% abcd
Don't know	33 2%	8 2% e	5 1% ef	20 2% efh	32 2% efh	* *% efh	- -% efh	* *% f	* *% f
NET: Send 'Any Letters'	1722 86%	352 88% efh	416 87% ef	779 88% efh	1546 88% efh	176 73% efh	80 67% efh	64 80% f	32 79% f

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
NET: 0-49	1781	350	440	775	1565	216	113	69	34
	89%	88%	92%	88%	89%	90%	94%	86%	85%
NET: 50+	186	42	35	86	162	24	7	11	6
	9%	10%	7%	10%	9%	10%	6%	13%	15%
Answered	1967	392	475	860	1728	240	120	80	40
Mean Score	15331.3	65221.1	1631.8	520.8	15513.0	14021.4	1051.3	686.9	79516.9
		bcdef							bcdefg
Standard error	6187.36	33400.56	2935.47	423.32	8367.60	9098.42	3609.31	2155.81	39483.24
Standard deviation	290608.51	605831.34	56235.52	9606.73	291188	286997.16	68100.42	39162.15	694052.1
Mean - excluding very high response (500,000+ per month)	454.0	348.5	532.4	520.8	485.3	228.6	295.3	146.8	191.1

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

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
1-24	1427 71%	59 66%	84 72%	17 71%	101 72%	184 68%	257 61%	38 62%	46 75%	741 78%
25-49	109 5%	3 3%	3 3%	1 2%	4 3%	21 8%	31 7%	5 9%	1 2%	43 4%
50-99	74 4%	4 5%	3 2%	1 3%	4 3%	17 6%	9 2%	1 1%	7 11%	32 3%
100-249	47 2%	* *%	2 2%	- -%	2 1%	7 3%	9 2%	1 2%	* *%	27 3%
250-499	22 1%	3 4%	1 1%	- -%	1 1%	1 *%	5 1%	* 1%	5 7%	7 1%
500-4,999	27 1%	- -%	6 5%	- -%	6 4%	8 3%	3 1%	1 1%	1 2%	8 1%
5,000-49,999	8 *%	- -%	4 3%	- -%	4 3%	* *%	* *%	- -%	* *%	4 *%
50,000-499,999	2 *%	- -%	- -%	- -%	- -%	* *%	2 *%	- -%	- -%	* *%
500,000- 4,999,999	1 *%	* *%	- -%	1 3%	1 1%	- -%	* *%	- -%	- -%	- -%
5m+	4 *%	- -%	- -%	- -%	- -%	- -%	4 1%	* 1%	* *%	* *%
None - we never send this type of post	246 12%	18 20%	13 11%	5 20%	18 13%	26 10%	85 20%	15 24%	1 2%	82 9%
Don't know	33 2%	2 2%	1 *%	- -%	1 *%	4 2%	16 4%	- -%	- -%	10 1%
NET: Send 'Any Letters'	1722 86%	70 78%	103 88%	19 80%	122 87%	239 89%	319 76%	46 76%	61 98%	862 90%
						f			afg	afg

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
NET: 0-49	1781	80	101	22	123	231	372	58	49	867
	89%	89%	86%	93%	87%	86%	89%	95%	79%	91%
									h	
NET: 50+	186	8	16	2	17	34	32	3	13	78
	9%	9%	13%	7%	12%	13%	8%	5%	21%	8%
									fi	
Answered	1967	88	117	24	140	265	404	61	62	945
Mean Score	15331.3	4373.1	1001.3	93744.4	16665.1	152.2	59204.4	47498.8	1609.3	479.1
			e		i		i	i		
Standard error	6187.36	10930.54	359.73	108699.65	14837.06	221.68	25486.05	55272.79	9411.02	1351.66
Standard deviation	290608.51	109850.61	4772.34	509846.55	208776.00	3332.64	585624.87	535889.58	94579.54	41770.49
Mean - excluding very high response (500,000+ per month)	454.0	27.9	1001.3	12.7	839.1	152.2	1346.8	43.7	142.4	190.5
			aei		i					

Columns Tested.: a,b,c,d,e,f,g,h,i

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
1-24	1427 71%	345 69%	257 61%	826 76%	1156 69%	271 82%	- -%	1317 72%	110 65%	1381 72%	46 63%
25-49	109 5%	28 6%	31 7%	50 5%	90 5%	18 6%	- -%	93 5%	15 9%	103 5%	6 8%
50-99	74 4%	25 5%	9 2%	41 4%	69 4%	6 2%	- -%	71 4%	4 2%	74 4%	1 1%
100-249	47 2%	9 2%	9 2%	28 3%	42 3%	4 1%	- -%	42 2%	5 3%	47 2%	- -%
250-499	22 1%	6 1%	5 1%	12 1%	20 1%	2 1%	- -%	20 1%	2 1%	22 1%	* *%
500-4,999	27 1%	14 3%	3 1%	10 1%	22 1%	5 1%	- -%	19 1%	8 5%	25 1%	2 3%
5,000-49,999	8 *%	4 1%	* *%	4 *%	8 *%	- -%	- -%	4 *%	4 2%	8 *%	- -%
50,000-499,999	2 *%	* *%	2 *%	* *%	2 *%	* *%	- -%	* *%	2 1%	2 *%	- -%
500,000- 4,999,999	1 *%	1 *%	* *%	- -%	1 *%	- -%	- -%	1 *%	* *%	1 *%	- -%
5m+	4 *%	- -%	4 1%	1 *%	4 *%	* *%	- -%	4 *%	* *%	4 *%	- -%
None - we never send this type of post	246 12%	62 12%	85 20%	98 9%	223 13%	23 7%	- -%	234 13%	12 7%	228 12%	18 24%
Don't know	33 2%	7 1%	16 4%	10 1%	30 2%	3 1%	- -%	25 1%	7 4%	31 2%	1 2%

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

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
NET: Send 'Any Letters'	1722	431	319	971	1415	307	-	1572	150	1667	55
	86%	86%	76%	90%	85%	92%	-%	86%	89%	87%	74%
		b		b		a					
NET: 0-49	1781	434	372	975	1469	312	-	1644	137	1712	69
	89%	87%	89%	90%	88%	94%	-%	90%	81%	89%	95%
		b		b		a					
NET: 50+	186	59	32	95	168	18	-	161	25	183	3
	9%	12%	8%	9%	10%	5%	-%	9%	15%	10%	4%
Answered	1967	493	404	1070	1638	330	-	1806	162	1895	72
Mean Score	15331.3	5606.7	59204.4	3228.3	16634.4	8857.2	-	16038	7434.7	15912.6	85.5
		ac		ac							
Standard error	6187.36	5262.08	25486.05	3985.27	6855.31	13912.94	-	7027.5	7363.6	6416.94	50.42
Standard deviation	290608.51	120569.31	585624.87	135323.24	301399.81	229879.46	-	300298	143544	296084.80	442.41
Mean - excluding very high response (500,000+ per month)	454.0	324.7	1346.8	179.1	532.7	63.8	-	139.8	3954.1	468.1	85.5
			c						a		

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

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
1-24	1427 71%	999 80%	190 59%	223 55%
		bc		
25-49	109 5%	50 4%	28 9%	30 7%
			a	
50-99	74 4%	24 2%	31 10%	19 5%
			a	
100-249	47 2%	10 1%	21 7%	16 4%
			a	a
250-499	22 1%	3 *%	5 2%	14 4%
				a
500-4,999	27 1%	8 1%	7 2%	13 3%
				a
5,000-49,999	8 *%	4 *%	3 1%	1 *%
50,000-499,999	2 *%	* *%	2 1%	* *%
500,000- 4,999,999	1 *%	* *%	* *%	1 *%
5m+	4 *%	4 *%	* *%	* *%
None - we never send this type of post	246 12%	128 10%	28 9%	87 21%
				ab
Don't know	33 2%	25 2%	5 2%	3 1%
NET: Send 'Any Letters'	1722 86%	1101 88%	287 90%	317 78%
		c	c	

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
NET: 0-49	1781	1176	246	340
	89%	94%	77%	84%
		bc		
NET: 50+	186	52	69	64
	9%	4%	22%	16%
			a	a
Answered	1967	1229	315	404
Mean Score	15331.3	21302.9	4942.8	6020.7
Standard error	6187.36	9935.85	5913.57	6132.08
Standard deviation	290608.51	354223.69	128203.04	129501.64
Mean - excluding very high response (500,000+ per month)	454.0	137.3	2047.0	192.7
			a	

Columns Tested: a,b,c

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
1-24	1427	1268	104	35	4	9	3	*	5	1371	56	21
	71%	75%	50%	68%	31%	32%	27%	21%	95%	73%	51%	36%
		bdejk		ek						bdejk		
25-49	109	86	20	1	2	*	*	*	-	106	2	2
	5%	5%	10%	1%	14%	1%	*%	2%	-%	6%	2%	3%
50-99	74	44	18	3	*	9	*	-	-	62	13	9
	4%	3%	8%	6%	3%	33%	1%	-%	-%	3%	12%	16%
			ai			abci				ai	ai	ai
100-249	47	28	12	3	3	*	*	*	-	40	7	4
	2%	2%	6%	7%	26%	*%	3%	5%	-%	2%	6%	6%
			ai		abi					a		
250-499	22	7	10	1	3	1	*	1	*	16	6	5
	1%	*%	5%	2%	24%	3%	4%	70%	*%	1%	5%	8%
			ai		abi					ai	ai	ai
500-4,999	27	9	10	3	*	5	*	*	-	19	8	5
	1%	1%	5%	7%	*%	18%	1%	1%	-%	1%	8%	9%
			ai	ai		ai				ai	ai	ai
5,000-49,999	8	*	2	1	*	1	4	-	*	2	5	5
	*%	*%	1%	2%	*%	4%	29%	-%	*%	*%	5%	8%
			a	a		ai				ai	ai	ai
50,000-499,999	2	1	-	1	-	*	-	-	-	1	1	*
	*%	*%	-%	2%	-%	*%	-%	-%	-%	*%	1%	*%
				ai								
500,000- 4,999,999	1	1	-	-	-	-	-	*	*	1	*	*
	*%	*%	-%	-%	-%	-%	-%	1%	4%	*%	*%	*%
5m+	4	4	-	-	*	*	-	-	*	4	*	*
	*%	*%	-%	-%	1%	*%	-%	-%	*%	*%	*%	*%
None - we never send this type of post	246	202	34	3	-	3	4	-	-	236	10	7
	12%	12%	16%	6%	-%	10%	35%	-%	-%	12%	9%	12%
Don't know	33	33	*	-	-	-	-	-	-	33	-	-
	2%	2%	*%	-%	-%	-%	-%	-%	-%	2%	-%	-%
NET: Send 'Any Letters'	1722	1448	175	49	11	25	8	1	5	1623	99	50
	86%	86%	84%	94%	100%	90%	65%	100%	100%	86%	91%	88%

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
NET: 0-49	1781	1556	157	38	5	12	8	*	5	1713	68	30
	89%	92%	75%	75%	45%	42%	63%	22%	95%	91%	62%	51%
		bcdejk	ek							bcdejk		
NET: 50+	186	94	51	13	6	16	5	1	*	145	41	28
	9%	6%	25%	25%	55%	58%	37%	78%	5%	8%	38%	49%
			ai	ai	ai	abi					ai	abi
Answered	1967	1650	209	52	11	27	13	1	5	1858	109	57
Mean Score	15331.3	17012.5	478.2	6587.3	44912.5	12177.5	7954.7	39305.5	133779.9	15155.9	18324.5	28869.0
				b								
Standard error	6187.36	7597.74	160.06	4256.55	92763.74	39407.08	2821.44	336573.76	237819.74	6540.86	17795.45	32709.32
Standard deviation	290608.51	310579.6	2912.00	40381.14	540900.93	249232.23	12929.45	1064339.69	713459.23	292662.20	254169.9	349240.0
Mean - excluding very high response (500,000+ per month)	454.0	175.0	478.2	6587.3	170.8	2218.4	7954.7	308.3	38.9	209.2	4635.4	2870.3
				abi							abi	abi

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

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
1-24	1427	861	407	159	1427	1069	1427	990	656	410	358	1010	20	17	10	5	7
	71%	81%	65%	50%	83%	76%	79%	71%	73%	66%	87%	92%	29%	19%	21%	11%	18%
		bc	c		bdef	f	def		f		cdefg	acdefg					
25-49	109	27	59	23	109	99	109	92	68	41	-	73	22	11	1	2	1
	5%	3%	9%	7%	6%	7%	6%	7%	8%	7%	-%	7%	31%	12%	2%	3%	2%
		a	a	a								a	abdefg	a			
50-99	74	7	37	30	74	68	74	61	59	49	-	-	21	38	14	1	1
	4%	1%	6%	10%	4%	5%	4%	4%	7%	8%	-%	-%	31%	42%	29%	2%	1%
		a	a	a						acd			abfg	abfg	abfg	b	b
100-249	47	2	27	18	47	40	47	39	33	32	-	-	-	22	13	6	6
	2%	*%	4%	6%	3%	3%	3%	3%	4%	5%	-%	-%	-%	24%	28%	12%	17%
		a	a	a										abc	abc	ab	abc
250-499	22	*	7	16	22	21	22	21	18	16	-	-	-	-	9	14	*
	1%	*%	1%	5%	1%	2%	1%	2%	2%	3%	-%	-%	-%	-%	19%	28%	*%
				ab										abcd	abcdg		
500-4,999	27	-	9	19	27	26	27	25	21	21	-	-	-	-	-	21	6
	1%	-%	1%	6%	2%	2%	2%	2%	2%	3%	-%	-%	-%	-%	-%	44%	16%
		a	a	ab												abcde	abcd
5,000-49,999	8	-	*	8	8	8	8	8	8	7	-	-	-	-	-	-	8
	*%	-%	*%	2%	*%	1%	*%	1%	1%	1%	-%	-%	-%	-%	-%	-%	21%
				ab													abcdef
50,000-499,999	2	-	1	1	2	2	2	2	1	2	-	-	-	-	-	-	2
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%	-%	5%
																	ab
500,000- 4,999,999	1	-	1	*	1	1	1	1	1	1	-	-	-	-	-	-	1
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%	-%	3%
																	b
5m+	4	4	*	*	4	1	4	4	1	1	-	-	-	-	-	-	4
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%	-%	12%
																	abd
None - we never send this type of post	246	139	63	44	-	61	61	137	24	29	46	5	6	1	-	*	2
	12%	13%	10%	14%	-%	4%	3%	10%	3%	5%	11%	*%	9%	1%	-%	1%	5%
						a	a	abcef	a	a	bd		b				b

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
Don't know	33 2%	17 2%	15 2%	* *%	- -%	15 1%	15 1%	14 1%	9 1%	17 3%	8 2%	5 1%	- -%	2 2%	- -%	- -%	- -%
NET: Send 'Any Letters'	1722 86%	901 85%	547 87%	274 86%	1722 100%	1335 95%	1722 96%	1244 89%	866 96%	580 93%	358 87%	1083 99%	63 91%	87 97%	46 100%	48 99%	35 95%
NET: 0-49	1781 89%	1027 97%	529 85%	225 71%	1536 89%	1228 87%	1596 89%	1218 87%	749 83%	480 77%	404 98%	1088 99%	48 69%	29 32%	11 24%	7 15%	9 25%
NET: 50+	186 9%	13 1%	81 13%	92 29%	186 11%	167 12%	186 10%	162 12%	141 16%	129 21%	- -%	- -%	21 31%	60 66%	35 76%	41 85%	28 75%
Answered	1967	1040	610	318	1722	1395	1782	1380	891	609	404	1088	70	88	46	49	37
Mean Score	15331.3	21805.3	8844.1	6597.2	17519.8	5173.3	16923.1	21577.7	7989.7	12227.5	11.1	14.1	38.3	82.2	145.3	1329.1	805111
Standard error	6187.36	12010.73	7095.4	6426.26	7086.79	3611.48	6872.97	8827.59	5980.08	8002.91	.21	.19	2.51	4.99	13.13	120.46	255498
Standard deviation	290608.51	361121.63	196504	148639.88	310608	143962	305287	344502	183345.84	223938.65	3.96	6.20	27.43	58.61	126.58	1269.17	1979082
Mean - excluding very high response (500,000+ per month)	454.0	12.2	452.1	1900.4	519.0	630.9	501.3	637.8	667.3	1370.5	11.1	14.1	38.3	82.2	145.3	1329.1	24746.5

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

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
1-24	1427 71%	1427 100%	- -%	- -%	- -%	- -%	- -%	- -%	905 86%	105 57%	20 34%	17 39%	10 26%	5 34%	7 33%
		bcdefg							bcdef ce						
25-49	109 5%	- -%	109 100%	- -%	- -%	- -%	- -%	- -%	63 6%	22 12%	6 11%	4 10%	1 3%	2 10%	1 3%
		acdefg													
50-99	74 4%	- -%	- -%	74 100%	- -%	- -%	- -%	- -%	15 1%	25 14%	13 22%	3 8%	10 27%	1 5%	1 3%
		abdefg													
100-249	47 2%	- -%	- -%	- -%	47 100%	- -%	- -%	- -%	8 1%	8 4%	5 8%	8 19%	5 14%	* 2%	6 32%
		abcefg													
250-499	22 1%	- -%	- -%	- -%	- -%	22 100%	- -%	- -%	3 *%	4 2%	1 2%	5 12%	7 18%	1 9%	* 1%
		abcdfg													
500-4,999	27 1%	- -%	- -%	- -%	- -%	- -%	27 100%	- -%	* *%	9 5%	3 5%	3 6%	5 12%	6 37%	* 1%
		abcdeg													
5,000-49,999	8 *%	- -%	- -%	- -%	- -%	- -%	- -%	8 51%	3 *%	- -%	4 6%	- -%	* *%	* *%	1 5%
		abcdef													
50,000-499,999	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	2 13%	- -%	* *%	* *%	- -%	- -%	- -%	2 10%
		ab													
500,000- 4,999,999	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	1 7%	- -%	- -%	1 1%	* *%	* *%	- -%	* *%
		a													
5m+	4 *%	- -%	- -%	- -%	- -%	- -%	- -%	4 29%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%
		abcdef													
None - we never send this type of post	246 12%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	46 4%	5 3%	6 11%	1 2%	- -%	* 3%	2 10%

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

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
Don't know	33	-	-	-	-	-	-	-	8	5	-	2	-	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	1%	3%	-%	4%	-%	-%	-%
NET: Send 'Any Letters'	1722	1427	109	74	47	22	27	15	997	172	53	40	39	15	18
	86%	100%	100%	100%	100%	100%	100%	100%	95%	94%	89%	94%	100%	97%	90%
NET: 0-49	1781	1427	109	-	-	-	-	-	1014	132	33	22	11	7	9
	89%	100%	100%	-%	-%	-%	-%	-%	97%	72%	55%	51%	28%	47%	46%
		cdefg	cdefg						bcdef	de					
NET: 50+	186	-	-	74	47	22	27	15	29	45	27	19	28	8	11
	9%	-%	-%	100%	100%	100%	100%	100%	3%	25%	45%	45%	72%	53%	54%
				ab	ab	ab	ab	ab		a	ab	a	ab	ab	
Answered	1967	1427	109	74	47	22	27	15	1043	177	60	41	39	16	20
Mean Score	15331.3	12.5	37.0	75.0	175.0	375.0	2750.0	1972055	94.7	236.6	39156	9570.9	2169.3	1094.8	212903
							a	af			a			a	
Standard error	6187.36	*	-	-	-	-	*	501221	45.42	267.4	28785	18793.2	8833.06	252.09	197432
Standard deviation	290608.51	*	-	-	-	-	*	2745302	1461	4047	320531.05	161665	67270.6	1614.13	1044713
Mean - excluding very high response (500,000+ per month)	454.0	12.5	37.0	75.0	175.0	375.0	2750.0	78795.3	94.7	236.6	1911	265.4	566.1	1094.8	29844.3
							a				ab		a	ad	

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

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
1-24	1427	791	83	62	20	15	7	12	815	282	230	56	41
	71%	80%	54%	58%	43%	45%	25%	31%	91%	76%	67%	50%	55%
		bcdefg		f					bcde	de	d		
25-49	109	43	29	13	5	1	*	*	23	37	40	7	2
	5%	4%	19%	12%	11%	2%	1%	1%	3%	10%	12%	6%	2%
			a	a						a	a		
50-99	74	20	11	8	4	5	4	9	8	19	25	18	4
	4%	2%	7%	8%	8%	15%	12%	22%	1%	5%	7%	16%	6%
			a	a	a	a	a	a		a	a	ab	a
100-249	47	13	4	7	7	1	4	3	9	10	13	10	5
	2%	1%	2%	7%	16%	3%	14%	9%	1%	3%	4%	8%	7%
				a	ab		a	a				a	a
250-499	22	10	1	3	3	2	2	1	2	1	7	3	10
	1%	1%	1%	3%	6%	5%	5%	4%	*%	*%	2%	2%	14%
					a						a		abcd
500-4,999	27	1	3	9	2	1	2	8	1	4	4	10	8
	1%	*%	2%	8%	4%	4%	7%	20%	*%	1%	1%	9%	10%
			a	a	a	a	a	ab				abc	abc
5,000-49,999	8	1	*	-	-	2	4	1	1	*	2	*	5
	*%	*%	*%	-%	-%	7%	13%	3%	*%	*%	1%	*%	6%
						ab	abc	a					abcd
50,000-499,999	2	*	-	*	-	*	-	2	1	-	*	1	*
	*%	*%	-%	*%	-%	*%	-%	5%	*%	-%	*%	1%	*%
								a					
500,000- 4,999,999	1	-	-	-	-	1	*	*	-	1	*	*	*
	*%	-%	-%	-%	-%	2%	*%	*%	-%	*%	*%	*%	*%
						a							
5m+	4	4	-	-	-	-	-	*	4	-	1	-	-
	*%	*%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%	-%
None - we never send this type of post	246	99	18	2	6	5	5	2	26	12	14	8	*
	12%	10%	12%	2%	12%	15%	16%	6%	3%	3%	4%	7%	*%

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

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Number of parcels and packets sent						Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
Don't know	33	5	5	2	-	-	2	-	4	4	7	-	-
	2%	1%	3%	2%	-%	-%	6%	-%	*%	1%	2%	-%	-%
		a											
NET: Send 'Any Letters'	1722	883	131	101	41	28	23	37	864	353	322	106	74
	86%	89%	85%	96%	88%	85%	78%	94%	97%	96%	94%	93%	100%
NET: 0-49	1781	933	131	77	31	21	12	14	865	331	284	72	43
	89%	95%	85%	72%	67%	63%	41%	37%	97%	90%	83%	63%	57%
		bcdefg	efg	g					bcde	de	de		
NET: 50+	186	49	19	27	15	12	15	24	25	34	52	42	32
	9%	5%	12%	26%	33%	37%	52%	63%	3%	9%	15%	37%	43%
		a	a	ab	ab	ab	abc			a	a	abc	abc
Answered	1967	982	149	104	46	33	27	39	890	365	336	114	74
Mean Score	15331.3	26089	81.2	286.0	165.4	70187.3	11430.9	38082.3	25759.7	6149.1	12064.0	3975.7	2801.5
		b											
Standard error	6187.36	12722	29.13	193.4	55.39	57359.9	20756.48	46910.2	14074.24	6416.15	12231.89	4082.84	3986.16
Standard deviation	290608.51	394595.85	390.8	2264	519.61	433057	145295.34	331705	390290.55	129441.04	256869.67	63775.96	41040.03
Mean - excluding very high response (500,000+ per month)	454.0	51.7	81.2	286.0	165.4	2347.3	4037.5	15342.7	303.2	59.6	364.6	2751.4	2224.1
						abc	abcd	abcd				ab	abc

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

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
1-24	1427	930	255	187	35	17	671	180	136	42	33
	71%	94%	79%	69%	42%	37%	85%	71%	63%	46%	59%
		bcde	de	de			bcde	d			
25-49	109	26	35	39	8	1	48	25	18	6	1
	5%	3%	11%	14%	9%	1%	6%	10%	8%	7%	2%
			a	a	a						
50-99	74	12	18	22	19	2	19	15	19	12	2
	4%	1%	6%	8%	23%	4%	2%	6%	9%	13%	4%
			a	a	abc			a	a	a	
100-249	47	14	5	14	10	4	11	10	5	9	5
	2%	1%	2%	5%	11%	8%	1%	4%	3%	10%	9%
			a	a	ab	a				a	a
250-499	22	2	1	6	3	10	3	1	9	2	6
	1%	*%	*%	2%	3%	22%	*%	*%	4%	2%	11%
				a	a	abcd			a		ab
500-4,999	27	1	5	4	9	8	*	5	5	8	7
	1%	*%	2%	1%	11%	17%	*%	2%	2%	8%	13%
					abc	abc		a	a	a	abc
5,000-49,999	8	3	*	*	*	5	1	*	2	4	1
	*%	*%	*%	*%	*%	10%	*%	*%	1%	4%	2%
						abcd				a	
50,000-499,999	2	2	*	-	*	*	-	*	*	1	*
	*%	*%	*%	-%	*%	*%	-%	*%	*%	1%	*%
500,000- 4,999,999	1	-	1	*	*	*	1	-	*	-	*
	*%	-%	*%	*%	*%	*%	*%	-%	*%	-%	*%
5m+	4	4	*	*	-	-	-	-	1	-	-
	*%	*%	*%	*%	-%	-%	-%	-%	*%	-%	-%
None - we never send this type of post	246	-	-	-	-	-	26	12	14	8	*
	12%	-%	-%	-%	-%	-%	3%	5%	7%	9%	*%
Don't know	33	-	-	-	-	-	4	4	7	-	-
	2%	-%	-%	-%	-%	-%	1%	2%	3%	-%	-%

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
NET: Send 'Any Letters'	1722	994	322	272	84	47	755	236	196	84	56
	86%	100%	100%	100%	100%	100%	96%	94%	90%	91%	100%
NET: 0-49	1781	956	290	226	43	18	746	217	169	56	35
	89%	96%	90%	83%	51%	38%	95%	86%	78%	61%	61%
		bcde	de	de			bcde	de	d		
NET: 50+	186	38	31	46	41	29	36	31	42	35	22
	9%	4%	10%	17%	49%	62%	5%	12%	19%	39%	39%
			a	a	abc	abc		a	a	abc	ab
Answered	1967	994	322	272	84	47	782	248	211	92	56
Mean Score	15331.3	23406.5	16100.9	2478.2	2052.6	4470.2	2888.3	95.6	19933.0	4382.3	1855.1
										b	
Standard error	6187.36	12503.45	13918.42	5962.23	4782.57	5972.52	3378.46	83.21	17998.09	2226.54	5438.95
Standard deviation	290608.51	369434.03	270246.75	117139.19	67973.15	52067.22	88422.81	1469.85	327446.48	29200.82	46787.58
Mean - excluding very high response (500,000+ per month)	454.0	617.3	190.3	74.7	393.6	3546.4	46.1	95.6	589.4	4382.3	1093.0
					c	abcd				abc	ab

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

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
1-24	1427 71%	586 80%	127 63%	165 65%	63 48%	33 62%	504 64%	73 63%	408 85%	1264 74%	163 57%	1343 84%	84 64%
		bcde		d				ab		b		b	
25-49	109 5%	41 6%	21 10%	22 9%	7 5%	2 3%	59 7%	10 9%	20 4%	91 5%	18 6%	93 6%	15 12%
50-99	74 4%	16 2%	11 5%	13 5%	17 13%	3 5%	38 5%	15 13%	8 2%	65 4%	10 3%	67 4%	8 6%
					a			ac					
100-249	47 2%	14 2%	6 3%	6 3%	10 7%	4 7%	27 3%	2 2%	10 2%	39 2%	8 3%	40 3%	7 5%
					a								
250-499	22 1%	8 1%	6 3%	4 1%	3 3%	1 1%	14 2%	2 1%	6 1%	17 1%	5 2%	18 1%	4 3%
500-4,999	27 1%	1 *%	* *%	4 2%	13 10%	3 6%	13 2%	4 3%	8 2%	17 1%	10 4%	20 1%	8 6%
					abc	a					a		a
5,000-49,999	8 *%	1 *%	* *%	2 1%	* *%	4 8%	5 1%	2 2%	* *%	5 *%	2 1%	2 *%	6 4%
						abcd							a
50,000-499,999	2 *%	* *%	* *%	- -%	* *%	2 4%	* *%	2 2%	- -%	2 *%	* *%	2 *%	* *%
						a		a					
500,000- 4,999,999	1 *%	- -%	- -%	1 *%	- -%	* *%	* *%	1 1%	* *%	* *%	1 *%	* *%	1 1%
5m+	4 *%	4 1%	- -%	1 *%	- -%	- -%	4 1%	- -%	- -%	4 *%	* *%	4 *%	* *%
None - we never send this type of post	246 12%	62 8%	28 14%	28 11%	17 13%	2 3%	109 14%	5 5%	23 5%	180 10%	66 23%	- -%	- -%
							c				a		

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
Don't know	33	3	4	7	*	-	13	-	*	30	3	-	-
	2%	*%	2%	3%	*%	-%	2%	-%	*%	2%	1%	-%	-%
NET: Send 'Any Letters'	1722	671	169	218	113	51	664	111	460	1504	218	1590	132
	86%	91%	84%	86%	87%	97%	85%	95%	95%	88%	76%	100%	100%
							a	a		b			
NET: 0-49	1781	689	175	215	87	36	671	89	451	1534	247	1436	99
	89%	94%	87%	85%	67%	68%	85%	76%	93%	90%	86%	90%	75%
		bcde	de	d					ab			b	
NET: 50+	186	44	22	31	43	17	102	28	32	149	37	153	33
	9%	6%	11%	12%	33%	32%	13%	24%	7%	9%	13%	10%	25%
				a	abc	abc	c	ac					a
Answered	1967	733	197	246	130	53	773	116	482	1684	284	1590	132
Mean Score	15331.3	30975.4	50.1	23996.2	547.0	20409.2	34791.5	24155.8	160.5	15735.9	12930.6	17127.3	22251.9
				b				c					
Standard error	6187.36	16589.94	100.69	18919.50	582.11	16343.95	15387.50	18850.82	701.48	7038.71	10960.33	7562.31	18530.91
Standard deviation	290608.51	429740.37	1582.51	331496.48	7766.26	158460.5	450987.69	231642.8	15685.48	302336.84	208246.3	314995.39	252728.0
Mean - excluding very high response (500,000+ per month)	454.0	79.2	50.1	327.6	547.0	12344.4	331.2	5078.8	71.3	465.6	384.8	438.4	1495.3
				a	abcd			ac					

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

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
1-24	1427 71%	960 78%	108 61%	666 73%	324 66%	1343 84%	84 67%	962 79%	107 57%	676 74%	314 66%
25-49	109 5%	78 6%	21 12%	54 6%	38 8%	95 6%	14 11%	78 6%	21 11%	52 6%	40 8%
50-99	74 4%	63 5%	5 3%	41 5%	20 4%	70 4%	4 4%	59 5%	9 5%	40 4%	20 4%
100-249	47 2%	33 3%	8 4%	16 2%	23 5%	37 2%	10 8%	28 2%	13 7%	16 2%	23 5%
250-499	22 1%	16 1%	5 3%	14 2%	8 2%	19 1%	4 3%	16 1%	6 3%	14 2%	7 1%
500-4,999	27 1%	20 2%	6 3%	11 1%	14 3%	21 1%	6 5%	18 1%	8 4%	11 1%	14 3%
5,000-49,999	8 *%	1 *%	7 4%	1 *%	7 1%	5 *%	2 2%	1 *%	7 4%	1 *%	7 1%
50,000-499,999	2 *%	2 *%	* *%	2 *%	* *%	2 *%	* *%	2 *%	* *%	2 *%	* *%
500,000- 4,999,999	1 *%	* *%	1 1%	- -%	1 *%	* *%	1 1%	* *%	1 1%	* *%	1 *%
5m+	4 *%	1 *%	- -%	4 *%	* *%	4 *%	* *%	* *%	* *%	4 *%	* *%
None - we never send this type of post	246 12%	50 4%	11 6%	86 9%	51 10%	- -%	- -%	50 4%	11 6%	86 9%	50 11%
Don't know	33 2%	11 1%	4 2%	11 1%	2 *%	- -%	- -%	9 1%	6 3%	13 1%	1 *%

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

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
NET: Send 'Any Letters'	1722	1173	162	809	434	1597	125	1163	172	817	427
	86%	95%	92%	89%	89%	100%	100%	95%	91%	89%	89%
NET: 0-49	1781	1088	141	806	413	1438	97	1089	139	814	404
	89%	88%	80%	89%	85%	90%	78%	89%	74%	89%	85%
NET: 50+	186	135	32	89	73	159	27	124	43	89	73
	9%	11%	18%	10%	15%	10%	22%	10%	23%	10%	15%
		b				b		b			
Answered	1967	1223	173	895	485	1597	125	1213	183	903	477
Mean Score	15331.3	3448.0	17378.2	29202.1	7511.9	17204.1	21552.7	3023.9	19440.0	28997.3	7545.7
Standard error	6187.36	3618.91	13119.23	13415.80	6242.98	7542.00	18910.86	3371.67	14849.85	13342.10	6275.78
Standard deviation	290608.51	132226.57	209086.1	413285.02	149571.3	314692.19	253715.8	122684.24	241738.1	411663.75	149963.5
Mean - excluding very high response (500,000+ per month)	454.0	507.3	1510.1	653.7	608.5	500.3	759.2	507.7	1453.6	647.2	620.0

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

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
1-24	1427	651	1150	195	5	557	729	146	2	661	549	155	2
	71%	77%	85%	77%	100%	71%	77%	74%	48%	68%	72%	69%	100%
			ac										
25-49	109	68	80	14	-	65	62	7	-	72	51	8	-
	5%	8%	6%	6%	-%	8%	6%	4%	-%	7%	7%	4%	-%
50-99	74	57	43	17	-	50	32	10	2	51	15	14	-
	4%	7%	3%	7%	-%	6%	3%	5%	40%	5%	2%	6%	-%
		b								b		b	
100-249	47	24	42	7	-	33	30	8	-	31	28	6	-
	2%	3%	3%	3%	-%	4%	3%	4%	-%	3%	4%	3%	-%
250-499	22	15	18	7	-	15	17	6	-	16	16	6	-
	1%	2%	1%	3%	-%	2%	2%	3%	-%	2%	2%	3%	-%
500-4,999	27	21	13	11	-	19	15	8	-	22	10	8	-
	1%	2%	1%	4%	-%	2%	2%	4%	-%	2%	1%	4%	-%
			b										
5,000-49,999	8	8	4	3	-	8	4	3	-	8	4	1	-
	*%	1%	*%	1%	-%	1%	*%	2%	-%	1%	1%	*%	-%
50,000-499,999	2	2	1	*	-	2	1	-	-	2	1	*	-
	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	*%	*%	-%
500,000- 4,999,999	1	1	*	*	-	*	*	1	-	1	*	-	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	-%	-%
5m+	4	*	4	*	-	1	*	*	-	1	4	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	1%	*%	-%
None - we never send this type of post	246	-	-	-	-	28	51	7	-	98	80	25	-
	12%	-%	-%	-%	-%	4%	5%	3%	-%	10%	10%	11%	-%
Don't know	33	-	-	-	-	7	11	-	1	13	6	-	-
	2%	-%	-%	-%	-%	1%	1%	-%	12%	1%	1%	-%	-%
NET: Send 'Any Letters'	1722	846	1357	254	5	750	889	190	4	864	679	199	2
	86%	100%	100%	100%	100%	96%	94%	97%	88%	89%	89%	89%	100%

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

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
NET: 0-49	1781	719	1230	209	5	651	841	160	2	831	680	188	2
	89%	85%	91%	82%	100%	83%	88%	81%	48%	85%	89%	84%	100%
			ac				a						
NET: 50+	186	127	126	45	-	128	99	37	2	131	79	36	-
	9%	15%	9%	18%	-%	16%	10%	19%	40%	13%	10%	16%	-%
		b		b		b		b					
Answered	1967	846	1357	254	5	778	940	197	4	962	759	224	2
Mean Score	15331.3	4966.1	19699.2	2187.5	12.5	6261.3	1210.8	13579.5	40.9	7386.6	31464.3	2469.5	12.5
Standard error	6187.36	3650.29	8793.59	5712.13	-	5649.23	1901.24	12902.74	20.74	5252.43	14668.99	7161.19	*
Standard deviation	290608.51	113980.3	339892.6	96431.89	-	169194.2	63257.23	193110.52	35.92	171731.0	428173.8	116135.02	*
Mean - excluding very high response (500,000+ per month)	454.0	1008.0	382.0	513.5	12.5	1088.0	535.6	573.4	40.9	892.1	632.2	231.5	12.5

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

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
NET: 0-49	1781	1405	1029	810	1071	935	14	565	435	382	115	78
	89%	91%	88%	89%	88%	90%	40%	89%	88%	85%	87%	90%
					c	c						
NET: 50+	186	144	132	89	130	105	19	63	55	59	18	9
	9%	9%	11%	10%	11%	10%	55%	10%	11%	13%	13%	10%
							ab					
Answered	1967	1550	1161	899	1201	1039	32	628	491	441	133	87
Mean Score	15331.3	2885.5	3585.5	25906.5	3384.7	1298.3	16401.3	37026.3	478.6	1303.9	1601.0	1657.9
				a								
Standard error	6187.36	2997.70	3740.49	12589.0	3551.19	1976.15	42115.89	19057.96	1296.3	1790.26	5815.81	7707.57
Standard deviation	290608.51	122723	134658	389242	130140.4	64399.61	309487.31	465264.1	28283	38103.60	64762.07	66749.50
Mean - excluding very high response (500,000+ per month)	454.0	299.8	483.6	467.7	465.4	494.0	901.6	629.7	194.9	846.9	86.6	55.4

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

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
1-24	1427	145	61	57	34	1213	713	1274	770	676	606	1176	136	-	1012	106
	71%	73%	54%	61%	72%	73%	69%	73%	70%	68%	74%	73%	67%	-%	71%	76%
		b														
25-49	109	16	7	6	3	93	60	98	64	62	53	91	4	-	72	7
	5%	8%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	2%	-%	5%	5%
50-99	74	17	10	1	7	57	50	64	46	28	52	52	14	-	58	5
	4%	8%	9%	1%	15%	3%	5%	4%	4%	3%	6%	3%	7%	-%	4%	3%
		c									b					
100-249	47	2	3	3	2	37	28	39	28	26	17	35	6	-	31	6
	2%	1%	3%	3%	3%	2%	3%	2%	2%	3%	2%	2%	3%	-%	2%	5%
250-499	22	5	3	1	*	20	15	21	13	16	14	19	7	-	19	2
	1%	3%	3%	1%	-%	1%	1%	1%	1%	2%	2%	1%	4%	-%	1%	1%
500-4,999	27	*	6	5	*	25	19	25	21	18	19	20	7	-	21	*
	1%	-%	5%	6%	-%	2%	2%	1%	2%	2%	2%	1%	4%	-%	1%	-%
		a														
5,000-49,999	8	*	4	1	-	2	8	8	2	7	8	1	2	-	5	-
	-%	-%	3%	1%	-%	-%	1%	-%	-%	1%	1%	-%	1%	-%	-%	-%
		b									b		b			
50,000-499,999	2	*	1	-	-	1	1	1	1	1	1	1	-	-	1	-
	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
500,000- 4,999,999	1	*	-	*	-	*	*	*	*	1	*	*	-	-	*	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
5m+	4	-	-	-	*	1	*	1	4	4	4	1	*	-	4	*
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None - we never send this type of post	246	9	14	14	1	176	128	186	145	144	38	184	19	-	169	11
	12%	4%	12%	15%	3%	11%	12%	11%	13%	15%	5%	11%	9%	-%	12%	8%
		a							c		a					
Don't know	33	4	6	5	-	27	10	28	16	11	12	25	6	-	24	2
	2%	2%	5%	5%	-%	2%	1%	2%	1%	1%	1%	2%	3%	-%	2%	1%

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

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
NET: Send 'Any Letters'	1722	185	94	74	46	1449	894	1532	948	838	773	1395	177	-	1224	126
	86%	93%	82%	80%	97%	88%	87%	88%	86%	84%	94%	87%	88%	-%	86%	91%
		c									bc					
NET: 0-49	1781	169	82	77	38	1482	901	1559	979	882	697	1451	158	-	1253	124
	89%	86%	72%	83%	81%	90%	87%	89%	88%	89%	85%	90%	78%	-%	88%	89%
											ac					
NET: 50+	186	24	26	11	9	144	121	159	114	101	114	128	37	-	140	13
	9%	12%	23%	12%	19%	9%	12%	9%	10%	10%	14%	8%	18%	-%	10%	9%
											b		b			
Answered	1967	194	108	89	47	1626	1022	1718	1093	983	811	1579	195	-	1393	137
Mean Score	15331.3	2543.9	3654.0	2069.9	10645.0	2823.9	1235.3	2772.0	21733.2	27279	30019.3	2635.8	3495.4	-	19461.2	3683.5
									abc	abc	b					
Standard error	6187.36	5692.2	2370.8	6717.37	36029.61	2716.69	1661.76	2577.05	9496.90	10690	13693.15	2761.60	8761.16	-	8325.39	13622.00
Standard deviation	290608.51	80096	26928	66158.39	254767.8	118324	61124.7	115105	356735	387806	415559.4	117229.7	135160.67	-	335607.15	148598.52
Mean - excluding very high response (500,000+ per month)	454.0	240.7	3654.0	498.2	37.5	290.5	595.6	375.3	409.9	587.3	755.8	271.1	466.0	-	407.9	27.9

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

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
1-24	1427 71%	534 70%	831 75%	401 66%	29 70%	194 66%	294 66%	153 59%	987 73%	275 74%	169 57%	272 71%	959 76%
25-49	109 5%	50 7%	47 4%	43 7%	5 13%	24 8%	27 6%	16 6%	70 5%	23 6%	21 7%	26 7%	55 4%
50-99	74 4%	40 5%	30 3%	23 4%	3 6%	10 3%	17 4%	22 9%	42 3%	7 2%	11 4%	19 5%	41 3%
100-249	47 2%	19 2%	22 2%	24 4%	- -%	8 3%	17 4%	13 5%	32 2%	1 *%	8 3%	18 5%	21 2%
250-499	22 1%	14 2%	7 1%	9 1%	* 1%	7 2%	6 1%	6 2%	13 1%	3 1%	6 2%	6 2%	11 1%
500-4,999	27 1%	19 3%	6 1%	9 1%	1 2%	11 4%	5 1%	8 3%	9 1%	10 3%	3 1%	4 1%	20 2%
5,000-49,999	8 *%	5 1%	1 *%	3 1%	* *%	7 2%	1 *%	4 2%	3 *%	* *%	* *%	7 2%	* *%
50,000-499,999	2 *%	2 *%	* *%	* *%	- -%	* *%	* *%	1 *%	1 *%	- -%	* *%	2 1%	- -%
500,000- 4,999,999	1 *%	* *%	* *%	1 *%	* *%	1 *%	* *%	* *%	1 *%	* *%	* *%	* *%	1 *%
5m+	4 *%	* *%	4 *%	- -%	- -%	* *%	- -%	- -%	* *%	4 1%	* *%	* *%	4 *%
None - we never send this type of post	246 12%	57 8%	142 13%	84 14%	3 7%	27 9%	73 16%	31 12%	163 12%	45 12%	75 25%	18 5%	140 11%
Don't know	33 2%	18 2%	15 1%	11 2%	- -%	6 2%	5 1%	6 2%	22 2%	4 1%	6 2%	10 3%	17 1%

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
NET: Send 'Any Letters'	1722	684	948	512	38	261	368	225	1159	323	218	354	1111
	86%	90%	86%	84%	93%	89%	83%	86%	86%	87%	73%	93%	88%
												a	a
NET: 0-49	1781	641	1019	528	37	245	395	200	1220	343	265	316	1153
	89%	85%	92%	87%	90%	83%	89%	76%	91%	92%	89%	83%	91%
			a						a	a			b
NET: 50+	186	100	71	68	4	44	46	55	102	25	28	56	97
	9%	13%	6%	11%	10%	15%	10%	21%	8%	7%	9%	15%	8%
		b						bc				c	
Answered	1967	741	1090	596	41	289	441	255	1321	368	293	372	1251
Mean Score	15331.3	2970.5	23560.1	4444.0	9350.3	12007.1	1092.8	2456.4	4301.5	64776.6	2313.0	3468.9	22308.6
										b			
Standard error	6187.36	3511.23	10603.44	4067.84	28512.63	10629.53	2366.71	2878.53	3614.52	28645.06	5433.81	3624.18	9724.36
Standard deviation	290608.51	96861.67	374738.37	106775.94	161291.81	198006.25	51689.64	49857.62	135436.19	617698.0	107858.05	71938.02	356633.53
Mean - excluding very high response (500,000+ per month)	454.0	1015.1	63.7	308.1	87.4	937.9	125.5	1667.8	325.7	95.1	125.2	2027.2	64.3
		b				b		b				c	

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

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
1-24	1427	581	846
	71%	65%	76%
		a	
25-49	109	50	58
	5%	6%	5%
50-99	74	43	31
	4%	5%	3%
100-249	47	27	20
	2%	3%	2%
250-499	22	10	13
	1%	1%	1%
500-4,999	27	21	6
	1%	2%	1%
		b	
5,000-49,999	8	1	7
	*%	*%	1%
50,000-499,999	2	1	1
	*%	*%	*%
500,000- 4,999,999	1	1	*
	*%	*%	*%
5m+	4	*	4
	*%	*%	*%
None - we never send this type of post	246	134	111
	12%	15%	10%
		b	
Don't know	33	23	10
	2%	3%	1%
NET: Send 'Any Letters'	1722	736	986
	86%	82%	89%
		a	
NET: 0-49	1781	766	1015
	89%	86%	92%
		a	

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
NET: 50+	186	104	82
	9%	12%	7%
		b	
Answered	1967	870	1097
Mean Score	15331.3	3980.3	24330.7
Standard error	6187.36	3021.24	11833.84
Standard deviation	290608.51	104090.30	377757.32
Mean - excluding very high response (500,000+ per month)	454.0	441.8	463.6

Columns Tested:: a,b

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
1-24	1427	35	158	167	48	248	82	22	233	97	69	88	180
	71%	66%	77% il	69%	72%	80% cfil	66%	65%	75%	63%	78%	69%	63%
25-49	109	2	13	6	2	13	3	2	18	9	8	6	27
	5%	3%	6%	2%	3%	4%	2%	6%	6%	6%	9%	5%	9% c
50-99	74	2	8	13	3	7	3	5	5	3	1	3	23
	4%	3%	4%	6%	4%	2%	2%	14% h	2%	2%	1%	2%	8% h
100-249	47	2	2	2	1	7	*	*	17	1	1	3	11
	2%	4%	1%	1%	2%	2%	*%	1%	5%	1%	1%	2%	4%
250-499	22	*	1	4	1	4	*	*	6	1	1	2	2
	1%	*%	*%	2%	1%	1%	*%	1%	2%	1%	1%	2%	1%
500-4,999	27	*	1	6	1	-	1	*	6	4	*	1	8
	1%	1%	*%	2%	1%	-%	1%	*%	2%	2%	*%	1%	3%
5,000-49,999	8	*	*	2	-	*	-	1	-	*	*	-	5
	*%	*%	*%	1%	-%	*%	-%	2%	-%	*%	*%	-%	2%
50,000-499,999	2	*	*	-	*	-	-	-	-	1	-	-	1
	*%	*%	*%	-%	*%	-%	-%	-%	-%	1%	-%	-%	*%
500,000- 4,999,999	1	-	-	-	-	-	1	-	*	-	*	-	*
	*%	-%	-%	-%	-%	-%	1%	-%	*%	-%	*%	-%	*%
5m+	4	-	-	-	*	-	-	-	-	-	*	4	*
	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	1%	3%	*%
None - we never send this type of post	246	12	13	42	9	30	33	4	24	34	7	15	22
	12%	23% behl	6%	17% bhl	13%	10%	27% bdehijkl	12%	8%	22% behl	8%	12%	8%
Don't know	33	-	8	1	3	1	1	*	3	5	1	5	6
	2%	-%	4%	*%	4%	*%	1%	*%	1%	3%	1%	4%	2%
NET: Send 'Any Letters'	1722	41	183	200	55	279	89	30	284	116	80	107	257
	86%	77%	90% afi	82%	82%	90% afi	72%	88%	91% afi	75%	91% fi	84%	90% afi
NET: 0-49	1781	49	184	214	58	291	118	28	275	140	84	110	229
	89%	92%	90% l	88%	88%	94% l	95% l	82%	88%	91% l	95% l	86%	80%

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
NET: 50+	186	4	12	27	5	18	5	6	33	10	3	13	50
	9%	8%	6%	11%	8%	6%	4%	18%	11%	6%	4%	10%	18% befij
Answered	1967	53	196	242	64	309	122	34	309	150	87	122	279
Mean Score	15331.3	204.4	176.5	345.4	5786.4	29.3	18730.0	590.2	1325.3	1633.5	34950.8	185119.6	3549.2
Standard error	6187.36	585.15	392.37	185.27	13606.37	29.29	20055.02	352.26	3885.47	1686.54	33325.56	89651.29	6793.05
Standard deviation	290608.51	6722.84	6265.63	2672.05	186561.09	437.42	226896.66	3938.37	58540.51	20655.85	453276.63	1041653.85	107407.51
Mean - excluding very high response (500,000+ per month)	454.0	204.4	176.5	345.4	72.5	29.3	35.2	590.2	82.6	1633.5	31.2	46.1	1597.7
								e					

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

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
1-24	1427	360	378	351	337	738	689
	71%	72%	76%	70%	67%	74%	69%
25-49	109	21	18	29	41	38	70
	5%	4%	4%	6%	8%	4%	7%
				b			a
50-99	74	23	12	13	26	35	39
	4%	5%	2%	3%	5%	3%	4%
100-249	47	6	8	18	15	14	33
	2%	1%	2%	4%	3%	1%	3%
250-499	22	5	5	7	5	10	12
	1%	1%	1%	1%	1%	1%	1%
500-4,999	27	7	2	10	9	9	19
	1%	1%	*%	2%	2%	1%	2%
5,000-49,999	8	2	*	1	5	2	5
	*%	*%	*%	*%	1%	*%	1%
50,000-499,999	2	*	*	1	1	*	2
	*%	*%	*%	*%	*%	*%	*%
500,000- 4,999,999	1	-	1	*	*	1	*
	*%	-%	*%	*%	*%	*%	*%
5m+	4	-	*	-	4	*	4
	*%	-%	*%	-%	1%	*%	*%
None - we never send this type of post	246	67	72	63	44	139	107
	12%	13%	14%	13%	9%	14%	11%
Don't know	33	9	5	7	12	13	19
	2%	2%	1%	1%	2%	1%	2%
NET: Send 'Any Letters'	1722	424	424	430	444	848	874
	86%	85%	85%	86%	89%	85%	87%
NET: 0-49	1781	448	467	443	422	915	866
	89%	90%	93%	89%	84%	92%	87%
			d			b	
NET: 50+	186	43	28	49	66	71	115
	9%	9%	6%	10%	13%	7%	11%
				b			a

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2227	601	544	506	576	1145	1082
Weighted Base	2000	500	500	500	500	1000	1000
Answered	1967	491	495	493	488	987	981
Mean Score	15331.3	262.6	5381.4	1368.1	54692.2	2831.9	27906.8
Standard error	6187.36	200.76	5630.98	2128.50	23664.37	2751.96	12237.97
Standard deviation	290608.51	4897.15	130730.89	47689.88	564978.98	92672.10	400688.55
Mean - excluding very high response (500,000+ per month)	454.0	262.6	36.3	589.9	937.0	149.1	761.9

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

Table 27
QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
1-24	1050	50	1001	1010	36	2	1	40
	53%	21%	57%	53%	47%	27%	28%	44%
			a	cde	cd			cd
25-49	183	8	175	167	12	3	1	16
	9%	3%	10%	9%	16%	32%	13%	17%
			a		a	abde		a
50-99	60	7	53	51	7	1	*	9
	3%	3%	3%	3%	10%	14%	9%	10%
					a	a	a	a
100-249	43	5	38	38	4	1	*	5
	2%	2%	2%	2%	5%	7%	6%	5%
					a	a	a	a
250-499	39	1	38	36	2	*	1	3
	2%	*%	2%	2%	2%	3%	17%	3%
							abce	
500-4,999	16	2	13	13	2	*	*	3
	1%	1%	1%	1%	3%	5%	4%	3%
					a	a	a	a
5,000-49,999	8	-	8	7	1	*	*	1
	*%	-%	*%	*%	1%	1%	2%	1%
50,000-499,999	2	-	2	2	-	-	*	*
	*%	-%	*%	*%	-%	-%	1%	*%
500,000- 4,999,999	3	-	3	3	*	-	*	*
	*%	-%	*%	*%	*%	-%	2%	*%
							a	
5m+	7	-	7	7	*	-	*	*
	*%	-%	*%	*%	*%	-%	*%	*%
None - we never send this type of post	530	166	365	520	8	1	1	10
	27%	69%	21%	27%	11%	11%	18%	11%
		b		bce				
Don't know	59	3	56	56	4	-	*	4
	3%	1%	3%	3%	5%	-%	*%	4%
NET: Send 'Any Large letters'	1410	72	1338	1334	64	8	4	76
	71%	30%	76%	70%	84%	89%	81%	85%
			a		a	a	a	a

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
NET: 0-49	1764	223	1541	1698	57	6	3	66
	88%	93%	88%	89%	74%	70%	59%	73%
				bcde	d			d
NET: 50+	177	15	162	157	16	3	2	21
	9%	6%	9%	8%	21%	30%	40%	23%
					a	a	abe	a
Answered	1941	238	1703	1854	72	9	5	86
Mean Score	26531.7	38.2	30229.7	27134.0	11101.2	332.0	73921.3	13604.5
							e	
Standard error	8060.56	11.80	9927.50	9814.60	12163.41	222.19	37985.3	9382.56
Standard deviation	376265.00	274.94	401542.51	381382.73	229498.71	2177.02	559558	242680.14
Mean - excluding very high response (500,000+ per month)	482.6	38.2	545.0	482.8	347.7	332.0	2685.5	478.4
							ae	

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

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
1-24	1050 53%	550 52% efi	394 55% efi	66 50% efi	29 52% efi	9 32%	1 28%	1010 53% efi	36 47% efi	4 27%
25-49	183 9%	81 8%	72 10%	14 11%	8 14%	7 25%	1 13%	167 9%	12 16%	4 25%
50-99	60 3%	19 2%	30 4%	2 2%	2 4%	6 21%	* 9%	51 3%	7 10%	2 12%
100-249	43 2%	16 2%	19 3%	3 2%	3 6%	1 5%	* 6%	38 2%	4 5%	1 7%
250-499	39 2%	20 2%	13 2%	2 2%	2 3%	* 1%	1 17%	36 2%	2 2%	1 8%
500-4,999	16 1%	4 *%	7 1%	2 2%	2 3%	1 3%	* 4%	13 1%	2 3%	1 4%
5,000-49,999	8 *%	- -%	7 1%	- -%	* *%	* 2%	* 2%	7 *%	1 1%	* 1%
50,000-499,999	2 *%	- -%	1 *%	1 1%	- -%	- -%	* 1%	2 *%	- -%	* *%
500,000- 4,999,999	3 *%	- -%	3 *%	- -%	- -%	* *%	* 2%	3 *%	* *%	* 1%
5m+	7 *%	6 1%	- -%	* *%	* *%	- -%	* *%	7 *%	* *%	* *%
None - we never send this type of post	530 27%	341 32% bdefhi	141 20% dh	39 29% dehi	6 11%	3 11%	1 18%	520 27% bdehi	8 11%	2 13%
Don't know	59 3%	28 3%	25 4%	3 2%	3 6% efi	* *%	* *%	56 3%	4 5%	* *% i

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
NET: Send 'Any Large letters'	1410	696	546	91	46	26	4	1334	64	12
	71%	65%	77%	69%	83%	88%	81%	70%	84%	86%
		ag	ag	acg	acg	abcg	ag	acg	acg	abcg
NET: 0-49	1764	971	608	119	43	20	3	1698	57	9
	88%	91%	85%	90%	77%	68%	59%	89%	74%	66%
		bdefhi	efhi	defhi	f			defhi	f	
NET: 50+	177	66	80	11	9	9	2	157	16	5
	9%	6%	11%	8%	17%	31%	40%	8%	21%	34%
		a	a	ag	abcdg	abcdg	abcdgh	abcdgh	abcdgh	abcdgh
Answered	1941	1037	687	130	52	29	5	1854	72	14
Mean Score	26531.7	37246.7	12267.5	25081.1	9853.5	10011.7	73921.3	27134.0	11101.2	26564.7
Standard error	8060.56	18331.37	7082.72	25000.50	16462.79	10682.81	37985.30	9814.60	12163.4	17643.82
Standard deviation	376265.00	471298.00	178197.71	367430.74	242512.02	163764.31	559558.40	381382.73	229499	312151.1
Mean - excluding very high response (500,000+ per month)	482.6	31.0	728.0	2782.8	224.6	561.4	2685.5	482.8	347.7	1158.8
				ag	a	a	ag	a	a	

Columns Tested: a,b,c,d,e,f,g,h,i

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
1-24	1050	833	177	36	2	1	685	158	43	14	22
	53%	53%	50%	47%	27%	28%	56%	55%	60%	36%	39%
		de	de	de			e				
25-49	183	126	41	12	3	1	113	35	10	10	4
	9%	8%	12%	16%	32%	13%	9%	12%	13%	26%	8%
		a		a	abce					ae	
50-99	60	36	15	7	1	*	24	18	3	1	8
	3%	2%	4%	10%	14%	9%	2%	6%	4%	3%	14%
				ab	ab	a		a			a
100-249	43	25	13	4	1	*	25	4	4	2	3
	2%	2%	4%	5%	7%	6%	2%	1%	6%	6%	5%
				a	a	a					
250-499	39	30	6	2	*	1	20	14	*	2	1
	2%	2%	2%	2%	3%	17%	2%	5%	*%	6%	3%
						abcd		a			
500-4,999	16	6	7	2	*	*	9	1	1	*	1
	1%	*%	2%	3%	5%	4%	1%	*%	1%	*%	1%
			a	a	a	a					
5,000-49,999	8	4	2	1	*	*	*	5	1	1	*
	*%	*%	1%	1%	1%	2%	*%	2%	1%	3%	*%
								a		a	
50,000-499,999	2	-	2	-	-	*	1	-	*	-	1
	*%	-%	1%	-%	-%	1%	*%	-%	*%	-%	2%
500,000- 4,999,999	3	3	-	*	-	*	1	2	-	-	*
	*%	*%	-%	*%	-%	2%	*%	1%	-%	-%	*%
						ab					
5m+	7	6	*	*	-	*	6	*	-	-	*
	*%	*%	*%	*%	-%	*%	1%	*%	-%	-%	*%
None - we never send this type of post	530	439	81	8	1	1	294	47	8	7	14
	27%	28%	23%	11%	11%	18%	24%	16%	11%	17%	25%
		cde	c				b				
Don't know	59	48	7	4	-	*	45	3	2	1	2
	3%	3%	2%	5%	-%	*%	4%	1%	3%	3%	3%

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
NET: Send 'Any Large letters'	1410 71%	1070 69%	264 75%	64 84%	8 89%	4 81%	885 72%	238 83%	63 87%	32 80%	41 72%
			ab	ab	a		a	a			
NET: 0-49	1764 88%	1399 90%	299 85%	57 74%	6 70%	3 59%	1093 89%	240 83%	61 84%	31 79%	41 72%
		cde	cde	e			e				
NET: 50+	177 9%	111 7%	45 13%	16 21%	3 30%	2 40%	87 7%	45 16%	10 13%	7 18%	14 25%
		a	a	ab	ab	abc	a				a
Answered	1941	1510	345	72	9	5	1180	285	70	38	55
Mean Score	26531.7	30933.7	10488.6	11101.2	332.0	73921.3	35030.8	31377.2	557.0	768.4	19343.8
						b					
Standard error	8060.56	13421.37	9353.52	12163.41	222.19	37985.30	16156.78	18254.41	532.45	473.70	17452.16
Standard deviation	376265.00	408635.96	225844.48	229498.71	2177.02	559558.40	448041.26	342483.11	5976.76	4418.38	266395.61
Mean - excluding very high response (500,000+ per month)	482.6	116.3	2080.8	347.7	332.0	2685.5	346.8	559.5	557.0	768.4	5177.3
			a	a		a					ab

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

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
NET: 50+	177	16	8	41	11	18	31	20	7	4
	9%	8%	6%	12%	14%	10%	10%	8%	5%	3%
				i	i					
Answered	1941	185	125	321	78	178	301	219	160	137
Mean Score	26531.7	63454.0	18562.3	85883.4	54.4	3008.0	18872.8	60.9	2007.1	14.2
Standard error	8060.56	51628.5	22362.64	48981.5	26.44	10962.64	17555.81	187.73	2136.39	14.60
Standard deviation	376265.00	615225	225851.6	706421	224.33	130174.08	226190.85	2165.02	23305.26	156.56
Mean - excluding very high response (500,000+ per month)	482.6	40.0	36.5	1354.6	54.4	200.3	203.7	60.9	2007.1	14.2

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
1-24	1050 53%	216 54%	286 60%	456 52%	958 54%	92 38%	43 36%	32 40%	16 41%
		efgh	efgh	efh	efgh				
25-49	183 9%	35 9%	42 9%	85 10%	162 9%	21 9%	10 8%	8 10%	3 7%
50-99	60 3%	16 4%	9 2%	22 2%	46 3%	13 6%	4 4%	6 8%	2 6%
						d		bcd	
100-249	43 2%	8 2%	13 3%	19 2%	40 2%	3 1%	2 1%	1 1%	1 2%
250-499	39 2%	6 1%	3 1%	28 3%	37 2%	2 1%	1 1%	1 1%	* *%
				be					
500-4,999	16 1%	3 1%	2 *%	8 1%	13 1%	2 1%	1 1%	1 1%	1 2%
5,000-49,999	8 *%	1 *%	* *%	7 1%	7 *%	* *%	* *%	* *%	* *%
50,000-499,999	2 *%	* *%	1 *%	1 *%	2 *%	* *%	- -%	- -%	* *%
500,000- 4,999,999	3 *%	- -%	1 *%	2 *%	3 *%	* *%	* *%	- -%	- -%
5m+	7 *%	* *%	2 *%	4 1%	7 *%	* *%	* *%	- -%	* 1%
None - we never send this type of post	530 27%	109 27%	111 23%	209 24%	429 24%	102 42%	57 47%	29 37%	16 39%
						abcd	abcd	bcd	abcd
Don't know	59 3%	6 2%	10 2%	40 5%	56 3%	4 1%	1 1%	2 2%	* 1%
				e					

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

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
NET: Send 'Any Large letters'	1410	285	359	632	1276	135	62	49	24
	71%	71%	75%	72%	72%	56%	52%	61%	60%
		efh	efgh	efh	efgh				
NET: 0-49	1764	360	440	749	1549	215	110	70	35
	88%	90%	92%	85%	88%	89%	91%	87%	87%
			c						
NET: 50+	177	33	31	91	155	22	9	8	5
	9%	8%	6%	10%	9%	9%	7%	10%	12%
Answered	1941	394	470	840	1704	236	119	78	40
Mean Score	26531.7	1378.6	30632.9	39536.1	28263.4	14050.8	3175.2	93.4	74176.1
									eg
Standard error	8060.56	4831.47	21197.14	20336.43	11198.9	8988.73	5634.32	68.57	38196.91
Standard deviation	376265.00	87501.69	403859.7	457908.57	387618	281535.24	105408.5	1238.10	667080.4
Mean - excluding very high response (500,000+ per month)	482.6	106.4	710.7	602.5	517.1	234.9	69.3	93.4	1019.0

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

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
1-24	1050	37	66	11	77	127	208	34	33	533
	53%	41%	56%	47%	55%	47%	50%	56%	53%	56%
25-49	183	4	14	7	20	29	40	1	6	82
	9%	4%	12%	28%	14%	11%	10%	1%	10%	9%
50-99	60	4	6	1	7	3	17	*	3	24
	3%	5%	5%	5%	5%	1%	4%	*%	4%	3%
100-249	43	2	2	1	3	3	15	*	1	19
	2%	2%	2%	3%	2%	1%	3%	1%	2%	2%
250-499	39	2	6	-	6	9	6	*	9	6
	2%	2%	5%	-%	4%	3%	2%	1%	15%	1%
			i		i	i			efgi	
500-4,999	16	-	1	-	1	1	8	-	*	5
	1%	-%	1%	-%	1%	*%	2%	-%	*%	1%
5,000-49,999	8	-	*	*	*	5	3	*	-	*
	*%	-%	*%	*%	*%	2%	1%	*%	-%	*%
						i				
50,000-499,999	2	-	1	-	1	-	*	-	-	1
	*%	-%	1%	-%	1%	-%	*%	-%	-%	*%
500,000- 4,999,999	3	-	2	-	2	-	1	*	-	*
	*%	-%	2%	-%	1%	-%	*%	*%	-%	*%
			i		i					
5m+	7	2	-	-	-	-	*	*	*	4
	*%	2%	-%	-%	-%	-%	*%	1%	*%	*%
		f								
None - we never send this type of post	530	35	19	4	23	80	108	25	8	251
	27%	38%	16%	16%	16%	30%	26%	41%	12%	26%
		bdh						bdh		
Don't know	59	5	1	-	1	11	13	*	2	27
	3%	5%	1%	-%	1%	4%	3%	*%	3%	3%
NET: Send 'Any Large letters'	1410	51	97	20	117	178	298	36	52	676
	71%	57%	83%	84%	83%	66%	71%	59%	85%	71%
			aeg		aegi				aeg	

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
NET: 0-49	1764	76	98	22	120	237	357	60	47	866
	88%	84%	84%	92%	85%	88%	85%	97%	76%	91%
								h		fh
NET: 50+	177	10	18	2	20	21	50	1	13	61
	9%	11%	15%	8%	14%	8%	12%	2%	21%	6%
			i		i		i		gi	
Answered	1941	86	116	24	140	258	407	61	60	928
Mean Score	26531.7	136840.2	51148.0	146.5	42497.5	519.4	7326.5	51941.4	1593.8	29565.1
		efi	ef							
Standard error	8060.56	89642.91	27572.44	396.57	23695.87	247.28	6627.89	56750.09	9642.96	13555.07
Standard deviation	376265.00	900900.12	363705.43	1860.08	331742.20	3617.39	152153.12	547278.00	95946.22	416914.85
Mean - excluding very high response (500,000+ per month)	482.6	23.9	2830.7	146.5	2368.7	519.4	379.6	40.0	84.7	334.0
			i						a	

Columns Tested: a,b,c,d,e,f,g,h,i

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
1-24	1050 53%	241 48%	208 50%	601 56%	837 50%	214 64%	- -%	966 53%	84 50%	1016 53%	34 47%
25-49	183 9%	53 11%	40 10%	89 8%	166 10%	17 5%	- -%	171 9%	12 7%	182 9%	1 1%
50-99	60 3%	15 3%	17 4%	28 3%	53 3%	6 2%	- -%	49 3%	11 6%	59 3%	1 1%
100-249	43 2%	8 2%	15 3%	20 2%	37 2%	6 2%	- -%	39 2%	4 3%	43 2%	- -%
250-499	39 2%	16 3%	6 2%	16 1%	37 2%	2 *%	- -%	37 2%	2 1%	39 2%	* *%
500-4,999	16 1%	2 *%	8 2%	6 1%	15 1%	* *%	- -%	10 1%	6 3%	14 1%	2 3%
5,000-49,999	8 *%	5 1%	3 1%	* *%	8 *%	- -%	- -%	6 *%	1 1%	8 *%	- -%
50,000-499,999	2 *%	1 *%	* *%	1 *%	2 *%	* *%	- -%	2 *%	* *%	2 *%	- -%
500,000- 4,999,999	3 *%	2 *%	1 *%	* *%	3 *%	- -%	- -%	* *%	3 2%	3 *%	- -%
5m+	7 *%	2 *%	* *%	5 *%	7 *%	* *%	- -%	7 *%	* *%	7 *%	- -%
None - we never send this type of post	530 27%	138 28%	108 26%	284 26%	449 27%	81 24%	- -%	494 27%	36 21%	495 26%	36 48%
Don't know	59 3%	16 3%	13 3%	29 3%	54 3%	6 2%	- -%	49 3%	10 6%	59 3%	- -%
NET: Send 'Any Large letters'	1410 71%	346 69%	298 71%	767 71%	1165 70%	246 74%	- -%	1288 70%	122 72%	1372 71%	38 52%

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
NET: 0-49	1764	432	357	974	1452	312	-	1632	132	1693	71
	88%	86%	85%	90%	87%	94%	-%	89%	78%	88%	96%
NET: 50+	177	51	50	76	162	15	-	151	26	174	3
	9%	10%	12%	7%	10%	4%	-%	8%	16%	9%	4%
			c						a		
Answered	1941	484	407	1051	1614	327	-	1782	159	1867	73
Mean Score	26531.7	36879.0	7326.5	29200.1	30082.1	8998.2	-	24128	53535	27572.1	80.6
Standard error	8060.56	18611.79	6627.89	12245.70	9142.96	14002.35	-	8815.6	20387	8367.97	50.18
Standard deviation	376265.00	420725.28	152153.12	413643.78	399265.97	230932.72	-	374740	393207	383559.86	443.19
Mean - excluding very high response (500,000+ per month)	482.6	963.6	379.6	302.0	554.6	128.8	-	492.6	369.0	498.5	80.6

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

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
1-24	1050 53%	712 57% bc	149 46%	180 44%
25-49	183 9%	50 4%	65 20%	63 15%
50-99	60 3%	26 2%	18 6% a	16 4%
100-249	43 2%	10 1%	11 4% a	22 5% a
250-499	39 2%	8 1%	5 2%	26 6% ab
500-4,999	16 1%	2 *%	4 1%	10 2% a
5,000-49,999	8 *%	* *%	6 2% a	1 *%
50,000-499,999	2 *%	1 *%	1 *%	- -%
500,000- 4,999,999	3 *%	* *%	1 *%	2 1%
5m+	7 *%	7 1%	* *%	* *%
None - we never send this type of post	530 27%	392 31% bc	51 16%	83 20%
Don't know	59 3%	47 4%	8 3%	4 1%

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
NET: Send 'Any Large letters'	1410	815	261	320
	71%	65%	82%	79%
		a	a	a
NET: 0-49	1764	1153	265	326
	88%	92%	83%	80%
		bc		
NET: 50+	177	53	47	77
	9%	4%	15%	19%
			a	a
Answered	1941	1206	312	403
Mean Score	26531.7	34907.3	11425.6	14353.8
Standard error	8060.56	12833.08	8365.16	9460.80
Standard deviation	376265.00	453899.46	180772.64	198901.94
Mean - excluding very high response (500,000+ per month)	482.6	284.2	1531.5	196.5
			a	

Columns Tested: a,b,c

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
1-24	1050	949	77	14	1	5	*	*	5	1026	25	10
	53%	56%	37%	28%	11%	17%	*%	3%	89%	54%	23%	18%
		bcdejk								bcdejk		
25-49	183	101	51	19	3	4	4	*	*	153	30	11
	9%	6%	25%	38%	23%	16%	28%	16%	*%	8%	28%	19%
		ai	ai	ai	a						ai	a
50-99	60	31	21	3	*	1	4	*	-	52	8	5
	3%	2%	10%	6%	3%	2%	31%	7%	-%	3%	7%	8%
			ai								a	a
100-249	43	22	12	6	3	*	-	*	*	33	10	3
	2%	1%	6%	12%	25%	2%	-%	2%	3%	2%	9%	6%
			ai	ai	abi						ai	
250-499	39	14	7	1	3	13	*	1	*	21	18	17
	2%	1%	4%	1%	26%	47%	3%	69%	*%	1%	16%	30%
			a		abci	abcij					abi	abci
500-4,999	16	4	7	4	*	1	*	-	*	11	5	1
	1%	*%	3%	8%	*%	3%	2%	-%	*%	1%	5%	2%
			ai	ai							ai	
5,000-49,999	8	5	*	2	*	*	-	*	*	5	2	*
	*%	*%	*%	3%	3%	*%	-%	1%	1%	*%	2%	1%
				ai								
50,000-499,999	2	*	1	*	-	1	-	-	-	1	1	1
	*%	*%	1%	*%	-%	4%	-%	-%	-%	*%	1%	2%
						ai						ai
500,000- 4,999,999	3	3	-	*	-	-	*	-	-	3	*	*
	*%	*%	-%	*%	-%	-%	1%	-%	-%	*%	*%	*%
5m+	7	5	-	-	*	2	-	-	*	5	2	2
	*%	*%	-%	-%	1%	7%	-%	-%	*%	*%	2%	4%
						abi						ai
None - we never send this type of post	530	493	29	2	1	*	4	-	*	523	8	6
	27%	29%	14%	3%	8%	1%	35%	-%	6%	28%	7%	10%
		bcej								bcej		
Don't know	59	56	3	*	-	*	-	*	-	59	1	*
	3%	3%	1%	*%	-%	2%	-%	1%	-%	3%	1%	1%

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
NET: Send 'Any Large letters'	1410	1133	177	50	10	27	8	1	5	1310	101	51
	71%	67%	85%	97%	92%	97%	65%	99%	94%	69%	92%	89%
		ai	ai	ai	ai	ai					ai	ai
NET: 0-49	1764	1543	158	35	5	9	8	*	5	1701	62	27
	88%	92%	76%	69%	42%	34%	64%	19%	95%	90%	57%	47%
		bcdejk	dejk							bcdejk		
NET: 50+	177	83	48	16	6	18	5	1	*	131	46	30
	9%	5%	23%	31%	58%	64%	36%	79%	5%	7%	42%	52%
			ai	ai	abi	abi					abi	abi
Answered	1941	1626	206	51	11	27	13	1	5	1833	108	57
Mean Score	26531.7	23297.6	1682.2	6769.9	45719.0	447273.2	21037.0	672.0	18254.7	20865.2	122432.6	226924.4
						abci					abi	abi
Standard error	8060.56	8616.91	1136.23	13064.33	92754.88	254046.91	54369.08	3793.41	121993.93	7421.51	58595.98	107223.6
Standard deviation	376265.00	350232.6	20515.15	123248.68	540849.25	1586522.43	249150.42	11380.23	365981.80	330069.32	830741.3	1134748
Mean - excluding very high response (500,000+ per month)	482.6	135.0	1682.2	1368.2	983.4	11295.7	90.0	672.0	296.5	309.9	3455.3	5411.2
			ai	a		abi					ai	ai

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

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
1-24	1050 53%	593 56%	356 57%	102 32%	997 58%	1050 74%	1050 58%	846 61%	594 66%	273 44%	53 13%	968 89%	15 22%	8 9%	3 6%	* *	3 8%
		c	c		f	acdef	f	f	acf			acdefg	f				
25-49	183 9%	20 2%	82 13%	82 26%	172 10%	183 13%	183 10%	170 12%	146 16%	126 20%	- -%	116 11%	22 31%	32 36%	4 8%	9 19%	* *%
			a	ab					ac	abcd		a	abeg	abeg	a	a	
50-99	60 3%	5 *%	25 4%	29 9%	53 3%	60 4%	60 3%	48 3%	44 5%	29 5%	- -%	- -%	26 38%	20 22%	6 13%	3 6%	4 12%
			a	ab									abef	ab	ab	ab	ab
100-249	43 2%	4 *%	18 3%	21 7%	40 2%	43 3%	43 2%	40 3%	32 4%	24 4%	- -%	- -%	- -%	24 27%	11 24%	8 16%	* *%
			a	a										abcg	abcg	abc	
250-499	39 2%	1 *%	13 2%	25 8%	39 2%	39 3%	39 2%	38 3%	33 4%	28 5%	- -%	- -%	- -%	- -%	21 46%	17 35%	* *%
			a	ab										abcdg	abcdg	abcdg	
500-4,999	16 1%	- -%	4 1%	12 4%	15 1%	16 1%	16 1%	15 1%	10 1%	8 1%	- -%	- -%	- -%	- -%	- -%	10 20%	6 16%
				ab												abcde	abcd
5,000-49,999	8 *%	- -%	5 1%	2 1%	8 *%	8 1%	8 *%	8 1%	7 1%	7 1%	- -%	- -%	- -%	- -%	- -%	- -%	8 20%
																abcdef	
50,000-499,999	2 *%	* *%	- -%	2 1%	2 *%	2 *%	2 *%	2 *%	2 *%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	2 6%
																ab	
500,000- 4,999,999	3 *%	- -%	3 *%	* *%	3 *%	3 *%	3 *%	3 *%	2 *%	3 *%	- -%	- -%	- -%	- -%	- -%	- -%	3 8%
																ab	
5m+	7 *%	- -%	5 1%	2 1%	5 *%	7 *%	7 *%	7 1%	7 1%	7 1%	- -%	- -%	- -%	- -%	- -%	- -%	7 19%
																abcdef	
None - we never send this type of post	530 27%	394 37%	99 16%	37 12%	350 20%	- -%	350 19%	196 14%	22 2%	101 16%	330 80%	9 1%	1 2%	6 7%	1 2%	2 3%	* *%
		bc			bde		bde	be	b	be	bcdefg			b			

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
Don't know	59 3%	40 4%	16 3%	3 1%	37 2%	- -%	37 2%	21 1%	* *%	19 3%	28 7%	* *%	5 7%	- -%	- -%	- -%	4 10%
NET: Send 'Any Large letters'	1410 71%	623 59%	510 82%	277 87%	1335 78%	1410 100%	1410 78%	1177 84%	877 98%	505 81%	53 13%	1084 99%	64 91%	84 93%	45 98%	47 97%	34 90%
NET: 0-49	1764 88%	1007 95%	537 86%	220 69%	1519 88%	1233 87%	1583 88%	1212 87%	762 85%	500 80%	383 93%	1093 100%	39 55%	46 52%	8 16%	11 22%	3 8%
NET: 50+	177 9%	10 1%	72 12%	94 30%	166 10%	177 13%	177 10%	161 12%	137 15%	107 17%	- -%	- -%	26 38%	43 48%	39 84%	38 78%	31 82%
Answered	1941	1017	609	315	1685	1410	1760	1373	899	607	383	1093	65	90	46	49	34
Mean Score	26531.7	44.5	62110	43256.0	23586.7	36511.1	29254.9	37425.2	54207.5	84265.1	1.7	15.0	45.9	77.2	229.1	730.6	1532170
Standard error	8060.56	104.14	20648	21328.85	8023.54	11029.0	8947.57	11466.4	17698.67	24011.57	.23	.23	2.44	5.33	15.06	98.63	320403
Standard deviation	376265.00	3105.05	570358	489635.43	348539	441021	395013	446452	543784.37	669746.44	4.33	7.67	26.27	62.82	145.22	1039.12	2461065
Mean - excluding very high response (500,000+ per month)	482.6	44.5	288.1	2284.3	554.0	665.5	532.5	679.2	993.2	914.1	1.7	15.0	45.9	77.2	229.1	730.6	36591.7

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

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
1-24	1050	905	63	15	8	3	*	3	1050	-	-	-	-	-	-
	53%	63%	58%	21%	16%	13%	1%	19%	100%	-%	-%	-%	-%	-%	-%
		cdefg	cdef						bcdef						
25-49	183	105	22	25	8	4	9	*	-	183	-	-	-	-	-
	9%	7%	20%	33%	16%	17%	33%	*%	-%	100%	-%	-%	-%	-%	-%
		a	a				a		acdef						
50-99	60	20	6	13	5	1	3	4	-	-	60	-	-	-	-
	3%	1%	6%	18%	11%	5%	11%	29%	-%	-%	100%	-%	-%	-%	-%
		a	a		a		a	a			abdef				
100-249	43	17	4	3	8	5	3	*	-	-	-	43	-	-	-
	2%	1%	4%	4%	17%	23%	9%	1%	-%	-%	-%	100%	-%	-%	-%
		a			a	ab	a					abcef			
250-499	39	10	1	10	5	7	5	*	-	-	-	-	39	-	-
	2%	1%	1%	14%	12%	31%	18%	1%	-%	-%	-%	-%	100%	-%	-%
				ab	a	ab	ab						abcdf		
500-4,999	16	5	2	1	*	1	6	*	-	-	-	-	-	16	-
	1%	*%	1%	1%	1%	6%	21%	*%	-%	-%	-%	-%	-%	100%	-%
						a	abcd							abcde	
5,000-49,999	8	*	1	*	5	*	*	1	-	-	-	-	-	-	8
	*%	*%	1%	1%	11%	*%	*%	7%	-%	-%	-%	-%	-%	-%	38%
					a			a							
50,000-499,999	2	-	-	-	1	*	-	1	-	-	-	-	-	-	2
	*%	-%	-%	-%	2%	1%	-%	7%	-%	-%	-%	-%	-%	-%	12%
					a			a							
500,000- 4,999,999	3	2	-	*	-	-	-	1	-	-	-	-	-	-	3
	*%	*%	-%	*%	-%	-%	-%	6%	-%	-%	-%	-%	-%	-%	15%
								a							
5m+	7	4	-	-	-	-	-	1	-	-	-	-	-	-	7
	*%	*%	-%	-%	-%	-%	-%	4%	-%	-%	-%	-%	-%	-%	35%
None - we never send this type of post	530	330	9	1	6	1	2	*	-	-	-	-	-	-	-
	27%	23%	9%	2%	14%	5%	6%	*%	-%	-%	-%	-%	-%	-%	-%
		bc													
Don't know	59	28	*	5	-	-	-	4	-	-	-	-	-	-	-
	3%	2%	*%	6%	-%	-%	-%	25%	-%	-%	-%	-%	-%	-%	-%
								abd							

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Number of letters sent						Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
NET: Send 'Any Large letters'	1410	1069	99	68	40	21	26	11	1050	183	60	43	39	16	20
	71%	75%	91%	92%	86%	95%	94%	75%	100%	100%	100%	100%	100%	100%	100%
		a	a												
NET: 0-49	1764	1340	94	42	22	8	11	3	1050	183	-	-	-	-	-
	88%	94%	87%	56%	46%	34%	40%	20%	100%	100%	-%	-%	-%	-%	-%
		cdefg	cdefg						cdef	cdef					
NET: 50+	177	59	14	28	25	15	16	8	-	-	60	43	39	16	20
	9%	4%	13%	38%	54%	66%	60%	55%	-%	-%	100%	100%	100%	100%	100%
		a	ab	ab	ab	ab	ab	ab			ab	ab	ab	ab	ab
Answered	1941	1399	108	70	47	22	27	11	1050	183	60	43	39	16	20
Mean Score	26531.7	23228	235.7	4096	9888.5	1959.8	795.2	559054	12.5	37.0	75.0	175.0	375.0	2750.0	2575772
					b						a		ac	ace	
Standard error	8060.56	9678	164.2	9593	4231.97	2776.33	248.68	284764	*	-	*	-	*	*	520125
Standard deviation	376265.00	354553.56	2153	102874.89	43364.7	21325.4	2004.90	1533502	*	-	*	-	*	*	2752240
Mean - excluding very high response (500,000+ per month)	482.6	28.6	235.7	298.5	9888.5	1959.8	795.2	31628.9	12.5	37.0	75.0	175.0	375.0	2750.0	85404.9
			a	a	abc	a	a				a		ac	ace	

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

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
1-24	1050	742	59	24	3	10	8	*	580	214	202	37	17
	53%	75%	38%	22%	7%	30%	27%	*%	65%	58%	59%	32%	23%
		bcdefg	dg	g		dg	g		de	de	de		
25-49	183	35	50	55	13	7	1	9	24	58	53	33	14
	9%	4%	32%	52%	27%	21%	3%	24%	3%	16%	16%	29%	19%
			af	abdef	a	a		a		a	a	abc	a
50-99	60	7	12	6	9	5	5	3	5	13	23	9	9
	3%	1%	8%	6%	20%	16%	18%	8%	1%	3%	7%	8%	12%
			a	a	a	a	a	a		a	a	a	ab
100-249	43	10	9	8	6	4	*	4	*	5	16	12	10
	2%	1%	6%	7%	12%	11%	2%	9%	*%	1%	5%	10%	14%
			a	a	a	a		a			a	ab	ab
250-499	39	7	4	5	2	1	7	11	5	*	5	12	16
	2%	1%	3%	5%	5%	4%	25%	28%	1%	*%	2%	11%	22%
				a	a		ab	abcd				abc	abc
500-4,999	16	1	2	3	1	2	2	4	2	1	5	3	4
	1%	*%	1%	2%	3%	7%	7%	11%	*%	*%	1%	3%	5%
				a	a	a	a	a					ab
5,000-49,999	8	-	*	1	4	*	*	2	-	5	1	2	*
	*%	-%	*%	1%	10%	*%	*%	5%	-%	1%	*%	2%	1%
					ab			a		a			
50,000-499,999	2	-	-	-	-	-	-	2	-	1	*	*	1
	*%	-%	-%	-%	-%	-%	-%	6%	-%	*%	*%	*%	1%
								a					
500,000- 4,999,999	3	-	-	-	2	-	*	1	1	2	*	-	*
	*%	-%	-%	-%	4%	-%	*%	2%	*%	1%	*%	-%	*%
					a			a					
5m+	7	5	-	-	-	-	-	2	2	4	1	-	-
	*%	1%	-%	-%	-%	-%	-%	5%	*%	1%	*%	-%	-%
								a					
None - we never send this type of post	530	158	18	5	5	4	5	*	248	63	30	6	2
	27%	16%	12%	5%	12%	11%	19%	1%	28%	17%	9%	6%	2%
		c							bcde	cde			

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Number of parcels and packets sent						Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
Don't know	59	20	*	-	-	-	-	-	26	2	8	-	-
	3%	2%	*%	-%	-%	-%	-%	-%	3%	1%	2%	-%	-%
NET: Send 'Any Large letters'	1410	808	135	101	41	30	24	39	620	303	305	107	73
	71%	82%	88%	95%	88%	89%	81%	99%	69%	82%	89%	94%	98%
			a							a	a	ab	ab
NET: 0-49	1764	936	127	84	22	21	14	10	852	335	285	76	33
	88%	95%	82%	79%	46%	62%	49%	25%	95%	91%	83%	67%	44%
		bcdefg	dfg	dfg		g			cde	cde	de	e	
NET: 50+	177	31	27	22	25	13	15	29	16	31	50	38	41
	9%	3%	17%	21%	54%	38%	51%	75%	2%	8%	15%	33%	56%
			a	a	abc	a	abc	abce		a	a	abc	abcd
Answered	1941	967	153	106	46	33	29	39	868	366	335	114	74
Mean Score	26531.7	30786	93.3	308.5	123686	285.5	9485.1	401853	16242.7	89793.5	11474.3	612.3	7676.3
					bc			abce		acd			
Standard error	8060.56	13889	57.89	194.9	60693.7	165.26	22749.44	198853	10832.38	34287.95	12193.55	290.79	10131.02
Standard deviation	376265.00	428769.37	776.6	2290	569358	1247.72	160862.86	1406106	297446.92	689179.20	254608.84	4542.23	104305.2
Mean - excluding very high response (500,000+ per month)	482.6	19.6	93.3	308.5	2938.9	285.5	368.9	19843.0	20.1	1274.4	237.3	612.3	4125.9
			a	a	abcef	a	a	abcdef		a		a	ac

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

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
1-24	1050 53%	615 62% de	189 59% de	158 58% de	23 27%	11 24%	717 91%	160 63% de	129 59% de	26 29%	13 23%
25-49	183 9%	60 6%	41 13%	35 13%	25 30%	11 24%	46 6%	58 23%	39 18%	31 34%	8 15%
50-99	60 3%	12 1%	7 2%	20 7%	7 9%	7 15%	10 1%	14 6%	19 9%	11 12%	6 10%
100-249	43 2%	8 1%	7 2%	15 5%	7 8%	4 8%	3 *	5 2%	15 7%	11 12%	9 16%
250-499	39 2%	14 1%	4 1%	2 1%	12 14%	8 16%	5 1%	* %	11 5%	7 8%	15 27%
500-4,999	16 1%	4 *%	1 *%	4 2%	3 4%	3 6%	3 *%	2 1%	4 2%	3 3%	4 7%
5,000-49,999	8 *%	6 1%	- -%	1 *%	1 1%	* 1%	- -%	5 2%	1 *%	2 2%	* 1%
50,000-499,999	2 *%	- -%	1 *%	* *%	* *%	1 2%	- -%	1 1%	- -%	* *%	1 2%
500,000- 4,999,999	3 *%	3 *%	* *%	- -%	- -%	- -%	- -%	2 1%	* *%	- -%	* *%
5m+	7 *%	- -%	5 2%	* *%	- -%	- -%	2 *%	4 2%	1 *%	- -%	- -%
None - we never send this type of post	530 27%	248 25% cde	63 20% c	30 11%	6 7%	2 4%	- -%	- -%	- -%	- -%	- -%

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
Don't know	59	26	2	8	-	-	-	-	-	-	-
	3%	3%	1%	3%	-%	-%	-%	-%	-%	-%	-%
NET: Send 'Any Large letters'	1410	720	256	234	78	45	786	252	217	92	56
	71%	72%	80%	86%	93%	96%	100%	100%	100%	100%	100%
NET: 0-49	1764	922	294	223	54	24	763	218	168	57	21
	88%	93%	91%	82%	65%	52%	97%	87%	77%	62%	38%
NET: 50+	177	46	26	41	30	22	23	34	49	34	35
	9%	5%	8%	15%	35%	48%	3%	13%	23%	38%	62%
Answered	1941	968	319	264	84	47	786	252	217	92	56
Mean Score	26531.7	8661.6	95043.0	2515.1	472.2	6415.2	14991.6	130735.6	17555.0	708.8	10054.3
Standard error	8060.56	5217.62	38596.06	5987.02	307.18	4612.54	11408.71	46749.48	17281.59	380.56	13947.01
Standard deviation	376265.00	152476.00	744413.78	116246.96	4365.87	40211.20	299465.09	828402.81	316305.12	4990.99	119976.7
Mean - excluding very high response (500,000+ per month)	482.6	191.1	1059.9	277.0	472.2	6415.2	26.6	2022.6	214.4	708.8	5371.3
						acd		a	a	a	ac

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

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
None - we never send this type of post	530 27%	128 17%	22 11%	28 11%	16 12%	* 1%	117 15%	11 9%	68 14%	460 27%	71 25%	333 21%	17 13%
Don't know	59 3%	14 2%	6 3%	1 *%	* *%	- -%	10 1%	- -%	10 2%	52 3%	7 2%	35 2%	2 1%
NET: Send 'Any Large letters'	1410 71%	594 81%	172 86%	224 89%	114 88%	52 99%	659 84%	105 91%	405 84%	1201 70%	209 73%	1222 77%	113 86%
NET: 0-49	1764 88%	702 95%	171 85%	203 80%	89 69%	31 58%	653 83%	94 81%	457 95%	1526 89%	238 83%	1425 90%	94 71%
NET: 50+	177 9%	21 3%	24 12%	49 19%	41 31%	22 42%	123 16%	22 19%	15 3%	135 8%	42 15%	130 8%	36 27%
Answered	1941	723	195	252	130	53	776	116	473	1661	280	1555	130
Mean Score	26531.7	402.2	62122.3	143913.2	2780.0	45112.9	62832.4	22632.1	35.4	30413.2	3463.5	25459.1	1199.6
Standard error	8060.56	395.61	38307.33	49872.64	5803.00	35976.25	19975.16	20143.42	12.19	9465.09	6120.90	8790.55	510.40
Standard deviation	376265.00	10194.27	600827.04	875261.26	77421.67	348802.7	585105.25	247526.5	271.04	403794.67	115974.4	362763.20	6923.37
Mean - excluding very high response (500,000+ per month)	482.6	402.2	1716.0	683.6	644.0	995.7	1129.5	368.6	35.4	441.6	725.1	499.7	1199.6

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

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
1-24	1050 53%	970 79%	80 45%	594 66%	252 52%	955 60%	42 34%	973 80%	78 41%	595 65%	251 52%
25-49	183 9%	124 10%	59 33%	86 10%	84 17%	132 8%	40 32%	122 10%	61 32%	91 10%	79 16%
50-99	60 3%	47 4%	13 7%	20 2%	28 6%	47 3%	7 5%	40 3%	19 10%	21 2%	27 6%
100-249	43 2%	33 3%	10 6%	23 3%	17 3%	31 2%	9 7%	33 3%	11 6%	25 3%	15 3%
250-499	39 2%	33 3%	6 3%	25 3%	13 3%	34 2%	5 4%	29 2%	10 5%	25 3%	13 3%
500-4,999	16 1%	13 1%	2 1%	10 1%	6 1%	15 1%	* *%	12 1%	4 2%	7 1%	8 2%
5,000-49,999	8 *%	2 *%	5 3%	2 *%	6 1%	3 *%	5 4%	2 *%	5 3%	2 *%	6 1%
50,000-499,999	2 *%	1 *%	1 1%	- -%	2 *%	2 *%	* *%	1 *%	1 1%	- -%	2 *%
500,000- 4,999,999	3 *%	3 *%	* *%	3 *%	* *%	3 *%	- -%	3 *%	* *%	3 *%	* *%
5m+	7 *%	7 1%	- -%	2 *%	5 1%	5 *%	- -%	7 1%	* *%	7 1%	* *%
None - we never send this type of post	530 27%	- -%	- -%	124 14%	72 15%	334 21%	16 13%	- -%	- -%	124 13%	72 15%
Don't know	59 3%	- -%	- -%	16 2%	5 1%	35 2%	2 1%	- -%	- -%	16 2%	5 1%

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

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
NET: Send 'Any Large letters'	1410	1234	177	767	411	1228	107	1222	189	777	401
	71%	100%	100%	85%	84%	77%	86%	100%	100%	85%	84%
NET: 0-49	1764	1094	139	805	407	1421	98	1095	138	810	402
	88%	89%	79%	89%	84%	89%	78%	90%	73%	88%	84%
NET: 50+	177	139	38	86	75	140	26	127	50	90	71
	9%	11%	21%	9%	15%	9%	20%	10%	27%	10%	15%
Answered	1941	1234	177	891	483	1561	123	1222	189	900	473
Mean Score	26531.7	40913.3	5798.6	25486.3	59454.4	25352.7	1191.1	40889.7	8132.2	55018.7	3946.4
Standard error	8060.56	12826.98	5920.42	11401.85	24396.60	8755.79	531.48	12875.21	9542.87	17732.47	4172.61
Standard deviation	376265.00	470070.03	94726.66	350317.24	583481.9	361964.85	7090.78	469724.49	156223.4	545975.73	99444.69
Mean - excluding very high response (500,000+ per month)	482.6	367.0	2733.7	122.2	1710.8	503.5	1191.1	364.8	2601.5	114.8	1742.0
			a		a				a		a

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

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
1-24	1050 53%	484 57%	809 60%	148 58%	4 74%	518 66%	739 78%	114 58%	3 60%	559 57%	494 65%	117 52%	2 100%
25-49	183 9%	138 16%	97 7%	49 19%	- -%	138 18%	95 10%	38 19%	- -%	138 14%	66 9%	32 14%	- -%
50-99	60 3%	42 5%	40 3%	12 5%	- -%	43 6%	41 4%	12 6%	- -%	42 4%	32 4%	14 6%	- -%
100-249	43 2%	27 3%	30 2%	10 4%	- -%	30 4%	28 3%	14 7%	2 40%	34 3%	22 3%	8 4%	- -%
250-499	39 2%	30 3%	25 2%	9 3%	- -%	26 3%	24 2%	9 5%	- -%	25 3%	10 1%	13 6%	- -%
500-4,999	16 1%	11 1%	14 1%	6 2%	- -%	10 1%	12 1%	4 2%	- -%	12 1%	10 1%	4 2%	- -%
5,000-49,999	8 *%	8 1%	7 *%	1 *%	- -%	8 1%	7 1%	1 *%	- -%	7 1%	7 1%	* *%	- -%
50,000-499,999	2 *%	2 *%	1 *%	1 *%	- -%	2 *%	1 *%	1 1%	- -%	2 *%	1 *%	1 1%	- -%
500,000- 4,999,999	3 *%	3 *%	* *%	- -%	- -%	3 *%	* *%	* *%	- -%	3 *%	* *%	- -%	- -%
5m+	7 *%	5 1%	5 *%	4 2%	- -%	7 1%	5 *%	4 2%	- -%	7 1%	5 1%	5 2%	- -%
None - we never send this type of post	530 27%	85 10%	296 22%	14 6%	1 26%	- -%	- -%	- -%	- -%	130 13%	110 14%	29 13%	- -%
Don't know	59 3%	12 1%	33 2%	1 *%	- -%	- -%	- -%	- -%	- -%	14 1%	9 1%	1 *%	- -%
NET: Send 'Any Large letters'	1410 71%	749 89%	1028 76%	240 94%	4 74%	785 100%	951 100%	197 100%	5 100%	831 85%	646 84%	194 87%	2 100%

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
NET: 0-49	1764	707	1202	210	5	656	833	152	3	827	669	177	2
	88%	84%	89%	83%	100%	84%	88%	77%	60%	85%	88%	79%	100%
		a				c				c			
NET: 50+	177	127	122	43	-	129	118	45	2	133	87	46	-
	9%	15%	9%	17%	-%	16%	12%	23%	40%	14%	11%	20%	-%
		b		b		b		b		b		b	
Answered	1941	835	1324	254	5	785	951	197	5	961	756	223	2
Mean Score	26531.7	43998.3	23549.9	107613.8	9.3	65420.7	29730.8	140162.6	77.4	53460.8	37626.0	124023.8	12.5
		b		b		b		b		b		b	
Standard error	8060.56	15218.41	9690.07	47027.61	4.29	19624.35	12475.67	60161.09	45.01	16332.94	16025.66	52530.16	*
Standard deviation	376265.00	472261.4	371016.9	792523.35	6.07	589057.5	416209.0	900408.67	90.02	533014.6	466949.4	850274.85	*
Mean - excluding very high response (500,000+ per month)	482.6	1091.8	432.3	1498.8	9.3	1153.7	603.6	1841.5	77.4	944.8	734.2	1603.8	12.5

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

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
NET: Send 'Any Large letters'	1410	1186	1175	755	993	816	34	554	433	391	125	80
	71%	76%	100%	83%	82%	78%	99%	88%	87%	87%	94%	92%
			ac	a								
NET: 0-49	1764	1392	1036	815	1080	925	18	572	440	390	102	73
	88%	90%	88%	89%	89%	89%	54%	90%	89%	87%	77%	84%
					c	c		d	d			
NET: 50+	177	126	139	81	112	103	16	54	48	55	30	14
	9%	8%	12%	9%	9%	10%	46%	9%	10%	12%	23%	16%
			a				ab				abc	
Answered	1941	1518	1175	897	1192	1028	34	626	488	445	132	87
Mean Score	26531.7	24538.3	41621.5	44138.0	40669.9	27670.0	24217.1	63177.5	56921	61842.3	205135.0	309123.7
											ab	abc
Standard error	8060.56	8909.63	13199.4	16434.5	12942.42	12331.68	41056.46	24893.47	26337	28158.48	98078.63	154017.28
Standard deviation	376265.00	361362	476825	507612	471289.0	400542.3	304482.86	606706.5	574005	600640.97	1087744.58	1333828.78
Mean - excluding very high response (500,000+ per month)	482.6	514.7	665.1	784.5	639.9	721.3	9567.8	1075.9	1339.7	916.2	2609.8	100.5
							ab					

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

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
1-24	1050	105	42	47	28	903	586	938	631	521	476	880	114	-	751	83
	53%	53%	37%	51%	58%	55%	57%	54%	57%	52%	58%	55%	57%	-%	53%	60%
25-49	183	28	23	21	10	131	120	157	97	86	115	120	35	-	112	20
	9%	14%	20%	22%	20%	8%	12%	9%	9%	9%	14%	7%	17%	-%	8%	15%
							a					b	b			
50-99	60	11	11	5	3	38	40	49	31	35	31	42	5	-	47	2
	3%	6%	10%	5%	7%	2%	4%	3%	3%	4%	4%	3%	3%	-%	3%	2%
100-249	43	10	3	3	1	34	29	41	27	21	31	30	8	-	29	1
	2%	5%	3%	4%	3%	2%	3%	2%	2%	2%	4%	2%	4%	-%	2%	*%
250-499	39	15	7	1	*	29	15	30	14	18	23	20	8	-	32	-
	2%	7%	6%	1%	*%	2%	1%	2%	1%	2%	3%	1%	4%	-%	2%	-%
500-4,999	16	5	1	2	1	11	10	14	14	8	10	15	2	-	12	3
	1%	2%	1%	2%	2%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	2%
5,000-49,999	8	*	2	*	-	2	3	3	2	6	2	3	-	-	2	1
	*%	*%	1%	*%	-%	*%	*%	*%	*%	1%	*%	*%	-%	-%	*%	*%
50,000-499,999	2	-	1	1	-	2	1	2	2	*	1	1	*	-	2	-
	*%	-%	1%	1%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
500,000- 4,999,999	3	2	*	-	-	2	2	2	2	*	2	*	-	-	2	-
	*%	1%	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%
5m+	7	-	2	4	*	7	5	7	5	5	7	5	5	-	2	5
	*%	-%	2%	5%	*%	*%	*%	*%	*%	*%	1%	*%	2%	-%	*%	3%
				a								b	b		a	
None - we never send this type of post	530	20	18	8	4	450	215	458	267	273	110	447	19	-	389	20
	27%	10%	16%	9%	9%	27%	21%	26%	24%	27%	13%	28%	10%	-%	27%	15%
						b		b	b	b		ac			b	
Don't know	59	3	4	*	-	43	6	44	16	20	16	41	5	-	35	3
	3%	2%	4%	*%	-%	3%	1%	3%	1%	2%	2%	3%	3%	-%	2%	2%
						b		b	b	b						

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

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
NET: Send 'Any Large letters'	1410	175	92	85	43	1159	810	1244	825	700	698	1116	177	-	992	115
	71%	89%	81%	91%	91%	70%	79%	71%	74%	70%	85%	70%	88%	-%	70%	83%
							ace				b		b		a	
NET: 0-49	1764	152	82	76	41	1484	921	1553	995	880	701	1446	169	-	1252	124
	88%	77%	72%	82%	87%	90%	89%	89%	90%	89%	85%	90%	84%	-%	88%	89%
											a					
NET: 50+	177	43	28	17	6	126	104	149	97	93	107	117	28	-	129	12
	9%	22%	24%	18%	13%	8%	10%	9%	9%	9%	13%	7%	14%	-%	9%	8%
											b		b			
Answered	1941	195	110	93	47	1610	1025	1702	1092	973	808	1563	197	-	1382	136
Mean Score	26531.7	30375	113093	291533.5	10687.9	30428.0	32924.5	28800.1	31079.5	28870	56556.5	20049.7	139643.9	-	15479.1	201736.2
				a							b		b		a	
Standard error	8060.56	20438	70576	131000.8	36029.38	9430.37	11405.1	8940.54	10820.2	11402	18356.62	8113.93	58769.05	-	6854.65	100302.08
Standard deviation	376265.00	287587	801589	1290209	254766.2	408238	418896	397024	405432	411584	555572.2	342230.8	906644.75	-	275126.89	1084932.87
Mean - excluding very high response (500,000+ per month)	482.6	119.9	3759.5	3199.3	80.5	464.3	432.3	467.4	655.5	227.5	540.4	297.4	93.1	-	546.4	227.7

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

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
1-24	1050	432	587	331	19	130	264	99	709	232	147	192	686
	53%	57%	53%	55%	45%	44%	59%	38%	53%	62%	49%	50%	54%
							a		a	ab			
25-49	183	98	58	75	5	56	48	54	100	26	43	50	81
	9%	13%	5%	12%	13%	19%	11%	21%	7%	7%	14%	13%	6%
		b				b		bc			c	c	
50-99	60	25	28	29	*	22	13	23	31	4	10	17	31
	3%	3%	3%	5%	1%	8%	3%	9%	2%	1%	3%	5%	2%
								bc					
100-249	43	27	10	24	3	15	13	12	22	9	8	15	19
	2%	4%	1%	4%	7%	5%	3%	5%	2%	2%	3%	4%	2%
		b				b		b					
250-499	39	27	7	16	-	10	7	21	17	*	13	8	17
	2%	3%	1%	3%	-%	4%	2%	8%	1%	-%	4%	2%	1%
		b				bc		bc			c		
500-4,999	16	11	4	8	1	6	4	6	9	1	2	3	10
	1%	1%	-%	1%	3%	2%	1%	2%	1%	-%	1%	1%	1%
5,000-49,999	8	3	*	6	-	6	*	7	*	1	1	6	1
	-%	-%	-%	1%	-%	2%	-%	3%	-%	-%	-%	1%	-%
								b				c	
50,000-499,999	2	2	*	2	-	1	1	1	1	-	1	1	*
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
500,000- 4,999,999	3	3	-	*	-	*	-	*	3	-	*	3	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%
												c	
5m+	7	7	*	-	4	5	-	2	5	*	5	*	2
	-%	1%	-%	-%	11%	2%	-%	1%	-%	-%	2%	-%	-%
					a								
None - we never send this type of post	530	111	367	104	8	39	86	27	414	84	66	73	377
	27%	15%	33%	17%	20%	13%	19%	11%	31%	22%	22%	19%	30%
			a						ac	a			b

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

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
Don't know	59	14	41	11	-	3	9	9	33	15	2	14	43
	3%	2%	4%	2%	-%	1%	2%	3%	2%	4%	1%	4%	3%
NET: Send 'Any Large letters'	1410	633	696	492	33	253	351	225	897	274	230	295	848
	71%	83%	63%	81%	80%	86%	79%	86%	67%	74%	77%	77%	67%
		b				bc					c	c	
NET: 0-49	1764	641	1013	511	32	226	398	181	1223	342	256	315	1144
	88%	84%	92%	84%	78%	77%	89%	69%	91%	92%	86%	82%	90%
		a				a			a	a			b
NET: 50+	177	104	50	85	9	66	39	72	88	16	40	54	81
	9%	14%	5%	14%	22%	22%	9%	27%	7%	4%	14%	14%	6%
		b				b		bc			c	c	
Answered	1941	745	1064	595	41	292	437	253	1311	357	297	368	1225
Mean Score	26531.7	64975.3	2786.5	1799.7	648413.9	97280.3	792.4	49693.7	29305.2	1487.7	94256.0	23888.5	12032.0
		b			a	b					c		
Standard error	8060.56	21259.20	3655.56	1509.59	333320.03	40175.56	653.86	30768.72	10506.04	4287.99	37366.09	12611.78	7369.93
Standard deviation	376265.00	586075.68	127944.50	39538.62	1885542.85	748387.80	14235.61	530258.6	391270.74	91867.17	740753.79	250336.60	267762.83
Mean - excluding very high response (500,000+ per month)	482.6	984.1	61.1	1333.5	122.3	1748.6	792.4	2115.5	284.9	85.0	1215.7	1346.4	68.5
		b				bc					c	c	

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

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
1-24	1050	416	634
	53%	47%	57%
		a	
25-49	183	101	82
	9%	11%	7%
50-99	60	22	37
	3%	2%	3%
100-249	43	17	26
	2%	2%	2%
250-499	39	21	18
	2%	2%	2%
500-4,999	16	6	10
	1%	1%	1%
5,000-49,999	8	6	2
	*%	1%	*%
50,000-499,999	2	1	1
	*%	*%	*%
500,000- 4,999,999	3	3	-
	*%	*%	-%
5m+	7	6	1
	*%	1%	*%
None - we never send this type of post	530	265	266
	27%	30%	24%
Don't know	59	29	30
	3%	3%	3%
NET: Send 'Any Large letters'	1410	599	811
	71%	67%	73%
NET: 0-49	1764	782	982
	88%	88%	89%

Columns Tested: a,b

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
NET: 50+	177	82	95
	9%	9%	9%
Answered	1941	864	1077
Mean Score	26531.7	55108.3	3626.9
		b	
Standard error	8060.56	15779.68	4410.02
Standard deviation	376265.00	540900.25	139735.82
Mean - excluding very high response (500,000+ per month)	482.6	602.9	387.3

Columns Tested:: a,b

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
1-24	1050	27	110	128	29	188	56	19	189	67	42	56	141
	53%	51%	54%	53%	44%	60%	45%	55%	61%	43%	47%	44%	50%
						dfik			dfi				
25-49	183	2	13	22	4	25	7	3	17	16	9	18	47
	9%	5%	6%	9%	6%	8%	6%	10%	5%	10%	10%	14%	17%
													bfn
50-99	60	2	5	3	3	7	2	4	3	6	5	3	17
	3%	5%	2%	1%	4%	2%	1%	11%	1%	4%	6%	3%	6%
100-249	43	2	7	6	1	11	3	*	1	4	1	1	7
	2%	3%	3%	3%	1%	4%	2%	*%	*%	2%	1%	1%	2%
250-499	39	2	1	6	*	5	*	-	9	-	*	5	10
	2%	3%	1%	3%	1%	2%	*%	-%	3%	-%	*%	4%	4%
500-4,999	16	*	*	4	1	4	-	*	2	2	*	1	1
	1%	*%	*%	2%	1%	1%	-%	1%	1%	1%	*%	1%	*%
5,000-49,999	8	*	-	-	*	1	-	-	4	-	*	-	2
	*%	1%	-%	-%	*%	*%	-%	-%	1%	-%	*%	-%	1%
50,000-499,999	2	-	-	-	*	*	-	-	-	-	*	1	1
	*%	-%	-%	-%	*%	*%	-%	-%	-%	-%	*%	1%	*%
500,000- 4,999,999	3	-	*	-	-	-	-	-	-	1	2	-	-
	*%	-%	*%	-%	-%	-%	-%	-%	-%	1%	2%	-%	-%
5m+	7	-	-	-	*	-	2	-	4	-	*	-	*
	*%	-%	-%	-%	*%	-%	2%	-%	1%	-%	1%	-%	*%
None - we never send this type of post	530	16	61	69	22	63	51	8	72	57	24	37	52
	27%	29%	30%	29%	33%	20%	41%	23%	23%	37%	27%	29%	18%
					l		ehl			el			
Don't know	59	2	7	4	6	7	3	*	9	2	4	5	7
	3%	4%	4%	2%	9%	2%	3%	1%	3%	1%	5%	4%	3%
					ce								
NET: Send 'Any Large letters'	1410	36	135	169	38	240	69	26	230	95	60	85	226
	71%	67%	66%	70%	58%	77%	56%	76%	74%	62%	68%	67%	79%
					bdfi				df				bdfi
NET: 0-49	1764	45	184	219	55	275	113	30	278	140	74	111	240
	88%	85%	90%	90%	83%	89%	92%	87%	89%	90%	85%	87%	84%

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
NET: 50+	177	6	13	19	5	28	7	4	24	13	9	12	38
	9%	11%	6%	8%	8%	9%	5%	12%	8%	8%	10%	9%	13%
Answered	1941	51	197	238	60	303	120	34	302	152	83	122	277
Mean Score	26531.7	277.2	1433.1	75.9	2223.0	141.4	97976.3	50.4	89265.2	17043.7	102029.6	2633.0	3006.1
Standard error	8060.56	229.84	3927.53	25.89	7271.34	184.11	67755.62	26.72	48381.45	17712.13	45763.96	2290.79	6701.86
Standard deviation	376265.00	2620.60	62471.12	372.50	96738.95	2724.63	763567.02	297.54	725721.73	216204.08	622457.15	26616.55	105540.96
Mean - excluding very high response (500,000+ per month)	482.6	277.2	20.4	75.9	716.0	141.4	13.9	50.4	457.6	52.1	84.2	2633.0	1201.1
				b					b				

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

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
1-24	1050	264	273	275	238	537	513
	53%	53%	55%	55%	48%	54%	51%
25-49	183	37	36	36	74	73	110
	9%	7%	7%	7%	15%	7%	11%
				abc			
50-99	60	10	11	13	25	21	38
	3%	2%	2%	3%	5%	2%	4%
100-249	43	15	15	5	9	29	14
	2%	3%	3%	1%	2%	3%	1%
250-499	39	9	6	9	15	15	24
	2%	2%	1%	2%	3%	1%	2%
500-4,999	16	4	4	4	2	9	7
	1%	1%	1%	1%	*%	1%	1%
5,000-49,999	8	*	1	4	2	1	6
	*%	*%	*%	1%	*%	*%	1%
50,000-499,999	2	-	*	-	2	*	2
	*%	-%	*%	-%	*%	*%	*%
500,000- 4,999,999	3	*	-	1	2	*	3
	*%	*%	-%	*%	*%	*%	*%
5m+	7	-	2	4	1	2	5
	*%	-%	*%	1%	*%	*%	1%
None - we never send this type of post	530	146	135	137	113	281	249
	27%	29%	27%	27%	23%	28%	25%
Don't know	59	14	17	12	17	31	28
	3%	3%	3%	2%	3%	3%	3%
NET: Send 'Any Large letters'	1410	340	348	352	371	688	722
	71%	68%	70%	70%	74%	69%	72%
NET: 0-49	1764	448	444	447	425	891	872
	88%	90%	89%	89%	85%	89%	87%
NET: 50+	177	38	40	41	58	78	99
	9%	8%	8%	8%	12%	8%	10%
Answered	1941	486	483	488	483	969	972

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2227	601	544	506	576	1145	1082
Weighted Base	2000	500	500	500	500	1000	1000
Mean Score	26531.7	646.2	24701.4	60552.0	20015.9	12638.6	40389.3
Standard error	8060.56	1633.98	16756.04	26180.44	11431.83	8157.43	13991.27
Standard deviation	376265.00	39689.35	383197.13	584240.37	272452.07	272145.49	456810.08
Mean - excluding very high response (500,000+ per month)	482.6	74.7	182.0	302.0	1377.5	128.1	838.5

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

Table 31

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
1-24	987 49%	75 31%	911 52% a	950 50% cde	33 43% d	3 32%	1 23%	37 41% d
25-49	154 8%	13 5%	141 8%	142 7%	10 14% a	1 10%	1 11%	12 13% a
50-99	106 5%	7 3%	99 6%	98 5%	6 8%	1 16% a	1 12% a	8 9% a
100-249	46 2%	4 2%	43 2%	40 2%	5 7% a	1 9% a	* 9% a	7 7% a
250-499	33 2%	3 1%	31 2%	32 2%	1 1%	1 6%	* 6% ab	2 2%
500-4,999	29 1%	5 2%	24 1%	27 1%	1 1%	1 6% a	1 12% abe	2 3%
5,000-49,999	24 1%	* *%	24 1%	22 1%	1 2%	* 3%	* 3%	2 2%
50,000-499,999	9 *%	- -%	9 *%	8 *%	* *%	* 2%	* 2%	* *%
500,000- 4,999,999	3 *%	- -%	3 *%	2 *%	* 1%	- -%	* *%	* 1%
5m+	3 *%	- -%	3 *%	3 *%	* *%	- -%	* 1%	* *%
None - we never send this type of post	553 28%	132 55% b	422 24%	537 28% bde	14 18%	1 15%	1 18%	16 18%
Don't know	53 3%	2 1%	50 3%	49 3%	4 5%	* 2%	* 2%	4 4%
NET: Send 'Any Packets and parcels'	1394 70%	107 44%	1287 73% a	1324 69%	59 77% a	8 84% a	4 79% a	70 78% a

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
NET: 0-49	1694	220	1474	1629	57	5	3	64
	85%	91%	84%	85%	74%	57%	53%	71%
		b		bcde	cd			d
NET: 50+	253	19	235	232	16	4	2	22
	13%	8%	13%	12%	21%	42%	45%	24%
					a	abe	abe	a
Answered	1947	238	1709	1861	72	9	5	86
Mean Score	15101.8	100.2	17193.9	14228.0	33888.9	6320.3	85542.6	33975.9
							a	
Standard error	5583.44	38.89	6886.02	6520.78	19914.23	4194.24	50496.4	14733.65
Standard deviation	260094.67	907.97	277584.41	253388.97	375740.91	40447.79	733502	378514.30
Mean - excluding very high response (500,000+ per month)	1644.5	100.2	1860.6	1636.3	957.6	6320.3	6464.9	1823.3
			a			ab	abe	

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

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
1-24	987 49%	525 49%	373 52%	52 39%	23 42%	12 41%	1 23%	950 50%	33 43%	4 29%
		fi	cfi	f	fi	f		fi	fi	
25-49	154 8%	71 7%	55 8%	16 12%	7 13%	4 14%	1 11%	142 7%	10 14%	2 11%
				ag	ag			abg		
50-99	106 5%	47 4%	41 6%	9 7%	4 7%	4 13%	1 12%	98 5%	6 8%	2 15%
					abg	abg				abg
100-249	46 2%	11 1%	26 4%	3 2%	5 9%	1 3%	* 9%	40 2%	5 7%	1 9%
			a		abcg		ag		ag	ag
250-499	33 2%	13 1%	15 2%	4 3%	* 1%	1 3%	* 6%	32 2%	1 1%	1 6%
							agh			ag
500-4,999	29 1%	9 1%	16 2%	2 2%	1 2%	1 3%	1 12%	27 1%	1 1%	1 8%
							abcdegh			abdgh
5,000-49,999	24 1%	11 1%	10 1%	2 2%	1 1%	1 2%	* 3%	22 1%	1 2%	* 3%
50,000-499,999	9 *%	4 *%	4 1%	* *%	- -%	* 1%	* 2%	8 *%	* *%	* 2%
500,000- 4,999,999	3 *%	1 *%	2 *%	- -%	* 1%	* 1%	* *%	2 *%	* 1%	* *%
5m+	3 *%	2 *%	1 *%	- -%	* *%	* *%	* 1%	3 *%	* *%	* *%
None - we never send this type of post	553 28%	343 32%	156 22%	38 29%	10 17%	5 18%	1 18%	537 28%	14 18%	2 16%
		bdefhi		i				bdefhi		
Don't know	53 3%	28 3%	15 2%	6 4%	4 6%	* 1%	* 2%	49 3%	4 5%	* 2%
					beg					

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
NET: Send 'Any Packets and parcels'	1394	694	541	89	42	24	4	1324	59	12
	70%	65%	76%	67%	76%	81%	79%	69%	77%	82%
		ag	ag	a	acg	ag		ag	ag	acg
NET: 0-49	1694	939	584	106	40	22	3	1629	57	8
	85%	88%	82%	80%	72%	73%	53%	85%	74%	55%
		bcdefhi	dfi	fi	fi	fi		defhi	fi	
NET: 50+	253	98	114	20	12	8	2	232	16	6
	13%	9%	16%	15%	21%	26%	45%	12%	21%	43%
		a	a	ag	abg	abcdegh		ag	abcdegh	
Answered	1947	1037	697	127	52	29	5	1861	72	14
Mean Score	15101.8	14594.7	16073.3	1081.7	26644.2	38398.6	85542.6	14228.0	33888.9	34434.4
							abg			
Standard error	5583.44	10519.46	9915.33	892.13	21993.80	26900.98	50496.39	6520.78	19914.2	23385.11
Standard deviation	260094.67	270454.40	250251.70	12989.60	323241.53	410625.68	733502.45	253388.97	375741	407733.3
Mean - excluding very high response (500,000+ per month)	1644.5	1464.7	1992.8	1081.7	521.3	3368.1	6464.9	1636.3	957.6	6371.1
							abdgh			abdgh

Columns Tested: a,b,c,d,e,f,g,h,i

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
1-24	987 49%	803 52% bde	147 42% e	33 43% e	3 32%	1 23%	654 53% cde	131 46%	22 31%	13 33%	20 35%
25-49	154 8%	100 6%	42 12%	10 14%	1 10%	1 11%	103 8%	23 8%	6 9%	1 2%	4 7%
50-99	106 5%	73 5%	24 7%	6 8%	1 16% ab	1 12% a	59 5%	26 9%	8 11%	*	4 8%
100-249	46 2%	24 2%	16 5% a	5 7% a	1 9% a	* 9% a	11 1%	20 7% a	5 7% a	5 13% a	2 3%
250-499	33 2%	23 2%	8 2%	1 1%	1 6%	* 6% ac	20 2%	5 2%	5 7% a	1 1%	1 1%
500-4,999	29 1%	23 2%	3 1%	1 1%	1 6% ab	1 12% abc	7 1%	5 2%	2 2%	1 3%	4 8% a
5,000-49,999	24 1%	15 1%	7 2%	1 2%	* 3%	* 3%	10 1%	7 2%	* *% a	4 9% a	2 3%
50,000-499,999	9 *%	8 1%	* *% a	* *% a	* 2%	* 2%	2 *% a	2 1%	4 5% a	- -% a	* *% a
500,000- 4,999,999	3 *%	1 *% a	2 *% a	* 1% a	- -% a	* *% a	1 *% a	- -% a	1 1% a	1 2% a	* *% a
5m+	3 *%	3 *% a	- -% a	* *% a	- -% a	* 1% a	3 *% a	- -% a	- -% a	- -% a	* *% a
None - we never send this type of post	553 28%	447 29% cde	90 26%	14 18%	1 15%	1 18%	318 26%	64 22%	18 25%	11 27%	17 30%
Don't know	53 3%	36 2%	12 4%	4 5%	* 2%	* 2%	35 3%	4 2%	1 2%	3 8%	2 4%

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
NET: Send 'Any Packets and parcels'	1394	1074	249	59	8	4	872	219	53	26	37
	70%	69%	71%	77%	84%	79%	71%	76%	73%	65%	66%
			a	a	a						
NET: 0-49	1694	1351	279	57	5	3	1074	218	47	25	41
	85%	87%	79%	74%	57%	53%	88%	76%	65%	62%	72%
		bcde	de	de			bcde				
NET: 50+	253	171	61	16	4	2	115	65	24	12	13
	13%	11%	17%	21%	42%	45%	9%	23%	33%	30%	24%
			a	a	abc	abc		a	a	a	a
Answered	1947	1522	340	72	9	5	1189	283	71	37	54
Mean Score	15101.8	14154.7	14556.7	33888.9	6320.3	85542.6	17681.6	3056.9	54611.6	53225.1	30171.5
						ab			b	b	
Standard error	5583.44	8685.03	8032.66	19914.23	4194.24	50496.39	11000.73	1346.38	29900.65	40241.24	25160.52
Standard deviation	260094.67	265000.19	193285.24	375740.91	40447.79	733502.45	305059.71	25260.38	335633.93	373181.90	381578.12
Mean - excluding very high response (500,000+ per month)	1644.5	1782.5	979.4	957.6	6320.3	6464.9	859.4	3056.9	14799.4	3023.4	2057.6
				bc	abc				abe		

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

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
1-24	987 49%	103 55%	52 40%	167 51%	44 56%	76 42%	166 52%	121 51%	76 47%	82 59%
25-49	154 8%	14 7%	11 8%	26 8%	6 8%	16 9%	29 9%	22 9%	16 10%	6 4%
50-99	106 5%	15 8%	6 4%	18 6%	4 6%	15 8%	20 6%	3 1%	6 4%	8 6%
100-249	46 2%	4 2%	2 1%	16 5%	1 1%	1 1%	11 3%	* *%	5 3%	* *%
250-499	33 2%	2 1%	1 1%	2 1%	2 2%	6 3%	6 2%	* *%	7 4%	3 2%
500-4,999	29 1%	1 1%	* *%	4 1%	1 2%	7 4%	4 1%	8 4%	1 1%	1 1%
5,000-49,999	24 1%	2 1%	* *%	5 2%	6 8%	- -%	3 1%	5 2%	2 1%	- -%
50,000-499,999	9 *%	- -%	2 2%	* *%	- -%	4 2%	2 1%	* *%	- -%	* *%
500,000- 4,999,999	3 *%	- -%	- -%	- -%	* *%	* *%	2 1%	- -%	- -%	- -%
5m+	3 *%	2 1%	1 1%	* *%	- -%	* *%	- -%	- -%	- -%	- -%
None - we never send this type of post	553 28%	43 23%	54 42%	80 24%	13 17%	50 28%	66 21%	63 27%	47 29%	37 27%
Don't know	53 3%	3 1%	1 1%	10 3%	1 1%	7 4%	8 3%	12 5%	2 1%	1 1%
NET: Send 'Any Packets and parcels'	1394 70%	143 76%	74 57%	239 73%	65 82%	124 68%	242 77%	159 68%	113 70%	100 72%
		b		b	b		b			

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
NET: 0-49	1694	161	117	273	63	142	261	205	139	125
	85%	85%	90%	83%	80%	78%	82%	88%	86%	90%
NET: 50+	253	25	11	46	15	33	47	17	21	12
	13%	13%	9%	14%	19%	18%	15%	7%	13%	9%
						g				
Answered	1947	186	128	319	78	175	308	222	160	137
Mean Score	15101.8	63487.3	44085.3	1723.0	9456.3	9215.4	17285.7	753.9	417.5	53.0
Standard error	5583.44	51339.6	48392.36	5444.38	16719.41	11941.40	15776.31	405.02	292.12	145.29
Standard deviation	260094.67	613933	488738.9	78520.0	141868.89	140787.01	203874.83	4635.71	3173.27	1564.85
Mean - excluding very high response (500,000+ per month)	1644.5	338.9	4495.1	708.8	2226.1	5995.5	2323.7	753.9	417.5	53.0
					ahi					

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
1-24	987 49%	202 50%	231 48%	454 52%	887 50%	100 42%	47 39%	38 48%	14 36%
		h	h	efh	efh				
25-49	154 8%	27 7%	41 8%	76 9%	144 8%	9 4%	3 2%	4 5%	2 6%
			ef	ef	ef				
50-99	106 5%	27 7%	27 6%	41 5%	96 5%	10 4%	6 5%	3 4%	1 3%
100-249	46 2%	3 1%	10 2%	27 3%	40 2%	7 3%	5 4%	1 1%	1 2%
250-499	33 2%	10 3%	9 2%	8 1%	28 2%	6 2%	4 3%	1 1%	1 3%
500-4,999	29 1%	9 2%	2 *%	16 2%	28 2%	1 1%	1 1%	* *%	* 1%
5,000-49,999	24 1%	6 2%	4 1%	14 2%	24 1%	* *%	* *%	* *%	- -%
		e		e	e				
50,000-499,999	9 *%	4 1%	2 *%	2 *%	8 *%	1 *%	* *%	* *%	* 1%
500,000- 4,999,999	3 *%	* *%	- -%	2 *%	2 *%	1 *%	1 1%	- -%	- -%
5m+	3 *%	* *%	3 1%	* *%	3 *%	* *%	* *%	- -%	- -%
None - we never send this type of post	553 28%	101 25%	145 30%	209 24%	454 26%	99 41%	53 44%	27 34%	19 47%
						abcd	abcd		abcd
Don't know	53 3%	10 2%	6 1%	31 3%	47 3%	6 3%	1 *%	4 6%	1 2%
							f		

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

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
NET: Send 'Any Packets and parcels'	1394	289	329	640	1259	135	67	48	20
	70%	72%	69%	73%	72%	56%	55%	60%	50%
		efh	efh	efgh	efgh				
NET: 0-49	1694	330	417	739	1486	208	103	70	36
	85%	82%	87%	84%	84%	87%	86%	87%	89%
NET: 50+	253	60	57	110	228	26	16	6	3
	13%	15%	12%	13%	13%	11%	14%	7%	9%
Answered	1947	390	474	849	1713	234	119	76	39
Mean Score	15101.8	6038.3	36998.7	7111.7	15131.0	14888.4	28122.3	681.1	1890.9
Standard error	5583.44	6270.11	24197.19	5866.66	7672.78	6994.05	16333.40	711.42	1312.50
Standard deviation	260094.67	113383.29	461018.4	131967.23	265350	218277.13	305133.0	12805.56	22771.10
Mean - excluding very high response (500,000+ per month)	1644.5	3148.9	1487.3	1304.1	1775.6	682.8	285.5	681.1	1890.9
		e							

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

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
1-24	987 49%	41 45%	54 46%	15 61%	69 49%	124 46%	198 47%	28 46%	21 34%	507 53% h
25-49	154 8%	4 4%	10 8%	1 5%	11 8%	26 10%	56 13% i	5 8%	1 2%	51 5%
50-99	106 5%	4 4%	6 5%	5 22%	11 8% i	27 10% i	35 8% i	1 1%	3 6%	25 3%
100-249	46 2%	6 6% i	8 7% i	* *% i	8 5% i	6 2%	14 3% i	3 5%	* 1%	10 1%
250-499	33 2%	1 1%	6 5% i	2 10%	8 6% ei	1 *% i	13 3% i	* *% i	1 2%	9 1%
500-4,999	29 1%	* *% i	9 8% fi	- -% i	9 6% fi	4 2%	5 1%	* *% i	* *% i	11 1%
5,000-49,999	24 1%	* *% i	10 9% efi	- -% i	10 7% efi	* *% i	1 *% i	* *% i	5 7% efi	8 1%
50,000-499,999	9 *% i	- -% i	* *% i	- -% i	* *% i	4 1% i	5 1%	* *% i	- -% i	* *% i
500,000- 4,999,999	3 *% i	- -% i	- -% i	- -% i	- -% i	- -% i	2 *% i	- -% i	1 1% i	* *% i
5m+	3 *% i	2 2% i	- -% i	- -% i	- -% i	* *% i	1 *% i	- -% i	- -% i	* *% i
None - we never send this type of post	553 28%	29 32% bd	11 10%	* 2%	12 8%	63 23% bd	89 21% d	24 39% bdf	25 41% bdf	311 33% bdf
Don't know	53 3%	5 5% f	3 3%	- -% i	3 2%	15 6% f	2 1%	* *% i	4 7% f	23 2%

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
NET: Send 'Any Packets and parcels'	1394	57	103	23	126	190	329	37	33	621
	70%	63%	88%	98%	89%	71%	78%	61%	53%	65%
			aeghi		aeghi		aghi			
NET: 0-49	1694	73	75	16	91	213	342	57	47	869
	85%	81%	64%	68%	65%	79%	82%	93%	76%	91%
					d		bd	bd		bdefh
NET: 50+	253	13	39	8	46	41	75	4	11	63
	13%	14%	33%	32%	33%	15%	18%	7%	17%	7%
			aefgi		aefgi	i	i		i	
Answered	1947	86	114	24	138	253	418	61	58	932
Mean Score	15101.8	136893.2	2719.6	63.8	2261.9	5352.6	28997.0	817.2	34485.6	1956.2
		defi					i		i	
Standard error	5583.44	89642.17	613.37	23.29	529.69	6389.21	14657.27	1528.02	30493.87	2628.38
Standard deviation	260094.67	900892.67	7997.36	109.22	7339.59	93684.22	338706.57	14735.69	298777.66	80412.95
Mean - excluding very high response (500,000+ per month)	1644.5	78.1	2719.6	63.8	2261.9	4075.1	3150.9	817.2	2202.9	386.3
			ai		ai	i	i		ai	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
1-24	987 49%	233 47%	198 47%	555 51%	808 48%	179 54%	- -%	908 50%	78 46%	951 49%	36 49%
25-49	154 8%	41 8%	56 13%	57 5%	130 8%	24 7%	- -%	137 8%	16 10%	149 8%	5 7%
50-99	106 5%	42 8%	35 8%	30 3%	96 6%	10 3%	- -%	101 6%	5 3%	105 5%	* 1%
100-249	46 2%	19 4%	14 3%	13 1%	45 3%	1 *%	- -%	43 2%	4 2%	46 2%	- -%
250-499	33 2%	9 2%	13 3%	10 1%	33 2%	1 *%	- -%	30 2%	3 2%	33 2%	1 1%
500-4,999	29 1%	13 3%	5 1%	11 1%	24 1%	5 2%	- -%	23 1%	6 3%	28 1%	1 1%
5,000-49,999	24 1%	10 2%	1 *%	13 1%	22 1%	2 *%	- -%	22 1%	3 1%	24 1%	- -%
50,000-499,999	9 *%	4 1%	5 1%	* *%	6 *%	2 1%	- -%	8 *%	* *%	9 *%	* *%
500,000- 4,999,999	3 *%	- -%	2 *%	1 *%	3 *%	- -%	- -%	2 *%	1 1%	3 *%	- -%
5m+	3 *%	2 *%	1 *%	* *%	3 *%	- -%	- -%	2 *%	1 1%	3 *%	- -%
None - we never send this type of post	553 28%	103 21%	89 21%	362 33%	456 27%	97 29%	- -%	507 28%	46 28%	523 27%	31 42%
Don't know	53 3%	23 5%	2 1%	27 3%	41 2%	12 4%	- -%	48 3%	5 3%	53 3%	* *%

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
NET: Send 'Any Packets and parcels'	1394	374	329	691	1171	223	-	1276	118	1351	43
	70%	75%	78%	64%	70%	67%	-%	70%	70%	70%	58%
		c	c								
NET: 0-49	1694	377	342	974	1394	299	-	1552	141	1622	72
	85%	75%	82%	90%	84%	90%	-%	85%	84%	84%	97%
			ab								a
NET: 50+	253	99	75	79	233	21	-	231	23	252	2
	13%	20%	18%	7%	14%	6%	-%	13%	14%	13%	2%
		c	c		b						
Answered	1947	477	418	1053	1627	320	-	1783	164	1874	73
Mean Score	15101.8	28171.4	28997.0	3666.5	17636.5	2218.2	-	11195	57548	15687.1	154.9
		c	c			a					
Standard error	5583.44	17307.47	14657.27	3064.93	6520.23	1439.65	-	5248.7	26639	5795.08	663.00
Standard deviation	260094.67	390090.61	338706.57	102937.95	284285.08	23612.05	-	222559	513800	265121.01	5817.77
Mean - excluding very high response (500,000+ per month)	1644.5	2842.9	3150.9	508.9	1531.2	2218.2	-	1692.6	1115.2	1703.0	154.9
		c	c								

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

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
1-24	987 49%	646 52%	140 44%	189 46%
25-49	154 8%	53 4%	30 9%	71 17%
			a	ab
50-99	106 5%	28 2%	40 12%	37 9%
			a	a
100-249	46 2%	13 1%	16 5%	17 4%
			a	a
250-499	33 2%	6 *%	13 4%	15 4%
			a	a
500-4,999	29 1%	11 1%	6 2%	12 3%
5,000-49,999	24 1%	4 *%	5 1%	15 4%
				a
50,000-499,999	9 *%	* *%	2 1%	6 1%
				a
500,000- 4,999,999	3 *%	- -%	1 *%	2 *%
5m+	3 *%	2 *%	1 *%	- -%
None - we never send this type of post	553 28%	454 36%	56 17%	38 9%
		bc	c	
Don't know	53 3%	37 3%	11 3%	5 1%

Columns Tested: a,b,c

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
NET: Send 'Any Packets and parcels'	1394	763	254	363
	70%	61%	79%	89%
		a	a	ab
NET: 0-49	1694	1153	225	298
	85%	92%	70%	73%
		bc		
NET: 50+	253	64	85	103
	13%	5%	26%	25%
			a	a
Answered	1947	1217	309	401
Mean Score	15101.8	10624.2	30204.9	17690.2
Standard error	5583.44	7074.53	17129.17	8892.65
Standard deviation	260094.67	250022.50	366980.23	187168.54
Mean - excluding very high response (500,000+ per month)	1644.5	199.0	2569.5	5318.7
			a	a

Columns Tested: a,b,c

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
1-24	987 49%	887 53% bcdejk	83 40% cdjk	8 16%	* 1%	3 10%	* 2%	* 3%	5 89%	971 51% bcdejk	16 15%	8 13%
25-49	154 8%	98 6%	40 19% ai	13 25% aik	* 2%	2 9%	* *%	- -%	- -%	138 7%	16 14% a	3 5%
50-99	106 5%	60 4%	27 13% ai	9 18% ai	2 22% ai	6 22% ai	1 12%	* 2%	* *%	86 5%	19 18% ai	10 18% ai
100-249	46 2%	25 1%	12 6% ai	4 8% ai	3 27% abi	3 10% a	* *%	* 22%	- -%	36 2%	10 9% ai	6 11% ai
250-499	33 2%	12 1%	14 6% ai	6 12% ai	* 2%	1 4%	* 2%	1 71%	* *%	25 1%	8 8% ai	2 4%
500-4,999	29 1%	3 *%	11 5% ai	2 4% a	5 42% abcij	4 15% ai	4 30%	* 1%	* 1%	14 1%	15 14% ai	13 22% abi
5,000-49,999	24 1%	10 1%	3 2%	4 8% ai	* 4%	6 22% abi	* *%	- -%	* 3%	13 1%	11 10% abi	7 12% abi
50,000-499,999	9 *%	* *%	6 3% ai	* *%	* *%	* *%	2 16%	- -%	- -%	6 *%	2 2% a	2 4% ai
500,000- 4,999,999	3 *%	1 *%	- -%	2 3% ai	- -%	- -%	* 1%	- -%	- -%	1 *%	2 2% ai	* *%
5m+	3 *%	1 *%	- -%	* *%	* 1%	2 7% abi	- -%	- -%	- -%	1 *%	2 2% ai	2 4% ai
None - we never send this type of post	553 28%	535 32% bcdejk	12 6%	2 4%	- -%	- -%	4 35%	- -%	* *%	547 29% bcej	7 6%	4 8%
Don't know	53 3%	51 3%	1 *%	* *%	- -%	* *%	- -%	* 1%	* 6%	52 3%	1 *%	* 1%

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
Significance Level: 95%		a	b	c	d	e	*f	*g	*h	i	j	k
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
NET: Send 'Any Packets and parcels'	1394	1096	196	49	11	27	8	1	5	1292	102	52
	70%	65%	94%	96%	100%	100%	65%	99%	93%	68%	93%	92%
		ai	ai	ai	ai	ai				ai	ai	ai
NET: 0-49	1694	1520	135	23	*	5	5	*	5	1655	38	15
	85%	90%	65%	46%	3%	19%	38%	3%	89%	88%	35%	26%
		bcdejk	dejk	d						bcdejk		
NET: 50+	253	111	72	28	11	22	8	1	*	183	70	42
	13%	7%	35%	54%	97%	81%	62%	96%	4%	10%	64%	73%
		ai	ai	abci	abi					a	abi	abi
Answered	1947	1631	208	51	11	27	13	1	5	1839	108	57
Mean Score	15101.8	5228.8	8632.3	109045.4	47058.3	437227.0	79318.6	337.8	866.0	5613.3	176110.6	236607.1
				abi		abi					abi	abi
Standard error	5583.44	3856.29	2550.84	60607.96	92739.67	252256.27	71125.27	316.60	1981.46	3333.48	64489.64	107900.0
Standard deviation	260094.67	156310.6	46268.02	568553.09	540760.54	1575339.91	325936.91	949.80	5242.45	148030.35	907449.6	1131665
Mean - excluding very high response (500,000+ per month)	1644.5	256.2	8632.3	3652.9	2332.7	7469.5	46521.9	337.8	866.0	1203.5	9409.6	14616.0
			ai	a	a	ai				a	ai	ai

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

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
1-24	987 49%	526 50%	361 58%	99 31%	883 51%	808 57%	918 51%	987 71%	560 62%	260 42%	141 34%	705 65%	18 26%	24 27%	12 27%	7 14%	9 25%
		c	ac		f	acf	f	abcef	acf		f	acdefg					
25-49	154 8%	20 2%	78 12%	56 18%	131 8%	135 10%	145 8%	154 11%	109 12%	68 11%	8 2%	87 8%	21 31%	18 20%	6 13%	3 6%	1 4%
			a	a			a	ac				a	abfg	ab	a		
50-99	106 5%	13 1%	47 7%	46 14%	101 6%	101 7%	102 6%	106 8%	94 10%	76 12%	1 *	57 5%	4 6%	18 20%	9 18%	13 26%	1 2%
			a	ab					ac	abcd		a	a	ab	ab	abc	
100-249	46 2%	2 *	23 4%	22 7%	41 2%	41 3%	43 2%	46 3%	35 4%	29 5%	1 *	12 1%	11 15%	3 4%	4 9%	5 11%	7 18%
			a	a									ab	ab	ab	ab	ab
250-499	33 2%	3 *	9 1%	22 7%	28 2%	30 2%	30 2%	33 2%	29 3%	25 4%	1 *	12 1%	3 4%	3 3%	4 9%	2 4%	5 12%
				ab						ac					ab		ab
500-4,999	29 1%	2 *	1 *	26 8%	23 1%	24 2%	25 1%	29 2%	22 2%	21 3%	2 *	7 1%	- -%	* 1%	5 11%	5 10%	5 14%
				ab						a				1%	ab	ab	abcd
5,000-49,999	24 1%	3 *	7 1%	14 5%	24 1%	24 2%	24 1%	24 2%	24 3%	21 3%	- -%	3 *	1 1%	3 3%	5 10%	9 18%	4 9%
				ab						c				b	ab	abc	ab
50,000-499,999	9 *	* *	* *	8 3%	9 1%	9 1%	9 *	9 1%	7 1%	6 1%	- -%	2 *	- -%	4 4%	* *	3 5%	* 1%
				ab										ab		ab	
500,000- 4,999,999	3 *	- -%	1 *	2 1%	3 *	3 *	3 *	3 *	2 *	2 *	- -%	- -%	1 1%	- -%	* 1%	- -%	2 5%
																	ab
5m+	3 *	- -%	1 *	2 1%	1 *	3 *	3 *	3 *	2 *	3 *	- -%	- -%	- -%	- -%	- -%	* *	3 8%
																	ab
None - we never send this type of post	553 28%	454 43%	81 13%	19 6%	438 25%	209 15%	449 25%	- -%	13 1%	101 16%	234 57%	193 18%	7 9%	11 12%	1 3%	3 6%	* *
		bc	c		bdef	de	bdef		d	de	bcdefg						

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
Don't know	53	34	17	2	40	24	47	-	3	14	23	14	5	5	*	*	*
	3%	3%	3%	*%	2%	2%	3%	-%	*%	2%	6%	1%	7%	6%	*%	*%	*%
					de	d	de			de	b		b	b			
NET: Send 'Any Packets and parcels'	1394	569	527	298	1244	1177	1301	1394	883	511	154	886	58	74	45	46	37
	70%	54%	84%	94%	72%	83%	72%	100%	98%	82%	38%	81%	84%	82%	97%	94%	99%
			a	ab		ac	abcef	abcf	ac		a	a	a	a	a	a	a
NET: 0-49	1694	1000	520	174	1452	1152	1513	1140	682	429	384	986	46	53	20	12	11
	85%	95%	83%	55%	84%	82%	84%	82%	76%	69%	93%	90%	66%	60%	42%	26%	30%
		bc	c		ef	ef	ef	ef	f		cdefg	cdefg	fg	f			
NET: 50+	253	22	89	142	230	234	237	253	214	183	5	93	19	31	27	36	26
	13%	2%	14%	45%	13%	17%	13%	18%	24%	29%	1%	9%	27%	35%	58%	74%	70%
			a	ab			ac	abcd	abcd		a	ab	ab	abc	abcd	abcd	abcd
Answered	1947	1022	609	316	1682	1386	1750	1394	897	612	389	1079	65	85	46	49	37
Mean Score	15101.8	158.9	13747	66043.0	10477.7	21193.6	16790.3	21096.0	23225.0	43760.4	20.0	654.7	31110	13377.4	21738.2	26475.7	622694
			ab			a						ab	ab	b	ab	abcdef	
Standard error	5583.44	155.52	9301.0	23389.53	4415.53	7777.69	6243.92	7849.47	10391.49	16332.91	10.09	371.3	27084	4940.31	23672.8	20028.83	225694
Standard deviation	260094.67	4631.87	255734	536941.20	191096	308079	274306	307234	319105.18	453514.14	189.3	12127	291702.58	57401.3	227061	210064.17	1718837
Mean - excluding very high response (500,000+ per month)	1644.5	158.9	420.1	8892.2	1885.6	2293.8	1817.9	2300.0	2847.3	3971.7	20.0	654.7	297.5	13377.4	3294.6	19863.2	5675.2
			ab						ac				a	abc	abc	abce	abc

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

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
1-24	987	791	43	20	13	10	1	5	742	35	7	10	7	1	5
	49%	55%	40%	28%	27%	45%	3%	33%	71%	19%	12%	23%	18%	8%	25%
		bcd	f			f			bcd						
25-49	154	83	29	11	4	1	3	*	59	50	12	9	4	2	*
	8%	6%	27%	15%	8%	4%	11%	*%	6%	27%	20%	21%	11%	11%	1%
		a	a						a	a	a	a			
50-99	106	62	13	8	7	3	9	*	24	55	6	8	5	3	1
	5%	4%	12%	11%	15%	13%	32%	*%	2%	30%	10%	18%	13%	16%	4%
		a			a		a		ac	a	a	a	a	a	
100-249	46	20	5	4	7	3	2	-	3	13	9	6	2	1	7
	2%	1%	5%	5%	15%	12%	6%	-%	*%	7%	15%	13%	6%	9%	33%
		a			a				a	a	a	a	a	a	
250-499	33	15	1	5	1	2	1	3	10	7	5	4	1	2	*
	2%	1%	1%	7%	2%	8%	5%	20%	1%	4%	9%	9%	3%	15%	*%
				a		a		ab			a	a		a	
500-4,999	29	7	*	4	4	2	2	4	8	1	5	*	7	2	*
	1%	*%	*%	5%	9%	7%	8%	25%	1%	*%	9%	1%	18%	12%	1%
				a	a	a	a	ab			ab		ab	ab	
5,000-49,999	24	7	-	5	3	1	7	1	*	4	2	3	11	2	2
	1%	*%	-%	6%	6%	5%	27%	8%	*%	2%	4%	8%	27%	11%	12%
				a	a	a	ab	a		a	a	a	abc	a	
50,000-499,999	9	4	*	4	*	*	*	*	-	6	*	*	-	2	*
	*%	*%	*%	5%	*%	1%	1%	*%	-%	3%	*%	1%	-%	14%	1%
				a						a				ac	
500,000- 4,999,999	3	1	*	-	1	-	*	1	-	-	1	-	*	*	2
	*%	*%	*%	-%	1%	-%	1%	7%	-%	-%	1%	-%	1%	1%	9%
								a							
5m+	3	*	-	-	-	-	-	1	-	-	-	-	-	*	3
	*%	*%	-%	-%	-%	-%	-%	7%	-%	-%	-%	-%	-%	*%	15%
								a							
None - we never send this type of post	553	406	16	6	8	1	2	-	187	11	8	1	1	*	-
	28%	28%	15%	8%	16%	5%	7%	-%	18%	6%	14%	3%	2%	3%	-%
		bc							bd						
Don't know	53	31	1	8	*	-	*	*	17	2	3	2	-	-	*
	3%	2%	1%	11%	*%	-%	*%	*%	2%	1%	6%	4%	-%	-%	*%
				ab											

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
NET: Send 'Any Packets and parcels'	1394	990	92	61	39	21	25	15	846	170	48	40	38	15	20
	70%	69%	85%	82%	84%	95%	93%	100%	81%	93%	80%	93%	98%	97%	100%
		a				a			a						
NET: 0-49	1694	1280	88	37	24	12	6	5	988	96	27	20	12	3	5
	85%	90%	82%	50%	51%	55%	20%	33%	94%	53%	46%	47%	31%	22%	25%
		cdefg	cdefg						bcdef	f					
NET: 50+	253	116	19	29	23	10	22	10	45	85	29	21	27	12	15
	13%	8%	18%	39%	49%	45%	80%	67%	4%	46%	48%	49%	69%	78%	75%
		a	ab	ab	ab	ab	abc	ab	a	a	a	a	a	ab	
Answered	1947	1396	108	66	47	22	27	15	1033	181	56	41	39	16	20
Mean Score	15101.8	2703	8063	17468	41344.2	5323.5	25817.4	597291	40.1	9574	37176	4353.7	30098.7	89939.4	1140562
		a		a			a		a	a	a	a	a	ab	
Standard error	5583.44	2045	11341	5956	32492.9	4270.48	26366.38	315279	10.33	3232	28394	2928.34	32579.3	72126.49	429920
Standard deviation	260094.67	74702	148302.97	63311	329767	32802.2	210931.02	1668300	329.8	49018	313619.81	24847.8	248116	461834.85	2233930
Mean - excluding very high response (500,000+ per month)	1644.5	1035	124.7	17468	2093.1	5323.5	10389.0	3762.3	40.1	9574	1592	4353.7	8100.0	43168.8	9078.8
				abd	b	b	abd			a	a	a	ac	abcde	

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

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
1-24	987	987	-	-	-	-	-	-	475	195	192	34	21
	49%	100%	-%	-%	-%	-%	-%	-%	53%	53%	56%	30%	29%
		bcdefg							de	de	de		
25-49	154	-	154	-	-	-	-	-	38	42	30	21	14
	8%	-%	100%	-%	-%	-%	-%	-%	4%	11%	9%	19%	18%
		acdefg							a	a	a	a	a
50-99	106	-	-	106	-	-	-	-	15	27	29	14	16
	5%	-%	-%	100%	-%	-%	-%	-%	2%	7%	9%	12%	22%
		abdefg							a	a	a	abc	
100-249	46	-	-	-	46	-	-	-	5	13	13	11	2
	2%	-%	-%	-%	100%	-%	-%	-%	1%	3%	4%	10%	2%
		abcefg							a	a	a		
250-499	33	-	-	-	-	33	-	-	8	8	5	2	7
	2%	-%	-%	-%	-%	100%	-%	-%	1%	2%	1%	1%	9%
		abcdfg											ac
500-4,999	29	-	-	-	-	-	29	-	11	1	6	2	5
	1%	-%	-%	-%	-%	-%	100%	-%	1%	*%	2%	2%	7%
		abcdeg											ab
5,000-49,999	24	-	-	-	-	-	-	24	*	5	2	11	6
	1%	-%	-%	-%	-%	-%	-%	62%	*%	1%	1%	10%	8%
		abcdef										abc	abc
50,000-499,999	9	-	-	-	-	-	-	9	2	*	*	6	*
	*%	-%	-%	-%	-%	-%	-%	23%	*%	*%	*%	5%	*%
		abcde										abc	
500,000- 4,999,999	3	-	-	-	-	-	-	3	-	1	*	2	*
	*%	-%	-%	-%	-%	-%	-%	7%	-%	*%	*%	1%	*%
		ab											
5m+	3	-	-	-	-	-	-	3	3	-	*	-	*
	*%	-%	-%	-%	-%	-%	-%	8%	*%	-%	*%	-%	*%
		ab											

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

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
None - we never send this type of post	553 28%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	317 35%	66 18%	52 15%	11 10%	3 4%
Don't know	53 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	20 2%	13 3%	13 4%	1 *%	* *%
NET: Send 'Any Packets and parcels'	1394 70%	987 100%	154 100%	106 100%	46 100%	33 100%	29 100%	39 100%	557 62%	291 79%	278 81%	102 90%	71 96%
NET: 0-49	1694 85%	987 100%	154 100%	- -%	- -%	- -%	- -%	- -%	829 93%	302 82%	275 80%	66 58%	38 51%
NET: 50+	253 13%	- -%	- -%	106 100%	46 100%	33 100%	29 100%	39 100%	44 5%	54 15%	55 16%	47 41%	36 49%
Answered	1947	987	154	106	46	33	29	39	874	356	330	113	74
Mean Score	15101.8	12.5	37.0	75.0	175.0	375.0	2750.0	755767	19996.6	6271.8	5129.8	58014.5	19143.2
Standard error	5583.44	-	*	-	-	*	-	241406	12381.71	6346.23	7433.60	21741.16	23591.11
Standard deviation	260094.67	-	*	-	-	*	-	1706999	339764.57	126447.81	154146.34	337513.54	241736.9
Mean - excluding very high response (500,000+ per month)	1644.5	12.5	37.0	75.0	175.0	375.0	2750.0	93457.6	746.2	472.0	497.9	17465.1	3298.5
						b		be				abce	bc

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

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
1-24	987 49%	516 52%	174 54%	154 57%	21 25%	16 34%	519 66%	121 48%	124 57%	24 26%	15 27%
25-49	154 8%	57 6%	32 10%	23 8%	14 17%	5 11%	41 5%	42 17%	18 8%	21 22%	13 24%
50-99	106 5%	43 4%	13 4%	25 9%	10 12%	10 21%	22 3%	31 12%	20 9%	13 14%	14 25%
100-249	46 2%	12 1%	10 3%	10 4%	8 10%	* *%	6 1%	14 5%	10 5%	10 11%	1 3%
250-499	33 2%	13 1%	6 2%	2 1%	3 3%	5 10%	11 1%	9 4%	5 2%	2 3%	2 4%
500-4,999	29 1%	11 1%	4 1%	2 1%	2 2%	5 10%	11 1%	* *%	6 3%	5 6%	1 3%
5,000-49,999	24 1%	1 *%	8 3%	* *%	11 13%	3 7%	* *%	6 3%	7 3%	5 5%	6 11%
50,000-499,999	9 *%	5 *%	* *%	* *%	4 5%	* *%	2 *%	* *%	* *%	6 6%	- -%
500,000- 4,999,999	3 *%	2 *%	* *%	* *%	1 1%	- -%	- -%	1 *%	* *%	2 2%	* 1%
5m+	3 *%	1 *%	* *%	* *%	- -%	* *%	2 *%	* *%	* *%	- -%	- -%
None - we never send this type of post	553 28%	317 32%	66 20%	44 16%	9 11%	2 5%	159 20%	20 8%	24 11%	4 4%	1 3%
Don't know	53 3%	19 2%	9 3%	11 4%	1 1%	* *%	13 2%	7 3%	3 2%	1 1%	* *%

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
NET: Send 'Any Packets and parcels'	1394	659	247	216	74	44	613	225	190	87	55
	70%	66%	77%	80%	88%	95%	78%	89%	87%	95%	97%
		a	a	a	a	a	a	a	a	a	a
NET: 0-49	1694	889	272	221	45	23	719	184	166	49	30
	85%	89%	85%	81%	53%	50%	91%	73%	76%	53%	54%
		cde	de	de			bcde	d	de		
NET: 50+	253	87	41	40	38	23	54	61	48	43	26
	13%	9%	13%	15%	46%	50%	7%	24%	22%	46%	46%
					abc	abc		a	a	abc	abc
Answered	1947	976	313	261	83	47	772	245	214	91	56
Mean Score	15101.8	11430.6	2948.5	7062.0	38526.0	10521.2	16078.6	10769.2	8540.0	70081.3	18338.7
					b					abc	
Standard error	5583.44	7247.57	5780.47	8201.79	17860.50	23936.32	11619.72	10065.85	10575.86	28855.32	24063.80
Standard deviation	260094.67	211921.77	110586.81	158402.95	251953.35	207294.6	302336.16	176654.89	191536.96	375119.18	205601.2
Mean - excluding very high response (500,000+ per month)	1644.5	1339.4	812.5	239.8	16626.7	3562.5	859.5	1022.6	1400.4	19859.2	3165.1
					abc	bc				abce	

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

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
1-24	987 49%	690 94%	122 61%	123 49%	35 27%	7 12%	467 59%	63 54%	450 93%	867 51%	120 42%	845 53%	38 28%
		bcde	de	de					ab			b	
25-49	154 8%	28 4%	41 20%	36 14%	38 29%	7 13%	120 15%	14 12%	19 4%	111 6%	43 15%	121 8%	10 8%
			a	a	ac	a	c	c			a		
50-99	106 5%	9 1%	21 10%	42 17%	18 14%	12 22%	82 10%	17 15%	6 1%	69 4%	37 13%	75 5%	27 20%
			a	a	a	a	c	c			a		a
100-249	46 2%	2 *	2 1%	27 11%	14 10%	3 5%	40 5%	2 2%	4 1%	29 2%	17 6%	27 2%	14 11%
				ab	ab	a	c				a		a
250-499	33 2%	1 *	7 4%	14 6%	4 3%	6 12%	25 3%	8 7%	* *	20 1%	13 5%	17 1%	11 8%
			a	a	a	a	c	c			a		a
500-4,999	29 1%	5 1%	1 *	6 2%	7 5%	10 20%	26 3%	2 2%	1 *	22 1%	7 2%	14 1%	9 7%
					a	abc	c						a
5,000-49,999	24 1%	1 *	5 2%	4 2%	10 8%	4 8%	16 2%	7 6%	1 *	15 1%	9 3%	19 1%	4 3%
			a		a	a		c			a		
50,000-499,999	9 *	- -%	* *	* *	4 3%	3 5%	6 1%	* *	2 *	1 *	8 3%	7 *	2 2%
					a	ac					a		
500,000- 4,999,999	3 *	- -%	* *	1 *	1 1%	1 3%	2 *	1 1%	- -%	2 *	1 *	3 *	* *
						a							
5m+	3 *	- -%	2 1%	* *	* *	1 2%	2 *	1 1%	- -%	3 *	* *	1 *	- -%

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
None - we never send this type of post	553 28%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	522 30%	31 11%	423 27%	15 12%
Don't know	53 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	52 3%	1 *%	39 2%	1 *%
NET: Send 'Any Packets and parcels'	1394 70%	736 100%	201 100%	253 100%	130 100%	53 100%	786 100%	116 100%	483 100%	1139 66%	255 89%	1128 71%	116 88%
NET: 0-49	1694 85%	718 98%	163 81%	159 63%	73 56%	13 25%	587 75%	77 66%	468 97%	1500 88%	194 68%	1388 87%	64 48%
NET: 50+	253 13%	18 2%	38 19%	94 37%	58 44%	39 75%	199 25%	39 34%	15 3%	161 9%	92 32%	162 10%	68 51%
Answered	1947	736	201	253	130	53	786	116	483	1661	286	1550	131
Mean Score	15101.8	69.8	59846.4	10521.6	34920.8	181505.5	26223.1	70062.3	1337.0	15000.8	15689.2	10277.7	12839.8
Standard error	5583.44	39.76	37420.14	10451.47	22718.83	89479.20	11698.19	46522.44	834.86	6425.79	8618.07	4734.55	10597.96
Standard deviation	260094.67	1032.21	591664.37	183720.13	303957.28	867533.0	344451.76	571677.3	18686.72	273304.02	163743.2	194635.48	143366.6
Mean - excluding very high response (500,000+ per month)	1644.5	69.8	1057.4	607.2	10495.7	16907.6	2953.5	2067.6	1337.0	418.7	8762.4	1549.9	5851.6
			a	a	abc	abc					a		a

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

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
1-24	987 49%	758 61%	50 28%	713 79%	274 56%	842 53%	41 33%	761 62%	47 25%	717 78%	270 56%
25-49	154 8%	115 9%	21 12%	79 9%	74 15%	121 8%	10 8%	111 9%	25 13%	81 9%	72 15%
50-99	106 5%	64 5%	37 21%	54 6%	52 11%	72 5%	30 24%	63 5%	38 20%	52 6%	54 11%
100-249	46 2%	28 2%	13 8%	20 2%	26 5%	25 2%	16 13%	22 2%	19 10%	25 3%	22 5%
250-499	33 2%	14 1%	16 9%	13 1%	20 4%	18 1%	10 8%	13 1%	16 9%	12 1%	21 4%
500-4,999	29 1%	18 1%	5 3%	14 2%	15 3%	22 1%	1 1%	13 1%	11 6%	16 2%	13 3%
5,000-49,999	24 1%	16 1%	8 5%	8 1%	16 3%	21 1%	3 2%	14 1%	10 5%	8 1%	16 3%
50,000-499,999	9 *%	6 1%	3 1%	* *%	8 2%	7 *%	2 2%	6 1%	3 1%	* *%	8 2%
500,000- 4,999,999	3 *%	3 *%	* *%	2 *%	1 *%	3 *%	* *%	3 *%	* *%	2 *%	1 *%
5m+	3 *%	3 *%	* *%	3 *%	* *%	1 *%	- -%	3 *%	* *%	3 *%	* *%
None - we never send this type of post	553 28%	189 15%	20 11%	- -%	- -%	427 27%	11 8%	193 16%	16 8%	- -%	- -%

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
Don't know	53	20	4	-	-	39	1	19	5	-	-
	3%	2%	3%	-%	-%	2%	1%	2%	2%	-%	-%
NET: Send 'Any Packets and parcels'	1394	1025	153	906	488	1130	114	1009	168	916	478
	70%	83%	86%	100%	100%	71%	91%	83%	89%	100%	100%
NET: 0-49	1694	1062	90	792	348	1390	62	1065	87	798	342
	85%	86%	51%	87%	71%	87%	49%	87%	46%	87%	72%
NET: 50+	253	152	82	114	139	167	63	137	97	118	136
	13%	12%	46%	13%	29%	10%	50%	11%	51%	13%	28%
Answered	1947	1214	172	906	488	1558	124	1202	184	916	478
Mean Score	15101.8	22054.5	15129.9	26438.2	11164.8	10271.7	13061.5	21787.3	17310.6	26180.7	11351.3
Standard error	5583.44	8837.41	12470.23	11779.12	6354.88	4714.00	11112.46	8809.49	14207.19	11692.99	6440.62
Standard deviation	260094.67	320714.15	197958.7	364201.58	152517.2	194191.79	147423.4	318362.94	230401.9	362293.96	154037.3
Mean - excluding very high response (500,000+ per month)	1644.5	1843.0	5463.2	377.5	5858.7	1583.8	5672.9	1798.9	5526.3	393.4	5938.7
			a		a		a		a		a

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

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
1-24	987 49%	451 53%	698 51%	138 54%	5 100%	428 55%	550 58%	102 52%	2 48%	627 64%	581 76% ac	130 58%	2 100%
25-49	154 8%	95 11% b	95 7%	21 8%	- -%	91 12%	92 10%	26 13%	- -%	132 14%	75 10%	28 12%	- -%
50-99	106 5%	75 9% b	54 4%	13 5%	- -%	72 9%	52 6%	12 6%	- -%	83 9%	47 6%	11 5%	- -%
100-249	46 2%	36 4%	30 2%	10 4%	- -%	37 5%	21 2%	9 5%	- -%	41 4%	23 3%	16 7%	- -%
250-499	33 2%	24 3%	18 1%	14 6% b	- -%	22 3%	15 2%	13 7% b	2 40%	32 3%	12 2%	11 5%	- -%
500-4,999	29 1%	18 2%	20 1%	7 3%	- -%	20 3%	15 2%	7 4%	- -%	26 3%	17 2%	12 6%	- -%
5,000-49,999	24 1%	22 3% b	10 1%	13 5% b	- -%	22 3%	13 1%	12 6% b	- -%	19 2%	5 1%	12 5% b	- -%
50,000-499,999	9 *%	9 1%	4 *%	6 2% b	- -%	9 1% b	* *%	2 1% b	- -%	9 1%	2 *%	2 1%	- -%
500,000- 4,999,999	3 *%	3 *%	3 *%	1 *% b	- -%	3 *% b	3 *%	1 *% b	- -%	3 *% b	3 *% b	1 *% b	- -%
5m+	3 *%	1 *%	* *%	- -%	- -%	3 *% b	* *%	- -%	- -%	3 *% b	* *%	* *% b	- -%
None - we never send this type of post	553 28%	99 12%	390 29% ac	32 13%	- -%	68 9%	169 18% ac	13 7%	1 12%	- -%	- -%	- -%	- -%
Don't know	53 3%	13 2%	36 3%	* *% b	- -%	10 1% b	23 2%	* *% b	- -%	- -%	- -%	- -%	- -%

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
NET: Send 'Any Packets and parcels'	1394	734	931	222	5	707	759	184	4	975	765	224	2
	70%	87%	69%	87%	100%	90%	80%	93%	88%	100%	100%	100%	100%
		b		b		b		b					
NET: 0-49	1694	645	1182	191	5	587	811	141	3	759	656	158	2
	85%	76%	87%	75%	100%	75%	85%	72%	60%	78%	86%	71%	100%
			ac				ac				ac		
NET: 50+	253	188	139	63	-	188	118	56	2	216	109	66	-
	13%	22%	10%	25%	-%	24%	12%	28%	40%	22%	14%	29%	-%
		b		b		b		b		b		b	
Answered	1947	833	1321	254	5	775	928	197	5	975	765	224	2
Mean Score	15101.8	20642.6	7491.0	16873.6	12.5	37701.1	9129.9	16761.0	155.7	29599.1	11579.5	18356.1	12.5
						b							
Standard error	5583.44	8636.08	3805.48	9643.50	-	13790.54	5047.15	12126.81	101.12	11094.44	6282.51	13904.72	*
Standard deviation	260094.67	266881.5	145158.1	162228.85	-	411180.2	166479.3	181091.96	202.23	364093.9	183917.7	225496.70	*
Mean - excluding very high response (500,000+ per month)	1644.5	3691.1	1191.5	7919.4	12.5	3976.8	446.8	5166.8	155.7	3130.0	1038.5	4491.8	12.5
		b		b		b		b		b		b	

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

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
1-24	987 49%	821 53%	690 59%	671 74%	652 54%	501 48%	3 8%	500 79%	357 72%	279 62%	81 61%	68 79%
				ab	c	c		cd	c			
25-49	154 8%	107 7%	108 9%	100 11%	95 8%	82 8%	3 8%	43 7%	64 13%	74 17%	15 11%	11 13%
				a				a		a		
50-99	106 5%	64 4%	65 6%	57 6%	53 4%	51 5%	3 9%	35 6%	27 5%	39 9%	8 6%	* *%
100-249	46 2%	23 1%	28 2%	22 2%	22 2%	21 2%	4 11%	13 2%	13 3%	14 3%	8 6%	4 5%
							ab					
250-499	33 2%	21 1%	21 2%	23 3%	17 1%	18 2%	10 28%	14 2%	13 3%	18 4%	8 6%	2 2%
							ab					
500-4,999	29 1%	14 1%	19 2%	20 2%	19 2%	19 2%	2 6%	17 3%	9 2%	10 2%	7 6%	1 1%
5,000-49,999	24 1%	19 1%	19 2%	8 1%	21 2%	10 1%	6 19%	4 1%	8 2%	6 1%	3 2%	- -%
							ab					
50,000-499,999	9 *%	9 1%	6 1%	6 1%	9 1%	6 1%	4 11%	4 1%	4 1%	6 1%	2 2%	- -%
							ab					
500,000- 4,999,999	3 *%	3 *%	3 *%	3 *%	3 *%	2 *%	- -%	3 *%	1 *%	3 1%	* *%	- -%
5m+	3 *%	* *%	2 *%	2 *%	2 *%	* *%	* *%	2 *%	* *%	* *%	- -%	- -%
None - we never send this type of post	553 28%	430 28%	191 16%	- -%	286 24%	303 29%	* 1%	- -%	- -%	- -%	- -%	- -%
					c	c						
Don't know	53 3%	40 3%	24 2%	- -%	33 3%	29 3%	- -%	- -%	- -%	- -%	- -%	- -%
					c	c						

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
NET: Send 'Any Packets and parcels'	1394	1080	961	912	893	710	34	633	496	449	133	87
	70%	70%	82%	100%	74%	68%	99%	100%	100%	100%	100%	100%
			a	ab			ab					
NET: 0-49	1694	1358	989	771	1034	885	6	543	421	353	96	79
	85%	88%	84%	85%	85%	85%	17%	86%	85%	79%	72%	91%
					c	c		cd	d			d
NET: 50+	253	152	163	140	145	128	28	90	75	96	37	7
	13%	10%	14%	15%	12%	12%	83%	14%	15%	21%	28%	9%
			a	a			ab			a	abe	
Answered	1947	1510	1152	912	1179	1013	34	633	496	449	133	87
Mean Score	15101.8	7353.9	19191.9	23637.6	19003.9	7417.0	49882.0	32287.5	11339	21644.9	8540.0	52.9
							b					
Standard error	5583.44	3288.22	8088.78	10404.8	7799.71	4057.67	41928.44	15637.87	7696.7	10983.21	8983.12	28.23
Standard deviation	260094.67	132715	289167	323053	282086.6	130541.1	310949.60	383048.1	168451	235307.44	100031.78	244.48
Mean - excluding very high response (500,000+ per month)	1644.5	1963.6	2043.3	2169.2	2564.8	1958.0	35295.6	1888.3	2665.9	4234.4	5376.9	52.9
							ab					

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

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
1-24	987 49%	78 39%	38 33%	38 41%	19 40%	851 51%	537 52%	877 50%	615 56%	524 53%	444 54%	830 52%	110 54%	- -%	691 49%	94 67%
															a	
25-49	154 8%	30 15%	16 14%	21 23%	8 16%	118 7%	88 8%	134 8%	108 10%	98 10%	90 11%	119 7%	16 8%	- -%	101 7%	13 9%
50-99	106 5%	21 11%	10 9%	14 15%	3 6%	73 4%	80 8%	96 6%	65 6%	46 5%	82 10%	62 4%	9 4%	- -%	67 5%	4 3%
							a				b					
100-249	46 2%	6 3%	9 8%	1 1%	4 9%	26 2%	27 3%	32 2%	28 3%	31 3%	22 3%	25 2%	9 4%	- -%	31 2%	2 1%
250-499	33 2%	5 3%	4 3%	8 8%	* 1%	21 1%	24 2%	30 2%	20 2%	16 2%	24 3%	24 2%	13 6%	- -%	19 1%	* %
													b			*
500-4,999	29 1%	6 3%	6 5%	1 2%	5 11%	21 1%	19 2%	25 1%	17 2%	17 2%	20 2%	16 1%	3 2%	- -%	27 2%	1 1%
5,000-49,999	24 1%	5 3%	7 6%	3 3%	- -%	15 1%	11 1%	17 1%	14 1%	8 1%	18 2%	13 1%	7 4%	- -%	20 1%	- -%
													b			-
50,000-499,999	9 *%	* *%	* *%	2 2%	6 13%	6 *%	4 *%	6 *%	5 *%	6 1%	9 1%	6 *%	* *%	- -%	6 *%	2 2%
					ab											
500,000- 4,999,999	3 *%	1 *%	1 1%	* *%	- -%	2 *%	3 *%	3 *%	3 *%	1 *%	2 *%	3 *%	* *%	- -%	2 *%	1 *%
5m+	3 *%	* *%	2 2%	- -%	* *%	2 *%	* *%	2 *%	* *%	* *%	2 *%	* *%	* *%	- -%	2 *%	* *%
None - we never send this type of post	553 28%	37 18%	20 17%	5 5%	2 4%	468 28%	221 21%	474 27%	211 19%	233 23%	91 11%	458 29%	34 17%	- -%	417 29%	18 13%
		c				bd		bd				ac			b	
Don't know	53 3%	8 4%	1 1%	* *%	- -%	49 3%	20 2%	49 3%	23 2%	13 1%	19 2%	47 3%	* *%	- -%	33 2%	4 3%

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
NET: Send 'Any Packets and parcels'	1394	153	93	88	45	1136	792	1224	875	748	714	1099	167	-	967	116
	70%	77%	82%	95%	96%	69%	77%	70%	79%	75%	87%	68%	83%	-%	68%	84%
		a				ac			ac	a	b		b		a	
NET: 0-49	1694	144	74	64	29	1438	845	1485	934	854	625	1407	160	-	1209	125
	85%	73%	64%	69%	61%	87%	82%	85%	84%	86%	76%	88%	79%	-%	85%	90%
		b				b					ac					
NET: 50+	253	45	39	29	19	167	167	213	151	127	180	150	42	-	175	10
	13%	23%	34%	31%	39%	10%	16%	12%	14%	13%	22%	9%	21%	-%	12%	7%
		ac					ac				b		b			
Answered	1947	189	113	93	47	1604	1012	1698	1085	981	804	1557	201	-	1384	135
Mean Score	15101.8	16129	131398	8919.4	52260.0	13211.0	9389.4	13622.1	10221.0	7344.4	27183.5	6792.4	5944.3	-	14593.8	21962.1
		b									b					
Standard error	5583.44	16303	72973	7889.70	47737.76	5616.53	4380.44	5460.07	4494.11	3802.7	11340.58	3210.04	9337.69	-	6382.29	23043.24
Standard deviation	260094.67	228823	825598	77704.57	337556.9	242228	159811	241666	167854	136950	341914.3	134936.3	144357.11	-	255451.23	247111.19
Mean - excluding very high response (500,000+ per month)	1644.5	887.0	2721.2	7381.3	34897.6	1418.9	1489.8	1397.5	1634.4	2023.2	3676.8	1357.1	1366.9	-	1776.5	4627.4
				a	abc						b					

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

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
1-24	987 49%	365 48%	567 51%	332 55%	29 70%	127 43%	285 64%	90 34%	699 52%	192 52%	139 47%	205 54%	624 49%
25-49	154 8%	95 13%	43 4%	74 12%	5 13%	39 13%	47 11%	43 16%	85 6%	26 7%	52 17%	38 10%	59 5%
50-99	106 5%	54 7%	30 3%	54 9%	2 4%	39 13%	27 6%	42 16%	44 3%	19 5%	32 11%	24 6%	48 4%
100-249	46 2%	28 4%	7 1%	30 5%	1 3%	24 8%	10 2%	23 9%	17 1%	4 1%	11 4%	13 3%	21 2%
250-499	33 2%	17 2%	10 1%	20 3%	2 5%	23 8%	5 1%	11 4%	17 1%	1 *	12 4%	11 3%	7 1%
500-4,999	29 1%	18 2%	10 1%	18 3%	1 2%	16 6%	8 2%	19 7%	8 1%	1 *	19 6%	5 1%	5 *
5,000-49,999	24 1%	14 2%	7 1%	13 2%	1 1%	7 2%	10 2%	8 3%	16 1%	* *	3 1%	13 3%	9 1%
50,000-499,999	9 *%	9 1%	* *%	6 1%	- -%	2 1%	6 1%	4 2%	4 *%	- -%	2 1%	1 *%	6 *%
500,000- 4,999,999	3 *%	3 *%	- -%	1 *%	- -%	* *%	* *%	3 1%	* *%	- -%	* *%	2 1%	1 *%
5m+	3 *%	3 *%	- -%	* *%	- -%	* *%	- -%	2 1%	1 *%	* *%	* *%	1 *%	2 *%
None - we never send this type of post	553 28%	136 18%	395 36%	52 9%	1 2%	13 4%	44 10%	6 2%	424 32%	117 31%	28 9%	57 15%	449 35%
			a						a	a			ab

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
Don't know	53	16	36	7	-	4	3	11	28	11	1	13	37
	3%	2%	3%	1%	-%	1%	1%	4%	2%	3%	*	3%	3%
NET: Send 'Any Packets and parcels'	1394	606	673	548	41	278	399	245	892	244	270	312	781
	70%	80%	61%	90%	98%	94%	89%	94%	66%	66%	91%	82%	62%
		b				bc					bc	c	
NET: 0-49	1694	596	1005	457	35	179	376	138	1208	334	219	300	1133
	85%	79%	91%	75%	85%	61%	84%	53%	90%	90%	73%	79%	89%
		a				a			a	a			ab
NET: 50+	253	146	63	142	6	112	66	113	107	26	79	68	98
	13%	19%	6%	23%	15%	38%	15%	43%	8%	7%	27%	18%	8%
		b				b		bc			c	c	
Answered	1947	742	1068	600	41	291	442	251	1316	361	298	369	1231
Mean Score	15101.8	37883.4	253.4	6919.0	453.2	8943.9	6539.6	84367.5	5881.1	1442.5	5974.6	32805.9	12623.1
		b				bc							
Standard error	5583.44	15172.66	117.14	4405.48	556.62	9133.92	3762.46	34995.92	4474.91	4294.64	6346.69	18849.53	6849.49
Standard deviation	260094.67	416350.71	4093.09	115554.67	3148.73	169900.75	82087.21	603108.8	166536.48	91406.32	125978.25	372248.33	248382.47
Mean - excluding very high response (500,000+ per month)	1644.5	3832.4	253.4	3540.0	453.2	3196.7	4465.1	6079.7	1275.2	53.7	2397.3	1464.3	1580.9
		b				bc							

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

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
1-24	987 49%	395 44%	591 53%
			a
25-49	154 8%	66 7%	88 8%
50-99	106 5%	51 6%	55 5%
100-249	46 2%	18 2%	29 3%
250-499	33 2%	21 2%	13 1%
500-4,999	29 1%	18 2%	11 1%
5,000-49,999	24 1%	18 2%	6 1%
50,000-499,999	9 *%	7 1%	2 *%
500,000- 4,999,999	3 *%	* *%	3 *%
5m+	3 *%	3 *%	* *%
None - we never send this type of post	553 28%	274 31%	280 25%
Don't know	53 3%	23 3%	30 3%
NET: Send 'Any Packets and parcels'	1394 70%	596 67%	798 72%
NET: 0-49	1694 85%	735 82%	959 87%

Columns Tested: a,b

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
NET: 50+	253	135	118
	13%	15%	11%
Answered	1947	870	1077
Mean Score	15101.8	23981.7	7933.9
Standard error	5583.44	10280.77	4725.43
Standard deviation	260094.67	351806.55	149356.36
Mean - excluding very high response (500,000+ per month)	1644.5	2727.0	771.8
		b	

Columns Tested.: a,b

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
1-24	987 49%	31 58%	107 52%	114 47%	28 43%	200 64%	63 51%	15 43%	136 44%	74 48%	37 42%	61 48%	120 42%
						bcdhijkl							
25-49	154 8%	4 7%	6 3%	16 7%	4 6%	24 8%	5 4%	3 9%	18 6%	12 8%	8 9%	17 14%	37 13%
												b	b
50-99	106 5%	2 4%	12 6%	12 5%	2 4%	6 2%	3 2%	* 1%	25 8%	12 8%	1 1%	11 9%	20 7%
									e			e	
100-249	46 2%	* *%	1 1%	6 3%	2 3%	5 2%	3 3%	1 3%	8 2%	7 4%	3 3%	1 1%	10 3%
250-499	33 2%	3 5%	4 2%	5 2%	3 4%	3 1%	1 1%	* *%	2 1%	2 2%	* *%	3 2%	8 3%
500-4,999	29 1%	* *%	2 1%	5 2%	* *%	4 1%	* *%	* *%	5 2%	1 1%	* *%	1 *%	11 4%
5,000-49,999	24 1%	* 1%	* *%	4 2%	* *%	1 *%	3 2%	* 1%	* *%	1 *%	* *%	2 2%	12 4%
													b
50,000-499,999	9 *%	* 1%	* *%	4 2%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	4 1%
500,000- 4,999,999	3 *%	- -%	1 *%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	2 1%
5m+	3 *%	- -%	* *%	- -%	- -%	- -%	2 2%	- -%	- -%	1 1%	- -%	- -%	* *%
None - we never send this type of post	553 28%	13 24%	63 31%	71 29%	24 36%	56 18%	43 35%	11 33%	109 35%	44 29%	33 37%	28 22%	58 20%
			e	e	el		el		el		el		
Don't know	53 3%	* *%	8 4%	6 2%	3 4%	11 3%	1 *%	4 11%	8 3%	1 1%	5 6%	4 3%	4 1%
NET: Send 'Any Packets and parcels'	1394 70%	41 76%	133 65%	165 68%	40 60%	244 79%	79 64%	19 56%	195 62%	109 71%	50 56%	96 75%	224 79%
						bdfhj							bdfhj

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

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
NET: 0-49	1694	48	176	201	56	279	111	29	264	130	78	106	214
	85%	90%	86%	83%	85%	90%	90%	85%	85%	84%	89%	83%	75%
			l			l	l						
NET: 50+	253	6	20	36	7	20	12	1	40	23	4	18	67
	13%	10%	10%	15%	11%	7%	9%	4%	13%	15%	5%	14%	23%
				e									befj
Answered	1947	53	196	237	64	300	123	31	304	153	82	124	281
Mean Score	15101.8	1630.2	12714.2	5536.9	1250.8	6520.9	96401.4	363.1	79.7	33177.2	695.2	485.4	22764.8
				h									
Standard error	5583.44	1740.74	13286.08	2574.73	1347.56	8944.29	66730.20	282.21	46.13	36368.24	944.13	299.81	15444.37
Standard deviation	260094.67	19923.64	211328.06	36774.44	17826.49	132060.79	754966.04	3117.16	687.32	445418.21	12771.89	3483.46	243708.11
Mean - excluding very high response (500,000+ per month)	1644.5	1630.2	154.9	5536.9	1250.8	186.6	643.9	363.1	79.7	144.2	695.2	485.4	4925.1
				beh			h						beh

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

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
1-24	987	252	291	225	219	543	443
	49%	50%	58%	45%	44%	54%	44%
			cd			b	
25-49	154	26	32	33	62	59	95
	8%	5%	6%	7%	12%	6%	10%
					ab		a
50-99	106	26	11	37	32	37	69
	5%	5%	2%	7%	6%	4%	7%
					b		a
100-249	46	7	10	15	13	18	29
	2%	1%	2%	3%	3%	2%	3%
250-499	33	11	7	4	12	18	16
	2%	2%	1%	1%	2%	2%	2%
500-4,999	29	7	4	6	12	11	18
	1%	1%	1%	1%	2%	1%	2%
5,000-49,999	24	5	4	1	14	9	15
	1%	1%	1%	*%	3%	1%	2%
50,000-499,999	9	5	*	-	4	5	4
	*%	1%	*%	-%	1%	*%	*%
500,000- 4,999,999	3	1	1	-	2	1	2
	*%	*%	*%	-%	*%	*%	*%
5m+	3	*	2	1	*	2	1
	*%	*%	*%	*%	*%	*%	*%
None - we never send this type of post	553	147	123	165	118	270	283
	28%	29%	25%	33%	24%	27%	28%
Don't know	53	13	14	12	13	27	25
	3%	3%	3%	2%	3%	3%	3%
NET: Send 'Any Packets and parcels'	1394	339	363	323	369	702	692
	70%	68%	73%	65%	74%	70%	69%
NET: 0-49	1694	425	447	423	399	872	822
	85%	85%	89%	85%	80%	87%	82%
			d			b	

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
NET: 50+	253	61	39	65	88	101	153
	13%	12%	8%	13%	18%	10%	15%
					b		a
Answered	1947	487	486	488	487	973	975
Mean Score	15101.8	8005.5	28539.4	10515.3	13376.9	18264.8	11945.5
Standard error	5583.44	5637.59	17274.16	11239.57	7785.86	8859.26	6750.37
Standard deviation	260094.67	136704.37	394289.96	249811.89	185394.94	295028.14	219879.82
Mean - excluding very high response (500,000+ per month)	1644.5	2940.3	440.8	117.7	3076.5	1693.9	1595.2
		bc			bc		

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

Table 35

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
1-24	671 34%	1 *%	670 38% a	637 33% d	30 39% d	3 31%	1 21%	34 37% d
25-49	55 3%	5 2%	51 3%	50 3%	4 6% a	1 9% a	* 9% a	6 6% a
50-99	37 2%	- -%	37 2%	32 2%	4 5% a	1 7% a	* 6% a	5 5% a
100-249	75 4%	* *%	75 4% a	68 4%	6 8% a	1 11% a	* 6%	7 8% a
250-499	21 1%	- -%	21 1%	18 1%	2 3% a	* 2%	* 6% a	3 3% a
500-4,999	16 1%	- -%	16 1%	15 1%	* *% a	1 6% abe	* 5% ab	1 1%
5,000-49,999	15 1%	* *%	14 1%	13 1%	1 2%	* 3%	* 3%	2 2%
50,000-499,999	4 *%	- -%	4 *%	4 *%	* *%	- -%	* *%	* *%
500,000- 4,999,999	1 *%	- -%	1 *%	1 *%	* *%	- -%	* 1%	* *%
5m+	5 *%	- -%	5 *%	5 *%	* *%	- -%	* 1%	* *%
None - we never send this type of post	978 49%	231 96% b	747 42%	954 50% bcde	21 28%	2 24%	2 32%	25 27%
Don't know	122 6%	4 2%	118 7% a	114 6%	7 9%	1 7%	1 11%	8 9%
NET: Send 'Any Other postal items'	900 45%	6 2%	894 51% a	843 44%	48 63% a	6 69% a	3 57% a	57 64% a

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
NET: 0-49	1705	236	1468	1641	55	6	3	64
	85%	98%	83%	86%	73%	64%	62%	71%
		b		bcde				
NET: 50+	173	1	173	156	14	3	1	18
	9%	*%	10%	8%	18%	29%	27%	20%
			a		a	a	a	a
Answered	1878	237	1641	1796	69	8	4	82
Mean Score	18273.9	25.1	20909.2	18265.3	14995.0	1116.9	104759	18461.0
						ae		
Standard error	6963.47	35.09	8654.84	8361.79	13443.36	557.73	59553.4	11455.22
Standard deviation	317964.65	816.27	340081.44	319394.22	248247.61	5232.01	835872	286609.55
Mean - excluding very high response (500,000+ per month)	820.5	25.1	935.8	790.1	1491.8	1116.9	2132.8	1487.8

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

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
1-24	671 34%	309 29%	284 40% afgi	44 33%	22 39%	11 36%	1 21%	637 33%	30 39%	4 28%
25-49	55 3%	15 1%	29 4%	6 5%	3 6%	2 7%	* 9%	50 3%	4 6%	1 9%
50-99	37 2%	12 1%	18 3%	2 1%	2 4%	2 7%	* 6%	32 2%	4 5%	1 7%
100-249	75 4%	36 3%	25 4%	7 5%	5 8%	2 8%	* 6%	68 4%	6 8%	1 9%
250-499	21 1%	7 1%	7 1%	4 3%	2 3%	1 2%	* 6%	18 1%	2 3%	* 3%
500-4,999	16 1%	13 1%	2 *%	1 1%	* 1%	1 2%	* 5%	15 1%	* *%	1 5%
5,000-49,999	15 1%	8 1%	5 1%	* *%	1 1%	1 2%	* 3%	13 1%	1 2%	* 3%
50,000-499,999	4 *%	- -%	4 1%	- -%	* *%	* 1%	* *%	4 *%	* *%	* *%
500,000- 4,999,999	1 *%	- -%	1 *%	- -%	- -%	* 1%	* 1%	1 *%	* *%	* *%
5m+	5 *%	4 *%	1 *%	* *%	* *%	- -%	* 1%	5 *%	* *%	* *%
None - we never send this type of post	978 49%	610 57% bcdefghi	285 40% dehi	59 44% dehi	15 27%	8 28%	2 32%	954 50% bdefhi	21 28%	4 27%
Don't know	122 6%	52 5%	52 7%	9 7%	6 10% a	2 6%	1 11% a	114 6%	7 9%	1 9%

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
NET: Send 'Any Other postal items'	900	403	376	64	35	19	3	843	48	9
	45%	38%	53%	49%	63%	66%	57%	44%	63%	65%
		ag	ag	acg	acg	abcg	ag	a	abcg	abcg
NET: 0-49	1705	933	598	109	40	21	3	1641	55	9
	85%	88%	84%	82%	72%	72%	62%	86%	73%	63%
		defhi	defhi	fi				defhi		
NET: 50+	173	79	63	14	10	6	1	156	14	4
	9%	7%	9%	11%	18%	22%	27%	8%	18%	28%
				abg	abg	abcg	abcg		abg	abcg
Answered	1878	1012	660	123	50	28	4	1796	69	13
Mean Score	18273.9	22701.3	13654.2	6541.6	10922.9	18146.0	104759.1	18265.3	14995.0	37214.6
							bg			
Standard error	6963.47	14382.27	10323.97	13802.29	17162.58	14276.73	59553.43	8361.79	13443.4	26973.95
Standard deviation	317964.65	366395.22	253936.12	197618.65	248116.50	211758.19	835872.16	319394.22	248248	455372.7
Mean - excluding very high response (500,000+ per month)	820.5	265.3	1726.8	78.6	868.6	2504.4	2132.8	790.1	1491.8	1465.9
						a	a			a

Columns Tested: a,b,c,d,e,f,g,h,i

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
1-24	671 34%	518 33% e	119 34% e	30 39% e	3 31%	1 21%	453 37%	91 32%	25 34%	13 32%	18 33%
25-49	55 3%	24 2%	26 7%	4 6%	1 9%	* 9%	22 2%	20 7%	5 7%	1 3%	1 2%
50-99	37 2%	22 1%	10 3%	4 5% a	1 7% a	* 6% a	17 1%	11 4%	2 3%	3 8% a	2 4%
100-249	75 4%	55 4%	13 4%	6 8% a	1 11% ab	* 6%	42 3%	22 8% a	6 9%	1 2% a	2 3%
250-499	21 1%	11 1%	7 2%	2 3% a	* 2% a	* 6% a	8 1%	8 3% a	1 2%	2 6% a	1 1%
500-4,999	16 1%	13 1%	2 1%	* *% abc	1 6% abc	* 5%	9 1%	5 2%	1 1%	1 2%	* 1%
5,000-49,999	15 1%	12 1%	1 *% a	1 2% b	* 3% b	* 3% b	6 1%	3 1%	4 6% a	* 1% a	* 1%
50,000-499,999	4 *%	4 *% bcde	- -% cd	* *% cd	- -% c	* *% c	* *% c	* *% c	- -% c	- -% c	4 6% ab
500,000- 4,999,999	1 *%	- -%	1 *% cd	* *% cd	- -% c	* 1% c	* *% c	1 *% c	- -% c	- -% c	- -% c
5m+	5 *%	4 *% bcde	1 *% cd	* *% cd	- -% c	* 1% c	4 *% c	* *% c	1 1% c	- -% c	* *% c
None - we never send this type of post	978 49%	806 52% bcde	147 42% cd	21 28% c	2 24% c	2 32% c	592 48% c	113 39% c	21 29% c	14 36% c	24 43% c
Don't know	122 6%	89 6%	24 7%	7 9%	1 7%	1 11%	71 6%	13 4%	6 8%	4 11%	3 6%

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
NET: Send 'Any Other postal items'	900	662	180	48	6	3	561	162	45	21	29
	45%	43%	51%	63%	69%	57%	46%	56%	63%	53%	51%
		a	a	ab	ab	a	a	a	a	a	a
NET: 0-49	1705	1348	293	55	6	3	1067	224	51	28	44
	85%	87%	83%	73%	64%	62%	87%	78%	70%	70%	78%
		cde	cde				bcd				
NET: 50+	173	120	35	14	3	1	86	51	16	7	9
	9%	8%	10%	18%	29%	27%	7%	18%	22%	19%	16%
			ab	ab	ab			a	a	a	
Answered	1878	1469	328	69	8	4	1153	275	67	35	53
Mean Score	18273.9	16618.3	25647.2	14995.0	1116.9	104759.1	20618.6	9845.8	94752.4	364.8	28184.5
						a					
Standard error	6963.47	10212.29	15736.91	13443.36	557.73	59553.43	12772.37	10560.56	67852.04	302.38	16965.95
Standard deviation	317964.65	306708.81	371404.45	248247.61	5232.01	835872.16	347446.16	194153.45	746372.44	2704.53	248769.68
Mean - excluding very high response (500,000+ per month)	820.5	938.8	121.9	1491.8	1116.9	2132.8	203.1	607.4	1840.9	364.8	18810.6
					b	b			a		abcd

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

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
1-24	671 34%	72 38%	36 28%	133 40%	19 24%	63 35%	112 35%	98 42%	62 39%	44 31%
25-49	55 3%	5 2%	1 1%	13 4%	5 7%	2 1%	11 3%	8 3%	4 3%	1 1%
50-99	37 2%	6 3%	4 3%	8 3%	* %	2 1%	2 1%	5 2%	1 1%	2 2%
100-249	75 4%	5 3%	* %	22 7%	12 15%	6 3%	7 2%	2 1%	9 6%	3 2%
					abefgi					
250-499	21 1%	2 1%	1 1%	5 2%	- %	3 2%	6 2%	* %	2 1%	* %
500-4,999	16 1%	1 %	2 2%	2 1%	1 1%	4 2%	4 1%	* %	* %	- %
5,000-49,999	15 1%	- %	1 1%	3 1%	- %	6 3%	- %	4 2%	- %	- %
50,000-499,999	4 %	* %	- %	- %	- %	4 2%	- %	* %	- %	* %
500,000- 4,999,999	1 %	- %	- %	1 %	* %	* %	- %	- %	- %	- %
5m+	5 %	2 1%	- %	* %	* %	2 1%	1 %	- %	- %	- %
None - we never send this type of post	978 49%	89 47%	80 62%	124 38%	38 48%	77 42%	143 45%	99 42%	73 45%	80 57%
			cefg							c
Don't know	122 6%	8 4%	5 4%	18 5%	4 4%	14 8%	30 9%	18 8%	9 5%	9 7%
NET: Send 'Any Other postal items'	900 45%	91 48%	45 35%	188 57%	37 47%	91 50%	144 45%	117 50%	80 49%	50 36%
				bi						
NET: 0-49	1705 85%	165 88%	117 90%	270 82%	62 79%	142 78%	265 84%	205 87%	140 87%	125 90%

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
NET: 50+	173	15	8	42	13	26	21	11	13	5
	9%	8%	6%	13%	17%	14%	7%	5%	8%	4%
					gi	gi				
Answered	1878	181	125	312	76	168	286	216	153	130
Mean Score	18273.9	65269.9	239.1	5948.6	9961.5	76247.6	21211.2	504.1	25.2	18.9
Standard error	6963.47	53266.5	229.50	9472.59	24769.19	55316.87	28704.33	373.01	9.19	154.34
Standard deviation	317964.65	623469	2271.89	133627	202744.53	642723.94	356211.37	4187.08	98.56	1589.03
Mean - excluding very high response (500,000+ per month)	820.5	139.9	239.1	354.5	75.7	6910.6	62.6	504.1	25.2	18.9
						cf				

Columns Tested: a,b,c,d,e,f,g,h,i

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
1-24	671 34%	125 31%	170 35%	343 39%	638 36%	33 14%	13 11%	13 17%	7 17%
		efgh	efgh	efgh	efgh				
25-49	55 3%	9 2%	10 2%	32 4%	50 3%	5 2%	1 1%	3 3%	1 2%
50-99	37 2%	4 1%	11 2%	16 2%	30 2%	6 3%	2 2%	4 5%	* 1%
100-249	75 4%	21 5%	15 3%	31 4%	67 4%	8 3%	5 4%	2 3%	* 1%
		h							
250-499	21 1%	3 1%	5 1%	12 1%	20 1%	2 1%	* *%	* 1%	1 2%
500-4,999	16 1%	5 1%	3 1%	7 1%	15 1%	1 *%	1 1%	* *%	* 1%
5,000-49,999	15 1%	6 1%	1 *%	7 1%	14 1%	1 *%	1 1%	* *%	* *%
50,000-499,999	4 *%	4 1%	* *%	* *%	4 *%	* *%	* *%	- -%	* *%
500,000- 4,999,999	1 *%	* *%	- -%	1 *%	1 *%	- -%	- -%	- -%	- -%
5m+	5 *%	2 *%	2 *%	1 *%	5 *%	* *%	- -%	- -%	* *%
None - we never send this type of post	978 49%	195 49%	242 50%	365 42%	802 46%	176 73%	94 78%	52 65%	30 74%
			c			abcd	abcdg	abcd	abcd
Don't know	122 6%	26 7%	22 5%	66 7%	114 6%	8 3%	2 2%	5 6%	1 2%
				efh	eh				
NET: Send 'Any Other postal items'	900 45%	178 45%	216 45%	449 51%	844 48%	56 23%	24 20%	23 29%	10 24%
		efgh	efgh	efgh	efgh				

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
NET: 0-49	1705 85%	329 82%	422 88%	740 84%	1491 85%	214 89%	108 90%	68 85%	37 93%
NET: 50+	173 9%	44 11%	36 8%	74 8%	155 9%	18 8%	9 8%	7 9%	2 5%
Answered	1878	374	458	814	1646	232	118	75	39
Mean Score	18273.9	36371.3	25783.1	9872.7	20317.0	3790.4	500.0	43.3	20856.4
Standard error	6963.47	e 25164.44	20949.92	10362.35	9943.75	4676.82	460.14	45.27	20501.86
Standard deviation	317964.65	441634.05	391937.1	226791.10	335298	143997.57	8472.17	799.69	353322.7
Mean - excluding very high response (500,000+ per month)	820.5	3117.0 bcdeg	128.6	291.8	886.1	356.9	500.0	43.3	531.0

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

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
1-24	671	33	43	10	53	111	132	18	15	309
	34%	36%	36%	43%	37%	41%	31%	30%	25%	32%
25-49	55	5	3	1	4	7	22	*	*	17
	3%	6%	2%	6%	3%	3%	5%	*%	*%	2%
							i			
50-99	37	3	9	-	9	2	9	*	*	13
	2%	3%	8%	-%	6%	1%	2%	1%	*%	1%
			ei		i					
100-249	75	2	6	6	12	25	11	*	9	16
	4%	2%	5%	24%	9%	9%	3%	*%	14%	2%
					fi	fi			fgi	
250-499	21	2	1	1	3	5	2	1	*	9
	1%	2%	1%	4%	2%	2%	1%	1%	1%	1%
500-4,999	16	*	*	1	1	*	6	*	*	9
	1%	*%	*%	3%	1%	*%	1%	*%	*%	1%
5,000-49,999	15	-	4	-	4	4	2	-	1	4
	1%	-%	4%	-%	3%	2%	*%	-%	1%	*%
			i		i					
50,000-499,999	4	-	4	-	4	-	*	*	-	*
	*%	-%	3%	-%	3%	-%	*%	*%	-%	*%
			fi		fi					
500,000- 4,999,999	1	-	1	-	1	-	*	-	-	*
	*%	-%	*%	-%	*%	-%	*%	-%	-%	*%
5m+	5	2	-	-	-	-	3	-	-	*
	*%	2%	-%	-%	-%	-%	1%	-%	-%	*%
		i								
None - we never send this type of post	978	38	38	5	43	96	214	39	32	516
	49%	42%	33%	20%	30%	36%	51%	64%	51%	54%
							bde	bde		bde
Don't know	122	6	8	-	8	19	19	3	4	63
	6%	7%	7%	-%	6%	7%	4%	4%	7%	7%
NET: Send 'Any Other postal items'	900	47	71	19	90	155	187	20	26	376
	45%	51%	60%	80%	64%	58%	44%	32%	42%	39%
			fgi		fgi	fgi				

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
NET: 0-49	1705	75	83	16	100	213	369	57	47	841
	85%	83%	71%	69%	71%	79%	88%	94%	77%	88%
							bd	bd		bde
NET: 50+	173	9	25	7	33	37	32	1	10	51
	9%	10%	22%	31%	23%	14%	8%	2%	16%	5%
			fgi		fgi	i			i	
Answered	1878	84	109	24	133	250	401	58	57	892
Mean Score	18273.9	139783.2	24041.3	147.5	19767.8	515.7	45168.4	315.0	357.1	1851.8
		ei	i		i		i			
Standard error	6963.47	92437.32	15758.34	101.47	13409.75	251.30	22986.99	977.86	306.77	3033.11
Standard deviation	317964.65	910402.02	201189.07	475.95	182392.38	3615.60	517590.28	9225.08	2990.06	91094.34
Mean - excluding very high response (500,000+ per month)	820.5	30.8	10214.1	147.5	8406.2	515.7	174.3	315.0	357.1	209.6
			ae fi		ef i					

Columns Tested: a,b,c,d,e,f,g,h,i

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
1-24	671 34%	196 39%	132 31%	343 32%	551 33%	120 36%	- -%	601 33%	70 42%	652 34%	19 25%
25-49	55 3%	16 3%	22 5%	17 2%	50 3%	6 2%	- -%	49 3%	7 4%	55 3%	* 1%
50-99	37 2%	14 3%	9 2%	13 1%	31 2%	6 2%	- -%	30 2%	6 4%	37 2%	- -%
100-249	75 4%	39 8%	11 3%	25 2%	69 4%	5 2%	- -%	71 4%	4 2%	75 4%	- -%
250-499	21 1%	9 2%	2 1%	10 1%	20 1%	1 *	- -%	19 1%	2 1%	21 1%	- -%
500-4,999	16 1%	1 *%	6 1%	10 1%	11 1%	5 2%	- -%	15 1%	1 1%	16 1%	1 1%
5,000-49,999	15 1%	9 2%	2 *%	4 *%	14 1%	* *%	- -%	13 1%	2 1%	15 1%	- -%
50,000-499,999	4 *%	4 1%	* *%	* *%	4 *%	- -%	- -%	* *%	4 2%	4 *%	- -%
500,000- 4,999,999	1 *%	1 *%	* *%	* *%	1 *%	- -%	- -%	1 *%	- -%	1 *%	* *%
5m+	5 *%	2 *%	3 1%	* *%	5 *%	- -%	- -%	4 *%	1 1%	5 *%	- -%
None - we never send this type of post	978 49%	176 35%	214 51%	588 54%	805 48%	173 52%	- -%	921 50%	57 34%	927 48%	51 70%
Don't know	122 6%	33 7%	19 4%	70 6%	106 6%	16 5%	- -%	107 6%	15 9%	119 6%	3 4%
NET: Send 'Any Other postal items'	900 45%	291 58%	187 44%	422 39%	757 45%	143 43%	- -%	803 44%	97 57%	880 46%	19 27%
		bc						a	b	b	

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
NET: 0-49	1705	388	369	947	1406	299	-	1571	134	1635	70
	85%	78%	88%	88%	84%	90%	-%	86%	79%	85%	95%
		a	a								
NET: 50+	173	78	32	63	156	17	-	153	20	173	1
	9%	16%	8%	6%	9%	5%	-%	8%	12%	9%	1%
		bc									
Answered	1878	467	401	1010	1562	316	-	1724	154	1808	71
Mean Score	18273.9	31079.3	45168.4	1673.9	21958.0	75.8	-	15261	52033	18938.0	1259.9
		c	c								
Standard error	6963.47	18087.69	22986.99	2594.77	8166.14	48.72	-	7047.6	27668	7222.61	6821.99
Standard deviation	317964.65	399979.30	517590.28	85627.51	348570.66	790.17	-	293219	520571	323892.03	58685.01
Mean - excluding very high response (500,000+ per month)	820.5	2672.5	174.3	223.8	971.8	75.8	-	265.4	7070.2	851.7	24.7
		bc							a		

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

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
1-24	671 34%	434 35%	98 31%	130 32%
25-49	55 3%	24 2%	16 5%	14 3%
			a	
50-99	37 2%	7 1%	15 5%	15 4%
			a	
100-249	75 4%	17 1%	32 10%	25 6%
			a	a
250-499	21 1%	10 1%	9 3%	2 *%
500-4,999	16 1%	5 *%	3 1%	5 1%
5,000-49,999	15 1%	1 *%	5 2%	9 2%
			a	a
50,000-499,999	4 *%	4 *%	* *%	* *%
500,000- 4,999,999	1 *%	* *%	1 *%	- -%
5m+	5 *%	4 *%	1 *%	- -%
None - we never send this type of post	978 49%	669 53%	110 34%	193 48%
		b		b
Don't know	122 6%	78 6%	30 9%	14 3%
			c	
NET: Send 'Any Other postal items'	900 45%	507 40%	180 56%	199 49%
			a	a

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
NET: 0-49	1705	1127	225	337
	85%	90%	70%	83%
		bc		b
NET: 50+	173	49	66	56
	9%	4%	20%	14%
			a	a
Answered	1878	1175	290	393
Mean Score	18273.9	21357.4	30736.2	709.2
Standard error	6963.47	10042.41	19320.75	267.15
Standard deviation	317964.65	348024.32	404353.24	5520.33
Mean - excluding very high response (500,000+ per month)	820.5	914.6	615.6	709.2

Columns Tested: a,b,c

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
1-24	671 34%	573 34%	72 35%	17 33%	* 2%	4 16%	* 3%	* 1%	5 89%	645 34%	26 24%	10 17%
		d								d		
25-49	55 3%	27 2%	20 10%	6 11%	* 1%	2 7%	* 1%	* 1%	- -%	48 3%	8 7%	2 3%
			ai	ai							a	
50-99	37 2%	14 1%	11 5%	2 4%	2 18%	7 27%	* 2%	* 27%	* 1%	25 1%	12 11%	10 17%
			ai	ai	ai	abci					ai	ai
100-249	75 4%	45 3%	19 9%	5 9%	2 21%	2 9%	1 11%	- -%	- -%	64 3%	11 10%	6 11%
			ai	ai	ai						ai	a
250-499	21 1%	9 1%	5 2%	* *%	1 11%	5 20%	* *%	1 68%	* 3%	13 1%	8 7%	8 13%
					ai	abci					ai	abi
500-4,999	16 1%	11 1%	1 1%	1 2%	1 8%	* *%	2 18%	- -%	* *%	12 1%	4 4%	3 6%
					ai						ai	ai
5,000-49,999	15 1%	3 *%	* *%	5 10%	3 28%	4 13%	* *%	- -%	- -%	3 *%	12 11%	7 12%
				abi	abi	abi					abi	abi
50,000-499,999	4 *%	* *%	* *%	* *%	* 1%	- -%	4 28%	- -%	- -%	* *%	4 3%	4 6%
											ai	abi
500,000- 4,999,999	1 *%	* *%	* *%	1 1%	- -%	- -%	- -%	- -%	- -%	* *%	1 1%	- -%
				ai								
5m+	5 *%	2 *%	- -%	1 2%	* 1%	2 7%	- -%	- -%	- -%	2 *%	3 3%	2 4%
				ai		abi					ai	ai
None - we never send this type of post	978 49%	889 53%	72 35%	12 24%	* 2%	* *%	5 36%	* 2%	* 6%	961 51%	17 16%	5 9%
		bcdejk	dejk							bcdejk		
Don't know	122 6%	111 7%	8 4%	2 4%	1 9%	* *%	* 1%	* 1%	* *%	118 6%	3 3%	1 2%

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
NET: Send 'Any Other postal items'	900	683	129	37	10	27	8	1	5	812	88	51
	45%	41%	62%	72%	89%	100%	63%	97%	93%	43%	81%	89%
		ai	ai	ai	abi	abi				abi	abi	abi
NET: 0-49	1705	1489	165	35	1	6	5	*	5	1653	51	17
	85%	88%	79%	68%	5%	23%	39%	5%	95%	87%	47%	29%
		bcdejk	dejk	dek						bcdejk	d	
NET: 50+	173	83	36	14	10	21	8	1	*	119	54	40
	9%	5%	17%	28%	87%	77%	60%	94%	4%	6%	50%	69%
			ai	ai	abcij	abci					abi	abci
Answered	1878	1572	201	49	10	27	12	1	5	1773	105	56
Mean Score	18273.9	7844.2	658.1	165584.1	59934.6	441980.7	79360.6	277.6	25.2	7029.9	207244.4	243772.6
				abi		abi					abi	abi
Standard error	6963.47	5362.60	2008.02	100971.90	102047.28	254496.19	28888.74	168.35	40.21	4630.17	75350.79	110329.0
Standard deviation	317964.65	213563.6	35183.35	930914.89	568175.24	1589328.19	129194.36	505.06	113.73	201452.42	1044091	1141252
Mean - excluding very high response (500,000+ per month)	820.5	88.7	224.3	3027.9	11021.4	4130.6	79360.6	277.6	25.2	104.1	13285.7	22316.3
				abi	abci	abi					abi	abci

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

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
1-24	671 34%	323 31%	250 40%	98 31%	657 38%	655 46%	666 37%	662 47%	671 75%	253 40%	16 4%	565 52%	23 33%	35 39%	12 25%	13 27%	2 5%
			a			ac		ac	abcdf			acefg	ag	ag	a	a	
25-49	55 3%	9 1%	18 3%	28 9%	42 2%	52 4%	55 3%	52 4%	55 6%	27 4%	8 2%	19 2%	16 23%	5 6%	4 9%	2 4%	1 2%
				ab					ac				abd		b		
50-99	37 2%	2 *%	12 2%	23 7%	36 2%	37 3%	37 2%	33 2%	37 4%	28 4%	* *%	3 *%	7 10%	13 15%	2 5%	9 17%	2 6%
			a	ab					ac	abcd			ab	ab	ab	ab	ab
100-249	75 4%	12 1%	33 5%	30 9%	73 4%	73 5%	73 4%	75 5%	75 8%	69 11%	- -%	37 3%	4 6%	8 9%	5 12%	10 20%	9 24%
			a	a					ac	abcd		a	a	a	a	ab	ab
250-499	21 1%	3 *%	6 1%	12 4%	21 1%	21 1%	21 1%	21 2%	21 2%	19 3%	- -%	3 *%	* *%	5 5%	5 10%	3 6%	6 15%
				ab						c				ab	ab	ab	abc
500-4,999	16 1%	4 *%	7 1%	5 2%	16 1%	16 1%	16 1%	16 1%	16 2%	13 2%	- -%	13 1%	* *%	* *%	1 2%	1 2%	1 4%
														*%	2%	2%	a
5,000-49,999	15 1%	1 *%	1 *%	12 4%	14 1%	14 1%	14 1%	15 1%	15 2%	11 2%	- -%	4 *%	1 1%	* *%	5 10%	4 8%	* 1%
				ab											ab	ab	
50,000-499,999	4 *%	- -%	* *%	4 1%	4 *%	4 *%	4 *%	4 *%	4 *%	4 1%	- -%	- -%	- -%	- -%	- -%	* *%	4 10%
																*	ab
500,000- 4,999,999	1 *%	- -%	* *%	1 *%	1 *%	1 *%	1 *%	1 *%	1 *%	1 *%	- -%	- -%	- -%	- -%	* *%	1 1%	- -%
5m+	5 *%	2 *%	- -%	3 1%	1 *%	5 *%	5 *%	5 *%	5 1%	5 1%	2 *%	- -%	* *%	* *%	* *%	- -%	3 8%
																	ab
None - we never send this type of post	978 49%	641 61%	247 40%	90 28%	753 44%	460 33%	795 44%	436 31%	- -%	159 25%	352 86%	393 36%	12 17%	21 23%	11 24%	4 9%	2 6%
			bc	c	bdef	ef	bdef	e		e	bcdefg	cfg					

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
Don't know	122	60	51	11	102	73	110	75	-	37	33	57	7	2	1	3	7
	6%	6%	8%	4%	6%	5%	6%	5%	-%	6%	8%	5%	10%	3%	2%	6%	18%
					e	e	e	e		e							bd
NET: Send 'Any Other postal items'	900	356	327	217	866	877	892	883	900	430	27	644	51	67	34	42	28
	45%	34%	52%	68%	50%	62%	50%	63%	100%	69%	6%	59%	73%	75%	74%	85%	76%
			a	ab		ac		ac	abcd	ac		a	a	a	a	ab	a
NET: 0-49	1705	973	515	216	1453	1167	1516	1150	726	438	377	977	51	61	27	19	5
	85%	92%	82%	68%	84%	83%	84%	82%	81%	70%	92%	89%	73%	67%	58%	40%	13%
		bc	c		f	f	f	f	f		cdefg	cdefg	fg	fg	g		
NET: 50+	173	24	59	90	167	171	171	170	173	151	2	59	12	27	18	26	26
	9%	2%	9%	28%	10%	12%	9%	12%	19%	24%	*%	5%	17%	30%	40%	54%	69%
			a	ab					abcd	abcd		a	ab	ab	ab	abc	abcd
Answered	1878	997	574	306	1619	1338	1687	1319	900	588	379	1036	63	88	46	46	30
Mean Score	18273.9	11839.5	908.5	71786.3	7162.0	25652.5	20338.7	26013.6	38139.0	58152.3	28938	160.1	5325	9280.2	19633.0	35927.1	639912
				ab		a		ac		b		b		b		abcdef	
Standard error	6963.47	9027.92	1704.2	27721.38	4312.63	9719.51	7796.41	9981.29	14920.28	20905.29	22507	55.38	16626	20684.1	26537.9	29534.17	253500
Standard deviation	317964.65	265825.87	45696	619248.73	182715	376560	335427	379158	458662.14	566375.18	416222.01	1771	174370.83	234926	251760	302635.19	1828015
Mean - excluding very high response (500,000+ per month)	820.5	51.0	154.0	4616.7	945.6	1147.6	910.0	1168.3	1718.3	2455.5	1.4	160.1	335.5	173.4	3072.0	2984.4	38431.9
				ab					ac				a		abcd	abcd	abcdef

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

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Significance Level: 95%															
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
1-24	671 34%	557 39%	41 38%	26 35%	18 38%	9 38%	5 18%	2 11%	561 53%	60 33%	11 18%	13 29%	7 17%	3 19%	1 6%
25-49	55 3%	21 1%	12 11%	5 7%	2 4%	1 5%	* 1%	1 5%	11 1%	23 12%	12 20%	3 7%	2 5%	2 10%	* 1%
50-99	37 2%	7 1%	10 9%	7 10%	4 10%	2 8%	5 19%	* *%	3 *%	9 5%	10 16%	6 15%	6 16%	* *%	2 10%
100-249	75 4%	41 3%	4 3%	14 18%	5 10%	2 10%	8 29%	- -%	4 *%	45 25%	6 10%	3 7%	5 12%	* 3%	9 46%
250-499	21 1%	11 1%	1 1%	1 1%	1 3%	3 11%	1 3%	3 19%	3 *%	2 1%	* *%	6 14%	6 15%	1 6%	2 12%
500-4,999	16 1%	13 1%	* *%	1 1%	* 1%	* 2%	2 6%	* *%	5 1%	7 4%	* 1%	1 2%	* 1%	2 13%	- -%
5,000-49,999	15 1%	5 *%	1 1%	6 8%	3 6%	* 1%	* *%	* 1%	4 *%	* *%	1 1%	1 1%	8 20%	1 6%	* 2%
50,000-499,999	4 *%	* *%	- -%	- -%	- -%	* *%	* *%	4 24%	- -%	- -%	4 6%	* *%	- -%	- -%	* 1%
500,000- 4,999,999	1 *%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	* *%	* *%	- -%	- -%	1 3%	- -%
5m+	5 *%	* *%	- -%	- -%	* *%	- -%	- -%	1 7%	2 *%	- -%	* *%	* *%	- -%	- -%	3 15%
None - we never send this type of post	978 49%	690 48%	32 30%	10 14%	13 27%	4 16%	4 15%	* 1%	399 38%	29 16%	16 27%	8 20%	5 13%	2 15%	* 1%
Don't know	122 6%	81 6%	8 7%	5 7%	1 2%	1 4%	2 8%	5 31%	58 5%	8 4%	* *%	2 5%	* *%	4 24%	2 8%

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
NET: Send 'Any Other postal items'	900	656	68	59	33	18	21	10	594	146	44	32	33	10	18
	45%	46%	63%	79%	71%	80%	77%	68%	57%	80%	73%	75%	86%	61%	92%
		a	a	a	a	a	a		a	a	a	a	a		
NET: 0-49	1705	1269	85	41	32	13	9	3	971	112	39	24	14	7	1
	85%	89%	78%	55%	69%	59%	34%	18%	92%	61%	65%	56%	35%	44%	7%
		bcdefg	cfg		g				bcdef						
NET: 50+	173	77	15	28	14	8	16	8	22	64	21	17	25	5	17
	9%	5%	14%	38%	29%	36%	58%	51%	2%	35%	35%	40%	65%	31%	86%
		a	ab	ab	a	a	ab	ab	a	a	a	a	a	a	
Answered	1878	1346	101	69	46	21	25	11	993	175	60	41	39	12	18
Mean Score	18273.9	978.3	209.2	2352	6878.5	96184.3	1379.5	727848	11180	674.7	33368	20437.5	5619.3	129099.1	1004456
			b		ab									ab	
Standard error	6963.47	1963	174.2	727.1	18075.4	68035.4	2295.00	381828	8234	2517	25705	41305.5	1480.80	100159.01	459788
Standard deviation	317964.65	70407	2211	7592	177103	513656	17776.99	1909139	257252.79	37081	282758.49	345586	11081.3	600954.04	2298939
Mean - excluding very high response (500,000+ per month)	820.5	153.7	209.2	2352	1766.6	1504.2	1379.5	105008	141.1	177.6	16966	976.4	5619.3	2856.5	4045.2
			ab	ab	a	a	a				abd		abd	ab	

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

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
1-24	671 34%	539 55%	72 47%	30 29%	5 12%	5 15%	5 18%	5 13%	323 36%	148 40%	139 40%	30 26%	26 34%
		cdefg	deg										
25-49	55 3%	6 1%	27 17%	7 7%	7 15%	4 12%	1 2%	* *%	15 2%	13 3%	15 4%	11 10%	1 1%
			a	a	a	a						a	
50-99	37 2%	4 *%	5 3%	8 7%	9 19%	2 5%	1 3%	6 15%	1 *%	16 4%	6 2%	7 6%	7 9%
			a	a	ab	a	a	a		a	a	a	ac
100-249	75 4%	6 1%	4 3%	33 31%	11 24%	9 28%	* *%	11 29%	1 *%	34 9%	9 3%	18 16%	10 13%
				abf	ab	abf		abf		ac	a	ac	ac
250-499	21 1%	1 *%	1 1%	8 8%	2 4%	4 13%	* *%	5 13%	* *%	5 1%	6 2%	1 1%	8 11%
				a	a	ab		ab		a	a		abcd
500-4,999	16 1%	3 *%	* *%	7 6%	* 1%	1 2%	3 10%	2 5%	5 1%	1 *%	4 1%	3 3%	3 4%
				a			ab	a					
5,000-49,999	15 1%	1 *%	* *%	1 1%	* *%	4 12%	6 22%	2 4%	8 1%	1 *%	4 1%	* *%	1 2%
						abc	abcd	a					
50,000-499,999	4 *%	- -%	- -%	* *%	- -%	- -%	4 12%	* *%	- -%	* *%	* *%	* *%	4 5%
							abc						abc
500,000- 4,999,999	1 *%	* *%	- -%	- -%	- -%	- -%	* 1%	1 1%	- -%	* *%	* *%	- -%	1 1%
								a					
5m+	5 *%	- -%	- -%	- -%	- -%	- -%	2 6%	3 9%	4 *%	* *%	* *%	1 1%	* *%
							a	ab					
None - we never send this type of post	978 49%	368 37%	38 25%	9 9%	11 23%	4 11%	6 22%	* *%	475 53%	136 37%	137 40%	34 30%	12 17%
		ceg	cg		g				bcde	e	e		

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
Don't know	122	59	7	3	1	*	1	4	61	16	21	8	2
	6%	6%	4%	3%	2%	1%	3%	10%	7%	4%	6%	7%	3%
NET: Send 'Any Other postal items'	900	560	109	94	35	29	22	35	358	217	184	72	60
	45%	57%	71%	89%	75%	88%	75%	89%	40%	59%	54%	63%	81%
		a	ab		a		a			a	a	a	abc
NET: 0-49	1705	914	136	47	23	13	12	5	814	296	291	75	39
	85%	93%	89%	44%	50%	38%	42%	13%	91%	80%	85%	66%	52%
		cdefg	cdefg	g	g				bcde	de	de		
NET: 50+	173	15	11	56	22	20	16	30	19	56	30	31	34
	9%	1%	7%	53%	48%	60%	55%	77%	2%	15%	9%	27%	45%
			a	ab	ab	ab	ab	ab		a	a	ac	abc
Answered	1878	928	147	103	45	33	28	35	833	353	322	106	72
Mean Score	18273.9	154.7	52.8	670.3	106.8	3651.8	446785.5	617069	27561.8	1690.6	5875.6	57540.2	38529.2
						bcd	abcde	abcde					b
Standard error	6963.47	534.5	61.52	645.7	35.20	1255.72	217576.33	272020	15018.60	4665.94	8243.60	38759.69	28447.55
Standard deviation	317964.65	16115	809.1	7363	324.57	9227.63	1507413.1	1804378	403830.01	91433.44	167326.71	586540.60	283049.5
Mean - excluding very high response (500,000+ per month)	820.5	60.8	52.8	670.3	106.8	3651.8	44706.5	3506.4	290.6	170.8	493.2	196.7	14581.7
				a		abcd	abcdeg	ab					abcd

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

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
1-24	671 34%	355 36%	135 42%	127 47% ad	23 27%	16 33%	406 52% cd	116 46%	77 35%	27 30%	24 43%
25-49	55 3%	14 1%	9 3%	9 3%	11 13% abc	* *%	18 2%	10 4%	13 6%	10 11% a	1 1%
50-99	37 2%	6 1%	11 3% a	7 2%	7 9% a	5 11% a	10 1%	7 3%	5 2%	7 8% a	6 11% a
100-249	75 4%	27 3%	15 5%	7 3%	14 16% abc	10 22% abc	9 1%	36 14% ac	11 5% a	11 12% a	4 8% a
250-499	21 1%	8 1%	9 3%	1 *% ad	1 1%	1 3%	* *%	5 2% a	7 3% a	1 1%	7 13% abcd
500-4,999	16 1%	11 1%	* *%	3 1%	1 1%	1 1%	5 1%	1 *% a	4 2%	3 3%	3 5% a
5,000-49,999	15 1%	9 1%	3 1%	1 *% ad	* *%	* 1%	8 1%	2 1%	4 2%	* *%	1 2%
50,000-499,999	4 *%	* *%	- -%	* *%	* *%	4 8% abc	- -%	* *%	* *%	4 4% a	* *%
500,000- 4,999,999	1 *%	* *%	- -%	- -%	- -%	1 1%	- -%	* *%	* *%	- -%	1 1%
5m+	5 *%	1 *%	* *%	* *%	- -%	* *%	4 *%	* *%	* *%	1 1%	- -%
None - we never send this type of post	978 49%	502 51% bcde	127 40% e	96 35%	20 24%	7 15%	278 35% be	60 24%	93 43% be	24 26%	6 11%
Don't know	122 6%	60 6%	12 4%	20 8%	7 8%	2 4%	47 6%	15 6%	4 2%	3 4%	2 3%

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
NET: Send 'Any Other postal items'	900	432	183	155	57	37	461	178	120	64	48
	45%	43%	57%	57%	67%	81%	59%	70%	55%	70%	86%
		a	a	a	a	ab		ac			ac
NET: 0-49	1705	871	271	232	54	23	702	186	182	61	31
	85%	88%	84%	85%	65%	49%	89%	74%	84%	67%	55%
		de	de	de			bde		de		
NET: 50+	173	63	39	20	23	22	37	51	31	27	23
	9%	6%	12%	7%	27%	47%	5%	20%	14%	30%	41%
			a		abc	abc		a	a	ac	abc
Answered	1878	934	310	252	77	45	739	237	213	88	54
Mean Score	18273.9	8594.3	774.2	2173.0	174.9	61964.8	31404.3	2610.9	8750.5	79762.1	28889.7
						bcd				b	
Standard error	6963.47	7600.74	2731.36	5836.60	277.30	43063.02	16890.12	6517.06	11530.95	50913.76	33390.35
Standard deviation	317964.65	218049.83	51462.68	109504.30	3822.36	360291.0	430946.38	111554.14	205626.37	641998.15	277361.0
Mean - excluding very high response (500,000+ per month)	820.5	368.5	335.6	182.5	174.9	23179.7	332.5	352.1	629.7	11426.4	1180.7
						abcd				abc	

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

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
1-24	671 34%	395 54%	104 52%	93 37%	40 31%	20 37%	337 43%	52 44%	265 55%	598 35%	73 25%	628 40%	29 22%
		cd	cd						a	b		b	
25-49	55 3%	11 2%	10 5%	15 6%	14 10%	2 3%	38 5%	8 7%	5 1%	38 2%	18 6%	31 2%	11 9%
				a	a		c	c			a		a
50-99	37 2%	2 *	5 2%	12 5%	9 7%	4 8%	24 3%	9 7%	* *	21 1%	16 6%	28 2%	8 6%
				a	a	a	c	c			a		a
100-249	75 4%	2 *	12 6%	33 13%	20 15%	8 14%	52 7%	17 15%	6 1%	43 3%	31 11%	48 3%	25 19%
			a	a	a	a	c	ac			a		a
250-499	21 1%	1 *	4 2%	13 5%	2 1%	2 4%	14 2%	6 5%	1 *	7 *	14 5%	8 *	13 10%
				a		a		c			a		a
500-4,999	16 1%	4 1%	1 *	4 2%	1 1%	4 7%	13 2%	* *	3 1%	8 *	8 3%	9 1%	8 6%
						ab					a		a
5,000-49,999	15 1%	4 1%	4 2%	5 2%	* *	1 2%	9 1%	5 5%	- -	9 1%	6 2%	6 *	8 6%
								c					a
50,000-499,999	4 *%	- -%	* *%	* *%	* *%	4 7%	4 *%	* *%	- -%	4 *%	* *%	* *%	4 3%
						abc							a
500,000- 4,999,999	1 *%	- -%	- -%	* *%	1 1%	- -%	1 *%	* *%	- -%	* *%	1 *%	1 *%	- -%
5m+	5 *%	2 *%	2 1%	* *%	- -%	1 2%	4 1%	1 1%	- -%	5 *%	* *%	1 *%	* *%

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
None - we never send this type of post	978 49%	266 36%	48 24%	72 28%	39 30%	5 9%	255 32%	15 13%	166 34%	878 51%	101 35%	730 46%	23 17%
Don't know	122 6%	49 7%	10 5%	6 2%	4 3%	3 6%	35 4%	2 2%	37 8%	103 6%	18 6%	99 6%	4 3%
NET: Send 'Any Other postal items'	900 45%	421 57%	143 71%	175 69%	87 67%	45 85%	496 63%	99 85%	280 58%	732 43%	167 58%	760 48%	106 80%
NET: 0-49	1705 85%	672 91%	163 81%	180 71%	93 72%	26 50%	631 80%	75 64%	436 90%	1513 88%	191 67%	1390 87%	62 47%
NET: 50+	173 9%	15 2%	28 14%	67 27%	33 25%	23 44%	120 15%	39 34%	10 2%	97 6%	77 27%	101 6%	66 50%
Answered	1878	687	191	247	126	49	751	114	446	1610	268	1491	128
Mean Score	18273.9	16139.1	67214.6	4349.5	15610.7	148616.2	36770.6	58598.8	27.5	19384.8	11600.0	6302.2	17151.4
Standard error	6963.47	12233.47	40880.09	8474.86	16022.02	92035.69	15646.98	48223.55	9.88	7985.52	10968.49	4472.73	16012.83
Standard deviation	317964.65	309243.08	629341.00	144321.73	206429.33	873127.2	448061.40	582687.3	213.25	333293.88	203139.2	179801.50	214237.1
Mean - excluding very high response (500,000+ per month)	820.5	181.5	813.9	701.7	152.2	21858.7	1804.5	1549.4	27.5	822.8	806.8	175.5	9891.8
				a		abcd		c					a

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

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
1-24	671 34%	597 48%	58 33%	450 50%	211 43%	626 39%	31 24%	600 49%	55 29%	453 49%	208 44%
25-49	55 3%	35 3%	17 10%	24 3%	29 6%	33 2%	10 8%	33 3%	19 10%	26 3%	26 5%
50-99	37 2%	27 2%	10 6%	16 2%	17 4%	28 2%	9 7%	27 2%	10 5%	14 2%	19 4%
100-249	75 4%	41 3%	32 18% a	29 3%	46 9% a	47 3%	26 21% a	37 3%	36 19% a	34 4%	40 8% a
250-499	21 1%	6 *%	15 8% a	4 *%	17 4% a	9 1%	12 10% a	5 *%	15 8% a	4 *%	17 3% a
500-4,999	16 1%	8 1%	8 5% a	7 1%	9 2%	9 1%	8 6% a	8 1%	8 4% a	7 1%	9 2%
5,000-49,999	15 1%	9 1%	5 3%	9 1%	5 1%	10 1%	5 4% a	5 *%	9 5% a	9 1%	6 1%
50,000-499,999	4 *%	* *%	4 2% a	- -%	4 1%	4 *%	* *%	* *%	4 2% a	- -%	4 1%
500,000- 4,999,999	1 *%	- -%	1 *%	* *%	1 *%	1 *%	- -%	- -%	1 *%	- -%	1 *%
5m+	5 *%	5 *%	* *%	3 *%	2 *%	1 *%	* *%	3 *%	2 1%	5 1%	* *%
None - we never send this type of post	978 49%	439 36%	22 12%	309 34%	127 26%	731 46%	22 18%	439 36%	21 11%	308 34%	127 27%
		b		b		b		b			

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
Don't know	122	67	6	55	20	99	3	65	8	54	20
	6%	5%	3%	6%	4%	6%	2%	5%	4%	6%	4%
NET: Send 'Any Other postal items'	900	728	149	542	341	766	100	718	159	553	330
	45%	59%	84%	60%	70%	48%	80%	59%	85%	60%	69%
		a	a	a	a	a	a	a	a	a	a
NET: 0-49	1705	1071	96	783	367	1390	63	1071	96	788	362
	85%	87%	55%	86%	75%	87%	50%	88%	51%	86%	76%
		b	b	b	b	b	b	b	b	b	b
NET: 50+	173	96	75	68	101	107	59	86	85	74	95
	9%	8%	42%	8%	21%	7%	48%	7%	45%	8%	20%
		a	a	a	a	a	a	a	a	a	a
Answered	1878	1167	171	852	468	1497	122	1157	181	862	457
Mean Score	18273.9	25588.6	26088.0	21635.1	33987.1	6998.9	9161.9	15796.7	88767.2	33974.9	11016.2
		a	a	a	a	a	a	a	a	a	a
Standard error	6963.47	10973.60	17822.35	11917.80	17834.49	4467.11	16347.02	8659.80	41965.69	14929.19	8125.81
Standard deviation	317964.65	388905.25	278963.9	356539.48	417494.8	179908.52	215011.5	305679.73	670138.3	448373.19	189001.5
Mean - excluding very high response (500,000+ per month)	820.5	297.4	6957.9	342.4	2676.0	898.7	1521.4	198.2	7309.3	318.1	2764.5
		a	a	a	a	a	a	a	a	a	a

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

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
1-24	671 34%	391 46% b	485 36%	109 43%	4 74%	389 49%	402 42%	87 44%	4 88%	465 48%	342 45%	86 38%	2 100%
25-49	55 3%	39 5% b	29 2%	15 6% b	- -%	36 5%	27 3%	14 7%	- -%	45 5%	18 2%	17 8% b	- -%
50-99	37 2%	32 4% b	17 1%	12 5% b	- -%	31 4%	26 3%	12 6%	- -%	30 3%	13 2%	13 6% b	- -%
100-249	75 4%	64 8% b	36 3%	17 7% b	- -%	57 7% b	27 3%	15 7% b	- -%	55 6%	34 4%	17 8% b	- -%
250-499	21 1%	17 2%	12 1%	6 3%	- -%	19 2%	9 1%	6 3%	- -%	21 2% b	3 *%	3 1%	- -%
500-4,999	16 1%	9 1%	13 1%	6 2%	- -%	9 1%	13 1%	6 3%	- -%	9 1%	15 2%	6 3%	- -%
5,000-49,999	15 1%	12 1%	9 1%	5 2%	- -%	12 1%	9 1%	6 3%	- -%	12 1%	9 1%	5 2%	- -%
50,000-499,999	4 *%	4 *%	4 *%	* *%	- -%	4 *%	4 *%	* *%	- -%	4 *%	4 *%	* *%	- -%
500,000- 4,999,999	1 *%	1 *%	- -%	* *%	- -%	1 *%	* *%	* *%	- -%	1 *%	* *%	- -%	- -%
5m+	5 *%	1 *%	1 *%	- -%	- -%	5 1%	1 *%	* *%	- -%	5 1%	3 *%	* *%	- -%
None - we never send this type of post	978 49%	232 27%	663 49% ac	72 28%	1 26%	196 25%	371 39% ac	50 25%	1 12%	284 29%	276 36% a	72 32%	- -%
Don't know	122 6%	44 5%	88 6%	12 5%	- -%	29 4%	62 7% c	1 *%	- -%	44 5%	48 6%	5 2%	- -%

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
NET: Send 'Any Other postal items'	900	569	605	171	4	561	518	146	4	646	441	147	2
	45%	67%	45%	67%	74%	71%	55%	74%	88%	66%	58%	66%	100%
		b		b		b		b		b			
NET: 0-49	1705	662	1178	195	5	620	800	151	5	794	636	175	2
	85%	78%	87%	77%	100%	79%	84%	77%	100%	81%	83%	78%	100%
			ac										
NET: 50+	173	140	91	47	-	137	89	44	-	137	81	44	-
	9%	16%	7%	19%	-%	17%	9%	23%	-%	14%	11%	20%	-%
		b		b		b		b				b	
Answered	1878	802	1269	243	5	757	889	196	5	931	717	219	2
Mean Score	18273.9	13339.5	6986.6	2519.8	9.3	43858.9	9082.6	5449.9	11.0	36592.9	27059.0	3071.7	12.5
						b							
Standard error	6963.47	8219.80	5089.31	4273.06	4.29	16934.56	6613.79	10905.64	2.29	14133.42	13626.91	7363.71	*
Standard deviation	317964.65	247824.0	189948.0	70343.44	6.07	492268.7	213800.3	160650.05	4.58	450055.8	386389.5	117589.07	*
Mean - excluding very high response (500,000+ per month)	820.5	1780.9	1007.3	733.8	9.3	1892.1	1460.0	929.5	11.0	1528.1	1834.9	780.3	12.5

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

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
1-24	671 34%	612 39%	541 46%	423 46%	493 41%	342 33%	4 12%	312 49%	257 52%	243 54%	54 40%	31 36%
25-49	55 3%	26 2%	36 3%	29 3%	32 3%	23 2%	1 4%	11 2%	18 4%	17 4%	10 8%	6 7%
50-99	37 2%	23 1%	25 2%	11 1%	19 2%	17 2%	8 22% ab	9 1%	8 2%	7 2%	3 2%	1 1%
100-249	75 4%	37 2%	42 4%	31 3%	45 4%	33 3%	9 26% ab	27 4%	20 4%	25 6%	6 5%	6 7%
250-499	21 1%	8 1%	7 1%	5 1%	7 1%	5 1%	5 15% ab	4 1%	5 1%	4 1%	3 2%	2 2%
500-4,999	16 1%	10 1%	8 1%	9 1%	10 1%	10 1%	- -%	7 1%	2 -%	4 1%	4 3%	1 1%
5,000-49,999	15 1%	9 1%	8 1%	11 1%	9 1%	11 1%	4 12% ab	5 1%	6 1%	6 1%	4 3%	- -%
50,000-499,999	4 * -%	* * -%	4 * -%	- - -%	4 * -%	4 * -%	- - -%	- - -%	- - -%	- - -%	- - -%	- - -%
500,000- 4,999,999	1 * -%	1 * -%	* * -%	* * -%	1 * -%	* * -%	- - -%	- - -%	* * -%	* * -%	- - -%	- - -%
5m+	5 * -%	1 * -%	5 * -%	5 1%	5 * -%	1 * -%	2 6% ab	5 1%	2 * -%	3 1%	- - -%	- - -%
None - we never send this type of post	978 49%	729 47%	434 37%	336 37%	510 42%	536 51%	1 3%	221 35%	150 30%	120 27%	44 33%	36 41%
Don't know	122 6%	94 6%	65 6%	51 6%	79 6%	60 6%	* 1%	33 5%	28 6%	19 4%	5 3%	4 5%

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
NET: Send 'Any Other postal items'	900	727	677	524	624	447	33	379	318	309	84	47
	45%	47%	58%	58%	51%	43%	97%	60%	64%	69%	63%	54%
			a	a	b		ab					
NET: 0-49	1705	1367	1011	788	1034	901	7	544	425	380	108	73
	85%	88%	86%	86%	85%	86%	19%	86%	86%	85%	81%	84%
					c	c						
NET: 50+	173	89	99	72	100	82	27	56	43	49	20	9
	9%	6%	8%	8%	8%	8%	80%	9%	9%	11%	15%	11%
							ab					
Answered	1878	1456	1111	860	1134	983	34	600	468	429	128	82
Mean Score	18273.9	6508.9	28210.4	34872.4	28819.2	8782.2	341855.1	48220.3	24033	42083.5	1045.6	52.1
			a				ab					
Standard error	6963.47	4604.09	11439.1	15046.3	11300.18	6590.23	194723.20	22591.40	17790	24025.96	456.61	30.37
Standard deviation	317964.65	181964	400369	453392	399521.5	207775.1	1404168.95	534610.1	375285	498212.93	5001.92	261.24
Mean - excluding very high response (500,000+ per month)	820.5	234.2	1181.0	397.9	1179.9	1343.7	3688.7	280.7	416.6	409.9	1045.6	52.1
			a								a	

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

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
1-24	671 34%	75 38%	39 34%	37 39%	22 47%	598 36%	360 35%	622 36%	444 40%	314 32%	357 43%	565 35%	80 40%	- -%	475 34%	79 57%
25-49	55 3%	4 2%	9 8%	6 6%	8 17% a	33 2%	38 4%	48 3%	36 3%	34 3%	29 4%	38 2%	11 5%	- -%	39 3%	5 3%
50-99	37 2%	8 4%	8 7%	4 4%	1 1%	28 2%	27 3%	35 2%	22 2%	18 2%	33 4%	23 1%	7 4%	- -%	25 2%	* -%
100-249	75 4%	15 7%	13 11%	17 18%	5 10%	37 2%	48 5% a	55 3%	28 3%	42 4%	49 6%	37 2%	12 6%	- -%	32 2%	7 5%
250-499	21 1%	3 2%	3 2%	1 1%	1 1%	12 1%	12 1%	20 1%	7 1%	11 1%	17 2%	9 1%	7 4%	- -%	10 1%	* -%
500-4,999	16 1%	1 1%	1 1%	* -%	2 4%	11 1%	9 1%	11 1%	13 1%	5 1%	13 2%	6 -%	1 1%	- -%	10 1%	- -%
5,000-49,999	15 1%	5 3%	* -%	* -%	1 2%	6 -%	6 1%	11 1%	3 -%	5 1%	12 1%	6 -%	4 2%	- -%	13 1%	* -%
50,000-499,999	4 -%	* -%	4 3%	- -%	- -%	* -%	4 -%	4 -%	* -%	4 -%	4 -%	* -%	* -%	- -%	4 -%	- -%
500,000- 4,999,999	1 -%	* -%	1 -%	- -%	- -%	1 -%	1 -%	1 -%	1 -%	* -%	1 -%	1 -%	- -%	- -%	1 -%	* -%
5m+	5 -%	- -%	5 4%	* -%	* -%	5 -%	3 -%	5 -%	3 -%	1 -%	5 1%	3 -%	2 1%	- -%	5 -%	* -%
None - we never send this type of post	978 49%	76 38%	31 27%	24 26%	7 16%	825 50%	480 46%	837 48%	493 44%	510 51% d	251 30%	826 51% ac	70 35%	- -%	730 52% b	33 24%

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
Don't know	122	10	1	4	-	96	46	98	59	49	55	92	7	-	74	14
	6%	5%	1%	5%	-%	6%	4%	6%	5%	5%	7%	6%	3%	-%	5%	10%
NET: Send 'Any Other postal items'	900	112	82	64	40	731	506	812	556	434	518	687	125	-	613	92
	45%	57%	72%	69%	84%	44%	49%	46%	50%	44%	63%	43%	62%	-%	43%	66%
					a				ae		b		b		a	a
NET: 0-49	1705	155	78	67	38	1457	878	1507	973	858	636	1428	160	-	1244	117
	85%	79%	69%	72%	80%	88%	85%	86%	88%	86%	77%	89%	79%	-%	88%	84%
									ad		ac					
NET: 50+	173	33	34	22	9	100	109	141	76	86	132	84	34	-	99	8
	9%	16%	30%	24%	20%	6%	11%	8%	7%	9%	16%	5%	17%	-%	7%	6%
							ad				b		b			
Answered	1878	188	113	89	47	1557	986	1648	1049	944	769	1512	195	-	1343	125
Mean Score	18273.9	3692.7	279687	3635.0	28174.7	20502.2	20638.4	20037.5	19627.1	9892.4	44323.9	13079.7	59635.7	-	24379.0	4722.1
			ac								b		b			
Standard error	6963.47	6381.9	110679	15172.36	57916.81	8092.96	9286.89	7671.49	9137.11	6352.2	16846.55	6600.91	39342.18	-	9395.42	15480.12
Standard deviation	317964.65	87737	1232465.25	146316.9	409533.7	342496	333165	333070	334348	224942	494898.6	272562.5	592749.73	-	368703.09	161617.18
Mean - excluding very high response (500,000+ per month)	820.5	922.9	9320.4	105.3	686.9	190.8	1262.2	858.3	125.4	1254.8	1877.2	137.8	801.3	-	1071.7	22.6
			a				ad	ad		ad	b		b			

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

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
1-24	671 34%	303 40%	350 32%	271 45%	15 36%	111 38%	213 48%	89 34%	445 33%	132 35%	91 31%	143 38%	421 33%
25-49	55 3%	26 3%	20 2%	31 5%	4 9%	22 7%	16 4%	15 6%	33 2%	6 2%	8 3%	16 4%	26 2%
50-99	37 2%	20 3%	9 1%	15 3%	5 13%	16 5%	8 2%	20 8%	11 1%	3 1%	9 3%	12 3%	13 1%
100-249	75 4%	47 6%	9 1%	33 5%	7 16%	41 14%	8 2%	25 9%	41 3%	9 2%	23 8%	34 9%	18 1%
250-499	21 1%	6 1%	3 *%	18 3%	* *%	13 4%	5 1%	8 3%	12 1%	1 *%	8 3%	9 2%	4 *%
500-4,999	16 1%	9 1%	2 *%	7 1%	1 2%	6 2%	4 1%	5 2%	11 1%	* *%	3 1%	3 1%	10 1%
5,000-49,999	15 1%	11 1%	3 *%	10 2%	- -%	9 3%	1 *%	7 3%	3 *%	* *%	8 3%	1 *%	1 *%
50,000-499,999	4 *%	4 *%	- -%	* *%	- -%	4 1%	- -%	4 1%	* *%	- -%	* *%	4 1%	* *%
500,000- 4,999,999	1 *%	* *%	1 *%	1 *%	- -%	* *%	1 *%	1 *%	* *%	* *%	1 *%	* *%	- -%
5m+	5 *%	5 1%	* *%	2 *%	- -%	* *%	2 *%	3 1%	2 *%	* *%	* *%	1 *%	4 *%
None - we never send this type of post	978 49%	283 37%	635 57%	197 32%	9 21%	60 20%	172 39%	67 26%	707 53%	197 53%	130 44%	133 35%	694 55%
Don't know	122 6%	43 6%	74 7%	22 4%	1 2%	13 4%	17 4%	19 7%	79 6%	22 6%	16 5%	27 7%	76 6%

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
NET: Send 'Any Other postal items'	900	432	396	388	32	222	257	176	558	152	152	222	497
	45%	57%	36%	64%	77%	75%	58%	67%	42%	41%	51%	58%	39%
		b				b		bc			c	c	
NET: 0-49	1705	613	1004	499	28	192	401	171	1185	335	230	292	1141
	85%	81%	91%	82%	67%	65%	90%	65%	88%	90%	77%	76%	90%
		a				a		a	a				ab
NET: 50+	173	103	27	86	13	90	28	73	80	14	53	63	50
	9%	14%	2%	14%	31%	30%	6%	28%	6%	4%	18%	16%	4%
		b				b		bc			c	c	
Answered	1878	715	1031	585	41	282	429	243	1265	350	283	355	1192
Mean Score	18273.9	45142.4	1782.8	24593.9	108.7	12327.3	29470.1	85938.8	9776.3	2706.5	11483.7	23010.9	19128.8
		b				bc							
Standard error	6963.47	18895.33	2140.28	14167.43	74.50	11131.52	18925.37	40538.50	6584.35	5228.70	10426.53	17946.60	9493.99
Standard deviation	317964.65	505604.64	73458.59	364243.58	408.07	200984.88	405462.60	678338.9	240125.57	109678.1	202982.84	345675.95	337804.56
Mean - excluding very high response (500,000+ per month)	820.5	1944.4	90.5	627.2	108.7	4776.8	82.8	5243.1	121.9	34.9	904.3	3074.6	65.6
		b				b		bc			c	c	

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

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
1-24	671 34%	280 31%	391 35%
25-49	55 3%	26 3%	30 3%
50-99	37 2%	24 3%	13 1%
100-249	75 4%	58 7%	17 2%
250-499	21 1%	10 1%	11 1%
500-4,999	16 1%	4 *%	13 1%
5,000-49,999	15 1%	9 1%	6 1%
50,000-499,999	4 *%	* *%	4 *%
500,000- 4,999,999	1 *%	1 *%	- -%
5m+	5 *%	4 *%	1 *%
None - we never send this type of post	978 49%	441 49%	538 49%
Don't know	122 6%	37 4%	85 8%
NET: Send 'Any Other postal items'	900 45%	415 46%	485 44%
NET: 0-49	1705 85%	746 84%	958 87%

Columns Tested: a,b

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
NET: 50+	173	109	64
	9%	12%	6%
		b	
Answered	1878	856	1022
Mean Score	18273.9	31053.8	7576.7
Standard error	6963.47	12389.47	6412.04
Standard deviation	317964.65	418866.82	196798.36
Mean - excluding very high response (500,000+ per month)	820.5	407.7	1164.5

Columns Tested:: a,b

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
1-24	671	20	57	69	16	136	37	4	112	43	18	51	107
	34%	38%	28%	29%	23%	44%	30%	11%	36%	28%	20%	40%	37%
		g				bcdgij			g			gj	g
25-49	55	*	3	6	2	9	2	1	3	5	5	6	12
	3%	1%	2%	2%	2%	3%	2%	4%	1%	3%	5%	5%	4%
50-99	37	1	3	4	-	4	1	3	1	2	3	1	13
	2%	2%	2%	2%	-%	1%	1%	10%	*%	1%	3%	1%	5%
100-249	75	4	7	8	*	2	1	*	15	7	*	7	23
	4%	7%	4%	3%	1%	1%	*%	1%	5%	5%	*%	6%	8%
		e							e				def
250-499	21	1	3	4	1	1	3	*	4	-	1	2	1
	1%	1%	2%	2%	1%	*%	2%	*%	1%	-%	1%	2%	*%
500-4,999	16	*	*	5	1	3	*	-	5	*	*	-	2
	1%	*%	*%	2%	1%	1%	*%	-%	1%	*%	*%	-%	1%
5,000-49,999	15	*	1	5	*	4	-	*	*	-	*	-	5
	1%	1%	*%	2%	*%	1%	-%	*%	*%	-%	*%	-%	2%
50,000-499,999	4	*	-	-	*	-	-	-	-	-	*	-	4
	*%	*%	-%	-%	*%	-%	-%	-%	-%	-%	*%	-%	1%
500,000- 4,999,999	1	-	*	-	-	-	-	-	-	1	-	-	*
	*%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%
5m+	5	-	2	-	*	*	2	-	-	-	-	-	1
	*%	-%	1%	-%	*%	*%	2%	-%	-%	-%	-%	-%	*%
None - we never send this type of post	978	26	120	128	39	129	69	25	145	92	54	49	102
	49%	48%	59%	53%	58%	42%	56%	72%	47%	60%	62%	39%	36%
			ekl	l	ekl		el	ehkl		ekl	ekl		
Don't know	122	1	7	14	8	22	8	*	25	3	7	11	14
	6%	2%	3%	6%	12%	7%	7%	1%	8%	2%	8%	8%	5%
				bi									
NET: Send 'Any Other postal items'	900	27	77	101	19	159	46	9	141	59	27	68	168
	45%	50%	38%	41%	29%	51%	37%	27%	45%	38%	30%	53%	59%
		d				bdfgj			d			dj	bcdgij
NET: 0-49	1705	46	180	203	56	275	109	30	261	141	77	106	221
	85%	87%	88%	84%	84%	89%	88%	88%	84%	91%	88%	83%	78%
			l			l				l			

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
NET: 50+	173	6	17	25	2	14	6	4	25	10	4	10	49
	9%	11%	8%	10%	3%	4%	5%	11%	8%	7%	4%	8%	17% defj
Answered	1878	52	197	228	58	289	115	34	286	151	81	117	271
Mean Score	18273.9	735.3	57389.1	631.0	14129.9	883.0	102351.0	20.0	64.4	10020.1	382.6	25.9	31153.8
Standard error	6963.47	1094.63	37286.38	274.56	22719.97	3689.54	70070.75	38.30	23.81	13840.95	697.30	5.61	25872.67
Standard deviation	317964.65	12384.37	583624.21	3882.92	289178.05	53339.07	780274.79	419.52	347.44	166091.41	9198.06	64.16	396620.58
Mean - excluding very high response (500,000+ per month)	820.5	735.3	120.8	631.0	414.4	412.1	17.1	20.0	64.4	18.7	382.6	25.9	4192.6 b

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

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
1-24	671	146	189	160	176	335	336
	34%	29%	38%	32%	35%	34%	34%
25-49	55	10	13	10	23	23	33
	3%	2%	3%	2%	5%	2%	3%
50-99	37	8	5	6	17	13	23
	2%	2%	1%	1%	3%	1%	2%
100-249	75	19	3	23	30	22	53
	4%	4%	1%	5%	6%	2%	5%
250-499	21	8	5	4	4	13	9
	1%	2%	1%	1%	1%	1%	1%
500-4,999	16	5	4	5	2	9	7
	1%	1%	1%	1%	*%	1%	1%
5,000-49,999	15	6	4	*	5	10	5
	1%	1%	1%	*%	1%	1%	1%
50,000-499,999	4	*	*	-	4	*	4
	*%	*%	*%	-%	1%	*%	*%
500,000- 4,999,999	1	*	-	1	*	*	1
	*%	*%	-%	*%	*%	*%	*%
5m+	5	2	2	-	1	4	1
	*%	*%	*%	-%	*%	*%	*%
None - we never send this type of post	978	273	237	262	206	510	468
	49%	55%	47%	52%	41%	51%	47%
Don't know	122	23	38	29	32	61	61
	6%	5%	8%	6%	6%	6%	6%
NET: Send 'Any Other postal items'	900	204	224	209	262	429	471
	45%	41%	45%	42%	52%	43%	47%
NET: 0-49	1705	429	439	432	405	868	837
	85%	86%	88%	86%	81%	87%	84%

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
NET: 50+	173	48	23	39	63	71	102
	9%	10%	5%	8%	13%	7%	10%
		b			b		
Answered	1878	477	462	471	468	939	939
Mean Score	18273.9	24059.9	27807.9	3254.3	18076.9	25902.3	10646.8
Standard error	6963.47	15682.21	18233.34	4302.46	12982.71	11944.89	6999.13
Standard deviation	317964.65	375391.63	405666.10	93967.11	301690.85	390362.32	223205.27
Mean - excluding very high response (500,000+ per month)	820.5	433.2	315.3	46.6	2491.0	375.2	1264.7
					ac		

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

Table 39

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
1-24	412 21%	52 22%	360 20%	403 21%	8 10%	* 4%	* 8%	9 10%
				bcde				
25-49	1093 55%	54 22%	1039 59%	1048 55%	41 54%	3 35%	2 32%	46 51%
			a	cd	cd			d
50-99	70 3%	5 2%	65 4%	63 3%	6 8%	1 10%	* 6%	7 8%
					a	a		a
100-249	90 4%	12 5%	78 4%	82 4%	6 8%	2 19%	* 6%	8 9%
					a	abd		a
250-499	46 2%	4 2%	42 2%	39 2%	5 7%	2 18%	* 9%	7 8%
					a	abe	a	a
500-4,999	49 2%	3 1%	45 3%	42 2%	5 7%	1 10%	1 18%	7 8%
					a	a	abe	a
5,000-49,999	19 1%	2 1%	17 1%	16 1%	2 3%	* *	* 5%	3 3%
					a		a	a
50,000-499,999	3 *%	- -%	3 *%	3 *%	- -%	* *%	* 2%	* *%
							a	
500,000- 4,999,999	4 *%	- -%	4 *%	4 *%	* *%	* *%	* 3%	* *%
							abe	
5m+	11 1%	- -%	11 1%	11 1%	* *%	* 1%	* *%	* *%
None - we never send this type of post	188 9%	109 45%	80 5%	186 10%	2 2%	* 3%	* 10%	3 3%
		b		be			be	
Don't know	26 1%	* *%	25 1%	24 1%	1 1%	- -%	- -%	1 1%

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
NET: Send 'Any Letters / Large letters'	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
NET: 0-49	188	109	80	186	2	*	*	3
	9%	45%	5%	10%	2%	3%	10%	3%
		b		be			be	
NET: 50+	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Answered	1986	241	1745	1896	75	9	5	89
Mean Score	41124.1	95.3	46780.9	41818.5	17928.1	36518.6	135981	26399.6
			a				abe	
Standard error	10469.94	23.44	12876.91	12614.11	21840.53	47701.49	62272.3	17384.04
Standard deviation	493088.51	550.25	525750.20	495013.26	416690.68	467377.23	919439	452653.19
Mean - excluding very high response (500,000+ per month)	791.8	95.3	888.7	782.3	596.3	1404.5	6412.4	992.2
							abe	

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

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
1-24	412 21%	264 25% bdefhi	110 15% i	29 22% defhi	6 11%	2 8%	*	403 21% bdefhi	8 10%	1 6%
25-49	1093 55%	553 52% efi	419 59% efi	76 57% efi	32 58% efi	12 40%	2 32%	1048 55% efi	41 54% efi	5 34%
50-99	70 3%	23 2%	33 5%	6 5%	4 7%	3 10%	*	63 3%	6 8%	1 8%
100-249	90 4%	37 3%	41 6%	4 3%	3 5%	5 17%	*	82 4%	6 8%	2 15%
250-499	46 2%	20 2%	17 2%	2 1%	3 6% ag	4 12% abcg	*	39 2% abcg	5 7% abg	2 15% abcdgh
500-4,999	49 2%	19 2%	20 3%	3 2%	4 7% ag	2 7% abg	1 18% abcdegh	42 2%	5 7% abg	2 13% abcg
5,000-49,999	19 1%	2 *% a	12 2% a	3 2% a	2 3% a	1 3% a	*	16 1% ag	2 3% ag	* 2% ag
50,000-499,999	3 *%	- -% ag	2 *% ag	1 1% ag	- -% ag	* *% ag	*	3 *% ag	- -% ag	* 1% ag
500,000- 4,999,999	4 *%	* *% abgh	4 1% abgh	- -% abgh	- -% abgh	* *% abgh	*	4 *% abgh	* *% abgh	* 1% abgh
5m+	11 1%	10 1%	- -%	* *%	* *%	* *%	*	11 1%	* *%	* *%
None - we never send this type of post	188 9%	132 12% bdehi	45 6% bdehi	9 6% bdehi	2 3% bdehi	1 2% bdehi	*	186 10% deh	2 2% deh	1 5% deh
Don't know	26 1%	12 1%	10 1%	2 2%	1 2%	* *%	- -%	24 1%	1 1%	- -%

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
NET: Send 'Any Letters / Large letters'	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: 0-49	188	132	45	9	2	1	*	186	2	1
	9%	12%	6%	6%	3%	2%	10%	10%	2%	5%
		bdehi					deh	deh		
NET: 50+	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	1986	1060	703	133	55	29	5	1896	75	14
Mean Score	41124.1	58265.9	16122.0	46607.2	18675.4	22214.7	135980.8	41818.5	17928.1	72040.8
							bgh			b
Standard error	10469.94	22661.60	8027.47	48709.70	31507.34	19941.07	62272.27	12614.11	21840.5	35556.76
Standard deviation	493088.51	587018.56	204188.36	725758.22	471558.64	306340.50	919439.08	495013.26	416691	630067.3
Mean - excluding very high response (500,000+ per month)	791.8	128.2	1357.1	2934.9	453.7	1110.4	6412.4	782.3	596.3	3157.8
				ag	a	a	abdgh		a	ag

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
1-24	412 21%	339 22% cde	64 18% cde	8 10%	* 4%	* 8%	278 23%	40 14%	9 12%	3 8%	12 22%
25-49	1093 55%	858 55% de	190 54% de	41 54% de	3 35%	2 32%	702 57% e	173 60% e	46 64% e	20 51%	21 37%
50-99	70 3%	42 3%	21 6% a	6 8% a	1 10% a	* 6%	38 3%	18 6%	3 4%	2 4%	5 9%
100-249	90 4%	60 4%	22 6% a	6 8% a	2 19% abce	* 6%	57 5%	11 4%	7 10%	3 9%	3 6%
250-499	46 2%	32 2%	8 2% ab	5 7% ab	2 18% abc	* 9% ab	25 2%	12 4%	3 4%	3 7%	2 3%
500-4,999	49 2%	27 2% a	15 4% a	5 7% a	1 10% a	1 18% abc	24 2%	13 5%	1 1%	3 7%	4 7%
5,000-49,999	19 1%	11 1% a	5 1% a	2 3% a	* 3% a	* 5% a	3 *% a	5 2% a	2 2%	1 3%	4 7% a
50,000-499,999	3 *%	- -% a	3 1% a	- -%	* *% a	* 2% a	1 *% a	* *% a	1 1%	- -%	1 2%
500,000- 4,999,999	4 *%	3 *% abc	1 *% abc	* *% abc	* *% abc	* 3% abc	1 *% abc	3 1% abc	- -% abc	- -% abc	* *% abc
5m+	11 1%	10 1% abc	* *% abc	* *% abc	* 1% abc	* *% abc	10 1% abc	* *% abc	* *% abc	- -% abc	* *% abc
None - we never send this type of post	188 9%	164 10% bc	22 6% bc	2 2% c	* 3% c	* 10% c	71 6% c	13 4% c	1 1% c	5 11% c	3 5% c
Don't know	26 1%	21 1%	4 1%	1 1%	- -%	- -%	18 1%	2 1%	1 1%	- -%	1 1%

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
NET: Send 'Any Letters / Large letters'	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: 0-49	188	164	22	2	*	*	71	13	1	5	3
	9%	10%	6%	2%	3%	10%	6%	4%	1%	11%	5%
		bc				c					
NET: 50+	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	1986	1545	352	75	9	5	1210	288	72	40	56
Mean Score	41124.1	45451.8	25853.0	17928.1	36518.6	135980.8	53456.6	48985.6	8510.7	800.8	35680.3
						abc					
Standard error	10469.94	16329.18	19039.00	21840.53	47701.49	62272.27	19858.13	29759.98	13708.80	465.85	32446.71
Standard deviation	493088.51	501707.35	464801.27	416690.68	467377.23	919439.08	555318.06	563871.18	155701.99	4370.06	498455.79
Mean - excluding very high response (500,000+ per month)	791.8	263.3	3051.8	596.3	1404.5	6412.4	425.4	693.6	4736.4	800.8	7962.0
			a	a		ac			ab		ab

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

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
1-24	412	29	33	64	24	42	49	45	43	33
	21%	16%	26%	19%	30%	23%	16%	19%	27%	24%
25-49	1093	120	74	185	35	98	177	135	88	81
	55%	64%	57%	56%	45%	54%	56%	57%	55%	58%
50-99	70	6	1	10	5	3	14	11	6	3
	3%	3%	1%	3%	6%	2%	5%	5%	4%	2%
100-249	90	11	5	11	*	16	19	1	9	4
	4%	6%	4%	3%	*%	9%	6%	*%	5%	3%
						g	g			
250-499	46	1	2	9	5	4	11	7	1	3
	2%	1%	2%	3%	7%	2%	3%	3%	1%	2%
					a					
500-4,999	49	5	1	19	2	5	4	6	2	*
	2%	2%	1%	6%	2%	3%	1%	3%	1%	*%
5,000-49,999	19	1	*	7	*	5	3	*	1	-
	1%	*%	*%	2%	*%	3%	1%	*%	1%	-%
50,000-499,999	3	-	-	1	-	*	1	*	1	*
	*%	-%	-%	*%	-%	*%	*%	*%	1%	*%
500,000- 4,999,999	4	*	1	*	-	1	2	-	*	*
	*%	*%	1%	*%	-%	*%	1%	-%	*%	*%
5m+	11	2	-	4	-	4	-	-	-	-
	1%	1%	-%	1%	-%	2%	-%	-%	-%	-%
None - we never send this type of post	188	13	8	17	7	4	32	25	10	14
	9%	7%	6%	5%	9%	2%	10%	11%	6%	10%
							e	e		
Don't know	26	2	3	5	-	-	9	4	-	*
	1%	1%	3%	2%	-%	-%	3%	2%	-%	*%
NET: Send 'Any Letters / Large letters'	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: 0-49	188	13	8	17	7	4	32	25	10	14
	9%	7%	6%	5%	9%	2%	10%	11%	6%	10%
							e	e		

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
NET: 50+	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	1986	188	126	327	79	182	313	230	162	138
Mean Score	41124.1	63307.3	20345.8	84513.1	131.9	142901.4	19218.0	146.4	4416.9	558.9
Standard error	10469.94	51030.0	24426.06	47953.3	59.28	76450.79	16936.96	208.26	7650.67	3292.14
Standard deviation	493088.51	612360	247897.4	699855	506.46	911016.25	222126.20	2428.74	84157.32	35609.92
Mean - excluding very high response (500,000+ per month)	791.8	73.6	55.5	1571.5	131.9	853.2	1317.6	146.4	2047.7	108.6

Columns Tested: a,b,c,d,e,f,g,h,i

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
1-24	412 21%	99 25%	106 22%	158 18%	363 21%	48 20%	20 17%	21 26%	7 19%
25-49	1093 55%	215 54%	283 59%	497 56%	994 56%	99 41%	47 39%	35 44%	18 45%
50-99	70 3%	11 3%	13 3%	35 4%	59 3%	10 4%	6 5%	3 4%	1 3%
100-249	90 4%	20 5%	25 5%	31 4%	76 4%	14 6%	4 3%	8 10%	3 7%
250-499	46 2%	12 3%	4 1%	26 3%	43 2%	3 1%	2 2%	1 1%	1 2%
500-4,999	49 2%	7 2%	8 2%	29 3%	44 3%	4 2%	2 2%	1 1%	1 3%
5,000-49,999	19 1%	5 1%	1 *	10 1%	17 1%	2 1%	1 1%	* *%	1 2%
50,000-499,999	3 *%	* *%	1 *%	2 *%	3 *%	* *%	- -%	* *%	* *%
500,000- 4,999,999	4 *%	1 *%	1 *%	2 *%	4 *%	* *%	* *%	* *%	- -%
5m+	11 1%	4 1%	2 *%	4 1%	10 1%	1 *%	* *%	- -%	1 1%
None - we never send this type of post	188 9%	25 6%	31 6%	75 9%	131 7%	57 24%	38 32%	12 15%	7 18%
Don't know	26 1%	* *%	6 1%	19 2%	25 1%	* *%	- -%	* *%	- -%
NET: Send 'Any Letters / Large letters'	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested.: a,b,c,d,e,f,g,h

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
NET: 0-49	188 9%	25 6%	31 6%	75 9%	131 7%	57 24%	38 32%	12 15%	7 18%
						abcd	abcdgh	abd	abcd
NET: 50+	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Answered	1986	400	476	870	1746	240	120	80	40
Mean Score	41124.1	65381.4	31918.2	38681.1	42948.4	27851.3	4190.4	775.8	152943.4
									defg
Standard error	10469.94	33956.21	21305.36	19717.16	13843.2	17655.47	8553.83	2174.69	76244.87
Standard deviation	493088.51	618711.66	408707.6	450052.63	483719	557476.91	161393.3	39564.93	1342429
Mean - excluding very high response (500,000+ per month)	791.8	448.0	743.5	1100.0	854.0	342.1	132.3	232.3	1201.3

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

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
NET: 0-49	188	17	9	4	13	25	50	15	*	68
	9%	19%	7%	16%	9%	9%	12%	24%	1%	7%
		hi						beh		
NET: 50+	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	1986	90	117	24	140	269	413	61	62	948
Mean Score	41124.1	134298.4	51889.0	93890.9	58982.9	648.1	65115.0	99327.2	3158.6	29420.3
		ei	e		e					
Standard error	10469.94	87577.96	27338.20	108697.45	27685.37	321.24	26506.52	111086.13	18821.08	13401.70
Standard deviation	493088.51	884494.03	362682.24	509836.24	389567.68	4850.58	612524.41	1077019.99	189149.51	414803.67
Mean - excluding very high response (500,000+ per month)	791.8	50.2	3835.0	161.7	3223.3	648.1	1123.6	83.5	224.7	488.3
			i		i					

Columns Tested: a,b,c,d,e,f,g,h,i

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
1-24	412 21%	102 20%	91 22%	219 20%	336 20%	75 23%	- -%	389 21%	23 14%	394 20%	18 24%
25-49	1093 55%	263 53%	204 49%	625 58%	879 53%	214 65%	- -%	999 55%	94 56%	1057 55%	36 49%
50-99	70 3%	16 3%	16 4%	38 4%	67 4%	2 1%	- -%	66 4%	4 2%	69 4%	1 1%
100-249	90 4%	16 3%	20 5%	53 5%	79 5%	11 3%	- -%	84 5%	6 4%	89 5%	1 1%
250-499	46 2%	12 2%	16 4%	18 2%	42 3%	4 1%	- -%	43 2%	4 2%	46 2%	* *%
500-4,999	49 2%	20 4%	7 2%	21 2%	42 3%	7 2%	- -%	41 2%	7 4%	49 3%	* *%
5,000-49,999	19 1%	8 2%	4 1%	7 1%	19 1%	- -%	- -%	11 1%	8 5%	17 1%	2 3%
50,000-499,999	3 *%	1 *%	1 *%	1 *%	3 *%	* *%	- -%	2 *%	1 1%	3 *%	- -%
500,000- 4,999,999	4 *%	3 1%	1 *%	* *%	4 *%	- -%	- -%	1 *%	3 2%	4 *%	- -%
5m+	11 1%	2 *%	4 1%	5 *%	10 1%	* *%	- -%	11 1%	* *%	11 1%	- -%
None - we never send this type of post	188 9%	55 11%	50 12%	84 8%	171 10%	18 5%	- -%	176 10%	13 8%	172 9%	16 22%
Don't know	26 1%	6 1%	8 2%	12 1%	23 1%	2 1%	- -%	18 1%	7 4%	24 1%	1 2%

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

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
NET: Send 'Any Letters / Large letters'	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: 0-49	188	55	50	84	171	18	-	176	13	172	16
	9%	11%	12%	8%	10%	5%	-%	10%	8%	9%	22%
											a
NET: 50+	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	1986	499	413	1073	1653	332	-	1823	163	1912	73
Mean Score	41124.1	41233.7	65115.0	31826.0	45847.6	17631.4	-	39479	59530	42697.4	164.7
Standard error	10469.94	18735.19	26506.52	13774.86	11340.11	27611.10	-	11565	23781	10860.49	99.66
Standard deviation	493088.51	430501.92	612524.41	468345.28	499866.18	457878.22	-	495677	464180	502407.63	880.15
Mean - excluding very high response (500,000+ per month)	791.8	1257.2	1123.6	449.2	913.7	189.9	-	605.5	2902.1	816.1	164.7
									a		

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

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
1-24	412 21%	329 26% bc	24 8%	56 14%
25-49	1093 55%	717 57%	170 53%	193 48%
50-99	70 3%	25 2%	29 9% ac	15 4%
100-249	90 4%	23 2%	38 12% a	29 7% a
250-499	46 2%	15 1%	7 2%	24 6% a
500-4,999	49 2%	8 1%	11 3% a	30 7% a
5,000-49,999	19 1%	5 *%	9 3% a	5 1%
50,000-499,999	3 *%	1 *%	2 1%	* *%
500,000- 4,999,999	4 *%	* *%	1 *%	3 1%
5m+	11 1%	11 1%	* *%	* *%
None - we never send this type of post	188 9%	108 9%	26 8%	51 13%
Don't know	26 1%	18 1%	5 2%	3 1%

Columns Tested: a,b,c

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
NET: Send 'Any Letters / Large letters'	-	-	-	-
	-%	-%	-%	-%
NET: 0-49	188	108	26	51
	9%	9%	8%	13%
NET: 50+	-	-	-	-
	-%	-%	-%	-%
Answered	1986	1242	318	406
Mean Score	41124.1	54974.3	16111.0	20236.8
Standard error	10469.94	16565.15	12283.27	11437.92
Standard deviation	493088.51	592421.15	267143.39	241824.83
Mean - excluding very high response (500,000+ per month)	791.8	390.8	2800.2	386.8
			ac	

Columns Tested:: a,b,c

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
1-24	412 21%	378 22% bjk	29 14%	4 9%	* *%	- -%	- -%	* 1%	* 6%	407 22% jk	5 4%	* 1%
25-49	1093 55%	973 58% bejk	77 37%	29 56% ek	3 31%	4 13%	3 25%	* 19%	5 89%	1050 55% bejk	44 40%	15 26%
50-99	70 3%	39 2%	27 13% ai	1 2%	* 2%	2 8%	* 2%	- -%	- -%	66 4%	3 3%	3 4%
100-249	90 4%	52 3%	27 13% ai	6 12% a	1 13%	4 14% a	* *% a	* 2%	- -%	78 4%	11 10% ai	5 9%
250-499	46 2%	27 2%	7 4%	3 6%	1 8%	8 28% abi	* 3%	* 5%	* *%	34 2%	12 11% ai	9 16% abi
500-4,999	49 2%	12 1%	22 10% ai	3 6% a	5 42% abci	6 24% ai	* 3%	1 71%	- -%	33 2%	15 14% ai	12 22% ai
5,000-49,999	19 1%	7 *% ai	4 2%	4 8% ai	* 3%	* *% ai	4 30%	- -%	* *%	11 1%	8 7% ai	4 7% ai
50,000-499,999	3 *% ai	* *% ai	1 1%	1 2% ai	* *% ai	1 4% ai	- -%	- -%	- -%	1 *% ai	2 2% ai	1 2% ai
500,000- 4,999,999	4 *% ai	4 *% ai	- -%	* *% ai	- -%	- -%	* 1%	* 1%	* 4%	4 *% ai	* *% ai	* 1%
5m+	11 1%	9 1%	- -%	- -%	* 1%	2 7% abi	- -%	- -%	* *%	9 *% ai	2 2% ai	2 4% ai
None - we never send this type of post	188 9%	169 10%	14 7%	* *% ai	- -%	1 2%	4 35%	- -%	- -%	183 10% ai	5 5% ai	5 9% ai
Don't know	26 1%	25 1%	* *% ai	- -%	- -%	* 2%	- -%	- -%	- -%	25 1% ai	* *% ai	* 1%

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
NET: Send 'Any Letters / Large letters'	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: 0-49	188	169	14	*	-	1	4	-	-	183	5	5
	9%	10%	7%	*%	-%	2%	35%	-%	-%	10%	5%	9%
NET: 50+	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	1986	1668	209	52	11	27	13	1	5	1877	109	57
Mean Score	41124.1	39541.5	2140.7	13339.8	90631.5	452056.5	28991.7	39968.6	152034.6	35382.8	140082.6	253945.8
						abci					abi	abi
Standard error	10469.94	11838.77	1131.23	14917.44	185516.75	251437.10	54285.25	339906.07	317544.12	10207.05	63171.38	115188.1
Standard deviation	493088.51	485678.2	20580.91	141519.24	1081739.27	1590227.85	248766.28	1074877.36	952632.36	458067.99	902267.8	1229872
Mean - excluding very high response (500,000+ per month)	791.8	165.5	2140.7	7424.8	1154.2	13504.2	8105.2	585.4	53.2	386.6	7895.4	8336.0
			ai	ai		abi					abi	abi

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

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
Don't know	26	11	14	1	-	-	-	11	3	13	-	-	-	-	-	-	-
	1%	1%	2%	*%	-%	-%	-%	1%	*%	2%	-%	-%	-%	-%	-%	-%	-%
								abc		abce							
NET: Send 'Any Letters / Large letters'	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: 0-49	188	132	37	20	-	-	-	89	8	20	-	-	-	-	-	-	-
	9%	12%	6%	6%	-%	-%	-%	6%	1%	3%	-%	-%	-%	-%	-%	-%	-%
		bc						abce	abc	abce							
NET: 50+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	1986	1048	620	318	1722	1410	1797	1390	900	617	412	1093	70	90	46	49	37
Mean Score	41124.1	21670.9	69766	49437.2	40599.7	41629.8	45435.7	58407.1	62086.9	94887.2	12.5	29.0	81.1	157.7	374.4	2059.7	2182310
										abc			b	bc	bcd	bcde	bcdef
Standard error	10469.94	11922.70	23173	22959.41	11171.6	12388.2	11635.0	14997.1	19877.86	26613.89	-	.27	.61	3.19	7.00	103.65	375900
Standard deviation	493088.51	359662.76	644281	531052.63	489641	495375	518118	586231	611062.45	747561.38	-	8.90	6.62	37.57	67.47	1092.07	2911707
Mean - excluding very high response (500,000+ per month)	791.8	55.4	353.6	4083.5	911.4	1107.2	875.5	1120.4	1658.3	1840.7	12.5	29.0	81.1	157.7	374.4	2059.7	61916.0
			a	ab									b	bc	bcd	bcde	bcdef

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

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
NET: Send 'Any Letters / Large letters'	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: 0-49	188	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: 50+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	1986	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
Mean Score	41124.1	22780	272.1	3913	10063.5	2334.8	3545.2	2392524	106.5	266.5	39231	9339.6	2544.3	3844.8	2788675
				b			b	abcdef			a			ab	
Standard error	10469.94	9481	163.5	9164	4231.97	2776.33	248.68	594359	45.12	261.7	28785	18258.7	8833.06	252.09	591572
Standard deviation	493088.51	351035.7	2151	99544	43364.7	21325.4	2004.90	3255437	1456	3986	320531.05	158125	67270.6	1614.13	3130306
Mean - excluding very high response (500,000+ per month)	791.8	40.5	272.1	354.7	10063.5	2334.8	3545.2	93101.3	106.5	266.5	1986	429.1	941.1	3844.8	118069
			a	a	abc	a	abc				ab		ad	abde	

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

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
1-24	412 21%	141 14%	8 5%	1 1%	1 2%	1 4%	2 6%	- -%	281 31%	69 19%	45 13%	14 12%	2 2%
		c							bcde	e			
25-49	1093 55%	705 72%	87 57%	57 54%	12 25%	12 37%	7 24%	6 14%	572 64%	239 65%	216 63%	43 38%	22 29%
		bcdefg	dfg	dg					de	de	de		
50-99	70 3%	18 2%	21 14%	4 4%	11 23%	3 8%	- -%	1 3%	12 1%	26 7%	21 6%	6 5%	5 6%
		a	a		ac					a	a		
100-249	90 4%	24 2%	18 12%	18 17%	3 8%	3 9%	* 2%	7 17%	10 1%	15 4%	33 10%	24 21%	7 9%
		a	a					a		a	a	abc	a
250-499	46 2%	12 1%	6 4%	9 8%	4 9%	4 12%	5 18%	5 13%	4 *%	3 1%	13 4%	11 10%	15 20%
				a	a	a	a	a			a	ab	abc
500-4,999	49 2%	7 1%	3 2%	13 12%	5 11%	2 6%	5 17%	12 30%	6 1%	5 1%	9 2%	12 11%	17 23%
				ab	a	a	ab	ab				abc	abc
5,000-49,999	19 1%	1 *%	1 1%	1 1%	5 10%	4 11%	5 18%	2 6%	1 *%	5 1%	5 1%	2 2%	6 8%
					ab	ab	abc	a					abc
50,000-499,999	3 *%	* *%	- -%	* *%	- -%	* *%	- -%	3 9%	- -%	1 *%	* *%	1 1%	1 1%
								ab					
500,000- 4,999,999	4 *%	- -%	- -%	- -%	2 4%	1 2%	* 1%	1 3%	1 *%	3 1%	* *%	* *%	* *%
					a	a		a					
5m+	11 1%	9 1%	- -%	- -%	- -%	- -%	- -%	2 5%	6 1%	4 1%	1 *%	- -%	- -%
None - we never send this type of post	188 9%	64 7%	9 6%	4 4%	3 7%	4 11%	5 16%	* 1%	- -%	- -%	- -%	- -%	- -%

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

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Number of parcels and packets sent						Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
Don't know	26	8	*	2	-	-	-	-	-	-	-	-	-
	1%	1%	*%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Send 'Any Letters / Large letters'	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: 0-49	188	64	9	4	3	4	5	*	-	-	-	-	-
	9%	7%	6%	4%	7%	11%	16%	1%	-%	-%	-%	-%	-%
NET: 50+	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	1986	983	154	106	46	33	29	39	894	369	343	114	74
Mean Score	41124.1	56341	171.8	588.7	123852	70472.8	20196.9	439936	41410.2	95264.3	23046.1	4588.0	10477.7
				bc		b		abc		d			
Standard error	10469.94	19597	70.05	271.2	60690.2	57368.9	30228.22	212309	17552.33	34516.47	23735.36	4192.54	10973.71
Standard deviation	493088.51	608462.92	942.4	3186	569325	433126	213745.78	1501248	488005.23	698052.41	500698.06	65489.51	112981.3
Mean - excluding very high response (500,000+ per month)	791.8	71.2	171.8	588.7	3111.3	2624.9	4116.5	29210.5	60.5	1327.9	508.4	3351.7	6347.9
				a	abc	ab	abc	abcdef		a		ac	abc

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

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
NET: Send 'Any Letters / Large letters'	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: 0-49	188	-	-	-	-	-	-	-	-	-	-
	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: 50+	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	1986	994	322	272	84	47	786	252	217	92	56
Mean Score	41124.1	31840.0	110405.6	4921.8	2524.8	10885.4	17865.0	130829.6	36879.1	5091.1	11909.5
			ac					ad			
Standard error	10469.94	13539.07	43967.86	11720.99	4840.38	7833.03	11887.95	46748.89	34455.24	2461.84	15098.42
Standard deviation	493088.51	400033.19	853701.48	230280.88	68794.78	68286.74	312044.53	828392.49	630634.45	32286.67	129881.6
Mean - excluding very high response (500,000+ per month)	791.8	570.7	1159.0	343.8	849.4	9954.5	72.6	2118.8	651.3	5091.1	6459.9
						abcd		a	a	ac	ac

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

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
1-24	412 21%	101 14%	18 9%	24 9%	10 7%	1 2%	85 11%	8 7%	61 13%	370 22%	41 14%	341 21%	18 13%
25-49	1093 55%	529 72%	125 62%	145 57%	47 36%	28 53%	446 57%	64 55%	370 77%	962 56%	132 46%	1024 64%	58 44%
50-99	70 3%	16 2%	10 5%	23 9%	6 5%	4 7%	39 5%	15 13%	5 1%	53 3%	17 6%	50 3%	14 10%
100-249	90 4%	17 2%	19 9%	12 5%	25 19%	* 1%	53 7%	10 8%	11 2%	78 5%	12 4%	79 5%	8 6%
250-499	46 2%	8 1%	7 4%	10 4%	11 8%	4 8%	32 4%	8 7%	4 1%	38 2%	8 3%	36 2%	11 8%
500-4,999	49 2%	10 1%	3 1%	5 2%	17 13%	7 14%	29 4%	5 4%	11 2%	30 2%	19 7%	36 2%	12 9%
5,000-49,999	19 1%	1 *%	* *%	10 4%	3 2%	5 10%	14 2%	2 2%	3 1%	12 1%	7 2%	8 1%	11 8%
50,000-499,999	3 *%	1 *%	1 1%	* *%	* *%	1 2%	2 *%	1 1%	- -%	3 *%	* *%	3 *%	* *%
500,000- 4,999,999	4 *%	- -%	- -%	3 1%	* *%	1 2%	2 *%	2 2%	* *%	3 *%	1 *%	3 *%	1 1%
5m+	11 1%	4 1%	2 1%	5 2%	- -%	- -%	11 1%	- -%	- -%	11 1%	* *%	9 1%	* *%
None - we never send this type of post	188 9%	49 7%	13 6%	15 6%	12 9%	* 1%	70 9%	2 1%	18 4%	141 8%	47 16%	- -%	- -%

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
Don't know	26	3	6	2	*	-	8	-	3	20	5	-	-
	1%	*%	3%	1%	*%	-%	1%	-%	1%	1%	2%	-%	-%
		a											
NET: Send 'Any Letters / Large letters'	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: 0-49	188	49	13	15	12	*	70	2	18	141	47	-	-
	9%	7%	6%	6%	9%	1%	9%	1%	4%	8%	16%	-%	-%
							c				a		
NET: 50+	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	1986	736	198	253	130	53	783	116	482	1701	285	1590	132
Mean Score	41124.1	31269.9	61226.4	166953.9	3327.0	65522.1	96648.9	46787.9	195.2	45277.8	16296.1	42023.6	23434.7
				ad			c	c					
Standard error	10469.94	16542.87	37862.54	57645.44	6375.98	42525.70	26096.96	28777.86	708.68	12081.74	14621.44	12107.90	18542.81
Standard deviation	493088.51	429159.25	596259.88	1013314.42	85066.24	412302.0	767090.81	353628.2	15846.51	520357.03	278575.8	504334.33	252890.2
Mean - excluding very high response (500,000+ per month)	791.8	476.1	1740.0	1005.7	977.6	9037.5	1418.1	3461.8	105.2	741.4	1092.0	765.3	2672.1
						abcd		c					

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

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
1-24	412 21%	47 4%	6 4%	99 11%	56 11%	341 21%	18 14%	45 4%	8 4%	100 11%	55 11%
25-49	1093 55%	971 79%	113 64%	612 67%	274 56%	1023 64%	59 47%	978 80%	106 56%	616 67%	270 57%
50-99	70 3%	48 4%	16 9%	24 3%	34 7%	50 3%	13 10%	45 4%	19 10%	27 3%	31 7%
100-249	90 4%	74 6%	9 5%	40 4%	33 7%	75 5%	12 10%	69 6%	14 8%	39 4%	34 7%
250-499	46 2%	37 3%	8 5%	32 4%	13 3%	40 2%	7 5%	33 3%	12 6%	32 4%	13 3%
500-4,999	49 2%	36 3%	11 6%	24 3%	22 5%	40 3%	8 6%	32 3%	15 8%	22 2%	24 5%
5,000-49,999	19 1%	8 1%	11 6% a	6 1%	13 3%	12 1%	7 6% a	8 1%	11 6% a	6 1%	13 3%
50,000-499,999	3 *%	2 *%	1 1%	1 *%	2 *%	3 *%	* *%	2 *%	1 1%	1 *%	2 *%
500,000- 4,999,999	4 *%	3 *%	1 1%	3 *%	1 *%	3 *%	1 1%	3 *%	1 1%	3 *%	1 *%
5m+	11 1%	7 1%	- -%	6 1%	5 1%	9 1%	* *%	7 1%	* *%	11 1%	* *%
None - we never send this type of post	188 9%	- -%	- -%	55 6%	34 7%	- -%	- -%	- -%	- -%	55 6%	34 7%
Don't know	26 1%	- -%	- -%	8 1%	3 1%	- -%	- -%	- -%	- -%	8 1%	3 1%

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

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
NET: Send 'Any Letters / Large letters'	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: 0-49	188	-	-	55	34	-	-	-	-	55	34
	9%	-%	-%	6%	7%	-%	-%	-%	-%	6%	7%
NET: 50+	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	1986	1234	177	902	488	1597	125	1222	189	912	478
Mean Score	41124.1	44330.8	22785.8	54122.1	66338.2	41998.8	22726.2	43891.1	26973.5	83019.0	11444.0
Standard error	10469.94	14258.79	14322.78	18593.86	25385.78	12066.62	18915.17	14130.97	20601.86	b	8886.38
Standard deviation	493088.51	522541.43	229164.4	573704.34	609258.8	503483.25	253773.7	515538.29	337267.0	706086.20	212531.2
Mean - excluding very high response (500,000+ per month)	791.8	683.3	4060.2	512.9	2246.9	831.1	1937.1	680.8	3867.1	502.0	2286.1
			a		a				a		a

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

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
NET: 0-49	188	-	-	-	-	-	-	-	-	64	49	17	-
	9%	-%	-%	-%	-%	-%	-%	-%	-%	7%	6%	8%	-%
NET: 50+	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	1986	846	1357	254	5	785	951	197	5	972	764	224	2
Mean Score	41124.1	48360.9	42676.1	109562.9	21.8	71627.9	30927.3	153742.1	113.3	60186.7	68515.6	126181.2	25.0
Standard error	10469.94	15735.32	13688.89	47382.52	4.29	21806.81	12884.40	61594.43	63.07	18129.13	21733.10	53792.80	*
Standard deviation	493088.51	491335.3	529107.1	799909.05	6.07	654567.7	429844.9	921861.09	126.14	594126.6	635484.3	872372.61	*
Mean - excluding very high response (500,000+ per month)	791.8	1782.2	785.5	2018.3	21.8	1907.6	1105.6	2427.0	113.3	1554.5	1323.4	1835.7	25.0

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

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
1-24	412 21%	340 22%	51 4%	113 12%	230 19%	245 23%	2 5%	70 11%	56 11%	48 11%	11 8%	4 4%
25-49	1093 55%	999 64%	918 78%	587 64%	795 66%	635 61%	11 34%	436 69%	326 66%	285 63%	84 63%	61 71%
50-99	70 3%	45 3%	42 4%	29 3%	46 4%	31 3%	1 3%	11 2%	22 4%	13 3%	5 4%	2 2%
100-249	90 4%	70 5%	69 6%	44 5%	59 5%	63 6%	5 13%	34 5%	29 6%	36 8%	12 9%	2 2%
250-499	46 2%	38 2%	32 3%	27 3%	28 2%	24 2%	1 4%	15 2%	15 3%	14 3%	5 4%	4 5%
500-4,999	49 2%	38 2%	40 3%	24 3%	32 3%	27 3%	12 35%	16 3%	15 3%	19 4%	7 6%	4 4%
5,000-49,999	19 1%	8 1%	11 1%	7 1%	11 1%	10 1%	1 2%	3 *	4 1%	5 1%	2 1%	1 1%
50,000-499,999	3 *%	3 *%	3 *%	3 *%	3 *%	3 *%	1 3%	3 *%	2 *%	2 *%	1 1%	- -%
500,000- 4,999,999	4 *%	2 *%	2 *%	* *%	2 *%	* *%	- -%	* *%	* *%	* *%	* *%	* *%
5m+	11 1%	5 *%	7 1%	10 1%	7 1%	5 *%	* *%	10 2%	4 1%	4 1%	4 3%	4 5%
None - we never send this type of post	188 9%	- -%	- -%	62 7%	- -%	- -%	- -%	32 5%	19 4%	19 4%	2 2%	5 6%
Don't know	26 1%	- -%	- -%	8 1%	- -%	- -%	- -%	5 1%	3 1%	6 1%	- -%	- -%

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
NET: Send 'Any Letters / Large letters'	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: 0-49	188	-	-	62	-	-	-	32	19	19	2	5
	9%	-%	-%	7%	-%	-%	-%	5%	4%	4%	2%	6%
				ab								
NET: 50+	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	1986	1550	1175	908	1213	1042	34	632	493	445	133	87
Mean Score	41124.1	26927.1	45162.5	69244.2	43339.3	28571.5	39740.9	99348.5	56799	63097.1	205867.4	310781.6
				a							b	abc
Standard error	10469.94	10072.6	14644.6	20476.2	14012.48	12594.35	81336.15	31016.98	26161	28184.74	97629.93	154169.38
Standard deviation	493088.51	412360	529032	634431	514470.0	411201.3	603205.04	758490.5	571966	601861.27	1087160.84	1335146.01
Mean - excluding very high response (500,000+ per month)	791.8	786.1	1121.2	1212.0	1068.8	1203.9	10421.0	1657.0	1461.6	1696.4	2678.1	141.4
							ab					

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

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
1-24	412	25	14	4	5	334	116	343	162	170	108	329	24	-	316	15
	21%	13%	12%	4%	10%	20%	11%	20%	15%	17%	13%	21%	12%	-%	22%	11%
						bd		bd		b		a			b	
25-49	1093	113	51	58	30	940	632	989	661	546	516	915	118	-	766	88
	55%	57%	44%	62%	65%	57%	61%	57%	60%	55%	63%	57%	58%	-%	54%	63%
50-99	70	13	6	4	*	45	37	52	33	30	34	45	6	-	43	9
	3%	7%	5%	4%	*%	3%	4%	3%	3%	3%	4%	3%	3%	-%	3%	6%
100-249	90	14	10	3	8	74	70	86	52	45	53	71	14	-	62	8
	4%	7%	9%	3%	18%	4%	7%	5%	5%	5%	6%	4%	7%	-%	4%	6%
					c											
250-499	46	16	3	3	2	38	16	39	26	27	33	27	10	-	36	2
	2%	8%	3%	3%	3%	2%	2%	2%	2%	3%	4%	2%	5%	-%	3%	1%
											b					
500-4,999	49	8	9	8	1	38	32	42	31	25	28	36	11	-	38	4
	2%	4%	8%	9%	3%	2%	3%	2%	3%	3%	3%	2%	6%	-%	3%	3%
5,000-49,999	19	*	4	-	-	7	13	14	6	16	12	8	3	-	11	1
	1%	*%	4%	-%	-%	*%	1%	1%	1%	2%	1%	1%	2%	-%	1%	*%
										a						
50,000-499,999	3	*	2	1	-	3	2	3	3	1	2	2	*	-	3	-
	*%	*%	2%	1%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
500,000- 4,999,999	4	2	*	*	-	2	2	2	2	1	2	*	-	-	2	-
	*%	1%	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%
5m+	11	-	2	4	*	7	5	7	8	8	10	5	5	-	6	5
	1%	-%	2%	5%	*%	*%	*%	*%	1%	1%	1%	*%	2%	-%	*%	3%
				a									b		a	
None - we never send this type of post	188	5	9	8	*	152	107	155	120	118	22	155	6	-	125	7
	9%	2%	8%	8%	1%	9%	10%	9%	11%	12%	3%	10%	3%	-%	9%	5%
												ac				
Don't know	26	3	4	-	-	18	3	18	5	6	8	16	5	-	14	2
	1%	2%	4%	-%	-%	1%	*%	1%	*%	1%	1%	1%	2%	-%	1%	1%

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
NET: Send 'Any Letters / Large letters'	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: 0-49	188	5	9	8	*	152	107	155	120	118	22	155	6	-	125	7
	9%	2%	8%	8%	1%	9%	10%	9%	11%	12%	3%	10%	3%	-%	9%	5%
												ac				
NET: 50+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered Mean Score	1986 41124.1	198 32388	110 116672	93 293486.7	47 21332.9	1641 32637.2	1031 33963.2	1734 31020.6	1106 52172.6	988 55586	821 85322.5	1594 22268.3	197 142707.9	-	1409 34425.9	137 203413.4
				a							b		b			a
Standard error	10469.94	21015	70301	130454.6	72058.97	10312.6	11681.8	9786.10	14360.2	15613	22724.83	9246.54	60438.97	-	11354.37	101686.85
Standard deviation	493088.51	297194	801558	1291435	509533.9	450341	430329	438195	540753	566808	691895.5	393385.6	934363.80	-	458975.10	1109272.53
Mean - excluding very high response (500,000+ per month)	791.8	213.8	7420.7	3682.7	118.0	726.4	996.7	815.4	1030.4	782.4	1253.0	542.4	565.0	-	920.8	253.8
			a													

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

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
1-24	412 21%	103 14%	288 26%	75 12%	6 14%	30 10%	57 13%	16 6%	319 24%	74 20%	25 9%	74 19%	309 24%
25-49	1093 55%	457 60%	594 54%	346 57%	20 48%	162 55%	258 58%	126 48%	730 54%	227 61%	165 55%	208 55%	691 55%
50-99	70 3%	25 3%	31 3%	33 5%	5 11%	22 7%	17 4%	20 8%	39 3%	10 3%	9 3%	12 3%	45 4%
100-249	90 4%	45 6%	38 3%	41 7%	1 3%	12 4%	34 8%	20 8%	57 4%	10 3%	11 4%	29 8%	46 4%
250-499	46 2%	30 4%	11 1%	16 3%	2 4%	14 5%	8 2%	25 9%	19 1%	3 1%	15 5%	13 3%	18 1%
500-4,999	49 2%	35 5%	12 1%	20 3%	* 1%	16 5%	12 3%	16 6%	22 2%	10 3%	9 3%	8 2%	32 3%
5,000-49,999	19 1%	8 1%	4 *%	10 2%	1 2%	14 5%	1 *%	10 4%	7 1%	2 *%	2 1%	12 3%	4 *%
50,000-499,999	3 *%	3 *%	* *%	2 *%	- -%	1 *%	1 *%	2 1%	1 *%	- -%	1 *%	2 1%	* *%
500,000- 4,999,999	4 *%	3 *%	* *%	1 *%	* *%	1 *%	* *%	* *%	4 *%	* *%	* *%	3 1%	1 *%
5m+	11 1%	7 1%	4 *%	- -%	4 11%	5 2%	- -%	2 1%	5 *%	4 1%	5 2%	* *%	6 *%
None - we never send this type of post	188 9%	35 5%	115 10%	58 10%	3 6%	16 6%	54 12%	22 8%	132 10%	29 8%	56 19%	14 4%	107 8%

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

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
Don't know	26	11	12	10	-	2	8	4	17	4	1	9	15
	1%	1%	1%	2%	-%	1%	2%	2%	1%	1%	*%	2%	1%
NET: Send 'Any Letters / Large letters'	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: 0-49	188	35	115	58	3	16	54	22	132	29	56	14	107
	9%	5%	10%	10%	6%	6%	12%	8%	10%	8%	19%	4%	8%
NET: 50+	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	1986	751	1097	602	41	293	443	260	1335	368	298	376	1260
Mean Score	41124.1	67363.1	26090.4	6181.4	657764.2	108633.6	1870.3	50731.0	33027.0	66215.7	96208.8	26832.2	33844.4
			a			b					c		b
Standard error	10469.94	21707.48	12202.90	4354.23	333957.39	41915.00	2449.00	30265.71	11779.28	29513.07	38210.38	13574.87	12845.50
Standard deviation	493088.51	600791.52	432299.64	114541.90	1889148.30	784157.85	53542.99	525090.4	442938.58	637099.5	760376.94	270477.44	472323.37
Mean - excluding very high response (500,000+ per month)	791.8	1637.5	122.2	1576.8	218.7	2582.2	906.2	3703.5	407.5	178.4	1331.8	2642.9	130.4
		b				bc		bc			c	c	

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

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
1-24	412	163	248
	21%	18%	22%
25-49	1093	457	637
	55%	51%	58%
50-99	70	21	49
	3%	2%	4%
100-249	90	50	40
	4%	6%	4%
250-499	46	24	23
	2%	3%	2%
500-4,999	49	26	23
	2%	3%	2%
5,000-49,999	19	9	10
	1%	1%	1%
50,000-499,999	3	1	2
	*%	*%	*%
500,000- 4,999,999	4	4	*
	*%	*%	*%
5m+	11	6	4
	1%	1%	*%
None - we never send this type of post	188	122	66
	9%	14%	6%
		b	
Don't know	26	15	10
	1%	2%	1%
NET: Send 'Any Letters / Large letters'	-	-	-
	-%	-%	-%
NET: 0-49	188	122	66
	9%	14%	6%
		b	

Columns Tested: a,b

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
NET: 50+	-	-	-
	-%	-%	-%
Answered	1986	883	1103
Mean Score	41124.1	57809.8	27759.9
Standard error	10469.94	15806.25	13932.86
Standard deviation	493088.51	545945.33	446069.24
Mean - excluding very high response (500,000+ per month)	791.8	730.2	840.8

Columns Tested.: a,b

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
1-24	412 21%	6 11%	57 28% al	42 17%	21 32% acl	68 22% l	26 21%	4 12%	70 22% l	30 19%	26 29% l	29 23%	31 11%
25-49	1093 55%	28 53%	112 55%	132 54%	29 43%	189 61% d	58 47%	19 57%	182 58%	77 50%	42 48%	60 47%	165 58%
50-99	70 3%	1 1%	4 2%	8 3%	3 5%	8 3%	1 1%	1 2%	3 1%	8 5%	10 11% bfh	8 6%	16 6%
100-249	90 4%	3 5%	12 6%	3 1%	1 2%	14 4%	5 4%	5 14% c	14 4%	4 3%	1 1%	3 3%	25 9% c
250-499	46 2%	3 5%	2 1%	7 3%	2 4%	8 3%	* *% c	* 1%	5 2%	- -%	1 1%	6 4%	12 4%
500-4,999	49 2%	1 1%	2 1%	12 5% b	1 2%	8 3%	1 1%	* 1%	9 3%	4 3%	1 1%	1 1%	8 3%
5,000-49,999	19 1%	* 1%	* *% b	3 1%	* *% b	1 *% b	- -%	1 2%	7 2%	1 1%	* *% b	1 1%	5 2%
50,000-499,999	3 *% b	* *% b	- -% b	- -% b	* *% b	* *% b	- -% b	- -% b	- -% b	- -% b	* *% b	1 1% b	2 1% b
500,000- 4,999,999	4 *% b	- -% b	* *% b	- -% b	- -% b	- -% b	1 1% b	- -% b	* *% b	1 1% b	2 2% b	- -% b	* *% b
5m+	11 1%	- -% b	- -% b	- -% b	* *% b	- -% b	2 2% b	- -% b	4 1% b	- -% b	* 1% b	4 3% b	* *% b
None - we never send this type of post	188 9%	12 23% bdehjl	10 5% bdehjl	35 14% behjl	5 8% behjl	14 5% behjl	29 23% bdehjl	4 11% bdehjl	18 6% bdehjl	29 19% behjl	5 6% behjl	13 10% behjl	14 5% behjl
Don't know	26 1%	2 3%	4 2%	1 *% b	3 4% b	3 1% b	4 3% b	* 1% b	2 1% b	- -% b	- -% b	1 1% b	6 2% b
NET: Send 'Any Letters / Large letters'	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

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

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
NET: 0-49	188	12	10	35	5	14	29	4	18	29	5	13	14
	9%	23%	5%	14%	8%	5%	23%	11%	6%	19%	6%	10%	5%
		bdehjl		behl			bdehjl			behl			
NET: 50+	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	1986	53	200	242	64	310	123	34	311	154	88	127	279
Mean Score	41124.1	470.3	1581.8	419.3	7890.5	167.5	113883.2	639.7	87926.6	18400.4	131371.5	181453.0	6542.4
							bcel				be	abcdegl	
Standard error	10469.94	680.01	4249.48	186.45	18016.43	195.73	69038.52	351.56	47393.94	19051.56	72003.31	87514.01	13322.74
Standard deviation	493088.51	7812.70	68124.27	2695.49	247028.87	2929.48	784126.91	3946.22	717200.52	234109.50	981994.21	1024325.21	210651.05
Mean - excluding very high response (500,000+ per month)	791.8	470.3	54.5	419.3	750.7	167.5	48.5	639.7	526.9	132.9	94.9	2666.1	2792.1
				b				b		b			

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

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
1-24	412	105	116	104	87	221	191
	21%	21%	23%	21%	17%	22%	19%
25-49	1093	272	276	278	267	548	545
	55%	54%	55%	56%	53%	55%	55%
50-99	70	13	12	11	33	25	45
	3%	3%	2%	2%	7%	2%	4%
					ab		
100-249	90	18	20	23	29	38	52
	4%	4%	4%	5%	6%	4%	5%
250-499	46	12	10	5	19	23	24
	2%	2%	2%	1%	4%	2%	2%
500-4,999	49	15	10	14	10	25	24
	2%	3%	2%	3%	2%	3%	2%
5,000-49,999	19	3	1	8	6	4	15
	1%	1%	*%	2%	1%	*%	1%
50,000-499,999	3	*	*	-	3	*	3
	*%	*%	*%	-%	1%	*%	*%
500,000- 4,999,999	4	*	1	1	2	1	3
	*%	*%	*%	*%	*%	*%	*%
5m+	11	-	2	4	4	2	9
	1%	-%	*%	1%	1%	*%	1%
None - we never send this type of post	188	57	48	51	32	105	83
	9%	11%	10%	10%	6%	11%	8%
Don't know	26	6	10	2	7	16	10
	1%	1%	2%	*%	1%	2%	1%
NET: Send 'Any Letters / Large letters'	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: 0-49	188	57	48	51	32	105	83
	9%	11%	10%	10%	6%	11%	8%
NET: 50+	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Answered	1986	496	497	500	493	992	993

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2227	601	544	506	576	1145	1082
Weighted Base	2000	500	500	500	500	1000	1000
Mean Score	41124.1	894.0	29393.6	60490.9	73722.2	15159.9	67062.0
Standard error	10469.94	1772.17	17295.18	25849.40	28621.46	8488.12	19324.66
Standard deviation	493088.51	43336.79	402275.65	581467.87	685123.82	286466.18	634778.99
Mean - excluding very high response (500,000+ per month)	791.8	277.6	213.5	412.4	2287.1	245.6	1342.5
					ab		a

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

Table 43

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Letters	15081.1	57.5	17136.2	15171.1	7216.5	36186.6	62274.5	13172.3
Large letters	25747.3	37.7	29264.1	26345.2	10576.2	332.0	73706.3	13059.0
Packets and parcels	14703.0	99.2	16700.6	13863.1	32292.5	6224.6	83417.9	32526.0
Other postal items	17160.1	24.7	19504.0	17176.6	13647.0	1033.9	93284.0	16810.0
All types	72691.5	219.2	82604.8	72556.0	63732.3	43777.1	312683	75567.4
			a				abe	

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

Table 43 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Letters	15081.1	21738.0	4076.8	22051.3	9265.7	12198.7	62274.5	15171.1	7216.5	45503.7
Large letters	25747.3	36278.0	11836.2	24555.9	9237.2	9969.8	73706.3	26345.2	10576.2	26537.1
Packets and parcels	14703.0	14212.9	15730.2	1033.4	24955.1	38140.1	83417.9	13863.1	32292.5	33793.6
Other postal items	17160.1	21586.4	12654.0	6080.2	9805.5	17024.2	93284.0	17176.6	13647.0	33980.4
All types	72691.5	93815.3	44297.2	53720.8	53263.5	77332.9	312682.8	72556.0	63732.3	139814.9
							abcdegh			b

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 43 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Letters	15081.1	15085.8	15548.4	7216.5	36186.6	62274.5	19097.2	17934.4	7960.5	55.4	16556.4
Large letters	25747.3	29977.1	10269.8	10576.2	332.0	73706.3	33756.7	31051.2	543.0	745.4	18800.3
Packets and parcels	14703.0	13823.1	14040.3	32292.5	6224.6	83417.9	17179.0	3010.1	53591.7	49018.4	29027.4
Other postal items	17160.1	15663.8	23872.3	13647.0	1033.9	93284.0	19427.8	9413.0	87373.2	324.7	26579.9
All types	72691.5	74549.9	63730.8	63732.3	43777.1	312682.8	89460.7	61408.7	149468.4	50143.8	90964.0

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

Table 43 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Letters	15081.1	778.2	1813.6	237.4	78.2	139955.8	1105.4	86.9	2435.3	543.0
						cf				
Large letters	25747.3	62302.7	17985.7	83567.3	53.7	2945.6	17945.5	56.9	1981.5	14.0
Packets and parcels	14703.0	62594.6	43579.2	1669.5	9343.4	8837.8	16838.8	714.6	411.9	52.4
Other postal items	17160.1	62396.2	230.5	5629.4	9517.1	70439.7	19213.6	464.4	23.9	17.6
All types	72691.5	188072	63609.0	91103.7	18992.4	222179.0	55103.2	1322.8	4852.7	627.1
						ghi				

Columns Tested: a,b,c,d,e,f,g,h,i

Table 43 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Letters	15081.1	63947.0	1615.8	509.1	15228.6	13999.5	1051.3	683.8	79475.8
		bcdef							bcdefg
Large letters	25747.3	1357.1	30026.3	37746.0	27370.4	13844.6	3139.1	91.4	73467.6
									aefg
Packets and parcels	14703.0	5889.5	36513.4	6864.3	14728.8	14513.2	27983.0	643.1	1844.1
Other postal items	17160.1	33968.4	24615.8	9133.1	19000.0	3667.1	489.9	40.8	20451.0
All types	72691.5	105162.0	92771.3	54252.5	76328.0	46024.4	32663.3	1459.1	175238.5
		g							eg

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

Table 43 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Letters	15081.1	4267.5	996.9	93744.4	16604.5	149.8	57009.2	47498.8	1609.3	474.0
Large letters	25747.3	130030.9	50665.1	146.5	42163.8	498.3	7091.0	51828.5	1549.3	28720.8
Packets and parcels	14703.0	130081.3	2642.5	63.8	2208.6	5044.9	28848.5	815.4	32122.0	1909.0
Other postal items	17160.1	130036.6	22332.2	147.5	18599.0	480.1	43146.5	301.5	331.8	1729.8
All types	72691.5	394416.3	76636.7	94102.2	79575.8	6173.1	136095.3	100444.1	35612.4	32833.7
		ei	e		e		ei			

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 43 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Letters	15081.1	5529.4	57009.2	3197.9	16336.3	8784.0	-	15816	7117.9	15652.9	84.1
Large letters	25747.3	35662.0	7091.0	28412.5	29116.0	8847.3	-	23483	50293	26725.9	80.6
Packets and parcels	14703.0	26860.5	28848.5	3573.4	17207.9	2136.2	-	10901	55928	15257.6	154.7
Other postal items	17160.1	29015.7	43146.5	1565.5	20566.2	72.1	-	14370	47408	17768.2	1210.3
All types	72691.5	97067.6	136095.3	36749.3	83226.4	19839.7	-	64570	160747	75404.6	1529.8
			c						a		

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

Table 43 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Letters	15081.1	20880.0	4862.7	5982.8
Large letters	25747.3	33597.2	11132.2	14217.4
Packets and parcels	14703.0	10314.4	29165.6	17461.6
Other postal items	17160.1	20029.3	27875.4	684.6
All types	72691.5	84820.9	73036.0	38346.4

Columns Tested: a,b,c

Table 43 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
Significance Level: 95%		a	b	c	d	e	*f	*g	*h	i	j	k
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Letters	15081.1	16683.1	478.1	6587.3	44912.5	12177.5	7954.7	39305.5	133779.9	14894.4	18324.5	28869.0
Large letters	25747.3	22521.9	1662.0	6752.5	45719.0	439878.9	21037.0	663.2	18254.7	20219.4	121758.0	225076.8
Packets and parcels	14703.0	5069.3	8591.6	108758.9	47058.3	436501.0	79318.6	333.3	810.5	5458.1	175271.2	235024.6
Other postal items	17160.1	7328.4	633.3	158346.8	54724.0	441960.6	78397.8	274.0	25.1	6589.4	200754.5	238852.8
All types	72691.5	51602.7	11365.0	280445.4	192413.8	1330518.0	186708.1	40576.0	152870.1	47161.3	516108.3	727823.2

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

Table 43 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Letters	15081.1	21452.9	8625.1	6596.0	17519.8	5118.7	16783.0	21368.0	7906.6	11895.5	10.9	14.0	38.3	80.5	145.3	1329.1	805111
Large letters	25747.3	42.8	60498	42831.7	23079.9	36511.1	28652.8	36873.2	54180.3	81663.3	1.6	15.0	42.8	77.2	229.1	730.6	1377199
Packets and parcels	14703.0	153.8	13373	65730.5	10234.7	20831.0	16350.1	21096.0	23138.8	42803.7	18.9	646.2	29021	12607.8	21719.9	26474.0	621684
Other postal items	17160.1	11172.6	834.3	69236.1	6736.2	24328.3	19093.0	24620.2	38139.0	54669.5	26626	151.7	4790	9040.1	19243.1	33707.6	522333
All types	72691.5	32822.1	83330	184394.3	57570.6	86789.1	80878.8	103957	123364.7	191032.1	26658	826.9	33893	21805.6	41337.4	62241.4	3326327
				a					a	abc	b		b	b	b	b	abcdef

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

Table 43 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

	Total base	Number of letters sent						Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Letters	15081.1	12.5	37.0	75.0	175.0	375.0	2750.0	1972055	94.0	229.5	39156	9164.6	2169.3	1094.8	212903
Large letters	25747.3	22768	235.1	3838	9888.5	1959.8	795.2	420469	12.5	37.0	75.0	175.0	375.0	2750.0	2575772
Packets and parcels	14703.0	2643	8020	15594	41269.6	5323.5	25814.6	594916	39.4	9492	35118	4164.7	30098.7	89939.4	1139698
Other postal items	17160.1	923.1	193.9	2195	6725.8	91958.4	1270.7	504391	10567	646.8	33324	19454.5	5592.0	97978.1	927575
All types	72691.5	26347	8486	21702	58058.8	99616.7	30630.5	3491831	10713	10405	107673	32958.7	38235.0	191762.3	4855947
						b		abcdef			ab			ab	

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

Table 43 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Letters	15081.1	25956	78.8	280.1	165.4	70187.3	10711.8	38082.3	25643.0	6079.1	11830.6	3975.7	2801.5
Large letters	25747.3	30159	93.0	308.5	123686	285.5	9485.1	401853	15767.1	89185.2	11215.5	612.3	7676.3
Packets and parcels	14703.0	12.5	37.0	75.0	175.0	375.0	2750.0	755767	19545.7	6056.5	4933.9	57729.9	19142.4
Other postal items	17160.1	145.5	50.5	652.1	104.3	3597.8	432627.4	552698	25675.9	1616.0	5509.5	53510.6	37508.8
All types	72691.5	56273	259.4	1316	124131	74445.5	455574.3	1748400	86631.7	102936.8	33489.5	115828.5	67129.0

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

Table 43 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Letters	15081.1	23406.5	16100.9	2478.2	2052.6	4470.2	2873.4	94.0	19324.0	4382.3	1855.1
Large letters	25747.3	8433.5	94304.7	2443.6	472.2	6415.2	14991.6	130735.6	17555.0	708.8	10054.3
Packets and parcels	14703.0	11217.9	2866.2	6770.0	38270.1	10520.5	15807.9	10478.5	8411.4	69655.6	18337.7
Other postal items	17160.1	8077.5	745.3	2009.9	160.5	59453.3	29523.6	2458.6	8585.7	76925.3	27896.0
All types	72691.5	51135.4	114017.1	13701.7	40955.3	80859.2	63196.5	143766.7	53876.1	151671.9	58143.2

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

Table 43 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Letters	15081.1	30855.0	49.1	23361.5	546.7	20409.2	34213.1	24155.8	160.4	15460.5	12811.5	17127.3	22251.9
Large letters	25747.3	394.8	60133.8	143592.4	2778.7	45112.9	62007.2	22632.1	34.7	29485.9	3380.3	24896.3	1182.8
Packets and parcels	14703.0	69.8	59846.4	10521.6	34920.8	181505.5	26223.1	70062.3	1337.0	14543.6	15656.1	10023.5	12781.0
Other postal items	17160.1	15054.2	63897.1	4251.8	15089.3	139574.5	35128.1	57541.4	25.4	18214.0	10854.5	5910.4	16691.1
All types	72691.5	46373.8	183926.4	181727.3	53335.5	386602.0	157571.5	174391.6	1557.5	77704.1	42702.5	57957.4	52906.9
				a		ad	c	c					

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

Table 43 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Letters	15081.1	3417.5	16987.1	28841.0	7475.8	17204.1	21552.7	3001.4	18841.3	28584.7	7537.6
Large letters	25747.3	40913.3	5798.6	25044.6	58862.4	24794.7	1173.5	40889.7	8132.2	54075.3	3906.3
Packets and parcels	14703.0	21702.9	14748.1	26438.2	11164.8	10020.1	12976.0	21440.4	16881.2	26180.7	11351.3
Other postal items	17160.1	24200.1	25222.9	20328.1	32599.1	6562.8	8951.2	14957.2	85065.0	31965.0	10544.3
All types	72691.5	90233.8	62756.8	100652.0	110102.0	58581.7	44653.4	80288.7	128919.7	140805.8	33339.6
									a		b

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

Table 43 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Letters	15081.1	4966.1	19699.2	2187.5	12.5	6207.2	1196.5	13579.5	35.9	7287.6	31231.0	2469.5	12.5
Large letters	25747.3	43394.8	22976.9	107375.4	9.3	65420.7	29730.8	140162.6	77.4	52683.9	37181.7	123711.7	12.5
Packets and parcels	14703.0	20318.3	7293.1	16869.6	12.5	37200.7	8912.4	16759.8	155.7	29599.1	11579.5	18356.1	12.5
Other postal items	17160.1	12639.2	6533.6	2404.3	9.3	42264.2	8491.3	5424.6	11.0	34932.5	25363.3	2999.7	12.5
All types	72691.5	81318.4	56502.8	128836.8	43.5	151092.8	48331.0	175926.5	280.0	124503.0	105355.5	147537.0	50.0

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

Table 43 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Letters	15081.1	2885.5	3541.0	25536.2	3352.1	1294.6	15523.8	36724.6	473.6	1280.5	1601.0	1657.9
Large letters	25747.3	24041.7	41621.5	43407.3	39987.2	27276.9	24217.1	62443.6	56010	61326.2	204266.4	309123.7
Packets and parcels	14703.0	7164.7	18802.5	23637.6	18481.1	7208.4	49882.0	32287.5	11339	21644.9	8540.0	52.9
Other postal items	17160.1	6113.6	26656.2	32905.4	26947.3	8279.6	339138.0	45704.0	22677	40279.1	1009.7	49.4
All types	72691.5	40205.5	90621.1	125486	88767.8	44059.6	428760.9	177159.8	90500	124530.8	215417.1	310883.9
				a			ab					b

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

Table 43 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Letters	15081.1	2488.5	3461.7	1969.8	10645.0	2777.2	1223.5	2727.6	21426.5	26985	29578.1	2594.9	3384.3	-	19134.7	3634.9
Large letters	25747.3	29890	108936	291516.9	10687.9	29635.1	32717.4	28078.7	30625.2	28281	55478.2	19531.4	136080.9	-	15093.3	197093.9
Packets and parcels	14703.0	15448	130016	8918.9	52260.0	12821.8	9211.8	13242.3	10010.8	7250.8	26552.8	6593.6	5937.5	-	14252.0	21287.6
Other postal items	17160.1	3507.2	276276	3465.0	28174.7	19307.5	19725.5	18913.4	18578.2	9400.0	41389.1	12330.3	57585.1	-	23108.6	4255.4
All types	72691.5	51333	518690	305870.6	101767.6	64541.7	62878.3	62961.9	80640.6	71916	152998.1	41050.1	202987.7	-	71588.6	226271.8
			a	a							b		b			

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

Table 43 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Letters	15081.1	2901.3	23247.5	4366.2	9350.3	11749.7	1081.0	2397.0	4229.9	64095.5	2268.5	3377.9	22011.5
Large letters	25747.3	63782.2	2684.1	1766.1	648413.9	96209.1	776.8	47978.6	28584.5	1427.7	93722.5	23031.9	11627.6
Packets and parcels	14703.0	37063.0	245.0	6836.4	453.2	8813.4	6491.4	80830.4	5758.1	1398.2	5964.2	31659.3	12254.3
Other postal items	17160.1	42555.7	1664.1	23695.6	106.6	11785.7	28362.2	79859.2	9203.6	2543.7	10882.9	21376.2	17981.6
All types	72691.5	146302.2	27840.7	36664.3	658324.0	128557.9	36711.3	211065.2	47776.1	69465.1	112838.0	79445.4	63875.0

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

Table 43 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Letters	15081.1	3878.0	24118.0
Large letters	25747.3	53290.7	3529.7
		b	
Packets and parcels	14703.0	23357.4	7721.9
Other postal items	17160.1	29759.1	6997.2
All types	72691.5	110285.3	42366.9

Columns Tested:: a,b

Table 43 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Letters	15081.1	204.4	170.0	343.9	5541.4	29.2	18550.1	589.8	1313.2	1585.9	34560.3	177960.9	3474.2
Large letters	25747.3	265.9	1381.6	74.5	2015.0	138.1	95333.1	e 49.9	86613.5	16814.5	96811.2	abcdehil 2530.0	2930.0
Packets and parcels	14703.0	1629.0	12246.2	5404.3	1196.9	6297.4	95950.4	324.6	77.7	32976.3	651.9	470.8	22477.5
Other postal items	17160.1	719.1	55427.8	h 593.5	12367.5	821.2	95335.5	19.8	59.1	9799.7	352.8	23.7	29623.5
All types	72691.5	2818.4	69225.6	h 6416.1	21120.8	7285.9	305169.1	984.2	88063.4	61176.4	132376.2	180985.4	acdeg 58505.2

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

Table 43 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Letters	15081.1	258.1	5330.1	1347.9	53388.4	2794.1	27368.2
Large letters	25747.3	628.1	23870.4	59143.0	19347.9	12249.2	39245.4
Packets and parcels	14703.0	7791.6	27735.9	10252.8	13031.5	17763.7	11642.2
Other postal items	17160.1	22973.0	25669.9	3064.1	16933.4	24321.4	9998.7
All types	72691.5	31650.8	82606.3	73807.7	102701.3	57128.5	88254.5

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

Table 49

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1921	364	1557	1279	341	92	209	642
Effective base	703	80	636	641	143	41	99	189
Weighted Base	1722	120	1602	1636	73	9	5	86
Less than once a week	994 58%	71 59%	923 58%	973 60%	18 25%	2 17%	1 18%	21 24%
				bcde				
Once a week	322 19%	23 19%	298 19%	304 19%	15 21%	2 18%	1 19%	18 20%
More than once a week but not every day	272 16%	18 15%	254 16%	247 15%	21 29%	3 33%	1 23%	25 29%
					a	a		a
Once a day	84 5%	7 6%	77 5%	70 4%	11 15%	2 24%	1 25%	14 16%
					a	a	ab	a
Twice a day	18 1%	* *%	18 1%	15 1%	3 3%	1 6%	* 5%	3 4%
					a	a	a	a
More than twice a day	28 2%	* *%	28 2%	24 1%	4 5%	* 1%	* 9%	4 5%
					a		a	a
Don't know	3 *%	- -%	3 *%	2 *%	1 1%	* 1%	* 1%	1 1%
					a			a
NET: Daily	130 8%	8 6%	123 8%	109 7%	17 23%	3 31%	2 39%	21 25%
					a	a	abe	a
NET: Weekly	724 42%	49 41%	675 42%	660 40%	53 73%	7 82%	4 81%	64 75%
					a	a	a	a

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

Table 49 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1921	502	570	207	209	224	209	1279	341	301
Effective base	703	303	276	83	95	86	99	641	143	85
Weighted Base	1722	867	645	123	53	29	5	1636	73	13
Less than once a week	994 58%	588 68%	336 52%	49 40%	14 27%	5 19%	1 18%	973 60%	18 25%	2 17%
		bcdefghi	cdefhi	efhi				bcdefhi		
Once a week	322 19%	152 17%	125 19%	28 23%	11 22%	5 18%	1 19%	304 19%	15 21%	2 18%
More than once a week but not every day	272 16%	86 10%	130 20%	31 25%	16 30%	8 29%	1 23%	247 15%	21 29%	4 30%
		a	a	ag	abg	ag	a	a	abg	ag
Once a day	84 5%	18 2%	45 7%	8 6%	7 13%	6 21%	1 25%	70 4%	11 15%	3 24%
		a	a	ag	abg	abg	abcdgh		abg	abg
Twice a day	18 1%	8 1%	2 *%	5 4%	1 2%	2 7%	* 5%	15 1%	3 3%	1 6%
				abg		abg	abg		bg	abg
More than twice a day	28 2%	14 2%	8 1%	2 2%	2 5%	1 5%	* 9%	24 1%	4 5%	1 4%
					bg	g	abg		bg	
Don't know	3 *%	1 *%	- -%	1 1%	1 1%	1 2%	* 1%	2 *%	1 1%	* 1%
						bg			g	
NET: Daily	130 8%	40 5%	54 8%	15 12%	11 20%	9 32%	2 39%	109 7%	17 23%	4 34%
				a	abg	abg	abcdgh		abg	abcdg
NET: Weekly	724 42%	278 32%	309 48%	74 60%	38 72%	23 79%	4 81%	660 40%	53 73%	11 82%
			ag	ag	abg	abg	abg	a	abg	abg

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 49 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1921	748	531	341	92	209	687	341	124	85	229
Effective base	703	460	244	143	41	99	385	144	41	29	36
Weighted Base	1722	1314	322	73	9	5	1083	269	71	33	53
Less than once a week	994 58%	832 63%	142 44%	18 25%	2 17%	1 18%	684 63%	131 49%	24 34%	12 35%	15 28%
		bcde	cde				bcde	e			
Once a week	322 19%	242 18%	62 19%	15 21%	2 18%	1 19%	202 19%	60 22%	7 10%	9 28%	12 22%
More than once a week but not every day	272 16%	172 13%	75 23%	21 29%	3 33%	1 23%	141 13%	50 19%	26 37%	5 14%	13 24%
		a	a	a	a	a			abd		
Once a day	84 5%	41 3%	29 9%	11 15%	2 24%	1 25%	31 3%	19 7%	9 13%	7 20%	6 12%
			a	a	ab	abc		a	a	ab	a
Twice a day	18 1%	8 1%	7 2%	3 3%	1 6%	* 5%	11 1%	1 *%	3 5%	* 1%	2 3%
				a	a	a			b		
More than twice a day	28 2%	18 1%	6 2%	4 5%	* 1%	* 9%	14 1%	6 2%	* *%	* 1%	6 11%
				a		ab					a
Don't know	3 *%	1 *%	1 *%	1 1%	* 1%	* 1%	1 *%	1 *%	1 1%	- -%	- -%
				a							
NET: Daily	130 8%	67 5%	42 13%	17 23%	3 31%	2 39%	56 5%	26 10%	13 18%	7 22%	14 26%
			a	ab	ab	abc			a	a	ab
NET: Weekly	724 42%	481 37%	180 56%	53 73%	7 82%	4 81%	398 37%	136 51%	46 66%	22 65%	38 72%
			a	ab	ab	ab		a	a	a	ab

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

Table 49 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1921	130	93	200	61	133	153	121	108	107
Effective base	703	71	49	110	26	68	94	69	54	52
Weighted Base	1722	167	110	301	59	170	275	202	139	123
Less than once a week	994 58%	105 63%	71 64%	173 57%	31 52%	88 52%	156 57%	128 63%	82 59%	63 51%
Once a week	322 19%	37 22%	15 13%	59 20%	7 11%	26 15%	39 14%	38 19%	35 25%	29 24%
More than once a week but not every day	272 16%	15 9%	15 14%	41 14%	13 23%	40 24%	60 22%	26 13%	14 10%	18 15%
Once a day	84 5%	8 5%	5 5%	9 3%	7 12%	10 6%	16 6%	7 3%	3 2%	8 6%
Twice a day	18 1%	1 *%	2 1%	6 2%	- -%	2 1%	1 1%	1 1%	- -%	5 4%
More than twice a day	28 2%	2 1%	2 2%	12 4%	* *%	4 2%	2 1%	* *%	5 3%	* *%
Don't know	3 *%	- -%	- -%	1 *%	1 2%	- -%	- -%	1 1%	* *%	- -%
NET: Daily	130 8%	10 6%	9 8%	27 9%	7 12%	16 9%	19 7%	9 4%	7 5%	13 11%
NET: Weekly	724 42%	62 37%	39 36%	128 42%	27 46%	82 48%	119 43%	73 36%	57 41%	60 49%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 49 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1921	301	331	474	1106	815	282	276	257
Effective base	703	146	174	272	587	213	87	67	97
Weighted Base	1722	352	416	779	1546	176	80	64	32
Less than once a week	994 58%	182 52%	258 62%	458 59%	897 58%	97 55%	46 57%	37 58%	14 44%
Once a week	322 19%	62 18%	87 21%	137 18%	285 18%	36 21%	16 21%	13 20%	7 22%
More than once a week but not every day	272 16%	71 20%	45 11%	128 16%	244 16%	28 16%	13 16%	10 15%	6 18%
Once a day	84 5%	25 7%	15 4%	32 4%	72 5%	12 7%	4 5%	4 5%	4 14%
Twice a day	18 1%	7 2%	2 1%	9 1%	18 1%	* *%	* *%	* *%	* *%
More than twice a day	28 2%	4 1%	8 2%	15 2%	27 2%	1 1%	* 1%	1 1%	* 1%
Don't know	3 *%	1 *%	* *%	2 *%	3 *%	* *%	- -%	- -%	* *%
NET: Daily	130 8%	36 10%	26 6%	55 7%	117 8%	14 8%	4 6%	4 7%	5 16%
NET: Weekly	724 42%	169 48%	158 38%	319 41%	646 42%	78 45%	34 43%	27 42%	18 55%

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

Table 49 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1921	87	158	16	174	205	429	72	98	853
Effective base	703	33	45	7	51	86	159	22	29	331
Weighted Base	1722	70	103	19	122	239	319	46	61	862
Less than once a week	994	43	51	15	66	106	167	24	25	560
	58%	62%	49%	79%	54%	45%	52%	53%	42%	65% befh
Once a week	322	14	21	1	23	60	53	13	14	144
	19%	20%	21%	8%	19%	25%	17%	28%	24%	17%
More than once a week but not every day	272	7	21	2	23	58	61	7	7	109
	16%	10%	20%	10%	19%	24%	19%	15%	11%	13%
Once a day	84	5	5	-	5	8	24	1	8	33
	5%	6%	5%	-%	4%	3%	8%	2%	14%	4%
Twice a day	18	1	1	*	1	*	5	-	*	10
	1%	1%	1%	2%	1%	-%	2%	-%	1%	1%
More than twice a day	28	-	4	*	4	6	7	*	5	6
	2%	-%	4%	1%	4%	2%	2%	-%	9%	1%
Don't know	3	*	-	-	-	1	1	1	-	1
	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%
NET: Daily	130	6	10	1	11	14	37	1	14	48
	8%	8%	10%	3%	9%	6%	12%	2%	23%	6%
NET: Weekly	724	27	52	4	56	132	151	21	35	301
	42%	38%	51%	21%	46%	55%	47%	45%	58%	35%
			i			i	i		i	

Columns Tested: a,b,c,d,e,f,g,h,i

Table 49 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1921	466	429	1026	1684	237	-	1580	341	1863	58
Effective base	703	169	159	382	602	106	-	625	86	680	24
Weighted Base	1722	431	319	971	1415	307	-	1572	150	1667	55
Less than once a week	994 58%	216 50%	167 52%	612 63% ab	780 55%	214 70%	- -%	917 58%	77 52%	965 58%	29 53%
Once a week	322 19%	97 23%	53 17%	171 18%	273 19%	48 16%	- -%	290 18%	32 21%	314 19%	8 15%
More than once a week but not every day	272 16%	88 20% c	61 19%	124 13%	241 17%	31 10%	- -%	246 16%	26 17%	259 16%	14 25%
Once a day	84 5%	18 4%	24 8%	42 4%	78 6%	6 2%	- -%	79 5%	5 3%	83 5%	1 1%
Twice a day	18 1%	2 *%	5 2%	11 1%	16 1%	2 1%	- -%	16 1%	2 1%	16 1%	2 4%
More than twice a day	28 2%	10 2%	7 2%	11 1%	23 2%	6 2%	- -%	22 1%	7 5% a	27 2%	1 2%
Don't know	3 *%	1 *%	1 *%	1 *%	3 *%	* *%	- -%	2 *%	1 1%	3 *%	- -%
NET: Daily	130 8%	30 7%	37 12%	63 7%	117 8%	14 4%	- -%	117 7%	14 9%	126 8%	4 8%
NET: Weekly	724 42%	215 50% c	151 47% c	358 37%	631 45% b	93 30%	- -%	653 42%	71 47%	698 42%	26 47%

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

Table 49 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1921	1123	426	358
Effective base	703	441	131	128
Weighted Base	1722	1101	287	317
Less than once a week	994 58%	724 66%	118 41%	137 43%
		bc		
Once a week	322 19%	213 19%	64 22%	45 14%
More than once a week but not every day	272 16%	136 12%	65 23%	70 22%
			a	a
Once a day	84 5%	14 1%	26 9%	44 14%
			a	a
Twice a day	18 1%	7 1%	4 2%	7 2%
More than twice a day	28 2%	6 1%	8 3%	14 5%
			a	a
Don't know	3 *%	1 *%	2 1%	- -%
NET: Daily	130 8%	27 2%	38 13%	65 21%
			a	a
NET: Weekly	724 42%	376 34%	167 58%	180 57%
			a	a

Columns Tested: a,b,c

Table 49 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1921	1432	293	86	34	37	20	10	9	1725	196	110
Effective base	703	579	83	22	9	9	4	2	1	660	43	21
Weighted Base	1722	1448	175	49	11	25	8	1	5	1623	99	50
Less than once a week	994 58%	907 63%	49 28%	13 27%	7 64%	9 38%	3 43%	*	5 89%	956 59%	38 38%	25 49%
		bcj		b						bcj		
Once a week	322 19%	283 20%	24 14%	8 16%	1 8%	6 23%	*	*	*	307 19%	14 15%	7 13%
More than once a week but not every day	272 16%	211 15%	49 28%	8 17%	1 10%	2 7%	*	*	*	260 16%	12 12%	4 7%
			aijk									
Once a day	84 5%	27 2%	31 18%	17 35%	1 12%	7 27%	*	*	*	58 4%	26 26%	9 17%
			ai	ai	a	ai					ai	ai
Twice a day	18 1%	11 1%	5 3%	1 2%	* 3%	- -	- -	1 71%	- -	16 1%	2 2%	1 2%
More than twice a day	28 2%	5 *	17 10%	2 3%	* 3%	1 4%	4 47%	- -	* *	22 1%	7 7%	5 10%
			ai	a							ai	ai
Don't know	3 *%	3 *%	* *%	- -%	- -%	* *%	- -%	- -%	* 3%	3 *%	* *%	* *%
NET: Daily	130 8%	43 3%	52 30%	20 41%	2 19%	8 32%	4 52%	1 74%	* 1%	96 6%	35 35%	15 30%
			ai	ai	a	ai				a	ai	ai
NET: Weekly	724 42%	538 37%	126 72%	36 73%	4 36%	15 61%	5 57%	1 98%	* 8%	663 41%	61 62%	25 51%
			adi	ai							ai	

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

Table 49 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	1921	731	701	489	1921	1537	1921	1381	917	758	329	1078	116	137	93	109	59
Effective base	703	344	237	127	703	552	703	510	345	241	140	440	30	37	21	23	14
Weighted Base	1722	901	547	274	1722	1335	1722	1244	866	580	358	1083	63	87	46	48	35
Less than once a week	994 58%	706 78%	201 37%	87 32%	994 58%	720 54%	994 58%	659 53%	432 50%	240 41%	259 72%	659 61%	21 34%	17 20%	14 30%	8 17%	15 44%
Once a week	322 19%	123 14%	160 29%	39 14%	322 19%	256 19%	322 19%	247 20%	183 21%	136 23%	58 16%	210 19%	17 26%	17 20%	6 12%	5 10%	8 24%
More than once a week but not every day	272 16%	62 7%	149 27%	61 22%	272 16%	234 18%	272 16%	216 17%	155 18%	119 21%	32 9%	168 16%	19 31%	33 38%	10 21%	8 17%	2 6%
Once a day	84 5%	3 *	25 4%	57 21%	84 5%	78 6%	84 5%	74 6%	57 7%	48 8%	6 2%	31 3%	4 6%	17 20%	13 28%	11 24%	2 6%
Twice a day	18 1%	6 1%	5 1%	7 2%	18 1%	16 1%	18 1%	16 1%	13 2%	11 2%	2 *	8 1%	2 3%	* *	2 5%	3 5%	1 3%
More than twice a day	28 2%	* *	5 1%	24 9%	28 2%	28 2%	28 2%	28 2%	24 3%	22 4%	- -	6 1%	* *	2 2%	2 5%	13 26%	6 18%
Don't know	3 *	1 *	2 *	* *	3 *	2 *	3 *	3 *	2 *	3 *	1 *	1 *	- -	1 1%	- -	* *	* 1%
NET: Daily	130 8%	9 1%	34 6%	87 32%	130 8%	122 9%	130 8%	118 10%	94 11%	82 14%	8 2%	44 4%	6 9%	19 22%	17 37%	27 56%	9 26%
NET: Weekly	724 42%	194 22%	344 63%	187 68%	724 42%	613 46%	724 42%	582 47%	432 50%	337 58%	98 27%	423 39%	42 66%	69 79%	32 70%	40 83%	20 56%

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

Table 49 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	1921	1371	173	118	105	59	65	30	996	223	121	73	58	39	27
Effective base	703	573	48	33	20	13	12	6	407	66	32	25	12	14	7
Weighted Base	1722	1427	109	74	47	22	27	15	997	172	53	40	39	15	18
Less than once a week	994	930	26	12	14	2	1	9	615	60	12	8	14	4	9
	58%	65%	24%	16%	30%	10%	5%	56%	62%	35%	22%	20%	35%	26%	48%
		bcdef						cef	bcdf						
Once a week	322	255	35	18	5	1	5	1	189	41	7	7	4	1	6
	19%	18%	32%	24%	12%	6%	19%	10%	19%	24%	13%	17%	11%	9%	35%
		a													
More than once a week but not every day	272	187	39	22	14	6	4	*	158	35	20	15	2	4	1
	16%	13%	36%	30%	29%	27%	13%	1%	16%	20%	38%	37%	4%	27%	5%
		a	a	a	a	a	a		ae	ae					
Once a day	84	35	8	19	10	3	9	*	23	25	7	7	12	3	1
	5%	2%	7%	26%	20%	12%	35%	*%	2%	15%	14%	17%	30%	19%	4%
				ab	a	a	ab		a	a	a	a	a	a	
Twice a day	18	12	*	1	*	4	1	*	9	1	2	1	1	1	*
	1%	1%	*%	1%	1%	20%	2%	1%	1%	1%	4%	3%	3%	7%	2%
						abcd								a	
More than twice a day	28	6	*	1	4	6	7	5	2	10	5	3	7	2	1
	2%	*%	*%	2%	8%	26%	26%	31%	*%	6%	8%	6%	17%	10%	6%
				a	abc	abc	abc	abc	a	a	a	a	a	a	
Don't know	3	2	-	1	*	-	-	*	1	-	1	*	*	-	-
	*%	*%	-%	1%	*%	-%	-%	1%	*%	-%	1%	*%	*%	-%	-%
NET: Daily	130	52	8	22	14	13	17	5	34	36	14	11	19	6	2
	8%	4%	8%	29%	29%	57%	63%	32%	3%	21%	27%	26%	50%	37%	12%
				ab	ab	ab	abc	a		a	a	a	ab	a	
NET: Weekly	724	495	82	62	33	20	26	6	381	112	41	32	25	11	9
	42%	35%	76%	83%	70%	90%	95%	42%	38%	65%	77%	80%	65%	74%	52%
			a	ag	a	ag	ag		a	a	a	a		a	

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

Table 49 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1921	858	166	130	81	52	46	48	746	399	428	238	104
Effective base	703	358	53	40	24	15	9	14	329	151	147	51	29
Weighted Base	1722	883	131	101	41	28	23	37	864	353	322	106	74
Less than once a week	994 58%	516 58% bdg	57 43%	43 43%	12 30%	13 45%	11 47%	8 21%	864 100% bcde	71 20% c	31 10%	13 12%	15 20%
Once a week	322 19%	174 20%	32 25%	13 13%	10 25%	6 20%	4 18%	8 23%	- -%	281 80% acde	33 10% a	4 4% a	3 4% a
More than once a week but not every day	272 16%	154 17%	23 17%	25 25%	10 24%	2 8%	2 7%	1 3%	- -%	- -%	258 80% abde	6 6% ab	7 10% ab
Once a day	84 5%	21 2%	14 11% a	10 10% a	8 21% a	3 10% a	2 7% a	15 42% abce	- -%	- -%	- -%	82 77% abce	2 3% a
Twice a day	18 1%	9 1%	2 1%	3 3%	- -%	1 3%	1 4%	1 3%	- -%	- -%	- -%	- -%	18 24% abcd
More than twice a day	28 2%	7 1%	3 3%	6 6% a	* *% a	4 14% a	4 17% a	3 8% a	- -%	- -%	- -%	- -%	28 38% abcd
Don't know	3 *%	2 *%	- -%	1 1%	- -%	- -%	* *%	* *%	- -%	- -%	* *%	- -%	- -%
NET: Daily	130 8%	37 4% a	20 15% a	20 20% a	9 21% a	8 27% a	6 28% a	19 52% abc	- -%	- -%	- -%	82 77% abc	49 66% abc
NET: Weekly	724 42%	365 41% a	75 57% a	58 57% a	29 70% a	16 55% a	12 53% a	29 79% a	- -%	281 80% a	291 90% ab	93 88% a	59 80% a

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

Table 49 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1921	873	377	386	202	76	662	304	318	166	72
Effective base	703	381	141	126	39	19	293	102	96	39	21
Weighted Base	1722	994	322	272	84	47	755	236	196	84	56
Less than once a week	994 58%	994 100%	- -	- -	- -	- -	586 78%	71 30%	31 16%	13 16%	15 26%
		bcde					bcde	c			
Once a week	322 19%	- -	322 100%	- -	- -	- -	105 14%	110 47%	33 17%	4 5%	3 6%
			acde					acde			
More than once a week but not every day	272 16%	- -	- -	272 100%	- -	- -	61 8%	40 17%	119 60%	6 8%	7 13%
				abde				a	abde		
Once a day	84 5%	- -	- -	- -	84 100%	- -	1 *	9 4%	10 5%	54 65%	2 4%
					abce			a	a	abce	a
Twice a day	18 1%	- -	- -	- -	- -	18 39%	2 *	- -	2 1%	2 2%	11 19%
						abcd					abcd
More than twice a day	28 2%	- -	- -	- -	- -	28 61%	* *	5 2%	1 1%	4 5%	18 31%
						abcd		a		a	abcd
Don't know	3 *	- -	- -	- -	- -	- -	- -	- -	* *	- -	- -
NET: Daily	130 8%	- -	- -	- -	84 100%	47 100%	3 *	15 6%	14 7%	60 71%	31 55%
					abc	abc		a	a	abc	abc
NET: Weekly	724 42%	- -	322 100%	272 100%	84 100%	47 100%	169 22%	164 70%	165 84%	71 84%	41 74%
			a	a	a	a		a	ab	a	a

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

Table 49 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1921	608	224	271	162	90	750	149	469	1625	296	1735	186
Effective base	703	263	71	95	50	24	279	47	180	606	99	648	56
Weighted Base	1722	671	169	218	113	51	664	111	460	1504	218	1590	132
Less than once a week	994 58%	472 70%	44 26%	85 39%	25 22%	20 40%	320 48%	51 46%	282 61%	882 59%	112 52%	931 59%	63 48%
Once a week	322 19%	108 16%	74 44%	44 20%	10 9%	7 13%	123 18%	35 31%	88 19%	280 19%	42 19%	287 18%	35 27%
More than once a week but not every day	272 16%	75 11%	47 28%	71 33%	14 13%	7 14%	130 20%	18 16%	67 15%	239 16%	33 15%	258 16%	15 11%
Once a day	84 5%	8 1%	2 1%	4 2%	56 50%	4 7%	61 9%	6 5%	8 2%	65 4%	19 9%	75 5%	9 6%
Twice a day	18 1%	2 *%	1 1%	6 3%	3 2%	4 8%	13 2%	1 *%	3 1%	15 1%	3 1%	17 1%	1 *%
More than twice a day	28 2%	6 1%	1 1%	8 4%	5 4%	9 17%	16 2%	* *%	11 2%	22 1%	7 3%	19 1%	9 7%
Don't know	3 *%	1 *%	- -%	- -%	- -%	* *%	1 *%	1 *%	1 *%	2 *%	1 1%	2 *%	1 1%
NET: Daily	130 8%	16 2%	5 3%	17 8%	64 56%	16 32%	90 14%	7 6%	22 5%	101 7%	29 13%	112 7%	18 14%
NET: Weekly	724 42%	198 30%	125 74%	133 61%	88 78%	30 60%	343 52%	59 53%	177 38%	620 41%	104 48%	657 41%	68 51%

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

Table 49 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1921	1287	250	859	522	1741	180	1276	261	862	519
Effective base	703	483	69	341	170	649	54	475	78	341	169
Weighted Base	1722	1173	162	809	434	1597	125	1163	172	817	427
Less than once a week	994 58%	645 55%	75 47%	468 58%	191 44%	936 59%	58 46%	643 55%	78 45%	465 57%	194 46%
Once a week	322 19%	221 19%	35 22%	148 18%	100 23%	289 18%	32 26%	220 19%	36 21%	158 19%	89 21%
More than once a week but not every day	272 16%	205 17%	29 18%	126 16%	90 21%	254 16%	18 14%	206 18%	28 16%	128 16%	88 21%
Once a day	84 5%	72 6%	5 3%	45 6%	30 7%	74 5%	9 8%	66 6%	12 7%	43 5%	31 7%
Twice a day	18 1%	15 1%	1 1%	10 1%	6 1%	17 1%	1 *%	14 1%	2 1%	9 1%	7 2%
More than twice a day	28 2%	14 1%	15 9%	11 1%	17 4%	23 1%	5 4%	14 1%	14 8%	12 1%	16 4%
Don't know	3 *%	1 *%	1 1%	1 *%	1 *%	2 *%	1 1%	1 *%	1 1%	1 *%	1 *%
NET: Daily	130 8%	101 9%	21 13%	66 8%	52 12%	115 7%	15 12%	93 8%	29 17%	64 8%	54 13%
NET: Weekly	724 42%	527 45%	85 53%	340 42%	242 56%	659 41%	66 53%	520 45%	93 54%	351 43%	231 54%

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

Table 49 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1921	975	1494	285	2	874	1066	217	3	980	776	247	1
Effective base	703	341	564	100	2	303	386	78	3	357	291	89	1
Weighted Base	1722	846	1357	254	5	750	889	190	4	864	679	199	2
Less than once a week	994 58%	423 50%	777 57%	116 46%	- -%	361 48%	458 52%	82 43%	- -%	414 48%	343 51%	88 44%	2 100%
Once a week	322 19%	174 21%	262 19%	41 16%	- -%	159 21%	175 20%	35 18%	2 54%	189 22%	142 21%	38 19%	- -%
More than once a week but not every day	272 16%	152 18%	227 17%	52 21%	4 74%	144 19%	168 19%	41 22%	- -%	171 20%	122 18%	40 20%	- -%
Once a day	84 5%	62 7%	55 4%	34 13%	1 26%	55 7%	57 6%	21 11%	2 46%	57 7%	44 6%	24 12%	- -%
Twice a day	18 1%	12 1%	14 1%	2 1%	- -%	7 1%	13 1%	2 1%	- -%	11 1%	12 2%	4 2%	- -%
More than twice a day	28 2%	22 3%	20 1%	8 3%	- -%	23 3%	17 2%	9 5%	- -%	21 2%	15 2%	4 2%	- -%
Don't know	3 *%	1 *%	2 *%	* *%	- -%	1 *%	1 *%	- -%	- -%	2 *%	1 *%	- -%	- -%
NET: Daily	130 8%	96 11%	89 7%	44 17%	1 26%	85 11%	87 10%	32 17%	2 46%	89 10%	71 10%	33 16%	- -%
NET: Weekly	724 42%	422 50%	578 43%	138 54%	5 100%	388 52%	430 48%	108 57%	4 100%	449 52%	335 49%	111 56%	- -%

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

Table 49 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1921	1676	1248	856	1321	1032	53	545	448	418	118	70
Effective base	703	625	453	330	480	401	13	235	177	165	55	34
Weighted Base	1722	1550	1111	803	1182	1004	32	569	456	413	126	80
Less than once a week	994 58%	900 58%	576 52%	410 51%	658 56%	576 57%	6 18%	286 50%	221 49%	171 41%	62 50%	34 43%
Once a week	322 19%	281 18%	207 19%	166 21%	230 20%	177 18%	4 14%	106 19%	102 22%	90 22%	26 20%	16 20%
More than once a week but not every day	272 16%	251 16%	213 19%	146 18%	193 16%	158 16%	3 11%	114 20%	79 17%	91 22%	20 16%	18 22%
Once a day	84 5%	77 5%	74 7%	52 6%	66 6%	59 6%	11 34% ab	36 6%	34 8%	42 10%	13 10%	10 13%
Twice a day	18 1%	17 1%	13 1%	11 1%	9 1%	10 1%	2 6% a	10 2%	4 1%	5 1%	2 1%	2 2%
More than twice a day	28 2%	24 2%	27 2%	18 2%	25 2%	22 2%	5 17% ab	16 3%	14 3%	14 3%	3 3%	- -%
Don't know	3 *%	1 *%	1 *%	- -%	1 *%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Daily	130 8%	118 8%	115 10%	81 10%	99 8%	91 9%	19 57% ab	62 11%	53 12%	61 15%	18 14%	12 15%
NET: Weekly	724 42%	649 42%	535 48% a	394 49% a	523 44%	426 42%	26 82% ab	283 50%	234 51%	242 59%	64 50%	46 57%

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

Table 49 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1921	186	119	89	47	1672	1187	1764	1218	1119	877	1574	222	-	1426	110
Effective base	703	74	40	33	19	606	392	638	410	365	318	578	78	-	518	50
Weighted Base	1722	185	94	74	46	1449	894	1532	948	838	773	1395	177	-	1224	126
Less than once a week	994	86	31	27	22	809	456	855	485	412	368	795	67	-	716	60
	58%	47%	33%	36%	49%	56%	51%	56%	51%	49%	48%	57%	38%	-%	59%	48%
						e		e				ac				
Once a week	322	38	21	19	13	285	176	300	192	182	173	263	33	-	213	29
	19%	21%	22%	26%	28%	20%	20%	20%	20%	22%	22%	19%	19%	-%	17%	23%
More than once a week but not every day	272	39	25	15	5	246	163	258	182	169	156	234	42	-	195	23
	16%	21%	27%	20%	10%	17%	18%	17%	19%	20%	20%	17%	24%	-%	16%	18%
Once a day	84	20	6	4	6	66	62	72	63	51	47	68	25	-	69	8
	5%	11%	7%	5%	13%	5%	7%	5%	7%	6%	6%	5%	14%	-%	6%	7%
													ab			
Twice a day	18	2	4	2	-	17	12	18	11	9	8	16	2	-	11	5
	1%	1%	5%	3%	-%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	4%
More than twice a day	28	1	5	7	*	24	24	28	15	14	21	17	7	-	19	1
	2%	*%	6%	9%	1%	2%	3%	2%	2%	2%	3%	1%	4%	-%	2%	1%
				a												
Don't know	3	*	1	-	-	2	1	2	-	2	1	2	-	-	1	-
	*%	*%	1%	-%	-%	*%	*%	*%	-%	*%	*%	*%	-%	-%	*%	-%
NET: Daily	130	22	16	13	6	108	99	117	89	73	76	101	35	-	99	14
	8%	12%	17%	17%	13%	7%	11%	8%	9%	9%	10%	7%	20%	-%	8%	11%
													ab			
NET: Weekly	724	99	62	47	24	639	437	675	462	424	405	598	110	-	506	66
	42%	53%	66%	64%	51%	44%	49%	44%	49%	51%	52%	43%	62%	-%	41%	52%
											b		b			

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

Table 49 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1921	709	1070	609	28	320	409	269	1222	410	316	375	1186
Effective base	703	279	384	209	14	109	146	93	461	145	97	143	451
Weighted Base	1722	684	948	512	38	261	368	225	1159	323	218	354	1111
Less than once a week	994 58%	336 49%	613 65%	247 48%	12 32%	115 44%	171 47%	95 42%	677 58%	212 65%	107 49%	178 50%	683 61%
Once a week	322 19%	140 21%	154 16%	99 19%	15 39%	63 24%	73 20%	43 19%	228 20%	49 15%	50 23%	60 17%	201 18%
More than once a week but not every day	272 16%	126 18%	136 14%	117 23%	6 17%	46 17%	90 25%	56 25%	169 15%	46 14%	41 19%	89 25%	140 13%
Once a day	84 5%	51 7%	29 3%	33 6%	4 10%	16 6%	26 7%	20 9%	57 5%	7 2%	13 6%	15 4%	56 5%
Twice a day	18 1%	7 1%	11 1%	8 2%	1 2%	5 2%	4 1%	3 2%	11 1%	3 1%	3 1%	1 *	15 1%
More than twice a day	28 2%	24 3%	4 *%	6 1%	- -%	17 6%	1 *%	6 3%	15 1%	7 2%	3 1%	11 3%	14 1%
Don't know	3 *%	1 *%	1 *%	1 *%	* *%	* *%	1 *%	1 *%	1 *%	* *%	1 1%	* *%	1 *%
NET: Daily	130 8%	81 12%	44 5%	47 9%	5 12%	38 15%	31 9%	29 13%	84 7%	17 5%	18 8%	27 8%	85 8%
NET: Weekly	724 42%	347 51%	334 35%	263 51%	26 68%	146 56%	195 53%	129 57%	480 41%	111 34%	109 50%	176 50%	426 38%

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

Table 49 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1921	1007	914
Effective base	703	301	402
Weighted Base	1722	736	986
Less than once a week	994 58%	404 55%	590 60%
Once a week	322 19%	149 20%	173 18%
More than once a week but not every day	272 16%	122 17%	150 15%
Once a day	84 5%	36 5%	48 5%
Twice a day	18 1%	8 1%	10 1%
More than twice a day	28 2%	14 2%	14 1%
Don't know	3 *%	2 *%	1 *%
NET: Daily	130 8%	59 8%	72 7%
NET: Weekly	724 42%	330 45%	395 40%

Columns Tested: a,b

Table 49 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	1921	110	229	170	173	197	98	109	208	126	157	112	232
Effective base	703	32	104	103	59	131	56	15	80	47	31	39	82
Weighted Base	1722	41	183	200	55	279	89	30	284	116	80	107	257
Less than once a week	994	23	101	109	33	179	56	20	181	57	63	60	111
	58%	56%	55%	55%	60%	64%	62%	66%	64%	49%	79%	56%	43%
					l	l	l	l	l		abcikl		
Once a week	322	11	45	35	10	47	16	6	48	25	8	26	46
	19%	26%	24%	18%	18%	17%	18%	20%	17%	21%	10%	24%	18%
More than once a week but not every day	272	4	29	36	7	43	14	3	42	25	7	15	48
	16%	9%	16%	18%	13%	15%	16%	9%	15%	21%	9%	14%	19%
Once a day	84	2	6	10	4	6	2	1	6	6	1	4	36
	5%	5%	3%	5%	8%	2%	2%	3%	2%	5%	1%	4%	14%
													bcefhj
Twice a day	18	1	3	2	*	2	-	-	*	2	*	1	7
	1%	2%	2%	1%	1%	1%	-%	-%	*%	2%	*%	1%	3%
More than twice a day	28	*	*	7	*	1	1	*	7	1	*	*	9
	2%	1%	*%	3%	*%	1%	1%	2%	2%	1%	*%	*%	4%
				b									
Don't know	3	1	*	1	*	1	1	-	*	-	-	-	-
	*%	1%	*%	*%	*%	*%	1%	-%	*%	-%	-%	-%	-%
NET: Daily	130	3	9	18	5	10	3	1	13	9	2	6	52
	8%	8%	5%	9%	9%	3%	3%	4%	5%	8%	2%	5%	20%
													bcefhjk
NET: Weekly	724	17	82	90	22	99	33	10	103	59	17	47	146
	42%	43%	45%	45%	40%	35%	37%	34%	36%	51%	21%	44%	57%
			j	j						j		j	defhj

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

Table 49 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1921	509	468	443	501	977	944
Effective base	703	236	226	137	151	462	287
Weighted Base	1722	424	424	430	444	848	874
Less than once a week	994	233	268	258	235	501	493
	58%	55%	63%	60%	53%	59%	56%
			d				
Once a week	322	91	73	78	80	164	158
	19%	21%	17%	18%	18%	19%	18%
More than once a week but not every day	272	69	64	70	70	132	140
	16%	16%	15%	16%	16%	16%	16%
Once a day	84	18	12	13	42	29	54
	5%	4%	3%	3%	9%	3%	6%
					abc		
Twice a day	18	5	2	2	8	8	10
	1%	1%	1%	1%	2%	1%	1%
More than twice a day	28	7	3	8	10	10	18
	2%	2%	1%	2%	2%	1%	2%
Don't know	3	1	2	*	-	3	*
	*%	*%	*%	*%	-%	*%	*%
NET: Daily	130	30	17	24	59	47	83
	8%	7%	4%	5%	13%	6%	9%
					abc		a
NET: Weekly	724	189	154	172	209	343	381
	42%	45%	36%	40%	47%	41%	44%
					b		

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

Table 51

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1599	226	1373	1042	290	82	185	557
Effective base	586	54	543	530	122	37	88	163
Weighted Base	1410	72	1338	1334	64	8	4	76
Less than once a week	786 56%	30 42%	755 56%	765 57%	19 29%	2 19%	1 15%	21 27%
			a	bcde	d			d
Once a week	252 18%	12 17%	240 18%	236 18%	14 22%	2 21%	1 17%	16 22%
More than once a week but not every day	217 15%	21 30%	196 15%	198 15%	15 23%	3 39%	1 30%	19 25%
		b			a	a	a	a
Once a day	92 7%	8 10%	84 6%	81 6%	8 13%	1 15%	1 22%	10 14%
					a	a	a	a
Twice a day	20 1%	* *%	20 1%	15 1%	4 6%	* 5%	* 3%	5 6%
					a	a		a
More than twice a day	36 3%	* 1%	36 3%	33 2%	3 4%	* 1%	* 10%	3 4%
							a	
Don't know	7 1%	- -%	7 1%	6 *%	1 2%	- -%	* 2%	1 2%
NET: Daily	148 11%	8 11%	140 10%	130 10%	15 24%	2 22%	1 36%	18 24%
					a	a	ae	a
NET: Weekly	617 44%	42 58%	575 43%	563 42%	44 69%	7 81%	3 83%	54 71%
		b			a	a	abe	a

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

Table 51 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1599	410	463	169	175	197	185	1042	290	267
Effective base	586	247	231	78	81	75	88	530	122	75
Weighted Base	1410	696	546	91	46	26	4	1334	64	12
Less than once a week	786 56%	419 60%	303 55%	43 47%	14 29%	7 26%	1 15%	765 57%	19 29%	2 18%
		cdefhi	defhi	defhi	f			defhi	f	
Once a week	252 18%	125 18%	93 17%	17 19%	11 23%	5 20%	1 17%	236 18%	14 22%	2 20%
More than once a week but not every day	217 15%	93 13%	86 16%	19 20%	12 25%	6 25%	1 30%	198 15%	15 23%	4 36%
					ag	ag	abg		ag	abcg
Once a day	92 7%	31 4%	43 8%	8 9%	6 13%	3 13%	1 22%	81 6%	8 13%	2 17%
					ag	ag	abcg		ag	abg
Twice a day	20 1%	12 2%	1 *	3 3%	1 3%	3 12%	* 3%	15 1%	4 6%	1 4%
				b	b	abcdfg	b		abg	bg
More than twice a day	36 3%	15 2%	17 3%	1 1%	2 5%	1 2%	* 10%	33 2%	3 4%	1 4%
							abceg			
Don't know	7 1%	2 *%	3 1%	1 1%	1 1%	1 3%	* 2%	6 *%	1 2%	* 1%
						g				
NET: Daily	148 11%	58 8%	61 11%	11 13%	10 21%	7 27%	1 36%	130 10%	15 24%	3 26%
					abg	abcg	abcdg		abg	abcg
NET: Weekly	617 44%	276 40%	240 44%	47 51%	32 69%	19 72%	3 83%	563 42%	44 69%	10 82%
					abcg	abcg	abcdgh		abcg	abcgh

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 51 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1599	611	431	290	82	185	590	293	115	71	215
Effective base	586	378	213	122	37	88	322	123	37	26	37
Weighted Base	1410	1070	264	64	8	4	885	238	63	32	41
Less than once a week	786 56%	637 60%	128 48%	19 29%	2 19%	1 15%	525 59%	117 49%	27 43%	13 40%	11 28%
		bcde	cde	e			e	e			
Once a week	252 18%	189 18%	47 18%	14 22%	2 21%	1 17%	161 18%	42 18%	9 14%	8 26%	6 14%
More than once a week but not every day	217 15%	146 14%	52 20%	15 23%	3 39%	1 30%	123 14%	37 15%	13 21%	6 19%	11 27%
			a	a	ab	a					
Once a day	92 7%	56 5%	26 10%	8 13%	1 15%	1 22%	40 5%	24 10%	11 17%	4 13%	9 22%
			a	a	a	ab		a	a		a
Twice a day	20 1%	12 1%	4 1%	4 6%	* 5%	* 3%	9 1%	6 2%	2 4%	* 1%	3 6%
			ab								a
More than twice a day	36 3%	27 3%	6 2%	3 4%	* 1%	* 10%	24 3%	9 4%	* *%	* 1%	1 3%
						ab					
Don't know	7 1%	3 *%	3 1%	1 2%	- -%	* 2%	3 *%	3 1%	1 1%	- -%	* *%
NET: Daily	148 11%	95 9%	35 13%	15 24%	2 22%	1 36%	73 8%	39 16%	13 21%	5 15%	13 31%
				ab	a	ab		a	a		a
NET: Weekly	617 44%	430 40%	133 50%	44 69%	7 81%	3 83%	357 40%	118 50%	35 56%	19 60%	29 71%
			a	ab	ab	abc					ab

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

Table 51 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1599	117	84	170	56	115	134	106	92	87
Effective base	586	63	42	91	25	56	79	57	46	40
Weighted Base	1410	151	94	243	57	137	226	163	115	90
Less than once a week	786 56%	87 58%	54 58%	151 62%	20 35%	68 50%	119 53%	110 67%	61 53%	50 55%
		d		d				d		
Once a week	252 18%	31 21%	11 12%	33 14%	10 17%	34 25%	40 18%	16 10%	37 33%	11 12%
						g			bcgi	
More than once a week but not every day	217 15%	13 9%	16 17%	20 8%	21 36%	20 15%	41 18%	27 17%	11 10%	21 23%
					aceh					ac
Once a day	92 7%	13 8%	9 9%	12 5%	6 10%	11 8%	19 8%	6 4%	4 3%	2 2%
Twice a day	20 1%	1 *%	1 1%	8 3%	* *%	* *%	3 1%	- -%	1 1%	5 5%
More than twice a day	36 3%	6 4%	2 2%	17 7%	- -%	4 3%	4 2%	1 1%	* *%	2 2%
Don't know	7 1%	- -%	1 1%	1 *%	1 2%	* *%	- -%	3 2%	- -%	- -%
NET: Daily	148 11%	19 13%	11 12%	37 15%	6 10%	15 11%	26 11%	8 5%	5 4%	9 9%
				g						
NET: Weekly	617 44%	63 42%	38 41%	90 37%	36 64%	69 50%	107 47%	51 31%	54 47%	40 45%
					cg	g				

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 51 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1599	258	293	410	961	638	220	220	198
Effective base	586	121	151	226	495	166	63	58	75
Weighted Base	1410	285	359	632	1276	135	62	49	24
Less than once a week	786 56%	138 48%	202 56%	380 60%	720 56%	66 49%	33 54%	23 47%	10 40%
Once a week	252 18%	55 19%	79 22%	89 14%	223 18%	29 21%	14 23%	10 20%	5 19%
More than once a week but not every day	217 15%	62 22%	41 11%	88 14%	191 15%	27 20%	9 14%	12 24%	6 26%
Once a day	92 7%	19 7%	25 7%	37 6%	82 6%	10 8%	4 7%	3 6%	3 11%
Twice a day	20 1%	5 2%	2 1%	12 2%	19 1%	1 1%	1 1%	* *%	* 2%
More than twice a day	36 3%	6 2%	8 2%	22 3%	36 3%	1 1%	* 1%	* 1%	* *%
Don't know	7 1%	1 *%	1 *%	4 1%	6 *%	1 1%	* *%	1 2%	* 1%
NET: Daily	148 11%	30 10%	36 10%	71 11%	136 11%	12 9%	6 9%	4 8%	3 13%
NET: Weekly	617 44%	146 51%	156 43%	248 39%	550 43%	68 50%	29 46%	25 51%	14 59%

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

Table 51 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1599	69	139	17	156	164	374	55	86	693
Effective base	586	29	40	7	47	65	144	18	27	263
Weighted Base	1410	51	97	20	117	178	298	36	52	676
Less than once a week	786 56%	29 57%	42 43%	10 52%	52 45%	81 46%	123 41%	21 59%	24 45%	455 67%
Once a week	252 18%	7 14%	18 19%	7 35%	25 22%	60 34%	47 16%	8 23%	9 17%	95 14%
More than once a week but not every day	217 15%	9 17%	19 20%	2 10%	21 18%	20 11%	70 23%	5 13%	11 21%	80 12%
Once a day	92 7%	4 7%	15 15% ei	* *% i	15 12% i	6 3%	37 12% ei	1 3%	3 7%	26 4%
Twice a day	20 1%	1 2%	- -%	* 1%	* *% i	4 2%	3 1%	- -%	1 1%	10 2%
More than twice a day	36 3%	- -%	3 3%	* 2%	4 3%	5 3%	15 5% i	* 1%	5 9% i	8 1%
Don't know	7 1%	2 3% i	* *% i	- -%	* *% i	2 1%	2 1%	1 2%	* *% i	1 *% i
NET: Daily	148 11%	5 9%	18 18% i	1 3%	18 16% i	15 8%	56 19% i	1 4%	9 16% i	44 7%
NET: Weekly	617 44%	21 40%	55 57% i	10 48%	64 55% i	95 53% i	173 58% i	14 40%	29 55% i	220 33%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 51 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1599	389	374	836	1407	192	-	1315	284	1559	40
Effective base	586	138	144	307	507	84	-	520	74	570	15
Weighted Base	1410	346	298	767	1165	246	-	1288	122	1372	38
Less than once a week	786 56%	163 47%	123 41%	500 65% ab	617 53%	169 69%	- -%	726 56%	60 49%	764 56%	22 58%
Once a week	252 18%	92 27% bc	47 16%	113 15%	220 19%	32 13%	- -%	223 17%	29 23%	250 18%	2 6%
More than once a week but not every day	217 15%	50 14%	70 23% c	97 13%	190 16%	27 11%	- -%	200 16%	18 14%	209 15%	8 22%
Once a day	92 7%	24 7%	37 12% c	31 4%	83 7%	9 4%	- -%	85 7%	7 5%	89 6%	3 8%
Twice a day	20 1%	6 2%	3 1%	11 1%	15 1%	5 2%	- -%	17 1%	3 2%	19 1%	1 2%
More than twice a day	36 3%	8 2%	15 5% c	13 2%	35 3%	1 1%	- -%	33 3%	4 3%	35 3%	1 4%
Don't know	7 1%	3 1%	2 1%	2 *%	5 *%	2 1%	- -%	4 *%	4 3% a	7 1%	- -%
NET: Daily	148 11%	38 11%	56 19% c	54 7%	133 11%	15 6%	- -%	135 10%	13 11%	143 10%	5 14%
NET: Weekly	617 44%	180 52% c	173 58% c	265 35%	543 47% b	75 30%	- -%	558 43%	59 48%	601 44%	16 42%

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

Table 51 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1599	865	375	348
Effective base	586	335	115	131
Weighted Base	1410	815	261	320
Less than once a week	786 56%	583 72%	110 42%	83 26%
		bc	c	
Once a week	252 18%	125 15%	73 28%	54 17%
			ac	
More than once a week but not every day	217 15%	73 9%	45 17%	96 30%
			a	ab
Once a day	92 7%	14 2%	25 9%	53 17%
			a	a
Twice a day	20 1%	9 1%	2 1%	9 3%
More than twice a day	36 3%	7 1%	4 1%	26 8%
				ab
Don't know	7 1%	4 *%	4 1%	- -%
NET: Daily	148 11%	30 4%	30 11%	88 27%
			a	ab
NET: Weekly	617 44%	228 28%	148 57%	238 74%
			a	ab

Columns Tested: a,b,c

Table 51 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1599	1134	280	81	31	37	20	9	7	1414	185	104
Effective base	586	460	83	22	8	10	4	2	1	542	43	21
Weighted Base	1410	1133	177	50	10	27	8	1	5	1310	101	51
Less than once a week	786 56%	738 65%	27 16%	10 20%	4 39%	6 21%	1 6%	- -%	- -%	765 58%	20 20%	10 20%
		bcejjk								bcejjk		
Once a week	252 18%	203 18%	35 20%	8 15%	2 23%	3 11%	1 15%	* 3%	- -%	238 18%	14 14%	7 13%
More than once a week but not every day	217 15%	142 13%	59 33%	7 14%	2 17%	7 27%	* 5%	* 7%	* 5%	201 15%	17 17%	10 19%
		aij										
Once a day	92 7%	22 2%	34 19%	23 45%	1 14%	6 21%	6 69%	1 70%	* *%	56 4%	36 36%	13 26%
			ai	abi	a	ai				a	abi	ai
Twice a day	20 1%	10 1%	9 5%	* 1%	* 4%	* 1%	- -%	* 20%	* *%	19 1%	1 1%	1 2%
			ai									
More than twice a day	36 3%	12 1%	12 7%	2 4%	* 2%	5 19%	* 5%	- -%	5 95%	24 2%	12 12%	10 20%
			ai			ai					ai	ai
Don't know	7 1%	7 1%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	7 1%	- -%	- -%
NET: Daily	148 11%	44 4%	55 31%	25 51%	2 21%	11 41%	6 74%	1 90%	5 95%	98 8%	50 49%	25 48%
			ai	ai	a	ai				a	abi	ai
NET: Weekly	617 44%	388 34%	149 84%	40 80%	6 61%	21 79%	8 94%	1 100%	5 100%	537 41%	80 80%	41 80%
			ai	ai	ai	ai				a	ai	ai

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

Table 51 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	1599	512	622	465	1537	1599	1599	1308	921	684	45	1065	106	132	90	103	58
Effective base	586	241	221	127	552	586	586	490	350	213	27	438	29	37	20	22	14
Weighted Base	1410	623	510	277	1335	1410	1410	1177	877	505	53	1084	64	84	45	47	34
Less than once a week	786 56%	528 85%	210 41%	48 17%	755 57%	786 56%	786 56%	613 52%	461 53%	205 41%	22	705	21	23	6	6	4
		bc	c		f	f	f	f	f		efg	acdefg					
Once a week	252 18%	53 9%	150 29%	49 18%	236 18%	252 18%	252 18%	225 19%	178 20%	139 27%	10 20%	184 17%	19 30%	15 18%	4 8%	7 15%	13 39%
			ac	a						abcde							be
More than once a week but not every day	217 15%	27 4%	115 22%	76 27%	196 15%	217 15%	217 15%	190 16%	120 14%	74 15%	13 25%	139 13%	15 24%	17 20%	16 36%	10 22%	6 18%
			a	a											b		
Once a day	92 7%	4 1%	18 3%	70 25%	84 6%	92 7%	92 7%	87 7%	64 7%	46 9%	8 15%	34 3%	4 6%	23 28%	6 13%	10 21%	6 19%
			a	ab							b			bc	b	b	b
Twice a day	20 1%	8 1%	2 *	10 4%	20 1%	20 1%	20 1%	19 2%	18 2%	17 3%	- -%	8 1%	1 2%	4 4%	1 1%	5 11%	1 3%
			b													b	
More than twice a day	36 3%	* *%	12 2%	24 9%	36 3%	36 3%	36 3%	36 3%	30 3%	21 4%	- -%	8 1%	3 5%	2 2%	12 27%	9 20%	3 8%
			a	ab											abcd	abd	b
Don't know	7 1%	3 1%	4 1%	* *%	7 1%	7 1%	7 1%	7 1%	6 1%	3 1%	- -%	6 1%	* *%	1 1%	* *%	* *%	1 3%
NET: Daily	148 11%	12 2%	32 6%	105 38%	140 10%	148 11%	148 11%	142 12%	113 13%	84 17%	8 15%	50 5%	9 14%	29 34%	19 41%	24 51%	10 30%
			a	ab						abc	b		b	b	bc	abc	b
NET: Weekly	617 44%	92 15%	296 58%	230 83%	572 43%	617 44%	617 44%	557 47%	411 47%	297 59%	32 59%	373 34%	43 68%	60 72%	39 86%	41 88%	29 87%
			a	ab						abcde	b		b	b	ab	ab	b

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

Table 51 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	1599	1042	151	105	98	56	57	28	1041	232	124	75	58	41	28
Effective base	586	433	43	30	18	12	11	6	433	70	33	27	12	15	7
Weighted Base	1410	1069	99	68	40	21	26	11	1050	183	60	43	39	16	20
Less than once a week	786	671	48	19	11	3	*	2	717	46	10	3	5	3	2
	56%	63%	48%	28%	28%	15%	1%	14%	68%	25%	16%	8%	14%	16%	10%
		cdef	ef						bcdef						
Once a week	252	180	25	15	10	1	5	*	160	58	14	5	*	2	12
	18%	17%	25%	22%	24%	5%	21%	*%	15%	32%	23%	12%	1%	14%	62%
									ade						
More than once a week but not every day	217	136	18	19	5	9	5	3	129	39	19	15	11	4	2
	15%	13%	18%	28%	14%	42%	19%	29%	12%	21%	31%	34%	28%	25%	8%
			a	a		a			a	a	a	a			
Once a day	92	42	6	12	9	2	8	5	26	31	11	11	7	3	2
	7%	4%	6%	17%	22%	10%	30%	40%	2%	17%	19%	26%	19%	19%	8%
			a	a	a		ab		a	a	a	a	a	a	
Twice a day	20	12	1	*	1	*	6	*	8	5	2	3	*	1	*
	1%	1%	1%	1%	2%	*%	22%	*%	1%	3%	4%	7%	1%	4%	2%
							abc					a			
More than twice a day	36	21	*	2	4	6	2	1	5	3	3	6	15	3	1
	3%	2%	*%	3%	10%	28%	7%	9%	*%	2%	6%	14%	38%	22%	6%
				a	a	abc					a	ab	abc	ab	
Don't know	7	6	-	1	*	*	-	1	6	*	1	-	*	*	1
	1%	1%	-%	1%	*%	1%	-%	7%	1%	*%	1%	-%	*%	1%	4%
NET: Daily	148	75	8	14	14	8	15	6	39	39	17	20	22	7	3
	11%	7%	8%	21%	34%	38%	59%	50%	4%	22%	28%	47%	58%	44%	16%
			a	ab	ab	abc			a	a	ab	ab	ab	a	
NET: Weekly	617	392	51	49	29	18	25	9	328	137	49	40	33	13	17
	44%	37%	52%	71%	71%	84%	99%	79%	31%	75%	83%	92%	86%	83%	86%
			a	a	ab	abc			a	a	a	a	a	a	

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

Table 51 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1599	795	160	129	76	53	46	49	533	345	396	218	104
Effective base	586	337	53	39	23	16	9	15	239	133	138	50	28
Weighted Base	1410	808	135	101	41	30	24	39	620	303	305	107	73
Less than once a week	786 56%	519 64%	41 30%	22 22%	6 14%	11 37%	11 45%	4 11%	617 99%	105 35%	61 20%	1 1%	2 3%
		bcdeg							bcde	cde	de		
Once a week	252 18%	121 15%	42 31%	31 31%	14 34%	9 31%	* *%	7 19%	- -%	197 65%	40 13%	9 9%	5 7%
			af	af	af	f				acde	a	a	a
More than once a week but not every day	217 15%	124 15%	18 13%	20 20%	10 24%	5 16%	6 26%	7 19%	- -%	- -%	204 67%	10 10%	3 4%
											abde	ab	ab
Once a day	92 7%	24 3%	21 15%	13 13%	10 24%	2 8%	5 22%	12 31%	- -%	- -%	- -%	86 80%	6 8%
			a	a	a	a	a	a				abce	abc
Twice a day	20 1%	6 1%	2 1%	6 6%	* 1%	* *%	1 3%	3 9%	- -%	- -%	- -%	- -%	20 27%
				a			a	a					abcd
More than twice a day	36 3%	9 1%	12 9%	8 8%	1 3%	2 7%	1 3%	3 8%	- -%	- -%	- -%	- -%	36 50%
			a	a			a	a					abcd
Don't know	7 1%	5 1%	* *%	1 1%	- -%	- -%	* *%	1 2%	4 1%	1 *%	1 *%	* *%	- -%
NET: Daily	148 11%	39 5%	34 25%	27 27%	11 28%	5 16%	7 28%	19 48%	- -%	- -%	- -%	86 80%	62 85%
			a	a	a	a	a	a				abc	abc
NET: Weekly	617 44%	284 35%	95 70%	78 77%	35 86%	19 63%	13 55%	33 87%	- -%	197 65%	243 80%	106 99%	71 97%
			a	a	a	a	a	a		a	ab	abc	abc

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

Table 51 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1599	633	313	337	176	74	689	314	335	172	74
Effective base	586	276	117	109	34	18	308	108	105	44	21
Weighted Base	1410	720	256	234	78	45	786	252	217	92	56
Less than once a week	786 56%	586 81%	105 41%	61 26%	1 2%	2 4%	786 100%	- -%	- -%	- -%	- -%
		bcde	cde	de			bcde				
Once a week	252 18%	71 10%	110 43%	40 17%	9 12%	5 12%	- -%	252 100%	- -%	- -%	- -%
			acde					acde			
More than once a week but not every day	217 15%	31 4%	33 13%	119 51%	10 13%	3 7%	- -%	- -%	217 100%	- -%	- -%
			a	abde	a				abde		
Once a day	92 7%	13 2%	4 2%	6 3%	54 70%	6 13%	- -%	- -%	- -%	92 100%	- -%
					abce	ab				abce	
Twice a day	20 1%	1 *%	3 1%	1 *%	* *%	14 32%	- -%	- -%	- -%	- -%	20 35%
						abcd					abcd
More than twice a day	36 3%	14 2%	* *%	6 3%	2 2%	14 32%	- -%	- -%	- -%	- -%	36 65%
						abcd					abcd
Don't know	7 1%	4 *%	1 *%	1 *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Daily	148 11%	28 4%	8 3%	14 6%	56 73%	34 76%	- -%	- -%	- -%	92 100%	56 100%
					abc	abc				abc	abc
NET: Weekly	617 44%	131 18%	150 59%	173 74%	76 98%	43 96%	- -%	252 100%	217 100%	92 100%	56 100%
			a	ab	abc	abc		a	a	a	a

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

Table 51 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1599	551	215	269	158	91	725	141	429	1330	269	1379	158
Effective base	586	241	72	95	50	25	278	44	163	492	94	502	50
Weighted Base	1410	594	172	224	114	52	659	105	405	1201	209	1222	113
Less than once a week	786 56%	504 85%	57 33%	28 13%	9 8%	12 23%	257 39%	45 43%	305 75%	695 58%	91 43%	719 59%	36 32%
		bcd	cd						ab	b		b	
Once a week	252 18%	48 8%	91 53%	68 30%	10 9%	4 8%	144 22%	31 29%	48 12%	214 18%	38 18%	210 17%	26 23%
			acde	ade			c	c					
More than once a week but not every day	217 15%	32 5%	24 14%	109 49%	20 18%	5 10%	138 21%	20 19%	32 8%	182 15%	35 17%	172 14%	24 22%
			a	abde	a		c	c					
Once a day	92 7%	4 1%	1 1%	3 1%	66 58%	10 20%	78 12%	2 2%	6 2%	69 6%	23 11%	74 6%	10 9%
					abce	abc	bc						
Twice a day	20 1%	* *%	* *%	9 4%	5 5%	4 8%	11 2%	3 3%	5 1%	9 1%	11 5%	11 1%	9 8%
				a	a	ab					a		a
More than twice a day	36 3%	5 1%	- -%	7 3%	4 3%	15 29%	29 4%	1 1%	6 1%	26 2%	11 5%	30 2%	7 6%
						abcd							
Don't know	7 1%	1 *%	- -%	- -%	* *%	1 2%	1 *%	3 3%	3 1%	6 1%	1 1%	6 1%	1 1%
								a					
NET: Daily	148 11%	10 2%	1 1%	19 8%	75 65%	30 58%	118 18%	6 6%	17 4%	104 9%	44 21%	114 9%	26 23%
				ab	abc	abc	bc				a		a
NET: Weekly	617 44%	90 15%	116 67%	196 87%	105 92%	39 75%	400 61%	57 54%	97 24%	500 42%	117 56%	496 41%	76 67%
			a	ab	abe	a	c	c		a		a	a

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

Table 51 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1599	1343	256	808	500	1384	153	1331	268	814	494
Effective base	586	512	73	328	163	503	49	503	83	330	161
Weighted Base	1410	1234	177	767	411	1228	107	1222	189	777	401
Less than once a week	786 56%	728 59%	58 33%	431 56%	182 44%	720 59%	35 32%	727 59%	59 31%	425 55%	188 47%
Once a week	252 18%	199 16%	53 30%	133 17%	92 23%	213 17%	23 22%	197 16%	55 29%	143 18%	83 21%
More than once a week but not every day	217 15%	184 15%	33 19%	120 16%	70 17%	175 14%	22 20%	184 15%	34 18%	126 16%	64 16%
Once a day	92 7%	78 6%	14 8%	46 6%	41 10%	72 6%	12 11%	72 6%	20 11%	47 6%	40 10%
Twice a day	20 1%	11 1%	9 5%	8 1%	11 3%	12 1%	8 8%	10 1%	10 5%	8 1%	11 3%
More than twice a day	36 3%	28 2%	9 5%	23 3%	13 3%	30 2%	7 6%	27 2%	10 5%	23 3%	13 3%
Don't know	7 1%	6 *	1 1%	6 1%	1 *	6 1%	1 1%	6 *	1 1%	6 1%	1 *
NET: Daily	148 11%	116 9%	32 18%	77 10%	65 16%	114 9%	27 25%	109 9%	40 21%	77 10%	65 16%
NET: Weekly	617 44%	500 41%	117 66%	330 43%	227 55%	501 41%	71 67%	489 40%	128 68%	346 45%	212 53%

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

Table 51 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1599	888	1165	270	1	901	1113	224	4	949	732	246	1
Effective base	586	305	437	95	1	320	413	82	3	349	281	90	1
Weighted Base	1410	749	1028	240	4	785	951	197	5	831	646	194	2
Less than once a week	786 56%	352 47%	606 59%	99 41%	- -%	365 46%	526 55%	68 35%	1 12%	381 46%	329 51%	60 31%	2 100%
			ac				ac			c	c		
Once a week	252 18%	162 22%	168 16%	43 18%	- -%	177 23%	160 17%	40 20%	2 36%	184 22%	123 19%	44 23%	- -%
More than once a week but not every day	217 15%	124 16%	151 15%	49 21%	4 100%	134 17%	146 15%	40 20%	- -%	146 18%	106 16%	43 22%	- -%
Once a day	92 7%	63 8%	61 6%	35 15%	- -%	73 9%	72 8%	35 18%	- -%	75 9%	59 9%	32 16%	- -%
				b				ab				a	
Twice a day	20 1%	16 2%	10 1%	1 1%	- -%	11 1%	11 1%	1 1%	1 12%	13 2%	10 2%	4 2%	- -%
More than twice a day	36 3%	29 4%	26 3%	12 5%	- -%	22 3%	31 3%	13 6%	2 40%	29 3%	19 3%	11 6%	- -%
Don't know	7 1%	4 1%	5 1%	- -%	- -%	3 *%	5 1%	- -%	- -%	4 *%	1 *%	- -%	- -%
NET: Daily	148 11%	107 14%	97 9%	48 20%	- -%	106 14%	114 12%	49 25%	2 52%	117 14%	88 14%	47 24%	- -%
		b		b				ab				ab	
NET: Weekly	617 44%	392 52%	416 40%	140 59%	4 100%	417 53%	420 44%	129 65%	4 88%	446 54%	317 49%	134 69%	- -%
		b		b		b		ab				ab	

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

Table 51 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	1599	1322	1305	810	1122	871	54	537	441	406	120	72
Effective base	586	481	483	319	401	336	14	235	174	160	57	35
Weighted Base	1410	1186	1175	755	993	816	34	554	433	391	125	80
Less than once a week	786 56%	703 59%	669 57%	379 50%	569 57%	470 58%	7 22%	289 52%	216 50%	157 40%	38 30%	23 29%
Once a week	252 18%	193 16%	199 17%	137 18%	190 19%	109 13%	7 22%	99 18%	81 19%	84 21%	29 23%	20 24%
More than once a week but not every day	217 15%	171 14%	182 15%	142 19%	132 13%	139 17%	6 18%	95 17%	68 16%	72 18%	30 24%	19 24%
Once a day	92 7%	71 6%	80 7%	65 9%	67 7%	68 8%	11 34%	47 9%	43 10%	54 14%	26 20%	17 22%
Twice a day	20 1%	16 1%	14 1%	12 2%	11 1%	13 2%	1 3%	11 2%	6 1%	7 2%	1 1%	1 1%
More than twice a day	36 3%	27 2%	28 2%	19 3%	19 2%	17 2%	1 2%	13 2%	19 4%	16 4%	2 2%	- -%
Don't know	7 1%	5 *%	4 *%	1 *%	5 *%	1 *%	- -%	1 *%	* *%	* *%	- -%	- -%
NET: Daily	148 11%	114 10%	122 10%	96 13%	97 10%	97 12%	13 38%	71 13%	67 16%	77 20%	29 23%	18 23%
NET: Weekly	617 44%	478 40%	503 43%	375 50%	419 42%	345 42%	26 78%	265 48%	217 50%	233 60%	87 70%	57 71%

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

Table 51 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1599	172	116	87	47	1355	1043	1449	1033	925	806	1269	214	-	1189	92
Effective base	586	70	40	35	19	489	355	523	358	305	291	467	77	-	427	44
Weighted Base	1410	175	92	85	43	1159	810	1244	825	700	698	1116	177	-	992	115
Less than once a week	786 56%	54 31%	41 45%	30 36%	24 56%	668 58%	409 50%	701 56%	416 50%	351 50%	333 48%	648 58%	71 40%	- -%	567 57%	58 50%
Once a week	252 18%	45 26%	17 19%	23 28%	6 14%	197 17%	156 19%	217 17%	170 21%	136 19%	147 21%	192 17%	37 21%	- -%	160 16%	29 25%
More than once a week but not every day	217 15%	53 30%	13 14%	17 20%	4 9%	176 15%	131 16%	185 15%	142 17%	128 18%	119 17%	161 14%	31 17%	- -%	154 15%	17 15%
Once a day	92 7%	14 8%	18 19%	6 7%	8 18%	68 6%	76 9%	80 6%	66 8%	59 8%	61 9%	72 6%	28 16%	- -%	72 7%	6 5%
Twice a day	20 1%	* *%	2 2%	2 3%	* 1%	16 1%	16 2%	19 2%	15 2%	9 1%	13 2%	11 1%	3 2%	- -%	5 1%	5 4%
More than twice a day	36 3%	8 5%	1 1%	7 8%	1 1%	30 3%	21 3%	36 3%	16 2%	17 2%	23 3%	27 2%	7 4%	- -%	30 3%	- -%
Don't know	7 1%	* *%	1 1%	- -%	* *%	4 *%	2 *%	6 *%	1 *%	2 *%	1 *%	5 *%	- -%	- -%	5 *%	* *%
NET: Daily	148 11%	23 13%	20 22%	14 17%	9 20%	114 10%	112 14%	136 11%	96 12%	84 12%	97 14%	110 10%	39 22%	- -%	107 11%	11 9%
NET: Weekly	617 44%	121 69%	50 54%	55 64%	19 44%	487 42%	399 49%	537 43%	408 49%	347 50%	364 52%	463 42%	106 60%	- -%	421 42%	57 49%
		d					a		a	a	b		b			

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

Table 51 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1599	660	819	580	26	313	381	256	987	336	291	344	924
Effective base	586	262	285	201	12	105	141	92	367	121	98	125	350
Weighted Base	1410	633	696	492	33	253	351	225	897	274	230	295	848
Less than once a week	786 56%	285 45%	477 68%	229 47%	8 25%	95 37%	173 49%	59 26%	535 60%	179 66%	93 40%	134 45%	530 63%
Once a week	252 18%	129 20%	98 14%	93 19%	9 28%	59 23%	63 18%	54 24%	156 17%	41 15%	44 19%	63 21%	139 16%
More than once a week but not every day	217 15%	119 19%	84 12%	97 20%	11 33%	48 19%	70 20%	65 29%	124 14%	27 10%	59 25%	56 19%	102 12%
Once a day	92 7%	64 10%	23 3%	44 9%	3 8%	23 9%	37 11%	25 11%	55 6%	11 4%	22 9%	23 8%	47 6%
Twice a day	20 1%	9 1%	7 1%	10 2%	- -%	11 5%	3 1%	2 1%	11 1%	7 3%	4 2%	4 1%	12 1%
More than twice a day	36 3%	26 4%	4 1%	18 4%	2 6%	16 6%	5 1%	19 9%	10 1%	7 2%	7 3%	14 5%	14 2%
Don't know	7 1%	2 *%	4 1%	1 *%	- -%	* *%	1 *%	1 1%	5 1%	* *%	1 *%	1 *%	4 *%
NET: Daily	148 11%	98 16%	34 5%	72 15%	5 14%	50 20%	45 13%	46 20%	77 9%	25 9%	34 15%	41 14%	73 9%
NET: Weekly	617 44%	347 55%	216 31%	261 53%	25 75%	158 62%	177 50%	165 73%	357 40%	94 34%	136 59%	160 54%	314 37%

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

Table 51 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1599	813	786
Effective base	586	247	339
Weighted Base	1410	599	811
Less than once a week	786 56%	325 54%	461 57%
Once a week	252 18%	119 20%	133 16%
More than once a week but not every day	217 15%	91 15%	127 16%
Once a day	92 7%	37 6%	55 7%
Twice a day	20 1%	10 2%	10 1%
More than twice a day	36 3%	15 3%	21 3%
Don't know	7 1%	3 *	5 1%
NET: Daily	148 11%	62 10%	86 11%
NET: Weekly	617 44%	271 45%	346 43%

Columns Tested: a,b

Table 51 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1599	95	182	143	138	163	74	94	176	108	136	89	201
Effective base	586	27	81	88	51	112	42	12	67	39	28	32	73
Weighted Base	1410	36	135	169	38	240	69	26	230	95	60	85	226
Less than once a week	786	22	68	78	18	155	45	18	172	43	34	39	94
	56%	60%	50%	46%	46%	65%	65%	68%	75%	45%	57%	45%	42%
						bcdil	l		bcdikl				
Once a week	252	7	25	32	9	38	11	4	31	16	11	18	49
	18%	21%	19%	19%	23%	16%	16%	16%	13%	17%	18%	22%	22%
More than once a week but not every day	217	4	31	33	8	25	8	3	10	26	13	15	41
	15%	11%	23%	19%	20%	10%	11%	12%	5%	28%	22%	18%	18%
			eh	h	h					eh	h	h	h
Once a day	92	1	8	16	3	15	1	1	6	5	1	5	30
	7%	4%	6%	9%	8%	6%	2%	4%	3%	5%	2%	5%	13%
													fh
Twice a day	20	1	*	6	1	*	3	-	1	2	*	-	7
	1%	2%	*%	3%	2%	*%	4%	-%	1%	2%	*%	-%	3%
More than twice a day	36	*	2	4	*	6	*	*	10	2	*	9	2
	3%	1%	2%	2%	*%	3%	*%	*%	4%	2%	*%	10%	1%
												bdl	
Don't know	7	1	1	*	-	1	2	-	*	1	*	-	2
	1%	1%	1%	*%	-%	*%	2%	-%	*%	1%	*%	-%	1%
NET: Daily	148	2	11	26	4	22	4	1	17	9	1	13	39
	11%	6%	8%	15%	10%	9%	6%	4%	7%	9%	2%	15%	17%
				j								j	j
NET: Weekly	617	14	67	90	21	84	23	8	58	51	25	47	129
	44%	38%	49%	53%	54%	35%	33%	32%	25%	54%	42%	55%	57%
			eh	efh	efh					eh		eh	efh

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

Table 51 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1599	420	375	378	426	795	804
Effective base	586	193	183	114	131	376	244
Weighted Base	1410	340	348	352	371	688	722
Less than once a week	786 56%	168 49%	218 63% ad	233 66% ad	167 45%	385 56%	400 55%
Once a week	252 18%	65 19%	58 17%	51 15%	78 21%	122 18%	130 18%
More than once a week but not every day	217 15%	68 20% bc	40 12%	40 11%	70 19%	108 16%	109 15%
Once a day	92 7%	25 7%	19 6%	12 3%	36 10% c	45 6%	47 7%
Twice a day	20 1%	7 2%	4 1%	3 1%	7 2%	10 1%	10 1%
More than twice a day	36 3%	7 2%	7 2%	12 3%	11 3%	13 2%	23 3%
Don't know	7 1%	2 *%	3 1%	1 *%	2 *%	4 1%	3 *%
NET: Daily	148 11%	38 11%	30 8%	27 8%	53 14%	68 10%	80 11%
NET: Weekly	617 44%	171 50% bc	128 37%	118 33%	201 54% bc	298 43%	319 44%

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

Table 53

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1532	234	1298	1014	263	76	179	518
Effective base	582	63	525	530	108	33	86	146
Weighted Base	1394	107	1287	1324	59	8	4	70
Less than once a week	736 53%	60 57%	676 53%	716 54% bcde	19 32% cd	1 13%	1 15%	20 29% d
Once a week	201 14%	9 9%	192 15%	189 14%	10 16%	2 23%	1 16%	12 17%
More than once a week but not every day	253 18%	19 18%	234 18%	233 18%	16 28% a	2 30%	1 25%	19 28% a
Once a day	130 9%	17 16%	113 9%	120 9%	8 14%	1 18%	1 25% abe	10 15% a
Twice a day	18 1%	* *%	17 1%	14 1%	4 6% a	* 4%	* 7% a	4 6% a
More than twice a day	35 3%	1 1%	34 3%	33 3%	1 1%	1 8% b	* 9% abe	2 2%
Don't know	21 2%	* *%	21 2%	19 1%	2 3%	* 4%	* 2%	2 3%
NET: Daily	183 13%	18 17%	165 13%	166 13%	12 21% a	2 30% a	2 41% abe	16 23% a
NET: Weekly	636 46%	46 43%	590 46%	589 44%	38 65% a	6 83% ab	3 83% abe	48 68% a

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

Table 53 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1532	428	436	150	158	181	179	1014	263	255
Effective base	582	256	224	66	72	66	86	530	108	70
Weighted Base	1394	694	541	89	42	24	4	1324	59	12
Less than once a week	736 53%	393 57%	287 53%	35 40%	14 33%	5 23%	1 15%	716 54%	19 32%	2 13%
		cdefhi	defhi	efi	fi			cdefhi	fi	
Once a week	201 14%	105 15%	72 13%	12 14%	5 12%	6 27%	1 16%	189 14%	10 16%	2 21%
						abdg				
More than once a week but not every day	253 18%	119 17%	94 17%	20 23%	13 32%	5 21%	1 25%	233 18%	16 28%	3 28%
					abg				abg	ag
Once a day	130 9%	52 7%	56 10%	12 14%	7 16%	3 11%	1 25%	120 9%	8 14%	2 21%
					a		abegh			abg
Twice a day	18 1%	6 1%	3 1%	4 5%	1 3%	2 10%	* 7%	14 1%	4 6%	1 5%
				abg		abg	abg		abg	bg
More than twice a day	35 3%	5 1%	26 5%	3 3%	1 1%	1 3%	* 9%	33 3%	1 1%	1 8%
			a				adgh			agh
Don't know	21 2%	14 2%	3 1%	2 2%	1 3%	1 5%	* 2%	19 1%	2 3%	* 4%
						b				
NET: Daily	183 13%	63 9%	85 16%	19 22%	9 20%	6 25%	2 41%	166 13%	12 21%	4 34%
			a	ag	a	ag	abcdegh		ag	abg
NET: Weekly	636 46%	286 41%	251 46%	52 58%	27 64%	17 72%	3 83%	589 44%	38 65%	10 83%
				ag	abg	abg	abcdgh		abg	abcdgh

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 53 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1532	624	390	263	76	179	582	273	100	68	203
Effective base	582	387	194	108	33	86	320	117	35	23	36
Weighted Base	1394	1074	249	59	8	4	872	219	53	26	37
Less than once a week	736 53%	608 57%	108 43%	19 32%	1 13%	1 15%	494 57%	93 42%	12 22%	8 31%	14 37%
		bcde	cde	de			bcde	c			
Once a week	201 14%	156 15%	33 13%	10 16%	2 23%	1 16%	135 16%	22 10%	11 21%	6 23%	3 7%
More than once a week but not every day	253 18%	180 17%	53 21%	16 28%	2 30%	1 25%	149 17%	50 23%	12 23%	7 28%	8 20%
		a									
Once a day	130 9%	82 8%	37 15%	8 14%	1 18%	1 25%	62 7%	32 15%	12 23%	3 12%	6 16%
		a	a	a	a	abc		a	a		
Twice a day	18 1%	7 1%	6 3%	4 6%	* 4%	* 7%	7 1%	5 2%	3 6%	* 2%	2 4%
				a		a			a		
More than twice a day	35 3%	26 2%	8 3%	1 1%	1 8%	* 9%	14 2%	8 4%	2 5%	1 5%	5 12%
					c	abc					a
Don't know	21 2%	15 1%	4 2%	2 3%	* 4%	* 2%	10 1%	9 4%	1 1%	- -%	1 2%
								a			
NET: Daily	183 13%	115 11%	51 21%	12 21%	2 30%	2 41%	83 10%	45 21%	17 33%	5 18%	12 33%
			a	a	a	abc		a	a		a
NET: Weekly	636 46%	452 42%	137 55%	38 65%	6 83%	3 83%	368 42%	117 53%	41 77%	18 69%	22 60%
			a	a	abc	abc		a	ab	a	a

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

Table 53 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1532	113	77	165	57	104	134	99	89	90
Effective base	582	64	40	88	27	51	83	56	46	43
Weighted Base	1394	143	74	239	65	124	242	159	113	100
Less than once a week	736 53%	85 60%	29 39%	133 55%	26 41%	58 47%	121 50%	99 62%	51 45%	58 58%
Once a week	201 14%	22 15%	9 12%	25 10%	6 10%	26 21%	36 15%	22 14%	31 28%	7 7%
More than once a week but not every day	253 18%	10 7%	17 23%	47 20%	21 32%	20 16%	45 19%	21 13%	23 20%	24 24%
Once a day	130 9%	18 13%	14 19%	25 10%	6 9%	11 9%	26 11%	8 5%	5 5%	6 6%
Twice a day	18 1%	1 1%	1 1%	6 3%	3 5%	- -%	1 *%	2 1%	2 2%	* *%
More than twice a day	35 3%	6 4%	2 3%	2 1%	2 4%	6 4%	5 2%	5 3%	* *%	4 4%
Don't know	21 2%	1 *%	2 3%	1 1%	- -%	3 3%	8 3%	3 2%	- -%	- -%
NET: Daily	183 13%	25 18%	17 23%	34 14%	12 18%	17 14%	32 13%	14 9%	8 7%	11 11%
NET: Weekly	636 46%	57 40%	42 58%	105 44%	39 59%	63 51%	114 47%	57 36%	61 55%	42 42%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 53 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1532	251	279	398	928	604	210	213	181
Effective base	582	122	149	227	491	161	71	53	58
Weighted Base	1394	289	329	640	1259	135	67	48	20
Less than once a week	736 53%	143 49%	165 50%	352 55%	660 52%	76 56%	39 59%	28 57%	9 46%
Once a week	201 14%	39 14%	62 19%	83 13%	184 15%	17 13%	9 14%	4 9%	4 20%
More than once a week but not every day	253 18%	65 22%	49 15%	113 18%	227 18%	26 19%	12 19%	11 23%	2 11%
Once a day	130 9%	24 8%	37 11%	58 9%	120 10%	10 8%	4 6%	3 6%	4 18%
Twice a day	18 1%	3 1%	4 1%	9 1%	16 1%	1 1%	* *%	* *%	1 3%
More than twice a day	35 3%	12 4%	9 3%	12 2%	34 3%	1 1%	1 1%	1 1%	* 1%
Don't know	21 2%	3 1%	3 1%	12 2%	19 1%	2 2%	1 2%	1 2%	* *%
NET: Daily	183 13%	39 14%	50 15%	80 13%	170 13%	13 10%	5 7%	4 8%	5 23%
NET: Weekly	636 46%	143 49%	161 49%	276 43%	580 46%	56 42%	26 40%	19 40%	11 53%

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

Table 53 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1532	73	142	18	160	164	412	53	52	617
Effective base	582	32	44	9	52	67	170	18	14	241
Weighted Base	1394	57	103	23	126	190	329	37	33	621
Less than once a week	736 53%	30 52% b	27 26%	13 56%	40 32%	101 53% bdf	127 39%	23 62% bd	18 54%	398 64% bdf
Once a week	201 14%	11 19%	21 20%	1 3%	22 17%	28 15%	43 13%	3 9%	2 7%	92 15%
More than once a week but not every day	253 18%	8 14%	26 25%	9 38%	35 28%	33 17%	80 24%	8 21%	6 20%	81 13%
Once a day	130 9%	7 11%	13 12%	* 1%	13 10%	19 10%	52 16% i	* 1%	6 18%	34 5%
Twice a day	18 1%	* *%	3 3%	* *%	3 2%	* *%	9 3%	* *%	* *%	5 1%
More than twice a day	35 3%	* *%	13 13% efi	- -%	13 10% ei	1 *%	12 4%	* *%	* *%	9 1%
Don't know	21 2%	2 3% i	* *%	* 2%	1 1%	8 4%	6 2%	3 7% i	* 1%	1 *%
NET: Daily	183 13%	7 12%	29 28% egi	* 1%	29 23% gi	20 10%	73 22% egi	1 1%	6 18%	48 8%
NET: Weekly	636 46%	26 45%	76 74% aeghi	10 42%	85 68% aegi	81 43%	196 60% egi	12 31%	15 45%	221 36%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 53 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1532	397	412	723	1350	182	-	1265	267	1494	38
Effective base	582	147	170	273	505	80	-	519	69	564	18
Weighted Base	1394	374	329	691	1171	223	-	1276	118	1351	43
Less than once a week	736 53%	170 46%	127 39%	439 64% ab	600 51%	136 61%	- -%	677 53%	59 50%	712 53%	24 57%
Once a week	201 14%	61 16%	43 13%	97 14%	166 14%	35 16%	- -%	182 14%	19 16%	192 14%	9 21%
More than once a week but not every day	253 18%	76 20%	80 24%	96 14% c	228 20%	24 11%	- -%	231 18%	21 18%	247 18%	6 13%
Once a day	130 9%	38 10%	52 16%	40 6% c	113 10%	17 8%	- -%	127 10%	3 3%	127 9%	3 7%
Twice a day	18 1%	3 1%	9 3%	5 1%	17 1%	* *%	- -%	14 1%	4 3%	17 1%	1 1%
More than twice a day	35 3%	14 4%	12 4%	9 1%	29 2%	6 3%	- -%	28 2%	7 6%	35 3%	- -%
Don't know	21 2%	11 3%	6 2%	4 1%	17 1%	5 2%	- -%	17 1%	4 4%	21 2%	- -%
NET: Daily	183 13%	56 15% c	73 22% c	54 8% c	159 14%	23 10%	- -%	168 13%	14 12%	179 13%	4 9%
NET: Weekly	636 46%	192 52% c	196 60% c	248 36% c	554 47%	82 37%	- -%	582 46%	55 46%	618 46%	18 43%

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

Table 53 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1532	779	362	380
Effective base	582	312	117	150
Weighted Base	1394	763	254	363
Less than once a week	736 53%	555 73%	91 36%	80 22%
		bc	c	
Once a week	201 14%	97 13%	39 15%	65 18%
More than once a week but not every day	253 18%	70 9%	86 34%	93 25%
			a	a
Once a day	130 9%	19 2%	22 9%	89 25%
			a	ab
Twice a day	18 1%	2 *%	7 3%	8 2%
			a	a
More than twice a day	35 3%	8 1%	3 1%	24 7%
				ab
Don't know	21 2%	12 2%	5 2%	4 1%
NET: Daily	183 13%	28 4%	33 13%	121 33%
			a	ab
NET: Weekly	636 46%	195 26%	158 62%	279 77%
			a	ab

Columns Tested: a,b,c

Table 53 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1532	1050	294	81	34	39	19	9	6	1344	188	107
Effective base	582	447	92	22	9	11	4	2	1	538	44	22
Weighted Base	1394	1096	196	49	11	27	8	1	5	1292	102	52
Less than once a week	736 53%	704 64%	25 13%	1 2%	3 25%	3 12%	* 1%	- -%	- -%	729 56%	7 7%	6 12%
		bcdeijk		c						bcejk		
Once a week	201 14%	161 15%	23 12%	12 25%	1 10%	3 11%	* 6%	* 1%	- -%	184 14%	17 17%	5 9%
More than once a week but not every day	253 18%	158 14%	67 34%	8 17%	4 38%	13 48%	1 16%	* 7%	* 2%	225 17%	27 27%	19 36%
			ai			ai					a	ai
Once a day	130 9%	37 3%	58 30%	24 49%	1 12%	8 28%	* 4%	1 70%	- -%	96 7%	34 34%	10 19%
			ai	aik		ai				a	ai	ai
Twice a day	18 1%	12 1%	5 2%	1 1%	1 7%	- -%	* *%	* 4%	- -%	16 1%	1 1%	1 2%
More than twice a day	35 3%	5 *%	17 9%	3 7%	1 8%	* 1%	4 47%	* 17%	5 98%	22 2%	13 13%	10 19%
			ai	a	a						ai	ai
Don't know	21 2%	19 2%	* *%	- -%	- -%	- -%	2 25%	- -%	- -%	19 1%	2 2%	2 4%
NET: Daily	183 13%	54 5%	80 41%	28 56%	3 27%	8 29%	4 52%	1 91%	5 98%	134 10%	49 48%	21 40%
			ai	ai	a	a				a	ai	ai
NET: Weekly	636 46%	373 34%	171 87%	48 98%	8 75%	24 88%	6 74%	1 100%	5 100%	544 42%	93 91%	44 84%
			ai	adi	a	ai				a	ai	ai

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

Table 53 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	1532	457	593	482	1381	1308	1424	1532	931	650	127	849	99	116	82	95	56
Effective base	582	224	224	136	510	490	535	582	354	206	62	358	29	32	20	21	15
Weighted Base	1394	569	527	298	1244	1177	1301	1394	883	511	154	886	58	74	45	46	37
Less than once a week	736 53%	486 85%	218 41%	32 11%	671 54%	594 50%	686 53%	736 53%	421 48%	196 38%	101 65%	529 60%	16 27%	17 23%	8 18%	10 21%	5 15%
Once a week	201 14%	34 6%	127 24%	40 13%	169 14%	172 15%	185 14%	201 14%	143 16%	95 19%	18 12%	125 14%	10 17%	19 26%	7 16%	3 6%	3 9%
More than once a week but not every day	253 18%	32 6%	126 24%	95 32%	218 18%	224 19%	237 18%	253 18%	175 20%	121 24%	24 15%	145 16%	23 40%	12 16%	10 22%	5 12%	18 48%
Once a day	130 9%	5 1%	33 6%	93 31%	113 9%	114 10%	118 9%	130 9%	87 10%	57 11%	10 6%	47 5%	6 10%	25 34%	11 24%	17 37%	3 9%
Twice a day	18 1%	4 1%	8 1%	6 2%	16 1%	18 1%	18 1%	18 1%	16 2%	14 3%	1 1%	11 1%	1 2%	* 1%	* 1%	1 2%	2 5%
More than twice a day	35 3%	* *%	5 1%	30 10%	34 3%	35 3%	35 3%	35 3%	28 3%	21 4%	- -%	16 2%	2 4%	* *%	4 9%	6 14%	6 15%
Don't know	21 2%	8 1%	11 2%	2 1%	21 2%	20 2%	21 2%	21 2%	14 2%	9 2%	1 1%	12 1%	- -%	1 1%	4 10%	4 8%	- -%
NET: Daily	183 13%	8 1%	46 9%	129 43%	164 13%	166 14%	171 13%	183 13%	131 15%	91 18%	11 7%	75 8%	10 17%	25 34%	15 34%	24 53%	10 28%
NET: Weekly	636 46%	74 13%	299 57%	263 88%	551 44%	563 48%	593 46%	636 46%	449 51%	307 60%	53 34%	345 39%	43 73%	56 76%	33 72%	33 71%	32 85%

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

Table 53 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	1532	922	143	93	90	51	54	28	809	208	111	63	52	38	27
Effective base	582	399	40	26	17	12	11	6	350	64	31	25	12	14	7
Weighted Base	1394	990	92	61	39	21	25	15	846	170	48	40	38	15	20
Less than once a week	736 53%	586 59% cdf	41 45% f	16 27%	14 35%	8 37%	1 5%	5 32%	547 65%	27 16%	4 7%	5 11%	10 26%	2 12%	1 5%
Once a week	201 14%	127 13%	21 22%	11 17%	6 14%	6 26%	* 2%	* *%	107 13%	41 24% af	10 22%	10 24%	1 2%	* 1%	3 16%
More than once a week but not every day	253 18%	165 17%	22 24%	13 22%	6 16%	4 17%	4 16%	4 24%	126 15%	49 29% a	15 32% a	9 21%	9 23%	4 26%	12 62%
Once a day	130 9%	63 6%	7 7%	17 29% ab	10 24% a	3 16%	13 50% ab	* 1%	38 4%	35 21% a	8 17% a	13 32% a	12 33% a	6 41% a	1 5%
Twice a day	18 1%	13 1%	1 1%	* 1%	* 1%	* *%	1 6%	1 6%	5 1%	8 5% a	2 4%	* *%	* 1%	1 4%	1 6%
More than twice a day	35 3%	20 2%	1 1%	2 4%	3 9%	1 3%	2 7%	6 36%	14 2%	3 2%	8 16% ab	4 11% a	2 5%	3 17% ab	1 5%
Don't know	21 2%	17 2%	* *%	1 1%	* *%	* *%	4 14% ab	- -%	9 1%	6 4%	1 1%	- -%	4 11% a	- -%	- -%
NET: Daily	183 13%	95 10%	8 9%	20 33% ab	13 34% ab	4 19%	16 63% abe	7 43%	57 7%	47 28% a	18 37% a	17 44% a	15 39% a	9 62% ab	3 17%
NET: Weekly	636 46%	387 39%	51 55% a	44 73% a	25 65% a	13 63% a	21 81% a	10 68%	290 34%	137 80% a	44 91% ae	36 89% a	24 63% a	13 88% a	19 95%

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

Table 53 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1532	968	181	138	88	57	50	50	457	318	346	202	97
Effective base	582	410	61	42	28	19	11	15	216	123	124	46	27
Weighted Base	1394	987	154	106	46	33	29	39	557	291	278	102	71
Less than once a week	736 53%	690 70%	28 18%	9 9%	2 4%	1 4%	5 16%	1 3%	475 85%	113 39%	79 28%	9 9%	8 12%
		bcdefg							bcde	de	d		
Once a week	201 14%	122 12%	41 27%	21 20%	2 4%	7 22%	1 3%	7 18%	29 5%	97 33%	54 19%	3 3%	3 4%
			ad							acde	ade		
More than once a week but not every day	253 18%	123 12%	36 23%	42 40%	27 58%	14 43%	6 20%	5 13%	24 4%	65 22%	121 44%	6 6%	21 29%
			a	a	abfg	a				ad	abd		ad
Once a day	130 9%	35 4%	38 24%	18 17%	14 29%	4 13%	7 25%	15 38%	9 2%	9 3%	17 6%	73 71%	11 15%
			a	a	a	a	a	a			a	abce	ab
Twice a day	18 1%	1 *	2 1%	9 9%	2 4%	1 4%	1 3%	2 5%	2 *%	* *%	2 1%	5 5%	8 12%
				a	a	a	a	a				ab	abc
More than twice a day	35 3%	6 1%	5 3%	2 2%	1 1%	5 14%	10 33%	7 18%	10 2%	2 1%	4 1%	3 3%	16 22%
						a	abcd	abcd					abcd
Don't know	21 2%	10 1%	5 3%	4 4%	- -%	- -%	* *%	2 5%	6 1%	5 2%	2 1%	3 3%	5 6%
													c
NET: Daily	183 13%	41 4%	44 29%	29 28%	16 35%	10 31%	17 60%	24 61%	21 4%	11 4%	23 8%	81 79%	35 49%
			a	a	a	a	abc	abc				abce	abc
NET: Weekly	636 46%	286 29%	121 79%	92 87%	45 96%	32 96%	24 84%	36 92%	75 13%	173 59%	198 71%	89 88%	58 82%
			a	a	ab	a	a	a		a	a	abc	ab

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

Table 53 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1532	563	286	294	163	70	525	272	278	152	67
Effective base	582	256	108	97	32	18	243	94	92	40	20
Weighted Base	1394	659	247	216	74	44	613	225	190	87	55
Less than once a week	736 53%	472 72%	108 44%	75 35%	8 10%	8 18%	504 82%	48 21%	32 17%	4 5%	6 11%
Once a week	201 14%	44 7%	74 30%	47 22%	2 3%	3 6%	57 9%	91 40%	24 13%	1 1%	* *%
More than once a week but not every day	253 18%	85 13%	44 18%	71 33%	4 6%	13 30%	28 5%	68 30%	109 57%	3 4%	16 28%
Once a day	130 9%	25 4%	10 4%	14 7%	56 76%	7 17%	9 1%	10 5%	20 11%	66 75%	9 16%
Twice a day	18 1%	4 1%	3 1%	4 2%	* *%	6 13%	1 *%	* *%	2 1%	6 6%	8 14%
More than twice a day	35 3%	16 2%	4 2%	4 2%	4 5%	7 16%	11 2%	4 2%	3 2%	5 6%	12 22%
Don't know	21 2%	13 2%	4 2%	2 1%	* *%	* 1%	4 1%	4 2%	* *%	3 3%	5 8%
NET: Daily	183 13%	45 7%	17 7%	21 10%	60 81%	20 46%	21 3%	14 6%	25 13%	76 87%	29 52%
NET: Weekly	636 46%	174 26%	135 55%	140 65%	66 89%	36 81%	106 17%	173 77%	158 83%	80 92%	45 81%
			a	a	abc	ab		a	a	ab	a

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

Table 53 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1532	674	250	309	179	94	867	151	501	1213	319	1220	161
Effective base	582	295	84	113	57	25	337	49	192	469	113	461	49
Weighted Base	1394	736	201	253	130	53	786	116	483	1139	255	1128	116
Less than once a week	736	736	-	-	-	-	274	44	410	664	72	649	22
	53%	100%	-%	-%	-%	-%	35%	38%	85%	58%	28%	58%	19%
		bcde						ab		b		b	
Once a week	201	-	201	-	-	-	149	21	32	155	46	151	18
	14%	-%	100%	-%	-%	-%	19%	18%	7%	14%	18%	13%	16%
			acde				c	c					
More than once a week but not every day	253	-	-	253	-	-	198	33	21	188	64	172	47
	18%	-%	-%	100%	-%	-%	25%	28%	4%	17%	25%	15%	40%
				abde			c	c			a		a
Once a day	130	-	-	-	130	-	111	10	9	86	44	96	17
	9%	-%	-%	-%	100%	-%	14%	9%	2%	8%	17%	9%	14%
					abce		c	c			a		
Twice a day	18	-	-	-	-	18	16	1	1	8	10	12	4
	1%	-%	-%	-%	-%	33%	2%	1%	*%	1%	4%	1%	4%
						abcd					a		
More than twice a day	35	-	-	-	-	35	34	1	*	19	16	29	6
	3%	-%	-%	-%	-%	67%	4%	1%	*%	2%	6%	3%	5%
						abcd	c				a		
Don't know	21	-	-	-	-	-	4	6	10	19	2	19	2
	2%	-%	-%	-%	-%	-%	1%	5%	2%	2%	1%	2%	2%
								a					
NET: Daily	183	-	-	-	130	53	161	12	10	113	70	137	27
	13%	-%	-%	-%	100%	100%	20%	11%	2%	10%	28%	12%	23%
					abc	abc	c	c			a		a
NET: Weekly	636	-	201	253	130	53	507	66	62	456	181	460	92
	46%	-%	100%	100%	100%	100%	65%	57%	13%	40%	71%	41%	79%
			a	a	a	a	c	c			a		a

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

Table 53 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1532	1073	235	956	576	1225	156	1062	246	960	572
Effective base	582	425	65	388	195	463	47	416	74	390	193
Weighted Base	1394	1025	153	906	488	1130	114	1009	168	916	478
Less than once a week	736 53%	559 55%	35 23%	554 61%	182 37%	648 57%	23 20%	560 55%	35 21%	555 61%	181 38%
Once a week	201 14%	142 14%	30 20%	114 13%	87 18%	150 13%	20 17%	139 14%	33 20%	114 12%	87 18%
More than once a week but not every day	253 18%	171 17%	53 35%	135 15%	118 24%	176 16%	42 37%	167 17%	57 34%	147 16%	106 22%
Once a day	130 9%	92 9%	22 14%	65 7%	65 13%	92 8%	20 18%	88 9%	26 16%	61 7%	69 15%
Twice a day	18 1%	13 1%	5 3%	6 1%	11 2%	11 1%	6 5%	10 1%	8 5%	8 1%	9 2%
More than twice a day	35 3%	30 3%	5 3%	12 1%	23 5%	34 3%	1 1%	28 3%	7 4%	12 1%	23 5%
Don't know	21 2%	18 2%	3 2%	19 2%	3 1%	19 2%	2 2%	18 2%	3 2%	18 2%	3 1%
NET: Daily	183 13%	134 13%	32 21%	84 9%	98 20%	137 12%	27 24%	125 12%	41 24%	81 9%	102 21%
NET: Weekly	636 46%	448 44%	115 75%	333 37%	303 62%	463 41%	88 78%	431 43%	131 78%	342 37%	294 62%
			a		a		a		a		a

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

Table 53 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1532	837	1011	256	2	809	864	208	3	1077	857	263	1
Effective base	582	295	391	91	2	292	329	79	3	407	333	99	1
Weighted Base	1394	734	931	222	5	707	759	184	4	975	765	224	2
Less than once a week	736 53%	314 43%	529 57%	73 33%	- -%	293 41%	378 50%	43 24%	2 55%	424 43%	418 55%	62 28%	2 100%
			ac			c	ac			c	ac		
Once a week	201 14%	121 16%	124 13%	37 17%	- -%	114 16%	119 16%	28 15%	- -%	159 16%	114 15%	28 12%	- -%
More than once a week but not every day	253 18%	163 22%	158 17%	51 23%	4 74%	157 22%	142 19%	53 29%	- -%	220 23%	127 17%	57 26%	- -%
								b		b		b	
Once a day	130 9%	83 11%	67 7%	41 18%	1 26%	94 13%	69 9%	37 20%	- -%	111 11%	62 8%	52 23%	- -%
				b				b				ab	
Twice a day	18 1%	10 1%	8 1%	3 2%	- -%	10 1%	13 2%	4 2%	- -%	13 1%	10 1%	6 3%	- -%
More than twice a day	35 3%	30 4%	28 3%	15 7%	- -%	30 4%	26 3%	16 9%	2 45%	34 4%	25 3%	17 8%	- -%
								b					
Don't know	21 2%	13 2%	17 2%	2 1%	- -%	8 1%	14 2%	2 1%	- -%	13 1%	8 1%	2 1%	- -%
NET: Daily	183 13%	123 17%	104 11%	59 27%	1 26%	135 19%	107 14%	57 31%	2 45%	158 16%	97 13%	75 34%	- -%
		b		ab				ab				ab	
NET: Weekly	636 46%	407 55%	386 41%	147 66%	5 100%	406 57%	368 48%	138 75%	2 45%	538 55%	339 44%	160 72%	- -%
		b		b		b		ab		b		ab	

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

Table 53 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	1532	1155	1038	964	968	743	54	600	479	459	124	75
Effective base	582	437	398	384	353	300	14	266	197	184	59	38
Weighted Base	1394	1080	961	912	893	710	34	633	496	449	133	87
Less than once a week	736 53%	624 58%	502 52%	492 54%	496 56%	360 51%	4 13%	352 56%	248 50%	175 39%	33 25%	33 38%
Once a week	201 14%	152 14%	144 15%	126 14%	134 15%	101 14%	8 25%	87 14%	77 16%	77 17%	23 17%	11 12%
More than once a week but not every day	253 18%	159 15%	161 17%	166 18%	136 15%	121 17%	8 24%	111 18%	88 18%	96 21%	34 25%	23 27%
Once a day	130 9%	94 9%	99 10%	87 10%	76 9%	85 12%	12 36%	56 9%	55 11%	73 16%	34 26%	19 22%
Twice a day	18 1%	7 1%	8 1%	6 1%	8 1%	7 1%	1 3%	5 1%	2 *	1 *	1 1%	1 1%
More than twice a day	35 3%	28 3%	34 4%	19 2%	31 3%	23 3%	* *	19 3%	16 3%	16 4%	7 5%	- -%
Don't know	21 2%	17 2%	13 1%	15 2%	11 1%	13 2%	- -%	2 *	9 2%	10 2%	2 2%	- -%
NET: Daily	183 13%	128 12%	141 15%	112 12%	115 13%	115 16%	13 39%	80 13%	73 15%	91 20%	42 31%	20 23%
NET: Weekly	636 46%	440 41%	446 46%	404 44%	386 43%	337 47%	29 87%	279 44%	239 48%	264 59%	98 74%	54 62%
							ab			ab	abc	a

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

Table 53 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1532	166	117	91	48	1283	959	1376	1045	913	786	1207	206	-	1110	87
Effective base	582	66	40	37	19	483	343	517	378	322	292	463	75	-	419	43
Weighted Base	1394	153	93	88	45	1136	792	1224	875	748	714	1099	167	-	967	116
Less than once a week	736 53%	44 29%	25 27%	23 26%	14 32%	646 57%	398 50%	663 54%	436 50%	370 49%	308 43%	628 57%	61 36%	- -%	516 53%	65 56%
Once a week	201 14%	32 21%	21 22%	15 17%	6 14%	152 13%	111 14%	173 14%	135 15%	112 15%	118 17%	149 14%	34 20%	- -%	147 15%	15 13%
More than once a week but not every day	253 18%	35 23%	24 25%	29 32%	10 22%	186 16%	144 18%	207 17%	160 18%	141 19%	151 21%	165 15%	30 18%	- -%	156 16%	27 24%
Once a day	130 9%	30 19%	14 15%	5 6%	6 14%	103 9%	96 12%	115 9%	104 12%	87 12%	87 12%	105 10%	33 19%	- -%	88 9%	6 5%
Twice a day	18 1%	1 1%	5 5%	5 5%	1 2%	10 1%	11 1%	15 1%	6 1%	6 1%	12 2%	6 1%	1 *	- -%	11 1%	* *%
More than twice a day	35 3%	6 4%	5 5%	8 9%	5 12%	24 2%	24 3%	32 3%	27 3%	20 3%	30 4%	29 3%	9 6%	- -%	32 3%	2 2%
Don't know	21 2%	5 4%	1 1%	4 4%	2 5%	15 1%	7 1%	17 1%	8 1%	13 2%	7 1%	17 2%	* *%	- -%	17 2%	* *%
NET: Daily	183 13%	36 24%	23 25%	18 20%	13 28%	137 12%	131 17%	163 13%	137 16%	113 15%	130 18%	139 13%	43 26%	- -%	131 14%	8 7%
NET: Weekly	636 46%	104 68%	68 73%	62 70%	29 63%	474 42%	386 49%	543 44%	432 49%	366 49%	399 56%	454 41%	107 64%	- -%	434 45%	50 43%

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

Table 53 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1532	629	741	631	28	332	427	281	942	293	347	348	802
Effective base	582	256	274	225	15	118	160	103	364	111	120	130	322
Weighted Base	1394	606	673	548	41	278	399	245	892	244	270	312	781
Less than once a week	736 53%	263 43%	438 65%	221 40%	5 12%	71 26%	185 46%	42 17%	545 61%	145 59%	94 35%	129 41%	493 63%
		a	a	a		a	a		a	a			ab
Once a week	201 14%	91 15%	90 13%	95 17%	6 15%	50 18%	69 17%	44 18%	121 14%	31 13%	39 14%	56 18%	101 13%
More than once a week but not every day	253 18%	124 21%	89 13%	124 23%	21 51%	79 29%	81 20%	88 36%	129 14%	34 14%	78 29%	72 23%	100 13%
		b	b	b		b	b	bc	b	b	c	c	
Once a day	130 9%	86 14%	29 4%	73 13%	5 13%	44 16%	50 13%	38 15%	70 8%	22 9%	41 15%	30 10%	58 7%
		b		b		b		b			c		
Twice a day	18 1%	11 2%	3 *	12 2%	- -%	12 4%	1 *	6 3%	7 1%	4 2%	7 3%	7 2%	3 *
		b		b		b		b			b		*
More than twice a day	35 3%	19 3%	15 2%	23 4%	4 9%	18 7%	13 3%	21 8%	9 1%	5 2%	8 3%	17 5%	10 1%
		b	b	b		b	b	bc	b	b	b	c	
Don't know	21 2%	11 2%	10 1%	1 *	- -%	3 1%	* *	6 3%	10 1%	4 2%	3 1%	2 1%	16 2%
		b	b	b		b	*	b	b	b	b	b	
NET: Daily	183 13%	116 19%	47 7%	107 20%	9 22%	74 27%	63 16%	65 26%	87 10%	31 13%	56 21%	54 17%	72 9%
		b	b	b		b	b	bc	b	b	c	c	
NET: Weekly	636 46%	331 55%	226 34%	326 60%	36 88%	204 73%	213 53%	197 80%	337 38%	95 39%	173 64%	182 58%	273 35%
		b	b	b		b	b	bc	b	b	c	c	

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

Table 53 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1532	776	756
Effective base	582	251	331
Weighted Base	1394	596	798
Less than once a week	736 53%	311 52%	426 53%
Once a week	201 14%	76 13%	125 16%
More than once a week but not every day	253 18%	109 18%	144 18%
Once a day	130 9%	62 10%	68 8%
Twice a day	18 1%	13 2%	4 1%
More than twice a day	35 3%	14 2%	21 3%
Don't know	21 2%	11 2%	11 1%
NET: Daily	183 13%	90 15%	93 12%
NET: Weekly	636 46%	275 46%	361 45%

Columns Tested:: a,b

Table 53 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1532	89	174	135	123	156	81	89	148	114	125	94	204
Effective base	582	28	79	84	41	111	48	16	57	45	24	34	71
Weighted Base	1394	41	133	165	40	244	79	19	195	109	50	96	224
Less than once a week	736	23	74	77	17	147	48	10	129	52	35	42	82
	53%	56%	56%	47%	42%	60%	61%	54%	66%	48%	71%	44%	37%
		l			dl		l		cdkl		cdkl		
Once a week	201	4	21	22	9	40	12	1	16	11	4	25	36
	14%	10%	15%	14%	22%	16%	16%	3%	8%	10%	8%	27%	16%
												gh	
More than once a week but not every day	253	11	24	28	4	28	12	5	31	32	9	14	53
	18%	28%	18%	17%	10%	12%	15%	26%	16%	29%	19%	15%	24%
		e								de			e
Once a day	130	1	7	25	8	22	4	1	9	10	1	5	37
	9%	3%	5%	15%	20%	9%	5%	7%	5%	9%	2%	5%	17%
				bhj	abhj								bhj
Twice a day	18	1	3	3	*	1	1	*	1	3	1	*	5
	1%	1%	2%	2%	*%	*%	1%	2%	*%	2%	1%	*%	2%
More than twice a day	35	1	2	4	1	6	*	1	5	1	*	5	10
	3%	1%	1%	2%	2%	2%	*%	6%	2%	1%	*%	5%	4%
Don't know	21	1	2	6	1	-	2	*	4	*	*	4	1
	2%	1%	2%	4%	2%	-%	2%	1%	2%	*%	*%	4%	1%
			e										
NET: Daily	183	2	12	31	9	29	5	3	15	14	1	9	52
	13%	6%	9%	19%	23%	12%	6%	15%	8%	12%	3%	10%	23%
			fj	bfhj									abhj
NET: Weekly	636	17	57	82	22	97	29	9	62	57	14	49	140
	46%	43%	43%	50%	56%	40%	37%	45%	32%	52%	29%	51%	63%
			h	hj					h				befhj

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

Table 53 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1532	398	360	351	423	758	774
Effective base	582	189	186	110	127	374	237
Weighted Base	1394	339	363	323	369	702	692
Less than once a week	736 53%	174 51%	212 58% d	191 59% d	159 43%	386 55%	350 51%
Once a week	201 14%	47 14%	61 17% c	28 9%	65 18% c	108 15%	93 13%
More than once a week but not every day	253 18%	64 19%	44 12%	68 21% b	76 21% b	108 15%	145 21%
Once a day	130 9%	33 10%	34 9%	20 6%	43 12%	67 10%	63 9%
Twice a day	18 1%	6 2%	2 1%	4 1%	5 1%	8 1%	9 1%
More than twice a day	35 3%	6 2%	7 2%	7 2%	14 4%	14 2%	21 3%
Don't know	21 2%	9 3%	3 1%	4 1%	6 2%	12 2%	10 1%
NET: Daily	183 13%	46 13%	43 12%	31 10%	63 17%	89 13%	94 14%
NET: Weekly	636 46%	156 46%	149 41%	127 39%	204 55% bc	305 43%	331 48%

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

Table 55

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	c	d	e
Unweighted Base	945	8	937	581	182	60	122	364
Effective base	359	2	358	319	85	26	64	113
Weighted Base	900	6	894	843	48	6	3	57
Less than once a week	546 61%	* 8%	546 61%	527 63% bcde	18 38% cd	1 15%	1 19%	20 35% d
Once a week	99 11%	- -%	99 11%	90 11%	8 16%	1 11%	* 15%	9 15%
More than once a week but not every day	122 14%	5 84%	117 13%	109 13%	10 21%	3 43% abde	* 16%	13 23% a
Once a day	65 7%	* 5%	65 7%	58 7%	5 10%	1 24% a	1 23% ab	7 12%
Twice a day	13 1%	- -%	13 1%	11 1%	2 4%	* 1%	* 8% a	2 4%
More than twice a day	29 3%	- -%	29 3%	25 3%	3 7%	* 5%	* 11% a	4 7%
Don't know	26 3%	* 4%	26 3%	23 3%	2 5%	* *% a	* 8%	2 4%
NET: Daily	107 12%	* 5%	107 12%	94 11%	10 21% a	2 30% a	1 42% abe	13 23% a
NET: Weekly	328 36%	5 89%	322 36%	293 35%	28 57% a	5 84% abe	2 74% ab	35 61% a

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

Table 55 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	945	210	276	95	112	130	122	581	182	182
Effective base	359	137	148	44	57	50	64	319	85	51
Weighted Base	900	403	376	64	35	19	3	843	48	9
Less than once a week	546 61%	265 66% defhi	226 60% defhi	36 56% efhi	13 38% fi	6 31%	1 19%	527 63% defhi	18 38% fi	1 16%
Once a week	99 11%	39 10%	42 11%	8 13%	5 15%	3 16%	* 15%	90 11%	8 16%	1 13%
More than once a week but not every day	122 14%	42 10%	58 15%	9 14%	8 22%	5 26%	* 16%	109 13%	10 21%	3 34%
Once a day	65 7%	17 4%	38 10%	4 6%	5 13%	2 10%	1 23%	58 7%	5 10%	2 24%
Twice a day	13 1%	9 2%	* *%	2 3%	2 4%	* 2%	* 8%	11 1%	2 4%	* 3%
More than twice a day	29 3%	14 3%	9 2%	2 3%	1 3%	2 12%	* 11%	25 3%	3 7%	1 7%
Don't know	26 3%	18 4% b	3 1%	3 5%	1 4%	1 4%	* 8% b	23 3%	2 5%	* 3%
NET: Daily	107 12%	39 10%	47 12%	8 12%	7 21%	5 24%	1 42%	94 11%	10 21%	3 34%
NET: Weekly	328 36%	120 30%	147 39%	25 39%	20 58%	13 65%	2 74%	293 35%	28 57%	7 81%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 55 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	945	336	245	182	60	122	370	196	81	50	152
Effective base	359	223	125	85	26	64	200	78	29	17	26
Weighted Base	900	662	180	48	6	3	561	162	45	21	29
Less than once a week	546 61%	435 66% bcde	92 51% de	18 38% de	1 15%	1 19%	375 67% bcde	72 44%	19 42%	8 38%	12 42%
Once a week	99 11%	63 10%	27 15%	8 16%	1 11%	* 15%	59 11%	21 13%	6 13%	4 17%	3 11%
More than once a week but not every day	122 14%	80 12%	29 16%	10 21%	3 43% abce	* 16%	64 11%	22 14%	9 20%	4 19%	7 26%
Once a day	65 7%	38 6%	20 11%	5 10%	1 24% a	1 23% abc	27 5%	23 14% a	8 17% a	3 15%	4 14%
Twice a day	13 1%	9 1%	2 1%	2 4%	* 1% a	* 8% ab	4 1%	6 4%	2 5%	* 2%	* *%
More than twice a day	29 3%	19 3%	6 3%	3 7%	* 5%	* 11% ab	16 3%	7 5%	1 3%	1 7%	2 7%
Don't know	26 3%	18 3%	6 3%	2 5%	* *% a	* 8% abc	15 3%	9 6% a	1 1% a	* 2% a	* *% a
NET: Daily	107 12%	67 10%	27 15%	10 21% a	2 30% a	1 42% abc	47 8%	37 23% a	11 25% a	5 24% a	6 21% a
NET: Weekly	328 36%	210 32% a	83 46% a	28 57% a	5 84% abc	2 74% abc	171 30%	81 50% a	26 57% a	13 60% a	17 58% a

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

Table 55 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	945	75	56	126	34	74	84	75	66	52
Effective base	359	39	31	68	15	36	50	40	31	23
Weighted Base	900	91	45	188	37	91	144	117	80	50
Less than once a week	546 61%	60 65%	21 46%	120 64%	17 46%	48 52%	86 60%	81 69%	51 64%	32 64%
Once a week	99 11%	11 12%	5 11%	15 8%	6 16%	15 16%	11 7%	11 9%	10 12%	6 12%
More than once a week but not every day	122 14%	11 12%	8 17%	21 11%	9 24%	15 16%	29 20%	9 8%	6 8%	8 16%
Once a day	65 7%	8 8%	6 13%	13 7%	* *%	7 7%	9 7%	5 4%	8 10%	3 6%
Twice a day	13 1%	- -%	- -%	9 5%	- -%	- -%	- -%	4 3%	* *%	* 1%
More than twice a day	29 3%	2 2%	4 10%	7 4%	1 3%	6 7%	- -%	2 2%	5 6%	* *%
Don't know	26 3%	- -%	1 3%	4 2%	4 11%	1 1%	9 6%	6 5%	- -%	- -%
NET: Daily	107 12%	10 10%	10 22%	29 15%	1 3%	13 14%	9 7%	10 9%	13 16%	4 7%
NET: Weekly	328 36%	32 35%	23 51%	65 34%	16 43%	42 47%	49 34%	30 26%	29 36%	18 36%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 55 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	945	160	197	285	642	303	93	103	107
Effective base	359	73	97	157	323	59	21	22	38
Weighted Base	900	178	216	449	844	56	24	23	10
Less than once a week	546 61%	97 54%	132 61%	287 64%	516 61%	31 55%	12 53%	12 54%	6 60%
Once a week	99 11%	27 15%	25 12%	36 8%	88 10%	10 18%	5 22%	4 16%	1 13%
More than once a week but not every day	122 14%	32 18%	26 12%	59 13%	116 14%	6 11%	3 11%	2 11%	1 10%
Once a day	65 7%	10 6%	21 10%	27 6%	58 7%	7 12%	3 12%	3 13%	1 8%
Twice a day	13 1%	* *%	* *%	12 3%	13 2%	* 1%	* *%	* *%	* 3%
More than twice a day	29 3%	7 4%	11 5%	9 2%	28 3%	1 2%	* 2%	* 2%	* 2%
Don't know	26 3%	5 3%	1 1%	18 4%	24 3%	1 2%	* *%	1 4%	* 4%
NET: Daily	107 12%	18 10%	32 15%	49 11%	99 12%	8 14%	3 14%	3 15%	1 13%
NET: Weekly	328 36%	76 43%	83 38%	144 32%	303 36%	24 43%	11 47%	10 42%	4 36%

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

Table 55 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	*g	h	i
Unweighted Base	945	47	93	16	109	118	237	29	33	371
Effective base	359	23	28	7	35	53	93	8	10	144
Weighted Base	900	47	71	19	90	155	187	20	26	376
Less than once a week	546 61%	24 51%	32 45%	10 51%	42 47%	81 52%	101 54%	11 59%	14 56%	273 73%
Once a week	99 11%	8 17%	4 5%	1 5%	5 5%	18 12%	31 16%	* 2%	7 26%	31 8%
More than once a week but not every day	122 14%	10 22%	21 30%	2 11%	24 26%	23 15%	23 13%	3 17%	* 1%	38 10%
Once a day	65 7%	3 6%	9 13%	5 25%	14 16%	13 8%	13 7%	1 3%	4 16%	17 4%
Twice a day	13 1%	* 1%	* *%	1 3%	1 1%	3 2%	5 2%	* 1%	* *%	4 1%
More than twice a day	29 3%	- -%	1 1%	* *%	1 1%	9 6%	11 6%	* 2%	* *%	8 2%
Don't know	26 3%	2 3%	3 5%	1 4%	4 5%	8 5%	3 2%	3 17%	* 1%	6 1%
NET: Daily	107 12%	3 7%	10 14%	5 28%	16 17%	25 16%	29 15%	1 5%	4 17%	28 8%
NET: Weekly	328 36%	21 45%	35 50%	8 44%	44 49%	66 43%	83 44%	5 24%	11 43%	97 26%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 55 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	945	274	237	434	843	102	-	749	196	924	21
Effective base	359	108	93	163	313	48	-	311	52	350	9
Weighted Base	900	291	187	422	757	143	-	803	97	880	19
Less than once a week	546 61%	146 50%	101 54%	299 71%	451 60%	96 67%	- -%	488 61%	59 61%	531 60%	15 79%
Once a week	99 11%	30 10%	31 16%	38 9%	82 11%	16 11%	- -%	90 11%	9 9%	97 11%	1 7%
More than once a week but not every day	122 14%	57 20%	23 13%	42 10%	101 13%	21 15%	- -%	104 13%	18 19%	120 14%	2 11%
Once a day	65 7%	30 10%	13 7%	22 5%	64 8%	1 1%	- -%	60 7%	5 5%	65 7%	1 3%
Twice a day	13 1%	4 2%	5 2%	4 1%	13 2%	* *%	- -%	12 2%	1 1%	13 2%	- -%
More than twice a day	29 3%	10 3%	11 6%	8 2%	22 3%	7 5%	- -%	26 3%	2 2%	29 3%	- -%
Don't know	26 3%	14 5%	3 2%	9 2%	24 3%	2 1%	- -%	23 3%	3 3%	26 3%	- -%
NET: Daily	107 12%	44 15%	29 15%	35 8%	99 13%	8 5%	- -%	98 12%	9 9%	106 12%	1 3%
NET: Weekly	328 36%	131 45%	83 44%	114 27%	282 37%	45 32%	- -%	293 36%	35 36%	324 37%	4 21%

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

Table 55 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	945	474	247	213
Effective base	359	200	78	77
Weighted Base	900	507	180	199
Less than once a week	546 61%	375 74% bc	73 41%	89 45%
Once a week	99 11%	48 9%	26 14%	25 13%
More than once a week but not every day	122 14%	47 9%	29 16%	45 23%
Once a day	65 7%	12 2%	24 13% a	29 15% a
Twice a day	13 1%	1 *%	8 4% a	5 2%
More than twice a day	29 3%	7 1%	16 9% a	3 2%
Don't know	26 3%	18 4%	5 3%	3 1%
NET: Daily	107 12%	20 4%	47 26% a	37 19% a
NET: Weekly	328 36%	114 23%	102 56% a	107 54% a

Columns Tested: a,b,c

Table 55 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	945	611	181	59	26	38	16	8	6	792	153	94
Effective base	359	268	55	16	7	11	3	2	1	322	37	21
Weighted Base	900	683	129	37	10	27	8	1	5	812	88	51
Less than once a week	546 61%	478 70%	43 33%	15 42%	3 28%	3 11%	* 1%	- -%	5 95%	521 64%	26 29%	10 20%
		bcej								bejk		
Once a week	99 11%	78 11%	14 11%	4 12%	* 4%	3 9%	* 4%	* 2%	* %	91 11%	7 8%	3 6%
More than once a week but not every day	122 14%	66 10%	38 30%	7 20%	1 9%	6 21%	4 50%	* 23%	* 2%	104 13%	18 21%	11 21%
			ai								a	
Once a day	65 7%	19 3%	21 17%	9 23%	3 34%	12 42%	1 12%	1 70%	- -%	40 5%	25 29%	17 33%
			ai	ai		ai					ai	ai
Twice a day	13 1%	3 *	6 5%	* *%	* 4%	3 13%	* 3%	* 4%	* 3%	9 1%	4 5%	4 8%
			a			ai					a	ai
More than twice a day	29 3%	16 2%	6 5%	1 2%	2 22%	1 3%	2 29%	* 2%	- -%	22 3%	6 7%	5 11%
											a	
Don't know	26 3%	25 4%	* *%	* 1%	- -%	* *%	* *%	- -%	- -%	25 3%	* 1%	* *%
NET: Daily	107 12%	38 5%	34 26%	9 26%	6 59%	16 58%	4 45%	1 75%	* 3%	71 9%	36 41%	26 52%
			ai	ai		abi					ai	abi
NET: Weekly	328 36%	181 26%	85 66%	21 57%	7 72%	24 89%	8 99%	1 100%	* 5%	266 33%	62 70%	41 79%
			ai	ai		ai					ai	ai

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

Table 55 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	*a	b	c	d	e	f	g
Unweighted Base	945	258	353	334	917	921	933	931	945	545	19	568	72	90	64	78	42
Effective base	359	133	136	91	345	350	355	354	359	173	11	250	24	27	16	18	11
Weighted Base	900	356	327	217	866	877	892	883	900	430	27	644	51	67	34	42	28
Less than once a week	546 61%	294 83%	183 56%	69 32%	525 61%	539 61%	542 61%	534 60%	546 61%	191 45%	12 45%	451 70%	25 49%	26 38%	9 26%	13 31%	6 22%
Once a week	99 11%	20 6%	57 18%	21 10%	98 11%	91 10%	98 11%	99 11%	99 11%	64 15%	7 26%	55 9%	8 15%	14 20%	10 28%	1 3%	4 13%
More than once a week but not every day	122 14%	16 4%	50 15%	56 26%	112 13%	117 13%	120 13%	121 14%	122 14%	75 17%	4 14%	75 12%	8 16%	10 15%	2 6%	11 25%	10 36%
Once a day	65 7%	10 3%	8 3%	47 22%	65 7%	65 7%	65 7%	65 7%	65 7%	53 12%	* *%	28 4%	5 10%	13 20%	7 21%	9 22%	2 7%
Twice a day	13 1%	* *%	3 1%	10 5%	13 2%	13 2%	13 1%	13 2%	13 1%	11 3%	* *%	5 1%	3 7%	1 1%	3 10%	* 1%	1 3%
More than twice a day	29 3%	1 *%	15 5%	13 6%	29 3%	28 3%	29 3%	28 3%	29 3%	23 5%	- -%	12 2%	2 3%	* *%	3 8%	7 17%	5 16%
Don't know	26 3%	15 4%	10 3%	1 *%	24 3%	23 3%	26 3%	23 3%	26 3%	12 3%	4 14%	17 3%	* *%	3 5%	* 1%	* 1%	1 3%
NET: Daily	107 12%	11 3%	26 8%	69 32%	107 12%	107 12%	107 12%	107 12%	107 12%	88 20%	* *%	45 7%	10 20%	14 21%	13 39%	17 40%	7 26%
NET: Weekly	328 36%	47 13%	134 41%	147 68%	317 37%	315 36%	325 36%	326 37%	328 36%	227 53%	11 40%	175 27%	26 51%	38 56%	25 73%	29 69%	21 75%

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

Table 55 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	945	577	98	73	66	42	38	23	522	165	90	52	44	25	23
Effective base	359	258	30	24	13	9	8	5	234	53	25	22	11	10	6
Weighted Base	900	656	68	59	33	18	21	10	594	146	44	32	33	10	18
Less than once a week	546	444	39	17	13	10	1	2	457	39	13	12	11	3	5
	61%	68%	57%	29%	39%	55%	4%	16%	77%	27%	30%	36%	31%	29%	30%
		cdf	cf			f			bcde						
Once a week	99	64	8	19	5	*	*	2	51	20	9	6	5	1	1
	11%	10%	11%	32%	15%	*%	2%	23%	9%	13%	20%	17%	14%	9%	8%
			ae												
More than once a week but not every day	122	73	12	9	1	3	9	5	60	31	11	6	1	1	6
	14%	11%	17%	16%	4%	19%	41%	45%	10%	21%	26%	19%	3%	12%	32%
							ad			a	a				
Once a day	65	35	6	8	6	3	7	*	9	31	6	3	11	3	1
	7%	5%	8%	13%	17%	19%	32%	5%	2%	21%	15%	9%	33%	36%	3%
							a			a	a	a	a		
Twice a day	13	5	4	4	*	*	*	*	3	6	*	1	4	*	1
	1%	1%	6%	7%	*%	1%	*%	2%	*%	4%	1%	2%	11%	*%	3%
			a	a						a			a		
More than twice a day	29	14	1	1	8	1	4	*	2	15	2	2	2	1	5
	3%	2%	1%	2%	23%	4%	20%	2%	*%	10%	5%	7%	6%	14%	25%
				ab			a			a	a	a	a		
Don't know	26	23	-	1	*	*	-	1	13	5	1	3	*	-	*
	3%	3%	-%	1%	*%	1%	-%	8%	2%	4%	3%	9%	1%	-%	*%
												a			
NET: Daily	107	54	10	13	14	4	11	1	13	51	9	6	17	5	6
	12%	8%	15%	22%	41%	24%	52%	8%	2%	35%	20%	18%	51%	50%	31%
			a	a			ab			a	a	a	a		
NET: Weekly	328	190	30	41	20	8	20	8	124	102	29	18	23	7	13
	36%	29%	43%	70%	61%	44%	96%	76%	21%	70%	66%	54%	67%	71%	70%
			a	a			abe			a	a	a	a		

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

Table 55 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	945	508	133	108	65	43	33	41	261	224	234	130	80
Effective base	359	222	44	36	19	15	8	13	132	93	79	30	22
Weighted Base	900	560	109	94	35	29	22	35	358	217	184	72	60
Less than once a week	546 61%	436 78%	54 50%	19 20%	8 23%	7 25%	5 24%	5 14%	335 94%	115 53%	68 37%	8 11%	15 26%
		bcdefg	cdg						bcde	cde	d		
Once a week	99 11%	49 9%	18 17%	18 19%	1 1%	6 21%	* 2%	6 18%	5 1%	51 23%	28 15%	10 14%	5 8%
										a	a	a	
More than once a week but not every day	122 14%	50 9%	21 19%	21 22%	10 29%	5 16%	9 43%	6 17%	10 3%	12 5%	67 36%	16 23%	15 25%
				a	a		a				ab	ab	ab
Once a day	65 7%	4 1%	13 12%	22 24%	10 28%	4 15%	2 7%	10 29%	1 *	18 8%	9 5%	30 42%	7 12%
			a	a	a	a	a			a	a	abce	a
Twice a day	13 1%	4 1%	1 1%	4 4%	* *	* *	4 18%	1 2%	* *	4 2%	4 2%	* *	5 9%
					%	%	ab					%	a
More than twice a day	29 3%	3 1%	2 2%	7 8%	5 13%	5 18%	1 5%	4 13%	1 *	11 5%	4 2%	2 3%	10 17%
				a	a	ab		a		a			ac
Don't know	26 3%	13 2%	- -	4 4%	2 6%	1 4%	* 1%	3 8%	6 2%	7 3%	4 2%	5 7%	3 5%
NET: Daily	107 12%	11 2%	16 14%	34 36%	14 42%	10 34%	7 30%	15 44%	2 1%	32 15%	17 9%	33 46%	22 37%
			a	ab	ab	a	a	ab		a	a	abc	abc
NET: Weekly	328 36%	110 20%	55 50%	72 76%	25 72%	21 71%	16 75%	27 78%	17 5%	94 44%	113 61%	59 82%	42 69%
			a	ab	a	a	a	a		a	ab	abc	ab

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

Table 55 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	945	352	198	202	104	56	363	206	187	97	57
Effective base	359	164	79	66	22	14	174	74	56	26	18
Weighted Base	900	432	183	155	57	37	461	178	120	64	48
Less than once a week	546 61%	348 81%	100 55%	66 42%	3 5%	8 21%	417 91%	73 41%	28 24%	7 11%	14 28%
		bcde	de	d			bcde	cd			
Once a week	99 11%	18 4%	46 25%	25 16%	9 16%	* 1%	10 2%	51 29%	22 18%	4 6%	4 9%
			ae	a	a			ad	a		
More than once a week but not every day	122 14%	22 5%	9 5%	52 33%	15 26%	14 39%	16 3%	19 10%	56 47%	15 24%	11 23%
				ab	ab	ab		a	abd	a	a
Once a day	65 7%	20 5%	5 3%	8 5%	29 52%	3 7%	8 2%	17 10%	3 3%	31 48%	6 12%
					abce			a		abce	a
Twice a day	13 1%	1 *%	7 4%	3 2%	* *%	3 7%	3 1%	1 *%	4 3%	1 1%	5 10%
			a			a					ab
More than twice a day	29 3%	13 3%	5 3%	* *%	* *%	10 26%	1 *%	15 8%	4 4%	2 3%	6 13%
						abcd		a			a
Don't know	26 3%	9 2%	11 6%	2 1%	* 1%	* *%	5 1%	3 2%	2 2%	5 7%	3 6%
NET: Daily	107 12%	34 8%	16 9%	12 7%	30 53%	15 40%	12 3%	32 18%	12 10%	33 52%	17 35%
					abc	abc		a	a	abc	ac
NET: Weekly	328 36%	75 17%	71 39%	88 57%	53 95%	30 79%	39 8%	102 58%	90 75%	52 81%	32 66%
			a	ab	abc	ab		a	ab	ab	a

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

Table 55 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	945	354	175	200	112	76	535	125	260	732	213	782	135
Effective base	359	163	58	71	36	20	207	40	103	287	73	301	44
Weighted Base	900	421	143	175	87	45	496	99	280	732	167	760	106
Less than once a week	546 61%	413 98%	61 43%	35 20%	17 20%	8 17%	244 49%	44 45%	239 85%	494 68%	52 31%	504 66%	21 20%
		bcde	cde					ab		b		b	
Once a week	99 11%	5 1%	65 45%	16 9%	9 11%	4 9%	67 13%	16 16%	16 6%	72 10%	26 16%	81 11%	18 17%
			acde	a	a	a	c	c					
More than once a week but not every day	122 14%	2 *	9 6%	72 41%	25 29%	13 28%	91 18%	16 16%	13 5%	88 12%	34 20%	87 11%	25 24%
			a	ab	ab	ab	c	c					a
Once a day	65 7%	* *%	4 3%	26 15%	34 39%	2 5%	54 11%	10 10%	1 *%	42 6%	23 14%	50 7%	14 14%
				ab	abce	a	c	c			a		
Twice a day	13 1%	* *%	- -%	8 4%	* *%	5 12%	10 2%	4 4%	* *%	5 1%	8 5%	4 1%	9 9%
				a		ab					a		a
More than twice a day	29 3%	* *%	* *%	13 8%	1 2%	8 18%	23 5%	3 3%	3 1%	12 2%	16 10%	16 2%	13 12%
				ab		abd					a		a
Don't know	26 3%	1 *%	3 2%	5 3%	* *%	5 11%	8 2%	6 6%	9 3%	18 2%	7 4%	19 3%	5 5%
						a							
NET: Daily	107 12%	* *%	4 3%	47 27%	35 41%	15 35%	86 17%	17 18%	3 1%	59 8%	48 29%	70 9%	37 35%
				ab	ab	ab	c	c			a		a
NET: Weekly	328 36%	7 2%	78 55%	135 77%	70 80%	32 72%	244 49%	49 50%	32 12%	220 30%	108 64%	237 31%	79 75%
			a	ab	ab	a	c	c			a		a

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

Table 55 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	945	708	213	538	393	787	130	698	223	546	385
Effective base	359	289	61	223	131	302	43	281	70	225	129
Weighted Base	900	728	149	542	341	766	100	718	159	553	330
Less than once a week	546 61%	482 66%	58 39%	373 69%	162 47%	507 66%	18 18%	488 68%	51 32%	381 69%	153 46%
Once a week	99 11%	73 10%	19 13%	55 10%	44 13%	82 11%	17 17%	71 10%	20 13%	54 10%	45 14%
More than once a week but not every day	122 14%	92 13%	26 17%	60 11%	61 18%	90 12%	22 22%	91 13%	26 16%	60 11%	61 19% a
Once a day	65 7%	48 7%	16 11%	30 6%	35 10%	47 6%	18 18% a	41 6%	24 15% a	33 6%	32 10%
Twice a day	13 1%	6 1%	7 5% a	5 1%	9 3%	8 1%	6 6% a	3 *% a	11 7% a	5 1%	9 3%
More than twice a day	29 3%	11 1%	18 12% a	6 1%	22 7% a	17 2%	12 12% a	9 1%	20 12% a	6 1%	23 7% a
Don't know	26 3%	17 2%	6 4%	14 3%	9 3%	17 2%	7 7%	15 2%	8 5%	16 3%	7 2%
NET: Daily	107 12%	65 9%	42 28% a	41 8%	66 19% a	71 9%	36 36% a	52 7%	54 34% a	44 8%	63 19% a
NET: Weekly	328 36%	229 31%	86 58% a	156 29%	170 50% a	242 32%	74 74% a	215 30%	100 63% a	157 28%	169 51% a

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

Table 55 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	945	638	612	201	1	618	557	162	3	717	472	194	1
Effective base	359	225	247	72	1	222	214	61	3	264	183	68	1
Weighted Base	900	569	605	171	4	561	518	146	4	646	441	147	2
Less than once a week	546 61%	301 53%	394 65%	87 51%	- -%	310 55%	329 63%	69 48%	1 14%	355 55%	279 63%	61 42%	2 100%
Once a week	99 11%	71 12%	59 10%	18 11%	- -%	64 11%	43 8%	17 12%	3 86%	79 12%	40 9%	23 16%	- -%
More than once a week but not every day	122 14%	92 16%	72 12%	23 13%	4 100%	81 15%	72 14%	19 13%	- -%	100 15%	64 14%	26 18%	- -%
Once a day	65 7%	56 10%	35 6%	24 14%	- -%	60 11%	35 7%	21 15%	- -%	63 10%	24 5%	22 15%	- -%
Twice a day	13 1%	12 2%	7 1%	6 4%	- -%	11 2%	9 2%	7 5%	- -%	13 2%	8 2%	8 5%	- -%
More than twice a day	29 3%	23 4%	22 4%	9 6%	- -%	23 4%	16 3%	11 7%	- -%	24 4%	15 3%	7 5%	- -%
Don't know	26 3%	14 2%	18 3%	3 2%	- -%	11 2%	15 3%	1 1%	- -%	13 2%	10 2%	* *%	- -%
NET: Daily	107 12%	91 16%	63 10%	40 23%	- -%	94 17%	59 11%	39 27%	- -%	100 15%	47 11%	37 25%	- -%
NET: Weekly	328 36%	254 45%	194 32%	82 48%	4 100%	240 43%	174 34%	75 52%	3 86%	279 43%	151 34%	86 58%	- -%
		b		b		b		b				ab	

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

Table 55 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	945	729	688	534	639	457	47	379	332	318	91	51
Effective base	359	281	266	212	235	178	13	158	123	122	40	23
Weighted Base	900	727	677	524	624	447	33	379	318	309	84	47
Less than once a week	546 61%	486 67%	438 65%	326 62%	403 65%	267 60%	10 30%	240 63%	195 61%	168 55%	44 52%	27 57%
Once a week	99 11%	78 11%	68 10%	57 11%	67 11%	43 10%	2 6%	40 10%	39 12%	39 12%	12 14%	5 10%
More than once a week but not every day	122 14%	88 12%	94 14%	77 15%	79 13%	74 17%	6 17%	54 14%	46 15%	56 18%	11 13%	6 14%
Once a day	65 7%	38 5%	49 7%	35 7%	39 6%	32 7%	11 32%	27 7%	27 8%	30 10%	13 15%	9 18%
Twice a day	13 1%	7 1%	2 *%	5 1%	8 1%	5 1%	1 2%	4 1%	1 *%	1 *%	* *%	- -%
More than twice a day	29 3%	16 2%	12 2%	13 3%	13 2%	13 3%	5 14%	8 2%	4 1%	11 3%	5 5%	- -%
Don't know	26 3%	14 2%	14 2%	11 2%	16 3%	13 3%	- -%	7 2%	7 2%	4 1%	* *%	- -%
NET: Daily	107 12%	60 8%	63 9%	53 10%	59 9%	50 11%	16 48%	38 10%	31 10%	41 13%	17 21%	9 18%
NET: Weekly	328 36%	226 31%	225 33%	187 36%	205 33%	167 37%	23 70%	132 35%	116 37%	136 44%	40 47%	20 43%

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

Table 55 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	945	116	102	66	42	765	551	847	592	502	598	694	155	-	678	59
Effective base	359	49	36	25	16	295	202	325	219	178	210	272	52	-	254	31
Weighted Base	900	112	82	64	40	731	506	812	556	434	518	687	125	-	613	92
Less than once a week	546	47	25	28	16	469	291	498	334	246	268	460	68	-	396	60
	61%	41%	30%	43%	41%	64%	57%	61%	60%	57%	52%	67%	55%	-%	65%	66%
												a				
Once a week	99	23	9	3	7	74	56	85	74	59	73	62	15	-	65	9
	11%	20%	12%	5%	18%	10%	11%	10%	13%	14%	14%	9%	12%	-%	11%	10%
More than once a week but not every day	122	19	24	17	8	99	85	117	86	67	83	90	13	-	74	12
	14%	17%	29%	26%	20%	13%	17%	14%	16%	15%	16%	13%	10%	-%	12%	13%
Once a day	65	13	19	3	4	46	44	59	35	36	51	39	17	-	44	7
	7%	12%	23%	4%	11%	6%	9%	7%	6%	8%	10%	6%	14%	-%	7%	8%
			c										b			
Twice a day	13	4	1	2	1	13	4	13	3	6	13	3	1	-	6	*
	1%	3%	1%	3%	1%	2%	1%	2%	1%	1%	3%	3%	1%	-%	1%	3%
											b	*	-%			*
More than twice a day	29	4	1	9	2	17	11	18	17	10	18	19	6	-	15	-
	3%	4%	2%	14%	6%	2%	2%	2%	3%	2%	3%	3%	5%	-%	2%	-%
Don't know	26	3	2	3	1	14	15	21	7	11	13	15	6	-	14	3
	3%	3%	3%	5%	3%	2%	3%	3%	1%	3%	3%	2%	4%	-%	2%	3%
NET: Daily	107	21	22	13	7	76	59	90	55	52	81	60	23	-	65	7
	12%	19%	26%	21%	18%	10%	12%	11%	10%	12%	16%	9%	19%	-%	11%	8%
											b		b			
NET: Weekly	328	63	55	34	22	249	200	292	215	177	237	212	51	-	204	28
	36%	56%	67%	52%	55%	34%	40%	36%	39%	41%	46%	31%	41%	-%	33%	31%
											b					

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

Table 55 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	945	434	409	445	18	260	264	201	566	163	182	258	473
Effective base	359	172	154	156	10	90	99	74	217	64	64	94	192
Weighted Base	900	432	396	388	32	222	257	176	558	152	152	222	497
Less than once a week	546 61%	243 56%	287 73%	214 55%	9 29%	75 34%	169 66%	51 29%	375 67%	111 73%	61 40%	101 46%	359 72%
Once a week	99 11%	55 13%	28 7%	45 12%	6 18%	39 18%	25 10%	31 18%	55 10%	12 8%	18 12%	40 18%	41 8%
More than once a week but not every day	122 14%	62 14%	50 13%	53 14%	9 29%	48 22%	32 12%	41 24%	64 12%	16 10%	41 27%	40 18%	40 8%
Once a day	65 7%	42 10%	13 3%	38 10%	4 13%	21 10%	21 8%	27 15%	32 6%	4 2%	12 8%	17 7%	34 7%
Twice a day	13 1%	7 2%	* *%	9 2%	3 11%	12 5%	1 *%	10 6%	1 *%	2 1%	9 6%	4 2%	1 *%
More than twice a day	29 3%	15 4%	4 1%	16 4%	- -%	18 8%	5 2%	12 7%	11 2%	5 3%	7 4%	11 5%	11 2%
Don't know	26 3%	6 1%	14 4%	12 3%	- -%	9 4%	3 1%	3 2%	20 4%	2 1%	4 3%	9 4%	11 2%
NET: Daily	107 12%	65 15%	17 4%	63 16%	8 24%	51 23%	27 10%	50 28%	45 8%	11 7%	28 18%	31 14%	46 9%
NET: Weekly	328 36%	182 42%	95 24%	161 42%	23 71%	139 62%	84 33%	122 69%	164 29%	39 26%	86 57%	111 50%	127 26%

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

Table 55 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	945	463	482
Effective base	359	160	199
Weighted Base	900	415	485
Less than once a week	546 61%	228 55%	318 66%
			a
Once a week	99 11%	42 10%	56 12%
More than once a week but not every day	122 14%	62 15%	61 12%
Once a day	65 7%	37 9%	28 6%
Twice a day	13 1%	11 3%	3 1%
More than twice a day	29 3%	20 5%	8 2%
Don't know	26 3%	14 3%	12 2%
NET: Daily	107 12%	68 16%	39 8%
		b	
NET: Weekly	328 36%	172 42%	155 32%

Columns Tested:: a,b

Table 55 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	945	59	108	81	73	97	48	45	91	64	81	50	148
Effective base	359	18	46	50	22	71	26	6	40	23	14	24	54
Weighted Base	900	27	77	101	19	159	46	9	141	59	27	68	168
Less than once a week	546	15	47	46	11	121	30	6	107	30	19	34	79
	61%	58%	61%	46%	57%	76%	66%	64%	76%	51%	70%	51%	47%
						cikl			cikl				
Once a week	99	6	17	12	4	12	1	1	6	8	3	9	19
	11%	22%	22%	12%	22%	7%	2%	14%	4%	14%	12%	13%	11%
			efh		fh								
More than once a week but not every day	122	4	6	18	1	9	5	1	9	11	3	16	38
	14%	15%	8%	18%	7%	6%	12%	11%	6%	18%	13%	23%	23%
				e								eh	beh
Once a day	65	*	3	9	2	6	1	1	9	7	1	8	17
	7%	*%	5%	9%	12%	4%	1%	6%	7%	12%	5%	12%	10%
Twice a day	13	*	*	6	*	1	-	*	*	2	*	-	4
	1%	1%	*%	6%	1%	*%	-%	5%	*%	3%	*%	-%	2%
More than twice a day	29	*	*	6	*	5	1	*	8	1	*	*	7
	3%	2%	*%	6%	1%	3%	1%	*%	6%	1%	*%	*%	4%
Don't know	26	1	3	4	*	5	8	-	*	-	*	*	4
	3%	2%	4%	4%	1%	3%	17%	-%	*%	-%	*%	1%	2%
							dehijkl						
NET: Daily	107	1	4	21	3	12	1	1	18	9	1	8	28
	12%	3%	5%	20%	14%	8%	2%	11%	13%	16%	5%	12%	17%
			bef										
NET: Weekly	328	11	27	50	8	33	7	3	33	29	8	33	86
	36%	40%	35%	50%	42%	20%	16%	36%	23%	49%	30%	49%	51%
			efh						efh		efh	efh	efh

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

Table 55 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	945	248	218	200	279	466	479
Effective base	359	111	111	66	90	222	156
Weighted Base	900	204	224	209	262	429	471
Less than once a week	546 61%	108 53%	163 73% ad	144 69% ad	132 50%	271 63%	276 58%
Once a week	99 11%	35 17% b	17 8%	16 8%	31 12%	51 12%	47 10%
More than once a week but not every day	122 14%	28 14%	16 7%	21 10%	57 22% bc	44 10%	78 17%
Once a day	65 7%	12 6%	9 4%	17 8%	27 10%	22 5%	44 9%
Twice a day	13 1%	7 3%	1 *	2 1%	4 1%	7 2%	6 1%
More than twice a day	29 3%	6 3%	6 3%	9 4%	7 3%	12 3%	16 3%
Don't know	26 3%	8 4%	13 6% c	* *	4 1%	21 5% b	4 1%
NET: Daily	107 12%	25 12%	16 7%	28 14%	38 14%	41 10%	66 14%
NET: Weekly	328 36%	88 43% b	48 22%	65 31%	127 48% bc	136 32%	191 41%

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

Table 59
QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2094	448	1646	1435	354	94	211	659
Effective base	785	109	688	720	148	42	101	195
Weighted Base	1891	179	1712	1803	75	9	5	88
Less than once a week	869 46%	95 53%	774 45%	853 47%	14 18%	1 13%	* 10%	15 17%
Once a week	333 18%	29 16%	304 18%	318 18%	14 18%	1 8%	1 13%	15 17%
More than once a week but not every day	388 21%	34 19%	354 21%	363 20%	21 29%	3 33%	1 21%	25 29%
Once a day	173 9%	20 11%	153 9%	156 9%	13 18%	3 29%	1 30%	17 19%
Twice a day	37 2%	* *%	37 2%	32 2%	4 6%	1 7%	* 7%	5 6%
More than twice a day	90 5%	1 1%	88 5%	80 4%	7 10%	1 10%	1 19%	9 10%
Don't know	2 *%	- -%	2 *%	1 *%	1 1%	- -%	* 1%	1 1%
NET: Daily	299 16%	21 12%	278 16%	268 15%	25 33%	4 46%	3 55%	32 36%
NET: Weekly	1021 54%	84 47%	936 55%	949 53%	60 80%	8 87%	4 89%	72 81%

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

Table 59 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2094	605	618	212	216	232	211	1435	354	305
Effective base	785	358	294	85	99	89	101	720	148	87
Weighted Base	1891	988	686	129	54	29	5	1803	75	13
Less than once a week	869 46%	550 56% bcdefghi	263 38% defhi	39 31% efhi	11 20% f	4 13%	* 10%	853 47% bcdefhi	14 18%	2 12%
Once a week	333 18%	164 17%	134 20% i	20 16%	10 19%	4 13%	1 13%	318 18%	14 18%	1 10%
More than once a week but not every day	388 21%	150 15%	175 25% a	39 30% ag	16 30% ag	8 28% a	1 21%	363 20% a	21 29% ag	4 29% a
Once a day	173 9%	68 7%	71 10%	17 13%	9 17% ag	7 23% abg	1 30% abcdgh	156 9% abg	13 18% abg	4 29% abcdgh
Twice a day	37 2%	22 2% b	2 *% b	8 6% bg	3 5% b	2 8% abg	* 7% abg	32 2% abg	4 6% abg	1 7% abg
More than twice a day	90 5%	35 3%	40 6%	6 5%	5 9% a	4 12% ag	1 19% abcdgh	80 4% ag	7 10% ag	2 13% abg
Don't know	2 *%	- -%	- -%	1 1%	1 1% g	1 2% abg	* 1% g	1 *% abg	1 1% abg	* *% abg
NET: Daily	299 16%	124 13%	114 17%	30 23% ag	16 30% abg	13 44% abcg	3 55% abcdgh	268 15% abg	25 33% abg	7 49% abcdgh
NET: Weekly	1021 54%	437 44%	423 62% ag	89 69% ag	43 79% abg	25 85% abcg	4 89% abcdg	949 53% a	60 80% abg	12 88% abcg

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 59 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2094	869	566	354	94	211	763	351	130	87	234
Effective base	785	526	255	148	42	101	428	150	42	30	38
Weighted Base	1891	1461	341	75	9	5	1179	283	72	35	55
Less than once a week	869 46%	737 50% bcde	116 34% cde	14 18%	1 13%	* 10%	594 50%	101 36%	11 15%	11 30%	15 27%
Once a week	333 18%	262 18%	56 16%	14 18%	1 8%	1 13%	218 19%	42 15%	11 15%	8 23%	10 18%
More than once a week but not every day	388 21%	268 18%	95 28%	21 29%	3 33%	1 21%	221 19%	66 23%	28 39%	4 12%	14 25%
Once a day	173 9%	107 7%	49 14%	13 18%	3 29%	1 30%	82 7%	38 14%	13 18%	9 27%	8 14%
Twice a day	37 2%	22 2%	9 3%	4 6%	1 7%	* 7%	21 2%	7 2%	5 7%	* 1%	2 4%
More than twice a day	90 5%	64 4%	16 5%	7 10%	1 10%	1 19%	42 4%	28 10%	4 5%	2 6%	7 13%
Don't know	2 *%	- -%	1 *%	1 1%	- -%	* 1%	- -%	1 *%	1 1%	- -%	- -%
NET: Daily	299 16%	193 13%	75 22%	25 33%	4 46%	3 55%	145 12%	73 26%	22 30%	12 34%	17 31%
NET: Weekly	1021 54%	724 50%	225 66%	60 80%	8 87%	4 89%	585 50%	181 64%	61 84%	25 70%	40 73%

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

Table 59 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2094	141	101	205	70	141	166	131	119	115
Effective base	785	80	55	113	33	73	103	75	63	57
Weighted Base	1891	185	121	312	76	182	300	217	158	134
Less than once a week	869 46%	86 46%	62 51%	147 47%	24 31%	70 39%	136 45%	113 52% d	74 47%	62 46%
Once a week	333 18%	47 25%	11 9%	47 15%	12 16%	33 18%	47 16%	39 18%	36 23%	22 16%
More than once a week but not every day	388 21%	23 12%	22 19%	55 17%	27 35% ach	48 27% a	72 24% a	44 20%	25 16%	29 22%
Once a day	173 9%	22 12%	18 15% g	22 7%	8 10%	15 8%	28 9%	9 4%	16 10%	13 9%
Twice a day	37 2%	1 *%	3 3%	11 4%	3 4%	2 1%	6 2%	4 2%	1 1%	5 3%
More than twice a day	90 5%	7 4%	5 4%	30 10%	3 4%	14 7%	11 4%	7 3%	6 4%	5 3%
Don't know	2 *%	- -%	- -%	1 *%	- -%	- -%	- -%	1 1%	- -%	- -%
NET: Daily	299 16%	29 16%	26 21%	63 20% g	13 18%	30 17%	45 15%	20 9%	23 14%	22 16%
NET: Weekly	1021 54%	99 54%	59 49%	164 53%	52 69% g	112 61%	164 55%	102 47%	84 53%	72 54%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 59 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2094	326	361	502	1189	905	317	309	279
Effective base	785	163	197	292	647	258	111	81	106
Weighted Base	1891	392	464	829	1685	206	98	73	35
Less than once a week	869 46%	156 40%	221 48%	397 48%	774 46%	95 46%	50 51%	32 44%	13 37%
Once a week	333 18%	67 17%	94 20%	132 16%	293 17%	40 19%	18 19%	15 21%	7 19%
More than once a week but not every day	388 21%	104 27%	71 15%	171 21%	346 21%	43 21%	19 19%	17 23%	7 19%
Once a day	173 9%	35 9%	55 12%	59 7%	149 9%	23 11%	9 10%	7 10%	7 20%
Twice a day	37 2%	9 2%	5 1%	21 3%	35 2%	2 1%	* *%	* *%	1 3%
More than twice a day	90 5%	21 5%	18 4%	48 6%	87 5%	3 1%	1 1%	1 1%	1 2%
Don't know	2 *%	- -%	- -%	2 *%	2 *%	- -%	- -%	- -%	- -%
NET: Daily	299 16%	66 17%	78 17%	128 15%	271 16%	28 14%	11 11%	8 12%	9 25%
NET: Weekly	1021 54%	236 60%	243 52%	431 52%	910 54%	111 54%	48 49%	40 56%	22 63%

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

Table 59 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2094	93	167	21	188	219	508	80	100	903
Effective base	785	37	49	9	58	92	199	26	30	353
Weighted Base	1891	77	113	23	136	253	399	54	62	908
Less than once a week	869 46%	43 56% bdef	24 21%	13 56%	37 27%	86 34%	137 34%	27 50% bd	23 37%	515 57% bdefh
Once a week	333 18%	13 17%	24 21%	1 3%	25 18%	63 25% f	56 14%	10 19%	13 21%	152 17%
More than once a week but not every day	388 21%	12 16%	33 29% i	4 16%	36 27%	59 23% f	108 27% i	13 23%	7 12%	151 17%
Once a day	173 9%	7 10%	15 13% i	5 20%	20 15% i	21 8%	58 15% i	2 3%	12 19% i	52 6%
Twice a day	37 2%	1 1%	3 3% i	1 3%	4 3%	4 1%	9 2%	* *% i	1 2% i	19 2%
More than twice a day	90 5%	* *% ai	14 12% ai	1 2%	15 11% i	19 8% i	31 8% i	1 2%	5 9% i	19 2%
Don't know	2 *%	- -%	- -%	- -%	- -%	1 *%	- -%	1 1%	- -%	1 *%
NET: Daily	299 16%	9 11%	32 28% gi	6 25%	38 28% gi	44 17% i	98 25% gi	3 5%	18 29% gi	89 10%
NET: Weekly	1021 54%	34 44%	89 79% agi	10 44%	99 73% agi	166 66% ai	262 66% ai	26 48%	39 63% i	392 43%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 59 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2094	500	508	1086	1835	259	-	1738	356	2028	66
Effective base	785	185	199	408	675	114	-	704	89	757	28
Weighted Base	1891	466	399	1026	1568	323	-	1738	153	1826	65
Less than once a week	869 46%	166 36%	137 34%	566 55% ab	681 43%	188 58%	- -%	810 47%	58 38%	834 46%	35 53%
Once a week	333 18%	101 22%	56 14%	175 17%	280 18%	53 16%	- -%	295 17%	37 24%	325 18%	8 12%
More than once a week but not every day	388 21%	108 23%	108 27% c	172 17%	340 22%	49 15%	- -%	358 21%	31 20%	373 20%	16 24%
Once a day	173 9%	48 10%	58 15% c	66 6%	158 10%	15 5%	- -%	164 9%	9 6%	170 9%	3 5%
Twice a day	37 2%	8 2%	9 2%	20 2%	35 2%	2 1%	- -%	33 2%	4 3%	35 2%	3 4%
More than twice a day	90 5%	34 7% c	31 8% c	25 2%	74 5%	16 5%	- -%	77 4%	12 8%	88 5%	1 2%
Don't know	2 *%	1 *%	- -%	1 *%	2 *%	* *%	- -%	1 *%	1 1%	2 *%	- -%
NET: Daily	299 16%	90 19% c	98 25% c	111 11%	266 17%	33 10%	- -%	274 16%	25 17%	292 16%	7 11%
NET: Weekly	1021 54%	300 64% c	262 66% c	459 45%	886 56% b	135 42%	- -%	927 53%	93 61%	990 54%	30 47%

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

Table 59 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2094	1193	459	428
Effective base	785	474	144	164
Weighted Base	1891	1175	308	391
Less than once a week	869 46%	718 61%	70 23%	69 18%
		bc		
Once a week	333 18%	222 19%	53 17%	58 15%
More than once a week but not every day	388 21%	169 14%	103 33%	115 29%
			a	a
Once a day	173 9%	36 3%	45 15%	92 24%
			a	ab
Twice a day	37 2%	12 1%	14 5%	10 3%
			a	
More than twice a day	90 5%	18 1%	22 7%	47 12%
			a	a
Don't know	2 *%	1 *%	1 *%	- -%
NET: Daily	299 16%	66 6%	81 26%	149 38%
			a	ab
NET: Weekly	1021 54%	457 39%	236 77%	322 82%
			a	a

Columns Tested: a,b,c

Table 59 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2094	1560	331	90	34	40	20	10	9	1891	203	113
Effective base	785	641	100	23	9	11	4	2	1	739	46	23
Weighted Base	1891	1578	209	52	11	27	8	1	5	1787	104	53
Less than once a week	869 46%	849 54%	12 6%	2 4%	3 25%	2 7%	* 1%	- -%	- -%	862 48%	7 6%	5 9%
		bcejik			b					bcejik		
Once a week	333 18%	306 19%	15 7%	11 21%	* 2%	1 2%	* *%	* 3%	* *%	321 18%	12 11%	1 2%
		bk		bk						bk		
More than once a week but not every day	388 21%	305 19%	67 32%	8 15%	2 17%	7 24%	* 4%	* 5%	* 7%	371 21%	17 16%	9 17%
			aij									
Once a day	173 9%	67 4%	68 32%	24 47%	3 31%	9 32%	2 19%	* 2%	* 1%	135 8%	38 36%	14 26%
			ai	ai	ai	ai				a	ai	ai
Twice a day	37 2%	20 1%	11 5%	1 2%	* 3%	4 13%	* 2%	1 71%	- -%	31 2%	6 6%	5 9%
			ai			ai					a	ai
More than twice a day	90 5%	29 2%	36 17%	5 11%	2 22%	6 22%	6 74%	* 19%	5 92%	65 4%	25 24%	19 37%
			ai	a	ai	ai				a	ai	abci
Don't know	2 *%	2 *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	2 *%	- -%	- -%
NET: Daily	299 16%	116 7%	115 55%	31 59%	6 56%	18 68%	8 95%	1 92%	5 93%	231 13%	69 66%	38 72%
			ai	ai	ai	ai				a	ai	ai
NET: Weekly	1021 54%	727 46%	196 94%	49 96%	8 75%	26 93%	8 99%	1 100%	5 100%	923 52%	98 94%	48 91%
			adi	ai		ai				a	ai	ai

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

Table 59 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2094	791	769	534	1921	1599	1983	1532	945	783	374	1087	119	139	93	111	60
Effective base	785	372	271	146	703	586	738	582	359	254	166	443	32	39	21	23	15
Weighted Base	1891	959	618	313	1722	1410	1797	1394	900	607	412	1093	70	90	46	49	37
Less than once a week	869 46%	716 75%	134 22%	19 6%	798 46%	556 39%	819 46%	531 38%	313 35%	161 27%	266 65%	524 48%	8 11%	10 11%	3 8%	4 9%	4 10%
Once a week	333 18%	137 14%	169 27%	27 9%	299 17%	253 18%	316 18%	254 18%	175 19%	129 21%	66 16%	217 20%	16 23%	12 14%	2 4%	1 1%	2 5%
More than once a week but not every day	388 21%	76 8%	229 37%	84 27%	347 20%	324 23%	373 21%	323 23%	202 22%	143 24%	56 14%	227 21%	26 37%	33 36%	10 22%	7 15%	13 35%
Once a day	173 9%	16 2%	51 8%	105 34%	150 9%	152 11%	161 9%	161 12%	105 12%	82 14%	19 5%	77 7%	11 16%	27 30%	11 25%	11 23%	4 10%
Twice a day	37 2%	13 1%	7 1%	17 5%	36 2%	35 2%	37 2%	34 2%	30 3%	29 5%	3 1%	15 1%	5 7%	4 4%	6 12%	2 5%	2 5%
More than twice a day	90 5%	1 *	28 4%	61 19%	89 5%	89 6%	89 5%	89 6%	74 8%	62 10%	- -%	32 3%	4 6%	3 4%	14 30%	23 47%	13 34%
Don't know	2 *%	1 *%	1 *%	* *%	2 *%	1 *%	2 *%	1 *%	1 *%	1 *%	1 *%	- -%	- -%	1 1%	- -%	* *%	- -%
NET: Daily	299 16%	30 3%	86 14%	184 59%	275 16%	277 20%	287 16%	284 20%	210 23%	173 29%	22 5%	125 11%	20 29%	34 38%	31 66%	37 75%	19 50%
NET: Weekly	1021 54%	242 25%	484 78%	294 94%	921 54%	854 61%	976 54%	862 62%	586 65%	445 73%	145 35%	569 52%	62 89%	79 88%	43 92%	44 91%	34 90%

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

Table 59 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2094	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	785	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	1891	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
Less than once a week	869 46%	758 53%	18 16%	7 10%	9 20%	1 4%	1 4%	4 25%	528 50%	21 11%	2 4%	* 1%	5 13%	* 2%	- -%
Once a week	333 18%	248 17%	32 29%	13 18%	5 10%	* 1%	1 4%	* *%	207 20%	32 17%	9 16%	4 9%	* *%	1 3%	1 6%
More than once a week but not every day	388 21%	254 18%	44 40%	24 33%	12 27%	7 30%	3 11%	3 21%	226 22%	45 24%	24 40%	15 35%	2 4%	3 21%	9 46%
Once a day	173 9%	97 7%	9 8%	21 28%	10 22%	4 16%	9 34%	1 4%	60 6%	50 27%	12 20%	13 29%	12 31%	4 27%	1 7%
Twice a day	37 2%	21 1%	5 4%	4 6%	1 2%	4 18%	1 2%	1 6%	13 1%	9 5%	2 3%	4 10%	5 12%	1 3%	1 7%
More than twice a day	90 5%	48 3%	2 2%	4 6%	9 19%	7 31%	12 44%	7 43%	16 2%	27 15%	10 18%	7 16%	15 39%	7 43%	7 34%
Don't know	2 *%	1 *%	- -%	1 1%	* *%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	* *%	- -%	- -%
NET: Daily	299 16%	166 12%	15 14%	29 39%	20 43%	15 65%	22 80%	8 54%	90 9%	86 47%	24 40%	24 55%	32 83%	12 74%	9 47%
NET: Weekly	1021 54%	667 47%	91 84%	67 89%	37 80%	22 96%	26 96%	11 75%	523 50%	162 89%	57 95%	43 99%	34 87%	15 98%	20 100%

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

Table 59 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2094	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	785	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	1891	987	154	106	46	33	29	39	894	369	343	114	74
Less than once a week	869 46%	491 50%	25 16%	9 8%	* 1%	1 3%	5 16%	- -%	818 91%	- -%	- -%	- -%	- -%
		bcdefg	d						bcde				
Once a week	333 18%	199 20%	34 22%	6 6%	2 4%	8 23%	* *%	5 12%	28 3%	288 78%	- -%	- -%	- -%
		cd	cd			c			c	acde			
More than once a week but not every day	388 21%	216 22%	35 23%	40 38%	18 38%	8 25%	3 11%	3 8%	27 3%	40 11%	306 89%	- -%	- -%
				ag	g					ad	abde		
Once a day	173 9%	51 5%	41 27%	24 23%	18 39%	5 15%	6 21%	15 40%	9 1%	25 7%	24 7%	103 91%	- -%
			a	a	a	a	a	a		a	a	abce	
Twice a day	37 2%	13 1%	1 1%	7 7%	2 4%	2 6%	5 16%	4 10%	2 *%	4 1%	5 1%	5 5%	21 28%
				a			ab	ab				a	abcd
More than twice a day	90 5%	16 2%	16 11%	19 18%	6 14%	9 28%	10 35%	11 29%	10 1%	12 3%	8 2%	5 5%	53 72%
			a	a	a	a	ab	a					abcd
Don't know	2 *%	1 *%	- -%	1 *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Daily	299 16%	80 8%	59 38%	51 48%	27 57%	16 49%	21 73%	31 79%	21 2%	41 11%	37 11%	114 100%	74 100%
			a	a	a	a	ab	abc		a	a	abc	abc
NET: Weekly	1021 54%	495 50%	129 84%	97 91%	46 99%	32 97%	24 84%	39 100%	76 9%	369 100%	343 100%	114 100%	74 100%
			a	a	ab	a	a	a		a	a	a	a

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

Table 59 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2094	873	377	386	202	76	689	314	335	172	74
Effective base	785	381	141	126	39	19	308	108	105	44	21
Weighted Base	1891	994	322	272	84	47	786	252	217	92	56
Less than once a week	869 46%	797 80%	- -%	- -%	- -%	- -%	552 70%	- -%	- -%	- -%	- -%
		bcde					bcde				
Once a week	333 18%	49 5%	250 78%	- -%	- -%	- -%	121 15%	131 52%	- -%	- -%	- -%
		c	acde				cde	acde			
More than once a week but not every day	388 21%	68 7%	37 11%	242 89%	- -%	- -%	78 10%	68 27%	177 81%	- -%	- -%
			d	abde			d	ade	abde		
Once a day	173 9%	36 4%	15 5%	20 7%	80 95%	- -%	16 2%	33 13%	25 12%	78 85%	- -%
					abce			a	a	abce	
Twice a day	37 2%	5 1%	12 4%	2 1%	* 1%	16 34%	6 1%	1 *	7 3%	7 7%	14 25%
			a			abcd				ab	abc
More than twice a day	90 5%	38 4%	8 2%	8 3%	4 5%	31 66%	11 1%	19 8%	9 4%	7 8%	43 75%
						abcd		a		a	abcd
Don't know	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Daily	299 16%	80 8%	35 11%	30 11%	84 100%	47 100%	34 4%	53 21%	40 19%	92 100%	56 100%
					abc	abc		a	a	abc	abc
NET: Weekly	1021 54%	197 20%	322 100%	272 100%	84 100%	47 100%	233 30%	252 100%	217 100%	92 100%	56 100%
			a	a	a	a		a	a	a	a

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

Table 59 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2094	674	250	309	179	94	867	151	501	1748	346	1735	186
Effective base	785	295	84	113	57	25	337	49	192	663	123	648	56
Weighted Base	1891	736	201	253	130	53	786	116	483	1619	272	1590	132
Less than once a week	869 46%	525 71%	- -%	- -%	- -%	- -%	209 27%	27 23%	290 60%	801 49%	68 25%	778 49%	20 16%
		bcde						ab		b		b	
Once a week	333 18%	114 15%	139 69%	- -%	- -%	- -%	135 17%	28 24%	90 19%	281 17%	52 19%	272 17%	27 20%
		cde	acde										
More than once a week but not every day	388 21%	80 11%	53 27%	188 74%	- -%	- -%	217 28%	28 24%	77 16%	335 21%	53 20%	321 20%	26 20%
		d	ade	abde			c						
Once a day	173 9%	9 1%	6 3%	27 11%	118 91%	- -%	132 17%	20 17%	8 2%	129 8%	44 16%	133 8%	17 13%
				ab	abce		c	c			a		
Twice a day	37 2%	3 *	1 1%	16 6%	3 2%	11 21%	23 3%	8 7%	3 1%	23 1%	14 5%	24 2%	11 9%
				ab		abcd		c			a		a
More than twice a day	90 5%	6 1%	2 1%	22 9%	9 7%	41 79%	70 9%	5 5%	14 3%	49 3%	41 15%	59 4%	30 23%
				ab	ab	abcd	c				a		a
Don't know	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	1 *%	2 *%	* *%	2 *%	* *%
NET: Daily	299 16%	18 2%	9 4%	64 26%	130 100%	53 100%	225 29%	33 28%	25 5%	200 12%	99 36%	216 14%	59 45%
				ab	abc	abc	c	c			a		a
NET: Weekly	1021 54%	211 29%	201 100%	253 100%	130 100%	53 100%	577 73%	89 77%	192 40%	816 50%	204 75%	810 51%	111 84%
			a	a	a	a	c	c		a		a	a

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

Table 59 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	2094	1343	256	956	576	1741	180	1331	268	960	572
Effective base	785	512	73	388	195	649	54	503	83	390	193
Weighted Base	1891	1234	177	906	488	1597	125	1222	189	916	478
Less than once a week	869 46%	524 43%	32 18%	415 46%	116 24%	781 49%	18 14%	526 43%	31 16%	411 45%	120 25%
Once a week	333 18%	216 18%	37 21%	149 16%	105 22%	273 17%	26 21%	218 18%	35 19%	156 17%	99 21%
More than once a week but not every day	388 21%	284 23%	40 23%	197 22%	126 26%	321 20%	26 21%	285 23%	39 21%	204 22%	119 25%
Once a day	173 9%	129 10%	23 13%	92 10%	69 14%	127 8%	23 18%	123 10%	29 15%	91 10%	70 15%
Twice a day	37 2%	26 2%	9 5%	18 2%	16 3%	27 2%	9 7%	20 2%	15 8%	19 2%	15 3%
More than twice a day	90 5%	53 4%	36 20% a	33 4%	56 11% a	66 4%	23 19% a	50 4%	39 21% a	34 4%	55 12% a
Don't know	2 *%	1 *%	* *%	1 *%	* *%	2 *%	* *%	1 *%	* *%	1 *%	* *%
NET: Daily	299 16%	209 17%	68 38% a	143 16%	141 29% a	219 14%	56 44% a	193 16%	84 44% a	144 16%	140 29% a
NET: Weekly	1021 54%	709 57%	145 82% a	490 54%	371 76% a	814 51%	107 86% a	696 57%	158 84% a	504 55%	358 75% a

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

Table 59 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2094	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	785	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	1891	846	1357	254	5	785	951	197	5	975	765	224	2
Less than once a week	869 46%	280 33%	648 48%	68 27%	- -%	236 30%	358 38%	37 19%	1 12%	288 30%	290 38%	50 22%	2 100%
			ac			c	ac				ac		
Once a week	333 18%	156 18%	242 18%	33 13%	- -%	144 18%	184 19%	19 9%	2 36%	195 20%	142 19%	22 10%	- -%
							c			c	c		
More than once a week but not every day	388 21%	202 24%	289 21%	72 28%	4 74%	196 25%	236 25%	61 31%	- -%	255 26%	184 24%	62 28%	- -%
Once a day	173 9%	109 13%	89 7%	46 18%	1 26%	120 15%	91 10%	46 24%	- -%	133 14%	78 10%	56 25%	- -%
			b	b		b		b				ab	
Twice a day	37 2%	26 3%	22 2%	6 2%	- -%	22 3%	22 2%	6 3%	1 12%	26 3%	18 2%	7 3%	- -%
More than twice a day	90 5%	72 9%	66 5%	28 11%	- -%	67 9%	60 6%	28 14%	2 40%	76 8%	51 7%	27 12%	- -%
			b	b				b					
Don't know	2 *%	1 *%	1 *%	- -%	- -%	1 *%	- -%	- -%	- -%	1 *%	1 *%	- -%	- -%
NET: Daily	299 16%	208 25%	177 13%	81 32%	1 26%	209 27%	173 18%	80 41%	2 52%	236 24%	147 19%	91 41%	- -%
			b	b		b		ab				ab	
NET: Weekly	1021 54%	566 67%	707 52%	186 73%	5 100%	549 70%	593 62%	159 81%	4 88%	687 70%	474 62%	174 78%	- -%
			b	b		b		ab		b		b	

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

Table 59 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2094	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	785	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	1891	1550	1175	912	1213	1042	34	633	496	449	133	87
Less than once a week	869 46%	756 49%	464 39%	342 38%	546 45%	493 47%	2 7%	240 38%	174 35%	109 24%	22 17%	23 26%
Once a week	333 18%	276 18%	220 19%	164 18%	227 19%	171 16%	7 21%	103 16%	95 19%	86 19%	18 14%	7 8%
More than once a week but not every day	388 21%	318 21%	280 24%	237 26%	258 21%	213 20%	4 13%	170 27%	129 26%	132 29%	45 34%	35 40%
Once a day	173 9%	115 7%	129 11%	104 11%	108 9%	98 9%	12 36%	69 11%	61 12%	78 17%	35 26%	21 24%
Twice a day	37 2%	23 1%	18 2%	19 2%	18 1%	17 2%	3 8%	18 3%	4 1%	5 1%	2 1%	2 2%
More than twice a day	90 5%	60 4%	64 5%	47 5%	55 5%	49 5%	5 16%	33 5%	33 7%	39 9%	12 9%	- -%
Don't know	2 *%	1 *%	1 *%	- -%	1 *%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Daily	299 16%	198 13%	211 18%	169 19%	181 15%	165 16%	20 60%	120 19%	98 20%	123 27%	48 36%	22 26%
NET: Weekly	1021 54%	793 51%	711 60%	569 62%	667 55%	548 53%	32 93%	393 62%	322 65%	340 76%	111 83%	64 74%

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

Table 59 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2094	197	129	98	49	1801	1279	1900	1334	1219	910	1706	234	-	1540	116
Effective base	785	79	46	39	20	663	433	701	460	408	337	636	86	-	573	54
Weighted Base	1891	194	105	93	47	1569	976	1662	1050	931	813	1518	194	-	1338	135
Less than once a week	869 46%	47 24%	19 18%	19 20%	11 24%	738 47% bde	378 39%	754 45% bde	407 39%	352 38%	247 30%	723 48% ac	52 27%	- -%	634 47%	50 37%
Once a week	333 18%	35 18%	19 18%	17 18%	10 21%	286 18%	180 18%	304 18%	199 19%	175 19%	163 20%	278 18%	28 14%	- -%	227 17%	29 21%
More than once a week but not every day	388 21%	56 29%	24 23%	29 31%	10 22%	333 21%	231 24%	350 21%	260 25%	233 25%	213 26%	318 21%	55 28%	- -%	270 20%	37 27%
Once a day	173 9%	38 20%	27 26% c	6 6% c	6 12%	119 8%	117 12% a	143 9%	116 11% a	105 11% a	103 13% b	122 8%	38 20% b	- -%	123 9%	11 8%
Twice a day	37 2%	4 2%	8 7%	5 6%	2 4%	26 2%	19 2%	34 2%	14 1%	15 2%	23 3%	17 1%	5 3%	- -%	22 2%	5 4%
More than twice a day	90 5%	14 7%	7 7%	18 19%	8 17%	65 4%	51 5%	76 5%	53 5%	50 5%	64 8% b	60 4%	15 8%	- -%	61 5%	3 2%
Don't know	2 *%	- -%	1 *%	- -%	- -%	1 *%	1 *%	1 *%	- -%	1 *%	1 *%	1 *%	- -%	- -%	1 *%	- -%
NET: Daily	299 16%	56 29%	42 40%	29 31%	16 33%	211 13%	187 19% a	252 15%	184 18%	170 18% a	190 23% b	199 13%	59 31% b	- -%	205 15%	20 15%
NET: Weekly	1021 54%	147 76%	86 81%	74 80%	36 76%	830 53% ac	597 61% ac	907 55%	643 61% ac	578 62% ac	566 70% b	794 52%	142 73% b	- -%	702 52%	86 63%

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

Table 59 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2094	756	1157	675	30	345	463	299	1332	441	383	392	1272
Effective base	785	305	422	242	15	122	173	107	514	158	127	149	494
Weighted Base	1891	738	1027	589	41	291	427	257	1269	348	285	368	1198
Less than once a week	869 46%	246 33%	593 58%	172 29%	5 11%	60 20%	140 33%	31 12%	648 51%	182 52%	85 30%	113 31%	648 54%
		a	a	a	a	a	a	a	a	a	a	a	ab
Once a week	333 18%	133 18%	172 17%	115 19%	6 16%	53 18%	86 20%	26 10%	243 19%	59 17%	40 14%	69 19%	211 18%
		b	b	b	b	b	b	a	a	a	a	a	a
More than once a week but not every day	388 21%	180 24%	185 18%	154 26%	16 39%	65 22%	124 29%	95 37%	228 18%	64 18%	78 27%	103 28%	205 17%
		b	b	b	b	b	b	bc	bc	bc	c	c	c
Once a day	173 9%	109 15%	45 4%	82 14%	6 16%	46 16%	54 13%	47 18%	100 8%	23 7%	48 17%	41 11%	82 7%
		b	b	b	b	b	b	bc	bc	bc	c	c	c
Twice a day	37 2%	17 2%	13 1%	20 3%	4 10%	19 7%	5 1%	13 5%	21 2%	3 1%	13 5%	8 2%	15 1%
		b	b	b	b	b	b	bc	bc	bc	c	c	c
More than twice a day	90 5%	54 7%	19 2%	46 8%	4 9%	49 17%	18 4%	45 18%	27 2%	17 5%	21 7%	33 9%	35 3%
		b	b	b	b	b	b	bc	bc	bc	c	c	c
Don't know	2 *%	1 *%	1 *%	* *%	- -%	- -%	* *%	- -%	1 *%	- -%	- -%	- -%	1 *%
		b	b	b	b	b	b	bc	bc	bc	c	c	c
NET: Daily	299 16%	180 24%	77 8%	148 25%	14 34%	114 39%	77 18%	105 41%	149 12%	43 12%	82 29%	83 23%	132 11%
		b	b	b	b	b	b	bc	bc	bc	c	c	c
NET: Weekly	1021 54%	492 67%	433 42%	416 71%	36 89%	232 80%	286 67%	226 88%	620 49%	167 48%	200 70%	255 69%	548 46%
		b	b	b	b	b	b	bc	bc	bc	c	c	c

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

Table 59 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2094	1098	996
Effective base	785	337	447
Weighted Base	1891	812	1079
Less than once a week	869 46%	344 42%	524 49%
Once a week	333 18%	153 19%	179 17%
More than once a week but not every day	388 21%	164 20%	225 21%
Once a day	173 9%	78 10%	95 9%
Twice a day	37 2%	22 3%	15 1%
More than twice a day	90 5%	50 6%	39 4%
Don't know	2 *%	1 *%	1 *%
NET: Daily	299 16%	150 18%	149 14%
NET: Weekly	1021 54%	468 58%	553 51%

Columns Tested: a,b

Table 59 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2094	119	241	192	184	217	115	118	219	142	175	129	243
Effective base	785	35	111	117	61	145	67	17	85	56	35	44	86
Weighted Base	1891	48	193	229	64	305	108	34	298	137	86	118	271
Less than once a week	869	20	85	103	29	154	54	17	160	52	56	48	91
	46%	42%	44%	45%	46%	50%	50%	50%	53%	38%	65%	41%	33%
					l	l		l			bcikl		
Once a week	333	11	43	33	15	53	23	7	45	22	9	29	43
	18%	24%	22%	15%	24%	17%	22%	20%	15%	16%	10%	25%	16%
More than once a week but not every day	388	12	45	39	8	58	19	7	61	42	18	21	58
	21%	25%	23%	17%	13%	19%	18%	20%	20%	31%	21%	18%	21%
										cd			
Once a day	173	2	12	31	9	25	5	2	10	15	3	9	50
	9%	4%	6%	14%	14%	8%	5%	6%	3%	11%	3%	8%	18%
				h	h								abefhj
Twice a day	37	1	6	6	1	4	3	*	*	3	*	2	12
	2%	2%	3%	3%	1%	1%	3%	*%	*%	2%	*%	1%	4%
More than twice a day	90	1	2	16	1	12	2	2	23	4	*	9	18
	5%	2%	1%	7%	2%	4%	2%	5%	8%	3%	*%	7%	7%
				b					b				
Don't know	2	1	*	1	-	-	1	-	-	-	-	-	-
	*%	1%	*%	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%
NET: Daily	299	4	20	53	11	41	11	4	34	21	3	19	80
	16%	8%	10%	23%	17%	13%	10%	11%	11%	15%	4%	16%	29%
				abefhj	j								abefhj
NET: Weekly	1021	27	108	125	35	151	53	17	139	85	30	70	181
	54%	56%	56%	55%	54%	50%	49%	50%	47%	62%	35%	59%	67%
			j	j						j		j	efhj

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

Table 59 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2094	552	516	479	547	1068	1026
Effective base	785	260	257	152	164	517	316
Weighted Base	1891	470	477	469	475	946	945
Less than once a week	869 46%	208 44%	237 50%	228 49%	195 41%	445 47%	423 45%
Once a week	333 18%	87 19%	91 19%	74 16%	81 17%	178 19%	154 16%
More than once a week but not every day	388 21%	97 21%	85 18%	109 23%	98 21%	182 19%	207 22%
Once a day	173 9%	45 10%	39 8%	27 6%	62 13%	84 9%	88 9%
Twice a day	37 2%	12 3%	8 2%	3 1%	14 3%	20 2%	17 2%
More than twice a day	90 5%	19 4%	15 3%	28 6%	27 6%	34 4%	55 6%
Don't know	2 *%	1 *%	1 *%	- -%	- -%	2 *%	- -%
NET: Daily	299 16%	76 16%	63 13%	58 12%	102 21%	139 15%	160 17%
NET: Weekly	1021 54%	260 55%	239 50%	241 51%	281 59%	499 53%	521 55%

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

Table 61
QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
Less than once a week	869 43%	95 39%	774 44%	853 45%	14 18%	1 12%	* 9%	15 17%
				bcde	d			
Once a week	333 17%	29 12%	304 17%	318 17%	14 18%	1 8%	1 12%	15 17%
More than once a week but not every day	388 19%	34 14%	354 20%	363 19%	21 28%	3 33%	1 19%	25 28%
					a	a		a
Once a day	173 9%	20 8%	153 9%	156 8%	13 17%	3 29%	1 27%	17 19%
					a	a	a	a
Twice a day	37 2%	* *%	37 2%	32 2%	4 6%	1 6%	* 6%	5 6%
					a	a	a	a
More than twice a day	90 4%	1 *%	88 5%	80 4%	7 10%	1 10%	1 17%	9 10%
			a		a		a	a
Don't know	2 *%	- -%	2 *%	1 *%	1 1%	- -%	* 1%	1 1%
					a		a	a
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	109 5%	62 26%	47 3%	107 6%	1 2%	* 1%	* 9%	2 2%
		b		be			be	
NET: Daily	299 15%	21 9%	278 16%	268 14%	25 33%	4 45%	3 50%	32 35%
		a	a	a	a	a	abe	a
NET: Weekly	1021 51%	84 35%	936 53%	949 50%	60 79%	8 87%	4 81%	72 80%
			a		a	a	a	a

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

Table 61 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
Less than once a week	869 43%	550 52% bcdefghi	263 37% defhi	39 30% efhi	11 20% f	4 13% f	* 9% f	853 45% bcdefhi	14 18% f	2 11% f
Once a week	333 17%	164 15%	134 19%	20 15%	10 19%	4 13%	1 12%	318 17%	14 18%	1 10%
More than once a week but not every day	388 19%	150 14%	175 25% ag	39 29% ag	16 29% ag	8 27% a	1 19% a	363 19% a	21 28% ag	4 28% ag
Once a day	173 9%	68 6%	71 10%	17 12%	9 16% ag	7 23% abg	1 27% abcg	156 8% abcg	13 17% abg	4 28% abcg
Twice a day	37 2%	22 2%	2 *% b	8 6% bg	3 5% b	2 8% abg	* 6% abg	32 2% abg	4 6% abg	1 6% abg
More than twice a day	90 4%	35 3%	40 6%	6 4%	5 9% a	4 12% abg	1 17% abcg	80 4% abcg	7 10% ag	2 13% abg
Don't know	2 *%	- -%	- -%	1 1%	1 1% g	1 2% abg	* 1% g	1 *% g	1 1% abg	* *% abg
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	109 5%	77 7% bdeh	26 4%	4 3%	1 2%	* 1% bdeh	* 9% bdeh	107 6% h	1 2%	1 4%
NET: Daily	299 15%	124 12%	114 16%	30 23% ag	16 29% abg	13 43% abcdg	3 50% abcdgh	268 14% abcdgh	25 33% abg	7 47% abcdgh
NET: Weekly	1021 51%	437 41%	423 59% ag	89 67% ag	43 77% abg	25 84% abcg	4 81% abcg	949 50% a	60 79% abcg	12 85% abcg

Columns Tested: a,b,c,d,e,f,g,h,i

Table 61 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
Less than once a week	869 43%	737 47%	116 33%	14 18%	1 12%	* 9%	594 49%	101 35%	11 15%	11 27%	15 26%
		bcde	cde	e			bcde	c			
Once a week	333 17%	262 17%	56 16%	14 18%	1 8%	1 12%	218 18%	42 14%	11 15%	8 21%	10 17%
More than once a week but not every day	388 19%	268 17%	95 27%	21 28%	3 33%	1 19%	221 18%	66 23%	28 39%	4 11%	14 24%
		a	a	a					abd		
Once a day	173 9%	107 7%	49 14%	13 17%	3 29%	1 27%	82 7%	38 13%	13 18%	9 24%	8 13%
		a	a	a	ab	ab		a	a	a	
Twice a day	37 2%	22 1%	9 3%	4 6%	1 6%	* 6%	21 2%	7 2%	5 7%	* 1%	2 4%
				a	a	a			a		
More than twice a day	90 4%	64 4%	16 5%	7 10%	1 10%	1 17%	42 3%	28 10%	4 5%	2 5%	7 13%
				ab		ab		a			a
Don't know	2 *%	- -%	1 *%	1 1%	- -%	* 1%	- -%	1 *%	1 1%	- -%	- -%
				a		a					
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	109 5%	97 6%	11 3%	1 2%	* 1%	* 9%	45 4%	5 2%	- -%	4 11%	1 3%
		bc				bc				bc	
NET: Daily	299 15%	193 12%	75 21%	25 33%	4 45%	3 50%	145 12%	73 25%	22 30%	12 30%	17 30%
			a	ab	ab	abc		a	a	a	a
NET: Weekly	1021 51%	724 46%	225 64%	60 79%	8 87%	4 81%	585 48%	181 63%	61 84%	25 62%	40 71%
			a	ab	ab	ab		a	abd		a

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

Table 61 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
Less than once a week	869 43%	86 45%	62 48%	147 45%	24 30%	70 39%	136 43%	113 48%	74 46%	62 44%
Once a week	333 17%	47 25%	11 8%	47 14%	12 15%	33 18%	47 15%	39 17%	36 22%	22 16%
More than once a week but not every day	388 19%	23 12%	22 17%	55 17%	27 34%	48 27%	72 23%	44 19%	25 16%	29 21%
Once a day	173 9%	22 11%	18 14%	22 7%	8 10%	15 8%	28 9%	9 4%	16 10%	13 9%
Twice a day	37 2%	1 *%	3 2%	11 3%	3 4%	2 1%	6 2%	4 2%	1 1%	5 3%
More than twice a day	90 4%	7 4%	5 4%	30 9%	3 3%	14 7%	11 4%	7 3%	6 4%	5 3%
Don't know	2 *%	- -%	- -%	1 *%	- -%	- -%	- -%	1 1%	- -%	- -%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	109 5%	4 2%	9 7%	17 5%	3 4%	* *%	16 5%	17 7%	4 2%	5 3%
NET: Daily	299 15%	29 16%	26 20%	63 19%	13 17%	30 17%	45 14%	20 9%	23 14%	22 16%
NET: Weekly	1021 51%	99 53%	59 46%	164 50%	52 66%	112 61%	164 52%	102 44%	84 52%	72 52%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 61 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
Less than once a week	869 43%	156 39%	221 46%	397 45%	774 44%	95 40%	50 41%	32 40%	13 32%
Once a week	333 17%	67 17%	94 20%	132 15%	293 17%	40 17%	18 15%	15 19%	7 16%
More than once a week but not every day	388 19%	104 26%	71 15%	171 19%	346 20%	43 18%	19 16%	17 21%	7 17%
Once a day	173 9%	35 9%	55 12%	59 7%	149 8%	23 10%	9 8%	7 9%	7 18%
Twice a day	37 2%	9 2%	5 1%	21 2%	35 2%	2 1%	* *%	* *%	1 2%
More than twice a day	90 4%	21 5%	18 4%	48 5%	87 5%	3 1%	1 1%	1 1%	1 2%
Don't know	2 *%	- -%	- -%	2 *%	2 *%	- -%	- -%	- -%	- -%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	109 5%	8 2%	16 3%	51 6%	75 4%	34 14%	22 18%	7 9%	5 13%
NET: Daily	299 15%	66 16%	78 16%	128 15%	271 15%	28 12%	11 9%	8 10%	9 22%
NET: Weekly	1021 51%	236 59%	243 51%	431 49%	910 52%	111 46%	48 40%	40 51%	22 55%

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

Table 61 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
Less than once a week	869 43%	43 47% bd	24 20%	13 56%	37 26%	86 32%	137 33%	27 44% b	23 37%	515 54% bdef
Once a week	333 17%	13 14%	24 21%	1 3%	25 18%	63 24% f	56 13%	10 17%	13 21%	152 16%
More than once a week but not every day	388 19%	12 13%	33 28% i	4 15%	36 26%	59 22%	108 26% i	13 21%	7 12%	151 16%
Once a day	173 9%	7 8%	15 13% i	5 20%	20 14% i	21 8%	58 14% i	2 3%	12 19% i	52 5%
Twice a day	37 2%	1 1%	3 2%	1 3%	4 3%	4 1%	9 2%	* *%	1 2%	19 2%
More than twice a day	90 4%	* *%	14 12% ai	1 2%	15 10% i	19 7% i	31 7% i	1 2%	5 9% i	19 2%
Don't know	2 *%	- -%	- -%	- -%	- -%	1 *%	- -%	1 1%	- -%	1 *%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	109 5%	14 15% bdfhi	4 4%	* 1%	4 3%	16 6%	21 5%	7 12%	* *%	46 5%
NET: Daily	299 15%	9 10%	32 27% agi	6 25%	38 27% agi	44 16% i	98 23% gi	3 5%	18 29% agi	89 9%
NET: Weekly	1021 51%	34 37%	89 76% agi	10 44%	99 71% agi	166 62% ai	262 62% agi	26 42%	39 62% ai	392 41%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 61 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
Less than once a week	869 43%	166 33%	137 33%	566 52%	681 41%	188 56%	- -%	810 44%	58 34%	834 43%	35 47%
Once a week	333 17%	101 20%	56 13%	175 16%	280 17%	53 16%	- -%	295 16%	37 22%	325 17%	8 10%
More than once a week but not every day	388 19%	108 22%	108 26%	172 16%	340 20%	49 15%	- -%	358 20%	31 18%	373 19%	16 22%
Once a day	173 9%	48 10%	58 14%	66 6%	158 9%	15 5%	- -%	164 9%	9 5%	170 9%	3 4%
Twice a day	37 2%	8 2%	9 2%	20 2%	35 2%	2 1%	- -%	33 2%	4 2%	35 2%	3 3%
More than twice a day	90 4%	34 7%	31 7%	25 2%	74 4%	16 5%	- -%	77 4%	12 7%	88 5%	1 2%
Don't know	2 *%	1 *%	- -%	1 *%	2 *%	* *%	- -%	1 *%	1 1%	2 *%	- -%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	109 5%	34 7%	21 5%	54 5%	99 6%	10 3%	- -%	93 5%	16 10%	101 5%	8 11%
NET: Daily	299 15%	90 18%	98 23%	111 10%	266 16%	33 10%	- -%	274 15%	25 15%	292 15%	7 10%
NET: Weekly	1021 51%	300 60%	262 62%	459 42%	886 53%	135 41%	- -%	927 51%	93 55%	990 51%	30 42%

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

Table 61 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
Less than once a week	869 43%	718 57%	70 22%	69 17%
Once a week	333 17%	222 18%	53 17%	58 14%
More than once a week but not every day	388 19%	169 14%	103 32%	115 28%
Once a day	173 9%	36 3%	45 14%	92 23%
Twice a day	37 2%	12 1%	14 4%	10 2%
More than twice a day	90 4%	18 1%	22 7%	47 12%
Don't know	2 *%	1 *%	1 *%	- -%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	109 5%	78 6%	12 4%	15 4%
NET: Daily	299 15%	66 5%	81 25%	149 37%
NET: Weekly	1021 51%	457 36%	236 74%	322 79%

Columns Tested: a,b,c

Table 61 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
Less than once a week	869 43%	849 50%	12 6%	2 4%	3 25%	2 7%	* 1%	- -%	- -%	862 46%	7 6%	5 8%
		bcej			b					bcej		
Once a week	333 17%	306 18%	15 7%	11 21%	* 2%	1 2%	* *%	* 3%	* *%	321 17%	12 11%	1 2%
		bk		bk						bk		
More than once a week but not every day	388 19%	305 18%	67 32%	8 15%	2 17%	7 24%	* 3%	* 5%	* 7%	371 20%	17 16%	9 16%
			aij									
Once a day	173 9%	67 4%	68 32%	24 47%	3 31%	9 32%	2 12%	* 2%	* 1%	135 7%	38 35%	14 24%
			ai	ai	ai	ai				a	ai	ai
Twice a day	37 2%	20 1%	11 5%	1 2%	* 3%	4 13%	* 2%	1 71%	- -%	31 2%	6 5%	5 9%
			ai			ai				a	a	ai
More than twice a day	90 4%	29 2%	36 17%	5 11%	2 22%	6 22%	6 48%	* 19%	5 92%	65 3%	25 23%	19 34%
			ai	a	ai	ai				a	ai	ai
Don't know	2 *%	2 *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	2 *%	- -%	- -%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	109 5%	105 6%	* *%	- -%	- -%	- -%	4 35%	- -%	- -%	105 6%	4 4%	4 8%
		b								b		b
NET: Daily	299 15%	116 7%	115 55%	31 59%	6 56%	18 68%	8 61%	1 92%	5 93%	231 12%	69 63%	38 67%
			ai	ai	ai	ai				a	ai	ai
NET: Weekly	1021 51%	727 43%	196 94%	49 96%	8 75%	26 93%	8 64%	1 100%	5 100%	923 49%	98 90%	48 84%
			adi	ai		ai				a	ai	ai

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

Table 61 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
Less than once a week	869 43%	716 68%	134 21%	19 6%	798 46%	556 39%	819 46%	531 38%	313 35%	161 26%	266 65%	524 48%	8 11%	10 11%	3 8%	4 9%	4 10%
Once a week	333 17%	137 13%	169 27%	27 8%	299 17%	253 18%	316 18%	254 18%	175 19%	129 21%	66 16%	217 20%	16 23%	12 14%	2 4%	1 1%	2 5%
More than once a week but not every day	388 19%	76 7%	229 37%	84 26%	347 20%	324 23%	373 21%	323 23%	202 22%	143 23%	56 14%	227 21%	26 37%	33 36%	10 22%	7 15%	13 35%
Once a day	173 9%	16 2%	51 8%	105 33%	150 9%	152 11%	161 9%	161 12%	105 12%	82 13%	19 5%	77 7%	11 16%	27 30%	11 25%	11 23%	4 10%
Twice a day	37 2%	13 1%	7 1%	17 5%	36 2%	35 2%	37 2%	34 2%	30 3%	29 5%	3 1%	15 1%	5 7%	4 4%	6 12%	2 5%	2 5%
More than twice a day	90 4%	1 *	28 4%	61 19%	89 5%	89 6%	89 5%	89 6%	74 8%	62 10%	- -%	32 3%	4 6%	3 4%	14 30%	23 47%	13 34%
Don't know	2 *%	1 *%	1 *%	* *%	2 *%	1 *%	2 *%	1 *%	1 *%	1 *%	1 *%	- -%	- -%	1 1%	- -%	* *%	- -%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	109 5%	97 9%	7 1%	5 1%	- -%	- -%	- -%	- -%	- -%	19 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Daily	299 15%	30 3%	86 14%	184 58%	275 16%	277 20%	287 16%	284 20%	210 23%	173 28%	22 5%	125 11%	20 29%	34 38%	31 66%	37 75%	19 50%
NET: Weekly	1021 51%	242 23%	484 77%	294 93%	921 54%	854 61%	976 54%	862 62%	586 65%	445 71%	145 35%	569 52%	62 89%	79 88%	43 92%	44 91%	34 90%

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

Table 61 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Significance Level: 95%															
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
Less than once a week	869 43%	758 53%	18 16%	7 10%	9 20%	1 4%	1 4%	4 25%	528 50%	21 11%	2 4%	* 1%	5 13%	* 2%	- -%
		bcdef							bcdef						
Once a week	333 17%	248 17%	32 29%	13 18%	5 10%	* 1%	1 4%	* %	207 20%	32 17%	9 16%	4 9%	* %	1 3%	1 6%
		ae													
More than once a week but not every day	388 19%	254 18%	44 40%	24 33%	12 27%	7 30%	3 11%	3 21%	226 22%	45 24%	24 40%	15 35%	2 4%	3 21%	9 46%
		af	a						e						
Once a day	173 9%	97 7%	9 8%	21 28%	10 22%	4 16%	9 34%	1 4%	60 6%	50 27%	12 20%	13 29%	12 31%	4 27%	1 7%
		ab			a		ab		a	a	a	a	a	a	
Twice a day	37 2%	21 1%	5 4%	4 6%	1 2%	4 18%	1 2%	1 6%	13 1%	9 5%	2 3%	4 10%	5 12%	1 3%	1 7%
						a				a		a	a		
More than twice a day	90 4%	48 3%	2 2%	4 6%	9 19%	7 31%	12 44%	7 43%	16 2%	27 15%	10 18%	7 16%	15 39%	7 43%	7 34%
					ab	abc	abc	abc		a	a	a	ab	ab	
Don't know	2 *%	1 *%	- -%	1 1%	* *%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	* *%	- -%	- -%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	109 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Daily	299 15%	166 12%	15 14%	29 39%	20 43%	15 65%	22 80%	8 54%	90 9%	86 47%	24 40%	24 55%	32 83%	12 74%	9 47%
			ab	ab	ab	abcd	ab		a	a	a	abc	ac		
NET: Weekly	1021 51%	667 47%	91 84%	67 89%	37 80%	22 96%	26 96%	11 75%	523 50%	162 89%	57 95%	43 99%	34 87%	15 98%	20 100%
		a	a	a	a	a	a		a	a	a	a	a	a	

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

Table 61 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
Less than once a week	869 43%	491 50%	25 16%	9 8%	* 1%	1 3%	5 16%	- -%	818 91%	- -%	- -%	- -%	- -%
		bcdefg	d						bcde				
Once a week	333 17%	199 20%	34 22%	6 6%	2 4%	8 23%	* *%	5 12%	28 3%	288 78%	- -%	- -%	- -%
		cd	cd			c			c	acde			
More than once a week but not every day	388 19%	216 22%	35 23%	40 38%	18 38%	8 25%	3 11%	3 8%	27 3%	40 11%	306 89%	- -%	- -%
				ag	g					ad	abde		
Once a day	173 9%	51 5%	41 27%	24 23%	18 39%	5 15%	6 21%	15 40%	9 1%	25 7%	24 7%	103 91%	- -%
			a	a	a	a	a	a		a	a	abce	
Twice a day	37 2%	13 1%	1 1%	7 7%	2 4%	2 6%	5 16%	4 10%	2 *%	4 1%	5 1%	5 5%	21 28%
				a			ab	ab				a	abcd
More than twice a day	90 4%	16 2%	16 11%	19 18%	6 14%	9 28%	10 35%	11 29%	10 1%	12 3%	8 2%	5 5%	53 72%
			a	a	a	a	ab	a					abcd
Don't know	2 *%	1 *%	- -%	1 *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	109 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Daily	299 15%	80 8%	59 38%	51 48%	27 57%	16 49%	21 73%	31 79%	21 2%	41 11%	37 11%	114 100%	74 100%
			a	a	a	a	ab	abc		a	a	abc	abc
NET: Weekly	1021 51%	495 50%	129 84%	97 91%	46 99%	32 97%	24 84%	39 100%	76 9%	369 100%	343 100%	114 100%	74 100%
			a	a	ab	a	a	a		a	a	a	a

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

Table 61 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
Less than once a week	869 43%	797 80%	- -%	- -%	- -%	- -%	552 70%	- -%	- -%	- -%	- -%
		bcde					bcde				
Once a week	333 17%	49 5%	250 78%	- -%	- -%	- -%	121 15%	131 52%	- -%	- -%	- -%
		c	acde				cde	acde			
More than once a week but not every day	388 19%	68 7%	37 11%	242 89%	- -%	- -%	78 10%	68 27%	177 81%	- -%	- -%
			d	abde			d	ade	abde		
Once a day	173 9%	36 4%	15 5%	20 7%	80 95%	- -%	16 2%	33 13%	25 12%	78 85%	- -%
					abce			a	a	abce	
Twice a day	37 2%	5 1%	12 4%	2 1%	* 1%	16 34%	6 1%	1 *	7 3%	7 7%	14 25%
			a			abcd				ab	abc
More than twice a day	90 4%	38 4%	8 2%	8 3%	4 5%	31 66%	11 1%	19 8%	9 4%	7 8%	43 75%
						abcd		a		a	abcd
Don't know	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	109 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Daily	299 15%	80 8%	35 11%	30 11%	84 100%	47 100%	34 4%	53 21%	40 19%	92 100%	56 100%
					abc	abc		a	a	abc	abc
NET: Weekly	1021 51%	197 20%	322 100%	272 100%	84 100%	47 100%	233 30%	252 100%	217 100%	92 100%	56 100%
			a	a	a	a		a	a	a	a

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

Table 61 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
Less than once a week	869 43%	525 71%	- -%	- -%	- -%	- -%	209 27%	27 23%	290 60%	801 47%	68 24%	778 49%	20 16%
		bcde						ab		b		b	
Once a week	333 17%	114 15%	139 69%	- -%	- -%	- -%	135 17%	28 24%	90 19%	281 16%	52 18%	272 17%	27 20%
		cde	acde										
More than once a week but not every day	388 19%	80 11%	53 27%	188 74%	- -%	- -%	217 28%	28 24%	77 16%	335 20%	53 19%	321 20%	26 20%
		d	ade	abde			c						
Once a day	173 9%	9 1%	6 3%	27 11%	118 91%	- -%	132 17%	20 17%	8 2%	129 8%	44 15%	133 8%	17 13%
				ab	abce		c	c			a		
Twice a day	37 2%	3 *	1 1%	16 6%	3 2%	11 21%	23 3%	8 7%	3 1%	23 1%	14 5%	24 2%	11 9%
				ab		abcd		c			a		a
More than twice a day	90 4%	6 1%	2 1%	22 9%	9 7%	41 79%	70 9%	5 5%	14 3%	49 3%	41 14%	59 4%	30 23%
				ab	ab	abcd	c				a		a
Don't know	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	1 *%	2 *%	* *%	2 *%	* *%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	109 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	95 6%	14 5%	- -%	- -%
NET: Daily	299 15%	18 2%	9 4%	64 26%	130 100%	53 100%	225 29%	33 28%	25 5%	200 12%	99 35%	216 14%	59 45%
				ab	abc	abc	c	c			a		a

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

Table 61 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
NET: Weekly	1021	211	201	253	130	53	577	89	192	816	204	810	111
	51%	29%	100%	100%	100%	100%	73%	77%	40%	48%	71%	51%	84%
			a	a	a	a	c	c			a		a

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

Table 61 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
Less than once a week	869 43%	524 43%	32 18%	415 46%	116 24%	781 49%	18 14%	526 43%	31 16%	411 45%	120 25%
Once a week	333 17%	216 18%	37 21%	149 16%	105 22%	273 17%	26 21%	218 18%	35 19%	156 17%	99 21%
More than once a week but not every day	388 19%	284 23%	40 23%	197 22%	126 26%	321 20%	26 21%	285 23%	39 21%	204 22%	119 25%
Once a day	173 9%	129 10%	23 13%	92 10%	69 14%	127 8%	23 18%	123 10%	29 15%	91 10%	70 15%
Twice a day	37 2%	26 2%	9 5%	18 2%	16 3%	27 2%	9 7%	20 2%	15 8%	19 2%	15 3%
More than twice a day	90 4%	53 4%	36 20% a	33 4%	56 11% a	66 4%	23 19% a	50 4%	39 21% a	34 4%	55 12% a
Don't know	2 *%	1 *%	* *%	1 *%	* *%	2 *%	* *%	1 *%	* *%	1 *%	* *%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	109 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Daily	299 15%	209 17%	68 38% a	143 16%	141 29% a	219 14%	56 44% a	193 16%	84 44% a	144 16%	140 29% a
NET: Weekly	1021 51%	709 57%	145 82% a	490 54%	371 76% a	814 51%	107 86% a	696 57%	158 84% a	504 55%	358 75% a

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

Table 61 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
Less than once a week	869 43%	280 33%	648 48%	68 27%	- -%	236 30%	358 38%	37 19%	1 12%	288 30%	290 38%	50 22%	2 100%
			ac			c	ac				ac		
Once a week	333 17%	156 18%	242 18%	33 13%	- -%	144 18%	184 19%	19 9%	2 36%	195 20%	142 19%	22 10%	- -%
			c			c	c			c	c		
More than once a week but not every day	388 19%	202 24%	289 21%	72 28%	4 74%	196 25%	236 25%	61 31%	- -%	255 26%	184 24%	62 28%	- -%
Once a day	173 9%	109 13%	89 7%	46 18%	1 26%	120 15%	91 10%	46 24%	- -%	133 14%	78 10%	56 25%	- -%
		b	b	b		b	b	b				ab	
Twice a day	37 2%	26 3%	22 2%	6 2%	- -%	22 3%	22 2%	6 3%	1 12%	26 3%	18 2%	7 3%	- -%
More than twice a day	90 4%	72 9%	66 5%	28 11%	- -%	67 9%	60 6%	28 14%	2 40%	76 8%	51 7%	27 12%	- -%
		b	b	b		b	b	b					
Don't know	2 *%	1 *%	1 *%	- -%	- -%	1 *%	- -%	- -%	- -%	1 *%	1 *%	- -%	- -%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	109 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Daily	299 15%	208 25%	177 13%	81 32%	1 26%	209 27%	173 18%	80 41%	2 52%	236 24%	147 19%	91 41%	- -%
		b	b	b		b	b	ab				ab	
NET: Weekly	1021 51%	566 67%	707 52%	186 73%	5 100%	549 70%	593 62%	159 81%	4 88%	687 70%	474 62%	174 78%	- -%
		b	b	b		b	b	ab		b	b	b	

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

Table 61 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
Less than once a week	869 43%	756 49%	464 39%	342 38%	546 45%	493 47%	2 7%	240 38%	174 35%	109 24%	22 17%	23 26%
Once a week	333 17%	276 18%	220 19%	164 18%	227 19%	171 16%	7 21%	103 16%	95 19%	86 19%	18 14%	7 8%
More than once a week but not every day	388 19%	318 21%	280 24%	237 26%	258 21%	213 20%	4 13%	170 27%	129 26%	132 29%	45 34%	35 40%
Once a day	173 9%	115 7%	129 11%	104 11%	108 9%	98 9%	12 36%	69 11%	61 12%	78 17%	35 26%	21 24%
Twice a day	37 2%	23 1%	18 2%	19 2%	18 1%	17 2%	3 8%	18 3%	4 1%	5 1%	2 1%	2 2%
More than twice a day	90 4%	60 4%	64 5%	47 5%	55 5%	49 5%	5 16%	33 5%	33 7%	39 9%	12 9%	- -%
Don't know	2 *%	1 *%	1 *%	- -%	1 *%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	109 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Daily	299 15%	198 13%	211 18%	169 19%	181 15%	165 16%	20 60%	120 19%	98 20%	123 27%	48 36%	22 26%
NET: Weekly	1021 51%	793 51%	711 60%	569 62%	667 55%	548 53%	32 93%	393 62%	322 65%	340 76%	111 83%	64 74%

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

Table 61 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
Less than once a week	869 43%	47 24%	19 17%	19 20%	11 24%	738 45% bde	378 37%	754 43% bde	407 37%	352 35%	247 30%	723 45% ac	52 26%	- -%	634 45%	50 36%
Once a week	333 17%	35 18%	19 17%	17 18%	10 21%	286 17%	180 17%	304 17%	199 18%	175 18%	163 20%	278 17%	28 14%	- -%	227 16%	29 21%
More than once a week but not every day	388 19%	56 28%	24 21%	29 31%	10 22%	333 20%	231 22%	350 20%	260 23%	233 23%	213 26% b	318 20%	55 27%	- -%	270 19%	37 27%
Once a day	173 9%	38 19%	27 24% c	6 6% a	6 12%	119 7%	117 11% a	143 8%	116 10% a	105 11%	103 13% b	122 8%	38 19% b	- -%	123 9%	11 8%
Twice a day	37 2%	4 2%	8 7%	5 6%	2 4%	26 2%	19 2%	34 2%	14 1%	15 2%	23 3% b	17 1%	5 3%	- -%	22 2%	5 4%
More than twice a day	90 4%	14 7%	7 6%	18 19% a	8 17%	65 4%	51 5%	76 4%	53 5%	50 5%	64 8% b	60 4%	15 8%	- -%	61 4%	3 2%
Don't know	2 *%	- -%	1 *%	- -%	- -%	1 *%	1 *%	1 *%	- -%	1 *%	1 *%	1 *%	- -%	- -%	1 *%	- -%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	109 5%	4 2%	9 8%	- -%	* *%	84 5%	56 5%	84 5%	58 5%	63 6%	10 1%	86 5% a	8 4%	- -%	79 6%	3 2%
NET: Daily	299 15%	56 28%	42 37%	29 31%	16 33%	211 13%	187 18% a	252 14%	184 17%	170 17% a	190 23% b	199 12%	59 29% b	- -%	205 15%	20 14%
NET: Weekly	1021 51%	147 74%	86 75%	74 80%	36 75%	830 50%	597 58% ac	907 52%	643 58% ac	578 58% ac	566 69% b	794 50%	142 70% b	- -%	702 50%	86 62%

Table 61 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
Less than once a week	869 43%	246 32%	593 54%	172 28%	5 11%	60 20%	140 32%	31 12%	648 48%	182 49%	85 28%	113 30%	648 51%
Once a week	333 17%	133 18%	172 16%	115 19%	6 15%	53 18%	86 19%	26 10%	243 18%	59 16%	40 13%	69 18%	211 17%
More than once a week but not every day	388 19%	180 24%	185 17%	154 25%	16 38%	65 22%	124 28%	95 36%	228 17%	64 17%	78 26%	103 27%	205 16%
Once a day	173 9%	109 14%	45 4%	82 14%	6 15%	46 16%	54 12%	47 18%	100 7%	23 6%	48 16%	41 11%	82 6%
Twice a day	37 2%	17 2%	13 1%	20 3%	4 10%	19 6%	5 1%	13 5%	21 2%	3 1%	13 4%	8 2%	15 1%
More than twice a day	90 4%	54 7%	19 2%	46 8%	4 9%	49 17%	18 4%	45 17%	27 2%	17 5%	21 7%	33 9%	35 3%
Don't know	2 *%	1 *%	1 *%	* *%	- -%	- -%	* *%	- -%	1 *%	- -%	- -%	- -%	1 *%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	109 5%	20 3%	77 7%	18 3%	* 1%	4 1%	19 4%	5 2%	75 6%	24 6%	14 5%	14 4%	70 6%
NET: Daily	299 15%	180 24%	77 7%	148 24%	14 34%	114 39%	77 17%	105 40%	149 11%	43 12%	82 27%	83 22%	132 10%
NET: Weekly	1021 51%	492 65%	433 39%	416 69%	36 88%	232 79%	286 64%	226 86%	620 46%	167 45%	200 67%	255 67%	548 43%

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

Table 61 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
Less than once a week	869 43%	344 39%	524 47%
			a
Once a week	333 17%	153 17%	179 16%
More than once a week but not every day	388 19%	164 18%	225 20%
Once a day	173 9%	78 9%	95 9%
Twice a day	37 2%	22 2%	15 1%
More than twice a day	90 4%	50 6%	39 4%
Don't know	2 *%	1 *%	1 *%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	109 5%	81 9%	28 3%
		b	
NET: Daily	299 15%	150 17%	149 13%
NET: Weekly	1021 51%	468 52%	553 50%

Columns Tested: a,b

Table 61 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
Less than once a week	869 43%	20 38%	85 42%	103 42%	29 44%	154 50% il	54 44%	17 49%	160 51% il	52 34%	56 64% abcikl	48 38%	91 32%
Once a week	333 17%	11 21%	43 21%	33 14%	15 23%	53 17%	23 19%	7 19%	45 14%	22 14%	9 10%	29 23%	43 15%
More than once a week but not every day	388 19%	12 23%	45 22%	39 16%	8 13%	58 19%	19 16%	7 19%	61 19%	42 27% d	18 21%	21 17%	58 20%
Once a day	173 9%	2 4%	12 6%	31 13% fh	9 13% h	25 8%	5 4%	2 6%	10 3%	15 9%	3 3%	9 7%	50 18% abefhj
Twice a day	37 2%	1 1%	6 3%	6 2%	1 1%	4 1%	3 3%	* *% *	* *% *	3 2%	* *% *	2 1%	12 4%
More than twice a day	90 4%	1 2%	2 1%	16 6% b	1 2%	12 4%	2 2%	2 5%	23 7% b	4 2%	* *% *	9 7%	18 6%
Don't know	2 *%	1 1%	* *% *	1 *% *	- -% -	- -% -	1 *% *	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	109 5%	6 11% e	11 5%	13 6%	3 4%	5 2%	15 12% ehj	1 2%	13 4%	17 11% e	2 2%	9 7%	13 5%
NET: Daily	299 15%	4 7%	20 10%	53 22% abfhj	11 17% j	41 13%	11 9%	4 11%	34 11%	21 13%	3 4%	19 15%	80 28% abefhij
NET: Weekly	1021 51%	27 50%	108 53% j	125 52%	35 52%	151 49%	53 43%	17 50%	139 45%	85 55% j	30 34%	70 55%	181 63% efhj

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

Table 61 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
Less than once a week	869 43%	208 42%	237 47%	228 46%	195 39%	445 45%	423 42%
Once a week	333 17%	87 17%	91 18%	74 15%	81 16%	178 18%	154 15%
More than once a week but not every day	388 19%	97 19%	85 17%	109 22%	98 20%	182 18%	207 21%
Once a day	173 9%	45 9%	39 8%	27 5%	62 12%	84 8%	88 9%
Twice a day	37 2%	12 2%	8 2%	3 1%	14 3%	20 2%	17 2%
More than twice a day	90 4%	19 4%	15 3%	28 6%	27 5%	34 3%	55 6%
Don't know	2 *%	1 *%	1 *%	- -%	- -%	2 *%	- -%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	109 5%	30 6%	23 5%	31 6%	25 5%	54 5%	55 6%
NET: Daily	299 15%	76 15%	63 13%	58 12%	102 20%	139 14%	160 16%
NET: Weekly	1021 51%	260 52%	239 48%	241 48%	281 56%	499 50%	521 52%

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

Table 63

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1983	378	1605	1336	345	93	209	647
Effective base	738	83	665	674	145	41	99	191
Weighted Base	1797	132	1665	1710	74	9	5	87
0-24%	289	7	281	272	15	1	1	17
	16%	6%	17%	16%	20%	17%	17%	19%
25-49%	234	1	233	218	11	3	1	16
	13%	1%	14%	13%	16%	32%	28%	18%
			a			abe	abe	
50-74%	302	26	276	284	14	3	1	17
	17%	20%	17%	17%	19%	30%	20%	20%
			a			a		
75-100%	973	97	876	935	34	2	2	37
	54%	74%	53%	55%	46%	22%	35%	43%
		b		cde	c			c
Mean Score	66.4	83.1	65.1	66.7	60.7	51.8	53.9	59.5
		b		bcde	cd			cd

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

Table 63 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1983	547	581	208	211	227	209	1336	345	302
Effective base	738	330	281	84	96	87	99	674	145	86
Weighted Base	1797	928	658	124	53	29	5	1710	74	13
0-24%	289	139	115	18	11	5	1	272	15	2
	16%	15%	17%	15%	21%	16%	17%	16%	20%	17%
25-49%	234	103	100	15	9	5	1	218	11	4
	13%	11%	15%	12%	17%	18%	28%	13%	16%	30%
							abcgh			abcdgh
50-74%	302	143	111	31	8	8	1	284	14	3
	17%	15%	17%	25%	15%	28%	20%	17%	19%	26%
						abdg				ag
75-100%	973	543	333	60	25	11	2	935	34	3
	54%	58%	51%	48%	46%	38%	35%	55%	46%	26%
		defhi	efi	i	i			efi	i	
Mean Score	66.4	69.0	63.5	66.6	59.8	59.6	53.9	66.7	60.7	52.5
		bdefhi	fi	defhi	i	i		defhi	fi	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 63 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1983	797	539	345	93	209	727	344	127	86	229
Effective base	738	489	246	145	41	99	409	146	41	30	36
Weighted Base	1797	1381	329	74	9	5	1139	275	72	35	53
0-24%	289 16%	211 15%	61 18%	15 20%	1 17%	1 17%	186 16%	36 13%	22 30%	7 19%	6 11%
25-49%	234 13%	171 12%	47 14%	11 16%	3 32%	1 28%	134 12%	54 20%	12 17%	6 16%	9 18%
50-74%	302 17%	220 16%	64 19%	14 19%	3 30%	1 20%	185 16%	54 20%	9 13%	5 14%	10 19%
75-100%	973 54%	779 56%	157 48%	34 46%	2 22%	2 35%	634 56%	132 48%	29 40%	18 50%	27 52%
Mean Score	66.4	67.6 bcde	62.9 de	60.7 d	51.8 a	53.9 abc	67.1 c	63.6 c	54.8	62.9	66.9 c

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

Table 63 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1983	134	98	203	67	138	158	124	115	109
Effective base	738	74	53	112	31	71	97	70	60	53
Weighted Base	1797	175	118	309	72	178	281	205	152	124
0-24%	289	29	20	54	14	32	41	34	26	13
	16%	17%	17%	17%	20%	18%	15%	16%	17%	10%
25-49%	234	22	16	50	8	18	35	17	32	19
	13%	13%	14%	16%	11%	10%	12%	8%	21%	15%
									g	
50-74%	302	29	14	53	28	35	43	33	17	20
	17%	17%	12%	17%	38%	19%	15%	16%	11%	16%
					abcefghi					
75-100%	973	94	68	152	22	93	162	121	77	73
	54%	54%	58%	49%	31%	52%	58%	59%	51%	58%
		d	d			d	d	d		d
Mean Score	66.4	65.3	67.2	63.3	56.6	66.1	66.0	70.4	63.0	71.2
			d				d	d		cd

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 63 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1983	314	347	485	1146	837	288	287	262
Effective base	738	155	187	279	616	224	90	73	101
Weighted Base	1797	374	445	795	1614	183	82	68	33
0-24%	289 16%	60 16%	75 17%	129 16%	264 16%	25 14%	9 12%	10 15%	6 17%
25-49%	234 13%	45 12%	70 16%	102 13%	218 13%	16 9%	6 7%	8 12%	2 7%
50-74%	302 17%	82 22%	60 14%	129 16%	271 17%	31 17%	14 17%	13 19%	4 13%
75-100%	973 54%	188 50%	239 54%	435 55%	862 53%	110 60%	53 65%	37 54%	20 62%
Mean Score	66.4	65.9	65.0	66.1	65.8	71.8 abcd	74.1 abcd	69.5	70.9 bd

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

Table 63 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1983	89	160	18	178	208	465	73	99	868
Effective base	738	35	46	7	54	88	179	22	30	339
Weighted Base	1797	73	108	20	128	243	364	46	61	879
0-24%	289	12	40	4	44	15	114	6	2	96
	16%	16%	37%	21%	35%	6%	31%	13%	2%	11%
			aeghi		ehi		ehi			
25-49%	234	14	34	3	37	31	50	4	1	97
	13%	19%	31%	15%	29%	13%	14%	8%	1%	11%
		h	efghi		efhi		h			
50-74%	302	8	11	4	15	56	49	8	10	156
	17%	11%	10%	21%	12%	23%	13%	18%	17%	18%
						f				
75-100%	973	40	23	8	31	141	151	28	49	530
	54%	54%	21%	42%	25%	58%	42%	61%	79%	60%
		bd				bdf	bd	bd	abdefi	bdf
Mean Score	66.4	65.8	37.3	58.5	40.6	72.4	54.1	71.9	86.8	71.8
		bdf				bdf	bd	bdf	abdefgi	bdf

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 63 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1983	475	465	1043	1737	246	-	1639	344	1924	59
Effective base	738	174	179	390	631	110	-	659	86	713	25
Weighted Base	1797	444	364	989	1482	315	-	1647	150	1740	57
0-24%	289 16%	71 16%	114 31% ac	103 10%	256 17%	32 10%	- -%	268 16%	20 14%	283 16%	6 11%
25-49%	234 13%	82 18% c	50 14%	102 10%	207 14%	27 8%	- -%	208 13%	26 17%	233 13%	1 1%
50-74%	302 17%	79 18%	49 13%	174 18%	249 17%	53 17%	- -%	277 17%	25 16%	291 17%	11 19%
75-100%	973 54%	212 48%	151 42%	609 62% ab	770 52%	203 64% a	- -%	893 54%	79 53%	933 54%	39 69%
Mean Score	66.4	62.2 b	54.1	72.8 ab	64.9	73.5 a	-	66.4	66.2	66.0	78.5 a

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

Table 63 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1983	1143	435	391
Effective base	738	453	134	147
Weighted Base	1797	1134	292	355
0-24%	289 16%	113 10%	43 15%	128 36% ab
25-49%	234 13%	89 8%	83 28% ac	57 16% a
50-74%	302 17%	175 15%	49 17%	74 21%
75-100%	973 54%	756 67% bc	118 40% c	96 27%
Mean Score	66.4	75.8 bc	57.2 c	44.8

Columns Tested: a,b,c

Table 63 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1983	1472	312	88	34	38	20	10	9	1784	199	111
Effective base	738	601	94	23	9	10	4	2	1	692	46	22
Weighted Base	1797	1499	194	51	11	27	8	1	5	1693	104	52
0-24%	289	176	72	24	2	9	1	1	5	248	41	17
	16%	12%	37%	46%	15%	33%	17%	86%	89%	15%	40%	33%
			ai	ai		a					ai	ai
25-49%	234	166	33	11	5	14	4	*	*	200	34	23
	13%	11%	17%	21%	48%	52%	52%	8%	1%	12%	33%	45%
				abi	abi						abi	abi
50-74%	302	248	37	9	1	4	3	*	*	285	17	8
	17%	17%	19%	17%	12%	15%	31%	2%	4%	17%	16%	15%
75-100%	973	909	52	8	3	*	*	*	*	962	11	3
	54%	61%	27%	15%	25%	1%	*%	3%	7%	57%	11%	6%
		bcdejk	jk							bcdej		
Mean Score	66.4	71.5	44.7	35.3	44.7	29.2	31.7	21.9	10.5	68.4	33.1	30.9
		bcdeijk	cej		ejk					bcdejk		

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

Table 63 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1983	745	727	511	1921	1599	1983	1424	933	769	374	1087	119	139	93	111	60
Effective base	738	351	252	139	703	586	738	535	355	248	166	443	32	39	21	23	15
Weighted Base	1797	916	583	298	1722	1410	1797	1301	892	597	412	1093	70	90	46	49	37
0-24%	289	64	112	113	263	249	289	285	195	96	54	179	26	7	4	10	9
	16%	7%	19%	38%	15%	18%	16%	22%	22%	16%	13%	16%	38%	8%	8%	21%	23%
			a	ab				ac	ac				abde				
25-49%	234	57	109	68	233	232	234	233	190	150	2	156	12	19	13	10	21
	13%	6%	19%	23%	14%	16%	13%	18%	21%	25%	1%	14%	18%	22%	29%	20%	57%
			a	a				ac	ac	abcd		a	a	a	a	a	abcdf
50-74%	302	109	139	54	277	266	302	301	215	131	50	187	10	20	16	14	5
	17%	12%	24%	18%	16%	19%	17%	23%	24%	22%	12%	17%	14%	22%	35%	29%	13%
			a					ac	ac	a					ab	a	
75-100%	973	686	223	63	949	664	973	481	292	220	306	572	21	44	13	14	3
	54%	75%	38%	21%	55%	47%	54%	37%	33%	37%	74%	52%	30%	49%	28%	29%	7%
		bc	c		bdef	def	bdef				bcdefg	cefg		g			
Mean Score	66.4	81.0	56.5	40.6	67.0	61.6	66.4	54.0	52.1	56.7	80.4	64.6	48.1	63.8	56.8	53.6	32.2
		bc	c		bdef	def	bdef		e		bcdefg	cefg	g	cfg	cg	g	

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

Table 63 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	1983	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	738	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	1797	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
0-24%	289	218	19	9	2	2	8	5	171	45	17	3	6	4	3
	16%	15%	18%	13%	5%	8%	28%	33%	16%	25%	28%	7%	17%	24%	14%
25-49%	234	167	24	15	10	6	4	8	123	52	13	14	12	4	13
	13%	12%	22%	20%	20%	26%	13%	52%	12%	28%	21%	33%	31%	27%	66%
			a					a		a		a	a		
50-74%	302	199	22	28	8	6	11	2	185	48	10	8	8	2	4
	17%	14%	20%	38%	17%	26%	42%	14%	18%	26%	18%	20%	20%	14%	20%
			a				a								
75-100%	973	843	44	22	27	9	5	*	572	37	20	17	13	5	*
	54%	59%	40%	29%	57%	40%	18%	1%	54%	20%	33%	40%	32%	35%	*%
		bcfg			cfg				bc						
Mean Score	66.4	69.0	58.5	57.0	69.0	64.1	47.3	25.1	66.0	45.9	52.0	57.9	54.0	48.9	33.3
		bcfg	fg	fg	bcfg	fg	g		bcdef			b			

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

Table 63 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1983	889	171	131	82	54	48	49	773	409	445	244	106
Effective base	738	376	57	40	25	16	10	15	343	157	156	55	29
Weighted Base	1797	918	145	102	43	30	25	39	894	369	343	114	74
0-24%	289	156	54	26	16	9	7	19	147	52	57	22	11
	16%	17%	37%	25%	37%	29%	28%	49%	16%	14%	17%	20%	14%
			a		a			a					
25-49%	234	118	33	25	21	18	11	7	49	88	54	18	24
	13%	13%	23%	25%	49%	60%	45%	19%	5%	24%	16%	16%	32%
			a	a	abc	abcg	a			a	a	a	ac
50-74%	302	211	40	27	6	2	4	12	114	65	76	34	12
	17%	23%	28%	27%	13%	6%	15%	32%	13%	18%	22%	30%	17%
											a	a	
75-100%	973	434	18	23	*	1	3	*	584	164	157	40	28
	54%	47%	12%	23%	1%	5%	12%	*%	65%	44%	46%	35%	37%
		bcdefg		dg					bcde				
Mean Score	66.4	60.9	38.0	45.4	29.9	31.0	32.7	29.0	73.0	60.4	62.2	55.3	54.0
		bcdefg	dg	bdefg					bcde	d	de		

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

Table 63 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1983	873	377	386	202	76	689	314	335	172	74
Effective base	738	381	141	126	39	19	308	108	105	44	21
Weighted Base	1797	994	322	272	84	47	786	252	217	92	56
0-24%	289	161	41	36	20	5	131	41	46	22	9
	16%	16%	13%	13%	24%	10%	17%	16%	21%	24%	16%
25-49%	234	108	64	35	12	12	72	78	44	19	16
	13%	11%	20%	13%	15%	26%	9%	31%	20%	21%	29%
			a			a		a		a	a
50-74%	302	120	65	53	26	11	112	68	56	19	10
	17%	12%	20%	19%	32%	23%	14%	27%	26%	21%	17%
			a	a	a			a	a		
75-100%	973	604	152	148	25	19	470	65	72	31	21
	54%	61%	47%	54%	30%	40%	60%	26%	33%	34%	38%
		bd		d			bcde				
Mean Score	66.4	69.9	62.7	67.5	52.7	58.8	68.8	51.0	53.8	50.9	54.2
		bde	d	bde			bcde				

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

Table 63 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1983	621	233	286	166	92	789	150	472	1677	306	1735	186
Effective base	738	271	76	102	53	25	302	48	182	633	105	648	56
Weighted Base	1797	686	185	237	118	52	713	115	464	1560	237	1590	132
0-24%	289	101	43	74	44	23	241	15	29	185	104	233	30
	16%	15%	23%	31%	37%	44%	34%	13%	6%	12%	44%	15%	23%
				a	a	ab	bc				a		
25-49%	234	50	60	83	22	18	169	34	30	175	59	178	54
	13%	7%	32%	35%	19%	34%	24%	30%	6%	11%	25%	11%	41%
			a	ad	a	a	c	c			a		a
50-74%	302	149	57	54	27	7	177	34	87	268	34	252	25
	17%	22%	31%	23%	23%	13%	25%	30%	19%	17%	14%	16%	19%
75-100%	973	387	25	26	25	4	126	31	318	932	40	926	23
	54%	56%	13%	11%	21%	8%	18%	27%	69%	60%	17%	58%	17%
		bcde							ab	b		b	
Mean Score	66.4	66.7	42.1	36.8	40.2	28.0	40.8	53.0	74.0	71.0	35.7	69.1	41.3
		bcde	ce	e	e			a	ab	b		b	

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

Table 63 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1983	1343	256	889	535	1741	180	1331	268	894	530
Effective base	738	512	73	358	178	649	54	503	83	360	176
Weighted Base	1797	1234	177	847	454	1597	125	1222	189	857	444
0-24%	289 16%	214 17%	35 20%	151 18%	135 30%	233 15%	30 24%	213 17%	36 19%	159 19%	127 28%
25-49%	234 13%	167 14%	65 37%	120 14%	113 25%	185 12%	47 38%	160 13%	71 38%	121 14%	113 25%
50-74%	302 17%	234 19%	33 18%	206 24%	96 21%	251 16%	25 20%	232 19%	34 18%	213 25%	88 20%
75-100%	973 54%	619 50%	45 25%	371 44%	110 24%	927 58%	22 18%	617 50%	47 25%	364 43%	117 26%
Mean Score	66.4	63.6 b	47.2	59.3 b	44.0	69.0 b	42.2	63.8 b	47.0	58.8 b	44.7

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

Table 63 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1983	975	1494	285	2	901	1113	224	4	1009	803	255	1
Effective base	738	341	564	100	2	320	413	82	3	375	308	93	1
Weighted Base	1797	846	1357	254	5	785	951	197	5	908	715	206	2
0-24%	289 16%	161 19%	181 13%	64 25%	- -%	152 19%	151 16%	61 31%	2 36%	235 26%	139 19%	81 39%	- -%
25-49%	234 13%	b 172 20%	b 161 12%	b 63 25%	- -%	b 182 23%	b 141 15%	b 56 28%	b 2 52%	b 207 23%	b 117 16%	b 71 35%	- -%
50-74%	302 17%	b 179 21%	b 178 13%	b 35 14%	5 100%	b 169 21%	b 159 17%	b 27 14%	- -%	b 213 23%	b 152 21%	b 29 14%	- -%
75-100%	973 54%	b 333 39%	b 837 62%	b 93 36%	- -%	b 283 36%	b 500 53%	b 52 27%	1 12%	b 253 28%	b 307 43%	b 25 12%	2 100%
Mean Score	66.4	56.9 c	70.6 ac	51.2	50.0	54.7 c	64.7 ac	44.5	33.7	47.7 c	56.9 ac	33.5	100.0

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

Table 63 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1983	1676	1305	892	1348	1066	55	571	463	433	123	73
Effective base	738	625	483	351	494	420	14	252	187	173	58	36
Weighted Base	1797	1550	1175	845	1213	1042	34	600	474	426	131	82
0-24%	289 16%	211 14%	197 17%	182 22% a	158 13%	166 16%	13 37% ab	117 19%	110 23%	111 26%	37 28%	21 26%
25-49%	234 13%	170 11%	161 14%	127 15%	159 13%	109 10%	13 38% ab	90 15%	76 16%	84 20%	43 33% abc	31 38% abc
50-74%	302 17%	245 16%	231 20%	220 26% ab	216 18%	155 15%	7 21%	146 24%	119 25%	115 27%	23 17%	11 14%
75-100%	973 54%	924 60% bc	586 50% c	316 37%	680 56% c	612 59% c	2 5%	248 41% cde	168 36% cde	115 27% cde	28 22% d	18 22% d
Mean Score	66.4	70.3 bc	63.6 c	54.9	68.4 c	69.0 c	33.3	57.0 cde	53.3 cde	48.8 d	42.1	44.2

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

Table 63 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1983	192	124	92	48	1706	1211	1803	1247	1141	894	1610	230	-	1476	112
Effective base	738	78	43	35	20	623	406	659	426	376	329	596	84	-	546	52
Weighted Base	1797	193	101	85	47	1489	924	1579	985	870	799	1439	191	-	1284	130
0-24%	289	32	24	24	16	223	141	241	190	169	172	215	39	-	203	27
	16%	17%	24%	28%	34%	15%	15%	15%	19%	19%	21%	15%	20%	-%	16%	21%
		b									b					
25-49%	234	40	24	18	12	174	144	208	149	134	174	155	45	-	148	26
	13%	21%	24%	21%	26%	12%	16%	13%	15%	15%	22%	11%	23%	-%	12%	20%
											b		b			
50-74%	302	35	19	27	12	242	194	255	220	149	172	227	42	-	210	21
	17%	18%	19%	31%	25%	16%	21%	16%	22%	17%	21%	16%	22%	-%	16%	16%
							c		ac		b					
75-100%	973	86	33	16	7	850	446	876	427	418	282	842	66	-	723	56
	54%	45%	33%	19%	15%	57%	48%	55%	43%	48%	35%	59%	34%	-%	56%	43%
		cd				bde		bde			ac					
Mean Score	66.4	60.9	51.7	42.7	39.1	68.2	63.7	67.1	59.3	61.3	53.8	68.9	53.5	-	67.7	58.2
		bcd	cd			bde	d	bde			ac				b	

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

Table 63 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1983	732	1105	625	29	331	420	277	1261	423	331	381	1224
Effective base	738	294	399	221	14	115	155	98	481	153	106	146	471
Weighted Base	1797	716	983	544	39	277	389	238	1203	339	242	362	1153
0-24%	289 16%	137 19%	125 13%	154 28%	13 33%	67 24%	117 30%	79 33%	147 12%	60 18%	72 30%	57 16%	149 13%
25-49%	234 13%	136 19%	61 6%	112 21%	18 46%	102 37%	52 13%	67 28%	130 11%	29 9%	65 27%	79 22%	83 7%
50-74%	302 17%	138 19%	146 15%	102 19%	7 18%	55 20%	81 21%	37 16%	207 17%	55 16%	51 21%	78 21%	166 14%
75-100%	973 54%	306 43%	651 66%	176 32%	1 3%	53 19%	139 36%	54 23%	719 60%	196 58%	54 22%	149 41%	755 65%
Mean Score	66.4	59.3	74.2	48.7	31.7	43.2	50.3	41.8	71.1	67.7	44.0	57.7	74.2
			a				a		a	a		a	ab

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

Table 63 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1983	1025	958
Effective base	738	311	427
Weighted Base	1797	761	1036
0-24%	289	117	172
	16%	15%	17%
25-49%	234	111	123
	13%	15%	12%
50-74%	302	126	176
	17%	16%	17%
75-100%	973	407	565
	54%	54%	55%
Mean Score	66.4	66.4	66.4

Columns Tested: a,b

Table 63 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1983	113	235	176	178	209	102	112	212	133	162	117	234
Effective base	738	32	108	107	61	140	59	15	83	50	33	41	84
Weighted Base	1797	41	190	208	58	296	95	30	294	125	83	114	265
0-24%	289	16	23	31	13	46	14	7	38	20	8	36	38
	16%	38%	12%	15%	22%	16%	15%	23%	13%	16%	10%	32%	14%
		bcefhijl										bcefhijl	
25-49%	234	5	34	33	5	28	17	1	30	6	9	9	57
	13%	11%	18%	16%	9%	9%	18%	3%	10%	5%	10%	8%	22%
			i	i			i						dehi
50-74%	302	9	30	29	8	44	9	2	33	39	18	13	66
	17%	23%	16%	14%	14%	15%	9%	6%	11%	31%	22%	12%	25%
									bcdefghk				fh
75-100%	973	12	103	115	32	178	55	21	193	60	47	55	103
	54%	29%	54%	55%	54%	60%	58%	69%	66%	48%	57%	48%	39%
			al	al	a	al	al	al	ail		a		
Mean Score	66.4	49.3	66.8	68.0	66.2	67.7	66.8	71.8	73.1	66.8	73.3	57.0	59.4
			akl	akl	akl	akl	akl	akl	abkl	akl	akl		a

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

Table 63 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1983	524	489	457	513	1013	970
Effective base	738	245	242	143	157	486	300
Weighted Base	1797	439	448	449	461	887	910
0-24%	289	69	73	65	82	142	147
	16%	16%	16%	14%	18%	16%	16%
25-49%	234	72	50	37	75	122	112
	13%	16%	11%	8%	16%	14%	12%
		c			c		
50-74%	302	69	61	74	98	130	172
	17%	16%	14%	16%	21%	15%	19%
75-100%	973	229	264	274	206	493	479
	54%	52%	59%	61%	45%	56%	53%
		d	d	d			
Mean Score	66.4	65.7	67.3	71.2	61.3	66.5	66.2
		d	d	ad			

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

Table 65

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1532	234	1298	1014	263	76	179	518
Effective base	582	63	525	530	108	33	86	146
Weighted Base	1394	107	1287	1324	59	8	4	70
0-24%	562	25	537	535	25	2	1	28
	40%	24%	42%	40%	42%	24%	30%	39%
			a					
25-49%	311	10	301	290	16	3	2	21
	22%	9%	23%	22%	28%	42%	39%	30%
			a			a	a	a
50-74%	209	18	191	195	11	2	1	14
	15%	17%	15%	15%	19%	23%	23%	20%
75-100%	312	54	258	304	7	1	*	8
	22%	50%	20%	23%	11%	11%	8%	11%
		b		bde				
Mean Score	40.3	64.0	38.3	40.5	36.1	39.5	37.7	36.5
		b		be				

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

Table 65 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1532	428	436	150	158	181	179	1014	263	255
Effective base	582	256	224	66	72	66	86	530	108	70
Weighted Base	1394	694	541	89	42	24	4	1324	59	12
0-24%	562	273	228	33	17	9	1	535	25	3
	40%	39%	42%	37%	40%	39%	30%	40%	42%	26%
		i	fi					i	i	
25-49%	311	155	109	25	11	9	2	290	16	5
	22%	22%	20%	28%	25%	37%	39%	22%	28%	41%
						abg	abg			abdg
50-74%	209	83	100	12	10	4	1	195	11	3
	15%	12%	18%	14%	22%	15%	23%	15%	19%	23%
			a		a		a			a
75-100%	312	182	104	18	5	2	*	304	7	1
	22%	26%	19%	21%	12%	9%	8%	23%	11%	10%
		defhi	ef	ef				defhi		
Mean Score	40.3	41.8	38.8	40.7	38.2	33.3	37.7	40.5	36.1	38.9
		eh	e	e				eh		e

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 65 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1532	624	390	263	76	179	582	273	100	68	203
Effective base	582	387	194	108	33	86	320	117	35	23	36
Weighted Base	1394	1074	249	59	8	4	872	219	53	26	37
0-24%	562 40%	446 42% e	88 35%	25 42%	2 24%	1 30%	357 41%	105 48% c	14 26%	10 39%	12 33%
25-49%	311 22%	221 21%	69 28%	16 28%	3 42%	2 39%	186 21%	53 24%	15 27%	10 39%	15 41%
50-74%	209 15%	148 14%	47 19%	11 19%	2 23%	1 23% a	131 15%	33 15%	12 24%	3 12%	6 15%
75-100%	312 22%	259 24% ce	45 18% e	7 11%	1 11%	* 8%	198 23%	28 13%	12 23%	2 9%	4 11%
Mean Score	40.3	40.4	41.0 c	36.1	39.5	37.7	39.3	35.0	46.0 bde	31.1	36.5

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

Table 65 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1532	113	77	165	57	104	134	99	89	90
Effective base	582	64	40	88	27	51	83	56	46	43
Weighted Base	1394	143	74	239	65	124	242	159	113	100
0-24%	562	62	21	109	12	46	115	76	34	40
	40%	44%	28%	46%	18%	37%	47%	48%	30%	40%
		d		d			bd	d		
25-49%	311	28	19	49	30	33	46	26	35	19
	22%	20%	26%	21%	46%	26%	19%	17%	31%	19%
					acfgi					
50-74%	209	24	14	36	10	20	30	20	15	17
	15%	17%	20%	15%	16%	16%	13%	12%	14%	17%
75-100%	312	29	19	45	13	26	51	37	28	24
	22%	20%	26%	19%	20%	21%	21%	23%	25%	24%
Mean Score	40.3	40.0	46.1	37.1	43.2	39.8	37.4	38.0	42.9	40.8
			cf							

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 65 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1532	251	279	398	928	604	210	213	181
Effective base	582	122	149	227	491	161	71	53	58
Weighted Base	1394	289	329	640	1259	135	67	48	20
0-24%	562 40%	98 34%	117 36%	300 47%	515 41%	47 35%	25 38%	15 32%	6 31%
25-49%	311 22%	81 28%	83 25%	122 19%	286 23%	25 18%	11 16%	10 21%	4 21%
50-74%	209 15%	47 16%	54 16%	86 13%	186 15%	23 17%	8 12%	12 26%	2 12%
75-100%	312 22%	63 22%	76 23%	133 21%	272 22%	40 30%	22 33%	11 22%	7 36%
Mean Score	40.3	40.9	42.4 c	37.4	39.5	47.5 abcd	49.5 abcd	43.6 c	50.2 abcdg

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

Table 65 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1532	73	142	18	160	164	412	53	52	617
Effective base	582	32	44	9	52	67	170	18	14	241
Weighted Base	1394	57	103	23	126	190	329	37	33	621
0-24%	562	22	19	13	31	108	87	14	22	279
	40%	38%	18%	54%	25%	57%	26%	36%	67%	45%
		b				bdf			bdf	bdf
25-49%	311	14	22	3	25	41	70	8	9	144
	22%	24%	21%	11%	20%	22%	21%	22%	29%	23%
50-74%	209	16	23	3	26	25	36	5	1	100
	15%	27%	23%	11%	20%	13%	11%	14%	3%	16%
		fh	f							
75-100%	312	6	39	6	44	16	137	10	*	98
	22%	10%	38%	24%	35%	9%	42%	27%	1%	16%
			aehi		aehi		aehi	eh		
Mean Score	40.3	34.1	55.4	35.8	51.8	29.7	53.5	48.3	16.3	35.5
		h	aehi		aehi	h	aehi	aehi		eh

Columns Tested: a,b,c,d,e,f,g,h,i

Table 65 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1532	397	412	723	1350	182	-	1265	267	1494	38
Effective base	582	147	170	273	505	80	-	519	69	564	18
Weighted Base	1394	374	329	691	1171	223	-	1276	118	1351	43
0-24%	562	161	87	314	442	120	-	506	56	539	23
	40%	43%	26%	45%	38%	54%	-%	40%	48%	40%	54%
		b		b		a					
25-49%	311	80	70	161	277	34	-	277	34	308	3
	22%	21%	21%	23%	24%	15%	-%	22%	29%	23%	8%
50-74%	209	66	36	107	174	35	-	193	16	201	8
	15%	18%	11%	15%	15%	16%	-%	15%	14%	15%	20%
75-100%	312	66	137	109	277	35	-	301	11	304	8
	22%	18%	42%	16%	24%	16%	-%	24%	9%	22%	19%
			ac					b			
Mean Score	40.3	37.8	53.5	35.3	41.8	32.5	-	41.2	30.0	40.4	37.0
			ac		b			b			

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

Table 65 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1532	779	362	380
Effective base	582	312	117	150
Weighted Base	1394	763	254	363
0-24%	562	404	74	80
	40%	53%	29%	22%
		bc		
25-49%	311	153	86	68
	22%	20%	34%	19%
			ac	
50-74%	209	93	54	59
	15%	12%	21%	16%
			a	
75-100%	312	114	40	157
	22%	15%	16%	43%
				ab
Mean Score	40.3	31.8	41.9	57.1
			a	ab

Columns Tested: a,b,c

Table 65 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1532	1050	294	81	34	39	19	9	6	1344	188	107
Effective base	582	447	92	22	9	11	4	2	1	538	44	22
Weighted Base	1394	1096	196	49	11	27	8	1	5	1292	102	52
0-24%	562 40%	496 45% bcjk	45 23%	9 19%	4 36%	6 23%	1 12%	* 1%	* 1%	542 42% bcj	21 20%	11 22%
25-49%	311 22%	220 20%	53 27%	15 31%	2 16%	14 51% ai	7 82%	* 27%	* 4%	273 21%	38 37% ai	23 44% ai
50-74%	209 15%	156 14%	38 19%	10 21%	3 28%	1 3%	* 4%	1 70%	- -%	194 15%	15 15%	5 9%
75-100%	312 22%	225 21%	59 30%	15 30%	2 20%	7 24%	* 2%	* 2%	5 95%	284 22%	28 28%	13 26%
Mean Score	40.3	37.6	51.7 aeik	51.0 aei	42.8	41.2	32.2	47.3	87.9	39.7	47.6 ai	44.5 a

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

Table 65 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	1532	457	593	482	1381	1308	1424	1532	931	650	127	849	99	116	82	95	56
Effective base	582	224	224	136	510	490	535	582	354	206	62	358	29	32	20	21	15
Weighted Base	1394	569	527	298	1244	1177	1301	1394	883	511	154	886	58	74	45	46	37
0-24%	562 40%	337 59%	160 30%	66 22%	549 44%	520 44%	562 43%	562 40%	379 43%	188 37%	49 32%	422 48%	14 24%	29 40%	22 48%	14 31%	12 32%
25-49%	311 22%	98 17%	122 23%	91 31%	291 23%	297 25%	311 24%	311 22%	257 29%	172 34%	25 16%	182 21%	25 43%	37 50%	14 31%	17 37%	11 31%
50-74%	209 15%	54 9%	102 19%	53 18%	200 16%	177 15%	208 16%	209 15%	132 15%	79 15%	36 23%	136 15%	10 16%	5 7%	7 16%	7 15%	7 20%
75-100%	312 22%	80 14%	144 27%	87 29%	204 16%	184 16%	220 17%	312 22%	116 13%	72 14%	45 29%	146 17%	10 17%	2 3%	2 5%	8 17%	6 17%
Mean Score	40.3	29.1	46.7	50.3	35.6	35.0	36.1	40.3	33.8	36.4	46.9	34.3	44.3	27.7	28.1	39.6	44.8
			a	a			e	abcef		e	bde	d	bde			de	bde

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

Table 65 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	1532	922	143	93	90	51	54	28	809	208	111	63	52	38	27
Effective base	582	399	40	26	17	12	11	6	350	64	31	25	12	14	7
Weighted Base	1394	990	92	61	39	21	25	15	846	170	48	40	38	15	20
0-24%	562	460	34	12	26	11	6	*	418	41	12	17	17	6	9
	40%	47%	37%	19%	65%	53%	24%	1%	49%	24%	24%	42%	45%	42%	44%
		c			bcd	c			bc						
25-49%	311	197	26	36	8	5	11	9	167	68	28	16	12	4	4
	22%	20%	29%	60%	19%	21%	42%	58%	20%	40%	57%	39%	30%	25%	20%
				abde					a	af	a				
50-74%	209	156	20	10	6	4	2	1	120	34	4	6	5	2	6
	15%	16%	22%	17%	14%	20%	8%	9%	14%	20%	9%	15%	12%	10%	32%
75-100%	312	176	12	2	1	1	7	5	141	27	5	1	5	3	1
	22%	18%	13%	4%	1%	6%	26%	33%	17%	16%	10%	3%	13%	23%	4%
							d								
Mean Score	40.3	35.6	37.2	34.7	24.6	26.3	46.7	55.3	33.9	41.1	37.1	29.3	30.8	40.9	38.6
		de	de	de			abcde		ade	d	d			d	

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

Table 65 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1532	968	181	138	88	57	50	50	457	318	346	202	97
Effective base	582	410	61	42	28	19	11	15	216	123	124	46	27
Weighted Base	1394	987	154	106	46	33	29	39	557	291	278	102	71
0-24%	562 40%	474 48%	33 22%	32 30%	13 28%	1 4%	6 19%	3 7%	285 51%	108 37%	108 39%	30 30%	30 42%
		bcdeg		e	e				bcd				
25-49%	311 22%	174 18%	42 27%	39 37%	10 22%	17 51%	10 34%	19 49%	82 15%	79 27%	85 31%	35 35%	28 39%
				a		ad		a		a	a	a	a
50-74%	209 15%	144 15%	26 17%	11 11%	12 25%	5 15%	2 6%	9 24%	71 13%	67 23%	42 15%	22 22%	6 8%
										a			
75-100%	312 22%	195 20%	52 34%	23 22%	12 26%	10 30%	12 41%	8 20%	118 21%	36 12%	44 16%	14 14%	7 10%
			a						b				
Mean Score	40.3	36.7	52.8	40.6	51.1	51.3	55.8	46.5	35.4	36.9	36.7	40.1	29.9
			ac		ac	ac	ac	a		e	e	e	

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

Table 65 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1532	563	286	294	163	70	525	272	278	152	67
Effective base	582	256	108	97	32	18	243	94	92	40	20
Weighted Base	1394	659	247	216	74	44	613	225	190	87	55
0-24%	562	313	94	105	17	18	347	62	52	29	26
	40%	48%	38%	49%	23%	41%	57%	28%	27%	33%	47%
		d		d			bcd				
25-49%	311	118	61	62	29	20	105	83	68	24	17
	22%	18%	25%	29%	39%	45%	17%	37%	36%	27%	31%
				a	a	a		a	a		
50-74%	209	95	62	23	16	4	66	53	30	21	5
	15%	14%	25%	11%	22%	8%	11%	24%	16%	25%	10%
			ac					a		a	
75-100%	312	133	30	26	12	2	96	27	40	13	7
	22%	20%	12%	12%	16%	6%	16%	12%	21%	15%	12%
Mean Score	40.3	36.3	36.5	31.2	43.4	27.1	30.4	39.6	43.1	40.6	31.3
		ce	ce		abce			ae	ae	ae	

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

Table 65 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1532	674	250	309	179	94	867	151	501	1213	319	1220	161
Effective base	582	295	84	113	57	25	337	49	192	469	113	461	49
Weighted Base	1394	736	201	253	130	53	786	116	483	1139	255	1128	116
0-24%	562	421	46	46	27	7	186	44	325	513	50	523	25
	40%	57%	23%	18%	21%	13%	24%	38%	67%	45%	19%	46%	22%
		bcd	e					a	ab	b		b	
25-49%	311	118	64	78	30	15	179	55	75	253	57	231	60
	22%	16%	32%	31%	23%	29%	23%	48%	15%	22%	23%	21%	52%
			a	a			c	ac					a
50-74%	209	74	47	52	26	9	151	11	47	171	38	184	16
	15%	10%	24%	20%	20%	17%	19%	9%	10%	15%	15%	16%	14%
			a	a	a		c						
75-100%	312	123	44	77	47	22	270	6	36	202	110	189	15
	22%	17%	22%	30%	36%	41%	34%	5%	7%	18%	43%	17%	13%
			a	a	a		bc				a		
Mean Score	40.3	31.6	46.0	52.2	54.6	56.8	52.5	29.7	23.4	36.2	58.6	35.0	41.0
			a	ab	ab		bc	c			a		a

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

Table 65 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1532	1073	235	956	576	1225	156	1062	246	960	572
Effective base	582	425	65	388	195	463	47	416	74	390	193
Weighted Base	1394	1025	153	906	488	1130	114	1009	168	916	478
0-24%	562	471	49	408	154	515	34	464	56	410	152
	40%	46%	32%	45%	32%	46%	30%	46%	33%	45%	32%
		b		b		b		b		b	
25-49%	311	231	67	191	120	243	48	221	76	190	121
	22%	22%	44%	21%	25%	21%	43%	22%	45%	21%	25%
			a				a		a		
50-74%	209	156	20	128	81	183	17	155	22	133	76
	15%	15%	13%	14%	17%	16%	15%	15%	13%	15%	16%
75-100%	312	167	17	179	133	190	14	169	14	183	129
	22%	16%	11%	20%	27%	17%	12%	17%	9%	20%	27%
					a						
Mean Score	40.3	34.8	36.2	36.9	46.6	35.2	39.4	35.0	34.6	37.2	46.3
					a						a

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

Table 65 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1532	837	1011	256	2	809	864	208	3	1077	857	263	1
Effective base	582	295	391	91	2	292	329	79	3	407	333	99	1
Weighted Base	1394	734	931	222	5	707	759	184	4	975	765	224	2
0-24%	562 40%	279 38%	447 48%	63 28%	- -%	270 38%	341 45%	48 26%	2 41%	321 33%	326 43%	31 14%	2 100%
			ac			c	c			c	ac		
25-49%	311 22%	216 29%	176 19%	63 28%	4 74%	203 29%	176 23%	55 30%	1 14%	235 24%	157 21%	54 24%	- -%
		b		b									
50-74%	209 15%	129 18%	156 17%	50 23%	1 26%	125 18%	122 16%	35 19%	2 45%	165 17%	115 15%	54 24%	- -%
												b	
75-100%	312 22%	111 15%	151 16%	46 21%	- -%	108 15%	120 16%	46 25%	- -%	254 26%	166 22%	85 38%	- -%
								a				ab	
Mean Score	40.3	37.0	35.0	43.9 ab	42.6	37.2	35.3	46.0 ab	31.6	44.9 b	39.7	58.2 ab	-

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

Table 65 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1532	1155	1038	964	968	743	54	600	479	459	124	75
Effective base	582	437	398	384	353	300	14	266	197	184	59	38
Weighted Base	1394	1080	961	912	893	710	34	633	496	449	133	87
0-24%	562	506	435	352	417	293	5	269	190	142	29	20
	40%	47%	45%	39%	47%	41%	15%	43%	38%	32%	22%	23%
		c			c			cde	d			
25-49%	311	228	222	201	195	161	15	135	109	113	29	12
	22%	21%	23%	22%	22%	23%	43%	21%	22%	25%	22%	14%
50-74%	209	172	148	147	154	117	9	101	82	77	38	28
	15%	16%	15%	16%	17%	16%	26%	16%	17%	17%	29%	32%
											abc	abc
75-100%	312	174	155	212	126	140	5	128	114	116	37	27
	22%	16%	16%	23%	14%	20%	15%	20%	23%	26%	27%	31%
				ab								
Mean Score	40.3	34.5	35.1	41.5	34.0	38.0	42.5	38.7	41.3	45.1	51.0	52.3
				ab		a	a			a	ab	ab

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

Table 65 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1532	166	117	91	48	1283	959	1376	1045	913	786	1207	206	-	1110	87
Effective base	582	66	40	37	19	483	343	517	378	322	292	463	75	-	419	43
Weighted Base	1394	153	93	88	45	1136	792	1224	875	748	714	1099	167	-	967	116
0-24%	562 40%	60 39%	40 43%	18 20%	8 17%	487 43%	322 41%	513 42%	302 34%	278 37%	242 34%	474 43%	51 31%	- -%	391 40%	50 43%
25-49%	311 22%	37 24%	29 31%	26 29%	10 23%	211 19%	178 22%	253 21%	186 21%	144 19%	193 27%	190 17%	46 27%	- -%	208 22%	28 24%
50-74%	209 15%	23 15%	9 9%	16 18%	20 44%	188 17%	125 16%	193 16%	156 18%	132 18%	129 18%	184 17%	37 22%	- -%	153 16%	13 11%
75-100%	312 22%	33 22%	15 16%	29 33%	7 16%	250 22%	167 21%	264 22%	231 26%	194 26%	149 21%	251 23%	34 20%	- -%	215 22%	26 22%
Mean Score	40.3	39.2	36.6	52.3 ab	49.1 ab	39.9	40.0	39.6	44.9 abc	44.2 abc	41.7	40.3	43.0	-	39.9	39.2

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

Table 65 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1532	629	741	631	28	332	427	281	942	293	347	348	802
Effective base	582	256	274	225	15	118	160	103	364	111	120	130	322
Weighted Base	1394	606	673	548	41	278	399	245	892	244	270	312	781
0-24%	562	227	314	180	6	81	132	59	390	110	62	117	371
	40%	38%	47%	33%	16%	29%	33%	24%	44%	45%	23%	37%	47%
			a						a	a		a	a
25-49%	311	148	127	113	10	84	69	68	196	38	50	98	153
	22%	24%	19%	21%	24%	30%	17%	28%	22%	16%	19%	32%	20%
						b		c				ac	
50-74%	209	101	90	88	17	62	56	38	139	31	47	45	112
	15%	17%	13%	16%	41%	22%	14%	16%	16%	13%	17%	15%	14%
75-100%	312	130	142	167	8	50	141	80	167	65	112	51	145
	22%	21%	21%	31%	19%	18%	35%	32%	19%	27%	41%	17%	19%
						a		b			bc		
Mean Score	40.3	40.7	37.2	48.0	51.6	44.1	49.8	50.1	37.5	41.2	57.1	37.7	35.6
		b					a	bc			bc		

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

Table 65 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1532	776	756
Effective base	582	251	331
Weighted Base	1394	596	798
0-24%	562	250	312
	40%	42%	39%
25-49%	311	135	176
	22%	23%	22%
50-74%	209	73	136
	15%	12%	17%
75-100%	312	138	174
	22%	23%	22%
Mean Score	40.3	40.0	40.5

Columns Tested: a,b

Table 65 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1532	89	174	135	123	156	81	89	148	114	125	94	204
Effective base	582	28	79	84	41	111	48	16	57	45	24	34	71
Weighted Base	1394	41	133	165	40	244	79	19	195	109	50	96	224
0-24%	562	10	45	57	11	131	28	7	108	46	15	39	66
	40%	24%	34%	35%	28%	54%	36%	37%	55%	42%	29%	40%	29%
						abcdfjl			abcdfjl				
25-49%	311	8	44	36	8	33	18	2	26	19	13	16	86
	22%	20%	33%	22%	21%	13%	23%	13%	14%	18%	26%	17%	38%
			eh										ceghik
50-74%	209	7	24	27	6	30	10	1	20	16	16	10	41
	15%	17%	18%	17%	15%	12%	12%	4%	10%	15%	32%	10%	18%
											eghk		
75-100%	312	16	20	44	14	50	23	9	40	28	6	31	31
	22%	39%	15%	27%	36%	21%	29%	46%	21%	25%	12%	32%	14%
		bjl		l	bjl		l	bejl				bl	
Mean Score	40.3	54.5	37.8	44.8	50.0	34.8	45.8	55.1	34.6	42.7	42.2	44.8	38.3
		bcehijl		behl	behjl		behl	bcehijl		h	eh	eh	

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

Table 65 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1532	398	360	351	423	758	774
Effective base	582	189	186	110	127	374	237
Weighted Base	1394	339	363	323	369	702	692
0-24%	562	112	170	161	119	282	280
	40%	33%	47%	50%	32%	40%	40%
			ad	ad			
25-49%	311	89	59	48	115	148	163
	22%	26%	16%	15%	31%	21%	24%
		bc			bc		
50-74%	209	58	46	37	67	105	104
	15%	17%	13%	11%	18%	15%	15%
75-100%	312	80	87	77	68	167	145
	22%	24%	24%	24%	18%	24%	21%
Mean Score	40.3	43.2	38.8	38.6	40.5	41.0	39.6
		c					

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

Table 67

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	c	d	e
Unweighted Base	945	8	937	581	182	60	122	364
Effective base	359	2	358	319	85	26	64	113
Weighted Base	900	6	894	843	48	6	3	57
0-24%	689	5	684	650	34	4	2	40
	77%	82%	77%	77%	71%	57%	56%	69%
				cd				
25-49%	147	-	147	133	11	2	1	14
	16%	-%	16%	16%	23%	31%	33%	24%
						a	a	a
50-74%	47	*	47	44	2	1	*	3
	5%	5%	5%	5%	4%	10%	10%	5%
75-100%	16	1	16	16	1	*	*	1
	2%	13%	2%	2%	1%	2%	1%	1%
Mean Score	15.2	23.1	15.1	14.9	18.2	23.3	21.4	18.9
					a	ab	a	a

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

Table 67 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	945	210	276	95	112	130	122	581	182	182
Effective base	359	137	148	44	57	50	64	319	85	51
Weighted Base	900	403	376	64	35	19	3	843	48	9
0-24%	689 77%	314 78% efi	288 77% efi	47 73%	26 75% fi	12 60%	2 56%	650 77% efi	34 71%	5 57%
25-49%	147 16%	57 14%	62 16%	14 22%	6 19%	6 34%	1 33%	133 16%	11 23%	3 32%
50-74%	47 5%	26 6%	16 4%	2 3%	2 5%	1 6%	* 10%	44 5%	2 4%	1 10%
75-100%	16 2%	5 1%	9 2%	1 2%	1 1%	* 1%	* 1%	16 2%	1 1%	* 2%
Mean Score	15.2	14.3	15.5	15.7	17.6	20.9 abcg	21.4 abcg	14.9	18.2 ag	22.7 abcdgh

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 67 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	945	336	245	182	60	122	370	196	81	50	152
Effective base	359	223	125	85	26	64	200	78	29	17	26
Weighted Base	900	662	180	48	6	3	561	162	45	21	29
0-24%	689 77%	522 79% de	128 71% e	34 71%	4 57%	2 56%	458 82% be	107 66%	33 73%	14 67%	17 60%
25-49%	147 16%	95 14%	38 21%	11 23%	2 31%	1 33%	71 13%	41 25%	9 19%	2 8%	10 34%
50-74%	47 5%	35 5%	9 5%	2 4%	1 10%	* 10%	22 4%	9 5%	4 8%	5 25%	1 5%
75-100%	16 2%	10 2%	5 3%	1 1%	* 2%	* 1%	10 2%	5 3%	* *%	* *%	* *%
Mean Score	15.2	14.1	17.8 a	18.2 a	23.3 abc	21.4 a	12.7	19.2 a	18.9 a	23.9 a	20.6 a

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

Table 67 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	945	75	56	126	34	74	84	75	66	52
Effective base	359	39	31	68	15	36	50	40	31	23
Weighted Base	900	91	45	188	37	91	144	117	80	50
0-24%	689	74	32	140	22	64	117	100	55	45
	77%	81%	71%	75%	60%	70%	81%	85%	69%	89%
										d
25-49%	147	12	12	40	7	23	6	17	16	2
	16%	13%	27%	21%	20%	25%	4%	15%	20%	3%
			fi	fi		fi			f	
50-74%	47	2	1	8	7	3	13	*	7	4
	5%	3%	2%	4%	18%	4%	9%	*%	9%	8%
					g					
75-100%	16	3	-	-	1	1	8	-	2	-
	2%	4%	-%	-%	2%	1%	5%	-%	2%	-%
							c			
Mean Score	15.2	14.9	15.9	14.5	19.5	16.3	17.0	10.4	17.9	9.9
			gi		gi	gi	gi		gi	

Columns Tested: a,b,c,d,e,f,g,h,i

Table 67 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	945	160	197	285	642	303	93	103	107
Effective base	359	73	97	157	323	59	21	22	38
Weighted Base	900	178	216	449	844	56	24	23	10
0-24%	689 77%	131 74%	161 74%	357 80%	649 77%	40 71%	16 69%	16 70%	8 78%
25-49%	147 16%	32 18%	40 19%	63 14%	135 16%	12 21%	6 24%	5 21%	1 13%
50-74%	47 5%	14 8%	10 5%	21 5%	45 5%	2 4%	1 4%	1 5%	* 4%
75-100%	16 2%	2 1%	5 2%	8 2%	15 2%	2 3%	1 2%	1 4%	* 5%
Mean Score	15.2	15.2	16.2	14.3	15.0	18.4 cd	18.5	19.2 cd	16.1

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

Table 67 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	*g	h	i
Unweighted Base	945	47	93	16	109	118	237	29	33	371
Effective base	359	23	28	7	35	53	93	8	10	144
Weighted Base	900	47	71	19	90	155	187	20	26	376
0-24%	689	27	43	12	55	127	149	16	18	296
	77%	59%	61%	63%	61%	82% abd	80% abd	82%	71%	79% abd
25-49%	147	15	15	6	21	23	21	3	7	56
	16%	32% fi	21%	31%	23%	15%	11%	17%	29%	15%
50-74%	47	4	12	*	12	4	14	*	*	13
	5%	9%	16% ei	1%	13% i	3%	7%	1%	*%	3%
75-100%	16	*	1	1	2	-	3	-	-	11
	2%	*%	2%	5%	3%	-%	1%	-%	-%	3%
Mean Score	15.2	19.0 e	22.3 efhi	18.6	21.5 efhi	13.1	13.8	13.3	12.1	15.1

Columns Tested: a,b,c,d,e,f,g,h,i

Table 67 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	945	274	237	434	843	102	-	749	196	924	21
Effective base	359	108	93	163	313	48	-	311	52	350	9
Weighted Base	900	291	187	422	757	143	-	803	97	880	19
0-24%	689	209	149	331	575	115	-	629	61	676	13
	77%	72%	80%	78%	76%	80%	-%	78%	63%	77%	66%
25-49%	147	59	21	67	126	21	-	118	29	147	1
	16%	20%	11%	16%	17%	15%	-%	15%	30%	17%	3%
50-74%	47	20	14	13	41	6	-	41	6	41	6
	5%	7%	7%	3%	5%	4%	-%	5%	7%	5%	29%
75-100%	16	2	3	11	16	1	-	15	1	16	*
	2%	1%	1%	3%	2%	*%	-%	2%	1%	2%	2%
Mean Score	15.2	16.6	13.8	14.8	15.6	13.0	-	14.8	18.3	15.0	23.0
									a		

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

Table 67 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	945	474	247	213
Effective base	359	200	78	77
Weighted Base	900	507	180	199
0-24%	689	396	124	164
	77%	78%	69%	82%
25-49%	147	79	37	27
	16%	16%	20%	14%
50-74%	47	21	16	8
	5%	4%	9%	4%
75-100%	16	11	4	1
	2%	2%	2%	*%
Mean Score	15.2	14.5	19.0	12.4
			ac	

Columns Tested: a,b,c

Table 67 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	945	611	181	59	26	38	16	8	6	792	153	94
Effective base	359	268	55	16	7	11	3	2	1	322	37	21
Weighted Base	900	683	129	37	10	27	8	1	5	812	88	51
0-24%	689 77%	543 80% ejk	96 75% e	23 63%	8 82%	11 39%	3 38%	*	5 96%	639 79% ejk	50 57%	26 52%
25-49%	147 16%	100 15%	21 17%	9 25%	2 16%	10 37%	4 47%	1 77%	*	121 15%	26 29%	16 32%
50-74%	47 5%	25 4%	11 8%	4 10%	* 2%	7 24% ai	* 3%	*	-	36 4%	11 13%	7 14% a
75-100%	16 2%	15 2%	* *% %	1 1%	* *% %	* *% %	1 12%	-	-	15 2%	2 2%	1 2%
Mean Score	15.2	13.8	16.1	22.3 abi	14.0	30.4 abci	36.9	32.4	7.9	14.1	24.5 abi	26.2 abi

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

Table 67 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	*a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	945	258	353	334	917	921	933	931	945	545	19	568	72	90	64	78	42
Effective base	359	133	136	91	345	350	355	354	359	173	11	250	24	27	16	18	11
Weighted Base	900	356	327	217	866	877	892	883	900	430	27	644	51	67	34	42	28
0-24%	689	278	265	146	674	677	684	678	689	275	10	530	35	44	20	35	8
	77%	78%	81%	67%	78%	77%	77%	77%	77%	64%	39%	82%	70%	66%	58%	85%	29%
			c		f	f	f	f	f			deg	g	g		g	
25-49%	147	48	52	47	140	138	147	147	147	118	13	74	9	15	14	6	16
	16%	13%	16%	22%	16%	16%	16%	17%	16%	27%	48%	12%	17%	22%	41%	15%	56%
										abcde					b		bcd
50-74%	47	21	5	22	40	46	46	46	47	33	-	27	7	8	*	*	4
	5%	6%	1%	10%	5%	5%	5%	5%	5%	8%	-%	4%	13%	12%	1%	1%	14%
		b		b													
75-100%	16	9	5	2	12	15	15	12	16	3	3	12	*	-	*	-	*
	2%	3%	2%	1%	1%	2%	2%	1%	2%	1%	13%	2%	*%	-%	*%	-%	*%
Mean Score	15.2	14.4	13.2	19.5	14.4	14.9	15.1	14.7	15.2	19.1	30.6	12.9	20.3	18.2	21.3	10.7	30.7
			ab							abcde			bf	bf	bf		bcdef

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

Table 67 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	945	577	98	73	66	42	38	23	522	165	90	52	44	25	23
Effective base	359	258	30	24	13	9	8	5	234	53	25	22	11	10	6
Weighted Base	900	656	68	59	33	18	21	10	594	146	44	32	33	10	18
0-24%	689	525	50	38	25	15	17	2	507	95	23	21	19	5	6
	77%	80%	73%	65%	76%	85%	82%	24%	85%	65%	54%	65%	58%	54%	35%
									bcde						
25-49%	147	88	15	16	7	3	4	8	58	34	13	8	14	4	8
	16%	13%	21%	28%	22%	14%	18%	76%	10%	23%	29%	24%	40%	46%	42%
									a	a	a	a			
50-74%	47	34	2	4	1	*	-	-	15	16	7	4	*	-	4
	5%	5%	3%	7%	2%	*%	-%	-%	3%	11%	17%	11%	1%	-%	22%
									a	a	a				
75-100%	16	10	2	-	-	*	-	*	14	1	-	-	-	-	-
	2%	1%	3%	-%	-%	*%	-%	*%	2%	1%	-%	-%	-%	-%	-%
Mean Score	15.2	13.8	15.9	18.4	14.8	13.7	11.7	29.1	11.9	19.8	24.9	19.7	18.4	18.8	30.6
				af					a	abe	a	a			

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

Table 67 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	945	508	133	108	65	43	33	41	261	224	234	130	80
Effective base	359	222	44	36	19	15	8	13	132	93	79	30	22
Weighted Base	900	560	109	94	35	29	22	35	358	217	184	72	60
0-24%	689	480	80	61	16	15	10	15	299	150	138	60	36
	77%	86%	73%	65%	46%	52%	48%	45%	84%	69%	75%	83%	59%
		bcdefg	d						be				
25-49%	147	54	22	28	12	10	11	11	35	49	36	9	17
	16%	10%	20%	29%	33%	34%	52%	31%	10%	23%	20%	13%	28%
			a	a	a	a	a	a		a			a
50-74%	47	15	7	4	7	4	*	8	15	13	8	3	7
	5%	3%	7%	4%	20%	14%	1%	24%	4%	6%	5%	4%	12%
				a	a			ac					
75-100%	16	11	*	1	-	-	-	-	9	5	1	*	*
	2%	2%	*%	1%	-%	-%	-%	-%	2%	2%	1%	*%	1%
Mean Score	15.2	11.5	15.9	18.0	28.4	24.0	22.3	27.7	12.5	17.9	15.0	14.0	21.6
			a	a	abc	abc	ab	abc		ad			acd

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

Table 67 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	945	352	198	202	104	56	363	206	187	97	57
Effective base	359	164	79	66	22	14	174	74	56	26	18
Weighted Base	900	432	183	155	57	37	461	178	120	64	48
0-24%	689	341	132	126	49	24	381	118	88	53	33
	77%	79%	72%	81%	87%	64%	83%	66%	73%	82%	67%
25-49%	147	64	38	22	7	9	49	39	29	8	12
	16%	15%	21%	14%	13%	24%	11%	22%	24%	13%	25%
50-74%	47	19	9	8	*	4	20	18	2	3	3
	5%	4%	5%	5%	*%	12%	4%	10%	2%	5%	7%
75-100%	16	7	4	1	*	-	11	3	1	*	*
	2%	2%	2%	*%	*%	-%	2%	2%	1%	*%	1%
Mean Score	15.2	13.8	16.3	13.4	13.3	19.1	12.8	19.4	15.3	15.1	17.8
						acd		ac			

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

Table 67 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	945	354	175	200	112	76	535	125	260	732	213	782	135
Effective base	359	163	58	71	36	20	207	40	103	287	73	301	44
Weighted Base	900	421	143	175	87	45	496	99	280	732	167	760	106
0-24%	689 77%	365 87%	83 58%	118 67%	71 82%	29 66%	364 73%	60 61%	246 88%	589 80%	100 60%	631 83%	43 41%
		bce			b				ab	b		b	
25-49%	147 16%	34 8%	47 33%	41 23%	13 15%	12 26%	99 20%	22 22%	26 9%	98 13%	49 29%	90 12%	50 47%
			a	a	a		c	c			a		a
50-74%	47 5%	12 3%	14 9%	14 8%	3 3%	3 8%	28 6%	17 17%	2 1%	34 5%	13 8%	29 4%	11 10%
							c	ac					
75-100%	16 2%	10 2%	- -%	2 1%	- -%	* *%	5 1%	* *%	7 3%	11 2%	5 3%	10 1%	2 2%
Mean Score	15.2	10.8	21.5	19.0	13.2	18.1	16.6	21.1	9.3	13.5	22.5	12.5	28.3
			ad	ad		ad	c	ac			a		a

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

Table 67 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	945	708	213	538	393	787	130	698	223	546	385
Effective base	359	289	61	223	131	302	43	281	70	225	129
Weighted Base	900	728	149	542	341	766	100	718	159	553	330
0-24%	689	603	74	440	238	633	41	604	73	445	232
	77%	83%	50%	81%	70%	83%	41%	84%	46%	80%	70%
		b		b		b		b		b	
25-49%	147	88	51	73	75	97	44	79	60	75	72
	16%	12%	34%	13%	22%	13%	44%	11%	38%	13%	22%
			a		a		a		a		a
50-74%	47	24	23	20	26	27	13	22	25	23	23
	5%	3%	15%	4%	8%	4%	13%	3%	15%	4%	7%
			a		a		a		a		a
75-100%	16	13	2	10	2	10	2	13	2	10	2
	2%	2%	1%	2%	1%	1%	2%	2%	1%	2%	1%
Mean Score	15.2	12.7	25.5	12.8	17.8	12.7	27.6	12.4	26.1	13.0	17.6
			a		a		a		a		a

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

Table 67 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	945	638	612	201	1	618	557	162	3	717	472	194	1
Effective base	359	225	247	72	1	222	214	61	3	264	183	68	1
Weighted Base	900	569	605	171	4	561	518	146	4	646	441	147	2
0-24%	689	415	511	129	4	406	430	105	2	472	373	108	2
	77%	73%	84%	76%	100%	72%	83%	72%	45%	73%	85%	73%	100%
		a	a			a	a			ac			
25-49%	147	117	69	29	-	112	62	26	1	131	49	31	-
	16%	21%	11%	17%	-%	20%	12%	18%	14%	20%	11%	21%	-%
		b				b				b		b	
50-74%	47	30	21	13	-	35	20	14	-	36	13	8	-
	5%	5%	3%	7%	-%	6%	4%	10%	-%	6%	3%	6%	-%
75-100%	16	7	5	*	-	7	6	*	2	7	5	-	-
	2%	1%	1%	*%	-%	1%	1%	*%	41%	1%	1%	-%	-%
Mean Score	15.2	16.4	12.0	15.5	10.0	16.5	13.1	17.0	43.7	16.1	12.2	16.5	-
		b		b		b		b		b		b	

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

Table 67 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	945	729	688	534	639	457	47	379	332	318	91	51
Effective base	359	281	266	212	235	178	13	158	123	122	40	23
Weighted Base	900	727	677	524	624	447	33	379	318	309	84	47
0-24%	689	610	559	434	512	372	18	323	269	255	71	41
	77%	84%	83%	83%	82%	83%	53%	85%	85%	83%	85%	87%
					c	c						
25-49%	147	89	79	62	87	54	11	37	39	45	13	5
	16%	12%	12%	12%	14%	12%	34%	10%	12%	14%	15%	11%
							ab					
50-74%	47	18	25	19	17	18	4	14	6	9	*	1
	5%	2%	4%	4%	3%	4%	12%	4%	2%	3%	*%	2%
75-100%	16	10	13	9	8	3	*	5	4	*	-	*
	2%	1%	2%	2%	1%	1%	*%	1%	1%	*%	-%	*%
Mean Score	15.2	12.2	13.3	13.2	12.8	11.9	25.4	12.2	12.1	12.4	12.0	11.2
							ab					

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

Table 67 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	945	116	102	66	42	765	551	847	592	502	598	694	155	-	678	59
Effective base	359	49	36	25	16	295	202	325	219	178	210	272	52	-	254	31
Weighted Base	900	112	82	64	40	731	506	812	556	434	518	687	125	-	613	92
0-24%	689	84	45	49	27	597	403	636	453	334	366	585	91	-	491	75
	77%	75%	55%	77%	69%	82%	80%	78%	81%	77%	71%	85% ac	73%	-%	80%	81%
25-49%	147	24	26	6	9	98	72	124	80	76	116	69	23	-	88	13
	16%	21%	32% c	10%	24%	13%	14%	15%	14%	17%	22% b	10%	18%	-%	14%	15%
50-74%	47	4	10	8	3	22	26	37	18	18	36	22	10	-	23	3
	5%	4%	12%	13%	7%	3%	5%	5%	3%	4%	7%	3%	8%	-%	4%	4%
75-100%	16	*	1	*	-	14	5	14	5	7	1	11	-	-	11	*
	2%	*%	1%	1%	-%	2%	1%	2%	1%	2%	*%	2%	-%	-%	2%	*%
Mean Score	15.2	14.6	23.4 acd	16.3	16.5	13.7	14.0	14.6	13.2	15.3 d	16.6 b	12.3	16.2 b	-	13.5	15.6

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

Table 67 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	945	434	409	445	18	260	264	201	566	163	182	258	473
Effective base	359	172	154	156	10	90	99	74	217	64	64	94	192
Weighted Base	900	432	396	388	32	222	257	176	558	152	152	222	497
0-24%	689	323	340	298	15	126	223	110	444	134	111	147	415
	77%	75%	86%	77%	49%	56%	87%	62%	79%	88%	73%	66%	84%
			a				a		a	a			b
25-49%	147	79	34	67	15	75	21	61	69	11	38	52	50
	16%	18%	9%	17%	46%	34%	8%	35%	12%	7%	25%	23%	10%
		b				b		bc			c	c	
50-74%	47	27	9	19	1	21	9	4	35	3	3	21	19
	5%	6%	2%	5%	3%	9%	4%	2%	6%	2%	2%	9%	4%
75-100%	16	2	12	4	1	1	4	1	11	4	*	2	14
	2%	1%	3%	1%	3%	*%	2%	1%	2%	3%	*%	1%	3%
Mean Score	15.2	15.5	12.1	15.8	24.0	22.3	12.7	19.7	14.1	11.8	15.7	18.7	12.9
		b				b		bc				c	

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

Table 67 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	945	463	482
Effective base	359	160	199
Weighted Base	900	415	485
0-24%	689	297	392
	77%	72%	81%
		a	
25-49%	147	88	59
	16%	21%	12%
		b	
50-74%	47	23	25
	5%	5%	5%
75-100%	16	7	9
	2%	2%	2%
Mean Score	15.2	16.5	14.0
		b	

Columns Tested: a,b

Table 67 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	945	59	108	81	73	97	48	45	91	64	81	50	148
Effective base	359	18	46	50	22	71	26	6	40	23	14	24	54
Weighted Base	900	27	77	101	19	159	46	9	141	59	27	68	168
0-24%	689	21	55	75	12	129	33	7	121	52	21	53	111
	77%	79%	71%	74%	62%	81%	72%	79%	86% dl	89% dl	77%	78%	66%
25-49%	147	2	10	21	4	19	5	2	15	6	3	12	47
	16%	9%	13%	21%	20%	12%	10%	20%	11%	11%	12%	18%	28% eh
50-74%	47	1	7	4	*	10	7	*	1	*	3	3	11
	5%	5%	9%	4%	2%	6%	16% hi	*%	*%	*%	10%	4%	6%
75-100%	16	2	6	1	3	1	1	-	4	*	*	-	*
	2%	6%	8% l	1%	16% cel	1%	1%	-%	3%	*%	*%	-%	*%
Mean Score	15.2	18.8 hi	20.6 cehi	13.7	27.7 ceghijkl	12.6	18.4 hi	14.3	11.7	11.7	16.9 hi	15.2	16.9 ehi

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

Table 67 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	945	248	218	200	279	466	479
Effective base	359	111	111	66	90	222	156
Weighted Base	900	204	224	209	262	429	471
0-24%	689	150	174	180	184	325	365
	77%	74%	78%	86%	70%	76%	77%
				ad			
25-49%	147	34	28	24	62	61	86
	16%	16%	12%	11%	24%	14%	18%
					bc		
50-74%	47	13	18	1	16	30	17
	5%	6%	8%	*%	6%	7%	4%
		c	c				
75-100%	16	8	4	4	*	12	4
	2%	4%	2%	2%	*%	3%	1%
		d					
Mean Score	15.2	17.0	15.1	11.8	16.5	16.0	14.4
		c			c		

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

Table 69

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2094	448	1646	1435	354	94	211	659
Effective base	785	109	688	720	148	42	101	195
Letters and large letters	63.1	61.2	63.3	63.3	59.8	50.6	53.6	58.6
Parcels and packets	29.7	38.1	28.8	cde	cd			c
Other postal items	7.2	b	7.9	29.7	28.4	33.3	32.9	29.2
		.8	a	7.0	11.7	16.1	13.5	12.3
					a	abe	a	a

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

Table 69 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2094	605	618	212	216	232	211	1435	354	305
Effective base	785	358	294	85	99	89	101	720	148	87
Letters and large letters	63.1	64.8	60.9	64.1	58.8	58.9	53.6	63.3	59.8	51.6
Parcels and packets	29.7	29.3	30.6	28.0	29.9	27.3	32.9	29.7	28.4	33.2
Other postal items	7.2	5.8	8.5	7.8	11.3	13.9	13.5	7.0	11.7	15.2
			ag		abcg	abcg	abcg		abcg	abcdgh

Columns Tested: a,b,c,d,e,f,g,h,i

Table 69 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2094	869	566	354	94	211	763	351	130	87	234
Effective base	785	526	255	148	42	101	428	150	42	30	38
Letters and large letters	63.1	63.9	60.6	59.8	50.6	53.6	64.9	61.9	54.4	62.9	64.4
Parcels and packets	29.7	29.7	30.0	28.4	33.3	32.9	29.1	27.1	33.7	22.9	24.7
Other postal items	7.2	6.4	9.4	11.7	16.1	13.5	6.0	11.0	11.9	14.2	10.9
		a	a	ab	abc	ab	a	a	a	a	a

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

Table 69 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2094	141	101	205	70	141	166	131	119	115
Effective base	785	80	55	113	33	73	103	75	63	57
Letters and large letters	63.1	61.7	65.9	62.8	53.6	64.6	61.8	66.5	60.4	65.9
Parcels and packets	29.7	30.9	28.2	28.4	36.9	27.2	30.1	27.9	30.5	30.4
Other postal items	7.2	7.4	6.0	8.8	9.6	8.2	8.1	5.6	9.0	3.7
		i		gi	gi	i	i		gi	

Columns Tested: a,b,c,d,e,f,g,h,i

Table 69 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2094	326	361	502	1189	905	317	309	279
Effective base	785	163	197	292	647	258	111	81	106
Letters and large letters	63.1	62.9	62.4	63.4	63.0	63.8	61.9	65.0	66.5
Parcels and packets	29.7	30.2	30.1	28.9	29.5	31.2	33.6	28.9	29.0
Other postal items	7.2	6.9	7.6	7.7	7.5	5.0	4.4	6.1	4.5
		efh	efh	efh	efh				

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

Table 69 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2094	93	167	21	188	219	508	80	100	903
Effective base	785	37	49	9	58	92	199	26	30	353
Letters and large letters	63.1	62.9	35.7	49.5	38.1	69.7	49.4	61.9	86.3	69.5
Parcels and packets	29.7	bdf				bdf	bd	bdf	abdefgi	bdf
Other postal items	7.2	25.5	50.3	35.5	47.8	22.3	44.2	33.3	8.6	24.3
		h	aeghi		aeghi	h	aeghi	ehi		h
		11.5	14.0	15.0	14.1	8.0	6.4	4.8	5.1	6.2
		efghi	efghi		efghi					

Columns Tested: a,b,c,d,e,f,g,h,i

Table 69 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2094	500	508	1086	1835	259	-	1738	356	2028	66
Effective base	785	185	199	408	675	114	-	704	89	757	28
Letters and large letters	63.1	59.3	49.4	70.1	61.3	71.7	-	62.9	65.2	62.9	68.8
Parcels and packets	29.7	b 30.3	44.2	ab 23.8	31.2	a 22.5	-	30.3	23.2	29.9	24.3
Other postal items	7.2	c 10.4	ac 6.4	6.1	b 7.5	5.8	-	b 6.8	a 11.7	7.2	6.9

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

Table 69 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2094	1193	459	428
Effective base	785	474	144	164
Letters and large letters	63.1	73.1	54.3	40.6
Parcels and packets	29.7	bc	c	
Other postal items	7.2	20.7	34.6	53.0
		a	a	ab
		6.2	11.1	6.3
			ac	

Columns Tested: a,b,c

Table 69 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2094	1560	331	90	34	40	20	10	9	1891	203	113
Effective base	785	641	100	23	9	11	4	2	1	739	46	23
Letters and large letters	63.1	67.9	41.6	35.2	44.7	28.5	31.7	21.9	10.5	64.9	32.9	30.5
Parcels and packets	29.7	bcdeijk 26.1	ejk 48.5	ejk 48.8	ejk 42.8	ai 41.2	ai 32.2	ai 46.7	ai 82.2	bcdeijk 28.7	ai 46.4	ai 44.2
Other postal items	7.2	6.0	ai 9.9	ai 16.0	ai 12.5	ai 30.4	ai 36.1	ai 31.5	ai 7.4	a 6.4	ai 20.7	ai 25.3
			ai	abi	ai	abcdij				abdi	abcdi	

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

Table 69 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2094	791	769	534	1921	1599	1983	1532	945	783	374	1087	119	139	93	111	60
Effective base	785	372	271	146	703	586	738	582	359	254	166	443	32	39	21	23	15
Letters and large letters	63.1	77.4	53.2	38.7	67.0	61.6	66.4	50.4	51.6	55.8	80.4	64.6	48.1	63.8	56.8	53.6	32.2
Parcels and packets	29.7	17.3	39.8	47.8	25.7	29.2	26.1	40.3	33.2	30.7	17.6	27.8	37.1	22.7	27.4	37.3	44.5
Other postal items	7.2	5.3	7.0	13.5	7.3	9.3	7.5	9.3	15.2	13.6	2.0	7.6	14.8	13.6	15.8	9.1	23.3
			a	ab		ac		ac	abcd	abcd		a	abf	abf	abf	a	abcdef

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

Table 69 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2094	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	785	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Letters and large letters	63.1	69.0	58.5	57.0	69.0	64.1	47.3	25.1	66.0	45.9	52.0	57.9	54.0	48.9	33.3
Parcels and packets	29.7	bcfg	fg	fg	bcfg	fg	g		bcdef			b			
		24.7	31.5	28.4	20.5	25.0	43.7	55.1	27.3	38.2	29.8	27.3	30.2	39.7	38.5
Other postal items	7.2		ad	d			abcde	abcde		acde				acd	
		6.3	10.0	14.6	10.5	10.9	9.0	19.8	6.7	15.9	18.2	14.8	15.8	11.4	28.1
			a	abdf	a	a		abdef		a	af	a	a		a

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

Table 69 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e
Unweighted Base	2094	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	785	410	61	42	28	19	11	15	343	157	156	55	29
Letters and large letters	63.1	56.7	35.9	43.5	27.7	27.6	27.6	28.9	73.0	60.4	62.2	55.3	54.0
Parcels and packets	29.7	bcdefg	de	bdefg					bcde	d	de		
Other postal items	7.2	6.6	11.3	15.9	21.2	21.0	16.6	24.7	5.0	10.5	8.1	8.8	17.4
		a	ab	abc	ab	ab	ab	abcf		ac	a	a	abcd

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

Table 69 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2094	873	377	386	202	76	689	314	335	172	74
Effective base	785	381	141	126	39	19	308	108	105	44	21
Letters and large letters	63.1	69.9	62.7	67.5	52.7	58.8	68.8	51.0	53.8	50.9	54.2
Parcels and packets	29.7	bde	d	bde	38.4	25.8	bcde	35.4	37.7	38.5	30.5
Other postal items	7.2	24.1	28.0	24.8	abce	8.9	a	ae	ae	ae	15.2
		6.0	9.2	7.7	a	15.4	7.5	13.6	8.5	10.6	15.2
			a		a	abcd		ac		a	acd

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

Table 69 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2094	674	250	309	179	94	867	151	501	1748	346	1735	186
Effective base	785	295	84	113	57	25	337	49	192	663	123	648	56
Letters and large letters	63.1	62.2	38.7	34.6	36.6	27.9	37.0	52.3	71.2	68.5	31.2	69.1	41.3
Parcels and packets	29.7	bcde	e	e	e		52.5	a	ab	b		b	
		31.6	46.0	52.2	54.6	56.8	52.5	29.7	23.4	25.5	54.9	24.9	36.0
Other postal items	7.2	6.2	15.2	13.2	8.8	15.3	10.5	18.0	5.4	6.1	13.9	6.0	22.6
			ad	ad	a	ad	c	ac			a		a

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

Table 69 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2094	1343	256	956	576	1741	180	1331	268	960	572
Effective base	785	512	73	388	195	649	54	503	83	390	193
Letters and large letters	63.1	63.6	47.2	55.5	40.9	69.0	42.2	63.8	47.0	55.0	41.6
Parcels and packets	29.7	b	31.2	b	46.6	b	35.8	b	30.9	b	46.3
Other postal items	7.2	28.9	21.6	36.9	12.4	24.9	22.0	28.9	22.1	37.2	12.1
		7.5	a	7.7	a	6.1	a	7.3	a	7.9	a

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

Table 69 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2094	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	785	341	564	100	2	320	413	82	3	407	333	99	1
Letters and large letters	63.1	56.9	70.6	51.2	50.0	54.7	64.7	44.5	33.7	44.4	53.2	30.9	100.0
Parcels and packets	29.7	c	ac			c	ac			c	ac		
		b		38.3	42.6	33.5	28.2	43.0	27.8	44.9	39.7	58.2	-
Other postal items	7.2	11.0	5.4	10.4	7.4	11.8	7.1	12.6	38.5	10.7	7.0	10.8	-
		b		b		b		b		b		b	

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

Table 69 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2094	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	785	625	483	384	494	420	14	266	197	184	59	38
Letters and large letters	63.1	70.3	63.6	50.9	68.4	69.0	33.3	54.1	51.0	46.4	41.4	41.6
Parcels and packets	29.7	bc	c	41.5	c	c	42.2	cde	cde	45.1	51.0	52.3
Other postal items	7.2	5.7	a	7.6	a	ab	ab	7.3	7.7	a	ab	ab
			a	a	b		ab			8.6	7.6	6.0

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

Table 69 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2094	197	129	98	49	1801	1279	1900	1334	1219	910	1706	234	-	1540	116
Effective base	785	79	46	39	20	663	433	701	460	408	337	636	86	-	573	54
Letters and large letters	63.1	60.6	49.5	39.1	39.0	64.8	60.3	63.7	55.6	57.3	52.8	65.3	52.6	-	65.0	55.8
Parcels and packets	29.7	30.9	32.3	49.6	47.1	28.9	32.4	29.1	37.4	35.6	36.6	29.2	37.0	-	28.9	33.6
Other postal items	7.2	8.5	18.2	11.3	13.9	6.4	7.3	7.1	7.0	7.2	10.6	5.5	10.4	-	6.2	10.6
			ac		a				abc	abc	b		b			a

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

Table 69 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2094	756	1157	675	30	345	463	299	1332	441	383	392	1272
Effective base	785	305	422	242	15	122	173	107	514	158	127	149	494
Letters and large letters	63.1	57.5	71.0	44.9	30.0	41.0	45.8	38.7	67.5	65.9	37.4	56.8	71.4
Parcels and packets	29.7	33.4	24.4	44.6	51.4	42.0	46.5	47.8	26.4	28.9	54.2	32.0	23.3
Other postal items	7.2	9.1	4.7	10.4	18.6	17.0	7.7	13.5	6.2	5.2	8.4	11.3	5.3
		b			a	b		bc			c	ac	

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

Table 69 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2094	1098	996
Effective base	785	337	447
Letters and large letters	63.1	62.2	63.8
Parcels and packets	29.7	29.4	29.9
Other postal items	7.2	8.4	6.3
		b	

Columns Tested.: a,b

Table 69 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2094	119	241	192	184	217	115	118	219	142	175	129	243
Effective base	785	35	111	117	61	145	67	17	85	56	35	44	86
Letters and large letters	63.1	43.0	65.7	61.6	60.5	65.6	58.5	64.6	71.9	61.1	70.4	55.0	57.9
Parcels and packets	29.7	46.6	26.1	32.4	31.1	27.8	33.7	31.5	22.6	33.9	24.3	36.3	31.5
Other postal items	7.2	10.5	8.2	6.0	8.5	6.6	7.8	3.9	5.5	5.0	5.3	8.7	10.5
		ceghij	g		g		g					ghij	ceghij

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

Table 69 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2094	552	516	479	547	1068	1026
Effective base	785	260	257	152	164	517	316
Letters and large letters	63.1	61.4	63.3	68.2	59.5	62.4	63.8
Parcels and packets	29.7	31.2	29.6	26.5	31.4	30.4	29.0
Other postal items	7.2	c	c	c	c	7.2	7.2
		c	c		bc		

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

Table 73

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1599	226	1373	1042	290	82	185	557
Effective base	586	54	543	530	122	37	88	163
Weighted Base	1410	72	1338	1334	64	8	4	76
Yes	671 48%	27 37%	644 48%	634 48%	29 45%	5 67%	2 59%	36 48%
No - we do despatch products to customers but not using parcel/packet post	149 11%	2 2%	147 11%	135 10%	12 19%	1 10%	1 13%	13 18%
No - we don't despatch products to our customers	582 41%	43 60%	539 40%	556 42%	23 36%	2 21%	1 26%	26 34%
Don't know	9 1%	* *%	9 1%	8 1%	1 1%	* 1%	* 2%	1 1%
NET: No	731 52%	45 63%	685 51%	692 52%	35 54%	3 32%	2 39%	39 51%
		b		cd	cd			c

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

Table 73 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1599	410	463	169	175	197	185	1042	290	267
Effective base	586	247	231	78	81	75	88	530	122	75
Weighted Base	1410	696	546	91	46	26	4	1334	64	12
Yes	671 48%	345 50%	247 45%	42 46%	21 45%	13 52%	2 59%	634 48%	29 45%	8 64%
							bgh			abcdgh
No - we do despatch products to customers but not using parcel/packet post	149 11%	63 9%	59 11%	13 14%	10 21%	3 13%	1 13%	135 10%	12 19%	1 11%
					abg			abg		
No - we don't despatch products to our customers	582 41%	285 41%	235 43%	36 39%	16 34%	9 34%	1 26%	556 42%	23 36%	3 23%
		fi	fi	i				fi		
Don't know	9 1%	2 *%	6 1%	- -%	* *%	1 2%	* 2%	8 1%	1 1%	* 1%
NET: No	731 52%	349 50%	294 54%	49 54%	25 55%	12 46%	2 39%	692 52%	35 54%	4 34%
		i	fi	fi	fi			fi	fi	

Columns Tested: a,b,c,d,e,f,g,h,i

Table 73 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1599	611	431	290	82	185	590	293	115	71	215
Effective base	586	378	213	122	37	88	322	123	37	26	37
Weighted Base	1410	1070	264	64	8	4	885	238	63	32	41
Yes	671 48%	506 47%	128 49%	29 45%	5 67%	2 59%	439 50%	109 46%	34 55%	14 44%	17 41%
No - we do despatch products to customers but not using parcel/packet post	149 11%	105 10%	30 12%	12 19%	1 10%	1 13%	91 10%	25 11%	10 16%	5 16%	9 23%
No - we don't despatch products to our customers	582 41%	456 43%	101 38%	23 36%	2 21%	1 26%	350 40%	103 43%	19 30%	12 39%	15 36%
Don't know	9 1%	4 *	4 2%	1 1%	* 1%	* 2%	4 *%	1 *%	- -%	* *%	* *%
NET: No	731 52%	560 52%	131 50%	35 54%	3 32%	2 39%	442 50%	128 54%	28 45%	17 55%	24 59%
		de	d	de							

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

Table 73 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1599	117	84	170	56	115	134	106	92	87
Effective base	586	63	42	91	25	56	79	57	46	40
Weighted Base	1410	151	94	243	57	137	226	163	115	90
Yes	671 48%	62 41%	56 60%	109 45%	33 57%	71 51%	99 44%	65 40%	62 54%	58 64% acfg
No - we do despatch products to customers but not using parcel/packet post	149 11%	15 10%	6 7%	31 13%	12 22%	13 9%	21 9%	13 8%	19 16%	5 6%
No - we don't despatch products to our customers	582 41%	71 47%	32 34%	102 42%	12 21%	50 37%	106 47%	84 52%	34 30%	27 30%
Don't know	9 1%	3 2%	* *%	- -%	- -%	4 3%	- -%	1 1%	* *%	* *%
NET: No	731 52%	86 57%	38 40%	133 55%	24 43%	63 46%	127 56%	97 59%	53 46%	32 36%
		i		i			i	bi		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 73 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1599	258	293	410	961	638	220	220	198
Effective base	586	121	151	226	495	166	63	58	75
Weighted Base	1410	285	359	632	1276	135	62	49	24
Yes	671 48%	161 57%	180 50%	273 43%	614 48%	57 42%	23 37%	23 46%	11 46%
		cef							
No - we do despatch products to customers but not using parcel/packet post	149 11%	30 11%	40 11%	65 10%	135 11%	14 10%	9 14%	4 8%	1 6%
No - we don't despatch products to our customers	582 41%	89 31%	137 38%	292 46%	518 41%	64 47%	30 49%	22 45%	11 48%
				a		a	a		a
Don't know	9 1%	4 2%	3 1%	1 *%	9 1%	1 *%	* *%	* 1%	* *%
NET: No	731 52%	119 42%	177 49%	357 57%	653 51%	78 58%	39 63%	26 53%	13 54%
				a	a	a	abd		a

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

Table 73 (continuation)

QV2C Large Letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1599	69	139	17	156	164	374	55	86	693
Effective base	586	29	40	7	47	65	144	18	27	263
Weighted Base	1410	51	97	20	117	178	298	36	52	676
Yes	671	20	71	10	81	66	196	3	16	288
	48%	38%	73%	50%	69%	37%	66%	7%	31%	43%
		g	aeghi		aeghi	g	aeghi			g
No - we do despatch products to customers but not using parcel/packet post	149	2	14	4	18	32	37	6	6	47
	11%	4%	14%	23%	15%	18%	13%	16%	12%	7%
						i				
No - we don't despatch products to our customers	582	29	10	5	15	78	64	28	30	338
	41%	57%	10%	27%	13%	44%	21%	77%	57%	50%
		bdf				bdf		bdefi	bdf	bdf
Don't know	9	-	3	-	3	1	*	*	-	5
	1%	-%	3%	-%	2%	1%	*%	*%	-%	1%
NET: No	731	32	24	10	34	110	101	34	36	384
	52%	62%	24%	50%	29%	62%	34%	93%	69%	57%
		bdf				bdf		abdefhi	bdf	bdf

Columns Tested: a,b,c,d,e,f,g,h,i

Table 73 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1599	389	374	836	1407	192	-	1315	284	1559	40
Effective base	586	138	144	307	507	84	-	520	74	570	15
Weighted Base	1410	346	298	767	1165	246	-	1288	122	1372	38
Yes	671 48%	167 48%	196 66% ac	308 40%	573 49%	97 40%	- -%	627 49% b	43 35%	659 48%	11 30%
No - we do despatch products to customers but not using parcel/packet post	149 11%	52 15% c	37 13%	59 8%	137 12%	11 5%	- -%	135 10%	14 12%	146 11%	2 6%
No - we don't despatch products to our customers	582 41%	123 36% b	64 21%	395 52% ab	448 38%	134 55% a	- -%	521 40%	61 50%	558 41%	24 63%
Don't know	9 1%	4 1%	* *%	5 1%	6 1%	3 1%	- -%	6 *% a	3 3% a	9 1%	* 1%
NET: No	731 52%	175 51% b	101 34%	454 59% ab	585 50%	145 59%	- -%	655 51%	76 62% a	704 51%	26 69%

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

Table 73 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1599	865	375	348
Effective base	586	335	115	131
Weighted Base	1410	815	261	320
Yes	671 48%	241 30%	153 59% a	267 83% ab
No - we do despatch products to customers but not using parcel/packet post	149 11%	80 10%	49 19% ac	18 6%
No - we don't despatch products to our customers	582 41%	486 60% bc	59 23% c	33 10%
Don't know	9 1%	7 1%	* *%	1 *%
NET: No	731 52%	567 70% bc	108 41% c	52 16%

Columns Tested: a,b,c

Table 73 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1599	1134	280	81	31	37	20	9	7	1414	185	104
Effective base	586	460	83	22	8	10	4	2	1	542	43	21
Weighted Base	1410	1133	177	50	10	27	8	1	5	1310	101	51
Yes	671	447	132	44	10	25	7	1	5	579	92	48
	48%	39%	75%	89%	98%	93%	91%	82%	100%	44%	92%	94%
			ai	ai	ai	ai					abi	abi
No - we do despatch products to customers but not using parcel/packet post	149	116	28	2	*	2	1	*	-	144	4	3
	11%	10%	16%	4%	*%	7%	8%	1%	-%	11%	4%	5%
			j									
No - we don't despatch products to our customers	582	562	16	4	*	*	*	*	*	578	4	*
	41%	50%	9%	7%	1%	*%	*%	16%	*%	44%	4%	1%
		bcdejk								bcdejk		
Don't know	9	8	*	-	-	*	*	-	*	9	*	*
	1%	1%	*%	-%	-%	*%	*%	-%	*%	1%	*%	*%
NET: No	731	678	45	5	*	2	1	*	*	722	8	3
	52%	60%	25%	11%	2%	7%	9%	18%	*%	55%	8%	6%
		bcdejk	jk							bcdejk		

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

Table 73 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	1599	512	622	465	1537	1599	1599	1308	921	684	45	1065	106	132	90	103	58
Effective base	586	241	221	127	552	586	586	490	350	213	27	438	29	37	20	22	14
Weighted Base	1410	623	510	277	1335	1410	1410	1177	877	505	53	1084	64	84	45	47	34
Yes	671 48%	148 24%	299 59%	224 81%	614 46%	671 48%	671 48%	620 53%	457 52%	301 60%	44 83%	437 40%	46 72%	54 65%	33 72%	35 75%	22 66%
			a	ab				a		abc	b		b	b	b	b	b
No - we do despatch products to customers but not using parcel/packet post	149 11%	57 9%	59 12%	33 12%	142 11%	149 11%	149 11%	135 11%	122 14%	79 16%	1 2%	105 10%	13 20%	11 13%	6 13%	5 10%	8 24%
No - we don't despatch products to our customers	582 41%	412 66%	150 29%	20 7%	570 43%	582 41%	582 41%	415 35%	291 33%	121 24%	8 15%	535 49%	4 7%	18 22%	7 15%	7 15%	3 9%
		bc	c		def	def	def	f	f		acdefg						
Don't know	9 1%	6 1%	3 1%	1 *%	9 1%	9 1%	9 1%	7 1%	7 1%	4 1%	- -%	8 1%	* 1%	* *%	* 1%	* *%	- -%
NET: No	731 52%	469 75%	208 41%	53 19%	712 53%	731 52%	731 52%	550 47%	413 47%	200 40%	9 17%	639 59%	17 27%	29 35%	13 28%	12 25%	11 34%
		bc	c		df	f	f				acdefg			a			

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

Table 73 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	1599	1042	151	105	98	56	57	28	1041	232	124	75	58	41	28
Effective base	586	433	43	30	18	12	11	6	433	70	33	27	12	15	7
Weighted Base	1410	1069	99	68	40	21	26	11	1050	183	60	43	39	16	20
Yes	671	456	58	36	23	19	13	8	411	127	38	37	31	12	14
	48%	43%	58%	53%	56%	90%	52%	69%	39%	70%	64%	86%	81%	75%	72%
					abcf				a	a	a	a	a	a	
No - we do despatch products to customers but not using parcel/packet post	149	99	11	18	6	1	4	3	90	34	12	2	5	*	6
	11%	9%	11%	26%	16%	3%	15%	30%	9%	19%	21%	4%	12%	3%	28%
		a							a	a					
No - we don't despatch products to our customers	582	505	30	14	11	1	8	*	542	21	9	4	3	3	*
	41%	47%	30%	21%	28%	7%	33%	1%	52%	12%	15%	9%	7%	22%	*%
		bce							bcdef						
Don't know	9	8	1	*	*	*	-	-	8	*	*	*	*	-	-
	1%	1%	1%	*%	*%	*%	-%	-%	1%	*%	*%	1%	*%	-%	-%
NET: No	731	604	41	32	18	2	12	4	631	55	21	6	7	4	6
	52%	57%	41%	47%	44%	10%	48%	31%	60%	30%	36%	13%	19%	25%	28%
		be	e	e	e		e		bcdef						

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

Table 73 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1599	795	160	129	76	53	46	49	533	345	396	218	104
Effective base	586	337	53	39	23	16	9	15	239	133	138	50	28
Weighted Base	1410	808	135	101	41	30	24	39	620	303	305	107	73
Yes	671 48%	346 43%	95 70%	77 76%	27 67%	22 73%	22 93%	32 82%	196 32%	148 49%	185 61%	86 81%	55 76%
			a	a	a	a	a	a		a	a	abc	ab
No - we do despatch products to customers but not using parcel/packet post	149 11%	70 9%	25 19%	15 15%	10 23%	8 26%	1 3%	6 16%	49 8%	53 17%	26 9%	11 10%	8 11%
			a		a	a				ac			
No - we don't despatch products to our customers	582 41%	389 48%	12 9%	9 9%	4 9%	* *%	1 4%	1 3%	368 59%	102 34%	92 30%	10 9%	9 13%
		bcdefg							bcde	de	d		
Don't know	9 1%	3 *%	3 2%	* *%	* 1%	* 1%	* *%	- -%	7 1%	* *%	2 1%	* *%	- -%
NET: No	731 52%	459 57%	37 27%	24 24%	13 33%	8 27%	2 7%	7 18%	418 67%	155 51%	119 39%	21 19%	17 24%
		bcdefg							bcde	cde	d		

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

Table 73 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1599	633	313	337	176	74	689	314	335	172	74
Effective base	586	276	117	109	34	18	308	108	105	44	21
Weighted Base	1410	720	256	234	78	45	786	252	217	92	56
Yes	671	274	127	125	58	28	259	139	148	78	45
	48%	38%	50%	53%	75%	64%	33%	55%	68%	85%	80%
			a	a	abc	a		a	a	abc	ab
No - we do despatch products to customers but not using parcel/packet post	149	68	35	20	10	7	65	51	20	6	4
	11%	10%	14%	9%	13%	16%	8%	20%	9%	7%	7%
								acd			
No - we don't despatch products to our customers	582	371	94	88	9	9	455	62	47	7	7
	41%	51%	37%	37%	12%	20%	58%	25%	22%	8%	13%
		bcde	d	d			bcde	d	d		
Don't know	9	7	*	2	*	-	7	*	2	*	-
	1%	1%	*%	1%	*%	-%	1%	*%	1%	*%	-%
NET: No	731	439	128	108	19	16	520	113	67	13	11
	52%	61%	50%	46%	25%	36%	66%	45%	31%	15%	20%
		bcde	d	d			bcde	cde	d		

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

Table 73 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1599	551	215	269	158	91	725	141	429	1330	269	1379	158
Effective base	586	241	72	95	50	25	278	44	163	492	94	502	50
Weighted Base	1410	594	172	224	114	52	659	105	405	1201	209	1222	113
Yes	671 48%	186 31%	128 74%	164 73%	90 79%	45 87%	569 86%	30 28%	22 5%	527 44%	144 69%	545 45%	68 60%
			a	a	a	a	bc	c			a		a
No - we do despatch products to customers but not using parcel/packet post	149 11%	61 10%	15 9%	30 13%	17 15%	6 11%	58 9%	65 61%	12 3%	108 9%	41 19%	117 10%	25 22%
							c	ac			a		a
No - we don't despatch products to our customers	582 41%	345 58%	27 15%	28 13%	7 6%	1 2%	28 4%	11 10%	370 92%	562 47%	20 10%	550 45%	20 18%
			bcde						ab	b		b	
Don't know	9 1%	2 *%	3 2%	2 1%	* *%	- -%	4 1%	- -%	* *%	5 *%	4 2%	9 1%	* *%
NET: No	731 52%	406 68%	42 24%	58 26%	24 21%	7 13%	85 13%	76 72%	383 95%	670 56%	61 29%	667 55%	45 40%
			bcde					a	ab	b		b	

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

Table 73 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1599	1343	256	808	500	1384	153	1331	268	814	494
Effective base	586	512	73	328	163	503	49	503	83	330	161
Weighted Base	1410	1234	177	767	411	1228	107	1222	189	777	401
Yes	671 48%	566 46%	105 59%	356 46%	264 64%	549 45%	65 60%	559 46%	112 59%	370 48%	251 63%
			a		a		a		a		a
No - we do despatch products to customers but not using parcel/packet post	149 11%	109 9%	39 22%	78 10%	57 14%	115 9%	26 25%	106 9%	43 23%	80 10%	55 14%
			a				a		a		
No - we don't despatch products to our customers	582 41%	549 45%	33 18%	329 43%	87 21%	555 45%	16 15%	551 45%	31 16%	323 42%	92 23%
		b		b		b		b		b	
Don't know	9 1%	9 1%	* *%	4 1%	3 1%	9 1%	* *%	6 *%	3 2%	4 1%	3 1%
NET: No	731 52%	659 53%	72 41%	407 53%	143 35%	670 55%	42 39%	657 54%	74 39%	403 52%	147 37%
		b		b		b		b		b	

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

Table 73 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1599	888	1165	270	1	901	1113	224	4	949	732	246	1
Effective base	586	305	437	95	1	320	413	82	3	349	281	90	1
Weighted Base	1410	749	1028	240	4	785	951	197	5	831	646	194	2
Yes	671 48%	414 55%	448 44%	158 66%	4 100%	434 55%	447 47%	149 76%	3 64%	503 61%	349 54%	155 80%	- -%
		b		b		b		ab				ab	
No - we do despatch products to customers but not using parcel/packet post	149 11%	91 12%	85 8%	22 9%	- -%	106 13%	73 8%	18 9%	- -%	105 13%	47 7%	20 10%	2 100%
						b				b			
No - we don't despatch products to our customers	582 41%	238 32%	488 47%	59 25%	- -%	242 31%	424 45%	30 15%	2 36%	216 26%	248 38%	19 10%	- -%
			ac			c	ac			c	ac		
Don't know	9 1%	6 1%	6 1%	* *%	- -%	3 *%	6 1%	* *%	- -%	6 1%	2 *%	* *%	- -%
NET: No	731 52%	328 44%	573 56%	82 34%	- -%	347 44%	498 52%	47 24%	2 36%	321 39%	295 46%	39 20%	2 100%
			ac			c	ac			c	c		

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

Table 73 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1599	1322	1305	810	1122	871	54	537	441	406	120	72
Effective base	586	481	483	319	401	336	14	235	174	160	57	35
Weighted Base	1410	1186	1175	755	993	816	34	554	433	391	125	80
Yes	671 48%	521 44%	564 48%	404 53%	443 45%	411 50%	27 80%	300 54%	243 56%	233 60%	102 81%	63 79%
			a				ab				abc	abc
No - we do despatch products to customers but not using parcel/packet post	149 11%	103 9%	104 9%	70 9%	98 10%	70 9%	4 13%	41 7%	47 11%	51 13%	7 5%	* *%
										e		
No - we don't despatch products to our customers	582 41%	553 47%	500 42%	278 37%	445 45%	331 41%	2 7%	212 38%	139 32%	106 27%	17 13%	16 21%
		c			c	c		cde	d	d		
Don't know	9 1%	8 1%	8 1%	3 *%	8 1%	5 1%	- -%	1 *%	3 1%	1 *%	- -%	- -%
NET: No	731 52%	656 55%	603 51%	348 46%	543 55%	401 49%	7 20%	253 46%	187 43%	157 40%	23 19%	17 21%
		c			c	c		de	de	de		

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

Table 73 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1599	172	116	87	47	1355	1043	1449	1033	925	806	1269	214	-	1189	92
Effective base	586	70	40	35	19	489	355	523	358	305	291	467	77	-	427	44
Weighted Base	1410	175	92	85	43	1159	810	1244	825	700	698	1116	177	-	992	115
Yes	671	122	60	58	31	524	402	584	414	357	391	503	113	-	484	57
	48%	70%	65%	68%	71%	45%	50%	47%	50%	51%	56%	45%	64%	-%	49%	50%
											b		b			
No - we do despatch products to customers but not using parcel/packet post	149	19	14	12	1	108	90	129	81	58	93	106	13	-	87	9
	11%	11%	15%	15%	3%	9%	11%	10%	10%	8%	13%	10%	7%	-%	9%	8%
No - we don't despatch products to our customers	582	34	18	12	11	520	313	524	325	279	209	500	52	-	415	49
	41%	19%	20%	14%	26%	45%	39%	42%	39%	40%	30%	45%	29%	-%	42%	42%
												ac				
Don't know	9	-	-	3	*	9	5	9	5	6	5	7	*	-	6	*
	1%	-%	-%	3%	*%	1%	1%	1%	1%	1%	1%	1%	*%	-%	1%	*%
NET: No	731	53	32	25	12	627	403	652	406	338	302	607	65	-	502	58
	52%	30%	35%	29%	29%	54%	50%	52%	49%	48%	43%	54%	36%	-%	51%	50%
												ac				

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

Table 73 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1599	660	819	580	26	313	381	256	987	336	291	344	924
Effective base	586	262	285	201	12	105	141	92	367	121	98	125	350
Weighted Base	1410	633	696	492	33	253	351	225	897	274	230	295	848
Yes	671 48%	359 57%	266 38%	307 62%	23 71%	165 65%	216 62%	179 79%	376 42%	109 40%	167 73%	169 57%	312 37%
		b						bc			bc	c	
No - we do despatch products to customers but not using parcel/packet post	149 11%	67 11%	55 8%	61 13%	1 4%	38 15%	32 9%	17 8%	99 11%	30 11%	22 9%	31 10%	93 11%
No - we don't despatch products to our customers	582 41%	200 32%	374 54%	119 24%	9 26%	49 19%	98 28%	29 13%	416 46%	132 48%	38 17%	96 33%	437 52%
		a						a	a	a	a	a	ab
Don't know	9 1%	7 1%	2 *%	4 1%	- -%	- -%	4 1%	* *%	6 1%	3 1%	3 1%	- -%	6 1%
NET: No	731 52%	267 42%	429 62%	180 37%	10 29%	87 35%	130 37%	46 21%	515 57%	162 59%	60 26%	127 43%	530 63%
		a						a	a	a	a	a	ab

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

Table 73 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1599	813	786
Effective base	586	247	339
Weighted Base	1410	599	811
Yes	671 48%	240 40%	430 53%
			a
No - we do despatch products to customers but not using parcel/packet post	149 11%	80 13%	68 8%
No - we don't despatch products to our customers	582 41%	275 46%	307 38%
		b	
Don't know	9 1%	3 1%	6 1%
NET: No	731 52%	355 59%	375 46%
		b	

Columns Tested: a,b

Table 73 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1599	95	182	143	138	163	74	94	176	108	136	89	201
Effective base	586	27	81	88	51	112	42	12	67	39	28	32	73
Weighted Base	1410	36	135	169	38	240	69	26	230	95	60	85	226
Yes	671	15	72	72	16	115	32	6	82	49	29	53	130
	48%	42%	53%	43%	42%	48%	46%	24%	36%	51%	48%	62%	58%
			h									gh	gh
No - we do despatch products to customers but not using parcel/packet post	149	3	11	15	3	20	6	2	28	15	5	4	37
	11%	7%	8%	9%	7%	8%	9%	7%	12%	16%	8%	4%	16%
No - we don't despatch products to our customers	582	18	50	81	19	106	31	18	117	31	26	29	57
	41%	51%	37%	48%	50%	44%	45%	69%	51%	32%	43%	33%	25%
		l		l	l	l	l	bkl	l				
Don't know	9	-	4	-	*	*	-	*	3	-	*	*	1
	1%	-%	3%	-%	1%	1%	-%	1%	1%	-%	1%	1%	1%
NET: No	731	21	60	96	22	126	37	20	145	46	31	32	94
	52%	58%	44%	57%	57%	52%	54%	76%	63%	49%	51%	38%	42%
				bkl	k			bkl	bkl				

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

Table 73 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1599	420	375	378	426	795	804
Effective base	586	193	183	114	131	376	244
Weighted Base	1410	340	348	352	371	688	722
Yes	671	159	163	138	212	321	349
	48%	47%	47%	39%	57%	47%	48%
				c			
No - we do despatch products to customers but not using parcel/packet post	149	29	29	46	46	57	91
	11%	8%	8%	13%	12%	8%	13%
No - we don't despatch products to our customers	582	149	157	165	111	305	277
	41%	44%	45%	47%	30%	44%	38%
		d	d	d			
Don't know	9	4	1	3	2	4	5
	1%	1%	*%	1%	*%	1%	1%
NET: No	731	177	185	211	157	362	368
	52%	52%	53%	60%	42%	53%	51%
		d	d	d			

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

Table 75

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1532	234	1298	1014	263	76	179	518
Effective base	582	63	525	530	108	33	86	146
Weighted Base	1394	107	1287	1324	59	8	4	70
Yes	786	75	712	747	31	6	2	39
	56%	70%	55%	56%	53%	76%	55%	56%
		b				abde		
No - we do despatch products to customers but not using parcel/packet post	116	1	115	106	9	1	1	11
	8%	1%	9%	8%	16%	9%	21%	15%
		a	a		a		a	a
No - we don't despatch products to our customers	483	30	452	463	18	1	1	20
	35%	29%	35%	35%	30%	13%	21%	28%
				cd				
Don't know	9	*	9	8	*	*	*	1
	1%	*%	1%	1%	1%	1%	2%	1%
NET: No	599	32	567	569	27	2	2	30
	43%	30%	44%	43%	46%	23%	43%	43%
			a	c	c		c	c

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

Table 75 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1532	428	436	150	158	181	179	1014	263	255
Effective base	582	256	224	66	72	66	86	530	108	70
Weighted Base	1394	694	541	89	42	24	4	1324	59	12
Yes	786 56%	408 59%	293 54%	46 52%	24 56%	13 56%	2 55%	747 56%	31 53%	8 69%
No - we do despatch products to customers but not using parcel/packet post	116 8%	48 7%	49 9%	8 9%	7 16%	3 13%	1 21%	106 8%	9 16%	2 14%
No - we don't despatch products to our customers	483 35%	236 34%	194 36%	33 37%	12 28%	7 29%	1 21%	463 35%	18 30%	2 16%
Don't know	9 1%	2 *%	5 1%	1 1%	- -%	1 2%	* 2%	8 1%	* 1%	* 2%
NET: No	599 43%	284 41%	243 45%	41 47%	19 44%	10 42%	2 43%	569 43%	27 46%	3 30%
		i	i	i	i			i	i	

Columns Tested: a,b,c,d,e,f,g,h,i

Table 75 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1532	624	390	263	76	179	582	273	100	68	203
Effective base	582	387	194	108	33	86	320	117	35	23	36
Weighted Base	1394	1074	249	59	8	4	872	219	53	26	37
Yes	786 56%	600 56%	147 59%	31 53%	6 76% ace	2 55%	504 58%	114 52%	30 57%	15 57%	19 52%
No - we do despatch products to customers but not using parcel/package post	116 8%	84 8%	22 9%	9 16% a	1 9%	1 21% ab	72 8%	18 8%	11 21% ab	3 11%	7 18%
No - we don't despatch products to our customers	483 35%	384 36% de	79 31% d	18 30%	1 13%	1 21%	294 34%	85 39%	12 22%	7 28%	11 28%
Don't know	9 1%	6 1%	2 1%	* 1%	* 1%	* 2%	2 *%	2 1%	- -%	1 4% a	1 1%
NET: No	599 43%	468 44% d	100 40% d	27 46% d	2 23%	2 43% d	366 42%	103 47%	23 43%	10 38%	17 46%

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

Table 75 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1532	113	77	165	57	104	134	99	89	90
Effective base	582	64	40	88	27	51	83	56	46	43
Weighted Base	1394	143	74	239	65	124	242	159	113	100
Yes	786 56%	70 49%	48 65%	123 52%	38 59%	78 63%	124 51%	80 50%	73 65%	69 69% a
No - we do despatch products to customers but not using parcel/packet post	116 8%	13 9%	5 7%	16 7%	11 17%	14 12%	13 5%	11 7%	15 14%	13 13%
No - we don't despatch products to our customers	483 35%	59 41%	21 28%	100 42%	16 24%	30 24%	103 43%	65 41%	24 22%	19 19%
		hi		ehi			ehi	hi		
Don't know	9 1%	1 *% *	* *% *	- -% -	- -% -	2 2% 2	2 1% 2	3 2% 3	- -% -	- -% -
NET: No	599 43%	72 50%	25 34%	116 48%	27 41%	44 35%	116 48%	76 48%	39 35%	31 31%
		i		i			i			

Columns Tested: a,b,c,d,e,f,g,h,i

Table 75 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1532	251	279	398	928	604	210	213	181
Effective base	582	122	149	227	491	161	71	53	58
Weighted Base	1394	289	329	640	1259	135	67	48	20
Yes	786 56%	185 64%	192 58%	327 51%	704 56%	82 61%	42 62%	28 58%	12 61%
No - we do despatch products to customers but not using parcel/packet post	116 8%	c 38 13%	b 33 10%	c 40 6%	d 111 9%	e 5 4%	f 2 3%	g 3 6%	h * 2%
No - we don't despatch products to our customers	483 35%	cefh 64 22%	eh 104 31%	ab 268 42%	a 435 35%	a 47 35%	a 23 34%	a 17 36%	a 7 36%
Don't know	9 1%	2 1%	1 *%	6 1%	8 1%	* *%	* *%	* *%	* *%
NET: No	599 43%	102 35%	137 42%	308 48%	546 43%	53 39%	25 37%	20 42%	8 38%
				ae					

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

Table 75 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1532	73	142	18	160	164	412	53	52	617
Effective base	582	32	44	9	52	67	170	18	14	241
Weighted Base	1394	57	103	23	126	190	329	37	33	621
Yes	786	27	82	11	94	95	251	7	9	302
	56%	48%	80%	49%	74%	50%	76%	18%	27%	49%
		g	aeghi		aeghi	g	aeghi			g
No - we do despatch products to customers but not using parcel/packet post	116	1	16	6	22	30	24	1	5	33
	8%	2%	15%	25%	17%	16%	7%	3%	17%	5%
			i		afi	ai				
No - we don't despatch products to our customers	483	29	5	6	11	65	52	28	18	280
	35%	50%	4%	26%	8%	34%	16%	77%	56%	45%
		bdf				bdf	b	bdefi	bdf	bdf
Don't know	9	-	*	-	*	1	2	1	-	5
	1%	-%	*%	-%	*%	1%	1%	2%	-%	1%
NET: No	599	30	20	12	32	94	76	30	24	313
	43%	52%	20%	51%	26%	50%	23%	80%	73%	50%
		bdf				bdf		abdefi	bdefi	bdf

Columns Tested: a,b,c,d,e,f,g,h,i

Table 75 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1532	397	412	723	1350	182	-	1265	267	1494	38
Effective base	582	147	170	273	505	80	-	519	69	564	18
Weighted Base	1394	374	329	691	1171	223	-	1276	118	1351	43
Yes	786 56%	216 58%	251 76%	319 46%	675 58%	111 50%	- -%	735 58%	51 43%	762 56%	24 56%
No - we do despatch products to customers but not using parcel/packet post	116 8%	52 14%	24 7%	40 6%	110 9%	7 3%	- -%	99 8%	17 14%	111 8%	5 12%
No - we don't despatch products to our customers	483 35%	104 28%	52 16%	327 47%	377 32%	105 47%	- -%	438 34%	44 38%	469 35%	13 31%
Don't know	9 1%	1 *%	2 1%	5 1%	9 1%	* *%	- -%	3 *%	5 5%	8 1%	* 1%
NET: No	599 43%	156 42%	76 23%	367 53%	487 42%	112 50%	- -%	538 42%	61 52%	581 43%	18 43%

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

Table 75 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1532	779	362	380
Effective base	582	312	117	150
Weighted Base	1394	763	254	363
Yes	786 56%	290 38%	188 74% a	298 82% a
No - we do despatch products to customers but not using parcel/package post	116 8%	62 8%	27 11%	24 7%
No - we don't despatch products to our customers	483 35%	403 53% bc	39 15%	41 11%
Don't know	9 1%	8 1%	* *%	* *%
NET: No	599 43%	465 61% bc	65 26%	65 18%

Columns Tested: a,b,c

Table 75 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1532	1050	294	81	34	39	19	9	6	1344	188	107
Effective base	582	447	92	22	9	11	4	2	1	538	44	22
Weighted Base	1394	1096	196	49	11	27	8	1	5	1292	102	52
Yes	786 56%	544 50%	157 80%	41 82%	10 90%	23 83%	5 67%	1 99%	5 100%	702 54%	85 83%	44 84%
			ai	ai	ai	a					ai	ai
No - we do despatch products to customers but not using parcel/package post	116 8%	87 8%	17 9%	6 12%	1 9%	5 17%	1 7%	- -%	- -%	104 8%	12 12%	6 12%
No - we don't despatch products to our customers	483 35%	457 42%	21 11%	3 6%	* 1%	* *%	2 26%	* 1%	- -%	478 37%	5 5%	2 4%
		bcdejk								bcdejk		
Don't know	9 1%	8 1%	* *%	- -%	- -%	- -%	* *%	- -%	* *%	9 1%	* *%	* *%
NET: No	599 43%	544 50%	38 19%	9 18%	1 10%	5 17%	3 33%	* 1%	- -%	582 45%	17 17%	8 16%
		bcdejk								bcdjk		

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

Table 75 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1532	457	593	482	1381	1308	1424	1532	931	650	127	849	99	116	82	95	56
Effective base	582	224	224	136	510	490	535	582	354	206	62	358	29	32	20	21	15
Weighted Base	1394	569	527	298	1244	1177	1301	1394	883	511	154	886	58	74	45	46	37
Yes	786 56%	188 33%	356 68%	242 81%	664 53%	659 56%	713 55%	786 56%	496 56%	303 59%	85 55%	446 50%	39 66%	53 73%	32 71%	29 64%	29 78%
			a	ab										b			b
No - we do despatch products to customers but not using parcel/packet post	116 8%	47 8%	41 8%	29 10%	111 9%	105 9%	115 9%	116 8%	99 11%	72 14%	8 5%	64 7%	15 25%	10 13%	8 17%	5 11%	5 14%
										abcd			ab				
No - we don't despatch products to our customers	483 35%	330 58%	126 24%	26 9%	460 37%	405 34%	464 36%	483 35%	280 32%	135 26%	61 40%	370 42%	5 8%	11 14%	4 9%	11 24%	3 8%
		bc	c		f	f	f	f			cdeg	cdeg					
Don't know	9 1%	4 1%	4 1%	* *%	9 1%	9 1%	9 1%	9 1%	8 1%	1 *%	- -%	6 1%	* 1%	- -%	1 3%	1 1%	- -%
NET: No	599 43%	377 66%	167 32%	55 18%	571 46%	510 43%	579 45%	599 43%	379 43%	207 41%	70 45%	434 49%	19 33%	20 27%	12 26%	16 35%	8 22%
		bc	c								d	deg					

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

Table 75 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	1532	922	143	93	90	51	54	28	809	208	111	63	52	38	27
Effective base	582	399	40	26	17	12	11	6	350	64	31	25	12	14	7
Weighted Base	1394	990	92	61	39	21	25	15	846	170	48	40	38	15	20
Yes	786	504	59	38	27	14	13	10	410	126	37	31	26	12	18
	56%	51%	64%	62%	69%	64%	53%	67%	48%	74%	77%	77%	67%	78%	90%
									a	a	a			a	
No - we do despatch products to customers but not using parcel/packet post	116	73	10	15	2	2	4	5	59	24	8	5	6	*	2
	8%	7%	11%	25%	5%	8%	15%	33%	7%	14%	17%	13%	17%	3%	10%
			a												
No - we don't despatch products to our customers	483	408	20	8	10	6	8	*	370	19	3	4	5	3	*
	35%	41%	22%	13%	25%	29%	31%	1%	44%	11%	6%	10%	13%	19%	*%
		bc							bcde						
Don't know	9	5	3	-	*	*	1	-	6	1	*	*	1	-	-
	1%	1%	3%	-%	*%	*%	2%	-%	1%	1%	*%	*%	3%	-%	-%
NET: No	599	481	30	23	12	8	11	5	429	44	11	9	11	3	2
	43%	49%	33%	38%	30%	36%	45%	33%	51%	26%	23%	23%	30%	22%	10%
		b							bcd						

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

Table 75 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1532	968	181	138	88	57	50	50	457	318	346	202	97
Effective base	582	410	61	42	28	19	11	15	216	123	124	46	27
Weighted Base	1394	987	154	106	46	33	29	39	557	291	278	102	71
Yes	786 56%	467 47%	120 78%	82 77%	40 86%	25 74%	26 89%	26 68%	241 43%	152 52%	182 65%	85 83%	52 74%
			a	a	a	a	a				ab	abc	ab
No - we do despatch products to customers but not using parcel/packet post	116 8%	63 6%	14 9%	17 16%	2 5%	8 25%	2 8%	9 24%	34 6%	45 15%	24 9%	7 7%	4 6%
				a		a		a		a			
No - we don't despatch products to our customers	483 35%	450 46%	19 12%	6 6%	4 9%	* 1%	1 2%	3 8%	276 50%	92 32%	72 26%	10 9%	14 20%
		bcdefg							bcde	d	d		
Don't know	9 1%	8 1%	* *%	1 1%	* *%	- -%	* *%	- -%	5 1%	2 1%	* *%	1 1%	- -%
NET: No	599 43%	512 52%	33 21%	23 22%	6 14%	9 26%	3 11%	12 32%	310 56%	137 47%	96 34%	17 16%	19 26%
		bcdef							cde	cde	d		

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

Table 75 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1532	563	286	294	163	70	525	272	278	152	67
Effective base	582	256	108	97	32	18	243	94	92	40	20
Weighted Base	1394	659	247	216	74	44	613	225	190	87	55
Yes	786	320	123	130	61	29	257	144	138	78	40
	56%	49%	50%	60%	82%	66%	42%	64%	72%	90%	72%
				a	abc			a	a	abc	a
No - we do despatch products to customers but not using parcel/packet post	116	51	35	18	6	1	45	31	20	2	4
	8%	8%	14%	8%	8%	2%	7%	14%	11%	2%	8%
								d			
No - we don't despatch products to our customers	483	282	88	67	8	14	305	48	32	6	11
	35%	43%	35%	31%	10%	32%	50%	21%	17%	7%	20%
		cd	d	d		d	bcde	d			
Don't know	9	5	2	1	*	-	5	2	*	1	-
	1%	1%	1%	*%	*%	-%	1%	1%	*%	1%	-%
NET: No	599	334	122	85	13	15	351	79	52	8	15
	43%	51%	49%	39%	18%	34%	57%	35%	27%	9%	28%
		cd	d	d			bcde	d	d		

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

Table 75 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1532	674	250	309	179	94	867	151	501	1213	319	1220	161
Effective base	582	295	84	113	57	25	337	49	192	469	113	461	49
Weighted Base	1394	736	201	253	130	53	786	116	483	1139	255	1128	116
Yes	786 56%	274 37%	149 74%	198 78%	111 86%	49 93%	786 100%	- -%	- -%	601 53%	186 73%	601 53%	63 54%
			a	a	a	ab	bc				a		
No - we do despatch products to customers but not using parcel/packet post	116 8%	44 6%	21 10%	33 13%	10 8%	3 5%	- -%	116 100%	- -%	76 7%	40 16%	78 7%	32 28%
				a				ac			a		a
No - we don't despatch products to our customers	483 35%	410 56%	32 16%	21 8%	9 7%	1 2%	- -%	- -%	483 100%	454 40%	29 11%	440 39%	20 17%
		bcde						ab		b		b	
Don't know	9 1%	8 1%	- -%	* *%	* *%	- -%	- -%	- -%	- -%	8 1%	* *%	8 1%	* *%
NET: No	599 43%	454 62%	52 26%	54 21%	19 14%	4 7%	- -%	116 100%	483 100%	530 47%	69 27%	518 46%	53 45%
		bcde	e					a	a	b			

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

Table 75 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1532	1073	235	956	576	1225	156	1062	246	960	572
Effective base	582	425	65	388	195	463	47	416	74	390	193
Weighted Base	1394	1025	153	906	488	1130	114	1009	168	916	478
Yes	786 56%	571 56%	88 58%	467 51%	319 66%	605 54%	60 52%	553 55%	106 63%	479 52%	307 64%
No - we do despatch products to customers but not using parcel/packet post	116 8%	66 6%	39 25% a	60 7%	57 12% a	77 7%	34 30% a	70 7%	36 21% a	64 7%	52 11%
No - we don't despatch products to our customers	483 35%	379 37%	25 17%	372 41%	111 23%	440 39%	20 18%	378 37%	26 16%	365 40%	118 25%
Don't know	9 1%	8 1%	* *%	8 1%	* *%	8 1%	* *%	8 1%	* *%	8 1%	* *%
NET: No	599 43%	446 43%	64 42%	431 48% b	168 34%	517 46%	54 47%	448 44%	62 37%	429 47% b	170 36%

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

Table 75 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1532	837	1011	256	2	809	864	208	3	1077	857	263	1
Effective base	582	295	391	91	2	292	329	79	3	407	333	99	1
Weighted Base	1394	734	931	222	5	707	759	184	4	975	765	224	2
Yes	786 56%	433 59%	498 53%	154 69%	4 74%	430 61%	447 59%	145 79%	2 59%	628 64%	428 56%	175 78%	- -%
				b				ab		b		ab	
No - we do despatch products to customers but not using parcel/packet post	116 8%	78 11%	45 5%	12 5%	- -%	79 11%	39 5%	14 8%	- -%	82 8%	46 6%	17 8%	2 100%
						b							
No - we don't despatch products to our customers	483 35%	220 30%	383 41%	56 25%	1 26%	194 27%	270 36%	25 13%	2 41%	258 26%	288 38%	31 14%	- -%
			ac			c	ac			c	ac		
Don't know	9 1%	2 *%	5 1%	* *%	- -%	4 1%	3 *%	* *%	- -%	7 1%	3 *%	* *%	- -%
NET: No	599 43%	298 41%	428 46%	68 31%	1 26%	273 39%	309 41%	39 21%	2 41%	340 35%	334 44%	49 22%	2 100%
			c			c	c			c	ac		

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

Table 75 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1532	1155	1038	964	968	743	54	600	479	459	124	75
Effective base	582	437	398	384	353	300	14	266	197	184	59	38
Weighted Base	1394	1080	961	912	893	710	34	633	496	449	133	87
Yes	786 56%	566 52%	558 58%	529 58%	467 52%	441 62%	25 75%	359 57%	295 59%	296 66%	103 78%	70 81%
						a				a	ab	ab
No - we do despatch products to customers but not using parcel/packet post	116 8%	63 6%	61 6%	49 5%	60 7%	35 5%	5 13%	30 5%	31 6%	32 7%	6 4%	- -%
No - we don't despatch products to our customers	483 35%	443 41%	337 35%	332 36%	361 40%	229 32%	4 12%	244 39%	169 34%	121 27%	24 18%	17 19%
					bc			cde	d			
Don't know	9 1%	8 1%	4 *%	2 *%	5 1%	5 1%	- -%	* *%	2 *%	* *%	- -%	- -%
NET: No	599 43%	506 47%	399 42%	381 42%	421 47%	264 37%	8 25%	274 43%	199 40%	153 34%	30 22%	17 19%
					b			cde	de			

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

Table 75 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1532	166	117	91	48	1283	959	1376	1045	913	786	1207	206	-	1110	87
Effective base	582	66	40	37	19	483	343	517	378	322	292	463	75	-	419	43
Weighted Base	1394	153	93	88	45	1136	792	1224	875	748	714	1099	167	-	967	116
Yes	786	115	60	69	27	635	475	687	535	436	434	609	112	-	551	67
	56%	75%	64%	78%	59%	56%	60%	56%	61%	58%	61%	55%	67%	-%	57%	57%
No - we do despatch products to customers but not using parcel/package post	116	14	10	6	1	65	59	91	59	50	79	72	12	-	63	5
	8%	9%	11%	7%	3%	6%	7%	7%	7%	7%	11%	7%	7%	-%	7%	4%
No - we don't despatch products to our customers	483	24	23	13	17	430	256	439	279	259	199	411	43	-	346	45
	35%	16%	25%	15%	38%	38%	32%	36%	32%	35%	28%	37%	26%	-%	36%	39%
Don't know	9	-	-	-	*	6	2	6	2	3	2	6	*	-	8	-
	1%	-%	-%	-%	-%	1%	-%	1%	-%	-%	-%	1%	-%	-%	1%	-%
NET: No	599	38	33	19	18	495	315	530	338	309	278	483	55	-	409	49
	43%	25%	36%	22%	41%	44%	40%	43%	39%	41%	39%	44%	33%	-%	42%	43%

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

Table 75 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1532	629	741	631	28	332	427	281	942	293	347	348	802
Effective base	582	256	274	225	15	118	160	103	364	111	120	130	322
Weighted Base	1394	606	673	548	41	278	399	245	892	244	270	312	781
Yes	786 56%	376 62%	342 51%	377 69%	23 57%	181 65%	282 71%	203 83%	453 51%	128 52%	215 80%	180 58%	379 48%
		b						bc			bc		
No - we do despatch products to customers but not using parcel/packet post	116 8%	43 7%	42 6%	50 9%	5 13%	35 12%	24 6%	16 7%	65 7%	25 10%	14 5%	43 14%	44 6%
												ac	
No - we don't despatch products to our customers	483 35%	185 30%	283 42%	120 22%	12 30%	62 22%	93 23%	26 10%	367 41%	90 37%	40 15%	88 28%	351 45%
			a						a	a		a	ab
Don't know	9 1%	2 *%	7 1%	* *%	- -%	- -%	* *%	* *%	6 1%	2 1%	1 *%	- -%	8 1%
NET: No	599 43%	228 38%	325 48%	170 31%	18 43%	96 35%	117 29%	42 17%	432 48%	114 47%	54 20%	131 42%	395 51%
			a						a	a		a	a

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

Table 75 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1532	776	756
Effective base	582	251	331
Weighted Base	1394	596	798
Yes	786 56%	310 52%	476 60%
No - we do despatch products to customers but not using parcel/packet post	116 8%	57 10%	59 7%
No - we don't despatch products to our customers	483 35%	229 38%	254 32%
Don't know	9 1%	* *%	9 1%
NET: No	599 43%	286 48%	313 39%
		b	

Columns Tested:: a,b

Table 75 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	1532	89	174	135	123	156	81	89	148	114	125	94	204
Effective base	582	28	79	84	41	111	48	16	57	45	24	34	71
Weighted Base	1394	41	133	165	40	244	79	19	195	109	50	96	224
Yes	786	23	69	98	21	134	37	10	92	69	30	65	138
	56%	56%	52%	59%	53%	55%	47%	52%	47%	63%	61%	68%	62%
No - we do despatch products to customers but not using parcel/package post	116	2	12	6	2	16	7	*	15	11	2	4	38
	8%	6%	9%	4%	4%	7%	9%	2%	8%	10%	4%	5%	17%
													ce
No - we don't despatch products to our customers	483	14	49	57	16	94	35	9	88	29	17	27	47
	35%	35%	37%	34%	41%	39%	44%	46%	45%	27%	35%	28%	21%
			l	l	l	l	l	l	l				
Don't know	9	1	2	4	*	*	-	*	*	-	*	-	*
	1%	3%	2%	3%	1%	*%	-%	*%	*%	-%	*%	-%	*%
NET: No	599	17	62	63	18	110	42	9	103	40	19	31	86
	43%	41%	46%	38%	45%	45%	53%	48%	53%	37%	38%	32%	38%
							ck		ck				

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

Table 75 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1532	398	360	351	423	758	774
Effective base	582	189	186	110	127	374	237
Weighted Base	1394	339	363	323	369	702	692
Yes	786	190	192	171	233	382	404
	56%	56%	53%	53%	63%	54%	58%
No - we do despatch products to customers but not using parcel/packet post	116	21	25	26	44	46	70
	8%	6%	7%	8%	12%	7%	10%
No - we don't despatch products to our customers	483	120	146	126	91	266	217
	35%	35%	40%	39%	25%	38%	31%
		d	d	d			
Don't know	9	8	1	*	*	9	*
	1%	2%	*%	*%	*%	1%	*%
NET: No	599	141	170	152	136	312	287
	43%	42%	47%	47%	37%	44%	42%
			d				

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

Table 77

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1823	338	1485	1227	311	88	197	596
Effective base	677	88	601	619	128	40	93	172
Weighted Base	1627	137	1489	1548	66	9	4	79
Yes	888	81	807	844	35	6	3	44
	55%	59%	54%	55%	52%	74%	66%	55%
						abe	ab	
No - we do despatch products to customers but not using large letter/ parcel/packet post	113	2	111	102	10	1	1	11
	7%	1%	7%	7%	15%	8%	12%	14%
			a		a			a
No - we don't despatch products to our customers	645	55	590	620	22	2	1	25
	40%	40%	40%	40%	34%	20%	24%	32%
				cde				
Don't know	5	*	4	4	*	*	*	1
	*%	*%	*%	*%	1%	1%	2%	1%
NET: No	734	56	678	700	31	2	1	35
	45%	41%	46%	45%	47%	25%	33%	44%
				cd	cd			c

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

Table 77 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1823	507	535	185	190	209	197	1227	311	285
Effective base	677	299	262	80	86	78	93	619	128	81
Weighted Base	1627	826	617	105	48	27	4	1548	66	13
Yes	888 55%	461 56%	331 54%	53 51%	25 53%	16 59%	3 66%	844 55%	35 52%	9 71%
No - we do despatch products to customers but not using large letter/ parcel/packet post	113 7%	47 6%	46 7%	9 8%	8 16%	3 11%	1 12%	102 7%	10 15%	1 9%
No - we don't despatch products to our customers	645 40%	322 39%	255 41%	43 41%	16 33%	8 30%	1 24%	620 40%	22 34%	3 22%
Don't know	5 *%	2 *%	2 *%	- -%	- -%	1 2%	* 2%	4 *%	* 1%	* 1%
NET: No	734 45%	363 44%	285 46%	52 49%	23 47%	11 39%	1 33%	700 45%	31 47%	3 27%
		fi	fi	fi	fi	g		fi	fi	

Columns Tested: a,b,c,d,e,f,g,h,i

Table 77 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1823	737	490	311	88	197	665	320	121	79	222
Effective base	677	448	232	128	40	93	366	137	38	27	41
Weighted Base	1627	1251	297	66	9	4	1006	264	64	33	43
Yes	888 55%	678 54%	166 56%	35 52%	6 74%	3 66%	561 56%	138 52%	38 60%	16 49%	21 48%
No - we do despatch products to customers but not using large letter/ parcel/package post	113 7%	77 6%	25 8%	10 15%	1 8%	1 12%	65 6%	17 7%	7 10%	5 14%	8 20%
No - we don't despatch products to our customers	645 40%	510 41%	110 37%	22 34%	2 20%	1 24%	387 38%	112 42%	19 30%	12 38%	16 38%
Don't know	5 *%	4 *%	* *%	* 1%	* 1%	* 2%	4 *%	* *%	- -%	- -%	* *%
NET: No	734 45%	569 46%	131 44%	31 47%	2 25%	1 33%	441 44%	126 48%	26 40%	17 51%	23 52%
		de	d	de							

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

Table 77 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1823	130	91	184	65	123	150	120	100	100
Effective base	677	72	46	99	32	61	92	67	51	48
Weighted Base	1627	172	100	269	73	149	268	190	125	107
Yes	888 55%	83 48%	59 58%	142 53%	44 60%	89 60%	134 50%	94 49%	76 61%	75 70% acfg
No - we do despatch products to customers but not using large letter/ parcel/packet post	113 7%	15 9%	5 5%	19 7%	11 15%	8 5%	17 6%	7 3%	18 14%	8 7%
No - we don't despatch products to our customers	645 40%	77 45%	37 37%	113 42%	18 25%	48 32%	126 47%	90 47%	34 27%	24 22%
Don't know	5 *%	- -%	* *%	- -%	- -%	4 3%	- -%	* *%	* *%	- -%
NET: No	734 45%	89 52%	42 42%	127 47%	29 40%	56 37%	133 50%	97 51%	49 39%	32 30%
		i		i			i	i		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 77 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1823	288	321	454	1063	760	268	263	229
Effective base	677	140	169	257	562	204	91	63	80
Weighted Base	1627	330	397	727	1454	173	84	61	28
Yes	888 55%	209 63%	218 55%	370 51%	797 55%	91 53%	46 55%	31 51%	14 49%
No - we do despatch products to customers but not using large letter/ parcel/packet post	113 7%	26 8%	38 9%	42 6%	106 7%	7 4%	3 3%	3 5%	1 4%
No - we don't despatch products to our customers	645 40%	91 27%	149 37%	328 45%	568 39%	77 45%	36 42%	28 46%	13 48%
Don't know	5 *%	4 1%	* *%	* *%	4 *%	* *%	* *%	* *%	* *%
NET: No	734 45%	117 35%	179 45%	357 49%	653 45%	82 47%	38 45%	30 49%	14 50%

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

Table 77 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1823	80	158	19	177	186	459	63	88	768
Effective base	677	34	48	9	57	75	181	23	27	292
Weighted Base	1627	60	111	23	135	207	366	44	53	760
Yes	888	28	90	13	102	102	272	8	18	356
	55%	46%	81%	54%	76%	49%	74%	17%	34%	47%
		g	aeghi		aeghi	g	aeghi			g
No - we do despatch products to customers but not using large letter/ parcel/package post	113	1	12	4	16	30	21	1	5	38
	7%	2%	10%	19%	12%	14%	6%	3%	10%	5%
				i		fi				
No - we don't despatch products to our customers	645	31	10	6	16	81	74	36	30	377
	40%	52%	9%	26%	12%	39%	20%	81%	57%	50%
		bdf				bdf		abdefi	bdf	bdf
Don't know	5	-	*	-	*	*	*	*	-	4
	*%	-%	*%	-%	*%	*%	*%	*%	-%	1%
NET: No	734	32	21	11	32	105	94	37	35	399
	45%	54%	19%	46%	24%	51%	26%	82%	66%	53%
		bdf				bdf		abdefi	bdf	bdf

Columns Tested: a,b,c,d,e,f,g,h,i

Table 77 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1823	443	459	921	1602	221	-	1509	314	1772	51
Effective base	677	162	181	340	585	97	-	606	80	656	21
Weighted Base	1627	402	366	858	1349	278	-	1495	132	1575	52
Yes	888	232	272	383	766	122	-	828	60	864	24
	55%	58%	74%	45%	57%	44%	-%	55%	45%	55%	46%
		c	ac		b						
No - we do despatch products to customers but not using large letter/ parcel/packet post	113	47	21	44	101	12	-	100	13	107	5
	7%	12%	6%	5%	7%	4%	-%	7%	10%	7%	11%
		c									
No - we don't despatch products to our customers	645	128	74	443	496	149	-	583	62	620	25
	40%	32%	20%	52%	37%	54%	-%	39%	47%	39%	49%
		b		ab		a					
Don't know	5	*	*	4	4	*	-	4	1	4	*
	*%	*%	*%	1%	*%	*%	-%	*%	*%	*%	1%
NET: No	734	170	94	471	579	156	-	663	72	707	27
	45%	42%	26%	55%	43%	56%	-%	44%	54%	45%	53%
		b		ab		a					

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

Table 77 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1823	990	416	406
Effective base	677	387	131	157
Weighted Base	1627	954	285	374
Yes	888 55%	349 37%	210 74% a	319 85% ab
No - we do despatch products to customers but not using large letter/ parcel/packet post	113 7%	71 7%	19 7%	19 5%
No - we don't despatch products to our customers	645 40%	544 57% bc	57 20% c	41 11%
Don't know	5 *%	4 *%	* *%	* *%
NET: No	734 45%	600 63% bc	75 26% c	55 15%

Columns Tested: a,b,c

Table 77 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1823	1310	318	86	34	39	20	9	7	1628	195	109
Effective base	677	537	97	23	9	11	4	2	1	632	46	22
Weighted Base	1627	1321	202	51	11	27	8	1	5	1523	104	53
Yes	888	623	171	45	10	25	8	1	5	794	94	49
	55%	47%	85%	88%	91%	93%	93%	100%	100%	52%	91%	94%
			ai	ai	ai	ai					ai	ai
No - we do despatch products to customers but not using large letter/ parcel/packet post	113	94	14	1	1	2	*	-	-	108	4	3
	7%	7%	7%	2%	8%	7%	6%	-%	-%	7%	4%	6%
No - we don't despatch products to our customers	645	623	17	5	*	*	*	-	*	640	5	*
	40%	47%	8%	10%	1%	*%	*%	-%	*%	42%	5%	*%
		bcdejk								bcdejk		
Don't know	5	4	*	-	-	-	*	-	*	5	*	*
	*%	*%	*%	-%	-%	-%	*%	-%	*%	*%	*%	*%
NET: No	734	695	30	6	1	2	1	-	*	725	10	3
	45%	53%	15%	12%	9%	7%	6%	-%	*%	48%	9%	6%
		bcdejk								bcdejk		

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

Table 77 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1823	607	703	513	1653	1599	1715	1532	938	719	139	1077	109	135	92	104	59
Effective base	677	288	251	142	597	586	631	582	358	227	68	440	29	37	21	22	15
Weighted Base	1627	745	576	305	1458	1410	1534	1394	896	550	167	1088	64	84	46	47	37
Yes	888 55%	242 32%	380 66%	265 87%	757 52%	760 54%	815 53%	838 60%	545 61%	356 65%	92 55%	511 47%	50 78%	62 74%	34 72%	35 75%	31 83%
			a	ab				abc	abc	abc			ab	ab	b	b	ab
No - we do despatch products to customers but not using large letter/ parcel/packet post	113 7%	51 7%	43 7%	18 6%	106 7%	102 7%	111 7%	99 7%	82 9%	58 10%	8 5%	73 7%	9 14%	6 7%	7 14%	5 10%	3 9%
No - we don't despatch products to our customers	645 40%	457 61%	165 29%	22 7%	615 42%	567 40%	627 41%	478 34%	287 32%	144 26%	68 40%	521 48%	5 8%	16 19%	7 14%	7 15%	3 8%
		bc	c		def	def	def	f			cdefg	cdefg					
Don't know	5 *%	4 1%	* *%	* *%	5 *%	5 *%	5 *%	3 *%	3 *%	* *%	- -%	4 *%	* 1%	* *%	* *%	* *%	- -%
NET: No	734 45%	499 67%	196 34%	40 13%	697 48%	645 46%	714 47%	554 40%	348 39%	194 35%	76 45%	573 53%	14 21%	21 26%	13 27%	12 25%	6 17%
		bc	c		def	def	def				cdg	cdefg					

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

Table 77 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	1823	1136	163	108	101	58	58	29	1041	232	124	75	58	41	28
Effective base	677	475	45	30	18	13	11	6	433	70	33	27	12	15	7
Weighted Base	1627	1183	103	68	41	22	26	15	1050	183	60	43	39	16	20
Yes	888	571	69	43	28	19	14	12	476	140	45	38	31	12	19
	55%	48%	67%	63%	70%	87%	53%	78%	45%	77%	75%	88%	81%	76%	95%
		a			a				a	a	a	a	a	a	
No - we do despatch products to customers but not using large letter/ parcel/packet post	113	75	7	13	2	2	4	3	65	22	7	1	5	*	1
	7%	6%	7%	18%	4%	7%	15%	22%	6%	12%	12%	3%	14%	3%	5%
		a													
No - we don't despatch products to our customers	645	552	29	13	10	1	8	*	525	24	8	4	3	3	*
	40%	47%	28%	20%	26%	6%	33%	1%	50%	13%	13%	9%	7%	22%	*%
		bce							bcdef						
Don't know	5	4	*	*	*	*	-	-	4	*	*	*	*	-	-
	*%	*%	*%	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	-%	-%
NET: No	734	608	34	25	12	3	12	3	571	43	15	5	7	4	1
	45%	51%	32%	37%	30%	13%	47%	22%	54%	23%	25%	12%	19%	24%	5%
		be							bcdef						

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

Table 77 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1823	968	181	138	88	57	50	50	600	369	411	227	104
Effective base	677	410	61	42	28	19	11	15	270	142	142	51	28
Weighted Base	1627	987	154	106	46	33	29	39	706	332	312	109	73
Yes	888 55%	496 50%	124 81%	87 82%	41 87%	31 93%	27 92%	32 83%	276 39%	180 54%	204 65%	92 84%	62 86%
			a	a	a	a	a	a		a	a	abc	abc
No - we do despatch products to customers but not using large letter/ parcel/packet post	113 7%	60 6%	14 9%	14 13%	2 5%	2 7%	2 5%	6 15%	34 5%	44 13%	25 8%	7 6%	1 2%
										a			
No - we don't despatch products to our customers	645 40%	448 45%	19 12%	6 6%	4 8%	* *%	1 2%	1 3%	401 57%	114 34%	92 29%	10 10%	9 12%
		bcdefg							bcde	de	d		
Don't know	5 *%	2 *%	* *%	* *%	* *%	- -%	* *%	- -%	4 1%	* *%	* *%	* *%	- -%
NET: No	734 45%	489 50%	29 19%	19 18%	6 12%	2 7%	2 8%	7 17%	426 60%	152 46%	108 35%	17 16%	10 14%
		bcdefg							bcde	cde	de		

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

Table 77 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1823	700	337	352	185	74	689	314	335	172	74
Effective base	677	308	126	112	36	18	308	108	105	44	21
Weighted Base	1627	806	285	241	79	45	786	252	217	92	56
Yes	888	364	150	143	64	35	308	163	156	84	48
	55%	45%	53%	59%	81%	79%	39%	65%	72%	91%	86%
				a	abc	ab		a	a	abc	a
No - we do despatch products to customers but not using large letter/ parcel/packet post	113	47	33	19	6	1	42	33	22	2	1
	7%	6%	11%	8%	7%	2%	5%	13%	10%	2%	2%
			a					ad			
No - we don't despatch products to our customers	645	401	108	87	10	9	443	62	45	6	7
	40%	50%	38%	36%	12%	20%	56%	25%	21%	7%	12%
		bcde	d	d			bcde	d	d		
Don't know	5	4	*	*	*	-	4	*	*	*	-
	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	-%
NET: No	734	439	135	97	15	10	474	89	61	8	8
	45%	54%	47%	40%	19%	21%	60%	35%	28%	9%	14%
		cde	de	d			bcde	d	d		

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

Table 77 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1823	674	250	309	179	94	867	151	501	1487	336	1477	176
Effective base	677	295	84	113	57	25	337	49	192	557	121	542	54
Weighted Base	1627	736	201	253	130	53	786	116	483	1357	270	1329	130
Yes	888 55%	298 40%	161 80%	209 83%	112 86%	50 96%	786 100%	30 26%	22 4%	679 50%	209 78%	672 51%	84 65%
No - we do despatch products to customers but not using large letter/ parcel/packet post	113 7%	45 6%	14 7%	22 9%	11 8%	1 3%	- -%	86 74%	12 3%	84 6%	29 11%	87 7%	19 15%
No - we don't despatch products to our customers	645 40%	405 55%	29 15%	26 10%	9 7%	1 1%	- -%	11 9%	461 96%	612 45%	33 12%	588 44%	27 21%
Don't know	5 *%	2 *%	- -%	* *%	* *%	- -%	- -%	- -%	- -%	4 *%	* *%	4 *%	* *%
NET: No	734 45%	436 59%	40 20%	43 17%	18 14%	2 4%	- -%	86 74%	461 96%	674 50%	60 22%	652 49%	45 35%

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

Table 77 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1823	1343	256	956	576	1483	170	1331	268	960	572
Effective base	677	512	73	388	195	544	53	503	83	390	193
Weighted Base	1627	1234	177	906	488	1336	123	1222	189	916	478
Yes	888	642	119	492	345	676	81	628	133	508	330
	55%	52%	67%	54%	71%	51%	66%	51%	70%	55%	69%
			a		a		a		a		a
No - we do despatch products to customers but not using large letter/ parcel/package post	113	76	26	58	41	86	20	76	26	58	41
	7%	6%	15%	6%	8%	6%	16%	6%	14%	6%	9%
			a		a		a		a		a
No - we don't despatch products to our customers	645	529	38	368	110	592	23	532	34	362	116
	40%	43%	22%	41%	23%	44%	18%	44%	18%	40%	24%
		b		b		b		b		b	
Don't know	5	4	*	2	*	4	*	4	*	2	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
NET: No	734	587	58	412	142	655	42	590	55	406	148
	45%	48%	33%	45%	29%	49%	34%	48%	29%	44%	31%
		b		b		b		b		b	

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

Table 77 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1823	923	1261	277	2	901	1113	224	4	1077	857	263	1
Effective base	677	321	473	97	2	320	413	82	3	407	333	99	1
Weighted Base	1627	803	1129	247	5	785	951	197	5	975	765	224	2
Yes	888	495	554	171	4	493	507	159	3	673	454	189	-
	55%	62%	49%	69%	74%	63%	53%	81%	64%	69%	59%	84%	-%
		b		b		b		ab		b		ab	
No - we do despatch products to customers but not using large letter/ parcel/packet post	113	60	63	11	-	59	46	8	-	60	44	8	2
	7%	7%	6%	5%	-%	8%	5%	4%	-%	6%	6%	4%	100%
No - we don't despatch products to our customers	645	257	529	71	1	234	410	34	2	254	281	28	-
	40%	32%	47%	29%	26%	30%	43%	17%	36%	26%	37%	13%	-%
			ac			c	ac			c	ac		
Don't know	5	2	2	*	-	2	2	*	-	2	*	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
NET: No	734	305	573	75	1	290	442	37	2	300	311	35	2
	45%	38%	51%	31%	26%	37%	46%	19%	36%	31%	41%	16%	100%
			ac			c	ac			c	ac		

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

Table 77 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1823	1418	1305	964	1185	923	54	600	479	459	124	75
Effective base	677	520	483	384	427	360	14	266	197	184	59	38
Weighted Base	1627	1289	1175	912	1062	875	34	633	496	449	133	87
Yes	888 55%	642 50%	638 54%	551 60%	542 51%	487 56%	31 92%	370 58%	313 63%	308 69%	110 83%	70 81%
			a				ab			a	abc	ab
No - we do despatch products to customers but not using large letter/ parcel/ packet post	113 7%	71 6%	65 6%	44 5%	65 6%	44 5%	* 1%	32 5%	25 5%	28 6%	1 1%	* *%
No - we don't despatch products to our customers	645 40%	591 46%	483 41%	325 36%	471 44%	354 40%	3 8%	240 38%	160 32%	122 27%	22 16%	17 19%
		c			c	c		cde	d			
Don't know	5 *%	4 *%	4 *%	2 *%	4 *%	4 *%	- -%	- -%	2 *%	- -%	- -%	- -%
NET: No	734 45%	643 50%	534 45%	359 39%	517 49%	385 44%	3 8%	264 42%	181 36%	141 31%	23 17%	17 19%
		c			c	c		cde	de	d		

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

Table 77 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1823	181	122	96	49	1551	1169	1649	1203	1082	855	1464	223	-	1331	103
Effective base	677	72	42	39	20	567	403	603	422	366	317	542	80	-	489	49
Weighted Base	1627	177	97	93	47	1334	909	1425	962	837	765	1287	184	-	1130	125
Yes	888	130	72	76	32	710	528	776	572	481	486	682	128	-	622	71
	55%	74%	75%	81%	68%	53%	58%	54%	60%	58%	64%	53%	70%	-%	55%	57%
											b		b			
No - we do despatch products to customers but not using large letter/ parcel/packet post	113	13	9	6	*	74	57	93	54	39	65	79	5	-	66	5
	7%	7%	9%	6%	*%	6%	6%	7%	6%	5%	8%	6%	3%	-%	6%	4%
No - we don't despatch products to our customers	645	35	17	13	15	565	329	572	344	318	224	542	51	-	449	50
	40%	20%	18%	14%	32%	42%	36%	40%	36%	38%	29%	42%	28%	-%	40%	40%
						d						ac				
Don't know	5	-	-	-	*	4	4	4	2	2	2	4	*	-	2	-
	*%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
NET: No	734	47	25	17	15	619	377	645	387	353	277	601	56	-	507	54
	45%	26%	25%	19%	32%	46%	41%	45%	40%	42%	36%	47%	30%	-%	45%	43%
						d						ac				

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

Table 77 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1823	705	946	663	29	341	452	289	1129	385	371	375	1036
Effective base	677	283	338	237	15	121	170	106	430	137	126	141	398
Weighted Base	1627	680	824	580	41	288	421	251	1057	304	283	343	963
Yes	888 55%	423 62%	384 47%	409 70%	27 67%	206 72%	296 70%	215 86%	519 49%	147 48%	230 81%	210 61%	425 44%
		b						bc			bc	c	
No - we do despatch products to customers but not using large letter/ parcel/packet post	113 7%	43 6%	47 6%	43 7%	1 3%	20 7%	26 6%	9 3%	69 6%	30 10%	10 3%	31 9%	66 7%
No - we don't despatch products to our customers	645 40%	219 32%	407 49%	137 24%	12 30%	64 22%	105 25%	28 11%	482 46%	130 43%	44 16%	109 32%	480 50%
		a						a	a	a	a	a	ab
Don't know	5 *%	4 1%	1 *%	* *%	- -%	- -%	* *%	* *%	4 *%	* *%	* *%	- -%	4 *%
NET: No	734 45%	253 37%	440 53%	171 29%	13 33%	82 28%	125 30%	36 14%	534 51%	158 52%	53 19%	134 39%	534 55%
		a						a	a	a	a	a	ab

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

Table 77 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1823	947	876
Effective base	677	295	382
Weighted Base	1627	704	923
Yes	888 55%	351 50%	537 58% a
No - we do despatch products to customers but not using large letter/ parcel/packet post	113 7%	58 8%	55 6%
No - we don't despatch products to our customers	645 40%	300 43%	345 37%
Don't know	5 *%	* *%	4 *%
NET: No	734 45%	352 50%	382 41% b

Columns Tested:: a,b

Table 77 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	1823	105	198	169	152	183	96	107	190	124	158	115	226
Effective base	677	31	91	104	52	125	54	16	72	48	32	39	80
Weighted Base	1627	45	154	199	47	268	89	31	247	119	74	106	249
Yes	888	24	83	109	24	146	47	10	111	70	37	69	158
	55%	54%	54%	55%	50%	55%	53%	33%	45%	59%	51%	66%	63%
												gh	gh
No - we do despatch products to customers but not using large letter/ parcel/packet post	113	2	9	8	2	20	4	*	17	12	5	4	31
	7%	3%	6%	4%	5%	7%	5%	1%	7%	10%	7%	4%	12%
													c
No - we don't despatch products to our customers	645	19	59	85	21	109	38	21	121	38	32	33	70
	40%	43%	38%	42%	45%	41%	43%	67%	49%	32%	43%	31%	28%
				l	l			bikl	l				
Don't know	5	-	4	-	*	*	-	*	-	-	*	*	*
	*%	-%	2%	-%	1%	*%	-%	*%	-%	-%	*%	*%	*%
NET: No	734	21	67	91	23	121	42	21	136	49	36	36	91
	45%	46%	44%	45%	49%	45%	47%	67%	55%	41%	49%	34%	37%
								kl	kl				

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

Table 77 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1823	472	431	421	499	903	920
Effective base	677	224	214	131	149	437	280
Weighted Base	1627	398	403	398	428	801	826
Yes	888	215	217	191	264	432	456
	55%	54%	54%	48%	62%	54%	55%
				c			
No - we do despatch products to customers but not using large letter/ parcel/packet post	113	18	26	29	40	44	69
	7%	5%	6%	7%	9%	6%	8%
No - we don't despatch products to our customers	645	162	168	180	134	331	314
	40%	41%	42%	45%	31%	41%	38%
			d	d			
Don't know	5	4	1	*	*	4	*
	*%	1%	*%	*%	*%	1%	*%
NET: No	734	179	186	206	164	364	370
	45%	45%	46%	52%	38%	45%	45%
				d			

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

Table 79

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	736	73	663	482	116	45	93	254
Effective base	284	18	268	256	52	20	48	77
Weighted Base	671	27	644	634	29	5	2	36
0-24%	177	7	170	169	6	1	*	8
	26%	25%	26%	27%	22%	25%	15%	22%
25-49%	91	-	91	83	6	1	*	8
	13%	-%	14%	13%	23%	18%	18%	22%
50-74%	155	9	146	143	9	2	1	12
	23%	34%	23%	23%	30%	45%	33%	33%
75-100%	248	11	237	239	7	1	1	9
	37%	41%	37%	38%	25%	11%	34%	24%
Don't know/can't remember	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	54.1	59.0	53.9	54.5	46.6	46.9	55.8	47.3
				be		e		

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

Table 79 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	736	210	199	73	74	87	93	482	116	138
Effective base	284	130	102	33	35	36	48	256	52	39
Weighted Base	671	345	247	42	21	13	2	634	29	8
0-24%	177 26%	82 24%	71 29%	16 37%	5 23%	3 22%	* 15%	169 27%	6 22%	2 22%
25-49%	91 13%	37 11%	41 17%	5 11%	4 22%	3 22%	* 18%	83 13%	6 23%	1 18%
50-74%	155 23%	82 24%	50 20%	12 28%	5 24%	6 46%	1 33%	143 23%	9 30%	3 41%
75-100%	248 37%	144 42%	85 34%	10 24%	6 31%	1 10%	1 34%	239 38%	7 25%	1 18%
Don't know/can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Mean Score	54.1	57.6 cdehi	51.7	45.3	47.5	45.4	55.8 e	54.5 ceh	46.6	49.7

Columns Tested: a,b,c,d,e,f,g,h,i

Table 79 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	736	297	185	116	45	93	311	135	62	38	90
Effective base	284	184	94	52	20	48	169	54	21	11	13
Weighted Base	671	506	128	29	5	2	439	109	34	14	17
0-24%	177 26%	128 25%	41 32%	6 22%	1 25%	* 15%	110 25%	32 30%	8 24%	1 8%	8 45%
25-49%	91 13%	63 13%	19 15%	6 23%	1 18%	* 18%	39 9%	29 27%	10 29%	2 16%	2 11%
50-74%	155 23%	118 23%	25 20%	9 30%	2 45%	1 33%	103 23%	19 18%	9 27%	8 54%	3 16%
75-100%	248 37%	197 39%	43 33%	7 25%	1 11%	1 34%	188 43%	28 26%	6 19%	3 22%	5 27%
Don't know/can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Mean Score	54.1	55.6 c	50.1	46.6	46.9	55.8	58.3 bce	44.1	44.2	57.6 bce	42.4

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

Table 79 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	736	48	49	87	36	54	62	40	50	53
Effective base	284	25	29	43	17	28	36	22	23	26
Weighted Base	671	62	56	109	33	71	99	65	62	58
0-24%	177	12	19	31	5	23	18	24	16	15
	26%	19%	35%	29%	16%	33%	18%	37%	27%	26%
25-49%	91	9	5	24	4	10	11	5	8	9
	13%	14%	10%	22%	12%	14%	11%	7%	13%	15%
50-74%	155	10	11	21	8	18	26	12	16	17
	23%	15%	20%	20%	24%	25%	26%	19%	25%	29%
75-100%	248	33	20	33	16	20	44	24	22	17
	37%	52%	36%	30%	48%	28%	44%	36%	35%	30%
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	54.1	65.2	53.7	47.7	66.7	45.9	61.0	50.0	51.8	49.8
		cei			cei		ce			

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 79 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	736	143	147	189	479	257	78	100	79
Effective base	284	69	76	100	244	79	31	26	30
Weighted Base	671	161	180	273	614	57	23	23	11
0-24%	177 26%	43 27%	47 26%	74 27%	164 27%	13 22%	5 20%	4 19%	4 34%
25-49%	91 13%	22 14%	22 12%	40 15%	84 14%	6 11%	3 14%	2 10%	1 9%
50-74%	155 23%	43 26%	36 20%	60 22%	138 23%	17 30%	8 34%	7 30%	2 22%
75-100%	248 37%	53 33%	74 41%	100 37%	227 37%	21 36%	7 32%	9 42%	4 35%
Don't know/can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Mean Score	54.1	51.5	57.0	53.1	53.8	57.3	55.5	62.0 acd	51.5

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

Table 79 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	*g	h	i
Unweighted Base	736	33	78	10	88	72	223	15	37	266
Effective base	284	18	26	5	31	26	100	6	9	108
Weighted Base	671	20	71	10	81	66	196	3	16	288
0-24%	177 26%	2 8%	28 40%	5 52%	33 42%	18 26%	42 21%	1 20%	7 41%	73 26%
			a		af					
25-49%	91 13%	10 49%	10 14%	- -	10 12%	9 14%	19 10%	1 44%	1 4%	41 14%
		bdefhi								
50-74%	155 23%	7 37%	12 17%	2 23%	15 18%	26 39%	30 15%	1 33%	4 25%	72 25%
		f				f				
75-100%	248 37%	1 6%	20 29%	3 26%	23 28%	13 20%	105 53%	* 3%	5 31%	101 35%
							abdei			a
Don't know/can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Mean Score	54.1	42.7	44.5	36.0	43.5	49.6	65.2 abdehi	34.8	44.4	52.4 d

Columns Tested: a,b,c,d,e,f,g,h,i

Table 79 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	736	193	223	320	669	67	-	613	123	724	12
Effective base	284	69	100	118	251	34	-	258	29	280	4
Weighted Base	671	167	196	308	573	97	-	627	43	659	11
0-24%	177	53	42	82	152	25	-	161	16	172	5
	26%	32%	21%	27%	27%	25%	-%	26%	37%	26%	49%
25-49%	91	28	19	43	82	8	-	82	9	91	-
	13%	17%	10%	14%	14%	9%	-%	13%	20%	14%	-%
50-74%	155	48	30	77	131	24	-	143	12	150	6
	23%	29%	15%	25%	23%	25%	-%	23%	27%	23%	50%
75-100%	248	37	105	106	208	40	-	241	7	248	*
	37%	22%	53%	34%	36%	41%	-%	38%	16%	38%	1%
		b	ac					b			
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	54.1	45.8	65.2	51.5	53.7	56.8	-	55.0	41.0	54.5	28.9
			ac					b			

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

Table 79 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	736	272	194	264
Effective base	284	102	69	110
Weighted Base	671	241	153	267
0-24%	177 26%	66 27%	41 27%	66 25%
25-49%	91 13%	23 10%	37 24%	26 10%
50-74%	155 23%	78 33%	32 21%	44 17%
75-100%	248 37%	74 31%	43 28%	131 49%
Don't know/can't remember	- -%	- -%	- -%	- -%
Mean Score	54.1	51.1	48.9	61.1
				ab

Columns Tested: a,b,c

Table 79 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	736	428	172	60	23	31	10	7	5	600	136	76
Effective base	284	184	63	19	7	9	3	1	1	246	38	19
Weighted Base	671	447	132	44	10	25	7	1	5	579	92	48
0-24%	177	126	30	7	*	9	5	1	-	156	21	14
	26%	28%	23%	15%	*%	36%	61%	88%	-%	27%	23%	30%
25-49%	91	51	19	11	1	6	2	*	*	70	20	9
	13%	11%	15%	25%	11%	23%	31%	10%	4%	12%	22%	20%
50-74%	155	105	26	11	7	5	1	*	*	131	24	13
	23%	23%	20%	25%	66%	22%	9%	2%	*%	23%	26%	27%
75-100%	248	165	57	15	2	5	*	-	5	221	27	11
	37%	37%	43%	34%	23%	19%	*%	-%	95%	38%	29%	24%
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	54.1	53.3	59.9	53.9	61.2	36.4	29.5	17.9	96.7	54.8	49.9	46.2
		e	aejk	e						e	e	

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

Table 79 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	736	128	300	308	690	736	736	678	501	390	35	408	66	72	53	64	38
Effective base	284	58	126	100	257	284	284	261	191	128	22	175	20	25	15	17	10
Weighted Base	671	148	299	224	614	671	671	620	457	301	44	437	46	54	33	35	22
0-24%	177	42	84	51	163	177	177	166	116	81	11	122	11	7	9	12	5
	26%	28%	28%	23%	27%	26%	26%	27%	25%	27%	24%	28%	24%	13%	27%	35%	22%
25-49%	91	21	30	40	88	91	91	88	76	66	-	59	9	4	11	4	3
	13%	14%	10%	18%	14%	13%	13%	14%	17%	22%	-%	14%	19%	8%	33%	13%	13%
										bc					abd		
50-74%	155	37	68	50	146	155	155	154	126	88	4	102	10	21	2	10	6
	23%	25%	23%	22%	24%	23%	23%	25%	28%	29%	9%	23%	22%	38%	7%	29%	26%
															ae		
75-100%	248	49	116	83	216	248	248	213	139	66	29	153	16	22	11	8	9
	37%	33%	39%	37%	35%	37%	37%	34%	30%	22%	66%	35%	35%	41%	33%	23%	38%
					f	f	f	f			bcef						
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	54.1	50.4	54.7	55.8	53.0	54.1	54.1	52.6	50.7	46.4	71.8	52.4	51.7	64.5	48.5	45.1	56.0
					f	f	f	f			bcef			bcef			

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

Table 79 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	736	417	86	53	52	33	31	18	379	143	80	50	36	27	21
Effective base	284	183	26	18	13	10	6	4	171	50	22	22	10	10	6
Weighted Base	671	456	58	36	23	19	13	8	411	127	38	37	31	12	14
0-24%	177	117	19	6	4	6	7	5	125	19	9	8	16	1	*
	26%	26%	32%	17%	17%	32%	49%	62%	31%	15%	23%	21%	50%	5%	3%
									b				b		
25-49%	91	61	10	8	4	4	2	*	40	27	7	8	5	*	3
	13%	13%	17%	22%	16%	20%	13%	2%	10%	21%	17%	23%	17%	*%	20%
									a						
50-74%	155	107	8	19	7	3	2	1	82	44	8	7	4	6	5
	23%	23%	13%	52%	29%	18%	12%	13%	20%	34%	20%	20%	13%	48%	33%
				ab					a						
75-100%	248	171	21	3	9	6	3	2	163	38	15	14	6	6	6
	37%	38%	37%	9%	38%	30%	26%	23%	40%	30%	39%	37%	20%	47%	44%
		c	c												
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	54.1	54.7	48.2	46.3	57.7	50.3	38.4	37.9	53.8	55.6	56.8	56.6	34.2	72.7	63.4
		f			f				e	e	e	e			

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

Table 79 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	736	306	107	97	54	43	35	36	163	176	190	134	73
Effective base	284	142	37	32	22	14	8	13	80	64	79	41	21
Weighted Base	671	346	95	77	27	22	22	32	196	148	185	86	55
0-24%	177 26%	102 29%	24 25%	16 21%	5 19%	2 11%	8 38%	8 26%	88 45%	25 17%	24 13%	21 24%	20 36%
25-49%	91 13%	34 10%	11 12%	15 20%	9 32%	8 36%	4 17%	7 21%	23 12%	22 15%	24 13%	12 14%	8 15%
50-74%	155 23%	82 24%	17 18%	26 33%	7 24%	5 25%	6 27%	11 34%	31 16%	51 34%	49 26%	15 17%	9 17%
75-100%	248 37%	128 37%	43 46%	20 26%	7 25%	6 28%	4 19%	6 18%	54 27%	50 34%	88 48%	39 45%	18 32%
Don't know/can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Mean Score	54.1	53.1 f	58.7 f	50.3 f	50.3	51.8 f	38.2	47.5	40.7	57.0 ae	65.4 abe	59.6 ae	47.9

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

Table 79 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	736	249	146	145	98	51	225	168	174	114	53
Effective base	284	112	53	55	26	12	106	59	67	36	16
Weighted Base	671	274	127	125	58	28	259	139	148	78	45
0-24%	177 26%	95 35%	21 17%	18 14%	16 28%	13 46%	103 40%	24 17%	17 11%	18 23%	14 32%
25-49%	91 13%	38 14%	22 17%	15 12%	10 17%	4 12%	29 11%	21 15%	25 17%	9 11%	6 14%
50-74%	155 23%	55 20%	36 28%	37 29%	12 20%	7 24%	53 21%	45 32%	34 23%	13 16%	9 20%
75-100%	248 37%	86 31%	49 39%	56 44%	20 34%	5 17%	73 28%	49 35%	72 49%	39 49%	15 34%
Don't know/can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Mean Score	54.1	47.7	58.5	62.9	52.1	37.5	43.5	57.3	66.3	63.2	49.5
			ae	ade	e			a	abe	ae	

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

Table 79 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	*c	a	b	a	b
Unweighted Base	736	165	140	182	114	70	621	39	18	563	173	591	99
Effective base	284	75	51	70	45	20	243	12	7	220	64	225	33
Weighted Base	671	186	128	164	90	45	569	30	22	527	144	545	68
0-24%	177 26%	69 37%	27 21%	35 22%	22 24%	13 28%	150 26%	9 29%	7 31%	115 22%	62 43%	140 26%	23 34%
25-49%	91 13%	21 11%	18 14%	28 17%	8 9%	11 24%	72 13%	8 28%	7 33%	62 12%	28 20%	61 11%	27 40%
50-74%	155 23%	40 22%	47 37%	43 26%	17 19%	6 14%	139 24%	11 35%	5 21%	132 25%	24 16%	135 25%	11 16%
75-100%	248 37%	57 30%	36 28%	57 35%	43 48%	16 35%	208 37%	2 7%	3 14%	218 41%	30 21%	209 38%	7 10%
Don't know/can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Mean Score	54.1	45.0	53.6	54.3	62.7	51.8	53.9	39.6	37.5	58.3	38.7	55.4	33.5
			a	a	ab		b			b		b	

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

Table 79 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	736	565	171	368	310	596	94	560	176	377	301
Effective base	284	235	49	156	106	227	31	230	55	158	104
Weighted Base	671	566	105	356	264	549	65	559	112	370	251
0-24%	177 26%	149 26%	28 27%	70 20%	95 36%	143 26%	20 32%	148 27%	29 26%	70 19%	96 38%
25-49%	91 13%	59 10%	31 30%	49 14%	39 15%	65 12%	23 36%	54 10%	36 32%	56 15%	31 13%
50-74%	155 23%	125 22%	30 29%	90 25%	64 24%	136 25%	10 16%	127 23%	28 25%	93 25%	61 24%
75-100%	248 37%	233 41%	15 14%	148 41%	66 25%	205 37%	11 17%	229 41%	19 17%	151 41%	62 25%
Don't know/can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Mean Score	54.1	56.4 b	42.0	58.1 b	45.2	54.7 b	38.5	56.3 b	43.1	58.1 b	44.6

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

Table 79 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	736	488	480	162	1	503	476	157	3	563	370	173	-
Effective base	284	173	190	63	1	183	189	63	2	216	146	69	-
Weighted Base	671	414	448	158	4	434	447	149	3	503	349	155	-
0-24%	177	91	122	30	-	97	110	30	-	127	78	32	-
	26%	22%	27%	19%	-%	22%	25%	20%	-%	25%	22%	20%	-%
25-49%	91	81	51	34	-	85	41	20	2	82	43	34	-
	13%	20%	11%	22%	-%	20%	9%	14%	62%	16%	12%	22%	-%
		b		b		b							
50-74%	155	114	96	36	4	108	96	33	1	126	74	18	-
	23%	27%	21%	23%	100%	25%	21%	22%	19%	25%	21%	12%	-%
		c				c				c			
75-100%	248	129	179	57	-	144	200	66	1	168	155	71	-
	37%	31%	40%	36%	-%	33%	45%	45%	19%	33%	44%	46%	-%
		a				a				a			
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	54.1	52.3	55.0	55.4	60.0	53.1	58.8	59.8	53.1	52.7	58.8	58.6	-
						a		a		a			

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

Table 79 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	736	555	577	419	492	399	39	283	250	251	97	56
Effective base	284	212	232	169	178	170	11	127	94	98	45	27
Weighted Base	671	521	564	404	443	411	27	300	243	233	102	63
0-24%	177	131	140	80	114	96	7	53	49	41	14	4
	26%	25%	25%	20%	26%	23%	26%	18%	20%	18%	14%	7%
25-49%	91	69	59	50	64	48	7	32	24	36	23	13
	13%	13%	10%	12%	14%	12%	26%	11%	10%	16%	23%	20%
											ab	
50-74%	155	122	131	99	103	81	10	68	60	56	10	7
	23%	23%	23%	24%	23%	20%	38%	23%	25%	24%	10%	11%
									d			
75-100%	248	200	234	175	163	186	3	146	110	99	54	39
	37%	38%	41%	43%	37%	45%	10%	49%	45%	43%	53%	62%
						c						
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	54.1	55.4	57.5	59.4	54.0	59.2	43.6	62.8	60.8	60.8	65.1	72.2
						ac						bc

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

Table 79 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	736	113	80	60	36	587	466	648	491	422	450	538	123	-	548	42
Effective base	284	50	27	23	15	220	167	243	182	149	165	209	46	-	209	20
Weighted Base	671	122	60	58	31	524	402	584	414	357	391	503	113	-	484	57
0-24%	177	24	15	14	10	140	100	151	107	100	96	133	35	-	122	11
	26%	19%	24%	24%	34%	27%	25%	26%	26%	28%	25%	26%	31%	-%	25%	19%
25-49%	91	15	18	4	5	61	56	76	47	58	68	47	17	-	68	5
	13%	12%	29%	7%	16%	12%	14%	13%	11%	16%	17%	9%	15%	-%	14%	9%
			c								b					
50-74%	155	29	15	14	8	127	107	143	100	66	106	116	22	-	118	13
	23%	24%	25%	24%	27%	24%	27%	24%	24%	19%	27%	23%	20%	-%	24%	23%
75-100%	248	55	13	26	7	196	140	213	159	133	121	207	38	-	175	28
	37%	45%	21%	46%	23%	37%	35%	37%	38%	37%	31%	41%	34%	-%	36%	50%
		b									a					
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	54.1	59.7	47.5	56.7	47.2	54.4	53.5	54.2	55.2	53.1	51.4	57.1	49.1	-	54.4	63.3
		b									ac					

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

Table 79 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	736	380	287	359	19	223	207	195	402	133	193	195	331
Effective base	284	153	108	129	9	76	85	73	158	52	66	82	130
Weighted Base	671	359	266	307	23	165	216	179	376	109	167	169	312
0-24%	177	80	75	88	1	51	55	37	109	30	41	33	94
	26%	22%	28%	29%	5%	31%	26%	21%	29%	27%	25%	19%	30%
25-49%	91	59	18	44	7	40	16	48	30	8	28	23	35
	13%	17%	7%	14%	31%	24%	7%	27%	8%	7%	17%	13%	11%
		b				b		bc					
50-74%	155	81	68	77	2	36	56	42	90	21	36	50	62
	23%	23%	26%	25%	8%	22%	26%	24%	24%	19%	22%	30%	20%
75-100%	248	139	104	99	13	38	89	52	146	50	61	63	121
	37%	39%	39%	32%	56%	23%	41%	29%	39%	46%	37%	37%	39%
						a							
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	54.1	56.4	55.6	51.6	67.2	44.3	58.6	50.7	54.5	59.8	53.1	58.4	53.3
						a				a			

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

Table 79 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	736	342	394
Effective base	284	103	181
Weighted Base	671	240	430
0-24%	177	56	121
	26%	23%	28%
25-49%	91	50	41
	13%	21%	10%
		b	
50-74%	155	64	91
	23%	27%	21%
75-100%	248	71	177
	37%	29%	41%
		a	
Don't know/can't remember	-	-	-
	-%	-%	-%
Mean Score	54.1	51.1	55.8

Columns Tested: a,b

Table 79 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	736	42	99	63	51	82	34	30	65	60	52	39	119
Effective base	284	10	44	39	21	61	19	6	24	22	11	17	42
Weighted Base	671	15	72	72	16	115	32	6	82	49	29	53	130
0-24%	177	9	17	12	5	25	15	*	35	10	8	11	31
	26%	57%	23%	17%	30%	21%	48%	8%	42%	21%	28%	21%	24%
		bceil					ce		c				
25-49%	91	1	9	18	2	8	7	*	3	2	6	1	33
	13%	7%	13%	25%	14%	7%	21%	1%	4%	5%	23%	2%	25%
				ehik									ehik
50-74%	155	4	20	15	4	28	4	1	12	20	2	10	37
	23%	27%	29%	20%	22%	24%	11%	15%	14%	41%	8%	18%	28%
										fhj			
75-100%	248	1	25	28	5	55	6	5	33	17	12	31	30
	37%	9%	36%	38%	34%	48%	20%	76%	40%	34%	41%	59%	23%
						afl		afl				afl	
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	54.1	27.6	56.5	58.5	53.1	62.9	32.1	82.5	48.3	56.3	51.3	69.1	47.2
			afl	afl	af	afhl		abcdefhijl	a	af	af	adfhjl	af

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

Table 79 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	736	204	167	155	210	371	365
Effective base	284	93	94	48	70	187	118
Weighted Base	671	159	163	138	212	321	349
0-24%	177	37	45	45	50	82	95
	26%	23%	27%	33%	24%	26%	27%
25-49%	91	28	17	6	40	45	46
	13%	18%	10%	4%	19%	14%	13%
		c			c		
50-74%	155	39	35	33	49	74	81
	23%	25%	21%	24%	23%	23%	23%
75-100%	248	54	67	54	73	121	127
	37%	34%	41%	39%	34%	38%	36%
Don't know/can't remember	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Mean Score	54.1	54.7	55.9	52.7	53.2	55.3	53.0

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

Table 81
QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	867	132	735	586	132	49	100	281
Effective base	337	39	300	308	56	22	50	81
Weighted Base	786	75	712	747	31	6	2	39
0-24%	142	10	132	133	8	1	*	9
	18%	13%	19%	18%	24%	14%	12%	22%
25-49%	71	*	71	64	4	2	*	7
	9%	*%	10%	9%	14%	37%	19%	18%
			a			ab	a	a
50-74%	150	9	142	138	10	1	1	12
	19%	11%	20%	19%	31%	25%	43%	31%
					a		a	a
75-100%	423	56	367	411	9	1	1	11
	54%	75%	52%	55%	30%	24%	26%	29%
		b		bcde				
Don't know/can't remember	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	65.9	80.6	64.3	66.6	52.0	52.3	56.7	52.3
		b		bcde				

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

Table 81 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	867	259	244	83	86	95	100	586	132	149
Effective base	337	157	124	35	39	39	50	308	56	40
Weighted Base	786	408	293	46	24	13	2	747	31	8
0-24%	142	71	55	8	6	2	*	133	8	1
	18%	18%	19%	16%	25%	17%	12%	18%	24%	13%
25-49%	71	18	43	3	2	4	*	64	4	3
	9%	4%	15%	5%	10%	31%	19%	9%	14%	32%
			a			abcdgh	ag		a	abcdgh
50-74%	150	87	38	13	8	3	1	138	10	2
	19%	21%	13%	29%	35%	23%	43%	19%	31%	30%
			b		bg		abeg		bg	b
75-100%	423	231	157	23	7	4	1	411	9	2
	54%	57%	54%	50%	30%	29%	26%	55%	30%	25%
		defhi	defhi	fi				defhi		
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	65.9	68.4	64.4	64.1	52.5	51.2	56.7	66.6	52.0	53.5
		defhi	dehi	dehi				defhi		

Columns Tested: a,b,c,d,e,f,g,h,i

Table 81 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	867	361	225	132	49	100	355	147	62	43	106
Effective base	337	223	108	56	22	50	195	60	23	12	17
Weighted Base	786	600	147	31	6	2	504	114	30	15	19
0-24%	142 18%	101 17%	32 22%	8 24%	1 14%	* 12%	90 18%	29 25%	6 20%	1 5%	3 14%
25-49%	71 9%	50 8%	14 9%	4 14%	2 37%	* 19%	41 8%	11 10%	3 9%	4 29%	6 30%
50-74%	150 19%	110 18%	28 19%	10 31%	1 25%	1 43%	87 17%	36 31%	5 16%	6 43%	2 13%
75-100%	423 54%	339 57%	72 49%	9 30%	1 24%	1 26%	286 57%	39 34%	17 56%	3 23%	8 43%
Don't know/can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Mean Score	65.9	67.6 cde	62.4 c	52.0	52.3	56.7	67.2 be	54.3	64.9 b	60.4	58.8

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

Table 81 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	867	55	47	91	40	56	73	55	58	62
Effective base	337	32	25	47	19	29	44	31	29	29
Weighted Base	786	70	48	123	38	78	124	80	73	69
0-24%	142	5	7	24	6	16	18	19	15	18
	18%	7%	14%	19%	15%	21%	15%	23%	21%	26%
		a								
25-49%	71	10	2	11	6	6	12	4	9	2
	9%	15%	4%	9%	15%	8%	10%	4%	12%	3%
50-74%	150	11	7	27	7	16	24	10	18	16
	19%	15%	13%	21%	18%	20%	20%	13%	25%	23%
75-100%	423	45	33	62	20	40	69	47	31	33
	54%	63%	68%	50%	52%	52%	56%	59%	42%	47%
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	65.9	76.6	73.0	62.4	67.4	63.0	68.7	65.5	60.5	60.1
		cehi								

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 81 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	867	158	160	219	537	330	110	121	99
Effective base	337	77	84	122	282	94	41	33	32
Weighted Base	786	185	192	327	704	82	42	28	12
0-24%	142 18%	40 22%	27 14%	61 19%	127 18%	15 18%	6 16%	5 18%	3 24%
25-49%	71 9%	14 8%	21 11%	27 8%	62 9%	9 11%	4 9%	4 14%	1 11%
50-74%	150 19%	39 21%	36 19%	61 19%	135 19%	15 19%	9 22%	4 14%	2 17%
75-100%	423 54%	93 50%	109 57%	178 55%	380 54%	43 52%	22 53%	15 54%	6 48%
Don't know/can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Mean Score	65.9	62.8	69.6 h	65.5	65.9	65.4	66.8	65.8	59.9

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

Table 81 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	*g	*h	i
Unweighted Base	867	38	96	9	105	91	298	14	25	295
Effective base	337	19	33	5	38	36	131	2	8	115
Weighted Base	786	27	82	11	94	95	251	7	9	302
0-24%	142 18%	3 11%	13 15%	6 55%	19 20%	26 28%	31 12%	5 73%	1 17%	56 18%
25-49%	71 9%	5 18%	4 4%	- -%	4 4%	16 17%	12 5%	1 8%	2 22%	32 10%
50-74%	150 19%	10 35%	16 19%	2 20%	18 19%	14 14%	36 14%	1 13%	3 31%	69 23%
75-100%	423 54%	10 37%	50 61%	3 25%	53 57%	39 41%	172 68%	* 6%	3 30%	146 48%
Don't know/can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Mean Score	65.9	61.8	71.2 ei	35.8	66.9 e	52.3	76.3 adei	15.6	54.7	63.2 e

Columns Tested: a,b,c,d,e,f,g,h,i

Table 81 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	867	234	298	335	780	87	-	734	133	849	18
Effective base	337	89	131	123	301	39	-	309	30	329	9
Weighted Base	786	216	251	319	675	111	-	735	51	762	24
0-24%	142	48	31	63	120	22	-	134	8	131	11
	18%	22%	12%	20%	18%	19%	-%	18%	16%	17%	46%
		b									
25-49%	71	25	12	34	51	20	-	58	13	71	*
	9%	11%	5%	11%	8%	18%	-%	8%	25%	9%	1%
						a			a		
50-74%	150	41	36	73	135	16	-	137	13	149	1
	19%	19%	14%	23%	20%	14%	-%	19%	26%	20%	5%
75-100%	423	102	172	149	369	54	-	406	17	411	12
	54%	47%	68%	47%	55%	49%	-%	55%	33%	54%	48%
			ac						b		
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	65.9	59.8	76.3	61.8	66.6	61.4	-	66.7	53.6	66.3	51.7
			ac						b		

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

Table 81 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	867	330	233	298
Effective base	337	125	83	127
Weighted Base	786	290	188	298
0-24%	142	61	32	45
	18%	21%	17%	15%
25-49%	71	29	20	18
	9%	10%	10%	6%
50-74%	150	61	53	37
	19%	21%	28%	12%
			c	
75-100%	423	138	84	199
	54%	48%	45%	67%
				ab
Don't know/can't remember	-	-	-	-
	-%	-%	-%	-%
Mean Score	65.9	61.3	61.6	74.3
				ab

Columns Tested: a,b,c

Table 81 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	867	522	205	64	24	28	11	8	5	727	140	76
Effective base	337	228	75	19	7	8	2	2	1	301	36	18
Weighted Base	786	544	157	41	10	23	5	1	5	702	85	44
0-24%	142	98	27	10	*	6	1	*	-	125	17	7
	18%	18%	17%	24%	*%	26%	18%	17%	-%	18%	20%	16%
25-49%	71	41	18	2	2	2	4	1	*	59	12	9
	9%	8%	11%	6%	22%	9%	74%	69%	3%	8%	14%	21%
50-74%	150	106	25	10	4	5	*	*	*	130	20	10
	19%	19%	16%	25%	44%	21%	5%	10%	2%	19%	24%	22%
75-100%	423	299	87	18	3	10	*	*	5	386	36	18
	54%	55%	56%	45%	34%	44%	3%	4%	95%	55%	43%	41%
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	65.9	66.3	68.4	59.6	61.2	55.9	28.1	32.8	97.0	66.8	58.5	57.5
		jk	jk							jk		

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 81 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	867	169	353	345	750	725	789	867	535	400	84	416	59	77	56	57	40
Effective base	337	78	150	110	279	278	302	337	207	128	41	180	20	23	14	17	10
Weighted Base	786	188	356	242	664	659	713	786	496	303	85	446	39	53	32	29	29
0-24%	142 18%	43 23%	56 16%	44 18%	127 19%	135 20%	137 19%	142 18%	106 21%	54 18%	13 15%	89 20%	15 40%	5 10%	11 33%	3 9%	2 5%
25-49%	71 9%	17 9%	25 7%	29 12%	71 11%	68 10%	71 10%	71 9%	63 13%	55 18%	3 4%	40 9%	2 4%	10 18%	1 4%	6 20%	9 33%
50-74%	150 19%	29 16%	76 21%	45 19%	140 21%	148 23%	150 21%	150 19%	121 24%	88 29%	6 7%	96 22%	11 28%	15 29%	6 19%	9 29%	8 26%
75-100%	423 54%	99 53%	200 56%	124 51%	327 49%	308 47%	355 50%	423 54%	207 42%	106 35%	63 74%	221 50%	11 29%	23 44%	14 43%	12 41%	10 36%
Don't know/can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Mean Score	65.9	61.6	68.8	64.9	62.8	61.1	63.1	65.9	57.7	55.8	77.9	62.7	47.7	62.4	54.5	62.4	59.1
			a		ef	f	ef	bef			bcdefg	c		c		c	

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 81 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	867	467	89	50	59	35	30	20	386	138	77	45	34	24	21
Effective base	337	207	27	16	12	11	6	4	174	46	25	20	8	10	6
Weighted Base	786	504	59	38	27	14	13	10	410	126	37	31	26	12	18
0-24%	142	93	19	3	6	4	3	1	87	29	7	6	4	1	1
	18%	18%	32%	8%	21%	26%	21%	6%	21%	23%	18%	19%	16%	12%	3%
25-49%	71	43	6	7	5	4	1	5	27	21	6	4	2	2	6
	9%	8%	10%	19%	20%	31%	4%	47%	7%	16%	17%	14%	7%	19%	32%
					a					a					
50-74%	150	103	13	13	5	3	3	*	69	43	13	9	5	3	6
	19%	20%	22%	35%	19%	19%	22%	2%	17%	34%	37%	28%	20%	29%	36%
									a	a					
75-100%	423	265	21	14	11	3	7	4	228	33	10	12	14	5	5
	54%	53%	37%	38%	40%	24%	53%	44%	56%	26%	28%	39%	57%	40%	29%
									bc						
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	65.9	65.2	52.2	57.8	55.7	47.3	65.8	59.3	65.0	50.2	55.1	58.8	65.7	62.9	55.7
		be					e		bc				b		

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 81 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	867	445	130	104	67	47	38	36	205	176	204	134	69
Effective base	337	203	46	33	24	17	9	11	99	64	81	37	20
Weighted Base	786	467	120	82	40	25	26	26	241	152	182	85	52
0-24%	142	88	25	21	3	3	1	1	49	21	34	20	14
	18%	19%	21%	26%	8%	12%	4%	3%	20%	14%	19%	24%	27%
25-49%	71	36	10	11	7	1	5	1	12	25	16	7	11
	9%	8%	8%	14%	18%	4%	18%	5%	5%	17%	9%	9%	21%
										a			a
50-74%	150	66	22	20	14	12	5	10	26	49	44	17	14
	19%	14%	19%	25%	35%	48%	20%	40%	11%	33%	24%	20%	27%
					a	ab		a		a	a		
75-100%	423	277	64	29	15	9	15	14	154	57	89	40	14
	54%	59%	53%	36%	39%	36%	58%	52%	64%	37%	49%	48%	26%
		c							bce				
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	65.9	67.9	65.1	53.7	62.4	65.4	69.7	72.8	67.3	62.3	63.6	59.5	50.2
		c	c			c	c	c	e	e	e		

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 81 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	867	283	154	160	101	50	224	161	179	112	47
Effective base	337	129	53	59	25	13	105	58	66	34	15
Weighted Base	786	320	123	130	61	29	257	144	138	78	40
0-24%	142 18%	62 19%	14 11%	31 24%	14 23%	6 21%	64 25%	22 15%	21 15%	15 20%	12 31%
25-49%	71 9%	32 10%	11 9%	14 11%	7 12%	7 23%	14 6%	23 16%	15 11%	10 13%	6 15%
50-74%	150 19%	47 15%	39 32%	28 22%	14 24%	11 38%	43 17%	50 35%	31 22%	14 18%	9 23%
75-100%	423 54%	180 56%	59 48%	57 44%	25 41%	5 17%	136 53%	49 34%	71 51%	39 50%	13 32%
Don't know/can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Mean Score	65.9	65.1 de	68.9 cde	58.5 e	55.4	46.4	60.4	59.7	66.1 e	61.5	51.7

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 81 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	*b	*c	a	b	a	b
Unweighted Base	867	247	168	230	144	75	867	-	-	638	229	647	103
Effective base	337	115	61	87	52	23	337	-	-	251	87	249	31
Weighted Base	786	274	149	198	111	49	786	-	-	601	186	601	63
0-24%	142 18%	69 25%	24 16%	27 14%	15 13%	7 13%	142 18%	- -%	- -%	99 16%	43 23%	112 19%	15 24%
25-49%	71 9%	17 6%	16 11%	22 11%	9 8%	7 15%	71 9%	- -%	- -%	55 9%	16 9%	55 9%	16 25%
50-74%	150 19%	28 10%	42 28%	52 26%	16 15%	13 26%	150 19%	- -%	- -%	127 21%	24 13%	122 20%	18 28%
75-100%	423 54%	160 58%	67 45%	98 50%	71 64%	22 46%	423 54%	- -%	- -%	320 53%	102 55%	313 52%	14 22%
Don't know/can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Mean Score	65.9	63.3	63.7	66.8	72.9	64.4	65.9	-	-	66.6	63.6	64.5	46.1

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 81 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	867	563	162	485	382	651	99	557	168	494	373
Effective base	337	235	44	206	132	251	28	227	53	208	129
Weighted Base	786	571	88	467	319	605	60	553	106	479	307
0-24%	142	115	20	83	60	112	15	115	20	82	60
	18%	20%	22%	18%	19%	18%	26%	21%	19%	17%	19%
25-49%	71	47	21	33	38	61	10	44	23	34	36
	9%	8%	24%	7%	12%	10%	17%	8%	22%	7%	12%
50-74%	150	116	33	91	59	120	19	107	41	96	55
	19%	20%	37%	20%	18%	20%	32%	19%	39%	20%	18%
75-100%	423	293	15	260	163	312	15	287	21	266	157
	54%	51%	17%	56%	51%	52%	25%	52%	20%	56%	51%
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	65.9	63.3	46.6	67.3	63.8	64.1	49.5	63.2	50.1	67.2	63.8
		b				b		b			

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 81 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	867	501	538	172	1	488	479	154	2	687	469	189	-
Effective base	337	180	210	64	1	180	189	62	2	269	188	78	-
Weighted Base	786	433	498	154	4	430	447	145	2	628	428	175	-
0-24%	142	82	93	18	-	83	93	20	-	104	79	22	-
	18%	19%	19%	12%	-%	19%	21%	14%	-%	17%	18%	12%	-%
25-49%	71	60	36	6	4	55	36	6	-	62	31	6	-
	9%	14%	7%	4%	100%	13%	8%	4%	-%	10%	7%	3%	-%
		bc											
50-74%	150	112	107	46	-	104	95	34	2	126	80	36	-
	19%	26%	22%	30%	-%	24%	21%	24%	100%	20%	19%	20%	-%
75-100%	423	179	261	84	-	187	224	84	-	335	239	112	-
	54%	41%	52%	55%	-%	44%	50%	58%	-%	53%	56%	64%	-%
		a						a					
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	65.9	58.4	65.7	71.7	40.0	59.8	63.4	72.4	53.8	66.2	67.6	74.9	-
			a	ab				ab				ab	

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 81 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	867	603	573	546	513	425	40	335	284	306	99	60
Effective base	337	233	231	222	190	185	11	152	115	122	47	30
Weighted Base	786	566	558	529	467	441	25	359	295	296	103	70
0-24%	142 18%	99 17%	103 18%	83 16%	87 19%	81 18%	* 1%	59 16%	48 16%	39 13%	8 8%	6 9%
25-49%	71 9%	54 10%	44 8%	36 7%	49 10%	33 8%	3 13%	23 7%	26 9%	28 9%	2 2%	3 4%
50-74%	150 19%	107 19%	125 22%	96 18%	98 21%	84 19%	9 37%	67 19%	50 17%	55 19%	27 27%	17 24%
75-100%	423 54%	306 54%	287 51%	314 59%	234 50%	242 55%	13 50%	209 58%	170 58%	174 59%	66 64%	44 63%
Don't know/can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Mean Score	65.9	65.7	64.2	70.0 ab	63.5	65.6	70.1	69.1	68.4	69.8	78.3 abc	76.4

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 81 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	867	116	83	67	33	707	539	767	620	524	488	666	131	-	634	45
Effective base	337	48	30	27	13	273	203	295	233	188	184	261	47	-	246	23
Weighted Base	786	115	60	69	27	635	475	687	535	436	434	609	112	-	551	67
0-24%	142	26	13	11	*	107	98	121	89	66	78	98	27	-	85	14
	18%	23%	22%	15%	1%	17%	21%	18%	17%	15%	18%	16%	24%	-%	15%	22%
25-49%	71	21	11	1	3	52	47	59	39	47	40	43	4	-	45	11
	9%	18%	18%	2%	10%	8%	10%	9%	7%	11%	9%	7%	4%	-%	8%	16%
		c														
50-74%	150	19	23	18	5	112	95	132	98	68	99	107	26	-	121	7
	19%	16%	38%	27%	19%	18%	20%	19%	18%	15%	23%	18%	23%	-%	22%	10%
		a														
75-100%	423	49	13	39	19	364	236	375	309	256	217	361	55	-	300	35
	54%	43%	22%	56%	69%	57%	50%	55%	58%	59%	50%	59%	49%	-%	54%	52%
		b		b												
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	65.9	56.9	49.2	68.7	76.7	68.0	62.4	66.4	68.7	69.4	64.6	69.7	63.4	-	67.2	62.1
				ab	ab	b		b	b	b		a				

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 81 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	867	398	366	439	18	237	282	225	484	152	252	212	390
Effective base	337	161	143	162	10	85	115	84	193	61	91	83	158
Weighted Base	786	376	342	377	23	181	282	203	453	128	215	180	379
0-24%	142	54	65	73	2	27	55	34	89	18	34	24	79
	18%	14%	19%	19%	8%	15%	20%	17%	20%	14%	16%	13%	21%
25-49%	71	48	15	34	*	27	16	24	31	16	19	26	25
	9%	13%	4%	9%	1%	15%	6%	12%	7%	12%	9%	15%	6%
		b				b						c	
50-74%	150	80	60	68	6	56	35	52	84	13	31	46	72
	19%	21%	18%	18%	24%	31%	13%	26%	19%	10%	14%	25%	19%
						b		c					
75-100%	423	194	201	202	16	71	175	93	249	81	131	84	203
	54%	52%	59%	54%	67%	39%	62%	46%	55%	63%	61%	47%	54%
						a				a			
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	65.9	65.7	68.5	65.1	78.6	60.1	69.6	63.1	65.7	71.1	69.3	65.0	65.1
						a				a			

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 81 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	867	418	449
Effective base	337	134	203
Weighted Base	786	310	476
0-24%	142	45	97
	18%	15%	20%
25-49%	71	44	27
	9%	14%	6%
		b	
50-74%	150	66	84
	19%	21%	18%
75-100%	423	155	268
	54%	50%	56%
Don't know/can't remember	-	-	-
	-%	-%	-%
Mean Score	65.9	65.2	66.3

Columns Tested:: a,b

Table 81 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	867	52	99	80	61	93	45	42	70	74	63	52	136
Effective base	337	14	44	51	20	69	24	10	27	32	13	21	46
Weighted Base	786	23	69	98	21	134	37	10	92	69	30	65	138
0-24%	142	5	6	16	3	22	3	1	21	15	7	17	24
	18%	21%	9%	17%	14%	17%	9%	13%	23%	22%	24%	26%	17%
25-49%	71	2	8	7	1	6	3	2	8	6	2	4	23
	9%	9%	11%	8%	5%	4%	8%	16%	8%	9%	5%	6%	17%
													e
50-74%	150	5	27	19	3	22	8	*	8	11	3	6	39
	19%	21%	39%	19%	14%	17%	21%	4%	9%	16%	9%	9%	28%
			cdeghijk										h
75-100%	423	11	28	55	14	84	23	7	55	36	19	38	52
	54%	49%	40%	57%	67%	62%	63%	67%	60%	52%	62%	59%	38%
				bl	bl								
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	65.9	58.5	64.2	67.1	76.0	70.4	75.4	73.4	66.8	65.4	64.4	67.2	57.3
				l	abl	l	abl	l					

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 81 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	867	231	199	186	251	430	437
Effective base	337	108	110	63	78	217	141
Weighted Base	786	190	192	171	233	382	404
0-24%	142	28	29	38	48	56	86
	18%	14%	15%	22%	21%	15%	21%
25-49%	71	17	10	16	28	27	44
	9%	9%	5%	9%	12%	7%	11%
50-74%	150	51	33	19	47	84	67
	19%	27%	17%	11%	20%	22%	16%
75-100%	423	94	121	98	110	215	208
	54%	49%	63%	57%	47%	56%	51%
		c	ad				
Don't know/can't remember	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Mean Score	65.9	65.0	72.0	66.6	61.0	68.5	63.4
			ad			b	

Columns Tested: a,b,c,d - a,b

Table 83

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
Royal Mail	1916 96%	212 88%	1704 97% a	1830 96% cd	73 96% d	8 89%	4 86%	85 95% d
DHL	1370 69%	53 22%	1317 75% a	1307 68% d	54 72% d	7 73% d	3 51%	63 70% d
Parcelforce	1332 67%	33 14%	1300 74% a	1275 67% d	50 66% d	5 56%	2 49%	58 64% d
Evri	1221 61%	55 23%	1166 66% a	1169 61% d	46 60% d	5 51%	2 43%	52 58% d
UPS	1216 61%	29 12%	1187 67% a	1165 61% d	44 57%	5 57%	2 46%	51 57%
FedEx	1212 61%	26 11%	1186 67% a	1160 61% d	45 60% d	4 47%	2 45%	52 58% d
Yodel	1182 59%	14 6%	1168 66% a	1129 59% d	46 61% d	5 51%	2 41%	53 59% d
DPD/DPD Local	1159 58%	64 26%	1095 62% a	1108 58% d	45 59% d	4 44%	2 41%	51 57% d
TNT Express	888 44%	13 5%	875 50% a	846 44% d	36 48% d	3 36%	2 33%	41 46% d
UK Mail	622 31%	1 *	621 35% a	588 31%	29 38%	4 41%	1 30%	34 38%
Amazon Logistics	613 31%	12 5%	600 34% a	579 30%	30 39% ad	3 32%	1 25%	34 38% ad
Whistl/ TNT Post UK	441 22%	2 1%	439 25% a	419 22%	19 26% d	2 17%	1 14%	22 24%

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
DX	347	5	343	326	20	1	1	22
	17%	2%	19%	17%	26%	11%	13%	24%
			a		acd			ad
Pitney Bowes	206	-	206	197	8	1	*	9
	10%	-%	12%	10%	11%	7%	5%	10%
			a					
Citipost	187	*	187	174	11	1	1	13
	9%	*%	11%	9%	15%	11%	11%	14%
			a		a			a
Secured mail	75	-	75	68	6	1	*	7
	4%	-%	4%	4%	8%	6%	6%	8%
			a		a			a
MHI (Mail Handling International)	15	-	15	14	*	*	*	1
	1%	-%	1%	1%	1%	3%	3%	1%
Other answers	2	1	1	1	1	-	-	1
	*%	*%	*%	*%	1%	-%	-%	1%
NET: RM/Parcelforce	1926	217	1709	1840	73	8	4	86
	96%	90%	97%	96%	97%	90%	88%	95%
			a	cd	d			d

Columns Tested:: a,b - a,b,c,d,e

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
Royal Mail	1916	1025	676	130	54	27	4	1830	73	12
	96%	96%	95%	98%	97%	92%	86%	96%	96%	88%
		fi	fi	fi	fi			fi	fi	
DHL	1370	719	492	95	42	19	3	1307	54	9
	69%	68%	69%	72%	75%	65%	51%	68%	72%	65%
		f	f	f	f	f		f	f	
Parcelforce	1332	705	476	95	38	17	2	1275	50	8
	67%	66%	67%	71%	69%	58%	49%	67%	66%	54%
		fi	fi	fi	fi			fi	f	
Evri	1221	674	416	80	36	15	2	1169	46	7
	61%	63%	58%	60%	64%	50%	43%	61%	60%	48%
		efi	f	f	fi			efi	f	
UPS	1216	644	426	95	34	14	2	1165	44	7
	61%	60%	60%	71%	62%	49%	46%	61%	57%	53%
		ef	f	befhi	f			ef		
FedEx	1212	630	440	90	34	15	2	1160	45	7
	61%	59%	62%	68%	62%	52%	45%	61%	60%	46%
		fi	fi	efi	fi			fi	fi	
Yodel	1182	645	402	82	35	16	2	1129	46	7
	59%	61%	56%	62%	64%	53%	41%	59%	61%	47%
		fi	f	f	fi			fi	fi	
DPD/DPD Local	1159	612	417	79	35	14	2	1108	45	6
	58%	57%	58%	60%	63%	47%	41%	58%	59%	43%
		fi	fi	fi	efi			fi	fi	
TNT Express	888	461	317	69	28	11	2	846	36	5
	44%	43%	44%	52%	51%	38%	33%	44%	48%	35%
			f	fi	fi			f	fi	
UK Mail	622	338	201	49	21	11	1	588	29	5
	31%	32%	28%	37%	39%	37%	30%	31%	38%	37%
					b				b	
Amazon Logistics	613	306	237	36	22	10	1	579	30	4
	31%	29%	33%	27%	40%	35%	25%	30%	39%	30%
					afg				afg	
Whistl/ TNT Post UK	441	246	145	29	14	7	1	419	19	2
	22%	23%	20%	22%	25%	24%	14%	22%	26%	16%
					f				f	

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
DX	347 17%	148 14%	143 20%	35 26%	16 28%	5 18%	1 13%	326 17%	20 26%	2 12%
Pitney Bowes	206 10%	97 9%	86 12%	14 10%	6 11%	3 10%	* 5%	197 10%	8 11%	1 6%
Citipost	187 9%	95 9%	57 8%	22 17%	8 15%	4 13%	1 11%	174 9%	11 15%	2 11%
Secured mail	75 4%	41 4%	24 3%	3 2%	4 6%	3 10%	* 6%	68 4%	6 8%	1 6%
MHI (Mail Handling International)	15 1%	8 1%	5 1%	1 1%	* 1%	* 1%	* 3%	14 1%	* 1%	* 3%
Other answers	2 *%	1 *%	* *%	1 *%	* *%	* 2%	- -%	1 *%	1 1%	- -%
NET: RM/Parcelforce	1926 96%	1029 97%	681 96%	130 98%	54 98%	27 92%	4 88%	1840 96%	73 97%	12 89%
		fi	fi	fi	fi	fi		fi	fi	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
Royal Mail	1916 96%	1493 96%	337 96%	73 96%	8 89%	4 86%	1192 97%	268 93%	68 94%	39 98%	54 96%
DHL	1370 69%	1071 69%	236 67%	54 72%	7 73%	3 51%	896 73%	214 74%	53 74%	28 69%	42 74%
Parcelforce	1332 67%	1049 67%	226 64%	50 66%	5 56%	2 49%	882 72%	205 71%	57 79%	26 65%	42 74%
Evri	1221 61%	967 62%	202 57%	46 60%	5 51%	2 43%	814 67%	179 62%	46 63%	23 57%	36 64%
UPS	1216 61%	940 60%	225 64%	44 57%	5 57%	2 46%	811 66%	200 70%	49 67%	26 67%	34 60%
FedEx	1212 61%	938 60%	222 63%	45 60%	4 47%	2 45%	813 66%	187 65%	51 71%	25 63%	34 61%
Yodel	1182 59%	924 59%	205 58%	46 61%	5 51%	2 41%	795 65%	181 63%	46 63%	21 54%	36 64%
DPD/DPD Local	1159 58%	903 58%	205 58%	45 59%	4 44%	2 41%	760 62%	153 53%	51 71%	24 61%	34 61%
TNT Express	888 44%	692 44%	155 44%	36 48%	3 36%	2 33%	580 47%	137 48%	48 66%	20 50%	27 48%
UK Mail	622 31%	475 30%	113 32%	29 38%	4 41%	1 30%	401 33%	105 37%	37 51%	11 27%	29 51%
Amazon Logistics	613 31%	477 31%	101 29%	30 39%	3 32%	1 25%	400 33%	90 31%	31 43%	16 41%	26 47%
Whistl/ TNT Post UK	441 22%	354 23%	66 19%	19 26%	2 17%	1 14%	306 25%	69 24%	24 33%	9 23%	17 30%

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
DX	347 17%	237 15%	89 25% ade	20 26% ade	1 11%	1 13%	197 16%	64 22%	20 28%	11 27%	18 32% a
Pitney Bowes	206 10%	167 11%	30 9%	8 11%	1 7%	* 5%	139 11%	35 12%	8 12%	3 7%	5 8%
Citipost	187 9%	133 9%	42 12%	11 15% a	1 11%	1 11%	114 9%	36 13%	11 15%	5 13%	6 11%
Secured mail	75 4%	52 3%	15 4%	6 8% a	1 6%	* 6%	40 3%	12 4%	6 8%	3 9%	3 5%
MHI (Mail Handling International)	15 1%	12 1%	2 1%	* 1%	* 3%	* 3%	9 1%	1 *%	3 5% ab	1 2%	* 1%
Other answers	2 *%	1 *%	1 *%	1 1%	- -%	- -%	1 *%	- -%	- -%	* 1%	* *%
NET: RM/Parcelforce	1926 96%	1503 96% de	338 96% e	73 97% e	8 90%	4 88%	1192 97% b	269 93%	72 100%	39 98%	54 96%

Columns Tested.: a,b,c,d,e - a,b,c,d,e

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
Royal Mail	1916	183	126	308	75	173	306	230	155	137
	96%	97%	97%	93%	95%	95%	97%	98%	96%	99%
DHL	1370	143	90	235	54	121	238	171	118	102
	69%	76%	70%	71%	69%	67%	75%	73%	73%	74%
Parcellforce	1332	145	83	216	48	135	233	172	119	88
	67%	77%	64%	65%	60%	74%	74%	74%	73%	64%
Evri	1221	131	83	202	54	116	206	158	95	83
	61%	70%	64%	61%	68%	64%	65%	67%	59%	60%
UPS	1216	134	80	211	53	115	190	156	111	77
	61%	71%	62%	64%	67%	63%	60%	66%	68%	56%
FedEx	1212	137	78	214	52	112	202	155	98	85
	61%	73%	60%	65%	66%	61%	64%	66%	60%	62%
Yodel	1182	133	79	181	56	105	205	140	108	90
	59%	71%	61%	55%	71%	58%	65%	60%	67%	65%
		c								
DPD/DPD Local	1159	125	66	177	51	97	211	148	98	86
	58%	66%	51%	54%	64%	53%	67%	63%	61%	62%
							c			
TNT Express	888	100	64	133	30	88	165	119	80	52
	44%	53%	49%	40%	37%	48%	52%	51%	49%	38%
UK Mail	622	73	35	112	22	71	102	74	53	49
	31%	39%	27%	34%	28%	39%	32%	31%	33%	35%
Amazon Logistics	613	75	39	106	26	74	101	48	40	55
	31%	40%	30%	32%	32%	41%	32%	20%	25%	40%
		g				gh				g
Whistl/ TNT Post UK	441	54	34	78	10	39	102	46	34	23
	22%	28%	26%	24%	13%	21%	32%	20%	21%	16%
							di			
DX	347	42	19	58	20	31	64	48	25	19
	17%	22%	15%	18%	25%	17%	20%	20%	15%	14%
Pitney Bowes	206	23	14	41	6	18	55	12	18	5
	10%	12%	11%	13%	7%	10%	17%	5%	11%	3%
				i			gi			

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
Citipost	187	24	18	44	5	9	27	24	10	13
	9%	13%	14%	13%	6%	5%	9%	10%	6%	9%
Secured mail	75	1	8	18	3	7	10	10	8	7
	4%	*%	6%	5%	3%	4%	3%	4%	5%	5%
		a	a	a						
MHI (Mail Handling International)	15	1	2	6	2	1	2	*	*	*
	1%	1%	2%	2%	2%	*%	1%	*%	*%	*%
Other answers	2	-	*	*	-	-	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%
NET: RM/Parcelforce	1926	183	126	308	75	180	306	230	155	138
	96%	97%	98%	94%	95%	99%	97%	98%	96%	99%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
Royal Mail	1916 96%	385 96%	464 97%	844 96%	1694 96%	222 92%	107 89%	77 96%	38 96%
DHL	1370 69%	278 70%	351 73%	644 73%	1273 72%	97 40%	43 36%	35 44%	18 46%
Parcelforce	1332 67%	271 68%	347 72%	622 71%	1239 70%	93 39%	42 35%	35 43%	16 40%
Evri	1221 61%	253 63%	310 64%	566 64%	1128 64%	93 39%	41 34%	38 47%	14 34%
UPS	1216 61%	245 61%	325 68%	557 63%	1128 64%	89 37%	43 36%	32 40%	13 33%
FedEx	1212 61%	249 62%	312 65%	571 65%	1132 64%	80 33%	35 29%	30 38%	15 37%
Yodel	1182 59%	252 63%	320 67%	527 60%	1098 62%	84 35%	36 30%	33 42%	15 37%
DPD/DPD Local	1159 58%	233 58%	289 60%	536 61%	1059 60%	100 42%	49 41%	34 43%	17 42%
TNT Express	888 44%	170 42%	243 51%	417 47%	830 47%	57 24%	26 22%	21 27%	10 25%
UK Mail	622 31%	142 35%	162 34%	288 33%	591 34%	31 13%	15 12%	11 13%	6 14%
Amazon Logistics	613 31%	155 39%	155 32%	255 29%	565 32%	48 20%	22 19%	17 21%	9 22%

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
Whistl/ TNT Post UK	441 22%	71 18%	122 25%	226 26%	419 24%	22 9%	8 7%	10 12%	4 11%
		ef	efgh	efgh	efgh				
DX	347 17%	69 17%	86 18%	170 19%	324 18%	23 10%	14 11%	7 9%	2 6%
		efgh	efgh	efgh	efgh				
Pitney Bowes	206 10%	28 7%	56 12%	109 12%	192 11%	14 6%	5 4%	5 6%	4 9%
			ef	ef	ef				
Citipost	187 9%	27 7%	52 11%	95 11%	174 10%	13 5%	4 3%	6 8%	3 7%
			ef	ef	ef				
Secured mail	75 4%	17 4%	17 3%	37 4%	71 4%	4 2%	1 1%	1 1%	2 4%
				e	e				
MHI (Mail Handling International)	15 1%	3 1%	4 1%	8 1%	15 1%	* *%	* *%	* *%	* *%
Other answers	2 *%	- -%	* *%	* *%	1 *%	1 1%	1 1%	- -%	1 1%
									d
NET: RM/Parcelforce	1926 96%	393 98%	465 97%	845 96%	1702 97%	224 93%	109 91%	77 96%	38 96%
		ef	f		ef				

Columns Tested:: a,b,c,d,e,f,g,h

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
Royal Mail	1916 96%	82 90%	109 93%	18 74%	126 90%	247 92%	399 95%	60 98%	57 92%	943 99%
DHL	1370 69%	39 43%	81 69%	14 61%	95 68%	162 60%	304 72%	46 75%	44 71%	679 71%
Parcelforce	1332 67%	41 45%	87 74%	11 48%	98 70%	156 58%	287 68%	49 80%	37 59%	666 70%
Evri	1221 61%	36 40%	67 57%	11 44%	77 55%	142 53%	282 67%	45 73%	43 70%	596 62%
UPS	1216 61%	40 45%	72 61%	16 68%	88 63%	152 56%	278 66%	41 68%	36 58%	581 61%
FedEx	1212 61%	39 44%	71 61%	7 31%	78 56%	151 56%	267 63%	42 69%	32 52%	603 63%
Yodel	1182 59%	35 39%	60 51%	11 45%	71 50%	134 50%	269 64%	45 73%	41 67%	588 62%
DPD/DPD Local	1159 58%	42 47%	71 61%	11 45%	82 58%	123 46%	272 65%	40 66%	26 42%	574 60%
TNT Express	888 44%	32 35%	63 54%	4 15%	66 47%	100 37%	202 48%	34 56%	24 38%	429 45%
UK Mail	622 31%	21 24%	41 35%	8 35%	50 35%	81 30%	128 30%	11 18%	27 44%	304 32%
Amazon Logistics	613 31%	16 18%	40 34%	3 12%	43 30%	66 24%	150 36%	21 34%	20 33%	297 31%
Whistl/ TNT Post UK	441 22%	15 16%	35 30%	11 46%	46 33%	32 12%	102 24%	11 19%	10 17%	225 24%

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
DX	347	11	36	2	38	48	75	9	6	161
	17%	12%	31% afhi	8%	27%	18%	18%	14%	10%	17%
Pitney Bowes	206	3	6	2	8	15	43	5	5	127
	10%	3%	5%	8%	6%	6%	10%	9%	8%	13% e
Citipost	187	10	14	2	16	20	49	4	4	84
	9%	11%	12%	8%	11%	7%	12%	7%	7%	9%
Secured mail	75	2	6	2	8	5	16	3	3	39
	4%	2%	5%	8%	5%	2%	4%	6%	4%	4%
MHI (Mail Handling International)	15	1	1	2	3	3	2	*	-	6
	1%	1%	1%	8%	2%	1%	*%	1%	-%	1%
Other answers	2	-	-	-	-	*	2	-	-	*
	*%	-%	-%	-%	-%	*%	*%	-%	-%	*%
NET: RM/Parcelforce	1926	82	113	18	131	251	400	60	57	944
	96%	90%	96%	77%	93%	93%	95%	99%	92%	99% adefh

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
Royal Mail	1916 96%	455 91%	399 95%	1061 98%	1584 95%	331 100%	- -%	1754 96%	162 96%	1846 96%	70 95%
DHL	1370 69%	296 59%	304 72%	770 71%	1136 68%	234 70%	- -%	1277 70%	93 55%	1325 69%	46 62%
Parcelforce	1332 67%	294 59%	287 68%	751 70%	1080 65%	252 76%	- -%	1246 68%	86 51%	1291 67%	42 57%
Evri	1221 61%	255 51%	282 67%	684 63%	1013 61%	208 63%	- -%	1151 63%	70 42%	1180 61%	42 57%
UPS	1216 61%	280 56%	278 66%	659 61%	1010 61%	206 62%	- -%	1138 62%	78 46%	1180 61%	36 49%
FedEx	1212 61%	269 54%	267 63%	677 63%	1004 60%	208 63%	- -%	1133 62%	79 47%	1171 61%	41 55%
Yodel	1182 59%	240 48%	269 64%	674 62%	960 58%	222 67%	- -%	1106 60%	76 45%	1147 60%	35 48%
DPD/DPD Local	1159 58%	247 49%	272 65%	640 59%	960 58%	199 60%	- -%	1089 59%	70 42%	1125 58%	34 47%
TNT Express	888 44%	199 40%	202 48%	487 45%	733 44%	155 47%	- -%	839 46%	49 29%	867 45%	21 28%
UK Mail	622 31%	152 30%	128 30%	342 32%	497 30%	125 38%	- -%	586 32%	36 21%	609 32%	13 18%
Amazon Logistics	613 31%	124 25%	150 36%	338 31%	522 31%	90 27%	- -%	577 32%	35 21%	589 31%	24 32%

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
Whistl/ TNT Post UK	441	93	102	247	361	80	-	421	20	430	11
	22%	19%	24%	23%	22%	24%	-%	23%	12%	22%	15%
								b			
DX	347	97	75	176	285	62	-	327	20	341	6
	17%	19%	18%	16%	17%	19%	-%	18%	12%	18%	8%
Pitney Bowes	206	26	43	137	172	33	-	196	10	205	1
	10%	5%	10%	13%	10%	10%	-%	11%	6%	11%	1%
				a							
Citipost	187	45	49	92	152	35	-	177	10	180	7
	9%	9%	12%	9%	9%	10%	-%	10%	6%	9%	10%
Secured mail	75	14	16	45	65	9	-	68	7	71	3
	4%	3%	4%	4%	4%	3%	-%	4%	4%	4%	5%
MHI (Mail Handling International)	15	7	2	6	15	*	-	14	1	12	3
	1%	1%	*%	1%	1%	*%	-%	1%	*%	1%	5%
										a	
Other answers	2	*	2	*	2	*	-	2	*	2	-
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%
NET: RM/Parcelforce	1926	464	400	1062	1595	331	-	1764	162	1856	70
	96%	93%	95%	98%	96%	100%	-%	96%	96%	96%	95%
				ab		a					

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
Royal Mail	1916	1221	292	383
	96%	97%	91%	94%
		b		
DHL	1370	878	185	299
	69%	70%	58%	74%
		b		b
Parcelforce	1332	860	180	288
	67%	69%	56%	71%
		b		b
Evri	1221	782	151	281
	61%	62%	47%	69%
		b		b
UPS	1216	776	171	264
	61%	62%	53%	65%
				b
FedEx	1212	790	158	259
	61%	63%	49%	64%
		b		b
Yodel	1182	754	156	267
	59%	60%	49%	66%
		b		b
DPD/DPD Local	1159	728	165	260
	58%	58%	52%	64%
				b
TNT Express	888	559	114	214
	44%	45%	36%	53%
		b		b
UK Mail	622	374	99	148
	31%	30%	31%	36%
Amazon Logistics	613	375	80	157
	31%	30%	25%	39%
				ab
Whistl/ TNT Post UK	441	272	66	100
	22%	22%	21%	25%

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
DX	347	206	55	83
	17%	16%	17%	21%
Pitney Bowes	206	136	15	54
	10%	11%	5%	13%
		b		b
Citipost	187	108	30	49
	9%	9%	9%	12%
Secured mail	75	40	20	14
	4%	3%	6%	4%
MHI (Mail Handling International)	15	4	8	3
	1%	*%	3%	1%
			a	
Other answers	2	1	*	1
	*%	*%	*%	*%
NET: RM/Parcelforce	1926	1222	293	391
	96%	98%	91%	96%
		b		

Columns Tested: a,b,c

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
Royal Mail	1916	1628	197	45	10	23	7	1	5	1825	91	46
	96%	97%	94%	87%	89%	84%	55%	77%	97%	96%	83%	80%
		cej	jk							cej		
DHL	1370	1163	149	41	4	11	1	1	*	1312	58	17
	69%	69%	71%	80%	37%	40%	6%	89%	4%	69%	54%	30%
		dej	dej	dej						dej		
Parcelforce	1332	1115	156	40	3	11	6	1	*	1271	61	21
	67%	66%	75%	78%	30%	39%	51%	73%	1%	67%	56%	37%
		dk	dej	dek						dk		
Evri	1221	1034	145	28	2	10	1	1	-	1179	42	14
	61%	61%	70%	55%	20%	36%	5%	73%	-%	62%	39%	24%
		djk	dej	k						djk		
UPS	1216	1018	145	35	6	11	1	1	*	1162	54	19
	61%	60%	69%	68%	53%	40%	5%	89%	2%	61%	50%	33%
		k	jk	k						k		
FedEx	1212	1023	143	33	5	6	1	1	*	1166	46	13
	61%	61%	69%	65%	46%	21%	5%	73%	2%	62%	42%	22%
		ejk	ejk	ek						ejk		
Yodel	1182	1004	135	29	2	8	3	1	*	1139	42	13
	59%	60%	65%	57%	17%	28%	22%	73%	1%	60%	39%	23%
		dej	dej	dk						dej		
DPD/DPD Local	1159	980	127	31	4	7	9	1	*	1107	52	21
	58%	58%	61%	61%	33%	26%	69%	73%	6%	59%	48%	36%
		ek	ek							ek		
TNT Express	888	753	98	25	3	6	2	1	*	851	37	12
	44%	45%	47%	48%	24%	22%	17%	78%	1%	45%	34%	20%
		k	k	k						k		
UK Mail	622	493	89	22	6	9	2	1	*	582	40	18
	31%	29%	43%	43%	50%	35%	13%	77%	*%	31%	36%	31%
			ai									
Amazon Logistics	613	477	98	22	4	7	4	1	*	575	38	15
	31%	28%	47%	43%	38%	24%	29%	91%	1%	30%	35%	27%
			ai									
Whistl/ TNT Post UK	441	374	45	13	2	5	2	1	-	419	22	9
	22%	22%	21%	25%	15%	17%	17%	73%	-%	22%	20%	16%

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
DX	347	275	45	16	2	6	2	1	*	320	27	11
	17%	16%	22%	31%	22%	20%	17%	71%	*%	17%	25%	19%
Pitney Bowes	206	166	31	8	*	1	-	*	-	196	9	1
	10%	10%	15%	16%	*%	4%	-%	1%	-%	10%	9%	2%
Citipost	187	150	25	10	*	*	2	*	-	175	13	2
	9%	9%	12%	20%	1%	*%	16%	6%	-%	9%	11%	4%
Secured mail	75	59	11	4	*	*	*	*	*	70	4	1
	4%	4%	5%	7%	3%	*%	2%	2%	*%	4%	4%	1%
MHI (Mail Handling International)	15	11	3	*	1	*	-	-	-	14	1	1
	1%	1%	1%	*%	8%	*%	-%	-%	-%	1%	1%	2%
				ai								
Other answers	2	1	1	-	-	-	-	-	-	2	-	-
	*%	*%	1%	-%	-%	-%	-%	-%	-%	*%	-%	-%
NET: RM/Parcelforce	1926	1631	200	49	10	23	7	1	5	1831	95	46
	96%	97%	96%	95%	89%	84%	55%	77%	97%	97%	87%	80%
		ejk	k							ejk		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
Royal Mail	1916 96%	1026 97%	602 96%	288 91%	1674 97%	1368 97%	1744 97%	1328 95%	858 95%	578 92%	400 97%	1072 98%	64 92%	88 98%	41 88%	48 99%	31 83%
DHL	1370 69%	718 68%	445 71%	207 65%	1229 71%	1048 74%	1272 71%	1010 72%	641 71%	392 63%	247 60%	853 78%	47 67%	56 63%	24 53%	32 65%	13 36%
Parcelforce	1332 67%	702 66%	413 66%	218 68%	1198 70%	1028 73%	1246 69%	979 70%	625 69%	358 57%	250 61%	832 76%	42 61%	48 54%	22 47%	32 65%	20 53%
Evri	1221 61%	635 60%	399 64%	187 59%	1082 63%	935 66%	1124 63%	892 64%	556 62%	317 51%	215 52%	756 69%	42 60%	46 52%	27 58%	24 49%	13 35%
UPS	1216 61%	626 59%	392 63%	199 63%	1097 64%	945 67%	1142 64%	898 64%	573 64%	357 57%	225 55%	758 69%	45 65%	51 56%	18 38%	30 61%	15 41%
FedEx	1212 61%	632 60%	391 62%	189 60%	1087 63%	931 66%	1128 63%	895 64%	561 62%	339 54%	218 53%	763 70%	45 65%	50 56%	14 29%	21 42%	18 48%
Yodel	1182 59%	612 58%	392 63%	178 56%	1070 62%	914 65%	1110 62%	863 62%	546 61%	320 51%	218 53%	754 69%	30 43%	41 46%	19 41%	30 61%	18 49%
DPD/DPD Local	1159 58%	594 56%	386 62%	179 56%	1019 59%	870 62%	1063 59%	840 60%	507 56%	301 48%	213 52%	714 65%	37 52%	39 44%	18 38%	22 45%	19 52%
TNT Express	888 44%	470 44%	283 45%	135 42%	804 47%	676 48%	827 46%	656 47%	387 43%	251 40%	166 40%	568 52%	27 39%	28 32%	12 26%	19 38%	7 19%
UK Mail	622 31%	298 28%	195 31%	129 41% a	591 34%	481 34%	601 33%	462 33%	314 35%	217 35%	120 29%	388 35%	28 41%	19 21%	8 18%	27 55%	11 29% ade
Amazon Logistics	613 31%	289 27%	188 30%	136 43% ab	553 32%	468 33%	580 32%	458 33%	290 32%	232 37%	127 31%	368 34%	20 29%	21 23%	11 23%	19 39%	15 39%
Whistl/ TNT Post UK	441 22%	248 23%	126 20%	67 21%	399 23%	347 25%	408 23%	323 23%	177 20%	129 21%	66 16%	298 27%	9 13%	14 15%	7 16%	8 16%	6 16% a

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
DX	347	162	113	72	325	271	330	274	172	107	57	217	18	17	13	6	2
	17%	15%	18%	23%	19%	19%	18%	20%	19%	17%	14%	20%	26%	19%	28%	12%	4%
Pitney Bowes	206	110	56	40	194	175	197	154	95	47	25	149	4	12	2	4	*
	10%	10%	9%	13%	11%	12%	11%	11%	11%	7%	6%	14%	6%	14%	5%	8%	***
						f						a					
Citipost	187	85	64	38	170	147	172	146	105	74	26	127	2	7	1	4	5
	9%	8%	10%	12%	10%	10%	10%	10%	12%	12%	6%	12%	3%	8%	1%	8%	14%
Secured mail	75	30	29	15	73	57	73	52	39	33	16	47	2	4	1	3	*
	4%	3%	5%	5%	4%	4%	4%	4%	4%	5%	4%	4%	3%	4%	3%	6%	***
MHI (Mail Handling International)	15	7	4	4	12	8	12	12	10	12	3	7	*	*	*	1	*
	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	***	***	***	3%	***
Other answers	2	*	1	1	1	1	1	2	1	*	*	*	-	-	1	-	-
	***	***	***	***	***	***	***	***	***	***	***	***	***	***	1%	***	***
NET: RM/Parcelforce	1926	1026	605	295	1680	1374	1750	1339	863	583	400	1077	65	89	41	48	31
	96%	97%	97%	93%	98%	97%	97%	96%	96%	93%	97%	98%	93%	99%	88%	99%	83%
		c			f	f	f				g	ceg		g		g	

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
DX	347	278	22	7	8	7	1	1	200	36	14	11	6	3	1
	17%	20%	20%	10%	18%	32%	3%	6%	19%	20%	23%	26%	16%	19%	4%
Pitney Bowes	206	180	4	6	*	2	1	*	148	13	2	9	*	3	*
	10%	13%	4%	8%	1%	8%	5%	1%	14%	7%	3%	22%	1%	18%	*%
												bc		c	
Citipost	187	153	13	1	2	*	1	1	114	19	1	5	1	3	5
	9%	11%	12%	2%	4%	2%	2%	5%	11%	10%	2%	12%	2%	18%	23%
														c	
Secured mail	75	60	9	1	2	1	*	*	39	11	2	3	1	2	*
	4%	4%	9%	2%	4%	3%	1%	*%	4%	6%	4%	7%	1%	10%	1%
MHI (Mail Handling International)	15	10	*	*	1	1	-	*	6	1	-	1	1	-	*
	1%	1%	*%	*%	1%	4%	-%	*%	1%	1%	-%	2%	1%	-%	*%
Other answers	2	1	-	*	*	-	-	-	*	-	-	1	-	-	-
	*%	*%	-%	1%	*%	-%	-%	-%	*%	-%	-%	1%	-%	-%	-%
NET: RM/Parcelforce	1926	1399	105	73	41	21	27	13	1042	171	54	42	34	16	15
	96%	98%	97%	98%	88%	96%	100%	88%	99%	94%	90%	98%	88%	99%	73%
		d							bce						

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
DX	347 17%	204 21%	26 17%	20 19%	7 16%	3 8%	6 22%	7 19%	155 17%	44 12%	82 24%	33 29%	14 18%
Pitney Bowes	206 10%	123 13%	17 11%	7 7%	2 5%	* *%	* 2%	4 10%	105 12%	22 6%	41 12%	24 21%	5 6%
Citipost	187 9%	108 11%	18 12%	7 7%	3 6%	* *%	5 17%	6 15%	75 8%	36 10%	39 11%	18 16%	2 2%
Secured mail	75 4%	33 3%	4 3%	5 5%	2 4%	4 13%	* a	4 9%	30 3%	8 2%	19 6%	10 9%	6 8%
MHI (Mail Handling International)	15 1%	7 1%	* *%	1 1%	1 3%	2 6%	* a	* 2%	3 *%	1 *%	7 2%	* *%	* *%
Other answers	2 *%	* *%	- -%	* *%	- -%	1 4%	- a	- -%	* *%	1 *%	* *%	* *%	- -%
NET: RM/Parcelforce	1926 96%	968 98%	147 96%	91 85%	39 85%	27 82%	29 100%	38 97%	884 99%	342 93%	340 99%	112 98%	70 94%
		cde	e						be		b		

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
Royal Mail	1916 96%	963 97%	310 96%	269 99%	82 98%	46 99%	773 98% be	232 92%	215 99% be	90 99%	51 91%
DHL	1370 69%	693 70%	241 75%	211 78%	55 66%	27 59%	625 80% be	163 65%	160 74%	63 68%	32 56%
Parcelforce	1332 67%	681 69%	221 69%	207 76%	53 63%	33 71%	609 78% be	147 58%	165 76% b	70 76% b	32 56%
Evri	1221 61%	619 62%	195 61%	187 69%	57 69%	22 48%	559 71% b	130 52%	149 69% b	57 63%	33 59%
UPS	1216 61%	629 63%	196 61%	196 72%	49 59%	26 55%	564 72% be	137 54%	145 67%	65 71%	28 50%
FedEx	1212 61%	610 61%	210 65% e	199 73% ade	47 56%	19 42%	558 71% be	145 58% e	145 67% e	64 69% e	13 24%
Yodel	1182 59%	618 62%	192 60%	179 66%	56 66%	24 52%	536 68% be	142 56%	145 67%	60 65%	26 46%
DPD/DPD Local	1159 58%	582 59%	182 57%	180 66%	53 63%	21 45%	525 67% be	119 47%	138 63% be	65 71% be	19 33%
TNT Express	888 44%	458 46%	134 42%	154 57% ab	37 44%	19 41%	403 51% e	102 40%	105 48% e	48 52% e	14 25%
UK Mail	622 31%	314 32%	105 33%	113 42% a	37 44%	22 46%	257 33%	89 35%	78 36%	34 38%	18 32%
Amazon Logistics	613 31%	299 30%	115 36%	88 32%	34 40%	17 37%	253 32%	71 28%	81 37%	43 46% b	17 30%

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
Whistl/ TNT Post UK	441	237	68	65	25	3	205	50	48	36	6
	22%	24%	21%	24%	30%	6%	26%	20%	22%	39%	11%
DX	347	178	44	69	24	7	153	34	43	29	10
	17%	18%	14%	25%	29%	16%	19%	14%	20%	32%	18%
Pitney Bowes	206	114	24	34	17	4	113	7	30	21	2
	10%	12%	8%	13%	20%	9%	14%	3%	14%	23%	4%
Citipost	187	89	39	28	12	1	83	23	22	16	1
	9%	9%	12%	10%	15%	3%	11%	9%	10%	18%	3%
Secured mail	75	34	7	17	10	5	23	18	11	3	2
	4%	3%	2%	6%	12%	11%	3%	7%	5%	3%	3%
MHI (Mail Handling International)	15	4	1	7	*	*	3	1	4	-	*
	1%	*%	*%	3%	*%	*%	*%	*%	2%	-%	*%
Other answers	2	*	1	*	*	-	-	1	*	-	-
	*%	*%	*%	*%	*%	-%	-%	*%	*%	-%	-%
NET: RM/Parcelforce	1926	968	311	270	82	46	777	233	216	90	52
	96%	97%	97%	99%	98%	99%	99%	92%	99%	99%	92%
							be		be		

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
Royal Mail	1916 96%	720 98%	186 92%	229 91%	124 96%	49 92%	744 95%	97 83%	479 99%	1686 98%	230 80%	1578 99%	96 73%
DHL	1370 69%	567 77%	150 75%	174 69%	83 64%	26 49%	547 70%	71 61%	384 80%	1170 68%	200 70%	1144 72%	85 65%
Parcelforce	1332 67%	534 72%	139 69%	172 68%	89 69%	33 63%	528 67%	59 51%	389 81%	1149 67%	184 64%	1126 71%	72 54%
Evri	1221 61%	485 66%	122 61%	163 65%	84 64%	28 53%	497 63%	56 48%	335 69%	1046 61%	176 61%	1022 64%	60 45%
UPS	1216 61%	483 66%	128 64%	168 67%	83 64%	27 50%	513 65%	49 42%	336 70%	1034 60%	183 64%	1030 65%	67 51%
FedEx	1212 61%	493 67%	129 64%	165 65%	76 59%	27 52%	495 63%	53 46%	345 72%	1031 60%	181 63%	1032 65%	55 42%
Yodel	1182 59%	466 63%	127 63%	154 61%	78 60%	25 47%	493 63%	50 43%	317 66%	1024 60%	158 55%	1015 64%	55 41%
DPD/DPD Local	1159 58%	462 63%	108 54%	158 63%	79 61%	25 47%	474 60%	49 42%	318 66%	994 58%	165 58%	976 61%	43 33%
TNT Express	888 44%	365 50%	93 46%	112 44%	61 47%	19 36%	356 45%	43 37%	256 53%	763 45%	124 43%	772 49%	31 24%
UK Mail	622 31%	235 32%	74 37%	86 34%	50 39%	14 27%	271 34%	30 26%	161 33%	510 30%	112 39%	531 33%	60 46%

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
Amazon Logistics	613 31%	228 31%	70 35%	80 32%	48 37%	27 51%	267 34%	28 24%	163 34%	521 30%	92 32%	510 32%	44 33%
Whistl/ TNT Post UK	441 22%	176 24%	36 18%	60 24%	40 30%	4 7%	177 22%	23 20%	124 26%	391 23%	50 17%	390 25%	9 7%
DX	347 17%	132 18%	44 22%	49 20%	32 25%	14 26%	164 21%	17 15%	93 19%	279 16%	68 24%	305 19%	20 15%
Pitney Bowes	206 10%	88 12%	11 6%	26 10%	25 19%	3 5%	74 9%	14 12%	66 14%	179 10%	27 9%	189 12%	4 3%
Citipost	187 9%	75 10%	25 12%	18 7%	15 12%	10 19%	83 11%	7 6%	57 12%	156 9%	31 11%	162 10%	8 6%
Secured mail	75 4%	24 3%	8 4%	15 6%	3 3%	1 2%	35 4%	1 1%	16 3%	67 4%	8 3%	68 4%	5 4%
MHI (Mail Handling International)	15 1%	5 1%	1 1%	6 2%	- -%	* *%	10 1%	1 1%	1 *%	12 1%	3 1%	12 1%	* *%
Other answers	2 *%	* *%	- -%	1 *%	- -%	* 1%	2 *%	- -%	* *%	2 *%	1 *%	1 *%	1 *%
NET: RM/Parcelforce	1926 96%	721 98%	190 95%	231 91%	127 98%	49 92%	748 95%	102 88%	480 99%	1687 98%	240 84%	1578 99%	102 77%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
Royal Mail	1916 96%	1224 99%	145 82%	897 99%	432 89%	1584 99%	90 72%	1213 99%	156 83%	905 99%	423 88%
DHL	1370 69%	925 75%	123 69%	627 69%	383 79%	1146 72%	84 67%	919 75%	128 68%	631 69%	380 79%
Parcelforce	1332 67%	912 74%	116 66%	611 67%	369 76%	1133 71%	65 52%	904 74%	124 66%	615 67%	364 76%
Evri	1221 61%	843 68%	91 52%	567 63%	325 67%	1019 64%	63 51%	833 68%	102 54%	564 62%	329 69%
UPS	1216 61%	839 68%	105 60%	547 60%	351 72%	1022 64%	75 60%	828 68%	117 62%	547 60%	351 73%
FedEx	1212 61%	828 67%	103 58%	541 60%	355 73%	1024 64%	62 50%	820 67%	110 59%	547 60%	348 73%
Yodel	1182 59%	821 67%	93 52%	561 62%	302 62%	1012 63%	58 46%	811 66%	102 54%	558 61%	305 64%
DPD/DPD Local	1159 58%	783 63%	87 49%	517 57%	323 66%	976 61%	42 34%	780 64%	90 48%	519 57%	321 67%
TNT Express	888 44%	614 50%	62 35%	404 45%	252 52%	771 48%	32 26%	610 50%	66 35%	403 44%	253 53%
UK Mail	622 31%	398 32%	83 47%	270 30%	193 39%	536 34%	56 44%	389 32%	93 49%	271 30%	191 40%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
Amazon Logistics	613 31%	407 33%	60 34%	285 31%	173 36%	509 32%	44 35%	405 33%	63 33%	284 31%	174 36%
Whistl/ TNT Post UK	441 22%	324 26%	24 13%	223 25%	100 21%	386 24%	13 11%	317 26%	30 16%	218 24%	105 22%
DX	347 17%	242 20%	29 17%	156 17%	118 24%	303 19%	22 17%	234 19%	37 20%	153 17%	121 25%
Pitney Bowes	206 10%	162 13%	13 7%	103 11%	51 10%	191 12%	3 2%	160 13%	15 8%	101 11%	53 11%
Citipost	187 9%	132 11%	15 9%	85 9%	61 12%	164 10%	6 5%	133 11%	14 7%	90 10%	56 12%
Secured mail	75 4%	38 3%	19 11%	31 3%	21 4%	70 4%	3 3%	38 3%	20 10%	30 3%	22 5%
MHI (Mail Handling International)	15 1%	6 1%	2 1%	5 1%	6 1%	11 1%	1 1%	6 1%	2 1%	6 1%	6 1%
Other answers	2 *%	1 *%	* *%	2 *%	* *%	1 *%	1 *%	1 *%	* *%	2 *%	* *%
NET: RM/Parcelforce	1926 96%	1224 99%	150 85%	897 99%	442 91%	1585 99%	95 76%	1213 99%	161 86%	905 99%	433 91%
		b		b		b		b		b	

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
Royal Mail	1916	809	1331	247	5	748	924	188	5	920	733	212	2
	96%	96%	98%	97%	100%	95%	97%	96%	100%	94%	96%	95%	100%
DHL	1370	615	1005	210	4	580	729	160	5	717	568	176	2
	69%	73%	74%	83%	74%	74%	77%	81%	100%	74%	74%	79%	100%
Parcelforce	1332	584	1007	221	5	567	731	167	5	696	568	185	2
	67%	69%	74%	87%	100%	72%	77%	85%	100%	71%	74%	83%	100%
Evri	1221	535	908	189	4	509	679	143	3	630	523	161	2
	61%	63%	67%	74%	74%	65%	71%	73%	64%	65%	68%	72%	100%
UPS	1216	557	903	194	5	537	666	150	1	649	498	168	2
	61%	66%	67%	76%	100%	68%	70%	76%	12%	67%	65%	75%	100%
FedEx	1212	551	909	207	4	531	667	160	1	658	523	172	2
	61%	65%	67%	81%	74%	68%	70%	81%	24%	67%	68%	77%	100%
Yodel	1182	526	902	194	4	508	656	143	1	607	510	163	2
	59%	62%	67%	76%	74%	65%	69%	73%	24%	62%	67%	73%	100%
DPD/DPD Local	1159	507	859	188	4	476	632	143	1	611	480	153	-
	58%	60%	63%	74%	74%	61%	66%	73%	24%	63%	63%	68%	-%
TNT Express	888	398	692	175	4	370	505	130	1	466	401	150	2
	44%	47%	51%	69%	74%	47%	53%	66%	12%	48%	52%	67%	100%
UK Mail	622	313	485	132	4	296	336	119	1	326	265	106	-
	31%	37%	36%	52%	74%	38%	35%	60%	12%	33%	35%	47%	-%
Amazon Logistics	613	267	473	119	-	280	344	101	1	335	276	104	-
	31%	32%	35%	47%	-%	36%	36%	51%	24%	34%	36%	47%	-%

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
Whistl/ TNT Post UK	441	187	351	91	-	198	270	68	1	227	205	78	2
	22%	22%	26%	36%	-%	25%	28%	35%	12%	23%	27%	35%	100%
				ab								a	
DX	347	156	292	57	-	151	217	53	1	207	167	67	-
	17%	18%	22%	23%	-%	19%	23%	27%	12%	21%	22%	30%	-%
Pitney Bowes	206	95	166	44	4	96	133	42	-	116	96	38	-
	10%	11%	12%	17%	74%	12%	14%	21%	-%	12%	13%	17%	-%
								a					
Citipost	187	100	158	55	-	100	120	45	-	116	100	46	-
	9%	12%	12%	22%	-%	13%	13%	23%	-%	12%	13%	21%	-%
				ab				ab				a	
Secured mail	75	47	53	21	-	37	35	16	-	38	26	11	-
	4%	6%	4%	8%	-%	5%	4%	8%	-%	4%	3%	5%	-%
MHI (Mail Handling International)	15	5	11	1	-	5	4	2	-	9	4	7	-
	1%	1%	1%	*%	-%	1%	*%	1%	-%	1%	1%	3%	-%
				b									
Other answers	2	*	1	*	-	*	1	*	-	2	*	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
NET: RM/Parcelforce	1926	813	1332	251	5	752	930	193	5	929	739	216	2
	96%	96%	98%	99%	100%	96%	98%	98%	100%	95%	97%	97%	100%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
Royal Mail	1916 96%	1539 99%	1162 99%	901 99%	1199 99%	1032 99%	30 88%	631 100%	489 99%	442 99%	129 97%	87 100%
DHL	1370 69%	1141 74%	920 78%	691 76%	894 74%	776 74%	26 78%	513 81%	417 84%	372 83%	111 84%	80 92%
Parcelforce	1332 67%	1136 73%	905 77%	683 75%	880 73%	797 76%	28 83%	515 81%	410 83%	366 82%	118 89%	80 92%
Evri	1221 61%	1003 65%	824 70%	625 69%	770 63%	705 68%	20 58%	466 74%	373 75%	343 76%	102 77%	76 88%
UPS	1216 61%	1012 65%	840 71%	622 68%	798 66%	702 67%	23 67%	471 74%	377 76%	346 77%	107 81%	80 92%
FedEx	1212 61%	1018 66%	827 70%	614 67%	792 65%	705 68%	23 68%	471 74%	376 76%	346 77%	105 79%	81 93%
Yodel	1182 59%	1011 65%	819 70%	622 68%	779 64%	698 67%	21 62%	472 75%	374 75%	342 76%	107 80%	79 91%
DPD/DPD Local	1159 58%	963 62%	779 66%	593 65%	740 61%	668 64%	22 66%	430 68%	352 71%	327 73%	100 75%	75 86%
TNT Express	888 44%	776 50%	615 52%	476 52%	605 50%	532 51%	23 67%	358 56%	296 60%	270 60%	102 76%	74 86%
UK Mail	622 31%	530 34%	408 35%	322 35%	404 33%	380 36%	23 67%	250 40%	202 41%	180 40%	73 55%	45 52%
Amazon Logistics	613 31%	509 33%	411 35%	326 36%	394 32%	362 35%	24 70%	233 37%	195 39%	182 41%	58 44%	42 49%
Whistl/ TNT Post UK	441 22%	389 25%	332 28%	259 28%	292 24%	298 29%	8 22%	195 31%	164 33%	149 33%	58 44%	43 49%

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
DX	347	308	239	201	230	221	5	165	132	117	37	25
	17%	20%	20%	22%	19%	21%	16%	26%	27%	26%	28%	29%
Pitney Bowes	206	188	165	123	150	152	6	101	84	67	29	15
	10%	12%	14%	13%	12%	15%	16%	16%	17%	15%	22%	18%
Citypost	187	165	141	123	138	117	3	89	81	82	40	27
	9%	11%	12%	13%	11%	11%	9%	14%	16%	18%	30%	31%
											ab	ab
Secured mail	75	68	52	37	52	46	5	27	25	20	6	4
	4%	4%	4%	4%	4%	4%	14%	4%	5%	5%	5%	4%
MHI (Mail Handling International)	15	11	8	6	5	11	1	3	5	6	1	1
	1%	1%	1%	1%	*%	1%	3%	*%	1%	1%	1%	1%
Other answers	2	1	1	1	1	-	-	-	-	1	-	-
	*%	*%	*%	*%	*%	-%	-%	-%	-%	*%	-%	-%
NET: RM/Parcelforce	1926	1543	1167	905	1204	1036	34	631	494	446	133	87
	96%	100%	99%	99%	99%	99%	100%	100%	100%	99%	100%	100%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
Royal Mail	1916 96%	192 97%	104 91%	91 98%	47 99%	1606 97%	984 95%	1684 96%	1058 96%	939 95%	788 96%	1551 97%	196 97%	- -%	1385 98%	137 99%
DHL	1370 69%	137 69%	62 54%	65 70%	38 80%	1152 70%	700 68%	1197 69%	773 70%	703 71%	627 76%	1127 70%	168 83%	- -%	974 69%	104 75%
Parcelforce	1332 67%	141 71%	53 46%	65 70%	39 82%	1131 68%	674 65%	1172 67%	750 68%	673 68%	609 74%	1116 70%	165 82%	- -%	970 68%	99 71%
Evri	1221 61%	121 61%	43 38%	71 76%	38 81%	1014 61%	630 61%	1060 61%	708 64%	648 65%	565 69%	1013 63%	153 76%	- -%	874 62%	87 62%
UPS	1216 61%	127 64%	45 40%	65 70%	37 77%	1021 62%	623 60%	1062 61%	696 63%	644 65%	570 69%	995 62%	149 74%	- -%	871 61%	90 65%
FedEx	1212 61%	121 61%	44 38%	65 70%	37 79%	1021 62%	618 60%	1058 61%	698 63%	636 64%	573 70%	1016 63%	154 77%	- -%	858 61%	87 63%
Yodel	1182 59%	127 64%	38 33%	65 69%	42 89%	984 60%	585 57%	1016 58%	668 60%	606 61%	548 67%	970 60%	143 71%	- -%	853 60%	86 62%
DPD/DPD Local	1159 58%	105 53%	45 39%	56 60%	36 77%	972 59%	588 57%	1004 57%	691 62%	623 63%	530 64%	961 60%	128 64%	- -%	833 59%	85 62%
TNT Express	888 44%	80 40%	27 24%	53 57%	31 65%	763 46%	461 45%	787 45%	514 46%	487 49%	421 51%	757 47%	128 64%	- -%	629 44%	68 49%
UK Mail	622 31%	73 37%	30 26%	31 33%	18 39%	528 32%	332 32%	555 32%	343 31%	347 35%	305 37%	522 33%	90 45%	- -%	423 30%	52 38%
Amazon Logistics	613 31%	73 37%	31 27%	27 29%	31 66%	516 31%	288 28%	541 31%	350 32%	346 35%	294 36%	510 32%	85 42%	- -%	447 32%	49 35%

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
Whistl/ TNT Post UK	441	59	20	19	12	380	247	392	269	253	213	382	69	-	321	34
	22%	30%	18%	21%	25%	23%	24%	22%	24%	25%	26%	24%	34%	-%	23%	25%
													b			
DX	347	38	12	24	13	289	178	298	212	197	188	289	39	-	260	25
	17%	19%	11%	25%	28%	17%	17%	17%	19%	20%	23%	18%	19%	-%	18%	18%
Pitney Bowes	206	27	13	7	11	185	137	187	127	123	114	185	28	-	134	15
	10%	14%	12%	7%	22%	11%	13%	11%	11%	12%	14%	12%	14%	-%	9%	11%
Citipost	187	28	7	7	16	157	105	164	117	117	110	153	33	-	138	15
	9%	14%	7%	7%	35%	9%	10%	9%	11%	12%	13%	10%	16%	-%	10%	11%
					abc								b			
Secured mail	75	7	8	6	*	55	26	59	32	31	32	56	10	-	50	7
	4%	4%	7%	7%	*%	3%	3%	3%	3%	3%	4%	4%	5%	-%	4%	5%
MHI (Mail Handling International)	15	5	2	3	-	10	7	11	9	12	5	11	1	-	10	2
	1%	2%	2%	3%	-%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	1%
Other answers	2	-	1	-	-	2	2	2	2	1	1	2	*	-	2	-
	*%	-%	1%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
NET: RM/Parcelforce	1926	192	104	92	47	1612	994	1694	1064	946	793	1562	200	-	1390	137
	96%	97%	91%	98%	99%	98%	96%	97%	96%	95%	96%	97%	99%	-%	98%	99%
						e										

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
Royal Mail	1916 96%	739 97%	1089 99%	554 91%	39 95%	253 86%	427 96%	236 90%	1302 97%	359 97%	271 91%	359 94%	1239 98%
DHL	1370 69%	538 71%	754 68%	479 79%	32 78%	209 71%	376 84%	159 61%	931 69%	270 73%	195 65%	257 67%	886 70%
Parcelforce	1332 67%	546 72%	728 66%	465 77%	36 88%	203 69%	376 84%	161 61%	901 67%	261 70%	192 65%	234 61%	882 70%
Evri	1221 61%	469 62%	679 61%	408 67%	32 78%	182 62%	320 72%	155 59%	821 61%	240 65%	190 64%	222 58%	788 62%
UPS	1216 61%	481 63%	671 61%	436 72%	25 60%	195 66%	337 76%	155 59%	816 61%	242 65%	178 60%	226 59%	794 63%
FedEx	1212 61%	457 60%	686 62%	443 73%	26 62%	183 62%	344 77%	146 56%	830 62%	233 63%	182 61%	235 61%	777 61%
Yodel	1182 59%	471 62%	660 60%	391 64%	26 62%	175 59%	305 68%	147 56%	790 59%	243 65%	166 56%	225 59%	778 61%
DPD/DPD Local	1159 58%	438 58%	662 60%	389 64%	29 69%	166 56%	316 71%	147 56%	779 58%	229 61%	170 57%	229 60%	736 58%
TNT Express	888 44%	368 48%	491 44%	306 50%	21 52%	123 42%	261 59%	95 36%	608 45%	178 48%	132 44%	168 44%	568 45%
UK Mail	622 31%	290 38%	287 26%	241 40%	15 37%	132 45%	165 37%	88 34%	399 30%	130 35%	99 33%	134 35%	370 29%
Amazon Logistics	613 31%	270 36%	311 28%	211 35%	19 47%	117 40%	157 35%	113 43%	381 28%	113 30%	92 31%	137 36%	368 29%
Whistl/ TNT Post UK	441 22%	212 28%	215 19%	130 21%	10 24%	62 21%	113 25%	64 24%	288 21%	88 24%	67 22%	86 22%	284 22%

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
DX	347	140	188	140	4	64	113	44	219	83	64	69	203
	17%	18%	17%	23%	9%	22%	25%	17%	16%	22%	21%	18%	16%
Pitney Bowes	206	84	117	82	1	26	68	13	140	52	28	47	123
	10%	11%	11%	14%	3%	9%	15%	5%	10%	14%	9%	12%	10%
										a			
Citipost	187	94	85	81	10	43	63	33	112	41	35	42	99
	9%	12%	8%	13%	24%	15%	14%	13%	8%	11%	12%	11%	8%
		b											
Secured mail	75	37	34	27	1	19	17	7	51	17	10	20	42
	4%	5%	3%	5%	2%	6%	4%	3%	4%	5%	3%	5%	3%
MHI (Mail Handling International)	15	11	2	10	1	6	5	6	5	3	4	2	6
	1%	1%	*%	2%	2%	2%	1%	2%	*%	1%	1%	*%	*%
		b						b					
Other answers	2	*	2	*	*	*	1	1	1	*	1	*	1
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
NET: RM/Parcelforce	1926	743	1089	564	39	261	429	237	1306	360	276	359	1240
	96%	98%	99%	93%	95%	89%	96%	91%	97%	97%	93%	94%	98%
							a		a	a			ab

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
Royal Mail	1916 96%	825 92%	1090 98%
		a	
DHL	1370 69%	521 58%	849 77%
		a	
Parcelforce	1332 67%	498 56%	834 75%
		a	
Evri	1221 61%	470 53%	752 68%
		a	
UPS	1216 61%	473 53%	743 67%
		a	
FedEx	1212 61%	460 52%	752 68%
		a	
Yodel	1182 59%	449 50%	733 66%
		a	
DPD/DPD Local	1159 58%	462 52%	697 63%
		a	
TNT Express	888 44%	336 38%	551 50%
		a	
UK Mail	622 31%	273 31%	349 32%
Amazon Logistics	613 31%	241 27%	371 34%
		a	
Whistl/ TNT Post UK	441 22%	148 17%	293 26%
		a	

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
DX	347 17%	152 17%	195 18%
Pitney Bowes	206 10%	76 9%	130 12%
Citipost	187 9%	88 10%	99 9%
Secured mail	75 4%	32 4%	42 4%
MHI (Mail Handling International)	15 1%	5 1%	10 1%
Other answers	2 *%	1 *%	1 *%
NET: RM/Parcelforce	1926 96%	835 94%	1091 99%
			a

Columns Tested: a,b

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
Royal Mail	1916	52	201	226	64	306	121	31	297	142	88	121	266
	96%	98%	99%	93%	96%	99%	98%	90%	95%	92%	100%	95%	94%
			ci			ci							
DHL	1370	36	150	142	39	230	75	23	231	100	55	85	203
	69%	68%	73%	59%	59%	74%	61%	68%	74%	65%	62%	67%	71%
			c			cdf			c				
Parcelforce	1332	41	145	143	37	241	64	21	236	86	46	82	190
	67%	77%	71%	59%	56%	78%	52%	62%	76%	56%	52%	64%	67%
		cdfij	dij			cdfij			cdfij				
Evri	1221	31	134	126	37	210	72	23	209	82	52	79	167
	61%	58%	66%	52%	55%	68%	58%	66%	67%	53%	59%	62%	59%
			c			c			c				
UPS	1216	30	134	118	36	212	70	23	218	86	45	81	163
	61%	57%	66%	48%	54%	68%	56%	67%	70%	56%	52%	64%	57%
			c			c			c				
FedEx	1212	31	136	120	37	212	64	20	221	78	42	73	179
	61%	58%	67%	49%	55%	68%	52%	57%	71%	50%	48%	58%	63%
			cfij			cfij			cdfij				c
Yodel	1182	26	134	109	35	204	59	23	224	75	43	71	178
	59%	48%	66%	45%	53%	66%	48%	67%	72%	49%	49%	56%	63%
			cfi			acfi			acdfij				c
DPD/DPD Local	1159	23	131	115	34	189	61	24	227	71	36	68	180
	58%	43%	64%	47%	51%	61%	50%	71%	73%	46%	41%	53%	63%
			acij			cij		j	acdfijk				acij
TNT Express	888	20	106	87	30	159	48	16	152	54	27	53	136
	44%	37%	52%	36%	44%	51%	39%	48%	49%	35%	31%	42%	48%
			cij			cij							
UK Mail	622	11	78	77	14	117	24	2	124	40	20	28	87
	31%	20%	38%	32%	22%	38%	20%	6%	40%	26%	22%	22%	31%
			adfgk	g		adfgk			adfgk	g			g
Amazon Logistics	613	14	74	53	21	129	31	10	93	44	17	34	92
	31%	26%	36%	22%	32%	42%	25%	30%	30%	29%	19%	27%	32%
			cj			cfj							
Whistl/ TNT Post UK	441	7	51	46	12	85	19	11	101	29	6	28	46
	22%	14%	25%	19%	17%	27%	16%	31%	32%	19%	7%	22%	16%
			j			jl		j	acdfjl			j	

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
DX	347	7	35	39	7	86	10	5	58	28	10	22	39
	17%	13%	17%	16%	10%	28%	8%	14%	19%	18%	12%	18%	14%
						bcdflj			f				
Pitney Bowes	206	2	24	28	3	43	13	5	31	13	7	17	20
	10%	4%	12%	12%	5%	14%	10%	13%	10%	8%	8%	14%	7%
						d							
Citypost	187	3	21	18	4	32	11	2	40	14	10	12	19
	9%	6%	10%	8%	6%	10%	9%	7%	13%	9%	11%	10%	7%
Secured mail	75	1	10	5	2	17	*	*	13	4	1	4	18
	4%	3%	5%	2%	4%	5%	*%	1%	4%	2%	1%	3%	6%
						f							f
MHI (Mail Handling International)	15	2	*	1	2	6	-	-	4	-	*	*	*
	1%	4%	*%	*%	2%	2%	-%	-%	1%	-%	*%	*%	*%
Other answers	2	*	*	-	-	*	-	-	*	1	*	-	*
	*%	*%	*%	-%	-%	*%	-%	-%	*%	1%	*%	-%	*%
NET: RM/Parcelforce	1926	52	201	231	64	306	121	31	297	142	88	121	271
	96%	98%	99%	95%	97%	99%	98%	90%	95%	92%	100%	95%	95%
			i			i							

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
Royal Mail	1916	480	491	470	475	971	945
	96%	96%	98%	94%	95%	97%	94%
			c				
DHL	1370	329	345	355	342	673	697
	69%	66%	69%	71%	68%	67%	70%
Parcelforce	1332	329	342	344	318	671	661
	67%	66%	68%	69%	64%	67%	66%
Evri	1221	291	319	314	298	610	612
	61%	58%	64%	63%	60%	61%	61%
UPS	1216	282	318	327	290	600	617
	61%	56%	64%	65%	58%	60%	62%
FedEx	1212	287	312	318	294	599	613
	61%	57%	62%	64%	59%	60%	61%
Yodel	1182	268	299	323	292	567	615
	59%	54%	60%	65%	58%	57%	62%
			a				
DPD/DPD Local	1159	269	284	323	283	553	606
	58%	54%	57%	65%	57%	55%	61%
			a				
TNT Express	888	213	236	222	216	449	438
	44%	43%	47%	44%	43%	45%	44%
UK Mail	622	165	156	167	135	321	301
	31%	33%	31%	33%	27%	32%	30%
Amazon Logistics	613	141	181	148	143	322	291
	31%	28%	36%	30%	29%	32%	29%
			a				
Whistl/ TNT Post UK	441	104	115	140	81	220	221
	22%	21%	23%	28%	16%	22%	22%
			d				
DX	347	81	103	91	72	184	163
	17%	16%	21%	18%	14%	18%	16%
Pitney Bowes	206	54	59	48	45	113	92
	10%	11%	12%	10%	9%	11%	9%

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
Citipost	187	43	47	56	41	90	97
	9%	9%	9%	11%	8%	9%	10%
Secured mail	75	16	19	17	22	35	39
	4%	3%	4%	3%	4%	4%	4%
MHI (Mail Handling International)	15	3	7	4	1	10	5
	1%	1%	1%	1%	*%	1%	*%
Other answers	2	*	*	1	*	1	2
	*%	*%	*%	*%	*%	*%	*%
NET: RM/Parcelforce	1926	485	491	470	480	976	950
	96%	97%	98%	94%	96%	98%	95%
			c			b	

Columns Tested: a,b,c,d - a,b

Table 84

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
Royal Mail	1863	208	1655	1782	69	7	5	80
	93%	86%	94%	93%	90%	82%	91%	89%
			a	c				
Parcelforce	257	9	248	243	11	2	1	13
	13%	4%	14%	13%	15%	17%	15%	15%
			a					
Evri	236	10	227	228	8	*	*	9
	12%	4%	13%	12%	11%	2%	4%	10%
			a	d				
DHL	168	6	162	154	11	2	1	14
	8%	2%	9%	8%	15%	21%	19%	16%
			a		a	a	a	a
DPD/DPD Local	161	15	146	146	13	1	1	15
	8%	6%	8%	8%	17%	9%	12%	16%
					a			a
Yodel	110	1	110	108	2	*	*	2
	6%	*%	6%	6%	2%	4%	8%	3%
			a				be	
UPS	106	7	100	98	7	1	*	9
	5%	3%	6%	5%	10%	10%	7%	10%
					a			a
UK Mail	96	-	96	89	5	1	1	6
	5%	-%	5%	5%	6%	8%	16%	7%
			a				abe	
FedEx	61	8	53	55	5	1	*	6
	3%	3%	3%	3%	7%	8%	7%	7%
					a		a	a
Amazon Logistics	47	1	46	45	2	1	*	3
	2%	*%	3%	2%	2%	10%	2%	3%
						abde		
TNT Express	21	2	19	17	4	*	*	4
	1%	1%	1%	1%	5%	5%	3%	5%
					a	a		a
DX	16	1	15	12	3	*	*	3
	1%	*%	1%	1%	4%	1%	3%	4%
					a			a

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
Secured Mail	13	-	13	13	1	*	*	1
	1%	-%	1%	1%	1%	1%	*%	1%
Pitney Bowes	12	-	12	10	2	*	*	2
	1%	-%	1%	1%	3%	*%	*%	3%
					a			a
Whistl/ TNT Post UK	10	-	10	9	*	*	*	*
	*%	-%	1%	*%	*%	1%	2%	*%
Citipost	5	-	5	4	*	*	*	*
	*%	-%	*%	*%	*%	1%	*%	*%
MHI (Mail Handling International)	4	-	4	4	*	-	*	*
	*%	-%	*%	*%	*%	-%	*%	*%
Other answers	14	3	11	12	2	*	*	2
	1%	1%	1%	1%	2%	1%	*%	2%
					a			
NET: RM Only	1259	186	1074	1214	39	4	2	46
	63%	77%	61%	64%	52%	45%	47%	51%
		b		bcde				
NET: RM and Other	604	22	582	569	29	3	2	35
	30%	9%	33%	30%	39%	37%	44%	39%
		a		a			a	a
NET: Provider other than RM	137	33	104	128	7	2	*	10
	7%	14%	6%	7%	10%	18%	9%	11%
		b				a		
NET: RM/Parcelforce	1879	209	1669	1798	69	7	5	81
	94%	87%	95%	94%	91%	82%	92%	90%
			a	c				

Columns Tested: a,b - a,b,c,d,e

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
Royal Mail	1863 93%	997 94%	661 93%	125 94%	50 90%	26 88%	5 91%	1782 93%	69 90%	12 85%
		i	i					i		
Parcelforce	257 13%	115 11%	109 15%	19 14%	7 13%	6 19%	1 15%	243 13%	11 15%	2 17%
					a					
Evri	236 12%	143 13%	73 10%	11 8%	7 12%	2 5%	* 4%	228 12%	8 11%	* 3%
		efi	i		fi			fi	i	
DHL	168 8%	69 6%	68 10%	17 13%	9 17%	4 12%	1 19%	154 8%	11 15%	3 20%
					abg			abg	ag	abg
DPD/DPD Local	161 8%	58 5%	77 11%	11 8%	11 19%	4 12%	1 12%	146 8%	13 17%	1 10%
			a		abcg	a	a		abg	
Yodel	110 6%	44 4%	47 7%	17 13%	1 1%	1 4%	* 8%	108 6%	2 2%	1 5%
			dh	adegh			dh			
UPS	106 5%	36 3%	47 7%	15 11%	6 10%	3 9%	* 7%	98 5%	7 10%	1 9%
				ag	ag	a			ag	a
UK Mail	96 5%	40 4%	45 6%	4 3%	3 6%	2 8%	1 16%	89 5%	5 6%	2 11%
							abcdgh			ag
FedEx	61 3%	24 2%	24 3%	6 4%	5 9%	1 3%	* 7%	55 3%	5 7%	1 7%
					abg		ag		ag	ag
Amazon Logistics	47 2%	11 1%	29 4%	5 4%	1 2%	2 5%	* 2%	45 2%	2 2%	1 7%
			a			a				ag
TNT Express	21 1%	2 *%	11 1%	4 3%	3 6%	1 3%	* 3%	17 1%	4 5%	1 4%
				ag	abg	a	a		abg	ag

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
DX	16 1%	2 *%	10 1%	1 1%	2 4%	1 3%	* 3%	12 1%	3 4%	* 1%
					ag	ag	a		ag	
Secured Mail	13 1%	- -%	11 2%	2 1%	1 1%	* *%	* *%	13 1%	1 1%	* *%
			a	a						
Pitney Bowes	12 1%	2 *%	7 1%	1 1%	2 4%	* *%	* *%	10 1%	2 3%	* *%
					abg				ag	
Whistl/ TNT Post UK	10 *%	4 *%	2 *%	4 3%	* *%	* *%	* 2%	9 *%	* *%	* 2%
				abg						
Citipost	5 *%	* *%	3 *%	1 1%	* *%	* 1%	* *%	4 *%	* *%	* 1%
MHI (Mail Handling International)	4 *%	2 *%	1 *%	1 1%	* *%	- -%	* *%	4 *%	* *%	* *%
Other answers	14 1%	7 1%	4 1%	2 1%	1 2%	1 2%	* *%	12 1%	2 2%	* 1%
									g	
NET: RM Only	1259 63%	730 69%	398 56%	85 64%	29 52%	14 49%	2 47%	1214 64%	39 52%	6 45%
		bdefhi		efi				bdefhi		
NET: RM and Other	604 30%	266 25%	262 37%	40 30%	21 38%	12 39%	2 44%	569 30%	29 39%	6 40%
			ag		a	a	acg		ag	a
NET: Provider other than RM	137 7%	68 6%	52 7%	8 6%	6 10%	4 12%	* 9%	128 7%	7 10%	2 15%
										abg
NET: RM/Parcelforce	1879 94%	1001 94%	670 94%	126 95%	51 91%	26 89%	5 92%	1798 94%	69 91%	12 86%
		i	i	i				ei		

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
Royal Mail	1863 93%	1459 94%	324 92%	69 90%	7 82%	5 91%	1176 96%	252 88%	64 89%	32 81%	54 95%
		d	d				bd				d
Parcelforce	257 13%	201 13%	42 12%	11 15%	2 17%	1 15%	166 14%	44 15%	11 16%	4 9%	6 11%
Evri	236 12%	201 13%	27 8%	8 11%	* 2%	* 4%	167 14%	31 11%	8 11%	2 4%	3 5%
		bde									
DHL	168 8%	120 8%	34 10%	11 15%	2 21%	1 19%	82 7%	49 17%	9 12%	6 16%	7 12%
				a	ab	ab		a			
DPD/DPD Local	161 8%	104 7%	42 12%	13 17%	1 9%	1 12%	90 7%	28 10%	9 12%	9 22%	5 9%
			a	a						a	
Yodel	110 6%	80 5%	27 8%	2 2%	* 4%	* 8%	69 6%	24 8%	8 10%	1 3%	5 9%
			c			c					
UPS	106 5%	65 4%	33 9%	7 10%	1 10%	* 7%	42 3%	24 8%	11 16%	10 25%	3 6%
			a	a				a	a	abe	
UK Mail	96 5%	71 5%	18 5%	5 6%	1 8%	1 16%	35 3%	41 14%	6 8%	4 9%	7 13%
						abc		a			a
FedEx	61 3%	42 3%	13 4%	5 7%	1 8%	* 7%	29 2%	8 3%	8 11%	6 15%	2 3%
				a		a			ab	ab	
Amazon Logistics	47 2%	33 2%	12 3%	2 2%	1 10%	* 2%	23 2%	15 5%	6 9%	1 3%	1 2%
					ace			a	a		
TNT Express	21 1%	10 1%	7 2%	4 5%	* 5%	* 3%	6 *%	2 1%	9 13%	1 2%	1 2%
				a	a	a			abe		
DX	16 1%	9 1%	3 1%	3 4%	* 1%	* 3%	2 *%	5 2%	2 3%	1 3%	4 8%
				ab				a	a	a	a

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
Secured Mail	13 1%	11 1%	2 1%	1 1%	* 1%	* *	8 1%	1 *	4 6%	- -%	* *
									ab		
Pitney Bowes	12 1%	9 1%	1 *	2 3%	* *	* *	5 *	2 1%	4 6%	* *	* *
				ab					a		
Whistl/ TNT Post UK	10 *%	6 *%	4 1%	* *	* 1%	* 2%	5 *%	4 2%	- -%	- -%	* *
Citipost	5 *%	3 *%	2 *%	* *%	* 1%	* *%	4 *%	* *%	* *%	- -%	* *
MHI (Mail Handling International)	4 *%	2 *%	2 *%	* *%	- -%	* *%	3 *%	1 *%	* *%	1 2%	- -%
Other answers	14 1%	7 *%	5 2%	2 2%	* 1%	* *%	5 *%	3 1%	2 2%	* *%	1 2%
NET: RM Only	1259 63%	1003 64%	211 60%	39 52%	4 45%	2 47%	805 66%	141 49%	35 49%	19 47%	33 59%
		cde	e				bc				
NET: RM and Other	604 30%	456 29%	113 32%	29 39%	3 37%	2 44%	371 30%	111 39%	29 40%	13 34%	20 36%
				a		ab					
NET: Provider other than RM	137 7%	99 6%	28 8%	7 10%	2 18%	* 9%	49 4%	35 12%	8 11%	8 19%	3 5%
					ab			a		ae	
NET: RM/Parcelforce	1879 94%	1470 94%	327 93%	69 91%	7 82%	5 92%	1179 96%	260 90%	67 92%	32 82%	54 96%
		d	d				bd			d	

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
Royal Mail	1863 93%	177 94%	122 94%	294 89%	72 91%	168 92%	295 93%	231 98%	159 99%	130 94%
								c	c	
Parcelforce	257 13%	26 14%	14 11%	49 15%	10 13%	33 18%	37 12%	22 9%	28 17%	22 16%
Evri	236 12%	28 15%	22 17%	23 7%	11 14%	32 18%	35 11%	32 14%	30 18%	13 9%
			c			c			c	
DHL	168 8%	14 7%	15 11%	42 13%	4 6%	15 8%	23 7%	16 7%	15 9%	9 7%
DPD/DPD Local	161 8%	21 11%	13 10%	18 5%	7 9%	17 10%	38 12%	15 6%	8 5%	9 6%
Yodel	110 6%	8 4%	8 6%	14 4%	3 4%	16 9%	17 5%	21 9%	12 8%	6 4%
UPS	106 5%	12 6%	6 5%	29 9%	6 7%	8 5%	15 5%	9 4%	6 3%	5 3%
UK Mail	96 5%	8 4%	8 6%	33 10%	2 3%	11 6%	11 3%	4 2%	6 3%	6 4%
				fg						
FedEx	61 3%	5 3%	6 5%	17 5%	4 5%	5 3%	16 5%	* *%	6 4%	* *%
Amazon Logistics	47 2%	5 3%	10 7%	14 4%	* 1%	5 3%	7 2%	* *%	3 2%	* *%
			gi							
TNT Express	21 1%	1 *%	* *%	6 2%	3 4%	5 3%	2 1%	* *%	3 2%	* *%
DX	16 1%	1 *%	- -%	3 1%	* *%	5 3%	* *%	3 1%	2 1%	2 1%
Secured Mail	13 1%	- -%	3 2%	1 *%	4 5%	5 3%	- -%	- -%	- -%	- -%
					f					

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
Pitney Bowes	12	-	-	4	-	4	2	-	*	-
	1%	-%	-%	1%	-%	2%	1%	-%	*%	-%
Whistl/ TNT Post UK	10	-	-	3	-	1	3	*	-	-
	*%	-%	-%	1%	-%	*%	1%	*%	-%	-%
Citipost	5	*	-	3	-	1	-	-	-	-
	*%	*%	-%	1%	-%	*%	-%	-%	-%	-%
MHI (Mail Handling International)	4	1	-	-	2	1	-	-	*	-
	*%	*%	-%	-%	2%	*%	-%	-%	*%	-%
Other answers	14	3	*	3	-	-	3	-	-	-
	1%	2%	*%	1%	-%	-%	1%	-%	-%	-%
NET: RM Only	1259	117	80	178	48	105	210	159	99	88
	63%	62%	62%	54%	61%	58%	66%	68%	61%	63%
NET: RM and Other	604	60	42	116	23	63	85	72	61	42
	30%	32%	33%	35%	30%	35%	27%	31%	38%	31%
NET: Provider other than RM	137	12	7	35	7	14	21	4	2	8
	7%	6%	6%	11%	9%	8%	7%	2%	1%	6%
NET: RM/Parcelforce	1879	177	123	298	74	170	295	232	159	134
	94%	94%	95%	90%	94%	93%	93%	99%	99%	97%
				gh				c	c	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
Royal Mail	1863 93%	371 93%	459 96% ef	820 93% f	1649 94% ef	214 89%	104 87%	73 92%	37 91%
Parcelforce	257 13%	65 16% efgh	69 14% efg	108 12% ef	242 14% efg	15 6%	7 6%	5 6%	3 8%
Evri	236 12%	57 14% efgh	80 17% cefg	90 10% efh	227 13% efgh	9 4%	5 4%	4 5%	1 2%
DHL	168 8%	28 7%	43 9%	81 9%	152 9%	15 6%	9 7%	4 5%	2 6%
DPD/DPD Local	161 8%	33 8%	42 9%	71 8%	146 8%	15 6%	8 7%	3 4%	3 9%
Yodel	110 6%	25 6% ef	29 6% ef	52 6% ef	106 6% ef	4 2%	1 1%	1 2%	1 3%
UPS	106 5%	19 5%	24 5%	53 6%	96 5%	11 4%	8 6%	1 2%	2 4%
UK Mail	96 5%	19 5%	22 5%	48 5%	89 5%	6 3%	5 4%	1 1%	1 2%
FedEx	61 3%	9 2%	17 4% e	33 4% e	59 3% e	2 1%	1 1%	1 1%	1 3%
Amazon Logistics	47 2%	6 1%	18 4% e	22 2%	45 3%	2 1%	1 1%	* *%	1 4%
TNT Express	21 1%	7 2%	4 1%	8 1%	20 1%	1 *%	* *%	1 1%	* *%
DX	16 1%	7 2% e	3 1%	6 1%	15 1%	* *%	* *%	* *%	* *%

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
Secured Mail	13 1%	9 2%	3 1%	1 *%	13 1%	* *%	* *%	* 1%	* *%
Pitney Bowes	12 1%	4 1%	* *%	7 1%	11 1%	1 *%	* *%	* *%	- -%
Whistl/ TNT Post UK	10 *%	1 *%	- -%	6 1%	7 *%	3 1%	* *%	2 3% bd	* *%
Citipost	5 *%	1 *%	* *%	3 *%	4 *%	* *%	* *%	* *%	* *%
MHI (Mail Handling International)	4 *%	3 1%	1 *%	- -%	4 *%	* *%	* *%	* *%	- -%
Other answers	14 1%	- -%	3 1%	7 1%	10 1%	4 2%	2 1%	1 2%	1 3% ad
NET: RM Only	1259 63%	241 60%	295 62%	547 62%	1084 62%	175 73% abcd	85 71%	62 77% abcd	29 72% ad
NET: RM and Other	604 30%	129 32% efgh	163 34% efgh	272 31% efgh	565 32% efgh	39 16%	19 16%	12 15%	8 19%
NET: Provider other than RM	137 7%	29 7%	21 4%	60 7%	111 6%	26 11% bd	16 13% bcd	7 8%	3 9%
NET: RM/Parcelforce	1879 94%	378 95%	459 96% ef	825 94%	1663 94% ef	216 90%	106 88%	74 92%	37 92%

Columns Tested:: a,b,c,d,e,f,g,h

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
Royal Mail	1863 93%	80 88%	105 90%	18 78%	124 88%	237 88%	389 93%	60 97%	56 91%	916 96% ade
Parcelforce	257 13%	4 5%	21 18%	4 17%	25 18%	60 23% ahi	67 16% i	9 15%	2 4%	89 9%
Evri	236 12%	2 2%	17 15% a	2 8%	19 14%	33 12%	96 23% aeghi	3 5%	2 3%	81 8%
DHL	168 8%	2 3%	25 22% aehi	4 18%	30 21% aehi	18 7%	48 11% i	4 6%	3 5%	64 7%
DPD/DPD Local	161 8%	5 6%	24 21% aefghi	4 15%	28 20% efghi	14 5%	43 10%	1 1%	* *%	70 7%
Yodel	110 6%	2 2%	9 8%	3 15%	12 9% i	29 11% i	35 8% i	* 1%	1 1%	31 3%
UPS	106 5%	11 13% i	16 13% fi	5 22%	21 15% efgi	12 4%	22 5%	1 1%	3 4%	37 4%
UK Mail	96 5%	5 6%	6 5%	2 7%	8 6%	27 10% i	20 5%	3 5%	5 7%	27 3%
FedEx	61 3%	5 6%	8 7%	1 2%	9 6%	7 3%	19 4%	* *%	* *%	21 2%
Amazon Logistics	47 2%	1 1%	1 1%	2 8%	3 2%	11 4%	15 4%	3 5%	2 3%	13 1%
TNT Express	21 1%	1 1%	3 3% i	* *%	3 2%	5 2%	10 2% i	- -%	* *%	3 *%
DX	16 1%	- -%	7 6% efi	- -%	7 5% fi	1 *%	3 1%	- -%	* *%	4 *%

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
Secured Mail	13 1%	- -%	5 5%	- -%	5 4%	1 *%	4 1%	3 5%	* *%	* *%
Pitney Bowes	12 1%	- -%	3 2%	- -%	3 2%	4 1%	* *%	- -%	* *%	6 1%
Whistl/ TNT Post UK	10 *%	- -%	1 1%	- -%	1 1%	* *%	2 *%	* *%	- -%	7 1%
Citipost	5 *%	- -%	1 1%	* *%	1 1%	* *%	1 *%	- -%	- -%	3 *%
MHI (Mail Handling International)	4 *%	1 1%	1 1%	- -%	1 1%	- -%	- -%	- -%	* *%	2 *%
Other answers	14 1%	1 1%	1 1%	- -%	1 1%	* *%	7 2%	* 1%	- -%	4 *%
NET: RM Only	1259 63%	65 72% bdf	42 36%	12 49%	54 38%	145 54% b	221 53% bd	50 82% bdef	52 83% bdef	670 70% bdef
NET: RM and Other	604 30%	14 16%	63 54% aeghi	7 28%	70 50% aghi	92 34% ah	168 40% aghi	10 16%	5 8%	246 26% h
NET: Provider other than RM	137 7%	11 12% i	12 10%	5 22%	17 12% i	32 12% i	31 7%	2 3%	5 9%	39 4%
NET: RM/Parcelforce	1879 94%	80 88%	107 92%	19 80%	126 90%	245 91%	393 94%	60 98%	56 91%	917 96% ad

Columns Tested: a,b,c,d,e,f,g,h,i

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
DX	16 1%	8 2%	3 1%	4 *%	14 1%	2 1%	- -%	11 1%	5 3% a	16 1%	- -%
Secured Mail	13 1%	6 1%	4 1%	3 *%	10 1%	3 1%	- -%	13 1%	1 1%	13 1%	- -%
Pitney Bowes	12 1%	6 1%	* *%	6 1%	12 1%	- -%	- -%	12 1%	* *%	12 1%	- -%
Whistl/ TNT Post UK	10 *%	1 *%	2 *%	7 1%	10 1%	* *%	- -%	10 1%	* *%	10 1%	- -%
Citipost	5 *%	1 *%	1 *%	3 *%	5 *%	- -%	- -%	5 *%	* *%	5 *%	- -%
MHI (Mail Handling International)	4 *%	2 *%	- -%	2 *%	4 *%	- -%	- -%	4 *%	1 *%	4 *%	- -%
Other answers	14 1%	2 *%	7 2%	5 *%	13 1%	1 *%	- -%	13 1%	1 1%	14 1%	- -%
NET: RM Only	1259 63%	264 53%	221 53%	774 72% ab	1040 62%	219 66%	- -%	1153 63%	106 63%	1204 62%	55 76%
NET: RM and Other	604 30%	176 35% c	168 40% c	260 24%	499 30%	105 31%	- -%	551 30%	53 31%	595 31% b	8 11%
NET: Provider other than RM	137 7%	60 12% c	31 7%	46 4%	129 8% b	8 3%	- -%	127 7%	10 6%	127 7%	10 13%
NET: RM/Parcelforce	1879 94%	451 90%	393 94%	1035 96% a	1555 93%	324 98%	- -%	1719 94%	160 95%	1815 94%	64 87%

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
Royal Mail	1863 93%	1188 95%	285 89%	374 92%
		b		
Parcelforce	257 13%	132 11%	37 12%	87 22% ab
Evri	236 12%	84 7%	34 11%	115 28% ab
DHL	168 8%	79 6%	32 10%	57 14% a
DPD/DPD Local	161 8%	55 4%	45 14% a	60 15% a
Yodel	110 6%	52 4%	10 3%	49 12% ab
UPS	106 5%	37 3%	23 7% a	45 11% a
UK Mail	96 5%	40 3%	35 11% a	21 5%
FedEx	61 3%	17 1%	19 6% a	25 6% a
Amazon Logistics	47 2%	16 1%	15 5% a	17 4% a
TNT Express	21 1%	7 1%	4 1%	11 3% a

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
DX	16 1%	9 1%	4 1%	2 1%
Secured Mail	13 1%	8 1%	1 *%	4 1%
Pitney Bowes	12 1%	4 *%	5 1%	4 1%
Whistl/ TNT Post UK	10 *%	6 *%	1 *%	3 1%
Citipost	5 *%	1 *%	4 1%	* *%
MHI (Mail Handling International)	4 *%	* *%	3 1%	1 *%
Other answers	14 1%	10 1%	* *%	4 1%
NET: RM Only	1259 63%	898 72% bc	169 53%	176 43%
NET: RM and Other	604 30%	289 23%	115 36% a	198 49% ab
NET: Provider other than RM	137 7%	66 5%	36 11% a	32 8%
NET: RM/Parcelforce	1879 94%	1198 96% b	289 90%	375 92%

Columns Tested: a,b,c

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	f	g	h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
DX	16 1%	6 *%	4 2% a	2 4% a	* 1%	* *%	4 28%	- -%	- -%	10 1%	6 5% ai	4 7% ai
Secured Mail	13 1%	4 *%	5 2% ai	4 8% ai	- -%	* *%	* 2%	* 1%	* *%	9 *%	4 4% ai	* *%
Pitney Bowes	12 1%	8 *%	4 2%	* 1%	- -%	* *%	- -%	- -%	- -%	12 1%	* *%	* *%
Whistl/ TNT Post UK	10 *%	9 1%	* *%	* *%	- -%	* *%	* *%	1 69%	- -%	9 *%	1 1%	1 1%
Citipost	5 *%	4 *%	* *%	- -%	* 1%	* *%	- -%	* 1%	- -%	5 *%	* *%	* *%
MHI (Mail Handling International)	4 *%	3 *%	* *%	* *%	1 7% abi	- -%	- -%	- -%	- -%	3 *%	1 1%	1 1%
Other answers	14 1%	10 1%	4 2%	- -%	* 1%	- -%	* *%	- -%	- -%	14 1%	* *%	* *%
NET: RM Only	1259 63%	1155 69% bcdejk	75 36%	16 30%	3 27%	6 22%	5 39%	* 4%	* *%	1230 65% bcdejk	30 27%	14 25%
NET: RM and Other	604 30%	427 25%	113 54% ai	30 57% ai	8 71% ai	14 52% a	6 51%	1 77%	5 99%	539 29%	64 59% ai	34 60% ai
NET: Provider other than RM	137 7%	101 6%	21 10%	6 12%	* 3%	7 26% ai	1 10%	* 19%	* *%	122 6%	15 14% a	9 15%
NET: RM/Parcelforce	1879 94%	1591 95%	189 91%	46 89%	11 97%	24 89%	11 91%	1 81%	5 100%	1781 94%	98 90%	53 92%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
Royal Mail	1863 93%	1012 96%	569 91%	281 89%	1632 95%	1330 94%	1699 95%	1279 92%	827 92%	558 89%	392 95%	1051 96%	56 80%	83 93%	40 87%	47 97%	30 79%
Parcelforce	257 13%	81 8%	98 16%	78 25%	234 14%	227 16%	245 14%	243 17%	186 21%	99 16%	30 7%	171 16%	6 8%	13 14%	11 24%	9 19%	6 15%
Evri	236 12%	66 6%	114 18%	56 18%	201 12%	187 13%	211 12%	219 16%	133 15%	80 13%	34 8%	143 13%	10 15%	6 7%	8 17%	3 6%	7 18%
DHL	168 8%	54 5%	59 9%	54 17%	150 9%	141 10%	156 9%	154 11%	120 13%	90 14%	17 4%	94 9%	9 13%	10 11%	7 14%	15 32%	5 13%
DPD/DPD Local	161 8%	35 3%	72 11%	54 17%	139 8%	138 10%	144 8%	151 11%	102 11%	81 13%	8 2%	94 9%	13 19%	18 20%	4 8%	4 7%	2 5%
Yodel	110 6%	33 3%	46 7%	31 10%	98 6%	97 7%	104 6%	99 7%	73 8%	65 10%	12 3%	72 7%	2 3%	5 5%	* 1%	7 15%	5 13%
UPS	106 5%	28 3%	33 5%	45 14%	94 5%	89 6%	95 5%	99 7%	81 9%	61 10%	6 2%	54 5%	4 6%	12 13%	5 11%	11 22%	3 8%
UK Mail	96 5%	24 2%	28 5%	43 14%	89 5%	89 6%	93 5%	90 6%	85 9%	84 13%	8 2%	46 4%	6 8%	2 2%	10 21%	13 26%	10 25%
FedEx	61 3%	11 1%	22 4%	28 9%	49 3%	50 4%	52 3%	55 4%	36 4%	25 4%	3 1%	29 3%	* 1%	9 10%	6 13%	4 7%	* 1%
Amazon Logistics	47 2%	4 *%	16 3%	27 9%	45 3%	44 3%	45 2%	44 3%	42 5%	36 6%	1 *%	25 2%	1 1%	11 12%	5 10%	2 4%	* 1%
TNT Express	21 1%	3 *%	6 1%	12 4%	19 1%	21 1%	21 1%	21 2%	16 2%	10 2%	2 *%	10 1%	1 1%	4 5%	1 2%	3 5%	* 1%

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
DX	16 1%	5 *%	1 *%	10 3% ab	16 1%	14 1%	16 1%	16 1%	12 1%	10 2%	2 *%	6 1%	1 1%	1 1%	2 5%	1 2%	4 10% ab
Secured Mail	13 1%	4 *%	* *%	9 3% ab	10 1%	13 1%	13 1%	13 1%	13 1%	6 1%	- -%	9 1%	4 5% ab	* *%	* *%	* *%	* *%
Pitney Bowes	12 1%	1 *%	7 1%	4 1%	12 1%	12 1%	12 1%	12 1%	12 1%	11 2%	- -%	3 *%	- -%	7 8% ab	* *%	1 3%	* *%
Whistl/ TNT Post UK	10 *%	1 *%	8 1%	1 *%	10 1%	10 1%	10 1%	10 1%	9 1%	6 1%	- -%	7 1%	- -%	* *%	* *%	2 5% a	* *%
Citipost	5 *%	1 *%	4 1%	* *%	5 *%	5 *%	5 *%	5 *%	5 1%	5 1%	- -%	1 *%	- -%	3 4% ab	* *%	* *%	* 1%
MHI (Mail Handling International)	4 *%	3 *%	* *%	1 *%	2 *%	2 *%	2 *%	4 *%	4 *%	4 1%	- -%	1 *%	- -%	* *%	- -%	1 3% b	- -%
Other answers	14 1%	7 1%	3 1%	4 1%	8 *%	10 1%	12 1%	8 1%	7 1%	1 *%	4 1%	5 *%	* *%	- -%	* *%	2 5% b	- -%
NET: RM Only	1259 63%	816 77% bc	339 54% c	105 33%	1093 63% bdef	807 57% ef	1132 63% bdef	718 52%	420 47%	300 48%	325 79%	674 62%	31 44%	45 50%	24 51%	20 42%	14 38%
NET: RM and Other	604 30%	196 19%	230 37% a	177 56% ab	539 31%	523 37% ac	567 32%	561 40% ac	407 45% abc	258 41% ac	67 16%	377 35% a	25 36% a	39 43% a	17 36% a	27 55% a	16 42% a
NET: Provider other than RM	137 7%	44 4%	57 9% a	36 11% a	90 5%	81 6%	98 5%	115 8% ac	72 8%	67 11% abc	20 5%	42 4%	14 20% ab	7 7%	6 13%	2 3%	8 21% ab

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
NET: RM/Parcelforce	1879	1015	576	287	1646	1344	1713	1294	841	571	392	1060	57	83	45	47	30
	94%	96%	92%	91%	96%	95%	95%	93%	93%	91%	95%	97%	81%	93%	96%	97%	79%
		bc			df	f	f				cg	cg					

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
Royal Mail	1863	1364	97	70	41	21	26	12	1019	156	52	37	34	16	15
	93%	96%	89%	95%	87%	94%	95%	80%	97%	86%	88%	86%	87%	99%	76%
Parcelforce	257	191	19	6	7	5	5	*	172	29	9	1	7	4	5
	13%	13%	17%	8%	16%	21%	19%	1%	16%	16%	15%	3%	17%	24%	25%
														d	
Evri	236	162	21	9	3	4	1	1	128	34	9	7	1	3	5
	12%	11%	19%	12%	6%	19%	3%	5%	12%	19%	16%	16%	3%	18%	25%
DHL	168	113	7	5	5	8	9	4	75	41	9	5	7	3	2
	8%	8%	6%	6%	10%	36%	34%	27%	7%	22%	16%	11%	18%	18%	8%
						abc	abc			a					
DPD/DPD Local	161	96	18	7	12	4	*	1	85	38	6	5	3	1	1
	8%	7%	17%	10%	26%	17%	*%	5%	8%	21%	10%	12%	8%	4%	6%
			a		a					a					
Yodel	110	72	10	5	1	2	5	5	62	24	6	1	1	1	1
	6%	5%	9%	6%	1%	8%	17%	31%	6%	13%	11%	2%	3%	7%	7%
								ad		a					
UPS	106	65	5	5	3	8	7	1	42	27	6	9	2	2	1
	5%	5%	5%	6%	7%	36%	27%	7%	4%	15%	11%	21%	5%	10%	4%
						abcd	ab			a		a			
UK Mail	96	58	5	6	5	5	6	5	31	26	12	3	10	3	5
	5%	4%	4%	8%	10%	24%	23%	32%	3%	14%	20%	7%	26%	18%	25%
						ab	ab	ab		a	a		a	a	
FedEx	61	32	5	4	4	5	*	*	25	13	1	8	1	2	*
	3%	2%	5%	5%	9%	20%	1%	2%	2%	7%	2%	18%	3%	10%	1%
						a				a		ac			
Amazon Logistics	47	32	2	4	5	2	-	*	19	15	1	4	5	*	*
	2%	2%	1%	6%	10%	9%	-%	*%	2%	8%	1%	9%	12%	2%	2%
					a					a		a	a		
TNT Express	21	11	2	4	1	1	*	*	10	6	2	*	1	2	*
	1%	1%	2%	5%	3%	3%	1%	1%	1%	4%	4%	*%	2%	10%	1%
				a										a	
DX	16	9	1	*	1	*	1	4	5	1	6	1	1	*	*
	1%	1%	1%	*%	3%	*%	2%	24%	*%	*%	10%	2%	3%	*%	*%
								abc			ab				

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
Secured Mail	13 1%	8 1%	1 1%	* *%	* *%	- -%	* *%	* *%	8 1%	1 *%	4 6%	* *%	* 1%	* *%	* *%
Pitney Bowes	12 1%	7 *%	* *%	4 5%	- -%	- -%	1 5%	* *%	3 *%	4 2%	- -%	5 11%	* 1%	- -%	* *%
Whistl/ TNT Post UK	10 *%	7 1%	2 1%	* *%	- -%	1 4%	- -%	* *%	5 *%	3 1%	* *%	- -%	1 2%	2 10%	* *%
Citipost	5 *%	4 *%	1 1%	* *%	* *%	* *%	- -%	* 1%	* *%	1 *%	- -%	4 8%	* *%	- -%	* 1%
MHI (Mail Handling International)	4 *%	1 *%	* *%	- -%	* 1%	1 4%	* *%	- -%	- -%	1 *%	- -%	1 2%	1 1%	* *%	- -%
Other answers	14 1%	6 *%	2 2%	- -%	* *%	- -%	- -%	- -%	8 1%	* *%	- -%	* *%	- -%	2 14%	- -%
NET: RM Only	1259 63%	939 66%	58 53%	48 64%	22 47%	9 42%	11 41%	6 40%	656 62%	79 43%	24 40%	14 33%	22 56%	5 33%	7 35%
NET: RM and Other	604 30%	426 30%	39 36%	23 31%	19 41%	12 52%	15 54%	6 39%	363 35%	78 42%	28 47%	23 53%	12 32%	11 67%	8 41%
NET: Provider other than RM	137 7%	63 4%	12 11%	4 5%	6 13%	1 6%	1 5%	3 20%	31 3%	27 14%	7 12%	6 14%	5 13%	* 1%	5 24%
NET: RM/Parcelforce	1879 94%	1378 97%	98 90%	70 95%	41 88%	21 95%	26 95%	12 80%	1026 98%	159 87%	52 88%	37 86%	38 98%	16 100%	15 76%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
Royal Mail	1863	932	138	84	35	26	28	35	872	329	326	106	64
	93%	95%	89%	79%	76%	79%	97%	91%	98%	89%	95%	93%	86%
Parcelforce	257	163	21	27	7	8	12	5	88	47	66	20	24
	13%	17%	14%	25%	15%	23%	43%	12%	10%	13%	19%	17%	32%
							ab				a		ab
Evri	236	135	33	23	9	12	6	1	60	49	76	11	14
	12%	14%	22%	22%	20%	36%	20%	1%	7%	13%	22%	10%	19%
						ag				a	abd		a
DHL	168	79	21	21	9	11	3	10	58	30	35	17	16
	8%	8%	14%	20%	19%	32%	9%	26%	6%	8%	10%	15%	21%
				a	a	a		a				a	ab
DPD/DPD Local	161	90	27	19	3	4	2	6	44	38	35	22	4
	8%	9%	18%	18%	6%	13%	6%	15%	5%	10%	10%	19%	6%
			a							a	a	a	
Yodel	110	50	21	12	5	3	5	5	32	23	24	9	14
	6%	5%	13%	11%	10%	8%	16%	13%	4%	6%	7%	8%	18%
			a										ab
UPS	106	40	12	18	6	4	7	12	25	19	21	16	14
	5%	4%	8%	17%	14%	11%	24%	31%	3%	5%	6%	14%	19%
				a	a		a	ab				ab	abc
UK Mail	96	29	4	22	13	10	7	5	14	31	22	8	18
	5%	3%	3%	21%	27%	29%	26%	12%	2%	8%	6%	7%	25%
				ab	ab	ab	ab	a		a	a	a	abcd
FedEx	61	28	8	10	4	5	1	*	5	11	13	14	9
	3%	3%	5%	9%	8%	15%	3%	*%	1%	3%	4%	12%	12%
				a	a					a	a	abc	ab
Amazon Logistics	47	15	*	14	4	4	1	6	7	10	5	12	11
	2%	1%	*%	13%	10%	11%	3%	16%	1%	3%	2%	11%	14%
				ab	ab	ab		ab				abc	abc
TNT Express	21	6	1	5	4	1	*	4	2	3	4	8	3
	1%	1%	1%	5%	8%	2%	*%	10%	*%	1%	1%	7%	4%
				a	a			a				abc	a

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
DX	16 1%	8 1%	* *%	1 1%	1 3%	* 1%	4 14%	1 2%	4 *%	1 *%	3 1%	3 3%	4 5%
Secured Mail	13 1%	3 *%	5 3%	1 1%	* *%	4 13%	* *%	- -%	4 *%	5 1%	4 1%	* *%	1 1%
Pitney Bowes	12 1%	5 1%	- -%	1 1%	1 3%	* 1%	* *%	4 10%	- -%	1 *%	7 2%	4 3%	* 1%
Whistl/ TNT Post UK	10 *%	4 *%	* *%	2 2%	2 4%	1 3%	- -%	- -%	2 *%	1 *%	3 1%	4 3%	1 1%
Citipost	5 *%	3 *%	* *%	1 1%	* *%	* *%	- -%	* *%	- -%	1 *%	3 1%	* *%	* *%
MHI (Mail Handling International)	4 *%	* *%	- -%	1 1%	1 2%	2 6%	1 2%	- -%	- -%	1 *%	1 *%	* *%	* *%
Other answers	14 1%	5 *%	* *%	- -%	* *%	1 3%	* *%	2 6%	8 1%	1 *%	2 1%	* *%	- -%
NET: RM Only	1259 63%	575 58%	68 44%	41 38%	12 27%	5 16%	4 15%	13 32%	665 74%	213 58%	174 51%	52 46%	26 35%
NET: RM and Other	604 30%	358 36%	70 45%	43 41%	23 49%	21 63%	24 83%	23 59%	208 23%	116 31%	152 44%	54 47%	38 51%
NET: Provider other than RM	137 7%	54 5%	16 11%	22 21%	11 24%	7 21%	1 3%	3 9%	22 2%	40 11%	17 5%	7 7%	11 14%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
NET: RM/Parcelforce	1879	939	141	89	35	26	28	35	877	330	329	106	68
	94%	95%	92%	84%	76%	79%	97%	91%	98%	89%	96%	94%	92%
		cde	d						be		b		

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
Royal Mail	1863	949	294	262	80	46	761	227	202	86	47
	93%	95%	91%	96%	95%	98%	97%	90%	93%	94%	82%
Parcelforce	257	101	45	56	17	13	94	51	43	19	18
	13%	10%	14%	21%	20%	28%	12%	20%	20%	21%	31%
			a	a		a		a	a		a
Evri	236	90	38	54	9	9	66	40	60	12	9
	12%	9%	12%	20%	10%	20%	8%	16%	27%	13%	15%
			a	a				a	ab		
DHL	168	71	30	22	14	12	59	28	24	17	13
	8%	7%	9%	8%	17%	25%	7%	11%	11%	19%	23%
				a	a	abc				a	a
DPD/DPD Local	161	62	28	29	17	1	66	22	25	20	3
	8%	6%	9%	11%	21%	3%	8%	9%	12%	22%	6%
					ab					ab	
Yodel	110	38	19	20	7	12	38	16	20	14	9
	6%	4%	6%	7%	9%	26%	5%	6%	9%	15%	16%
						abc				a	a
UPS	106	31	24	20	10	9	32	16	15	14	12
	5%	3%	7%	7%	12%	20%	4%	6%	7%	16%	21%
			a	a	a	a				a	ab
UK Mail	96	38	19	12	6	14	22	31	16	10	10
	5%	4%	6%	4%	7%	30%	3%	12%	7%	11%	17%
						abcd		a	a	a	a
FedEx	61	14	7	14	6	8	8	15	8	14	4
	3%	1%	2%	5%	7%	18%	1%	6%	4%	15%	7%
			a	a	a	abc		a		ac	a
Amazon Logistics	47	15	9	9	8	3	9	7	5	13	10
	2%	1%	3%	3%	10%	7%	1%	3%	2%	14%	17%
					a					abc	abc
TNT Express	21	1	3	4	8	3	3	4	4	9	2
	1%	*%	1%	2%	10%	6%	*%	2%	2%	9%	4%
					abc	a				abc	

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
DX	16 1%	6 1%	1 *%	2 1%	3 3%	4 8%	3 *%	1 *%	3 1%	6 7%	* 1%
Secured Mail	13 1%	8 1%	- -%	1 *%	- -%	1 1%	4 1%	5 2%	3 2%	* *%	1 1%
Pitney Bowes	12 1%	2 *%	* *%	7 2%	4 4%	* *%	3 *%	1 *%	4 2%	4 4%	* 1%
Whistl/ TNT Post UK	10 *%	3 *%	2 1%	3 1%	2 2%	1 2%	2 *%	1 *%	2 1%	4 5%	* *%
Citipost	5 *%	1 *%	* *%	4 1%	- -%	* *%	3 *%	1 *%	1 *%	* *%	* *%
MHI (Mail Handling International)	4 *%	1 *%	- -%	1 *%	- -%	* *%	- -%	1 *%	1 1%	* *%	* *%
Other answers	14 1%	4 *%	1 *%	2 1%	* 1%	- -%	8 1%	* *%	2 1%	* *%	- -%
NET: RM Only	1259 63%	708 71%	186 58%	136 50%	41 49%	19 41%	518 66%	130 52%	100 46%	32 35%	21 37%
NET: RM and Other	604 30%	241 24%	108 34%	125 46%	38 46%	26 56%	243 31%	97 38%	102 47%	54 59%	26 45%
NET: Provider other than RM	137 7%	46 5%	28 9%	11 4%	4 5%	1 2%	24 3%	25 10%	15 7%	5 6%	10 18%
NET: RM/Parcelforce	1879 94%	958 96%	297 92%	263 97%	80 95%	46 99%	765 97%	229 91%	205 95%	87 95%	51 90%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
Royal Mail	1863 93%	701 95%	181 90%	214 85%	114 88%	48 91%	718 91%	85 73%	468 97%	1714 100%	149 52%	1590 100%	42 32%
Parcelforce	257 13%	98 13%	38 19%	58 23%	33 26%	16 29%	159 20%	14 12%	70 14%	191 11%	65 23%	208 13%	26 20%
Evri	236 12%	62 8%	44 22%	72 29%	24 18%	18 33%	177 22%	11 9%	31 6%	154 9%	82 29%	177 11%	23 18%
DHL	168 8%	59 8%	26 13%	28 11%	32 25%	8 15%	101 13%	19 16%	33 7%	99 6%	68 24%	100 6%	50 38%
DPD/DPD Local	161 8%	50 7%	24 12%	39 16%	28 21%	9 18%	117 15%	10 8%	24 5%	95 6%	65 23%	125 8%	14 11%
Yodel	110 6%	26 4%	26 13%	22 9%	17 13%	8 16%	80 10%	4 3%	15 3%	76 4%	34 12%	81 5%	17 13%
UPS	106 5%	24 3%	20 10%	17 7%	24 19%	13 25%	78 10%	7 6%	13 3%	60 4%	46 16%	69 4%	25 19%
UK Mail	96 5%	19 3%	9 4%	34 14%	19 15%	7 12%	52 7%	11 9%	27 6%	47 3%	49 17%	34 2%	56 42%
FedEx	61 3%	12 2%	10 5%	13 5%	16 12%	5 10%	45 6%	2 1%	9 2%	33 2%	28 10%	45 3%	5 4%

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
Amazon Logistics	47 2%	6 1%	4 2%	14 6%	12 9%	7 13%	33 4%	2 1%	10 2%	26 2%	21 7%	34 2%	11 8%
				a	ab	ab					a		a
TNT Express	21 1%	3 *%	1 *%	6 2%	10 7%	2 4%	19 2%	1 1%	1 *%	7 *%	14 5%	17 1%	2 2%
					ab						a		
DX	16 1%	3 *%	2 1%	3 1%	4 3%	4 7%	8 1%	5 4%	3 1%	11 1%	5 2%	10 1%	6 4%
						a							a
Secured Mail	13 1%	- -%	8 4%	4 2%	* *%	1 2%	2 *%	9 8%	3 1%	4 *%	9 3%	2 *%	8 6%
			a	a				ac			a		a
Pitney Bowes	12 1%	- -%	3 1%	5 2%	4 3%	* *%	11 1%	1 1%	- -%	6 *%	6 2%	10 1%	2 1%
				a	a						a		
Whistl/ TNT Post UK	10 *%	2 *%	* *%	3 1%	2 2%	2 4%	9 1%	1 1%	* *%	6 *%	4 1%	8 1%	2 1%
Citipost	5 *%	1 *%	3 1%	1 *%	* *%	* *%	3 *%	2 1%	* *%	5 *%	* *%	5 *%	* *%
MHI (Mail Handling International)	4 *%	- -%	1 *%	3 1%	* *%	* *%	3 *%	1 1%	- -%	3 *%	1 *%	2 *%	* *%
Other answers	14 1%	4 1%	* *%	1 *%	* *%	2 4%	6 1%	2 1%	* *%	1 *%	13 5%	5 *%	3 2%
											a		
NET: RM Only	1259 63%	480 65%	82 41%	92 37%	36 28%	9 16%	323 41%	58 50%	328 68%	1259 73%	- -%	1093 69%	- -%
		bcde	e	e					ab	b		b	

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
NET: RM and Other	604 30%	222 30%	98 49%	121 48%	78 60%	40 75%	395 50%	27 24%	139 29%	454 27%	149 52%	497 31%	42 32%
NET: Provider other than RM	137 7%	35 5%	20 10%	39 15%	16 12%	5 9%	68 9%	31 27%	15 3%	- -%	137 48%	- -%	90 68%
NET: RM/Parcelforce	1879 94%	706 96%	183 91%	221 87%	115 88%	48 91%	727 93%	89 77%	469 97%	1714 100%	165 58%	1590 100%	56 43%
		cd					b		ab	b		b	

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
Royal Mail	1863 93%	1234 100%	96 54%	906 100%	373 76%	1597 100%	35 28%	1222 100%	108 57%	916 100%	363 76%
Parcelforce	257 13%	178 14%	49 27%	80 9%	163 33%	206 13%	28 22%	172 14%	54 29%	89 10%	154 32%
Evri	236 12%	146 12%	42 24%	64 7%	155 32%	177 11%	23 19%	146 12%	42 22%	72 8%	147 31%
DHL	168 8%	85 7%	57 32%	48 5%	105 22%	105 7%	46 37%	84 7%	57 30%	43 5%	110 23%
DPD/DPD Local	161 8%	115 9%	23 13%	33 4%	118 24%	122 8%	17 14%	108 9%	30 16%	35 4%	116 24%
Yodel	110 6%	71 6%	26 15%	26 3%	74 15%	84 5%	14 12%	67 6%	30 16%	33 4%	67 14%
UPS	106 5%	61 5%	29 16%	28 3%	72 15%	72 4%	23 18%	58 5%	31 16%	27 3%	72 15%
UK Mail	96 5%	29 2%	59 34%	19 2%	71 15%	42 3%	48 38%	23 2%	66 35%	21 2%	69 14%
FedEx	61 3%	33 3%	18 10%	16 2%	39 8%	45 3%	4 4%	33 3%	18 9%	13 1%	42 9%
Amazon Logistics	47 2%	29 2%	14 8%	15 2%	30 6%	29 2%	16 13%	23 2%	20 11%	15 2%	29 6%

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
TNT Express	21 1%	16 1%	4 3%	4 *%	17 4%	19 1%	* *%	17 1%	4 2%	2 *%	19 4%
DX	16 1%	7 1%	7 4%	4 *%	11 2%	14 1%	2 2%	6 *%	8 4%	4 *%	11 2%
Secured Mail	13 1%	4 *%	9 5%	* *%	13 3%	2 *%	8 6%	4 *%	10 5%	* *%	13 3%
Pitney Bowes	12 1%	9 1%	3 2%	5 1%	6 1%	10 1%	2 1%	9 1%	3 2%	5 1%	7 1%
Whistl/ TNT Post UK	10 *%	7 1%	3 2%	6 1%	4 1%	8 *%	2 2%	5 *%	5 2%	6 1%	4 1%
Citipost	5 *%	3 *%	2 1%	3 *%	2 *%	4 *%	1 1%	3 *%	2 1%	4 *%	1 *%
MHI (Mail Handling International)	4 *%	1 *%	2 1%	2 *%	2 *%	1 *%	1 1%	1 *%	2 1%	3 *%	1 *%
Other answers	14 1%	8 1%	2 1%	1 *%	7 1%	4 *%	4 4%	7 1%	4 2%	1 *%	7 1%
NET: RM Only	1259 63%	807 65%	- -%	718 79%	- -%	1093 68%	- -%	807 66%	- -%	718 78%	- -%
NET: RM and Other	604 30%	427 35%	96 54%	188 21%	373 76%	504 32%	35 28%	415 34%	108 57%	198 22%	363 76%

Columns Tested:: a,b - a,b - a,b - a,b

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
NET: Provider other than RM	137	-	81	-	115	-	90	-	81	-	115
	7%	-%	46%	-%	24%	-%	72%	-%	43%	-%	24%
			a		a		a		a		a
NET: RM/Parcelforce	1879	1234	110	906	387	1597	50	1222	122	916	378
	94%	100%	62%	100%	79%	100%	40%	100%	65%	100%	79%
		b		b		b		b		b	

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
Royal Mail	1863	787	1302	240	4	727	903	181	5	882	710	208	2
	93%	93%	96%	94%	74%	93%	95%	92%	100%	90%	93%	93%	100%
Parcelforce	257	158	182	59	4	169	150	51	-	209	139	59	-
	13%	19%	13%	23%	74%	21%	16%	26%	-%	21%	18%	26%	-%
		b		b		b		b					
Evri	236	136	170	54	4	118	134	50	2	191	133	59	-
	12%	16%	13%	21%	74%	15%	14%	25%	40%	20%	17%	26%	-%
				b				ab				b	
DHL	168	102	108	49	-	118	72	46	-	127	74	49	-
	8%	12%	8%	19%	-%	15%	8%	24%	-%	13%	10%	22%	-%
		b		b		b		b				ab	
DPD/DPD Local	161	88	107	39	-	95	84	40	-	135	67	46	-
	8%	10%	8%	15%	-%	12%	9%	20%	-%	14%	9%	21%	-%
				b				b		b		b	
Yodel	110	67	75	11	-	66	57	8	-	86	51	12	-
	6%	8%	6%	5%	-%	8%	6%	4%	-%	9%	7%	5%	-%
UPS	106	67	64	35	1	77	57	33	-	96	46	31	-
	5%	8%	5%	14%	26%	10%	6%	17%	-%	10%	6%	14%	-%
		b		b				b				b	
UK Mail	96	85	56	18	-	81	36	18	-	83	37	15	-
	5%	10%	4%	7%	-%	10%	4%	9%	-%	8%	5%	7%	-%
		b				b		b					
FedEx	61	39	42	24	-	45	32	23	-	55	29	30	-
	3%	5%	3%	10%	-%	6%	3%	12%	-%	6%	4%	13%	-%
				b				b				ab	
Amazon Logistics	47	32	32	13	-	36	31	10	1	41	29	18	-
	2%	4%	2%	5%	-%	5%	3%	5%	12%	4%	4%	8%	-%
TNT Express	21	15	14	9	-	17	15	7	-	21	13	10	-
	1%	2%	1%	4%	-%	2%	2%	4%	-%	2%	2%	5%	-%
DX	16	13	10	2	-	11	10	4	-	12	12	2	-
	1%	2%	1%	1%	-%	1%	1%	2%	-%	1%	2%	1%	-%

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
Secured Mail	13 1%	9 1%	5 *	5 2%	- -%	13 2%	9 1%	5 3%	- -%	13 1%	9 1%	6 2%	- -%
Pitney Bowes	12 1%	10 1%	8 1%	8 3% b	- -%	10 1%	8 1%	5 3%	- -%	10 1%	7 1%	3 1%	- -%
Whistl/ TNT Post UK	10 *%	8 1%	7 1%	3 1%	- -%	8 1%	7 1%	2 1%	- -%	8 1%	7 1%	4 2%	- -%
Citipost	5 *%	5 1%	4 *	3 1%	- -%	5 1%	4 *%	4 2%	- -%	5 *%	4 *%	2 1%	- -%
MHI (Mail Handling International)	4 *%	2 *%	2 *	1 *%	- -%	2 *%	2 *%	2 1%	- -%	4 *%	2 *%	4 2%	- -%
Other answers	14 1%	2 *%	8 1%	* *%	- -%	2 *%	8 1%	* *%	- -%	5 1%	3 *%	1 1%	2 100%
NET: RM Only	1259 63%	413 49%	881 65% ac	99 39%	- -%	364 46% c	566 60% ac	59 30%	2 48%	400 41% c	412 54% ac	65 29%	- -%
NET: RM and Other	604 30%	374 44% b	421 31%	141 55% ab	4 74%	362 46% b	337 35% b	122 62% ab	2 52%	482 49% b	298 39% b	143 64% ab	2 100%
NET: Provider other than RM	137 7%	60 7%	55 4%	14 6%	1 26%	58 7%	48 5%	15 8%	- -%	93 10%	55 7%	16 7%	- -%
NET: RM/Parcelforce	1879 94%	795 94%	1313 97% a	241 95%	4 74%	737 94%	913 96%	181 92%	5 100%	895 92%	712 93%	208 93%	2 100%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
Royal Mail	1863	1550	1175	912	1213	1042	34	633	496	449	133	87
	93%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Parcelforce	257	212	190	157	176	150	14	125	122	128	35	20
	13%	14%	16%	17%	15%	14%	40%	20%	25%	28%	27%	23%
							ab			a		
Evri	236	175	158	135	115	148	5	88	82	102	37	23
	12%	11%	13%	15%	9%	14%	14%	14%	17%	23%	28%	27%
						a				a	ab	a
DHL	168	108	109	65	98	71	13	35	45	50	23	12
	8%	7%	9%	7%	8%	7%	38%	6%	9%	11%	17%	14%
							ab			a	a	
DPD/DPD Local	161	123	117	75	112	86	10	51	55	61	23	14
	8%	8%	10%	8%	9%	8%	29%	8%	11%	14%	17%	17%
							ab				a	
Yodel	110	82	89	54	65	77	5	42	38	44	7	5
	6%	5%	8%	6%	5%	7%	15%	7%	8%	10%	5%	6%
UPS	106	76	76	63	65	54	9	50	48	50	25	11
	5%	5%	6%	7%	5%	5%	26%	8%	10%	11%	19%	13%
							ab				ab	
UK Mail	96	43	43	32	46	40	7	24	15	22	8	4
	5%	3%	4%	4%	4%	4%	21%	4%	3%	5%	6%	4%
							ab					
FedEx	61	45	41	29	39	32	7	26	19	23	19	13
	3%	3%	4%	3%	3%	3%	21%	4%	4%	5%	14%	15%
							ab				abc	abc
Amazon Logistics	47	35	26	25	31	24	5	17	19	21	6	2
	2%	2%	2%	3%	3%	2%	16%	3%	4%	5%	4%	2%
							ab					
TNT Express	21	18	19	10	17	17	6	8	10	10	4	3
	1%	1%	2%	1%	1%	2%	17%	1%	2%	2%	3%	3%
							ab					

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
DX	16 1%	9 1%	10 1%	5 1%	9 1%	13 1%	2 5%	5 1%	2 *%	2 1%	2 1%	1 1%
Secured Mail	13 1%	5 *%	6 1%	9 1%	6 1%	6 1%	4 12% ab	1 *%	5 1%	8 2%	5 4%	1 1%
Pitney Bowes	12 1%	10 1%	10 1%	9 1%	8 1%	10 1%	4 12% ab	9 1%	6 1%	7 2%	3 2%	* *%
Whistl/ TNT Post UK	10 *%	7 *%	10 1%	7 1%	6 *%	9 1%	1 2%	5 1%	5 1%	3 1%	2 2%	2 3%
Citipost	5 *%	4 *%	4 *%	3 *%	5 *%	4 *%	* *%	3 *%	* *%	3 1%	3 2%	* *%
MHI (Mail Handling International)	4 *%	1 *%	2 *%	3 *%	2 *%	2 *%	1 2%	1 *%	2 *%	3 1%	1 1%	1 1%
Other answers	14 1%	5 *%	7 1%	2 *%	7 1%	1 *%	- -%	1 *%	- -%	1 *%	- -%	- -%
NET: RM Only	1259 63%	1044 67%	709 60%	573 63%	790 65%	690 66%	4 13%	398 63%	268 54%	202 45%	52 39%	39 45%
NET: RM and Other	604 30%	506 33%	466 40%	339 37%	422 35%	353 34%	30 87% ab	235 37%	228 46%	247 55% a	81 61% ab	47 55% a
NET: Provider other than RM	137 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM/Parcelforce	1879 94%	1550 100%	1175 100%	912 100%	1213 100%	1042 100%	34 100%	633 100%	496 100%	449 100%	133 100%	87 100%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
Royal Mail	1863 93%	198 100%	114 100%	93 100%	47 100%	1569 95%	967 94%	1644 94%	1038 94%	912 92%	756 92%	1519 95%	188 93%	- -%	1417 100%	139 100%
Parcelforce	257 13%	33 17%	10 8%	27 29% b	17 36% b	231 14%	163 16%	243 14%	195 18%	157 16%	171 21% b	230 14%	44 22%	- -%	175 12%	32 23% a
Evri	236 12%	33 17%	10 9%	41 44% ab	13 27% b	187 11%	149 14%	206 12%	180 16% ac	153 15% a	157 19% b	192 12%	39 20% b	- -%	154 11%	21 15%
DHL	168 8%	20 10%	22 20%	12 13%	4 9%	136 8%	105 10%	154 9%	111 10%	95 10%	115 14% b	128 8%	48 24% ab	- -%	105 7%	16 12%
DPD/DPD Local	161 8%	22 11%	7 6%	7 8%	10 21%	142 9%	107 10%	147 8%	119 11%	105 11%	103 13% b	131 8%	24 12%	- -%	109 8%	16 11%
Yodel	110 6%	21 11%	9 8%	17 19%	16 33% ab	83 5%	68 7%	97 6%	61 6%	70 7%	68 8% b	74 5%	5 2%	- -%	85 6%	9 7%
UPS	106 5%	20 10%	7 6%	5 6%	11 24% bc	88 5%	73 7%	94 5%	74 7%	72 7%	88 11% b	72 4%	25 12% b	- -%	62 4%	7 5%
UK Mail	96 5%	17 8%	22 19%	8 8%	3 7%	60 4%	45 4%	76 4%	48 4%	61 6%	73 9% b	48 3%	12 6%	- -%	43 3%	10 7%
FedEx	61 3%	9 5%	5 5%	12 13%	2 4%	51 3%	40 4%	54 3%	45 4%	40 4%	45 5% b	52 3%	30 15% ab	- -%	35 2%	1 1%
Amazon Logistics	47 2%	3 2%	8 7%	4 4%	12 24% abc	38 2%	25 2%	39 2%	29 3%	34 3%	39 5% b	28 2%	7 4%	- -%	27 2%	4 3%

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
TNT Express	21 1%	4 2%	2 2%	4 4%	5 10%	19 1%	18 2%	20 1%	16 1%	18 2%	16 2%	20 1%	9 4%	- -%	16 1%	1 1%
DX	16 1%	* %	5 4%	2 2%	2 4%	8 %	10 1%	12 1%	7 1%	13 1%	11 1%	10 1%	2 1%	- -%	11 1%	1 1%
Secured Mail	13 1%	* %	3 3%	1 1%	1 2%	4 %	8 1%	12 1%	8 1%	13 1%	12 1%	9 1%	4 2%	- -%	5 %	4 3%
Pitney Bowes	12 1%	- -%	* %	1 1%	4 9% a	11 1%	8 1%	11 1%	7 1%	8 1%	11 1%	8 1%	1 1%	- -%	10 1%	1 1%
Whistl/ TNT Post UK	10 *%	2 1%	3 2%	1 1%	2 3%	6 *%	5 1%	7 *%	7 1%	8 1%	7 1%	7 *%	1 1%	- -%	7 1%	1 1%
Citipost	5 *%	* *%	* *%	1 1%	1 2%	4 *%	* *%	4 *%	4 *%	2 *%	4 *%	* *%	1 *%	- -%	4 *%	1 1%
MHI (Mail Handling International)	4 *%	1 1%	- -%	3 3%	* *%	2 *%	1 *%	3 *%	1 *%	4 *%	1 *%	3 *%	1 *%	- -%	1 *%	1 1%
Other answers	14 1%	- -%	1 1%	2 2%	- -%	14 1%	7 1%	14 1%	9 1%	8 1%	4 *%	14 1%	1 1%	- -%	7 1%	2 2%
NET: RM Only	1259 63%	110 56%	58 51%	25 27%	13 27%	1055 64%	594 58%	1087 62%	606 55%	553 56%	362 44%	1012 63%	72 36%	- -%	964 68%	74 54%
NET: RM and Other	604 30%	88 44%	56 49%	68 73%	35 73%	514 31%	373 36%	557 32%	432 39%	360 36%	394 48%	507 32%	115 57%	- -%	453 32%	64 46%
NET: Provider other than RM	137 7%	- -%	- -%	- -%	- -%	84 5%	65 6%	102 6%	70 6%	81 8%	67 8%	85 5%	14 7%	- -%	- -%	- -%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
NET: RM/Parcelforce	1879	198	114	93	47	1579	970	1655	1045	926	765	1528	188	-	1417	139
	94%	100%	100%	100%	100%	96%	94%	95%	94%	93%	93%	95%	93%	-%	100%	100%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
Royal Mail	1863 93%	759 100%	1104 100%	489 81%	36 86%	233 79%	371 83%	224 86%	1264 94%	354 95%	245 82%	344 90%	1227 97%
Parcelforce	257 13%	139 18%	102 9%	202 33%	16 38%	104 35%	153 34%	48 18%	155 12%	54 14%	73 24%	66 17%	110 9%
Evri	236 12%	117 15%	95 9%	186 31%	24 58%	97 33%	139 31%	55 21%	140 10%	42 11%	95 32%	50 13%	91 7%
DHL	168 8%	86 11%	49 4%	119 20%	11 25%	77 26%	90 20%	40 15%	91 7%	32 9%	41 14%	41 11%	79 6%
DPD/DPD Local	161 8%	77 10%	58 5%	135 22%	6 14%	58 20%	103 23%	35 13%	99 7%	26 7%	46 16%	44 12%	63 5%
Yodel	110 6%	80 11%	25 2%	86 14%	5 13%	52 18%	58 13%	16 6%	59 4%	34 9%	41 14%	27 7%	41 3%
UPS	106 5%	47 6%	37 3%	73 12%	3 6%	56 19%	51 11%	30 11%	50 4%	27 7%	35 12%	33 9%	37 3%
UK Mail	96 5%	62 8%	3 *%	74 12%	4 10%	77 26%	19 4%	42 16%	41 3%	12 3%	33 11%	42 11%	20 2%
FedEx	61 3%	33 4%	15 1%	44 7%	1 2%	20 7%	41 9%	10 4%	35 3%	15 4%	23 8%	20 5%	17 1%
Amazon Logistics	47 2%	25 3%	13 1%	42 7%	1 2%	25 9%	22 5%	18 7%	24 2%	5 1%	14 5%	13 3%	19 2%
TNT Express	21 1%	15 2%	5 *%	16 3%	1 3%	8 3%	13 3%	6 2%	10 1%	5 1%	9 3%	4 1%	9 1%

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
DX	16 1%	8 1%	6 1%	7 1%	3 6%	10 3%	6 1%	7 3%	6 *	2 1%	3 1%	8 2%	4 *
Secured Mail	13 1%	9 1%	* **	9 1%	5 12%	13 5%	* **	5 2%	4 **	1 **	* **	2 **	8 1%
Pitney Bowes	12 1%	10 1%	1 **	9 2%	1 2%	5 2%	7 2%	2 1%	8 1%	3 1%	1 **	3 1%	8 1%
Whistl/ TNT Post UK	10 **	7 1%	3 **	9 1%	1 2%	5 2%	5 1%	3 1%	7 **	* **	4 1%	3 1%	3 **
Citipost	5 **	4 1%	* **	4 1%	1 2%	2 1%	3 1%	1 **	* **	4 1%	* **	2 **	3 **
MHI (Mail Handling International)	4 **	4 1%	* **	3 1%	1 2%	4 1%	* **	4 2%	* **	- -%	2 1%	2 **	- -%
Other answers	14 1%	3 **	7 1%	12 2%	1 1%	1 **	13 3%	3 1%	5 **	6 2%	3 1%	* **	11 1%
NET: RM Only	1259 63%	419 55%	840 76%	- -%	- -%	- -%	- -%	105 40%	909 68%	229 62%	74 25%	200 52%	957 76%
NET: RM and Other	604 30%	339 45%	264 24%	489 81%	36 86%	233 79%	371 83%	119 45%	355 26%	124 33%	171 57%	145 38%	270 21%
NET: Provider other than RM	137 7%	- -%	- -%	118 19%	6 14%	62 21%	75 17%	38 14%	80 6%	19 5%	54 18%	38 10%	41 3%
NET: RM/Parcelforce	1879 94%	759 100%	1104 100%	505 83%	36 86%	243 82%	377 85%	232 89%	1269 94%	357 96%	255 85%	347 91%	1229 97%

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
Royal Mail	1863	814	1048
	93%	91%	95%
Parcelforce	257	108	149
	13%	12%	13%
Evri	236	105	131
	12%	12%	12%
DHL	168	91	76
	8%	10%	7%
DPD/DPD Local	161	64	97
	8%	7%	9%
Yodel	110	57	54
	6%	6%	5%
UPS	106	61	46
	5%	7%	4%
UK Mail	96	72	24
	5%	8%	2%
		b	
FedEx	61	30	32
	3%	3%	3%
Amazon Logistics	47	26	21
	2%	3%	2%
TNT Express	21	14	7
	1%	2%	1%
DX	16	5	10
	1%	1%	1%
Secured Mail	13	9	4
	1%	1%	*%
Pitney Bowes	12	8	4
	1%	1%	*%

Columns Tested: a,b

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
Whistl/ TNT Post UK	10	4	6
	*%	*%	1%
Citipost	5	5	*
	*%	1%	*%
MHI (Mail Handling International)	4	1	3
	*%	*%	*%
Other answers	14	9	5
	1%	1%	*%
NET: RM Only	1259	529	730
	63%	59%	66%
			a
NET: RM and Other	604	285	319
	30%	32%	29%
NET: Provider other than RM	137	79	59
	7%	9%	5%
NET: RM/Parcelforce	1879	823	1056
	94%	92%	95%

Columns Tested:: a,b

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
Royal Mail	1863	50	195	217	60	300	106	32	288	147	85	118	264
	93%	93%	96%	89%	90%	97%	86%	94%	93%	96%	97%	93%	93%
			cf			cf					f		
Parcelforce	257	9	23	16	4	52	13	1	42	24	2	30	41
	13%	16%	11%	7%	7%	17%	11%	2%	13%	16%	2%	24%	14%
		j				cdj			j	j		cdgj	j
Evri	236	10	25	19	8	48	13	3	35	13	3	23	35
	12%	19%	12%	8%	12%	16%	11%	8%	11%	9%	3%	18%	12%
		j				j						j	
DHL	168	1	10	16	8	30	11	3	17	16	3	11	42
	8%	2%	5%	7%	12%	10%	9%	9%	6%	10%	4%	8%	15%
													abh
DPD/DPD Local	161	7	17	15	3	23	6	3	26	7	6	8	38
	8%	12%	8%	6%	5%	8%	5%	10%	9%	5%	7%	6%	13%
Yodel	110	*	11	11	*	22	*	1	9	7	2	9	38
	6%	1%	5%	4%	1%	7%	1%	2%	3%	5%	2%	7%	13%
						df							abcdfhj
UPS	106	*	6	20	4	11	7	2	19	10	1	10	17
	5%	1%	3%	8%	6%	4%	5%	5%	6%	7%	1%	8%	6%
				b									
UK Mail	96	*	9	20	*	13	3	-	17	6	1	9	18
	5%	1%	5%	8%	1%	4%	2%	0%	5%	4%	1%	7%	6%
				ad									
FedEx	61	*	6	10	1	17	6	*	7	4	1	*	9
	3%	1%	3%	4%	2%	5%	5%	1%	2%	2%	1%	1%	3%
Amazon Logistics	47	1	2	9	*	7	1	1	16	2	*	2	8
	2%	1%	1%	4%	1%	2%	1%	3%	5%	1%	1%	1%	3%
TNT Express	21	*	2	1	*	5	2	*	*	4	*	1	6
	1%	1%	1%	1%	1%	2%	2%	1%	1%	3%	1%	1%	2%
DX	16	-	2	2	-	5	*	*	*	1	*	1	6
	1%	0%	1%	1%	0%	1%	1%	1%	1%	1%	1%	1%	2%
Secured Mail	13	*	*	-	-	1	-	*	-	1	*	3	8
	1%	1%	1%	0%	0%	1%	0%	1%	0%	1%	1%	3%	3%

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
Pitney Bowes	12 1%	* *%	3 1%	* *%	- -%	4 1%	- -%	- -%	- -%	1 1%	* *%	- -%	4 1%
Whistl/ TNT Post UK	10 *%	* *%	4 2%	- -%	* *%	2 1%	* *%	* *%	- -%	- -%	- -%	- -%	4 1%
Citipost	5 *%	* *%	1 *%	- -%	* *%	4 1%	- -%	- -%	- -%	- -%	* *%	- -%	* *%
MHI (Mail Handling International)	4 *%	2 3%	* *%	1 *%	- -%	1 *%	- -%	- -%	* *%	- -%	- -%	- -%	* *%
Other answers	14 1%	1 2%	* *%	3 1%	- -%	2 *%	* *%	* *%	3 1%	4 3%	* *%	- -%	* *%
NET: RM Only	1259 63%	30 57%	149 73%	151 62%	45 68%	188 61%	80 65%	27 78%	198 63%	97 63%	74 84%	71 55%	150 53%
NET: RM and Other	604 30%	19 36%	47 23%	66 27%	14 21%	112 36%	26 21%	6 16%	91 29%	50 32%	11 13%	48 37%	114 40%
NET: Provider other than RM	137 7%	4 7%	9 4%	26 11%	7 10%	11 3%	17 14%	2 6%	23 7%	7 4%	3 3%	9 7%	20 7%
NET: RM/Parcelforce	1879 94%	50 93%	197 97%	218 90%	61 91%	302 97%	108 88%	32 94%	292 94%	147 96%	86 97%	118 93%	267 94%

Columns Tested.: a,b,c,d,e,f,g,h,i,j,k,l

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
Royal Mail	1863 93%	462 92%	465 93%	468 94%	468 94%	927 93%	936 94%
Parcelforce	257 13%	48 10%	70 14%	67 13%	72 14%	118 12%	139 14%
Evri	236 12%	55 11%	70 14%	51 10%	61 12%	124 12%	112 11%
DHL	168 8%	27 5%	49 10%	36 7%	55 11%	76 8%	92 9%
DPD/DPD Local	161 8%	39 8%	33 7%	37 7%	51 10%	72 7%	88 9%
Yodel	110 6%	21 4%	22 4%	17 3%	50 10% abc	44 4%	67 7%
UPS	106 5%	26 5%	21 4%	31 6%	28 6%	48 5%	59 6%
UK Mail	96 5%	29 6%	16 3%	23 5%	27 5%	46 5%	50 5%
FedEx	61 3%	17 3%	24 5%	11 2%	9 2%	41 4%	20 2%
Amazon Logistics	47 2%	11 2%	8 2%	19 4%	10 2%	19 2%	28 3%
TNT Express	21 1%	2 *%	7 1%	5 1%	7 1%	9 1%	12 1%
DX	16 1%	4 1%	5 1%	1 *%	6 1%	9 1%	7 1%
Secured Mail	13 1%	* *%	1 *%	1 *%	11 2% a	1 *%	12 1%
Pitney Bowes	12 1%	3 1%	4 1%	1 *%	4 1%	7 1%	6 1%

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
Whistl/ TNT Post UK	10	4	2	*	4	6	4
	%	1%	%	%	1%	1%	%
Citipost	5	1	4	-	*	4	*
	%	%	1%	-%	%	%	%
MHI (Mail Handling International)	4	3	1	*	*	4	1
	%	1%	%	%	%	%	%
Other answers	14	5	2	8	*	6	8
	1%	1%	%	2%	%	1%	1%
NET: RM Only	1259	330	313	322	294	643	616
	63%	66%	63%	64%	59%	64%	62%
NET: RM and Other	604	131	152	146	173	284	320
	30%	26%	30%	29%	35%	28%	32%
NET: Provider other than RM	137	38	35	32	32	73	64
	7%	8%	7%	6%	6%	7%	6%
NET: RM/Parcelforce	1879	465	471	472	471	936	943
	94%	93%	94%	94%	94%	94%	94%

Columns Tested: a,b,c,d - a,b

Table 85

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
None	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1366	219	1147	1313	45	5	3	53
	68%	91%	65%	69%	59%	58%	54%	59%
		b	bde					
2 mentions	339	19	320	322	14	2	1	17
	17%	8%	18%	17%	18%	24%	25%	19%
		a	a					
3 mentions	157	1	156	149	7	1	*	9
	8%	*%	9%	8%	10%	7%	9%	10%
		a	a					
4 mentions	71	*	71	67	3	*	*	4
	4%	*%	4%	4%	4%	4%	7%	4%
		a	a					
5 mentions	32	2	30	28	3	1	*	4
	2%	1%	2%	1%	5%	6%	3%	5%
					a	a		a
6 mentions	23	-	23	21	2	-	*	2
	1%	-%	1%	1%	3%	-%	1%	3%
					a			
7 mentions	1	-	1	*	*	-	-	*
	*%	-%	*%	*%	1%	-%	-%	*%
8 mentions	9	-	9	9	*	*	-	*
	*%	-%	1%	*%	*%	*%	-%	*%
9 or more mentions	2	-	2	2	*	-	*	*
	*%	-%	*%	*%	*%	-%	1%	*%
							a	

Columns Tested: a,b - a,b,c,d,e

Table 85 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
None	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1366	788	433	92	33	17	3	1313	45	8
	68%	74%	61%	69%	60%	58%	54%	69%	59%	56%
		bdefhi		f				befhi		
2 mentions	339	157	154	11	9	7	1	322	14	3
	17%	15%	22%	8%	16%	23%	25%	17%	18%	24%
			ac			c		c	c	ac
3 mentions	157	65	67	17	5	3	*	149	7	1
	8%	6%	9%	13%	10%	10%	9%	8%	10%	8%
				a						
4 mentions	71	32	33	2	2	1	*	67	3	1
	4%	3%	5%	1%	4%	5%	7%	4%	4%	5%
5 mentions	32	11	9	8	3	1	*	28	3	1
	2%	1%	1%	6%	6%	3%	3%	1%	5%	5%
				abg	abg				abg	abg
6 mentions	23	9	9	2	2	*	*	21	2	*
	1%	1%	1%	1%	4%	1%	1%	1%	3%	*%
					ag				g	
7 mentions	1	-	*	*	*	*	-	*	*	-
	*%	-%	*%	*%	1%	*%	-%	*%	1%	-%
8 mentions	9	2	7	-	*	*	-	9	*	*
	*%	*%	1%	-%	*%	*%	-%	*%	*%	*%
9 or more mentions	2	-	*	2	*	-	*	2	*	*
	*%	-%	*%	1%	*%	-%	1%	*%	*%	*%
				g			g			

Columns Tested: a,b,c,d,e,f,g,h,i

Table 85 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
None	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1366 68%	1079 69%	234 66%	45 59%	5 58%	3 54%	847 69%	164 57%	40 55%	21 52%	35 62%
		ce	e				b				
2 mentions	339 17%	267 17%	55 16%	14 18%	2 24%	1 25%	214 17%	57 20%	8 12%	9 23%	11 19%
							b				
3 mentions	157 8%	112 7%	36 10%	7 10%	1 7%	* 9%	80 7%	44 15%	12 16%	5 13%	3 4%
								a	a		
4 mentions	71 4%	56 4%	11 3%	3 4%	* 4%	* 7%	48 4%	7 3%	2 3%	2 6%	5 9%
5 mentions	32 2%	18 1%	10 3%	3 5%	1 6%	* 3%	17 1%	4 2%	6 8%	1 2%	2 3%
				a	a				ab		
6 mentions	23 1%	18 1%	3 1%	2 3%	- -%	* 1%	14 1%	6 2%	* 1%	1 3%	1 2%
7 mentions	1 *%	- -%	* *%	* 1%	- -%	- -%	* *%	* *%	- -%	* *%	- -%
8 mentions	9 *%	8 1%	1 *%	* *%	* *%	- -%	1 *%	4 1%	4 5%	- -%	* *%
								a	a		
9 or more mentions	2 *%	- -%	2 *%	* *%	- -%	* 1%	2 *%	* *%	* *%	- -%	* *%
						a					

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 85 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
None	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1366	125	86	205	54	118	226	162	100	93
	68%	66%	67%	62%	68%	65%	72%	69%	62%	67%
2 mentions	339	32	18	67	9	29	46	45	30	33
	17%	17%	14%	20%	12%	16%	15%	19%	18%	24%
3 mentions	157	15	12	36	11	18	21	12	14	8
	8%	8%	9%	11%	14%	10%	7%	5%	9%	6%
4 mentions	71	11	5	6	*	10	7	15	12	3
	4%	6%	4%	2%	1%	6%	2%	6%	7%	2%
5 mentions	32	3	*	7	4	2	7	1	6	1
	2%	1%	*%	2%	5%	1%	2%	*%	4%	1%
6 mentions	23	3	7	6	*	*	5	*	-	*
	1%	2%	5%	2%	*%	*%	2%	*%	-%	*%
7 mentions	1	-	-	*	-	*	-	-	-	-
	*%	-%	-%	*%	-%	*%	-%	-%	-%	-%
8 mentions	9	-	1	1	-	4	2	-	-	-
	*%	-%	1%	*%	-%	2%	1%	-%	-%	-%
9 or more mentions	2	-	-	-	-	1	1	*	-	-
	*%	-%	-%	-%	-%	*%	*%	*%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 85 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
None	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
1 mention	1366 68%	265 66%	311 65%	593 67%	1169 66%	197 82%	97 81%	68 85%	32 80%
						abcd	abcd	abcd	abcd
2 mentions	339 17%	71 18%	80 17%	159 18%	310 18%	29 12%	17 14%	8 10%	4 11%
				eg	eg				
3 mentions	157 8%	37 9%	41 8%	69 8%	147 8%	11 4%	6 5%	3 3%	2 6%
		e		e	e				
4 mentions	71 4%	14 3%	28 6%	28 3%	70 4%	2 1%	* *%	1 1%	1 2%
		ef	efg	e	ef				
5 mentions	32 2%	7 2%	9 2%	15 2%	31 2%	1 1%	* *%	1 1%	1 2%
6 mentions	23 1%	1 *%	10 2%	12 1%	23 1%	* *%	* *%	- -%	- -%
			e	e	e				
7 mentions	1 *%	* *%	- -%	* *%	* *%	* *%	* *%	- -%	* *%
8 mentions	9 *%	4 1%	1 *%	3 *%	9 1%	* *%	- -%	* *%	- -%
		e							
9 or more mentions	2 *%	1 *%	- -%	1 *%	2 *%	* *%	* *%	* *%	- -%

Columns Tested: a,b,c,d,e,f,g,h

Table 85 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
None	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1366	71	50	17	67	168	245	51	54	707
	68%	78%	43%	71%	48%	62%	58%	84%	87%	74%
		bdf				b	b	bdef	bdef	bdef
2 mentions	339	13	27	*	27	56	91	3	4	144
	17%	14%	23%	*%	19%	21%	22%	5%	7%	15%
			g			g	gi			
3 mentions	157	4	24	3	26	27	27	3	3	66
	8%	5%	20%	11%	19%	10%	6%	5%	6%	7%
			afi		fi					
4 mentions	71	1	10	1	11	8	29	*	*	22
	4%	2%	9%	4%	8%	3%	7%	*%	*%	2%
			i		i		i			
5 mentions	32	-	4	3	7	1	14	-	*	10
	2%	-%	3%	15%	5%	*%	3%	-%	*%	1%
					i		i			
6 mentions	23	1	1	-	1	5	10	3	-	4
	1%	1%	*%	-%	*%	2%	2%	5%	-%	*%
							i	i		
7 mentions	1	-	-	-	-	*	*	-	-	*
	*%	-%	-%	-%	-%	*%	*%	-%	-%	*%
8 mentions	9	-	*	-	*	4	3	-	-	2
	*%	-%	*%	-%	*%	1%	1%	-%	-%	*%
9 or more mentions	2	-	1	-	1	*	*	-	*	1
	*%	-%	1%	-%	1%	*%	*%	-%	*%	*%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 85 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
None	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1366 68%	306 61%	245 58%	815 75% ab	1138 68%	228 69%	- -%	1252 68%	114 68%	1302 68%	64 88% a
2 mentions	339 17%	97 19%	91 22% c	151 14%	293 18%	45 14%	- -%	313 17%	26 16%	332 17%	7 9%
3 mentions	157 8%	58 12% c	27 6%	72 7%	130 8%	27 8%	- -%	143 8%	14 8%	155 8%	2 3%
4 mentions	71 4%	20 4%	29 7% c	22 2%	55 3%	16 5%	- -%	65 4%	6 4%	71 4%	* *%
5 mentions	32 2%	8 2%	14 3% c	10 1%	27 2%	5 1%	- -%	27 1%	5 3%	32 2%	- -%
6 mentions	23 1%	6 1%	10 2%	7 1%	13 1%	10 3% a	- -%	21 1%	2 1%	23 1%	- -%
7 mentions	1 *%	* *%	* *%	* *%	1 *%	- -%	- -%	* *%	* *%	1 *%	- -%
8 mentions	9 *%	4 1%	3 1%	2 *%	8 *%	1 *%	- -%	9 *%	* *%	9 *%	- -%
9 or more mentions	2 *%	1 *%	* *%	1 *%	2 *%	- -%	- -%	2 *%	* *%	2 *%	- -%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 85 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
None	- -%	- -%	- -%	- -%
1 mention	1366 68%	949 76% bc	199 62% c	199 49%
2 mentions	339 17%	186 15%	60 19%	93 23% a
3 mentions	157 8%	76 6%	36 11% a	45 11% a
4 mentions	71 4%	28 2%	11 3%	33 8% a
5 mentions	32 2%	8 1%	11 3% a	14 3% a
6 mentions	23 1%	4 *%	3 1%	16 4% a
7 mentions	1 *%	* *%	* *%	* *%
8 mentions	9 *%	2 *%	- -%	7 2% a
9 or more mentions	2 *%	* *%	1 *%	1 *%

Columns Tested: a,b,c

Table 85 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
None	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1366 68%	1235 73%	93 44%	20 38%	3 29%	9 32%	6 49%	* 6%	* *	1328 70%	38 35%	18 32%
		bcdejk								bcdejk		
2 mentions	339 17%	265 16%	52 25%	4 8%	2 19%	10 37%	1 5%	* 9%	5 95%	317 17%	22 20%	18 31%
		ai				c						
3 mentions	157 8%	100 6%	29 14%	16 31%	3 31%	7 25%	2 18%	- -	* *	129 7%	28 26%	13 22%
			ai	ai	ai	ai					ai	ai
4 mentions	71 4%	47 3%	11 5%	8 16%	1 9%	* 1%	4 29%	- -	* 3%	58 3%	13 12%	5 9%
				ai							ai	
5 mentions	32 2%	16 1%	13 6%	2 4%	* 3%	- -	* *	* 18%	* 1%	30 2%	3 2%	1 1%
			ai									
6 mentions	23 1%	14 1%	7 3%	1 1%	1 8%	* 2%	- -	- -	* *	21 1%	2 2%	1 2%
					a							
7 mentions	1 *%	* *%	* *%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	* *%	* *%
8 mentions	9 *%	3 *%	4 2%	1 2%	- -%	1 4%	- -%	- -%	- -%	7 *%	2 2%	1 2%
			a			a					a	
9 or more mentions	2 *%	1 *%	* *%	- -%	- -%	- -%	- -%	1 68%	- -%	1 *%	1 1%	1 1%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 85 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1366 68%	853 81%	382 61%	131 41%	1158 67%	863 61%	1205 67%	809 58%	470 52%	345 55%	344 84%	699 64%	44 63%	50 56%	25 54%	22 45%	22 58%
		bc	c		bdef	e	bdef				bcdefg						
2 mentions	339 17%	140 13%	126 20%	73 23%	292 17%	281 20%	307 17%	303 22%	212 24%	117 19%	37 9%	217 20%	15 22%	16 18%	8 17%	9 19%	5 12%
			a	a				ac	ac			a	a				
3 mentions	157 8%	38 4%	63 10%	57 18%	145 8%	138 10%	153 9%	152 11%	120 13%	96 15%	23 6%	93 9%	8 12%	9 10%	8 17%	7 14%	6 16%
			a	ab					ac	abc							
4 mentions	71 4%	17 2%	30 5%	24 8%	64 4%	65 5%	67 4%	66 5%	47 5%	28 5%	6 1%	45 4%	* %	11 12%	* 1%	2 4%	4 11%
			a	a										ab			a
5 mentions	32 2%	6 1%	11 2%	16 5%	31 2%	32 2%	32 2%	32 2%	19 2%	18 3%	1 %	25 2%	3 4%	* %	- -%	1 3%	1 3%
				a													
6 mentions	23 1%	3 %	11 2%	9 3%	21 1%	20 1%	21 1%	21 2%	21 2%	11 2%	1 %	9 1%	- -%	* %	4 8%	7 14%	* %
				a											ab	abcd	
7 mentions	1 %	* %	* %	* %	1 %	1 %	1 %	1 %	1 %	1 %	- -%	* %	- -%	* %	- -%	- -%	- -%
8 mentions	9 %	- -%	3 %	6 2%	9 1%	9 1%	9 %	9 1%	9 1%	9 1%	- -%	4 %	- -%	4 4%	1 2%	- -%	* %
				a										ab			
9 or more mentions	2 %	1 %	* %	1 %	2 %	2 %	2 %	2 %	2 %	2 %	- -%	1 %	- -%	* %	* %	1 2%	- -%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 85 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1366	978	69	52	27	10	12	9	680	94	30	20	22	5	12
	68%	69%	64%	69%	57%	46%	46%	60%	65%	51%	51%	47%	58%	33%	58%
									bf						
2 mentions	339	246	16	12	9	1	8	*	217	27	11	9	9	6	2
	17%	17%	15%	16%	19%	4%	30%	*%	21%	15%	18%	21%	22%	38%	10%
														b	
3 mentions	157	119	7	7	5	5	2	1	83	27	9	7	5	2	6
	8%	8%	6%	9%	10%	21%	7%	8%	8%	15%	15%	15%	13%	11%	29%
4 mentions	71	41	12	*	5	1	*	4	40	13	6	5	1	*	*
	4%	3%	11%	*%	11%	6%	*%	25%	4%	7%	10%	12%	2%	*%	1%
			a		a			ac				a			
5 mentions	32	29	1	*	-	*	*	1	17	11	3	*	*	1	*
	2%	2%	1%	1%	-%	1%	*%	6%	2%	6%	4%	1%	*%	9%	3%
										a				a	
6 mentions	23	10	2	-	*	4	4	*	9	8	*	1	1	2	-
	1%	1%	2%	-%	*%	17%	16%	*%	1%	4%	*%	2%	2%	10%	-%
						abc	ac			a				a	
7 mentions	1	*	*	-	-	-	-	-	*	-	-	*	-	-	-
	*%	*%	*%	-%	-%	-%	-%	-%	*%	-%	-%	1%	-%	-%	-%
8 mentions	9	3	1	4	1	-	-	*	4	4	1	*	-	-	*
	*%	*%	1%	5%	2%	-%	-%	*%	*%	2%	2%	*%	-%	-%	*%
				a											
9 or more mentions	2	1	-	*	-	1	*	-	-	1	-	-	1	-	-
	*%	*%	-%	*%	-%	4%	*%	-%	-%	*%	-%	-%	3%	-%	-%
						a							a		

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 85 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
None	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1366	623	82	50	23	10	5	16	682	246	187	58	30
	68%	63%	53%	47%	49%	30%	17%	41%	76%	67%	55%	51%	40%
		cef	f						bcde	cde			
2 mentions	339	220	35	14	5	8	13	9	136	59	80	21	13
	17%	22%	23%	13%	11%	23%	44%	23%	15%	16%	23%	18%	17%
							cd				a		
3 mentions	157	88	18	14	13	8	1	9	45	46	37	14	11
	8%	9%	12%	13%	28%	23%	5%	24%	5%	12%	11%	13%	15%
					a	a		a		a	a	a	a
4 mentions	71	26	13	15	2	1	9	*	22	7	21	11	7
	4%	3%	8%	14%	4%	3%	30%	1%	2%	2%	6%	9%	9%
			a	a			adeg				a	ab	
5 mentions	32	18	4	3	1	5	1	*	7	8	5	2	9
	2%	2%	3%	3%	3%	14%	3%	1%	1%	2%	2%	1%	12%
						a							abcd
6 mentions	23	8	1	9	1	2	*	*	2	1	10	2	4
	1%	1%	1%	8%	3%	5%	1%	1%	1%	1%	3%	2%	6%
				ab							a		ab
7 mentions	1	*	*	-	-	-	-	-	*	*	-	*	*
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
8 mentions	9	3	1	-	1	*	*	4	-	1	2	6	*
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
								abc				ab	
9 or more mentions	2	-	-	1	*	1	*	-	-	1	*	*	1
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
						a							

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 85 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
None	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1366 68%	740 74%	208 65%	143 52%	45 53%	20 43%	535 68%	151 60%	111 51%	36 39%	24 43%
		bcde	c				cde	d			
2 mentions	339 17%	150 15%	58 18%	66 24%	15 17%	3 7%	156 20%	39 16%	54 25%	20 22%	11 20%
			a								
3 mentions	157 8%	59 6%	38 12%	31 11%	10 12%	6 14%	57 7%	39 16%	20 9%	12 13%	9 16%
			a					a			
4 mentions	71 4%	23 2%	9 3%	21 8%	5 6%	4 9%	26 3%	7 3%	15 7%	14 16%	3 5%
			a							ab	
5 mentions	32 2%	14 1%	3 1%	5 2%	1 1%	7 16%	8 1%	13 5%	4 2%	1 2%	5 8%
						abcd		a			a
6 mentions	23 1%	5 1%	4 1%	4 2%	2 3%	4 10%	3 *	* *	10 5%	2 2%	4 8%
						abc		ab			ab
7 mentions	1 *%	* *%	* *%	- -%	* *%	- -%	* *%	* *%	- -%	* *%	* 1%
8 mentions	9 *%	1 *%	- -%	2 1%	6 7%	* *%	- -%	1 *%	2 1%	6 6%	* *%
					abc					ab	
9 or more mentions	2 *%	1 *%	* *%	* *%	- -%	1 2%	- -%	1 *%	* *%	1 1%	* *%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 85 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
None	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1366 68%	512 70%	98 49%	123 49%	46 36%	10 19%	375 48%	82 70%	344 71%	1259 73%	107 37%	1093 69%	65 49%
		bcd	e	e				a	a	b		b	
2 mentions	339 17%	150 20%	45 22%	56 22%	37 28%	14 27%	200 25%	20 17%	83 17%	259 15%	80 28%	269 17%	23 18%
							c			a			
3 mentions	157 8%	47 6%	38 19%	38 15%	17 13%	10 20%	101 13%	8 7%	43 9%	106 6%	51 18%	124 8%	21 16%
			a	a		a				a		a	a
4 mentions	71 4%	20 3%	10 5%	14 6%	11 8%	11 20%	57 7%	3 3%	6 1%	47 3%	25 9%	55 3%	9 7%
						abc	c			a			
5 mentions	32 2%	7 1%	4 2%	10 4%	6 5%	5 10%	31 4%	1 1%	* *%	22 1%	10 4%	28 2%	3 2%
				a		a	c						
6 mentions	23 1%	* *%	5 2%	8 3%	7 5%	2 3%	13 2%	1 1%	8 2%	12 1%	10 4%	11 1%	10 7%
			a	a	a	a				a			a
7 mentions	1 *%	- -%	- -%	* *%	* *%	- -%	1 *%	- -%	- -%	1 *%	- -%	* *%	* *%
8 mentions	9 *%	- -%	1 *%	2 1%	6 4%	* *%	9 1%	- -%	- -%	5 *%	4 1%	8 1%	1 1%
					a								
9 or more mentions	2 *%	- -%	- -%	1 *%	1 1%	* *%	1 *%	1 1%	- -%	2 *%	- -%	2 *%	- -%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 85 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
None	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1366	807	56	718	91	1093	65	807	56	718	91
	68%	65%	32%	79%	19%	68%	52%	66%	30%	78%	19%
		b		b		b		b		b	
2 mentions	339	233	48	113	190	275	17	235	46	112	191
	17%	19%	27%	12%	39%	17%	13%	19%	25%	12%	40%
			a		a						a
3 mentions	157	104	33	37	116	124	21	94	44	45	108
	8%	8%	19%	4%	24%	8%	17%	8%	23%	5%	23%
			a		a		a		a		a
4 mentions	71	44	20	13	52	53	10	44	21	18	47
	4%	4%	12%	1%	11%	3%	8%	4%	11%	2%	10%
			a		a				a		a
5 mentions	32	23	9	11	22	29	3	22	10	10	22
	2%	2%	5%	1%	4%	2%	2%	2%	5%	1%	5%
			a		a				a		a
6 mentions	23	12	8	11	10	12	9	11	9	8	13
	1%	1%	4%	1%	2%	1%	7%	1%	5%	1%	3%
			a				a		a		
7 mentions	1	*	*	*	*	1	-	*	*	*	*
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%
8 mentions	9	9	*	4	4	8	1	8	1	5	4
	*%	1%	*%	*%	1%	1%	1%	1%	*%	1%	1%
9 or more mentions	2	1	1	-	2	2	-	1	1	-	2
	*%	*%	1%	-%	*%	*%	-%	*%	1%	-%	*%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 85 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
None	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1366	452	923	109	1	401	601	70	2	474	456	77	-
	68%	53%	68%	43%	26%	51%	63%	36%	48%	49%	60%	34%	-%
			ac			c	ac			c	ac		
2 mentions	339	198	223	71	-	176	177	50	2	241	154	55	2
	17%	23%	16%	28%	-%	22%	19%	25%	52%	25%	20%	24%	100%
		b		b									
3 mentions	157	111	108	39	4	103	95	38	-	141	76	48	-
	8%	13%	8%	15%	74%	13%	10%	19%	-%	14%	10%	21%	-%
		b		b				b				b	
4 mentions	71	38	53	10	-	52	46	17	-	58	50	23	-
	4%	5%	4%	4%	-%	7%	5%	8%	-%	6%	7%	10%	-%
5 mentions	32	19	28	9	-	23	14	10	-	29	11	9	-
	2%	2%	2%	3%	-%	3%	2%	5%	-%	3%	1%	4%	-%
								b					
6 mentions	23	16	15	10	-	18	11	7	-	21	12	8	-
	1%	2%	1%	4%	-%	2%	1%	4%	-%	2%	2%	4%	-%
				b									
7 mentions	1	*	1	*	-	1	*	*	-	1	1	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
8 mentions	9	9	5	7	-	9	5	2	-	9	4	2	-
	*%	1%	*%	3%	-%	1%	1%	1%	-%	1%	1%	1%	-%
				b									
9 or more mentions	2	2	1	1	-	2	1	2	-	2	1	2	-
	*%	*%	*%	*%	-%	*%	*%	1%	-%	*%	*%	1%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 85 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
None	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1366	1044	709	573	790	690	4	398	268	202	52	39
	68%	67%	60%	63%	65%	66%	13%	63%	54%	45%	39%	45%
		b			c	c		cde	d			
2 mentions	339	269	236	169	220	158	10	120	104	102	27	18
	17%	17%	20%	19%	18%	15%	29%	19%	21%	23%	20%	20%
3 mentions	157	128	119	87	114	98	8	51	68	72	23	18
	8%	8%	10%	10%	9%	9%	23%	8%	14%	16%	17%	21%
									a	a	a	a
4 mentions	71	53	58	40	43	55	1	32	28	36	14	4
	4%	3%	5%	4%	4%	5%	4%	5%	6%	8%	10%	4%
5 mentions	32	29	27	14	26	17	4	8	7	13	4	1
	2%	2%	2%	2%	2%	2%	12%	1%	1%	3%	3%	1%
							ab					
6 mentions	23	17	15	19	11	14	1	14	12	16	10	4
	1%	1%	1%	2%	1%	1%	2%	2%	2%	4%	7%	4%
											a	
7 mentions	1	*	1	*	1	*	-	*	*	*	*	*
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%
8 mentions	9	9	9	8	7	9	5	8	7	6	2	2
	*%	1%	1%	1%	1%	1%	14%	1%	1%	1%	2%	2%
							ab					
9 or more mentions	2	1	2	1	2	2	1	1	1	1	1	1
	*%	*%	*%	*%	*%	*%	2%	*%	*%	*%	1%	1%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 85 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1366 68%	110 56%	58 51%	25 27%	13 27%	1123 68%	646 63%	1169 67%	666 60%	618 62%	408 50%	1085 68%	85 42%	-	964 68%	74 54%
		cd	c			de		d				ac			b	
2 mentions	339 17%	41 21%	24 21%	27 29%	8 16%	288 17%	197 19%	312 18%	232 21%	173 17%	193 23%	297 19%	59 29%	-	237 17%	38 28%
													b		a	
3 mentions	157 8%	21 11%	22 19%	22 24%	11 24%	126 8%	92 9%	137 8%	106 10%	113 11%	115 14%	116 7%	29 14%	-	121 9%	13 9%
										ac	b		b			
4 mentions	71 4%	11 6%	4 3%	10 11%	8 18%	58 4%	48 5%	65 4%	47 4%	40 4%	49 6%	55 3%	9 4%	-	51 4%	5 3%
					b											
5 mentions	32 2%	7 3%	1 1%	7 8%	1 2%	29 2%	25 2%	30 2%	29 3%	20 2%	25 3%	28 2%	10 5%	-	21 2%	3 2%
6 mentions	23 1%	7 4%	3 3%	1 1%	1 3%	19 1%	14 1%	22 1%	21 2%	19 2%	22 3%	12 1%	7 3%	-	13 1%	5 4%
											b		b			
7 mentions	1 *%	- -%	* *%	- -%	- -%	* *%	1 *%	1 *%	* *%	* *%	1 *%	* *%	* *%	-	1 *%	- -%
8 mentions	9 *%	1 *%	- -%	- -%	5 10%	9 1%	9 1%	9 1%	4 *%	9 1%	9 1%	9 1%	2 1%	-	9 1%	- -%
					abc											
9 or more mentions	2 *%	- -%	1 1%	1 1%	* *%	1 *%	1 *%	1 *%	1 *%	2 *%	1 *%	1 *%	1 *%	-	1 *%	1 1%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 85 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
None	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1366 68%	419 55%	840 76%	93 15%	6 14%	42 14%	65 15%	127 48%	976 73%	246 66%	106 36%	231 60%	995 79%
		a	a					a	a		a	a	ab
2 mentions	339 17%	151 20%	172 16%	291 48%	19 46%	102 35%	237 53%	66 25%	209 16%	63 17%	86 29%	63 16%	176 14%
							a	b			bc		
3 mentions	157 8%	97 13%	53 5%	127 21%	11 26%	81 28%	76 17%	30 12%	97 7%	26 7%	57 19%	49 13%	47 4%
		b				b					c	c	
4 mentions	71 4%	39 5%	27 2%	58 10%	* *%	28 10%	43 10%	20 8%	31 2%	20 5%	34 11%	19 5%	18 1%
		b						b		b	bc	c	
5 mentions	32 2%	23 3%	7 1%	17 3%	2 4%	20 7%	12 3%	7 3%	17 1%	8 2%	10 3%	11 3%	10 1%
		b									c	c	
6 mentions	23 1%	20 3%	2 *%	10 2%	3 8%	17 6%	6 1%	9 3%	7 1%	7 2%	3 1%	6 2%	14 1%
		b				b		b			1%	2%	1%
7 mentions	1 *%	* *%	* *%	1 *%	- -%	* *%	* *%	1 *%	* *%	- -%	* *%	- -%	* *%
8 mentions	9 *%	8 1%	1 *%	9 1%	- -%	3 1%	6 1%	1 *%	7 1%	1 *%	1 *%	2 1%	5 *%
9 or more mentions	2 *%	1 *%	1 *%	1 *%	1 2%	1 *%	1 *%	1 *%	1 *%	- -%	* *%	1 *%	1 *%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 85 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
None	-	-	-
	-%	-%	-%
1 mention	1366	589	777
	68%	66%	70%
2 mentions	339	150	189
	17%	17%	17%
3 mentions	157	94	63
	8%	11%	6%
		b	
4 mentions	71	24	47
	4%	3%	4%
5 mentions	32	19	13
	2%	2%	1%
6 mentions	23	10	13
	1%	1%	1%
7 mentions	1	*	*
	-%	-%	-%
8 mentions	9	4	5
	-%	-%	-%
9 or more mentions	2	2	*
	-%	-%	-%

Columns Tested: a,b

Table 85 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
None	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1366	34	155	174	50	196	97	29	208	104	76	78	165
	68%	64%	76%	72%	75%	63%	79%	83%	67%	67%	87%	61%	58%
			el	l	l		ekl	l			aehikl		
2 mentions	339	14	24	44	11	55	17	2	58	29	8	22	55
	17%	26%	12%	18%	17%	18%	14%	6%	19%	18%	10%	17%	19%
		b											
3 mentions	157	3	9	13	3	31	5	2	30	10	3	19	30
	8%	6%	4%	5%	5%	10%	4%	7%	10%	6%	3%	15%	11%
												bcfj	
4 mentions	71	2	12	5	1	11	*	*	14	4	*	2	19
	4%	3%	6%	2%	1%	4%	*%	1%	5%	2%	*%	2%	7%
			f										f
5 mentions	32	*	1	1	1	10	4	1	*	8	*	-	5
	2%	1%	*%	*%	2%	3%	3%	2%	*%	5%	*%	-%	2%
										bch			
6 mentions	23	*	-	6	-	6	1	-	-	*	*	6	4
	1%	*%	-%	2%	-%	2%	*%	-%	-%	*%	*%	5%	1%
												bh	
7 mentions	1	-	-	*	-	-	-	*	*	-	*	-	-
	*%	-%	-%	*%	-%	-%	-%	*%	*%	-%	*%	-%	-%
8 mentions	9	*	3	-	-	-	-	-	1	-	-	-	5
	*%	*%	1%	-%	-%	-%	-%	-%	*%	-%	-%	-%	2%
9 or more mentions	2	-	1	-	-	1	*	-	*	-	-	-	*
	*%	-%	*%	-%	-%	*%	*%	-%	*%	-%	-%	-%	*%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 85 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
None	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
1 mention	1366	363	344	340	320	706	660
	68%	73%	69%	68%	64%	71%	66%
2 mentions	339	82	83	89	86	165	174
	17%	16%	17%	18%	17%	16%	17%
3 mentions	157	25	38	43	52	63	94
	8%	5%	8%	9%	10%	6%	9%
4 mentions	71	19	12	19	22	31	40
	4%	4%	2%	4%	4%	3%	4%
5 mentions	32	2	16	9	6	18	15
	2%	*%	3%	2%	1%	2%	1%
			a				
6 mentions	23	6	7	*	10	12	10
	1%	1%	1%	*%	2%	1%	1%
7 mentions	1	*	-	*	*	*	*
	*%	*%	-%	*%	*%	*%	*%
8 mentions	9	3	-	1	5	3	6
	*%	1%	-%	*%	1%	*%	1%
9 or more mentions	2	1	1	*	*	2	*
	*%	*%	*%	*%	*%	*%	*%

Columns Tested: a,b,c,d - a,b

Table 86

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
Royal Mail	1714	204	1510	1646	57	6	4	68
	86%	85%	86%	86%	75%	70%	80%	75%
				bce				
Evri	63	3	60	62	1	*	*	1
	3%	1%	3%	3%	1%	*%	1%	1%
DPD/DPD Local	42	12	30	37	5	*	*	5
	2%	5%	2%	2%	6%	4%	3%	6%
		b			a			a
DHL	40	4	36	35	4	1	*	5
	2%	2%	2%	2%	5%	9%	5%	5%
					a	a	a	a
UK Mail	33	-	33	31	2	*	*	2
	2%	-%	2%	2%	2%	4%	6%	2%
							a	
Parcelforce	32	2	30	29	2	*	*	3
	2%	1%	2%	2%	3%	4%	3%	3%
UPS	19	4	15	17	2	-	*	2
	1%	2%	1%	1%	2%	-%	2%	2%
Yodel	16	-	16	15	1	*	*	1
	1%	-%	1%	1%	1%	3%	1%	1%
FedEx	10	8	2	9	*	*	*	1
	*%	3%	*%	*%	1%	4%	*%	1%
		b				a		
Secured Mail	8	-	8	8	*	-	-	*
	*%	-%	*%	*%	*%	-%	-%	*%
Amazon Logistics	5	1	4	5	*	-	*	*
	*%	*%	*%	*%	*%	-%	*%	*%
DX	2	*	2	2	1	*	-	1
	*%	*%	*%	*%	1%	1%	-%	1%
Pitney Bowes	2	-	2	*	1	-	-	1
	*%	-%	*%	*%	2%	-%	-%	1%
					a			a
TNT Express	1	*	1	1	-	-	*	*
	*%	*%	*%	*%	-%	-%	*%	*%

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
Whistl/ TNT Post UK	1	-	1	*	*	*	*	*
	%	%	%	%	%	1%	%	%
						a		
Citipost	*	-	*	-	-	*	-	*
	%	%	%	%	%	1%	%	%
Other answers	12	2	10	11	*	*	*	1
	1%	1%	1%	1%	1%	1%	%	1%
NET: RM only	1714	204	1510	1646	57	6	4	68
	86%	85%	86%	86%	75%	70%	80%	75%
				bce				
NET: Provider other than RM	286	37	250	264	19	3	1	22
	14%	15%	14%	14%	25%	30%	20%	25%
					a	a		a
NET: RM/Parcelforce	1746	206	1540	1675	59	7	4	70
	87%	85%	88%	88%	78%	74%	82%	78%
				bce				

Columns Tested: a,b - a,b,c,d,e

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
Royal Mail	1714	944	590	112	41	23	4	1646	57	10
	86%	89%	83%	84%	74%	76%	80%	86%	75%	74%
		bdefhi						dehi		
Evri	63	40	20	2	1	*	*	62	1	*
	3%	4%	3%	1%	1%	1%	1%	3%	1%	1%
DPD/DPD Local	42	16	19	2	4	1	*	37	5	*
	2%	1%	3%	1%	8%	2%	3%	2%	6%	4%
					abcg				ag	
DHL	40	14	17	4	3	2	*	35	4	1
	2%	1%	2%	3%	5%	5%	5%	2%	5%	8%
					ag	ag	ag		ag	abg
UK Mail	33	7	23	1	1	1	*	31	2	1
	2%	1%	3%	1%	1%	4%	6%	2%	2%	4%
			a			a	ag			a
Parcelforce	32	16	10	3	1	1	*	29	2	*
	2%	2%	1%	3%	3%	3%	3%	2%	3%	3%
UPS	19	4	10	3	2	*	*	17	2	*
	1%	2%	1%	3%	3%	1%	2%	1%	2%	1%
					a				a	
Yodel	16	7	5	3	*	1	*	15	1	*
	1%	1%	1%	2%	1%	2%	1%	1%	1%	2%
FedEx	10	8	1	-	*	1	*	9	*	*
	1%	1%	1%	0%	1%	2%	1%	1%	1%	2%
										bg
Secured Mail	8	-	8	*	*	-	-	8	*	-
	1%	0%	1%	1%	1%	0%	0%	1%	1%	0%
			a							
Amazon Logistics	5	2	2	-	*	-	*	5	*	*
	1%	1%	1%	0%	1%	0%	1%	1%	1%	1%
DX	2	-	2	*	1	*	-	2	1	*
	1%	0%	1%	1%	1%	1%	0%	1%	1%	1%
Pitney Bowes	2	-	*	-	1	-	-	*	1	-
	1%	0%	1%	0%	2%	0%	0%	1%	2%	0%
					abg				abg	

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
TNT Express	1	-	1	-	-	-	*	1	-	*
	*%	-%	*%	-%	-%	-%	*%	*%	-%	*%
Whistl/ TNT Post UK	1	*	-	-	*	*	*	*	*	*
	*%	*%	-%	-%	*%	*%	*%	*%	*%	1%
Citipost	*	-	-	-	-	*	-	-	-	*
	*%	-%	-%	-%	-%	*%	-%	-%	-%	*%
Other answers	12	6	4	2	*	1	*	11	*	*
	1%	1%	1%	1%	*%	2%	*%	1%	1%	1%
NET: RM only	1714	944	590	112	41	23	4	1646	57	10
	86%	89%	83%	84%	74%	76%	80%	86%	75%	74%
		bdefhi						dehi		
NET: Provider other than RM	286	120	123	21	14	7	1	264	19	4
	14%	11%	17%	16%	26%	24%	20%	14%	25%	26%
		a			ag	ag	a		ag	ag
NET: RM/Parcelforce	1746	960	600	115	43	24	4	1675	59	11
	87%	90%	84%	87%	77%	80%	82%	88%	78%	77%
		bdefhi						dehi		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
Royal Mail	1714	1355	291	57	6	4	1112	211	48	28	49
	86%	87%	83%	75%	70%	80%	91%	73%	67%	69%	87%
		cd					bcd				c
Evri	63	57	5	1	*	*	35	12	3	-	*
	3%	4%	1%	1%	*%	1%	3%	4%	4%	-%	*%
DPD/DPD Local	42	31	5	5	*	*	15	4	5	3	2
	2%	2%	1%	6%	4%	3%	1%	1%	7%	8%	4%
				ab					a	ab	
DHL	40	24	11	4	1	*	16	14	3	*	1
	2%	2%	3%	5%	9%	5%	1%	5%	4%	*%	2%
				a	a	a		a			
UK Mail	33	24	7	2	*	*	7	20	1	4	1
	2%	2%	2%	2%	4%	6%	1%	7%	2%	9%	2%
						a		a		a	
Parcelforce	32	22	7	2	*	*	12	8	5	*	1
	2%	1%	2%	3%	4%	3%	1%	3%	7%	1%	2%
									a		
UPS	19	9	9	2	-	*	6	3	*	5	1
	1%	1%	3%	2%	-%	2%	1%	1%	1%	11%	2%
			a	a						abc	
Yodel	16	9	6	1	*	*	9	3	*	-	*
	1%	1%	2%	1%	3%	1%	1%	1%	*%	-%	*%
FedEx	10	8	1	*	*	*	*	4	-	-	*
	*%	1%	*%	1%	4%	*%	*%	1%	-%	-%	1%
					ab			a			
Secured Mail	8	8	*	*	-	-	4	*	4	-	-
	*%	1%	*%	*%	-%	-%	*%	*%	6%	-%	-%
									ab		
Amazon Logistics	5	4	1	*	-	*	-	3	1	-	*
	*%	*%	*%	*%	-%	*%	-%	1%	1%	-%	1%
								a			
DX	2	-	2	1	*	-	*	2	-	-	-
	*%	-%	1%	1%	1%	-%	*%	1%	-%	-%	-%
Pitney Bowes	2	-	*	1	-	-	1	-	-	-	-
	*%	-%	*%	2%	-%	-%	*%	-%	-%	-%	-%
				a							

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
TNT Express	1 *%	- -%	1 *%	- -%	- -%	* *%	- -%	1 *%	- -%	- -%	- -%
Whistl/ TNT Post UK	1 *%	* *%	- -%	* *%	* 1%	* *%	* *%	- -%	- -%	- -%	* *%
Citipost	* *%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* *%	- -%	- -%
Other answers	12 1%	6 *%	5 2%	* 1%	* 1%	* *%	4 *%	3 1%	2 2%	* *%	* *%
NET: RM only	1714 86%	1355 87%	291 83%	57 75%	6 70%	4 80%	1112 91%	211 73%	48 67%	28 69%	49 87%
		cd					bcd				c
NET: Provider other than RM	286 14%	203 13%	61 17%	19 25%	3 30%	1 20%	112 9%	77 27%	24 33%	12 31%	7 13%
				a	a			a	ae	a	
NET: RM/Parcelforce	1746 87%	1377 88%	298 85%	59 78%	7 74%	4 82%	1124 92%	219 76%	53 74%	28 70%	50 89%
		cd					bcd				

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
Whistl/ TNT Post UK	1	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	12	3	*	3	-	-	2	-	-	-
	1%	2%	*%	1%	-%	-%	1%	-%	-%	-%
NET: RM only	1714	163	113	266	65	149	281	213	138	124
	86%	86%	88%	81%	82%	82%	89%	91%	85%	90%
NET: Provider other than RM	286	26	16	64	14	33	35	21	24	14
	14%	14%	12%	19%	18%	18%	11%	9%	15%	10%
NET: RM/Parcelforce	1746	163	114	277	69	151	283	217	139	129
	87%	86%	88%	84%	88%	83%	90%	93%	86%	93%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
Royal Mail	1714 86%	338 85%	414 86%	760 86%	1512 86%	201 84%	95 79%	72 90%	35 87%
Evri	63 3%	15 4%	24 5%	20 2%	59 3%	4 2%	3 3%	1 1%	* *%
DPD/DPD Local	42 2%	17 4%	* *%	14 2%	31 2%	11 4%	7 6%	2 2%	2 5%
DHL	40 2%	3 1%	11 2%	19 2%	33 2%	6 3%	3 2%	3 4%	* 1%
UK Mail	33 2%	3 1%	8 2%	18 2%	29 2%	5 2%	4 4%	- -%	* *%
Parcelforce	32 2%	11 3%	2 *%	17 2%	30 2%	2 1%	2 2%	* *%	* *%
UPS	19 1%	2 *%	2 *%	12 1%	16 1%	4 1%	3 3%	* *%	* *%
Yodel	16 1%	2 *%	11 2%	3 *%	15 1%	1 *%	* *%	* *%	- -%
FedEx	10 *%	2 *%	4 1%	4 *%	9 1%	* *%	* *%	* *%	* *%
Secured Mail	8 *%	8 2%	- -%	- -%	8 *%	* *%	- -%	* *%	- -%
Amazon Logistics	5 *%	- -%	- -%	3 *%	3 *%	2 1%	1 1%	* *%	1 3%
DX	2 *%	- -%	- -%	2 *%	2 *%	* *%	* *%	- -%	- -%
Pitney Bowes	2 *%	- -%	- -%	1 *%	1 *%	* *%	* *%	- -%	- -%

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
TNT Express	1 *%	- -%	1 *%	- -%	1 *%	* *%	* *%	- -%	* *%
Whistl/ TNT Post UK	1 *%	- -%	- -%	- -%	- -%	1 *%	- -%	* 1%	* *%
Citipost	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* *%
Other answers	12 1%	- -%	3 1%	6 1%	9 1%	3 1%	1 1%	1 2%	1 3% ad
NET: RM only	1714 86%	338 85%	414 86%	760 86%	1512 86%	201 84%	95 79%	72 90%	35 87%
NET: Provider other than RM	286 14%	62 15%	66 14%	120 14%	248 14%	39 16%	25 21%	8 10%	5 13%
NET: RM/Parcelforce	1746 87%	349 87%	416 87%	777 88%	1542 88%	203 85%	96 80%	72 90%	35 88%

Columns Tested:: a,b,c,d,e,f,g,h

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
Royal Mail	1714	76	67	18	85	216	335	57	55	888
	86%	84%	57%	75%	60%	80%	80%	93%	89%	93%
		bd				bd	bd	bd	bd	bdef
Evri	63	*	9	-	9	9	24	-	2	18
	3%	*%	8%	-%	6%	3%	6%	-%	3%	2%
			i		i		i			
DPD/DPD Local	42	1	7	3	10	12	4	1	-	14
	2%	1%	6%	14%	7%	5%	1%	1%	-%	1%
			fi		fi	f				
DHL	40	1	9	-	9	7	10	*	-	13
	2%	1%	8%	-%	6%	3%	2%	*%	-%	1%
			i		i					
UK Mail	33	4	*	1	1	11	7	*	4	6
	2%	5%	*%	3%	1%	4%	2%	*%	7%	1%
		i			i				i	
Parcelforce	32	*	6	1	7	9	14	2	-	*
	2%	*%	5%	2%	5%	3%	3%	4%	-%	*%
			i		i	i	i	i		
UPS	19	8	3	1	4	1	2	*	-	4
	1%	8%	3%	4%	3%	*%	1%	1%	-%	*%
		efi								
Yodel	16	-	3	*	3	*	9	-	-	4
	1%	-%	2%	*%	2%	*%	2%	-%	-%	*%
FedEx	10	-	5	-	5	3	1	-	-	*
	*%	-%	5%	-%	4%	1%	*%	-%	-%	*%
			fi		fi	i				
Secured Mail	8	-	4	-	4	-	4	*	-	-
	*%	-%	4%	-%	3%	-%	1%	*%	-%	-%
			i		i					
Amazon Logistics	5	-	-	-	-	-	3	*	*	2
	*%	-%	-%	-%	-%	-%	1%	*%	*%	*%
DX	2	-	2	-	2	-	*	-	-	*
	*%	-%	2%	-%	2%	-%	*%	-%	-%	*%
			i		i					

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
Pitney Bowes	2	-	1	-	1	-	-	-	-	*
	*%	-%	1%	-%	1%	-%	-%	-%	-%	*%
TNT Express	1	-	*	-	*	-	1	-	-	-
	*%	-%	*%	-%	*%	-%	*%	-%	-%	-%
Whistl/ TNT Post UK	1	-	*	-	*	-	*	-	-	*
	*%	-%	*%	-%	*%	-%	*%	-%	-%	*%
Citipost	*	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Other answers	12	1	*	-	*	*	6	*	-	4
	1%	1%	*%	-%	*%	*%	2%	1%	-%	*%
NET: RM only	1714	76	67	18	85	216	335	57	55	888
	86%	84%	57%	75%	60%	80%	80%	93%	89%	93%
		bd				bd	bd	bd	bd	bdef
NET: Provider other than RM	286	14	50	6	56	53	85	4	7	67
	14%	16%	43%	25%	40%	20%	20%	7%	11%	7%
			aefghi		aefghi	i	i			
NET: RM/Parcelforce	1746	76	73	18	92	225	349	59	55	888
	87%	84%	62%	78%	65%	84%	83%	97%	89%	93%
		bd				bd	bd	bd	bd	bdef

Columns Tested: a,b,c,d,e,f,g,h,i

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
Royal Mail	1714	377	335	1002	1416	297	-	1569	145	1650	64
	86%	75%	80%	93%	85%	89%	-%	86%	86%	86%	87%
				ab							
Evri	63	18	24	21	50	13	-	60	3	63	*
	3%	4%	6%	2%	3%	4%	-%	3%	2%	3%	*%
			c								
DPD/DPD Local	42	23	4	14	37	5	-	38	3	39	3
	2%	5%	1%	1%	2%	1%	-%	2%	2%	2%	4%
		bc									
DHL	40	17	10	13	38	2	-	37	3	40	-
	2%	3%	2%	1%	2%	1%	-%	2%	2%	2%	-%
UK Mail	33	16	7	11	31	2	-	31	3	33	-
	2%	3%	2%	1%	2%	1%	-%	2%	1%	2%	-%
		c									
Parcelforce	32	16	14	3	25	7	-	30	2	32	-
	2%	3%	3%	*%	2%	2%	-%	2%	1%	2%	-%
		c	c								
UPS	19	12	2	5	18	1	-	15	5	19	1
	1%	2%	1%	*%	1%	*%	-%	1%	3%	1%	1%
		c									
Yodel	16	3	9	4	13	3	-	12	4	16	-
	1%	1%	2%	*%	1%	1%	-%	1%	2%	1%	-%
			c								
FedEx	10	9	1	*	10	-	-	10	*	4	6
	*%	2%	*%	*%	1%	-%	-%	1%	*%	*%	8%
		c									a
Secured Mail	8	4	4	*	8	-	-	8	*	8	-
	*%	1%	1%	*%	*%	-%	-%	*%	*%	*%	-%
			c								
Amazon Logistics	5	-	3	2	5	-	-	5	*	5	-
	*%	-%	1%	*%	*%	-%	-%	*%	*%	*%	-%
DX	2	2	*	*	1	2	-	2	1	2	-
	*%	*%	*%	*%	*%	1%	-%	*%	*%	*%	-%

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
Pitney Bowes	2 *%	1 *%	- -%	* *%	2 *%	- -%	- -%	2 *%	- -%	2 *%	- -%
TNT Express	1 *%	* *%	1 *%	- -%	1 *%	* *%	- -%	1 *%	- -%	1 *%	- -%
Whistl/ TNT Post UK	1 *%	* *%	* *%	* *%	1 *%	- -%	- -%	1 *%	* *%	1 *%	- -%
Citipost	* *%	- -%	- -%	* *%	* *%	- -%	- -%	* *%	- -%	* *%	- -%
Other answers	12 1%	1 *%	6 2%	5 *%	11 1%	1 *%	- -%	12 1%	* *%	12 1%	- -%
NET: RM only	1714 86%	377 75%	335 80%	1002 93% ab	1416 85%	297 89%	- -%	1569 86%	145 86%	1650 86%	64 87%
NET: Provider other than RM	286 14%	123 25% c	85 20% c	78 7% ab	251 15%	35 11%	- -%	262 14%	24 14%	277 14%	10 13%
NET: RM/Parcelforce	1746 87%	392 78%	349 83%	1005 93% ab	1442 86%	304 91%	- -%	1599 87%	147 87%	1682 87%	64 87%

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
Royal Mail	1714	1134	260	304
	86%	90%	81%	75%
		bc		
Evri	63	24	3	33
	3%	2%	1%	8%
				ab
DPD/DPD Local	42	12	15	14
	2%	1%	5%	3%
			a	a
DHL	40	19	10	11
	2%	1%	3%	3%
UK Mail	33	11	18	5
	2%	1%	6%	1%
			ac	
Parcelforce	32	13	3	16
	2%	1%	1%	4%
				a
UPS	19	13	4	2
	1%	1%	1%	1%
Yodel	16	8	4	4
	1%	1%	1%	1%
FedEx	10	2	1	7
	*%	*%	*%	2%
				a
Secured Mail	8	4	*	4
	*%	*%	*%	1%
Amazon Logistics	5	*	1	4
	*%	*%	*%	1%
				a
DX	2	2	-	*
	*%	*%	-%	*%
Pitney Bowes	2	1	*	-
	*%	*%	*%	-%

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
TNT Express	1 *%	1 *%	1 *%	- -%
Whistl/ TNT Post UK	1 *%	* *%	* *%	* *%
Citipost	* *%	- -%	* *%	- -%
Other answers	12 1%	9 1%	* *%	3 1%
NET: RM only	1714 86%	1134 90% bc	260 81%	304 75%
NET: Provider other than RM	286 14%	119 10%	60 19% a	103 25% a
NET: RM/Parcelforce	1746 87%	1147 92% bc	263 82%	320 79%

Columns Tested: a,b,c

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
Royal Mail	1714	1495	150	34	6	14	9	1	5	1645	68	35
	86%	89%	72%	65%	51%	52%	72%	80%	96%	87%	63%	61%
		bcdejk								bcdejk		
Evri	63	49	13	1	*	-	*	-	-	62	1	*
	3%	3%	6%	2%	1%	-%	*%	-%	-%	3%	1%	*%
DPD/DPD Local	42	28	12	*	1	*	*	-	-	40	2	1
	2%	2%	6%	1%	9%	1%	*%	-%	-%	2%	1%	2%
			ai									
DHL	40	23	8	4	*	5	-	*	-	30	9	5
	2%	1%	4%	8%	1%	19%	-%	17%	-%	2%	9%	9%
				ai		abi					ai	ai
UK Mail	33	15	3	2	4	7	2	-	*	18	15	13
	2%	1%	1%	4%	36%	26%	17%	-%	3%	1%	14%	23%
					abci	abi					abi	abi
Parcelforce	32	21	10	1	*	-	*	-	-	31	1	*
	2%	1%	5%	3%	*%	-%	*%	-%	-%	2%	1%	*%
			ai									
UPS	19	15	2	1	*	*	1	-	*	17	3	1
	1%	1%	1%	3%	*%	*%	9%	-%	1%	1%	2%	2%
Yodel	16	15	*	-	-	1	-	-	-	15	1	1
	1%	1%	*%	-%	-%	3%	-%	-%	-%	1%	1%	1%
FedEx	10	6	1	3	*	-	-	-	*	7	3	*
	*%	*%	1%	5%	2%	-%	-%	-%	*%	*%	3%	*%
				ai								
Secured Mail	8	*	4	4	-	-	*	-	-	4	4	*
	*%	*%	2%	8%	-%	-%	2%	-%	-%	*%	4%	*%
			ai	ai							ai	
Amazon Logistics	5	3	1	1	-	-	-	*	-	4	1	*
	*%	*%	1%	1%	-%	-%	-%	2%	-%	*%	1%	*%
DX	2	1	2	-	-	-	-	-	-	2	-	-
	*%	*%	1%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Pitney Bowes	2	2	-	-	-	-	-	-	-	2	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
TNT Express	1	1	*	1	-	-	-	-	-	1	1	-
	*%	*%	*%	1%	-%	-%	-%	-%	-%	*%	*%	-%
Whistl/ TNT Post UK	1	*	*	-	-	*	-	*	-	1	*	*
	*%	*%	*%	-%	-%	*%	-%	1%	-%	*%	*%	*%
Citipost	*	-	-	-	-	*	-	-	-	-	*	*
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%	*%
Other answers	12	9	3	-	*	-	*	-	-	12	*	*
	1%	1%	1%	-%	1%	-%	*%	-%	-%	1%	*%	*%
NET: RM only	1714	1495	150	34	6	14	9	1	5	1645	68	35
	86%	89%	72%	65%	51%	52%	72%	80%	96%	87%	63%	61%
		bcdejk								bcdejk		
NET: Provider other than RM	286	187	59	18	5	13	4	*	*	246	40	23
	14%	11%	28%	35%	49%	48%	28%	20%	4%	13%	37%	39%
			ai	ai	ai	ai					ai	ai
NET: RM/Parcelforce	1746	1516	160	35	6	14	9	1	5	1676	70	35
	87%	90%	76%	68%	51%	52%	72%	80%	96%	89%	64%	61%
		bcdejk								bcdejk		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
TNT Express	1 *%	* *%	* *%	1 *%	1 *%	1 *%	1 *%	1 *%	1 *%	- -%	- -%	1 *%	- -%	* *%	- -%	- -%	- -%
Whistl/ TNT Post UK	1 *%	- -%	* *%	* *%	1 *%	1 *%	1 *%	1 *%	* *%	* *%	- -%	* *%	- -%	* *%	* *%	- -%	* *%
Citipost	* *%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	* *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%
Other answers	12 1%	7 1%	2 *%	3 1%	7 *%	9 1%	10 1%	6 *%	5 1%	1 *%	4 1%	4 *%	* *%	- -%	* *%	2 5%	- -%
NET: RM only	1714 86%	971 92%	525 84%	218 69%	1504 87%	1201 85%	1560 87%	1139 82%	732 81%	496 79%	370 90%	962 88%	53 76%	78 87%	38 82%	30 61%	29 77%
NET: Provider other than RM	286 14%	86 8%	101 16%	99 31%	218 13%	209 15%	237 13%	255 18%	167 19%	130 21%	41 10%	132 12%	17 24%	12 13%	8 18%	19 39%	9 23%
NET: RM/Parcelforce	1746 87%	979 93%	537 86%	229 72%	1532 89%	1225 87%	1588 88%	1169 84%	755 84%	508 81%	375 91%	977 89%	54 77%	78 87%	38 83%	36 74%	29 77%

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
Royal Mail	1714	1264	91	65	39	17	17	12	934	133	50	32	28	10	15
	86%	89%	84%	87%	82%	77%	62%	77%	89%	73%	84%	75%	72%	63%	74%
Evri	63	47	2	1	2	-	-	*	34	11	2	2	-	1	*
	3%	3%	2%	2%	4%	-%	-%	1%	3%	6%	3%	4%	-%	5%	*%
DPD/DPD Local	42	19	4	4	*	*	-	*	20	9	*	-	*	-	-
	2%	1%	4%	6%	*%	*%	-%	*%	2%	5%	*%	-%	1%	-%	-%
DHL	40	21	2	1	1	1	5	2	12	8	*	3	5	1	*
	2%	1%	2%	1%	2%	4%	17%	15%	1%	4%	1%	6%	12%	3%	1%
							ab	a				a	a		
UK Mail	33	19	1	2	5	4	-	1	3	10	3	2	5	-	5
	2%	1%	1%	3%	10%	17%	-%	6%	*%	5%	5%	4%	13%	-%	23%
					a	ab				a	a	a	a		
Parcelforce	32	19	4	*	*	*	4	-	16	5	-	*	*	2	-
	2%	1%	4%	*%	*%	2%	16%	-%	1%	3%	-%	1%	1%	12%	-%
							ac							ac	
UPS	19	10	1	*	-	*	*	*	3	1	*	3	-	*	*
	1%	1%	1%	1%	-%	*%	1%	*%	*%	1%	*%	6%	-%	1%	*%
												a			
Yodel	16	9	*	*	*	-	-	*	10	3	-	-	*	-	*
	1%	1%	*%	*%	1%	-%	-%	*%	1%	2%	-%	-%	1%	-%	1%
FedEx	10	2	1	*	*	*	-	-	5	*	*	*	-	-	-
	*%	*%	1%	*%	*%	*%	-%	-%	*%	*%	*%	*%	-%	-%	-%
Secured Mail	8	4	-	-	*	-	-	-	4	*	4	-	*	-	-
	*%	*%	-%	-%	*%	-%	-%	-%	*%	*%	6%	-%	1%	-%	-%
											ab				
Amazon Logistics	5	4	*	-	*	-	-	-	1	3	*	*	-	-	-
	*%	*%	*%	-%	*%	-%	-%	-%	*%	1%	*%	*%	-%	-%	-%
DX	2	2	-	-	*	-	-	-	1	*	-	-	-	-	-
	*%	*%	-%	-%	*%	-%	-%	-%	*%	*%	-%	-%	-%	-%	-%
Pitney Bowes	2	*	-	-	-	-	1	-	*	-	-	1	-	-	-
	*%	*%	-%	-%	-%	-%	5%	-%	*%	-%	-%	3%	-%	-%	-%
							a					a			
TNT Express	1	1	-	-	*	-	-	-	1	-	-	-	-	-	-
	*%	*%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
Whistl/ TNT Post UK	1	*	-	*	-	*	-	*	*	*	*	-	-	-	*
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Citipost	*	-	-	-	-	-	-	*	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Other answers	12	5	2	-	*	-	-	-	7	*	-	*	-	2	-
	1%	%	2%	%	%	%	%	%	1%	%	%	%	%	14%	%
														abcd	
NET: RM only	1714	1264	91	65	39	17	17	12	934	133	50	32	28	10	15
	86%	89%	84%	87%	82%	77%	62%	77%	89%	73%	84%	75%	72%	63%	74%
		f							bdf						
NET: Provider other than RM	286	163	18	10	8	5	10	3	117	50	10	11	11	6	5
	14%	11%	16%	13%	18%	23%	38%	23%	11%	27%	16%	25%	28%	37%	26%
		a					a		a			a		a	
NET: RM/Parcelforce	1746	1283	95	65	39	18	21	12	949	138	50	33	28	12	15
	87%	90%	88%	87%	83%	79%	78%	77%	90%	75%	84%	76%	73%	76%	74%
									bd						

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
Royal Mail	1714	867	111	69	29	20	22	21	804	315	299	87	52
	86%	88%	72%	65%	63%	60%	75%	55%	90%	85%	87%	77%	70%
		bcdeg							de				
Evri	63	26	17	8	2	1	5	*	32	5	13	*	3
	3%	3%	11%	8%	5%	3%	15%	*%	4%	1%	4%	*%	5%
		a							a				
DPD/DPD Local	42	27	5	*	*	*	1	4	12	9	4	4	*
	2%	3%	3%	*%	*%	*%	3%	11%	1%	3%	1%	4%	*%
		c							c				
DHL	40	14	8	2	2	3	1	5	12	8	5	9	1
	2%	1%	5%	2%	5%	8%	2%	13%	1%	2%	1%	8%	1%
		a							ac				
UK Mail	33	6	1	11	8	3	*	2	-	18	4	5	5
	2%	1%	1%	10%	18%	9%	1%	6%	-%	5%	1%	4%	6%
		ab							a				
Parcelforce	32	17	4	8	*	*	*	*	9	3	8	2	6
	2%	2%	2%	8%	*%	1%	*%	1%	1%	1%	2%	2%	9%
		a							ab				
UPS	19	6	1	3	*	1	*	3	*	5	1	2	3
	1%	1%	1%	3%	*%	3%	*%	8%	*%	1%	*%	2%	4%
		a							a				
Yodel	16	8	3	2	2	-	1	*	8	*	1	2	1
	1%	1%	2%	2%	4%	-%	3%	*%	1%	*%	*%	2%	1%
FedEx	10	8	*	*	1	*	-	-	*	*	3	3	-
	*%	1%	*%	*%	2%	1%	-%	-%	*%	*%	1%	2%	-%
		a							a				
Secured Mail	8	-	4	-	*	4	-	-	4	4	-	*	*
	*%	-%	2%	-%	*%	13%	-%	-%	*%	1%	-%	*%	*%
		a							ac				
Amazon Logistics	5	1	*	3	*	-	-	-	1	*	1	*	2
	*%	*%	*%	3%	1%	-%	-%	-%	*%	*%	*%	*%	3%
		a							a				
DX	2	2	-	-	-	-	-	-	2	-	-	-	*
	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
Pitney Bowes	2 *%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	- -%	- -%	2 *%	- -%	- -%
TNT Express	1 *%	1 *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	1 *%	- -%	- -%
Whistl/ TNT Post UK	1 *%	* *%	- -%	- -%	* *%	* *%	- -%	- -%	* *%	* *%	* *%	- -%	* *%
Citipost	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other answers	12 1%	3 *%	* *%	- -%	* *%	- -%	* *%	2 6%	8 1%	* *%	2 1%	* *%	- -%
NET: RM only	1714 86%	867 88%	111 72%	69 65%	29 63%	20 60%	22 75%	21 55%	804 90%	315 85%	299 87%	87 77%	52 70%
NET: Provider other than RM	286 14%	120 12%	43 28%	37 35%	17 37%	13 40%	7 25%	17 45%	90 10%	54 15%	44 13%	26 23%	22 30%
NET: RM/Parcelforce	1746 87%	884 90%	114 74%	77 73%	29 63%	21 62%	22 76%	22 56%	814 91%	318 86%	306 89%	89 79%	59 79%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
Royal Mail	1714	882	280	239	65	37	695	214	182	69	35
	86%	89%	87%	88%	77%	79%	88%	85%	84%	75%	62%
Evri	63	41	4	6	*	2	31	6	10	*	3
	3%	4%	1%	2%	*%	3%	4%	2%	5%	*%	6%
DPD/DPD Local	42	12	6	4	4	-	19	5	1	4	*
	2%	1%	2%	2%	5%	-%	2%	2%	*%	4%	1%
DHL	40	14	9	1	8	1	8	6	5	9	1
	2%	1%	3%	*%	10%	1%	1%	3%	2%	9%	2%
UK Mail	33	15	11	2	3	*	5	10	4	4	4
	2%	2%	3%	1%	3%	1%	1%	4%	2%	4%	8%
Parcelforce	32	11	3	7	2	6	6	2	7	2	6
	2%	1%	1%	2%	3%	13%	1%	1%	3%	2%	12%
UPS	19	2	7	2	1	-	*	3	1	1	3
	1%	*%	2%	1%	2%	-%	*%	1%	*%	1%	5%
Yodel	16	5	2	*	-	1	9	*	1	2	1
	1%	1%	1%	*%	-%	1%	1%	*%	*%	2%	1%
FedEx	10	*	*	3	*	-	*	1	2	3	-
	*%	*%	*%	1%	*%	-%	*%	*%	1%	3%	-%
Secured Mail	8	4	-	*	-	*	4	4	-	*	*
	*%	*%	-%	*%	-%	*%	1%	1%	-%	*%	*%
Amazon Logistics	5	1	-	3	*	-	-	*	1	*	2
	*%	*%	-%	1%	*%	-%	-%	*%	*%	*%	4%
DX	2	2	-	-	-	*	1	-	-	-	*
	*%	*%	-%	-%	-%	*%	*%	-%	-%	-%	*%
Pitney Bowes	2	-	-	2	-	-	*	-	1	-	-
	*%	-%	-%	1%	-%	-%	*%	-%	1%	-%	-%

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
TNT Express	1 *%	- -%	* *%	1 *%	- -%	- -%	- -%	* *%	1 *%	- -%	- -%
Whistl/ TNT Post UK	1 *%	* *%	- -%	* *%	- -%	* *%	* *%	* *%	* *%	- -%	* *%
Citipost	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other answers	12 1%	4 *%	* *%	2 1%	* 1%	- -%	7 1%	* *%	2 1%	* *%	- -%
NET: RM only	1714 86%	882 89%	280 87%	239 88%	65 77%	37 79%	695 88%	214 85%	182 84%	69 75%	35 62%
NET: Provider other than RM	286 14%	112 11%	42 13%	33 12%	19 23%	10 21%	91 12%	38 15%	35 16%	23 25%	21 38%
NET: RM/Parcelforce	1746 87%	892 90%	282 88%	246 90%	67 80%	43 92%	701 89%	217 86%	189 87%	70 77%	41 74%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
Royal Mail	1714 86%	664 90%	155 77%	188 74%	86 66%	27 51%	601 76%	76 66%	454 94%	1714 100%	- -%	1478 93%	26 19%
		bcde	e	e				ab	b		b		
Evri	63 3%	18 2%	10 5%	11 4%	8 7%	12 22%	48 6%	6 5%	5 1%	- -%	63 22%	37 2%	15 11%
						abcd	c	c			a		a
DPD/DPD Local	42 2%	11 2%	5 2%	11 4%	8 6%	2 3%	31 4%	4 3%	2 *%	- -%	42 15%	22 1%	5 4%
					a		c				a		
DHL	40 2%	14 2%	3 1%	7 3%	10 8%	1 2%	24 3%	9 8%	3 1%	- -%	40 14%	12 1%	21 16%
					a			c			a		a
UK Mail	33 2%	4 1%	5 2%	17 7%	3 2%	1 2%	22 3%	3 3%	7 1%	- -%	33 12%	5 *%	27 20%
				a							a		a
Parcelforce	32 2%	10 1%	2 1%	9 4%	7 5%	2 4%	16 2%	4 3%	11 2%	- -%	32 11%	15 1%	13 10%
											a		a
UPS	19 1%	2 *%	4 2%	5 2%	2 1%	1 2%	9 1%	3 2%	2 *%	- -%	19 7%	2 *%	10 7%
											a		a
Yodel	16 1%	4 1%	9 4%	* *%	* *%	2 3%	15 2%	1 1%	- -%	- -%	16 6%	6 *%	3 2%
			ac								a		
FedEx	10 *%	4 *%	* *%	3 1%	3 2%	* *%	9 1%	* *%	- -%	- -%	10 3%	3 *%	1 1%
											a		
Secured Mail	8 *%	- -%	8 4%	- -%	- -%	* *%	* *%	8 7%	- -%	- -%	8 3%	- -%	4 3%
			ac					ac			a		a

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
Amazon Logistics	5 *% abc	* *% abc	* *% abc	* *% abc	1 1% abc	3 5% abc	4 *% abc	- -% abc	* *% abc	- -% abc	5 2% a	2 *% a	2 2% a
DX	2 *% abc	1 *% abc	- -% abc	* *% abc	2 1% abc	- -% abc	2 *% abc	1 *% abc	- -% abc	- -% abc	2 1% a	2 *% a	* *% a
Pitney Bowes	2 *% abc	- -% abc	- -% abc	1 1% abc	- -% abc	- -% abc	1 *% abc	- -% abc	- -% abc	- -% abc	2 1% a	- -% abc	2 1% a
TNT Express	1 *% abc	* *% abc	* *% abc	- -% abc	1 1% abc	- -% abc	1 *% abc	- -% abc	* *% abc	- -% abc	1 *% abc	1 *% abc	* *% abc
Whistl/ TNT Post UK	1 *% abc	* *% abc	- -% abc	* *% abc	- -% abc	* *% abc	1 *% abc	- -% abc	* *% abc	- -% abc	1 *% abc	* *% abc	* *% abc
Citipost	* *% abc	- -% abc	- -% abc	- -% abc	- -% abc	- -% abc	- -% abc	- -% abc	- -% abc	- -% abc	* *% abc	- -% abc	* *% abc
Other answers	12 1% abc	3 *% abc	* *% abc	* *% abc	* *% abc	2 4% a	4 1% abc	2 1% abc	* *% abc	- -% abc	12 4% a	4 *% a	3 2% a
NET: RM only	1714 86%	664 90% bcde	155 77% e	188 74% e	86 66% e	27 51% e	601 76% e	76 66% e	454 94% ab	1714 100% b	- -% a	1478 93% b	26 19% a
NET: Provider other than RM	286 14%	72 10% a	46 23% a	64 26% a	44 34% a	26 49% abc	186 24% c	40 34% c	29 6% ab	- -% a	286 100% a	112 7% a	106 81% a
NET: RM/Parcelforce	1746 87%	674 92% bcde	157 78% e	197 78% e	92 71% e	29 55% e	616 78% e	80 69% e	465 96% ab	1714 100% b	32 11% a	1493 94% b	39 29% a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
Royal Mail	1714	1136	66	898	241	1486	18	1133	68	904	235
	86%	92%	37%	99%	49%	93%	14%	93%	36%	99%	49%
Evri	63	30	20	2	57	37	15	29	21	3	56
	3%	2%	12%	0%	12%	2%	12%	2%	11%	0%	12%
			a		a		a		a		a
DPD/DPD Local	42	21	8	-	37	22	5	21	9	-	37
	2%	2%	5%	0%	8%	1%	4%	2%	5%	0%	8%
			a		a		a		a		a
DHL	40	12	17	1	35	12	20	11	17	1	34
	2%	1%	9%	0%	7%	1%	16%	1%	9%	0%	7%
			a		a		a		a		a
UK Mail	33	1	26	1	31	5	27	-	27	3	29
	2%	0%	15%	0%	6%	0%	22%	0%	14%	0%	6%
			a		a		a		a		a
Parcelforce	32	10	14	3	28	17	11	10	14	1	30
	2%	1%	8%	0%	6%	1%	9%	1%	7%	0%	6%
			a		a		a		a		a
UPS	19	2	5	-	14	2	10	2	5	-	14
	1%	0%	3%	0%	3%	0%	8%	0%	3%	0%	3%
			a		a		a		a		a
Yodel	16	11	2	3	13	5	5	6	8	5	11
	1%	1%	1%	0%	3%	0%	4%	0%	4%	1%	2%
			a		a		a		a		a
FedEx	10	2	3	-	9	3	1	2	3	-	9
	0%	0%	2%	0%	2%	0%	1%	0%	2%	0%	2%
			a		a		a		a		a
Secured Mail	8	-	8	-	8	-	4	-	8	-	8
	0%	0%	5%	0%	2%	0%	3%	0%	4%	0%	2%
			a		a		a		a		a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
Amazon Logistics	5 *%	1 *%	3 1%	- -%	4 1%	2 *%	2 2%	1 *%	3 1%	- -%	4 1%
DX	2 *%	1 *%	* *%	- -%	2 *%	2 *%	* *%	1 *%	* *%	- -%	2 *%
Pitney Bowes	2 *%	- -%	2 1%	- -%	1 *%	- -%	2 1%	- -%	2 1%	- -%	1 *%
TNT Express	1 *%	1 *%	- -%	- -%	1 *%	1 *%	* *%	1 *%	- -%	- -%	1 *%
Whistl/ TNT Post UK	1 *%	* *%	1 *%	- -%	1 *%	* *%	* *%	* *%	* *%	* *%	1 *%
Citipost	* *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%
Other answers	12 1%	7 1%	2 1%	- -%	6 1%	2 *%	4 4%	6 *%	4 2%	- -%	6 1%
NET: RM only	1714 86%	1136 92%	66 37%	898 99%	241 49%	1486 93%	18 14%	1133 93%	68 36%	904 99%	235 49%
NET: Provider other than RM	286 14%	98 8%	111 63%	8 1%	247 51%	111 7%	107 86%	88 7%	120 64%	12 1%	243 51%
NET: RM/Parcelforce	1746 87%	1146 93%	79 45%	901 99%	269 55%	1503 94%	29 23%	1143 94%	82 43%	905 99%	264 55%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
Royal Mail	1714	695	1219	202	4	648	815	147	5	757	637	159	-
	86%	82%	90%	80%	74%	83%	86%	75%	100%	78%	83%	71%	-%
Evri	63	30	41	7	-	27	40	8	-	43	41	10	-
	3%	4%	3%	3%	-%	3%	4%	4%	-%	4%	5%	4%	-%
DPD/DPD Local	42	18	14	12	-	16	17	7	-	34	9	9	-
	2%	2%	1%	5%	-%	2%	2%	3%	-%	3%	1%	4%	-%
DHL	40	22	21	13	-	25	18	16	-	25	19	15	-
	2%	3%	2%	5%	-%	3%	2%	8%	-%	3%	2%	7%	-%
UK Mail	33	32	23	6	-	23	16	9	-	31	18	6	-
	2%	4%	2%	2%	-%	3%	2%	4%	-%	3%	2%	3%	-%
Parcelforce	32	20	16	2	-	18	11	1	-	29	11	6	-
	2%	2%	1%	1%	-%	2%	1%	1%	-%	3%	1%	3%	-%
UPS	19	8	3	1	1	6	2	*	-	13	2	*	-
	1%	1%	*%	*%	26%	1%	*%	*%	-%	1%	*%	*%	-%
Yodel	16	7	6	*	-	4	10	*	-	16	7	4	-
	1%	1%	*%	*%	-%	*%	1%	*%	-%	2%	1%	2%	-%
FedEx	10	2	4	1	-	3	2	*	-	9	4	4	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	1%	*%	2%	-%
Secured Mail	8	4	-	4	-	8	8	4	-	8	8	4	-
	*%	1%	-%	2%	-%	1%	1%	2%	-%	1%	1%	2%	-%
Amazon Logistics	5	3	2	3	-	3	3	3	-	4	3	3	-
	*%	*%	*%	1%	-%	*%	*%	1%	-%	*%	*%	2%	-%
DX	2	2	*	-	-	*	*	-	-	2	2	-	-
	*%	*%	*%	-%	-%	*%	*%	-%	-%	*%	*%	-%	-%
Pitney Bowes	2	-	2	1	-	-	2	1	-	-	1	1	-
	*%	-%	*%	1%	-%	-%	*%	1%	-%	-%	*%	1%	-%

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
TNT Express	1 *%	1 *%	1 *%	* *%	- -%	1 *%	1 *%	- -%	- -%	1 *%	* *%	1 *%	- -%
Whistl/ TNT Post UK	1 *%	* *%	1 *%	* *%	- -%	* *%	1 *%	* *%	- -%	* *%	1 *%	* *%	- -%
Citipost	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other answers	12 1%	2 *%	7 1%	* *%	- -%	2 *%	7 1%	* *%	- -%	3 *%	1 *%	* *%	2 100%
NET: RM only	1714 86%	695 82%	1219 90%	202 80%	4 74%	648 83%	815 86%	147 75%	5 100%	757 78%	637 83%	159 71%	- -%
NET: Provider other than RM	286 14%	151 18%	138 10%	52 20%	1 26%	137 17%	136 14%	49 25%	- -%	218 22%	127 17%	65 29%	2 100%
NET: RM/Parcelforce	1746 87%	715 84%	1235 91%	205 81%	4 74%	666 85%	826 87%	148 75%	5 100%	786 81%	648 85%	166 74%	- -%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
Royal Mail	1714	1426	1071	859	1117	948	18	600	460	410	118	82
	86%	92%	91%	94%	92%	91%	53%	95%	93%	91%	88%	94%
Evri	63	36	31	16	20	32	*	12	12	10	5	-
	3%	2%	3%	2%	2%	3%	*%	2%	2%	2%	3%	-%
DPD/DPD Local	42	22	17	5	21	14	4	5	4	4	-	*
	2%	1%	1%	1%	2%	1%	13%	1%	1%	1%	-%	*%
DHL	40	12	13	4	9	7	5	1	1	4	1	3
	2%	1%	1%	*%	1%	1%	14%	*%	*%	1%	*%	3%
UK Mail	33	8	5	6	7	7	3	4	3	6	4	2
	2%	*%	*%	1%	1%	1%	7%	1%	1%	1%	3%	2%
Parcelforce	32	21	10	11	14	16	*	10	10	9	2	*
	2%	1%	1%	1%	1%	2%	1%	2%	2%	2%	1%	*%
UPS	19	2	2	1	2	1	-	1	1	*	*	*
	1%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%
Yodel	16	5	11	3	5	8	-	1	1	1	*	*
	1%	*%	1%	*%	*%	1%	-%	*%	*%	*%	*%	*%
FedEx	10	3	2	*	3	2	-	-	*	-	-	-
	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	-%	-%
Secured Mail	8	4	4	4	4	4	4	-	4	4	4	-
	*%	*%	*%	*%	*%	*%	12%	-%	1%	1%	3%	-%
Amazon Logistics	5	2	1	1	2	1	-	1	-	1	-	-
	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	-%	-%
DX	2	2	1	-	-	2	-	-	-	-	-	-
	*%	*%	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%
Pitney Bowes	2	*	*	-	-	*	-	-	-	-	-	-
	*%	*%	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
TNT Express	1 *%	1 *%	1 *%	* *%	1 *%	* *%	- -%	- -%	* *%	* *%	- -%	- -%
Whistl/ TNT Post UK	1 *%	* *%	* *%	- -%	* *%	* *%	* *%	- -%	- -%	- -%	- -%	- -%
Citipost	* *%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other answers	12 1%	4 *%	6 *%	* *%	6 *%	* *%	- -%	- -%	- -%	* *%	- -%	- -%
NET: RM only	1714 86%	1426 92%	1071 91%	859 94%	1117 92%	948 91%	18 53%	600 95%	460 93%	410 91%	118 88%	82 94%
NET: Provider other than RM	286 14%	124 8%	104 9%	53 6%	96 8%	94 9%	16 47%	33 5%	36 7%	39 9%	15 12%	5 6%
NET: RM/Parcelforce	1746 87%	1447 93%	1082 92%	870 95%	1131 93%	964 92%	18 54%	610 96%	470 95%	419 93%	120 90%	82 94%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
Pitney Bowes	2	-	-	-	-	2	2	2	2	*	2	2	1	-	*	-
	%	%	%	%	%	%	%	%	%	%	%	%	1%	-%	%	-%
TNT Express	1	-	-	1	-	1	1	1	1	*	1	1	1	-	-	-
	%	-%	-%	1%	-%	%	%	%	%	%	%	%	1%	-%	-%	-%
Whistl/ TNT Post UK	1	-	-	*	-	1	1	1	1	1	1	1	*	-	*	-
	%	-%	-%	%	-%	%	%	%	%	%	%	%	%	-%	%	-%
Citipost	*	-	-	-	-	-	-	-	-	*	-	-	-	-	*	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	%	-%	-%	-%	-%	%	-%
Other answers	12	-	-	2	-	12	4	12	7	6	4	12	*	-	5	2
	1%	-%	-%	2%	-%	1%	%	1%	1%	1%	%	1%	%	-%	%	2%
NET: RM only	1714	181	102	67	33	1453	879	1514	937	818	669	1400	160	-	1293	126
	86%	91%	89%	72%	70%	88%	85%	87%	85%	82%	81%	87%	79%	-%	91%	90%
		cd	c			e		e				ac				
NET: Provider other than RM	286	17	13	26	14	200	153	233	171	175	155	205	41	-	124	13
	14%	9%	11%	28%	30%	12%	15%	13%	15%	18%	19%	13%	21%	-%	9%	10%
				ab	a					ac	b		b			
NET: RM/Parcelforce	1746	186	102	69	34	1479	891	1542	956	835	684	1426	161	-	1307	129
	87%	94%	89%	74%	72%	90%	86%	88%	86%	84%	83%	89%	80%	-%	92%	93%
		cd				e		e				ac				

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
Royal Mail	1714	678	1036	365	28	167	287	183	1190	324	192	319	1160
	86%	89%	94%	60%	67%	57%	64%	70%	89%	87%	64%	84%	91%
Evri	63	12	29	60	-	22	41	13	37	14	27	5	30
	3%	2%	3%	10%	-%	8%	9%	5%	3%	4%	9%	1%	2%
			a						a	a		a	ab
DPD/DPD Local	42	13	10	35	4	15	27	11	28	3	11	10	19
	2%	2%	1%	6%	11%	5%	6%	4%	2%	1%	4%	3%	1%
DHL	40	14	1	28	1	16	24	12	22	5	11	13	15
	2%	2%	*%	5%	3%	5%	5%	5%	2%	1%	4%	3%	1%
		b											
UK Mail	33	10	*	31	*	27	7	24	7	2	16	16	1
	2%	1%	*%	5%	*%	9%	1%	9%	1%	1%	5%	4%	*%
		b				b		bc			c	c	
Parcelforce	32	17	6	23	4	16	16	6	18	8	7	8	17
	2%	2%	1%	4%	9%	6%	4%	2%	1%	2%	2%	2%	1%
		b											
UPS	19	1	1	11	2	10	9	2	16	1	10	4	4
	1%	*%	*%	2%	4%	3%	2%	1%	1%	*%	4%	1%	*%
											c		
Yodel	16	5	8	16	*	4	12	4	9	3	12	1	3
	1%	1%	1%	3%	*%	1%	3%	2%	1%	1%	4%	*%	*%
											bc		
FedEx	10	1	2	10	-	1	9	*	6	4	9	*	*
	*%	*%	*%	2%	-%	*%	2%	*%	*%	1%	3%	*%	*%
											bc		
Secured Mail	8	4	-	8	-	8	-	-	4	-	-	-	4
	*%	1%	-%	1%	-%	3%	-%	-%	*%	-%	-%	-%	*%
						b							
Amazon Logistics	5	*	2	5	-	4	1	3	1	-	1	2	1
	*%	*%	*%	1%	-%	1%	*%	1%	*%	-%	*%	1%	*%
								b					

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
DX	2 *%	- -%	2 *%	1 *%	2 4%	2 1%	1 *%	- -%	1 *%	2 *%	* *%	2 *%	- -%
Pitney Bowes	2 *%	- -%	* *%	* *%	- -%	1 *%	* *%	- -%	2 *%	- -%	- -%	- -%	2 *%
TNT Express	1 *%	* *%	1 *%	1 *%	- -%	* *%	1 *%	1 *%	- -%	* *%	* *%	* *%	1 *%
Whistl/ TNT Post UK	1 *%	- -%	* *%	1 *%	- -%	* *%	* *%	* *%	1 *%	- -%	* *%	* *%	* *%
Citipost	* *%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%
Other answers	12 1%	2 *%	5 *%	11 2%	1 1%	1 *%	11 2%	2 1%	4 *%	6 2%	1 *%	* *%	11 1%
NET: RM only	1714 86%	678 89%	1036 94%	365 60%	28 67%	167 57%	287 64%	183 70%	1190 89%	324 87%	192 64%	319 84%	1160 91%
NET: Provider other than RM	286 14%	81 11%	68 6%	242 40%	14 33%	128 43%	158 36%	79 30%	154 11%	48 13%	106 36%	62 16%	108 9%
NET: RM/Parcelforce	1746 87%	695 92%	1042 94%	388 64%	32 76%	183 62%	303 68%	189 72%	1207 90%	332 89%	199 67%	327 86%	1177 93%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
Royal Mail	1714	740	974
	86%	83%	88%
		a	
Evri	63	24	39
	3%	3%	3%
DPD/DPD Local	42	24	17
	2%	3%	2%
DHL	40	20	19
	2%	2%	2%
UK Mail	33	28	5
	2%	3%	*%
		b	
Parcelforce	32	17	15
	2%	2%	1%
UPS	19	11	9
	1%	1%	1%
Yodel	16	7	9
	1%	1%	1%
FedEx	10	6	4
	*%	1%	*%
Secured Mail	8	4	4
	*%	*%	*%
Amazon Logistics	5	2	3
	*%	*%	*%
DX	2	2	1
	*%	*%	*%
Pitney Bowes	2	-	2
	*%	-%	*%
TNT Express	1	*	1
	*%	*%	*%
Whistl/ TNT Post UK	1	*	*
	*%	*%	*%

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
Citipost	*	*	-
	*%	*%	-%
Other answers	12	7	5
	1%	1%	*%
NET: RM only	1714	740	974
	86%	83%	88%
		a	
NET: Provider other than RM	286	153	133
	14%	17%	12%
		b	
NET: RM/Parcelforce	1746	756	989
	87%	85%	89%
		a	

Columns Tested:: a,b

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
Citipost	*	-	-	-	*	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	12	1	*	3	-	2	*	*	3	2	*	-	*
	1%	2%	*%	1%	-%	*%	*%	*%	1%	1%	*%	-%	*%
NET: RM only	1714	42	187	190	57	279	103	31	266	136	84	114	225
	86%	78%	92%	78%	86%	90%	83%	90%	86%	88%	95%	89%	79%
			acl		cl					acfl			
NET: Provider other than RM	286	12	17	53	9	31	21	3	45	19	4	14	59
	14%	22%	8%	22%	14%	10%	17%	10%	14%	12%	5%	11%	21%
		bj		bej		j							bej
NET: RM/Parcelforce	1746	45	191	200	58	285	104	31	266	138	84	117	226
	87%	84%	94%	82%	88%	92%	85%	91%	86%	89%	96%	92%	80%
			cfhl		cl					cl			

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
Royal Mail	1714	419	439	433	423	858	856
	86%	84%	88%	87%	85%	86%	86%
Evri	63	12	22	21	7	35	28
	3%	2%	4%	4%	1%	3%	3%
DPD/DPD Local	42	14	4	5	19	18	24
	2%	3%	1%	1%	4%	2%	2%
				b			
DHL	40	6	10	7	17	16	24
	2%	1%	2%	1%	3%	2%	2%
UK Mail	33	10	1	13	9	11	22
	2%	2%	*%	3%	2%	1%	2%
		b		b			
Parcelforce	32	17	9	2	4	25	7
	2%	3%	2%	*%	1%	3%	1%
		c				b	
UPS	19	3	6	5	5	9	11
	1%	1%	1%	1%	1%	1%	1%
Yodel	16	3	2	6	6	4	12
	1%	1%	*%	1%	1%	*%	1%
FedEx	10	7	3	*	*	9	*
	*%	1%	1%	*%	*%	1%	*%
Secured Mail	8	*	-	-	8	*	8
	*%	*%	-%	-%	2%	*%	1%
Amazon Logistics	5	3	1	1	*	4	1
	*%	1%	*%	*%	*%	*%	*%
DX	2	1	2	*	-	2	*
	*%	*%	*%	*%	-%	*%	*%
Pitney Bowes	2	-	-	1	*	-	2
	*%	-%	-%	*%	*%	-%	*%
TNT Express	1	1	1	-	*	1	*
	*%	*%	*%	-%	*%	*%	*%
Whistl/ TNT Post UK	1	*	*	-	*	*	*
	*%	*%	*%	-%	*%	*%	*%

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
Citipost	*	-	*	-	-	*	-
	%	-%	%	-%	-%	%	-%
Other answers	12	5	2	6	*	6	6
	1%	1%	%	1%	%	1%	1%
NET: RM only	1714	419	439	433	423	858	856
	86%	84%	88%	87%	85%	86%	86%
NET: Provider other than RM	286	81	61	67	77	142	144
	14%	16%	12%	13%	15%	14%	14%
NET: RM/Parcelforce	1746	436	447	435	427	883	862
	87%	87%	89%	87%	85%	88%	86%

Columns Tested: a,b,c,d - a,b

Table 87

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	682	47	635	416	129	39	98	266
Effective base	255	13	243	229	55	21	47	75
Weighted Base	634	22	612	597	31	4	2	37
Royal Mail	454	18	436	432	18	2	2	22
	72%	83%	71%	72%	58%	61%	71%	59%
Evri	46	*	46	45	*	*	*	*
	7%	1%	7%	8%	1%	1%	*%	1%
				e				
Parcelforce	27	*	27	25	2	*	*	3
	4%	*%	4%	4%	7%	8%	5%	7%
DPD/DPD Local	23	*	23	19	4	*	*	4
	4%	1%	4%	3%	13%	2%	6%	11%
				a				a
DHL	19	1	18	15	3	1	*	3
	3%	3%	3%	3%	9%	14%	6%	9%
				a	a	a		a
UK Mail	19	-	19	18	1	*	*	1
	3%	-%	3%	3%	2%	7%	7%	3%
Yodel	15	-	15	14	1	-	*	1
	2%	-%	2%	2%	3%	-%	*%	2%
UPS	8	1	8	7	1	-	*	1
	1%	3%	1%	1%	5%	-%	3%	4%
Amazon Logistics	4	-	4	4	*	-	-	*
	1%	-%	1%	1%	1%	-%	-%	1%
Secured Mail	4	-	4	4	-	-	-	-
	1%	-%	1%	1%	-%	-%	-%	-%
FedEx	3	2	1	3	-	*	*	*
	*%	9%	*%	*%	-%	3%	*%	*%
		b						
DX	2	-	2	2	1	-	-	1
	*%	-%	*%	*%	2%	-%	-%	1%
TNT Express	1	-	1	1	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%
Whistl/ TNT Post UK	*	-	*	*	-	*	*	*
	*%	-%	*%	*%	-%	1%	*%	*%

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Method		Business Size 1				
		CATI a	CAWI b	0-9 a	10-49 b	50-99 c	100-249 d	10+ e
Significance Level: 95%								
Unweighted Base	682	47	635	416	129	39	98	266
Effective base	255	13	243	229	55	21	47	75
Weighted Base	634	22	612	597	31	4	2	37
Pitney Bowes	*	-	*	*	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%
Citipost	*	-	*	-	-	*	-	*
	*%	-%	*%	-%	-%	1%	-%	*%
Other answers	7	*	7	7	*	*	*	*
	1%	1%	1%	1%	*%	1%	*%	*%
NET: RM only	454	18	436	432	18	2	2	22
	72%	83%	71%	72%	58%	61%	71%	59%
NET: Provider other than RM	180	4	176	165	13	1	1	15
	28%	17%	29%	28%	42%	39%	29%	41%
					a			a
NET: RM/Parcelforce	482	18	463	457	20	3	2	25
	76%	83%	76%	77%	65%	69%	76%	66%

Columns Tested:: a,b - a,b,c,d,e

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	682	159	196	61	79	89	98	416	129	137
Effective base	255	102	106	26	36	34	47	229	55	46
Weighted Base	634	277	279	41	22	12	2	597	31	6
Royal Mail	454	214	191	27	12	8	2	432	18	4
	72%	77%	69%	66%	54%	66%	71%	72%	58%	65%
		dh						dh		
Evri	46	27	18	1	*	*	*	45	*	*
	7%	10%	6%	2%	1%	2%	*%	8%	1%	1%
		fhi								
Parcelforce	27	14	7	3	1	1	*	25	2	*
	4%	5%	3%	8%	6%	8%	5%	4%	7%	7%
DPD/DPD Local	23	2	15	2	4	*	*	19	4	*
	4%	1%	5%	4%	16%	3%	6%	3%	13%	4%
					abgi				ag	
DHL	19	1	10	4	2	1	*	15	3	1
	3%	*%	4%	11%	9%	9%	6%	3%	9%	11%
			ag	ag	a	a		ag	ag	
UK Mail	19	3	14	1	*	*	*	18	1	*
	3%	1%	5%	3%	2%	4%	7%	3%	2%	7%
Yodel	15	7	5	2	*	*	*	14	1	*
	2%	2%	2%	5%	2%	3%	*%	2%	3%	*%
UPS	8	1	5	1	1	*	*	7	1	*
	1%	*%	2%	2%	5%	3%	3%	1%	5%	1%
Amazon Logistics	4	2	2	-	*	-	-	4	*	-
	1%	1%	1%	-%	2%	-%	-%	1%	1%	-%
Secured Mail	4	-	4	-	-	-	-	4	-	-
	1%	-%	1%	-%	-%	-%	-%	1%	-%	-%
FedEx	3	2	1	-	-	*	*	3	-	*
	*%	1%	*%	-%	-%	1%	*%	*%	-%	2%
DX	2	-	2	-	1	-	-	2	1	-
	*%	-%	1%	-%	2%	-%	-%	*%	2%	-%
TNT Express	1	-	1	-	-	-	-	1	-	-
	*%	-%	*%	-%	-%	-%	-%	*%	-%	-%
Whistl/ TNT Post UK	*	*	-	-	-	*	*	*	-	*
	*%	*%	-%	-%	-%	*%	*%	*%	-%	1%

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	682	159	196	61	79	89	98	416	129	137
Effective base	255	102	106	26	36	34	47	229	55	46
Weighted Base	634	277	279	41	22	12	2	597	31	6
Pitney Bowes	*	-	*	-	-	-	-	*	-	-
	*%	-%	*%	-%	-%	-%	-%	*%	-%	-%
Citipost	*	-	-	-	-	*	-	-	-	*
	*%	-%	-%	-%	-%	*%	-%	-%	-%	1%
Other answers	7	4	3	-	*	*	*	7	*	*
	1%	1%	1%	-%	*%	*%	*%	1%	*%	1%
NET: RM only	454	214	191	27	12	8	2	432	18	4
	72%	77%	69%	66%	54%	66%	71%	72%	58%	65%
		dh						dh		
NET: Provider other than RM	180	63	88	14	10	4	1	165	13	2
	28%	23%	31%	34%	46%	34%	29%	28%	42%	35%
					ag				ag	
NET: RM/Parcelforce	482	228	198	30	14	9	2	457	20	4
	76%	82%	71%	74%	61%	74%	76%	77%	65%	72%
		dh						d		

Columns Tested: a,b,c,d,e,f,g,h,i

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	682	255	161	129	39	98	253	140	57	34	114
Effective base	255	167	77	55	21	47	137	57	19	9	18
Weighted Base	634	479	118	31	4	2	377	124	32	19	21
Royal Mail	454	352	80	18	2	2	308	69	13	9	16
	72%	74%	68%	58%	61%	71%	82%	56%	40%	46%	74%
		c					bcd		c		c
Evri	46	43	3	*	*	*	29	10	*	-	*
	7%	9%	2%	1%	1%	*%	8%	8%	1%	-%	1%
		ce									
Parcelforce	27	18	7	2	*	*	10	7	4	*	1
	4%	4%	6%	7%	8%	5%	3%	6%	13%	2%	4%
									a		
DPD/DPD Local	23	16	2	4	*	*	11	3	5	2	2
	4%	3%	2%	13%	2%	6%	3%	3%	15%	8%	9%
				ab					a		
DHL	19	8	7	3	1	*	4	9	3	-	1
	3%	2%	6%	9%	14%	6%	1%	8%	10%	-%	3%
				a	a			a	a		
UK Mail	19	13	4	1	*	*	3	11	1	4	*
	3%	3%	4%	2%	7%	7%	1%	9%	4%	20%	1%
								a		a	
Yodel	15	9	5	1	-	*	9	2	*	-	*
	2%	2%	4%	3%	-%	*%	2%	2%	1%	-%	*%
UPS	8	5	2	1	-	*	-	2	*	5	1
	1%	1%	1%	5%	-%	3%	-%	1%	1%	24%	5%
										ab	
Amazon Logistics	4	3	1	*	-	-	-	3	1	-	*
	1%	1%	1%	1%	-%	-%	-%	3%	2%	-%	2%
Secured Mail	4	4	-	-	-	-	-	-	4	-	-
	1%	1%	-%	-%	-%	-%	-%	-%	13%	-%	-%
									ab		
FedEx	3	2	1	-	*	*	-	1	-	-	*
	*%	*%	1%	-%	3%	*%	-%	1%	-%	-%	1%
DX	2	-	2	1	-	-	-	2	-	-	-
	*%	-%	2%	2%	-%	-%	-%	1%	-%	-%	-%
TNT Express	1	-	1	-	-	-	-	1	-	-	-
	*%	-%	1%	-%	-%	-%	-%	1%	-%	-%	-%

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	682	255	161	129	39	98	253	140	57	34	114
Effective base	255	167	77	55	21	47	137	57	19	9	18
Weighted Base	634	479	118	31	4	2	377	124	32	19	21
Whistl/ TNT Post UK	*	*	-	-	*	*	*	-	-	-	*
	***	***	-%	-%	1%	***	***	-%	-%	-%	***
Pitney Bowes	*	-	*	-	-	-	-	-	-	-	-
	***	-%	***	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	*	-	-	-	*	-	-	-	*	-	-
	***	-%	-%	-%	1%	-%	-%	-%	***	-%	-%
Other answers	7	4	3	*	*	*	4	3	-	*	*
	1%	1%	3%	***	1%	***	1%	3%	-%	***	***
NET: RM only	454	352	80	18	2	2	308	69	13	9	16
	72%	74%	68%	58%	61%	71%	82%	56%	40%	46%	74%
		c					bcd				c
NET: Provider other than RM	180	127	38	13	1	1	69	55	19	10	5
	28%	26%	32%	42%	39%	29%	18%	44%	60%	54%	26%
		a					a		ae		a
NET: RM/Parcelforce	482	370	87	20	3	2	317	76	17	9	17
	76%	77%	73%	65%	69%	76%	84%	62%	54%	48%	79%
							bcd				

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	*d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	682	50	44	88	25	50	58	43	48	49
Effective base	255	25	21	46	11	25	31	24	25	23
Weighted Base	634	64	43	124	25	64	90	73	62	46
Citipost	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	7	3	*	2	-	-	2	-	-	-
	1%	5%	*%	1%	-%	-%	2%	-%	-%	-%
NET: RM only	454	46	34	88	16	44	71	54	39	36
	72%	72%	78%	70%	65%	68%	79%	74%	63%	80%
NET: Provider other than RM	180	18	10	37	9	20	19	19	23	9
	28%	28%	22%	30%	35%	32%	21%	26%	37%	20%
NET: RM/Parcelforce	482	46	34	99	20	44	73	58	40	41
	76%	72%	79%	79%	81%	68%	82%	80%	65%	90%
										h

Columns Tested: a,b,c,d,e,f,g,h,i

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	682	124	142	189	455	227	84	74	69
Effective base	255	58	70	101	227	50	19	22	20
Weighted Base	634	135	169	287	591	43	23	12	8
Royal Mail	454 72%	97 72%	119 70%	213 74%	428 72%	26 60%	10 42%	10 85%	6 75%
		f	f	f	f			ef	f
Evri	46 7%	10 7%	21 12%	13 5%	44 7%	2 5%	2 8%	* 3%	* 2%
Parcelforce	27 4%	8 6%	2 1%	17 6%	27 5%	* 1%	* 1%	* *%	* *%
DPD/DPD Local	23 4%	10 7%	* *%	8 3%	18 3%	5 11%	4 19%	* 2%	* 1%
		b				bd	bcd		
DHL	19 3%	1 1%	4 3%	11 4%	17 3%	2 4%	1 3%	1 5%	* 5%
UK Mail	19 3%	* *%	7 4%	7 2%	14 2%	4 10%	4 20%	- -%	* *%
						ad	abcdgh		
Yodel	15 2%	2 1%	11 6%	2 1%	14 2%	1 1%	* 2%	* 1%	- -%
			c						
UPS	8 1%	1 1%	* *%	6 2%	7 1%	1 2%	1 4%	- -%	* 1%
Amazon Logistics	4 1%	- -%	- -%	3 1%	3 1%	1 2%	- -%	- -%	1 12%
									abcd
Secured Mail	4 1%	4 3%	- -%	- -%	4 1%	- -%	- -%	- -%	- -%
FedEx	3 *%	2 1%	1 1%	- -%	3 1%	* *%	* *%	* *%	* 1%
DX	2 *%	- -%	- -%	2 1%	2 *%	- -%	- -%	- -%	- -%
TNT Express	1 *%	- -%	1 1%	- -%	1 *%	- -%	- -%	- -%	- -%

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	682	124	142	189	455	227	84	74	69
Effective base	255	58	70	101	227	50	19	22	20
Weighted Base	634	135	169	287	591	43	23	12	8
Whistl/ TNT Post UK	*	-	-	-	-	*	-	*	*
	*%	-%	-%	-%	-%	1%	-%	4%	*%
								d	
Pitney Bowes	*	-	-	-	-	*	*	-	-
	*%	-%	-%	-%	-%	1%	1%	-%	-%
Citipost	*	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	*%	-%	-%	1%
Other answers	7	-	3	4	7	*	*	*	*
	1%	-%	2%	1%	1%	1%	*%	*%	2%
NET: RM only	454	97	119	213	428	26	10	10	6
	72%	72%	70%	74%	72%	60%	42%	85%	75%
		f	f	f	f			ef	f
NET: Provider other than RM	180	38	50	74	163	17	13	2	2
	28%	28%	30%	26%	28%	40%	58%	15%	25%
						g	abcdgh		
NET: RM/Parcelforce	482	105	120	230	455	26	10	10	6
	76%	78%	71%	80%	77%	61%	43%	85%	76%
		f	f	ef	ef			ef	f

Columns Tested:: a,b,c,d,e,f,g,h

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	*h	i
Unweighted Base	682	28	80	6	86	80	206	14	21	247
Effective base	255	11	27	3	30	33	84	4	7	93
Weighted Base	634	19	67	7	74	101	175	10	8	247
Royal Mail	454	11	25	6	31	70	114	7	4	217
	72%	55%	38%	90%	42%	70%	65%	71%	45%	88%
						bd	bd			bdef
Evri	46	-	9	-	9	7	18	-	-	12
	7%	-%	13%	-%	12%	7%	10%	-%	-%	5%
Parcelforce	27	-	6	-	6	6	13	2	-	*
	4%	-%	9%	-%	8%	6%	7%	25%	-%	*%
			i		i	i	i			
DPD/DPD Local	23	1	6	1	6	9	2	*	-	5
	4%	3%	8%	8%	8%	9%	1%	1%	-%	2%
						f				
DHL	19	*	8	-	8	1	6	*	-	3
	3%	1%	12%	-%	11%	1%	3%	2%	-%	1%
			i		i					
UK Mail	19	3	*	-	*	5	4	*	4	1
	3%	18%	*%	-%	*%	5%	3%	1%	55%	*%
						i				
Yodel	15	-	3	*	3	*	8	-	-	3
	2%	-%	4%	2%	4%	*%	5%	-%	-%	1%
UPS	8	4	1	-	1	1	1	-	-	*
	1%	23%	2%	-%	2%	1%	1%	-%	-%	*%
Amazon Logistics	4	-	-	-	-	-	3	-	-	1
	1%	-%	-%	-%	-%	-%	2%	-%	-%	1%
Secured Mail	4	-	4	-	4	-	-	-	-	-
	1%	-%	6%	-%	6%	-%	-%	-%	-%	-%
			fi		fi					
FedEx	3	-	3	-	3	*	*	-	-	*
	*%	-%	4%	-%	4%	*%	*%	-%	-%	*%
DX	2	-	2	-	2	-	-	-	-	-
	*%	-%	3%	-%	3%	-%	-%	-%	-%	-%
TNT Express	1	-	-	-	-	-	1	-	-	-
	*%	-%	-%	-%	-%	-%	1%	-%	-%	-%
Whistl/ TNT Post UK	*	-	*	-	*	-	*	-	-	*
	*%	-%	*%	-%	*%	-%	*%	-%	-%	*%

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	*h	i
Unweighted Base	682	28	80	6	86	80	206	14	21	247
Effective base	255	11	27	3	30	33	84	4	7	93
Weighted Base	634	19	67	7	74	101	175	10	8	247
Pitney Bowes	*	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Citipost	*	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Other answers	7	-	*	-	*	-	4	-	-	3
	1%	-%	*%	-%	*%	-%	2%	-%	-%	1%
NET: RM only	454	11	25	6	31	70	114	7	4	217
	72%	55%	38%	90%	42%	70%	65%	71%	45%	88%
						bd	bd			bdef
NET: Provider other than RM	180	9	42	1	42	30	61	3	4	30
	28%	45%	62%	10%	58%	30%	35%	29%	55%	12%
			efi		efi	i	i			
NET: RM/Parcelforce	482	11	31	6	37	77	127	9	4	217
	76%	55%	47%	90%	51%	76%	73%	96%	45%	88%
						bd	bd			bdf

Columns Tested: a,b,c,d,e,f,g,h,i

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	682	194	206	282	607	75	-	569	113	671	11
Effective base	255	72	84	102	224	34	-	228	29	252	3
Weighted Base	634	194	175	265	529	105	-	579	55	625	9
Royal Mail	454 72%	112 58%	114 65%	228 86%	377 71%	78 74%	- -%	416 72%	39 70%	446 71%	8 91%
Evri	46 7%	16 8%	18 10%	12 5%	38 7%	8 7%	- -%	43 7%	3 5%	46 7%	- -%
Parcelforce	27 4%	12 6%	13 7%	3 1%	20 4%	7 7%	- -%	25 4%	2 4%	27 4%	- -%
DPD/DPD Local	23 4%	16 8%	2 1%	5 2%	19 4%	4 4%	- -%	20 3%	3 5%	23 4%	- -%
DHL	19 3%	9 5%	6 3%	3 1%	17 3%	2 2%	- -%	18 3%	1 2%	19 3%	- -%
UK Mail	19 3%	9 5%	4 3%	5 2%	17 3%	2 2%	- -%	17 3%	2 4%	19 3%	- -%
Yodel	15 2%	3 2%	8 5%	3 1%	12 2%	3 3%	- -%	12 2%	3 5%	15 2%	- -%
UPS	8 1%	7 3%	1 1%	* *%	8 2%	- -%	- -%	7 1%	2 3%	7 1%	1 9%
Amazon Logistics	4 1%	- -%	3 2%	1 *%	4 1%	- -%	- -%	4 1%	- -%	4 1%	- -%
Secured Mail	4 1%	4 2%	- -%	- -%	4 1%	- -%	- -%	4 1%	- -%	4 1%	- -%
FedEx	3 *%	3 1%	* *%	* *%	3 1%	- -%	- -%	3 1%	* *%	3 *%	- -%
DX	2 *%	2 1%	- -%	- -%	1 *%	2 2%	- -%	2 *%	1 1%	2 *%	- -%
TNT Express	1 *%	- -%	1 1%	- -%	1 *%	- -%	- -%	1 *%	- -%	1 *%	- -%
Whistl/ TNT Post UK	* *%	* *%	* *%	* *%	* *%	- -%	- -%	* *%	- -%	* *%	- -%

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	682	194	206	282	607	75	-	569	113	671	11
Effective base	255	72	84	102	224	34	-	228	29	252	3
Weighted Base	634	194	175	265	529	105	-	579	55	625	9
Pitney Bowes	*	-	-	*	*	-	-	*	-	*	-
	*%	-%	-%	*%	*%	-%	-%	*%	-%	*%	-%
Citipost	*	-	-	*	*	-	-	*	-	*	-
	*%	-%	-%	*%	*%	-%	-%	*%	-%	*%	-%
Other answers	7	*	4	3	7	-	-	7	*	7	-
	1%	*%	2%	1%	1%	-%	-%	1%	*%	1%	-%
NET: RM only	454	112	114	228	377	78	-	416	39	446	8
	72%	58%	65%	86%	71%	74%	-%	72%	70%	71%	91%
				ab							
NET: Provider other than RM	180	82	61	37	153	27	-	164	16	179	1
	28%	42%	35%	14%	29%	26%	-%	28%	30%	29%	9%
		c	c								
NET: RM/Parcelforce	482	125	127	230	397	85	-	441	41	473	8
	76%	64%	73%	87%	75%	81%	-%	76%	74%	76%	91%
				ab							

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	682	291	173	216
Effective base	255	116	58	82
Weighted Base	634	304	122	208
Royal Mail	454	236	91	127
	72%	77%	75%	61%
		c		
Evri	46	15	2	30
	7%	5%	1%	14%
				ab
Parcelforce	27	9	2	16
	4%	3%	2%	8%
DPD/DPD Local	23	8	9	6
	4%	3%	7%	3%
DHL	19	5	4	9
	3%	2%	3%	5%
UK Mail	19	6	8	4
	3%	2%	7%	2%
Yodel	15	8	3	4
	2%	3%	2%	2%
UPS	8	7	1	*
	1%	2%	1%	*%
Amazon Logistics	4	-	*	4
	1%	-%	*%	2%
Secured Mail	4	-	-	4
	1%	-%	-%	2%
FedEx	3	2	*	1
	*%	1%	*%	*%
DX	2	2	-	-
	*%	1%	-%	-%
TNT Express	1	*	1	-
	*%	*%	*%	-%
Whistl/ TNT Post UK	*	*	*	*
	*%	*%	*%	*%
Pitney Bowes	*	-	*	-
	*%	-%	*%	-%

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Unweighted Base	682	291	173	216
Effective base	255	116	58	82
Weighted Base	634	304	122	208
Citipost	*	-	*	-
	*%	-%	*%	-%
Other answers	7	5	-	2
	1%	2%	-%	1%
NET: RM only	454	236	91	127
	72%	77%	75%	61%
		c		
NET: Provider other than RM	180	68	30	80
	28%	23%	25%	39%
		a		
NET: RM/Parcelforce	482	245	93	143
	76%	81%	77%	69%

Columns Tested.: a,b,c

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	682	396	157	53	25	26	12	6	7	553	129	76
Effective base	255	177	50	13	9	6	2	2	1	227	28	15
Weighted Base	634	447	116	32	8	18	6	1	5	563	71	39
Royal Mail	454	341	75	18	3	8	4	1	5	416	39	21
	72%	76%	65%	56%	34%	44%	64%	80%	96%	74%	55%	53%
		j								j		
Evri	46	31	13	1	*	-	*	-	-	45	1	*
	7%	7%	12%	3%	1%	-%	*%	-%	-%	8%	2%	*%
Parcelforce	27	16	10	1	*	-	-	-	-	26	1	*
	4%	4%	8%	4%	*%	-%	-%	-%	-%	5%	2%	*%
DPD/DPD Local	23	16	6	*	1	-	-	-	-	22	1	1
	4%	4%	5%	1%	12%	-%	-%	-%	-%	4%	2%	2%
DHL	19	7	3	4	*	5	-	*	-	9	9	5
	3%	1%	2%	13%	1%	28%	-%	18%	-%	2%	13%	14%
				ai						ai		ai
UK Mail	19	4	1	2	4	5	2	-	*	6	13	11
	3%	1%	1%	6%	50%	28%	33%	-%	3%	1%	19%	29%
										abi	abi	abi
Yodel	15	15	*	-	-	-	-	-	-	15	-	-
	2%	3%	*%	-%	-%	-%	-%	-%	-%	3%	-%	-%
UPS	8	6	2	*	*	*	*	-	*	8	*	*
	1%	1%	1%	*%	*%	*%	2%	-%	1%	1%	*%	1%
Amazon Logistics	4	2	1	1	-	-	-	-	-	3	1	-
	1%	*%	1%	2%	-%	-%	-%	-%	-%	1%	1%	-%
Secured Mail	4	-	-	4	-	-	-	-	-	-	4	-
	1%	-%	-%	13%	-%	-%	-%	-%	-%	-%	6%	-%
				abi							ai	
FedEx	3	2	1	*	-	-	-	-	*	3	*	*
	*%	*%	1%	*%	-%	-%	-%	-%	*%	1%	*%	*%
DX	2	1	2	-	-	-	-	-	-	2	-	-
	*%	*%	2%	-%	-%	-%	-%	-%	-%	*%	-%	-%
TNT Express	1	*	-	1	-	-	-	-	-	*	1	-
	*%	*%	-%	2%	-%	-%	-%	-%	-%	*%	1%	-%
Whistl/ TNT Post UK	*	*	*	-	-	*	-	*	-	*	*	*
	*%	*%	*%	-%	-%	*%	-%	2%	-%	*%	*%	*%

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	682	396	157	53	25	26	12	6	7	553	129	76
Effective base	255	177	50	13	9	6	2	2	1	227	28	15
Weighted Base	634	447	116	32	8	18	6	1	5	563	71	39
Pitney Bowes	*	*	-	-	-	-	-	-	-	*	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Citipost	*	-	-	-	-	*	-	-	-	-	*	*
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%	*%
Other answers	7	5	2	-	*	-	*	-	-	7	*	*
	1%	1%	2%	-%	1%	-%	*%	-%	-%	1%	*%	*%
NET: RM only	454	341	75	18	3	8	4	1	5	416	39	21
	72%	76%	65%	56%	34%	44%	64%	80%	96%	74%	55%	53%
		j								j		
NET: Provider other than RM	180	106	41	14	5	10	2	*	*	148	32	18
	28%	24%	35%	44%	66%	56%	36%	20%	4%	26%	45%	47%
										ai		
NET: RM/Parcelforce	482	357	85	19	3	8	4	1	5	442	40	21
	76%	80%	73%	60%	35%	44%	64%	80%	96%	78%	56%	53%
		jk								jk		

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	682	130	266	286	632	616	650	641	462	369	44	365	47	62	38	57	37
Effective base	255	73	105	79	226	219	237	238	167	113	28	152	14	16	10	12	6
Weighted Base	634	204	243	187	564	547	592	585	430	281	67	395	26	40	21	27	16
Royal Mail	454 72%	155 76%	186 76%	113 61%	411 73%	395 72%	428 72%	421 72%	312 73%	196 70%	46 67%	288 73%	22 85%	33 84%	14 68%	9 35%	15 94%
Evri	46 7%	16 8%	15 6%	14 8%	42 7%	40 7%	43 7%	43 7%	25 6%	19 7%	5 7%	34 9%	2 7%	* 1%	2 8%	1 3%	* 1%
Parcelforce	27 4%	8 4%	8 3%	11 6%	25 4%	20 4%	25 4%	26 4%	20 5%	10 4%	4 7%	13 3%	* *%	* 1%	* 2%	6 24%	- -%
DPD/DPD Local	23 4%	9 5%	7 3%	7 4%	23 4%	23 4%	23 4%	23 4%	19 5%	11 4%	1 1%	18 5%	1 2%	4 9%	* *%	- -%	* *%
DHL	19 3%	1 1%	5 2%	12 7%	16 3%	18 3%	18 3%	18 3%	15 4%	10 4%	2 3%	9 2%	- -%	2 4%	* *%	5 20%	* 1%
UK Mail	19 3%	- -%	4 2%	14 8% a	17 3%	17 3%	17 3%	17 3%	17 4%	19 7%	- -%	9 2%	1 3%	- -%	5 22% b	3 9%	* 2%
Yodel	15 2%	3 1%	12 5% c	* *%	9 2%	12 2%	12 2%	15 2%	6 1%	6 2%	4 6%	8 2%	* 1%	* 1%	- -%	- -%	* 1%
UPS	8 1%	5 2%	1 *%	2 1%	3 1%	3 1%	3 *%	3 1%	1 *%	2 1%	- -%	3 1%	* *%	- -%	- -%	* *%	* 1%
Amazon Logistics	4 1%	- -%	2 1%	2 1%	4 1%	3 1%	4 1%	4 1%	3 1%	2 1%	1 1%	3 1%	* 1%	- -%	- -%	- -%	- -%
Secured Mail	4 1%	- -%	- -%	4 2%	4 1%	4 1%	4 1%	4 1%	4 1%	4 1%	- -%	4 1%	- -%	- -%	- -%	- -%	- -%
FedEx	3 *%	2 1%	* *%	1 1%	3 1%	2 *%	3 1%	3 1%	* *%	1 *%	- -%	3 1%	- -%	- -%	* 1%	- -%	- -%
DX	2 *%	- -%	1 *%	2 1%	2 *%	1 *%	2 *%	2 *%	2 *%	- -%	2 3%	1 *%	- -%	- -%	- -%	- -%	- -%
TNT Express	1 *%	- -%	* *%	1 *%	1 *%	1 *%	1 *%	1 *%	1 *%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	- -%
Whistl/ TNT Post UK	* *%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	* *%	- -%	* *%	- -%	- -%	* *%

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	682	130	266	286	632	616	650	641	462	369	44	365	47	62	38	57	37
Effective base	255	73	105	79	226	219	237	238	167	113	28	152	14	16	10	12	6
Weighted Base	634	204	243	187	564	547	592	585	430	281	67	395	26	40	21	27	16
Pitney Bowes	*	-	*	-	*	*	*	-	-	*	-	*	-	-	-	-	-
	*%	-%	*%	-%	*%	*%	*%	-%	-%	*%	-%	*%	-%	-%	-%	-%	-%
Citipost	*	-	-	*	*	-	*	-	*	*	-	-	-	-	-	-	*
	*%	-%	-%	*%	*%	-%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	*%
Other answers	7	5	*	2	4	7	7	4	5	*	4	2	-	-	-	2	-
	1%	2%	*%	1%	1%	1%	1%	1%	1%	*%	5%	*%	-%	-%	-%	8%	-%
NET: RM only	454	155	186	113	411	395	428	421	312	196	46	288	22	33	14	9	15
	72%	76%	76%	61%	73%	72%	72%	72%	73%	70%	67%	73%	85%	84%	68%	35%	94%
NET: Provider other than RM	180	49	57	73	153	153	164	164	118	85	22	107	4	6	7	17	1
	28%	24%	24%	39%	27%	28%	28%	28%	27%	30%	33%	27%	15%	16%	32%	65%	6%
NET: RM/Parcelforce	482	163	194	125	436	415	453	447	332	206	50	301	22	34	15	16	15
	76%	80%	80%	67%	77%	76%	76%	76%	77%	73%	74%	76%	85%	85%	70%	59%	94%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Significance Level: 95%															
Unweighted Base	682	400	61	48	44	30	27	22	336	113	62	30	33	24	18
Effective base	255	175	18	10	8	10	5	3	142	34	19	13	5	9	3
Weighted Base	634	449	39	23	20	12	15	6	370	89	29	23	16	11	8
Royal Mail	454	325	33	17	17	8	6	6	278	54	26	18	6	5	8
	72%	72%	84%	75%	83%	64%	38%	93%	75%	60%	88%	79%	39%	46%	94%
Evri	46	39	-	1	2	-	-	*	27	8	2	2	-	1	*
	7%	9%	-%	4%	8%	-%	-%	1%	7%	9%	7%	7%	-%	8%	1%
Parcelforce	27	16	4	*	*	*	4	-	13	4	-	*	*	2	-
	4%	4%	9%	*%	*%	3%	30%	-%	4%	5%	-%	2%	2%	18%	-%
DPD/DPD Local	23	18	*	4	*	-	-	*	19	4	*	-	-	-	-
	4%	4%	*%	19%	*%	-%	-%	*%	5%	5%	*%	-%	-%	-%	-%
DHL	19	9	*	-	1	1	5	*	7	5	*	1	5	1	*
	3%	2%	1%	-%	5%	7%	31%	*%	2%	5%	1%	3%	28%	5%	2%
UK Mail	19	13	-	*	*	3	-	*	*	9	1	2	5	-	*
	3%	3%	-%	1%	*%	25%	-%	2%	*%	10%	3%	8%	30%	-%	1%
Yodel	15	8	*	*	*	-	-	*	10	2	-	-	-	-	*
	2%	2%	1%	*%	2%	-%	-%	*%	3%	3%	-%	-%	-%	-%	1%
UPS	8	2	1	*	-	*	*	*	3	*	-	-	-	*	*
	1%	*%	2%	*%	-%	*%	1%	1%	1%	*%	-%	-%	-%	2%	1%
Amazon Logistics	4	4	*	-	-	-	-	-	1	3	-	-	-	-	-
	1%	1%	1%	-%	-%	-%	-%	-%	*%	3%	-%	-%	-%	-%	-%
Secured Mail	4	4	-	-	-	-	-	-	4	-	-	-	-	-	-
	1%	1%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%
FedEx	3	2	1	-	*	*	-	-	2	*	-	*	-	-	-
	*%	*%	2%	-%	1%	*%	-%	-%	1%	*%	-%	1%	-%	-%	-%
DX	2	2	-	-	-	-	-	-	1	-	-	-	-	-	-
	*%	1%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
TNT Express	1	1	-	-	-	-	-	-	1	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
Whistl/ TNT Post UK	*	*	-	*	-	-	-	*	*	*	-	-	-	-	*
	*%	*%	-%	*%	-%	-%	-%	1%	*%	*%	-%	-%	-%	-%	1%
Pitney Bowes	*	*	-	-	-	-	-	-	*	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Number of letters sent						Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	*f	*g	a	b	c	d	e	*f	*g
Unweighted Base	682	400	61	48	44	30	27	22	336	113	62	30	33	24	18
Effective base	255	175	18	10	8	10	5	3	142	34	19	13	5	9	3
Weighted Base	634	449	39	23	20	12	15	6	370	89	29	23	16	11	8
Citipost	*	-	-	-	-	-	-	*	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%
Other answers	7	4	-	-	-	-	-	-	5	*	-	-	-	2	-
	1%	1%	-%	-%	-%	-%	-%	-%	1%	*%	-%	-%	-%	21%	-%
NET: RM only	454	325	33	17	17	8	6	6	278	54	26	18	6	5	8
	72%	72%	84%	75%	83%	64%	38%	93%	75%	60%	88%	79%	39%	46%	94%
NET: Provider other than RM	180	124	6	6	3	4	9	*	93	35	4	5	10	6	1
	28%	28%	16%	25%	17%	36%	62%	7%	25%	40%	12%	21%	61%	54%	6%
NET: RM/Parcelforce	482	342	37	17	17	8	10	6	291	58	26	18	7	7	8
	76%	76%	93%	75%	84%	68%	68%	93%	79%	65%	88%	81%	42%	64%	94%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	682	325	84	80	48	36	37	31	151	145	184	104	63
Effective base	255	143	30	23	17	11	8	9	77	50	67	27	18
Weighted Base	634	363	72	56	24	23	24	23	212	123	156	55	45
Royal Mail	454 72%	292 80%	43 59%	28 50%	17 71%	15 63%	18 74%	9 39%	140 66%	102 83%	125 80%	35 63%	26 58%
Evri	46 7%	16 4%	15 21%	7 12%	* *%	1 5%	5 19%	* 1%	27 13%	4 4%	9 6%	* *%	3 8%
Parcelforce	27 4%	16 4%	2 3%	8 14%	* *%	* 2%	* *%	* 2%	7 3%	2 1%	7 5%	2 3%	6 15%
DPD/DPD Local	23 4%	17 5%	2 2%	* *%	* *%	* 1%	1 4%	4 16%	11 5%	4 3%	4 3%	4 7%	- -%
DHL	19 3%	5 1%	7 10%	* *%	* 1%	* 1%	1 3%	5 23%	4 2%	3 2%	2 1%	8 15%	1 2%
UK Mail	19 3%	1 *%	* *%	8 15%	3 14%	1 6%	* 1%	2 10%	- -%	6 5%	2 1%	4 7%	5 10%
Yodel	15 2%	8 2%	3 5%	2 3%	2 8%	- -%	- -%	* *%	8 4%	* *%	- -%	2 3%	1 2%
UPS	8 1%	1 *%	1 1%	* 1%	* *%	1 4%	* *%	* 1%	* *%	1 1%	1 1%	1 1%	- -%
Amazon Logistics	4 1%	1 *%	- -%	3 5%	* 1%	- -%	- -%	- -%	1 *%	- -%	1 1%	- -%	2 5%
Secured Mail	4 1%	- -%	- -%	- -%	- -%	4 18%	- -%	- -%	4 2%	- -%	- -%	- -%	- -%
FedEx	3 *%	2 1%	- -%	* *%	1 4%	* 1%	- -%	- -%	* *%	- -%	3 2%	* *%	- -%
DX	2 *%	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%	- -%	- -%
TNT Express	1 *%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	1 *%	- -%	- -%

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	682	325	84	80	48	36	37	31	151	145	184	104	63
Effective base	255	143	30	23	17	11	8	9	77	50	67	27	18
Weighted Base	634	363	72	56	24	23	24	23	212	123	156	55	45
Whistl/ TNT Post UK	* *%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	* *%	- -%	* *%
Pitney Bowes	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%
Citipost	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other answers	7 1%	2 *%	- -%	- -%	* *%	- -%	- -%	2 10% a	7 3%	- -%	* *%	* *%	- -%
NET: RM only	454 72%	292 80%	43 59%	28 50%	17 71%	15 63%	18 74%	9 39%	140 66%	102 83%	125 80%	35 63%	26 58%
NET: Provider other than RM	180 28%	71 20%	30 41%	28 50%	7 29%	9 37%	6 26%	14 61%	72 34%	21 17%	31 20%	20 37%	18 42%
NET: RM/Parcelforce	482 76%	308 85%	44 61%	36 64%	17 71%	15 65%	18 74%	9 41%	147 69%	104 84%	132 85%	37 67%	33 73%
		bcg		a						ae			b
				a					b				b
		bcg								a	a		

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	682	212	128	160	81	47	201	138	142	90	42
Effective base	255	93	46	56	19	12	92	42	48	25	13
Weighted Base	634	254	113	129	39	27	250	101	106	56	32
Royal Mail	454 72%	174 68%	94 82%	103 80%	23 59%	17 65%	177 71%	84 83%	82 78%	37 66%	14 44%
Evri	46 7%	32 13%	3 3%	5 4%	* *%	2 6%	24 9%	6 6%	7 7%	* *%	3 11%
Parcelforce	27 4%	8 3%	1 1%	7 5%	2 6%	6 23% ab	4 2%	1 1%	7 6%	2 3%	6 20% ab
DPD/DPD Local	23 4%	11 4%	3 3%	4 3%	4 10%	- -%	15 6%	3 3%	1 1%	4 7%	- -%
DHL	19 3%	3 1%	4 3%	1 *%	8 21% abc	1 2%	5 2%	2 2%	2 2%	8 15% ac	1 3%
UK Mail	19 3%	9 3%	5 5%	1 1%	2 4%	* 1%	4 2%	3 3%	3 3%	3 5%	4 13% a
Yodel	15 2%	5 2%	2 2%	* *%	- -%	* 2%	9 3%	* *%	* *%	2 3%	1 2%
UPS	8 1%	* *%	1 1%	2 1%	* *%	- -%	* *%	2 1%	1 1%	* 1%	- -%
Amazon Logistics	4 1%	1 *%	- -%	3 2%	- -%	- -%	- -%	- -%	1 1%	- -%	2 7% a
Secured Mail	4 1%	4 2%	- -%	- -%	- -%	- -%	4 2%	- -%	- -%	- -%	- -%
FedEx	3 *%	* *%	* *%	3 2%	- -%	- -%	* *%	* *%	2 2%	* *%	- -%
DX	2 *%	2 1%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%
TNT Express	1 *%	- -%	* *%	1 *%	- -%	- -%	- -%	* *%	1 1%	- -%	- -%

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	682	212	128	160	81	47	201	138	142	90	42
Effective base	255	93	46	56	19	12	92	42	48	25	13
Weighted Base	634	254	113	129	39	27	250	101	106	56	32
Whistl/ TNT Post UK	*	*	-	*	-	*	*	-	*	-	*
	%	%	%	%	%	%	%	%	%	%	%
Pitney Bowes	*	-	-	*	-	-	*	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%
Citipost	*	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%
Other answers	7	4	*	*	*	-	7	-	*	-	-
	1%	2%	%	%	%	%	3%	%	%	%	%
NET: RM only	454	174	94	103	23	17	177	84	82	37	14
	72%	68%	82%	80%	59%	65%	71%	83%	78%	66%	44%
NET: Provider other than RM	180	80	20	26	16	9	74	17	24	19	18
	28%	32%	18%	20%	41%	35%	29%	17%	22%	34%	56%
NET: RM/Parcelforce	482	182	95	110	25	24	181	86	89	39	21
	76%	72%	84%	85%	65%	88%	72%	84%	84%	69%	64%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	682	182	130	158	104	63	445	57	135	468	214	543	89
Effective base	255	82	43	57	36	19	173	15	50	178	78	199	27
Weighted Base	634	224	103	130	84	42	412	34	139	454	180	497	67
Royal Mail	454 72%	184 82%	73 71%	96 74%	49 59%	18 43%	277 67%	18 53%	125 90%	454 100%	- -%	386 78%	26 38%
Evri	46 7%	15 7%	6 6%	4 3%	7 8%	12 27%	39 9%	4 12%	1 1%	- -%	46 26%	37 7%	5 7%
Parcelforce	27 4%	7 3%	2 2%	9 7%	6 8%	2 5%	13 3%	3 9%	10 7%	- -%	27 15%	15 3%	10 15%
DPD/DPD Local	23 4%	6 3%	5 5%	6 4%	5 6%	1 3%	22 5%	1 2%	* *%	- -%	23 13%	22 4%	* 1%
DHL	19 3%	4 2%	1 1%	3 2%	10 12%	1 3%	16 4%	2 5%	* *%	- -%	19 10%	12 2%	4 6%
UK Mail	19 3%	- -%	4 3%	9 7%	2 2%	* *%	15 4%	* *%	2 1%	- -%	19 10%	5 1%	12 18%
Yodel	15 2%	4 2%	8 8%	* *%	* 1%	2 4%	15 4%	* *%	- -%	- -%	15 8%	6 1%	2 3%
UPS	8 1%	1 *%	1 1%	* *%	* *%	1 3%	3 1%	* *%	- -%	- -%	8 5%	2 *%	1 2%
Amazon Logistics	4 1%	- -%	- -%	* *%	1 1%	3 7%	4 1%	- -%	* *%	- -%	4 2%	2 *%	2 3%
Secured Mail	4 1%	- -%	4 4%	- -%	- -%	- -%	- -%	4 12%	- -%	- -%	4 2%	- -%	4 6%

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	682	182	130	158	104	63	445	57	135	468	214	543	89
Effective base	255	82	43	57	36	19	173	15	50	178	78	199	27
Weighted Base	634	224	103	130	84	42	412	34	139	454	180	497	67
FedEx	3 *% *	* *% *	* *% *	3 2% *	- -% *	* *% *	3 1% *	* *% *	- -% *	- -% *	3 2% *	3 1% *	* *% *
DX	2 *% *	1 *% *	- -% *	- -% *	2 2% *	- -% *	2 *% *	1 1% *	- -% *	- -% *	2 1% *	2 *% *	- -% *
TNT Express	1 *% *	- -% *	- -% *	- -% *	1 1% *	- -% *	1 *% *	- -% *	* *% *	- -% *	1 1% *	1 *% *	- -% *
Whistl/ TNT Post UK	* *% *	* *% *	- -% *	* *% *	- -% *	* *% *	* *% *	- -% *	* *% *	- -% *	* *% *	* *% *	* *% *
Pitney Bowes	* *% *	- -% *	- -% *	- -% *	- -% *	- -% *	- -% *	- -% *	- -% *	- -% *	* *% *	- -% *	* *% *
Citipost	* *% *	- -% *	- -% *	- -% *	- -% *	- -% *	- -% *	- -% *	- -% *	- -% *	* *% *	- -% *	* *% *
Other answers	7 1% *	2 1% *	* *% *	* *% *	* *% *	2 5% *	2 1% *	2 5% *	* *% *	- -% *	7 4% *	4 1% *	- -% *
NET: RM only	454 72%	184 82% de	73 71% e	96 74% e	49 59% a	18 43% abc	277 67% c	18 53% c	125 90% ab	454 100% b	- -% a	386 78% b	26 38% a
NET: Provider other than RM	180 28%	40 18%	30 29%	34 26%	34 41% a	24 57% abc	134 33% c	16 47% c	14 10%	- -% a	180 100% a	112 22% a	41 62% a
NET: RM/Parcelforce	482 76%	191 85% de	75 72%	104 81% e	56 67%	20 48%	290 71%	22 63%	135 97% ab	454 100% b	27 15%	401 81% b	35 53%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	682	438	178	183	458	549	83	426	190	187	454
Effective base	255	172	47	84	154	201	25	163	56	85	152
Weighted Base	634	427	120	188	397	504	60	415	132	198	387
Royal Mail	454	329	66	180	241	393	18	327	68	186	235
	72%	77%	54%	96%	61%	78%	30%	79%	52%	94%	61%
Evri	46	30	10	2	41	37	5	29	11	3	41
	7%	7%	8%	1%	10%	7%	8%	7%	8%	1%	10%
Parcelforce	27	10	11	3	23	17	8	10	11	1	25
	4%	2%	9%	1%	6%	3%	14%	2%	8%	*%	7%
			a		a		a		a		a
DPD/DPD Local	23	21	2	-	23	22	*	21	2	-	23
	4%	5%	2%	-%	6%	4%	1%	5%	2%	-%	6%
			a		a		a		a		a
DHL	19	12	6	1	18	12	4	11	7	1	17
	3%	3%	5%	*%	4%	2%	6%	3%	5%	1%	4%
UK Mail	19	1	16	1	16	5	12	-	17	3	14
	3%	*%	13%	*%	4%	1%	20%	-%	13%	1%	4%
			a		a		a		a		a
Yodel	15	11	1	3	12	5	4	6	7	5	10
	2%	3%	1%	1%	3%	1%	6%	1%	5%	2%	3%
UPS	8	2	1	-	3	2	1	2	1	-	3
	1%	*%	1%	-%	1%	*%	2%	*%	1%	-%	1%
Amazon Logistics	4	1	3	-	4	2	2	1	3	-	4
	1%	*%	2%	-%	1%	*%	4%	*%	2%	-%	1%
Secured Mail	4	-	4	-	4	-	4	-	4	-	4
	1%	-%	3%	-%	1%	-%	7%	-%	3%	-%	1%
			a		a		a		a		a
FedEx	3	2	*	-	3	3	*	2	*	-	3
	*%	1%	*%	-%	1%	1%	*%	1%	*%	-%	1%
DX	2	1	-	-	2	2	-	1	-	-	2
	*%	*%	-%	-%	1%	*%	-%	*%	-%	-%	1%

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	682	438	178	183	458	549	83	426	190	187	454
Effective base	255	172	47	84	154	201	25	163	56	85	152
Weighted Base	634	427	120	188	397	504	60	415	132	198	387
TNT Express	1	1	-	-	1	1	-	1	-	-	1
	*%	*%	-%	-%	*%	*%	-%	*%	-%	-%	*%
Whistl/ TNT Post UK	*	*	*	-	*	*	*	*	*	*	*
	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%
Pitney Bowes	*	-	*	-	-	-	*	-	*	-	-
	*%	-%	*%	-%	-%	-%	1%	-%	*%	-%	-%
Citipost	*	-	-	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
Other answers	7	7	-	-	4	2	2	6	2	-	4
	1%	2%	-%	-%	1%	*%	3%	1%	1%	-%	1%
NET: RM only	454	329	66	180	241	393	18	327	68	186	235
	72%	77%	54%	96%	61%	78%	30%	79%	52%	94%	61%
NET: Provider other than RM	180	98	55	8	156	111	42	88	64	12	153
	28%	23%	46%	4%	39%	22%	70%	21%	48%	6%	39%
NET: RM/Parcelforce	482	339	76	183	264	410	26	336	79	187	260
	76%	79%	63%	97%	67%	81%	43%	81%	60%	94%	67%
		b		b		b		b		b	

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	682	469	448	178	1	444	398	148	2	552	346	182	1
Effective base	255	156	176	58	1	149	149	50	2	200	133	66	1
Weighted Base	634	394	434	145	4	385	350	127	2	501	309	147	2
Royal Mail	454	282	338	103	4	284	248	88	2	357	226	95	-
	72%	72%	78%	71%	100%	74%	71%	70%	100%	71%	73%	65%	-%
Evri	46	28	31	7	-	25	32	8	-	35	33	10	-
	7%	7%	7%	4%	-%	6%	9%	6%	-%	7%	11%	7%	-%
Parcelforce	27	19	13	2	-	18	8	1	-	25	10	6	-
	4%	5%	3%	2%	-%	5%	2%	1%	-%	5%	3%	4%	-%
DPD/DPD Local	23	13	14	9	-	12	12	3	-	21	5	5	-
	4%	3%	3%	6%	-%	3%	3%	3%	-%	4%	1%	4%	-%
DHL	19	13	9	10	-	14	14	13	-	14	10	13	-
	3%	3%	2%	7%	-%	4%	4%	10%	-%	3%	3%	9%	-%
												a	
UK Mail	19	17	11	5	-	17	8	5	-	16	7	5	-
	3%	4%	3%	4%	-%	4%	2%	4%	-%	3%	2%	3%	-%
Yodel	15	6	6	*	-	3	10	*	-	15	7	3	-
	2%	1%	1%	*%	-%	1%	3%	*%	-%	3%	2%	2%	-%
UPS	8	1	2	*	-	2	2	*	-	2	1	*	-
	1%	*%	1%	*%	-%	1%	1%	*%	-%	*%	*%	*%	-%
Amazon Logistics	4	3	2	3	-	3	3	3	-	4	3	3	-
	1%	1%	*%	2%	-%	1%	1%	2%	-%	1%	1%	2%	-%
Secured Mail	4	4	-	4	-	4	4	4	-	4	4	4	-
	1%	1%	-%	3%	-%	1%	1%	3%	-%	1%	1%	3%	-%
				b									
FedEx	3	1	3	*	-	*	2	*	-	3	*	*	-
	*%	*%	1%	*%	-%	*%	1%	*%	-%	1%	*%	*%	-%
DX	2	2	-	-	-	-	-	-	-	2	2	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	1%	-%	-%
TNT Express	1	1	1	*	-	1	1	-	-	1	*	1	-
	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	*%	1%	-%
Whistl/ TNT Post UK	*	*	*	*	-	*	*	*	-	*	*	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	682	469	448	178	1	444	398	148	2	552	346	182	1
Effective base	255	156	176	58	1	149	149	50	2	200	133	66	1
Weighted Base	634	394	434	145	4	385	350	127	2	501	309	147	2
Pitney Bowes	* *%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%
Citipost	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other answers	7 1%	2 1%	4 1%	- -%	- -%	2 1%	5 1%	- -%	- -%	2 *%	- -%	- -%	2 100%
NET: RM only	454 72%	282 72%	338 78%	103 71%	4 100%	284 74%	248 71%	88 70%	2 100%	357 71%	226 73%	95 65%	- -%
NET: Provider other than RM	180 28%	111 28%	96 22%	42 29%	- -%	100 26%	101 29%	38 30%	- -%	144 29%	83 27%	52 35%	2 100%
NET: RM/Parcelforce	482 76%	302 77%	351 81%	105 73%	4 100%	302 79%	257 73%	90 71%	2 100%	382 76%	236 76%	101 69%	- -%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	682	542	493	339	471	360	42	218	218	241	85	48
Effective base	255	200	183	138	162	148	11	97	87	97	38	23
Weighted Base	634	506	466	339	422	353	30	235	228	247	81	47
Royal Mail	454	382	362	286	327	258	14	202	192	208	65	42
	72%	76%	78%	84%	77%	73%	46%	86%	84%	84%	81%	89%
Evri	46	36	31	16	20	32	*	12	12	10	5	-
	7%	7%	7%	5%	5%	9%	*%	5%	5%	4%	6%	-%
Parcelforce	27	21	10	11	14	16	*	10	10	9	2	*
	4%	4%	2%	3%	3%	5%	1%	4%	4%	4%	2%	*%
DPD/DPD Local	23	22	17	5	21	14	4	5	4	4	-	*
	4%	4%	4%	2%	5%	4%	15%	2%	2%	2%	-%	*%
DHL	19	12	13	4	9	7	5	1	1	4	1	3
	3%	2%	3%	1%	2%	2%	16%	*%	*%	1%	1%	6%
UK Mail	19	8	5	6	7	7	3	4	3	6	4	2
	3%	1%	1%	2%	2%	2%	9%	2%	1%	2%	5%	4%
Yodel	15	5	11	3	5	8	-	1	1	1	*	*
	2%	1%	2%	1%	1%	2%	-%	*%	*%	*%	*%	1%
UPS	8	2	2	1	2	1	-	1	1	*	*	*
	1%	*%	1%	*%	1%	*%	-%	*%	*%	*%	*%	*%
Amazon Logistics	4	2	1	1	2	1	-	1	-	1	-	-
	1%	*%	*%	*%	*%	*%	-%	*%	-%	*%	-%	-%
Secured Mail	4	4	4	4	4	4	4	-	4	4	4	-
	1%	1%	1%	1%	1%	1%	14%	-%	2%	2%	5%	-%
FedEx	3	3	2	*	3	2	-	-	*	-	-	-
	*%	1%	*%	*%	1%	1%	-%	-%	*%	-%	-%	-%
DX	2	2	1	-	-	2	-	-	-	-	-	-
	*%	*%	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%
TNT Express	1	1	1	*	1	*	-	-	*	*	-	-
	*%	*%	*%	*%	*%	*%	-%	-%	*%	*%	-%	-%
Whistl/ TNT Post UK	*	*	*	-	*	*	*	-	-	-	-	-
	*%	*%	*%	-%	*%	*%	*%	-%	-%	-%	-%	-%

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	682	542	493	339	471	360	42	218	218	241	85	48
Effective base	255	200	183	138	162	148	11	97	87	97	38	23
Weighted Base	634	506	466	339	422	353	30	235	228	247	81	47
Pitney Bowes	*	*	*	-	-	*	-	-	-	-	-	-
	*%	*%	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%
Citipost	*	*	-	-	*	-	-	-	-	-	-	-
	*%	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%
Other answers	7	4	6	*	6	*	-	-	-	*	-	-
	1%	1%	1%	*%	1%	*%	-%	-%	-%	*%	-%	-%
NET: RM only	454	382	362	286	327	258	14	202	192	208	65	42
	72%	76%	78%	84%	77%	73%	46%	86%	84%	84%	81%	89%
NET: Provider other than RM	180	124	104	53	96	94	16	33	36	39	15	5
	28%	24%	22%	16%	23%	27%	54%	14%	16%	16%	19%	11%
NET: RM/Parcelforce	482	403	372	297	341	274	14	212	202	217	67	42
	76%	80%	80%	88%	81%	78%	47%	90%	89%	88%	83%	89%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	682	97	67	71	31	568	442	618	486	441	461	532	142	-	527	42
Effective base	255	38	23	29	14	211	159	229	180	155	163	207	50	-	192	23
Weighted Base	634	88	56	68	35	530	386	577	442	375	415	519	117	-	453	64
Royal Mail	454	71	44	42	21	398	285	426	330	266	307	388	88	-	330	51
	72%	81%	78%	62%	60%	75%	74%	74%	75%	71%	74%	75%	75%	-%	73%	79%
Evri	46	3	1	11	5	33	37	41	33	31	30	38	5	-	37	2
	7%	4%	2%	16%	16%	6%	10%	7%	8%	8%	7%	7%	4%	-%	8%	4%
Parcelforce	27	6	-	2	1	23	11	25	16	13	14	22	1	-	14	4
	4%	6%	-%	3%	2%	4%	3%	4%	4%	3%	3%	4%	1%	-%	3%	6%
DPD/DPD Local	23	3	-	1	4	17	17	21	18	13	15	21	3	-	21	*
	4%	3%	-%	1%	12%	3%	4%	4%	4%	4%	4%	4%	2%	-%	5%	-%
DHL	19	1	7	1	*	17	15	17	16	13	11	16	10	-	15	-
	3%	1%	13%	1%	1%	3%	4%	3%	4%	3%	3%	3%	9%	-%	3%	-%
UK Mail	19	4	2	-	2	14	8	16	11	13	18	5	3	-	8	2
	3%	5%	3%	-%	6%	3%	2%	3%	2%	4%	4%	1%	3%	-%	2%	3%
Yodel	15	*	2	8	-	8	1	8	3	10	3	7	*	-	11	3
	2%	-%	4%	12%	-%	1%	-%	1%	1%	3%	1%	1%	-%	-%	2%	4%
UPS	8	*	-	*	1	2	1	2	3	2	3	3	*	-	1	*
	1%	-%	-%	-%	2%	-%	-%	-%	1%	1%	1%	1%	-%	-%	-%	-%
Amazon Logistics	4	-	-	*	1	4	3	4	2	1	3	2	1	-	2	*
	1%	-%	-%	-%	2%	1%	1%	1%	-%	-%	1%	-%	1%	-%	-%	1%
Secured Mail	4	-	-	-	-	-	4	4	-	4	4	4	4	-	4	-
	1%	-%	-%	-%	-%	-%	1%	1%	-%	1%	1%	1%	4%	-%	1%	-%
FedEx	3	-	-	-	-	3	2	3	3	3	*	3	*	-	3	-
	-%	-%	-%	-%	-%	1%	-%	1%	1%	1%	-%	1%	-%	-%	1%	-%
DX	2	-	-	-	-	2	-	2	2	2	2	2	-	-	2	-
	-%	-%	-%	-%	-%	-%	-%	-%	1%	1%	1%	-%	-%	-%	1%	-%
TNT Express	1	-	-	1	-	1	1	1	1	-	1	1	1	-	-	-
	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	682	97	67	71	31	568	442	618	486	441	461	532	142	-	527	42
Effective base	255	38	23	29	14	211	159	229	180	155	163	207	50	-	192	23
Weighted Base	634	88	56	68	35	530	386	577	442	375	415	519	117	-	453	64
Whistl/ TNT Post UK	*	-	-	*	-	*	*	*	*	*	*	*	-	-	*	-
	*%	-%	-%	*%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%
Pitney Bowes	*	-	-	-	-	*	*	*	*	*	*	*	-	-	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%
Citipost	*	-	-	-	-	-	-	-	-	*	-	-	-	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%
Other answers	7	-	-	2	-	7	*	7	2	4	2	7	-	-	5	2
	1%	-%	-%	3%	-%	1%	*%	1%	1%	1%	1%	1%	-%	-%	1%	4%
NET: RM only	454	71	44	42	21	398	285	426	330	266	307	388	88	-	330	51
	72%	81%	78%	62%	60%	75%	74%	74%	75%	71%	74%	75%	75%	-%	73%	79%
NET: Provider other than RM	180	17	13	26	14	132	101	151	111	110	108	131	29	-	124	13
	28%	19%	22%	38%	40%	25%	26%	26%	25%	29%	26%	25%	25%	-%	27%	21%
NET: RM/Parcelforce	482	76	44	44	21	421	296	451	347	278	321	410	89	-	343	55
	76%	87%	78%	64%	62%	79%	77%	78%	78%	74%	77%	79%	76%	-%	76%	85%
		cd														

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	682	344	291	569	25	295	387	167	385	124	210	174	281
Effective base	255	136	107	209	13	106	150	60	143	52	77	62	111
Weighted Base	634	339	264	513	36	253	381	135	368	126	192	151	272
Royal Mail	454 72%	259 76%	196 74%	365 71%	28 78%	167 66%	287 76%	78 58%	281 76%	95 75%	119 62%	120 79%	203 75%
Evri	46 7%	12 4%	29 11%	43 8%	- -%	22 9%	24 6%	9 7%	27 7%	10 8%	24 13%	5 3%	17 6%
Parcelforce	27 4%	17 5%	6 2%	19 4%	4 11%	16 6%	12 3%	6 4%	15 4%	6 5%	3 2%	8 5%	16 6%
DPD/DPD Local	23 4%	13 4%	10 4%	21 4%	1 3%	7 3%	17 4%	4 3%	16 4%	2 2%	2 1%	6 4%	16 6%
DHL	19 3%	14 4%	1 *%	11 2%	* 1%	9 3%	10 3%	8 6%	7 2%	4 3%	9 4%	3 2%	7 3%
UK Mail	19 3%	10 3%	* *%	16 3%	* *%	18 7%	* *%	18 13%	1 *%	* *%	14 7%	4 3%	* *%
Yodel	15 2%	5 2%	8 3%	15 3%	* *%	3 1%	12 3%	3 3%	9 2%	3 2%	11 6%	1 *%	3 1%
UPS	8 1%	1 *%	1 *%	3 1%	1 2%	1 1%	7 2%	1 1%	6 2%	1 1%	6 3%	1 1%	1 *%
Amazon Logistics	4 1%	* *%	2 1%	4 1%	- -%	4 2%	* *%	3 3%	1 *%	- -%	1 *%	2 1%	1 *%
Secured Mail	4 1%	4 1%	- -%	4 1%	- -%	4 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
FedEx	3 *%	1 *%	2 1%	3 1%	- -%	1 *%	2 1%	* *%	3 1%	- -%	3 1%	* *%	* *%
DX	2 *%	- -%	2 1%	1 *%	2 5%	2 1%	1 *%	- -%	1 *%	2 1%	- -%	2 1%	- -%
TNT Express	1 *%	* *%	1 *%	1 *%	- -%	* *%	1 *%	1 1%	- -%	- -%	- -%	* *%	1 *%
Whistl/ TNT Post UK	* *%	- -%	* *%	* *%	- -%	- -%	* *%	- -%	* *%	- -%	* *%	* *%	* *%

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	682	344	291	569	25	295	387	167	385	124	210	174	281
Effective base	255	136	107	209	13	106	150	60	143	52	77	62	111
Weighted Base	634	339	264	513	36	253	381	135	368	126	192	151	272
Pitney Bowes	* *%	- -%	* *%	* *%	- -%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	* *%
Citipost	* *%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%
Other answers	7 1%	2 1%	5 2%	7 1%	- -%	* *%	7 2%	2 2%	2 *%	4 3%	* *%	- -%	7 3%
NET: RM only	454 72%	259 76%	196 74%	365 71%	28 78%	167 66%	287 76%	78 58%	281 76%	95 75%	119 62%	120 79%	203 75%
NET: Provider other than RM	180 28%	81 24%	68 26%	148 29%	8 22%	86 34%	93 24%	57 42%	87 24%	31 25%	73 38%	31 21%	69 25%
NET: RM/Parcelforce	482 76%	276 81%	202 77%	384 75%	32 89%	183 72%	299 79%	84 62%	296 80%	101 80%	122 64%	128 84%	219 80%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	682	352	330
Effective base	255	117	138
Weighted Base	634	304	330
Royal Mail	454	210	244
	72%	69%	74%
Evri	46	19	27
	7%	6%	8%
Parcelforce	27	15	12
	4%	5%	4%
DPD/DPD Local	23	8	15
	4%	3%	4%
DHL	19	14	5
	3%	5%	1%
UK Mail	19	15	3
	3%	5%	1%
Yodel	15	6	8
	2%	2%	3%
UPS	8	2	6
	1%	1%	2%
Amazon Logistics	4	1	3
	1%	*%	1%
Secured Mail	4	4	-
	1%	1%	-%
FedEx	3	2	1
	*%	1%	*%
DX	2	2	1
	*%	1%	*%
TNT Express	1	-	1
	*%	-%	*%
Whistl/ TNT Post UK	*	-	*
	*%	-%	*%
Pitney Bowes	*	-	*
	*%	-%	*%

Columns Tested: a,b

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	682	352	330
Effective base	255	117	138
Weighted Base	634	304	330
Citipost	*	*	-
	*%	*%	-%
Other answers	7	4	4
	1%	1%	1%
NET: RM only	454	210	244
	72%	69%	74%
NET: Provider other than RM	180	93	86
	28%	31%	26%
NET: RM/Parcelforce	482	225	257
	76%	74%	78%

Columns Tested: a,b

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	682	36	72	56	56	68	32	37	71	55	48	32	119
Effective base	255	11	31	33	20	52	16	7	29	23	6	16	40
Weighted Base	634	19	49	69	16	114	26	6	104	50	12	49	119
Pitney Bowes	*	-	-	-	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%
Citipost	*	-	-	-	*	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	7	-	-	2	-	2	*	*	3	-	*	-	*
	1%	-%	-%	3%	-%	1%	1%	*%	3%	-%	*%	-%	*%
NET: RM only	454	12	39	39	12	91	23	4	69	39	10	43	75
	72%	60%	78%	57%	72%	80%	86%	74%	66%	76%	84%	88%	63%
						c	c					c	
NET: Provider other than RM	180	8	11	30	5	23	4	1	35	12	2	6	44
	28%	40%	22%	43%	28%	20%	14%	26%	34%	24%	16%	12%	37%
				efk									
NET: RM/Parcelforce	482	15	43	48	13	96	23	5	69	40	10	46	76
	76%	75%	86%	70%	79%	84%	86%	80%	66%	80%	86%	94%	63%
			l			l						hl	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	682	164	156	163	199	320	362
Effective base	255	74	79	53	62	153	115
Weighted Base	634	137	156	160	180	294	340
Royal Mail	454	89	125	111	128	215	240
	72%	65%	80%	70%	71%	73%	70%
		a					
Evri	46	10	9	20	7	19	27
	7%	7%	6%	13%	4%	6%	8%
Parcelforce	27	16	6	2	4	22	6
	4%	11%	4%	1%	2%	7%	2%
		cd				b	
DPD/DPD Local	23	6	2	3	12	8	15
	4%	4%	1%	2%	7%	3%	4%
DHL	19	1	4	3	11	5	14
	3%	1%	2%	2%	6%	2%	4%
UK Mail	19	6	*	4	8	6	12
	3%	5%	*%	3%	4%	2%	4%
Yodel	15	2	2	6	6	3	12
	2%	1%	1%	4%	3%	1%	3%
UPS	8	1	1	5	1	2	6
	1%	1%	1%	3%	*%	1%	2%
Amazon Logistics	4	3	1	1	-	3	1
	1%	2%	*%	1%	-%	1%	*%
Secured Mail	4	-	-	-	4	-	4
	1%	-%	-%	-%	2%	-%	1%
FedEx	3	*	3	*	*	3	*
	*%	*%	2%	*%	*%	1%	*%
DX	2	1	2	-	-	2	-
	*%	*%	1%	-%	-%	1%	-%
TNT Express	1	1	*	-	-	1	-
	*%	*%	*%	-%	-%	*%	-%
Whistl/ TNT Post UK	*	*	-	-	*	*	*
	*%	*%	-%	-%	*%	*%	*%
Pitney Bowes	*	-	-	-	*	-	*
	*%	-%	-%	-%	*%	-%	*%

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	682	164	156	163	199	320	362
Effective base	255	74	79	53	62	153	115
Weighted Base	634	137	156	160	180	294	340
Citipost	*	-	*	-	-	*	-
	*%	-%	*%	-%	-%	*%	-%
Other answers	7	2	2	3	*	4	3
	1%	2%	1%	2%	*%	1%	1%
NET: RM only	454	89	125	111	128	215	240
	72%	65%	80%	70%	71%	73%	70%
			a				
NET: Provider other than RM	180	48	31	49	52	79	101
	28%	35%	20%	30%	29%	27%	30%
		b					
NET: RM/Parcelforce	482	105	131	113	132	236	245
	76%	76%	84%	71%	73%	80%	72%

Columns Tested:: a,b,c,d - a,b

Table 88

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	682	47	635	416	129	39	98	266
Effective base	255	13	243	229	55	21	47	75
Weighted Base	634	22	612	597	31	4	2	37
Royal Mail	103	1	102	95	7	1	*	8
	16%	6%	17%	16%	22%	25%	17%	22%
DHL	75	2	73	72	3	1	*	4
	12%	9%	12%	12%	8%	19%	15%	10%
UK Mail	20	-	20	18	1	*	*	2
	3%	-%	3%	3%	4%	9%	14%	5%
UPS	42	2	40	38	4	*	*	4
	7%	11%	7%	6%	14%	2%	*%	12%
Yodel	37	1	37	37	*	-	*	*
	6%	3%	6%	6%	1%	-%	5%	1%
Parcelforce	138	7	131	132	5	1	*	6
	22%	33%	21%	22%	17%	23%	19%	17%
Evri	119	6	113	116	3	*	*	3
	19%	26%	19%	19%	9%	4%	3%	8%
FedEx	20	*	20	19	1	*	*	2
	3%	*%	3%	3%	4%	7%	8%	4%
Secured Mail	*	-	*	*	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%
DX	6	1	6	5	1	-	-	1
	1%	2%	1%	1%	4%	-%	-%	3%
TNT Express	2	*	2	2	*	-	*	1
	*%	*%	*%	*%	1%	-%	4%	1%
Whistl/ TNT Post UK	2	-	2	2	-	-	*	*
	*%	-%	*%	*%	-%	-%	2%	*%
Citipost	4	-	4	3	-	*	*	*
	1%	-%	1%	1%	-%	1%	*%	*%
Amazon Logistics	13	-	13	12	*	*	*	1
	2%	-%	2%	2%	1%	5%	1%	2%
DPD/DPD Local	49	1	48	46	3	*	*	3
	8%	5%	8%	8%	10%	4%	12%	9%

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Unweighted Base	682	47	635	416	129	39	98	266
Effective base	255	13	243	229	55	21	47	75
Weighted Base	634	22	612	597	31	4	2	37
Other providers	2	1	1	1	1	*	-	1
	%	4%	%	%	4%	1%	-%	4%
		b			a			a
NET: RM/Parcelforce	241	9	233	227	12	2	1	15
	38%	40%	38%	38%	39%	48%	36%	40%
NET: Provider other than RM	531	21	510	502	24	3	2	29
	84%	94%	83%	84%	78%	75%	83%	78%

Columns Tested: a,b - a,b,c,d,e

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	682	159	196	61	79	89	98	416	129	137
Effective base	255	102	106	26	36	34	47	229	55	46
Weighted Base	634	277	279	41	22	12	2	597	31	6
Royal Mail	103	35	50	9	5	3	*	95	7	1
	16%	13%	18%	22%	21%	26%	17%	16%	22%	22%
DHL	75	32	32	8	2	1	*	72	3	1
	12%	11%	11%	20%	9%	9%	15%	12%	8%	18%
UK Mail	20	7	10	1	1	1	*	18	1	1
	3%	3%	4%	3%	3%	7%	14%	3%	4%	10%
							abg			g
UPS	42	21	15	2	3	1	*	38	4	*
	7%	8%	5%	5%	15%	9%	%	6%	14%	1%
		f			fi				fi	
Yodel	37	22	11	4	-	*	*	37	*	*
	6%	8%	4%	10%	-%	2%	5%	6%	1%	2%
		h		h						
Parcelforce	138	60	65	6	3	3	*	132	5	1
	22%	22%	23%	15%	12%	28%	19%	22%	17%	22%
Evri	119	76	33	7	3	*	*	116	3	*
	19%	28%	12%	16%	13%	2%	3%	19%	9%	4%
		befhi		ef				efi		
FedEx	20	2	16	1	1	*	*	19	1	*
	3%	1%	6%	3%	5%	3%	8%	3%	4%	7%
							a			
Secured Mail	*	-	*	-	-	-	-	*	-	-
	%	-%	%	-%	-%	-%	-%	%	-%	-%
DX	6	2	3	-	1	1	-	5	1	-
	1%	1%	1%	-%	2%	6%	-%	1%	4%	-%
						g				
TNT Express	2	-	2	-	*	*	*	2	*	*
	%	-%	1%	-%	1%	2%	4%	%	1%	2%
							g			
Whistl/ TNT Post UK	2	2	-	-	-	-	*	2	-	*
	%	1%	-%	-%	-%	-%	2%	%	-%	1%
Citipost	4	*	3	-	-	*	*	3	-	*
	1%	%	1%	-%	-%	%	%	1%	-%	1%

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	682	159	196	61	79	89	98	416	129	137
Effective base	255	102	106	26	36	34	47	229	55	46
Weighted Base	634	277	279	41	22	12	2	597	31	6
Amazon Logistics	13	*	10	2	*	*	*	12	*	*
	2%	*%	4%	4%	2%	2%	1%	2%	1%	4%
DPD/DPD Local	49	16	29	1	3	*	*	46	3	*
	8%	6%	10%	3%	12%	3%	12%	8%	10%	7%
Other providers	2	1	*	-	1	*	-	1	1	*
	*%	*%	*%	-%	5%	1%	-%	*%	4%	1%
					bg				bg	
NET: RM/Parcelforce	241	96	116	15	7	7	1	227	12	3
	38%	35%	42%	37%	32%	54%	36%	38%	39%	43%
NET: Provider other than RM	531	241	229	32	18	9	2	502	24	5
	84%	87%	82%	78%	79%	74%	83%	84%	78%	78%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	682	255	161	129	39	98	253	140	57	34	114
Effective base	255	167	77	55	21	47	137	57	19	9	18
Weighted Base	634	479	118	31	4	2	377	124	32	19	21
Royal Mail	103	71	23	7	1	*	48	29	8	4	3
	16%	15%	20%	22%	25%	17%	13%	24%	23%	22%	14%
DHL	75	58	13	3	1	*	38	20	5	1	2
	12%	12%	11%	8%	19%	15%	10%	16%	15%	7%	10%
UK Mail	20	12	6	1	*	*	6	9	2	-	2
	3%	2%	5%	4%	9%	14%	2%	8%	7%	-%	7%
						a		a			
UPS	42	31	7	4	*	*	23	6	4	3	1
	7%	6%	6%	14%	2%	*%	6%	5%	12%	18%	6%
				e							
Yodel	37	30	6	*	-	*	22	9	2	-	4
	6%	6%	5%	1%	-%	5%	6%	7%	5%	-%	17%
Parcelforce	138	114	18	5	1	*	97	15	2	1	4
	22%	24%	15%	17%	23%	19%	26%	13%	6%	8%	20%
							b				
Evri	119	102	14	3	*	*	94	11	4	1	2
	19%	21%	12%	9%	4%	3%	25%	9%	12%	5%	8%
		ce					b				
FedEx	20	15	4	1	*	*	7	3	2	5	1
	3%	3%	4%	4%	7%	8%	2%	2%	7%	24%	4%
										ab	
Secured Mail	*	-	*	-	-	-	*	-	-	-	-
	*%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%
DX	6	4	1	1	-	-	1	2	2	1	1
	1%	1%	1%	4%	-%	-%	*%	2%	6%	4%	3%
									a		
TNT Express	2	2	-	*	-	*	2	*	-	*	*
	*%	*%	-%	1%	-%	4%	*%	*%	-%	1%	*%
						a					
Whistl/ TNT Post UK	2	2	-	-	-	*	2	-	-	-	*
	*%	*%	-%	-%	-%	2%	*%	-%	-%	-%	*%
Citipost	4	3	1	-	*	*	3	*	*	-	*
	1%	1%	1%	-%	1%	*%	1%	*%	*%	-%	*%

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	682	255	161	129	39	98	253	140	57	34	114
Effective base	255	167	77	55	21	47	137	57	19	9	18
Weighted Base	634	479	118	31	4	2	377	124	32	19	21
Amazon Logistics	13 2%	10 2%	2 2%	* 1%	* 5%	* 1%	3 1%	8 6% a	2 6%	* *%	- -%
DPD/DPD Local	49 8%	25 5%	21 18% a	3 10%	* 4%	* 12%	30 8%	11 9%	1 2%	2 12%	1 4%
Other providers	2 *%	1 *%	* *% a	1 4%	* 1%	- -%	1 *%	- -%	- -%	* *%	1 6%
NET: RM/Parcelforce	241 38%	185 39%	42 35%	12 39%	2 48%	1 36%	144 38%	45 36%	9 29%	6 29%	7 34%
NET: Provider other than RM	531 84%	407 85%	95 80%	24 78%	3 75%	2 83%	330 87%	95 76%	25 77%	15 78%	18 86%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	*d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	682	50	44	88	25	50	58	43	48	49
Effective base	255	25	21	46	11	25	31	24	25	23
Weighted Base	634	64	43	124	25	64	90	73	62	46
Royal Mail	103	14	7	20	5	13	10	10	9	5
	16%	22%	16%	16%	20%	21%	11%	14%	14%	12%
DHL	75	1	8	20	3	9	10	8	7	7
	12%	1%	18%	16%	10%	15%	11%	10%	11%	16%
UK Mail	20	4	*	8	-	1	-	4	1	*
	3%	6%	1%	7%	-%	1%	-%	5%	2%	*%
UPS	42	9	*	9	5	1	6	3	1	3
	7%	13%	1%	7%	21%	1%	6%	4%	2%	7%
Yodel	37	-	5	7	2	4	5	6	4	3
	6%	-%	12%	5%	8%	6%	6%	8%	7%	6%
Parcelforce	138	17	7	18	*	16	25	11	17	15
	22%	27%	17%	14%	1%	25%	28%	15%	27%	34%
Evri	119	14	8	17	7	15	16	20	13	9
	19%	22%	18%	13%	26%	23%	17%	28%	21%	19%
FedEx	20	*	*	6	2	3	6	*	1	*
	3%	1%	*%	5%	8%	5%	7%	*%	2%	*%
Secured Mail	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DX	6	1	-	1	-	1	-	*	2	2
	1%	1%	-%	1%	-%	1%	-%	*%	3%	4%
TNT Express	2	-	-	*	*	*	-	-	2	-
	*%	-%	-%	*%	*%	*%	-%	-%	3%	-%
Whistl/ TNT Post UK	2	-	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
Citipost	4	-	-	3	-	-	-	-	-	-
	1%	-%	-%	3%	-%	-%	-%	-%	-%	-%
Amazon Logistics	13	-	2	10	-	-	-	-	-	*
	2%	-%	5%	8%	-%	-%	-%	-%	-%	*%
DPD/DPD Local	49	5	5	5	2	2	12	11	4	1
	8%	7%	12%	4%	8%	2%	13%	15%	7%	2%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	*d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	682	50	44	88	25	50	58	43	48	49
Effective base	255	25	21	46	11	25	31	24	25	23
Weighted Base	634	64	43	124	25	64	90	73	62	46
Other providers	2	-	-	-	-	-	1	-	-	-
	*%	-%	-%	-%	-%	-%	1%	-%	-%	-%
NET: RM/Parcelforce	241	31	14	37	5	30	34	21	25	21
	38%	49%	33%	30%	20%	46%	38%	29%	41%	45%
NET: Provider other than RM	531	50	36	105	20	51	80	63	53	40
	84%	78%	84%	84%	80%	79%	89%	86%	86%	88%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	682	124	142	189	455	227	84	74	69
Effective base	255	58	70	101	227	50	19	22	20
Weighted Base	634	135	169	287	591	43	23	12	8
Royal Mail	103 16%	24 18%	30 18%	39 14%	93 16%	10 23%	8 36%	1 9%	1 7%
DHL	75 12%	19 14%	15 9%	37 13%	72 12%	3 7%	2 9%	* 3%	1 9%
UK Mail	20 3%	1 1%	5 3%	12 4%	18 3%	2 4%	* 2%	1 5%	1 8%
UPS	42 7%	9 7%	10 6%	18 6%	37 6%	5 12%	4 17%	1 5%	1 7%
Yodel	37 6%	8 6%	10 6%	18 6%	36 6%	2 4%	* *%	1 5%	1 10%
Parcelforce	138 22%	32 24%	41 24%	54 19%	127 21%	12 28%	5 20%	5 39%	3 31%
Evri	119 19%	30 22%	34 20%	52 18%	116 20%	3 6%	1 5%	1 12%	* *%
FedEx	20 3%	5 4%	2 1%	12 4%	19 3%	1 3%	* 1%	* 1%	1 8%
Secured Mail	* *%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	- -%
DX	6 1%	2 2%	3 2%	1 *%	6 1%	* *%	- -%	- -%	* 1%
TNT Express	2 *%	* *%	2 1%	* *%	2 *%	* *%	* 1%	* *%	* 1%
Whistl/ TNT Post UK	2 *%	* *%	- -%	- -%	* *%	2 4%	- -%	2 13%	- -%
Citipost	4 1%	- -%	- -%	3 1%	3 1%	* *%	* *%	* *%	* *%

Columns Tested.: a,b,c,d,e,f,g,h

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	682	124	142	189	455	227	84	74	69
Effective base	255	58	70	101	227	50	19	22	20
Weighted Base	634	135	169	287	591	43	23	12	8
Amazon Logistics	13 2%	* *%	2 1%	10 4%	13 2%	* 1%	* *%	- -%	* 4%
DPD/DPD Local	49 8%	4 3%	14 8%	28 10%	47 8%	3 6%	1 4%	1 6%	1 13%
Other providers	2 *%	- -%	- -%	1 *%	1 *%	1 2%	1 4%	* 1%	* *%
NET: RM/Parcelforce	241 38%	55 41%	71 42%	93 32%	220 37%	22 51%	13 56%	6 48%	3 38%
NET: Provider other than RM	531 84%	111 82%	139 82%	248 86%	498 84%	33 77%	15 64%	11 91%	8 93%

Columns Tested:: a,b,c,d,e,f,g,h

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	*h	i
Unweighted Base	682	28	80	6	86	80	206	14	21	247
Effective base	255	11	27	3	30	33	84	4	7	93
Weighted Base	634	19	67	7	74	101	175	10	8	247
Royal Mail	103	3	23	1	23	14	40	3	1	19
	16%	17%	34%	8%	32%	14%	23%	27%	15%	8%
			i		i		i			
DHL	75	1	9	4	13	4	18	*	*	38
	12%	7%	13%	61%	18%	4%	10%	1%	1%	16%
UK Mail	20	1	2	*	3	7	5	-	*	4
	3%	6%	4%	2%	4%	7%	3%	-%	*%	2%
UPS	42	1	5	-	5	1	6	-	2	28
	7%	6%	7%	-%	6%	1%	3%	-%	23%	11%
										f
Yodel	37	1	5	-	5	9	6	*	1	16
	6%	4%	7%	-%	6%	9%	3%	5%	7%	6%
Parcelforce	138	4	12	-	12	35	27	6	2	51
	22%	23%	18%	-%	17%	34%	16%	66%	27%	21%
						f				
Evri	119	-	4	2	6	20	46	-	*	47
	19%	-%	6%	29%	8%	19%	27%	-%	*%	19%
							bd			
FedEx	20	4	1	-	1	2	4	*	-	9
	3%	23%	2%	-%	2%	2%	2%	1%	-%	4%
Secured Mail	*	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%
DX	6	-	-	-	-	1	2	-	-	4
	1%	-%	-%	-%	-%	1%	1%	-%	-%	2%
TNT Express	2	-	*	-	*	*	2	-	-	*
	*%	-%	*%	-%	*%	*%	1%	-%	-%	*%
Whistl/ TNT Post UK	2	-	*	-	*	-	-	-	-	2
	*%	-%	*%	-%	*%	-%	-%	-%	-%	1%
Citipost	4	-	-	-	-	*	1	-	-	3
	1%	-%	-%	-%	-%	*%	*%	-%	-%	1%
Amazon Logistics	13	-	-	-	-	7	4	-	2	1
	2%	-%	-%	-%	-%	7%	2%	-%	25%	*%
						i				

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	*h	i
Unweighted Base	682	28	80	6	86	80	206	14	21	247
Effective base	255	11	27	3	30	33	84	4	7	93
Weighted Base	634	19	67	7	74	101	175	10	8	247
DPD/DPD Local	49	3	5	-	5	1	13	*	*	27
	8%	15%	8%	-%	7%	1%	8%	*%	2%	11%
Other providers	2	-	1	-	1	-	1	-	-	*
	*%	-%	2%	-%	2%	-%	1%	-%	-%	*%
NET: RM/Parcelforce	241	8	35	1	35	49	67	9	3	70
	38%	40%	52%	8%	48%	48%	38%	93%	41%	28%
		i	i		i	i				
NET: Provider other than RM	531	16	44	6	50	87	135	7	7	229
	84%	83%	66%	92%	68%	86%	77%	73%	85%	92%
										bdf

Columns Tested: a,b,c,d,e,f,g,h,i

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	682	194	206	282	607	75	-	569	113	671	11
Effective base	255	72	84	102	224	34	-	228	29	252	3
Weighted Base	634	194	175	265	529	105	-	579	55	625	9
Royal Mail	103 16%	40 21%	40 23%	23 9%	89 17%	14 14%	- -%	93 16%	10 19%	103 16%	- -%
DHL	75 12%	19 10%	18 10%	39 15%	64 12%	11 10%	- -%	68 12%	7 13%	75 12%	* 3%
UK Mail	20 3%	11 6%	5 3%	4 1%	20 4%	* *%	- -%	19 3%	1 2%	20 3%	* *%
UPS	42 7%	7 4%	6 3%	30 11%	33 6%	9 9%	- -%	39 7%	3 6%	42 7%	- -%
Yodel	37 6%	15 8%	6 3%	17 6%	32 6%	5 5%	- -%	30 5%	8 14%	36 6%	1 12%
Parcelforce	138 22%	51 27%	27 16%	60 23%	99 19%	40 38%	- -%	130 22%	8 15%	133 21%	5 56%
Evri	119 19%	25 13%	46 27%	47 18%	104 20%	15 15%	- -%	114 20%	5 10%	119 19%	* *%
FedEx	20 3%	8 4%	4 2%	9 3%	20 4%	- -%	- -%	15 3%	5 9%	20 3%	- -%
Secured Mail	* *%	- -%	- -%	* *%	* *%	- -%	- -%	- -%	* *%	* *%	- -%
DX	6 1%	1 *%	2 1%	4 1%	6 1%	- -%	- -%	6 1%	- -%	6 1%	- -%
TNT Express	2 *%	* *%	2 1%	* *%	1 *%	2 2%	- -%	2 *%	* 1%	2 *%	- -%
Whistl/ TNT Post UK	2 *%	* *%	- -%	2 1%	2 *%	- -%	- -%	2 *%	* *%	2 *%	- -%
Citipost	4 1%	* *%	1 *%	3 1%	4 1%	- -%	- -%	4 1%	* *%	4 1%	- -%

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	682	194	206	282	607	75	-	569	113	671	11
Effective base	255	72	84	102	224	34	-	228	29	252	3
Weighted Base	634	194	175	265	529	105	-	579	55	625	9
Amazon Logistics	13 2%	7 3%	4 2%	3 1%	13 2%	- -%	- -%	12 2%	1 2%	13 2%	- -%
DPD/DPD Local	49 8%	9 5%	13 8%	27 10%	41 8%	8 8%	- -%	46 8%	4 7%	47 7%	3 28%
Other providers	2 *%	1 1%	1 1%	* *%	2 *%	* *%	- -%	1 *%	1 2%	2 *%	- -%
NET: RM/Parcelforce	241 38%	92 47%	67 38%	82 31%	188 35%	54 51%	- -%	223 38%	19 34%	236 38%	5 56%
NET: Provider other than RM	531 84%	154 79%	135 77%	243 91%	441 83%	90 86%	- -%	487 84%	44 81%	522 84%	9 100%

Columns Tested.: a,b,c - a,b,c - a,b - a,b

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	682	291	173	216
Effective base	255	116	58	82
Weighted Base	634	304	122	208
Royal Mail	103	42	17	43
	16%	14%	14%	21%
DHL	75	43	15	17
	12%	14%	12%	8%
UK Mail	20	4	7	9
	3%	1%	6%	5%
UPS	42	16	8	18
	7%	5%	7%	9%
Yodel	37	18	3	15
	6%	6%	3%	7%
Parcelforce	138	87	18	34
	22%	29%	15%	16%
		bc		
Evri	119	42	24	54
	19%	14%	20%	26%
				a
FedEx	20	12	5	3
	3%	4%	4%	1%
Secured Mail	*	-	*	-
	*%	-%	*%	-%
DX	6	3	3	1
	1%	1%	2%	*%
TNT Express	2	2	*	*
	*%	1%	*%	*%
Whistl/ TNT Post UK	2	2	*	-
	*%	1%	*%	-%
Citipost	4	1	3	*
	1%	*%	2%	*%
Amazon Logistics	13	7	2	4
	2%	2%	2%	2%
DPD/DPD Local	49	25	16	9
	8%	8%	13%	4%

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Unweighted Base	682	291	173	216
Effective base	255	116	58	82
Weighted Base	634	304	122	208
Other providers	2 *%	1 *%	* *%	1 *%
NET: RM/Parcelforce	241 38%	129 42%	35 29%	77 37%
NET: Provider other than RM	531 84%	262 86%	104 86%	165 79%

Columns Tested: a,b,c

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	682	396	157	53	25	26	12	6	7	553	129	76
Effective base	255	177	50	13	9	6	2	2	1	227	28	15
Weighted Base	634	447	116	32	8	18	6	1	5	563	71	39
Royal Mail	103	63	22	5	5	6	2	*	*	85	18	13
	16%	14%	19%	17%	64%	30%	34%	2%	1%	15%	26%	33%
DHL	75	61	7	5	1	1	*	1	*	67	8	3
	12%	14%	6%	15%	12%	6%	*%	72%	6%	12%	11%	8%
UK Mail	20	13	2	1	*	4	*	-	*	15	5	5
	3%	3%	1%	2%	1%	24%	1%	-%	1%	3%	8%	12%
UPS	42	27	5	10	*	*	*	-	*	32	10	1
	7%	6%	5%	30%	1%	2%	*%	-%	3%	6%	14%	2%
Yodel	37	25	7	*	*	2	4	*	-	32	5	5
	6%	5%	6%	*%	*%	9%	55%	1%	-%	6%	7%	13%
Parcelforce	138	105	26	1	*	*	*	*	5	132	7	5
	22%	24%	23%	4%	6%	*%	7%	6%	89%	23%	10%	14%
Evri	119	88	22	7	1	1	-	-	-	110	9	2
	19%	20%	19%	23%	13%	6%	-%	-%	-%	19%	13%	5%
FedEx	20	15	3	2	*	-	*	*	-	18	2	*
	3%	3%	3%	6%	*%	-%	1%	17%	-%	3%	3%	1%
Secured Mail	*	*	-	-	-	-	-	-	-	*	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
DX	6	4	2	-	*	-	-	-	-	6	*	*
	1%	1%	2%	-%	*%	-%	-%	-%	-%	1%	*%	*%
TNT Express	2	2	*	-	*	-	*	-	-	2	*	*
	*%	*%	*%	-%	*%	-%	1%	-%	-%	*%	*%	*%
Whistl/ TNT Post UK	2	2	-	*	-	-	-	-	-	2	*	-
	*%	*%	-%	*%	-%	-%	-%	-%	-%	*%	*%	-%
Citipost	4	3	-	-	-	*	-	-	-	3	*	*
	1%	1%	-%	-%	-%	*%	-%	-%	-%	1%	*%	*%
Amazon Logistics	13	5	4	*	-	4	-	*	-	9	4	4
	2%	1%	3%	1%	-%	22%	-%	3%	-%	2%	6%	11%
DPD/DPD Local	49	34	14	1	*	*	*	-	-	49	1	*
	8%	8%	12%	2%	1%	*%	*%	-%	-%	9%	1%	*%

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	682	396	157	53	25	26	12	6	7	553	129	76
Effective base	255	177	50	13	9	6	2	2	1	227	28	15
Weighted Base	634	447	116	32	8	18	6	1	5	563	71	39
Other providers	2	1	1	-	*	-	-	-	-	2	*	*
	*%	*%	1%	-%	1%	-%	-%	-%	-%	*%	*%	*%
NET: RM/Parcelforce	241	168	48	7	6	6	3	*	5	216	25	18
	38%	38%	42%	21%	70%	30%	41%	7%	90%	38%	35%	47%
NET: Provider other than RM	531	384	94	27	3	13	4	1	5	478	53	26
	84%	86%	81%	83%	36%	70%	66%	98%	99%	85%	74%	67%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	682	130	266	286	632	616	650	641	462	369	44	365	47	62	38	57	37
Effective base	255	73	105	79	226	219	237	238	167	113	28	152	14	16	10	12	6
Weighted Base	634	204	243	187	564	547	592	585	430	281	67	395	26	40	21	27	16
Royal Mail	103 16%	37 18%	26 11%	40 21%	90 16%	87 16%	95 16%	96 16%	69 16%	44 16%	12 18%	60 15%	3 11%	5 13%	2 10%	12 45%	* 3%
DHL	75 12%	29 14%	32 13%	15 8%	70 12%	67 12%	73 12%	66 11%	55 13%	42 15%	5 7%	53 13%	4 15%	5 14%	1 7%	3 11%	1 7%
UK Mail	20 3%	6 3%	7 3%	7 4%	20 4%	20 4%	20 3%	20 3%	19 4%	18 7%	- -%	14 3%	* 1%	1 2%	4 18%	1 5%	* 2%
UPS	42 7%	12 6%	15 6%	16 8%	41 7%	40 7%	41 7%	42 7%	34 8%	16 6%	1 1%	27 7%	2 9%	3 9%	3 14%	2 8%	2 11%
Yodel	37 6%	10 5%	15 6%	13 7%	32 6%	33 6%	33 6%	31 5%	22 5%	21 8%	1 2%	22 6%	- -%	1 2%	* *%	5 19%	4 23%
Parcelforce	138 22%	54 26%	51 21%	33 18%	122 22%	119 22%	132 22%	132 23%	99 23%	47 17%	24 35%	97 25%	4 16%	4 10%	2 7%	* 1%	1 6%
Evri	119 19%	31 15%	56 23%	31 17%	102 18%	94 17%	108 18%	108 18%	67 16%	42 15%	20 29%	68 17%	6 24%	3 7%	4 17%	1 4%	6 39%
FedEx	20 3%	8 4%	7 3%	6 3%	15 3%	15 3%	15 3%	15 3%	9 2%	6 2%	- -%	10 3%	* 2%	3 7%	1 5%	* 1%	* 1%
Secured Mail	* *%	- -%	* *%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%
DX	6 1%	4 2%	* *%	2 1%	6 1%	6 1%	6 1%	6 1%	3 1%	3 1%	- -%	5 1%	1 2%	* *%	1 2%	1 2%	- -%
TNT Express	2 *%	- -%	2 1%	* *%	1 *%	2 *%	2 *%	2 *%	* *%	* *%	2 3%	* *%	- -%	* *%	- -%	* 1%	* *%
Whistl/ TNT Post UK	2 *%	- -%	2 1%	* *%	2 *%	2 *%	2 *%	2 *%	2 *%	* *%	- -%	2 *%	- -%	* *%	- -%	- -%	- -%
Citipost	4 1%	- -%	3 1%	* *%	4 1%	4 1%	4 1%	4 1%	4 1%	4 1%	- -%	* *%	- -%	3 9%	- -%	- -%	* *%

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	682	130	266	286	632	616	650	641	462	369	44	365	47	62	38	57	37
Effective base	255	73	105	79	226	219	237	238	167	113	28	152	14	16	10	12	6
Weighted Base	634	204	243	187	564	547	592	585	430	281	67	395	26	40	21	27	16
Amazon Logistics	13 2%	3 1%	2 1%	8 4%	13 2%	13 2%	13 2%	12 2%	12 3%	7 2%	- -%	7 2%	* *%	2 5%	4 19%	* *%	- -%
DPD/DPD Local	49 8%	11 5%	23 10%	15 8%	47 8%	43 8%	47 8%	46 8%	34 8%	30 11%	3 5%	28 7%	5 20%	9 22%	- -%	* 1%	1 8%
Other providers	2 *%	- -%	1 1%	1 1%	1 *%	1 *%	1 *%	2 *%	1 *%	* *%	* *%	1 *%	- -%	- -%	- -%	- -%	- -%
NET: RM/Parcelforce	241 38%	91 44%	78 32%	73 39%	212 38%	207 38%	228 38%	228 39%	168 39%	91 32%	36 54%	158 40%	7 28%	9 23%	4 17%	13 47%	1 9%
NET: Provider other than RM	531 84%	167 82%	217 89%	147 79%	474 84%	460 84%	497 84%	489 84%	361 84%	237 84%	55 82%	334 85%	23 89%	35 87%	19 90%	15 55%	15 97%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	e	*f	*g	a	b	c	d	e	*f	*g
Significance Level: 95%															
Unweighted Base	682	400	61	48	44	30	27	22	336	113	62	30	33	24	18
Effective base	255	175	18	10	8	10	5	3	142	34	19	13	5	9	3
Weighted Base	634	449	39	23	20	12	15	6	370	89	29	23	16	11	8
Royal Mail	103	69	6	6	2	3	5	*	51	19	2	5	5	5	*
	16%	15%	14%	24%	11%	27%	32%	3%	14%	21%	8%	20%	33%	48%	3%
DHL	75	57	3	3	2	3	*	1	44	13	5	1	2	*	1
	12%	13%	8%	13%	9%	27%	2%	17%	12%	14%	18%	6%	10%	4%	13%
UK Mail	20	14	*	4	*	1	*	*	7	6	1	*	4	1	*
	3%	3%	1%	16%	1%	6%	*%	2%	2%	7%	3%	1%	23%	12%	2%
													a		
UPS	42	33	1	*	1	3	3	*	20	11	4	3	1	1	1
	7%	7%	3%	1%	4%	24%	18%	2%	5%	13%	13%	15%	4%	9%	8%
Yodel	37	22	*	1	*	1	4	4	21	7	4	1	*	*	-
	6%	5%	1%	3%	*%	6%	30%	59%	6%	8%	14%	3%	1%	*%	-%
Parcelforce	138	114	3	2	2	*	1	*	106	5	8	*	*	1	*
	22%	25%	7%	10%	8%	4%	5%	1%	28%	5%	26%	1%	*%	7%	4%
									bd		b				
Evri	119	77	15	6	1	*	1	1	65	15	3	5	*	2	4
	19%	17%	37%	28%	6%	3%	6%	12%	18%	16%	9%	21%	1%	19%	54%
			a												
FedEx	20	10	2	1	2	*	*	*	12	*	1	2	-	*	*
	3%	2%	5%	2%	11%	*%	1%	*%	3%	*%	4%	8%	-%	1%	1%
Secured Mail	*	-	-	-	-	-	*	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%
DX	6	5	1	*	*	-	1	-	5	*	1	-	1	-	-
	1%	1%	1%	*%	*%	-%	4%	-%	1%	*%	4%	-%	3%	-%	-%
TNT Express	2	*	-	-	*	-	*	*	2	*	*	-	*	*	-
	*%	*%	-%	-%	1%	-%	2%	1%	1%	*%	*%	-%	*%	*%	-%
Whistl/ TNT Post UK	2	2	-	*	-	-	-	-	2	*	-	-	-	-	-
	*%	*%	-%	*%	-%	-%	-%	-%	*%	*%	-%	-%	-%	-%	-%
Citipost	4	3	1	-	*	-	-	*	*	*	-	3	-	-	*
	1%	1%	2%	-%	*%	-%	-%	1%	*%	*%	-%	15%	-%	-%	*%
												ab			
Amazon Logistics	13	12	*	*	*	*	-	-	5	1	*	2	4	-	-
	2%	3%	1%	1%	*%	*%	-%	-%	1%	2%	1%	9%	25%	-%	-%
													a		

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	*f	*g	a	b	c	d	e	*f	*g
Unweighted Base	682	400	61	48	44	30	27	22	336	113	62	30	33	24	18
Effective base	255	175	18	10	8	10	5	3	142	34	19	13	5	9	3
Weighted Base	634	449	39	23	20	12	15	6	370	89	29	23	16	11	8
DPD/DPD Local	49	28	8	*	10	*	*	*	30	11	*	*	*	-	1
	8%	6%	20%	2%	50%	3%	*%	2%	8%	13%	*%	1%	1%	-%	14%
		a		ace											
Other providers	2	1	-	-	-	-	-	-	1	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
NET: RM/Parcelforce	241	183	8	8	4	4	5	*	156	24	10	5	5	6	1
	38%	41%	21%	34%	19%	31%	36%	4%	42%	26%	34%	21%	33%	55%	7%
NET: Provider other than RM	531	380	34	17	18	9	10	6	320	70	27	18	11	5	8
	84%	85%	86%	76%	89%	73%	68%	97%	86%	79%	92%	80%	67%	52%	97%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	682	325	84	80	48	36	37	31	151	145	184	104	63
Effective base	255	143	30	23	17	11	8	9	77	50	67	27	18
Weighted Base	634	363	72	56	24	23	24	23	212	123	156	55	45
Royal Mail	103 16%	47 13%	20 28%	7 12%	6 24%	2 8%	2 7%	13 58%	42 20%	9 7%	23 14%	18 32%	4 9%
DHL	75 12%	40 11%	9 13%	4 7%	4 15%	6 25%	2 6%	1 5%	39 19%	8 6%	15 10%	5 10%	5 10%
UK Mail	20 3%	7 2%	1 2%	5 9%	2 7%	1 4%	4 15%	1 4%	6 3%	7 6%	6 4%	* 1%	1 2%
UPS	42 7%	21 6%	7 10%	5 10%	2 8%	1 4%	* 2%	5 24%	13 6%	8 7%	13 8%	6 10%	1 2%
Yodel	37 6%	16 4%	7 9%	5 9%	* %	* %	4 15%	- -%	12 6%	4 3%	8 5%	1 1%	9 19%
Parcelforce	138 22%	107 29%	5 7%	4 8%	3 13%	1 4%	11 47%	* 2%	55 26%	35 29%	31 20%	5 9%	7 15%
Evri	119 19%	71 20%	14 20%	8 15%	6 25%	8 33%	1 4%	- -%	16 8%	34 27%	41 26%	8 15%	9 20%
FedEx	20 3%	11 3%	1 1%	2 4%	2 7%	* 1%	* %	* %	4 2%	4 4%	4 3%	3 5%	1 1%
Secured Mail	* *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	- -%	- -%
DX	6 1%	5 1%	* *%	1 1%	- -%	- -%	1 2%	1 2%	2 1%	* *%	3 2%	1 2%	* *%
TNT Express	2 *%	2 1%	- -%	* 1%	* *%	- -%	- -%	* *%	2 1%	* *%	* *%	* 1%	* *%
Whistl/ TNT Post UK	2 *%	2 *%	* *%	- -%	- -%	- -%	- -%	- -%	2 1%	- -%	* *%	- -%	- -%
Citipost	4 1%	3 1%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	3 2%	* *%	* *%

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	682	325	84	80	48	36	37	31	151	145	184	104	63
Effective base	255	143	30	23	17	11	8	9	77	50	67	27	18
Weighted Base	634	363	72	56	24	23	24	23	212	123	156	55	45
Amazon Logistics	13 2%	5 1%	- -%	6 11%	* *%	1 6%	- -%	- -%	- -%	4 3%	* *%	2 3%	7 15%
				a									ac
DPD/DPD Local	49 8%	27 7%	8 11%	8 14%	* 1%	2 10%	* 1%	1 5%	19 9%	9 7%	9 6%	6 11%	2 5%
Other providers	2 *%	1 *%	- -%	- -%	- -%	1 4%	- -%	- -%	* *%	1 1%	* *%	* *%	- -%
NET: RM/Parcelforce	241 38%	153 42%	25 35%	11 20%	9 37%	3 12%	13 54%	14 60%	97 46%	44 36%	53 34%	23 41%	11 24%
		ce						ce					
NET: Provider other than RM	531 84%	317 87%	52 72%	49 88%	18 76%	22 92%	22 93%	10 42%	170 80%	115 93%	133 86%	38 68%	40 91%
		bg		g		g	g			ad			

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	682	212	128	160	81	47	201	138	142	90	42
Effective base	255	93	46	56	19	12	92	42	48	25	13
Weighted Base	634	254	113	129	39	27	250	101	106	56	32
DPD/DPD Local	49	22	7	10	6	*	26	5	3	6	2
	8%	9%	6%	8%	15%	1%	10%	5%	3%	10%	7%
Other providers	2	*	1	*	*	-	1	*	*	-	-
	*%	*%	1%	*%	*%	-%	*%	*%	*%	-%	-%
NET: RM/Parcelforce	241	106	42	44	16	4	102	40	34	21	10
	38%	42%	37%	34%	41%	15%	41%	39%	32%	37%	31%
NET: Provider other than RM	531	207	103	112	26	25	209	94	89	39	28
	84%	82%	91%	86%	65%	93%	83%	92%	84%	70%	87%
			d	d				d			

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	682	182	130	158	104	63	445	57	135	468	214	543	89
Effective base	255	82	43	57	36	19	173	15	50	178	78	199	27
Weighted Base	634	224	103	130	84	42	412	34	139	454	180	497	67
Royal Mail	103 16%	27 12%	15 15%	21 16%	17 21%	14 33%	82 20%	5 14%	9 6%	- -%	103 57%	83 17%	8 11%
DHL	75 12%	33 15%	13 12%	7 5%	12 14%	1 3%	39 10%	7 20%	19 14%	65 14%	10 6%	55 11%	15 22%
UK Mail	20 3%	6 3%	1 1%	5 4%	7 9%	* *%	9 2%	5 14%	6 4%	14 3%	6 3%	10 2%	9 14%
UPS	42 7%	17 8%	9 9%	8 6%	5 6%	2 6%	37 9%	* *%	5 4%	37 8%	6 3%	36 7%	5 7%
Yodel	37 6%	10 4%	1 1%	10 8%	7 8%	4 9%	24 6%	* 1%	7 5%	28 6%	9 5%	22 4%	10 15%
Parcelforce	138 22%	65 29%	28 27%	17 13%	13 15%	10 24%	72 18%	9 25%	51 37%	126 28%	12 7%	117 23%	5 7%
Evri	119 19%	30 13%	18 18%	47 36%	10 12%	4 9%	89 22%	2 6%	17 12%	112 25%	7 4%	100 20%	2 3%
FedEx	20 3%	4 2%	4 4%	2 2%	4 5%	* 1%	9 2%	1 2%	6 4%	13 3%	7 4%	14 3%	1 2%
Secured Mail	* *%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	* *%	- -%
DX	6 1%	3 1%	2 2%	1 *%	1 1%	- -%	1 *%	3 8%	3 2%	4 1%	2 1%	4 1%	2 3%
TNT Express	2 *%	2 1%	* *%	* *%	- -%	* *%	2 1%	* *%	* *%	1 *%	2 1%	* *%	* *%

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	682	182	130	158	104	63	445	57	135	468	214	543	89
Effective base	255	82	43	57	36	19	173	15	50	178	78	199	27
Weighted Base	634	224	103	130	84	42	412	34	139	454	180	497	67
Whistl/ TNT Post UK	2	2	-	*	-	-	2	*	-	2	-	2	-
	*%	1%	-%	*%	-%	-%	*%	*%	-%	*%	-%	*%	-%
Citipost	4	1	3	-	-	*	3	1	-	3	*	3	*
	1%	*%	3%	-%	-%	*%	1%	2%	-%	1%	*%	1%	*%
Amazon Logistics	13	-	3	6	2	2	12	-	-	6	7	7	6
	2%	-%	3%	5%	2%	4%	3%	-%	-%	1%	4%	1%	9%
													a
DPD/DPD Local	49	23	5	7	7	4	28	3	16	42	7	42	5
	8%	10%	5%	5%	8%	10%	7%	8%	11%	9%	4%	8%	7%
Other providers	2	1	*	1	-	*	2	-	*	1	1	1	*
	*%	1%	*%	1%	-%	*%	1%	-%	*%	*%	1%	*%	*%
NET: RM/Parcelforce	241	91	43	37	30	24	155	13	60	126	115	199	13
	38%	41%	42%	29%	36%	58%	38%	39%	43%	28%	64%	40%	19%
						c					a		b
NET: Provider other than RM	531	197	88	109	66	28	329	30	130	454	77	414	59
	84%	88%	85%	84%	79%	67%	80%	86%	94%	100%	43%	83%	89%
		e							a	b			

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	682	438	178	183	458	549	83	426	190	187	454
Effective base	255	172	47	84	154	201	25	163	56	85	152
Weighted Base	634	427	120	188	397	504	60	415	132	198	387
Royal Mail	103 16%	69 16%	18 15%	8 4%	88 22%	82 16%	9 14%	60 15%	27 20%	11 6%	85 22%
DHL	75 12%	44 10%	23 19%	29 15%	37 9%	58 12%	11 19%	47 11%	20 15%	24 12%	41 11%
UK Mail	20 3%	10 2%	10 8%	6 3%	14 4%	14 3%	5 9%	7 2%	13 10%	6 3%	14 4%
UPS	42 7%	32 7%	8 7%	14 7%	28 7%	39 8%	2 4%	31 7%	9 7%	13 6%	29 8%
Yodel	37 6%	24 6%	9 8%	11 6%	20 5%	26 5%	6 11%	23 5%	10 8%	10 5%	21 6%
Parcelforce	138 22%	101 24%	18 15%	51 27%	81 20%	116 23%	5 9%	103 25%	16 12%	56 28%	76 20%
Evri	119 19%	78 18%	16 13%	42 23%	66 17%	100 20%	2 3%	80 19%	15 11%	51 26%	57 15%
FedEx	20 3%	12 3%	3 3%	8 4%	8 2%	14 3%	1 2%	13 3%	2 2%	5 3%	10 3%
Secured Mail	* *%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%
DX	6 1%	4 1%	2 2%	3 1%	3 1%	4 1%	2 3%	4 1%	2 2%	3 2%	3 1%
TNT Express	2 *%	2 1%	* *%	* *%	2 1%	* *%	* *%	2 1%	* *%	* *%	2 1%
Whistl/ TNT Post UK	2 *%	2 *%	* *%	2 1%	* *%	2 *%	- -%	2 *%	* *%	2 1%	* *%
Citipost	4 1%	3 1%	1 1%	3 1%	1 *%	3 1%	1 1%	3 1%	1 1%	3 2%	* *%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	682	438	178	183	458	549	83	426	190	187	454
Effective base	255	172	47	84	154	201	25	163	56	85	152
Weighted Base	634	427	120	188	397	504	60	415	132	198	387
Amazon Logistics	13 2%	6 2%	6 5%	5 3%	8 2%	7 1%	6 9%	6 2%	6 5%	5 2%	8 2%
DPD/DPD Local	49 8%	38 9%	5 4%	7 4%	39 10%	37 7%	9 15%	34 8%	10 7%	8 4%	38 10%
Other providers	2 *%	1 *%	- -%	1 *%	1 *%	1 *%	* *%	1 *%	- -%	1 *%	1 *%
NET: RM/Parcelforce	241 38%	170 40%	37 31%	59 31%	170 43%	198 39%	14 23%	163 39%	43 33%	67 34%	161 42%
NET: Provider other than RM	531 84%	358 84%	102 85%	181 96%	309 78%	422 84%	51 86%	355 85%	105 80%	187 94%	302 78%
				b						b	

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	682	469	448	178	1	444	398	148	2	552	346	182	1
Effective base	255	156	176	58	1	149	149	50	2	200	133	66	1
Weighted Base	634	394	434	145	4	385	350	127	2	501	309	147	2
Royal Mail	103 16%	69 17%	58 13%	26 18%	- -%	56 15%	55 16%	22 17%	- -%	83 17%	41 13%	31 21%	2 100%
DHL	75 12%	42 11%	54 12%	17 12%	- -%	54 14%	29 8%	12 9%	- -%	53 11%	28 9%	12 8%	- -%
UK Mail	20 3%	19 5%	10 2%	3 2%	- -%	19 5%	5 2%	2 2%	- -%	16 3%	8 2%	3 2%	- -%
UPS	42 7%	30 8%	35 8%	14 10%	- -%	32 8%	32 9%	14 11%	- -%	42 8%	26 8%	11 8%	- -%
Yodel	37 6%	21 5%	25 6%	3 2%	- -%	21 6%	23 7%	5 4%	- -%	31 6%	16 5%	5 3%	- -%
Parcelforce	138 22%	85 21%	95 22%	31 21%	- -%	79 21%	83 24%	28 23%	- -%	104 21%	78 25%	35 24%	- -%
Evri	119 19%	76 19%	86 20%	34 24%	4 100%	59 15%	69 20%	29 23%	2 77%	97 19%	67 22%	28 19%	- -%
FedEx	20 3%	15 4%	12 3%	7 5%	- -%	15 4%	12 3%	3 2%	- -%	15 3%	8 3%	9 6%	- -%
Secured Mail	* *%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	* *%	- -%	- -%
DX	6 1%	4 1%	3 1%	1 1%	- -%	4 1%	3 1%	1 1%	- -%	3 1%	3 1%	- -%	- -%
TNT Express	2 *%	* *%	1 *%	* *%	- -%	2 1%	2 1%	2 1%	- -%	2 *%	2 1%	2 1%	- -%
Whistl/ TNT Post UK	2 *%	* *%	2 *%	* *%	- -%	* *%	2 *%	- -%	- -%	* *%	2 1%	2 1%	- -%
Citipost	4 1%	4 1%	3 1%	3 2%	- -%	4 1%	3 1%	3 2%	- -%	4 1%	3 1%	1 *%	- -%
Amazon Logistics	13 2%	8 2%	13 3%	* *%	- -%	8 2%	12 4%	1 1%	1 23%	10 2%	8 3%	2 1%	- -%
DPD/DPD Local	49 8%	24 6%	37 8%	6 4%	- -%	33 9%	18 5%	5 4%	- -%	39 8%	17 6%	5 3%	- -%

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	682	469	448	178	1	444	398	148	2	552	346	182	1
Effective base	255	156	176	58	1	149	149	50	2	200	133	66	1
Weighted Base	634	394	434	145	4	385	350	127	2	501	309	147	2
Other providers	2	*	1	-	-	*	1	-	-	2	1	1	-
	*%	*%	*%	-%	-%	*%	*%	-%	-%	*%	*%	1%	-%
NET: RM/Parcelforce	241	153	153	57	-	135	138	50	-	187	119	66	2
	38%	39%	35%	39%	-%	35%	40%	40%	-%	37%	39%	45%	100%
NET: Provider other than RM	531	325	376	119	4	328	295	105	2	418	267	115	-
	84%	83%	87%	82%	100%	85%	84%	83%	100%	83%	87%	79%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	682	542	493	339	471	360	42	218	218	241	85	48
Effective base	255	200	183	138	162	148	11	97	87	97	38	23
Weighted Base	634	506	466	339	422	353	30	235	228	247	81	47
Royal Mail	103 16%	87 17%	67 14%	36 11%	67 16%	57 16%	12 40%	22 9%	22 9%	24 10%	7 8%	5 11%
DHL	75 12%	58 11%	62 13%	23 7%	58 14%	34 10%	6 21%	12 5%	21 9%	19 8%	9 12%	3 7%
UK Mail	20 3%	13 3%	9 2%	7 2%	14 3%	7 2%	* 1%	7 3%	2 1%	2 1%	2 3%	1 3%
UPS	42 7%	37 7%	38 8%	33 10%	28 7%	24 7%	- -%	24 10%	24 11%	23 9%	10 12%	3 6%
Yodel	37 6%	27 5%	30 7%	18 5%	16 4%	30 9%	1 2%	17 7%	13 6%	13 5%	5 6%	3 7%
Parcelforce	138 22%	117 23%	104 22%	88 26%	106 25%	74 21%	4 13%	66 28%	64 28%	69 28%	17 21%	8 18%
Evri	119 19%	98 19%	90 19%	86 25%	67 16%	83 23%	4 13%	55 24%	51 22%	67 27%	21 25%	16 34%
FedEx	20 3%	14 3%	14 3%	9 3%	14 3%	7 2%	1 4%	8 4%	9 4%	9 4%	5 7%	5 11%
Secured Mail	* *%	- -%	* *%	- -%	* *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%
DX	6 1%	4 1%	3 1%	3 1%	2 1%	4 1%	- -%	3 1%	1 *%	1 *%	- -%	- -%
TNT Express	2 *%	1 *%	2 *%	* *%	1 *%	2 1%	- -%	* *%	* *%	* *%	* *%	- -%
Whistl/ TNT Post UK	2 *%	2 *%	2 *%	2 *%	2 *%	2 *%	- -%	2 1%	- -%	- -%	- -%	2 3%
Citipost	4 1%	4 1%	3 1%	3 1%	4 1%	3 1%	* *%	3 1%	- -%	3 1%	3 3%	- -%
Amazon Logistics	13 2%	7 1%	2 1%	2 1%	3 1%	5 1%	- -%	2 1%	* *%	2 1%	* *%	* 1%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	682	542	493	339	471	360	42	218	218	241	85	48
Effective base	255	200	183	138	162	148	11	97	87	97	38	23
Weighted Base	634	506	466	339	422	353	30	235	228	247	81	47
DPD/DPD Local	49	38	38	25	41	19	2	13	22	14	1	-
	8%	7%	8%	7%	10%	5%	5%	5%	9%	6%	2%	-%
Other providers	2	1	1	2	1	1	-	1	-	1	-	-
	*%	*%	*%	1%	*%	*%	-%	1%	-%	*%	-%	-%
NET: RM/Parcelforce	241	203	171	124	173	132	16	88	85	93	24	13
	38%	40%	37%	37%	41%	37%	53%	38%	37%	38%	30%	28%
NET: Provider other than RM	531	419	399	302	356	295	18	213	206	223	74	42
	84%	83%	86%	89%	84%	84%	60%	91%	91%	90%	92%	89%
					c	c						

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	682	97	67	71	31	568	442	618	486	441	461	532	142	-	527	42
Effective base	255	38	23	29	14	211	159	229	180	155	163	207	50	-	192	23
Weighted Base	634	88	56	68	35	530	386	577	442	375	415	519	117	-	453	64
Royal Mail	103	15	10	18	8	80	56	90	69	53	57	87	15	-	87	11
	16%	17%	19%	26%	24%	15%	15%	16%	16%	14%	14%	17%	13%	-%	19%	18%
DHL	75	12	10	7	1	60	48	71	47	42	53	60	23	-	59	7
	12%	14%	19%	11%	2%	11%	12%	12%	11%	11%	13%	11%	19%	-%	13%	11%
UK Mail	20	5	8	1	*	15	13	19	9	9	19	15	2	-	9	5
	3%	6%	14%	1%	1%	3%	3%	3%	2%	2%	4%	3%	1%	-%	2%	8%
UPS	42	10	3	2	1	39	27	40	35	28	37	37	8	-	32	2
	7%	11%	5%	3%	2%	7%	7%	7%	8%	8%	9%	7%	7%	-%	7%	3%
Yodel	37	6	5	*	8	30	25	36	20	26	27	25	2	-	31	-
	6%	7%	9%	*%	23%	6%	7%	6%	5%	7%	6%	5%	1%	-%	7%	-%
				c												
Parcelforce	138	17	7	4	9	129	95	134	115	87	85	131	24	-	104	20
	22%	20%	13%	6%	27%	24%	25%	23%	26%	23%	21%	25%	21%	-%	23%	31%
Evri	119	19	4	28	4	93	72	103	91	74	80	93	26	-	72	12
	19%	22%	7%	41%	12%	18%	19%	18%	21%	20%	19%	18%	22%	-%	16%	18%
				b												
FedEx	20	1	*	3	1	14	13	14	15	10	13	15	9	-	13	*
	3%	1%	1%	5%	3%	3%	3%	3%	3%	3%	3%	3%	8%	-%	3%	*%
Secured Mail	*	-	*	-	-	-	-	-	*	*	*	*	-	-	-	*
	*%	-%	*%	-%	-%	-%	-%	-%	*%	*%	*%	*%	-%	-%	-%	*%
DX	6	-	1	1	-	3	4	4	3	4	3	6	1	-	3	-
	1%	-%	1%	1%	-%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	-%
TNT Express	2	*	-	*	-	2	2	2	2	2	*	2	2	-	2	-
	*%	*%	-%	*%	-%	*%	1%	*%	1%	1%	*%	*%	2%	-%	1%	-%
Whistl/ TNT Post UK	2	-	-	-	2	2	*	2	2	2	2	2	*	-	*	-
	*%	-%	-%	-%	5%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
Citipost	4	-	-	-	1	4	*	4	4	1	4	*	1	-	4	-
	1%	-%	-%	-%	2%	1%	*%	1%	1%	*%	1%	*%	1%	-%	1%	-%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	682	97	67	71	31	568	442	618	486	441	461	532	142	-	527	42
Effective base	255	38	23	29	14	211	159	229	180	155	163	207	50	-	192	23
Weighted Base	634	88	56	68	35	530	386	577	442	375	415	519	117	-	453	64
Amazon Logistics	13	*	*	3	-	13	4	13	3	8	10	7	*	-	3	1
	2%	*%	1%	4%	-%	2%	1%	2%	1%	2%	2%	1%	*%	-%	1%	1%
DPD/DPD Local	49	3	6	1	-	43	24	43	26	28	25	39	3	-	32	6
	8%	3%	10%	2%	-%	8%	6%	7%	6%	7%	6%	7%	3%	-%	7%	9%
Other providers	2	-	1	*	-	2	2	2	2	2	*	2	1	-	2	-
	*%	-%	2%	*%	-%	*%	1%	*%	1%	1%	*%	*%	1%	-%	*%	-%
NET: RM/Parcelforce	241	32	18	22	18	210	151	224	184	140	143	217	39	-	191	32
	38%	37%	32%	32%	51%	40%	39%	39%	42%	37%	34%	42%	34%	-%	42%	49%
NET: Provider other than RM	531	73	46	50	26	450	330	487	373	322	357	432	102	-	366	53
	84%	83%	81%	74%	76%	85%	85%	84%	84%	86%	86%	83%	87%	-%	81%	82%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	682	344	291	569	25	295	387	167	385	124	210	174	281
Effective base	255	136	107	209	13	106	150	60	143	52	77	62	111
Weighted Base	634	339	264	513	36	253	381	135	368	126	192	151	272
Royal Mail	103 16%	62 18%	41 16%	89 17%	5 14%	40 16%	63 17%	30 23%	56 15%	17 13%	27 14%	18 12%	57 21%
DHL	75 12%	43 13%	31 12%	61 12%	5 13%	32 12%	44 11%	9 7%	44 12%	17 14%	17 9%	18 12%	36 13%
UK Mail	20 3%	13 4%	2 1%	18 4%	1 2%	17 7%	3 1%	8 6%	6 2%	5 4%	14 7%	5 3%	1 *
UPS	42 7%	15 4%	25 10%	30 6%	* *%	15 6%	28 7%	9 6%	20 5%	14 11%	10 5%	18 12%	14 5%
Yodel	37 6%	28 8%	9 4%	29 6%	- -%	21 8%	16 4%	4 3%	20 5%	13 10%	10 5%	11 7%	16 6%
Parcelforce	138 22%	71 21%	66 25%	119 23%	6 16%	47 19%	91 24%	28 20%	81 22%	29 23%	30 15%	37 24%	65 24%
Evri	119 19%	69 20%	49 18%	86 17%	19 54%	48 19%	71 19%	28 21%	74 20%	17 14%	55 29%	23 15%	40 15%
FedEx	20 3%	8 2%	6 2%	15 3%	- -%	4 2%	16 4%	3 2%	15 4%	2 2%	8 4%	2 1%	10 4%
Secured Mail	* *%	* *%	- -%	* *%	- -%	* *%	- -%	- -%	* *%	- -%	- -%	* *%	- -%
DX	6 1%	1 *%	3 1%	4 1%	- -%	3 1%	3 1%	1 *%	6 2%	* *%	1 1%	2 1%	3 1%
TNT Express	2 *%	2 1%	* *%	1 *%	- -%	* *%	2 1%	* *%	* *%	2 1%	2 1%	* *%	* *%
Whistl/ TNT Post UK	2 *%	* *%	2 1%	2 *%	- -%	* *%	2 *%	* *%	2 *%	- -%	2 1%	- -%	- -%
Citipost	4 1%	3 1%	* *%	4 1%	- -%	1 *%	3 1%	* *%	* *%	3 3%	* *%	1 *%	3 1%
Amazon Logistics	13 2%	5 1%	3 1%	10 2%	- -%	8 3%	5 1%	6 5%	5 1%	2 1%	8 4%	2 1%	3 1%

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	682	344	291	569	25	295	387	167	385	124	210	174	281
Effective base	255	136	107	209	13	106	150	60	143	52	77	62	111
Weighted Base	634	339	264	513	36	253	381	135	368	126	192	151	272
DPD/DPD Local	49	19	25	44	-	19	31	7	38	4	6	16	23
	8%	5%	10%	9%	-%	7%	8%	6%	10%	3%	3%	11%	8%
Other providers	2	*	2	1	-	*	2	1	1	-	2	-	*
	*%	*%	1%	*%	-%	*%	1%	1%	*%	-%	1%	-%	*%
NET: RM/Parcelforce	241	133	107	208	11	87	155	58	137	46	57	54	122
	38%	39%	40%	41%	31%	34%	41%	43%	37%	37%	30%	36%	45%
					a								
NET: Provider other than RM	531	278	223	424	30	214	317	104	312	109	165	134	215
	84%	82%	84%	83%	86%	84%	83%	77%	85%	87%	86%	88%	79%

Columns Tested: a, b - a, b - a, b - a, b, c - a, b, c

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	682	352	330
Effective base	255	117	138
Weighted Base	634	304	330
Royal Mail	103	45	58
	16%	15%	18%
DHL	75	47	28
	12%	15%	9%
UK Mail	20	18	2
	3%	6%	1%
		b	
UPS	42	22	20
	7%	7%	6%
Yodel	37	17	20
	6%	6%	6%
Parcelforce	138	55	84
	22%	18%	25%
Evri	119	56	63
	19%	18%	19%
FedEx	20	9	12
	3%	3%	4%
Secured Mail	*	*	-
	*%	*%	-%
DX	6	2	4
	1%	1%	1%
TNT Express	2	2	*
	*%	1%	*%
Whistl/ TNT Post UK	2	*	2
	*%	*%	*%
Citipost	4	3	*
	1%	1%	*%
Amazon Logistics	13	8	5
	2%	3%	2%
DPD/DPD Local	49	18	31
	8%	6%	9%

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	682	352	330
Effective base	255	117	138
Weighted Base	634	304	330
Other providers	2	2	-
	*%	1%	-%
NET: RM/Parcelforce	241	100	142
	38%	33%	43%
NET: Provider other than RM	531	259	272
	84%	85%	82%

Columns Tested: a,b

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	682	36	72	56	56	68	32	37	71	55	48	32	119
Effective base	255	11	31	33	20	52	16	7	29	23	6	16	40
Weighted Base	634	19	49	69	16	114	26	6	104	50	12	49	119
Royal Mail	103	7	5	21	2	14	1	*	13	6	1	5	28
	16%	35%	11%	30%	12%	12%	4%	8%	12%	12%	12%	9%	23%
				ef									
DHL	75	*	5	2	4	18	4	1	15	6	1	3	18
	12%	2%	9%	3%	23%	16%	15%	12%	14%	11%	10%	6%	15%
				c	c								
UK Mail	20	*	*	7	*	2	*	-	4	6	*	-	*
	3%	*%	1%	10%	3%	2%	*%	-%	4%	11%	3%	-%	*%
				l						l			
UPS	42	*	1	7	1	6	3	*	9	6	*	3	6
	7%	1%	1%	10%	6%	5%	12%	7%	8%	12%	4%	6%	5%
Yodel	37	*	3	9	*	6	*	*	5	1	2	3	8
	6%	*%	6%	13%	*%	5%	*%	2%	5%	2%	14%	6%	7%
Parcelforce	138	5	12	5	3	35	7	*	18	13	1	22	18
	22%	28%	24%	8%	20%	30%	26%	1%	18%	25%	11%	44%	15%
					c							cgl	
Evri	119	6	15	10	5	14	7	2	16	6	1	11	28
	19%	30%	30%	15%	28%	12%	26%	43%	15%	11%	6%	22%	23%
			e										
FedEx	20	-	2	1	*	4	3	*	6	*	*	-	4
	3%	-%	4%	1%	2%	4%	11%	*%	6%	1%	2%	-%	3%
Secured Mail	*	-	-	-	-	-	-	*	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%
DX	6	-	2	1	-	2	-	*	*	1	*	1	1
	1%	-%	4%	1%	-%	2%	-%	1%	*%	1%	*%	1%	1%
TNT Express	2	*	-	-	-	2	-	*	*	*	-	-	*
	*%	*%	-%	-%	-%	2%	-%	1%	*%	*%	-%	-%	*%
Whistl/ TNT Post UK	2	-	-	-	-	-	-	-	-	-	-	-	2
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%
Citipost	4	*	1	-	-	3	-	-	-	-	-	-	*
	1%	*%	1%	-%	-%	2%	-%	-%	-%	-%	-%	-%	*%
Amazon Logistics	13	-	*	2	-	3	-	-	4	2	-	1	*
	2%	-%	*%	4%	-%	2%	-%	-%	4%	3%	-%	3%	*%

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	682	36	72	56	56	68	32	37	71	55	48	32	119
Effective base	255	11	31	33	20	52	16	7	29	23	6	16	40
Weighted Base	634	19	49	69	16	114	26	6	104	50	12	49	119
DPD/DPD Local	49	1	4	4	1	6	1	1	15	3	4	1	6
	8%	4%	8%	6%	7%	6%	5%	25%	15%	7%	36%	3%	5%
											l		
Other providers	2	-	-	-	-	-	-	*	-	2	*	-	-
	*%	-%	-%	-%	-%	-%	-%	*%	-%	4%	1%	-%	-%
NET: RM/Parcelforce	241	12	17	26	5	48	8	*	31	18	3	26	46
	38%	63%	35%	38%	31%	43%	30%	9%	30%	37%	23%	53%	38%
		g										g	
NET: Provider other than RM	531	13	44	48	14	100	25	5	91	45	10	45	92
	84%	65%	89%	70%	88%	88%	96%	92%	88%	88%	88%	91%	77%
					c		c						

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	682	164	156	163	199	320	362
Effective base	255	74	79	53	62	153	115
Weighted Base	634	137	156	160	180	294	340
Royal Mail	103	33	17	19	34	50	53
	16%	24%	11%	12%	19%	17%	16%
		b					
DHL	75	7	25	21	22	32	43
	12%	5%	16%	13%	12%	11%	13%
		a					
UK Mail	20	7	2	9	1	10	10
	3%	5%	2%	6%	*%	3%	3%
UPS	42	7	10	15	10	18	25
	7%	5%	7%	9%	5%	6%	7%
Yodel	37	12	6	6	13	18	19
	6%	9%	4%	4%	7%	6%	6%
Parcelforce	138	22	45	31	41	67	72
	22%	16%	29%	19%	23%	23%	21%
Evri	119	31	25	24	39	56	63
	19%	23%	16%	15%	22%	19%	19%
FedEx	20	2	8	6	4	10	10
	3%	2%	5%	4%	2%	3%	3%
Secured Mail	*	-	-	*	-	-	*
	*%	-%	-%	*%	-%	-%	*%
DX	6	2	2	1	1	4	2
	1%	2%	1%	*%	1%	2%	1%
TNT Express	2	*	2	*	*	2	*
	*%	*%	1%	*%	*%	1%	*%
Whistl/ TNT Post UK	2	-	-	-	2	-	2
	*%	-%	-%	-%	1%	-%	*%
Citipost	4	1	3	-	*	4	*
	1%	1%	2%	-%	*%	1%	*%
Amazon Logistics	13	3	3	6	2	5	8
	2%	2%	2%	4%	1%	2%	2%
DPD/DPD Local	49	9	9	20	12	18	32
	8%	6%	6%	12%	7%	6%	9%

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	682	164	156	163	199	320	362
Effective base	255	74	79	53	62	153	115
Weighted Base	634	137	156	160	180	294	340
Other providers	2	-	-	2	*	-	2
	%	-%	-%	1%	%	-%	1%
NET: RM/Parcelforce	241	55	61	50	74	117	125
	38%	40%	39%	31%	41%	40%	37%
NET: Provider other than RM	531	104	139	141	147	244	287
	84%	76%	89%	88%	81%	83%	84%
			a				

Columns Tested: a,b,c,d - a,b

Table 89

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	*c	d	e
Unweighted Base	315	5	310	191	64	18	42	124
Effective base	119	2	118	105	27	9	19	35
Weighted Base	295	3	292	275	17	2	1	20
Parcelforce	86	*	86	82	4	*	*	4
	29%	2%	30%	30%	22%	21%	18%	22%
DPD/DPD Local	71	2	69	63	7	*	*	7
	24%	62%	24%	23%	40%	18%	15%	37%
Yodel	57	-	57	56	1	*	*	1
	19%	-%	20%	20%	4%	5%	24%	5%
				be			be	
Evri	54	1	54	50	4	*	*	4
	18%	20%	18%	18%	25%	1%	11%	22%
DHL	53	*	53	47	5	*	*	6
	18%	1%	18%	17%	30%	18%	34%	29%
Royal Mail	46	2	44	42	4	*	*	5
	16%	77%	15%	15%	25%	4%	17%	23%
UPS	45	-	45	42	1	1	*	2
	15%	-%	15%	15%	7%	50%	22%	11%
UK Mail	42	-	42	40	2	*	*	2
	14%	-%	14%	15%	10%	3%	19%	10%
FedEx	31	-	31	27	4	*	*	4
	10%	-%	11%	10%	22%	6%	15%	20%
Amazon Logistics	29	-	29	28	1	1	*	2
	10%	-%	10%	10%	5%	42%	5%	8%
TNT Express	18	2	16	14	3	*	*	4
	6%	60%	5%	5%	18%	29%	5%	18%
					a			a
Pitney Bowes	10	-	10	9	1	*	*	1
	4%	-%	4%	3%	6%	2%	1%	5%
Whistl/ TNT Post UK	8	-	8	7	*	*	*	*
	3%	-%	3%	3%	1%	2%	5%	1%
DX	7	-	7	5	1	-	*	1
	2%	-%	2%	2%	8%	-%	12%	7%
							a	
Secured Mail	5	-	5	5	1	*	*	1
	2%	-%	2%	2%	3%	3%	-%	3%

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	*c	d	e
Unweighted Base	315	5	310	191	64	18	42	124
Effective base	119	2	118	105	27	9	19	35
Weighted Base	295	3	292	275	17	2	1	20
MHI (Mail Handling International)	4	-	4	4	*	-	*	*
	1%	-%	1%	1%	1%	-%	1%	1%
Citipost	1	-	1	1	*	*	-	*
	*%	-%	*%	*%	2%	1%	-%	2%
Other answers	1	-	1	-	1	-	-	1
	*%	-%	*%	-%	7%	-%	-%	6%
					a			a
NET: Provider other than RM	249	1	248	233	13	2	1	15
	84%	23%	85%	85%	75%	96%	83%	77%
NET: RM/Parcelforce	125	2	123	117	8	*	*	8
	43%	79%	42%	43%	45%	21%	35%	42%

Columns Tested: a,b - a,b,c,d,e

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	315	65	91	35	39	43	42	191	64	60
Effective base	119	42	49	16	20	13	19	105	27	21
Weighted Base	295	120	126	30	13	6	1	275	17	3
Parcelforce	86	39	34	9	3	1	*	82	4	1
	29%	33%	27%	30%	22%	22%	18%	30%	22%	20%
DPD/DPD Local	71	26	29	8	5	2	*	63	7	*
	24%	22%	23%	27%	35%	45%	15%	23%	40%	16%
Yodel	57	16	31	10	*	*	*	56	1	*
	19%	13%	24%	33%	2%	8%	24%	20%	4%	13%
			dh	dh			dh	dh		
Evri	54	27	21	3	3	1	*	50	4	*
	18%	22%	16%	9%	24%	19%	11%	18%	25%	5%
DHL	53	23	19	4	5	1	*	47	5	1
	18%	19%	15%	14%	34%	17%	34%	17%	30%	24%
Royal Mail	46	17	21	4	4	*	*	42	4	*
	16%	14%	16%	13%	31%	4%	17%	15%	25%	9%
				e						
UPS	45	11	22	10	1	1	*	42	1	1
	15%	9%	18%	33%	5%	24%	22%	15%	7%	39%
				adh						adh
UK Mail	42	25	13	2	2	*	*	40	2	*
	14%	21%	10%	7%	13%	1%	19%	15%	10%	10%
FedEx	31	14	8	5	4	*	*	27	4	*
	10%	12%	6%	16%	28%	2%	15%	10%	22%	10%
					beg				b	
Amazon Logistics	29	8	16	3	*	1	*	28	1	1
	10%	7%	13%	11%	2%	24%	5%	10%	5%	27%
										adh
TNT Express	18	2	8	4	3	1	*	14	3	1
	6%	2%	6%	15%	22%	11%	5%	5%	18%	19%
					ag				ag	ag
Pitney Bowes	10	2	6	1	1	*	*	9	1	*
	4%	2%	5%	3%	7%	1%	1%	3%	6%	2%
Whistl/ TNT Post UK	8	2	2	4	*	*	*	7	*	*
	3%	2%	1%	12%	1%	*%	5%	3%	1%	3%
DX	7	-	5	1	1	-	*	5	1	*
	2%	-%	4%	3%	10%	-%	12%	2%	8%	5%
							ag			

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	315	65	91	35	39	43	42	191	64	60
Effective base	119	42	49	16	20	13	19	105	27	21
Weighted Base	295	120	126	30	13	6	1	275	17	3
Secured Mail	5 2%	- -%	3 3%	2 5%	1 4%	* 1%	* *%	5 2%	1 3%	* 2%
MHI (Mail Handling International)	4 1%	2 2%	1 1%	1 3%	* 1%	- -%	* 1%	4 1%	* 1%	* 1%
Citipost	1 *%	- -%	- -%	1 3%	* 2%	* 2%	- -%	1 *%	* 2%	* 1%
Other answers	1 *%	- -%	- -%	- -%	1 9%	- -%	- -%	- -%	1 7%	- -%
NET: Provider other than RM	249 84%	103 86%	105 84%	26 87%	9 69%	5 96%	1 83%	233 85%	13 75%	2 91%
NET: RM/Parcelforce	125 43%	50 42%	55 43%	13 42%	7 50%	1 24%	* 35%	117 43%	8 45%	1 26%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	*d	e	a	b	c	*d	e
Significance Level: 95%											
Unweighted Base	315	112	79	64	18	42	118	71	33	22	49
Effective base	119	73	39	27	9	19	59	30	12	6	6
Weighted Base	295	212	63	17	2	1	163	67	24	10	10
Secured Mail	5	3	2	1	*	*	4	1	*	-	*
	2%	2%	2%	3%	3%	*%	2%	1%	1%	-%	*%
MHI (Mail Handling International)	4	2	2	*	-	*	3	1	*	1	-
	1%	1%	3%	1%	-%	1%	2%	1%	*%	8%	-%
Citipost	1	-	1	*	*	-	1	*	-	-	*
	*%	-%	1%	2%	1%	-%	1%	*%	-%	-%	*%
Other answers	1	-	-	1	-	-	-	-	-	-	1
	*%	-%	-%	7%	-%	-%	-%	-%	-%	-%	12%
NET: Provider other than RM	249	179	54	13	2	1	147	54	15	9	9
	84%	85%	86%	75%	96%	83%	90%	81%	64%	96%	85%
							c				
NET: RM/Parcelforce	125	92	25	8	*	*	67	32	13	2	3
	43%	43%	40%	45%	21%	35%	41%	49%	53%	23%	26%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	c	*d	*e	f	*g	*h	*i
Unweighted Base	315	23	25	43	18	26	30	17	24	16
Effective base	119	12	15	22	7	13	15	9	12	8
Weighted Base	295	32	25	57	16	36	43	28	32	12
Parcelforce	86	9	7	20	6	15	10	7	10	2
	29%	29%	26%	36%	36%	41%	23%	25%	33%	13%
DPD/DPD Local	71	16	7	4	2	6	22	3	3	4
	24%	51%	30%	7%	15%	16%	51%	11%	10%	35%
							c			
Yodel	57	6	3	4	*	12	12	15	*	3
	19%	18%	11%	8%	1%	34%	28%	53%	*%	22%
Evri	54	6	9	1	5	6	14	2	8	2
	18%	18%	35%	2%	30%	16%	32%	9%	24%	16%
							c			
DHL	53	6	6	15	2	3	6	4	5	*
	18%	17%	26%	26%	12%	9%	13%	15%	16%	2%
Royal Mail	46	-	2	9	2	6	4	7	13	1
	16%	-%	7%	15%	12%	17%	9%	27%	40%	7%
UPS	45	3	4	16	*	6	1	6	4	1
	15%	9%	18%	29%	2%	17%	2%	21%	14%	12%
				f						
UK Mail	42	1	4	8	2	9	11	*	4	4
	14%	4%	14%	13%	14%	26%	24%	*%	12%	31%
FedEx	31	5	3	11	-	2	6	*	4	*
	10%	14%	12%	19%	-%	4%	14%	2%	13%	*%
Amazon Logistics	29	5	8	1	*	5	7	*	3	*
	10%	16%	30%	2%	3%	13%	16%	*%	9%	2%
TNT Express	18	1	*	6	3	5	2	*	-	*
	6%	3%	2%	10%	18%	13%	5%	1%	-%	*%
Pitney Bowes	10	-	-	3	-	4	2	-	*	-
	4%	-%	-%	5%	-%	13%	5%	-%	1%	-%
Whistl/ TNT Post UK	8	-	-	3	-	1	3	*	-	-
	3%	-%	-%	6%	-%	2%	7%	*%	-%	-%
DX	7	-	-	1	*	4	*	*	*	-
	2%	-%	-%	3%	*%	13%	*%	1%	1%	-%

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	c	*d	*e	f	*g	*h	*i
Unweighted Base	315	23	25	43	18	26	30	17	24	16
Effective base	119	12	15	22	7	13	15	9	12	8
Weighted Base	295	32	25	57	16	36	43	28	32	12
Secured Mail	5	-	3	1	-	1	-	-	-	-
	2%	-%	13%	2%	-%	2%	-%	-%	-%	-%
MHI (Mail Handling International)	4	1	-	-	2	1	-	-	*	-
	1%	3%	-%	-%	12%	2%	-%	-%	1%	-%
Citipost	1	*	-	-	-	1	-	-	-	-
	*%	*%	-%	-%	-%	2%	-%	-%	-%	-%
Other answers	1	-	-	-	-	-	1	-	-	-
	*%	-%	-%	-%	-%	-%	3%	-%	-%	-%
NET: Provider other than RM	249	32	23	49	14	30	39	21	19	11
	84%	100%	93%	85%	88%	83%	91%	73%	60%	93%
NET: RM/Parcelforce	125	9	8	29	8	21	13	14	17	2
	43%	29%	34%	50%	48%	57%	31%	51%	54%	20%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	*f	g	h
Significance Level: 95%									
Unweighted Base	315	60	72	90	222	93	26	32	35
Effective base	119	26	38	46	110	22	6	12	10
Weighted Base	295	64	89	129	281	14	6	4	4
Parcelforce	86 29%	22 34%	26 29%	37 29%	85 30%	1 8%	* 3%	* 9%	1 16%
		e	e	e	e				
DPD/DPD Local	71 24%	12 19%	27 31%	30 23%	69 25%	2 11%	* 2%	1 19%	1 16%
Yodel	57 19%	15 24%	8 9%	32 25%	55 20%	2 14%	1 17%	1 13%	* 11%
Evri	54 18%	12 19%	22 25%	17 13%	52 18%	3 19%	* 3%	2 43%	1 16%
								cd	
DHL	53 18%	5 9%	17 19%	25 19%	47 17%	6 40%	4 58%	1 23%	1 32%
						ad			
Royal Mail	46 16%	9 14%	15 17%	20 16%	43 15%	3 20%	1 20%	1 14%	1 28%
UPS	45 15%	8 12%	12 13%	23 18%	43 15%	2 13%	* 8%	1 13%	1 22%
UK Mail	42 14%	15 24%	9 10%	18 14%	42 15%	* 1%	* 1%	* 1%	* 1%
		e							
FedEx	31 10%	2 3%	12 13%	17 13%	30 11%	1 6%	* 3%	* 7%	* 11%
Amazon Logistics	29 10%	5 8%	16 18%	8 6%	29 10%	* 1%	- -%	* 1%	* 4%
			e						
TNT Express	18 6%	7 12%	1 1%	8 6%	17 6%	1 5%	* 2%	1 13%	- -%
Pitney Bowes	10 4%	4 7%	* *%	5 4%	10 4%	* 2%	* 2%	* 4%	- -%
Whistl/ TNT Post UK	8 3%	1 1%	- -%	6 5%	7 3%	* 3%	* 2%	* 7%	* 1%

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	*f	g	h
Significance Level: 95%									
Unweighted Base	315	60	72	90	222	93	26	32	35
Effective base	119	26	38	46	110	22	6	12	10
Weighted Base	295	64	89	129	281	14	6	4	4
DX	7 2%	4 7%	* *%	2 1%	7 2%	* 2%	* 1%	* 4%	- -%
Secured Mail	5 2%	1 1%	3 4%	1 1%	5 2%	* 2%	- -%	* 6%	* *%
MHI (Mail Handling International)	4 1%	3 4%	1 1%	- -%	4 1%	* 1%	* 1%	* 1%	- -%
Citipost	1 *%	1 1%	* *%	- -%	1 *%	* 2%	- -%	* 7%	- -%
Other answers	1 *%	- -%	- -%	1 1%	1 *%	- -%	- -%	- -%	- -%
NET: Provider other than RM	249 84%	55 86%	74 83%	109 84%	238 85%	11 80%	5 80%	4 86%	3 72%
NET: RM/Parcelforce	125 43%	31 48%	35 39%	56 44%	122 43%	4 28%	1 23%	1 21%	2 44%

Columns Tested:: a,b,c,d,e,f,g,h

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	*h	i
Unweighted Base	315	11	39	5	44	38	102	7	8	105
Effective base	119	9	15	3	18	14	42	2	3	39
Weighted Base	295	7	39	7	46	45	83	7	4	104
Parcelforce	86 29%	- -%	3 6%	3 49%	6 13%	17 37%	26 31%	- -%	* *%	37 36%
DPD/DPD Local	71 24%	2 25%	14 35%	* 2%	14 30%	* 1%	25 30%	* 3%	- -%	29 28%
Yodel	57 19%	1 12%	2 4%	3 49%	5 11%	19 44%	20 24%	- -%	- -%	12 11%
Evri	54 18%	2 27%	5 12%	- -%	5 10%	4 10%	25 30%	3 49%	- -%	15 15%
DHL	53 18%	* 2%	7 19%	- -%	7 16%	6 14%	20 24%	3 49%	3 84%	13 12%
Royal Mail	46 16%	* 2%	15 39%	- -%	15 33%	7 17%	14 16%	* 1%	- -%	10 9%
UPS	45 15%	3 42%	8 21%	4 62%	12 27%	10 22%	14 17%	* 2%	1 19%	4 4%
UK Mail	42 14%	- -%	4 9%	1 12%	4 10%	9 20%	8 10%	3 48%	* 2%	17 17%
FedEx	31 10%	1 15%	1 3%	1 8%	2 4%	2 4%	14 17%	- -%	* 5%	12 11%
Amazon Logistics	29 10%	1 13%	1 2%	2 29%	3 6%	4 9%	8 10%	3 44%	- -%	11 10%
TNT Express	18 6%	1 10%	3 8%	* 2%	3 7%	5 10%	7 8%	- -%	* 2%	2 2%
Pitney Bowes	10 4%	- -%	1 3%	- -%	1 3%	4 8%	* *%	- -%	* 2%	5 5%
Whistl/ TNT Post UK	8 3%	- -%	1 2%	- -%	1 2%	* *%	2 2%	* 2%	- -%	5 5%
DX	7 2%	- -%	5 13%	- -%	5 11%	* *%	2 2%	- -%	* 2%	* *%

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	*h	i
Unweighted Base	315	11	39	5	44	38	102	7	8	105
Effective base	119	9	15	3	18	14	42	2	3	39
Weighted Base	295	7	39	7	46	45	83	7	4	104
Secured Mail	5	-	1	-	1	1	*	3	*	-
	2%	-%	3%	-%	2%	2%	*%	48%	*%	-%
MHI (Mail Handling International)	4	1	1	-	1	-	-	-	*	2
	1%	13%	3%	-%	3%	-%	-%	-%	2%	2%
Citipost	1	-	1	*	1	-	*	-	-	*
	*%	-%	2%	2%	2%	-%	*%	-%	-%	*%
Other answers	1	-	1	-	1	-	-	-	-	-
	*%	-%	3%	-%	3%	-%	-%	-%	-%	-%
NET: Provider other than RM	249	6	24	7	31	37	70	7	4	94
	84%	98%	61%	100%	67%	83%	84%	99%	100%	91%
										bd
NET: RM/Parcelforce	125	*	17	3	21	24	40	*	*	41
	43%	2%	44%	49%	45%	53%	48%	1%	*%	39%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	315	93	102	120	278	37	-	257	58	309	6
Effective base	119	36	42	44	103	18	-	105	15	118	3
Weighted Base	295	97	83	114	236	59	-	267	28	293	2
Parcelforce	86 29%	23 23%	26 31%	37 33%	77 33%	9 15%	- -%	78 29%	8 27%	86 29%	* 9%
DPD/DPD Local	71 24%	16 16%	25 30%	30 26%	53 22%	18 30%	- -%	63 24%	8 28%	71 24%	- -%
Yodel	57 19%	25 26%	20 24%	12 10%	39 17%	18 31%	- -%	52 20%	5 17%	57 19%	* 6%
Evri	54 18%	11 11%	25 30%	18 16%	37 15%	18 30%	- -%	53 20%	1 3%	54 18%	1 31%
DHL	53 18%	14 14%	20 24%	19 17%	42 18%	11 18%	- -%	47 18%	5 19%	52 18%	1 40%
Royal Mail	46 16%	23 23%	14 16%	10 8%	34 14%	13 21%	- -%	43 16%	4 12%	46 16%	- -%
UPS	45 15%	25 26%	14 17%	5 5%	35 15%	10 17%	- -%	38 14%	7 24%	44 15%	* 15%
UK Mail	42 14%	13 14%	8 10%	21 18%	30 13%	12 20%	- -%	34 13%	8 29%	42 14%	- -%
FedEx	31 10%	5 5%	14 17%	12 11%	27 11%	4 7%	- -%	30 11%	1 3%	31 11%	- -%
Amazon Logistics	29 10%	8 8%	8 10%	14 12%	27 11%	2 4%	- -%	27 10%	2 8%	29 10%	- -%
TNT Express	18 6%	8 9%	7 8%	3 2%	16 7%	1 2%	- -%	17 6%	* 1%	18 6%	- -%
Pitney Bowes	10 4%	5 5%	* *%	5 5%	10 4%	- -%	- -%	10 4%	* 2%	10 4%	- -%
Whistl/ TNT Post UK	8 3%	1 1%	2 2%	5 4%	8 3%	* *%	- -%	8 3%	* 1%	8 3%	- -%
DX	7 2%	5 5%	2 2%	* *%	7 3%	- -%	- -%	3 1%	4 15%	7 2%	- -%

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	315	93	102	120	278	37	-	257	58	309	6
Effective base	119	36	42	44	103	18	-	105	15	118	3
Weighted Base	295	97	83	114	236	59	-	267	28	293	2
Secured Mail	5 2%	2 2%	* *%	3 3%	2 1%	3 5%	- -%	4 2%	1 3%	5 2%	- -%
MHI (Mail Handling International)	4 1%	2 2%	- -%	2 2%	4 2%	- -%	- -%	4 1%	1 2%	4 1%	- -%
Citipost	1 *%	1 1%	* *%	* *%	1 *%	- -%	- -%	1 *%	* 1%	1 *%	- -%
Other answers	1 *%	1 1%	- -%	- -%	1 1%	- -%	- -%	- -%	1 4%	1 *%	- -%
NET: Provider other than RM	249 84%	75 77%	70 84%	104 92%	202 86%	47 79%	- -%	224 84%	25 88%	247 84%	2 100%
NET: RM/Parcelforce	125 43%	45 46%	40 48%	41 36%	104 44%	21 36%	- -%	115 43%	11 38%	125 43%	* 9%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	315	112	85	117
Effective base	119	46	31	44
Weighted Base	295	119	61	115
Parcelforce	86	32	17	38
	29%	27%	27%	33%
DPD/DPD Local	71	19	14	38
	24%	16%	23%	33%
Yodel	57	25	3	29
	19%	21%	5%	25%
		b		b
Evri	54	18	7	29
	18%	16%	11%	25%
DHL	53	17	7	29
	18%	15%	11%	25%
Royal Mail	46	12	7	28
	16%	10%	11%	24%
UPS	45	8	11	25
	15%	7%	18%	22%
UK Mail	42	26	10	7
	14%	22%	15%	6%
		c		
FedEx	31	3	13	15
	10%	3%	21%	13%
			a	
Amazon Logistics	29	9	12	9
	10%	7%	19%	8%
TNT Express	18	4	3	10
	6%	3%	5%	9%
Pitney Bowes	10	2	4	4
	4%	2%	7%	3%
Whistl/ TNT Post UK	8	4	1	3
	3%	4%	2%	2%
DX	7	4	2	2
	2%	3%	3%	2%

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Unweighted Base	315	112	85	117
Effective base	119	46	31	44
Weighted Base	295	119	61	115
Secured Mail	5	4	1	*
	2%	4%	1%	*%
MHI (Mail Handling International)	4	*	3	1
	1%	*%	5%	1%
Citipost	1	-	1	*
	*%	-%	1%	*%
Other answers	1	1	-	-
	*%	1%	-%	-%
NET: Provider other than RM	249	107	55	87
	84%	90%	89%	76%
NET: RM/Parcelforce	125	43	22	61
	43%	36%	35%	53%

Columns Tested:: a,b,c

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	315	161	75	35	16	12	8	3	5	236	79	44
Effective base	119	72	27	11	7	3	2	2	2	99	21	11
Weighted Base	295	182	64	28	6	8	6	1	*	246	49	21
Parcelforce	86	52	25	2	*	6	*	1	-	77	9	7
	29%	29%	39%	8%	3%	68%	1%	81%	-%	31%	18%	32%
DPD/DPD Local	71	46	8	13	1	2	-	1	-	54	17	4
	24%	25%	13%	48%	17%	22%	-%	79%	-%	22%	34%	17%
				b								
Yodel	57	40	10	4	-	2	*	1	*	50	7	3
	19%	22%	15%	16%	-%	24%	*%	79%	23%	20%	15%	13%
Evri	54	44	9	*	1	*	-	1	-	52	2	1
	18%	24%	14%	1%	10%	*%	-%	79%	-%	21%	3%	6%
				j						j		
DHL	53	30	11	8	2	2	*	-	*	41	11	4
	18%	17%	18%	28%	28%	21%	*%	-%	35%	17%	23%	17%
Royal Mail	46	23	16	6	*	*	*	-	*	39	7	1
	16%	13%	25%	23%	2%	6%	2%	-%	63%	16%	15%	4%
UPS	45	20	17	3	3	1	*	1	*	37	8	5
	15%	11%	26%	12%	45%	12%	*%	98%	10%	15%	16%	22%
UK Mail	42	24	13	*	-	*	4	1	*	37	5	5
	14%	13%	21%	1%	-%	6%	62%	79%	23%	15%	11%	23%
FedEx	31	13	9	5	2	1	-	1	*	22	9	4
	10%	7%	14%	16%	34%	18%	-%	79%	73%	9%	18%	21%
Amazon Logistics	29	13	12	1	1	*	2	1	*	24	5	4
	10%	7%	18%	2%	23%	1%	35%	98%	10%	10%	10%	21%
TNT Express	18	7	7	3	*	*	*	1	-	14	4	1
	6%	4%	12%	9%	1%	*%	*%	98%	-%	6%	7%	5%
Pitney Bowes	10	6	4	*	-	*	-	-	-	10	*	*
	4%	3%	6%	1%	-%	*%	-%	-%	-%	4%	1%	*%
Whistl/ TNT Post UK	8	7	*	-	-	-	*	1	-	7	1	1
	3%	4%	1%	-%	-%	-%	*%	79%	-%	3%	2%	4%
DX	7	1	*	2	*	*	4	-	-	1	6	4
	2%	1%	*%	7%	2%	1%	61%	-%	-%	1%	11%	18%
										ai	ai	ai
Secured Mail	5	4	1	*	-	*	-	*	*	5	*	*
	2%	2%	1%	*%	-%	*%	-%	2%	2%	2%	*%	*%

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	315	161	75	35	16	12	8	3	5	236	79	44
Effective base	119	72	27	11	7	3	2	2	2	99	21	11
Weighted Base	295	182	64	28	6	8	6	1	*	246	49	21
MHI (Mail Handling International)	4	3	*	*	1	-	-	-	-	3	1	1
	1%	2%	*%	*%	15%	-%	-%	-%	-%	1%	2%	4%
Citipost	1	1	*	-	*	-	-	*	-	1	*	*
	*%	1%	*%	-%	1%	-%	-%	2%	-%	*%	*%	*%
Other answers	1	1	-	-	-	-	-	-	-	1	-	-
	*%	1%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
NET: Provider other than RM	249	159	48	22	6	8	6	1	*	207	42	20
	84%	87%	75%	77%	98%	94%	98%	100%	37%	84%	85%	96%
NET: RM/Parcelforce	125	69	41	9	*	6	*	1	*	110	16	7
	43%	38%	64%	31%	4%	68%	3%	81%	63%	45%	32%	33%
			aj									

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	*a	b	*c	d	*e	f	*g
Significance Level: 95%																	
Unweighted Base	315	46	115	154	296	291	303	302	241	192	16	160	20	30	20	33	24
Effective base	119	24	48	47	109	106	114	115	88	63	11	70	7	9	6	10	4
Weighted Base	295	64	117	113	272	266	285	283	218	164	30	178	11	24	14	18	11
Parcelforce	86 29%	18 28%	34 29%	34 30%	84 31%	84 32%	84 30%	81 29%	64 29%	41 25%	1 4%	58 33%	1 7%	8 35%	9 67%	2 14%	5 42%
DPD/DPD Local	71 24%	8 12%	38 32%	25 22%	67 24%	67 25%	69 24%	69 24%	45 21%	34 21%	4 14%	47 27%	4 39%	6 24%	3 24%	3 18%	1 7%
Yodel	57 19%	21 33%	19 16%	17 15%	57 21%	51 19%	57 20%	53 19%	44 20%	36 22%	7 22%	41 23%	2 18%	4 16%	*	2 12%	1 12%
Evri	54 18%	12 18%	32 27%	11 9%	47 17%	43 16%	50 18%	53 19%	33 15%	19 12%	10 32%	31 17%	2 17%	3 14%	3 22%	1 6%	* 3%
DHL	53 18%	12 18%	18 16%	23 20%	48 18%	46 17%	49 17%	52 19%	40 18%	26 16%	4 13%	28 16%	3 25%	1 4%	5 36%	7 41%	1 11%
Royal Mail	46 16%	5 8%	18 15%	23 21%	37 14%	41 15%	44 15%	44 16%	26 12%	19 11%	9 29%	29 16%	* *	- -%	* 3%	5 29%	* 2%
UPS	45 15%	5 8%	15 13%	25 22%	41 15%	42 16%	43 15%	43 15%	40 18%	35 21%	1 4%	23 13%	1 9%	6 23%	2 16%	9 49%	1 9%
UK Mail	42 14%	18 28%	6 5%	18 16%	38 14%	42 16%	42 15%	38 14%	38 18%	32 20%	4 12%	22 12%	3 25%	1 3%	1 4%	9 49%	4 33%
FedEx	31 10%	1 2%	12 10%	18 16%	30 11%	30 11%	30 11%	31 11%	26 12%	18 11%	1 2%	15 9%	* *	6 25%	5 35%	3 20%	* 3%
Amazon Logistics	29 10%	1 1%	12 10%	17 15%	27 10%	27 10%	27 10%	27 10%	27 12%	27 17%	- -%	16 9%	* 1%	9 37%	* 4%	2 11%	* 3%
TNT Express	18 6%	3 5%	4 3%	11 10%	18 6%	18 7%	18 6%	17 6%	15 7%	9 6%	- -%	9 5%	1 7%	4 17%	1 8%	2 14%	* 1%
Pitney Bowes	10 4%	1 1%	5 5%	4 4%	10 4%	10 4%	10 4%	10 4%	10 5%	10 6%	- -%	3 2%	- -%	7 30%	* 1%	* *%	* *%
Whistl/ TNT Post UK	8 3%	1 1%	6 5%	1 1%	8 3%	8 3%	8 3%	8 3%	8 4%	6 4%	- -%	5 3%	- -%	- -%	* 1%	2 13%	- -%
DX	7 2%	1 1%	* *%	6 5%	7 3%	7 3%	7 2%	7 2%	7 3%	7 4%	- -%	1 *%	- -%	1 3%	2 12%	* 1%	4 33%

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	*a	b	*c	d	*e	f	*g
Significance Level: 95%																	
Unweighted Base	315	46	115	154	296	291	303	302	241	192	16	160	20	30	20	33	24
Effective base	119	24	48	47	109	106	114	115	88	63	11	70	7	9	6	10	4
Weighted Base	295	64	117	113	272	266	285	283	218	164	30	178	11	24	14	18	11
Secured Mail	5 2%	4 6%	* *%	1 1%	5 2%	5 2%	5 2%	5 2%	5 2%	2 1%	- -%	5 3%	- -%	* *%	* 1%	- -%	* *%
MHI (Mail Handling International)	4 1%	3 4%	* *%	1 1%	2 1%	2 1%	2 1%	4 1%	4 2%	4 2%	- -%	1 *%	- -%	* *%	- -%	1 8%	- -%
Citipost	1 *%	1 1%	* *%	* *%	1 *%	1 *%	1 *%	1 *%	1 1%	1 1%	- -%	1 *%	- -%	- -%	* 1%	* *%	* 1%
Other answers	1 *%	- -%	1 1%	- -%	1 *%	1 *%	1 *%	1 *%	1 1%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%
NET: Provider other than RM	249 84%	59 92%	99 85%	90 79%	235 86%	225 85%	241 85%	239 84%	192 88%	145 89%	21 71%	149 84%	11 100%	24 100%	13 97%	13 71%	11 98%
NET: RM/Parcelforce	125 43%	23 35%	46 39%	57 50%	115 42%	118 45%	122 43%	118 42%	90 41%	59 36%	10 33%	81 45%	1 7%	8 35%	9 70%	7 43%	5 44%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	*c	*d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Significance Level: 95%															
Unweighted Base	315	176	31	18	23	21	10	17	133	66	31	18	19	11	13
Effective base	119	80	9	5	5	9	2	2	60	22	10	7	3	5	2
Weighted Base	295	203	23	11	11	11	7	6	153	62	18	14	8	5	6
Parcelforce	86	58	12	4	6	4	*	*	51	20	1	*	6	1	5
	29%	29%	51%	36%	54%	35%	1%	2%	33%	32%	7%	3%	78%	24%	72%
DPD/DPD Local	71	51	7	3	2	3	-	1	36	17	6	5	3	1	*
	24%	25%	29%	23%	22%	30%	-%	12%	24%	27%	31%	36%	32%	14%	2%
Yodel	57	41	10	4	*	1	*	1	31	14	2	*	1	1	1
	19%	20%	41%	33%	1%	10%	3%	19%	20%	23%	11%	*%	11%	24%	20%
Evri	54	37	4	2	-	4	*	-	28	8	5	1	1	-	*
	18%	18%	18%	14%	-%	35%	1%	-%	19%	13%	25%	5%	10%	-%	5%
DHL	53	34	2	1	2	4	4	1	18	20	4	1	1	2	*
	18%	17%	8%	7%	15%	36%	68%	15%	12%	32%	20%	7%	12%	40%	6%
Royal Mail	46	32	*	*	*	1	4	*	35	5	*	*	*	1	*
	16%	16%	2%	1%	1%	5%	67%	3%	23%	8%	*%	1%	5%	12%	2%
UPS	45	21	3	4	3	5	4	1	19	15	3	3	1	*	*
	15%	11%	14%	35%	24%	45%	69%	14%	13%	24%	14%	22%	15%	6%	2%
UK Mail	42	24	3	*	*	1	6	4	20	9	8	1	1	2	*
	14%	12%	12%	*%	1%	7%	95%	62%	13%	15%	43%	5%	19%	33%	1%
FedEx	31	19	2	3	2	4	*	*	8	12	*	6	1	2	*
	10%	9%	10%	25%	15%	40%	2%	5%	6%	20%	*%	44%	17%	33%	*%
Amazon Logistics	29	16	1	4	5	2	-	*	13	11	*	2	1	*	*
	10%	8%	4%	38%	41%	19%	-%	*%	8%	18%	2%	13%	10%	6%	5%
TNT Express	18	9	2	4	1	1	*	*	7	6	2	*	1	2	*
	6%	5%	10%	34%	10%	7%	1%	1%	4%	10%	12%	*%	11%	33%	2%
Pitney Bowes	10	6	*	4	-	-	*	*	2	4	-	3	*	-	*
	4%	3%	1%	34%	-%	-%	1%	1%	1%	7%	-%	26%	3%	-%	*%
Whistl/ TNT Post UK	8	5	2	*	-	1	-	-	3	3	-	-	1	2	-
	3%	3%	7%	1%	-%	7%	-%	-%	2%	4%	-%	-%	12%	34%	-%
DX	7	2	*	*	1	*	*	4	-	1	5	1	1	*	*
	2%	1%	1%	1%	11%	*%	1%	61%	-%	1%	26%	5%	9%	*%	1%
Secured Mail	5	4	1	*	-	-	-	*	4	1	-	*	*	*	*
	2%	2%	3%	1%	-%	-%	-%	1%	3%	1%	-%	*%	2%	*%	1%

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Unweighted Base	315	176	31	18	23	21	10	17	133	66	31	18	19	11	13
Effective base	119	80	9	5	5	9	2	2	60	22	10	7	3	5	2
Weighted Base	295	203	23	11	11	11	7	6	153	62	18	14	8	5	6
MHI (Mail Handling International)	4	1	*	-	*	1	*	-	-	1	-	1	1	*	-
	1%	*%	*%	-%	4%	7%	1%	-%	-%	1%	-%	7%	7%	*%	-%
Citipost	1	1	-	*	-	*	-	*	-	1	-	*	*	-	*
	*%	*%	-%	2%	-%	1%	-%	*%	-%	1%	-%	1%	2%	-%	2%
Other answers	1	1	-	-	-	-	-	-	1	-	-	-	-	-	-
	*%	1%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%
NET: Provider other than RM	249	171	23	11	11	11	2	6	118	57	18	13	7	4	6
	84%	84%	98%	99%	99%	95%	33%	97%	77%	92%	100%	99%	95%	88%	98%
NET: RM/Parcelforce	125	84	12	4	6	4	4	*	79	24	1	1	7	2	5
	43%	41%	53%	37%	54%	40%	69%	5%	52%	39%	7%	4%	83%	35%	73%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	*d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	315	117	48	50	28	21	20	18	54	67	83	53	44
Effective base	119	59	15	16	12	6	4	6	27	26	33	16	13
Weighted Base	295	144	37	42	19	16	11	14	76	65	76	35	32
Parcelforce	86	39	12	14	4	6	1	4	23	9	27	13	10
	29%	27%	33%	33%	21%	40%	9%	27%	31%	14%	36%	37%	33%
DPD/DPD Local	71	38	15	11	3	2	*	*	14	21	21	11	2
	24%	26%	40%	26%	15%	10%	4%	3%	18%	32%	28%	32%	5%
Yodel	57	27	10	5	3	2	*	5	12	19	15	7	4
	19%	19%	28%	13%	15%	16%	2%	37%	15%	30%	20%	20%	13%
Evri	54	39	3	7	1	3	*	*	12	10	22	3	2
	18%	27%	7%	16%	5%	19%	2%	3%	16%	15%	30%	8%	6%
DHL	53	25	3	15	3	2	*	4	6	14	14	3	10
	18%	17%	9%	35%	17%	13%	3%	28%	8%	22%	19%	8%	33%
Royal Mail	46	19	7	9	*	4	5	1	26	5	5	1	7
	16%	13%	18%	21%	*%	27%	41%	5%	34%	7%	6%	3%	23%
UPS	45	13	4	10	4	2	6	4	11	6	6	9	11
	15%	9%	11%	23%	23%	11%	57%	27%	15%	9%	8%	25%	33%
UK Mail	42	17	1	7	3	5	4	2	8	6	11	4	13
	14%	12%	4%	16%	15%	35%	33%	12%	10%	9%	15%	10%	40%
FedEx	31	9	7	8	1	5	1	*	1	6	7	9	8
	10%	7%	18%	18%	7%	29%	6%	1%	1%	9%	9%	25%	25%
Amazon Logistics	29	9	*	5	4	2	1	6	6	5	4	10	2
	10%	6%	1%	12%	22%	15%	7%	44%	8%	8%	5%	29%	5%
TNT Express	18	3	1	5	3	1	*	4	*	3	4	8	3
	6%	2%	4%	11%	18%	5%	1%	26%	*%	5%	5%	22%	9%
Pitney Bowes	10	5	-	1	*	*	*	4	-	1	5	4	*
	4%	4%	-%	2%	1%	3%	1%	26%	-%	2%	7%	11%	1%
Whistl/ TNT Post UK	8	2	*	2	2	1	-	-	-	1	2	4	1
	3%	2%	*%	6%	11%	5%	-%	-%	-%	2%	3%	10%	2%

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	*d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	315	117	48	50	28	21	20	18	54	67	83	53	44
Effective base	119	59	15	16	12	6	4	6	27	26	33	16	13
Weighted Base	295	144	37	42	19	16	11	14	76	65	76	35	32
DX	7 2%	1 *%	* *%	1 2%	1 7%	* 3%	4 32%	* 1%	- -%	1 2%	* *%	2 5%	4 13%
Secured Mail	5 2%	3 2%	1 3%	1 2%	* 1%	* *%	* *%	- -%	- -%	1 1%	4 5%	* *%	* 1%
MHI (Mail Handling International)	4 1%	* *%	- -%	1 2%	1 4%	2 12%	1 5%	- -%	- -%	1 1%	1 2%	* *%	* *%
Citipost	1 *%	- -%	* *%	1 2%	* 1%	* *%	* -%	* 1%	- -%	1 1%	- -%	* *%	* 1%
Other answers	1 *%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%
NET: Provider other than RM	249 84%	125 87%	30 82%	33 79%	19 100%	12 73%	7 59%	13 95%	50 66%	60 93%	71 94%	34 97%	25 77%
NET: RM/Parcelforce	125 43%	58 41%	14 38%	21 50%	4 21%	11 67%	6 50%	5 32%	43 57%	14 21%	32 42%	14 40%	18 56%
									b		a	a	b

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	315	89	60	70	40	34	77	66	69	47	30
Effective base	119	38	23	26	11	9	35	24	24	15	9
Weighted Base	295	104	55	64	25	23	94	62	52	36	21
Parcelforce	86	32	11	23	12	5	27	17	19	14	6
	29%	30%	20%	36%	50%	21%	29%	27%	37%	38%	26%
DPD/DPD Local	71	28	16	14	7	1	22	12	21	10	1
	24%	27%	29%	22%	30%	5%	24%	20%	41%	29%	4%
									e		
Yodel	57	19	13	15	7	3	14	16	11	7	3
	19%	18%	24%	23%	27%	13%	15%	25%	21%	21%	15%
Evri	54	22	6	13	2	2	10	10	18	3	1
	18%	22%	11%	21%	10%	7%	11%	16%	34%	9%	6%
									a		
DHL	53	14	14	9	3	7	10	11	11	3	10
	18%	14%	25%	15%	11%	31%	11%	17%	22%	8%	47%
											ad
Royal Mail	46	20	4	5	1	7	25	5	3	1	7
	16%	20%	7%	7%	5%	29%	26%	8%	6%	1%	35%
							cd				cd
UPS	45	13	6	8	6	8	13	5	5	10	8
	15%	13%	11%	12%	24%	35%	14%	9%	11%	27%	38%
UK Mail	42	11	3	8	4	13	10	14	7	6	5
	14%	11%	5%	12%	14%	55%	11%	22%	13%	17%	22%
						abc					
FedEx	31	8	4	6	3	8	4	9	4	9	3
	10%	8%	8%	10%	13%	35%	4%	15%	8%	25%	16%
						a				a	
Amazon Logistics	29	9	5	4	8	1	8	4	4	11	1
	10%	9%	8%	7%	32%	6%	8%	6%	8%	30%	4%
					c						
TNT Express	18	1	2	4	8	3	1	3	3	9	2
	6%	1%	4%	6%	31%	12%	1%	5%	6%	24%	10%
					abc					a	
Pitney Bowes	10	2	*	5	4	*	3	1	2	4	*
	4%	1%	%	8%	15%	%	3%	2%	4%	11%	2%

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	315	89	60	70	40	34	77	66	69	47	30
Effective base	119	38	23	26	11	9	35	24	24	15	9
Weighted Base	295	104	55	64	25	23	94	62	52	36	21
Whistl/ TNT Post UK	8 3%	1 1%	2 4%	3 4%	2 6%	1 3%	* *%	1 2%	2 4%	4 12%	- -%
DX	7 2%	2 1%	* *%	* *%	2 6%	4 16%	* *%	1 2%	* *%	5 14%	* 2%
Secured Mail	5 2%	4 4%	- -%	1 1%	- -%	* 2%	- -%	2 3%	3 6%	* *%	* 2%
MHI (Mail Handling International)	4 1%	1 1%	- -%	1 2%	- -%	* *%	- -%	1 1%	1 3%	* *%	* *%
Citipost	1 *%	1 1%	- -%	* *%	- -%	* 1%	- -%	1 1%	* *%	* *%	* *%
Other answers	1 *%	- -%	1 2%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%
NET: Provider other than RM	249 84%	83 80%	51 93%	59 93%	24 95%	17 71%	69 74%	57 92%	48 94%	36 99%	14 65%
NET: RM/Parcelforce	125 43%	46 44%	15 27%	28 44%	14 55%	12 50%	46 49%	22 35%	ae 44%	ae 39%	13 61%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	*b	c	a	b	a	b
Unweighted Base	315	54	68	75	61	42	233	23	44	206	109	247	49
Effective base	119	28	23	29	22	13	91	7	19	76	43	92	17
Weighted Base	295	74	58	73	47	28	212	14	57	195	100	229	43
Parcelforce	86 29%	23 30%	8 14%	33 45% be	14 30%	3 11%	72 34%	2 13%	7 13%	65 33%	21 21%	76 33%	8 18%
DPD/DPD Local	71 24%	17 23%	14 24%	22 30%	13 27%	4 13%	59 28%	3 19%	7 12%	53 27%	18 18%	63 27%	4 9%
Yodel	57 19%	12 16%	16 28%	12 16%	10 21%	3 10%	42 20%	3 20%	8 15%	48 24%	9 9%	53 23%	4 8%
Evri	54 18%	14 19%	16 27%	15 20%	5 12%	2 8%	40 19%	3 20%	10 17%	43 22%	11 11%	40 18%	7 15%
DHL	53 18%	12 16%	11 18%	14 19%	11 23%	5 19%	38 18%	3 21%	11 20%	34 18%	18 18%	33 15%	15 34%
Royal Mail	46 16%	10 14%	10 18%	5 6%	11 24%	7 26%	35 16%	4 30%	5 9%	- -%	46 46% a	29 13%	9 20%
UPS	45 15%	4 6%	7 11%	4 6%	18 38% abc	10 35% ac	32 15%	4 32%	6 11%	23 12%	21 21%	31 14%	10 24%
UK Mail	42 14%	8 11%	3 5%	13 18%	9 19%	5 19%	21 10%	3 22%	14 25%	33 17%	9 9%	19 8%	19 45% a
FedEx	31 10%	4 5%	5 9%	8 11%	9 20%	5 17%	27 13%	1 6%	3 5%	20 10%	11 11%	27 12%	3 6%
Amazon Logistics	29 10%	5 7%	1 2%	8 10%	9 19%	2 8%	16 8%	2 11%	10 17%	20 10%	9 9%	25 11%	2 5%
TNT Express	18 6%	1 1%	* 1%	6 8%	9 18% ab	2 7%	16 7%	1 8%	1 1%	7 3%	11 11%	16 7%	2 4%

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	*b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	315	54	68	75	61	42	233	23	44	206	109	247	49
Effective base	119	28	23	29	22	13	91	7	19	76	43	92	17
Weighted Base	295	74	58	73	47	28	212	14	57	195	100	229	43
Pitney Bowes	10 4%	- -%	3 5%	4 5%	4 8%	* *%	9 4%	1 8%	- -%	6 3%	4 4%	10 4%	* 1%
Whistl/ TNT Post UK	8 3%	- -%	* *%	3 4%	2 5%	2 7%	7 3%	1 6%	* *%	4 2%	3 3%	6 3%	2 4%
DX	7 2%	- -%	* *%	2 3%	1 3%	4 13%	6 3%	1 9%	- -%	6 3%	1 1%	3 1%	4 9%
Secured Mail	5 2%	- -%	* *%	4 6%	* 1%	1 3%	1 1%	1 6%	3 6%	4 2%	1 1%	2 1%	4 8%
MHI (Mail Handling International)	4 1%	- -%	1 2%	3 4%	* *%	* *%	3 2%	1 6%	- -%	3 2%	1 1%	2 1%	* *%
Citipost	1 *%	- -%	- -%	1 1%	* *%	* *%	* *%	1 6%	* *%	1 1%	* *%	1 *%	* *%
Other answers	1 *%	1 2%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	1 1%	1 1%	- -%
NET: Provider other than RM	249 84%	64 86%	48 82%	69 94%	36 76%	21 74%	177 84%	10 70%	52 91%	195 100%	54 54%	200 87%	35 80%
NET: RM/Parcelforce	125 43%	28 38%	17 29%	37 51%	25 54%	10 37%	100 47%	6 43%	12 22%	65 33%	60 60%	99 43%	17 38%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	315	189	102	75	227	250	46	179	112	78	224
Effective base	119	78	29	35	81	93	16	71	36	36	79
Weighted Base	295	194	72	76	207	229	43	180	86	86	196
Parcelforce	86 29%	67 35%	17 23%	27 35%	54 26%	73 32%	11 25%	60 33%	24 28%	33 38%	48 24%
DPD/DPD Local	71 24%	58 30%	9 13%	25 33%	44 21%	64 28%	3 7%	56 31%	11 13%	27 32%	42 21%
Yodel	57 19%	37 19%	15 20%	12 16%	41 20%	53 23%	3 8%	39 22%	12 14%	19 22%	34 17%
Evri	54 18%	38 19%	5 8%	20 26%	33 16%	40 18%	7 16%	37 21%	6 7%	18 21%	34 18%
DHL	53 18%	29 15%	17 24%	19 25%	33 16%	34 15%	14 32%	26 14%	20 23%	18 21%	35 18%
Royal Mail	46 16%	29 15%	12 17%	* 1%	44 21%	29 13%	9 20%	28 16%	13 15%	* 1%	44 22%
UPS	45 15%	27 14%	15 21%	14 18%	29 14%	31 14%	10 24%	26 14%	16 19%	14 16%	29 15%
UK Mail	42 14%	19 10%	23 32%	13 17%	26 13%	23 10%	15 35%	16 9%	25 30%	13 15%	26 13%
FedEx	31 10%	18 9%	11 16%	9 11%	22 11%	28 12%	2 5%	17 10%	12 14%	8 9%	23 11%
Amazon Logistics	29 10%	22 11%	5 7%	10 13%	18 9%	19 8%	8 19%	16 9%	11 13%	10 12%	17 9%
TNT Express	18 6%	13 7%	4 6%	4 5%	14 7%	17 8%	* 1%	13 7%	4 5%	2 2%	16 8%
Pitney Bowes	10 4%	9 5%	2 2%	5 7%	5 2%	10 5%	* %	9 5%	2 2%	5 6%	5 3%
Whistl/ TNT Post UK	8 3%	5 3%	3 4%	4 5%	4 2%	6 3%	2 4%	3 2%	4 5%	4 5%	3 2%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	315	189	102	75	227	250	46	179	112	78	224
Effective base	119	78	29	35	81	93	16	71	36	36	79
Weighted Base	295	194	72	76	207	229	43	180	86	86	196
DX	7 2%	2 1%	5 7%	2 2%	5 3%	7 3%	* *%	2 1%	5 6%	1 1%	6 3%
Secured Mail	5 2%	4 2%	1 1%	* *%	5 3%	2 1%	4 8%	4 2%	1 2%	* *%	5 3%
MHI (Mail Handling International)	4 1%	1 *%	2 2%	2 3%	2 1%	1 1%	1 2%	1 *%	2 2%	3 3%	1 1%
Citipost	1 *%	* *%	1 1%	- -%	1 1%	1 *%	* *%	* *%	1 1%	* *%	1 1%
Other answers	1 *%	1 1%	- -%	- -%	1 1%	1 1%	- -%	1 1%	- -%	- -%	1 1%
NET: Provider other than RM	249 84%	165 85%	60 83%	75 99%	163 79%	200 87%	35 80%	152 84%	73 85%	86 99%	153 78%
NET: RM/Parcelforce	125 43%	90 46%	29 40%	27 35%	91 44%	95 42%	20 45%	82 45%	37 43%	33 38%	85 43%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	315	231	208	99	1	227	189	86	-	281	163	109	-
Effective base	119	78	86	32	1	80	72	31	-	105	64	42	-
Weighted Base	295	195	211	75	4	208	173	77	-	260	154	92	-
Parcelforce	86 29%	54 28%	72 34%	25 33%	4 100%	72 34%	55 32%	21 28%	- -%	76 29%	50 33%	18 19%	- -%
DPD/DPD Local	71 24%	46 24%	57 27%	22 29%	- -%	46 22%	49 29%	28 37%	- -%	63 24%	41 27%	34 37%	- -%
Yodel	57 19%	40 20%	44 21%	8 11%	- -%	41 19%	23 13%	3 4%	- -%	39 15%	28 18%	3 3%	- -%
Evri	54 18%	30 16%	43 20%	13 18%	- -%	31 15%	26 15%	13 17%	- -%	51 19%	25 17%	21 23%	- -%
DHL	53 18%	38 19%	33 16%	19 25%	- -%	39 19%	26 15%	19 25%	- -%	48 18%	27 18%	22 24%	- -%
Royal Mail	46 16%	23 12%	24 12%	12 16%	- -%	22 11%	33 19%	12 16%	- -%	42 16%	31 20%	18 19%	- -%
UPS	45 15%	30 15%	27 13%	20 26%	- -%	39 19%	23 13%	18 24%	- -%	42 16%	18 12%	20 21%	- -%
UK Mail	42 14%	35 18%	23 11%	8 11%	- -%	39 19%	15 9%	7 10%	- -%	36 14%	11 7%	5 6%	- -%
FedEx	31 10%	22 11%	27 13%	17 22%	- -%	27 13%	18 11%	20 26%	- -%	31 12%	17 11%	17 19%	- -%
Amazon Logistics	29 10%	21 11%	17 8%	10 13%	- -%	25 12%	15 9%	7 9%	- -%	27 10%	17 11%	13 14%	- -%
TNT Express	18 6%	13 7%	13 6%	8 11%	- -%	13 6%	13 7%	5 7%	- -%	17 7%	10 6%	7 8%	- -%
Pitney Bowes	10 4%	10 5%	7 3%	7 9%	- -%	10 5%	7 4%	4 5%	- -%	10 4%	6 4%	1 1%	- -%
Whistl/ TNT Post UK	8 3%	8 4%	5 2%	3 4%	- -%	8 4%	5 3%	2 2%	- -%	8 3%	5 3%	2 2%	- -%
DX	7 2%	7 3%	7 3%	1 2%	- -%	7 3%	7 4%	2 3%	- -%	7 3%	6 4%	2 3%	- -%

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	315	231	208	99	1	227	189	86	-	281	163	109	-
Effective base	119	78	86	32	1	80	72	31	-	105	64	42	-
Weighted Base	295	195	211	75	4	208	173	77	-	260	154	92	-
Secured Mail	5 2%	5 2%	5 3%	1 1%	- -%	5 3%	1 1%	1 1%	- -%	5 2%	1 1%	1 1%	- -%
MHI (Mail Handling International)	4 1%	2 1%	2 1%	1 1%	- -%	2 1%	2 1%	2 3%	- -%	4 2%	2 1%	4 4%	- -%
Citipost	1 *%	1 1%	1 *%	* *%	- -%	1 1%	1 1%	1 1%	- -%	1 *%	1 1%	1 1%	- -%
Other answers	1 *%	- -%	1 1%	- -%	- -%	- -%	1 1%	- -%	- -%	1 *%	1 1%	1 1%	- -%
NET: Provider other than RM	249 84%	172 88%	187 88%	63 84%	4 100%	186 89%	139 81%	64 84%	- -%	218 84%	123 80%	74 81%	- -%
NET: RM/Parcelforce	125 43%	77 39%	90 43%	37 49%	4 100%	94 45%	83 48%	34 44%	- -%	112 43%	77 50%	35 38%	- -%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	315	258	235	172	228	191	28	116	125	146	57	33
Effective base	119	94	90	66	81	80	8	46	46	54	22	13
Weighted Base	295	237	230	170	202	195	20	115	124	144	54	30
Parcelforce	86 29%	74 31%	76 33%	58 34%	56 28%	59 30%	9 48%	49 43%	49 39%	49 34%	16 30%	11 38%
DPD/DPD Local	71 24%	64 27%	63 28%	47 28%	51 25%	54 28%	4 21%	34 30%	29 24%	43 30%	21 40%	14 48%
Yodel	57 19%	50 21%	47 21%	32 19%	44 22%	39 20%	5 23%	24 21%	25 20%	31 22%	2 4%	2 6%
Evri	54 18%	41 17%	37 16%	33 19%	28 14%	33 17%	1 4%	21 18%	19 16%	25 17%	12 23%	7 23%
DHL	53 18%	38 16%	34 15%	37 22%	31 15%	30 15%	2 10%	23 20%	23 19%	28 20%	13 24%	6 19%
Royal Mail	46 16%	37 16%	37 16%	17 10%	29 14%	37 19%	4 21%	11 10%	14 12%	15 10%	9 16%	* *%
UPS	45 15%	36 15%	36 16%	29 17%	35 17%	29 15%	9 45%	24 21%	23 18%	27 18%	15 28%	9 29%
UK Mail	42 14%	23 10%	29 13%	19 11%	25 12%	26 13%	5 23%	14 12%	10 8%	14 10%	2 5%	1 3%
FedEx	31 10%	28 12%	26 11%	20 12%	23 11%	23 12%	6 30%	17 15%	10 8%	14 10%	13 25%	8 25%
Amazon Logistics	29 10%	26 11%	23 10%	22 13%	26 13%	19 10%	5 27%	15 13%	19 15%	17 12%	6 10%	2 6%
TNT Express	18 6%	16 7%	15 7%	9 6%	16 8%	14 7%	6 29%	8 7%	9 7%	9 7%	4 7%	3 10%
Pitney Bowes	10 4%	9 4%	10 4%	9 5%	8 4%	10 5%	4 21%	9 8%	6 5%	7 5%	3 6%	* 1%
Whistl/ TNT Post UK	8 3%	5 2%	8 3%	5 3%	4 2%	8 4%	1 4%	3 3%	5 4%	3 2%	2 5%	1 3%
DX	7 2%	2 1%	7 3%	2 1%	7 3%	7 3%	2 8%	2 2%	1 1%	2 1%	2 3%	1 4%
Secured Mail	5 2%	1 1%	2 1%	5 3%	2 1%	1 1%	* *%	1 1%	1 1%	4 3%	1 1%	1 2%

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	
		a	b	c	a	b	*c	a	b	c	d	e	
Significance Level: 95%													
Unweighted Base	315	258	235	172	228	191	28	116	125	146	57	33	
Effective base	119	94	90	66	81	80	8	46	46	54	22	13	
Weighted Base	295	237	230	170	202	195	20	115	124	144	54	30	
MHI (Mail Handling International)	4 1%	1 1%	2 1%	3 2%	2 1%	2 1%	1 4%	1 1%	2 2%	3 2%	1 3%	1 3%	
Citipost	1 *% *% *% *%	* *% *% *% *%	1 *% *% *% *%	* *% *% *% *%	1 1% 1% 1% 1%	1 1% 1% 1% 1%	- -% -% -% -%	* *% *% *% *%	* *% *% *% *%	* *% *% *% *%	* *% *% *% *%	* *% *% *% *%	* 1% 1% 1% 1%
Other answers	1 *% *% *% *%	1 1% 1% 1% 1%	1 1% 1% 1% 1%	1 1% 1% 1% 1%	1 1% 1% 1% 1%	1 1% 1% 1% 1%	- -% -% -% -%	1 1% 1% 1% 1%	- -% -% -% -%	- -% -% -% -%	- -% -% -% -%	- -% -% -% -%	- -% -% -% -%
NET: Provider other than RM	249 84%	200 84%	193 84%	153 90%	173 86%	158 81%	16 79%	104 90%	110 88%	130 90%	45 84%	30 100%	
NET: RM/Parcelforce	125 43%	105 44%	107 46%	74 44%	85 42%	90 46%	14 69%	60 52%	63 50%	64 45%	25 46%	11 38%	

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Unweighted Base	315	57	37	42	22	256	202	281	222	222	242	240	74	-	250	18
Effective base	119	22	13	16	10	97	78	106	85	80	88	92	28	-	93	10
Weighted Base	295	47	32	41	27	242	189	265	209	202	222	222	57	-	216	26
Parcelforce	86	10	2	21	7	75	56	80	61	54	70	73	19	-	57	8
	29%	22%	7%	52%	26%	31%	30%	30%	29%	27%	32%	33%	33%	-%	27%	31%
				b												
DPD/DPD Local	71	16	1	5	6	67	58	68	64	55	59	60	19	-	56	9
	24%	35%	3%	13%	21%	28%	31%	26%	31%	27%	27%	27%	33%	-%	26%	36%
				b												
Yodel	57	15	1	9	8	44	41	53	38	34	37	42	3	-	43	7
	19%	32%	4%	23%	29%	18%	22%	20%	18%	17%	17%	19%	6%	-%	20%	25%
Evri	54	11	5	2	3	50	31	51	42	41	40	47	8	-	45	7
	18%	23%	15%	5%	13%	21%	17%	19%	20%	20%	18%	21%	15%	-%	21%	25%
DHL	53	7	5	4	3	47	32	50	37	33	42	37	12	-	32	9
	18%	14%	15%	9%	13%	20%	17%	19%	18%	16%	19%	17%	21%	-%	15%	35%
Royal Mail	46	2	2	8	6	36	32	40	32	41	30	33	12	-	36	2
	16%	4%	6%	21%	21%	15%	17%	15%	15%	20%	14%	15%	22%	-%	17%	7%
UPS	45	10	4	3	10	40	37	42	33	34	41	28	13	-	29	5
	15%	21%	12%	8%	36%	17%	20%	16%	16%	17%	19%	13%	22%	-%	14%	18%
UK Mail	42	8	12	7	1	26	22	35	26	24	29	23	6	-	26	3
	14%	16%	39%	17%	3%	11%	12%	13%	12%	12%	13%	10%	11%	-%	12%	12%
FedEx	31	9	5	8	1	27	23	30	24	21	29	28	18	-	19	1
	10%	19%	15%	21%	2%	11%	12%	11%	11%	10%	13%	13%	32%	-%	9%	3%
													ab			
Amazon Logistics	29	3	7	1	11	21	19	22	24	23	25	18	6	-	22	3
	10%	6%	22%	2%	40%	9%	10%	8%	12%	11%	11%	8%	10%	-%	10%	10%
TNT Express	18	4	2	3	5	15	14	17	13	16	15	17	6	-	14	1
	6%	8%	6%	6%	18%	6%	7%	6%	6%	8%	7%	8%	10%	-%	7%	5%
Pitney Bowes	10	-	*	1	4	9	6	10	5	7	10	7	*	-	9	1
	4%	-%	2%	2%	15%	4%	3%	4%	2%	4%	4%	3%	*%	-%	4%	5%
Whistl/ TNT Post UK	8	2	3	1	-	3	5	5	5	6	5	5	1	-	7	1
	3%	3%	9%	2%	-%	1%	3%	2%	2%	3%	2%	2%	2%	-%	3%	3%

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	315	57	37	42	22	256	202	281	222	222	242	240	74	-	250	18
Effective base	119	22	13	16	10	97	78	106	85	80	88	92	28	-	93	10
Weighted Base	295	47	32	41	27	242	189	265	209	202	222	222	57	-	216	26
DX	7	*	4	1	2	2	6	6	1	6	6	2	1	-	6	1
	2%	*%	13%	2%	6%	1%	3%	2%	1%	3%	3%	1%	2%	-%	3%	5%
Secured Mail	5	*	3	1	1	4	*	4	4	5	4	1	*	-	1	4
	2%	1%	11%	2%	3%	2%	*%	1%	2%	3%	2%	1%	*%	-%	1%	15%
MHI (Mail Handling International)	4	1	-	3	*	2	1	3	1	4	1	3	1	-	1	1
	1%	3%	-%	7%	*%	1%	1%	1%	1%	2%	*%	1%	1%	-%	1%	3%
Citipost	1	*	*	1	-	*	*	*	-	1	*	*	*	-	*	1
	*%	*%	1%	2%	-%	*%	*%	*%	-%	1%	*%	*%	*%	-%	*%	3%
Other answers	1	-	-	-	-	1	1	1	1	1	-	1	1	-	1	-
	*%	-%	-%	-%	-%	*%	1%	*%	1%	1%	-%	1%	2%	-%	1%	-%
NET: Provider other than RM	249	45	30	32	21	206	157	225	177	162	192	189	45	-	180	24
	84%	96%	94%	79%	79%	85%	83%	85%	85%	80%	86%	85%	78%	-%	83%	93%
NET: RM/Parcelforce	125	11	4	28	13	106	83	115	89	90	95	102	31	-	87	10
	43%	24%	13%	68%	47%	44%	44%	43%	42%	44%	43%	46%	54%	-%	40%	38%
				ab												

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	315	186	111	255	10	164	151	91	157	64	105	93	111
Effective base	119	73	40	92	5	62	58	34	61	24	42	34	43
Weighted Base	295	189	92	222	16	151	144	69	159	62	106	89	96
Parcelforce	86	51	30	60	6	41	45	14	56	16	36	22	28
	29%	27%	32%	27%	37%	27%	32%	20%	35%	26%	34%	25%	29%
DPD/DPD Local	71	46	24	56	1	24	47	17	35	19	31	17	22
	24%	25%	26%	25%	7%	16%	33%	25%	22%	30%	29%	20%	23%
							a						
Yodel	57	47	8	41	5	28	29	7	31	19	19	16	22
	19%	25%	9%	19%	33%	18%	20%	11%	20%	30%	18%	18%	23%
		b											
Evri	54	35	17	40	5	27	27	14	29	11	12	21	20
	18%	19%	18%	18%	29%	18%	19%	20%	19%	18%	12%	24%	21%
DHL	53	29	17	30	5	30	23	19	24	9	14	11	28
	18%	16%	18%	13%	29%	20%	16%	28%	15%	15%	13%	12%	29%
Royal Mail	46	19	27	34	3	26	20	11	19	13	25	7	10
	16%	10%	29%	16%	17%	17%	14%	15%	12%	21%	24%	8%	10%
			a										
UPS	45	31	11	31	1	31	14	19	13	12	14	11	19
	15%	16%	11%	14%	5%	20%	10%	28%	8%	20%	14%	12%	20%
							b						
UK Mail	42	39	1	25	3	33	9	10	27	5	3	21	18
	14%	20%	1%	11%	20%	22%	6%	14%	17%	8%	3%	23%	19%
		b				b					a	a	a
FedEx	31	24	7	19	1	15	16	7	14	9	6	18	7
	10%	13%	7%	9%	6%	10%	11%	10%	9%	15%	6%	20%	7%
Amazon Logistics	29	20	9	26	1	14	16	8	18	3	5	9	16
	10%	11%	10%	12%	5%	9%	11%	12%	11%	5%	5%	10%	16%
TNT Express	18	13	5	14	1	8	10	5	9	3	6	3	8
	6%	7%	5%	6%	7%	5%	7%	7%	6%	5%	6%	4%	8%
Pitney Bowes	10	10	*	9	1	4	7	2	6	3	1	3	7
	4%	5%	*%	4%	5%	3%	5%	2%	4%	4%	1%	4%	7%
Whistl/ TNT Post UK	8	6	1	7	1	5	3	3	5	*	2	3	3
	3%	3%	1%	3%	5%	3%	2%	4%	3%	*%	2%	3%	3%

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	315	186	111	255	10	164	151	91	157	64	105	93	111
Effective base	119	73	40	92	5	62	58	34	61	24	42	34	43
Weighted Base	295	189	92	222	16	151	144	69	159	62	106	89	96
DX	7 2%	6 3%	* 1%	2 1%	1 5%	5 4%	2 1%	6 9%	* *%	* 1%	2 2%	4 5%	1 1%
Secured Mail	5 2%	5 3%	* *%	* *%	5 29%	5 3%	* *%	5 7%	* *%	1 1%	* *%	2 2%	4 4%
MHI (Mail Handling International)	4 1%	4 2%	* *%	3 1%	1 5%	4 2%	* *%	4 6%	* *%	- -%	2 2%	2 2%	- -%
Citipost	1 *%	1 *%	* *%	* *%	1 5%	1 1%	* *%	1 2%	* *%	* *%	- -%	1 1%	* *%
Other answers	1 *%	- -%	1 1%	1 1%	- -%	- -%	1 1%	- -%	1 1%	- -%	1 1%	- -%	- -%
NET: Provider other than RM	249 84%	169 90%	65 71%	188 84%	14 83%	125 83%	124 86%	59 85%	140 88%	49 79%	81 76%	82 92%	86 90%
NET: RM/Parcelforce	125 43%	69 37%	50 55%	88 39%	9 53%	66 44%	59 41%	25 36%	68 42%	29 47%	55 52%	29 33%	38 39%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	315	175	140
Effective base	119	58	62
Weighted Base	295	154	141
Parcelforce	86 29%	36 24%	50 35%
DPD/DPD Local	71 24%	23 15%	48 34%
			a
Yodel	57 19%	32 21%	25 17%
Evri	54 18%	25 16%	29 21%
DHL	53 18%	24 16%	29 20%
Royal Mail	46 16%	30 20%	16 11%
UPS	45 15%	28 18%	17 12%
UK Mail	42 14%	26 17%	16 11%
FedEx	31 10%	15 10%	16 11%
Amazon Logistics	29 10%	16 10%	13 9%
TNT Express	18 6%	12 8%	6 4%
Pitney Bowes	10 4%	8 5%	3 2%
Whistl/ TNT Post UK	8 3%	4 2%	4 3%
DX	7 2%	2 1%	5 4%
Secured Mail	5 2%	5 3%	* *%

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	315	175	140
Effective base	119	58	62
Weighted Base	295	154	141
MHI (Mail Handling International)	4	1	3
	1%	1%	2%
Citipost	1	1	*
	*%	1%	*%
Other answers	1	1	-
	*%	1%	-%
NET: Provider other than RM	249	124	125
	84%	80%	89%
NET: RM/Parcelforce	125	66	59
	43%	43%	42%

Columns Tested: a,b

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	*i	*j	*k	l
Unweighted Base	315	15	34	22	25	36	11	17	32	20	18	19	66
Effective base	119	4	16	12	11	25	6	7	12	10	4	11	23
Weighted Base	295	5	26	25	5	59	9	4	46	22	3	27	64
Parcelforce	86	*	7	1	*	12	5	*	23	10	*	5	22
	29%	4%	29%	4%	1%	20%	49%	7%	51%	45%	8%	19%	34%
DPD/DPD Local	71	2	12	3	1	15	4	1	10	3	*	4	16
	24%	31%	45%	13%	29%	25%	41%	29%	21%	13%	14%	13%	25%
Yodel	57	*	6	1	*	14	*	1	1	4	*	6	24
	19%	1%	22%	3%	3%	24%	3%	15%	2%	16%	9%	22%	38%
													h
Evri	54	2	7	2	1	20	1	*	2	4	2	12	1
	18%	38%	28%	7%	23%	35%	9%	6%	4%	18%	59%	43%	2%
			l			hl							
DHL	53	*	4	11	2	9	3	1	1	6	1	7	8
	18%	7%	14%	44%	41%	14%	29%	33%	3%	29%	19%	26%	12%
Royal Mail	46	1	3	6	1	7	3	1	9	6	*	-	11
	16%	17%	10%	24%	14%	12%	27%	25%	20%	26%	1%	-%	17%
UPS	45	*	4	12	1	5	*	1	6	3	*	2	10
	15%	*%	16%	48%	15%	8%	*%	38%	12%	16%	6%	9%	16%
UK Mail	42	*	6	6	-	11	2	-	-	-	*	8	10
	14%	1%	24%	23%	-%	18%	22%	-%	-%	-%	1%	28%	16%
FedEx	31	*	4	4	1	12	1	*	1	3	*	*	5
	10%	1%	15%	16%	21%	21%	6%	8%	3%	14%	*%	*%	8%
Amazon Logistics	29	1	1	3	*	4	*	*	12	-	*	-	8
	10%	10%	6%	12%	9%	7%	*%	*%	26%	-%	4%	-%	12%
TNT Express	18	*	2	-	*	2	2	*	*	4	*	1	6
	6%	1%	6%	-%	4%	4%	20%	1%	*%	20%	11%	3%	9%
Pitney Bowes	10	*	3	*	-	4	-	-	-	-	-	-	4
	4%	1%	10%	1%	-%	6%	-%	-%	-%	-%	-%	-%	6%
Whistl/ TNT Post UK	8	-	3	-	-	2	*	*	-	-	-	-	2
	3%	-%	12%	-%	-%	4%	1%	4%	-%	-%	-%	-%	3%
DX	7	-	*	1	-	1	*	-	*	-	-	-	5
	2%	-%	1%	3%	-%	1%	1%	-%	*%	-%	-%	-%	8%
Secured Mail	5	*	*	-	-	1	-	-	-	1	-	3	*
	2%	1%	*%	-%	-%	2%	-%	-%	-%	3%	-%	12%	*%

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	*i	*j	*k	l
Unweighted Base	315	15	34	22	25	36	11	17	32	20	18	19	66
Effective base	119	4	16	12	11	25	6	7	12	10	4	11	23
Weighted Base	295	5	26	25	5	59	9	4	46	22	3	27	64
MHI (Mail Handling International)	4	2	*	1	-	1	-	-	*	-	-	-	*
	1%	35%	*%	3%	-%	1%	-%	-%	1%	-%	-%	-%	*%
Citipost	1	-	-	-	*	1	-	-	-	-	*	-	*
	*%	-%	-%	-%	2%	1%	-%	-%	-%	-%	2%	-%	*%
Other answers	1	-	-	-	-	-	-	-	-	1	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%	-%
NET: Provider other than RM	249	4	23	19	4	52	7	3	37	16	3	27	53
	84%	83%	90%	76%	86%	88%	73%	75%	80%	74%	99%	100%	83%
NET: RM/Parcelforce	125	1	8	7	1	19	7	1	28	15	*	5	32
	43%	21%	33%	28%	15%	32%	76%	32%	61%	71%	8%	19%	50%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	315	71	72	69	103	143	172
Effective base	119	31	34	23	36	64	59
Weighted Base	295	55	73	71	95	129	166
Parcelforce	86	9	17	33	27	25	61
	29%	16%	23%	47%	29%	20%	37%
				a			a
DPD/DPD Local	71	16	20	14	20	37	34
	24%	30%	28%	19%	22%	29%	20%
Yodel	57	7	15	5	31	21	36
	19%	12%	20%	7%	32%	17%	22%
				c			
Evri	54	11	22	6	15	33	21
	18%	20%	31%	8%	16%	26%	12%
			c				
DHL	53	15	13	9	16	28	24
	18%	27%	18%	12%	17%	22%	15%
Royal Mail	46	9	10	16	11	19	27
	16%	17%	14%	22%	12%	15%	16%
UPS	45	16	6	10	13	22	23
	15%	29%	8%	15%	13%	17%	14%
		b					
UK Mail	42	12	13	-	18	24	18
	14%	21%	17%	-%	19%	19%	11%
		c	c		c		
FedEx	31	8	14	5	5	21	10
	10%	14%	19%	6%	5%	17%	6%
Amazon Logistics	29	5	5	12	8	10	20
	10%	9%	6%	17%	8%	8%	12%
TNT Express	18	2	4	4	7	6	11
	6%	3%	6%	6%	7%	5%	7%
Pitney Bowes	10	3	4	-	4	7	4
	4%	5%	5%	-%	4%	5%	2%
Whistl/ TNT Post UK	8	3	2	*	2	6	2
	3%	6%	3%	*%	2%	4%	1%
DX	7	1	1	*	5	2	5
	2%	2%	1%	*%	5%	2%	3%

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	315	71	72	69	103	143	172
Effective base	119	31	34	23	36	64	59
Weighted Base	295	55	73	71	95	129	166
Secured Mail	5	*	1	1	3	1	4
	2%	*%	2%	1%	4%	1%	3%
MHI (Mail Handling International)	4	3	1	*	*	4	1
	1%	5%	1%	1%	*%	3%	*%
Citipost	1	-	1	-	*	1	*
	*%	-%	1%	-%	*%	1%	*%
Other answers	1	-	-	1	-	-	1
	*%	-%	-%	2%	-%	-%	1%
NET: Provider other than RM	249	46	63	56	84	110	139
	84%	83%	86%	78%	88%	85%	84%
NET: RM/Parcelforce	125	16	27	45	38	43	82
	43%	30%	36%	63%	40%	33%	50%
				a			

Columns Tested: a,b,c,d - a,b

Table 90

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1921	364	1557	1279	341	92	209	642
Effective base	703	80	636	641	143	41	99	189
Weighted Base	1722	120	1602	1636	73	9	5	86
Royal Mail	1590	114	1475	1516	63	7	4	74
	92%	95%	92%	93%	87%	81%	84%	86%
				bcde				
UK Mail	35	-	35	33	1	*	*	2
	2%	-%	2%	2%	2%	2%	5%	2%
DHL	31	2	29	29	1	1	*	2
	2%	2%	2%	2%	1%	6%	3%	2%
Parcelforce	16	*	16	16	1	*	*	1
	1%	*%	1%	1%	1%	1%	3%	1%
Evri	11	*	11	11	1	*	*	1
	1%	*%	1%	1%	1%	*%	1%	1%
UPS	11	1	10	9	1	*	*	2
	1%	1%	1%	1%	2%	2%	3%	2%
							a	
Secured Mail	8	-	8	8	*	-	-	*
	*%	-%	*%	*%	*%	-%	-%	*%
DPD/DPD Local	7	*	6	6	1	*	*	1
	*%	*%	*%	*%	1%	1%	*%	1%
Yodel	5	-	5	5	*	*	*	1
	*%	-%	*%	*%	1%	3%	*%	1%
						a		
Amazon logistics	2	*	2	2	-	-	*	*
	*%	*%	*%	*%	-%	-%	*%	*%
Pitney Bowes	2	-	2	*	1	-	-	1
	*%	-%	*%	*%	2%	-%	-%	1%
					a			a
FedEx	1	*	*	*	*	*	*	1
	*%	*%	*%	*%	1%	2%	1%	1%
						a	a	
TNT Express	*	*	*	-	*	-	*	*
	*%	*%	*%	-%	*%	-%	*%	*%
Whistl/ TNT Post UK	*	-	*	-	*	*	-	*
	*%	-%	*%	-%	*%	1%	-%	*%
						a		

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1921	364	1557	1279	341	92	209	642
Effective base	703	80	636	641	143	41	99	189
Weighted Base	1722	120	1602	1636	73	9	5	86
DX	*	-	*	*	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%
Citipost	*	-	*	-	-	*	-	*
	*%	-%	*%	-%	-%	1%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Other	3	1	2	2	*	*	-	1
	*%	1%	*%	*%	1%	*%	-%	1%
Do not send this type of post	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1590	114	1475	1516	63	7	4	74
	92%	95%	92%	93%	87%	81%	84%	86%
				bcde				
NET: Provider other than RM	132	6	126	120	9	2	1	12
	8%	5%	8%	7%	13%	19%	16%	14%
					a	a	a	a
NET: RM/Parcelforce	1606	115	1492	1531	64	7	4	75
	93%	95%	93%	94%	88%	81%	87%	87%
				bcde				

Columns Tested: a,b - a,b,c,d,e

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1921	502	570	207	209	224	209	1279	341	301
Effective base	703	303	276	83	95	86	99	641	143	85
Weighted Base	1722	867	645	123	53	29	5	1636	73	13
Royal Mail	1590	811	589	115	46	24	4	1516	63	11
	92%	94%	91%	93%	87%	85%	84%	93%	87%	82%
		defhi	fi	i				efhi		
UK Mail	35	14	19	-	1	1	*	33	1	*
	2%	2%	3%	-%	1%	3%	5%	2%	2%	3%
							c			
DHL	31	17	12	*	1	1	*	29	1	1
	2%	2%	2%	*%	2%	2%	3%	2%	1%	5%
Parcelforce	16	6	8	2	1	*	*	16	1	*
	1%	1%	1%	1%	1%	*%	3%	1%	1%	1%
Evri	11	7	2	1	1	*	*	11	1	*
	1%	1%	*%	1%	1%	*%	1%	1%	1%	1%
UPS	11	3	4	3	1	*	*	9	1	*
	1%	*%	1%	2%	3%	1%	3%	1%	2%	2%
					ag		ag			
Secured Mail	8	-	7	*	*	-	-	8	*	-
	*%	-%	1%	*%	1%	-%	-%	*%	*%	-%
DPD/DPD Local	7	3	2	*	1	*	*	6	1	*
	*%	*%	*%	*%	1%	1%	*%	*%	1%	1%
Yodel	5	4	-	1	-	1	*	5	*	*
	*%	*%	-%	1%	-%	2%	*%	*%	1%	2%
						bg				
Amazon logistics	2	2	*	-	-	-	*	2	-	*
	*%	*%	*%	-%	-%	-%	*%	*%	-%	*%
Pitney Bowes	2	-	*	-	1	-	-	*	1	-
	*%	-%	*%	-%	2%	-%	-%	*%	2%	-%
					abg				abg	
FedEx	1	-	*	-	*	*	*	*	*	*
	*%	-%	*%	-%	*%	2%	1%	*%	1%	2%
						g	g			g
TNT Express	*	-	-	-	-	*	*	-	*	*
	*%	-%	-%	-%	-%	1%	*%	-%	*%	*%
						g				

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1921	502	570	207	209	224	209	1279	341	301
Effective base	703	303	276	83	95	86	99	641	143	85
Weighted Base	1722	867	645	123	53	29	5	1636	73	13
Whistl/ TNT Post UK	*	-	-	-	*	*	-	-	*	*
	*%	-%	-%	-%	*%	*%	-%	-%	*%	1%
DX	*	-	-	*	-	-	-	*	-	-
	*%	-%	-%	*%	-%	-%	-%	*%	-%	-%
Citipost	*	-	-	-	-	*	-	-	-	*
	*%	-%	-%	-%	-%	*%	-%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	3	*	*	2	*	*	-	2	*	*
	*%	*%	*%	1%	*%	2%	-%	*%	1%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1590	811	589	115	46	24	4	1516	63	11
	92%	94%	91%	93%	87%	85%	84%	93%	87%	82%
		defhi	fi	i				efhi		
NET: Provider other than RM	132	56	55	8	7	4	1	120	9	2
	8%	6%	9%	7%	13%	15%	16%	7%	13%	18%
					a	ag	abg		ag	abcg
NET: RM/Parcelforce	1606	817	598	117	47	24	4	1531	64	11
	93%	94%	93%	95%	88%	86%	87%	94%	88%	83%
		efhi	ei	i				efhi		

Columns Tested: a,b,c,d,e,f,g,h,i

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1921	748	531	341	92	209	687	341	124	85	229
Effective base	703	460	244	143	41	99	385	144	41	29	36
Weighted Base	1722	1314	322	73	9	5	1083	269	71	33	53
Royal Mail	1590	1222	293	63	7	4	1036	220	58	30	46
	92%	93%	91%	87%	81%	84%	96%	82%	83%	91%	87%
		cde	d				bce				
UK Mail	35	27	6	1	*	*	10	18	1	1	5
	2%	2%	2%	2%	2%	5%	1%	7%	1%	2%	9%
								a			a
DHL	31	22	7	1	1	*	11	11	-	*	*
	2%	2%	2%	1%	6%	3%	1%	4%	-%	1%	1%
								a			
Parcelforce	16	13	3	1	*	*	4	11	*	*	*
	1%	1%	1%	1%	1%	3%	1%	4%	1%	1%	1%
								a			
Evri	11	9	1	1	*	*	6	3	2	-	*
	1%	1%	1%	1%	1%	1%	1%	1%	3%	-%	1%
UPS	11	4	6	1	*	*	7	1	*	*	1
	1%	1%	2%	2%	2%	3%	1%	1%	1%	1%	1%
			a	a		a					
Secured Mail	8	7	*	*	-	-	3	*	4	-	-
	1%	1%	1%	1%	-%	-%	1%	1%	6%	-%	-%
									ab		
DPD/DPD Local	7	4	2	1	*	*	4	1	-	2	*
	1%	1%	1%	1%	1%	1%	1%	1%	-%	5%	1%
										ab	
Yodel	5	4	1	*	*	*	2	1	2	-	*
	1%	1%	1%	1%	3%	1%	1%	1%	3%	-%	1%
									a		
Amazon logistics	2	2	*	-	-	*	-	2	*	-	-
	1%	1%	1%	-%	-%	1%	-%	1%	1%	-%	-%
Pitney Bowes	2	-	*	1	-	-	1	-	-	-	-
	1%	-%	1%	2%	-%	-%	1%	-%	-%	-%	-%
				a							
FedEx	1	-	*	*	*	*	*	*	-	-	*
	1%	-%	1%	1%	2%	1%	1%	1%	-%	-%	1%
				ab							

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1921	748	531	341	92	209	687	341	124	85	229
Effective base	703	460	244	143	41	99	385	144	41	29	36
Weighted Base	1722	1314	322	73	9	5	1083	269	71	33	53
TNT Express	*	-	-	*	-	*	-	*	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl/ TNT Post UK	*	-	-	*	*	-	-	-	-	-	*
	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%
DX	*	-	*	-	-	-	*	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	*	-	-	-	*	-	-	-	*	-	-
	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	3	*	2	*	*	-	-	-	2	-	*
	-%	-%	1%	1%	-%	-%	-%	-%	2%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1590	1222	293	63	7	4	1036	220	58	30	46
	92%	93%	91%	87%	81%	84%	96%	82%	83%	91%	87%
		cde	d				bce				
NET: Provider other than RM	132	91	29	9	2	1	48	49	12	3	7
	8%	7%	9%	13%	19%	16%	4%	18%	17%	9%	13%
				a	ab	a		a	a		a
NET: RM/Parcelforce	1606	1235	296	64	7	4	1039	231	59	31	46
	93%	94%	92%	88%	81%	87%	96%	86%	83%	92%	87%
		cde	d				bce				

Columns Tested.: a,b,c,d,e - a,b,c,d,e

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1921	130	93	200	61	133	153	121	108	107
Effective base	703	71	49	110	26	68	94	69	54	52
Weighted Base	1722	167	110	301	59	170	275	202	139	123
Citipost	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	3	-	-	2	-	-	-	-	-	-
	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1590	154	100	261	53	151	265	195	133	116
	92%	92%	91%	87%	90%	89%	96%	96%	95%	94%
NET: Provider other than RM	132	13	10	40	6	19	10	7	6	7
	8%	8%	9%	13%	10%	11%	4%	4%	5%	6%
NET: RM/Parcelforce	1606	154	100	270	55	153	265	196	133	117
	93%	92%	91%	90%	94%	90%	96%	97%	95%	95%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1921	301	331	474	1106	815	282	276	257
Effective base	703	146	174	272	587	213	87	67	97
Weighted Base	1722	352	416	779	1546	176	80	64	32
Royal Mail	1590 92%	320 91%	386 93%	721 93%	1427 92%	163 93%	72 90%	62 96%	29 93%
UK Mail	35 2%	8 2%	8 2%	17 2%	33 2%	1 1%	1 1%	* *%	* *%
DHL	31 2%	4 1%	11 3%	9 1%	25 2%	6 3%	4 5%	1 2%	1 2%
Parcelforce	16 1%	5 2%	* *%	10 1%	16 1%	1 *%	* 1%	* *%	* *%
Evri	11 1%	5 1%	2 1%	3 *%	10 1%	1 1%	1 1%	* 1%	* *%
UPS	11 1%	2 1%	2 *%	7 1%	11 1%	* *%	* *%	* *%	* *%
Secured Mail	8 *%	4 1%	3 1%	* *%	8 *%	* *%	- -%	* *%	- -%
DPD/DPD Local	7 *%	- -%	2 *%	4 1%	6 *%	1 1%	1 1%	* *%	* *%
Yodel	5 *%	4 1%	- -%	1 *%	5 *%	* *%	* *%	- -%	* *%
Amazon logistics	2 *%	- -%	- -%	2 *%	2 *%	* *%	- -%	* *%	* *%
Pitney Bowes	2 *%	- -%	- -%	1 *%	1 *%	* *%	* *%	- -%	- -%
FedEx	1 *%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	- -%
TNT Express	* *%	- -%	* *%	- -%	* *%	* *%	- -%	- -%	* *%
Whistl/ TNT Post UK	* *%	- -%	- -%	- -%	- -%	* *%	- -%	* *%	* *%
DX	* *%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	- -%

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1921	301	331	474	1106	815	282	276	257
Effective base	703	146	174	272	587	213	87	67	97
Weighted Base	1722	352	416	779	1546	176	80	64	32
Citipost	*	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	*%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	3	-	-	2	2	1	-	*	1
	*%	-%	-%	*%	*%	1%	-%	*%	3%
									bcd
Do not send this type of post	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1590	320	386	721	1427	163	72	62	29
	92%	91%	93%	93%	92%	93%	90%	96%	93%
NET: Provider other than RM	132	32	29	58	119	13	8	3	2
	8%	9%	7%	7%	8%	7%	10%	4%	7%
NET: RM/Parcelforce	1606	325	386	731	1442	164	73	62	30
	93%	92%	93%	94%	93%	93%	91%	96%	93%

Columns Tested:: a,b,c,d,e,f,g,h

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1921	87	158	16	174	205	429	72	98	853
Effective base	703	33	45	7	51	86	159	22	29	331
Weighted Base	1722	70	103	19	122	239	319	46	61	862
Royal Mail	1590	63	89	16	105	206	293	42	55	822
	92%	89%	86%	87%	86%	86%	92%	91%	91%	95%
UK Mail	35	2	4	1	5	13	6	-	1	7
	2%	2%	4%	5%	4%	5%	2%	-%	2%	1%
					i	i				
DHL	31	1	2	-	2	6	4	*	2	15
	2%	1%	2%	-%	2%	2%	1%	*%	3%	2%
Parcelforce	16	*	1	1	1	12	2	*	-	1
	1%	*%	1%	3%	1%	5%	1%	*%	-%	*%
						fi				
Evri	11	*	*	-	*	2	4	-	2	3
	1%	*%	*%	-%	*%	1%	1%	-%	3%	*%
UPS	11	3	1	1	2	*	2	*	-	4
	1%	4%	1%	5%	1%	*%	1%	1%	-%	*%
		i								
Secured Mail	8	-	4	-	4	-	*	3	-	-
	*%	-%	4%	-%	4%	-%	*%	7%	-%	-%
			fi		fi			efi		
DPD/DPD Local	7	2	-	-	-	*	*	-	-	5
	*%	2%	-%	-%	-%	*%	*%	-%	-%	1%
Yodel	5	-	-	-	-	-	2	-	-	3
	*%	-%	-%	-%	-%	-%	1%	-%	-%	*%
Amazon logistics	2	-	-	-	-	-	2	*	*	*
	*%	-%	-%	-%	-%	-%	1%	*%	*%	*%
Pitney Bowes	2	-	1	-	1	-	-	-	-	*
	*%	-%	1%	-%	1%	-%	-%	-%	-%	*%
FedEx	1	-	*	-	*	-	*	-	-	*
	*%	-%	*%	-%	*%	-%	*%	-%	-%	*%
TNT Express	*	-	*	-	*	-	*	-	-	-
	*%	-%	*%	-%	*%	-%	*%	-%	-%	-%
Whistl/ TNT Post UK	*	-	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	-%	*%	-%	-%	*%

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1921	87	158	16	174	205	429	72	98	853
Effective base	703	33	45	7	51	86	159	22	29	331
Weighted Base	1722	70	103	19	122	239	319	46	61	862
DX	*	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Citipost	*	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	3	-	*	-	*	*	2	*	-	1
	*%	-%	*%	-%	*%	*%	1%	1%	-%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1590	63	89	16	105	206	293	42	55	822
	92%	89%	86%	87%	86%	86%	92%	91%	91%	95%
										bde
NET: Provider other than RM	132	7	14	3	17	32	26	4	5	40
	8%	11%	14%	13%	14%	14%	8%	9%	9%	5%
			i		i	i				
NET: RM/Parcelforce	1606	63	90	17	107	218	295	42	55	824
	93%	90%	87%	90%	87%	91%	93%	91%	91%	96%
										bd

Columns Tested: a,b,c,d,e,f,g,h,i

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1921	466	429	1026	1684	237	-	1580	341	1863	58
Effective base	703	169	159	382	602	106	-	625	86	680	24
Weighted Base	1722	431	319	971	1415	307	-	1572	150	1667	55
Royal Mail	1590	374	293	922	1305	285	-	1455	135	1535	55
	92%	87%	92%	95%	92%	93%	-%	93%	90%	92%	100%
UK Mail	35	20	6	9	32	2	-	29	6	35	-
	2%	5%	2%	1%	2%	1%	-%	2%	4%	2%	-%
DHL	31	9	4	17	25	5	-	28	3	31	-
	2%	2%	1%	2%	2%	2%	-%	2%	2%	2%	-%
Parcelforce	16	13	2	1	12	4	-	15	2	16	-
	1%	3%	1%	*%	1%	1%	-%	1%	1%	1%	-%
Evri	11	2	4	6	6	5	-	11	*	11	*
	1%	*%	1%	1%	*%	2%	-%	1%	*%	1%	*%
UPS	11	5	2	5	10	1	-	8	3	11	-
	1%	1%	1%	*%	1%	*%	-%	*%	2%	1%	-%
Secured Mail	8	4	*	3	5	3	-	8	*	8	-
	*%	1%	*%	*%	*%	1%	-%	1%	*%	*%	-%
DPD/DPD Local	7	2	*	5	7	-	-	6	*	7	-
	*%	*%	*%	*%	*%	-%	-%	*%	*%	*%	-%
Yodel	5	-	2	3	5	-	-	4	1	5	-
	*%	-%	1%	*%	*%	-%	-%	*%	1%	*%	-%
Amazon logistics	2	-	2	*	2	-	-	2	*	2	-
	*%	-%	1%	*%	*%	-%	-%	*%	*%	*%	-%
Pitney Bowes	2	1	-	*	2	-	-	2	-	2	-
	*%	*%	-%	*%	*%	-%	-%	*%	-%	*%	-%
FedEx	1	*	*	*	1	-	-	1	*	1	-
	*%	*%	*%	*%	*%	-%	-%	*%	*%	*%	-%
TNT Express	*	*	*	-	*	*	-	*	*	*	-
	*%	*%	*%	-%	*%	*%	-%	*%	*%	*%	-%
Whistl/ TNT Post UK	*	-	*	*	*	-	-	*	*	*	-
	*%	-%	*%	*%	*%	-%	-%	*%	*%	*%	-%

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	b
Significance Level: 95%											
Unweighted Base	1921	466	429	1026	1684	237	-	1580	341	1863	58
Effective base	703	169	159	382	602	106	-	625	86	680	24
Weighted Base	1722	431	319	971	1415	307	-	1572	150	1667	55
DX	*	-	-	*	*	-	-	*	-	*	-
	*%	-%	-%	*%	*%	-%	-%	*%	-%	*%	-%
Citipost	*	-	-	*	*	-	-	*	-	*	-
	*%	-%	-%	*%	*%	-%	-%	*%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	3	*	2	1	2	1	-	3	*	3	-
	*%	*%	1%	*%	*%	*%	-%	*%	*%	*%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1590	374	293	922	1305	285	-	1455	135	1535	55
	92%	87%	92%	95%	92%	93%	-%	93%	90%	92%	100%
				a							
NET: Provider other than RM	132	57	26	50	109	22	-	117	15	132	*
	8%	13%	8%	5%	8%	7%	-%	7%	10%	8%	*%
		c									
NET: RM/Parcelforce	1606	388	295	923	1317	289	-	1470	136	1552	55
	93%	90%	93%	95%	93%	94%	-%	94%	91%	93%	100%
				a							

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	1921	1123	426	358
Effective base	703	441	131	128
Weighted Base	1722	1101	287	317
Royal Mail	1590	1041	245	290
	92%	95%	85%	91%
		b		
UK Mail	35	9	19	7
	2%	1%	6%	2%
			a	
DHL	31	17	10	4
	2%	2%	3%	1%
Parcelforce	16	7	4	5
	1%	1%	1%	2%
Evri	11	6	1	2
	1%	1%	*%	1%
UPS	11	8	2	1
	1%	1%	1%	*%
Secured Mail	8	4	*	4
	*%	*%	*%	1%
DPD/DPD Local	7	1	5	*
	*%	*%	2%	*%
			a	
Yodel	5	4	1	-
	*%	*%	*%	-%
Amazon logistics	2	*	*	2
	*%	*%	*%	1%
Pitney Bowes	2	1	*	-
	*%	*%	*%	-%
FedEx	1	*	*	*
	*%	*%	*%	*%
TNT Express	*	*	*	-
	*%	*%	*%	-%
Whistl/ TNT Post UK	*	*	*	*
	*%	*%	*%	*%

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1921	1123	426	358
Effective base	703	441	131	128
Weighted Base	1722	1101	287	317
DX	*	*	-	-
	*%	*%	-%	-%
Citipost	*	-	*	-
	*%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-
	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-
	-%	-%	-%	-%
Other	3	2	*	1
	*%	*%	*%	*%
Do not send this type of post	-	-	-	-
	-%	-%	-%	-%
NET: RM Only	1590	1041	245	290
	92%	95%	85%	91%
NET: Provider other than RM	132	60	42	27
	8%	5%	15%	9%
NET: RM/Parcelforce	1606	1049	249	295
	93%	95%	87%	93%
		b	a	

Columns Tested: a,b,c

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1921	1432	293	86	34	37	20	10	9	1725	196	110
Effective base	703	579	83	22	9	9	4	2	1	660	43	21
Weighted Base	1722	1448	175	49	11	25	8	1	5	1623	99	50
Royal Mail	1590	1368	152	41	9	13	1	1	5	1520	69	29
	92%	95%	87%	84%	80%	51%	16%	74%	98%	94%	70%	57%
		bcej	ejk							bejk		
UK Mail	35	19	4	*	-	5	6	-	*	23	11	11
	2%	1%	2%	1%	-%	22%	69%	-%	1%	1%	12%	22%
						abci					abi	abci
DHL	31	20	8	2	*	1	-	-	*	28	3	1
	2%	1%	5%	4%	1%	4%	-%	-%	*%	2%	3%	2%
			a									
Parcelforce	16	6	6	-	-	4	*	*	-	12	4	4
	1%	*%	3%	-%	-%	16%	*%	5%	-%	1%	4%	8%
			ai			ai					ai	ai
Evri	11	11	*	*	*	*	*	-	-	11	*	*
	1%	1%	*%	*%	*%	*%	*%	-%	-%	1%	*%	*%
UPS	11	7	*	1	1	-	1	*	-	7	4	2
	1%	1%	*%	3%	9%	-%	12%	16%	-%	*%	4%	4%
					abi						ai	i
Secured Mail	8	4	-	4	-	-	*	-	-	4	4	*
	*%	*%	-%	9%	-%	-%	3%	-%	-%	*%	4%	*%
				abi							ai	
DPD/DPD Local	7	1	3	-	1	1	*	-	-	5	2	2
	*%	*%	2%	-%	8%	3%	*%	-%	-%	*%	2%	4%
			a		ai	a					a	ai
Yodel	5	4	*	-	-	1	-	*	-	4	1	1
	*%	*%	*%	-%	-%	3%	-%	1%	-%	*%	1%	2%
Amazon logistics	2	2	-	-	-	-	-	*	-	2	*	*
	*%	*%	-%	-%	-%	-%	-%	2%	-%	*%	*%	*%
Pitney Bowes	2	2	-	-	-	-	-	-	-	2	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
FedEx	1	*	*	-	*	-	-	-	-	1	*	*
	*%	*%	*%	-%	2%	-%	-%	-%	-%	*%	*%	*%
					ai							
TNT Express	*	*	*	-	-	-	-	-	-	*	-	-
	*%	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1921	1432	293	86	34	37	20	10	9	1725	196	110
Effective base	703	579	83	22	9	9	4	2	1	660	43	21
Weighted Base	1722	1448	175	49	11	25	8	1	5	1623	99	50
Whistl/ TNT Post UK	*	*	*	-	-	*	-	*	-	*	*	*
	*%	*%	*%	-%	-%	*%	-%	1%	-%	*%	*%	*%
DX	*	*	-	-	-	-	-	-	-	*	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Citipost	*	-	-	-	-	*	-	-	-	-	*	*
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	3	2	*	-	*	-	-	-	-	3	*	*
	*%	*%	*%	-%	*%	-%	-%	-%	-%	*%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1590	1368	152	41	9	13	1	1	5	1520	69	29
	92%	95%	87%	84%	80%	51%	16%	74%	98%	94%	70%	57%
		bcej	ejk							bejk		
NET: Provider other than RM	132	79	23	8	2	12	7	*	*	102	29	22
	8%	5%	13%	16%	20%	49%	84%	26%	2%	6%	30%	43%
			ai	a		abi					abi	abi
NET: RM/Parcelforce	1606	1375	158	41	9	17	1	1	5	1533	74	33
	93%	95%	90%	84%	80%	68%	16%	80%	98%	94%	74%	65%
		cdej	ejk							cej		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1921	731	701	489	1921	1537	1921	1381	917	758	329	1078	116	137	93	109	59
Effective base	703	344	237	127	703	552	703	510	345	241	140	440	30	37	21	23	14
Weighted Base	1722	901	547	274	1722	1335	1722	1244	866	580	358	1083	63	87	46	48	35
Royal Mail	1590	867	501	221	1590	1222	1590	1128	760	485	341	1024	50	79	36	36	24
	92%	96%	92%	81%	92%	92%	92%	91%	88%	84%	95%	95%	79%	91%	77%	75%	67%
		bc	c		ef	f	ef	f			cefg	cefg		g			
UK Mail	35	*	19	16	35	30	35	34	30	32	4	10	3	*	4	3	9
	2%	*%	3%	6%	2%	2%	2%	3%	3%	6%	1%	1%	4%	*%	9%	7%	26%
		a	a							abc					ab	b	abcd
DHL	31	14	6	11	31	25	31	25	23	21	6	13	5	4	*	1	2
	2%	2%	1%	4%	2%	2%	2%	2%	3%	4%	2%	1%	8%	4%	*%	2%	7%
													b				
Parcelforce	16	*	6	10	16	16	16	15	15	14	*	5	1	*	4	4	-
	1%	*%	1%	4%	1%	1%	1%	1%	2%	2%	*%	*%	2%	*%	10%	9%	-%
				a											ab	ab	
Evri	11	5	6	*	11	11	11	8	8	1	1	10	*	-	*	*	*
	1%	1%	1%	*%	1%	1%	1%	1%	1%	*%	*%	1%	*%	-%	*%	*%	*%
UPS	11	7	1	4	11	5	11	10	8	10	5	2	1	3	1	*	*
	1%	1%	*%	1%	1%	*%	1%	1%	1%	2%	1%	*%	1%	3%	2%	*%	*%
														b			
Secured Mail	8	3	*	4	8	8	8	8	8	4	-	8	-	-	-	*	-
	*%	*%	*%	2%	*%	1%	*%	1%	1%	1%	-%	1%	-%	-%	-%	*%	-%
DPD/DPD Local	7	1	1	5	7	6	7	6	6	6	*	1	3	-	*	2	-
	*%	*%	*%	2%	*%	*%	*%	*%	1%	1%	*%	*%	5%	-%	1%	3%	-%
				a									ab			b	
Yodel	5	4	*	1	5	5	5	3	3	3	-	5	-	*	*	*	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	-%	*%	*%	*%	-%
Amazon logistics	2	-	2	*	2	2	2	2	2	2	*	2	-	*	*	-	-
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%
Pitney Bowes	2	-	2	-	2	2	2	1	1	*	-	*	-	-	-	1	-
	*%	-%	*%	-%	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	-%	3%	-%
																b	
FedEx	1	*	-	1	1	1	1	*	*	*	*	*	-	*	-	-	-
	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	1%	-%	-%	-%
TNT Express	*	-	*	*	*	*	*	*	*	*	-	-	-	*	-	*	-
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	*%	-%	1%	-%

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1921	731	701	489	1921	1537	1921	1381	917	758	329	1078	116	137	93	109	59
Effective base	703	344	237	127	703	552	703	510	345	241	140	440	30	37	21	23	14
Weighted Base	1722	901	547	274	1722	1335	1722	1244	866	580	358	1083	63	87	46	48	35
Whistl/ TNT Post UK	*	-	*	*	*	*	*	*	*	*	-	*	-	-	*	-	*
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DX	*	*	-	-	*	*	*	*	*	-	-	-	-	*	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	*	-	-	*	*	-	*	-	*	*	-	-	-	-	-	-	*
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	3	*	2	*	3	2	3	*	*	*	1	2	*	-	*	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1590	867	501	221	1590	1222	1590	1128	760	485	341	1024	50	79	36	36	24
	92%	96%	92%	81%	92%	92%	92%	91%	88%	84%	95%	95%	79%	91%	77%	75%	67%
		bc	c		ef	f	ef	f			cefg	cefg		g			
NET: Provider other than RM	132	34	46	53	132	113	132	116	106	95	18	58	14	8	11	12	12
	8%	4%	8%	19%	8%	8%	8%	9%	12%	16%	5%	5%	21%	9%	23%	25%	33%
			a	ab					ac	abcd			ab		ab	ab	abd
NET: RM/Parcelforce	1606	868	507	231	1606	1238	1606	1143	775	499	341	1030	51	79	40	41	24
	93%	96%	93%	84%	93%	93%	93%	92%	90%	86%	95%	95%	81%	91%	87%	84%	67%
		c	c		ef	f	ef	f			cg	cfg		g			

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	1921	1371	173	118	105	59	65	30	996	223	121	73	58	39	27
Effective base	703	573	48	33	20	13	12	6	407	66	32	25	12	14	7
Weighted Base	1722	1427	109	74	47	22	27	15	997	172	53	40	39	15	18
Royal Mail	1590	1343	93	67	40	18	20	8	954	137	42	33	29	13	13
	92%	94%	86%	90%	86%	82%	72%	55%	96%	80%	78%	81%	76%	84%	73%
		bfg		g					bcdef						
UK Mail	35	15	3	5	5	1	2	4	4	8	8	-	3	2	5
	2%	1%	3%	7%	10%	4%	6%	29%	*%	5%	15%	-%	9%	10%	26%
				a	a			ab		a	a		a	a	
DHL	31	24	2	1	1	*	*	2	12	6	3	3	*	1	*
	2%	2%	2%	2%	2%	*%	*%	15%	1%	4%	6%	6%	*%	5%	*%
								a				a			
Parcelforce	16	10	2	-	*	*	4	-	5	6	*	*	4	-	-
	1%	1%	2%	-%	*%	1%	16%	-%	1%	4%	*%	1%	11%	-%	-%
							abc			a			a		
Evri	11	9	2	*	*	*	-	-	7	3	*	-	*	*	*
	1%	1%	2%	*%	*%	*%	-%	-%	1%	2%	*%	-%	1%	*%	*%
UPS	11	9	-	*	*	1	-	*	1	1	*	3	*	*	*
	1%	1%	-%	1%	*%	4%	-%	*%	*%	1%	*%	7%	*%	*%	*%
												a			
Secured Mail	8	8	-	-	*	-	-	-	8	*	-	-	*	-	-
	*%	1%	-%	-%	*%	-%	-%	-%	1%	*%	-%	-%	1%	-%	-%
DPD/DPD Local	7	1	4	-	-	2	-	-	1	3	-	1	1	-	-
	*%	*%	3%	-%	-%	7%	-%	-%	*%	2%	-%	2%	3%	-%	-%
			a			a				a		a	a		
Yodel	5	5	*	-	*	-	*	-	2	3	*	-	*	-	-
	*%	*%	*%	-%	1%	-%	*%	-%	*%	2%	*%	-%	1%	-%	-%
Amazon logistics	2	2	*	-	*	-	-	-	-	2	*	*	-	-	-
	*%	*%	*%	-%	*%	-%	-%	-%	-%	1%	*%	*%	-%	-%	-%
										a					
Pitney Bowes	2	*	-	-	-	-	1	-	*	-	-	1	-	-	-
	*%	*%	-%	-%	-%	-%	5%	-%	*%	-%	-%	3%	-%	-%	-%
							a					a			
FedEx	1	*	*	*	*	-	-	-	*	*	*	-	-	-	-
	*%	*%	*%	*%	*%	-%	-%	-%	*%	*%	*%	-%	-%	-%	-%
TNT Express	*	-	-	-	*	-	*	-	-	*	-	-	-	-	-
	*%	-%	-%	-%	*%	-%	1%	-%	-%	*%	-%	-%	-%	-%	-%

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	1921	1371	173	118	105	59	65	30	996	223	121	73	58	39	27
Effective base	703	573	48	33	20	13	12	6	407	66	32	25	12	14	7
Weighted Base	1722	1427	109	74	47	22	27	15	997	172	53	40	39	15	18
Whistl/ TNT Post UK	*	*	-	-	-	*	-	*	*	-	*	-	-	-	*
	*%	*%	-%	-%	-%	*%	-%	*%	*%	-%	*%	-%	-%	-%	*%
DX	*	-	-	-	*	-	-	-	-	*	-	-	-	-	-
	*%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%
Citipost	*	-	-	-	-	-	-	*	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	3	1	2	-	*	-	-	-	2	*	-	*	-	-	-
	*%	*%	2%	-%	*%	-%	-%	-%	*%	*%	-%	*%	-%	-%	-%
		a													
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1590	1343	93	67	40	18	20	8	954	137	42	33	29	13	13
	92%	94%	86%	90%	86%	82%	72%	55%	96%	80%	78%	81%	76%	84%	73%
		bfg		g					bcdef						
NET: Provider other than RM	132	84	15	8	7	4	8	7	43	35	12	8	10	2	5
	8%	6%	14%	10%	14%	18%	28%	45%	4%	20%	22%	19%	24%	16%	27%
		a		a			a	ac		a	a	a	a	a	
NET: RM/Parcelforce	1606	1353	95	67	40	19	24	8	960	144	42	33	33	13	13
	93%	95%	88%	90%	86%	84%	88%	55%	96%	83%	78%	82%	86%	84%	73%
		bg	g	g					bcdf						

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1921	858	166	130	81	52	46	48	746	399	428	238	104
Effective base	703	358	53	40	24	15	9	14	329	151	147	51	29
Weighted Base	1722	883	131	101	41	28	23	37	864	353	322	106	74
Royal Mail	1590	845	121	75	27	17	14	30	832	313	294	94	54
	92%	96%	92%	74%	66%	60%	61%	81%	96%	89%	91%	89%	73%
		cdefg	cdef						bcde	e	e		
UK Mail	35	5	2	8	6	3	7	4	1	17	6	7	4
	2%	1%	2%	8%	14%	11%	31%	10%	*%	5%	2%	7%	5%
				a	ab	a	ab	a		a	a	a	a
DHL	31	10	3	4	5	3	*	*	14	9	8	*	*
	2%	1%	2%	4%	12%	12%	*%	*%	2%	3%	2%	*%	*%
				a	a								
Parcelforce	16	4	2	9	*	-	*	*	2	2	2	-	9
	1%	*%	2%	9%	*%	-%	*%	*%	*%	1%	1%	-%	12%
				a									abcd
Evri	11	5	2	2	*	-	*	-	6	1	4	*	*
	1%	1%	1%	2%	*%	-%	*%	-%	1%	*%	1%	*%	*%
				a									
UPS	11	5	*	1	*	*	1	3	1	5	1	2	3
	1%	1%	*%	1%	1%	*%	4%	8%	*%	1%	*%	2%	4%
				a				a					ac
Secured Mail	8	3	*	-	*	4	-	-	4	-	3	*	1
	*%	*%	*%	-%	*%	15%	-%	-%	*%	-%	1%	*%	1%
						abc							
DPD/DPD Local	7	4	-	-	2	-	-	*	1	3	1	1	*
	*%	*%	-%	-%	4%	-%	-%	1%	*%	1%	*%	1%	1%
				a									
Yodel	5	2	-	*	*	-	1	-	2	2	1	*	1
	*%	*%	-%	*%	*%	-%	3%	-%	*%	1%	*%	*%	1%
				a									
Amazon logistics	2	*	*	2	*	-	-	-	*	*	-	*	2
	*%	*%	*%	2%	*%	-%	-%	-%	*%	*%	-%	*%	3%
				a									a
Pitney Bowes	2	-	-	-	1	-	-	-	-	-	2	-	-
	*%	-%	-%	-%	3%	-%	-%	-%	-%	-%	*%	-%	-%
				a									
FedEx	1	-	*	-	-	*	-	-	*	*	-	*	-
	*%	-%	*%	-%	-%	1%	-%	-%	*%	*%	-%	*%	-%

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1921	858	166	130	81	52	46	48	746	399	428	238	104
Effective base	703	358	53	40	24	15	9	14	329	151	147	51	29
Weighted Base	1722	883	131	101	41	28	23	37	864	353	322	106	74
TNT Express	*	-	-	*	*	-	-	-	-	*	-	*	-
	*%	-%	-%	*%	*%	-%	-%	-%	-%	*%	-%	*%	-%
Whistl/ TNT Post UK	*	*	-	-	*	*	-	-	-	*	*	-	*
	*%	*%	-%	-%	*%	*%	-%	-%	-%	*%	*%	-%	*%
DX	*	*	-	-	-	-	-	-	-	-	-	-	*
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Citipost	*	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	3	*	*	-	-	-	*	-	*	*	2	*	-
	*%	*%	*%	-%	-%	-%	*%	-%	*%	*%	1%	*%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1590	845	121	75	27	17	14	30	832	313	294	94	54
	92%	96%	92%	74%	66%	60%	61%	81%	96%	89%	91%	89%	73%
		cdefg	cdef						bcde	e	e		
NET: Provider other than RM	132	38	10	27	14	11	9	7	31	39	29	12	20
	8%	4%	8%	26%	34%	40%	39%	19%	4%	11%	9%	11%	27%
				ab	ab	ab	ab	a		a	a	a	abc
NET: RM/Parcelforce	1606	849	123	84	27	17	14	30	835	315	296	94	63
	93%	96%	94%	83%	66%	60%	61%	81%	97%	89%	92%	89%	85%
		cdefg	def						bcde				

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1921	873	377	386	202	76	662	304	318	166	72
Effective base	703	381	141	126	39	19	293	102	96	39	21
Weighted Base	1722	994	322	272	84	47	755	236	196	84	56
Royal Mail	1590	931	287	258	75	37	719	210	172	74	41
	92%	94%	89%	95%	90%	79%	95%	89%	88%	88%	72%
UK Mail	35	13	11	1	5	4	3	13	5	9	*
	2%	1%	3%	1%	6%	8%	*%	6%	2%	11%	*%
					c	ac		a		ac	
DHL	31	19	8	3	*	*	11	9	5	*	*
	2%	2%	3%	1%	*%	*%	1%	4%	2%	*%	*%
Parcelforce	16	7	2	1	-	5	3	1	2	-	9
	1%	1%	1%	*%	-%	10%	*%	1%	1%	-%	16%
						abcd					abcd
Evri	11	9	1	1	*	-	7	*	3	*	*
	1%	1%	*%	*%	*%	-%	1%	*%	2%	*%	*%
UPS	11	2	6	1	1	*	*	1	1	1	3
	1%	*%	2%	*%	2%	*%	*%	1%	*%	1%	5%
			a								a
Secured Mail	8	7	-	*	-	1	4	-	3	*	1
	*%	1%	-%	*%	-%	1%	1%	-%	2%	*%	1%
DPD/DPD Local	7	1	4	*	1	*	4	*	2	-	*
	*%	*%	1%	*%	1%	*%	1%	*%	1%	-%	1%
Yodel	5	3	2	*	*	*	4	-	1	-	*
	*%	*%	1%	*%	*%	*%	1%	-%	1%	-%	1%
Amazon logistics	2	*	-	2	*	-	-	*	-	*	2
	*%	*%	-%	1%	*%	-%	-%	*%	-%	*%	4%
											a
Pitney Bowes	2	-	-	2	-	-	*	-	1	-	-
	*%	-%	-%	1%	-%	-%	*%	-%	1%	-%	-%
FedEx	1	*	*	-	*	-	*	*	-	-	-
	*%	*%	*%	-%	*%	-%	*%	*%	-%	-%	-%
TNT Express	*	-	*	-	*	-	*	-	-	-	-
	*%	-%	*%	-%	*%	-%	*%	-%	-%	-%	-%

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1921	873	377	386	202	76	662	304	318	166	72
Effective base	703	381	141	126	39	19	293	102	96	39	21
Weighted Base	1722	994	322	272	84	47	755	236	196	84	56
Whistl/ TNT Post UK	*	*	-	*	-	*	-	*	*	-	*
	%	%	%	%	%	%	%	%	%	%	%
DX	*	-	-	-	-	*	-	-	-	-	*
	%	%	%	%	%	%	%	%	%	%	%
Citipost	*	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%
Other	3	*	*	2	*	-	-	*	2	*	-
	%	%	%	1%	1%	%	%	%	1%	%	%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%
NET: RM Only	1590	931	287	258	75	37	719	210	172	74	41
	92%	94%	89%	95%	90%	79%	95%	89%	88%	88%	72%
		e		e			bce	e			
NET: Provider other than RM	132	63	35	15	9	10	36	26	24	10	16
	8%	6%	11%	5%	10%	21%	5%	11%	12%	12%	28%
					ac			a	a		ab
NET: RM/Parcelforce	1606	939	289	259	75	42	722	212	174	74	49
	93%	94%	90%	95%	90%	89%	96%	90%	89%	88%	88%
							bc				

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1921	608	224	271	162	90	750	149	469	1625	296	1735	186
Effective base	703	263	71	95	50	24	279	47	180	606	99	648	56
Weighted Base	1722	671	169	218	113	51	664	111	460	1504	218	1590	132
Royal Mail	1590 92%	649 97%	151 89%	172 79%	96 85%	41 80%	601 91%	78 71%	440 96%	1478 98%	112 51%	1590 100%	- -%
		bcde					b	ab		b		b	
UK Mail	35 2%	4 1%	1 1%	12 6%	8 7%	6 12%	21 3%	7 6%	7 1%	9 1%	26 12%	- -%	35 26%
				a	a	ab					a		a
DHL	31 2%	11 2%	5 3%	8 4%	1 1%	* 1%	14 2%	9 8%	3 1%	9 1%	21 10%	- -%	31 23%
				a				ac			a		a
Parcelforce	16 1%	4 1%	1 *%	6 3%	4 4%	* *%	10 2%	1 1%	4 1%	1 *%	15 7%	- -%	16 12%
				a							a		a
Evri	11 1%	1 *%	1 1%	6 3%	* *%	* *%	5 1%	2 2%	1 *%	* *%	11 5%	- -%	11 9%
				a							a		a
UPS	11 1%	* *%	3 2%	5 2%	1 1%	1 1%	5 1%	4 3%	2 *%	1 *%	10 5%	- -%	11 8%
			a	a							a		a
Secured Mail	8 *%	- -%	4 2%	3 1%	* *%	* *%	1 *%	4 4%	3 1%	3 *%	5 2%	- -%	8 6%
			a					a			a		a
DPD/DPD Local	7 *%	1 *%	* *%	4 2%	1 1%	* 1%	2 *%	4 3%	1 *%	* *%	6 3%	- -%	7 5%
				a				ac			a		a
Yodel	5 *%	* *%	3 2%	- -%	- -%	* *%	* *%	3 2%	- -%	2 *%	3 1%	- -%	5 4%
								a			a		a
Amazon logistics	2 *%	- -%	* *%	* *%	- -%	2 4%	2 *%	- -%	- -%	- -%	2 1%	- -%	2 2%
						a					a		a

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1921	608	224	271	162	90	750	149	469	1625	296	1735	186
Effective base	703	263	71	95	50	24	279	47	180	606	99	648	56
Weighted Base	1722	671	169	218	113	51	664	111	460	1504	218	1590	132
Pitney Bowes	2	-	-	1	-	-	1	-	-	-	2	-	2
	%	-%	-%	1%	-%	-%	%	-%	-%	-%	1%	-%	1%
											a		a
FedEx	1	*	*	*	-	-	*	*	-	*	1	-	1
	%	%	%	%	-%	-%	%	%	-%	%	%	-%	1%
TNT Express	*	-	*	-	-	-	*	-	-	*	*	-	*
	%	-%	%	-%	-%	-%	%	-%	-%	%	%	-%	%
Whistl/ TNT Post UK	*	-	-	*	-	*	*	-	*	-	*	-	*
	%	-%	-%	%	-%	%	%	-%	%	-%	%	-%	%
DX	*	-	-	*	-	-	*	-	-	-	*	-	*
	%	-%	-%	%	-%	-%	%	-%	-%	-%	%	-%	%
Citipost	*	-	-	-	-	-	-	-	-	-	*	-	*
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	%	-%	%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	3	-	-	*	*	*	*	-	-	-	3	-	3
	%	-%	-%	%	%	%	%	-%	-%	-%	1%	-%	2%
											a		a
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1590	649	151	172	96	41	601	78	440	1478	112	1590	-
	92%	97%	89%	79%	85%	80%	91%	71%	96%	98%	51%	100%	-%
		bcde					b		ab	b		b	

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1921	608	224	271	162	90	750	149	469	1625	296	1735	186
Effective base	703	263	71	95	50	24	279	47	180	606	99	648	56
Weighted Base	1722	671	169	218	113	51	664	111	460	1504	218	1590	132
NET: Provider other than RM	132	22	18	47	17	10	63	32	20	26	106	-	132
	8%	3%	11%	21%	15%	20%	9%	29%	4%	2%	49%	-%	100%
			a	a	a	a	c	ac			a		a
NET: RM/Parcelforce	1606	653	152	178	100	41	612	79	444	1479	127	1590	16
	93%	97%	90%	82%	89%	80%	92%	71%	97%	98%	58%	100%	12%
		bcde					b		b	b		b	

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1921	1287	250	859	522	1741	180	1276	261	862	519
Effective base	703	483	69	341	170	649	54	475	78	341	169
Weighted Base	1722	1173	162	809	434	1597	125	1163	172	817	427
Royal Mail	1590	1155	66	804	324	1577	13	1152	70	807	321
	92%	99%	41%	99%	75%	99%	10%	99%	41%	99%	75%
UK Mail	35	5	25	5	29	10	24	*	30	3	31
	2%	*%	15%	1%	7%	1%	19%	*%	17%	*%	7%
			a		a		a		a		a
DHL	31	5	19	-	25	6	25	5	20	4	22
	2%	*%	12%	-%	6%	*%	20%	*%	12%	*%	5%
			a		a		a		a		a
Parcelforce	16	-	16	1	15	1	15	1	16	1	15
	1%	-%	10%	*%	3%	*%	12%	*%	9%	*%	3%
			a		a		a		a		a
Evri	11	*	10	*	8	-	11	*	10	*	8
	1%	*%	6%	*%	2%	-%	9%	*%	6%	*%	2%
			a		a		a		a		a
UPS	11	-	5	-	10	1	10	-	5	-	10
	1%	-%	3%	-%	2%	*%	8%	-%	3%	-%	2%
			a		a		a		a		a
Secured Mail	8	4	4	-	8	-	8	3	5	*	8
	*%	*%	3%	-%	2%	-%	6%	*%	3%	*%	2%
			a		a		a		a		a
DPD/DPD Local	7	1	5	*	6	1	6	-	6	1	5
	*%	*%	3%	*%	1%	*%	5%	-%	4%	*%	1%
			a		a		a		a		a
Yodel	5	2	3	-	3	*	5	2	3	-	3
	*%	*%	2%	-%	1%	*%	4%	*%	2%	-%	1%
			a		a		a		a		a
Amazon logistics	2	-	2	-	2	-	2	-	2	-	2
	*%	-%	1%	-%	1%	-%	2%	-%	1%	-%	1%
			a		a		a		a		a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1921	1287	250	859	522	1741	180	1276	261	862	519
Effective base	703	483	69	341	170	649	54	475	78	341	169
Weighted Base	1722	1173	162	809	434	1597	125	1163	172	817	427
Pitney Bowes	2	-	2	-	1	-	2	-	2	-	1
	*%	-%	1%	-%	*%	-%	1%	-%	1%	-%	*%
FedEx	1	*	1	-	*	-	1	-	1	*	*
	*%	*%	*%	-%	*%	-%	1%	-%	*%	*%	*%
TNT Express	*	*	-	-	*	*	*	*	-	-	*
	*%	*%	-%	-%	*%	*%	*%	*%	-%	-%	*%
Whistl/ TNT Post UK	*	*	*	-	*	-	*	-	*	*	*
	*%	*%	*%	-%	*%	-%	*%	-%	*%	*%	*%
DX	*	-	*	-	*	-	*	-	*	-	*
	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%	*%
Citipost	*	-	-	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	3	-	2	-	*	-	3	-	2	-	*
	*%	-%	1%	-%	*%	-%	2%	-%	1%	-%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1590	1155	66	804	324	1577	13	1152	70	807	321
	92%	99%	41%	99%	75%	99%	10%	99%	41%	99%	75%
		b	a	b	a	b	a	b	a	b	a

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1921	1287	250	859	522	1741	180	1276	261	862	519
Effective base	703	483	69	341	170	649	54	475	78	341	169
Weighted Base	1722	1173	162	809	434	1597	125	1163	172	817	427
NET: Provider other than RM	132	18	96	6	110	20	112	11	102	9	106
	8%	1%	59%	1%	25%	1%	90%	1%	59%	1%	25%
			a		a		a		a		a
NET: RM/Parcelforce	1606	1155	82	804	339	1578	28	1152	85	808	335
	93%	99%	51%	99%	78%	99%	23%	99%	50%	99%	78%
		b		b		b		b		b	

Columns Tested.: a,b - a,b - a,b - a,b - a,b

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	1921	975	1494	285	2	874	1066	217	3	980	776	247	1
Effective base	703	341	564	100	2	303	386	78	3	357	291	89	1
Weighted Base	1722	846	1357	254	5	750	889	190	4	864	679	199	2
Royal Mail	1590	748	1270	228	4	660	830	163	4	766	620	176	2
	92%	88%	94%	90%	74%	88%	93%	86%	100%	89%	91%	88%	100%
		a	a				ac						
UK Mail	35	33	27	7	-	26	15	7	-	31	25	3	-
	2%	4%	2%	3%	-%	3%	2%	4%	-%	4%	4%	2%	-%
DHL	31	22	23	5	-	24	6	7	-	19	12	6	-
	2%	3%	2%	2%	-%	3%	1%	3%	-%	2%	2%	3%	-%
						b		b					
Parcelforce	16	12	11	*	-	12	10	*	-	14	2	-	-
	1%	1%	1%	*%	-%	2%	1%	*%	-%	2%	*%	-%	-%
Evri	11	3	11	*	-	3	8	*	-	4	6	*	-
	1%	*%	1%	*%	-%	*%	1%	*%	-%	*%	1%	*%	-%
UPS	11	8	2	*	1	5	1	*	-	10	*	*	-
	1%	1%	*%	*%	26%	1%	*%	*%	-%	1%	*%	*%	-%
Secured Mail	8	8	4	5	-	8	4	4	-	8	4	5	-
	*%	1%	*%	2%	-%	1%	1%	2%	-%	1%	1%	2%	-%
				b									
DPD/DPD Local	7	6	2	4	-	6	5	4	-	6	5	4	-
	*%	1%	*%	2%	-%	1%	1%	2%	-%	1%	1%	2%	-%
				b									
Yodel	5	3	2	*	-	3	2	*	-	3	*	1	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
Amazon logistics	2	2	*	2	-	2	2	2	-	2	2	2	-
	*%	*%	*%	1%	-%	*%	*%	1%	-%	*%	*%	1%	-%
				b									
Pitney Bowes	2	-	2	1	-	-	2	1	-	-	1	1	-
	*%	-%	*%	1%	-%	-%	*%	1%	-%	-%	*%	1%	-%
FedEx	1	1	1	*	-	*	*	*	-	*	*	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
TNT Express	*	*	*	-	-	*	-	-	-	*	*	*	-
	*%	*%	*%	-%	-%	*%	-%	-%	-%	*%	*%	*%	-%

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	1921	975	1494	285	2	874	1066	217	3	980	776	247	1
Effective base	703	341	564	100	2	303	386	78	3	357	291	89	1
Weighted Base	1722	846	1357	254	5	750	889	190	4	864	679	199	2
Whistl/ TNT Post UK	*	*	*	*	-	*	*	*	-	*	*	-	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	-%	-%
DX	*	*	*	-	-	*	*	-	-	*	*	-	-
	*%	*%	*%	-%	-%	*%	*%	-%	-%	*%	*%	-%	-%
Citipost	*	-	-	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	3	*	3	*	-	*	2	*	-	*	-	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	-%	*%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1590	748	1270	228	4	660	830	163	4	766	620	176	2
	92%	88%	94%	90%	74%	88%	93%	86%	100%	89%	91%	88%	100%
			a				ac						
NET: Provider other than RM	132	98	87	26	1	90	60	27	-	98	59	24	-
	8%	12%	6%	10%	26%	12%	7%	14%	-%	11%	9%	12%	-%
		b				b		b					
NET: RM/Parcelforce	1606	760	1281	229	4	672	840	164	4	780	622	176	2
	93%	90%	94%	90%	74%	90%	94%	86%	100%	90%	92%	88%	100%
			a				ac						

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1921	1676	1248	856	1321	1032	53	545	448	418	118	70
Effective base	703	625	453	330	480	401	13	235	177	165	55	34
Weighted Base	1722	1550	1111	803	1182	1004	32	569	456	413	126	80
Royal Mail	1590	1521	1079	779	1152	972	26	557	442	394	116	79
	92%	98%	97%	97%	98%	97%	82%	98%	97%	95%	92%	98%
					c	c		d				
UK Mail	35	7	7	7	11	12	-	4	2	4	4	*
	2%	*%	1%	1%	1%	1%	-%	1%	*%	1%	3%	*%
DHL	31	7	9	1	6	5	*	1	1	1	1	-
	2%	*%	1%	*%	1%	*%	*%	*%	*%	*%	1%	-%
Parcelforce	16	5	5	5	5	5	-	5	4	5	-	-
	1%	*%	*%	1%	*%	1%	-%	1%	1%	1%	-%	-%
Evri	11	*	*	*	*	*	-	-	*	*	-	-
	1%	*%	*%	*%	*%	*%	-%	-%	*%	*%	-%	-%
UPS	11	1	1	1	1	1	-	-	-	*	-	-
	1%	*%	*%	*%	*%	*%	-%	-%	-%	*%	-%	-%
Secured Mail	8	4	4	8	4	4	4	*	4	8	4	*
	*%	*%	*%	1%	*%	*%	13%	*%	1%	2%	4%	*%
							ab				a	
DPD/DPD Local	7	2	2	2	1	2	2	2	2	2	1	1
	*%	*%	*%	*%	*%	*%	5%	*%	*%	*%	1%	1%
							ab					
Yodel	5	2	2	*	*	2	-	*	*	*	-	-
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%	-%
Amazon logistics	2	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	2	*	*	-	-	*	-	-	-	-	-	-
	*%	*%	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%
FedEx	1	*	*	*	*	-	-	*	*	*	*	*
	*%	*%	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%
TNT Express	*	*	*	*	*	-	-	-	*	*	*	-
	*%	*%	*%	*%	*%	-%	-%	-%	*%	*%	*%	-%
Whistl/ TNT Post UK	*	*	*	-	*	*	*	-	-	-	-	-
	*%	*%	*%	-%	*%	*%	*%	-%	-%	-%	-%	-%

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1921	1676	1248	856	1321	1032	53	545	448	418	118	70
Effective base	703	625	453	330	480	401	13	235	177	165	55	34
Weighted Base	1722	1550	1111	803	1182	1004	32	569	456	413	126	80
DX	*	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	*	*	-	-	*	-	-	-	-	-	-	-
	*%	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	3	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1590	1521	1079	779	1152	972	26	557	442	394	116	79
	92%	98%	97%	97%	98%	97%	82%	98%	97%	95%	92%	98%
NET: Provider other than RM	132	29	32	24	29	31	6	11	13	19	10	1
	8%	2%	3%	3%	2%	3%	18% ab	2%	3%	5%	8% a	2%
NET: RM/Parcelforce	1606	1526	1085	784	1158	977	26	562	447	399	116	79
	93%	98%	98%	98%	98%	97%	82%	99% d	98% d	97%	92%	98%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1921	186	119	89	47	1672	1187	1764	1218	1119	877	1574	222	-	1426	110
Effective base	703	74	40	33	19	606	392	638	410	365	318	578	78	-	518	50
Weighted Base	1722	185	94	74	46	1449	894	1532	948	838	773	1395	177	-	1224	126
Royal Mail	1590	175	82	72	42	1374	832	1430	887	756	687	1328	160	-	1191	122
	92%	95%	87%	97%	91%	95%	93%	93%	94%	90%	89%	95%	91%	-%	97%	97%
UK Mail	35	5	4	2	2	12	13	23	7	28	26	12	1	-	12	-
	2%	3%	4%	2%	5%	1%	1%	1%	1%	3% ad	3%	1%	*%	-%	1%	-%
DHL	31	2	3	*	*	17	14	22	19	12	13	20	4	-	10	-
	2%	1%	4%	*%	*%	1%	2%	1%	2%	1%	2%	1%	2%	-%	1%	-%
Parcelforce	16	-	1	-	-	14	8	15	8	14	12	6	*	-	1	-
	1%	-%	1%	-%	-%	1%	1%	1%	1%	2%	2%	*%	*%	-%	*%	-%
Evri	11	*	*	-	-	8	6	8	11	5	4	11	*	-	*	-
	1%	*%	*%	-%	-%	1%	1%	1%	1%	1%	1%	1%	*%	-%	*%	-%
UPS	11	1	-	-	*	6	5	9	3	6	9	3	4	-	*	1
	1%	*%	-%	-%	*%	*%	1%	1%	*%	1%	1%	*%	2%	-%	*%	1%
													b		a	
Secured Mail	8	*	3	-	-	4	4	8	3	8	7	5	4	-	4	3
	*%	*%	3%	-%	-%	*%	*%	1%	*%	1%	1%	*%	2%	-%	*%	3%
													b		a	
DPD/DPD Local	7	2	-	*	-	6	1	6	2	7	6	1	1	-	2	-
	*%	1%	-%	*%	-%	*%	*%	*%	*%	1%	1%	*%	*%	-%	*%	-%
Yodel	5	-	*	-	2	1	3	3	2	2	3	4	-	-	2	-
	*%	-%	*%	-%	4%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%
Amazon logistics	2	-	-	-	-	2	2	2	*	*	2	*	*	-	-	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%
Pitney Bowes	2	-	-	-	-	2	2	2	2	*	2	2	1	-	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	-%
FedEx	1	-	-	-	-	*	1	1	1	1	1	*	*	-	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
TNT Express	*	-	-	*	-	*	*	*	*	*	*	*	*	-	*	-
	*%	-%	-%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1921	186	119	89	47	1672	1187	1764	1218	1119	877	1574	222	-	1426	110
Effective base	703	74	40	33	19	606	392	638	410	365	318	578	78	-	518	50
Weighted Base	1722	185	94	74	46	1449	894	1532	948	838	773	1395	177	-	1224	126
Whistl/ TNT Post UK	*	-	-	-	-	*	*	*	*	*	*	*	*	-	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
DX	*	-	-	-	-	*	*	*	*	*	*	*	-	-	-	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%
Citipost	*	-	-	-	-	-	-	-	-	*	-	-	-	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	3	-	-	-	-	3	3	3	3	1	1	3	*	-	-	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1590	175	82	72	42	1374	832	1430	887	756	687	1328	160	-	1191	122
	92%	95%	87%	97%	91%	95%	93%	93%	94%	90%	89%	95%	91%	-%	97%	97%
						e					a					
NET: Provider other than RM	132	9	12	2	4	76	62	102	61	82	87	67	16	-	33	4
	8%	5%	13%	3%	9%	5%	7%	7%	6%	10%	11%	5%	9%	-%	3%	3%
										a	b					
NET: RM/Parcelforce	1606	175	83	72	42	1388	839	1445	895	770	698	1334	160	-	1192	122
	93%	95%	88%	97%	91%	96%	94%	94%	94%	92%	90%	96%	91%	-%	97%	97%
						e					a					

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1921	709	1070	609	28	320	409	269	1222	410	316	375	1186
Effective base	703	279	384	209	14	109	146	93	461	145	97	143	451
Weighted Base	1722	684	948	512	38	261	368	225	1159	323	218	354	1111
TNT Express	*	*	-	*	-	*	*	-	*	*	*	-	-
	*%	*%	-%	*%	-%	*%	*%	-%	*%	*%	*%	-%	-%
Whistl/ TNT Post UK	*	-	*	*	-	*	*	*	*	-	*	*	*
	*%	-%	*%	*%	-%	*%	*%	*%	*%	-%	*%	*%	*%
DX	*	-	-	*	-	-	*	-	*	-	-	-	-
	*%	-%	-%	*%	-%	-%	*%	-%	*%	-%	-%	-%	-%
Citipost	*	*	-	-	-	*	-	-	-	*	-	-	-
	*%	*%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	3	-	-	3	*	*	3	*	1	2	*	*	3
	*%	-%	-%	1%	*%	*%	1%	*%	*%	1%	*%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1590	644	946	407	30	177	320	174	1101	304	177	314	1065
	92%	94%	100%	79%	78%	68%	87%	78%	95%	94%	81%	89%	96%
			a				a		a	a			ab
NET: Provider other than RM	132	39	2	105	9	84	47	50	58	19	40	39	46
	8%	6%	*%	21%	22%	32%	13%	22%	5%	6%	19%	11%	4%
		b				b		bc			c	c	
NET: RM/Parcelforce	1606	650	946	419	30	188	325	182	1104	309	187	315	1071
	93%	95%	100%	82%	78%	72%	88%	81%	95%	96%	86%	89%	96%
			a				a		a	a			ab

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1921	1007	914
Effective base	703	301	402
Weighted Base	1722	736	986
Royal Mail	1590 92%	658 89%	932 95%
		a	
UK Mail	35 2%	27 4%	8 1%
		b	
DHL	31 2%	11 2%	20 2%
Parcelforce	16 1%	11 2%	5 1%
Evri	11 1%	4 1%	7 1%
UPS	11 1%	7 1%	4 *%
Secured Mail	8 *%	8 1%	* *%
DPD/DPD Local	7 *%	5 1%	2 *%
Yodel	5 *%	1 *%	4 *%
Amazon logistics	2 *%	* *%	2 *%
Pitney Bowes	2 *%	- -%	2 *%
FedEx	1 *%	1 *%	- -%
TNT Express	* *%	* *%	* *%
Whistl/ TNT Post UK	* *%	* *%	* *%
DX	* *%	* *%	- -%

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1921	1007	914
Effective base	703	301	402
Weighted Base	1722	736	986
Citipost	*	*	-
	*%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-
	-%	-%	-%
MHI (Mail Handling International)	-	-	-
	-%	-%	-%
Other	3	3	*
	*%	*%	*%
Do not send this type of post	-	-	-
	-%	-%	-%
NET: RM Only	1590	658	932
	92%	89%	95%
		a	
NET: Provider other than RM	132	78	54
	8%	11%	5%
		b	
NET: RM/Parcelforce	1606	669	937
	93%	91%	95%
		a	

Columns Tested: a,b

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	1921	110	229	170	173	197	98	109	208	126	157	112	232
Effective base	703	32	104	103	59	131	56	15	80	47	31	39	82
Weighted Base	1722	41	183	200	55	279	89	30	284	116	80	107	257
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	3	*	*	-	-	-	-	-	*	2	-	-	*
	*%	1%	*%	-%	-%	-%	-%	-%	*%	2%	-%	-%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1590	38	174	178	51	264	80	29	261	110	77	99	230
	92%	92%	95%	89%	93%	94%	89%	95%	92%	95%	97%	92%	89%
NET: Provider other than RM	132	3	9	22	4	16	9	1	23	6	2	8	27
	8%	8%	5%	11%	7%	6%	11%	5%	8%	5%	3%	8%	11%
NET: RM/Parcelforce	1606	38	175	183	52	266	82	29	265	110	78	99	231
	93%	92%	95%	92%	95%	95%	92%	95%	93%	95%	97%	92%	90%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1921	509	468	443	501	977	944
Effective base	703	236	226	137	151	462	287
Weighted Base	1722	424	424	430	444	848	874
Royal Mail	1590	390	394	399	406	784	806
	92%	92%	93%	93%	92%	92%	92%
UK Mail	35	10	3	13	9	13	22
	2%	2%	1%	3%	2%	2%	2%
DHL	31	6	6	9	9	12	18
	2%	1%	1%	2%	2%	1%	2%
Parcelforce	16	6	5	4	1	11	5
	1%	1%	1%	1%	%	1%	1%
Evri	11	3	7	*	1	11	1
	1%	1%	2%	%	%	1%	%
UPS	11	2	5	*	5	6	5
	1%	%	1%	%	1%	1%	1%
Secured Mail	8	*	*	-	7	1	7
	%	%	%	-%	2%	%	1%
DPD/DPD Local	7	2	*	*	5	2	5
	%	%	%	%	1%	%	1%
Yodel	5	3	2	*	-	5	*
	%	1%	1%	%	-%	1%	%
Amazon logistics	2	2	-	-	*	2	*
	%	1%	-%	-%	%	%	%
Pitney Bowes	2	-	-	1	*	-	2
	%	-%	-%	%	%	-%	%
FedEx	1	*	*	-	*	1	*
	%	%	%	-%	%	%	%
TNT Express	*	-	-	-	*	-	*
	%	-%	-%	-%	%	-%	%
Whistl/ TNT Post UK	*	*	*	-	*	*	*
	%	%	%	-%	%	%	%
DX	*	-	-	*	-	-	*
	%	-%	-%	%	-%	-%	%
Citipost	*	-	*	-	-	*	-
	%	-%	%	-%	-%	%	-%

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1921	509	468	443	501	977	944
Effective base	703	236	226	137	151	462	287
Weighted Base	1722	424	424	430	444	848	874
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Other	3	1	-	2	*	1	2
	*%	*%	-%	1%	*%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1590	390	394	399	406	784	806
	92%	92%	93%	93%	92%	92%	92%
NET: Provider other than RM	132	35	29	31	37	64	68
	8%	8%	7%	7%	8%	8%	8%
NET: RM/Parcelforce	1606	395	400	404	408	795	811
	93%	93%	94%	94%	92%	94%	93%

Columns Tested:: a,b,c,d - a,b

Table 91

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1599	226	1373	1042	290	82	185	557
Effective base	586	54	543	530	122	37	88	163
Weighted Base	1410	72	1338	1334	64	8	4	76
Royal Mail	1234	68	1166	1176	49	5	3	57
	87%	94%	87%	88%	77%	62%	66%	75%
				bcde				
DHL	38	1	36	35	2	1	*	3
	3%	2%	3%	3%	3%	10%	9%	4%
						a	a	
UK Mail	32	-	32	30	2	*	*	3
	2%	-%	2%	2%	3%	6%	12%	3%
							abe	
Parcelforce	24	-	24	21	2	1	*	3
	2%	-%	2%	2%	3%	10%	5%	4%
						a	a	
Evri	24	*	24	23	1	-	*	1
	2%	1%	2%	2%	2%	-%	1%	2%
Yodel	13	-	13	12	*	*	*	1
	1%	-%	1%	1%	1%	3%	2%	1%
UPS	9	-	9	6	3	*	*	3
	1%	-%	1%	*%	5%	*%	1%	4%
					a			a
Amazon logistics	9	*	9	8	*	*	*	1
	1%	*%	1%	1%	1%	1%	*%	1%
Secured Mail	8	-	8	8	*	-	*	*
	1%	-%	1%	1%	*%	-%	*%	*%
DPD/DPD Local	8	*	8	7	1	*	*	1
	1%	*%	1%	*%	1%	2%	*%	1%
FedEx	4	3	2	3	1	*	*	1
	*%	4%	*%	*%	1%	5%	*%	2%
		b				a		
Pitney Bowes	2	-	2	*	1	-	-	1
	*%	-%	*%	*%	2%	-%	-%	2%
					a			a
TNT Express	2	-	2	2	-	-	*	*
	*%	-%	*%	*%	-%	-%	*%	*%
Citipost	1	-	1	1	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1599	226	1373	1042	290	82	185	557
Effective base	586	54	543	530	122	37	88	163
Weighted Base	1410	72	1338	1334	64	8	4	76
Whistl/ TNT Post UK	1	-	1	*	*	*	*	*
	%	%	%	%	%	1%	2%	%
							a	
DX	*	-	*	*	*	-	-	*
	%	%	%	%	1%	%	%	%
MHI (Mail Handling International)	*	-	*	-	-	-	*	*
	%	%	%	%	%	%	%	%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%
Other	2	*	2	2	*	*	-	*
	%	%	%	%	%	%	%	%
Do not send this type of post	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%
NET: RM Only	1234	68	1166	1176	49	5	3	57
	87%	94%	87%	88%	77%	62%	66%	75%
				bcde				
NET: Provider other than RM	177	5	172	158	15	3	1	19
	13%	6%	13%	12%	23%	38%	34%	25%
					a	a	a	a
NET: RM/Parcelforce	1258	68	1190	1198	52	6	3	60
	89%	94%	89%	90%	81%	73%	72%	79%
				bcde				

Columns Tested: a,b - a,b,c,d,e

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1599	410	463	169	175	197	185	1042	290	267
Effective base	586	247	231	78	81	75	88	530	122	75
Weighted Base	1410	696	546	91	46	26	4	1334	64	12
Royal Mail	1234	623	474	80	35	20	3	1176	49	8
	87%	89%	87%	88%	75%	76%	66%	88%	77%	63%
		defhi	defhi	dfi				defhi	i	
DHL	38	25	9	1	2	1	*	35	2	1
	3%	4%	2%	1%	4%	3%		3%	3%	9%
							bcg			bcg
UK Mail	32	8	20	1	1	2	*	30	2	1
	2%	1%	4%	2%	1%	6%		2%	3%	8%
						a	abcdgh			ag
Parcelforce	24	5	15	1	1	2	*	21	2	1
	2%	1%	3%	1%	2%	8%		2%	3%	9%
						ag	ag			abcg
Evri	24	17	5	1	1	*	*	23	1	*
	2%	2%	1%	1%	2%	1%		2%	2%	*%
Yodel	13	7	4	1	*	*	*	12	*	*
	1%	1%	1%	1%	*%	2%		1%	1%	3%
UPS	9	3	2	2	3	*	*	6	3	*
	1%	*%	*%	2%	6%	*%		*%	5%	1%
					abegi				abg	
Amazon logistics	9	2	6	*	*	*	*	8	*	*
	1%	*%	1%	*%	1%	1%		1%	1%	*%
Secured Mail	8	-	8	*	*	-	*	8	*	*
	1%	-%	1%	*%	*%	-%		1%	*%	*%
DPD/DPD Local	8	3	2	1	1	*	*	7	1	*
	1%	*%	*%	1%	2%	1%		*%	1%	1%
FedEx	4	3	-	*	1	1	*	3	1	*
	*%	*%	-%	*%	1%	3%		*%	1%	3%
						bg				bg
Pitney Bowes	2	-	*	-	1	-	-	*	1	-
	*%	-%	*%	-%	3%	-%		*%	2%	-%
					abg				ag	
TNT Express	2	-	2	-	-	-	*	2	-	*
	*%	-%	*%	-%	-%	-%		*%	-%	*%

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1599	410	463	169	175	197	185	1042	290	267
Effective base	586	247	231	78	81	75	88	530	122	75
Weighted Base	1410	696	546	91	46	26	4	1334	64	12
Citipost	1	*	-	1	-	-	-	1	-	-
	*%	*%	-%	1%	-%	-%	-%	*%	-%	-%
Whistl/ TNT Post UK	1	*	-	-	*	*	*	*	*	*
	*%	*%	-%	-%	*%	*%	2%	*%	*%	1%
							abg			g
DX	*	-	-	*	*	-	-	*	*	-
	*%	-%	-%	*%	1%	-%	-%	*%	1%	-%
MHI (Mail Handling International)	*	-	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	-%	*%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	-	*	2	-	*	-	2	*	*
	*%	-%	*%	2%	-%	*%	-%	*%	*%	*%
				ag						
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1234	623	474	80	35	20	3	1176	49	8
	87%	89%	87%	88%	75%	76%	66%	88%	77%	63%
		defhi	defhi	dfi				defhi	i	
NET: Provider other than RM	177	74	73	11	11	6	1	158	15	4
	13%	11%	13%	12%	25%	24%	34%	12%	23%	37%
				abcg	abg	abcg		abg	abcgh	
NET: RM/Parcelforce	1258	628	489	81	36	22	3	1198	52	9
	89%	90%	89%	89%	78%	83%	72%	90%	81%	72%
		dfhi	dfhi	fi				dfhi		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1599	611	431	290	82	185	590	293	115	71	215
Effective base	586	378	213	122	37	88	322	123	37	26	37
Weighted Base	1410	1070	264	64	8	4	885	238	63	32	41
Royal Mail	1234	946	230	49	5	3	807	193	44	23	30
	87%	88%	87%	77%	62%	66%	91%	81%	70%	73%	73%
		cde	cde				bcde				
DHL	38	28	6	2	1	*	16	9	*	4	2
	3%	3%	2%	3%	10%	9%	2%	4%	*%	12%	5%
					ab	ab				ac	
UK Mail	32	20	10	2	*	*	9	12	3	2	6
	2%	2%	4%	3%	6%	12%	1%	5%	5%	5%	15%
					abc			a			a
Parcelforce	24	17	4	2	1	*	13	3	2	*	1
	2%	2%	2%	3%	10%	5%	1%	1%	3%	1%	2%
					ab	a					
Evri	24	21	2	1	-	*	18	3	3	-	*
	2%	2%	1%	2%	-%	1%	2%	1%	4%	-%	*%
Yodel	13	11	1	*	*	*	5	5	2	-	*
	1%	1%	*%	1%	3%	2%	1%	2%	3%	-%	1%
UPS	9	3	3	3	*	*	4	2	2	1	1
	1%	*%	1%	5%	*%	1%	*%	1%	3%	3%	1%
				a							
Amazon logistics	9	8	1	*	*	*	*	8	*	-	*
	1%	1%	*%	1%	1%	*%	*%	3%	*%	-%	1%
								a			
Secured Mail	8	8	*	*	-	*	4	*	4	-	*
	1%	1%	*%	*%	-%	*%	*%	*%	7%	-%	*%
									ab		
DPD/DPD Local	8	4	3	1	*	*	4	1	1	2	*
	1%	*%	1%	1%	2%	*%	1%	*%	1%	6%	1%
										ab	
FedEx	4	3	*	1	*	*	*	3	*	-	*
	*%	*%	*%	1%	5%	*%	*%	1%	1%	-%	1%
					ab						
Pitney Bowes	2	-	*	1	-	-	1	-	-	-	-
	*%	-%	*%	2%	-%	-%	*%	-%	-%	-%	-%
				a							

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1599	611	431	290	82	185	590	293	115	71	215
Effective base	586	378	213	122	37	88	322	123	37	26	37
Weighted Base	1410	1070	264	64	8	4	885	238	63	32	41
TNT Express	2	2	-	-	-	*	2	-	-	*	-
	%	%	-%	-%	-%	%	%	-%	-%	%	-%
Citipost	1	*	1	-	-	-	1	*	-	-	-
	%	%	%	-%	-%	-%	%	%	-%	-%	-%
Whistl/ TNT Post UK	1	*	-	*	*	*	*	-	-	-	*
	%	%	-%	%	1%	2%	%	-%	-%	-%	%
						ab					
DX	*	-	*	*	-	-	*	-	-	-	-
	%	-%	%	1%	-%	-%	%	-%	-%	-%	-%
MHI (Mail Handling International)	*	-	-	-	-	*	-	-	*	-	-
	%	-%	-%	-%	-%	%	-%	-%	%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	-	2	*	*	-	-	-	2	-	*
	%	-%	1%	%	%	-%	-%	-%	3%	-%	%
									a		
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1234	946	230	49	5	3	807	193	44	23	30
	87%	88%	87%	77%	62%	66%	91%	81%	70%	73%	73%
		cde	cde				bcde				
NET: Provider other than RM	177	124	34	15	3	1	79	46	19	9	11
	13%	12%	13%	23%	38%	34%	9%	19%	30%	27%	27%
				ab	ab	ab		a	a	a	a
NET: RM/Parcelforce	1258	963	235	52	6	3	819	196	46	23	30
	89%	90%	89%	81%	73%	72%	93%	82%	74%	74%	75%
		cde	cde				bcde				

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1599	117	84	170	56	115	134	106	92	87
Effective base	586	63	42	91	25	56	79	57	46	40
Weighted Base	1410	151	94	243	57	137	226	163	115	90
Royal Mail	1234	142	84	197	50	110	204	146	100	81
	87%	94%	90%	81%	88%	80%	90%	89%	87%	89%
		ce								
DHL	38	2	-	14	*	2	3	5	5	2
	3%	1%	-%	6%	1%	1%	1%	3%	4%	3%
UK Mail	32	5	*	10	-	4	*	1	5	2
	2%	4%	*%	4%	-%	3%	*%	*%	4%	2%
Parcelforce	24	-	1	*	2	6	7	6	*	2
	2%	-%	1%	*%	4%	4%	3%	4%	*%	2%
Evri	24	*	2	1	*	9	1	6	5	*
	2%	*%	3%	*%	*%	7%	*%	4%	4%	*%
						acf				
Yodel	13	-	*	5	*	*	4	*	-	2
	1%	-%	*%	2%	*%	*%	2%	*%	-%	2%
UPS	9	1	-	-	-	2	5	*	-	1
	1%	1%	-%	-%	-%	1%	2%	*%	-%	1%
Amazon logistics	9	-	3	6	*	-	-	-	-	-
	1%	-%	3%	2%	*%	-%	-%	-%	-%	-%
Secured Mail	8	-	-	-	4	4	-	-	-	-
	1%	-%	-%	-%	7%	3%	-%	-%	-%	-%
					cf					
DPD/DPD Local	8	-	-	4	-	-	2	-	*	1
	1%	-%	-%	2%	-%	-%	1%	-%	*%	1%
FedEx	4	*	3	*	-	-	-	-	*	*
	*%	*%	3%	*%	-%	-%	-%	-%	*%	*%
Pitney Bowes	2	-	-	1	-	-	-	-	-	-
	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%
TNT Express	2	-	-	2	*	-	-	-	-	-
	*%	-%	-%	1%	*%	-%	-%	-%	-%	-%
Citipost	1	-	-	-	-	1	-	-	-	-
	*%	-%	-%	-%	-%	1%	-%	-%	-%	-%

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1599	117	84	170	56	115	134	106	92	87
Effective base	586	63	42	91	25	56	79	57	46	40
Weighted Base	1410	151	94	243	57	137	226	163	115	90
Whistl/ TNT Post UK	1	-	-	-	-	*	-	*	-	-
	*%	-%	-%	-%	-%	*%	-%	*%	-%	-%
DX	*	-	-	*	-	-	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	-	-	2	-	-	-	-	-	-
	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1234	142	84	197	50	110	204	146	100	81
	87%	94%	90%	81%	88%	80%	90%	89%	87%	89%
NET: Provider other than RM	177	9	9	46	7	28	22	17	15	10
	13%	6%	10%	19%	12%	20%	10%	11%	13%	11%
NET: RM/Parcelforce	1258	142	85	197	53	115	210	152	100	82
	89%	94%	91%	81%	92%	84%	93%	93%	87%	91%
		c				a	c	c		

Columns Tested: a,b,c,d,e,f,g,h,i

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1599	258	293	410	961	638	220	220	198
Effective base	586	121	151	226	495	166	63	58	75
Weighted Base	1410	285	359	632	1276	135	62	49	24
Royal Mail	1234	240	326	547	1113	120	54	45	21
	87%	84%	91%	87%	87%	89%	87%	92%	89%
DHL	38	5	7	21	33	5	3	2	*
	3%	2%	2%	3%	3%	4%	5%	3%	1%
UK Mail	32	7	11	11	28	4	4	*	*
	2%	2%	3%	2%	2%	3%	6%	*%	2%
Parcelforce	24	10	1	13	24	1	*	*	*
	2%	3%	*%	2%	2%	*%	*%	*%	*%
Evri	24	9	7	7	24	1	*	*	-
	2%	3%	2%	1%	2%	*%	*%	1%	-%
Yodel	13	2	*	10	12	1	-	*	1
	1%	1%	*%	2%	1%	1%	-%	1%	2%
UPS	9	2	1	5	9	1	*	*	*
	1%	1%	*%	1%	1%	1%	*%	*%	2%
Amazon logistics	9	*	3	6	9	*	*	*	*
	1%	*%	1%	1%	1%	*%	*%	*%	1%
Secured Mail	8	8	-	-	8	*	-	*	*
	1%	3%	-%	-%	1%	*%	-%	*%	*%
DPD/DPD Local	8	1	*	6	7	1	*	*	*
	1%	*%	*%	1%	1%	*%	1%	*%	*%
FedEx	4	*	3	*	4	1	*	-	*
	*%	*%	1%	*%	*%	1%	*%	-%	2%
Pitney Bowes	2	-	-	1	1	*	*	-	-
	*%	-%	-%	*%	*%	*%	1%	-%	-%
TNT Express	2	*	-	2	2	-	-	-	-
	*%	*%	-%	*%	*%	-%	-%	-%	-%
Citipost	1	1	-	-	1	*	-	-	*
	*%	*%	-%	-%	*%	*%	-%	-%	*%

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1599	258	293	410	961	638	220	220	198
Effective base	586	121	151	226	495	166	63	58	75
Weighted Base	1410	285	359	632	1276	135	62	49	24
Whistl/ TNT Post UK	1 *%	* *%	- -%	* *%	* *%	1 *%	- -%	* 1%	* *%
DX	* *%	- -%	- -%	* *%	* *%	* *%	* *%	- -%	- -%
MHI (Mail Handling International)	* *%	- -%	- -%	- -%	- -%	* *%	* *%	* *%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	2 *%	- -%	- -%	2 *%	2 *%	* *%	- -%	* *%	* *%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1234 87%	240 84%	326 91%	547 87%	1113 87%	120 89%	54 87%	45 92%	21 89%
NET: Provider other than RM	177 13%	44 16%	33 9%	85 13%	162 13%	15 11%	8 13%	4 8%	3 11%
NET: RM/Parcelforce	1258 89%	250 88%	327 91%	560 89%	1137 89%	121 90%	54 87%	45 92%	21 90%

Columns Tested:: a,b,c,d,e,f,g,h

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1599	69	139	17	156	164	374	55	86	693
Effective base	586	29	40	7	47	65	144	18	27	263
Weighted Base	1410	51	97	20	117	178	298	36	52	676
Royal Mail	1234	45	73	16	89	144	250	35	45	624
	87%	89%	75%	80%	76%	81%	84%	97%	85%	92%
										bdef
DHL	38	1	5	1	6	1	11	*	1	18
	3%	2%	6%	4%	5%	*%	4%	*%	2%	3%
UK Mail	32	4	5	1	5	11	7	*	2	3
	2%	7%	5%	4%	5%	6%	2%	*%	3%	*%
		i	i		i	i				
Parcelforce	24	*	2	1	3	12	2	*	-	8
	2%	*%	3%	3%	3%	7%	1%	*%	-%	1%
						fi				
Evri	24	*	*	-	*	2	10	-	2	9
	2%	*%	*%	-%	*%	1%	4%	-%	4%	1%
Yodel	13	-	*	*	*	5	6	*	*	1
	1%	-%	*%	1%	*%	3%	2%	1%	*%	*%
						i	i			
UPS	9	1	1	1	2	*	1	*	*	5
	1%	2%	1%	5%	1%	*%	*%	1%	1%	1%
Amazon logistics	9	-	-	-	-	4	2	-	2	1
	1%	-%	-%	-%	-%	2%	1%	-%	4%	*%
						i			i	
Secured Mail	8	-	4	-	4	-	4	*	*	-
	1%	-%	4%	-%	4%	-%	1%	*%	*%	-%
			i		i					
DPD/DPD Local	8	-	1	1	1	*	*	-	-	6
	1%	-%	1%	3%	1%	*%	*%	-%	-%	1%
FedEx	4	*	3	-	3	-	1	-	-	1
	*%	*%	3%	-%	3%	-%	*%	-%	-%	*%
			i		i					
Pitney Bowes	2	-	1	-	1	-	-	-	-	*
	*%	-%	1%	-%	1%	-%	-%	-%	-%	*%
TNT Express	2	-	*	-	*	-	2	-	-	-
	*%	-%	*%	-%	*%	-%	1%	-%	-%	-%

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1599	69	139	17	156	164	374	55	86	693
Effective base	586	29	40	7	47	65	144	18	27	263
Weighted Base	1410	51	97	20	117	178	298	36	52	676
Citipost	1	-	1	-	1	*	-	-	-	-
	*%	-%	1%	-%	1%	*%	-%	-%	-%	-%
Whistl/ TNT Post UK	1	-	*	-	*	*	*	-	-	*
	*%	-%	*%	-%	*%	*%	*%	-%	-%	*%
DX	*	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%
MHI (Mail Handling International)	*	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	-	*	-	*	*	2	-	-	*
	*%	-%	*%	-%	*%	*%	1%	-%	-%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1234	45	73	16	89	144	250	35	45	624
	87%	89%	75%	80%	76%	81%	84%	97%	85%	92%
										bdef
NET: Provider other than RM	177	6	24	4	28	34	48	1	8	53
	13%	11%	25%	20%	24%	19%	16%	3%	15%	8%
			i		i	i	i			
NET: RM/Parcelforce	1258	46	76	17	92	155	252	35	45	631
	89%	89%	78%	83%	79%	87%	85%	97%	85%	93%
										bdf

Columns Tested: a,b,c,d,e,f,g,h,i

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1599	389	374	836	1407	192	-	1315	284	1559	40
Effective base	586	138	144	307	507	84	-	520	74	570	15
Weighted Base	1410	346	298	767	1165	246	-	1288	122	1372	38
Royal Mail	1234	278	250	705	1008	225	-	1127	107	1199	35
	87%	81%	84%	92%	87%	92%	-%	87%	87%	87%	92%
DHL	38	8	11	19	33	5	-	36	2	38	-
	3%	2%	4%	2%	3%	2%	-%	3%	1%	3%	-%
UK Mail	32	20	7	5	32	-	-	28	5	32	*
	2%	6%	2%	1%	3%	-%	-%	2%	4%	2%	*%
Parcelforce	24	15	2	8	23	1	-	22	3	24	-
	2%	4%	1%	1%	2%	*%	-%	2%	2%	2%	-%
Evri	24	2	10	11	17	8	-	22	2	24	-
	2%	1%	4%	1%	1%	3%	-%	2%	2%	2%	-%
Yodel	13	5	6	2	8	5	-	12	1	12	1
	1%	1%	2%	*%	1%	2%	-%	1%	1%	1%	1%
UPS	9	3	1	6	9	-	-	9	*	9	-
	1%	1%	*%	1%	1%	-%	-%	1%	*%	1%	-%
Amazon logistics	9	4	2	3	7	2	-	8	1	9	-
	1%	1%	1%	*%	1%	1%	-%	1%	*%	1%	-%
Secured Mail	8	4	4	*	8	-	-	8	*	8	-
	1%	1%	1%	*%	1%	-%	-%	1%	*%	1%	-%
DPD/DPD Local	8	1	*	6	8	-	-	7	1	8	-
	1%	*%	*%	1%	1%	-%	-%	1%	1%	1%	-%
FedEx	4	3	1	1	4	-	-	4	1	2	3
	*%	1%	*%	*%	*%	-%	-%	*%	1%	*%	7%
Pitney Bowes	2	1	-	*	2	-	-	2	-	2	-
	*%	*%	-%	*%	*%	-%	-%	*%	-%	*%	-%
TNT Express	2	*	2	-	2	-	-	2	-	2	-
	*%	*%	1%	-%	*%	-%	-%	*%	-%	*%	-%

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	b
Significance Level: 95%											
Unweighted Base	1599	389	374	836	1407	192	-	1315	284	1559	40
Effective base	586	138	144	307	507	84	-	520	74	570	15
Weighted Base	1410	346	298	767	1165	246	-	1288	122	1372	38
Citipost	1 *%	1 *%	- -%	- -%	1 *%	- -%	- -%	1 *%	- -%	1 *%	- -%
Whistl/ TNT Post UK	1 *%	* *%	* *%	* *%	1 *%	- -%	- -%	1 *%	* *%	1 *%	- -%
DX	* *%	- -%	- -%	* *%	* *%	- -%	- -%	* *%	* *%	* *%	- -%
MHI (Mail Handling International)	* *%	- -%	- -%	* *%	* *%	- -%	- -%	* *%	* *%	* *%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	2 *%	* *%	2 1%	* *%	2 *%	* *%	- -%	2 *%	* *%	2 *%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1234 87%	278 81%	250 84%	705 92% ab	1008 87%	225 92%	- -%	1127 87%	107 87%	1199 87%	35 92%
NET: Provider other than RM	177 13%	67 19% c	48 16% c	61 8%	156 13%	20 8%	- -%	161 13%	16 13%	174 13%	3 8%
NET: RM/Parcelforce	1258 89%	293 85%	252 85%	713 93% ab	1031 89%	226 92%	- -%	1149 89%	109 89%	1223 89%	35 92%

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1599	865	375	348
Effective base	586	335	115	131
Weighted Base	1410	815	261	320
Royal Mail	1234	736	209	278
	87%	90%	80%	87%
		b		
DHL	38	21	8	9
	3%	3%	3%	3%
UK Mail	32	8	16	8
	2%	1%	6%	3%
			a	
Parcelforce	24	17	6	1
	2%	2%	2%	*%
Evri	24	14	3	4
	2%	2%	1%	1%
Yodel	13	3	1	9
	1%	*%	1%	3%
				a
UPS	9	4	6	*
	1%	*%	2%	*%
Amazon logistics	9	4	4	1
	1%	1%	2%	*%
Secured Mail	8	4	*	4
	1%	*%	*%	1%
DPD/DPD Local	8	1	5	1
	1%	*%	2%	*%
			a	
FedEx	4	1	1	3
	*%	*%	*%	1%
Pitney Bowes	2	1	*	-
	*%	*%	*%	-%
TNT Express	2	*	-	2
	*%	*%	-%	*%
Citipost	1	-	1	-
	*%	-%	*%	-%

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1599	865	375	348
Effective base	586	335	115	131
Weighted Base	1410	815	261	320
Whistl/ TNT Post UK	1	1	*	*
	*%	*%	*%	*%
DX	*	*	*	-
	*%	*%	*%	-%
MHI (Mail Handling International)	*	*	*	-
	*%	*%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-
	-%	-%	-%	-%
Other	2	2	*	*
	*%	*%	*%	*%
Do not send this type of post	-	-	-	-
	-%	-%	-%	-%
NET: RM Only	1234	736	209	278
	87%	90%	80%	87%
NET: Provider other than RM	177	79	52	42
	13%	10%	20%	13%
NET: RM/Parcelforce	1258	752	215	280
	89%	92%	82%	87%
		b		

Columns Tested: a,b,c

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1599	1134	280	81	31	37	20	9	7	1414	185	104
Effective base	586	460	83	22	8	10	4	2	1	542	43	21
Weighted Base	1410	1133	177	50	10	27	8	1	5	1310	101	51
Royal Mail	1234	1027	145	32	6	18	1	1	5	1172	62	30
	87%	91%	82%	64%	56%	69%	8%	76%	96%	89%	61%	59%
		bcdejk	jk							bcdejk		
DHL	38	26	5	4	1	1	-	*	-	31	7	2
	3%	2%	3%	8%	13%	4%	-%	1%	-%	2%	7%	5%
UK Mail	32	15	7	2	2	2	4	-	*	22	10	8
	2%	1%	4%	4%	19%	9%	46%	-%	1%	2%	10%	16%
					ai						ai	ai
Parcelforce	24	20	3	1	*	-	*	*	-	23	1	1
	2%	2%	2%	1%	*%	-%	6%	5%	-%	2%	1%	1%
Evri	24	24	-	*	*	*	-	-	-	24	*	*
	2%	2%	-%	*%	1%	*%	-%	-%	-%	2%	*%	*%
Yodel	13	3	4	4	-	1	*	-	-	8	5	1
	1%	*%	2%	8%	-%	3%	*%	-%	-%	1%	5%	2%
			a	ai							ai	
UPS	9	6	2	*	1	*	1	-	-	8	2	2
	1%	1%	1%	*%	8%	*%	12%	-%	-%	1%	2%	3%
					ai							
Amazon logistics	9	2	1	*	-	4	2	*	-	3	6	6
	1%	*%	1%	*%	-%	15%	25%	2%	-%	*%	6%	12%
						abi					ai	abi
Secured Mail	8	*	4	4	-	-	*	-	*	4	4	*
	1%	*%	2%	8%	-%	-%	3%	-%	*%	*%	4%	*%
			ai	ai							ai	
DPD/DPD Local	8	3	5	-	-	*	*	-	-	8	*	*
	1%	*%	3%	-%	-%	*%	*%	-%	-%	1%	*%	*%
			a									
FedEx	4	1	1	3	*	-	-	*	*	1	3	1
	*%	*%	*%	5%	2%	-%	-%	16%	3%	*%	3%	1%
				ai							ai	
Pitney Bowes	2	2	-	-	-	-	-	-	-	2	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
TNT Express	2	2	-	-	*	-	-	-	-	2	*	*
	*%	*%	-%	-%	*%	-%	-%	-%	-%	*%	*%	*%

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1599	1134	280	81	31	37	20	9	7	1414	185	104
Effective base	586	460	83	22	8	10	4	2	1	542	43	21
Weighted Base	1410	1133	177	50	10	27	8	1	5	1310	101	51
Citipost	1	1	-	-	-	-	-	-	-	1	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Whistl/ TNT Post UK	1	*	*	*	-	*	-	-	-	1	*	*
	*%	*%	*%	*%	-%	*%	-%	-%	-%	*%	*%	*%
DX	*	*	-	-	-	-	-	-	-	*	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
MHI (Mail Handling International)	*	*	-	-	*	-	-	-	-	*	*	*
	*%	*%	-%	-%	*%	-%	-%	-%	-%	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	2	*	-	*	-	-	-	-	2	*	*
	*%	*%	*%	-%	*%	-%	-%	-%	-%	*%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1234	1027	145	32	6	18	1	1	5	1172	62	30
	87%	91%	82%	64%	56%	69%	8%	76%	96%	89%	61%	59%
		bcdejk	jk							bcdejk		
NET: Provider other than RM	177	106	32	18	5	8	7	*	*	138	39	21
	13%	9%	18%	36%	44%	31%	92%	24%	4%	11%	39%	41%
			ai	ai	ai	ai					abi	abi
NET: RM/Parcelforce	1258	1047	148	32	6	18	1	1	5	1195	63	31
	89%	92%	84%	65%	56%	69%	14%	81%	96%	91%	63%	60%
		bcdejk	jk							bcdejk		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1599	512	622	465	1537	1599	1599	1308	921	684	45	1065	106	132	90	103	58
Effective base	586	241	221	127	552	586	586	490	350	213	27	438	29	37	20	22	14
Weighted Base	1410	623	510	277	1335	1410	1410	1177	877	505	53	1084	64	84	45	47	34
TNT Express	2 *%	- -%	2 *%	* *%	2 *%	2 *%	2 *%	2 *%	2 *%	* *%	- -%	- -%	- -%	- -%	- -%	2 3%	- -%
Citipost	1 *%	1 *%	* *%	- -%	1 *%	1 *%	1 *%	1 *%	1 *%	1 *%	- -%	1 *%	- -%	- -%	- -%	- -%	- -%
Whistl/ TNT Post UK	1 *%	- -%	* *%	* *%	1 *%	1 *%	1 *%	1 *%	* *%	* *%	- -%	* *%	- -%	* *%	* *%	* *%	* *%
DX	* *%	* *%	* *%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%
MHI (Mail Handling International)	* *%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	- -%	- -%	* *%	- -%	* *%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	2 *%	- -%	2 *%	* *%	2 *%	2 *%	2 *%	* *%	* *%	* *%	- -%	2 *%	* *%	- -%	* *%	- -%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1234 87%	574 92%	453 89%	206 74%	1173 88%	1234 87%	1234 87%	1025 87%	728 83%	385 76%	47 88%	971 90%	48 76%	74 89%	37 82%	36 76%	20 59%
NET: Provider other than RM	177 13%	49 8%	57 11%	71 26%	162 12%	177 13%	177 13%	153 13%	149 17%	120 24%	6 12%	113 10%	16 24%	9 11%	8 18%	11 24%	14 41%
NET: RM/Parcelforce	1258 89%	583 94%	464 91%	211 76%	1194 89%	1258 89%	1258 89%	1044 89%	747 85%	402 80%	51 95%	988 91%	49 77%	75 90%	39 86%	36 76%	20 59%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Significance Level: 95%															
Unweighted Base	1599	1042	151	105	98	56	57	28	1041	232	124	75	58	41	28
Effective base	586	433	43	30	18	12	11	6	433	70	33	27	12	15	7
Weighted Base	1410	1069	99	68	40	21	26	11	1050	183	60	43	39	16	20
Citipost	1	1	-	-	-	-	-	-	*	1	-	-	-	-	-
	%	%	-%	-%	-%	-%	-%	-%	%	%	-%	-%	-%	-%	-%
Whistl/ TNT Post UK	1	*	-	*	-	*	-	*	*	*	*	-	*	-	*
	%	%	-%	%	-%	%	-%	%	%	%	%	-%	%	-%	%
DX	*	-	*	-	*	-	-	-	-	*	-	*	-	-	-
	%	-%	%	-%	%	-%	-%	-%	-%	%	-%	1%	-%	-%	-%
MHI (Mail Handling International)	*	-	-	-	*	-	-	-	-	*	-	-	-	*	-
	%	-%	-%	-%	%	-%	-%	-%	-%	%	-%	-%	-%	%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	*	2	-	*	-	-	-	2	*	-	*	-	-	-
	%	%	2%	-%	%	-%	-%	-%	%	%	-%	%	-%	-%	-%
		a													
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1234	960	78	63	33	16	20	3	970	124	47	33	33	13	13
	87%	90%	78%	93%	81%	76%	76%	29%	92%	68%	78%	77%	86%	84%	66%
		b							bcd						
NET: Provider other than RM	177	108	21	5	8	5	6	8	80	59	13	10	6	2	7
	13%	10%	22%	7%	19%	24%	24%	71%	8%	32%	22%	23%	14%	16%	34%
		a							a	a	a	a			
NET: RM/Parcelforce	1258	978	79	63	34	17	20	3	989	127	48	33	33	13	13
	89%	91%	79%	93%	84%	80%	76%	29%	94%	70%	80%	78%	86%	84%	66%
		b							bcd						

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1599	795	160	129	76	53	46	49	533	345	396	218	104
Effective base	586	337	53	39	23	16	9	15	239	133	138	50	28
Weighted Base	1410	808	135	101	41	30	24	39	620	303	305	107	73
TNT Express	2 *%	- -%	- -%	2 2%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	2 1%	- -%
Citipost	1 *%	* *%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%
Whistl/ TNT Post UK	1 *%	* *%	* *%	- -%	* *%	* *%	- -%	- -%	* *%	* *%	* *%	- -%	* *%
DX	* *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%
MHI (Mail Handling International)	* *%	* *%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	2 *%	* *%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	2 1%	* *%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1234 87%	758 94%	115 85%	64 64%	28 68%	14 47%	18 78%	27 71%	579 93%	246 81%	266 87%	97 90%	46 63%
		bcdeg	ce						bce	e	e	e	
NET: Provider other than RM	177 13%	50 6%	21 15%	37 36%	13 32%	16 53%	5 22%	11 29%	42 7%	57 19%	40 13%	11 10%	27 37%
			a	ab	a	ab	a			a	a		abcd
NET: RM/Parcelforce	1258 89%	771 95%	119 88%	66 65%	28 68%	14 49%	18 78%	27 71%	585 94%	257 85%	270 89%	97 91%	46 64%
		bcdefg	cde						bce	e	e	e	

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1599	633	313	337	176	74	689	314	335	172	74
Effective base	586	276	117	109	34	18	308	108	105	44	21
Weighted Base	1410	720	256	234	78	45	786	252	217	92	56
Royal Mail	1234	645	221	205	72	29	728	199	184	78	39
	87%	90%	86%	87%	93%	65%	93%	79%	85%	85%	68%
DHL	38	20	7	5	1	2	19	10	4	1	4
	3%	3%	3%	2%	1%	5%	2%	4%	2%	1%	8%
UK Mail	32	13	6	4	2	8	6	16	5	5	*
	2%	2%	2%	2%	2%	17%	1%	7%	2%	6%	1%
						abcd		a		a	
Parcelforce	24	8	8	3	1	*	8	11	3	*	-
	2%	1%	3%	1%	1%	1%	1%	5%	2%	*%	-%
								a			
Evri	24	17	1	6	*	*	11	3	9	*	*
	2%	2%	*%	2%	*%	*%	1%	1%	4%	*%	*%
Yodel	13	3	*	4	*	5	2	*	5	-	4
	1%	*%	*%	2%	*%	11%	*%	*%	3%	-%	8%
						abcd					ab
UPS	9	2	6	2	-	-	1	3	2	1	3
	1%	*%	2%	1%	-%	-%	*%	1%	1%	1%	5%
											a
Amazon logistics	9	6	2	*	*	*	2	*	*	2	5
	1%	1%	1%	*%	*%	*%	*%	*%	*%	2%	8%
											abc
Secured Mail	8	4	-	*	-	*	4	4	-	*	*
	1%	1%	-%	*%	-%	*%	1%	1%	-%	*%	*%
DPD/DPD Local	8	1	4	*	*	-	4	3	-	*	*
	1%	*%	2%	*%	*%	-%	1%	1%	-%	*%	1%
FedEx	4	*	*	1	*	-	1	1	*	3	*
	*%	*%	*%	*%	*%	-%	*%	*%	*%	3%	*%
										a	
Pitney Bowes	2	-	-	2	-	-	*	-	1	-	-
	*%	-%	-%	1%	-%	-%	*%	-%	1%	-%	-%
TNT Express	2	-	-	*	2	-	-	-	-	2	-
	*%	-%	-%	*%	2%	-%	-%	-%	-%	2%	-%

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Frequency - letters sent					Frequency - large letters sent					
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	b	c	d	e	a	b	c	d	e	
Significance Level: 95%												
Unweighted Base	1599	633	313	337	176	74	689	314	335	172	74	
Effective base	586	276	117	109	34	18	308	108	105	44	21	
Weighted Base	1410	720	256	234	78	45	786	252	217	92	56	
Citipost	1 *%	1 *%	* *%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%
Whistl/ TNT Post UK	1 *%	* *%	* *%	* *%	- -%	* *%	* *%	* *%	* *%	- -%	* *%	
DX	* *%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* 1%	
MHI (Mail Handling International)	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	* *%	
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Other	2 *%	- -%	* *%	2 1%	* *%	- -%	- -%	* *%	2 1%	* *%	- -%	
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
NET: RM Only	1234 87%	645 90%	221 86%	205 87%	72 93%	29 65%	728 93%	199 79%	184 85%	78 85%	39 68%	
		e	e	e	e		bce					
NET: Provider other than RM	177 13%	75 10%	35 14%	29 13%	5 7%	15 35%	58 7%	53 21%	33 15%	14 15%	18 32%	
					abcd			a	a		a	
NET: RM/Parcelforce	1258 89%	653 91%	229 90%	208 89%	73 94%	30 66%	736 94%	211 84%	188 86%	78 85%	39 68%	
		e	e	e	e		bce		e			

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1599	551	215	269	158	91	725	141	429	1330	269	1379	158
Effective base	586	241	72	95	50	25	278	44	163	492	94	502	50
Weighted Base	1410	594	172	224	114	52	659	105	405	1201	209	1222	113
Royal Mail	1234 87%	559 94%	142 82%	171 76%	92 81%	42 81%	571 87%	66 63%	379 94%	1136 95%	98 47%	1155 95%	18 15%
DHL	38 3%	14 2%	6 3%	5 2%	3 3%	4 7%	20 3%	3 3%	9 2%	21 2%	17 8%	16 1%	18 16%
UK Mail	32 2%	2 *	5 3%	13 6%	8 7%	5 9%	23 4%	8 7%	1 *	12 1%	21 10%	11 1%	21 19%
Parcelforce	24 2%	13 2%	2 1%	3 2%	* *	* *	6 1%	7 6%	7 2%	16 1%	9 4%	12 1%	8 7%
Evri	24 2%	3 1%	5 3%	7 3%	1 *	* *	12 2%	3 3%	1 *	7 1%	17 8%	14 1%	11 9%
Yodel	13 1%	1 *	3 2%	4 2%	5 4%	* *	5 1%	3 3%	5 1%	5 *	7 4%	5 *	7 7%
UPS	9 1%	1 *	* *	7 3%	- -	* 1%	6 1%	3 3%	* *	2 *	7 4%	3 *	7 6%
Amazon logistics	9 1%	- -	* *	6 3%	* *	- -	6 1%	- -	2 1%	1 *	8 4%	1 *	8 7%
Secured Mail	8 1%	- -	8 5%	- -	- -	* *	* *	8 8%	- -	* *	8 4%	* *	4 4%
DPD/DPD Local	8 1%	1 *	- -	4 2%	1 1%	* 1%	2 *	3 3%	1 *	* *	8 4%	1 *	4 4%

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1599	551	215	269	158	91	725	141	429	1330	269	1379	158
Effective base	586	241	72	95	50	25	278	44	163	492	94	502	50
Weighted Base	1410	594	172	224	114	52	659	105	405	1201	209	1222	113
FedEx	4 *% a	- -%	1 *% a	* *% a	3 3% a	* 1%	4 1%	1 1%	- -%	1 *% a	4 2% a	1 *% a	1 1%
Pitney Bowes	2 *% a	- -%	- -%	1 1%	- -%	- -%	1 *% a	- -%	- -%	- -%	2 1%	- -%	2 1% a
TNT Express	2 *% a	- -%	* *% a	- -%	2 1%	- -%	2 *% a	* *% a	- -%	* *% a	2 1%	* *% a	2 1% a
Citipost	1 *% a	- -%	* *% a	1 *% a	- -%	- -%	- -%	1 1%	- -%	1 *% a	* *% a	1 *% a	* *% a
Whistl/ TNT Post UK	1 *% a	* *% a	- -%	* *% a	- -%	* *% a	1 *% a	* *% a	- -%	* *% a	1 *% a	1 *% a	* *% a
DX	* *% a	- -%	- -%	* *% a	- -%	- -%	* *% a	- -%	- -%	* *% a	* *% a	- -%	* *% a
MHI (Mail Handling International)	* *% a	- -%	* *% a	- -%	* *% a	- -%	* *% a	* *% a	- -%	* *% a	* *% a	- -%	* *% a
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	2 *% a	- -%	- -%	* *% a	* *% a	* *% a	* *% a	- -%	- -%	- -%	2 1% a	- -%	2 2% a
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1599	551	215	269	158	91	725	141	429	1330	269	1379	158
Effective base	586	241	72	95	50	25	278	44	163	492	94	502	50
Weighted Base	1410	594	172	224	114	52	659	105	405	1201	209	1222	113
NET: RM Only	1234	559	142	171	92	42	571	66	379	1136	98	1155	18
	87%	94%	82%	76%	81%	81%	87%	63%	94%	95%	47%	95%	15%
		bcde					b		ab	b		b	
NET: Provider other than RM	177	35	30	53	22	10	88	39	25	66	111	66	96
	13%	6%	18%	24%	19%	19%	13%	37%	6%	5%	53%	5%	85%
			a	a	a	a	c	ac			a		a
NET: RM/Parcelforce	1258	572	144	175	92	42	576	73	386	1152	106	1168	26
	89%	96%	84%	78%	81%	81%	88%	69%	95%	96%	51%	96%	23%
		bcde					b		ab	b		b	

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1599	1343	256	808	500	1384	153	1331	268	814	494
Effective base	586	512	73	328	163	503	49	503	83	330	161
Weighted Base	1410	1234	177	767	411	1228	107	1222	189	777	401
Royal Mail	1234	1234	-	750	275	1155	18	1202	32	758	267
	87%	100%	-%	98%	67%	94%	16%	98%	17%	98%	67%
		b		b		b		b		b	
DHL	38	-	38	10	22	19	16	7	31	4	28
	3%	-%	21%	1%	5%	2%	15%	1%	17%	*%	7%
			a		a		a		a		a
UK Mail	32	-	32	2	30	13	19	2	31	4	28
	2%	-%	18%	*%	7%	1%	18%	*%	16%	1%	7%
			a		a		a		a		a
Parcelforce	24	-	24	1	18	12	9	5	20	5	14
	2%	-%	14%	*%	4%	1%	8%	*%	10%	1%	4%
			a		a		a		a		a
Evri	24	-	24	*	16	13	11	1	23	-	16
	2%	-%	14%	*%	4%	1%	10%	*%	12%	-%	4%
			a		a		a		a		a
Yodel	13	-	13	1	12	5	7	5	8	5	8
	1%	-%	7%	*%	3%	*%	7%	*%	4%	1%	2%
			a		a		a		a		a
UPS	9	-	9	1	8	3	6	1	9	2	7
	1%	-%	5%	*%	2%	*%	6%	*%	5%	*%	2%
			a		a		a		a		a
Amazon logistics	9	-	9	-	8	1	8	-	9	-	8
	1%	-%	5%	-%	2%	*%	7%	-%	5%	-%	2%
			a		a		a		a		a
Secured Mail	8	-	8	-	8	*	4	-	8	*	8
	1%	-%	5%	-%	2%	*%	4%	-%	4%	*%	2%
			a		a		a		a		a
DPD/DPD Local	8	-	8	*	6	1	4	-	8	-	6
	1%	-%	4%	*%	1%	*%	4%	-%	4%	-%	1%
			a		a		a		a		a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1599	1343	256	808	500	1384	153	1331	268	814	494
Effective base	586	512	73	328	163	503	49	503	83	330	161
Weighted Base	1410	1234	177	767	411	1228	107	1222	189	777	401
FedEx	4 *%	- -%	4 2% a	- -%	4 1%	1 *%	1 1%	* *%	4 2% a	- -%	4 1%
Pitney Bowes	2 *%	- -%	2 1% a	- -%	1 *%	- -%	2 1% a	- -%	2 1% a	- -%	1 *%
TNT Express	2 *%	- -%	2 1%	2 *%	- -%	2 *%	- -%	- -%	2 1%	* *%	2 *%
Citipost	1 *%	- -%	1 *%	- -%	1 *%	1 *%	* *%	- -%	1 *%	- -%	1 *%
Whistl/ TNT Post UK	1 *%	- -%	1 *%	- -%	1 *%	1 *%	* *%	* *%	* *%	- -%	1 *%
DX	* *%	- -%	* *%	- -%	* *%	* *%	* *%	- -%	* *%	- -%	* *%
MHI (Mail Handling International)	* *%	- -%	* *%	* *%	* *%	- -%	* *%	- -%	* *%	* *%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	2 *%	- -%	2 1% a	- -%	* *%	- -%	2 2% a	- -%	2 1% a	- -%	* *%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1234 87%	1234 100%	- -%	750 98%	275 67%	1155 94%	18 16%	1202 98%	32 17%	758 98%	267 67%
		b		b		b		b		b	

Columns Tested.: a,b - a,b - a,b - a,b - a,b

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1599	1343	256	808	500	1384	153	1331	268	814	494
Effective base	586	512	73	328	163	503	49	503	83	330	161
Weighted Base	1410	1234	177	767	411	1228	107	1222	189	777	401
NET: Provider other than RM	177	-	177	17	136	72	90	20	157	19	134
	13%	-%	100%	2%	33%	6%	84%	2%	83%	2%	33%
			a		a		a		a		a
NET: RM/Parcelforce	1258	1234	24	751	293	1167	26	1207	51	762	282
	89%	100%	14%	98%	71%	95%	25%	99%	27%	98%	70%
		b		b		b		b		b	

Columns Tested.: a,b - a,b - a,b - a,b - a,b

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1599	888	1165	270	1	901	1113	224	4	949	732	246	1
Effective base	586	305	437	95	1	320	413	82	3	349	281	90	1
Weighted Base	1410	749	1028	240	4	785	951	197	5	831	646	194	2
Royal Mail	1234	616	929	191	4	648	864	154	4	705	576	165	2
	87%	82%	90%	80%	100%	82%	91%	79%	88%	85%	89%	85%	100%
DHL	38	32	20	15	-	35	15	9	-	27	12	5	-
	3%	4%	2%	6%	-%	4%	2%	5%	-%	3%	2%	2%	-%
UK Mail	32	31	20	10	-	28	14	11	-	28	17	5	-
	2%	4%	2%	4%	-%	4%	2%	6%	-%	3%	3%	3%	-%
Parcelforce	24	15	15	6	-	16	11	6	-	12	9	1	-
	2%	2%	1%	3%	-%	2%	1%	3%	-%	1%	1%	1%	-%
Evri	24	12	21	*	-	10	15	*	-	9	8	1	-
	2%	2%	2%	*%	-%	1%	2%	*%	-%	1%	1%	*%	-%
Yodel	13	13	1	*	-	13	*	*	-	13	*	1	-
	1%	2%	*%	*%	-%	2%	*%	*%	-%	2%	*%	1%	-%
UPS	9	9	4	2	-	9	4	3	-	9	3	2	-
	1%	1%	*%	1%	-%	1%	*%	1%	-%	1%	*%	1%	-%
Amazon logistics	9	8	8	3	-	8	6	2	1	8	4	3	-
	1%	1%	1%	1%	-%	1%	1%	1%	12%	1%	1%	1%	-%
Secured Mail	8	4	*	4	-	8	8	4	-	8	8	4	-
	1%	1%	*%	2%	-%	1%	1%	2%	-%	1%	1%	2%	-%
DPD/DPD Local	8	5	1	5	-	4	7	4	-	5	4	3	-
	1%	1%	*%	2%	-%	1%	1%	2%	-%	1%	1%	2%	-%
FedEx	4	2	1	1	-	4	*	*	-	4	1	1	-
	*%	*%	*%	*%	-%	1%	*%	*%	-%	*%	*%	*%	-%
Pitney Bowes	2	-	2	1	-	-	2	1	-	-	1	1	-
	*%	-%	*%	1%	-%	-%	*%	1%	-%	-%	*%	1%	-%
TNT Express	2	2	2	2	-	2	2	-	-	2	2	*	-
	*%	*%	*%	1%	-%	*%	*%	-%	-%	*%	*%	*%	-%

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	1599	888	1165	270	1	901	1113	224	4	949	732	246	1
Effective base	586	305	437	95	1	320	413	82	3	349	281	90	1
Weighted Base	1410	749	1028	240	4	785	951	197	5	831	646	194	2
Citipost	1	1	1	-	-	1	1	1	-	1	1	1	-
	*%	*%	*%	-%	-%	*%	*%	*%	-%	*%	*%	*%	-%
Whistl/ TNT Post UK	1	*	1	*	-	*	1	*	-	*	1	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
DX	*	*	*	-	-	*	*	*	-	*	*	-	-
	*%	*%	*%	-%	-%	*%	*%	*%	-%	*%	*%	-%	-%
MHI (Mail Handling International)	*	*	*	-	-	*	-	*	-	*	-	*	-
	*%	*%	*%	-%	-%	*%	-%	*%	-%	*%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	*	2	*	-	*	2	*	-	*	-	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	-%	*%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1234	616	929	191	4	648	864	154	4	705	576	165	2
	87%	82%	90%	80%	100%	82%	91%	79%	88%	85%	89%	85%	100%
			ac				ac						
NET: Provider other than RM	177	133	98	49	-	138	87	42	1	126	70	29	-
	13%	18%	10%	20%	-%	18%	9%	21%	12%	15%	11%	15%	-%
		b		b		b		b					
NET: RM/Parcelforce	1258	630	944	197	4	663	875	160	4	717	584	166	2
	89%	84%	92%	82%	100%	84%	92%	81%	88%	86%	90%	86%	100%
			ac				ac						

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1599	1322	1305	810	1122	871	54	537	441	406	120	72
Effective base	586	481	483	319	401	336	14	235	174	160	57	35
Weighted Base	1410	1186	1175	755	993	816	34	554	433	391	125	80
Royal Mail	1234	1105	1106	717	918	760	23	535	411	357	113	76
	87%	93%	94%	95%	92%	93%	67%	97%	95%	91%	90%	95%
					c	c		cd				
DHL	38	18	19	7	18	6	*	2	7	6	1	*
	3%	2%	2%	1%	2%	1%	1%	*%	2%	1%	*%	*%
UK Mail	32	10	11	7	14	11	5	6	2	6	2	2
	2%	1%	1%	1%	1%	1%	14%	1%	*%	2%	2%	3%
							ab					
Parcelforce	24	12	11	2	16	8	1	2	1	2	1	*
	2%	1%	1%	*%	2%	1%	2%	*%	*%	*%	1%	*%
Evri	24	13	7	2	5	9	-	2	1	1	*	*
	2%	1%	1%	*%	1%	1%	-%	*%	*%	*%	*%	*%
Yodel	13	10	9	9	6	9	-	4	5	9	-	-
	1%	1%	1%	1%	1%	1%	-%	1%	1%	2%	-%	-%
UPS	9	5	4	2	4	4	1	2	1	2	1	1
	1%	*%	*%	*%	*%	*%	2%	*%	*%	*%	1%	1%
Amazon logistics	9	3	*	2	3	2	-	-	-	2	2	-
	1%	*%	*%	*%	*%	*%	-%	-%	-%	1%	2%	-%
											a	
Secured Mail	8	4	4	4	4	4	4	*	4	4	4	-
	1%	*%	*%	1%	*%	1%	12%	*%	1%	1%	3%	-%
							ab				a	
DPD/DPD Local	8	1	*	-	1	1	1	-	-	-	-	-
	1%	*%	*%	-%	*%	*%	2%	-%	-%	-%	-%	-%
FedEx	4	1	1	*	1	-	-	*	-	*	-	-
	*%	*%	*%	*%	*%	-%	-%	*%	-%	*%	-%	-%
Pitney Bowes	2	*	*	-	-	*	-	-	-	-	-	-
	*%	*%	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%
TNT Express	2	2	2	2	*	2	-	-	2	2	2	-
	*%	*%	*%	*%	*%	*%	-%	-%	*%	*%	1%	-%

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1599	1322	1305	810	1122	871	54	537	441	406	120	72
Effective base	586	481	483	319	401	336	14	235	174	160	57	35
Weighted Base	1410	1186	1175	755	993	816	34	554	433	391	125	80
Citipost	1	-	1	-	1	1	-	-	-	-	-	-
	*%	-%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%
Whistl/ TNT Post UK	1	1	1	*	1	*	*	*	*	*	-	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%
DX	*	-	*	-	*	-	-	-	-	-	-	-
	*%	-%	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	*	-	-	*	-	-	-	*	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1234	1105	1106	717	918	760	23	535	411	357	113	76
	87%	93%	94%	95%	92%	93%	67%	97%	95%	91%	90%	95%
					c	c		cd				
NET: Provider other than RM	177	81	70	38	75	56	11	19	22	33	12	4
	13%	7%	6%	5%	8%	7%	33%	3%	5%	9%	10%	5%
					ab			a		a		
NET: RM/Parcelforce	1258	1117	1117	719	935	768	23	537	412	359	113	77
	89%	94%	95%	95%	94%	94%	69%	97%	95%	92%	91%	96%
					c	c		cd				

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1599	172	116	87	47	1355	1043	1449	1033	925	806	1269	214	-	1189	92
Effective base	586	70	40	35	19	489	355	523	358	305	291	467	77	-	427	44
Weighted Base	1410	175	92	85	43	1159	810	1244	825	700	698	1116	177	-	992	115
Royal Mail	1234	158	77	74	39	1040	707	1091	728	603	574	1006	141	-	925	110
	87%	90%	84%	87%	89%	90%	87%	88%	88%	86%	82%	90% ac	80%	-%	93%	96%
DHL	38	1	4	5	1	29	27	38	21	15	28	26	12	-	21	3
	3%	1%	5%	6%	2%	3%	3%	3%	3%	2%	4%	2%	7% b	-%	2%	2%
UK Mail	32	3	7	4	1	13	21	23	13	23	24	15	8	-	11	*
	2%	2%	8%	5%	2%	1%	3%	2%	2%	3% a	3%	1%	4%	-%	1%	-%
Parcelforce	24	4	*	*	*	21	9	21	14	8	14	22	2	-	6	*
	2%	2%	-%	-%	1%	2%	1%	2%	2%	1%	2%	2%	1%	-%	1%	-%
Evri	24	3	-	*	-	20	11	21	15	10	8	21	*	-	10	-
	2%	1%	-%	-%	-%	2%	1%	2%	2%	1%	1%	2%	-%	-%	1%	-%
Yodel	13	4	*	*	-	10	9	11	11	11	12	3	*	-	5	*
	1%	3%	-%	-%	-%	1%	1%	1%	1%	2%	2%	-%	-%	-%	1%	-%
UPS	9	1	3	*	-	4	6	8	3	4	8	3	5	-	4	-
	1%	1%	3%	-%	-%	-%	1%	1%	-%	1%	1%	-%	3% b	-%	-%	-%
Amazon logistics	9	*	-	1	2	7	2	7	3	7	9	1	*	-	2	1
	1%	-%	-%	1%	5%	1%	-%	1%	-%	1%	1%	-%	-%	-%	-%	1%
Secured Mail	8	-	*	-	-	*	8	8	4	8	8	8	4	-	4	-
	1%	-%	-%	-%	-%	-%	1%	1%	-%	1% a	1%	1%	2%	-%	-%	-%
DPD/DPD Local	8	-	*	*	1	6	1	6	2	6	5	1	1	-	1	-
	1%	-%	-%	-%	1%	-%	-%	-%	-%	1%	1%	-%	-%	-%	-%	-%
FedEx	4	*	*	*	-	4	4	4	4	4	4	3	3	-	1	-
	-%	-%	-%	-%	-%	-%	-%	-%	1%	1%	1%	-%	2%	-%	-%	-%
Pitney Bowes	2	-	-	-	-	2	2	2	2	*	2	2	1	-	*	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1599	172	116	87	47	1355	1043	1449	1033	925	806	1269	214	-	1189	92
Effective base	586	70	40	35	19	489	355	523	358	305	291	467	77	-	427	44
Weighted Base	1410	175	92	85	43	1159	810	1244	825	700	698	1116	177	-	992	115
TNT Express	2	2	-	-	-	-	2	2	2	*	2	2	-	-	2	-
	%	1%	-%	-%	-%	-%	%	%	%	%	%	%	-%	-%	%	-%
Citipost	1	-	-	1	-	-	*	*	-	1	*	-	-	-	-	1
	%	-%	-%	1%	-%	-%	%	%	-%	%	%	-%	-%	-%	-%	1% a
Whistl/ TNT Post UK	1	-	-	*	*	1	1	1	1	1	1	1	*	-	1	-
	%	-%	-%	%	%	%	%	%	%	%	%	%	%	-%	%	-%
DX	*	-	*	-	-	*	*	*	*	*	*	*	-	-	*	-
	%	-%	%	-%	-%	%	%	%	%	%	%	%	-%	-%	%	-%
MHI (Mail Handling International)	*	-	-	-	-	*	-	*	-	*	-	*	-	-	*	-
	%	-%	-%	-%	-%	%	-%	%	-%	%	-%	%	-%	-%	%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	-	-	-	-	2	2	2	2	*	*	2	*	-	-	-
	%	-%	-%	-%	-%	%	%	%	%	%	%	%	%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1234	158	77	74	39	1040	707	1091	728	603	574	1006	141	-	925	110
	87%	90%	84%	87%	89%	90%	87%	88%	88%	86%	82%	90%	80%	-%	93%	96%
												ac				
NET: Provider other than RM	177	17	15	11	5	120	103	153	97	98	124	110	36	-	68	5
	13%	10%	16%	13%	11%	10%	13%	12%	12%	14%	18%	10%	20%	-%	7%	4%
											b		b			
NET: RM/Parcelforce	1258	161	77	74	39	1061	716	1113	743	611	588	1028	143	-	931	111
	89%	92%	84%	87%	90%	92%	88%	89%	90%	87%	84%	92%	81%	-%	94%	96%
												ac				

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1599	660	819	580	26	313	381	256	987	336	291	344	924
Effective base	586	262	285	201	12	105	141	92	367	121	98	125	350
Weighted Base	1410	633	696	492	33	253	351	225	897	274	230	295	848
Royal Mail	1234	567	666	350	26	151	276	167	806	250	176	242	789
	87%	90%	96%	71%	79%	60%	79%	74%	90%	92%	76%	82%	93%
		a	a	a	a	a	a	a	a	a	a	a	ab
DHL	38	14	10	28	1	19	19	8	25	4	6	14	17
	3%	2%	1%	6%	3%	7%	5%	4%	3%	1%	3%	5%	2%
UK Mail	32	15	*	25	*	29	3	17	12	3	11	19	2
	2%	2%	*%	5%	*%	11%	1%	8%	1%	1%	5%	7%	*%
		b	b	b	b	b	b	bc	bc		c	c	
Parcelforce	24	5	11	23	-	8	16	5	18	2	7	5	8
	2%	1%	2%	5%	-%	3%	5%	2%	2%	1%	3%	2%	1%
Evri	24	7	7	24	-	5	19	5	13	6	8	3	13
	2%	1%	1%	5%	-%	2%	5%	2%	1%	2%	3%	1%	2%
Yodel	13	9	1	8	*	8	5	5	3	5	5	2	5
	1%	1%	*%	2%	*%	3%	1%	2%	*%	2%	2%	1%	1%
								b					
UPS	9	4	*	6	1	9	1	3	5	1	2	5	2
	1%	1%	*%	1%	3%	3%	*%	2%	1%	*%	1%	2%	*%
Amazon logistics	9	3	*	7	-	8	1	8	1	*	8	*	*
	1%	*%	*%	1%	-%	3%	*%	4%	*%	*%	4%	*%	*%
								bc			bc		
Secured Mail	8	4	*	8	-	8	-	*	4	-	-	-	4
	1%	1%	*%	2%	-%	3%	-%	*%	*%	-%	-%	-%	*%
						b							
DPD/DPD Local	8	1	*	3	4	4	3	4	3	1	3	2	2
	1%	*%	*%	1%	13%	2%	1%	2%	*%	*%	1%	1%	*%
FedEx	4	1	*	4	*	1	4	1	3	*	3	1	1
	*%	*%	*%	1%	*%	*%	1%	*%	*%	*%	1%	*%	*%
Pitney Bowes	2	-	*	*	-	1	*	-	2	-	-	-	2
	*%	-%	*%	*%	-%	1%	*%	-%	*%	-%	-%	-%	*%
TNT Express	2	2	-	2	-	*	2	-	2	-	*	-	2
	*%	*%	-%	*%	-%	*%	*%	-%	*%	-%	*%	-%	*%

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1599	660	819	580	26	313	381	256	987	336	291	344	924
Effective base	586	262	285	201	12	105	141	92	367	121	98	125	350
Weighted Base	1410	633	696	492	33	253	351	225	897	274	230	295	848
Citipost	1 *%	1 *%	- -%	* *%	1 2%	1 *%	- -%	1 *%	- -%	- -%	* *%	1 *%	- -%
Whistl/ TNT Post UK	1 *%	* *%	* *%	1 *%	- -%	* *%	* *%	* *%	* *%	- -%	* *%	* *%	* *%
DX	* *%	* *%	- -%	* *%	- -%	* *%	* *%	* *%	* *%	- -%	* *%	- -%	- -%
MHI (Mail Handling International)	* *%	- -%	* *%	* *%	- -%	* *%	* *%	- -%	* *%	- -%	- -%	* *%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	2 *%	- -%	- -%	2 *%	- -%	* *%	2 1%	* *%	- -%	2 1%	* *%	* *%	2 *%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1234 87%	567 90%	666 96%	350 71%	26 79%	151 60%	276 79%	167 74%	806 90%	250 92%	176 76%	242 82%	789 93%
			a				a		a	a			ab
NET: Provider other than RM	177 13%	66 10%	30 4%	142 29%	7 21%	102 40%	75 21%	58 26%	91 10%	23 8%	54 24%	53 18%	59 7%
		b				b		bc			c	c	
NET: RM/Parcelforce	1258 89%	572 90%	678 97%	373 76%	26 79%	159 63%	292 83%	172 76%	824 92%	252 92%	183 79%	247 84%	797 94%
			a				a		a	a			ab

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1599	813	786
Effective base	586	247	339
Weighted Base	1410	599	811
Royal Mail	1234	506	727
	87%	84%	90%
DHL	38	17	21
	3%	3%	3%
UK Mail	32	23	9
	2%	4%	1%
		b	
Parcelforce	24	7	17
	2%	1%	2%
Evri	24	13	11
	2%	2%	1%
Yodel	13	6	7
	1%	1%	1%
UPS	9	5	5
	1%	1%	1%
Amazon logistics	9	8	1
	1%	1%	*%
Secured Mail	8	4	4
	1%	1%	*%
DPD/DPD Local	8	5	3
	1%	1%	*%
FedEx	4	1	3
	*%	*%	*%
Pitney Bowes	2	-	2
	*%	-%	*%
TNT Express	2	*	2
	*%	*%	*%
Citipost	1	1	*
	*%	*%	*%
Whistl/ TNT Post UK	1	*	*
	*%	*%	*%

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1599	813	786
Effective base	586	247	339
Weighted Base	1410	599	811
DX	*	*	-
	*%	*%	-%
MHI (Mail Handling International)	*	*	-
	*%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-
	-%	-%	-%
Other	2	2	-
	*%	*%	-%
Do not send this type of post	-	-	-
	-%	-%	-%
NET: RM Only	1234	506	727
	87%	84%	90%
NET: Provider other than RM	177	93	84
	13%	16%	10%
NET: RM/Parcelforce	1258	513	745
	89%	86%	92%
		a	

Columns Tested: a,b

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	1599	95	182	143	138	163	74	94	176	108	136	89	201
Effective base	586	27	81	88	51	112	42	12	67	39	28	32	73
Weighted Base	1410	36	135	169	38	240	69	26	230	95	60	85	226
Royal Mail	1234	33	123	140	35	219	58	24	206	89	57	78	172
	87%	92%	91%	83%	91%	91%	83%	93%	89%	93%	96%	92%	76%
		l	l	l	l	l	l	l	l	l	l	l	l
DHL	38	*	2	9	1	4	4	2	11	1	*	*	5
	3%	1%	1%	5%	3%	2%	5%	6%	5%	1%	1%	*%	2%
UK Mail	32	-	4	6	*	1	1	-	8	*	*	-	11
	2%	-%	3%	3%	1%	1%	1%	-%	4%	*%	*%	-%	5%
Parcelforce	24	*	1	1	1	2	2	-	1	*	*	4	13
	2%	*%	*%	*%	3%	1%	3%	-%	*%	*%	*%	4%	6%
Evri	24	2	2	1	-	10	2	*	-	*	*	-	7
	2%	6%	1%	*%	-%	4%	2%	*%	-%	*%	*%	-%	3%
Yodel	13	*	2	5	*	-	*	*	-	1	*	-	4
	1%	*%	2%	3%	1%	-%	*%	*%	-%	1%	*%	-%	2%
UPS	9	*	2	2	-	-	3	*	*	1	*	-	1
	1%	*%	1%	1%	-%	-%	5%	*%	*%	1%	1%	-%	1%
							eh						
Amazon logistics	9	-	*	3	*	-	-	-	4	-	-	1	*
	1%	-%	*%	2%	*%	-%	-%	-%	2%	-%	-%	2%	*%
Secured Mail	8	*	*	-	-	-	-	-	-	-	*	-	8
	1%	1%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	4%
DPD/DPD Local	8	*	*	-	*	1	-	*	*	*	1	2	4
	1%	*%	*%	-%	*%	1%	-%	*%	*%	*%	1%	2%	2%
FedEx	4	*	-	3	*	*	*	*	1	-	*	-	*
	*%	1%	-%	1%	*%	*%	1%	*%	*%	-%	*%	-%	*%
Pitney Bowes	2	-	-	-	-	-	-	-	-	1	*	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	1%	1%	-%	-%
TNT Express	2	-	-	-	-	2	-	-	*	-	-	-	-
	*%	-%	-%	-%	-%	1%	-%	-%	*%	-%	-%	-%	-%
Citipost	1	-	-	-	-	1	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	*%
Whistl/ TNT Post UK	1	*	*	-	*	-	*	-	-	-	-	-	*
	*%	*%	*%	-%	*%	-%	*%	-%	-%	-%	-%	-%	*%

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	1599	95	182	143	138	163	74	94	176	108	136	89	201
Effective base	586	27	81	88	51	112	42	12	67	39	28	32	73
Weighted Base	1410	36	135	169	38	240	69	26	230	95	60	85	226
DX	*	-	-	*	-	-	-	-	*	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
MHI (Mail Handling International)	*	-	*	-	-	-	-	-	-	-	-	-	*
	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	*	*	-	-	-	-	-	-	2	-	-	*
	*%	*%	*%	-%	-%	-%	-%	-%	-%	2%	-%	-%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1234	33	123	140	35	219	58	24	206	89	57	78	172
	87%	92%	91%	83%	91%	91%	83%	93%	89%	93%	96%	92%	76%
NET: Provider other than RM	177	3	12	29	4	22	12	2	24	6	3	7	53
	13%	8%	9%	17%	9%	9%	17%	7%	11%	7%	4%	8%	24%
													bdehij
NET: RM/Parcelforce	1258	33	124	141	36	221	59	24	207	89	57	82	185
	89%	92%	91%	83%	94%	92%	86%	93%	90%	93%	96%	96%	82%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1599	420	375	378	426	795	804
Effective base	586	193	183	114	131	376	244
Weighted Base	1410	340	348	352	371	688	722
Royal Mail	1234	296	311	319	308	607	627
	87%	87%	89%	91%	83%	88%	87%
DHL	38	11	9	13	5	20	18
	3%	3%	3%	4%	1%	3%	2%
UK Mail	32	10	3	9	12	12	20
	2%	3%	1%	2%	3%	2%	3%
Parcelforce	24	1	6	1	17	7	17
	2%	*%	2%	*%	5%	1%	2%
					ac		
Evri	24	5	12	*	7	17	8
	2%	1%	3%	*%	2%	2%	1%
			c				
Yodel	13	7	*	1	4	8	5
	1%	2%	*%	*%	1%	1%	1%
UPS	9	3	3	1	2	7	3
	1%	1%	1%	*%	*%	1%	*%
Amazon logistics	9	3	*	4	2	3	6
	1%	1%	*%	1%	*%	*%	1%
Secured Mail	8	*	-	-	8	*	8
	1%	*%	-%	-%	2%	*%	1%
DPD/DPD Local	8	*	1	*	6	1	6
	1%	*%	*%	*%	2%	*%	1%
FedEx	4	3	1	1	*	3	1
	*%	1%	*%	*%	*%	1%	*%
Pitney Bowes	2	-	-	1	*	-	2
	*%	-%	-%	*%	*%	-%	*%
TNT Express	2	-	2	*	-	2	*
	*%	-%	*%	*%	-%	*%	*%
Citipost	1	-	1	-	*	1	*
	*%	-%	*%	-%	*%	*%	*%
Whistl/ TNT Post UK	1	*	*	-	*	1	*
	*%	*%	*%	-%	*%	*%	*%

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1599	420	375	378	426	795	804
Effective base	586	193	183	114	131	376	244
Weighted Base	1410	340	348	352	371	688	722
DX	*	*	-	*	-	*	*
	%	%	%	%	%	%	%
MHI (Mail Handling International)	*	*	-	-	*	*	*
	%	%	%	%	%	%	%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-
	%	%	%	%	%	%	%
Other	2	*	-	2	*	*	2
	%	%	%	1%	%	%	%
Do not send this type of post	-	-	-	-	-	-	-
	%	%	%	%	%	%	%
NET: RM Only	1234	296	311	319	308	607	627
	87%	87%	89%	91%	83%	88%	87%
NET: Provider other than RM	177	44	37	33	63	81	95
	13%	13%	11%	9%	17%	12%	13%
NET: RM/Parcelforce	1258	297	316	320	324	614	644
	89%	87%	91%	91%	88%	89%	89%

Columns Tested: a,b,c,d - a,b

Table 92

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1532	234	1298	1014	263	76	179	518
Effective base	582	63	525	530	108	33	86	146
Weighted Base	1394	107	1287	1324	59	8	4	70
Royal Mail	906	69	837	869	32	4	2	38
	65%	65%	65%	66%	54%	54%	51%	53%
				bde				
Evri	108	4	104	103	4	*	*	5
	8%	3%	8%	8%	8%	1%	1%	7%
				d				
Parcelforce	97	3	94	93	3	*	*	4
	7%	3%	7%	7%	5%	5%	12%	6%
DPD/DPD Local	65	10	55	57	7	*	*	8
	5%	9%	4%	4%	12%	6%	8%	11%
				a				a
DHL	58	4	54	53	4	1	*	5
	4%	3%	4%	4%	6%	10%	11%	7%
							a	
UPS	47	6	41	45	2	*	*	2
	3%	5%	3%	3%	3%	6%	1%	3%
UK Mail	43	-	43	40	2	*	*	3
	3%	-%	3%	3%	3%	6%	5%	4%
Yodel	26	1	25	25	*	*	*	1
	2%	1%	2%	2%	1%	3%	3%	1%
FedEx	17	8	9	15	1	*	*	2
	1%	7%	1%	1%	2%	5%	4%	3%
		b						
Secured Mail	8	-	8	8	*	*	-	*
	1%	-%	1%	1%	-%	-%	-%	-%
DX	6	1	5	5	1	-	*	1
	-%	-%	-%	-%	2%	-%	1%	2%
Amazon logistics	4	*	4	4	*	*	*	1
	-%	-%	-%	-%	1%	3%	-%	1%
						a		
TNT Express	2	*	2	1	1	-	*	1
	-%	-%	-%	-%	1%	-%	1%	1%
Pitney Bowes	1	-	1	-	1	-	-	1
	-%	-%	-%	-%	2%	-%	-%	2%
					a			a

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1532	234	1298	1014	263	76	179	518
Effective base	582	63	525	530	108	33	86	146
Weighted Base	1394	107	1287	1324	59	8	4	70
Whistl/ TNT Post UK	1	-	1	*	*	*	*	*
	%	%	%	%	%	1%	1%	%
							a	
MHI (Mail Handling International)	*	-	*	-	-	-	*	*
	%	%	%	%	%	%	%	%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%
Citipost	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%
Other	6	2	4	5	*	*	*	*
	%	2%	%	%	%	1%	%	%
Do not send this type of post	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%
NET: RM Only	906	69	837	869	32	4	2	38
	65%	65%	65%	bde	54%	54%	51%	53%
NET: Provider other than RM	488	37	450	455	27	3	2	33
	35%	35%	35%	34%	46%	46%	49%	47%
					a		a	a
NET: RM/Parcelforce	1004	73	931	962	35	4	2	42
	72%	68%	72%	73%	59%	59%	63%	59%
				be				

Columns Tested:: a,b - a,b,c,d,e

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1532	428	436	150	158	181	179	1014	263	255
Effective base	582	256	224	66	72	66	86	530	108	70
Weighted Base	1394	694	541	89	42	24	4	1324	59	12
Royal Mail	906	496	317	56	22	14	2	869	32	6
	65%	71%	59%	63%	51%	58%	51%	66%	54%	53%
		bdefhi						dfhi		
Evri	108	68	32	3	4	1	*	103	4	*
	8%	10%	6%	3%	9%	3%	1%	8%	8%	1%
		fi			fi			fi		
Parcelforce	97	35	54	5	2	2	*	93	3	1
	7%	5%	10%	5%	4%	8%	12%	7%	5%	7%
		a					a			
DPD/DPD Local	65	19	32	6	6	2	*	57	7	1
	5%	3%	6%	6%	14%	8%	8%	4%	12%	6%
					abg				abg	
DHL	58	14	37	3	3	2	*	53	4	1
	4%	2%	7%	3%	7%	6%	11%	4%	6%	10%
		a			a		ag		a	ag
UPS	47	26	15	4	1	1	*	45	2	*
	3%	4%	3%	5%	3%	3%	1%	3%	3%	4%
UK Mail	43	13	27	1	1	2	*	40	2	1
	3%	2%	5%	1%	2%	7%	5%	3%	3%	6%
						a				
Yodel	26	7	8	10	*	*	*	25	*	*
	2%	1%	1%	11%	1%	1%	3%	2%	1%	3%
				abdefghi						
FedEx	17	9	5	2	1	1	*	15	1	1
	1%	1%	1%	2%	2%	3%	4%	1%	2%	5%
										g
Secured Mail	8	-	8	*	*	*	-	8	*	*
	1%	-%	1%	-%	-%	-%	-%	1%	-%	-%
DX	6	-	5	*	1	-	*	5	1	*
	-%	-%	1%	-%	2%	-%	1%	-%	2%	-%
					ag					
Amazon logistics	4	2	2	-	*	*	*	4	*	*
	-%	-%	-%	-%	1%	1%	-%	-%	1%	2%
TNT Express	2	-	1	-	*	*	*	1	1	*
	-%	-%	-%	-%	1%	1%	1%	-%	1%	-%

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1532	428	436	150	158	181	179	1014	263	255
Effective base	582	256	224	66	72	66	86	530	108	70
Weighted Base	1394	694	541	89	42	24	4	1324	59	12
Pitney Bowes	1	-	-	-	1	-	-	-	1	-
	*%	-%	-%	-%	3%	-%	-%	-%	2%	-%
					abg				abg	
Whistl/ TNT Post UK	1	*	-	-	*	*	*	*	*	*
	*%	*%	-%	-%	*%	*%	1%	*%	*%	1%
							g			
MHI (Mail Handling International)	*	-	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	-%	*%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	6	5	*	*	*	*	*	5	*	*
	*%	1%	*%	*%	*%	1%	*%	*%	*%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	906	496	317	56	22	14	2	869	32	6
	65%	71%	59%	63%	51%	58%	51%	66%	54%	53%
		bdefhi						dfhi		
NET: Provider other than RM	488	198	224	33	21	10	2	455	27	5
	35%	29%	41%	37%	49%	42%	49%	34%	46%	47%
		a			ag	a	ag	ag	ag	ag
NET: RM/Parcelforce	1004	530	371	60	23	16	2	962	35	7
	72%	76%	69%	68%	55%	66%	63%	73%	59%	60%
		dfhi	d					dhi		

Columns Tested: a,b,c,d,e,f,g,h,i

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1532	624	390	263	76	179	582	273	100	68	203
Effective base	582	387	194	108	33	86	320	117	35	23	36
Weighted Base	1394	1074	249	59	8	4	872	219	53	26	37
Royal Mail	906 65%	721 67% ce	148 59%	32 54%	4 54%	2 51%	611 70% bcd	113 52%	24 46%	13 50%	21 55%
Evri	108 8%	95 9% be	8 3%	4 8%	* 1%	* 1%	75 9%	13 6%	5 10%	- -%	1 3%
Parcelforce	97 7%	73 7%	20 8%	3 5%	* 5%	* 12%	67 8%	12 5%	3 5%	2 6%	2 5%
DPD/DPD Local	65 5%	39 4%	18 7%	7 12% a	* 6%	* 8%	31 4%	10 5%	7 13% a	4 14% a	3 7%
DHL	58 4%	43 4%	10 4%	4 6%	1 10%	* 11% ab	32 4%	15 7%	2 4%	1 5%	1 3%
UPS	47 3%	31 3%	14 5%	2 3%	* 6%	* 1%	18 2%	15 7% a	2 3%	4 14% ae	1 1%
UK Mail	43 3%	30 3%	10 4%	2 3%	* 6%	* 5%	11 1%	25 11% a	2 4%	2 6%	2 6%
Yodel	26 2%	11 1%	14 5% ac	* 1%	* 3%	* 3%	13 2%	7 3%	- -%	* 1%	1 4%
FedEx	17 1%	9 1%	6 2%	1 2%	* 5%	* 4%	2 *% a	5 2% a	3 6% a	1 3% a	1 3%
Secured Mail	8 1%	8 1%	* *% abe	* *% abe	* *% abe	- -% abe	4 *% abe	* *% abe	4 8% abe	- -% abe	* *% abe
DX	6 *% ab	4 *% ab	1 *% ab	1 2% ab	- -% ab	* 1% ab	1 *% ab	* *% ab	- -% ab	- -% ab	4 11% ab
Amazon logistics	4 *% ab	3 *% ab	1 *% ab	* 1% ab	* 3% ab	* *% ab	- -% ab	3 1% ab	1 1% ab	- -% ab	1 1% ab

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1532	624	390	263	76	179	582	273	100	68	203
Effective base	582	387	194	108	33	86	320	117	35	23	36
Weighted Base	1394	1074	249	59	8	4	872	219	53	26	37
TNT Express	2 *%	- -%	1 *%	1 1%	- -%	* 1%	* *%	1 1%	- -%	* 1%	* *%
Pitney Bowes	1 *%	- -%	- -%	1 2% a	- -%	- -%	1 *%	- -%	- -%	- -%	- -%
Whistl/ TNT Post UK	1 *%	* *%	- -%	* *%	* 1%	* 1%	* *%	- -%	- -%	- -%	* *%
MHI (Mail Handling International)	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Citipost	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	6 *%	5 *%	* *%	* *%	* 1%	* *%	4 *%	- -%	- -%	* *%	* *%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	906 65%	721 67% ce	148 59%	32 54%	4 54%	2 51%	611 70% bcd	113 52%	24 46%	13 50%	21 55%
NET: Provider other than RM	488 35%	353 33%	102 41%	27 46% a	3 46%	2 49% a	261 30% a	106 48% a	28 54% a	13 50% a	17 45%
NET: RM/Parcelforce	1004 72%	794 74% ce	168 67%	35 59%	4 59%	2 63%	678 78% bcde	125 57%	27 51%	15 56%	22 60%

Columns Tested.: a,b,c,d,e - a,b,c,d,e

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1532	113	77	165	57	104	134	99	89	90
Effective base	582	64	40	88	27	51	83	56	46	43
Weighted Base	1394	143	74	239	65	124	242	159	113	100
Royal Mail	906 65%	93 65%	45 61%	130 54%	41 63%	70 57%	181 75%	116 73%	67 59%	71 71%
Evri	108 8%	11 8%	5 7%	17 7%	4 7%	14 11%	14 6%	13 8%	20 18%	4 4%
Parcelforce	97 7%	12 8%	4 6%	19 8%	5 7%	13 10%	11 4%	9 6%	13 11%	7 7%
DPD/DPD Local	65 5%	* *%	6 8%	11 5%	3 4%	10 8%	12 5%	7 4%	3 3%	4 4%
DHL	58 4%	8 5%	6 8%	11 4%	* 1%	2 1%	10 4%	7 4%	3 2%	4 4%
UPS	47 3%	5 3%	1 2%	19 8%	4 6%	3 3%	3 1%	* *%	3 2%	2 2%
UK Mail	43 3%	7 5%	* 1%	23 10%	2 2%	1 1%	3 1%	1 *%	* *%	4 4%
Yodel	26 2%	6 4%	1 2%	4 2%	1 2%	1 1%	- -%	6 4%	2 1%	3 3%
FedEx	17 1%	1 1%	3 4%	3 1%	2 3%	1 1%	5 2%	* *%	1 1%	- -%
Secured Mail	8 1%	- -%	- -%	- -%	4 6%	4 3%	- -%	- -%	- -%	- -%
DX	6 *%	1 *%	- -%	1 *%	- -%	4 3%	* *%	1 *%	- -%	- -%
Amazon logistics	4 *%	- -%	2 3%	1 *%	- -%	- -%	1 *%	- -%	- -%	- -%
TNT Express	2 *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	1 1%	- -%

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1532	113	77	165	57	104	134	99	89	90
Effective base	582	64	40	88	27	51	83	56	46	43
Weighted Base	1394	143	74	239	65	124	242	159	113	100
Pitney Bowes	1	-	-	1	-	-	-	-	-	-
	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%
Whistl/ TNT Post UK	1	-	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
MHI (Mail Handling International)	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	6	-	*	2	-	-	2	-	-	-
	*%	-%	*%	1%	-%	-%	1%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	906	93	45	130	41	70	181	116	67	71
	65%	65%	61%	54%	63%	57%	75%	73%	59%	71%
NET: Provider other than RM	488	50	29	110	24	54	61	44	46	29
	35%	35%	39%	46%	37%	43%	25%	27%	41%	29%
NET: RM/Parcelforce	1004	104	49	148	45	83	192	125	80	79
	72%	73%	67%	62%	70%	67%	79%	78%	71%	79%
							c	c		

Columns Tested: a,b,c,d,e,f,g,h,i

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1532	251	279	398	928	604	210	213	181
Effective base	582	122	149	227	491	161	71	53	58
Weighted Base	1394	289	329	640	1259	135	67	48	20
Royal Mail	906 65%	182 63%	205 62%	427 67%	814 65%	93 69%	40 61%	38 79%	14 71%
Evri	108 8%	23 8%	36 11%	44 7%	103 8%	5 4%	4 5%	1 3%	* 1%
Parcelforce	97 7%	25 9%	28 9%	38 6%	92 7%	6 4%	2 3%	2 4%	1 7%
DPD/DPD Local	65 5%	17 6%	9 3%	30 5%	56 4%	9 6%	7 10%	1 3%	* 2%
DHL	58 4%	6 2%	16 5%	28 4%	50 4%	7 6%	4 6%	2 5%	1 5%
UPS	47 3%	10 3%	8 3%	22 3%	40 3%	7 5%	6 10%	* *%	* 1%
UK Mail	43 3%	6 2%	8 2%	27 4%	41 3%	2 2%	1 2%	* 1%	* 2%
Yodel	26 2%	5 2%	9 3%	10 2%	24 2%	1 1%	1 1%	1 1%	* 1%
FedEx	17 1%	3 1%	5 2%	8 1%	16 1%	1 1%	* *%	* *%	1 3%
Secured Mail	8 1%	8 3%	- -%	- -%	8 1%	* *%	- -%	* *%	- -%
DX	6 *%	4 1%	1 *%	1 *%	6 *%	* *%	* *%	- -%	- -%
Amazon logistics	4 *%	- -%	2 1%	1 *%	3 *%	1 1%	- -%	* *%	1 5%
TNT Express	2 *%	* *%	1 *%	- -%	1 *%	* *%	* *%	* *%	* *%

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1532	251	279	398	928	604	210	213	181
Effective base	582	122	149	227	491	161	71	53	58
Weighted Base	1394	289	329	640	1259	135	67	48	20
Pitney Bowes	1 *%	- -%	- -%	1 *%	1 *%	- -%	- -%	- -%	- -%
Whistl/ TNT Post UK	1 *%	* *%	- -%	- -%	* *%	1 *%	- -%	* 1%	* *%
MHI (Mail Handling International)	* *%	- -%	- -%	- -%	- -%	* *%	- -%	* *%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Citipost	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	6 *%	- -%	* *%	4 1%	4 *%	2 1%	1 1%	1 2%	* 1%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	906 65%	182 63%	205 62%	427 67%	814 65%	93 69%	40 61%	38 79%	14 71%
NET: Provider other than RM	488 35%	107 37%	124 38%	214 33%	445 35%	42 31%	26 39%	10 21%	6 29%
NET: RM/Parcelforce	1004 72%	207 72%	233 71%	465 73%	905 72%	99 73%	43 64%	40 83%	16 78%
								abdf	f

Columns Tested: a,b,c,d,e,f,g,h

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1532	73	142	18	160	164	412	53	52	617
Effective base	582	32	44	9	52	67	170	18	14	241
Weighted Base	1394	57	103	23	126	190	329	37	33	621
Royal Mail	906	44	38	17	55	91	204	27	26	457
	65%	77%	37%	71%	43%	48%	62%	74%	81%	74%
		bde					bde	bd	bde	bdef
Evri	108	*	9	-	9	11	47	-	*	41
	8%	*%	9%	-%	7%	6%	14%	-%	*%	7%
							ai			
Parcelforce	97	1	8	1	9	33	18	9	1	26
	7%	2%	8%	2%	7%	17%	6%	24%	3%	4%
						afi		afi		
DPD/DPD Local	65	2	8	3	11	13	13	*	*	25
	5%	4%	8%	15%	9%	7%	4%	*%	*%	4%
DHL	58	2	11	-	11	7	12	*	*	26
	4%	4%	10%	-%	9%	4%	4%	1%	1%	4%
UPS	47	3	8	1	9	6	7	*	2	19
	3%	5%	8%	4%	7%	3%	2%	1%	6%	3%
UK Mail	43	3	*	2	2	13	10	-	3	12
	3%	5%	*%	7%	1%	7%	3%	-%	8%	2%
						i				
Yodel	26	-	4	-	4	9	3	-	*	9
	2%	-%	4%	-%	4%	4%	1%	-%	1%	2%
FedEx	17	1	6	-	6	7	3	*	-	1
	1%	1%	6%	-%	5%	3%	1%	*%	-%	*%
			fi		i	i				
Secured Mail	8	-	4	-	4	-	4	*	-	-
	1%	-%	4%	-%	3%	-%	1%	*%	-%	-%
			i		i					
DX	6	-	4	-	4	1	*	-	-	1
	*%	-%	4%	-%	3%	*%	*%	-%	-%	*%
			fi		fi					
Amazon logistics	4	-	-	-	-	-	3	-	*	2
	*%	-%	-%	-%	-%	-%	1%	-%	*%	*%
TNT Express	2	-	*	*	*	*	2	-	-	*
	*%	-%	*%	*%	*%	*%	*%	-%	-%	*%

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1532	73	142	18	160	164	412	53	52	617
Effective base	582	32	44	9	52	67	170	18	14	241
Weighted Base	1394	57	103	23	126	190	329	37	33	621
Pitney Bowes	1	-	1	-	1	-	-	-	-	-
	*%	-%	1%	-%	1%	-%	-%	-%	-%	-%
Whistl/ TNT Post UK	1	-	*	-	*	-	*	-	-	*
	*%	-%	*%	-%	*%	-%	*%	-%	-%	*%
MHI (Mail Handling International)	*	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	6	1	*	-	*	*	5	-	-	*
	*%	1%	*%	-%	*%	*%	1%	-%	-%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	906	44	38	17	55	91	204	27	26	457
	65%	77%	37%	71%	43%	48%	62%	74%	81%	74%
		bde					bde	bd	bde	bdef
NET: Provider other than RM	488	13	64	7	71	99	125	10	6	163
	35%	23%	63%	29%	57%	52%	38%	26%	19%	26%
			afghi		afghi	afhi	i			
NET: RM/Parcelforce	1004	46	46	17	63	124	223	36	27	483
	72%	79%	45%	74%	50%	65%	68%	98%	84%	78%
		bd				b	bd	bdefi	bd	bdef

Columns Tested: a,b,c,d,e,f,g,h,i

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1532	397	412	723	1350	182	-	1265	267	1494	38
Effective base	582	147	170	273	505	80	-	519	69	564	18
Weighted Base	1394	374	329	691	1171	223	-	1276	118	1351	43
Royal Mail	906 65%	190 51%	204 62%	512 74%	763 65%	144 64%	- -%	828 65%	78 66%	875 65%	31 72%
Evri	108 8%	20 5%	47 14%	41 6%	92 8%	16 7%	- -%	106 8%	2 1%	108 8%	* *%
Parcelforce	97 7%	43 12%	18 6%	36 5%	76 6%	22 10%	- -%	88 7%	10 8%	97 7%	- -%
DPD/DPD Local	65 5%	27 7%	13 4%	25 4%	53 5%	11 5%	- -%	60 5%	4 4%	60 4%	4 10%
DHL	58 4%	20 5%	12 4%	26 4%	51 4%	7 3%	- -%	54 4%	4 3%	58 4%	* 1%
UPS	47 3%	18 5%	7 2%	22 3%	36 3%	11 5%	- -%	41 3%	6 5%	46 3%	1 2%
UK Mail	43 3%	18 5%	10 3%	15 2%	43 4%	* *%	- -%	40 3%	3 3%	43 3%	- -%
Yodel	26 2%	13 3%	3 1%	10 1%	16 1%	10 5%	- -%	22 2%	4 3%	25 2%	1 1%
FedEx	17 1%	13 4%	3 1%	1 *%	17 1%	- -%	- -%	14 1%	3 2%	11 1%	6 14% a
Secured Mail	8 1%	4 1%	4 1%	* *%	8 1%	- -%	- -%	8 1%	* *%	8 1%	- -%
DX	6 *%	5 1%	* *%	1 *%	6 *%	- -%	- -%	2 *%	4 3% a	6 *%	- -%
Amazon logistics	4 *%	- -%	3 1%	2 *%	2 *%	2 1%	- -%	4 *%	* *%	4 *%	- -%
TNT Express	2 *%	* *%	2 *%	* *%	2 *%	* *%	- -%	2 *%	* *%	2 *%	- -%

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1532	397	412	723	1350	182	-	1265	267	1494	38
Effective base	582	147	170	273	505	80	-	519	69	564	18
Weighted Base	1394	374	329	691	1171	223	-	1276	118	1351	43
Pitney Bowes	1 *%	1 *%	- -%	- -%	1 *%	- -%	- -%	1 *%	- -%	1 *%	- -%
Whistl/ TNT Post UK	1 *%	* *%	* *%	* *%	1 *%	- -%	- -%	* *%	* *%	1 *%	- -%
MHI (Mail Handling International)	* *%	- -%	- -%	* *%	* *%	- -%	- -%	* *%	- -%	* *%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Citipost	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	6 *%	1 *%	5 1%	* *%	6 *%	* *%	- -%	5 *%	* *%	6 *%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	906 65%	190 51%	204 62%	512 74%	763 65%	144 64%	- -%	828 65%	78 66%	875 65%	31 72%
NET: Provider other than RM	488 35%	184 49%	125 38%	179 26%	408 35%	80 36%	- -%	448 35%	40 34%	476 35%	12 28%
NET: RM/Parcelforce	1004 72%	233 62%	223 68%	548 79%	838 72%	165 74%	- -%	916 72%	88 75%	973 72%	31 72%

Columns Tested.: a,b,c - a,b,c - a,b - a,b

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	1532	779	362	380
Effective base	582	312	117	150
Weighted Base	1394	763	254	363
Royal Mail	906	539	148	209
	65%	71%	58%	58%
		bc		
Evri	108	39	15	51
	8%	5%	6%	14%
				ab
Parcelforce	97	68	13	16
	7%	9%	5%	4%
DPD/DPD Local	65	22	24	18
	5%	3%	10%	5%
			a	
DHL	58	27	14	17
	4%	4%	6%	5%
UPS	47	21	5	20
	3%	3%	2%	6%
UK Mail	43	15	17	10
	3%	2%	7%	3%
			a	
Yodel	26	14	8	3
	2%	2%	3%	1%
FedEx	17	3	4	10
	1%	*%	2%	3%
				a
Secured Mail	8	4	*	4
	1%	*%	*%	1%
DX	6	5	1	1
	*%	1%	*%	*%
Amazon logistics	4	*	3	2
	*%	*%	1%	*%
TNT Express	2	1	1	*
	*%	*%	*%	*%
Pitney Bowes	1	1	-	-
	*%	*%	-%	-%

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1532	779	362	380
Effective base	582	312	117	150
Weighted Base	1394	763	254	363
Whistl/ TNT Post UK	1	*	*	-
	*%	*%	*%	-%
MHI (Mail Handling International)	*	*	-	-
	*%	*%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-
	-%	-%	-%	-%
Citipost	-	-	-	-
	-%	-%	-%	-%
Other	6	3	*	2
	*%	*%	*%	1%
Do not send this type of post	-	-	-	-
	-%	-%	-%	-%
NET: RM Only	906	539	148	209
	65%	71%	58%	58%
		bc		
NET: Provider other than RM	488	224	106	154
	35%	29%	42%	42%
			a	a
NET: RM/Parcelforce	1004	607	161	226
	72%	80%	64%	62%
		bc		

Columns Tested: a,b,c

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
Significance Level: 95%		a	b	c	d	e	*f	*g	*h	i	j	k
Unweighted Base	1532	1050	294	81	34	39	19	9	6	1344	188	107
Effective base	582	447	92	22	9	11	4	2	1	538	44	22
Weighted Base	1394	1096	196	49	11	27	8	1	5	1292	102	52
Royal Mail	906 65%	763 70% bcjk	101 52%	19 39%	5 41%	13 47%	1 13%	* 6%	5 95%	864 67%	42 41%	23 44%
Evri	108 8%	75 7%	27 14%	6 11%	* 1%	* *%	* *%	- -%	- -%	102 8%	6 6%	* *%
Parcelforce	97 7%	84 8%	12 6%	1 2%	* 2%	* 1%	* *%	* 5%	- -%	96 7%	2 1%	* 1%
DPD/DPD Local	65 5%	40 4%	20 10%	4 7%	1 9%	* 1%	- -%	- -%	- -%	60 5%	5 5%	1 2%
DHL	58 4%	43 4%	8 4%	1 2%	1 9%	5 16%	* *%	1 86%	* 1%	50 4%	8 8%	6 12%
UPS	47 3%	28 3%	7 4%	10 20% abik	* *%	* *%	1 13%	- -%	* *%	36 3%	11 11%	1 2%
UK Mail	43 3%	26 2%	7 3%	* *%	2 18% ai	8 28% abci	- -%	- -%	* 4%	33 3%	10 10% ai	10 19% abci
Yodel	26 2%	23 2%	1 *% *%	* *%	- -%	2 6%	- -%	- -%	- -%	24 2%	2 2%	2 3%
FedEx	17 1%	8 1%	4 2%	3 6% ai	2 20% abi	- -%	* 1%	- -%	- -%	12 1%	5 5% ai	2 4%
Secured Mail	8 1%	* *%	4 2% a	4 8% ai	- -%	- -%	* 3%	* 1%	- -%	4 *%	4 4% ai	* *%
DX	6 *%	1 *%	2 1%	- -%	- -%	* *%	4 44%	- -%	- -%	2 *%	4 4% ai	4 7% ai
Amazon logistics	4 *%	* *%	1 1%	1 2% a	- -%	- -%	2 25%	* 2%	- -%	1 *%	3 3% ai	2 4% ai

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1532	1050	294	81	34	39	19	9	6	1344	188	107
Effective base	582	447	92	22	9	11	4	2	1	538	44	22
Weighted Base	1394	1096	196	49	11	27	8	1	5	1292	102	52
TNT Express	2	1	*	1	*	-	-	-	-	1	1	*
	*%	*%	*%	1%	*%	-%	-%	-%	-%	*%	1%	*%
Pitney Bowes	1	1	-	-	-	-	-	-	-	1	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Whistl/ TNT Post UK	1	*	*	*	-	-	-	-	-	1	*	-
	*%	*%	*%	*%	-%	-%	-%	-%	-%	*%	*%	-%
MHI (Mail Handling International)	*	-	-	-	*	-	-	-	-	-	*	*
	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	6	3	2	-	*	-	*	-	-	6	*	*
	*%	*%	1%	-%	1%	-%	*%	-%	-%	*%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	906	763	101	19	5	13	1	*	5	864	42	23
	65%	70%	52%	39%	41%	47%	13%	6%	95%	67%	41%	44%
		bcjk								bcjk		
NET: Provider other than RM	488	333	95	30	7	14	7	1	*	428	60	29
	35%	30%	48%	61%	59%	53%	87%	94%	5%	33%	59%	56%
			ai	ai							ai	ai
NET: RM/Parcelforce	1004	847	113	20	5	13	1	*	5	960	44	23
	72%	77%	58%	41%	42%	48%	13%	11%	95%	74%	43%	45%
		bcdejk								bcdejk		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1532	457	593	482	1381	1308	1424	1532	931	650	127	849	99	116	82	95	56
Effective base	582	224	224	136	510	490	535	582	354	206	62	358	29	32	20	21	15
Weighted Base	1394	569	527	298	1244	1177	1301	1394	883	511	154	886	58	74	45	46	37
Pitney Bowes	1 *%	- -%	1 *%	- -%	1 *%	1 *%	1 *%	1 *%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%
Whistl/ TNT Post UK	1 *%	- -%	* *%	* *%	1 *%	1 *%	1 *%	1 *%	* *%	* *%	- -%	* *%	- -%	* *%	* *%	- -%	- -%
MHI (Mail Handling International)	* *%	- -%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Citipost	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	6 *%	3 1%	* *%	3 1%	4 *%	4 *%	4 *%	6 *%	2 *%	* *%	* *%	2 *%	* *%	- -%	* *%	2 5%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	906 65%	429 75%	334 63%	143 48%	809 65%	767 65%	847 65%	906 65%	542 61%	265 52%	99 64%	612 69%	24 41%	40 55%	32 71%	24 52%	16 44%
		bc	c		f	f	f	f	f		c	cg			c		
NET: Provider other than RM	488 35%	140 25%	193 37%	154 52%	434 35%	411 35%	454 35%	488 35%	341 39%	246 48%	56 36%	274 31%	34 59%	33 45%	13 29%	22 48%	21 56%
			a	ab						abcde			abe				b
NET: RM/Parcelforce	1004 72%	469 82%	378 72%	157 53%	900 72%	850 72%	940 72%	1004 72%	619 70%	298 58%	110 71%	684 77%	25 43%	46 63%	33 73%	25 54%	16 44%
		bc	c		f	f	f	f	f		c	cfg			c		

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	1532	922	143	93	90	51	54	28	809	208	111	63	52	38	27
Effective base	582	399	40	26	17	12	11	6	350	64	31	25	12	14	7
Weighted Base	1394	990	92	61	39	21	25	15	846	170	48	40	38	15	20
Royal Mail	906	666	54	41	16	14	11	7	594	86	20	23	25	10	7
	65%	67%	59%	68%	42%	64%	43%	45%	70%	51%	43%	58%	67%	63%	37%
		d							bc						
Evri	108	75	7	5	3	*	*	*	61	17	6	2	-	*	5
	8%	8%	8%	8%	7%	1%	*%	1%	7%	10%	12%	5%	-%	*%	23%
Parcelforce	97	76	8	2	5	*	*	*	73	7	1	*	*	1	*
	7%	8%	8%	3%	12%	2%	1%	*%	9%	4%	3%	*%	1%	4%	*%
DPD/DPD Local	65	32	10	5	7	*	*	*	36	15	1	*	*	-	1
	5%	3%	11%	8%	17%	2%	*%	*%	4%	9%	3%	1%	1%	-%	6%
		a			a										
DHL	58	36	2	4	3	3	5	2	22	14	1	3	6	1	*
	4%	4%	2%	7%	7%	12%	19%	16%	3%	8%	2%	7%	15%	4%	1%
		a			a		a		a			a	a		
UPS	47	32	4	*	*	*	6	*	16	13	1	6	*	1	1
	3%	3%	5%	1%	1%	2%	22%	*%	2%	8%	2%	15%	*%	9%	4%
		a			a		ac		a			a			
UK Mail	43	28	3	2	5	3	2	1	10	9	7	2	5	1	5
	3%	3%	3%	3%	12%	12%	7%	7%	1%	5%	15%	4%	13%	5%	23%
		a			a				a	a		a			
Yodel	26	22	1	1	*	-	*	1	15	4	1	-	*	-	1
	2%	2%	1%	1%	*%	-%	*%	7%	2%	2%	1%	-%	1%	-%	5%
FedEx	17	6	3	1	*	1	*	*	8	2	*	3	*	*	*
	1%	1%	3%	1%	*%	4%	1%	*%	1%	1%	1%	7%	*%	*%	1%
		a			a				a			a			
Secured Mail	8	4	-	-	*	-	-	*	4	*	4	-	*	-	*
	1%	*%	-%	-%	1%	-%	-%	*%	*%	*%	8%	-%	1%	-%	*%
											ab				
DX	6	1	1	-	*	-	1	4	1	*	5	-	1	-	-
	*%	*%	1%	-%	*%	-%	2%	24%	*%	*%	10%	-%	1%	-%	-%
											ab				
Amazon logistics	4	4	*	-	*	-	-	-	1	2	*	*	-	-	-
	*%	*%	*%	-%	1%	-%	-%	-%	*%	1%	*%	*%	-%	-%	-%
TNT Express	2	1	*	*	*	-	*	-	1	*	-	-	-	-	*
	*%	*%	*%	*%	*%	-%	1%	-%	*%	*%	-%	-%	-%	-%	1%

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	1532	922	143	93	90	51	54	28	809	208	111	63	52	38	27
Effective base	582	399	40	26	17	12	11	6	350	64	31	25	12	14	7
Weighted Base	1394	990	92	61	39	21	25	15	846	170	48	40	38	15	20
Pitney Bowes	1	-	-	-	-	-	1	-	-	-	-	1	-	-	-
	*%	-%	-%	-%	-%	-%	5%	-%	-%	-%	-%	3%	-%	-%	-%
							a					a			
Whistl/ TNT Post UK	1	*	-	*	-	*	-	-	*	*	*	-	-	-	-
	*%	*%	-%	*%	-%	*%	-%	-%	*%	*%	*%	-%	-%	-%	-%
MHI (Mail Handling International)	*	-	-	-	*	-	-	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	6	4	*	-	*	-	-	-	2	*	-	*	-	2	-
	*%	*%	*%	-%	*%	-%	-%	-%	*%	*%	-%	*%	-%	14%	-%
														abc	
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	906	666	54	41	16	14	11	7	594	86	20	23	25	10	7
	65%	67%	59%	68%	42%	64%	43%	45%	70%	51%	43%	58%	67%	63%	37%
		d							bc						
NET: Provider other than RM	488	324	38	20	23	8	14	8	252	84	28	17	13	6	13
	35%	33%	41%	32%	58%	36%	57%	55%	30%	49%	57%	42%	33%	37%	63%
				a					a	a					
NET: RM/Parcelforce	1004	743	61	43	21	14	11	7	668	94	22	23	26	10	7
	72%	75%	67%	71%	54%	66%	44%	46%	79%	55%	46%	58%	68%	67%	37%
		f							bcd						

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1532	968	181	138	88	57	50	50	457	318	346	202	97
Effective base	582	410	61	42	28	19	11	15	216	123	124	46	27
Weighted Base	1394	987	154	106	46	33	29	39	557	291	278	102	71
Royal Mail	906 65%	713 72%	79 52%	54 51%	20 44%	13 39%	14 48%	13 34%	411 74%	174 60%	165 59%	60 59%	36 51%
		bcdeg							bcde				
Evri	108 8%	67 7%	18 12%	9 8%	4 8%	5 16%	5 16%	* *%	37 7%	18 6%	30 11%	3 3%	10 14%
Parcelforce	97 7%	75 8%	9 6%	7 7%	3 7%	* *%	2 7%	1 1%	32 6%	22 8%	30 11%	6 5%	3 4%
DPD/DPD Local	65 5%	40 4%	17 11%	1 1%	* *%	* 1%	1 4%	5 14%	23 4%	12 4%	12 4%	8 8%	* *%
			ac					cd					
DHL	58 4%	32 3%	9 6%	3 3%	3 7%	3 10%	2 6%	5 14%	20 4%	15 5%	13 5%	7 6%	2 3%
								a					
UPS	47 3%	19 2%	6 4%	12 11%	1 2%	2 5%	* 1%	7 17%	7 1%	14 5%	7 3%	5 5%	9 13%
				a				a					ac
UK Mail	43 3%	13 1%	1 1%	12 11%	10 21%	5 15%	* *%	2 5%	8 1%	20 7%	7 3%	3 3%	4 6%
				ab	ab	ab				a			
Yodel	26 2%	10 1%	9 6%	3 3%	2 4%	- -%	1 3%	1 3%	9 2%	9 3%	3 1%	3 3%	1 2%
			a										
FedEx	17 1%	10 1%	1 *%	4 4%	2 4%	1 2%	* *%	* *%	* *%	2 1%	7 3%	4 4%	* 1%
											a	a	
Secured Mail	8 1%	- -%	4 2%	- -%	* *%	4 13%	- -%	- -%	4 1%	4 1%	- -%	* *%	* *%
			a			ac							
DX	6 *%	1 *%	* *%	1 *%	- -%	- -%	4 14%	1 1%	1 *%	* *%	1 *%	1 1%	4 5%
							abc						ab
Amazon logistics	4 *%	1 *%	* *%	1 1%	* 1%	- -%	* 1%	2 5%	1 *%	* *%	1 *%	2 2%	* *%
								a					

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1532	968	181	138	88	57	50	50	457	318	346	202	97
Effective base	582	410	61	42	28	19	11	15	216	123	124	46	27
Weighted Base	1394	987	154	106	46	33	29	39	557	291	278	102	71
TNT Express	2 *%	1 *%	* *%	* *%	* *%	- -%	- -%	- -%	- -%	* *%	1 *%	* *%	* *%
Pitney Bowes	1 *%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%
Whistl/ TNT Post UK	1 *%	* *%	* *%	- -%	* *%	- -%	- -%	- -%	* *%	* *%	* *%	- -%	- -%
MHI (Mail Handling International)	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Citipost	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	6 *%	3 *%	* *%	- -%	* *%	- -%	* *%	2 6%	4 1%	* *%	* *%	* *%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	906 65%	713 72%	79 52%	54 51%	20 44%	13 39%	14 48%	13 34%	411 74%	174 60%	165 59%	60 59%	36 51%
NET: Provider other than RM	488 35%	274 28%	74 48%	52 49%	26 56%	20 61%	15 52%	26 66%	146 26%	117 40%	113 41%	42 41%	35 49%
NET: RM/Parcelforce	1004 72%	788 80%	88 57%	61 58%	23 50%	13 39%	16 56%	14 35%	443 80%	196 67%	194 70%	66 65%	39 55%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1532	563	286	294	163	70	525	272	278	152	67
Effective base	582	256	108	97	32	18	243	94	92	40	20
Weighted Base	1394	659	247	216	74	44	613	225	190	87	55
Royal Mail	906	468	148	126	45	22	431	133	120	46	31
	65%	71%	60%	58%	60%	49%	70%	59%	63%	53%	56%
Evri	108	41	18	22	2	8	44	13	26	4	5
	8%	6%	7%	10%	2%	17%	7%	6%	14%	4%	10%
Parcelforce	97	36	22	24	6	3	42	22	13	5	2
	7%	5%	9%	11%	8%	6%	7%	10%	7%	6%	4%
DPD/DPD Local	65	25	9	12	8	-	36	8	3	7	*
	5%	4%	4%	6%	11%	-%	6%	3%	2%	9%	1%
DHL	58	26	16	5	6	2	16	12	9	7	1
	4%	4%	6%	2%	8%	5%	3%	5%	5%	8%	2%
UPS	47	13	15	10	1	4	15	8	3	4	9
	3%	2%	6%	5%	2%	10%	2%	3%	2%	4%	17%
UK Mail	43	24	10	5	3	*	11	18	4	1	4
	3%	4%	4%	2%	4%	*%	2%	8%	2%	1%	8%
Yodel	26	11	10	1	1	1	9	5	3	3	1
	2%	2%	4%	1%	1%	3%	1%	2%	2%	3%	2%
FedEx	17	2	*	7	2	*	1	3	5	4	*
	1%	*%	*%	3%	2%	*%	*%	1%	2%	5%	1%
Secured Mail	8	4	-	*	-	*	4	4	-	*	*
	1%	1%	-%	*%	-%	1%	1%	2%	-%	*%	*%
DX	6	1	1	-	1	4	1	*	1	4	*
	*%	*%	*%	-%	1%	8%	*%	*%	1%	5%	*%
Amazon logistics	4	3	-	1	*	*	-	*	1	2	*
	*%	*%	-%	*%	*%	*%	-%	*%	1%	2%	*%
TNT Express	2	-	*	1	*	*	*	*	1	*	-
	*%	-%	*%	*%	1%	*%	*%	*%	*%	*%	-%

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1532	563	286	294	163	70	525	272	278	152	67
Effective base	582	256	108	97	32	18	243	94	92	40	20
Weighted Base	1394	659	247	216	74	44	613	225	190	87	55
Pitney Bowes	1 *%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%
Whistl/ TNT Post UK	1 *%	* *%	- -%	* *%	- -%	- -%	* *%	* *%	* *%	- -%	- -%
MHI (Mail Handling International)	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Citipost	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	6 *%	4 1%	* *%	* *%	* *%	- -%	4 1%	* *%	* *%	* *%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	906 65%	468 71%	148 60%	126 58%	45 60%	22 49%	431 70%	133 59%	120 63%	46 53%	31 56%
NET: Provider other than RM	488 35%	191 29%	100 40%	90 42%	30 40%	23 51%	182 30%	92 41%	70 37%	41 47%	24 44%
NET: RM/Parcelforce	1004 72%	504 77%	170 69%	150 69%	50 68%	24 55%	473 77%	154 69%	133 70%	51 59%	33 60%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1532	674	250	309	179	94	867	151	501	1213	319	1220	161
Effective base	582	295	84	113	57	25	337	49	192	469	113	461	49
Weighted Base	1394	736	201	253	130	53	786	116	483	1139	255	1128	116
Royal Mail	906 65%	554 75%	114 57%	135 53%	65 50%	19 36%	467 59%	60 51%	372 77%	898 79%	8 3%	804 71%	6 5%
		bcde						ab		b		b	
Evri	108 8%	36 5%	19 9%	33 13%	7 6%	13 24%	92 12%	5 5%	10 2%	51 4%	57 22%	82 7%	9 8%
				a		abd	c				a		
Parcelforce	97 7%	54 7%	10 5%	24 9%	7 5%	2 5%	44 6%	7 6%	46 10%	74 6%	23 9%	83 7%	8 7%
DPD/DPD Local	65 5%	27 4%	8 4%	16 6%	12 10%	2 3%	49 6%	5 4%	11 2%	24 2%	41 16%	48 4%	6 5%
							c				a		
DHL	58 4%	27 4%	9 4%	9 3%	12 9%	1 3%	32 4%	12 10%	14 3%	26 2%	32 12%	34 3%	21 18%
								c			a		a
UPS	47 3%	13 2%	13 6%	7 3%	10 8%	3 6%	31 4%	5 4%	11 2%	24 2%	23 9%	25 2%	18 16%
			a		a						a		a
UK Mail	43 3%	12 2%	4 2%	18 7%	6 5%	3 5%	23 3%	9 8%	10 2%	13 1%	29 12%	10 1%	33 28%
				a				c			a		a
Yodel	26 2%	5 1%	13 7%	3 1%	2 2%	2 3%	20 3%	2 2%	4 1%	17 1%	9 3%	22 2%	2 2%
			ac										
FedEx	17 1%	4 1%	2 1%	6 2%	4 3%	1 2%	16 2%	1 1%	1 *	6 *	12 5%	11 1%	1 *
									*		a		*
Secured Mail	8 1%	- -%	8 4%	- -%	- -%	* *%	* *%	8 7%	* *%	- -%	8 3%	- -%	4 4%
			ac					ac			a		a

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1532	674	250	309	179	94	867	151	501	1213	319	1220	161
Effective base	582	295	84	113	57	25	337	49	192	469	113	461	49
Weighted Base	1394	736	201	253	130	53	786	116	483	1139	255	1128	116
DX	6	1	1	1	1	4	4	2	*	5	1	2	4
	%	%	%	%	%	7%	1%	1%	%	%	%	%	3%
						abc							a
Amazon logistics	4	*	*	*	1	1	2	-	3	*	4	2	2
	%	%	%	%	1%	1%	%	-%	1%	%	2%	%	2%
											a		
TNT Express	2	*	*	*	1	-	1	-	1	*	1	1	*
	%	%	%	%	1%	-%	%	-%	%	%	1%	%	%
Pitney Bowes	1	-	-	1	-	-	1	-	-	-	1	-	1
	%	-%	-%	1%	-%	-%	%	-%	-%	-%	1%	-%	1%
													a
Whistl/ TNT Post UK	1	*	-	*	-	-	1	*	-	*	1	*	*
	%	%	-%	%	-%	-%	%	%	-%	%	%	%	%
MHI (Mail Handling International)	*	-	-	-	*	-	-	*	-	-	*	-	*
	%	-%	-%	-%	%	-%	-%	%	-%	-%	%	-%	%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	6	3	*	*	*	2	4	2	*	*	6	4	*
	%	%	%	%	%	4%	1%	1%	%	%	2%	%	%
						a					a		
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1532	674	250	309	179	94	867	151	501	1213	319	1220	161
Effective base	582	295	84	113	57	25	337	49	192	469	113	461	49
Weighted Base	1394	736	201	253	130	53	786	116	483	1139	255	1128	116
NET: RM Only	906	554	114	135	65	19	467	60	372	898	8	804	6
	65%	75%	57%	53%	50%	36%	59%	51%	77%	79%	3%	71%	5%
		bcde							ab	b		b	
NET: Provider other than RM	488	182	87	118	65	34	319	57	111	241	247	324	110
	35%	25%	43%	47%	50%	64%	41%	49%	23%	21%	97%	29%	95%
			a	a	a	a	c	c			a		a
NET: RM/Parcelforce	1004	608	125	159	72	21	511	66	418	972	32	887	13
	72%	83%	62%	63%	56%	40%	65%	57%	87%	85%	12%	79%	12%
		bcde		e					ab	b		b	

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	1532	1073	235	956	576	1225	156	1062	246	960	572
Effective base	582	425	65	388	195	463	47	416	74	390	193
Weighted Base	1394	1025	153	906	488	1130	114	1009	168	916	478
Royal Mail	906	750	17	906	-	807	2	748	19	884	23
	65%	73%	11%	100%	-%	71%	2%	74%	11%	96%	5%
Evri	108	68	23	-	108	82	9	71	20	12	95
	8%	7%	15%	-%	22%	7%	8%	7%	12%	1%	20%
Parcelforce	97	68	15	-	97	79	12	65	18	9	88
	7%	7%	10%	-%	20%	7%	10%	6%	11%	1%	18%
DPD/DPD Local	65	45	9	-	65	48	6	45	9	1	64
	5%	4%	6%	-%	13%	4%	5%	4%	5%	*%	13%
DHL	58	30	16	-	58	35	20	29	17	1	57
	4%	3%	11%	-%	12%	3%	18%	3%	10%	*%	12%
UPS	47	21	18	-	47	25	18	20	18	1	46
	3%	2%	12%	-%	10%	2%	16%	2%	11%	*%	10%
UK Mail	43	11	27	-	43	12	31	6	32	5	38
	3%	1%	18%	-%	9%	1%	27%	1%	19%	1%	8%
Yodel	26	17	5	-	26	20	4	12	9	2	24
	2%	2%	3%	-%	5%	2%	4%	1%	6%	*%	5%
FedEx	17	6	7	-	17	10	2	6	7	1	16
	1%	1%	5%	-%	4%	1%	1%	1%	4%	*%	3%
Secured Mail	8	*	8	-	8	-	4	-	8	*	8
	1%	*%	5%	-%	2%	-%	4%	-%	5%	*%	2%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1532	1073	235	956	576	1225	156	1062	246	960	572
Effective base	582	425	65	388	195	463	47	416	74	390	193
Weighted Base	1394	1025	153	906	488	1130	114	1009	168	916	478
DX	6 *%	2 *%	4 2% a	- -%	6 1% a	6 1%	* *%	2 *%	4 3% a	1 *%	5 1%
Amazon logistics	4 *%	1 *%	2 2% a	- -%	4 1% a	2 *%	2 2%	1 *%	3 2% a	- -%	4 1%
TNT Express	2 *%	1 *%	* *%	- -%	2 *%	1 *%	* *%	1 *%	* *%	* *%	2 *%
Pitney Bowes	1 *%	- -%	1 1%	- -%	1 *%	- -%	1 1% a	- -%	1 1%	- -%	1 *%
Whistl/ TNT Post UK	1 *%	- -%	1 *%	- -%	1 *%	* *%	* *%	* *%	* *%	- -%	1 *%
MHI (Mail Handling International)	* *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Citipost	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	6 *%	4 *%	* *%	- -%	6 1% a	3 *%	2 2%	2 *%	2 1%	- -%	6 1% a
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	906 65%	750 73%	17 11%	906 100%	- -%	807 71%	2 2%	748 74%	19 11%	884 96%	23 5%
		b		b		b		b		b	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1532	1073	235	956	576	1225	156	1062	246	960	572
Effective base	582	425	65	388	195	463	47	416	74	390	193
Weighted Base	1394	1025	153	906	488	1130	114	1009	168	916	478
NET: Provider other than RM	488	275	136	-	488	323	111	261	150	32	455
	35%	27%	89%	-%	100%	29%	98%	26%	89%	4%	95%
			a		a		a		a		a
NET: RM/Parcelforce	1004	819	31	906	97	886	14	813	37	893	111
	72%	80%	20%	100%	20%	78%	12%	81%	22%	97%	23%
		b		b		b		b		b	

Columns Tested.: a,b - a,b - a,b - a,b - a,b

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	1532	837	1011	256	2	809	864	208	3	1077	857	263	1
Effective base	582	295	391	91	2	292	329	79	3	407	333	99	1
Weighted Base	1394	734	931	222	5	707	759	184	4	975	765	224	2
Royal Mail	906 65%	435 59%	613 66%	132 59%	- -%	427 60%	508 67%	95 52%	4 100%	560 57%	534 70%	130 58%	- -%
Evri	108 8%	57 8%	70 8%	23 10%	4 74%	52 7%	66 9%	24 13%	- -%	91 9%	64 8%	20 9%	- -%
Parcelforce	97 7%	59 8%	76 8%	10 4%	- -%	50 7%	58 8%	8 4%	- -%	80 8%	52 7%	13 6%	- -%
DPD/DPD Local	65 5%	34 5%	39 4%	17 8%	- -%	34 5%	25 3%	12 7%	- -%	54 5%	18 2%	13 6%	- -%
DHL	58 4%	33 5%	40 4%	13 6%	- -%	40 6%	20 3%	13 7%	- -%	46 5%	23 3%	14 6%	- -%
UPS	47 3%	34 5%	25 3%	11 5%	1 26%	31 4%	26 3%	10 5%	- -%	45 5%	18 2%	6 3%	- -%
UK Mail	43 3%	42 6%	27 3%	5 2%	- -%	34 5%	18 2%	7 4%	- -%	39 4%	22 3%	7 3%	- -%
Yodel	26 2%	13 2%	20 2%	* *%	- -%	9 1%	15 2%	3 1%	- -%	22 2%	7 1%	3 2%	- -%
FedEx	17 1%	9 1%	6 1%	3 1%	- -%	11 2%	5 1%	3 2%	- -%	17 2%	7 1%	7 3%	- -%
Secured Mail	8 1%	4 1%	- -%	4 2%	- -%	8 1%	8 1%	4 2%	- -%	8 1%	8 1%	4 2%	- -%
DX	6 *%	5 1%	4 *%	- -%	- -%	5 1%	4 *%	1 *%	- -%	5 1%	4 1%	- -%	- -%
Amazon logistics	4 *%	3 *%	4 *%	3 2%	- -%	2 *%	1 *%	2 1%	- -%	4 *%	3 *%	3 2%	- -%
TNT Express	2 *%	1 *%	1 *%	1 *%	- -%	2 *%	1 *%	* *%	- -%	2 *%	1 *%	1 1%	- -%
Pitney Bowes	1 *%	- -%	1 *%	1 1%	- -%	- -%	1 *%	1 1%	- -%	- -%	1 *%	1 1%	- -%

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	1532	837	1011	256	2	809	864	208	3	1077	857	263	1
Effective base	582	295	391	91	2	292	329	79	3	407	333	99	1
Weighted Base	1394	734	931	222	5	707	759	184	4	975	765	224	2
Whistl/ TNT Post UK	1	*	1	*	-	*	1	*	-	*	1	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
MHI (Mail Handling International)	*	*	-	-	-	*	-	*	-	*	-	*	-
	*%	*%	-%	-%	-%	*%	-%	*%	-%	*%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	6	2	4	*	-	2	2	*	-	3	1	*	2
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	100%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	906	435	613	132	-	427	508	95	4	560	534	130	-
	65%	59%	66%	59%	-%	60%	67%	52%	100%	57%	70%	58%	-%
							c				ac		
NET: Provider other than RM	488	299	318	90	5	280	251	89	-	415	231	94	2
	35%	41%	34%	41%	100%	40%	33%	48%	-%	43%	30%	42%	100%
								b		b		b	
NET: RM/Parcelforce	1004	494	689	141	-	477	566	103	4	639	586	142	-
	72%	67%	74%	64%	-%	68%	75%	56%	100%	66%	77%	64%	-%
			c				c			ac			

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1532	1155	1038	964	968	743	54	600	479	459	124	75
Effective base	582	437	398	384	353	300	14	266	197	184	59	38
Weighted Base	1394	1080	961	912	893	710	34	633	496	449	133	87
Royal Mail	906 65%	749 69%	658 68%	733 80%	617 69%	484 68%	9 28%	518 82%	367 74%	313 70%	102 77%	72 83%
				ab	c	c		bc				
Evri	108 8%	82 8%	78 8%	49 5%	53 6%	69 10%	4 12%	30 5%	31 6%	35 8%	11 8%	6 6%
Parcelforce	97 7%	83 8%	65 7%	46 5%	68 8%	57 8%	2 6%	38 6%	37 8%	35 8%	1 *	1 2%
									d	d		
DPD/DPD Local	65 5%	44 4%	43 4%	19 2%	44 5%	25 4%	6 17%	9 1%	13 3%	12 3%	1 1%	3 3%
							ab					
DHL	58 4%	34 3%	31 3%	8 1%	32 4%	16 2%	5 16%	1 *	6 1%	7 1%	2 2%	1 1%
							ab					
UPS	47 3%	30 3%	30 3%	27 3%	23 3%	18 3%	* *%	21 3%	23 5%	23 5%	4 3%	- -%
UK Mail	43 3%	11 1%	14 2%	4 *%	12 1%	8 1%	2 5%	4 1%	3 1%	3 1%	2 1%	1 1%
Yodel	26 2%	20 2%	19 2%	13 1%	17 2%	14 2%	* *%	9 1%	9 2%	12 3%	2 1%	2 2%
FedEx	17 1%	10 1%	8 1%	2 *%	10 1%	5 1%	1 2%	1 *%	1 *%	2 *%	1 1%	1 1%
Secured Mail	8 1%	4 *%	4 *%	4 *%	4 *%	4 1%	4 12%	- -%	4 1%	4 1%	4 3%	- -%
							ab				a	
DX	6 *%	2 *%	5 *%	1 *%	5 1%	5 1%	* *%	* *%	- -%	- -%	- -%	- -%
Amazon logistics	4 *%	4 *%	1 *%	3 *%	4 *%	3 *%	- -%	1 *%	- -%	3 1%	2 2%	* *%
TNT Express	2 *%	1 *%	1 *%	1 *%	1 *%	1 *%	- -%	* *%	1 *%	1 *%	* *%	* *%

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1532	1155	1038	964	968	743	54	600	479	459	124	75
Effective base	582	437	398	384	353	300	14	266	197	184	59	38
Weighted Base	1394	1080	961	912	893	710	34	633	496	449	133	87
Pitney Bowes	1	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl/ TNT Post UK	1	*	*	-	*	*	-	-	-	-	-	-
	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	*	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	6	4	2	*	2	*	-	-	-	*	-	-
	*%	*%	*%	*%	*%	*%	-%	-%	-%	*%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	906	749	658	733	617	484	9	518	367	313	102	72
	65%	69%	68%	80%	69%	68%	28%	82%	74%	70%	77%	83%
				ab	c	c		bc				
NET: Provider other than RM	488	331	303	178	276	226	24	115	128	136	31	15
	35%	31%	32%	20%	31%	32%	72%	18%	26%	30%	23%	17%
		c	c				ab		a	a		
NET: RM/Parcelforce	1004	832	723	780	685	541	12	556	405	348	103	74
	72%	77%	75%	86%	77%	76%	34%	88%	82%	78%	77%	85%
				ab	c	c		cd				

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1532	166	117	91	48	1283	959	1376	1045	913	786	1207	206	-	1110	87
Effective base	582	66	40	37	19	483	343	517	378	322	292	463	75	-	419	43
Weighted Base	1394	153	93	88	45	1136	792	1224	875	748	714	1099	167	-	967	116
TNT Express	2	-	-	1	-	2	2	2	2	*	1	1	1	-	*	-
	*%	-%	-%	1%	-%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	-%
Pitney Bowes	1	-	-	-	-	1	1	1	1	-	1	1	1	-	-	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	-%	*%	*%	1%	-%	-%	-%
Whistl/ TNT Post UK	1	-	-	*	*	1	1	1	1	1	1	1	*	-	*	-
	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
MHI (Mail Handling International)	*	-	-	-	-	-	-	-	-	*	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	6	-	-	2	-	6	2	6	4	2	3	6	*	-	2	2
	*%	-%	-%	3%	-%	*%	*%	*%	*%	*%	*%	1%	*%	-%	*%	2%
															a	
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	906	110	55	36	23	747	497	790	546	439	403	713	87	-	703	71
	65%	72%	59%	41%	50%	66%	63%	65%	62%	59%	56%	65%	52%	-%	73%	61%
		c				e						ac				
NET: Provider other than RM	488	43	38	52	22	389	295	434	329	310	311	385	80	-	264	45
	35%	28%	41%	59%	50%	34%	37%	35%	38%	41%	44%	35%	48%	-%	27%	39%
				a					a		b		b			
NET: RM/Parcelforce	1004	115	61	45	26	842	555	885	617	491	457	806	94	-	759	86
	72%	75%	65%	51%	58%	74%	70%	72%	71%	66%	64%	73%	56%	-%	78%	74%
		c				e		e				ac				

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1532	629	741	631	28	332	427	281	942	293	347	348	802
Effective base	582	256	274	225	15	118	160	103	364	111	120	130	322
Weighted Base	1394	606	673	548	41	278	399	245	892	244	270	312	781
Royal Mail	906 65%	404 67%	502 75%	150 27%	10 24%	73 26%	115 29%	137 56%	611 68%	151 62%	123 45%	182 58%	590 75%
Evri	108 8%	45 7%	48 7%	94 17%	6 14%	32 11%	76 19%	21 9%	66 7%	20 8%	40 15%	18 6%	49 6%
Parcelforce	97 7%	41 7%	51 8%	80 15%	9 22%	28 10%	69 17%	12 5%	67 7%	18 7%	15 6%	19 6%	56 7%
DPD/DPD Local	65 5%	24 4%	26 4%	50 9%	4 11%	26 9%	39 10%	13 5%	48 5%	3 1%	16 6%	16 5%	28 4%
DHL	58 4%	24 4%	13 2%	44 8%	6 14%	19 7%	39 10%	17 7%	29 3%	12 5%	15 6%	20 6%	22 3%
UPS	47 3%	13 2%	18 3%	35 6%	2 4%	24 9%	23 6%	6 2%	23 3%	19 8%	11 4%	20 6%	16 2%
UK Mail	43 3%	16 3%	* *%	42 8%	* *%	35 13%	7 2%	19 8%	17 2%	7 3%	19 7%	20 6%	4 *%
Yodel	26 2%	20 3%	3 *%	17 3%	5 11%	15 6%	10 3%	6 2%	11 1%	9 4%	16 6%	10 3%	* *%
FedEx	17 1%	5 1%	6 1%	17 3%	- -%	5 2%	12 3%	3 1%	10 1%	3 1%	10 4%	3 1%	5 1%
Secured Mail	8 1%	4 1%	* *%	8 1%	- -%	8 3%	* *%	- -%	4 *%	- -%	- -%	- -%	4 1%
DX	6 *%	5 1%	1 *%	1 *%	- -%	5 2%	1 *%	4 2%	2 *%	* *%	1 *%	4 1%	1 *%
Amazon logistics	4 *%	2 *%	2 *%	2 *%	- -%	4 1%	1 *%	4 1%	1 *%	- -%	3 1%	* *%	1 *%

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1532	629	741	631	28	332	427	281	942	293	347	348	802
Effective base	582	256	274	225	15	118	160	103	364	111	120	130	322
Weighted Base	1394	606	673	548	41	278	399	245	892	244	270	312	781
TNT Express	2 *%	1 *%	1 *%	2 *%	- -%	1 *%	1 *%	1 *%	* *%	* *%	* *%	1 *%	1 *%
Pitney Bowes	1 *%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	1 *%	- -%	- -%	- -%	1 *%
Whistl/ TNT Post UK	1 *%	* *%	* *%	1 *%	- -%	* *%	* *%	* *%	* *%	- -%	* *%	* *%	* *%
MHI (Mail Handling International)	* *%	- -%	- -%	* *%	- -%	* *%	- -%	- -%	* *%	- -%	- -%	* *%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Citipost	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	6 *%	3 *%	2 *%	5 1%	- -%	1 *%	5 1%	2 1%	3 *%	* *%	1 *%	* *%	5 1%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	906 65%	404 67%	502 75%	150 27%	10 24%	73 26%	115 29%	137 56%	611 68%	151 62%	123 45%	182 58%	590 75%
NET: Provider other than RM	488 35%	201 33%	171 25%	398 73%	31 76%	204 74%	283 71%	108 44%	281 32%	93 38%	148 55%	130 42%	192 25%
NET: RM/Parcelforce	1004 72%	445 73%	553 82%	230 42%	19 46%	101 37%	184 46%	149 61%	677 76%	170 69%	138 51%	201 65%	645 83%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1532	776	756
Effective base	582	251	331
Weighted Base	1394	596	798
Royal Mail	906 65%	350 59%	556 70%
		a	
Evri	108 8%	43 7%	64 8%
Parcelforce	97 7%	34 6%	63 8%
DPD/DPD Local	65 5%	29 5%	35 4%
DHL	58 4%	37 6%	21 3%
		b	
UPS	47 3%	31 5%	15 2%
		b	
UK Mail	43 3%	33 5%	10 1%
		b	
Yodel	26 2%	19 3%	7 1%
		b	
FedEx	17 1%	8 1%	9 1%
Secured Mail	8 1%	4 1%	4 1%
DX	6 *%	1 *%	5 1%
Amazon logistics	4 *%	3 1%	1 *%
TNT Express	2 *%	* *%	1 *%
Pitney Bowes	1 *%	- -%	1 *%

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1532	776	756
Effective base	582	251	331
Weighted Base	1394	596	798
Whistl/ TNT Post UK	1 *%	* *%	* *%
MHI (Mail Handling International)	* *%	* *%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%
Citipost	- -%	- -%	- -%
Other	6 *%	1 *%	4 1%
Do not send this type of post	- -%	- -%	- -%
NET: RM Only	906 65%	350 59%	556 70% a
NET: Provider other than RM	488 35%	246 41% b	242 30%
NET: RM/Parcelforce	1004 72%	385 65%	619 78% a

Columns Tested: a,b

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1532	89	174	135	123	156	81	89	148	114	125	94	204
Effective base	582	28	79	84	41	111	48	16	57	45	24	34	71
Weighted Base	1394	41	133	165	40	244	79	19	195	109	50	96	224
Royal Mail	906	30	102	100	27	176	56	15	117	77	40	55	113
	65%	74%	77%	60%	67%	72%	70%	79%	60%	70%	80%	57%	51%
		l	chkl			l	l	l		l	l		
Evri	108	-	9	12	4	15	6	*	23	10	*	11	18
	8%	-%	7%	7%	11%	6%	7%	*%	12%	9%	1%	11%	8%
Parcelforce	97	4	7	8	2	23	5	*	17	2	*	13	16
	7%	10%	5%	5%	4%	9%	6%	2%	9%	2%	1%	13%	7%
												i	
DPD/DPD Local	65	5	1	9	*	3	2	1	8	4	5	2	24
	5%	12%	1%	5%	1%	1%	3%	4%	4%	4%	10%	2%	11%
		be											be
DHL	58	*	5	3	2	12	2	1	1	4	3	2	23
	4%	1%	4%	2%	6%	5%	2%	8%	1%	3%	5%	2%	10%
													ch
UPS	47	-	2	12	3	5	3	*	8	5	*	5	3
	3%	-%	1%	7%	7%	2%	4%	1%	4%	5%	*%	6%	1%
UK Mail	43	-	4	5	-	4	1	-	17	5	1	1	4
	3%	-%	3%	3%	-%	2%	1%	-%	9%	5%	1%	2%	2%
									de				
Yodel	26	*	2	2	*	3	*	*	3	*	*	6	8
	2%	1%	2%	1%	1%	1%	*%	*%	2%	*%	*%	6%	4%
FedEx	17	*	-	8	1	1	4	*	*	1	*	-	2
	1%	1%	-%	5%	2%	*%	5%	*%	*%	*%	*%	-%	1%
				b			b						
Secured Mail	8	*	-	-	-	-	-	-	-	-	*	-	8
	1%	1%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	4%
DX	6	-	-	1	-	-	*	-	*	1	-	1	4
	*%	-%	-%	1%	-%	-%	*%	-%	*%	*%	-%	1%	2%
Amazon logistics	4	*	-	2	-	-	1	1	-	-	-	*	*
	*%	1%	-%	1%	-%	-%	1%	5%	-%	-%	-%	*%	*%
TNT Express	2	*	-	1	*	*	-	-	-	*	*	-	*
	*%	*%	-%	*%	1%	*%	-%	-%	-%	*%	*%	-%	*%
Pitney Bowes	1	-	-	-	-	-	-	-	-	1	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	1532	89	174	135	123	156	81	89	148	114	125	94	204
Effective base	582	28	79	84	41	111	48	16	57	45	24	34	71
Weighted Base	1394	41	133	165	40	244	79	19	195	109	50	96	224
Whistl/ TNT Post UK	1	-	*	-	*	-	-	-	-	-	-	-	*
	*%	-%	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%	*%
MHI (Mail Handling International)	*	-	*	-	-	-	-	-	-	-	-	-	-
	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	6	*	*	3	-	2	*	*	*	-	*	-	*
	*%	*%	*%	2%	-%	1%	*%	*%	*%	-%	*%	-%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	906	30	102	100	27	176	56	15	117	77	40	55	113
	65%	74%	77%	60%	67%	72%	70%	79%	60%	70%	80%	57%	51%
		l	chkl			l	l	l		l	l		
NET: Provider other than RM	488	10	31	66	13	68	24	4	78	32	10	41	111
	35%	26%	23%	40%	33%	28%	30%	21%	40%	30%	20%	43%	49%
				b					b			b	abefgij
NET: RM/Parcelforce	1004	34	109	108	28	199	61	16	134	79	40	67	129
	72%	84%	82%	65%	71%	81%	77%	82%	69%	72%	81%	70%	58%
		l	cl			cl	l				l		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1532	398	360	351	423	758	774
Effective base	582	189	186	110	127	374	237
Weighted Base	1394	339	363	323	369	702	692
Royal Mail	906	232	258	209	207	490	416
	65%	68%	71%	65%	56%	70%	60%
		d	d			b	
Evri	108	21	25	33	29	45	62
	8%	6%	7%	10%	8%	6%	9%
Parcelforce	97	19	29	20	29	49	49
	7%	6%	8%	6%	8%	7%	7%
DPD/DPD Local	65	15	6	13	31	20	44
	5%	4%	2%	4%	9%	3%	6%
					b		a
DHL	58	8	16	6	27	24	34
	4%	2%	5%	2%	7%	3%	5%
					a		
UPS	47	13	11	13	9	25	22
	3%	4%	3%	4%	2%	3%	3%
UK Mail	43	10	5	22	6	15	28
	3%	3%	1%	7%	2%	2%	4%
				bd			
Yodel	26	5	4	3	15	8	18
	2%	1%	1%	1%	4%	1%	3%
FedEx	17	8	6	1	2	14	3
	1%	2%	2%	*%	1%	2%	*%
Secured Mail	8	*	-	-	8	*	8
	1%	*%	-%	-%	2%	*%	1%
DX	6	1	*	1	4	1	5
	*%	*%	*%	*%	1%	*%	1%
Amazon logistics	4	3	1	1	*	3	1
	*%	1%	*%	*%	*%	*%	*%
TNT Express	2	1	1	*	*	1	*
	*%	*%	*%	*%	*%	*%	*%
Pitney Bowes	1	-	-	1	-	-	1
	*%	-%	-%	*%	-%	-%	*%
Whistl/ TNT Post UK	1	*	*	-	*	*	*
	*%	*%	*%	-%	*%	*%	*%

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1532	398	360	351	423	758	774
Effective base	582	189	186	110	127	374	237
Weighted Base	1394	339	363	323	369	702	692
MHI (Mail Handling International)	*	*	-	-	-	*	-
	-%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Other	6	4	2	*	*	6	*
	-%	1%	-%	-%	-%	1%	-%
Do not send this type of post	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	906	232	258	209	207	490	416
	65%	68%	71%	65%	56%	70%	60%
		d	d			b	
NET: Provider other than RM	488	107	105	114	162	212	275
	35%	32%	29%	35%	44%	30%	40%
					ab		a
NET: RM/Parcelforce	1004	251	288	228	236	539	465
	72%	74%	79%	71%	64%	77%	67%
			d			b	

Columns Tested: a,b,c,d - a,b

Table 93

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	945	8	937	581	182	60	122	364
Effective base	359	2	358	319	85	26	64	113
Weighted Base	900	6	894	843	48	6	3	57
Royal Mail	562	5	557	534	24	3	1	28
	62%	91%	62%	63%	50%	47%	51%	50%
Parcelforce	84	-	84	79	4	1	*	5
	9%	-%	9%	9%	7%	12%	10%	8%
DPD/DPD Local	50	*	50	44	5	1	*	6
	6%	3%	6%	5%	10%	9%	6%	10%
Evri	48	-	48	47	1	-	*	1
	5%	-%	5%	6%	2%	-%	1%	2%
DHL	43	*	43	39	4	*	*	4
	5%	2%	5%	5%	8%	5%	10%	8%
UK Mail	27	-	27	25	2	*	*	2
	3%	-%	3%	3%	4%	2%	11%	4%
							ae	
UPS	22	-	22	19	2	*	*	3
	2%	-%	2%	2%	5%	1%	3%	4%
Yodel	21	-	21	20	*	*	*	1
	2%	-%	2%	2%	1%	4%	4%	1%
Amazon logistics	13	-	13	12	1	*	*	1
	1%	-%	1%	1%	1%	3%	1%	1%
TNT Express	6	-	6	4	2	*	*	2
	1%	-%	1%	*%	3%	7%	1%	4%
					a	a		a
Pitney Bowes	6	-	6	4	2	-	-	2
	1%	-%	1%	*%	4%	-%	-%	3%
					a			a
FedEx	4	-	4	2	2	*	*	2
	*%	-%	*%	*%	3%	7%	1%	4%
					a	a		a
Secured Mail	4	-	4	4	*	-	-	*
	*%	-%	*%	*%	*%	-%	-%	*%
DX	2	-	2	2	-	-	*	*
	*%	-%	*%	*%	-%	-%	*%	*%

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	945	8	937	581	182	60	122	364
Effective base	359	2	358	319	85	26	64	113
Weighted Base	900	6	894	843	48	6	3	57
Whistl/ TNT Post UK	2	-	2	2	*	-	-	*
	*/%	-%	*/%	*/%	*/%	-%	-%	*/%
Citipost	1	-	1	1	*	-	*	*
	*/%	-%	*/%	*/%	*/%	-%	*/%	*/%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	*	5	5	*	*	*	*
	1%	4%	1%	1%	*/%	1%	*/%	*/%
Do not send this type of post	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	562	5	557	534	24	3	1	28
	62%	91%	62%	63%	50%	47%	51%	50%
				be				
NET: Provider other than RM	338	1	337	309	24	3	1	29
	38%	9%	38%	37%	50%	53%	49%	50%
				a				a
NET: RM/Parcelforce	646	5	640	613	28	4	2	33
	72%	91%	72%	73%	57%	60%	60%	58%
				bde				

Columns Tested:: a,b - a,b,c,d,e

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	945	210	276	95	112	130	122	581	182	182
Effective base	359	137	148	44	57	50	64	319	85	51
Weighted Base	900	403	376	64	35	19	3	843	48	9
Royal Mail	562	294	198	42	16	11	1	534	24	4
	62%	73%	53%	65%	46%	55%	51%	63%	50%	48%
		bdefghi						bdhi		
Parcelforce	84	36	42	1	1	3	*	79	4	1
	9%	9%	11%	1%	4%	16%	10%	9%	7%	12%
			c			cd				
DPD/DPD Local	50	9	33	2	5	1	*	44	5	1
	6%	2%	9%	3%	14%	4%	6%	5%	10%	8%
			a		ag				a	
Evri	48	23	18	6	1	*	*	47	1	*
	5%	6%	5%	10%	2%	2%	1%	6%	2%	*%
			i							
DHL	43	18	21	*	3	1	*	39	4	1
	5%	4%	6%	*%	9%	5%	10%	5%	8%	7%
					c		c			
UK Mail	27	9	15	1	1	1	*	25	2	*
	3%	2%	4%	2%	3%	5%	11%	3%	4%	5%
							abg			
UPS	22	6	10	4	2	*	*	19	2	*
	2%	1%	3%	6%	6%	2%	3%	2%	5%	2%
Yodel	21	5	11	3	*	*	*	20	*	*
	2%	1%	3%	5%	1%	1%	4%	2%	1%	4%
Amazon logistics	13	-	10	2	1	*	*	12	1	*
	1%	-%	3%	3%	2%	1%	1%	1%	1%	2%
TNT Express	6	-	2	1	1	1	*	4	2	*
	1%	-%	1%	2%	4%	4%	1%	*%	3%	5%
					ag	g			g	ag
Pitney Bowes	6	-	4	-	2	-	-	4	2	-
	1%	-%	1%	-%	6%	-%	-%	*%	4%	-%
					abgi				ag	
FedEx	4	2	*	-	1	1	*	2	2	*
	*%	*%	*%	-%	4%	4%	1%	*%	3%	5%
					bg	g			bg	bg
Secured Mail	4	-	4	*	*	-	-	4	*	-
	*%	-%	1%	*%	*%	-%	-%	*%	*%	-%

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Business Size 2									
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)	
		a	b	c	d	e	f	g	h	i	
Significance Level: 95%											
Unweighted Base	945	210	276	95	112	130	122	581	182	182	
Effective base	359	137	148	44	57	50	64	319	85	51	
Weighted Base	900	403	376	64	35	19	3	843	48	9	
DX	2 *% -%	- *% -%	2 *% -%	* *% -%	- *% -%	- *% -%	- *% -%	* *% -%	2 *% -%	- *% -%	* *% -%
Whistl/ TNT Post UK	2 *% -%	- *% -%	- *% -%	2 3% g	* *% -%	- *% -%	- *% -%	2 *% -%	* *% -%	- *% -%	
Citipost	1 *% -%	* *% -%	1 *% -%	- *% -%	* *% -%	- *% -%	* *% -%	1 *% -%	* *% -%	* *% -%	
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
MHI (Mail Handling International)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Other	5 1% -%	2 *% -%	4 1% -%	- *% -%	* *% -%	* 1% -%	* *% -%	5 1% -%	* *% -%	* 1% -%	
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
NET: RM Only	562 62%	294 73% bdefghi	198 53%	42 65%	16 46%	11 55%	1 51%	534 63% bdhi	24 50%	4 48%	
NET: Provider other than RM	338 38%	109 27%	177 47% ag	23 35%	19 54% ag	9 45% a	1 49% a	309 37% a	24 50% ag	5 52% ag	
NET: RM/Parcelforce	646 72%	330 82% bcdgfi	240 64%	43 66%	18 50%	14 71% d	2 60%	613 73% dfh	28 57%	5 60%	

Columns Tested: a,b,c,d,e,f,g,h,i

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	945	336	245	182	60	122	370	196	81	50	152
Effective base	359	223	125	85	26	64	200	78	29	17	26
Weighted Base	900	662	180	48	6	3	561	162	45	21	29
Royal Mail	562	424	109	24	3	1	373	82	18	14	14
	62%	64%	61%	50%	47%	51%	67%	51%	40%	65%	50%
		c					bc				
Parcelforce	84	73	6	4	1	*	64	5	2	*	2
	9%	11%	3%	7%	12%	10%	11%	3%	4%	%	9%
		b			b		b				
DPD/DPD Local	50	26	18	5	1	*	30	10	*	3	3
	6%	4%	10%	10%	9%	6%	5%	6%	1%	16%	11%
		a		a							
Evri	48	37	10	1	-	*	34	7	3	1	1
	5%	6%	6%	2%	-%	1%	6%	4%	7%	3%	4%
DHL	43	36	3	4	*	*	20	15	6	*	*
	5%	5%	2%	8%	5%	10%	4%	9%	13%	2%	1%
				b		b			a		
UK Mail	27	19	6	2	*	*	1	23	1	1	1
	3%	3%	3%	4%	2%	11%	%	14%	3%	6%	3%
						ab		a		a	
UPS	22	9	10	2	*	*	13	2	4	1	*
	2%	1%	6%	5%	1%	3%	2%	1%	9%	4%	2%
			a						b		
Yodel	21	14	6	*	*	*	10	3	2	1	4
	2%	2%	3%	1%	4%	4%	2%	2%	5%	4%	13%
											ab
Amazon logistics	13	10	2	1	*	*	3	7	2	*	*
	1%	2%	1%	1%	3%	1%	1%	5%	4%	1%	1%
								a			
TNT Express	6	2	2	2	*	*	3	1	1	-	1
	1%	%	1%	3%	7%	1%	%	%	3%	-%	3%
				a	a						
Pitney Bowes	6	4	-	2	-	-	2	-	4	-	-
	1%	1%	-%	4%	-%	-%	%	-%	9%	-%	-%
				ab					ab		
FedEx	4	2	*	2	*	*	2	*	1	*	1
	%	%	%	3%	7%	1%	%	%	2%	1%	3%
				a	ab						

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	945	336	245	182	60	122	370	196	81	50	152
Effective base	359	223	125	85	26	64	200	78	29	17	26
Weighted Base	900	662	180	48	6	3	561	162	45	21	29
Secured Mail	4	4	*	*	-	-	4	*	-	-	-
	%	1%	%	%	-%	-%	1%	%	-%	-%	-%
DX	2	-	2	-	-	*	*	2	-	*	-
	%	-%	1%	-%	-%	%	%	1%	-%	%	-%
Whistl/ TNT Post UK	2	-	2	*	-	-	-	2	-	-	-
	%	-%	1%	%	-%	-%	-%	1%	-%	-%	-%
Citipost	1	*	1	*	-	*	1	*	*	-	-
	%	%	%	%	-%	%	%	%	%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	2	4	*	*	*	2	3	-	*	*
	1%	%	2%	%	1%	%	%	2%	-%	%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	562	424	109	24	3	1	373	82	18	14	14
	62%	64%	61%	50%	47%	51%	67%	51%	40%	65%	50%
		c					bc				
NET: Provider other than RM	338	238	71	24	3	1	188	80	27	7	15
	38%	36%	39%	50%	53%	49%	33%	49%	60%	35%	50%
				a				a	a		
NET: RM/Parcelforce	646	498	115	28	4	2	437	87	20	14	17
	72%	75%	64%	57%	60%	60%	78%	54%	44%	65%	58%
		bce					bce				

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	945	75	56	126	34	74	84	75	66	52
Effective base	359	39	31	68	15	36	50	40	31	23
Weighted Base	900	91	45	188	37	91	144	117	80	50
Royal Mail	562	52	26	103	23	51	103	73	57	36
	62%	57%	57%	55%	61%	56%	72%	62%	72%	72%
Parcelforce	84	11	2	25	5	8	11	7	10	2
	9%	12%	4%	13%	14%	9%	8%	6%	13%	5%
DPD/DPD Local	50	10	1	10	1	3	9	6	5	*
	6%	10%	2%	5%	3%	4%	6%	6%	6%	*%
Evri	48	6	7	2	3	11	6	9	-	3
	5%	7%	16% ch	1%	7%	12% ch	4%	7%	-%	6%
DHL	43	1	*	8	-	7	7	9	2	3
	5%	1%	*%	4%	-%	7%	5%	8%	2%	7%
UK Mail	27	2	1	17	*	1	-	4	-	2
	3%	2%	1%	9% f	*%	1%	-%	4%	-%	4%
UPS	22	3	2	5	-	1	7	3	1	*
	2%	3%	4%	2%	-%	1%	5%	3%	2%	1%
Yodel	21	4	3	1	1	4	-	3	-	3
	2%	4%	7%	1%	3%	5%	-%	3%	-%	6%
Amazon logistics	13	-	2	8	-	-	*	*	3	*
	1%	-%	4%	4%	-%	-%	*%	*%	4%	1%
TNT Express	6	-	*	3	*	1	-	*	1	*
	1%	-%	1%	2%	1%	1%	-%	*%	1%	*%
Pitney Bowes	6	-	-	2	-	4	-	-	*	-
	1%	-%	-%	1%	-%	4%	-%	-%	*%	-%
FedEx	4	-	2	1	-	-	-	*	*	-
	*%	-%	4%	1%	-%	-%	-%	*%	1%	-%
Secured Mail	4	-	-	-	4	-	-	-	-	-
	*%	-%	-%	-%	10% cf	-%	-%	-%	-%	-%
DX	2	-	-	-	*	-	-	2	-	-
	*%	-%	-%	-%	*%	-%	-%	2%	-%	-%

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	945	75	56	126	34	74	84	75	66	52
Effective base	359	39	31	68	15	36	50	40	31	23
Weighted Base	900	91	45	188	37	91	144	117	80	50
Whistl/ TNT Post UK	2	-	-	2	-	-	-	-	-	-
	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%
Citipost	1	-	-	1	-	-	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	3	*	2	-	-	-	-	-	-
	1%	4%	*%	1%	-%	-%	-%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	562	52	26	103	23	51	103	73	57	36
	62%	57%	57%	55%	61%	56%	72%	62%	72%	72%
NET: Provider other than RM	338	39	19	85	15	40	40	44	23	14
	38%	43%	43%	45%	39%	44%	28%	38%	28%	28%
NET: RM/Parcelforce	646	63	28	128	28	59	115	80	67	38
	72%	69%	61%	68%	75%	65%	80%	68%	85%	77%
									b	

Columns Tested.: a,b,c,d,e,f,g,h,i

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	945	160	197	285	642	303	93	103	107
Effective base	359	73	97	157	323	59	21	22	38
Weighted Base	900	178	216	449	844	56	24	23	10
Royal Mail	562 62%	110 61%	135 62%	280 62%	525 62%	38 67%	13 53%	18 78%	7 73%
Parcelforce	84 9%	16 9%	23 11%	43 10%	82 10%	2 4%	* 2%	1 4%	1 5%
DPD/DPD Local	50 6%	5 3%	15 7%	25 6%	45 5%	5 9%	5 19%	* 1%	* 3%
Evri	48 5%	17 9%	13 6%	17 4%	47 6%	1 2%	* 2%	1 3%	* 3%
DHL	43 5%	10 6%	3 1%	25 5%	37 4%	6 11%	4 16%	2 7%	1 9%
UK Mail	27 3%	3 2%	2 1%	21 5%	26 3%	1 2%	1 3%	* 2%	* 1%
UPS	22 2%	1 1%	6 3%	14 3%	22 3%	* 1%	* *%	* 1%	* 1%
Yodel	21 2%	8 5%	7 3%	5 1%	20 2%	1 2%	1 3%	* *%	* 1%
Amazon logistics	13 1%	* *%	5 2%	8 2%	13 1%	* *%	* *%	- -%	- -%
TNT Express	6 1%	1 1%	1 1%	3 1%	6 1%	* *%	- -%	- -%	* *%
Pitney Bowes	6 1%	4 2%	* *%	2 *%	6 1%	- -%	- -%	- -%	- -%
FedEx	4 *%	- -%	2 1%	1 *%	4 *%	1 1%	* 1%	* *%	* 2%
Secured Mail	4 *%	4 2%	- -%	- -%	4 *%	* 1%	- -%	* 2%	- -%
DX	2 *%	* *%	- -%	2 *%	2 *%	* *%	* *%	- -%	- -%

Columns Tested: a,b,c,d,e,f,g,h

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	945	160	197	285	642	303	93	103	107
Effective base	359	73	97	157	323	59	21	22	38
Weighted Base	900	178	216	449	844	56	24	23	10
Whistl/ TNT Post UK	2 *%	- -%	- -%	2 *%	2 *%	* *%	- -%	- -%	* *%
Citipost	1 *%	- -%	- -%	1 *%	1 *%	* *%	* *%	* *%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
MHI (Mail Handling International)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	5 1%	- -%	3 2%	2 *%	5 1%	* 1%	* *%	* 2%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	562 62%	110 61%	135 62%	280 62%	525 62%	38 67%	13 53%	18 78%	7 73%
NET: Provider other than RM	338 38%	69 39%	81 38%	169 38%	319 38%	19 33%	11 47%	5 22%	3 27%
NET: RM/Parcelforce	646 72%	126 70%	158 73%	323 72%	606 72%	40 70%	13 55%	19 82%	8 79%

Columns Tested:: a,b,c,d,e,f,g,h

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	*g	h	i
Unweighted Base	945	47	93	16	109	118	237	29	33	371
Effective base	359	23	28	7	35	53	93	8	10	144
Weighted Base	900	47	71	19	90	155	187	20	26	376
Royal Mail	562	36	25	15	40	87	102	12	21	264
	62%	76%	35%	79%	45%	56%	54%	63%	81%	70%
		bd							bd	bdf
Parcelforce	84	-	11	1	12	17	18	*	1	35
	9%	-%	16%	3%	13%	11%	10%	1%	5%	9%
DPD/DPD Local	50	2	11	-	11	4	11	*	-	22
	6%	4%	15%	-%	12%	3%	6%	1%	-%	6%
		e								
Evri	48	*	2	-	2	16	13	3	-	13
	5%	*%	3%	-%	3%	11%	7%	16%	-%	4%
					i					
DHL	43	1	10	-	10	1	10	*	2	19
	5%	2%	14%	-%	11%	1%	5%	1%	7%	5%
			e		e					
UK Mail	27	2	1	1	1	15	7	*	-	2
	3%	4%	1%	4%	2%	10%	4%	*%	-%	1%
						i				
UPS	22	5	1	2	3	2	2	*	*	10
	2%	11%	1%	10%	3%	1%	1%	2%	1%	3%
		efi								
Yodel	21	1	5	-	5	4	9	-	*	3
	2%	2%	6%	-%	5%	2%	5%	-%	*%	1%
Amazon logistics	13	-	-	-	-	4	3	3	1	1
	1%	-%	-%	-%	-%	3%	2%	15%	6%	*%
									i	
TNT Express	6	*	1	-	1	-	4	-	-	*
	1%	1%	2%	-%	1%	-%	2%	-%	-%	*%
Pitney Bowes	6	-	2	-	2	4	-	-	-	*
	1%	-%	2%	-%	2%	2%	-%	-%	-%	*%
FedEx	4	-	*	1	1	*	2	-	*	1
	*%	-%	*%	3%	1%	*%	1%	-%	*%	*%
Secured Mail	4	-	*	-	*	-	4	*	-	-
	*%	-%	1%	-%	*%	-%	2%	*%	-%	-%

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	*g	h	i
Significance Level: 95%										
Unweighted Base	945	47	93	16	109	118	237	29	33	371
Effective base	359	23	28	7	35	53	93	8	10	144
Weighted Base	900	47	71	19	90	155	187	20	26	376
DX	2	-	2	-	2	-	*	-	-	*
	*%	-%	3%	-%	2%	-%	*%	-%	-%	*%
Whistl/ TNT Post UK	2	-	-	-	-	-	*	-	-	2
	*%	-%	-%	-%	-%	-%	*%	-%	-%	*%
Citipost	1	-	-	*	*	*	1	-	-	*
	*%	-%	-%	1%	*%	*%	*%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	-	*	-	*	-	2	-	-	3
	1%	-%	*%	-%	*%	-%	1%	-%	-%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	562	36	25	15	40	87	102	12	21	264
	62%	76%	35%	79%	45%	56%	54%	63%	81%	70%
		bd							bd	bdf
NET: Provider other than RM	338	11	46	4	50	68	85	7	5	112
	38%	24%	65%	21%	55%	44%	46%	37%	19%	30%
			ahi		ahi		i			
NET: RM/Parcelforce	646	36	36	16	52	104	120	13	22	299
	72%	76%	51%	83%	58%	67%	64%	64%	86%	79%
										bdf

Columns Tested: a,b,c,d,e,f,g,h,i

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	945	274	237	434	843	102	-	749	196	924	21
Effective base	359	108	93	163	313	48	-	311	52	350	9
Weighted Base	900	291	187	422	757	143	-	803	97	880	19
Royal Mail	562 62%	162 56%	102 54%	298 71%	473 62%	89 62%	- -%	493 61%	69 71%	545 62%	18 90%
Parcelforce	84 9%	29 10%	18 10%	36 9%	67 9%	16 11%	- -%	76 9%	8 8%	83 9%	1 3%
DPD/DPD Local	50 6%	17 6%	11 6%	22 5%	42 6%	8 6%	- -%	45 6%	6 6%	49 6%	1 7%
Evri	48 5%	19 6%	13 7%	16 4%	34 4%	15 10%	- -%	48 6%	* *%	48 5%	- -%
DHL	43 5%	12 4%	10 5%	21 5%	43 6%	* *%	- -%	42 5%	2 2%	43 5%	- -%
UK Mail	27 3%	18 6%	7 4%	2 1%	23 3%	4 3%	- -%	26 3%	1 1%	27 3%	- -%
UPS	22 2%	10 3%	2 1%	11 3%	18 2%	4 3%	- -%	19 2%	3 3%	22 2%	- -%
Yodel	21 2%	9 3%	9 5%	3 1%	16 2%	5 3%	- -%	15 2%	5 6%	21 2%	- -%
Amazon logistics	13 1%	4 1%	3 2%	5 1%	13 2%	- -%	- -%	12 2%	* *%	13 1%	- -%
TNT Express	6 1%	2 1%	4 2%	* *%	6 1%	- -%	- -%	5 1%	* *%	6 1%	- -%
Pitney Bowes	6 1%	5 2%	- -%	* *%	6 1%	- -%	- -%	5 1%	* *%	6 1%	- -%
FedEx	4 *%	1 *%	2 1%	1 *%	4 1%	* *%	- -%	3 *%	1 1%	4 *%	- -%
Secured Mail	4 *%	* *%	4 2%	* *%	4 1%	- -%	- -%	4 *%	* *%	4 *%	- -%
DX	2 *%	2 1%	* *%	* *%	* *%	2 1%	- -%	2 *%	- -%	2 *%	- -%

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	*b
Significance Level: 95%											
Unweighted Base	945	274	237	434	843	102	-	749	196	924	21
Effective base	359	108	93	163	313	48	-	311	52	350	9
Weighted Base	900	291	187	422	757	143	-	803	97	880	19
Whistl/ TNT Post UK	2	-	*	2	2	-	-	2	*	2	-
	*%	-%	*%	*%	*%	-%	-%	*%	*%	*%	-%
Citipost	1	*	1	*	1	-	-	1	*	1	-
	*%	*%	*%	*%	*%	-%	-%	*%	*%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	*	2	3	5	*	-	5	*	5	-
	1%	*%	1%	1%	1%	*%	-%	1%	*%	1%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	562	162	102	298	473	89	-	493	69	545	18
	62%	56%	54%	71%	62%	62%	-%	61%	71%	62%	90%
NET: Provider other than RM	338	128	85	125	284	54	-	310	28	336	2
	38%	44%	46%	29%	38%	38%	-%	39%	29%	38%	10%
NET: RM/Parcelforce	646	192	120	334	540	105	-	568	77	628	18
	72%	66%	64%	79%	71%	74%	-%	71%	80%	71%	93%

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	945	474	247	213
Effective base	359	200	78	77
Weighted Base	900	507	180	199
Royal Mail	562 62%	360 71% bc	95 53%	97 48%
Parcelforce	84 9%	42 8%	12 7%	29 15%
DPD/DPD Local	50 6%	18 4%	22 12% a	10 5%
Evri	48 5%	19 4%	4 2%	23 11% ab
DHL	43 5%	18 3%	15 8%	11 6%
UK Mail	27 3%	2 *%	16 9% a	10 5% a
UPS	22 2%	11 2%	5 3%	5 3%
Yodel	21 2%	11 2%	5 3%	4 2%
Amazon logistics	13 1%	7 1%	2 1%	4 2%
TNT Express	6 1%	1 *%	2 1%	3 1%
Pitney Bowes	6 1%	1 *%	1 *%	4 2%
FedEx	4 *%	3 1%	1 *%	1 *%
Secured Mail	4 *%	4 1%	* *%	* *%
DX	2 *%	2 *%	- -%	- -%

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	945	474	247	213
Effective base	359	200	78	77
Weighted Base	900	507	180	199
Whistl/ TNT Post UK	2 *%	2 *%	* *%	- -%
Citipost	1 *%	1 *%	* *%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%
MHI (Mail Handling International)	- -%	- -%	- -%	- -%
Other	5 1%	5 1%	* *%	* *%
Do not send this type of post	- -%	- -%	- -%	- -%
NET: RM Only	562 62%	360 71%	95 53%	97 48%
NET: Provider other than RM	338 38%	147 29%	85 47%	103 52%
NET: RM/Parcelforce	646 72%	402 79%	108 60%	126 63%

Columns Tested: a,b,c

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	945	611	181	59	26	38	16	8	6	792	153	94
Effective base	359	268	55	16	7	11	3	2	1	322	37	21
Weighted Base	900	683	129	37	10	27	8	1	5	812	88	51
DX	2	*	2	-	*	-	-	-	-	2	*	*
	*%	*%	1%	-%	*%	-%	-%	-%	-%	*%	*%	*%
Whistl/ TNT Post UK	2	2	*	-	-	-	-	-	-	2	-	-
	*%	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Citipost	1	1	-	-	-	-	-	-	-	1	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	5	-	-	*	-	*	-	-	5	*	*
	1%	1%	-%	-%	1%	-%	*%	-%	-%	1%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	562	470	53	20	5	11	3	*	*	523	39	19
	62%	69%	42%	55%	53%	38%	34%	10%	1%	64%	44%	37%
		bejk								bjk		
NET: Provider other than RM	338	214	75	17	5	17	5	1	5	289	49	32
	38%	31%	58%	45%	47%	62%	66%	90%	99%	36%	56%	63%
			ai			a					ai	ai
NET: RM/Parcelforce	646	529	73	20	5	11	3	*	5	601	44	24
	72%	77%	57%	55%	55%	39%	40%	11%	96%	74%	50%	47%
		bcej								bejk		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	*a	b	c	d	e	f	g
Unweighted Base	945	258	353	334	917	921	933	931	945	545	19	568	72	90	64	78	42
Effective base	359	133	136	91	345	350	355	354	359	173	11	250	24	27	16	18	11
Weighted Base	900	356	327	217	866	877	892	883	900	430	27	644	51	67	34	42	28
Royal Mail	562 62%	276 77%	194 59%	92 43%	543 63%	557 63%	557 62%	553 63%	562 62%	241 56%	7 26%	445 69%	17 34%	39 59%	15 43%	24 59%	9 33%
Parcelforce	84 9%	21 6%	38 12%	25 11%	83 10%	80 9%	84 9%	84 9%	84 9%	28 6%	4 14%	69 11%	2 3%	2 3%	2 5%	* 1%	5 18%
DPD/DPD Local	50 6%	10 3%	19 6%	21 10% a	50 6%	50 6%	50 6%	50 6%	50 6%	31 7%	- -%	31 5%	12 24%	4 6%	* 1%	1 2%	1 4%
Evri	48 5%	15 4%	26 8%	8 4%	45 5%	40 5%	46 5%	46 5%	48 5%	16 4%	8 29%	28 4%	5 10%	1 2%	3 9%	1 2%	1 3%
DHL	43 5%	11 3%	10 3%	22 10% ab	40 5%	43 5%	43 5%	42 5%	43 5%	33 8%	- -%	23 4%	5 10%	7 11%	* 1%	5 12%	2 9%
UK Mail	27 3%	5 1%	7 2%	15 7% a	27 3%	27 3%	27 3%	27 3%	27 3%	27 6%	- -%	9 1%	2 4%	* 1%	5 14% b	6 14% b	5 19% bd
UPS	22 2%	11 3%	7 2%	4 2%	22 3%	19 2%	22 2%	22 2%	22 2%	14 3%	3 11%	10 2%	1 3%	4 6%	3 8%	1 2%	* 1%
Yodel	21 2%	2 1%	13 4%	6 3%	21 2%	21 2%	21 2%	21 2%	21 2%	19 4%	- -%	15 2%	2 4%	* % b	* 1%	* % b	4 13% b
Amazon logistics	13 1%	- -%	5 1%	8 4%	13 1%	13 1%	13 1%	13 1%	13 1%	9 2%	- -%	6 1%	* 1%	2 3%	4 12% b	- -%	- -%
TNT Express	6 1%	1 % b	2 1%	3 1%	6 1%	6 1%	6 1%	6 1%	6 1%	1 % b	- -%	4 1%	- -%	* % b	- -%	2 4%	- -%
Pitney Bowes	6 1%	- -%	2 % b	4 2%	6 1%	6 1%	6 1%	6 1%	6 1%	4 1%	- -%	- -%	- -%	4 7%	- -%	1 3%	- -%
FedEx	4 % b	* % b	1 % b	3 1%	4 % b	4 % b	4 % b	4 % b	4 % b	3 1%	- -%	1 % b	* % b	1 1%	2 5% b	* 1%	* % b
Secured Mail	4 % b	* % b	- -%	4 2%	* % b	4 % b	4 % b	4 % b	4 % b	* % b	- -%	* % b	4 7% b	- -%	* % b	* 1%	- -%

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	*a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	945	258	353	334	917	921	933	931	945	545	19	568	72	90	64	78	42
Effective base	359	133	136	91	345	350	355	354	359	173	11	250	24	27	16	18	11
Weighted Base	900	356	327	217	866	877	892	883	900	430	27	644	51	67	34	42	28
DX	2 *%	* *%	* *%	2 1%	2 *%	* *%	2 *%	2 *%	2 *%	* *%	2 7%	- -%	- -%	* *%	- -%	* *%	- -%
Whistl/ TNT Post UK	2 *%	- -%	2 1%	* *%	2 *%	2 *%	2 *%	2 *%	2 *%	2 *%	- -%	2 *%	- -%	- -%	* *%	- -%	- -%
Citipost	1 *%	- -%	1 *%	- -%	1 *%	1 *%	1 *%	1 *%	1 *%	1 *%	- -%	* *%	- -%	1 1%	- -%	- -%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
MHI (Mail Handling International)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	5 1%	5 1%	* *%	* *%	2 *%	5 1%	5 1%	2 *%	5 1%	* *%	3 13%	2 *%	* *%	- -%	- -%	- -%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	562 62%	276 77%	194 59%	92 43%	543 63%	557 63%	557 62%	553 63%	562 62%	241 56%	7 26%	445 69%	17 34%	39 59%	15 43%	24 59%	9 33%
NET: Provider other than RM	338 38%	80 23%	133 41%	124 57%	323 37%	321 37%	335 38%	331 37%	338 38%	189 44%	20 74%	199 31%	34 66%	28 41%	19 57%	17 41%	19 67%
NET: RM/Parcelforce	646 72%	297 83%	232 71%	117 54%	626 72%	637 73%	641 72%	636 72%	646 72%	269 63%	11 40%	514 80%	19 37%	42 62%	16 48%	25 59%	15 52%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Significance Level: 95%															
Unweighted Base	945	577	98	73	66	42	38	23	522	165	90	52	44	25	23
Effective base	359	258	30	24	13	9	8	5	234	53	25	22	11	10	6
Weighted Base	900	656	68	59	33	18	21	10	594	146	44	32	33	10	18
Royal Mail	562	434	35	36	16	9	9	3	418	73	17	17	18	6	8
	62%	66%	52%	61%	48%	50%	45%	25%	70%	50%	40%	53%	54%	64%	42%
Parcelforce	84	76	4	*	1	*	1	*	65	7	3	*	*	1	5
	9%	12%	7%	1%	4%	2%	3%	1%	11%	5%	8%	*%	*%	6%	25%
DPD/DPD Local	50	29	11	4	6	1	-	*	28	19	1	*	*	1	1
	6%	4%	16%	6%	17%	4%	-%	*%	5%	13%	2%	*%	1%	7%	6%
		a							a						
Evri	48	30	8	5	1	1	*	1	23	10	4	3	1	*	*
	5%	5%	11%	9%	4%	4%	*%	7%	4%	7%	8%	9%	2%	*%	*%
DHL	43	25	3	4	1	*	5	2	19	12	5	2	5	*	*
	5%	4%	5%	6%	3%	1%	23%	22%	3%	8%	11%	7%	15%	*%	1%
		a					a		a						
UK Mail	27	8	1	5	5	3	4	1	8	7	3	*	4	1	5
	3%	1%	2%	9%	14%	16%	21%	9%	1%	5%	6%	*%	13%	6%	25%
				a	a	a	a						a		
UPS	22	16	-	*	1	4	-	*	7	7	1	4	*	-	*
	2%	3%	-%	1%	4%	20%	-%	2%	1%	5%	2%	11%	*%	-%	*%
						ab						a			
Yodel	21	16	1	*	-	*	*	4	14	1	5	*	*	-	*
	2%	2%	2%	*%	-%	1%	*%	35%	2%	1%	12%	*%	1%	-%	1%
											ab				
Amazon logistics	13	12	*	*	-	-	-	-	5	2	*	2	4	-	-
	1%	2%	1%	*%	-%	-%	-%	-%	1%	1%	*%	5%	12%	-%	-%
													a		
TNT Express	6	3	2	-	-	-	*	-	1	3	*	-	-	2	-
	1%	*%	3%	-%	-%	-%	1%	-%	*%	2%	1%	-%	-%	16%	-%
Pitney Bowes	6	*	*	4	-	-	1	-	-	4	-	2	-	-	-
	1%	*%	*%	6%	-%	-%	6%	-%	-%	3%	-%	6%	-%	-%	-%
				a			a			a		a			
FedEx	4	1	*	*	2	*	-	*	2	*	*	2	-	*	*
	*%	*%	*%	*%	6%	1%	-%	1%	*%	*%	1%	6%	-%	1%	*%
				a								a			
Secured Mail	4	*	-	*	*	-	-	-	-	*	4	-	*	-	-
	*%	*%	-%	*%	1%	-%	-%	-%	-%	*%	9%	-%	1%	-%	-%
											ab				

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g	
Significance Level: 95%																
Unweighted Base	945	577	98	73	66	42	38	23	522	165	90	52	44	25	23	
Effective base	359	258	30	24	13	9	8	5	234	53	25	22	11	10	6	
Weighted Base	900	656	68	59	33	18	21	10	594	146	44	32	33	10	18	
DX	2	2	-	-	*	-	*	-	-	*	*	-	-	*	-	
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	
Whistl/ TNT Post UK	2	2	-	-	-	*	-	-	-	2	*	-	-	-	-	
	%	%	%	%	%	%	%	%	%	1%	%	%	%	%	%	
Citipost	1	*	1	*	*	-	-	-	*	*	-	1	-	-	*	
	%	%	1%	%	%	%	%	%	%	%	%	2%	%	%	1%	
												a				
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	
Other	5	2	*	-	-	-	-	-	5	*	-	-	-	-	-	
	1%	%	%	%	%	%	%	%	1%	%	%	%	%	%	%	
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	
NET: RM Only	562	434	35	36	16	9	9	3	418	73	17	17	18	6	8	
	62%	66%	52%	61%	48%	50%	45%	25%	bc	50%	40%	53%	54%	64%	42%	
NET: Provider other than RM	338	222	33	23	17	9	12	8	176	73	26	15	16	3	11	
	38%	34%	48%	39%	52%	50%	55%	75%	30%	50%	60%	47%	46%	36%	58%	
										a	a					
NET: RM/Parcelforce	646	510	40	36	17	9	10	3	482	80	21	17	18	7	12	
	72%	78%	58%	62%	52%	52%	48%	26%	81%	55%	48%	53%	54%	70%	67%	
										bd		bcde				

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	945	508	133	108	65	43	33	41	261	224	234	130	80
Effective base	359	222	44	36	19	15	8	13	132	93	79	30	22
Weighted Base	900	560	109	94	35	29	22	35	358	217	184	72	60
Royal Mail	562 62%	400 71%	66 61%	41 43%	10 29%	9 29%	7 32%	20 58%	260 73%	137 63%	96 52%	43 60%	21 35%
Parcelforce	84 9%	62 11%	6 6%	5 6%	* *	5 15%	5 24%	* 1%	35 10%	14 7%	24 13%	1 1%	9 15%
DPD/DPD Local	50 6%	27 5%	8 7%	12 13%	* *	- -	1 5%	2 6%	18 5%	12 5%	11 6%	6 8%	3 5%
Evri	48 5%	19 3%	12 11%	8 9%	1 4%	4 15%	* 1%	* *	7 2%	13 6%	20 11%	1 2%	5 8%
DHL	43 5%	14 3%	6 5%	6 6%	5 14%	7 23%	* 1%	5 13%	16 5%	8 4%	12 6%	7 9%	* *
UK Mail	27 3%	6 1%	1 1%	8 9%	6 17%	2 6%	4 17%	1 2%	5 1%	9 4%	6 3%	2 2%	6 9%
UPS	22 2%	10 2%	3 3%	2 2%	3 8%	1 3%	* *	3 8%	5 1%	6 3%	8 4%	1 1%	3 5%
Yodel	21 2%	13 2%	2 2%	* *	1 2%	* *	4 20%	* *	4 1%	6 3%	4 2%	1 1%	5 9%
Amazon logistics	13 1%	2 *	- -	6 6%	3 10%	1 5%	- -	- -	- -	5 2%	1 *	2 2%	6 10%
TNT Express	6 1%	1 *	- -	3 3%	2 4%	- -	- -	- -	- -	2 1%	1 *	3 4%	* *
Pitney Bowes	6 1%	* *	- -	- -	1 4%	* 1%	- -	4 11%	- -	* *	1 1%	4 5%	* 1%
FedEx	4 *	1 *	1 1%	2 2%	* *	* 1%	- -	* *	* *	1 *	1 1%	* *	2 3%

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	945	508	133	108	65	43	33	41	261	224	234	130	80
Effective base	359	222	44	36	19	15	8	13	132	93	79	30	22
Weighted Base	900	560	109	94	35	29	22	35	358	217	184	72	60
Secured Mail	4 *%	- -%	4 3% a	- -%	* *% a	* 1%	- -%	- -%	- -%	4 2%	- -%	* *%	* *%
DX	2 *%	2 *%	* *%	- -%	* *%	- -%	- -%	- -%	2 1%	* *%	- -%	* *%	* *%
Whistl/ TNT Post UK	2 *%	- -%	- -%	- -%	2 5% a	- -%	- -%	- -%	- -%	- -%	* *%	2 3%	- -%
Citipost	1 *%	1 *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	1 *%	* *%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
MHI (Mail Handling International)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	5 1%	2 *%	* *%	- -%	* *%	- -%	- -%	- -%	5 1%	- -%	* *%	* *%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	562 62%	400 71% cdef	66 61% de	41 43%	10 29%	9 29%	7 32%	20 58%	260 73% ce	137 63% e	96 52%	43 60%	21 35%
NET: Provider other than RM	338 38%	160 29%	43 39%	53 57% a	25 71% ab	21 71% ab	15 68% a	15 42%	98 27%	80 37%	89 48% a	29 40%	39 65% ab
NET: RM/Parcelforce	646 72%	462 83% bcdeg	72 66% d	46 49%	10 29%	13 45%	12 56%	20 58%	295 82% bcde	151 70%	120 65%	44 61%	30 50%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	945	352	198	202	104	56	363	206	187	97	57
Effective base	359	164	79	66	22	14	174	74	56	26	18
Weighted Base	900	432	183	155	57	37	461	178	120	64	48
Royal Mail	562 62%	297 69%	112 62%	86 55%	30 53%	17 46%	332 72%	108 61%	60 50%	34 52%	19 39%
Parcelforce	84 9%	40 9%	18 10%	19 12%	1 2%	5 12%	40 9%	19 11%	16 13%	* *%	5 11%
DPD/DPD Local	50 6%	19 4%	12 6%	14 9%	6 10%	* *%	32 7%	2 1%	8 7%	5 8%	3 6%
Evri	48 5%	22 5%	8 4%	12 8%	3 6%	1 2%	9 2%	11 6%	14 11%	2 3%	4 8%
DHL	43 5%	18 4%	7 4%	8 5%	7 12%	* *%	23 5%	9 5%	4 3%	6 10%	* *%
UK Mail	27 3%	13 3%	6 3%	1 1%	2 3%	5 14% ac	7 1%	9 5%	6 5%	1 1%	5 11% a
UPS	22 2%	6 1%	7 4%	8 5%	* 1%	* 1%	5 1%	3 2%	6 5%	1 2%	3 6%
Yodel	21 2%	7 2%	5 3%	1 1%	1 1%	5 14% ac	6 1%	5 3%	4 3%	4 7%	1 3%
Amazon logistics	13 1%	4 1%	5 2%	2 1%	- -%	2 5%	2 *%	3 2%	1 *%	2 2%	6 12% ac
TNT Express	6 1%	1 *%	1 *%	1 1%	3 6% a	- -%	1 *%	1 1%	1 *%	3 5% a	* *%
Pitney Bowes	6 1%	1 *%	- -%	1 1%	4 7% a	- -%	- -%	* *%	1 1%	4 6% a	* 1%
FedEx	4 *%	1 *%	* *%	1 1%	* *%	2 4%	* *%	2 1%	* *%	* *%	2 3%
Secured Mail	4 *%	- -%	- -%	* *%	- -%	* 1%	- -%	4 2%	- -%	* *%	* *%

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	945	352	198	202	104	56	363	206	187	97	57
Effective base	359	164	79	66	22	14	174	74	56	26	18
Weighted Base	900	432	183	155	57	37	461	178	120	64	48
DX	2 *%	2 *%	* *%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	* *%
Whistl/ TNT Post UK	2 *%	- -%	2 1%	* *%	- -%	- -%	- -%	- -%	* *%	2 3%	- -%
Citipost	1 *%	- -%	* *%	1 *%	- -%	* *%	- -%	* *%	1 1%	* *%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
MHI (Mail Handling International)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	5 1%	2 *%	* *%	* *%	* *%	- -%	5 1%	* *%	* *%	* *%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	562 62%	297 69%	112 62%	86 55%	30 53%	17 46%	332 72% cde	108 61%	60 50%	34 52%	19 39%
NET: Provider other than RM	338 38%	135 31%	70 38%	70 45%	26 47%	20 54%	129 28%	70 39%	61 50% a	31 48% a	29 61% a
NET: RM/Parcelforce	646 72%	337 78% d	130 71%	105 67%	31 55%	22 58%	372 81% cde	127 71%	76 63%	34 53%	24 50%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	945	354	175	200	112	76	535	125	260	732	213	782	135
Effective base	359	163	58	71	36	20	207	40	103	287	73	301	44
Weighted Base	900	421	143	175	87	45	496	99	280	732	167	760	106
Pitney Bowes	6 1%	- -%	- -%	2 1%	4 4%	- -%	5 1%	* *%	- -%	* *%	5 3%	4 1%	2 2%
FedEx	4 *%	1 *%	1 *%	1 1%	- -%	2 4%	3 1%	* *%	1 *%	1 *%	3 2%	4 *%	1 1%
Secured Mail	4 *%	- -%	4 3%	* *%	- -%	* *%	* *%	4 4%	- -%	* *%	4 2%	* *%	* *%
DX	2 *%	* *%	* *%	* *%	2 2%	- -%	2 *%	* *%	* *%	* *%	2 1%	2 *%	* *%
Whistl/ TNT Post UK	2 *%	- -%	- -%	* *%	- -%	2 4%	2 *%	- -%	- -%	- -%	2 1%	2 *%	* *%
Citipost	1 *%	1 *%	* *%	- -%	* *%	- -%	* *%	1 1%	- -%	1 *%	* *%	1 *%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
MHI (Mail Handling International)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	5 1%	2 *%	* *%	- -%	* *%	* *%	* *%	2 2%	* *%	* *%	5 3%	2 *%	* *%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	945	354	175	200	112	76	535	125	260	732	213	782	135
Effective base	359	163	58	71	36	20	207	40	103	287	73	301	44
Weighted Base	900	421	143	175	87	45	496	99	280	732	167	760	106
NET: RM Only	562 62%	340 81%	77 54%	66 37%	45 52%	12 28%	272 55%	58 58%	215 77%	546 74%	17 10%	532 70%	11 11%
		bcde	e						ab	b		b	
NET: Provider other than RM	338 38%	81 19%	66 46%	110 63%	42 48%	32 72%	224 45%	42 42%	65 23%	187 26%	151 90%	229 30%	94 89%
			a	a	a	ab	c	c			a		a
NET: RM/Parcelforce	646 72%	372 88%	91 64%	93 53%	45 52%	22 50%	325 66%	62 62%	241 86%	609 83%	37 22%	609 80%	17 16%
		bcde							ab	b		b	

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	945	708	213	538	393	787	130	698	223	546	385
Effective base	359	289	61	223	131	302	43	281	70	225	129
Weighted Base	900	728	149	542	341	766	100	718	159	553	330
Royal Mail	562	529	28	481	72	539	3	534	23	488	65
	62%	73%	19%	89%	21%	70%	3%	74%	14%	88%	20%
Parcelforce	84	65	15	20	63	77	6	65	16	21	62
	9%	9%	10%	4%	19%	10%	6%	9%	10%	4%	19%
		b	a	b	a	b	a	b	a	b	a
DPD/DPD Local	50	38	11	1	49	39	11	35	15	5	45
	6%	5%	8%	*	14%	5%	11%	5%	9%	1%	14%
					a						a
Evri	48	28	12	10	36	30	15	28	12	11	34
	5%	4%	8%	2%	10%	4%	15%	4%	7%	2%	10%
					a		a				a
DHL	43	14	29	11	31	19	21	14	29	8	35
	5%	2%	19%	2%	9%	2%	21%	2%	18%	1%	11%
			a		a		a		a		a
UK Mail	27	9	18	4	23	12	15	5	22	4	23
	3%	1%	12%	1%	7%	2%	15%	1%	14%	1%	7%
			a		a		a		a		a
UPS	22	9	10	8	14	12	10	9	10	8	14
	2%	1%	6%	1%	4%	2%	10%	1%	6%	2%	4%
			a		a		a		a		a
Yodel	21	12	9	3	17	15	6	9	12	3	18
	2%	2%	6%	1%	5%	2%	6%	1%	8%	1%	5%
					a		a		a		a
Amazon logistics	13	7	6	2	11	7	6	7	6	2	11
	1%	1%	4%	*	3%	1%	6%	1%	4%	*	3%
					a		a		a		a
TNT Express	6	3	3	2	4	5	*	3	3	-	6
	1%	*	2%	*	1%	1%	*	*	2%	-%	2%
Pitney Bowes	6	4	2	*	5	4	1	4	2	-	6
	1%	1%	1%	*	2%	1%	1%	1%	1%	-%	2%

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	945	708	213	538	393	787	130	698	223	546	385
Effective base	359	289	61	223	131	302	43	281	70	225	129
Weighted Base	900	728	149	542	341	766	100	718	159	553	330
FedEx	4 *%	3 *%	2 1%	- -%	4 1%	4 *%	1 1%	3 *%	2 1%	- -%	4 1%
Secured Mail	4 *%	- -%	4 3%	- -%	4 1%	* *%	* *%	- -%	4 3%	- -%	4 1%
DX	2 *%	* *%	* *%	* *%	2 1%	2 *%	* *%	* *%	* *%	* *%	2 1%
Whistl/ TNT Post UK	2 *%	2 *%	* *%	- -%	2 1%	- -%	2 2%	- -%	2 1%	2 *%	* *%
Citipost	1 *%	- -%	1 1%	* *%	1 *%	- -%	1 1%	- -%	1 1%	1 *%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
MHI (Mail Handling International)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	5 1%	5 1%	* *%	- -%	2 1%	* *%	2 2%	3 *%	2 1%	- -%	2 1%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	562 62%	529 73%	28 19%	481 89%	72 21%	539 70%	3 3%	534 74%	23 14%	488 88%	65 20%
		b		b		b		b		b	

Columns Tested.: a,b - a,b - a,b - a,b - a,b

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	945	708	213	538	393	787	130	698	223	546	385
Effective base	359	289	61	223	131	302	43	281	70	225	129
Weighted Base	900	728	149	542	341	766	100	718	159	553	330
NET: Provider other than RM	338	199	121	61	269	227	96	184	136	66	265
	38%	27%	81%	11%	79%	30%	97%	26%	86%	12%	80%
			a		a		a		a		a
NET: RM/Parcelforce	646	594	44	501	135	617	9	599	39	509	127
	72%	82%	29%	92%	40%	80%	9%	83%	24%	92%	39%
		b		b		b		b		b	

Columns Tested.: a,b - a,b - a,b - a,b - a,b

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	945	638	612	201	1	618	557	162	3	717	472	194	1
Effective base	359	225	247	72	1	222	214	61	3	264	183	68	1
Weighted Base	900	569	605	171	4	561	518	146	4	646	441	147	2
Royal Mail	562 62%	312 55%	383 63%	74 43%	- -%	321 57%	318 61%	63 43%	2 55%	356 55%	289 66%	65 44%	- -%
Parcelforce	84 9%	59 10%	62 10%	27 16%	4 100%	57 10%	55 11%	27 18%	- -%	72 11%	47 11%	20 14%	- -%
DPD/DPD Local	50 6%	38 7%	33 5%	16 10%	- -%	35 6%	31 6%	15 10%	- -%	45 7%	19 4%	15 10%	- -%
Evri	48 5%	39 7%	39 6%	10 6%	- -%	26 5%	27 5%	5 4%	2 45%	37 6%	24 6%	7 5%	- -%
DHL	43 5%	36 6%	21 3%	21 12%	- -%	37 7%	20 4%	16 11%	- -%	36 6%	15 3%	16 11%	- -%
UK Mail	27 3%	27 5%	13 2%	3 1%	- -%	23 4%	9 2%	5 4%	- -%	27 4%	8 2%	3 2%	- -%
UPS	22 2%	17 3%	14 2%	7 4%	- -%	17 3%	12 2%	5 3%	- -%	22 3%	5 1%	5 4%	- -%
Yodel	21 2%	13 2%	17 3%	4 3%	- -%	13 2%	15 3%	3 2%	- -%	16 2%	11 3%	4 3%	- -%
Amazon logistics	13 1%	11 2%	12 2%	1 *%	- -%	11 2%	12 2%	* *%	- -%	13 2%	8 2%	5 3%	- -%
TNT Express	6 1%	5 1%	6 1%	2 1%	- -%	5 1%	5 1%	1 1%	- -%	5 1%	5 1%	2 1%	- -%
Pitney Bowes	6 1%	4 1%	2 *%	5 3%	- -%	4 1%	2 *%	2 1%	- -%	4 1%	2 *%	2 1%	- -%
FedEx	4 *%	4 1%	3 1%	1 1%	- -%	4 1%	3 1%	3 2%	- -%	4 1%	1 *%	1 1%	- -%
Secured Mail	4 *%	* *%	* *%	* *%	- -%	4 1%	4 1%	* *%	- -%	4 1%	4 1%	* *%	- -%
DX	2 *%	2 *%	* *%	* *%	- -%	* *%	* *%	- -%	- -%	2 *%	2 *%	* *%	- -%

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	945	638	612	201	1	618	557	162	3	717	472	194	1
Effective base	359	225	247	72	1	222	214	61	3	264	183	68	1
Weighted Base	900	569	605	171	4	561	518	146	4	646	441	147	2
Whistl/ TNT Post UK	2	2	*	*	-	2	*	*	-	2	*	-	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	-%	-%
Citipost	1	1	*	-	-	1	*	*	-	1	-	1	-
	*%	*%	*%	-%	-%	*%	*%	*%	-%	*%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	*	2	-	-	*	5	-	-	*	*	-	2
	1%	*%	*%	-%	-%	*%	1%	-%	-%	*%	*%	-%	100%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	562	312	383	74	-	321	318	63	2	356	289	65	-
	62%	55%	63%	43%	-%	57%	61%	43%	55%	55%	66%	44%	-%
			c				c				ac		
NET: Provider other than RM	338	257	223	97	4	240	200	83	2	291	152	82	2
	38%	45%	37%	57%	100%	43%	39%	57%	45%	45%	34%	56%	100%
				b				b		b		b	
NET: RM/Parcelforce	646	371	444	101	4	378	373	90	2	428	336	86	-
	72%	65%	73%	59%	100%	67%	72%	61%	55%	66%	76%	58%	-%
			c							ac			

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	945	729	688	534	639	457	47	379	332	318	91	51
Effective base	359	281	266	212	235	178	13	158	123	122	40	23
Weighted Base	900	727	677	524	624	447	33	379	318	309	84	47
Royal Mail	562 62%	494 68%	459 68%	377 72%	418 67%	279 62%	11 33%	276 73%	206 65%	188 61%	47 56%	33 70%
Parcelforce	84 9%	78 11%	67 10%	56 11%	66 11%	49 11%	4 12%	46 12%	49 15%	49 16%	15 18%	5 11%
DPD/DPD Local	50 6%	39 5%	39 6%	22 4%	37 6%	29 7%	2 5%	12 3%	15 5%	15 5%	2 3%	- -%
Evri	48 5%	30 4%	25 4%	26 5%	24 4%	24 5%	1 2%	12 3%	17 5%	26 8%	4 4%	2 4%
DHL	43 5%	21 3%	27 4%	5 1%	21 3%	17 4%	9 27%	* *%	5 2%	5 2%	4 5%	- -%
UK Mail	27 3%	16 2%	11 2%	9 2%	15 2%	10 2%	1 3%	9 2%	5 2%	6 2%	* *%	* *%
UPS	22 2%	13 2%	11 2%	9 2%	10 2%	6 1%	1 3%	8 2%	6 2%	3 1%	5 6%	5 10%
Yodel	21 2%	12 2%	15 2%	8 2%	10 2%	16 4%	- -%	8 2%	5 2%	8 3%	3 4%	2 4%
Amazon logistics	13 1%	7 1%	5 1%	2 *%	5 1%	2 *%	* *%	2 *%	* *%	2 1%	- -%	* *%
TNT Express	6 1%	5 1%	5 1%	3 1%	4 1%	4 1%	* 1%	1 *%	3 1%	3 1%	2 2%	* 1%
Pitney Bowes	6 1%	4 1%	4 1%	4 1%	4 1%	4 1%	4 12%	4 1%	4 1%	4 1%	* *%	- -%
FedEx	4 *%	4 *%	3 *%	2 *%	2 *%	3 1%	1 2%	2 *%	2 1%	* *%	* *%	- -%
Secured Mail	4 *%	* *%	* *%	* *%	* *%	* *%	- -%	* *%	* *%	* *%	* *%	* *%

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	945	729	688	534	639	457	47	379	332	318	91	51
Effective base	359	281	266	212	235	178	13	158	123	122	40	23
Weighted Base	900	727	677	524	624	447	33	379	318	309	84	47
DX	2	2	*	-	*	2	-	-	-	-	-	-
	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%
Whistl/ TNT Post UK	2	-	2	-	2	2	-	-	-	-	-	-
	*%	-%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%
Citipost	1	1	-	*	1	-	-	*	-	-	-	-
	*%	*%	-%	*%	*%	-%	-%	*%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	2	3	*	3	*	-	-	-	*	-	-
	1%	*%	1%	*%	1%	*%	-%	-%	-%	*%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	562	494	459	377	418	279	11	276	206	188	47	33
	62%	68%	68%	72%	67%	62%	33%	73%	65%	61%	56%	70%
					c	c		cd				
NET: Provider other than RM	338	233	218	147	206	168	22	104	112	121	37	14
	38%	32%	32%	28%	33%	38%	67%	27%	35%	39%	44%	30%
					ab			a		a		
NET: RM/Parcelforce	646	571	526	433	485	327	15	322	255	237	62	38
	72%	79%	78%	83%	78%	73%	45%	85%	80%	77%	74%	81%
					c	c						

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	945	116	102	66	42	765	551	847	592	502	598	694	155	-	678	59
Effective base	359	49	36	25	16	295	202	325	219	178	210	272	52	-	254	31
Weighted Base	900	112	82	64	40	731	506	812	556	434	518	687	125	-	613	92
Royal Mail	562	69	49	29	17	466	289	502	334	216	270	429	53	-	425	51
	62%	61%	60%	46%	44%	64%	57%	62%	60%	50%	52%	62%	43%	-%	69%	55%
Parcelforce	84	8	*	9	6	76	54	80	65	47	55	81	16	-	48	15
	9%	7%	1%	14%	16%	10%	11%	10%	12%	11%	11%	12%	13%	-%	8%	16%
DPD/DPD Local	50	7	1	4	-	46	35	49	36	28	36	37	6	-	38	4
	6%	6%	2%	7%	-%	6%	7%	6%	6%	7%	7%	5%	5%	-%	6%	4%
Evri	48	5	4	11	5	35	28	44	39	31	38	40	5	-	20	9
	5%	5%	5%	17%	12%	5%	6%	5%	7%	7%	7%	6%	4%	-%	3%	9%
DHL	43	3	13	5	*	28	37	40	22	31	36	30	25	-	28	3
	5%	2%	16%	7%	1%	4%	7%	5%	4%	7%	7%	4%	20%	-%	5%	3%
			a										ab			
UK Mail	27	6	6	-	*	17	14	18	14	16	19	10	2	-	8	5
	3%	5%	7%	-%	1%	2%	3%	2%	2%	4%	4%	1%	1%	-%	1%	5%
UPS	22	4	2	1	1	16	12	20	13	13	19	14	8	-	9	1
	2%	4%	2%	1%	2%	2%	2%	3%	2%	3%	4%	2%	7%	-%	1%	1%
Yodel	21	8	4	*	1	14	14	19	11	19	14	15	1	-	12	4
	2%	7%	5%	*%	4%	2%	3%	2%	2%	4%	3%	2%	1%	-%	2%	4%
Amazon logistics	13	-	*	2	3	13	7	13	5	11	10	7	*	-	3	*
	1%	-%	*%	3%	7%	2%	1%	2%	1%	3%	2%	1%	*%	-%	1%	*%
TNT Express	6	3	-	2	-	3	4	5	5	3	5	5	3	-	4	1
	1%	3%	-%	2%	-%	*%	1%	1%	1%	1%	1%	1%	2%	-%	1%	1%
Pitney Bowes	6	-	*	-	4	5	5	6	1	4	6	5	1	-	4	*
	1%	-%	*%	-%	10%	1%	1%	1%	*%	1%	1%	1%	1%	-%	1%	*%
			a													
FedEx	4	*	*	2	1	3	3	4	4	2	4	3	3	-	4	-
	*%	*%	*%	3%	1%	*%	1%	*%	1%	*%	1%	*%	3%	-%	1%	-%
Secured Mail	4	-	*	-	-	*	4	4	4	4	4	4	*	-	*	-
	*%	-%	*%	-%	-%	*%	1%	1%	1%	1%	1%	1%	*%	-%	*%	-%

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	945	116	102	66	42	765	551	847	592	502	598	694	155	-	678	59
Effective base	359	49	36	25	16	295	202	325	219	178	210	272	52	-	254	31
Weighted Base	900	112	82	64	40	731	506	812	556	434	518	687	125	-	613	92
DX	2	*	-	-	-	2	*	2	2	2	2	2	-	-	2	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Whistl/ TNT Post UK	2	-	2	-	-	*	*	*	*	2	*	*	*	-	2	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Citipost	1	-	-	-	1	1	*	1	1	1	1	*	1	-	1	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Other	5	-	-	*	-	5	*	5	*	4	*	5	-	-	5	*
	1%	%	%	%	%	1%	%	1%	%	1%	%	1%	%	%	1%	%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
NET: RM Only	562	69	49	29	17	466	289	502	334	216	270	429	53	-	425	51
	62%	61%	60%	46%	44%	64%	57%	62%	60%	50%	52%	62%	43%	-	69%	55%
						e		e	e		e	ac				
NET: Provider other than RM	338	43	33	35	22	265	218	310	222	218	248	258	72	-	189	41
	38%	39%	40%	54%	56%	36%	43%	38%	40%	50%	48%	38%	57%	-	31%	45%
										acd	b		b			
NET: RM/Parcelforce	646	77	49	38	24	542	343	582	399	263	325	510	69	-	473	66
	72%	68%	60%	60%	60%	74%	68%	72%	72%	61%	63%	74%	55%	-	77%	72%
						e		e	e		ac					

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	945	434	409	445	18	260	264	201	566	163	182	258	473
Effective base	359	172	154	156	10	90	99	74	217	64	64	94	192
Weighted Base	900	432	396	388	32	222	257	176	558	152	152	222	497
Royal Mail	562 62%	267 62%	295 75%	117 30%	5 17%	50 22%	92 36%	78 44%	395 71%	80 53%	64 42%	111 50%	369 74%
Parcelforce	84 9%	38 9%	40 10%	63 16%	8 25%	34 15%	50 19%	19 11%	46 8%	19 12%	17 11%	38 17%	29 6%
DPD/DPD Local	50 6%	22 5%	21 5%	45 12%	4 12%	13 6%	37 14%	15 8%	28 5%	7 5%	13 9%	11 5%	21 4%
Evri	48 5%	23 5%	14 3%	36 9%	10 31%	24 11%	24 9%	14 8%	23 4%	11 8%	16 10%	12 5%	20 4%
DHL	43 5%	21 5%	10 3%	36 9%	1 3%	24 11%	20 8%	11 6%	24 4%	4 3%	5 4%	16 7%	18 4%
UK Mail	27 3%	16 4%	1 *% b	23 6%	* *% b	24 11%	3 1%	13 7%	4 1%	11 7%	13 9%	8 4%	6 1%
UPS	22 2%	8 2%	5 1%	17 4%	1 3%	13 6%	9 3%	6 3%	12 2%	4 3%	4 2%	11 5%	7 1%
Yodel	21 2%	16 4%	* *% b	13 3%	* *% b	17 8%	4 1%	7 4%	7 1%	7 5%	8 5%	9 4%	4 1%
Amazon logistics	13 1%	7 2%	* *% c	13 3%	- -% c	7 3%	5 2%	6 3%	5 1%	2 1%	7 5%	2 1%	3 1%
TNT Express	6 1%	4 1%	1 *% c	5 1%	1 4%	3 1%	3 1%	3 2%	2 *% c	* *% c	1 1%	1 *% c	4 1%
Pitney Bowes	6 1%	4 1%	- -% c	4 1%	- -% c	2 1%	4 1%	1 *% c	5 1%	- -% c	1 *% c	- -% c	5 1%
FedEx	4 *% c	3 1%	1 *% c	4 1%	- -% c	2 1%	2 1%	3 1%	2 *% c	* *% c	* *% c	1 *% c	3 1%
Secured Mail	4 *% c	- -% c	* *% c	4 1%	- -% c	4 2%	* *% c	* *% c	4 1%	- -% c	- -% c	- -% c	4 1%

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	945	434	409	445	18	260	264	201	566	163	182	258	473
Effective base	359	172	154	156	10	90	99	74	217	64	64	94	192
Weighted Base	900	432	396	388	32	222	257	176	558	152	152	222	497
DX	2 *%	* *%	2 *%	* *%	2 6%	2 1%	* *%	- -%	* *%	2 1%	* *%	2 1%	* *%
Whistl/ TNT Post UK	2 *%	2 *%	- -%	2 *%	- -%	2 1%	- -%	2 1%	- -%	- -%	2 1%	* *%	- -%
Citipost	1 *%	1 *%	* *%	1 *%	- -%	1 *%	* *%	* *%	* *%	1 1%	* *%	1 *%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
MHI (Mail Handling International)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	5 1%	* *%	5 1%	5 1%	- -%	* *%	5 2%	* *%	2 *%	4 2%	* *%	* *%	5 1%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	562 62%	267 62%	295 75%	117 30%	5 17%	50 22%	92 36%	78 44%	395 71%	80 53%	64 42%	111 50%	369 74%
			a				a		ac				ab
NET: Provider other than RM	338 38%	165 38%	101 25%	271 70%	26 83%	173 78%	165 64%	98 56%	163 29%	72 47%	88 58%	111 50%	128 26%
		b				b		b		b	c	c	
NET: RM/Parcelforce	646 72%	306 71%	335 85%	180 46%	13 42%	83 37%	142 55%	97 55%	441 79%	99 65%	81 53%	149 67%	398 80%
			a				a		ac				ab

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	945	463	482
Effective base	359	160	199
Weighted Base	900	415	485
Royal Mail	562	254	308
	62%	61%	63%
Parcelforce	84	29	54
	9%	7%	11%
DPD/DPD Local	50	16	34
	6%	4%	7%
Evri	48	25	23
	5%	6%	5%
DHL	43	23	21
	5%	5%	4%
UK Mail	27	23	4
	3%	6%	1%
		b	
UPS	22	13	9
	2%	3%	2%
Yodel	21	8	13
	2%	2%	3%
Amazon logistics	13	8	5
	1%	2%	1%
TNT Express	6	1	4
	1%	*%	1%
Pitney Bowes	6	4	1
	1%	1%	*%
FedEx	4	2	3
	*%	*%	1%
Secured Mail	4	-	4
	*%	-%	1%
DX	2	2	-
	*%	*%	-%
Whistl/ TNT Post UK	2	2	-
	*%	*%	-%

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	945	463	482
Effective base	359	160	199
Weighted Base	900	415	485
Citipost	1 *%	1 *%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%
MHI (Mail Handling International)	- -%	- -%	- -%
Other	5 1%	4 1%	2 *%
Do not send this type of post	- -%	- -%	- -%
NET: RM Only	562 62%	254 61%	308 63%
NET: Provider other than RM	338 38%	161 39%	177 37%
NET: RM/Parcelforce	646 72%	284 68%	362 75%

Columns Tested: a,b

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	945	59	108	81	73	97	48	45	91	64	81	50	148
Effective base	359	18	46	50	22	71	26	6	40	23	14	24	54
Weighted Base	900	27	77	101	19	159	46	9	141	59	27	68	168
Citipost	1	-	1	-	*	-	-	-	-	-	-	-	*
	-%	-%	1%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	-	*	-	-	2	-	*	3	-	*	-	*
	1%	-%	*%	-%	-%	1%	-%	*%	2%	-%	1%	-%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	562	16	56	62	15	107	28	6	84	37	18	35	98
	62%	61%	73%	62%	75%	67%	61%	64%	59%	62%	68%	52%	58%
NET: Provider other than RM	338	10	21	38	5	52	18	3	57	22	9	32	70
	38%	39%	27%	38%	25%	33%	39%	36%	41%	38%	32%	48%	42%
NET: RM/Parcelforce	646	19	62	66	15	125	33	6	102	42	19	47	110
	72%	71%	80%	66%	78%	78%	71%	65%	73%	71%	69%	70%	66%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	945	248	218	200	279	466	479
Effective base	359	111	111	66	90	222	156
Weighted Base	900	204	224	209	262	429	471
Royal Mail	562	135	150	126	152	284	278
	62%	66%	67%	60%	58%	66%	59%
Parcelforce	84	12	23	24	24	35	48
	9%	6%	10%	12%	9%	8%	10%
DPD/DPD Local	50	8	4	15	23	13	38
	6%	4%	2%	7%	9%	3%	8%
				b			a
Evri	48	11	16	7	15	26	22
	5%	5%	7%	4%	6%	6%	5%
DHL	43	5	15	11	13	20	24
	5%	2%	7%	5%	5%	5%	5%
UK Mail	27	15	1	10	2	16	12
	3%	7%	*%	5%	1%	4%	2%
		bd					
UPS	22	8	7	1	6	15	7
	2%	4%	3%	1%	2%	3%	2%
Yodel	21	4	2	*	15	6	15
	2%	2%	1%	*%	6%	1%	3%
Amazon logistics	13	2	-	9	2	2	11
	1%	1%	-%	4%	1%	*%	2%
TNT Express	6	1	2	1	1	3	3
	1%	*%	1%	1%	1%	1%	1%
Pitney Bowes	6	1	-	1	4	1	5
	1%	*%	-%	1%	1%	*%	1%
FedEx	4	2	1	*	1	3	1
	*%	1%	1%	*%	*%	1%	*%
Secured Mail	4	*	-	-	4	*	4
	*%	*%	-%	-%	2%	*%	1%
DX	2	-	2	*	-	2	*
	*%	-%	1%	*%	-%	*%	*%
Whistl/ TNT Post UK	2	-	-	-	2	-	2
	*%	-%	-%	-%	1%	-%	*%

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	945	248	218	200	279	466	479
Effective base	359	111	111	66	90	222	156
Weighted Base	900	204	224	209	262	429	471
Citipost	1	1	*	-	*	1	*
	%	%	%	%	%	%	%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-
	%	%	%	%	%	%	%
MHI (Mail Handling International)	-	-	-	-	-	-	-
	%	%	%	%	%	%	%
Other	5	*	2	3	*	2	4
	1%	%	1%	2%	%	%	1%
Do not send this type of post	-	-	-	-	-	-	-
	%	%	%	%	%	%	%
NET: RM Only	562	135	150	126	152	284	278
	62%	66%	67%	60%	58%	66%	59%
NET: Provider other than RM	338	70	75	83	111	144	193
	38%	34%	33%	40%	42%	34%	41%
NET: RM/Parcelforce	646	147	173	150	176	320	326
	72%	72%	77%	72%	67%	75%	69%

Columns Tested: a,b,c,d - a,b

Table 96

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1921	364	1557	1279	341	92	209	642
Effective base	703	80	636	641	143	41	99	189
Weighted Base	1722	120	1602	1636	73	9	5	86
Royal Mail	1597	114	1483	1522	64	7	4	75
	93%	95%	93%	93%	88%	78%	87%	87%
				bcde				
UK Mail	32	-	32	30	2	*	*	2
	2%	-%	2%	2%	2%	1%	5%	2%
DHL	31	2	29	29	1	*	*	2
	2%	2%	2%	2%	2%	5%	3%	2%
UPS	12	1	10	10	1	*	*	2
	1%	1%	1%	1%	2%	2%	1%	2%
Evri	11	*	11	10	1	-	*	1
	1%	*%	1%	1%	2%	-%	1%	1%
Parcelforce	10	*	10	10	-	1	*	1
	1%	*%	1%	1%	-%	6%	1%	1%
						abe		
DPD/DPD Local	9	1	9	8	1	*	*	1
	1%	1%	1%	1%	1%	1%	*%	1%
Yodel	6	-	6	6	*	*	*	*
	*%	-%	*%	*%	*%	3%	*%	*%
						a		
Secured Mail	4	-	4	3	*	-	-	*
	*%	-%	*%	*%	*%	-%	-%	*%
Amazon logistics	2	*	2	2	-	-	*	*
	*%	*%	*%	*%	-%	-%	*%	*%
Pitney Bowes	2	-	2	*	1	-	-	1
	*%	-%	*%	*%	2%	-%	-%	1%
					a			a
FedEx	1	*	1	*	*	*	*	1
	*%	*%	*%	*%	1%	2%	1%	1%
						a	a	
Whistl/ TNT Post UK	*	-	*	-	*	*	-	*
	*%	-%	*%	-%	*%	1%	-%	*%
						a		
DX	*	-	*	*	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1921	364	1557	1279	341	92	209	642
Effective base	703	80	636	641	143	41	99	189
Weighted Base	1722	120	1602	1636	73	9	5	86
TNT Express	*	*	*	-	*	-	*	*
	%	%	%	%	%	%	%	%
Citipost	*	-	*	-	-	*	-	*
	%	%	%	%	%	1%	%	%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%
Other	4	1	4	4	*	*	-	1
	%	1%	%	%	1%	%	%	1%
Do not send this type of post	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%
NET: RM Only	1597	114	1483	1522	64	7	4	75
	93%	95%	93%	93%	88%	78%	87%	87%
				bcd				
NET: Provider other than RM	125	6	119	114	9	2	1	11
	7%	5%	7%	7%	12%	22%	13%	13%
					a	a	a	a
NET: RM/Parcelforce	1607	114	1493	1532	64	7	4	75
	93%	95%	93%	94%	88%	84%	89%	87%
				bce				

Columns Tested: a,b - a,b,c,d,e

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1921	502	570	207	209	224	209	1279	341	301
Effective base	703	303	276	83	95	86	99	641	143	85
Weighted Base	1722	867	645	123	53	29	5	1636	73	13
Royal Mail	1597	816	593	114	46	25	4	1522	64	11
	93%	94%	92%	92%	87%	86%	87%	93%	88%	81%
		defhi	i	i				defhi		
UK Mail	32	12	18	-	1	1	*	30	2	*
	2%	1%	3%	-%	2%	4%	5%	2%	2%	2%
							c			
DHL	31	15	14	*	1	1	*	29	1	1
	2%	2%	2%	*%	2%	2%	3%	2%	2%	4%
UPS	12	3	5	3	1	*	*	10	1	*
	1%	*%	1%	2%	3%	1%	1%	1%	2%	2%
Evri	11	7	2	1	1	*	*	10	1	*
	1%	1%	*%	1%	2%	*%	1%	1%	2%	*%
Parcelforce	10	5	4	1	-	1	*	10	-	1
	1%	1%	1%	1%	-%	2%	1%	1%	-%	4%
										abgh
DPD/DPD Local	9	3	5	*	1	*	*	8	1	*
	1%	*%	1%	*%	1%	1%	*%	1%	1%	1%
Yodel	6	3	-	3	*	*	*	6	*	*
	*%	*%	-%	2%	*%	1%	*%	*%	*%	2%
				b						
Secured Mail	4	-	3	*	*	-	-	3	*	-
	*%	-%	*%	*%	1%	-%	-%	*%	*%	-%
Amazon logistics	2	2	*	-	-	-	*	2	-	*
	*%	*%	*%	-%	-%	-%	*%	*%	-%	*%
Pitney Bowes	2	-	*	-	1	-	-	*	1	-
	*%	-%	*%	-%	2%	-%	-%	*%	2%	-%
					abg				abg	
FedEx	1	-	*	-	*	*	*	*	*	*
	*%	-%	*%	-%	*%	2%	1%	*%	1%	2%
						g	g			g
Whistl/ TNT Post UK	*	-	-	-	*	*	-	-	*	*
	*%	-%	-%	-%	*%	*%	-%	-%	*%	1%
DX	*	-	-	*	-	-	-	*	-	-
	*%	-%	-%	*%	-%	-%	-%	*%	-%	-%

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1921	502	570	207	209	224	209	1279	341	301
Effective base	703	303	276	83	95	86	99	641	143	85
Weighted Base	1722	867	645	123	53	29	5	1636	73	13
TNT Express	*	-	-	-	-	*	*	-	*	*
	*%	-%	-%	-%	-%	*%	*%	-%	*%	*%
Citipost	*	-	-	-	-	*	-	-	-	*
	*%	-%	-%	-%	-%	*%	-%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	2	*	2	*	*	-	4	*	*
	*%	*%	*%	1%	*%	2%	-%	*%	1%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1597	816	593	114	46	25	4	1522	64	11
	93%	94%	92%	92%	87%	86%	87%	93%	88%	81%
		defhi	i	i				defhi		
NET: Provider other than RM	125	52	52	10	7	4	1	114	9	2
	7%	6%	8%	8%	13%	14%	13%	7%	12%	19%
					ag	ag	ag		ag	abcg
NET: RM/Parcelforce	1607	820	597	115	46	25	4	1532	64	11
	93%	95%	93%	93%	87%	88%	89%	94%	88%	85%
		defhi						dhi		

Columns Tested: a,b,c,d,e,f,g,h,i

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1921	748	531	341	92	209	687	341	124	85	229
Effective base	703	460	244	143	41	99	385	144	41	29	36
Weighted Base	1722	1314	322	73	9	5	1083	269	71	33	53
Royal Mail	1597	1233	289	64	7	4	1030	224	58	30	50
	93%	94%	90%	88%	78%	87%	95%	84%	83%	91%	94%
		cde	d				bc				
UK Mail	32	24	6	2	*	*	9	17	3	2	1
	2%	2%	2%	2%	1%	5%	1%	6%	4%	5%	2%
							a				
DHL	31	24	5	1	*	*	12	11	4	*	*
	2%	2%	2%	2%	5%	3%	1%	4%	6%	%	1%
							a	a			
UPS	12	3	7	1	*	*	6	2	*	1	1
	1%	%	2%	2%	2%	1%	1%	1%	1%	3%	1%
		a	a								
Evri	11	8	2	1	-	*	5	3	2	*	*
	1%	1%	1%	2%	-%	1%	1%	1%	3%	1%	%
Parcelforce	10	7	2	-	1	*	3	6	*	-	*
	1%	1%	1%	-%	6%	1%	%	2%	1%	-%	%
					abc			a			
DPD/DPD Local	9	4	5	1	*	*	8	1	-	-	*
	1%	%	1%	1%	1%	%	1%	%	-%	-%	%
Yodel	6	3	3	*	*	*	3	3	-	-	*
	%	%	1%	%	3%	%	%	1%	-%	-%	%
					a						
Secured Mail	4	3	*	*	-	-	3	*	*	-	-
	%	%	%	%	-%	-%	%	%	%	-%	-%
Amazon logistics	2	2	*	-	-	*	-	2	*	-	-
	%	%	%	-%	-%	%	-%	1%	%	-%	-%
Pitney Bowes	2	-	*	1	-	-	1	-	-	-	-
	%	-%	%	2%	-%	-%	%	-%	-%	-%	-%
				a							
FedEx	1	-	*	*	*	*	*	*	-	*	*
	%	-%	%	1%	2%	1%	%	%	-%	%	%
					ab						
Whistl/ TNT Post UK	*	-	-	*	*	-	-	-	-	-	*
	%	-%	-%	%	1%	-%	-%	-%	-%	-%	%

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1921	748	531	341	92	209	687	341	124	85	229
Effective base	703	460	244	143	41	99	385	144	41	29	36
Weighted Base	1722	1314	322	73	9	5	1083	269	71	33	53
DX	*	-	*	-	-	-	*	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT Express	*	-	-	*	-	*	-	*	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	*	-	-	-	*	-	-	-	*	-	-
	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	2	2	*	*	-	2	-	2	-	*
	-%	-%	1%	1%	-%	-%	-%	-%	2%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1597	1233	289	64	7	4	1030	224	58	30	50
	93%	94%	90%	88%	78%	87%	95%	84%	83%	91%	94%
		cde	d				bc				
NET: Provider other than RM	125	81	33	9	2	1	53	44	12	3	3
	7%	6%	10%	12%	22%	13%	5%	16%	17%	9%	6%
				a	ab	a		a	a		
NET: RM/Parcelforce	1607	1240	292	64	7	4	1033	231	59	30	50
	93%	94%	91%	88%	84%	89%	95%	86%	83%	91%	94%
		cde					bc				

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1921	130	93	200	61	133	153	121	108	107
Effective base	703	71	49	110	26	68	94	69	54	52
Weighted Base	1722	167	110	301	59	170	275	202	139	123
Citipost	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	-	-	3	-	-	-	-	-	-
	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1597	150	99	260	55	154	264	199	138	115
	93%	90%	91%	86%	92%	91%	96%	98%	99%	94%
							c	ac	abce	
NET: Provider other than RM	125	17	10	42	4	15	11	4	1	7
	7%	10%	9%	14%	8%	9%	4%	2%	1%	6%
		gh	h	fgh		h				
NET: RM/Parcelforce	1607	150	99	264	56	156	265	200	138	116
	93%	90%	91%	88%	95%	92%	96%	99%	99%	94%
							c	abc	abc	

Columns Tested: a,b,c,d,e,f,g,h,i

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1921	301	331	474	1106	815	282	276	257
Effective base	703	146	174	272	587	213	87	67	97
Weighted Base	1722	352	416	779	1546	176	80	64	32
Royal Mail	1597 93%	324 92%	387 93%	723 93%	1434 93%	163 93%	72 90%	61 96%	29 93%
UK Mail	32 2%	5 1%	9 2%	17 2%	31 2%	1 1%	1 1%	- -%	* 1%
DHL	31 2%	9 3%	6 2%	9 1%	24 2%	7 4%	5 6%	1 2%	* 1%
UPS	12 1%	2 *%	3 1%	7 1%	11 1%	* *%	* *%	* *%	* *%
Evri	11 1%	5 1%	2 1%	3 *%	11 1%	1 *%	* *%	1 1%	- -%
Parcelforce	10 1%	4 1%	- -%	6 1%	10 1%	1 *%	* 1%	* *%	* *%
DPD/DPD Local	9 1%	- -%	4 1%	4 1%	8 1%	1 1%	1 1%	* *%	* *%
Yodel	6 *%	3 1%	- -%	3 *%	6 *%	* *%	* *%	* *%	- -%
Secured Mail	4 *%	- -%	3 1%	* *%	4 *%	* *%	- -%	* *%	- -%
Amazon logistics	2 *%	- -%	- -%	2 *%	2 *%	* *%	- -%	* *%	* *%
Pitney Bowes	2 *%	- -%	- -%	1 *%	1 *%	* *%	* *%	- -%	- -%
FedEx	1 *%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	* *%
Whistl/ TNT Post UK	* *%	- -%	- -%	- -%	- -%	* *%	- -%	* *%	* *%
DX	* *%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	- -%

Columns Tested:: a,b,c,d,e,f,g,h

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1921	301	331	474	1106	815	282	276	257
Effective base	703	146	174	272	587	213	87	67	97
Weighted Base	1722	352	416	779	1546	176	80	64	32
TNT Express	*	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	*%	-%	-%	*%
Citipost	*	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	*%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	-	-	3	3	1	-	*	1
	*%	-%	-%	*%	*%	1%	-%	*%	3%
									bd
Do not send this type of post	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1597	324	387	723	1434	163	72	61	29
	93%	92%	93%	93%	93%	93%	90%	96%	93%
NET: Provider other than RM	125	27	29	56	112	13	8	3	2
	7%	8%	7%	7%	7%	7%	10%	4%	7%
NET: RM/Parcelforce	1607	328	387	729	1444	163	72	61	30
	93%	93%	93%	94%	93%	93%	91%	96%	93%

Columns Tested:: a,b,c,d,e,f,g,h

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1921	87	158	16	174	205	429	72	98	853
Effective base	703	33	45	7	51	86	159	22	29	331
Weighted Base	1722	70	103	19	122	239	319	46	61	862
TNT Express	*	-	*	-	*	-	-	-	-	*
	*%	-%	*%	-%	*%	-%	-%	-%	-%	*%
Citipost	*	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	-	*	-	*	*	3	*	-	1
	*%	-%	*%	-%	*%	*%	1%	1%	-%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1597	63	92	16	108	210	294	42	55	822
	93%	90%	89%	87%	89%	88%	92%	91%	91%	95%
NET: Provider other than RM	125	7	11	2	14	29	25	4	5	40
	7%	10%	11%	13%	11%	12%	8%	9%	9%	5%
NET: RM/Parcelforce	1607	63	93	17	110	218	295	42	55	823
	93%	90%	90%	90%	90%	91%	92%	91%	91%	95%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	b
Significance Level: 95%											
Unweighted Base	1921	466	429	1026	1684	237	-	1580	341	1863	58
Effective base	703	169	159	382	602	106	-	625	86	680	24
Weighted Base	1722	431	319	971	1415	307	-	1572	150	1667	55
Royal Mail	1597	381	294	921	1308	289	-	1457	140	1542	55
	93%	88%	92%	95%	92%	94%	-%	93%	93%	93%	100%
UK Mail	32	18	7	7	30	2	-	32	1	32	-
	2%	4%	2%	1%	2%	1%	-%	2%	*%	2%	-%
DHL	31	13	4	13	31	-	-	28	2	31	-
	2%	3%	1%	1%	2%	-%	-%	2%	2%	2%	-%
UPS	12	5	2	5	9	2	-	9	3	12	-
	1%	1%	*%	*%	1%	1%	-%	1%	2%	1%	-%
Evri	11	2	4	6	6	5	-	11	*	11	*
	1%	*%	1%	1%	*%	2%	-%	1%	*%	1%	*%
Parcelforce	10	9	*	1	6	5	-	9	2	10	-
	1%	2%	*%	*%	*%	1%	-%	1%	1%	1%	-%
DPD/DPD Local	9	*	*	9	9	-	-	9	*	9	-
	1%	*%	*%	1%	1%	-%	-%	1%	*%	1%	-%
Yodel	6	*	1	5	6	-	-	5	1	6	-
	*%	*%	*%	*%	*%	-%	-%	*%	*%	*%	-%
Secured Mail	4	*	*	3	1	3	-	4	*	4	-
	*%	*%	*%	*%	*%	1%	-%	*%	*%	*%	-%
Amazon logistics	2	-	2	*	2	-	-	2	*	2	-
	*%	-%	1%	*%	*%	-%	-%	*%	*%	*%	-%
Pitney Bowes	2	1	-	*	2	-	-	2	-	2	-
	*%	*%	-%	*%	*%	-%	-%	*%	-%	*%	-%
FedEx	1	*	*	*	1	-	-	1	*	1	-
	*%	*%	*%	*%	*%	-%	-%	*%	*%	*%	-%
Whistl/ TNT Post UK	*	-	*	*	*	-	-	*	*	*	-
	*%	-%	*%	*%	*%	-%	-%	*%	*%	*%	-%

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	b
Significance Level: 95%											
Unweighted Base	1921	466	429	1026	1684	237	-	1580	341	1863	58
Effective base	703	169	159	382	602	106	-	625	86	680	24
Weighted Base	1722	431	319	971	1415	307	-	1572	150	1667	55
DX	*	-	-	*	*	-	-	*	-	*	-
	*%	-%	-%	*%	*%	-%	-%	*%	-%	*%	-%
TNT Express	*	*	-	*	*	*	-	*	*	*	-
	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
Citipost	*	-	-	*	*	-	-	*	-	*	-
	*%	-%	-%	*%	*%	-%	-%	*%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	*	3	1	4	1	-	4	*	4	-
	*%	*%	1%	*%	*%	*%	-%	*%	*%	*%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1597	381	294	921	1308	289	-	1457	140	1542	55
	93%	88%	92%	95%	92%	94%	-%	93%	93%	93%	100%
NET: Provider other than RM	125	50	25	50	107	18	-	115	10	125	*
	7%	12%	8%	5%	8%	6%	-%	7%	7%	7%	*%
		c									
NET: RM/Parcelforce	1607	390	295	922	1313	294	-	1466	141	1552	55
	93%	91%	92%	95%	93%	96%	-%	93%	94%	93%	100%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1921	1123	426	358
Effective base	703	441	131	128
Weighted Base	1722	1101	287	317
Royal Mail	1597 93%	1046 95%	247 86%	290 91%
UK Mail	32 2%	12 1%	14 5%	6 2%
DHL	31 2%	14 1%	10 3%	7 2%
UPS	12 1%	7 1%	3 1%	2 1%
Evri	11 1%	6 1%	1 *%	2 1%
Parcelforce	10 1%	3 *%	2 1%	6 2%
DPD/DPD Local	9 1%	1 *%	8 3%	* *%
Yodel	6 *%	4 *%	2 1%	* *%
Secured Mail	4 *%	4 *%	* *%	- -%
Amazon logistics	2 *%	* *%	* *%	2 1%
Pitney Bowes	2 *%	1 *%	* *%	- -%
FedEx	1 *%	* *%	* *%	* *%
Whistl/ TNT Post UK	* *%	* *%	* *%	* *%
DX	* *%	* *%	- -%	- -%

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1921	1123	426	358
Effective base	703	441	131	128
Weighted Base	1722	1101	287	317
TNT Express	*	*	-	-
	*%	*%	-%	-%
Citipost	*	-	*	-
	*%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-
	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-
	-%	-%	-%	-%
Other	4	4	*	1
	*%	*%	*%	*%
Do not send this type of post	-	-	-	-
	-%	-%	-%	-%
NET: RM Only	1597	1046	247	290
	93%	95%	86%	91%
NET: Provider other than RM	125	55	40	27
	7%	5%	14%	9%
NET: RM/Parcelforce	1607	1049	249	296
	93%	95%	87%	93%
		b	a	

Columns Tested: a,b,c

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1921	1432	293	86	34	37	20	10	9	1725	196	110
Effective base	703	579	83	22	9	9	4	2	1	660	43	21
Weighted Base	1722	1448	175	49	11	25	8	1	5	1623	99	50
Royal Mail	1597	1369	149	41	9	18	4	1	5	1519	78	37
	93%	95%	85%	84%	83%	72%	54%	80%	99%	94%	79%	74%
		bcej								bejk		
UK Mail	32	20	2	*	1	6	2	-	*	23	10	9
	2%	1%	1%	1%	7%	25%	26%	-%	*%	1%	10%	18%
						abci					abi	abi
DHL	31	17	8	6	-	*	-	-	*	25	6	*
	2%	1%	5%	12%	-%	*%	-%	-%	*%	2%	6%	*%
			ai	ai							ai	
UPS	12	8	*	1	1	-	1	*	-	8	3	2
	1%	1%	*%	3%	7%	-%	12%	16%	-%	1%	3%	4%
					abi						i	
Evri	11	11	1	*	*	*	-	-	-	11	*	*
	1%	1%	*%	*%	*%	*%	-%	-%	-%	1%	*%	*%
Parcelforce	10	4	6	-	-	-	*	-	-	10	*	*
	1%	*%	3%	-%	-%	-%	6%	-%	-%	1%	*%	1%
			ai									
DPD/DPD Local	9	2	8	-	-	-	*	-	-	9	*	*
	1%	*%	4%	-%	-%	-%	*%	-%	-%	1%	*%	*%
			ai									
Yodel	6	5	-	-	-	1	-	*	-	5	1	1
	*%	*%	-%	-%	-%	3%	-%	1%	-%	*%	1%	2%
Secured Mail	4	4	-	-	-	-	*	-	-	4	*	*
	*%	*%	-%	-%	-%	-%	3%	-%	-%	*%	*%	*%
Amazon logistics	2	2	-	-	-	-	-	*	-	2	*	*
	*%	*%	-%	-%	-%	-%	-%	2%	-%	*%	*%	*%
Pitney Bowes	2	2	-	-	-	-	-	-	-	2	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
FedEx	1	*	*	*	*	-	-	-	-	1	*	*
	*%	*%	*%	*%	2%	-%	-%	-%	-%	*%	*%	*%
					ai							
Whistl/ TNT Post UK	*	*	*	-	-	*	-	*	-	*	*	*
	*%	*%	*%	-%	-%	*%	-%	1%	-%	*%	*%	*%

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1921	1432	293	86	34	37	20	10	9	1725	196	110
Effective base	703	579	83	22	9	9	4	2	1	660	43	21
Weighted Base	1722	1448	175	49	11	25	8	1	5	1623	99	50
DX	*	*	-	-	-	-	-	-	-	*	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
TNT Express	*	-	*	-	-	-	-	-	-	*	-	-
	*%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Citipost	*	-	-	-	-	*	-	-	-	-	*	*
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	4	*	-	*	-	-	-	-	4	*	*
	*%	*%	*%	-%	*%	-%	-%	-%	-%	*%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1597	1369	149	41	9	18	4	1	5	1519	78	37
	93%	95%	85%	84%	83%	72%	54%	80%	99%	94%	79%	74%
		bcej								bejk		
NET: Provider other than RM	125	78	26	8	2	7	4	*	*	104	21	13
	7%	5%	15%	16%	17%	28%	46%	20%	1%	6%	21%	26%
			ai	a		ai					ai	ai
NET: RM/Parcelforce	1607	1374	155	41	9	18	5	1	5	1528	79	38
	93%	95%	89%	84%	83%	72%	60%	80%	99%	94%	79%	75%
		bcej								bcej		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	1921	731	701	489	1921	1537	1921	1381	917	758	329	1078	116	137	93	109	59
Effective base	703	344	237	127	703	552	703	510	345	241	140	440	30	37	21	23	14
Weighted Base	1722	901	547	274	1722	1335	1722	1244	866	580	358	1083	63	87	46	48	35
Royal Mail	1597	868	501	227	1597	1228	1597	1130	766	488	341	1023	50	75	40	40	27
	93%	96%	92%	83%	93%	92%	93%	91%	88%	84%	95%	95%	79%	86%	86%	83%	77%
		bc	c		ef	f	ef	f			cg	cdfg					
UK Mail	32	2	18	12	32	28	32	32	28	31	4	12	3	1	5	1	5
	2%	*%	3%	4%	2%	2%	2%	3%	3%	5%	1%	1%	4%	2%	11%	2%	15%
		a	a							abc					ab		ab
DHL	31	11	5	14	31	24	31	30	23	26	7	13	5	3	*	*	2
	2%	1%	1%	5%	2%	2%	2%	2%	3%	4%	2%	1%	8%	4%	*%	1%	7%
				ab						abc			b				
UPS	12	7	1	3	12	7	12	11	10	10	5	3	1	3	-	1	*
	1%	1%	*%	1%	1%	1%	1%	1%	1%	2%	1%	*%	1%	3%	-%	2%	*%
														b			
Evri	11	5	6	1	11	11	11	9	9	1	*	10	1	*	1	*	*
	1%	*%	1%	*%	1%	1%	1%	1%	1%	*%	*%	1%	1%	*%	1%	*%	*%
Parcelforce	10	*	4	6	10	10	10	9	9	8	*	4	1	*	*	5	-
	1%	*%	1%	2%	1%	1%	1%	1%	1%	1%	*%	*%	1%	*%	1%	9%	-%
				a												ab	
DPD/DPD Local	9	1	1	8	9	9	9	9	9	8	*	1	3	4	*	*	-
	1%	*%	*%	3%	1%	1%	1%	1%	1%	1%	*%	*%	5%	5%	1%	*%	-%
				ab									ab	ab			
Yodel	6	2	3	1	6	6	6	4	4	4	-	6	-	-	*	*	*
	*%	*%	1%	*%	*%	*%	*%	*%	*%	1%	-%	1%	-%	-%	*%	*%	*%
Secured Mail	4	3	*	*	4	4	4	4	4	*	-	4	-	-	-	*	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	-%	*%	-%
Amazon logistics	2	-	2	*	2	2	2	2	2	2	*	2	-	*	*	-	-
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%
Pitney Bowes	2	-	2	-	2	2	2	1	1	*	-	*	-	-	-	1	-
	*%	-%	*%	-%	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	-%	3%	-%
																b	
FedEx	1	*	-	1	1	1	1	1	1	1	*	*	-	*	-	*	-
	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	1%	-%	*%	-%
Whistl/ TNT Post UK	*	-	*	*	*	*	*	*	*	*	-	*	-	-	*	-	*
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	*%	-%	*%

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1921	731	701	489	1921	1537	1921	1381	917	758	329	1078	116	137	93	109	59
Effective base	703	344	237	127	703	552	703	510	345	241	140	440	30	37	21	23	14
Weighted Base	1722	901	547	274	1722	1335	1722	1244	866	580	358	1083	63	87	46	48	35
DX	* *%	* *%	- -%	- -%	* *%	* *%	* *%	* *%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%
TNT Express	* *%	- -%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	- -%	- -%	* *%	- -%	* *%	- -%
Citipost	* *%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	* *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
MHI (Mail Handling International)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	4 *%	2 *%	2 *%	* *%	4 *%	4 *%	4 *%	2 *%	2 *%	* *%	1 *%	4 *%	* *%	- -%	* *%	- -%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1597 93%	868 96%	501 92%	227 83%	1597 93%	1228 92%	1597 93%	1130 91%	766 88%	488 84%	341 95%	1023 95%	50 79%	75 86%	40 86%	40 83%	27 77%
		bc	c		ef	f	ef	f			cg	cdfg					
NET: Provider other than RM	125 7%	33 4%	46 8%	47 17%	125 7%	107 8%	125 7%	114 9%	100 12%	92 16%	18 5%	59 5%	13 21%	12 14%	7 14%	8 17%	8 23%
			a	ab					ac	abcd			ab	b		b	ab
NET: RM/Parcelforce	1607 93%	869 96%	505 92%	233 85%	1607 93%	1238 93%	1607 93%	1139 92%	775 90%	496 85%	341 95%	1028 95%	51 81%	75 86%	40 87%	45 93%	27 77%
		bc	c		ef	f	ef	f			cg	cdg					

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	1921	1371	173	118	105	59	65	30	996	223	121	73	58	39	27
Effective base	703	573	48	33	20	13	12	6	407	66	32	25	12	14	7
Weighted Base	1722	1427	109	74	47	22	27	15	997	172	53	40	39	15	18
Royal Mail	1597	1343	95	70	37	19	21	12	955	132	47	31	34	15	13
	93%	94%	87%	94%	78%	83%	79%	79%	96%	77%	88%	78%	87%	99%	73%
		df							bcd						
UK Mail	32	21	3	2	5	2	-	1	6	8	3	2	4	-	5
	2%	1%	2%	2%	10%	7%	-%	6%	1%	5%	6%	4%	11%	-%	25%
					a					a	a		a		
DHL	31	25	1	1	1	*	*	2	13	6	3	2	*	*	*
	2%	2%	1%	2%	2%	2%	*%	15%	1%	4%	6%	6%	*%	*%	*%
					a			a							
UPS	12	10	1	*	-	1	-	*	2	1	*	4	-	-	*
	1%	1%	1%	1%	-%	4%	-%	*%	*%	1%	*%	9%	-%	-%	*%
												ab			
Evri	11	8	2	1	*	*	-	-	8	3	*	-	*	*	*
	1%	1%	2%	1%	*%	2%	-%	-%	1%	2%	*%	-%	1%	*%	*%
Parcelforce	10	5	1	-	*	*	4	-	4	6	-	-	*	*	-
	1%	*%	1%	-%	*%	2%	16%	-%	*%	3%	-%	-%	*%	*%	-%
							abc			a					
DPD/DPD Local	9	1	4	-	4	*	-	-	1	8	-	-	*	-	-
	1%	*%	3%	-%	9%	*%	-%	-%	*%	4%	-%	-%	1%	-%	-%
			a		a					a					
Yodel	6	6	*	*	-	-	*	-	1	5	-	-	*	-	*
	*%	*%	*%	*%	-%	-%	*%	-%	*%	3%	-%	-%	1%	-%	1%
										a					
Secured Mail	4	4	-	-	*	-	-	-	4	*	-	-	*	-	-
	*%	*%	-%	-%	*%	-%	-%	-%	*%	*%	-%	-%	1%	-%	-%
Amazon logistics	2	2	*	-	*	-	-	-	-	2	*	*	-	-	-
	*%	*%	*%	-%	*%	-%	-%	-%	-%	1%	*%	*%	-%	-%	-%
										a					
Pitney Bowes	2	*	-	-	-	-	1	-	*	-	-	1	-	-	-
	*%	*%	-%	-%	-%	-%	5%	-%	*%	-%	-%	3%	-%	-%	-%
							a					a			
FedEx	1	*	*	*	*	*	-	-	*	*	*	-	-	*	-
	*%	*%	*%	*%	*%	*%	-%	-%	*%	*%	*%	-%	-%	*%	-%
Whistl/ TNT Post UK	*	*	-	-	-	*	-	*	*	-	*	-	-	-	*
	*%	*%	-%	-%	-%	*%	-%	*%	*%	-%	*%	-%	-%	-%	*%

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	1921	1371	173	118	105	59	65	30	996	223	121	73	58	39	27
Effective base	703	573	48	33	20	13	12	6	407	66	32	25	12	14	7
Weighted Base	1722	1427	109	74	47	22	27	15	997	172	53	40	39	15	18
DX	*	-	-	-	*	-	-	-	-	*	-	-	-	-	-
	*%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%
TNT Express	*	-	-	-	*	-	*	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	*%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%
Citipost	*	-	-	-	-	-	-	*	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	3	2	-	*	-	-	-	4	*	-	*	-	-	-
	*%	*%	2%	-%	*%	-%	-%	-%	*%	*%	-%	*%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1597	1343	95	70	37	19	21	12	955	132	47	31	34	15	13
	93%	94%	87%	94%	78%	83%	79%	79%	96%	77%	88%	78%	87%	99%	73%
		df							bcd						
NET: Provider other than RM	125	84	14	4	10	4	6	3	42	40	7	9	5	*	5
	7%	6%	13%	6%	22%	17%	21%	21%	4%	23%	12%	22%	13%	1%	27%
					a		a			a	a	a			
NET: RM/Parcelforce	1607	1348	96	70	37	19	26	12	959	138	47	31	34	15	13
	93%	94%	88%	94%	78%	85%	95%	79%	96%	80%	88%	78%	87%	100%	73%
		d							bcd						

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1921	858	166	130	81	52	46	48	746	399	428	238	104
Effective base	703	358	53	40	24	15	9	14	329	151	147	51	29
Weighted Base	1722	883	131	101	41	28	23	37	864	353	322	106	74
Royal Mail	1597 93%	842 95%	121 92%	72 71%	25 61%	18 63%	22 95%	31 85%	836 97%	315 89%	293 91%	91 86%	59 79%
		cde	cde				d		bcde				
UK Mail	32 2%	7 1%	2 2%	11 11%	6 16%	3 12%	* *%	2 6%	3 *%	17 5%	4 1%	4 4%	4 6%
				a	ab	a				a		a	a
DHL	31 2%	12 1%	2 2%	4 4%	5 12%	7 23%	* 1%	* *%	14 2%	7 2%	9 3%	1 1%	* *%
					a	abc							
UPS	12 1%	5 1%	1 1%	1 1%	1 3%	- -%	- -%	3 8%	* *%	5 2%	1 *%	2 2%	3 4%
								a		a			a
Evri	11 1%	6 1%	2 1%	2 2%	* 1%	- -%	* *%	- -%	5 1%	1 *%	4 1%	1 1%	* *%
Parcelforce	10 1%	2 *%	2 1%	5 5%	* *%	- -%	* *%	* *%	2 *%	1 *%	2 1%	* *%	4 6%
				a									abc
DPD/DPD Local	9 1%	4 *%	- -%	4 4%	- -%	- -%	- -%	* 1%	1 *%	3 1%	* *%	4 4%	* *%
				a								ac	
Yodel	6 *%	1 *%	* *%	* *%	2 5%	- -%	1 3%	- -%	- -%	2 1%	1 *%	2 2%	* *%
					a								
Secured Mail	4 *%	3 *%	* *%	- -%	* *%	* 1%	- -%	- -%	- -%	- -%	3 1%	* *%	1 1%
Amazon logistics	2 *%	* *%	* *%	2 2%	* *%	- -%	- -%	- -%	* *%	* *%	- -%	* *%	2 3%
				a									a
Pitney Bowes	2 *%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	- -%	- -%	2 *%	- -%	- -%
					a								
FedEx	1 *%	- -%	* *%	- -%	- -%	* 1%	- -%	- -%	* *%	* *%	- -%	* *%	- -%

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1921	858	166	130	81	52	46	48	746	399	428	238	104
Effective base	703	358	53	40	24	15	9	14	329	151	147	51	29
Weighted Base	1722	883	131	101	41	28	23	37	864	353	322	106	74
Whistl/ TNT Post UK	*	*	-	-	*	*	-	-	-	*	*	-	*
	%	%	%	%	%	%	%	%	%	%	%	%	%
DX	*	*	-	-	-	-	-	-	-	-	-	-	*
	%	%	%	%	%	%	%	%	%	%	%	%	%
TNT Express	*	-	-	-	*	-	-	-	-	*	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%
Citipost	*	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%
Other	4	2	*	-	-	-	*	-	2	*	2	*	-
	%	%	%	%	%	%	%	%	%	%	1%	%	%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%
NET: RM Only	1597	842	121	72	25	18	22	31	836	315	293	91	59
	93%	95%	92%	71%	61%	63%	95%	85%	97%	89%	91%	86%	79%
		cde	cde				d		bcde				
NET: Provider other than RM	125	41	10	30	16	10	1	5	27	38	29	14	15
	7%	5%	8%	29%	39%	37%	5%	15%	3%	11%	9%	14%	21%
				ab	abf	ab			a	a	a	a	a
NET: RM/Parcelforce	1607	843	123	77	25	18	22	31	838	316	295	92	63
	93%	96%	94%	76%	61%	63%	96%	85%	97%	90%	92%	87%	85%
		cde	cde				d		bcde				

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1921	873	377	386	202	76	662	304	318	166	72
Effective base	703	381	141	126	39	19	293	102	96	39	21
Weighted Base	1722	994	322	272	84	47	755	236	196	84	56
Royal Mail	1597 93%	936 94%	289 90%	254 93%	74 89%	41 87%	720 95%	213 90%	175 89%	72 86%	42 74%
UK Mail	32 2%	19 2%	8 2%	3 1%	2 2%	* *%	5 1%	12 5%	3 1%	4 5%	4 7%
DHL	31 2%	18 2%	8 3%	5 2%	* *%	- -%	12 2%	7 3%	5 2%	1 1%	* *%
UPS	12 1%	2 *%	7 2%	1 *%	1 2%	- -%	* *%	2 1%	1 1%	* 1%	3 5%
Evri	11 1%	9 1%	1 *%	1 *%	* *%	* 1%	7 1%	1 *%	3 2%	1 1%	* *%
Parcelforce	10 1%	3 *%	1 *%	1 *%	* 1%	4 9%	3 *%	1 *%	2 1%	- -%	4 8%
DPD/DPD Local	9 1%	1 *%	3 1%	1 *%	4 5%	- -%	4 1%	* *%	* *%	4 5%	* 1%
Yodel	6 *%	1 *%	4 1%	- -%	* *%	* 1%	2 *%	- -%	1 1%	2 2%	- -%
Secured Mail	4 *%	3 *%	- -%	* *%	- -%	1 1%	- -%	- -%	3 2%	* *%	1 1%
Amazon logistics	2 *%	* *%	- -%	2 1%	* *%	- -%	- -%	* *%	- -%	* *%	2 4%
Pitney Bowes	2 *%	- -%	- -%	2 1%	- -%	- -%	* *%	- -%	1 1%	- -%	- -%
FedEx	1 *%	* *%	* *%	* *%	* *%	- -%	* *%	* *%	- -%	* *%	- -%
Whistl/ TNT Post UK	* *%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	* *%	- -%	* *%

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1921	873	377	386	202	76	662	304	318	166	72
Effective base	703	381	141	126	39	19	293	102	96	39	21
Weighted Base	1722	994	322	272	84	47	755	236	196	84	56
DX	*	-	-	-	-	*	-	-	-	-	*
	%	-%	-%	-%	-%	%	-%	-%	-%	-%	%
TNT Express	*	-	*	-	-	-	*	-	-	-	-
	%	-%	%	-%	-%	-%	%	-%	-%	-%	-%
Citipost	*	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	2	*	2	*	-	2	*	2	*	-
	%	%	%	1%	1%	-%	%	%	1%	%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1597	936	289	254	74	41	720	213	175	72	42
	93%	94%	90%	93%	89%	87%	95%	90%	89%	86%	74%
							cde	e			
NET: Provider other than RM	125	58	32	18	9	6	35	23	22	12	15
	7%	6%	10%	7%	11%	13%	5%	10%	11%	14%	26%
								a	a	a	ab
NET: RM/Parcelforce	1607	939	291	255	75	45	723	214	177	72	46
	93%	94%	90%	94%	89%	97%	96%	91%	90%	86%	82%
							cde				

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1921	608	224	271	162	90	750	149	469	1625	296	1735	186
Effective base	703	263	71	95	50	24	279	47	180	606	99	648	56
Weighted Base	1722	671	169	218	113	51	664	111	460	1504	218	1590	132
Royal Mail	1597 93%	648 97%	150 88%	176 81%	92 82%	44 87%	605 91%	77 70%	440 96%	1486 99%	111 51%	1577 99%	20 15%
UK Mail	32 2%	5 1%	4 2%	13 6%	7 6%	1 2%	16 2%	9 8%	7 1%	1 *	31 14%	2 *	30 23%
DHL	31 2%	11 2%	8 5%	8 4%	3 2%	* *	14 2%	13 12%	3 1%	5 *	26 12%	2 *	29 22%
UPS	12 1%	* *	4 2%	5 2%	1 1%	1 1%	6 1%	3 3%	2 *	1 *	11 5%	- -	12 9%
Evri	11 1%	1 *	1 1%	6 3%	1 1%	* *	6 1%	2 2%	1 *	1 *	11 5%	* *	11 8%
Parcelforce	10 1%	2 *	1 1%	1 1%	4 4%	* *	4 1%	1 1%	4 1%	* *	10 5%	* *	10 8%
DPD/DPD Local	9 1%	1 *	* *	3 2%	4 4%	* 1%	5 1%	3 3%	1 *	4 *	5 2%	4 *	5 4%
Yodel	6 *	1 *	1 *	- -	* *	2 4%	3 *	1 1%	- -	2 *	4 2%	2 *	4 3%
Secured Mail	4 *	- -	- -	3 1%	* *	* *	1 *	- -	3 1%	3 *	1 *	- -	4 3%
Amazon logistics	2 *	- -	* *	* *	- -	2 4%	2 *	- -	- -	- -	2 1%	- -	2 2%

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1921	608	224	271	162	90	750	149	469	1625	296	1735	186
Effective base	703	263	71	95	50	24	279	47	180	606	99	648	56
Weighted Base	1722	671	169	218	113	51	664	111	460	1504	218	1590	132
Pitney Bowes	2	-	-	1	-	-	1	-	-	-	2	-	2
	%	%	%	1%	%	%	%	%	%	%	1%	%	1%
											a		a
FedEx	1	*	*	*	-	-	*	*	-	*	1	-	1
	%	%	%	%	%	%	%	%	%	%	%	%	1%
Whistl/ TNT Post UK	*	-	-	*	-	*	*	-	*	-	*	-	*
	%	%	%	%	%	%	%	%	%	%	%	%	%
DX	*	-	-	*	-	-	*	-	-	-	*	-	*
	%	%	%	%	%	%	%	%	%	%	%	%	%
TNT Express	*	-	*	-	-	-	*	-	-	*	*	-	*
	%	%	%	%	%	%	%	%	%	%	%	%	%
Citipost	*	-	-	-	-	-	-	-	-	-	*	-	*
	%	%	%	%	%	%	%	%	%	%	%	%	%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%
Other	4	2	-	*	*	*	*	2	-	-	4	2	3
	%	%	%	%	%	%	%	1%	%	%	2%	%	2%
											a		a
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%
NET: RM Only	1597	648	150	176	92	44	605	77	440	1486	111	1577	20
	93%	97%	88%	81%	82%	87%	91%	70%	96%	99%	51%	99%	15%
		bcde					b		b	b		b	

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1921	608	224	271	162	90	750	149	469	1625	296	1735	186
Effective base	703	263	71	95	50	24	279	47	180	606	99	648	56
Weighted Base	1722	671	169	218	113	51	664	111	460	1504	218	1590	132
NET: Provider other than RM	125	23	20	42	20	6	60	34	20	18	107	13	112
	7%	3%	12%	19%	18%	13%	9%	30%	4%	1%	49%	1%	85%
			a	a	a	a		ac			a		a
NET: RM/Parcelforce	1607	650	151	178	97	45	609	78	444	1487	120	1577	30
	93%	97%	89%	81%	86%	87%	92%	70%	97%	99%	55%	99%	22%
		bcde					b		ab	b		b	

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1921	1287	250	859	522	1741	180	1276	261	862	519
Effective base	703	483	69	341	170	649	54	475	78	341	169
Weighted Base	1722	1173	162	809	434	1597	125	1163	172	817	427
Royal Mail	1597	1155	72	807	323	1597	-	1155	73	808	322
	93%	98%	45%	100%	74%	100%	-%	99%	42%	99%	75%
		b		b		b		b		b	
UK Mail	32	*	28	*	32	-	32	*	28	2	30
	2%	*%	17%	*%	7%	-%	26%	*%	16%	*%	7%
		a		a		a		a		a	
DHL	31	3	21	2	28	-	31	2	22	3	27
	2%	*%	13%	*%	6%	-%	25%	*%	13%	*%	6%
		a		a		a		a		a	
UPS	12	1	6	-	11	-	12	-	7	2	10
	1%	*%	4%	-%	3%	-%	9%	-%	4%	*%	2%
		a		a		a		a		a	
Evri	11	*	11	*	9	-	11	1	11	*	9
	1%	*%	7%	*%	2%	-%	9%	*%	6%	*%	2%
		a		a		a		a		a	
Parcelforce	10	-	10	*	9	-	10	-	10	*	9
	1%	-%	6%	*%	2%	-%	8%	-%	6%	*%	2%
		a		a		a		a		a	
DPD/DPD Local	9	4	4	-	9	-	9	-	9	-	9
	1%	*%	3%	-%	2%	-%	7%	-%	5%	-%	2%
		a		a		a		a		a	
Yodel	6	4	2	-	4	-	6	2	4	2	2
	*%	*%	1%	-%	1%	-%	5%	*%	2%	*%	1%
		a		a		a		a		a	
Secured Mail	4	4	*	-	4	-	4	3	1	*	3
	*%	*%	*%	-%	1%	-%	3%	*%	*%	*%	1%
		a		a		a		a		a	
Amazon logistics	2	-	2	-	2	-	2	-	2	-	2
	*%	-%	1%	-%	1%	-%	2%	-%	1%	-%	1%
		a		a		a		a		a	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1921	1287	250	859	522	1741	180	1276	261	862	519
Effective base	703	483	69	341	170	649	54	475	78	341	169
Weighted Base	1722	1173	162	809	434	1597	125	1163	172	817	427
Pitney Bowes	2 *%	- -%	2 1%	- -%	1 *%	- -%	2 1%	- -%	2 1%	- -%	1 *%
FedEx	1 *%	* *%	1 *%	- -%	1 *%	- -%	1 1%	- -%	1 *%	* *%	1 *%
Whistl/ TNT Post UK	* *%	* *%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	* *%	* *%
DX	* *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	* *%
TNT Express	* *%	* *%	- -%	- -%	* *%	- -%	* *%	* *%	- -%	- -%	* *%
Citipost	* *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
MHI (Mail Handling International)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	4 *%	2 *%	2 1%	- -%	2 *%	- -%	4 4%	- -%	4 2%	- -%	2 *%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1597 93%	1155 98%	72 45%	807 100%	323 74%	1597 100%	- -%	1155 99%	73 42%	808 99%	322 75%
		b		b		b		b		b	

Columns Tested.: a,b - a,b - a,b - a,b - a,b

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1921	1287	250	859	522	1741	180	1276	261	862	519
Effective base	703	483	69	341	170	649	54	475	78	341	169
Weighted Base	1722	1173	162	809	434	1597	125	1163	172	817	427
NET: Provider other than RM	125	18	90	2	111	-	125	8	99	9	105
	7%	2%	55%	*%	26%	-%	100%	1%	58%	1%	25%
			a		a		a		a		a
NET: RM/Parcelforce	1607	1155	82	807	332	1597	10	1155	83	808	331
	93%	98%	51%	100%	76%	100%	8%	99%	48%	99%	78%
		b		b		b		b		b	

Columns Tested.: a,b - a,b - a,b - a,b - a,b

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1921	975	1494	285	2	874	1066	217	3	980	776	247	1
Effective base	703	341	564	100	2	303	386	78	3	357	291	89	1
Weighted Base	1722	846	1357	254	5	750	889	190	4	864	679	199	2
Royal Mail	1597	760	1280	230	4	667	830	163	4	770	624	175	-
	93%	90%	94%	91%	74%	89%	93%	86%	100%	89%	92%	88%	-%
UK Mail	32	31	22	5	-	23	15	8	-	28	19	5	-
	2%	4%	2%	2%	-%	3%	2%	4%	-%	3%	3%	3%	-%
DHL	31	21	18	8	-	24	9	10	-	23	15	9	-
	2%	3%	1%	3%	-%	3%	1%	6%	-%	3%	2%	5%	-%
UPS	12	9	3	2	1	7	3	1	-	11	1	1	-
	1%	1%	*%	1%	26%	1%	*%	*%	-%	1%	*%	*%	-%
Evri	11	3	10	1	-	3	9	*	-	4	6	*	-
	1%	*%	1%	*%	-%	*%	1%	*%	-%	*%	1%	*%	-%
Parcelforce	10	7	5	*	-	7	5	-	-	8	1	*	-
	1%	1%	*%	*%	-%	1%	1%	-%	-%	1%	*%	*%	-%
DPD/DPD Local	9	5	5	3	-	9	8	3	-	9	8	3	-
	1%	1%	*%	1%	-%	1%	1%	2%	-%	1%	1%	2%	-%
Yodel	6	3	3	*	-	3	3	*	-	4	*	1	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
Secured Mail	4	4	4	1	-	4	*	*	-	4	*	1	-
	*%	*%	*%	*%	-%	1%	*%	*%	-%	*%	*%	*%	-%
Amazon logistics	2	2	*	2	-	2	2	2	-	2	2	2	-
	*%	*%	*%	1%	-%	*%	*%	1%	-%	*%	*%	1%	-%
Pitney Bowes	2	-	2	1	-	-	2	1	-	-	1	1	-
	*%	-%	*%	1%	-%	-%	*%	1%	-%	-%	*%	1%	-%
FedEx	1	1	1	*	-	1	*	*	-	1	*	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
Whistl/ TNT Post UK	*	*	*	*	-	*	*	*	-	*	*	-	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	-%	-%
DX	*	*	*	-	-	*	*	-	-	*	*	-	-
	*%	*%	*%	-%	-%	*%	*%	-%	-%	*%	*%	-%	-%

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	1921	975	1494	285	2	874	1066	217	3	980	776	247	1
Effective base	703	341	564	100	2	303	386	78	3	357	291	89	1
Weighted Base	1722	846	1357	254	5	750	889	190	4	864	679	199	2
TNT Express	*	*	*	-	-	*	*	-	-	*	*	-	-
	*%	*%	*%	-%	-%	*%	*%	-%	-%	*%	*%	-%	-%
Citipost	*	-	-	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	*	4	*	-	*	4	*	-	*	-	*	2
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	-%	*%	100%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1597	760	1280	230	4	667	830	163	4	770	624	175	-
	93%	90%	94%	91%	74%	89%	93%	86%	100%	89%	92%	88%	-%
			a				ac						
NET: Provider other than RM	125	86	77	24	1	82	60	27	-	95	55	24	2
	7%	10%	6%	9%	26%	11%	7%	14%	-%	11%	8%	12%	100%
		b				b		b					
NET: RM/Parcelforce	1607	767	1285	230	4	675	834	163	4	778	625	175	-
	93%	91%	95%	91%	74%	90%	94%	86%	100%	90%	92%	88%	-%
		a				c							

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1921	1676	1248	856	1321	1032	53	545	448	418	118	70
Effective base	703	625	453	330	480	401	13	235	177	165	55	34
Weighted Base	1722	1550	1111	803	1182	1004	32	569	456	413	126	80
TNT Express	*	*	*	*	*	*	-	*	*	*	-	-
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%	-%
Citipost	*	*	-	-	*	-	-	-	-	-	-	-
	*%	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	2	-	-	-	-	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1597	1525	1084	783	1159	976	26	558	441	392	117	78
	93%	98%	98%	97%	98%	97%	82%	98%	97%	95%	93%	97%
NET: Provider other than RM	125	25	27	21	23	28	6	11	15	21	9	2
	7%	2%	2%	3%	2%	3%	18%	2%	3%	5%	7%	3%
							ab				a	
NET: RM/Parcelforce	1607	1530	1089	787	1163	981	26	562	445	396	117	78
	93%	99%	98%	98%	98%	98%	82%	99%	98%	96%	93%	97%
					c	c		d				

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1921	186	119	89	47	1672	1187	1764	1218	1119	877	1574	222	-	1426	110
Effective base	703	74	40	33	19	606	392	638	410	365	318	578	78	-	518	50
Weighted Base	1722	185	94	74	46	1449	894	1532	948	838	773	1395	177	-	1224	126
Royal Mail	1597	182	84	73	41	1378	832	1436	889	759	691	1329	159	-	1197	123
	93%	98%	89%	99%	89%	95%	93%	94%	94%	91%	89%	95%	90%	-%	98%	97%
		b				e					a					
UK Mail	32	1	-	-	3	13	9	20	9	30	25	13	3	-	4	-
	2%	1%	-%	-%	6%	1%	1%	1%	1%	4%	3%	1%	1%	-%	*%	-%
									abcd		b					
DHL	31	-	5	1	*	11	19	23	14	15	17	18	8	-	9	-
	2%	-%	5%	1%	1%	1%	2%	1%	2%	2%	2%	1%	5%	-%	1%	-%
													b			
UPS	12	2	-	-	-	7	6	10	3	7	10	3	4	-	2	-
	1%	1%	-%	-%	-%	*%	1%	1%	*%	1%	1%	*%	2%	-%	*%	-%
													b			
Evri	11	*	*	*	-	8	6	8	11	5	5	11	*	-	1	-
	1%	*%	*%	*%	-%	1%	1%	1%	1%	1%	1%	1%	*%	-%	*%	-%
Parcelforce	10	-	-	-	-	9	7	9	8	8	7	5	*	-	*	-
	1%	-%	-%	-%	-%	1%	1%	1%	1%	1%	1%	*%	*%	-%	*%	-%
DPD/DPD Local	9	-	-	-	-	9	5	9	5	5	9	5	-	-	4	-
	1%	-%	-%	-%	-%	1%	1%	1%	1%	1%	1%	*%	-%	-%	*%	-%
Yodel	6	-	2	-	2	2	2	4	*	3	1	3	-	-	4	-
	*%	-%	2%	-%	4%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%
Secured Mail	4	*	3	-	-	4	-	4	3	4	3	1	-	-	*	3
	*%	*%	3%	-%	-%	*%	-%	*%	*%	*%	*%	*%	-%	-%	*%	3%
															a	
Amazon logistics	2	-	-	-	-	2	2	2	*	*	2	*	*	-	-	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%
Pitney Bowes	2	-	-	-	-	2	2	2	2	*	2	2	1	-	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	-%
FedEx	1	-	-	-	-	*	1	1	1	1	1	*	*	-	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1921	186	119	89	47	1672	1187	1764	1218	1119	877	1574	222	-	1426	110
Effective base	703	74	40	33	19	606	392	638	410	365	318	578	78	-	518	50
Weighted Base	1722	185	94	74	46	1449	894	1532	948	838	773	1395	177	-	1224	126
Whistl/ TNT Post UK	*	-	-	-	-	*	*	*	*	*	*	*	*	-	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
DX	*	-	-	-	-	*	*	*	*	*	*	*	-	-	-	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%
TNT Express	*	-	-	-	-	*	*	*	*	*	*	*	-	-	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%
Citipost	*	-	-	-	-	-	-	-	-	*	-	-	-	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	-	-	-	-	4	3	4	3	1	1	4	*	-	2	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1597	182	84	73	41	1378	832	1436	889	759	691	1329	159	-	1197	123
	93%	98%	89%	99%	89%	95%	93%	94%	94%	91%	89%	95%	90%	-%	98%	97%
		b	a			e						a				
NET: Provider other than RM	125	3	10	1	5	72	62	96	59	80	83	66	17	-	27	3
	7%	2%	11%	1%	11%	5%	7%	6%	6%	9%	11%	5%	10%	-%	2%	3%
		a	a							a	b					
NET: RM/Parcelforce	1607	182	84	73	41	1386	839	1445	896	767	698	1334	160	-	1198	123
	93%	98%	89%	99%	89%	96%	94%	94%	95%	91%	90%	96%	90%	-%	98%	97%
		b	b			e						ac				

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1921	709	1070	609	28	320	409	269	1222	410	316	375	1186
Effective base	703	279	384	209	14	109	146	93	461	145	97	143	451
Weighted Base	1722	684	948	512	38	261	368	225	1159	323	218	354	1111
Whistl/ TNT Post UK	* *%	- -%	* *%	* *%	- -%	* *%	* *%	* *%	* *%	- -%	* *%	* *%	* *%
DX	* *%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	- -%
TNT Express	* *%	* *%	- -%	* *%	- -%	* *%	* *%	* *%	- -%	* *%	* *%	* *%	- -%
Citipost	* *%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
MHI (Mail Handling International)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	4 *%	- -%	2 *%	4 1%	* *%	* *%	4 1%	* *%	2 *%	2 1%	* *%	* *%	4 *%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1597 93%	657 96%	939 99%	411 80%	30 78%	184 71%	320 87%	182 81%	1100 95%	304 94%	182 84%	317 89%	1065 96%
			a				a		a	a			ab
NET: Provider other than RM	125 7%	26 4%	9 1%	101 20%	9 22%	77 29%	48 13%	43 19%	59 5%	19 6%	35 16%	37 11%	46 4%
		b				b		bc			c	c	
NET: RM/Parcelforce	1607 93%	662 97%	939 99%	417 81%	30 78%	191 73%	324 88%	184 82%	1103 95%	309 96%	186 85%	318 90%	1070 96%
			a				a		a	a			ab

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1921	1007	914
Effective base	703	301	402
Weighted Base	1722	736	986
Royal Mail	1597 93%	663 90%	934 95%
		a	
UK Mail	32 2%	27 4%	5 1%
		b	
DHL	31 2%	14 2%	17 2%
UPS	12 1%	6 1%	6 1%
Evri	11 1%	4 1%	7 1%
Parcelforce	10 1%	5 1%	6 1%
DPD/DPD Local	9 1%	5 1%	4 *%
Yodel	6 *%	4 1%	2 *%
Secured Mail	4 *%	4 *%	* *%
Amazon logistics	2 *%	* *%	2 *%
Pitney Bowes	2 *%	- -%	2 *%
FedEx	1 *%	1 *%	* *%
Whistl/ TNT Post UK	* *%	* *%	* *%
DX	* *%	* *%	- -%
TNT Express	* *%	* *%	- -%

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1921	1007	914
Effective base	703	301	402
Weighted Base	1722	736	986
Citipost	*	*	-
	*%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-
	-%	-%	-%
MHI (Mail Handling International)	-	-	-
	-%	-%	-%
Other	4	3	2
	*%	*%	*%
Do not send this type of post	-	-	-
	-%	-%	-%
NET: RM Only	1597	663	934
	93%	90%	95%
		a	
NET: Provider other than RM	125	73	52
	7%	10%	5%
		b	
NET: RM/Parcelforce	1607	668	939
	93%	91%	95%
		a	

Columns Tested: a,b

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	1921	110	229	170	173	197	98	109	208	126	157	112	232
Effective base	703	32	104	103	59	131	56	15	80	47	31	39	82
Weighted Base	1722	41	183	200	55	279	89	30	284	116	80	107	257
Citipost	*	-	-	-	*	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	*	*	-	-	2	-	-	*	2	-	-	*
	*%	1%	*%	-%	-%	1%	-%	-%	*%	2%	-%	-%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1597	38	174	183	50	263	78	29	261	110	78	99	234
	93%	92%	95%	91%	92%	94%	87%	95%	92%	95%	97%	92%	91%
NET: Provider other than RM	125	3	10	17	4	16	11	1	23	6	2	8	23
	7%	8%	5%	9%	8%	6%	13%	5%	8%	5%	3%	8%	9%
NET: RM/Parcelforce	1607	38	174	187	52	265	80	29	261	110	78	99	235
	93%	92%	95%	94%	94%	95%	89%	95%	92%	95%	98%	92%	91%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1921	509	468	443	501	977	944
Effective base	703	236	226	137	151	462	287
Weighted Base	1722	424	424	430	444	848	874
Royal Mail	1597	394	392	400	411	786	811
	93%	93%	93%	93%	93%	93%	93%
UK Mail	32	10	1	17	4	11	21
	2%	2%	*%	4%	1%	1%	2%
		b		b			
DHL	31	5	8	4	13	13	18
	2%	1%	2%	1%	3%	2%	2%
UPS	12	3	5	*	4	8	4
	1%	1%	1%	*%	1%	1%	*%
Evri	11	3	7	*	1	10	1
	1%	1%	2%	*%	*%	1%	*%
Parcelforce	10	5	4	*	1	9	2
	1%	1%	1%	*%	*%	1%	*%
DPD/DPD Local	9	*	*	4	5	*	9
	1%	*%	*%	1%	1%	*%	1%
Yodel	6	1	3	-	2	4	2
	*%	*%	1%	-%	*%	*%	*%
Secured Mail	4	*	*	-	3	1	3
	*%	*%	*%	-%	1%	*%	*%
Amazon logistics	2	2	-	-	*	2	*
	*%	1%	-%	-%	*%	*%	*%
Pitney Bowes	2	-	-	1	*	-	2
	*%	-%	-%	*%	*%	-%	*%
FedEx	1	1	*	-	*	1	*
	*%	*%	*%	-%	*%	*%	*%
Whistl/ TNT Post UK	*	*	*	-	*	*	*
	*%	*%	*%	-%	*%	*%	*%
DX	*	-	-	*	-	-	*
	*%	-%	-%	*%	-%	-%	*%
TNT Express	*	-	-	*	*	-	*
	*%	-%	-%	*%	*%	-%	*%
Citipost	*	-	*	-	-	*	-
	*%	-%	*%	-%	-%	*%	-%

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1921	509	468	443	501	977	944
Effective base	703	236	226	137	151	462	287
Weighted Base	1722	424	424	430	444	848	874
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Other	4	1	2	2	*	2	2
	-%	-%	-%	1%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1597	394	392	400	411	786	811
	93%	93%	93%	93%	93%	93%	93%
NET: Provider other than RM	125	30	32	30	33	62	63
	7%	7%	7%	7%	7%	7%	7%
NET: RM/Parcelforce	1607	399	396	400	412	795	812
	93%	94%	94%	93%	93%	94%	93%

Columns Tested: a,b,c,d - a,b

Table 97

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1599	226	1373	1042	290	82	185	557
Effective base	586	54	543	530	122	37	88	163
Weighted Base	1410	72	1338	1334	64	8	4	76
Royal Mail	1222	67	1155	1166	48	5	3	56
	87%	93%	86%	87%	75%	62%	67%	74%
				bcde				
DHL	36	1	35	33	2	1	*	4
	3%	2%	3%	2%	4%	14%	5%	5%
						abe		
UK Mail	36	-	36	33	2	*	*	3
	3%	-%	3%	2%	3%	5%	11%	3%
							abe	
Evri	30	*	29	28	2	*	*	2
	2%	1%	2%	2%	3%	%	1%	3%
Parcelforce	21	-	21	19	1	1	*	1
	1%	-%	2%	1%	1%	7%	7%	2%
						ab	abe	
DPD/DPD Local	13	*	13	11	2	*	*	2
	1%	%	1%	1%	3%	2%	%	3%
					a			
Yodel	13	-	13	11	1	*	*	2
	1%	-%	1%	1%	2%	3%	5%	2%
							a	
UPS	11	-	11	8	3	-	*	3
	1%	-%	1%	1%	4%	-%	3%	4%
					a		a	a
Amazon logistics	9	*	9	8	*	*	*	*
	1%	%	1%	1%	1%	1%	%	1%
Secured Mail	8	-	8	8	*	-	-	*
	1%	-%	1%	1%	%	-%	-%	%
FedEx	5	3	2	3	1	*	*	1
	%	4%	%	%	1%	5%	%	2%
		b				a		
Whistl/ TNT Post UK	2	-	2	2	*	*	*	*
	%	-%	%	%	%	1%	1%	%
Pitney Bowes	2	-	2	*	1	-	-	1
	%	-%	%	%	2%	-%	-%	2%
					a			a

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1599	226	1373	1042	290	82	185	557
Effective base	586	54	543	530	122	37	88	163
Weighted Base	1410	72	1338	1334	64	8	4	76
DX	1	-	1	1	*	-	*	*
	%	-%	%	%	1%	-%	%	1%
TNT Express	*	-	*	-	*	-	-	*
	%	-%	%	-%	%	-%	-%	%
Citipost	*	-	*	*	-	*	*	*
	%	-%	%	%	-%	%	%	%
MHI (Mail Handling International)	*	-	*	-	-	-	*	*
	%	-%	%	-%	-%	-%	%	%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	*	3	4	*	*	-	*
	%	%	%	%	%	%	-%	%
Do not send this type of post	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1222	67	1155	1166	48	5	3	56
	87%	93%	86%	87%	75%	62%	67%	74%
				bcde				
NET: Provider other than RM	189	5	184	168	16	3	1	20
	13%	7%	14%	13%	25%	38%	33%	26%
					a	a	a	a
NET: RM/Parcelforce	1242	67	1175	1185	49	6	3	58
	88%	93%	88%	89%	76%	69%	73%	75%
				bcde				

Columns Tested: a,b - a,b,c,d,e

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1599	410	463	169	175	197	185	1042	290	267
Effective base	586	247	231	78	81	75	88	530	122	75
Weighted Base	1410	696	546	91	46	26	4	1334	64	12
Royal Mail	1222	620	468	78	34	19	3	1166	48	8
	87%	89%	86%	85%	74%	74%	67%	87%	75%	64%
		defhi	defhi	fi				defhi		
DHL	36	18	12	3	2	1	*	33	2	1
	3%	3%	2%	3%	4%	6%	5%	2%	4%	11%
										abg
UK Mail	36	13	19	1	1	1	*	33	2	1
	3%	2%	4%	1%	2%	5%	11%	2%	3%	7%
							abcdgh			ag
Evri	30	21	5	2	2	*	*	28	2	*
	2%	3%	1%	3%	4%	1%	1%	2%	3%	1%
Parcelforce	21	6	12	*	*	1	*	19	1	1
	1%	1%	2%	*%	1%	3%	7%	1%	1%	7%
							acgh			acgh
DPD/DPD Local	13	3	7	1	1	1	*	11	2	*
	1%	*%	1%	1%	2%	5%	*%	1%	3%	1%
						ag			g	
Yodel	13	6	3	3	1	1	*	11	1	*
	1%	1%	1%	3%	1%	3%	5%	1%	2%	3%
							abg			
UPS	11	3	3	2	3	-	*	8	3	*
	1%	*%	1%	2%	6%	-%	3%	1%	4%	1%
					abeg		ag		abg	
Amazon logistics	9	2	6	*	*	*	*	8	*	*
	1%	*%	1%	*%	1%	*%	*%	1%	1%	*%
Secured Mail	8	-	8	*	*	-	-	8	*	-
	1%	-%	1%	*%	*%	-%	-%	1%	*%	-%
FedEx	5	3	1	*	1	1	*	3	1	*
	*%	*%	*%	*%	1%	3%	*%	*%	1%	3%
						bg				bg
Whistl/ TNT Post UK	2	-	2	-	*	*	*	2	*	*
	*%	-%	*%	-%	*%	*%	1%	*%	*%	1%
Pitney Bowes	2	-	*	-	1	-	-	*	1	-
	*%	-%	*%	-%	3%	-%	-%	*%	2%	-%
					abg				ag	

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1599	410	463	169	175	197	185	1042	290	267
Effective base	586	247	231	78	81	75	88	530	122	75
Weighted Base	1410	696	546	91	46	26	4	1334	64	12
DX	1 *%	- *%	1 *%	* *%	* 1%	- -%	* *%	1 *%	* 1%	* *%
TNT Express	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%
Citipost	* *%	* *%	- -%	- -%	- -%	* *%	* *%	* *%	- -%	* *%
MHI (Mail Handling International)	* *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	4 *%	2 *%	* *%	2 2%	- -%	* *%	- -%	4 *%	* *%	* *%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1222 87%	620 89%	468 86%	78 85%	34 74%	19 74%	3 67%	1166 87%	48 75%	8 64%
		defhi	defhi	fi				defhi		
NET: Provider other than RM	189 13%	77 11%	78 14%	14 15%	12 26%	7 26%	1 33%	168 13%	16 25%	4 36%
					abg	abg	abcg		abg	abcg
NET: RM/Parcelforce	1242 88%	626 90%	481 88%	78 85%	35 75%	20 76%	3 73%	1185 89%	49 76%	9 71%
		defhi	defhi	i				defhi		

Columns Tested: a,b,c,d,e,f,g,h,i

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1599	611	431	290	82	185	590	293	115	71	215
Effective base	586	378	213	122	37	88	322	123	37	26	37
Weighted Base	1410	1070	264	64	8	4	885	238	63	32	41
Royal Mail	1222 87%	950 89%	216 82%	48 75%	5 62%	3 67%	804 91%	181 76%	44 71%	22 69%	31 76%
		bcde	de				bcde				
DHL	36 3%	22 2%	11 4%	2 4%	1 14%	* 5%	16 2%	10 4%	* %	4 14%	2 5%
					abc					ac	
UK Mail	36 3%	24 2%	9 3%	2 3%	* 5%	* 11%	6 1%	18 7%	5 8%	2 6%	5 12%
						abc		a	a	a	a
Evri	30 2%	24 2%	3 1%	2 3%	* %	* 1%	22 3%	4 2%	3 4%	* 1%	* %
Parcelforce	21 1%	16 1%	4 1%	1 1%	1 7%	* 7%	12 1%	2 1%	1 1%	* %	1 2%
					abc	abc					
DPD/DPD Local	13 1%	4 %	7 3%	2 3%	* 2%	* %	9 1%	1 %	2 3%	2 6%	* 1%
			a	a						b	
Yodel	13 1%	6 1%	5 2%	1 2%	* 3%	* 5%	2 %	7 3%	* 1%	* 1%	* 1%
						a		a			
UPS	11 1%	3 %	5 2%	3 4%	- -%	* 3%	4 %	3 1%	2 3%	1 3%	1 1%
				a		a					
Amazon logistics	9 1%	8 1%	1 %	* 1%	* 1%	* %	* %	8 3%	* %	- -%	* 1%
								a			
Secured Mail	8 1%	8 1%	* %	* %	- -%	- -%	4 %	* %	4 7%	- -%	- -%
									ab		
FedEx	5 %	3 %	1 %	1 1%	* 5%	* %	* %	4 2%	* %	- -%	* 1%
					ab			a			
Whistl/ TNT Post UK	2 %	2 %	- -%	* %	* 1%	* 1%	2 %	- -%	- -%	- -%	* %

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1599	611	431	290	82	185	590	293	115	71	215
Effective base	586	378	213	122	37	88	322	123	37	26	37
Weighted Base	1410	1070	264	64	8	4	885	238	63	32	41
Pitney Bowes	2	-	*	1	-	-	1	-	-	-	-
	%	-%	%	2%	-%	-%	%	-%	-%	-%	-%
				a							
DX	1	-	1	*	-	*	1	-	*	*	-
	%	-%	%	1%	-%	%	%	-%	1%	%	-%
TNT Express	*	-	-	*	-	-	*	-	-	-	-
	%	-%	-%	%	-%	-%	%	-%	-%	-%	-%
Citipost	*	*	-	-	*	*	-	*	*	*	*
	%	%	-%	-%	%	%	-%	%	%	-%	%
MHI (Mail Handling International)	*	-	-	-	-	*	-	-	*	*	-
	%	-%	-%	-%	-%	%	-%	-%	%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	2	2	*	*	-	2	-	2	-	*
	%	%	1%	%	%	-%	%	-%	3%	-%	%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1222	950	216	48	5	3	804	181	44	22	31
	87%	89%	82%	75%	62%	67%	91%	76%	71%	69%	76%
		bcde	de				bcde				
NET: Provider other than RM	189	120	48	16	3	1	81	57	18	10	10
	13%	11%	18%	25%	38%	33%	9%	24%	29%	31%	24%
			a	a	ab	ab		a	a	a	a
NET: RM/Parcelforce	1242	966	219	49	6	3	816	183	45	22	31
	88%	90%	83%	76%	69%	73%	92%	77%	72%	69%	78%
		bcde	d				bcde				

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1599	117	84	170	56	115	134	106	92	87
Effective base	586	63	42	91	25	56	79	57	46	40
Weighted Base	1410	151	94	243	57	137	226	163	115	90
Royal Mail	1222 87%	133 88%	82 88%	193 80%	49 85%	105 77%	205 91%	146 90%	104 91%	83 92%
DHL	36 3%	2 1%	1 2%	14 6%	* 1%	3 2%	3 1%	6 3%	1 1%	* 1%
UK Mail	36 3%	3 2%	* 1%	9 4%	- -%	4 3%	3 1%	4 3%	5 4%	4 4%
Evri	30 2%	4 3%	3 4%	1 1%	* -%	8 6%	1 -%	7 4%	5 4%	* -%
Parcelforce	21 1%	* -%	* -%	* -%	1 2%	9 7%	6 3%	* -%	- -%	2 2%
DPD/DPD Local	13 1%	4 3%	- -%	4 2%	- -%	- -%	3 2%	- -%	* -%	1 1%
Yodel	13 1%	3 2%	* -%	8 3%	1 2%	1 -%	- -%	* -%	- -%	- -%
UPS	11 1%	1 1%	- -%	- -%	2 3%	2 2%	5 2%	* -%	- -%	- -%
Amazon logistics	9 1%	- -%	3 3%	6 2%	- -%	- -%	- -%	- -%	- -%	- -%
Secured Mail	8 1%	- -%	- -%	- -%	4 7%	4 3%	- -%	- -%	- -%	- -%
FedEx	5 -%	* -%	3 3%	1 -%	- -%	- -%	- -%	- -%	* -%	* -%
Whistl/ TNT Post UK	2 -%	- -%	- -%	2 1%	- -%	* -%	- -%	- -%	- -%	- -%
Pitney Bowes	2 -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%
DX	1 -%	1 -%	- -%	- -%	* -%	- -%	- -%	- -%	* -%	- -%

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1599	117	84	170	56	115	134	106	92	87
Effective base	586	63	42	91	25	56	79	57	46	40
Weighted Base	1410	151	94	243	57	137	226	163	115	90
TNT Express	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	-	-	3	-	-	-	-	-	-
	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1222	133	82	193	49	105	205	146	104	83
	87%	88%	88%	80%	85%	77%	91%	90%	91%	92%
NET: Provider other than RM	189	17	11	49	8	32	21	17	11	7
	13%	12%	12%	20%	15%	23%	9%	10%	9%	8%
NET: RM/Parcelforce	1242	133	83	194	50	115	211	146	104	85
	88%	88%	88%	80%	88%	83%	93%	90%	91%	94%
							c			c

Columns Tested: a,b,c,d,e,f,g,h,i

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1599	258	293	410	961	638	220	220	198
Effective base	586	121	151	226	495	166	63	58	75
Weighted Base	1410	285	359	632	1276	135	62	49	24
Royal Mail	1222 87%	237 83%	320 89%	545 86%	1101 86%	120 89%	53 86%	45 92%	22 93%
DHL	36 3%	4 1%	4 1%	23 4%	30 2%	6 4%	4 6%	2 3%	1 2%
UK Mail	36 3%	8 3%	8 2%	16 3%	32 3%	3 2%	3 4%	* 1%	* *%
Evri	30 2%	9 3%	12 3%	9 1%	29 2%	1 *%	* *%	* 1%	* *%
Parcelforce	21 1%	13 4%	* *%	6 1%	19 1%	2 1%	1 2%	* 1%	* 1%
DPD/DPD Local	13 1%	1 *%	4 1%	7 1%	12 1%	1 1%	* 1%	* 1%	* *%
Yodel	13 1%	2 1%	3 1%	8 1%	12 1%	* *%	- -%	* *%	* 1%
UPS	11 1%	4 1%	1 *%	5 1%	10 1%	* *%	* *%	- -%	* *%
Amazon logistics	9 1%	- -%	3 1%	6 1%	9 1%	* *%	* *%	* *%	* 1%
Secured Mail	8 1%	8 3%	- -%	- -%	8 1%	* *%	- -%	* *%	- -%
FedEx	5 *%	* *%	3 1%	1 *%	4 *%	* *%	* *%	- -%	* *%
Whistl/ TNT Post UK	2 *%	* *%	- -%	2 *%	2 *%	* *%	- -%	* *%	* *%
Pitney Bowes	2 *%	- -%	- -%	1 *%	1 *%	* *%	* 1%	- -%	- -%

Columns Tested.: a,b,c,d,e,f,g,h

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1599	258	293	410	961	638	220	220	198
Effective base	586	121	151	226	495	166	63	58	75
Weighted Base	1410	285	359	632	1276	135	62	49	24
DX	1 *%	* *%	1 *%	- -%	1 *%	* *%	* *%	- -%	- -%
TNT Express	* *%	- -%	- -%	- -%	- -%	* *%	- -%	* *%	- -%
Citipost	* *%	- -%	- -%	- -%	- -%	* *%	* *%	* *%	* *%
MHI (Mail Handling International)	* *%	- -%	- -%	- -%	- -%	* *%	- -%	* *%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	4 *%	- -%	- -%	3 1%	3 *%	* *%	- -%	* *%	* *%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1222 87%	237 83%	320 89%	545 86%	1101 86%	120 89%	53 86%	45 92%	22 93%
NET: Provider other than RM	189 13%	48 17%	40 11%	87 14%	174 14%	14 11%	9 14%	4 8%	2 7%
NET: RM/Parcelforce	1242 88%	250 88%	320 89%	551 87%	1120 88%	122 90%	54 87%	45 93%	22 94%

Columns Tested: a,b,c,d,e,f,g,h

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1599	69	139	17	156	164	374	55	86	693
Effective base	586	29	40	7	47	65	144	18	27	263
Weighted Base	1410	51	97	20	117	178	298	36	52	676
Royal Mail	1222	45	71	16	87	144	247	35	45	618
	87%	87%	73%	80%	74%	81%	83%	98%	85%	91%
								bd		bdef
DHL	36	2	5	1	6	1	13	*	1	13
	3%	3%	5%	4%	5%	1%	4%	1%	2%	2%
UK Mail	36	4	5	1	5	10	9	*	2	5
	3%	8%	5%	4%	5%	6%	3%	*%	3%	1%
		i	i		i	i				
Evri	30	*	*	-	*	8	10	-	2	10
	2%	*%	*%	-%	*%	4%	3%	-%	4%	1%
Parcelforce	21	*	2	1	3	6	2	*	-	9
	1%	*%	2%	3%	2%	3%	1%	*%	-%	1%
DPD/DPD Local	13	-	1	1	2	*	*	-	-	12
	1%	-%	1%	3%	1%	*%	*%	-%	-%	2%
Yodel	13	-	3	-	3	5	2	-	1	3
	1%	-%	3%	-%	2%	3%	1%	-%	1%	*%
UPS	11	1	1	1	2	*	1	*	*	6
	1%	2%	1%	5%	2%	*%	*%	1%	*%	1%
Amazon logistics	9	-	-	-	-	4	2	-	2	1
	1%	-%	-%	-%	-%	2%	1%	-%	4%	*%
						i			i	
Secured Mail	8	-	4	-	4	-	4	*	-	-
	1%	-%	4%	-%	4%	-%	1%	*%	-%	-%
			i		i					
FedEx	5	-	3	-	3	*	1	-	-	*
	*%	-%	3%	-%	3%	*%	*%	-%	-%	*%
			i		i					
Whistl/ TNT Post UK	2	-	*	-	*	-	2	-	-	*
	*%	-%	*%	-%	*%	-%	1%	-%	-%	*%
Pitney Bowes	2	-	1	-	1	-	-	-	-	*
	*%	-%	1%	-%	1%	-%	-%	-%	-%	*%
DX	1	-	*	-	*	-	-	-	-	1
	*%	-%	*%	-%	*%	-%	-%	-%	-%	*%

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1599	69	139	17	156	164	374	55	86	693
Effective base	586	29	40	7	47	65	144	18	27	263
Weighted Base	1410	51	97	20	117	178	298	36	52	676
TNT Express	*	-	-	*	*	-	-	-	-	-
	*%	-%	-%	1%	*%	-%	-%	-%	-%	-%
Citipost	*	-	-	-	-	*	*	-	-	*
	*%	-%	-%	-%	-%	*%	*%	-%	-%	*%
MHI (Mail Handling International)	*	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	-	*	-	*	*	3	-	-	*
	*%	-%	*%	-%	*%	*%	1%	-%	-%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1222	45	71	16	87	144	247	35	45	618
	87%	87%	73%	80%	74%	81%	83%	98%	85%	91%
								bd		bdef
NET: Provider other than RM	189	6	26	4	30	34	51	1	8	58
	13%	13%	27%	20%	26%	19%	17%	2%	15%	9%
			gi		gi	i	i			
NET: RM/Parcelforce	1242	45	73	17	89	150	249	35	45	627
	88%	87%	75%	83%	76%	84%	84%	98%	85%	93%
								bd		bdef

Columns Tested: a,b,c,d,e,f,g,h,i

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1599	389	374	836	1407	192	-	1315	284	1559	40
Effective base	586	138	144	307	507	84	-	520	74	570	15
Weighted Base	1410	346	298	767	1165	246	-	1288	122	1372	38
Royal Mail	1222	275	247	700	995	227	-	1123	99	1186	35
	87%	80%	83%	91%	85%	92%	-%	87%	81%	86%	93%
				ab							
DHL	36	9	13	14	35	1	-	34	3	36	-
	3%	3%	4%	2%	3%	*%	-%	3%	2%	3%	-%
UK Mail	36	20	9	7	36	-	-	31	5	35	*
	3%	6%	3%	1%	3%	-%	-%	2%	4%	3%	*%
		c									
Evri	30	8	10	12	22	8	-	26	3	30	-
	2%	2%	3%	2%	2%	3%	-%	2%	3%	2%	-%
Parcelforce	21	9	2	9	20	*	-	17	4	21	-
	1%	3%	1%	1%	2%	*%	-%	1%	3%	1%	-%
DPD/DPD Local	13	2	*	12	12	1	-	11	2	13	-
	1%	*%	*%	2%	1%	*%	-%	1%	2%	1%	-%
Yodel	13	7	2	3	6	7	-	9	4	13	-
	1%	2%	1%	*%	*%	3%	-%	1%	3%	1%	-%
						a					
UPS	11	3	1	6	11	-	-	9	2	11	-
	1%	1%	*%	1%	1%	-%	-%	1%	2%	1%	-%
Amazon logistics	9	4	2	3	7	2	-	8	1	9	-
	1%	1%	1%	*%	1%	1%	-%	1%	*%	1%	-%
Secured Mail	8	4	4	*	8	-	-	8	*	8	-
	1%	1%	1%	*%	1%	-%	-%	1%	*%	1%	-%
			c								
FedEx	5	3	1	*	5	-	-	4	1	2	3
	*%	1%	*%	*%	*%	-%	-%	*%	1%	*%	7%
											a
Whistl/ TNT Post UK	2	*	2	*	2	-	-	2	*	2	-
	*%	*%	1%	*%	*%	-%	-%	*%	*%	*%	-%
Pitney Bowes	2	1	-	*	2	-	-	2	-	2	-
	*%	*%	-%	*%	*%	-%	-%	*%	-%	*%	-%

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	b
Significance Level: 95%											
Unweighted Base	1599	389	374	836	1407	192	-	1315	284	1559	40
Effective base	586	138	144	307	507	84	-	520	74	570	15
Weighted Base	1410	346	298	767	1165	246	-	1288	122	1372	38
DX	1 *%	* *%	- -%	1 *%	1 *%	- -%	- -%	1 *%	- -%	1 *%	- -%
TNT Express	* *%	* *%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	* *%	- -%
Citipost	* *%	* *%	* *%	* *%	* *%	- -%	- -%	* *%	* *%	* *%	- -%
MHI (Mail Handling International)	* *%	- -%	- -%	* *%	* *%	- -%	- -%	* *%	- -%	* *%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	4 *%	* *%	3 1%	* *%	4 *%	* *%	- -%	4 *%	* *%	4 *%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1222 87%	275 80%	247 83%	700 91% ab	995 85%	227 92%	- -%	1123 87%	99 81%	1186 86%	35 93%
NET: Provider other than RM	189 13%	71 20% c	51 17% c	67 9%	169 15%	19 8%	- -%	165 13%	24 19%	186 14%	3 7%
NET: RM/Parcelforce	1242 88%	284 82%	249 84%	709 93% ab	1016 87%	227 92%	- -%	1140 89%	102 84%	1207 88%	35 93%

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	1599	865	375	348
Effective base	586	335	115	131
Weighted Base	1410	815	261	320
Royal Mail	1222	736	195	280
	87%	90%	75%	87%
		b		b
DHL	36	16	10	11
	3%	2%	4%	3%
UK Mail	36	8	24	4
	3%	1%	9%	1%
			ac	
Evri	30	14	5	7
	2%	2%	2%	2%
Parcelforce	21	16	3	1
	1%	2%	1%	*%
DPD/DPD Local	13	1	11	1
	1%	*%	4%	*%
			a	
Yodel	13	6	2	5
	1%	1%	1%	1%
UPS	11	3	7	1
	1%	*%	2%	*%
Amazon logistics	9	4	4	1
	1%	1%	2%	*%
Secured Mail	8	4	*	4
	1%	*%	*%	1%
FedEx	5	1	*	3
	*%	*%	*%	1%
Whistl/ TNT Post UK	2	*	*	2
	*%	*%	*%	*%
Pitney Bowes	2	1	*	-
	*%	*%	*%	-%
DX	1	*	1	-
	*%	*%	*%	-%

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	1599	865	375	348
Effective base	586	335	115	131
Weighted Base	1410	815	261	320
TNT Express	*	-	-	*
	*%	-%	-%	*%
Citipost	*	-	*	*
	*%	-%	*%	*%
MHI (Mail Handling International)	*	*	-	-
	*%	*%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-
	-%	-%	-%	-%
Other	4	4	*	*
	*%	*%	*%	*%
Do not send this type of post	-	-	-	-
	-%	-%	-%	-%
NET: RM Only	1222	736	195	280
	87%	90%	75%	87%
		b		b
NET: Provider other than RM	189	79	67	40
	13%	10%	25%	13%
			ac	
NET: RM/Parcelforce	1242	753	198	282
	88%	92%	76%	88%
		b		b

Columns Tested: a,b,c

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1599	1134	280	81	31	37	20	9	7	1414	185	104
Effective base	586	460	83	22	8	10	4	2	1	542	43	21
Weighted Base	1410	1133	177	50	10	27	8	1	5	1310	101	51
Royal Mail	1222	1027	135	35	6	13	1	1	5	1162	60	25
	87%	91%	77%	70%	55%	50%	10%	74%	96%	89%	60%	50%
		bcdejk	jk							bcdejk		
DHL	36	23	5	4	1	2	-	*	*	29	8	3
	3%	2%	3%	9%	12%	7%	-%	1%	1%	2%	7%	6%
			a								ai	
UK Mail	36	11	11	2	2	6	4	-	*	21	14	12
	3%	1%	6%	4%	19%	24%	45%	-%	3%	2%	14%	24%
			ai		ai	abi					ai	abi
Evri	30	27	1	1	*	*	*	-	-	29	1	*
	2%	2%	1%	2%	1%	*%	*%	-%	-%	2%	1%	*%
Parcelforce	21	19	*	*	*	-	*	*	-	20	1	1
	1%	2%	*%	1%	1%	-%	6%	5%	-%	1%	1%	1%
DPD/DPD Local	13	3	10	-	-	*	*	-	-	13	*	*
	1%	*%	6%	-%	-%	*%	*%	-%	-%	1%	*%	*%
			ai									
Yodel	13	7	5	-	-	1	-	-	-	12	1	1
	1%	1%	3%	-%	-%	3%	-%	-%	-%	1%	1%	2%
UPS	11	6	3	*	1	*	1	-	-	9	2	2
	1%	1%	2%	*%	9%	*%	12%	-%	-%	1%	2%	4%
					ai							
Amazon logistics	9	1	1	*	-	4	2	*	-	2	6	6
	1%	*%	1%	*%	-%	15%	25%	2%	-%	*%	6%	12%
						abi					ai	abi
Secured Mail	8	*	4	4	-	-	*	-	-	4	4	*
	1%	*%	2%	8%	-%	-%	3%	-%	-%	*%	4%	*%
			ai	ai							ai	
FedEx	5	1	*	3	*	-	-	*	*	2	3	*
	*%	*%	*%	5%	2%	-%	-%	16%	*%	*%	3%	1%
				ai							ai	
Whistl/ TNT Post UK	2	2	*	*	-	*	-	-	-	2	*	*
	*%	*%	*%	*%	-%	*%	-%	-%	-%	*%	*%	*%
Pitney Bowes	2	2	-	-	-	-	-	-	-	2	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1599	1134	280	81	31	37	20	9	7	1414	185	104
Effective base	586	460	83	22	8	10	4	2	1	542	43	21
Weighted Base	1410	1133	177	50	10	27	8	1	5	1310	101	51
DX	1	*	1	*	*	-	-	-	-	1	*	*
	*%	*%	*%	1%	*%	-%	-%	-%	-%	*%	*%	*%
TNT Express	*	*	-	-	-	-	-	-	-	*	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Citipost	*	*	-	-	-	-	-	*	-	*	*	*
	*%	*%	-%	-%	-%	-%	-%	1%	-%	*%	*%	*%
MHI (Mail Handling International)	*	-	-	-	*	-	-	-	-	-	*	*
	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	4	*	-	*	-	-	-	-	4	*	*
	*%	*%	*%	-%	*%	-%	-%	-%	-%	*%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1222	1027	135	35	6	13	1	1	5	1162	60	25
	87%	91%	77%	70%	55%	50%	10%	74%	96%	89%	60%	50%
		bcdejk	jk							bcdejk		
NET: Provider other than RM	189	106	41	15	5	13	7	*	*	148	41	26
	13%	9%	23%	30%	45%	50%	90%	26%	4%	11%	40%	50%
			ai	ai	ai	ai					abi	abi
NET: RM/Parcelforce	1242	1046	136	35	6	13	1	1	5	1181	61	26
	88%	92%	77%	71%	56%	50%	15%	80%	96%	90%	61%	51%
		bcdejk	k							bcdejk		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	1599	512	622	465	1537	1599	1599	1308	921	684	45	1065	106	132	90	103	58
Effective base	586	241	221	127	552	586	586	490	350	213	27	438	29	37	20	22	14
Weighted Base	1410	623	510	277	1335	1410	1410	1177	877	505	53	1084	64	84	45	47	34
Royal Mail	1222 87%	575 92%	452 89%	195 70%	1163 87%	1222 87%	1222 87%	1009 86%	718 82%	372 74%	45 85%	978 90%	45 70%	69 83%	33 74%	32 68%	20 59%
DHL	36 3%	11 2%	13 2%	13 5%	33 2%	36 3%	36 3%	35 3%	34 4%	28 6%	- -%	23 2%	4 6%	4 5%	* 1%	2 4%	3 10%
UK Mail	36 3%	2 *%	9 2%	25 9%	36 3%	36 3%	36 3%	35 3%	35 4%	35 7%	- -%	13 1%	5 8%	1 2%	5 10%	2 4%	9 28%
Evri	30 2%	15 2%	12 2%	3 1%	30 2%	30 2%	30 2%	20 2%	18 2%	9 2%	- -%	27 3%	* 1%	* *%	* 1%	1 2%	* *%
Parcelforce	21 1%	14 2%	6 1%	1 *%	15 1%	21 1%	21 1%	17 1%	15 2%	11 2%	6 10%	13 1%	1 1%	* *%	1 1%	* *%	* *%
DPD/DPD Local	13 1%	1 *%	3 *%	10 4%	11 1%	13 1%	13 1%	11 1%	10 1%	12 2%	- -%	4 *%	3 5%	4 5%	1 3%	* *%	- -%
Yodel	13 1%	- -%	7 1%	6 2%	13 1%	13 1%	13 1%	13 1%	13 1%	12 2%	- -%	8 1%	- -%	* *%	* 1%	5 10%	* *%
UPS	11 1%	4 1%	1 *%	5 2%	11 1%	11 1%	11 1%	10 1%	10 1%	11 2%	- -%	4 *%	1 1%	3 4%	* *%	3 5%	1 2%
Amazon logistics	9 1%	- -%	1 *%	7 3%	9 1%	9 1%	9 1%	8 1%	8 1%	8 2%	- -%	4 *%	1 1%	* *%	4 9%	- -%	- -%
Secured Mail	8 1%	* *%	- -%	8 3%	4 *%	8 1%	8 1%	8 1%	8 1%	4 1%	- -%	4 *%	4 6%	- -%	- -%	* *%	- -%
FedEx	5 *%	* *%	1 *%	3 1%	2 *%	5 *%	5 *%	4 *%	2 *%	2 *%	3 5%	2 *%	- -%	* 1%	* *%	* *%	* *%
Whistl/ TNT Post UK	2 *%	- -%	2 *%	* *%	2 *%	2 *%	2 *%	2 *%	2 *%	* *%	- -%	* *%	- -%	* *%	* *%	2 3%	* *%

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1599	512	622	465	1537	1599	1599	1308	921	684	45	1065	106	132	90	103	58
Effective base	586	241	221	127	552	586	586	490	350	213	27	438	29	37	20	22	14
Weighted Base	1410	623	510	277	1335	1410	1410	1177	877	505	53	1084	64	84	45	47	34
Pitney Bowes	2 *%	- -%	2 *%	- -%	2 *%	2 *%	2 *%	1 *%	1 *%	* *%	- -%	* *%	- -%	- -%	- -%	1 3%	- -%
DX	1 *%	* *%	- -%	1 *%	1 *%	1 *%	1 *%	1 *%	1 *%	1 *%	- -%	- -%	1 1%	* 1%	- -%	* *%	- -%
TNT Express	* *%	- -%	* *%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%
Citipost	* *%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	* *%	- -%	* *%	- -%	- -%	* *%
MHI (Mail Handling International)	* *%	- -%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	4 *%	2 *%	2 *%	* *%	4 *%	4 *%	4 *%	2 *%	2 *%	* *%	- -%	4 *%	* *%	- -%	* *%	- -%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1222 87%	575 92%	452 89%	195 70%	1163 87%	1222 87%	1222 87%	1009 86%	718 82%	372 74%	45 85%	978 90%	45 70%	69 83%	33 74%	32 68%	20 59%
NET: Provider other than RM	189 13%	48 8%	58 11%	82 30%	172 13%	189 13%	189 13%	168 14%	159 18%	133 26%	8 15%	106 10%	19 30%	14 17%	12 26%	15 32%	14 41%
NET: RM/Parcelforce	1242 88%	589 94%	457 90%	197 71%	1178 88%	1242 88%	1242 88%	1026 87%	733 83%	383 76%	51 95%	991 91%	45 71%	69 83%	34 75%	32 68%	20 59%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Significance Level: 95%															
Unweighted Base	1599	1042	151	105	98	56	57	28	1041	232	124	75	58	41	28
Effective base	586	433	43	30	18	12	11	6	433	70	33	27	12	15	7
Weighted Base	1410	1069	99	68	40	21	26	11	1050	183	60	43	39	16	20
Royal Mail	1222	962	78	59	28	16	18	3	973	122	40	33	29	12	13
	87%	90%	78%	87%	68%	72%	70%	29%	93%	67%	68%	76%	75%	74%	66%
		bdf							bcdef						
DHL	36	23	3	1	1	1	*	3	14	14	2	3	*	2	1
	3%	2%	3%	2%	3%	6%	*%	29%	1%	8%	4%	7%	*%	10%	6%
									a	a		a		a	
UK Mail	36	15	2	6	5	3	*	5	6	10	9	2	4	*	5
	3%	1%	2%	8%	12%	12%	*%	41%	1%	5%	15%	4%	12%	*%	24%
									a	a	a	a	a		
Evri	30	21	7	1	-	1	-	*	19	9	*	1	-	1	-
	2%	2%	7%	2%	-%	3%	-%	*%	2%	5%	*%	1%	-%	5%	-%
Parcelforce	21	13	1	*	*	*	*	*	17	3	*	*	*	-	*
	1%	1%	1%	*%	*%	2%	*%	1%	2%	2%	*%	*%	*%	-%	*%
DPD/DPD Local	13	2	4	*	5	*	-	-	2	10	1	-	*	-	-
	1%	*%	4%	*%	13%	*%	-%	-%	*%	5%	2%	-%	1%	-%	-%
									a	a					
Yodel	13	8	*	*	*	*	5	*	4	8	-	-	*	-	*
	1%	1%	*%	*%	1%	*%	18%	*%	*%	5%	-%	-%	1%	-%	*%
									a	a					
UPS	11	7	1	*	*	1	2	-	3	2	2	4	*	*	1
	1%	1%	1%	1%	1%	4%	6%	-%	*%	1%	3%	8%	*%	*%	3%
											a	ab			
Amazon logistics	9	8	*	*	*	-	-	-	1	4	*	*	4	-	-
	1%	1%	*%	*%	*%	-%	-%	-%	*%	2%	*%	*%	10%	-%	-%
									a	a		a			
Secured Mail	8	4	-	-	*	-	-	-	4	*	4	-	*	-	-
	1%	*%	-%	-%	1%	-%	-%	-%	*%	*%	6%	-%	1%	-%	-%
											ab				
FedEx	5	2	*	*	-	*	*	*	3	1	*	-	-	-	*
	*%	*%	*%	*%	-%	*%	1%	*%	*%	1%	*%	-%	-%	-%	*%
Whistl/ TNT Post UK	2	*	2	*	-	*	-	*	*	*	*	-	-	2	*
	*%	*%	2%	*%	-%	*%	-%	*%	*%	*%	*%	-%	-%	10%	*%
														abc	
Pitney Bowes	2	*	-	-	-	-	1	-	*	-	-	1	-	-	-
	*%	*%	-%	-%	-%	-%	5%	-%	*%	-%	-%	3%	-%	-%	-%
									a			a			

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	1599	1042	151	105	98	56	57	28	1041	232	124	75	58	41	28
Effective base	586	433	43	30	18	12	11	6	433	70	33	27	12	15	7
Weighted Base	1410	1069	99	68	40	21	26	11	1050	183	60	43	39	16	20
DX	1	1	-	-	*	-	-	-	-	*	1	*	-	*	-
	*%	*%	-%	-%	*%	-%	-%	-%	-%	*%	1%	1%	-%	*%	-%
TNT Express	*	-	-	*	-	-	-	-	-	-	-	-	-	-	*
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%
Citipost	*	*	-	-	*	-	-	*	*	*	-	-	-	-	*
	*%	*%	-%	-%	*%	-%	-%	*%	*%	*%	-%	-%	-%	-%	*%
MHI (Mail Handling International)	*	-	-	-	*	-	-	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	2	2	-	*	-	-	-	4	*	-	*	-	-	-
	*%	*%	2%	-%	*%	-%	-%	-%	*%	*%	-%	*%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1222	962	78	59	28	16	18	3	973	122	40	33	29	12	13
	87%	90%	78%	87%	68%	72%	70%	29%	93%	67%	68%	76%	75%	74%	66%
		bdf							bcdef						
NET: Provider other than RM	189	107	21	9	13	6	8	8	78	61	19	11	10	4	7
	13%	10%	22%	13%	32%	28%	30%	71%	7%	33%	32%	24%	25%	26%	34%
		a	a	a	a	a	a	a	a	a	a	a	a	a	a
NET: RM/Parcelforce	1242	975	78	60	28	16	18	3	990	125	40	33	29	12	13
	88%	91%	79%	87%	69%	74%	70%	29%	94%	68%	68%	76%	75%	74%	66%
		bdf							bcdef						

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1599	795	160	129	76	53	46	49	533	345	396	218	104
Effective base	586	337	53	39	23	16	9	15	239	133	138	50	28
Weighted Base	1410	808	135	101	41	30	24	39	620	303	305	107	73
Royal Mail	1222	761	111	63	22	13	13	25	577	249	263	88	44
	87%	94%	82%	63%	55%	45%	54%	66%	93%	82%	86%	82%	61%
		bcdefg	cde						bcde	e	e	e	
DHL	36	11	6	6	3	4	1	5	12	12	4	2	6
	3%	1%	4%	6%	7%	14%	3%	14%	2%	4%	1%	1%	8%
						a		a					
UK Mail	36	3	2	6	11	5	7	*	3	11	11	2	8
	3%	*%	2%	6%	27%	18%	30%	1%	*%	4%	4%	2%	11%
				a	abcg	ab	abc			a	a		a
Evri	30	12	2	6	*	-	*	-	9	7	12	*	1
	2%	1%	1%	6%	*%	-%	1%	-%	2%	2%	4%	*%	1%
Parcelforce	21	10	4	1	*	*	2	*	9	6	4	1	-
	1%	1%	3%	1%	*%	*%	8%	*%	1%	2%	1%	1%	-%
DPD/DPD Local	13	5	2	4	*	-	-	*	1	7	1	4	*
	1%	1%	1%	4%	*%	-%	-%	1%	*%	2%	*%	4%	*%
				a						a		a	
Yodel	13	1	3	5	2	*	1	*	3	1	1	2	6
	1%	*%	2%	5%	4%	*%	3%	*%	*%	*%	*%	2%	8%
			a	a	a								abc
UPS	11	*	2	3	1	*	*	4	-	4	2	2	3
	1%	*%	1%	3%	2%	*%	*%	11%	-%	1%	1%	2%	4%
			a	a	a		a	a					a
Amazon logistics	9	*	*	4	*	1	-	2	-	1	*	2	5
	1%	*%	*%	4%	1%	5%	-%	5%	-%	*%	*%	2%	7%
				a		a		a					abc
Secured Mail	8	-	4	-	*	4	-	-	4	4	-	*	*
	1%	-%	3%	-%	*%	15%	-%	-%	1%	1%	-%	*%	*%
			a			ac							
FedEx	5	3	*	1	*	*	-	*	*	1	*	3	*
	*%	*%	*%	1%	*%	1%	-%	*%	*%	*%	*%	3%	1%
Whistl/ TNT Post UK	2	*	*	2	*	*	-	-	-	*	*	2	*
	*%	*%	*%	2%	*%	*%	-%	-%	-%	*%	*%	1%	*%

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1599	795	160	129	76	53	46	49	533	345	396	218	104
Effective base	586	337	53	39	23	16	9	15	239	133	138	50	28
Weighted Base	1410	808	135	101	41	30	24	39	620	303	305	107	73
Pitney Bowes	2 *%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%
DX	1 *%	* *%	- -%	- -%	* *%	* 1%	- -%	1 1%	- -%	* *%	1 *%	* *%	* *%
TNT Express	* *%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%
Citipost	* *%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	* *%	* *%
MHI (Mail Handling International)	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	4 *%	2 *%	* *%	- -%	- -%	- -%	* *%	- -%	2 *%	* *%	2 1%	* *%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1222 87%	761 94%	111 82%	63 63%	22 55%	13 45%	13 54%	25 66%	577 93%	249 82%	263 86%	88 82%	44 61%
		bcdefg	cde						bcde	e	e	e	
NET: Provider other than RM	189 13%	47 6%	25 18%	38 37%	19 45%	16 55%	11 46%	13 34%	43 7%	54 18%	42 14%	19 18%	29 39%
			a	ab	ab	ab	a	a		a	a	a	abcd
NET: RM/Parcelforce	1242 88%	771 95%	114 85%	64 64%	22 55%	13 45%	15 62%	25 66%	586 94%	255 84%	267 88%	89 83%	44 61%
		bcdefg	cde						bcde	e	e	e	

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1599	633	313	337	176	74	689	314	335	172	74
Effective base	586	276	117	109	34	18	308	108	105	44	21
Weighted Base	1410	720	256	234	78	45	786	252	217	92	56
Royal Mail	1222	643	220	206	66	28	727	197	184	72	37
	87%	89%	86%	88%	84%	62%	92%	78%	84%	78%	65%
DHL	36	16	9	3	2	3	14	11	4	2	5
	3%	2%	4%	1%	2%	7%	2%	4%	2%	2%	9%
		e	e	e			bcde		e		a
UK Mail	36	11	9	6	2	7	6	16	8	5	*
	3%	2%	3%	3%	2%	17%	1%	6%	4%	5%	%
						abcd		a	a	a	
Evri	30	21	1	7	*	*	11	8	11	-	*
	2%	3%	%	3%	%	1%	1%	3%	5%	-%	1%
Parcelforce	21	8	4	2	1	-	13	5	2	*	-
	1%	1%	2%	1%	1%	-%	2%	2%	1%	%	-%
DPD/DPD Local	13	1	4	2	4	-	4	4	*	4	*
	1%	%	2%	1%	6%	-%	1%	2%	%	5%	1%
					a					ac	
Yodel	13	4	2	*	*	5	3	*	1	2	5
	1%	1%	1%	%	%	11%	%	%	1%	2%	9%
						abcd					abc
UPS	11	2	4	3	2	*	-	5	2	1	3
	1%	%	2%	1%	2%	%	-%	2%	1%	1%	5%
								a			a
Amazon logistics	9	6	2	*	*	*	2	*	*	2	5
	1%	1%	1%	%	%	%	%	%	%	2%	8%
											abc
Secured Mail	8	4	-	*	-	*	4	4	-	*	*
	1%	1%	-%	%	-%	%	1%	1%	-%	%	%
FedEx	5	1	*	1	*	*	1	1	*	3	*
	%	%	%	%	%	%	%	%	%	3%	%
										a	
Whistl/ TNT Post UK	2	*	-	*	2	*	-	*	*	2	*
	%	%	-%	%	2%	%	-%	%	%	2%	%

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1599	633	313	337	176	74	689	314	335	172	74
Effective base	586	276	117	109	34	18	308	108	105	44	21
Weighted Base	1410	720	256	234	78	45	786	252	217	92	56
Pitney Bowes	2 *%	- -%	- -%	2 1%	- -%	- -%	* *%	- -%	1 1%	- -%	- -%
DX	1 *%	1 *%	- -%	* *%	- -%	* *%	- -%	* *%	1 *%	* *%	* *%
TNT Express	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	- -%
Citipost	* *%	- -%	* *%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	* *%
MHI (Mail Handling International)	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	4 *%	2 *%	* *%	2 1%	* *%	- -%	2 *%	* *%	2 1%	* *%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1222 87%	643 89%	220 86%	206 88%	66 84%	28 62%	727 92%	197 78%	184 84%	72 78%	37 65%
		e	e	e			bcde		e		
NET: Provider other than RM	189 13%	78 11%	36 14%	28 12%	12 16%	17 38%	59 8%	55 22%	34 16%	20 22%	20 35%
						abc		a	a	a	ac
NET: RM/Parcelforce	1242 88%	651 90%	224 88%	208 89%	66 86%	28 62%	739 94%	202 80%	186 86%	72 79%	37 65%
		e	e	e	e		bcde		e		

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1599	551	215	269	158	91	725	141	429	1330	269	1379	158
Effective base	586	241	72	95	50	25	278	44	163	492	94	502	50
Weighted Base	1410	594	172	224	114	52	659	105	405	1201	209	1222	113
Royal Mail	1222 87%	560 94%	139 81%	167 74%	88 77%	38 72%	553 84%	70 66%	378 94%	1133 94%	88 42%	1152 94%	11 10%
		bcde					b	ab		b		b	
DHL	36 3%	14 2%	7 4%	7 3%	3 3%	4 8%	23 4%	3 3%	8 2%	18 2%	18 9%	16 1%	17 15%
										a		a	
UK Mail	36 3%	1 *	6 3%	20 9%	4 3%	5 9%	29 4%	6 5%	* *	17 1%	19 9%	9 1%	26 23%
			a	a	a	a	c	c		a		a	a
Evri	30 2%	3 1%	5 3%	8 3%	4 4%	* *	13 2%	6 6%	1 *	7 1%	23 11%	14 1%	16 14%
								c		a		a	a
Parcelforce	21 1%	12 2%	1 1%	3 1%	* *	* *	7 1%	2 2%	7 2%	14 1%	7 3%	9 1%	6 5%
													a
DPD/DPD Local	13 1%	1 *	1 1%	4 2%	5 4%	* 1%	6 1%	3 3%	2 *	6 *	8 4%	7 1%	4 4%
					a					a		a	a
Yodel	13 1%	1 *	4 2%	* *	5 4%	2 4%	7 1%	1 1%	5 1%	1 *	12 6%	6 *	7 6%
					a	a				a		a	a
UPS	11 1%	* *	1 1%	7 3%	- -	2 4%	6 1%	4 3%	* *	3 *	7 4%	4 *	7 6%
				a		a		c		a		a	a
Amazon logistics	9 1%	- -	* *	6 3%	- -	- -	6 1%	- -	2 1%	1 *	8 4%	1 *	8 7%
				a						a		a	a
Secured Mail	8 1%	- -	8 5%	- -	- -	* *	* *	8 8%	- -	- -	8 4%	- -	4 4%
			ac					ac		a		a	a

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1599	551	215	269	158	91	725	141	429	1330	269	1379	158
Effective base	586	241	72	95	50	25	278	44	163	492	94	502	50
Weighted Base	1410	594	172	224	114	52	659	105	405	1201	209	1222	113
FedEx	5 *%	- -%	* *%	* *%	3 3%	1 2%	4 1%	1 1%	- -%	1 *%	3 2%	1 *%	1 1%
Whistl/ TNT Post UK	2 *%	- -%	- -%	* *%	2 1%	* *%	2 *%	* *%	- -%	* *%	2 1%	* *%	2 1%
Pitney Bowes	2 *%	- -%	- -%	1 1%	- -%	- -%	1 *%	- -%	- -%	- -%	2 1%	- -%	2 1%
DX	1 *%	- -%	* *%	1 *%	- -%	- -%	1 *%	* *%	- -%	1 *%	* *%	1 *%	* *%
TNT Express	* *%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	* *%
Citipost	* *%	- -%	* *%	- -%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	* *%
MHI (Mail Handling International)	* *%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	4 *%	2 *%	- -%	* *%	* *%	* *%	* *%	2 1%	- -%	- -%	4 2%	2 *%	2 2%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1599	551	215	269	158	91	725	141	429	1330	269	1379	158
Effective base	586	241	72	95	50	25	278	44	163	492	94	502	50
Weighted Base	1410	594	172	224	114	52	659	105	405	1201	209	1222	113
NET: RM Only	1222	560	139	167	88	38	553	70	378	1133	88	1152	11
	87%	94%	81%	74%	77%	72%	84%	66%	94%	94%	42%	94%	10%
		bcde					b		ab	b		b	
NET: Provider other than RM	189	35	33	57	26	15	106	36	26	68	120	70	102
	13%	6%	19%	26%	23%	28%	16%	34%	6%	6%	58%	6%	90%
			a	a	a	a	c	ac			a		a
NET: RM/Parcelforce	1242	572	140	170	88	38	560	72	386	1147	95	1161	17
	88%	96%	81%	76%	77%	72%	85%	68%	95%	95%	46%	95%	15%
		bcde					b		ab	b		b	

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1599	1343	256	808	500	1384	153	1331	268	814	494
Effective base	586	512	73	328	163	503	49	503	83	330	161
Weighted Base	1410	1234	177	767	411	1228	107	1222	189	777	401
Royal Mail	1222	1202	20	748	261	1155	8	1222	-	755	254
	87%	97%	11%	98%	64%	94%	7%	100%	-%	97%	63%
DHL	36	5	31	9	26	17	16	-	36	5	30
	3%	*%	18%	1%	6%	1%	15%	-%	19%	1%	8%
			a		a		a		a		a
UK Mail	36	7	28	5	30	16	19	-	36	10	25
	3%	1%	16%	1%	7%	1%	18%	-%	19%	1%	6%
			a		a		a		a		a
Evri	30	1	29	1	19	14	16	-	30	*	20
	2%	*%	16%	*%	5%	1%	15%	-%	16%	*%	5%
			a		a		a		a		a
Parcelforce	21	5	16	1	16	9	6	-	21	2	14
	1%	*%	9%	*%	4%	1%	6%	-%	11%	*%	4%
			a		a		a		a		a
DPD/DPD Local	13	4	9	*	11	2	9	-	13	-	11
	1%	*%	5%	*%	3%	*%	8%	-%	7%	-%	3%
			a		a		a		a		a
Yodel	13	6	7	*	12	4	9	-	13	2	10
	1%	*%	4%	*%	3%	*%	8%	-%	7%	*%	3%
			a		a		a		a		a
UPS	11	2	9	*	10	5	6	-	11	1	9
	1%	*%	5%	*%	2%	*%	6%	-%	6%	*%	2%
			a		a		a		a		a
Amazon logistics	9	-	9	-	8	1	8	-	9	-	8
	1%	-%	5%	-%	2%	*%	7%	-%	5%	-%	2%
			a		a		a		a		a
Secured Mail	8	-	8	-	8	-	4	-	8	-	8
	1%	-%	5%	-%	2%	-%	4%	-%	4%	-%	2%
			a		a		a		a		a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1599	1343	256	808	500	1384	153	1331	268	814	494
Effective base	586	512	73	328	163	503	49	503	83	330	161
Weighted Base	1410	1234	177	767	411	1228	107	1222	189	777	401
FedEx	5 *%	- -%	5 3% a	- -%	4 1%	1 *% a	1 1%	- -%	5 2% a	* *% a	4 1%
Whistl/ TNT Post UK	2 *%	- -%	2 1% a	2 *% a	* *% a	2 *% a	* *% a	- -%	2 1% a	- -%	2 *% a
Pitney Bowes	2 *%	- -%	2 1% a	- -%	1 *% a	- -%	2 1% a	- -%	2 1% a	- -%	1 *% a
DX	1 *%	1 *% a	* *% a	* *% a	1 *% a	1 *% a	* *% a	- -%	1 1% a	1 *% a	* *% a
TNT Express	* *%	- -%	* *% a	- -%	* *% a	- -%	* *% a	- -%	* *% a	- -%	* *% a
Citipost	* *%	* *% a	* *% a	* *% a	* *% a	- -%	* *% a	- -%	* *% a	* *% a	* *% a
MHI (Mail Handling International)	* *%	- -%	* *% a	- -%	* *% a	- -%	* *% a	- -%	* *% a	- -%	* *% a
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	4 *%	2 *% a	2 1% a	- -%	2 *% a	- -%	4 3% a	- -%	4 2% a	- -%	2 *% a
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1222 87%	1202 97%	20 11%	748 98%	261 64%	1155 94%	8 7%	1222 100%	- -%	755 97%	254 63%
		b	b	b	b	b	b	b	b	b	b

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1599	1343	256	808	500	1384	153	1331	268	814	494
Effective base	586	512	73	328	163	503	49	503	83	330	161
Weighted Base	1410	1234	177	767	411	1228	107	1222	189	777	401
NET: Provider other than RM	189	32	157	19	150	73	99	-	189	21	147
	13%	3%	89%	2%	36%	6%	93%	-%	100%	3%	37%
			a		a		a		a		a
NET: RM/Parcelforce	1242	1207	36	749	277	1164	14	1222	21	758	268
	88%	98%	20%	98%	67%	95%	13%	100%	11%	98%	67%
		b		b		b		b		b	

Columns Tested.: a,b - a,b - a,b - a,b - a,b

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	1599	888	1165	270	1	901	1113	224	4	949	732	246	1
Effective base	586	305	437	95	1	320	413	82	3	349	281	90	1
Weighted Base	1410	749	1028	240	4	785	951	197	5	831	646	194	2
Royal Mail	1222	612	912	187	4	642	849	150	4	691	564	160	-
	87%	82%	89%	78%	100%	82%	89%	76%	88%	83%	87%	82%	-%
			ac				ac						
DHL	36	29	21	17	-	32	19	11	-	29	15	7	-
	3%	4%	2%	7%	-%	4%	2%	6%	-%	4%	2%	4%	-%
				b									
UK Mail	36	34	26	9	-	31	15	13	-	35	13	8	-
	3%	5%	3%	4%	-%	4%	2%	7%	-%	4%	2%	4%	-%
				b				b					
Evri	30	18	23	1	-	16	17	*	-	10	13	*	-
	2%	2%	2%	*%	-%	2%	2%	*%	-%	1%	2%	*%	-%
Parcelforce	21	10	13	6	-	12	10	5	-	9	11	2	-
	1%	1%	1%	3%	-%	2%	1%	3%	-%	1%	2%	1%	-%
DPD/DPD Local	13	6	7	5	-	10	12	4	-	10	10	3	-
	1%	1%	1%	2%	-%	1%	1%	2%	-%	1%	1%	2%	-%
Yodel	13	12	4	1	-	9	4	*	-	12	*	1	-
	1%	2%	*%	*%	-%	1%	*%	*%	-%	2%	*%	1%	-%
UPS	11	10	6	4	-	11	4	3	-	10	5	3	-
	1%	1%	1%	1%	-%	1%	*%	2%	-%	1%	1%	2%	-%
Amazon logistics	9	8	8	2	-	8	6	2	1	8	4	3	-
	1%	1%	1%	1%	-%	1%	1%	1%	12%	1%	1%	1%	-%
Secured Mail	8	4	-	4	-	8	8	4	-	8	8	4	-
	1%	1%	-%	2%	-%	1%	1%	2%	-%	1%	1%	2%	-%
				b									
FedEx	5	2	1	1	-	4	*	*	-	4	1	*	-
	*%	*%	*%	*%	-%	1%	*%	*%	-%	*%	*%	*%	-%
Whistl/ TNT Post UK	2	2	2	2	-	2	2	*	-	2	2	-	-
	*%	*%	*%	1%	-%	*%	*%	*%	-%	*%	*%	-%	-%
Pitney Bowes	2	-	2	1	-	-	2	1	-	-	1	1	-
	*%	-%	*%	1%	-%	-%	*%	1%	-%	-%	*%	1%	-%

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	1599	888	1165	270	1	901	1113	224	4	949	732	246	1
Effective base	586	305	437	95	1	320	413	82	3	349	281	90	1
Weighted Base	1410	749	1028	240	4	785	951	197	5	831	646	194	2
DX	1 *%	1 *%	* *%	* *%	- -%	* *%	* *%	1 *%	- -%	1 *%	* *%	* *%	- -%
TNT Express	* *%	* *%	- -%	- -%	- -%	* *%	* *%	* *%	- -%	* *%	- -%	- -%	- -%
Citipost	* *%	* *%	* *%	- -%	- -%	* *%	* *%	* *%	- -%	* *%	* *%	- -%	- -%
MHI (Mail Handling International)	* *%	* *%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	4 *%	* *%	4 *%	* *%	- -%	* *%	4 *%	* *%	- -%	* *%	- -%	* *%	2 100%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1222 87%	612 82%	912 89%	187 78%	4 100%	642 82%	849 89%	150 76%	4 88%	691 83%	564 87%	160 82%	- -%
NET: Provider other than RM	189 13%	137 18%	116 11%	52 22%	- -%	143 18%	103 11%	47 24%	1 12%	139 17%	82 13%	34 18%	2 100%
NET: RM/Parcelforce	1242 88%	622 83%	925 90%	194 81%	4 100%	654 83%	859 90%	155 79%	4 88%	701 84%	575 89%	162 83%	- -%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1599	1322	1305	810	1122	871	54	537	441	406	120	72
Effective base	586	481	483	319	401	336	14	235	174	160	57	35
Weighted Base	1410	1186	1175	755	993	816	34	554	433	391	125	80
Royal Mail	1222	1100	1101	707	910	746	20	520	401	354	111	76
	87%	93%	94%	94%	92%	91%	60%	94%	92%	91%	88%	96%
DHL	36	18	15	10	15	8	*	5	9	7	3	*
	3%	2%	1%	1%	2%	1%	*%	1%	2%	2%	2%	*%
UK Mail	36	13	13	11	16	18	6	11	3	7	2	2
	3%	1%	1%	1%	2%	2%	16% ab	2%	1%	2%	2%	3%
Evri	30	13	7	3	5	9	-	3	*	*	*	*
	2%	1%	1%	*%	*%	1%	-%	1%	*%	*%	*%	*%
Parcelforce	21	9	10	4	15	9	2	4	4	2	*	*
	1%	1%	1%	1%	1%	1%	6%	1%	1%	1%	*%	*%
DPD/DPD Local	13	7	6	5	7	6	1	5	5	5	-	-
	1%	1%	*%	1%	1%	1%	2%	1%	1%	1%	-%	-%
Yodel	13	9	10	5	11	7	*	5	5	5	*	*
	1%	1%	1%	1%	1%	1%	*%	1%	1%	1%	*%	*%
UPS	11	4	6	1	6	5	1	1	-	1	1	1
	1%	*%	*%	*%	1%	1%	2%	*%	-%	*%	1%	1%
Amazon logistics	9	3	-	2	3	2	-	-	-	2	2	-
	1%	*%	-%	*%	*%	*%	-%	-%	-%	1%	2%	-%
Secured Mail	8	4	4	4	4	4	4	-	4	4	4	-
	1%	*%	*%	1%	*%	1%	12% ab	-%	1%	1%	3% a	-%
FedEx	5	1	1	*	1	1	-	*	*	*	-	-
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%	-%
Whistl/ TNT Post UK	2	2	2	2	*	2	*	-	2	2	2	-
	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%	1%	-%
Pitney Bowes	2	*	*	-	-	*	-	-	-	-	-	-
	*%	*%	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1599	1322	1305	810	1122	871	54	537	441	406	120	72
Effective base	586	481	483	319	401	336	14	235	174	160	57	35
Weighted Base	1410	1186	1175	755	993	816	34	554	433	391	125	80
DX	1	1	-	*	1	*	*	*	-	*	*	-
	*%	*%	-%	*%	*%	*%	1%	*%	-%	*%	*%	-%
TNT Express	*	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	*	*	-	*	*	*	-	*	-	-	-	-
	*%	*%	-%	*%	*%	*%	-%	*%	-%	-%	-%	-%
MHI (Mail Handling International)	*	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	2	-	-	-	-	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1222	1100	1101	707	910	746	20	520	401	354	111	76
	87%	93%	94%	94%	92%	91%	60%	94%	92%	91%	88%	96%
NET: Provider other than RM	189	85	74	48	84	70	14	34	32	37	14	3
	13%	7%	6%	6%	8%	9%	40% ab	6%	8%	9%	12%	4%
NET: RM/Parcelforce	1242	1110	1111	711	924	755	22	524	405	356	111	77
	88%	94%	95%	94%	93%	92%	66%	95%	93%	91%	88%	96%
					c	c						

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1599	172	116	87	47	1355	1043	1449	1033	925	806	1269	214	-	1189	92
Effective base	586	70	40	35	19	489	355	523	358	305	291	467	77	-	427	44
Weighted Base	1410	175	92	85	43	1159	810	1244	825	700	698	1116	177	-	992	115
Pitney Bowes	2	-	-	-	-	2	2	2	2	*	2	2	1	-	*	-
	%	%	%	%	%	%	%	%	%	%	%	%	1%	%	%	%
DX	1	*	1	-	*	*	*	*	*	1	*	*	-	-	*	*
	%	%	1%	%	1%	%	%	%	%	%	%	%	%	%	%	%
TNT Express	*	-	-	-	-	*	*	*	-	*	*	*	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Citipost	*	-	-	-	-	*	*	*	-	*	*	*	-	-	*	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
MHI (Mail Handling International)	*	-	-	-	-	-	-	-	-	*	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Other	4	-	-	-	-	4	2	4	2	*	*	4	*	-	2	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
NET: RM Only	1222	155	73	70	36	1033	707	1087	730	595	570	997	137	-	911	110
	87%	88%	79%	82%	84%	89%	87%	87%	88%	85%	82%	89%	78%	%	92%	96%
NET: Provider other than RM	189	20	19	15	7	126	104	157	95	106	128	119	40	-	81	5
	13%	12%	21%	18%	16%	11%	13%	13%	12%	15%	18%	11%	22%	%	8%	4%
NET: RM/Parcelforce	1242	159	75	70	36	1051	713	1105	740	602	579	1015	141	-	918	110
	88%	91%	81%	82%	84%	91%	88%	89%	90%	86%	83%	91%	80%	%	93%	96%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1599	660	819	580	26	313	381	256	987	336	291	344	924
Effective base	586	262	285	201	12	105	141	92	367	121	98	125	350
Weighted Base	1410	633	696	492	33	253	351	225	897	274	230	295	848
Royal Mail	1222	559	663	338	26	139	276	163	805	244	170	242	778
	87%	88%	95%	69%	79%	55%	79%	72%	90%	89%	74%	82%	92%
DHL	36	12	9	28	1	21	15	10	19	7	7	13	16
	3%	2%	1%	6%	3%	8%	4%	5%	2%	3%	3%	4%	2%
UK Mail	36	20	*	27	*	32	4	21	12	3	12	19	4
	3%	3%	*%	6%	*%	13%	1%	9%	1%	1%	5%	6%	*%
		b				b		bc			c	c	
Evri	30	8	6	30	-	11	18	7	17	6	14	3	13
	2%	1%	1%	6%	-%	4%	5%	3%	2%	2%	6%	1%	2%
											bc		
Parcelforce	21	7	8	18	-	6	14	1	17	2	4	5	12
	1%	1%	1%	4%	-%	3%	4%	1%	2%	1%	2%	2%	1%
DPD/DPD Local	13	1	6	9	4	4	9	4	8	1	3	2	7
	1%	*%	1%	2%	13%	2%	3%	2%	1%	*%	1%	1%	1%
Yodel	13	11	*	8	*	9	4	4	1	7	7	1	5
	1%	2%	*%	2%	*%	4%	1%	2%	*%	3%	3%	*%	1%
		b				b		b		b	c		
UPS	11	6	-	7	2	10	1	6	4	1	1	8	1
	1%	1%	-%	1%	5%	4%	*%	3%	*%	*%	1%	3%	*%
						b						c	
Amazon logistics	9	3	*	7	-	8	1	8	1	-	8	*	*
	1%	*%	*%	1%	-%	3%	*%	4%	*%	-%	4%	*%	*%
						bc		bc			bc		
Secured Mail	8	4	-	8	-	8	-	-	4	-	-	-	4
	1%	1%	-%	2%	-%	3%	-%	-%	*%	-%	-%	-%	*%
						b							
FedEx	5	*	1	5	-	1	4	*	4	*	3	2	*
	*%	*%	*%	1%	-%	*%	1%	*%	*%	*%	1%	1%	*%
Whistl/ TNT Post UK	2	2	*	2	-	*	2	*	2	-	*	*	2
	*%	*%	*%	*%	-%	*%	*%	*%	*%	-%	*%	*%	*%

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1599	660	819	580	26	313	381	256	987	336	291	344	924
Effective base	586	262	285	201	12	105	141	92	367	121	98	125	350
Weighted Base	1410	633	696	492	33	253	351	225	897	274	230	295	848
Pitney Bowes	2 *%	- -%	* *%	* *%	- -%	1 1%	* *%	- -%	2 *%	- -%	- -%	- -%	2 *%
DX	1 *%	1 *%	- -%	1 *%	- -%	1 *%	* *%	* *%	1 *%	- -%	1 *%	- -%	- -%
TNT Express	* *%	- -%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	* *%	- -%
Citipost	* *%	- -%	* *%	* *%	- -%	* *%	* *%	* *%	* *%	- -%	* *%	* *%	* *%
MHI (Mail Handling International)	* *%	- -%	- -%	* *%	- -%	* *%	- -%	- -%	* *%	- -%	- -%	* *%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	4 *%	- -%	2 *%	4 1%	- -%	* *%	4 1%	* *%	2 *%	2 1%	* *%	* *%	3 *%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1222 87%	559 88%	663 95%	338 69%	26 79%	139 55%	276 79%	163 72%	805 90%	244 89%	170 74%	242 82%	778 92%
NET: Provider other than RM	189 13%	75 12%	33 5%	153 31%	7 21%	114 45%	75 21%	62 28%	92 10%	29 11%	60 26%	53 18%	70 8%
NET: RM/Parcelforce	1242 88%	565 89%	672 96%	356 72%	26 79%	145 57%	291 83%	164 73%	822 92%	246 90%	174 75%	248 84%	790 93%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1599	813	786
Effective base	586	247	339
Weighted Base	1410	599	811
Royal Mail	1222	491	730
	87%	82%	90%
		a	
DHL	36	19	17
	3%	3%	2%
UK Mail	36	22	13
	3%	4%	2%
Evri	30	17	12
	2%	3%	2%
Parcelforce	21	8	13
	1%	1%	2%
DPD/DPD Local	13	5	8
	1%	1%	1%
Yodel	13	13	*
	1%	2%	*%
		b	
UPS	11	6	5
	1%	1%	1%
Amazon logistics	9	8	1
	1%	1%	*%
Secured Mail	8	4	4
	1%	1%	*%
FedEx	5	1	3
	*%	*%	*%
Whistl/ TNT Post UK	2	*	2
	*%	*%	*%
Pitney Bowes	2	-	2
	*%	-%	*%
DX	1	1	-
	*%	*%	-%
TNT Express	*	*	-
	*%	*%	-%

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1599	813	786
Effective base	586	247	339
Weighted Base	1410	599	811
Citipost	*	*	*
	*%	*%	*%
MHI (Mail Handling International)	*	*	-
	*%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-
	-%	-%	-%
Other	4	2	2
	*%	*%	*%
Do not send this type of post	-	-	-
	-%	-%	-%
NET: RM Only	1222	491	730
	87%	82%	90%
		a	
NET: Provider other than RM	189	108	81
	13%	18%	10%
		b	
NET: RM/Parcelforce	1242	499	743
	88%	83%	92%
		a	

Columns Tested: a,b

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	1599	95	182	143	138	163	74	94	176	108	136	89	201
Effective base	586	27	81	88	51	112	42	12	67	39	28	32	73
Weighted Base	1410	36	135	169	38	240	69	26	230	95	60	85	226
Citipost	*	-	-	-	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
MHI (Mail Handling International)	*	-	*	-	-	-	-	-	-	-	-	-	-
	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	*	*	-	-	2	-	-	-	2	-	-	*
	*%	*%	*%	-%	-%	1%	-%	-%	-%	2%	-%	-%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1222	32	122	134	34	216	57	24	203	89	57	78	175
	87%	89%	90%	79%	89%	90%	83%	93%	88%	94%	95%	92%	78%
			l			cl				cl	cl		
NET: Provider other than RM	189	4	14	35	4	25	12	2	27	6	3	7	50
	13%	11%	10%	21%	11%	10%	17%	7%	12%	6%	5%	8%	22%
				ej									beij
NET: RM/Parcelforce	1242	32	124	135	35	217	61	24	204	89	57	82	182
	88%	91%	91%	80%	90%	90%	88%	94%	89%	94%	96%	96%	81%
			c			c				c	cl	cl	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1599	420	375	378	426	795	804
Effective base	586	193	183	114	131	376	244
Weighted Base	1410	340	348	352	371	688	722
Royal Mail	1222	287	307	317	310	594	627
	87%	84%	88%	90%	84%	86%	87%
DHL	36	13	7	9	8	19	17
	3%	4%	2%	3%	2%	3%	2%
UK Mail	36	16	4	5	11	19	16
	3%	5%	1%	1%	3%	3%	2%
		b					
Evri	30	6	13	4	8	18	12
	2%	2%	4%	1%	2%	3%	2%
Parcelforce	21	4	5	1	11	9	12
	1%	1%	2%	*%	3%	1%	2%
DPD/DPD Local	13	*	2	4	7	2	11
	1%	*%	*%	1%	2%	*%	2%
Yodel	13	6	2	3	2	8	5
	1%	2%	1%	1%	1%	1%	1%
UPS	11	2	4	1	3	6	4
	1%	1%	1%	*%	1%	1%	1%
Amazon logistics	9	3	*	4	1	3	6
	1%	1%	*%	1%	*%	*%	1%
Secured Mail	8	*	-	-	8	*	8
	1%	*%	-%	-%	2%	*%	1%
FedEx	5	3	1	*	1	4	1
	*%	1%	*%	*%	*%	1%	*%
Whistl/ TNT Post UK	2	*	2	-	*	2	*
	*%	*%	*%	-%	*%	*%	*%
Pitney Bowes	2	-	-	1	*	-	2
	*%	-%	-%	*%	*%	-%	*%
DX	1	1	-	*	-	1	*
	*%	*%	-%	*%	-%	*%	*%
TNT Express	*	-	*	-	-	*	-
	*%	-%	*%	-%	-%	*%	-%
Citipost	*	-	-	-	*	-	*
	*%	-%	-%	-%	*%	-%	*%

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1599	420	375	378	426	795	804
Effective base	586	193	183	114	131	376	244
Weighted Base	1410	340	348	352	371	688	722
MHI (Mail Handling International)	*	*	-	-	-	*	-
	-%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Other	4	*	2	2	*	2	2
	-%	-%	-%	1%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1222	287	307	317	310	594	627
	87%	84%	88%	90%	84%	86%	87%
NET: Provider other than RM	189	53	41	35	60	94	95
	13%	16%	12%	10%	16%	14%	13%
NET: RM/Parcelforce	1242	291	313	318	321	604	639
	88%	85%	90%	90%	87%	88%	88%

Columns Tested: a,b,c,d - a,b

Table 98

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1532	234	1298	1014	263	76	179	518
Effective base	582	63	525	530	108	33	86	146
Weighted Base	1394	107	1287	1324	59	8	4	70
Royal Mail	916 66%	70 66%	846 66%	880 66%	30 51%	4 53%	2 50%	36 51%
Parcelforce	101 7%	3 3%	97 8%	94 7%	6 10%	* 5%	* 10%	7 9%
Evri	100 7%	4 3%	96 7%	95 7%	4 7%	* 1%	* 1%	4 6%
DHL	72 5%	5 5%	67 5%	67 5%	4 6%	1 13%	* 7%	5 7%
DPD/DPD Local	68 5%	9 8%	59 5%	61 5%	6 11%	* 6%	* 12%	7 10%
UPS	45 3%	6 5%	39 3%	42 3%	3 5%	* 6%	* 3%	3 5%
UK Mail	31 2%	- -%	31 2%	29 2%	1 2%	* 1%	* 6%	2 2%
Yodel	22 2%	1 1%	22 2%	22 2%	* %	* 3%	* 1%	* 1%
FedEx	16 1%	6 6%	10 1%	14 1%	1 2%	* 4%	* 4%	2 3%
Amazon logistics	7 1%	* %*	7 1%	7 1%	* 1%	* 3%	* 1%	1 1%
Secured Mail	4 %*	- -%	4 %*	4 %*	* %*	- -%	- -%	* %*
DX	2 %*	1 %*	1 %*	1 %*	1 2%	- -%	* %*	1 2%
TNT Express	2 %*	* %*	2 %*	1 %*	* 1%	* 3%	* 2%	1 1%
Pitney Bowes	1 %*	- -%	1 %*	- -%	1 2%	- -%	- -%	1 2%

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1532	234	1298	1014	263	76	179	518
Effective base	582	63	525	530	108	33	86	146
Weighted Base	1394	107	1287	1324	59	8	4	70
Whistl/ TNT Post UK	1	-	1	*	*	*	*	*
	%	%	%	%	%	1%	1%	%
							a	
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%
Citipost	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%
Other	6	2	4	5	*	*	*	*
	%	2%	%	%	%	1%	%	%
Do not send this type of post	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%
NET: RM Only	916	70	846	880	30	4	2	36
	66%	66%	66%	bde	51%	53%	50%	51%
NET: Provider other than RM	478	36	441	444	29	4	2	34
	34%	34%	34%	34%	49%	47%	50%	49%
					a		a	a
NET: RM/Parcelforce	1017	74	943	974	36	4	2	43
	73%	69%	73%	74%	61%	58%	60%	60%
				bde				

Columns Tested:: a,b - a,b,c,d,e

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1532	428	436	150	158	181	179	1014	263	255
Effective base	582	256	224	66	72	66	86	530	108	70
Weighted Base	1394	694	541	89	42	24	4	1324	59	12
Royal Mail	916	498	328	55	20	14	2	880	30	6
	66%	72%	61%	61%	48%	57%	50%	66%	51%	52%
		bdefhi						dfhi		
Parcelforce	101	44	45	6	3	3	*	94	6	1
	7%	6%	8%	6%	8%	12%	10%	7%	10%	7%
Evri	100	57	31	7	4	*	*	95	4	*
	7%	8%	6%	8%	10%	2%	1%	7%	7%	1%
		efi		fi	efi			f		
DHL	72	19	41	7	3	2	*	67	4	1
	5%	3%	8%	8%	6%	8%	7%	5%	6%	11%
		a								a
DPD/DPD Local	68	21	38	3	6	1	*	61	6	1
	5%	3%	7%	3%	13%	4%	12%	5%	11%	8%
		a			aceg		acg		ag	
UPS	45	24	14	3	2	1	*	42	3	1
	3%	3%	3%	4%	5%	5%	3%	3%	5%	5%
UK Mail	31	7	21	1	*	1	*	29	1	*
	2%	1%	4%	1%	1%	4%	6%	2%	2%	3%
		a					ag			
Yodel	22	9	8	5	*	*	*	22	*	*
	2%	1%	1%	6%	*%	1%	1%	2%	*%	2%
				agh						
FedEx	16	7	6	2	1	1	*	14	1	*
	1%	1%	1%	2%	2%	3%	4%	1%	2%	4%
							g			
Amazon logistics	7	2	5	-	*	*	*	7	*	*
	1%	*%	1%	-%	1%	1%	1%	1%	1%	2%
Secured Mail	4	-	4	*	*	-	-	4	*	-
	*%	-%	1%	*%	*%	-%	-%	*%	*%	-%
DX	2	-	1	*	1	-	*	1	1	*
	*%	-%	*%	*%	3%	-%	*%	*%	2%	*%
					abg				ag	
TNT Express	2	-	1	-	*	1	*	1	*	*
	*%	-%	*%	-%	*%	2%	2%	*%	1%	3%
						ag	ag			ag

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1532	428	436	150	158	181	179	1014	263	255
Effective base	582	256	224	66	72	66	86	530	108	70
Weighted Base	1394	694	541	89	42	24	4	1324	59	12
Pitney Bowes	1	-	-	-	1	-	-	-	1	-
	*%	-%	-%	-%	3%	-%	-%	-%	2%	-%
					abg				abg	
Whistl/ TNT Post UK	1	*	-	-	*	*	*	*	*	*
	*%	*%	-%	-%	*%	*%	1%	*%	*%	1%
							g			
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	6	5	*	*	*	*	*	5	*	*
	*%	1%	*%	*%	*%	1%	*%	*%	*%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	916	498	328	55	20	14	2	880	30	6
	66%	72%	61%	61%	48%	57%	50%	66%	51%	52%
		bdefhi						dfhi		
NET: Provider other than RM	478	196	213	34	22	10	2	444	29	6
	34%	28%	39%	39%	52%	43%	50%	34%	49%	48%
			a		ag	a	ag	ag	ag	ag
NET: RM/Parcelforce	1017	542	372	60	23	17	2	974	36	7
	73%	78%	69%	68%	55%	70%	60%	74%	61%	59%
		bdfhi	d					dfhi		

Columns Tested: a,b,c,d,e,f,g,h,i

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1532	624	390	263	76	179	582	273	100	68	203
Effective base	582	387	194	108	33	86	320	117	35	23	36
Weighted Base	1394	1074	249	59	8	4	872	219	53	26	37
Royal Mail	916 66%	729 68% ce	151 61%	30 51%	4 53%	2 50%	615 71% bce	120 55%	25 46%	15 57%	19 52%
Parcelforce	101 7%	79 7%	16 6%	6 10%	* 5%	* 10%	61 7%	17 8%	6 11%	2 6%	3 8%
Evri	100 7%	83 8% e	13 5%	4 7%	* 1%	* 1%	67 8%	13 6%	5 9%	1 2%	1 3%
DHL	72 5%	53 5%	14 6%	4 6%	1 13%	* 7%	37 4%	18 8%	6 12%	* %	1 3%
DPD/DPD Local	68 5%	43 4%	18 7%	6 11% a	* 6%	* 12% a	38 4%	9 4%	5 9%	4 14% a	3 7%
UPS	45 3%	29 3%	13 5%	3 5%	* 6%	* 3%	21 2%	10 5%	2 3%	4 14% ae	1 1%
UK Mail	31 2%	20 2%	9 4%	1 2%	* 1%	* 6% a	6 1%	20 9% a	1 2%	2 6% a	2 5% a
Yodel	22 2%	13 1%	9 3%	* % a	* 3%	* 1%	11 1%	3 1%	- -%	- -%	5 13% ab
FedEx	16 1%	10 1%	4 2%	1 2%	* 4%	* 4% a	4 % a	4 2%	3 6% a	- -%	1 3%
Amazon logistics	7 1%	6 1%	1 % a	* 1%	* 3%	* 1%	3 % a	3 1%	1 1%	- -%	1 1%
Secured Mail	4 % a	4 % a	* % a	* % a	- -% a	- -% a	4 % a	* % a	- -% a	- -% a	- -% a
DX	2 % a	1 % a	* % a	1 2% a	- -% a	* % a	* % a	* % a	* % a	- -% a	1 1%
TNT Express	2 % a	- -% a	1 % a	* 1% a	* 3% a	* 2% a	- -% a	1 1% a	- -% a	* % a	* 1% a

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1532	624	390	263	76	179	582	273	100	68	203
Effective base	582	387	194	108	33	86	320	117	35	23	36
Weighted Base	1394	1074	249	59	8	4	872	219	53	26	37
Pitney Bowes	1 *%	- -%	- -%	1 2% a	- -%	- -%	1 *%	- -%	- -%	- -%	- -%
Whistl/ TNT Post UK	1 *%	* *%	- -%	* *%	* 1%	* 1%	* *%	- -%	- -%	- -%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
MHI (Mail Handling International)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Citipost	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	6 *%	5 *%	* *%	* *%	* 1%	* *%	4 *%	- -%	- -%	* *%	* *%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	916 66%	729 68%	151 61%	30 51%	4 53%	2 50%	615 71%	120 55%	25 46%	15 57%	19 52%
NET: Provider other than RM	478 34%	345 32%	98 39%	29 49%	4 47%	2 50%	257 29%	99 45%	28 54%	11 43%	18 48%
NET: RM/Parcelforce	1017 73%	808 75%	167 67%	36 61%	4 58%	2 60%	675 77%	137 63%	31 58%	16 63%	22 60%
		ce		a		a	bce	a	a		a
		bcd					bce				

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1532	113	77	165	57	104	134	99	89	90
Effective base	582	64	40	88	27	51	83	56	46	43
Weighted Base	1394	143	74	239	65	124	242	159	113	100
Whistl/ TNT Post UK	1	-	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	6	-	*	2	-	-	2	-	-	-
	*%	-%	*%	1%	-%	-%	1%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	916	96	46	132	41	72	185	115	67	69
	66%	67%	62%	55%	63%	58%	77%	72%	59%	69%
NET: Provider other than RM	478	47	28	108	24	53	56	44	46	31
	34%	33%	38%	45%	37%	42%	23%	28%	41%	31%
NET: RM/Parcelforce	1017	106	50	157	45	79	198	120	84	79
	73%	74%	68%	65%	69%	64%	82%	75%	75%	79%
							ceh	c		
				fg		f			f	
							ce			

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1532	251	279	398	928	604	210	213	181
Effective base	582	122	149	227	491	161	71	53	58
Weighted Base	1394	289	329	640	1259	135	67	48	20
Royal Mail	916 66%	182 63%	209 63%	433 68%	823 65%	93 69%	41 62%	37 77%	15 73%
Parcelforce	101 7%	21 7%	31 10%	42 7%	94 8%	6 5%	2 3%	3 7%	1 5%
Evri	100 7%	28 10%	28 8%	39 6%	95 8%	5 4%	4 5%	1 2%	* 1%
DHL	72 5%	14 5%	16 5%	36 6%	66 5%	7 5%	3 5%	2 5%	1 5%
DPD/DPD Local	68 5%	17 6%	15 4%	29 4%	60 5%	8 6%	6 9%	2 3%	* 2%
UPS	45 3%	10 3%	7 2%	21 3%	38 3%	7 5%	7 10%	* *%	1 4%
UK Mail	31 2%	4 2%	6 2%	18 3%	28 2%	2 2%	2 3%	- -%	* *%
Yodel	22 2%	8 3%	9 3%	4 1%	21 2%	1 1%	1 1%	1 1%	* *%
FedEx	16 1%	1 *%	4 1%	10 2%	15 1%	1 *%	* *%	* *%	1 3%
Amazon logistics	7 1%	- -%	3 1%	3 1%	6 1%	1 1%	- -%	* *%	1 5%
Secured Mail	4 *%	4 1%	- -%	- -%	4 *%	* *%	- -%	* *%	- -%
DX	2 *%	1 *%	- -%	1 *%	2 *%	* *%	* *%	* *%	- -%
TNT Express	2 *%	* *%	1 *%	* *%	2 *%	* *%	* *%	* *%	* *%
Pitney Bowes	1 *%	- -%	- -%	1 *%	1 *%	- -%	- -%	- -%	- -%

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1532	251	279	398	928	604	210	213	181
Effective base	582	122	149	227	491	161	71	53	58
Weighted Base	1394	289	329	640	1259	135	67	48	20
Whistl/ TNT Post UK	1 *%	* *%	- -%	- -%	* *%	1 *%	- -%	* 1%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
MHI (Mail Handling International)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Citipost	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	6 *%	- -%	* *%	4 1%	4 *%	2 1%	1 1%	1 2%	* 1%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	916 66%	182 63%	209 63%	433 68%	823 65%	93 69%	41 62%	37 77%	15 73%
NET: Provider other than RM	478 34%	108 37%	121 37%	208 32%	436 35%	42 31%	26 38%	11 23%	5 27%
NET: RM/Parcelforce	1017 73%	203 70%	240 73%	474 74%	917 73%	100 74%	43 65%	41 84%	16 79%
								af	

Columns Tested: a,b,c,d,e,f,g,h

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1532	73	142	18	160	164	412	53	52	617
Effective base	582	32	44	9	52	67	170	18	14	241
Weighted Base	1394	57	103	23	126	190	329	37	33	621
Royal Mail	916	46	37	17	53	95	206	27	26	461
	66%	80%	36%	71%	42%	50%	63%	74%	79%	74%
		bde					bd	bd	bde	bdef
Parcelforce	101	1	9	1	9	35	24	6	1	25
	7%	2%	8%	2%	7%	18%	7%	16%	4%	4%
						afi		i		
Evri	100	*	10	-	10	22	33	-	*	35
	7%	*%	10%	-%	8%	11%	10%	-%	*%	6%
DHL	72	2	17	-	17	7	20	*	*	27
	5%	3%	16%	-%	13%	4%	6%	*%	*%	4%
			efi		i					
DPD/DPD Local	68	2	9	4	12	13	9	*	*	31
	5%	4%	9%	15%	10%	7%	3%	*%	1%	5%
					f					
UPS	45	3	7	1	8	5	6	1	2	20
	3%	6%	7%	4%	6%	3%	2%	2%	7%	3%
UK Mail	31	3	1	2	2	6	9	-	3	8
	2%	4%	1%	7%	2%	3%	3%	-%	8%	1%
Yodel	22	-	7	-	7	1	8	-	-	6
	2%	-%	7%	-%	6%	1%	2%	-%	-%	1%
			i		i					
FedEx	16	-	4	-	4	6	2	*	-	4
	1%	-%	4%	-%	3%	3%	1%	*%	-%	1%
Amazon logistics	7	-	-	-	-	*	3	3	*	2
	1%	-%	-%	-%	-%	*%	1%	8%	*%	*%
								defi		
Secured Mail	4	-	*	-	*	-	4	*	-	-
	*%	-%	*%	-%	*%	-%	1%	*%	-%	-%
DX	2	-	1	-	1	1	*	-	-	1
	*%	-%	*%	-%	*%	*%	*%	-%	-%	*%
TNT Express	2	-	*	-	*	*	2	-	-	*
	*%	-%	*%	-%	*%	*%	*%	-%	-%	*%
Pitney Bowes	1	-	1	-	1	-	-	-	-	-
	*%	-%	1%	-%	1%	-%	-%	-%	-%	-%

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1532	73	142	18	160	164	412	53	52	617
Effective base	582	32	44	9	52	67	170	18	14	241
Weighted Base	1394	57	103	23	126	190	329	37	33	621
Whistl/ TNT Post UK	1	-	*	-	*	-	*	-	-	*
	*%	-%	*%	-%	*%	-%	*%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	6	1	*	-	*	*	5	-	-	*
	*%	1%	*%	-%	*%	*%	1%	-%	-%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	916	46	37	17	53	95	206	27	26	461
	66%	80%	36%	71%	42%	50%	63%	74%	79%	74%
		bde					bd	bd	bde	bdef
NET: Provider other than RM	478	11	66	7	72	95	123	10	7	159
	34%	20%	64%	29%	58%	50%	37%	26%	21%	26%
			afghi		afghi	ahi	i			
NET: RM/Parcelforce	1017	47	46	17	63	130	230	33	27	486
	73%	82%	44%	74%	50%	68%	70%	90%	84%	78%
		bd				bd	bd	bd	bd	bdf

Columns Tested: a,b,c,d,e,f,g,h,i

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1532	397	412	723	1350	182	-	1265	267	1494	38
Effective base	582	147	170	273	505	80	-	519	69	564	18
Weighted Base	1394	374	329	691	1171	223	-	1276	118	1351	43
Royal Mail	916 66%	195 52%	206 63%	515 75% ab	772 66%	144 65%	- -%	839 66%	77 66%	885 66%	31 72%
Parcelforce	101 7%	45 12% c	24 7%	32 5%	78 7%	22 10%	- -%	91 7%	10 8%	101 7%	- -%
Evri	100 7%	32 9%	33 10%	35 5%	76 6%	24 11%	- -%	96 8%	3 3%	100 7%	* *%
DHL	72 5%	25 7%	20 6%	28 4%	65 6%	7 3%	- -%	69 5%	4 3%	72 5%	- -%
DPD/DPD Local	68 5%	28 7%	9 3%	31 4%	58 5%	10 5%	- -%	65 5%	4 3%	63 5%	5 11%
UPS	45 3%	16 4%	6 2%	23 3%	35 3%	10 4%	- -%	39 3%	7 6%	44 3%	1 2%
UK Mail	31 2%	11 3%	9 3%	11 2%	28 2%	2 1%	- -%	29 2%	2 2%	31 2%	* *%
Yodel	22 2%	8 2%	8 2%	6 1%	20 2%	3 1%	- -%	15 1%	7 6% a	22 2%	1 2%
FedEx	16 1%	10 3%	2 1%	4 1%	16 1%	- -%	- -%	14 1%	2 2%	10 1%	6 14% a
Amazon logistics	7 1%	* *%	3 1%	4 1%	7 1%	* *%	- -%	7 1%	* *%	7 1%	- -%
Secured Mail	4 *%	* *%	4 1%	* *%	4 *%	- -%	- -%	4 *%	* *%	4 *%	- -%
DX	2 *%	1 *%	* *%	1 *%	2 *%	- -%	- -%	1 *%	1 1%	2 *%	- -%
TNT Express	2 *%	* *%	2 *%	* *%	2 *%	* *%	- -%	2 *%	* *%	2 *%	- -%

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1532	397	412	723	1350	182	-	1265	267	1494	38
Effective base	582	147	170	273	505	80	-	519	69	564	18
Weighted Base	1394	374	329	691	1171	223	-	1276	118	1351	43
Pitney Bowes	1 *%	1 *%	- -%	- -%	1 *%	- -%	- -%	1 *%	- -%	1 *%	- -%
Whistl/ TNT Post UK	1 *%	* *%	* *%	* *%	1 *%	- -%	- -%	* *%	* *%	1 *%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
MHI (Mail Handling International)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Citipost	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	6 *%	1 *%	5 1%	* *%	6 *%	* *%	- -%	5 *%	* *%	6 *%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	916 66%	195 52%	206 63%	515 75% ab	772 66%	144 65%	- -%	839 66%	77 66%	885 66%	31 72%
NET: Provider other than RM	478 34%	179 48% c	123 37% c	176 25%	399 34%	79 35%	- -%	437 34%	40 34%	466 34%	12 28%
NET: RM/Parcelforce	1017 73%	240 64%	230 70%	548 79% ab	850 73%	167 75%	- -%	930 73%	87 74%	986 73%	31 72%

Columns Tested.: a,b,c - a,b,c - a,b - a,b

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	1532	779	362	380
Effective base	582	312	117	150
Weighted Base	1394	763	254	363
Royal Mail	916 66%	547 72% bc	150 59%	210 58%
Parcelforce	101 7%	66 9%	15 6%	20 5%
Evri	100 7%	38 5%	13 5%	45 12% ab
DHL	72 5%	33 4%	14 6%	25 7%
DPD/DPD Local	68 5%	26 3%	27 11% ac	14 4%
UPS	45 3%	20 3%	7 3%	18 5%
UK Mail	31 2%	8 1%	16 6% a	7 2%
Yodel	22 2%	8 1%	6 2%	8 2%
FedEx	16 1%	3 *%	4 1%	9 2%
Amazon logistics	7 1%	3 *%	1 *%	4 1%
Secured Mail	4 *%	4 *%	* *%	- -%
DX	2 *%	1 *%	* *%	1 *%
TNT Express	2 *%	1 *%	1 *%	* *%
Pitney Bowes	1 *%	1 *%	- -%	- -%

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1532	779	362	380
Effective base	582	312	117	150
Weighted Base	1394	763	254	363
Whistl/ TNT Post UK	1 *%	* *%	* *%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%
MHI (Mail Handling International)	- -%	- -%	- -%	- -%
Citipost	- -%	- -%	- -%	- -%
Other	6 *%	3 *%	* *%	2 1%
Do not send this type of post	- -%	- -%	- -%	- -%
NET: RM Only	916 66%	547 72%	150 59%	210 58%
NET: Provider other than RM	478 34%	216 28%	104 41%	154 42%
NET: RM/Parcelforce	1017 73%	612 80%	165 65%	229 63%
		bc		

Columns Tested: a,b,c

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
Significance Level: 95%		a	b	c	d	e	*f	*g	*h	i	j	k
Unweighted Base	1532	1050	294	81	34	39	19	9	6	1344	188	107
Effective base	582	447	92	22	9	11	4	2	1	538	44	22
Weighted Base	1394	1096	196	49	11	27	8	1	5	1292	102	52
Royal Mail	916 66%	765 70% bcjk	105 53%	22 45%	6 55%	13 47%	1 11%	* 13%	5 95%	869 67% bcjk	47 46%	25 47%
Parcelforce	101 7%	81 7%	14 7%	1 3%	* *%	4 15%	* *%	- -%	- -%	95 7%	6 6%	4 8%
Evri	100 7%	75 7%	22 11%	2 5%	* 1%	* *%	* *%	- -%	- -%	97 8%	2 2%	* *%
DHL	72 5%	49 4%	8 4%	8 16% abi	* 1%	5 20% abi	* *%	1 85%	- -%	58 4%	15 14% abi	7 12%
DPD/DPD Local	68 5%	44 4%	22 11% ai	1 2%	1 10%	* 1%	- -%	- -%	- -%	66 5%	2 2%	1 2%
UPS	45 3%	26 2%	7 3%	10 20% abi	1 9%	* *%	1 13%	- -%	* 3%	33 3%	12 12% ai	2 4%
UK Mail	31 2%	20 2%	4 2%	* *%	1 11%	3 10%	2 26%	- -%	* 1%	24 2%	6 6% ai	6 12% ai
Yodel	22 2%	16 1%	1 *%	* *%	- -%	2 6%	4 44%	* 1%	- -%	17 1%	5 5% i	5 10% abi
FedEx	16 1%	7 1%	4 2%	3 6% ai	1 12% ai	- -%	* 1%	- -%	* *%	12 1%	4 4% a	1 3%
Amazon logistics	7 1%	5 *%	1 1%	1 2%	* *%	- -%	- -%	* 2%	- -%	7 1%	1 1%	* *%
Secured Mail	4 *%	* *%	4 2% a	- -%	- -%	- -%	* 3%	- -%	- -%	4 *%	* *%	* *%
DX	2 *%	1 *%	1 1%	- -%	* *%	- -%	- -%	- -%	- -%	2 *%	* *%	* *%
TNT Express	2 *%	1 *%	* *%	1 1%	- -%	- -%	* 1%	- -%	- -%	1 *%	1 1%	* *%

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1532	1050	294	81	34	39	19	9	6	1344	188	107
Effective base	582	447	92	22	9	11	4	2	1	538	44	22
Weighted Base	1394	1096	196	49	11	27	8	1	5	1292	102	52
Pitney Bowes	1	1	-	-	-	-	-	-	-	1	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Whistl/ TNT Post UK	1	*	*	*	-	-	-	-	-	1	*	-
	*%	*%	*%	*%	-%	-%	-%	-%	-%	*%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	6	3	2	-	*	-	*	-	-	6	*	*
	*%	*%	1%	-%	1%	-%	*%	-%	-%	*%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	916	765	105	22	6	13	1	*	5	869	47	25
	66%	70%	53%	45%	55%	47%	11%	13%	95%	67%	46%	47%
		bcjk								bcjk		
NET: Provider other than RM	478	332	91	27	5	14	7	1	*	423	55	28
	34%	30%	47%	55%	45%	53%	89%	87%	5%	33%	54%	53%
			ai	ai							ai	ai
NET: RM/Parcelforce	1017	846	119	24	6	17	1	*	5	964	52	29
	73%	77%	61%	48%	55%	62%	12%	13%	95%	75%	52%	55%
		bcjk								bcjk		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	1532	457	593	482	1381	1308	1424	1532	931	650	127	849	99	116	82	95	56
Effective base	582	224	224	136	510	490	535	582	354	206	62	358	29	32	20	21	15
Weighted Base	1394	569	527	298	1244	1177	1301	1394	883	511	154	886	58	74	45	46	37
Royal Mail	916 66%	425 75%	339 64%	151 51%	817 66%	777 66%	857 66%	916 66%	553 63%	282 55%	100 65%	616 69%	27 46%	39 53%	32 71%	22 48%	21 56%
Parcelforce	101 7%	37 7%	44 8%	20 7%	96 8%	87 7%	96 7%	101 7%	78 9%	35 7%	10 6%	73 8%	2 3%	4 5%	6 13%	2 5%	* %*
Evri	100 7%	31 6%	44 8%	24 8%	87 7%	79 7%	90 7%	100 7%	60 7%	34 7%	14 9%	63 7%	8 15%	* 1%	3 7%	1 2%	* %*
DHL	72 5%	26 5%	23 4%	23 8%	69 6%	63 5%	71 5%	72 5%	48 5%	40 8%	10 6%	41 5%	3 4%	7 10%	* 1%	8 18%	2 7%
DPD/DPD Local	68 5%	22 4%	22 4%	24 8%	58 5%	56 5%	58 4%	68 5%	46 5%	36 7%	3 2%	32 4%	9 16%	12 17%	* 1%	* 1%	1 4%
UPS	45 3%	15 3%	11 2%	19 6% b	42 3%	36 3%	42 3%	45 3%	33 4%	26 5%	5 3%	19 2%	2 4%	6 9%	1 3%	5 12%	2 6%
UK Mail	31 2%	5 1%	15 3%	10 3%	31 2%	26 2%	31 2%	31 2%	26 3%	30 6% abcd	4 3%	14 2%	3 5%	* %*	1 2%	2 5%	5 15% bd
Yodel	22 2%	* %*	16 3% a	6 2%	17 1%	22 2%	22 2%	22 2%	17 2%	15 3%	5 3%	12 1%	* %*	1 1%	* 1%	* %*	5 13% b
FedEx	16 1%	3 %*	5 1%	9 3%	10 1%	12 1%	13 1%	16 1%	5 1%	5 1%	3 2%	7 1%	* %*	2 3%	* %*	- -%	* %*
Amazon logistics	7 1%	* %*	5 1%	2 1%	7 1%	6 1%	7 1%	7 1%	6 1%	5 1%	1 1%	6 1%	* 1%	* %*	* %*	- -%	- -%
Secured Mail	4 %*	* %*	- -%	4 1%	* %*	4 %*	4 %*	4 %*	4 %*	* %*	- -%	* %*	4 6% b	- -%	- -%	* %*	- -%
DX	2 %*	* %*	1 %*	1 %*	2 %*	2 %*	2 %*	2 %*	1 %*	1 %*	- -%	1 %*	- -%	* 1%	1 1%	1 1%	- -%
TNT Express	2 %*	* %*	1 %*	1 %*	2 %*	2 %*	2 %*	2 %*	1 %*	1 %*	- -%	1 %*	- -%	* 1%	- -%	* 1%	* %*

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1532	457	593	482	1381	1308	1424	1532	931	650	127	849	99	116	82	95	56
Effective base	582	224	224	136	510	490	535	582	354	206	62	358	29	32	20	21	15
Weighted Base	1394	569	527	298	1244	1177	1301	1394	883	511	154	886	58	74	45	46	37
Pitney Bowes	1 *%	- -%	1 *%	- -%	1 *%	1 *%	1 *%	1 *%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%
Whistl/ TNT Post UK	1 *%	- -%	* *%	* *%	1 *%	1 *%	1 *%	1 *%	* *%	* *%	- -%	* *%	- -%	* *%	* *%	- -%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
MHI (Mail Handling International)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Citipost	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	6 *%	3 1%	* *%	3 1%	4 *%	4 *%	4 *%	6 *%	2 *%	* *%	* *%	2 *%	* *%	- -%	* *%	2 5%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	916 66%	425 75%	339 64%	151 51%	817 66%	777 66%	857 66%	916 66%	553 63%	282 55%	100 65%	616 69%	27 46%	39 53%	32 71%	22 48%	21 56%
NET: Provider other than RM	478 34%	144 25%	188 36%	146 49%	427 34%	401 34%	444 34%	478 34%	330 37%	229 45%	55 35%	270 31%	31 54%	34 47%	13 29%	24 52%	16 44%
NET: RM/Parcelforce	1017 73%	463 81%	383 73%	171 58%	913 73%	863 73%	953 73%	1017 73%	632 71%	318 62%	109 71%	689 78%	29 49%	43 58%	38 84%	24 53%	21 56%

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	1532	922	143	93	90	51	54	28	809	208	111	63	52	38	27
Effective base	582	399	40	26	17	12	11	6	350	64	31	25	12	14	7
Weighted Base	1394	990	92	61	39	21	25	15	846	170	48	40	38	15	20
Royal Mail	916	676	52	40	16	14	11	7	595	91	21	25	25	7	12
	66%	68%	57%	66%	41%	67%	44%	45%	70%	54%	45%	61%	65%	47%	59%
Parcelforce	101	85	7	2	1	*	*	*	68	6	5	1	5	2	*
	7%	9%	8%	3%	3%	2%	1%	*%	8%	4%	10%	1%	12%	14%	*%
Evri	100	65	12	6	3	*	-	*	56	16	5	2	-	1	*
	7%	7%	13%	10%	7%	2%	-%	1%	7%	9%	10%	4%	-%	6%	*%
DHL	72	51	2	4	3	3	5	2	36	17	*	3	6	1	*
	5%	5%	2%	7%	7%	13%	19%	15%	4%	10%	1%	9%	15%	9%	1%
DPD/DPD Local	68	31	12	5	10	*	*	*	37	16	*	*	1	-	1
	5%	3%	13%	8%	26%	1%	*%	1%	4%	10%	*%	*%	1%	-%	6%
UPS	45	32	1	1	1	1	6	*	13	11	2	6	1	1	1
	3%	3%	1%	1%	2%	6%	22%	1%	2%	7%	5%	15%	1%	10%	4%
UK Mail	31	18	1	2	5	2	2	1	10	6	5	-	1	-	5
	2%	2%	1%	3%	12%	9%	6%	6%	1%	4%	10%	-%	2%	-%	23%
Yodel	22	11	1	1	-	-	*	5	15	1	4	-	*	-	1
	2%	1%	1%	1%	-%	-%	*%	31%	2%	1%	9%	-%	1%	-%	5%
FedEx	16	7	3	*	*	-	-	*	8	1	*	2	*	-	*
	1%	1%	3%	1%	*%	-%	-%	*%	1%	1%	1%	5%	*%	-%	1%
Amazon logistics	7	7	*	-	*	-	-	-	4	3	*	*	-	-	-
	1%	1%	*%	-%	1%	-%	-%	-%	*%	2%	*%	*%	-%	-%	-%
Secured Mail	4	*	-	-	*	-	-	-	-	*	4	-	*	-	-
	*%	*%	-%	-%	1%	-%	-%	-%	-%	*%	8%	-%	1%	-%	-%
DX	2	1	1	-	*	-	1	-	1	*	1	*	1	*	-
	*%	*%	1%	-%	*%	-%	2%	-%	*%	*%	1%	1%	1%	*%	-%
TNT Express	2	1	*	-	*	-	*	*	1	*	*	-	*	-	-
	*%	*%	*%	-%	*%	-%	1%	*%	*%	*%	1%	-%	*%	-%	-%
Pitney Bowes	1	-	-	-	-	-	1	-	-	-	-	1	-	-	-
	*%	-%	-%	-%	-%	-%	5%	-%	-%	-%	-%	3%	-%	-%	-%

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	1532	922	143	93	90	51	54	28	809	208	111	63	52	38	27
Effective base	582	399	40	26	17	12	11	6	350	64	31	25	12	14	7
Weighted Base	1394	990	92	61	39	21	25	15	846	170	48	40	38	15	20
Whistl/ TNT Post UK	1	*	-	*	-	*	-	-	*	*	*	-	-	-	-
	*%	*%	-%	*%	-%	*%	-%	-%	*%	*%	*%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	6	4	*	-	*	-	-	-	2	*	-	*	-	2	-
	*%	*%	*%	-%	*%	-%	-%	-%	*%	*%	-%	*%	-%	14%	-%
														abc	
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	916	676	52	40	16	14	11	7	595	91	21	25	25	7	12
	66%	68%	57%	66%	41%	67%	44%	45%	70%	54%	45%	61%	65%	47%	59%
		d							bc						
NET: Provider other than RM	478	314	40	20	23	7	14	8	251	79	27	15	13	8	8
	34%	32%	43%	34%	59%	33%	56%	55%	30%	46%	55%	39%	35%	53%	41%
				a					a	a					
NET: RM/Parcelforce	1017	761	59	42	17	15	11	7	663	98	26	25	29	9	12
	73%	77%	64%	69%	44%	69%	45%	45%	78%	57%	55%	63%	77%	61%	60%
		df							bc						

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1532	968	181	138	88	57	50	50	457	318	346	202	97
Effective base	582	410	61	42	28	19	11	15	216	123	124	46	27
Weighted Base	1394	987	154	106	46	33	29	39	557	291	278	102	71
Royal Mail	916 66%	717 73%	81 53%	52 49%	25 53%	12 36%	16 54%	14 35%	409 73%	182 62%	169 61%	60 59%	36 50%
Parcelforce	101 7%	74 7%	11 7%	10 10%	* 1%	5 14%	* 1%	1 1%	36 7%	19 7%	28 10%	3 3%	10 14%
Evri	100 7%	55 6%	21 14%	12 11%	5 12%	1 4%	5 16%	* %	27 5%	23 8%	33 12%	3 3%	5 7%
DHL	72 5%	38 4%	12 8%	5 5%	2 5%	8 25%	1 2%	5 14%	29 5%	14 5%	17 6%	9 8%	3 5%
DPD/DPD Local	68 5%	45 5%	11 7%	5 5%	* %	* 1%	1 3%	5 14%	22 4%	16 5%	11 4%	9 9%	1 1%
UPS	45 3%	17 2%	5 3%	10 10%	2 4%	2 6%	2 6%	7 17%	9 2%	12 4%	8 3%	5 5%	8 12%
UK Mail	31 2%	10 1%	2 1%	4 4%	6 14%	4 12%	* 1%	4 10%	6 1%	16 5%	2 1%	6 6%	* %
Yodel	22 2%	12 1%	5 3%	* %	- -%	- -%	4 15%	1 3%	11 2%	2 1%	3 1%	1 1%	5 7%
FedEx	16 1%	11 1%	1 %	3 3%	1 2%	* 1%	* %	* %	3 1%	1 %	4 2%	4 4%	* %
Amazon logistics	7 1%	1 %	* %	3 3%	3 7%	* %	* 1%	- -%	1 %	3 1%	1 %	* %	2 3%
Secured Mail	4 %	- -%	4 2%	- -%	* %	* 1%	- -%	- -%	- -%	4 1%	- -%	* %	* %
DX	2 %	1 %	* %	1 %	- -%	- -%	1 2%	- -%	1 %	* %	1 %	1 1%	* 1%

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1532	968	181	138	88	57	50	50	457	318	346	202	97
Effective base	582	410	61	42	28	19	11	15	216	123	124	46	27
Weighted Base	1394	987	154	106	46	33	29	39	557	291	278	102	71
TNT Express	2 *%	1 *%	- -%	1 1%	* *%	- -%	- -%	* *%	- -%	1 *%	1 *%	* *%	* *%
Pitney Bowes	1 *%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%
Whistl/ TNT Post UK	1 *%	* *%	* *%	- -%	* *%	- -%	- -%	- -%	* *%	* *%	* *%	- -%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
MHI (Mail Handling International)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Citipost	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	6 *%	3 *%	* *%	- -%	* *%	- -%	* *%	2 6% a	4 1%	* *%	* *%	* *%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	916 66%	717 73%	81 53%	52 49%	25 53%	12 36%	16 54%	14 35%	409 73%	182 62%	169 61%	60 59%	36 50%
NET: Provider other than RM	478 34%	270 27%	72 47%	54 51%	22 47%	21 64%	13 46%	25 65%	148 27%	109 38%	109 39%	41 41%	35 50%
NET: RM/Parcelforce	1017 73%	790 80%	92 60%	62 59%	25 54%	17 50%	16 55%	14 36%	445 80%	201 69%	197 71%	63 62%	46 65%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1532	563	286	294	163	70	525	272	278	152	67
Effective base	582	256	108	97	32	18	243	94	92	40	20
Weighted Base	1394	659	247	216	74	44	613	225	190	87	55
Royal Mail	916 66%	465 70%	158 64%	128 59%	43 58%	21 48%	425 69%	143 63%	126 66%	47 54%	31 56%
Parcelforce	101 7%	47 7%	18 7%	23 11%	3 4%	6 13%	44 7%	21 9%	13 7%	2 3%	6 11%
Evri	100 7%	39 6%	17 7%	25 12%	2 2%	3 6%	35 6%	15 7%	21 11%	4 5%	4 6%
DHL	72 5%	36 5%	13 5%	9 4%	8 11%	3 7%	28 5%	13 6%	12 6%	9 11%	1 2%
DPD/DPD Local	68 5%	24 4%	13 5%	11 5%	9 13%	* 1%	37 6%	7 3%	3 2%	9 10%	* 1%
UPS	45 3%	14 2%	13 5%	8 4%	2 2%	5 12%	13 2%	6 3%	4 2%	4 4%	8 15%
UK Mail	31 2%	16 2%	9 4%	1 1%	4 6%	* *%	10 2%	10 5%	2 1%	4 4%	* *%
Yodel	22 2%	8 1%	2 1%	1 1%	1 1%	5 11%	13 2%	* *%	3 2%	4 5%	1 2%
FedEx	16 1%	4 1%	- -%	5 2%	1 2%	- -%	3 1%	2 1%	2 1%	4 4%	* 1%
Amazon logistics	7 1%	1 *%	3 1%	3 1%	* *%	* *%	* *%	3 1%	1 1%	* *%	2 4%
Secured Mail	4 *%	- -%	- -%	* *%	- -%	* *%	- -%	4 2%	- -%	* *%	* *%
DX	2 *%	1 *%	1 *%	* *%	1 1%	* *%	1 *%	* *%	1 *%	1 1%	* 1%
TNT Express	2 *%	- -%	1 *%	1 *%	* 1%	* *%	* *%	1 *%	1 *%	* *%	* *%

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1532	563	286	294	163	70	525	272	278	152	67
Effective base	582	256	108	97	32	18	243	94	92	40	20
Weighted Base	1394	659	247	216	74	44	613	225	190	87	55
Pitney Bowes	1 *%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%
Whistl/ TNT Post UK	1 *%	* *%	- -%	* *%	- -%	- -%	* *%	* *%	* *%	- -%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
MHI (Mail Handling International)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Citipost	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	6 *%	4 1%	* *%	* *%	* *%	- -%	4 1%	* *%	* *%	* *%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	916 66%	465 70%	158 64%	128 59%	43 58%	21 48%	425 69%	143 63%	126 66%	47 54%	31 56%
NET: Provider other than RM	478 34%	194 30%	89 36%	88 41%	31 42%	23 52%	188 31%	83 37%	64 34%	40 46%	24 44%
NET: RM/Parcelforce	1017 73%	511 78%	176 71%	151 70%	46 62%	27 61%	469 77%	163 73%	139 73%	49 56%	37 67%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1532	674	250	309	179	94	867	151	501	1213	319	1220	161
Effective base	582	295	84	113	57	25	337	49	192	469	113	461	49
Weighted Base	1394	736	201	253	130	53	786	116	483	1139	255	1128	116
Royal Mail	916 66%	555 75%	114 57%	147 58%	61 47%	21 39%	479 61%	64 55%	365 76%	904 79%	12 5%	807 72%	9 8%
Parcelforce	101 7%	50 7%	19 9%	25 10%	4 3%	3 6%	55 7%	5 4%	41 8%	63 5%	38 15%	81 7%	15 13%
Evri	100 7%	31 4%	19 9%	25 10%	12 10%	12 23%	74 9%	10 9%	16 3%	48 4%	51 20%	74 7%	12 11%
DHL	72 5%	30 4%	14 7%	9 4%	16 13%	2 4%	40 5%	15 13%	17 4%	33 3%	39 15%	45 4%	24 21%
DPD/DPD Local	68 5%	29 4%	9 4%	15 6%	13 10%	2 3%	49 6%	7 6%	13 3%	31 3%	37 14%	53 5%	5 4%
UPS	45 3%	13 2%	11 6%	8 3%	11 8%	2 3%	30 4%	4 3%	12 2%	25 2%	20 8%	25 2%	17 14%
UK Mail	31 2%	11 2%	1 1%	10 4%	3 3%	2 5%	15 2%	3 3%	12 3%	8 1%	22 9%	8 1%	22 19%
Yodel	22 2%	5 1%	8 4%	4 2%	2 2%	4 7%	22 3%	1 1%	- -%	13 1%	9 4%	11 1%	6 5%
FedEx	16 1%	7 1%	1 *%	4 2%	4 3%	* *%	12 2%	1 1%	3 1%	7 1%	9 3%	10 1%	* *%
Amazon logistics	7 1%	* *%	* *%	3 1%	1 1%	3 5%	4 1%	* *%	3 1%	3 *%	4 2%	5 *%	2 2%

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1532	674	250	309	179	94	867	151	501	1213	319	1220	161
Effective base	582	295	84	113	57	25	337	49	192	469	113	461	49
Weighted Base	1394	736	201	253	130	53	786	116	483	1139	255	1128	116
Secured Mail	4	-	4	-	-	*	*	4	-	-	4	-	*
	%	-%	2%	-%	-%	%	%	3%	-%	-%	2%	-%	%
			a					ac			a		
DX	2	1	1	*	1	-	*	2	*	1	1	2	*
	%	%	%	%	%	-%	%	1%	%	%	%	%	%
TNT Express	2	*	1	*	1	*	1	-	1	1	1	1	*
	%	%	%	%	1%	%	%	-%	%	%	%	%	%
Pitney Bowes	1	-	-	1	-	-	1	-	-	-	1	-	1
	%	-%	-%	1%	-%	-%	%	-%	-%	-%	1%	-%	1%
													a
Whistl/ TNT Post UK	1	*	-	*	-	-	1	*	-	*	1	*	*
	%	%	-%	%	-%	-%	%	%	-%	%	%	%	%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	6	3	*	*	*	2	4	2	*	*	6	4	*
	%	%	%	%	%	4%	1%	1%	%	%	2%	%	%
						a					a		
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1532	674	250	309	179	94	867	151	501	1213	319	1220	161
Effective base	582	295	84	113	57	25	337	49	192	469	113	461	49
Weighted Base	1394	736	201	253	130	53	786	116	483	1139	255	1128	116
NET: RM Only	916	555	114	147	61	21	479	64	365	904	12	807	9
	66%	75%	57%	58%	47%	39%	61%	55%	76%	79%	5%	72%	8%
		bcde							ab	b		b	
NET: Provider other than RM	478	181	87	106	69	32	307	52	118	235	243	321	106
	34%	25%	43%	42%	53%	61%	39%	45%	24%	21%	95%	28%	92%
			a	a	a	a	c	c			a		a
NET: RM/Parcelforce	1017	605	133	171	65	24	534	69	405	967	50	889	24
	73%	82%	66%	68%	50%	45%	68%	59%	84%	85%	20%	79%	21%
		bcde		de					ab	b		b	

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1532	1073	235	956	576	1225	156	1062	246	960	572
Effective base	582	425	65	388	195	463	47	416	74	390	193
Weighted Base	1394	1025	153	906	488	1130	114	1009	168	916	478
Royal Mail	916 66%	758 74%	19 13%	884 98%	32 7%	808 71%	9 8%	755 75%	21 13%	916 100%	- -%
Parcelforce	101 7%	64 6%	23 15%	6 1%	95 20%	83 7%	13 12%	63 6%	23 14%	- -%	101 21%
Evri	100 7%	59 6%	20 13%	2 *	97 20%	74 7%	13 11%	56 6%	23 14%	- -%	100 21%
DHL	72 5%	37 4%	26 17%	8 1%	64 13%	44 4%	25 22%	38 4%	25 15%	- -%	72 15%
DPD/DPD Local	68 5%	49 5%	7 5%	* *	68 14%	49 4%	9 8%	44 4%	12 7%	- -%	68 14%
UPS	45 3%	19 2%	16 11%	1 *	44 9%	26 2%	16 14%	18 2%	17 10%	- -%	45 9%
UK Mail	31 2%	7 1%	19 13%	* *	30 6%	11 1%	20 18%	6 1%	20 12%	- -%	31 6%
Yodel	22 2%	15 1%	7 5%	1 *	21 4%	15 1%	2 2%	11 1%	11 7%	- -%	22 5%
FedEx	16 1%	7 1%	5 3%	3 *	13 3%	10 1%	* *	7 1%	5 3%	- -%	16 3%
Amazon logistics	7 1%	4 *	3 2%	- -%	7 2%	5 *	2 2%	4 *	3 2%	- -%	7 2%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1532	1073	235	956	576	1225	156	1062	246	960	572
Effective base	582	425	65	388	195	463	47	416	74	390	193
Weighted Base	1394	1025	153	906	488	1130	114	1009	168	916	478
Secured Mail	4	-	4	-	4	-	*	-	4	-	4
	*%	-%	3%	-%	1%	-%	*%	-%	2%	-%	1%
DX	2	2	*	-	2	2	*	2	*	-	2
	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%	*%
TNT Express	2	1	*	*	2	2	*	2	-	-	2
	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%
Pitney Bowes	1	-	1	-	1	-	1	-	1	-	1
	*%	-%	1%	-%	*%	-%	1%	-%	1%	-%	*%
Whistl/ TNT Post UK	1	-	1	-	1	*	*	*	*	-	1
	*%	-%	*%	-%	*%	*%	*%	*%	*%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	6	4	*	-	6	3	2	2	2	-	6
	*%	*%	*%	-%	1%	*%	2%	*%	1%	-%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	916	758	19	884	32	808	9	755	21	916	-
	66%	74%	13%	98%	7%	71%	8%	75%	13%	100%	-%
		b		b		b		b		b	

Columns Tested.: a,b - a,b - a,b - a,b - a,b

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1532	1073	235	956	576	1225	156	1062	246	960	572
Effective base	582	425	65	388	195	463	47	416	74	390	193
Weighted Base	1394	1025	153	906	488	1130	114	1009	168	916	478
NET: Provider other than RM	478	267	134	23	455	322	105	254	147	-	478
	34%	26%	87%	2%	93%	29%	92%	25%	87%	-%	100%
		a	a	a	a	a	a	a	a	a	a
NET: RM/Parcelforce	1017	821	42	889	127	891	22	819	44	916	101
	73%	80%	28%	98%	26%	79%	19%	81%	26%	100%	21%
		b	b	b	b	b	b	b	b	b	b

Columns Tested.: a,b - a,b - a,b - a,b - a,b

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	1532	837	1011	256	2	809	864	208	3	1077	857	263	1
Effective base	582	295	391	91	2	292	329	79	3	407	333	99	1
Weighted Base	1394	734	931	222	5	707	759	184	4	975	765	224	2
Whistl/ TNT Post UK	1	*	1	*	-	*	1	*	-	*	1	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	6	2	4	*	-	2	2	*	-	3	1	*	2
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	100%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	916	440	612	128	-	434	511	101	4	572	535	133	-
	66%	60%	66%	58%	-%	61%	67%	55%	100%	59%	70%	60%	-%
							c				a		
NET: Provider other than RM	478	294	319	94	5	273	248	83	-	403	229	90	2
	34%	40%	34%	42%	100%	39%	33%	45%	-%	41%	30%	40%	100%
								b		b			
NET: RM/Parcelforce	1017	500	697	144	-	481	572	114	4	652	586	145	-
	73%	68%	75%	65%	-%	68%	75%	62%	100%	67%	77%	65%	-%
							ac			ac			

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1532	1155	1038	964	968	743	54	600	479	459	124	75
Effective base	582	437	398	384	353	300	14	266	197	184	59	38
Weighted Base	1394	1080	961	912	893	710	34	633	496	449	133	87
Whistl/ TNT Post UK	1	*	*	-	*	*	-	-	-	-	-	-
	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	6	4	2	*	2	*	-	-	-	*	-	-
	*%	*%	*%	*%	*%	*%	-%	-%	-%	*%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	916	756	668	739	628	496	11	522	371	317	101	79
	66%	70%	70%	81%	70%	70%	32%	82%	75%	71%	76%	91%
				ab	c	c		bc				bc
NET: Provider other than RM	478	325	292	172	265	214	23	112	125	132	32	8
	34%	30%	30%	19%	30%	30%	68%	18%	25%	29%	24%	9%
		c	c				ab		ae	ae		
NET: RM/Parcelforce	1017	839	731	786	686	557	15	558	404	355	105	80
	73%	78%	76%	86%	77%	78%	45%	88%	81%	79%	79%	92%
				ab	c	c		bc				

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1532	166	117	91	48	1283	959	1376	1045	913	786	1207	206	-	1110	87
Effective base	582	66	40	37	19	483	343	517	378	322	292	463	75	-	419	43
Weighted Base	1394	153	93	88	45	1136	792	1224	875	748	714	1099	167	-	967	116
Royal Mail	916	113	59	42	21	757	503	797	551	444	407	716	89	-	702	76
	66%	74%	64%	48%	46%	67%	64%	65%	63%	59%	57%	65%	53%	-%	73%	65%
		cd				e					ac					
Parcelforce	101	12	4	7	2	94	59	96	70	62	56	92	9	-	58	18
	7%	8%	4%	8%	4%	8%	7%	8%	8%	8%	8%	8%	5%	-%	6%	16% a
Evri	100	7	1	20	9	69	61	84	80	60	70	79	18	-	49	7
	7%	4%	2%	23% ab	20% ab	6%	8%	7%	9%	8%	10%	7%	11%	-%	5%	6%
DHL	72	5	14	2	*	55	50	66	52	46	52	62	25	-	47	1
	5%	4%	15% a	2%	*%	5%	6%	5%	6%	6%	7%	6%	15% ab	-%	5%	1%
DPD/DPD Local	68	4	1	1	4	61	41	65	40	38	31	59	5	-	47	5
	5%	3%	1%	1%	9%	5%	5%	5%	5%	5%	4%	5%	3%	-%	5%	5%
UPS	45	7	1	*	*	38	30	42	32	32	37	29	9	-	22	1
	3%	5%	1%	*%	*%	3%	4%	3%	4%	4%	5%	3%	5%	-%	2%	1%
UK Mail	31	1	7	2	2	16	13	19	12	22	21	15	2	-	8	5
	2%	1%	7%	3%	5%	1%	2%	2%	1%	3%	3%	1%	1%	-%	1%	4%
Yodel	22	2	5	8	3	14	10	17	9	19	13	12	1	-	18	*
	2%	2%	6%	9%	7%	1%	1%	1%	1%	3%	2%	1%	1%	-%	2%	*%
FedEx	16	1	*	-	*	14	9	15	11	12	11	15	5	-	9	-
	1%	1%	*%	-%	*%	1%	1%	1%	1%	2%	2%	1%	3%	-%	1%	-%
Amazon logistics	7	-	-	*	4	7	6	7	5	5	3	5	1	-	5	*
	1%	-%	-%	*%	8% a	1%	1%	1%	1%	1%	*%	*%	1%	-%	*%	*%
Secured Mail	4	-	-	-	-	*	4	4	4	4	4	4	-	-	-	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	1%	1%	*%	-%	-%	-%	-%
DX	2	-	*	1	-	1	1	1	1	1	1	1	-	-	1	-
	*%	-%	*%	1%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1532	166	117	91	48	1283	959	1376	1045	913	786	1207	206	-	1110	87
Effective base	582	66	40	37	19	483	343	517	378	322	292	463	75	-	419	43
Weighted Base	1394	153	93	88	45	1136	792	1224	875	748	714	1099	167	-	967	116
TNT Express	2	-	-	1	-	2	2	2	2	1	2	2	2	-	1	-
	%	%	%	1%	%	%	%	%	%	%	%	%	1%	%	%	%
Pitney Bowes	1	-	-	-	-	1	1	1	1	-	1	1	1	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	1%	%	%	%
Whistl/ TNT Post UK	1	-	-	*	*	1	1	1	1	1	1	1	*	-	*	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Other	6	-	-	2	-	6	2	6	4	2	3	6	*	-	2	2
	%	%	%	3%	%	%	%	%	%	%	%	1%	%	%	%	2%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
NET: RM Only	916	113	59	42	21	757	503	797	551	444	407	716	89	-	702	76
	66%	74%	64%	48%	46%	67%	64%	65%	63%	59%	57%	65%	53%	%	73%	65%
		cd				e					ac					
NET: Provider other than RM	478	40	34	46	24	379	289	427	324	304	306	383	78	-	265	40
	34%	26%	36%	52%	54%	33%	36%	35%	37%	41%	43%	35%	47%	%	27%	35%
		a		a		a		a	a		b		b			
NET: RM/Parcelforce	1017	125	63	50	22	851	561	893	621	507	463	808	98	-	760	94
	73%	82%	68%	56%	50%	75%	71%	73%	71%	68%	65%	73%	59%	%	79%	81%
		cd				e					ac					

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1532	629	741	631	28	332	427	281	942	293	347	348	802
Effective base	582	256	274	225	15	118	160	103	364	111	120	130	322
Weighted Base	1394	606	673	548	41	278	399	245	892	244	270	312	781
Royal Mail	916 66%	413 68%	503 75%	158 29%	14 35%	78 28%	120 30%	141 58%	614 69%	153 63%	137 51%	181 58%	582 74%
Parcelforce	101 7%	43 7%	47 7%	75 14%	10 24%	46 16%	55 14%	19 8%	63 7%	19 8%	24 9%	26 8%	48 6%
Evri	100 7%	42 7%	38 6%	88 16%	6 14%	31 11%	68 17%	19 8%	61 7%	20 8%	30 11%	19 6%	51 6%
DHL	72 5%	31 5%	22 3%	54 10%	6 14%	27 10%	45 11%	17 7%	40 4%	11 5%	17 6%	24 8%	25 3%
DPD/DPD Local	68 5%	25 4%	28 4%	57 10%	4 11%	25 9%	43 11%	12 5%	51 6%	5 2%	12 4%	18 6%	33 4%
UPS	45 3%	13 2%	18 3%	33 6%	1 3%	22 8%	23 6%	4 2%	23 3%	18 7%	12 5%	16 5%	17 2%
UK Mail	31 2%	13 2%	* *%	28 5%	* *%	23 8%	7 2%	16 6%	8 1%	7 3%	14 5%	16 5%	1 *%
Yodel	22 2%	14 2%	6 1%	19 3%	- -%	10 4%	13 3%	7 3%	9 1%	7 3%	12 5%	9 3%	1 *%
FedEx	16 1%	4 1%	6 1%	16 3%	- -%	3 1%	13 3%	2 1%	10 1%	3 1%	8 3%	1 *%	7 1%
Amazon logistics	7 1%	3 1%	2 *%	7 1%	- -%	4 1%	4 1%	4 2%	4 *%	- -%	1 *%	2 1%	4 1%
Secured Mail	4 *%	- -%	- -%	4 1%	- -%	4 1%	- -%	- -%	4 *%	- -%	- -%	- -%	4 1%
DX	2 *%	1 *%	1 *%	1 *%	- -%	1 *%	1 *%	1 *%	1 *%	* *%	1 *%	* *%	1 *%
TNT Express	2 *%	1 *%	1 *%	2 *%	- -%	1 *%	1 *%	1 1%	* *%	* *%	1 *%	1 *%	1 *%

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1532	629	741	631	28	332	427	281	942	293	347	348	802
Effective base	582	256	274	225	15	118	160	103	364	111	120	130	322
Weighted Base	1394	606	673	548	41	278	399	245	892	244	270	312	781
Pitney Bowes	1	-	-	-	-	1	-	-	1	-	-	-	1
	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%	*%
Whistl/ TNT Post UK	1	*	*	1	-	*	*	*	*	-	*	*	*
	*%	*%	*%	*%	-%	*%	*%	*%	*%	-%	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	6	3	2	5	-	1	5	2	3	*	1	*	5
	*%	*%	*%	1%	-%	*%	1%	1%	*%	*%	*%	*%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	916	413	503	158	14	78	120	141	614	153	137	181	582
	66%	68%	75%	29%	35%	28%	30%	58%	69%	63%	51%	58%	74%
									a				ab
NET: Provider other than RM	478	192	171	390	26	199	279	104	278	91	133	131	200
	34%	32%	25%	71%	65%	72%	70%	42%	31%	37%	49%	42%	26%
								b			c	c	
NET: RM/Parcelforce	1017	456	550	233	24	124	175	160	677	172	161	206	630
	73%	75%	82%	43%	59%	45%	44%	65%	76%	70%	60%	66%	81%
									a				ab

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1532	776	756
Effective base	582	251	331
Weighted Base	1394	596	798
Royal Mail	916 66%	359 60%	557 70%
		a	
Parcelforce	101 7%	42 7%	59 7%
Evri	100 7%	44 7%	56 7%
DHL	72 5%	43 7%	29 4%
DPD/DPD Local	68 5%	30 5%	38 5%
UPS	45 3%	31 5%	14 2%
		b	
UK Mail	31 2%	26 4%	4 1%
		b	
Yodel	22 2%	9 1%	14 2%
FedEx	16 1%	8 1%	8 1%
Amazon logistics	7 1%	1 *%	6 1%
Secured Mail	4 *%	- -%	4 1%
DX	2 *%	1 *%	1 *%
TNT Express	2 *%	* *%	2 *%
Pitney Bowes	1 *%	- -%	1 *%

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1532	776	756
Effective base	582	251	331
Weighted Base	1394	596	798
Whistl/ TNT Post UK	1	*	*
	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-
	-%	-%	-%
MHI (Mail Handling International)	-	-	-
	-%	-%	-%
Citipost	-	-	-
	-%	-%	-%
Other	6	1	4
	*%	*%	1%
Do not send this type of post	-	-	-
	-%	-%	-%
NET: RM Only	916	359	557
	66%	60%	70%
		a	
NET: Provider other than RM	478	237	241
	34%	40%	30%
		b	
NET: RM/Parcelforce	1017	400	616
	73%	67%	77%
		a	

Columns Tested: a,b

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1532	89	174	135	123	156	81	89	148	114	125	94	204
Effective base	582	28	79	84	41	111	48	16	57	45	24	34	71
Weighted Base	1394	41	133	165	40	244	79	19	195	109	50	96	224
Royal Mail	916	30	104	102	24	175	53	15	116	78	40	56	122
	66%	74%	78%	62%	61%	72%	67%	79%	60%	71%	81%	59%	55%
			chkl			l					l		
Parcelforce	101	4	8	8	2	25	3	*	19	4	*	15	12
	7%	10%	6%	5%	6%	10%	4%	2%	10%	3%	1%	16%	5%
												j	
Evri	100	-	11	12	6	14	8	*	17	9	*	9	14
	7%	-%	8%	7%	15%	6%	10%	*%	9%	8%	1%	9%	6%
					aj								
DHL	72	*	3	3	3	13	6	1	6	4	3	3	28
	5%	1%	2%	2%	8%	5%	7%	6%	3%	3%	6%	3%	12%
													bc
DPD/DPD Local	68	5	3	7	*	5	2	1	12	4	5	2	21
	5%	12%	3%	4%	1%	2%	3%	4%	6%	4%	10%	2%	9%
		e											e
UPS	45	-	1	10	3	3	4	*	9	4	*	5	5
	3%	-%	1%	6%	7%	1%	5%	2%	5%	4%	*%	6%	2%
UK Mail	31	*	2	7	*	1	1	-	9	5	*	1	5
	2%	*%	1%	4%	*%	1%	1%	-%	5%	4%	*%	2%	2%
Yodel	22	*	1	2	*	2	-	*	3	*	*	2	11
	2%	1%	1%	1%	1%	1%	-%	1%	2%	*%	*%	2%	5%
FedEx	16	*	-	7	*	4	2	*	*	*	*	-	2
	1%	1%	-%	4%	1%	2%	2%	*%	*%	*%	*%	-%	1%
				b									
Amazon logistics	7	*	-	3	-	-	1	1	3	-	-	*	*
	1%	1%	-%	2%	-%	-%	1%	5%	2%	-%	-%	*%	*%
Secured Mail	4	*	-	-	-	-	-	-	-	-	*	-	4
	*%	1%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	2%
DX	2	-	*	1	-	-	-	-	*	1	-	1	-
	*%	-%	*%	1%	-%	-%	-%	-%	*%	*%	-%	1%	-%
TNT Express	2	*	-	1	*	1	-	*	-	*	*	-	1
	*%	*%	-%	*%	*%	*%	-%	*%	-%	*%	*%	-%	*%
Pitney Bowes	1	-	-	-	-	-	-	-	-	1	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	1532	89	174	135	123	156	81	89	148	114	125	94	204
Effective base	582	28	79	84	41	111	48	16	57	45	24	34	71
Weighted Base	1394	41	133	165	40	244	79	19	195	109	50	96	224
Whistl/ TNT Post UK	1	-	*	-	*	-	-	-	-	-	-	-	*
	***	-%	***	-%	***	-%	-%	-%	-%	-%	-%	-%	***
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	6	*	*	3	-	2	*	*	*	-	*	-	*
	***	***	***	2%	-%	1%	***	***	***	-%	***	-%	***
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	916	30	104	102	24	175	53	15	116	78	40	56	122
	66%	74%	78%	62%	61%	72%	67%	79%	60%	71%	81%	59%	55%
			chkl			l					l		
NET: Provider other than RM	478	11	30	63	16	70	26	4	78	31	9	40	101
	34%	26%	22%	38%	39%	28%	33%	21%	40%	29%	19%	41%	45%
				b					b			b	bej
NET: RM/Parcelforce	1017	34	112	110	27	200	56	16	135	82	41	72	134
	73%	84%	84%	67%	67%	82%	71%	82%	69%	75%	82%	75%	60%
		l	cdhl			cl				l			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1532	398	360	351	423	758	774
Effective base	582	189	186	110	127	374	237
Weighted Base	1394	339	363	323	369	702	692
Royal Mail	916	236	252	209	219	488	428
	66%	70%	69%	65%	59%	69%	62%
Parcelforce	101	20	31	23	27	51	50
	7%	6%	8%	7%	7%	7%	7%
Evri	100	23	27	26	23	50	50
	7%	7%	7%	8%	6%	7%	7%
DHL	72	6	22	10	34	28	44
	5%	2%	6%	3%	9%	4%	6%
			a		a		
DPD/DPD Local	68	16	8	17	28	23	45
	5%	5%	2%	5%	8%	3%	6%
					b		
UPS	45	11	10	13	11	21	24
	3%	3%	3%	4%	3%	3%	3%
UK Mail	31	8	2	14	6	11	20
	2%	3%	1%	4%	2%	2%	3%
Yodel	22	3	2	3	14	5	17
	2%	1%	1%	1%	4%	1%	2%
FedEx	16	7	6	1	2	13	3
	1%	2%	2%	*%	1%	2%	*%
Amazon logistics	7	3	1	4	*	3	4
	1%	1%	*%	1%	*%	*%	1%
Secured Mail	4	*	-	-	4	*	4
	*%	*%	-%	-%	1%	*%	1%
DX	2	1	-	1	1	1	1
	*%	*%	-%	*%	*%	*%	*%
TNT Express	2	1	1	*	1	1	1
	*%	*%	*%	*%	*%	*%	*%
Pitney Bowes	1	-	-	1	-	-	1
	*%	-%	-%	*%	-%	-%	*%
Whistl/ TNT Post UK	1	*	*	-	*	*	*
	*%	*%	*%	-%	*%	*%	*%

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1532	398	360	351	423	758	774
Effective base	582	189	186	110	127	374	237
Weighted Base	1394	339	363	323	369	702	692
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Other	6	4	2	*	*	6	*
	-%	1%	-%	-%	-%	1%	-%
Do not send this type of post	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	916	236	252	209	219	488	428
	66%	70%	69%	65%	59%	69%	62%
NET: Provider other than RM	478	103	111	113	150	214	264
	34%	30%	31%	35%	41%	31%	38%
NET: RM/Parcelforce	1017	256	283	232	246	539	478
	73%	75%	78%	72%	67%	77%	69%
			d			b	

Columns Tested: a,b,c,d - a,b

Table 99

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	945	8	937	581	182	60	122	364
Effective base	359	2	358	319	85	26	64	113
Weighted Base	900	6	894	843	48	6	3	57
Royal Mail	569	5	564	541	24	3	1	28
	63%	91%	63%	64%	50%	48%	48%	50%
				bde				
Parcelforce	83	-	83	79	3	1	*	4
	9%	-%	9%	9%	7%	13%	12%	8%
Evri	52	-	52	50	2	-	*	2
	6%	-%	6%	6%	4%	-%	1%	3%
DPD/DPD Local	43	*	43	37	6	*	*	6
	5%	3%	5%	4%	12%	4%	6%	11%
				a				a
DHL	36	*	36	32	4	1	*	4
	4%	2%	4%	4%	8%	8%	10%	8%
							a	
UK Mail	30	-	30	28	2	*	*	2
	3%	-%	3%	3%	3%	2%	10%	4%
							a	
UPS	24	-	24	22	2	*	*	2
	3%	-%	3%	3%	5%	1%	3%	4%
Yodel	18	-	18	17	*	*	*	1
	2%	-%	2%	2%	1%	4%	4%	1%
FedEx	8	-	8	6	2	*	*	2
	1%	-%	1%	1%	3%	8%	1%	4%
						a		a
Secured Mail	8	-	8	8	*	*	*	*
	1%	-%	1%	1%	*%	*%	*%	*%
Amazon logistics	7	-	7	6	1	*	-	1
	1%	-%	1%	1%	1%	8%	-%	2%
						ad		
Pitney Bowes	5	-	5	4	2	-	-	2
	1%	-%	1%	*%	3%	-%	-%	3%
					a			
TNT Express	3	-	3	1	1	*	*	2
	*%	-%	*%	*%	3%	3%	1%	3%
					a	a		a

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	945	8	937	581	182	60	122	364
Effective base	359	2	358	319	85	26	64	113
Weighted Base	900	6	894	843	48	6	3	57
DX	3	-	3	2	*	-	*	*
	%	-%	%	%	%	-%	2%	%
Whistl/ TNT Post UK	2	-	2	2	*	-	-	*
	%	-%	%	%	%	-%	-%	%
MHI (Mail Handling International)	1	-	1	1	-	-	*	*
	%	-%	%	%	-%	-%	%	%
Citipost	*	-	*	*	*	-	-	*
	%	-%	%	%	%	-%	-%	%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	*	5	5	*	*	*	*
	1%	4%	1%	1%	%	1%	%	%
Do not send this type of post	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	569	5	564	541	24	3	1	28
	63%	91%	63%	64%	50%	48%	48%	50%
				bde				
NET: Provider other than RM	331	1	330	302	24	3	1	29
	37%	9%	37%	36%	50%	52%	52%	50%
					a		a	a
NET: RM/Parcelforce	653	5	647	620	27	4	2	33
	73%	91%	72%	74%	57%	61%	61%	57%
				bde				

Columns Tested: a,b - a,b,c,d,e

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	945	210	276	95	112	130	122	581	182	182
Effective base	359	137	148	44	57	50	64	319	85	51
Weighted Base	900	403	376	64	35	19	3	843	48	9
Royal Mail	569	298	202	41	16	11	1	541	24	4
	63%	74%	54%	63%	46%	56%	48%	64%	50%	48%
		bdefghi						bdfhi		
Parcelforce	83	31	46	3	2	2	*	79	3	1
	9%	8%	12%	4%	6%	10%	12%	9%	7%	13%
Evri	52	32	17	2	1	*	*	50	2	*
	6%	8%	4%	3%	4%	2%	1%	6%	4%	*%
		fi								
DPD/DPD Local	43	8	26	4	4	2	*	37	6	*
	5%	2%	7%	6%	12%	8%	6%	4%	12%	5%
		a			ag				ag	
DHL	36	16	16	*	3	1	*	32	4	1
	4%	4%	4%	*%	9%	5%	10%	4%	8%	9%
					c		cg			
UK Mail	30	6	22	-	1	1	*	28	2	*
	3%	2%	6%	-%	2%	6%	10%	3%	3%	4%
							acg			
UPS	24	6	11	5	2	*	*	22	2	*
	3%	1%	3%	8%	6%	1%	3%	3%	5%	2%
				a						
Yodel	18	3	9	6	*	*	*	17	*	*
	2%	1%	2%	9%	*%	2%	4%	2%	1%	4%
				adgh						
FedEx	8	2	3	1	1	1	*	6	2	1
	1%	*%	1%	2%	4%	4%	1%	1%	3%	6%
					g					g
Secured Mail	8	-	8	*	*	*	*	8	*	*
	1%	-%	2%	*%	*%	*%	*%	1%	*%	*%
Amazon logistics	7	-	6	-	1	*	-	6	1	*
	1%	-%	2%	-%	2%	2%	-%	1%	1%	5%
										ag
Pitney Bowes	5	-	4	-	2	-	-	4	2	-
	1%	-%	1%	-%	5%	-%	-%	*%	3%	-%
					ag				ag	

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Business Size 2									
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)	
		a	b	c	d	e	f	g	h	i	
Significance Level: 95%											
Unweighted Base	945	210	276	95	112	130	122	581	182	182	
Effective base	359	137	148	44	57	50	64	319	85	51	
Weighted Base	900	403	376	64	35	19	3	843	48	9	
TNT Express	3 *% -%	- *% -%	1 *% -%	* *% -%	1 4% abg	* 1% -	* 1% -	1 *% g	1 3% g	* 2% -	* 2% -
DX	3 *% -%	- *% -%	2 1% -	* *% -%	* *% -%	- -% -	* 2% -	2 *% -	* *% -	* 1% -	* 1% -
Whistl/ TNT Post UK	2 *% -%	- *% -%	- -% -	2 3% g	* *% -	- -% -	- -% -	2 *% -	* *% -	- -% -	- -% -
MHI (Mail Handling International)	1 *% -%	- *% -%	- -% -	1 1% g	- -% -	- -% -	* *% -	1 *% -	- -% -	* *% -	* *% -
Citipost	* *% -%	* *% -%	- -% -	- -% -	- -% -	* *% -	- -% -	* *% -	* *% -	- -% -	- -% -
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -% -	- *% -%	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -
Other	5 1% -	2 *% -%	4 1% -	- -% -	* *% -	* 1% -	* *% -	5 1% -	* *% -	* 1% -	* 1% -
Do not send this type of post	- -% -	- *% -%	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -
NET: RM Only	569 63% bdefghi	298 74% bdefghi	202 54% bdefghi	41 63% bdefghi	16 46% bdefghi	11 56% bdefghi	1 48% bdefghi	541 64% bdfhi	24 50% bdfhi	4 48% bdfhi	
NET: Provider other than RM	331 37% ag	105 26% ag	174 46% ag	24 37% ag	19 54% ag	8 44% a	1 52% ag	302 36% a	24 50% ag	5 52% ag	
NET: RM/Parcelforce	653 73% bdefhi	329 82% bdefhi	248 66% bdefhi	44 68% bdefhi	18 52% bdefhi	13 67% bdefhi	2 61% bdefhi	620 74% dfh	27 57% dfh	5 61% dfh	

Columns Tested: a,b,c,d,e,f,g,h,i

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	945	336	245	182	60	122	370	196	81	50	152
Effective base	359	223	125	85	26	64	200	78	29	17	26
Weighted Base	900	662	180	48	6	3	561	162	45	21	29
Royal Mail	569 63%	437 66% ce	104 58%	24 50%	3 48%	1 48%	382 68% bc	85 52%	19 41%	13 61%	17 59%
Parcelforce	83 9%	70 11%	9 5%	3 7%	1 13%	* 12%	61 11% b	4 2%	4 10%	* %	2 9%
Evri	52 6%	43 7%	7 4%	2 4%	- -%	* 1%	39 7%	5 3%	4 8%	1 4%	1 4%
DPD/DPD Local	43 5%	19 3%	19 10% a	6 12% a	* 4%	* 6%	25 4%	9 5%	2 3%	5 24% abc	3 10%
DHL	36 4%	30 5%	2 1%	4 8% b	1 8% b	* 10% b	13 2%	14 9% a	2 4%	* 2%	* 1%
UK Mail	30 3%	21 3%	7 4%	2 3%	* 2%	* 10% a	3 % a	23 14% a	1 2%	1 4%	2 7% a
UPS	24 3%	11 2%	11 6% a	2 5%	* 1%	* 3%	13 2%	5 3%	3 8%	- -%	* 2%
Yodel	18 2%	9 1%	8 5%	* 1%	* 4%	* 4%	9 2%	5 3%	* % ab	- -%	* 1%
FedEx	8 1%	4 1%	2 1%	2 3% a	* 8% a	* 1%	5 1%	* % ab	1 3%	1 5%	1 3%
Secured Mail	8 1%	8 1%	* % ab	* % ab	* % ab	* % ab	4 1%	* % ab	4 9% ab	- -%	* % ab
Amazon logistics	7 1%	6 1%	* % abe	1 1%	* 8% abe	- -%	3 1%	3 2%	* % ab	* 1%	1 2%
Pitney Bowes	5 1%	4 1%	- -%	2 3% b	- -%	- -%	1 % ab	- -%	4 9% ab	- -%	- -%

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	945	336	245	182	60	122	370	196	81	50	152
Effective base	359	223	125	85	26	64	200	78	29	17	26
Weighted Base	900	662	180	48	6	3	561	162	45	21	29
TNT Express	3 *%	- -%	1 1%	1 3%	* 3%	* 1%	* *%	1 *%	1 3%	- -%	1 2%
DX	3 *%	- -%	2 1%	* *%	- -%	* 2%	1 *%	2 1%	- -%	* *%	* *%
Whistl/ TNT Post UK	2 *%	- -%	2 1%	* *%	- -%	- -%	- -%	2 1%	- -%	- -%	- -%
MHI (Mail Handling International)	1 *%	- -%	1 *%	- -%	- -%	* *%	1 *%	- -%	* *%	- -%	- -%
Citipost	* *%	* *%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	5 1%	2 *%	4 2%	* *%	* 1%	* *%	2 *%	3 2%	- -%	* *%	* 1%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	569 63%	437 66%	104 58%	24 50%	3 48%	1 48%	382 68%	85 52%	19 41%	13 61%	17 59%
NET: Provider other than RM	331 37%	226 34%	76 42%	24 50%	3 52%	1 52%	179 32%	77 48%	27 59%	8 39%	12 41%
NET: RM/Parcelforce	653 73%	507 76%	113 63%	27 57%	4 61%	2 61%	443 79%	89 55%	23 51%	13 61%	20 67%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	945	75	56	126	34	74	84	75	66	52
Effective base	359	39	31	68	15	36	50	40	31	23
Weighted Base	900	91	45	188	37	91	144	117	80	50
Royal Mail	569 63%	51 56%	27 61%	107 57%	23 61%	53 58%	108 75%	81 69%	46 58%	36 72%
Parcelforce	83 9%	14 16%	2 4%	23 12%	6 17%	7 8%	10 7%	7 6%	8 10%	4 8%
Evri	52 6%	9 9%	5 10%	2 1%	3 8%	9 10%	5 4%	6 5%	9 12%	3 6%
DPD/DPD Local	43 5%	6 7%	4 8%	10 5%	1 2%	3 4%	5 4%	6 6%	3 4%	- -%
DHL	36 4%	1 1%	* *%	7 4%	- -%	2 2%	7 5%	5 4%	6 8%	1 3%
UK Mail	30 3%	1 1%	* 1%	22 11%	- -%	1 1%	- -%	1 1%	1 1%	4 8%
UPS	24 3%	2 2%	1 3%	6 3%	- -%	2 3%	7 5%	3 3%	2 3%	* 1%
Yodel	18 2%	3 3%	2 4%	1 1%	- -%	5 5%	- -%	6 5%	- -%	1 2%
FedEx	8 1%	1 1%	2 4%	3 2%	- -%	* *%	1 1%	* *%	1 1%	- -%
Secured Mail	8 1%	- -%	- -%	- -%	4 10%	4 5%	- -%	- -%	- -%	- -%
Amazon logistics	7 1%	- -%	2 4%	2 1%	* 1%	- -%	* *%	- -%	3 4%	* 1%
Pitney Bowes	5 1%	- -%	- -%	1 1%	- -%	4 4%	- -%	- -%	* *%	- -%
TNT Express	3 *%	- -%	* 1%	1 1%	* 1%	- -%	- -%	- -%	1 1%	* *%
DX	3 *%	1 1%	- -%	- -%	* *%	* *%	* *%	2 2%	- -%	- -%

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	945	75	56	126	34	74	84	75	66	52
Effective base	359	39	31	68	15	36	50	40	31	23
Weighted Base	900	91	45	188	37	91	144	117	80	50
Whistl/ TNT Post UK	2	-	-	2	-	-	-	-	-	-
	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	1	-	-	-	-	1	-	-	-	-
	*%	-%	-%	-%	-%	1%	-%	-%	-%	-%
Citipost	*	*	-	-	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	3	*	2	-	-	-	-	-	-
	1%	4%	*%	1%	-%	-%	-%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	569	51	27	107	23	53	108	81	46	36
	63%	56%	61%	57%	61%	58%	75%	69%	58%	72%
NET: Provider other than RM	331	41	18	81	15	38	36	36	34	14
	37%	44%	39%	43%	39%	42%	25%	31%	42%	28%
NET: RM/Parcelforce	653	65	29	130	29	60	118	88	54	40
	73%	71%	65%	69%	78%	66%	82%	75%	67%	80%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	945	160	197	285	642	303	93	103	107
Effective base	359	73	97	157	323	59	21	22	38
Weighted Base	900	178	216	449	844	56	24	23	10
Royal Mail	569 63%	112 63%	124 58%	296 66%	532 63%	37 67%	13 56%	18 79%	6 63%
Parcelforce	83 9%	17 10%	24 11%	40 9%	81 10%	2 4%	* 2%	1 6%	1 6%
Evri	52 6%	15 8%	23 10%	14 3%	51 6%	1 2%	* 2%	1 3%	* 3%
DPD/DPD Local	43 5%	4 2%	13 6%	22 5%	38 5%	5 9%	5 19%	* 1%	* 3%
DHL	36 4%	3 2%	7 3%	19 4%	30 4%	6 12%	4 16%	2 8%	1 10%
UK Mail	30 3%	5 3%	2 1%	22 5%	29 3%	1 2%	1 3%	* *%	* 3%
UPS	24 3%	3 2%	6 3%	15 3%	24 3%	* *%	* 1%	- -%	* 1%
Yodel	18 2%	6 3%	5 2%	7 2%	17 2%	* 1%	- -%	* *%	* 4%
FedEx	8 1%	* *%	3 2%	4 1%	7 1%	1 2%	* 1%	* *%	1 5%
Secured Mail	8 1%	8 4%	- -%	- -%	8 1%	* *%	- -%	* 1%	* *%
Amazon logistics	7 1%	1 *%	5 2%	2 *%	7 1%	* *%	* *%	- -%	- -%
Pitney Bowes	5 1%	4 2%	* *%	1 *%	5 1%	- -%	- -%	- -%	- -%
TNT Express	3 *%	* *%	1 *%	1 *%	3 *%	* *%	* *%	* *%	* *%

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	945	160	197	285	642	303	93	103	107
Effective base	359	73	97	157	323	59	21	22	38
Weighted Base	900	178	216	449	844	56	24	23	10
DX	3 *%	* *%	1 *%	2 *%	3 *%	* *%	* *%	- -%	- -%
Whistl/ TNT Post UK	2 *%	- -%	- -%	2 *%	2 *%	* *%	- -%	- -%	* *%
MHI (Mail Handling International)	1 *%	1 *%	- -%	- -%	1 *%	* *%	* *%	- -%	- -%
Citipost	* *%	- -%	* *%	- -%	* *%	* *%	- -%	- -%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	5 1%	- -%	3 2%	2 *%	5 1%	* 1%	* *%	* 2%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	569 63%	112 63%	124 58%	296 66%	532 63%	37 67%	13 56%	18 79%	6 63%
NET: Provider other than RM	331 37%	67 37%	92 42%	153 34%	312 37%	19 33%	10 44%	5 21%	4 37%
NET: RM/Parcelforce	653 73%	129 72%	148 69%	336 75%	613 73%	40 71%	14 58%	20 85%	7 68%

Columns Tested:: a,b,c,d,e,f,g,h

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	*g	h	i
Unweighted Base	945	47	93	16	109	118	237	29	33	371
Effective base	359	23	28	7	35	53	93	8	10	144
Weighted Base	900	47	71	19	90	155	187	20	26	376
Royal Mail	569	35	27	15	42	91	109	12	21	258
	63%	75%	39%	80%	47%	59%	58%	63%	80%	69%
		bd							b	bd
Parcelforce	83	-	13	1	13	19	20	*	1	30
	9%	-%	18%	3%	15%	12%	11%	1%	5%	8%
Evri	52	*	2	-	2	10	20	3	-	17
	6%	*%	3%	-%	2%	6%	11%	16%	-%	5%
DPD/DPD Local	43	4	6	-	6	4	9	*	-	21
	5%	8%	8%	-%	7%	3%	5%	1%	-%	5%
DHL	36	1	6	-	6	1	4	*	2	22
	4%	2%	8%	-%	6%	1%	2%	*%	7%	6%
UK Mail	30	2	1	1	2	14	7	*	-	5
	3%	4%	2%	4%	2%	9%	4%	1%	-%	1%
						i				
UPS	24	4	2	2	4	2	3	1	*	11
	3%	9%	3%	10%	4%	1%	2%	3%	*%	3%
Yodel	18	-	4	-	4	8	2	-	1	3
	2%	-%	5%	-%	4%	5%	1%	-%	2%	1%
						i				
FedEx	8	1	*	1	1	*	4	-	*	2
	1%	2%	*%	3%	1%	*%	2%	-%	*%	1%
Secured Mail	8	-	4	-	4	-	4	*	*	-
	1%	-%	6%	-%	5%	-%	2%	*%	*%	-%
			i		i					
Amazon logistics	7	-	-	-	-	*	2	3	1	1
	1%	-%	-%	-%	-%	*%	1%	15%	6%	*%
									i	
Pitney Bowes	5	-	2	-	2	4	-	-	-	-
	1%	-%	2%	-%	2%	2%	-%	-%	-%	-%
TNT Express	3	*	*	*	*	-	2	-	-	*
	*%	1%	*%	1%	1%	-%	1%	-%	-%	*%
DX	3	-	2	-	2	-	*	-	-	1
	*%	-%	3%	-%	2%	-%	*%	-%	-%	*%

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	*g	h	i
Unweighted Base	945	47	93	16	109	118	237	29	33	371
Effective base	359	23	28	7	35	53	93	8	10	144
Weighted Base	900	47	71	19	90	155	187	20	26	376
Whistl/ TNT Post UK	2	-	-	-	-	-	*	-	-	2
	*%	-%	-%	-%	-%	-%	*%	-%	-%	*%
MHI (Mail Handling International)	1	-	1	-	1	-	-	-	-	*
	*%	-%	1%	-%	1%	-%	-%	-%	-%	*%
Citipost	*	-	-	-	-	*	-	-	-	*
	*%	-%	-%	-%	-%	*%	-%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	-	*	-	*	-	2	-	-	3
	1%	-%	*%	-%	*%	-%	1%	-%	-%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	569	35	27	15	42	91	109	12	21	258
	63%	75%	39%	80%	47%	59%	58%	63%	80%	69%
		bd							b	bd
NET: Provider other than RM	331	12	43	4	47	63	78	7	5	118
	37%	25%	61%	20%	53%	41%	42%	37%	20%	31%
			ahi		ai					
NET: RM/Parcelforce	653	35	40	16	56	110	128	12	22	288
	73%	75%	57%	83%	62%	71%	69%	64%	84%	77%
										b

Columns Tested: a,b,c,d,e,f,g,h,i

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	*b
Significance Level: 95%											
Unweighted Base	945	274	237	434	843	102	-	749	196	924	21
Effective base	359	108	93	163	313	48	-	311	52	350	9
Weighted Base	900	291	187	422	757	143	-	803	97	880	19
Royal Mail	569 63%	169 58%	109 58%	292 69%	487 64%	82 57%	- -%	496 62%	73 75%	552 63%	17 89%
Parcelforce	83 9%	32 11%	20 11%	31 7%	64 9%	19 13%	- -%	76 9%	8 8%	83 9%	1 3%
Evri	52 6%	12 4%	20 11%	20 5%	44 6%	9 6%	- -%	51 6%	1 1%	52 6%	- -%
DPD/DPD Local	43 5%	14 5%	9 5%	21 5%	37 5%	6 4%	- -%	40 5%	4 4%	42 5%	1 7%
DHL	36 4%	8 3%	4 2%	24 6%	32 4%	5 3%	- -%	35 4%	2 2%	36 4%	* *%
UK Mail	30 3%	18 6%	7 4%	5 1%	26 3%	5 3%	- -%	29 4%	1 1%	30 3%	- -%
UPS	24 3%	10 3%	3 2%	12 3%	20 3%	4 3%	- -%	21 3%	3 3%	24 3%	- -%
Yodel	18 2%	12 4%	2 1%	4 1%	7 1%	11 8%	- -%	14 2%	4 4%	18 2%	- -%
FedEx	8 1%	2 1%	4 2%	2 1%	8 1%	* *%	- -%	7 1%	1 1%	8 1%	- -%
Secured Mail	8 1%	4 1%	4 2%	* *%	8 1%	- -%	- -%	8 1%	* *%	8 1%	- -%
Amazon logistics	7 1%	* *%	2 1%	5 1%	7 1%	- -%	- -%	7 1%	* *%	7 1%	- -%
Pitney Bowes	5 1%	5 2%	- -%	- -%	5 1%	- -%	- -%	5 1%	- -%	5 1%	- -%
TNT Express	3 *%	1 *%	2 1%	* *%	3 *%	- -%	- -%	3 *%	- -%	3 *%	- -%
DX	3 *%	2 1%	* *%	1 *%	1 *%	2 1%	- -%	3 *%	* *%	3 *%	- -%

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	*b
Significance Level: 95%											
Unweighted Base	945	274	237	434	843	102	-	749	196	924	21
Effective base	359	108	93	163	313	48	-	311	52	350	9
Weighted Base	900	291	187	422	757	143	-	803	97	880	19
Whistl/ TNT Post UK	2	-	*	2	2	-	-	2	*	2	-
	*%	-%	*%	*%	*%	-%	-%	*%	*%	*%	-%
MHI (Mail Handling International)	1	1	-	*	1	-	-	1	*	1	-
	*%	*%	-%	*%	*%	-%	-%	*%	*%	*%	-%
Citipost	*	*	-	*	*	-	-	*	-	*	-
	*%	*%	-%	*%	*%	-%	-%	*%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	*	2	3	5	*	-	5	*	5	-
	1%	*%	1%	1%	1%	*%	-%	1%	*%	1%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	569	169	109	292	487	82	-	496	73	552	17
	63%	58%	58%	69%	64%	57%	-%	62%	75%	63%	89%
NET: Provider other than RM	331	122	78	130	270	61	-	306	24	329	2
	37%	42%	42%	31%	36%	43%	-%	38%	25%	37%	11%
NET: RM/Parcelforce	653	201	128	323	552	101	-	572	81	635	18
	73%	69%	69%	77%	73%	71%	-%	71%	83%	72%	92%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	945	474	247	213
Effective base	359	200	78	77
Weighted Base	900	507	180	199
Royal Mail	569 63%	365 72% bc	94 52%	100 50%
Parcelforce	83 9%	42 8%	10 6%	31 16% b
Evri	52 6%	21 4%	13 7%	16 8%
DPD/DPD Local	43 5%	13 3%	22 12% a	8 4%
DHL	36 4%	15 3%	15 8%	7 4%
UK Mail	30 3%	9 2%	11 6%	11 5%
UPS	24 3%	13 3%	6 3%	6 3%
Yodel	18 2%	8 2%	3 2%	6 3%
FedEx	8 1%	3 1%	1 1%	4 2%
Secured Mail	8 1%	4 1%	* *%	4 2%
Amazon logistics	7 1%	3 1%	2 1%	2 1%
Pitney Bowes	5 1%	1 *%	* *%	4 2%
TNT Express	3 *%	1 *%	1 *%	1 1%
DX	3 *%	2 *%	1 *%	* *%

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	945	474	247	213
Effective base	359	200	78	77
Weighted Base	900	507	180	199
Whistl/ TNT Post UK	2 *%	2 *%	* *%	- -%
MHI (Mail Handling International)	1 *%	- -%	1 *%	- -%
Citipost	* *%	- -%	* *%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%
Other	5 1%	5 1%	* *%	* *%
Do not send this type of post	- -%	- -%	- -%	- -%
NET: RM Only	569 63%	365 72% bc	94 52%	100 50%
NET: Provider other than RM	331 37%	142 28%	86 48% a	99 50% a
NET: RM/Parcelforce	653 73%	407 80% bc	104 58%	131 66%

Columns Tested: a,b,c

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
Significance Level: 95%		a	b	c	*d	e	*f	*g	*h	i	j	k
Unweighted Base	945	611	181	59	26	38	16	8	6	792	153	94
Effective base	359	268	55	16	7	11	3	2	1	322	37	21
Weighted Base	900	683	129	37	10	27	8	1	5	812	88	51
Royal Mail	569 63%	470 69%	50 39%	24 66%	6 59%	13 48%	6 78%	* 10%	- -%	519 64%	50 57%	25 50%
Parcelforce	83 9%	61 9%	17 13%	1 2%	* *%	* *%	* 6%	- -%	5 95%	78 10%	6 6%	5 10%
Evri	52 6%	40 6%	11 8%	1 2%	1 11%	- -%	- -%	- -%	- -%	50 6%	2 2%	1 2%
DPD/DPD Local	43 5%	25 4%	15 12%	1 2%	2 17%	1 4%	- -%	- -%	- -%	40 5%	3 4%	3 5%
DHL	36 4%	19 3%	10 8%	2 6%	- -%	5 19%	- -%	* 1%	* *%	29 4%	7 8%	5 10%
UK Mail	30 3%	16 2%	7 5%	1 2%	- -%	7 25%	* 1%	- -%	* 1%	23 3%	8 9%	7 14%
UPS	24 3%	21 3%	1 1%	1 3%	* *%	- -%	1 12%	- -%	* *%	22 3%	2 2%	1 2%
Yodel	18 2%	15 2%	2 1%	* *%	- -%	1 3%	- -%	- -%	- -%	17 2%	1 1%	1 2%
FedEx	8 1%	3 *%	3 2%	* *%	1 11%	* *%	- -%	1 70%	* 3%	6 1%	2 2%	2 4%
Secured Mail	8 1%	* *%	4 3%	4 11%	- -%	- -%	* 3%	* 1%	* *%	4 *%	4 5%	* *%
Amazon logistics	7 1%	5 1%	2 2%	* *%	- -%	* *%	- -%	* 2%	- -%	7 1%	* *%	* *%
Pitney Bowes	5 1%	1 *%	4 3%	* 1%	- -%	- -%	- -%	- -%	- -%	5 1%	* *%	- -%
TNT Express	3 *%	* *%	* *%	2 5%	- -%	- -%	- -%	* 17%	- -%	1 *%	2 2%	* *%

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	945	611	181	59	26	38	16	8	6	792	153	94
Effective base	359	268	55	16	7	11	3	2	1	322	37	21
Weighted Base	900	683	129	37	10	27	8	1	5	812	88	51
DX	3	*	2	-	*	*	-	-	-	2	*	*
	*%	*%	2%	-%	1%	*%	-%	-%	-%	*%	*%	*%
Whistl/ TNT Post UK	2	2	*	-	-	-	-	-	-	2	-	-
	*%	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%
MHI (Mail Handling International)	1	1	-	-	-	-	-	-	-	1	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Citipost	*	*	-	-	*	-	-	-	-	*	*	*
	*%	*%	-%	-%	1%	-%	-%	-%	-%	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	5	-	-	*	-	*	-	-	5	*	*
	1%	1%	-%	-%	1%	-%	*%	-%	-%	1%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	569	470	50	24	6	13	6	*	-	519	50	25
	63%	69%	39%	66%	59%	48%	78%	10%	-%	64%	57%	50%
		b								b		
NET: Provider other than RM	331	213	79	13	4	14	2	1	5	292	38	26
	37%	31%	61%	34%	41%	52%	22%	90%	100%	36%	43%	50%
			ai									
NET: RM/Parcelforce	653	530	67	25	6	13	7	*	5	597	56	31
	73%	78%	52%	68%	59%	48%	84%	10%	95%	74%	63%	60%
		be								b		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	*a	b	c	d	e	f	g
Unweighted Base	945	258	353	334	917	921	933	931	945	545	19	568	72	90	64	78	42
Effective base	359	133	136	91	345	350	355	354	359	173	11	250	24	27	16	18	11
Weighted Base	900	356	327	217	866	877	892	883	900	430	27	644	51	67	34	42	28
Royal Mail	569 63%	272 76%	198 61%	99 46%	551 64%	564 64%	564 63%	564 64%	569 63%	251 58%	6 22%	444 69%	17 34%	40 60%	18 53%	22 52%	17 59%
Parcelforce	83 9%	22 6%	39 12%	23 11%	83 10%	80 9%	83 9%	83 9%	83 9%	26 6%	4 14%	74 11%	2 3%	3 4%	* 1%	1 2%	1 2%
Evri	52 6%	15 4%	25 8%	12 6%	49 6%	48 5%	50 6%	50 6%	52 6%	22 5%	4 14%	33 5%	8 15%	1 2%	4 10%	* *%	1 2%
DPD/DPD Local	43 5%	10 3%	15 5%	19 9%	42 5%	43 5%	43 5%	43 5%	43 5%	25 6%	1 4%	23 4%	10 20%	4 6%	1 4%	2 4%	1 4%
DHL	36 4%	10 3%	9 3%	18 8%	33 4%	36 4%	36 4%	31 4%	36 4%	27 6%	- -%	15 2%	5 10%	7 11%	1 2%	5 12%	2 9%
UK Mail	30 3%	7 2%	9 3%	14 7%	30 3%	30 3%	30 3%	30 3%	30 3%	29 7%	- -%	11 2%	3 5%	* *%	5 14%	6 14%	5 19%
UPS	24 3%	11 3%	10 3%	3 2%	24 3%	21 2%	24 3%	24 3%	24 3%	15 4%	3 11%	11 2%	1 3%	4 6%	3 8%	1 3%	1 2%
Yodel	18 2%	4 1%	11 3%	3 1%	18 2%	14 2%	18 2%	18 2%	18 2%	12 3%	4 14%	14 2%	- -%	* *%	* 1%	* *%	* 1%
FedEx	8 1%	* *%	3 1%	5 2%	8 1%	8 1%	8 1%	8 1%	8 1%	6 1%	- -%	2 *%	* 1%	1 1%	2 5%	4 9%	* 1%
Secured Mail	8 1%	* *%	- -%	8 4% b	4 1%	8 1%	8 1%	8 1%	8 1%	4 1%	- -%	4 1%	4 7% b	- -%	- -%	* 1%	* *%
Amazon logistics	7 1%	- -%	5 1%	3 1%	7 1%	7 1%	7 1%	7 1%	7 1%	5 1%	- -%	5 1%	* 1%	2 3%	* *%	* 1%	- -%
Pitney Bowes	5 1%	- -%	1 *%	4 2%	5 1%	5 1%	5 1%	5 1%	5 1%	4 1%	- -%	- -%	- -%	4 6%	- -%	1 3%	- -%
TNT Express	3 *%	- -%	* *%	2 1%	3 *%	3 *%	3 *%	3 *%	3 *%	* *%	- -%	3 *%	- -%	* *%	- -%	- -%	* *%

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	*a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	945	258	353	334	917	921	933	931	945	545	19	568	72	90	64	78	42
Effective base	359	133	136	91	345	350	355	354	359	173	11	250	24	27	16	18	11
Weighted Base	900	356	327	217	866	877	892	883	900	430	27	644	51	67	34	42	28
DX	3 *%	* *%	* *%	2 1%	3 *%	1 *%	3 *%	3 *%	3 *%	1 *%	2 7%	- -%	1 1%	* *%	- -%	* *%	* *%
Whistl/ TNT Post UK	2 *%	- -%	2 1%	* *%	2 *%	2 *%	2 *%	2 *%	2 *%	2 *%	- -%	2 *%	- -%	- -%	* *%	- -%	- -%
MHI (Mail Handling International)	1 *%	1 *%	* *%	- -%	1 *%	1 *%	1 *%	1 *%	1 *%	1 *%	- -%	1 *%	- -%	* *%	- -%	- -%	- -%
Citipost	* *%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	* *%	- -%	- -%	- -%	* *%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	5 1%	5 1%	* *%	* *%	2 *%	5 1%	5 1%	2 *%	5 1%	* *%	3 13%	2 *%	* *%	- -%	- -%	- -%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	569 63%	272 76% bc	198 61% c	99 46%	551 64%	564 64%	564 63%	564 64%	569 63%	251 58%	6 22%	444 69%	17 34%	40 60%	18 53%	22 52%	17 59%
NET: Provider other than RM	331 37%	84 24%	129 39% a	117 54% ab	315 36%	314 36%	328 37%	319 36%	331 37%	179 42%	21 78%	199 31%	34 66% b	27 40%	16 47%	20 48%	12 41%
NET: RM/Parcelforce	653 73%	294 82% c	237 72% c	122 56%	634 73% f	644 73% f	648 73%	648 73% f	653 73%	276 64%	10 36%	518 80% cdef	19 37%	43 64%	19 55%	22 54%	17 61%

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	945	577	98	73	66	42	38	23	522	165	90	52	44	25	23
Effective base	359	258	30	24	13	9	8	5	234	53	25	22	11	10	6
Weighted Base	900	656	68	59	33	18	21	10	594	146	44	32	33	10	18
Royal Mail	569	438	36	39	16	7	9	6	410	80	21	16	21	5	11
	63%	67%	53%	66%	49%	37%	45%	59%	69%	54%	48%	48%	64%	56%	62%
Parcelforce	83	76	5	*	*	1	1	*	73	3	2	*	*	1	*
	9%	12%	7%	1%	1%	5%	3%	*%	12%	2%	6%	1%	*%	10%	*%
Evri	52	37	3	7	1	*	*	1	26	14	5	3	-	*	-
	6%	6%	5%	12%	4%	3%	*%	7%	4%	9%	11%	9%	-%	*%	-%
DPD/DPD Local	43	23	9	1	7	2	-	*	23	15	2	1	1	-	1
	5%	4%	13%	2%	20%	9%	-%	*%	4%	10%	5%	3%	4%	-%	6%
DHL	36	18	3	4	1	*	5	2	13	11	5	2	5	*	*
	4%	3%	4%	7%	3%	2%	23%	22%	2%	8%	10%	7%	15%	*%	1%
UK Mail	30	15	1	2	5	1	4	1	12	5	3	*	4	1	5
	3%	2%	2%	3%	14%	8%	21%	9%	2%	4%	6%	*%	12%	14%	25%
UPS	24	15	4	*	1	4	-	*	8	7	1	4	*	-	1
	3%	2%	5%	1%	4%	23%	-%	*%	1%	5%	3%	12%	*%	-%	4%
Yodel	18	13	5	*	-	*	*	*	12	1	*	*	*	-	*
	2%	2%	7%	*%	-%	1%	*%	*%	2%	1%	*%	*%	1%	-%	1%
FedEx	8	2	2	*	2	2	*	*	2	*	*	3	1	2	*
	1%	*%	3%	1%	6%	10%	1%	2%	*%	*%	1%	9%	2%	17%	*%
Secured Mail	8	4	-	-	*	-	-	*	4	*	4	-	*	*	*
	1%	1%	-%	-%	1%	-%	-%	*%	1%	*%	9%	-%	1%	*%	*%
Amazon logistics	7	6	*	*	*	*	-	-	3	2	*	2	-	*	-
	1%	1%	1%	*%	*%	2%	-%	-%	1%	1%	*%	5%	-%	3%	-%
Pitney Bowes	5	*	-	4	-	-	1	-	-	4	-	2	-	-	-
	1%	*%	-%	6%	-%	-%	6%	-%	-%	3%	-%	5%	-%	-%	-%
TNT Express	3	2	*	*	-	-	-	-	1	2	-	-	-	-	*
	*%	*%	1%	*%	-%	-%	-%	-%	*%	1%	-%	-%	-%	-%	1%

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Significance Level: 95%															
Unweighted Base	945	577	98	73	66	42	38	23	522	165	90	52	44	25	23
Effective base	359	258	30	24	13	9	8	5	234	53	25	22	11	10	6
Weighted Base	900	656	68	59	33	18	21	10	594	146	44	32	33	10	18
DX	3	2	-	-	*	-	*	*	-	*	1	-	*	*	*
	%	%	%	%	%	%	%	1%	%	%	1%	%	%	%	%
Whistl/ TNT Post UK	2	2	-	-	-	*	-	-	-	2	*	-	-	-	-
	%	%	%	%	%	%	%	%	%	1%	%	%	%	%	%
MHI (Mail Handling International)	1	1	-	-	*	-	-	-	-	1	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	1%	%	%	%	%	%
Citipost	*	*	-	-	-	*	-	-	*	-	-	*	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Other	5	2	*	-	-	-	-	-	5	*	-	-	-	-	-
	1%	%	%	%	%	%	%	%	1%	%	%	%	%	%	%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
NET: RM Only	569	438	36	39	16	7	9	6	410	80	21	16	21	5	11
	63%	67%	53%	66%	49%	37%	45%	59%	69%	54%	48%	48%	64%	56%	62%
									bcd						
NET: Provider other than RM	331	219	32	20	17	11	11	4	184	67	23	17	12	4	7
	37%	33%	47%	34%	51%	63%	55%	41%	31%	46%	52%	52%	36%	44%	38%
									a	a	a	a			
NET: RM/Parcelforce	653	514	41	40	16	8	10	6	483	83	23	16	22	6	11
	73%	78%	60%	67%	49%	42%	49%	60%	81%	57%	54%	49%	65%	66%	62%
		bde							bcd						

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	945	508	133	108	65	43	33	41	261	224	234	130	80
Effective base	359	222	44	36	19	15	8	13	132	93	79	30	22
Weighted Base	900	560	109	94	35	29	22	35	358	217	184	72	60
Royal Mail	569 63%	405 72%	65 60%	45 47%	10 28%	7 23%	14 64%	19 56%	258 72%	140 64%	99 54%	43 60%	23 39%
Parcelforce	83 9%	65 12%	5 5%	7 7%	* *	1 2%	5 24%	1 2%	35 10%	14 6%	25 14%	1 1%	7 12%
Evri	52 6%	26 5%	6 5%	8 9%	1 3%	9 30%	* 1%	* *	11 3%	14 6%	15 8%	1 1%	9 15%
DPD/DPD Local	43 5%	25 4%	6 6%	8 9%	2 5%	- -	1 4%	2 5%	16 4%	9 4%	9 5%	7 9%	3 4%
DHL	36 4%	7 1%	6 5%	5 6%	5 15%	2 8%	* 1%	5 14%	12 3%	7 3%	10 5%	7 9%	* *
UK Mail	30 3%	8 1%	2 2%	11 12%	6 16%	2 8%	* 1%	1 2%	6 2%	10 4%	4 2%	2 2%	9 15%
UPS	24 3%	12 2%	3 2%	4 4%	2 6%	1 3%	* *	3 8%	4 1%	8 4%	7 4%	1 1%	5 8%
Yodel	18 2%	5 1%	11 10%	1 1%	* *	* 1%	1 4%	* *	5 1%	4 2%	8 5%	* *	* *
FedEx	8 1%	1 *	1 1%	4 4%	1 3%	1 4%	- -	* *	* *	1 *	2 1%	2 3%	3 4%
Secured Mail	8 1%	- -	4 3%	- -	* *	4 15%	- -	- -	4 1%	4 2%	- -	* *	* *
Amazon logistics	7 1%	2 *	- -	* *	3 10%	1 5%	* 1%	- -	- -	5 2%	1 *	2 2%	* *
Pitney Bowes	5 1%	- -	- -	- -	1 4%	* 1%	- -	4 11%	- -	* *	1 1%	4 5%	- -

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	945	508	133	108	65	43	33	41	261	224	234	130	80
Effective base	359	222	44	36	19	15	8	13	132	93	79	30	22
Weighted Base	900	560	109	94	35	29	22	35	358	217	184	72	60
TNT Express	3 *%	1 *%	* *%	* *%	2 4%	- -%	- -%	- -%	- -%	1 *%	1 *%	1 2%	* *%
DX	3 *%	2 *%	* *%	- -%	* *%	- -%	- -%	1 2%	2 1%	* *%	1 *%	* *%	* *%
Whistl/ TNT Post UK	2 *%	- -%	- -%	- -%	2 5%	- -%	- -%	- -%	- -%	- -%	* *%	2 3%	- -%
MHI (Mail Handling International)	1 *%	* *%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	* *%	- -%
Citipost	* *%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	- -%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	5 1%	2 *%	* *%	- -%	* *%	- -%	- -%	- -%	5 1%	- -%	* *%	* *%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	569 63%	405 72%	65 60%	45 47%	10 28%	7 23%	14 64%	19 56%	258 72%	140 64%	99 54%	43 60%	23 39%
NET: Provider other than RM	331 37%	155 28%	44 40%	49 53%	25 72%	23 77%	8 36%	15 44%	99 28%	77 36%	85 46%	29 40%	37 61%
NET: RM/Parcelforce	653 73%	469 84%	71 65%	52 55%	10 28%	7 25%	19 88%	20 58%	293 82%	154 71%	125 68%	44 61%	31 51%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	945	352	198	202	104	56	363	206	187	97	57
Effective base	359	164	79	66	22	14	174	74	56	26	18
Weighted Base	900	432	183	155	57	37	461	178	120	64	48
Royal Mail	569 63%	295 68%	118 65%	88 57%	30 54%	19 52%	329 71%	111 63%	63 52%	37 58%	19 40%
Parcelforce	83 9%	40 9%	18 10%	20 13%	1 2%	2 7%	41 9%	14 8%	17 14% d	* *%	7 15% d
Evri	52 6%	27 6%	6 3%	8 5%	3 5%	5 15%	15 3%	14 8%	13 11% a	1 2%	5 10%
DPD/DPD Local	43 5%	16 4%	10 5%	10 6%	7 12%	- -%	26 6%	3 2%	6 5%	5 8%	3 5%
DHL	36 4%	13 3%	7 4%	6 4%	6 11%	* *%	17 4%	8 5%	4 3%	6 10%	* *%
UK Mail	30 3%	17 4%	3 2%	3 2%	2 3%	5 13%	10 2%	8 5%	1 1%	2 3%	9 19% abc
UPS	24 3%	6 1%	9 5%	8 5%	* 1%	2 5%	6 1%	4 2%	7 6%	1 2%	3 6%
Yodel	18 2%	8 2%	4 2%	6 4%	* *%	* 1%	5 1%	5 3%	4 3%	* *%	* *%
FedEx	8 1%	1 *%	* *%	2 2%	2 4%	3 7% a	* *%	2 1%	1 1%	3 4% a	2 3%
Secured Mail	8 1%	4 1%	- -%	* *%	- -%	* 1%	4 1%	4 2%	- -%	* *%	* *%
Amazon logistics	7 1%	* *%	5 2%	2 2%	- -%	* *%	2 *%	3 2%	1 1%	2 2%	- -%
Pitney Bowes	5 1%	* *%	- -%	1 1%	4 7% a	- -%	- -%	* *%	1 1%	4 6% a	- -%
TNT Express	3 *%	- -%	1 *%	1 *%	1 2%	* *%	* *%	* *%	1 1%	1 2%	* *%

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	945	352	198	202	104	56	363	206	187	97	57
Effective base	359	164	79	66	22	14	174	74	56	26	18
Weighted Base	900	432	183	155	57	37	461	178	120	64	48
DX	3 *%	2 1%	* *%	* *%	* *%	* *%	- -%	* *%	1 1%	* *%	* *%
Whistl/ TNT Post UK	2 *%	- -%	2 1%	* *%	- -%	- -%	- -%	- -%	* *%	2 3%	- -%
MHI (Mail Handling International)	1 *%	1 *%	- -%	* *%	- -%	- -%	- -%	1 *%	- -%	* *%	- -%
Citipost	* *%	- -%	* *%	- -%	- -%	* *%	- -%	* *%	- -%	- -%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	5 1%	2 *%	* *%	* *%	* *%	- -%	5 1%	* *%	* *%	* *%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	569 63%	295 68%	118 65%	88 57%	30 54%	19 52%	329 71%	111 63%	63 52%	37 58%	19 40%
NET: Provider other than RM	331 37%	137 32%	65 35%	67 43%	26 46%	18 48%	132 29%	66 37%	57 48%	27 42%	29 60%
NET: RM/Parcelforce	653 73%	336 78%	136 74%	108 69%	31 55%	22 58%	370 80%	125 70%	80 66%	37 58%	26 54%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	945	354	175	200	112	76	535	125	260	732	213	782	135
Effective base	359	163	58	71	36	20	207	40	103	287	73	301	44
Weighted Base	900	421	143	175	87	45	496	99	280	732	167	760	106
Royal Mail	569 63%	342 81%	74 52%	76 44%	44 51%	15 35%	280 56%	58 59%	218 78%	556 76%	14 8%	539 71%	12 12%
Parcelforce	83 9%	32 8%	20 14%	19 11%	* *0%	12 27%	52 11%	6 6%	25 9%	60 8%	23 14%	74 10%	9 8%
Evri	52 6%	7 2%	7 5%	23 13%	6 7%	7 15%	37 7%	7 7%	6 2%	29 4%	23 14%	34 4%	16 15%
DPD/DPD Local	43 5%	14 3%	6 4%	14 8%	6 7%	3 8%	34 7%	5 5%	4 2%	21 3%	23 14%	34 4%	8 8%
DHL	36 4%	11 3%	5 4%	8 5%	6 7%	* 1%	22 4%	3 3%	6 2%	17 2%	20 12%	13 2%	20 19%
UK Mail	30 3%	6 1%	2 1%	12 7%	10 12%	1 2%	17 3%	3 3%	10 4%	9 1%	21 13%	9 1%	21 20%
UPS	24 3%	4 1%	11 8%	6 3%	2 2%	2 4%	17 3%	5 5%	2 1%	16 2%	9 5%	16 2%	9 8%
Yodel	18 2%	3 1%	8 5%	7 4%	* *0%	* *%	13 3%	1 1%	4 1%	14 2%	4 2%	17 2%	1 1%
FedEx	8 1%	1 *%	2 1%	1 1%	3 3%	2 4%	7 1%	* *%	1 *%	3 *%	6 3%	6 1%	2 2%
Secured Mail	8 1%	- -%	8 6%	- -%	- -%	* 1%	* *%	8 8%	* *%	* *%	8 5%	* *%	4 4%

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	945	354	175	200	112	76	535	125	260	732	213	782	135
Effective base	359	163	58	71	36	20	207	40	103	287	73	301	44
Weighted Base	900	421	143	175	87	45	496	99	280	732	167	760	106
Amazon logistics	7 1%	* *%	* *%	5 3%	2 2%	- -%	4 1%	- -%	3 1%	5 1%	2 1%	6 1%	2 1%
Pitney Bowes	5 1%	- -%	- -%	2 1%	4 4%	- -%	5 1%	* *%	- -%	- -%	5 3%	4 1%	1 1%
TNT Express	3 *%	* *%	* *%	* *%	2 2%	* *%	3 1%	* *%	* *%	2 *%	1 1%	3 *%	* *%
DX	3 *%	* *%	* *%	1 *%	2 2%	- -%	3 1%	* *%	* *%	1 *%	2 1%	3 *%	* *%
Whistl/ TNT Post UK	2 *%	- -%	- -%	* *%	- -%	2 4%	2 *%	- -%	- -%	- -%	2 1%	2 *%	* *%
MHI (Mail Handling International)	1 *%	- -%	* *%	1 *%	- -%	- -%	* *%	1 1%	- -%	1 *%	- -%	1 *%	* *%
Citipost	* *%	- -%	* *%	- -%	- -%	* *%	* *%	* *%	- -%	* *%	* *%	* *%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	5 1%	2 *%	* *%	- -%	* *%	* *%	* *%	2 2%	* *%	* *%	5 3%	2 *%	* *%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	945	354	175	200	112	76	535	125	260	732	213	782	135
Effective base	359	163	58	71	36	20	207	40	103	287	73	301	44
Weighted Base	900	421	143	175	87	45	496	99	280	732	167	760	106
NET: RM Only	569	342	74	76	44	15	280	58	218	556	14	539	12
	63%	81%	52%	44%	51%	35%	56%	59%	78%	76%	8%	71%	12%
		bcde							ab	b		b	
NET: Provider other than RM	331	79	69	99	42	29	216	41	62	177	154	221	93
	37%	19%	48%	56%	49%	65%	44%	41%	22%	24%	92%	29%	88%
			a	a	a	a	c	c			a		a
NET: RM/Parcelforce	653	373	94	96	44	27	333	64	243	616	37	613	21
	73%	89%	66%	55%	51%	61%	67%	65%	87%	84%	22%	81%	20%
		bcde							ab	b		b	

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	945	708	213	538	393	787	130	698	223	546	385
Effective base	359	289	61	223	131	302	43	281	70	225	129
Weighted Base	900	728	149	542	341	766	100	718	159	553	330
Royal Mail	569	532	32	488	76	548	3	534	30	501	63
	63%	73%	21%	90%	22%	72%	3%	74%	19%	90%	19%
Parcelforce	83	66	14	21	63	74	9	66	14	17	66
	9%	9%	9%	4%	18%	10%	9%	9%	9%	3%	20%
		b	a	b	a	b	a	b	a	b	a
Evri	52	27	21	10	39	34	16	26	22	10	39
	6%	4%	14%	2%	12%	4%	16%	4%	14%	2%	12%
		a	a	a	a	a	a	a	a	a	a
DPD/DPD Local	43	35	9	2	41	30	12	27	16	2	42
	5%	5%	6%	*%	12%	4%	12%	4%	10%	*%	13%
		a	a	a	a	a	a	a	a	a	a
DHL	36	14	22	5	26	18	15	16	20	8	23
	4%	2%	15%	1%	8%	2%	15%	2%	13%	1%	7%
		a	a	a	a	a	a	a	a	a	a
UK Mail	30	6	24	2	28	8	22	8	22	*	30
	3%	1%	16%	*%	8%	1%	22%	1%	14%	*%	9%
		a	a	a	a	a	a	a	a	a	a
UPS	24	13	8	9	16	15	9	12	9	8	16
	3%	2%	5%	2%	5%	2%	9%	2%	6%	1%	5%
		a	a	a	a	a	a	a	a	a	a
Yodel	18	12	2	2	16	17	1	10	5	2	16
	2%	2%	1%	*%	5%	2%	1%	1%	3%	*%	5%
		a	a	a	a	a	a	a	a	a	a
FedEx	8	3	5	2	7	7	2	4	4	1	7
	1%	*%	3%	*%	2%	1%	2%	1%	3%	*%	2%
Secured Mail	8	*	8	-	8	*	4	-	8	*	8
	1%	*%	5%	-%	2%	*%	4%	-%	5%	*%	2%
		a	a	a	a	a	a	a	a	a	a
Amazon logistics	7	5	2	2	5	6	2	5	2	2	5
	1%	1%	2%	*%	2%	1%	2%	1%	1%	*%	2%

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	945	708	213	538	393	787	130	698	223	546	385
Effective base	359	289	61	223	131	302	43	281	70	225	129
Weighted Base	900	728	149	542	341	766	100	718	159	553	330
Pitney Bowes	5 1%	4 1%	2 1%	* *%	5 1%	4 1%	1 1%	4 1%	2 1%	- -%	5 2%
TNT Express	3 *%	3 *%	* *%	* *%	3 1%	3 *%	* *%	3 *%	* *%	- -%	3 1%
DX	3 *%	1 *%	* *%	* *%	3 1%	3 *%	* *%	* *%	1 *%	1 *%	2 1%
Whistl/ TNT Post UK	2 *%	2 *%	* *%	- -%	2 1%	- -%	2 2%	- -%	2 1%	2 *%	* *%
MHI (Mail Handling International)	1 *%	- -%	1 1%	* *%	1 *%	1 *%	* *%	- -%	1 1%	* *%	1 *%
Citipost	* *%	* *%	* *%	- -%	* *%	* *%	* *%	* *%	* *%	- -%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	5 1%	5 1%	* *%	- -%	2 1%	* *%	2 2%	3 *%	2 1%	- -%	2 1%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	569 63%	532 73%	32 21%	488 90%	76 22%	548 72%	3 3%	534 74%	30 19%	501 90%	63 19%
NET: Provider other than RM	331 37%	196 27%	118 79%	54 10%	265 78%	218 28%	97 97%	184 26%	129 81%	53 10%	267 81%

Columns Tested.: a,b - a,b - a,b - a,b

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	945	708	213	538	393	787	130	698	223	546	385
Effective base	359	289	61	223	131	302	43	281	70	225	129
Weighted Base	900	728	149	542	341	766	100	718	159	553	330
NET: RM/Parcelforce	653	599	45	509	139	622	12	600	44	518	130
	73%	82%	30%	94%	41%	81%	12%	84%	28%	94%	39%
		b		b		b		b		b	

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	945	638	612	201	1	618	557	162	3	717	472	194	1
Effective base	359	225	247	72	1	222	214	61	3	264	183	68	1
Weighted Base	900	569	605	171	4	561	518	146	4	646	441	147	2
Royal Mail	569 63%	322 57%	391 65%	82 48%	- -%	332 59%	320 62%	67 46%	2 55%	364 56%	299 68%	71 48%	- -%
Parcelforce	83 9%	51 9%	59 10%	18 11%	4 100%	48 9%	57 11%	19 13%	- -%	67 10%	47 11%	18 12%	- -%
Evri	52 6%	42 7%	41 7%	17 10%	- -%	32 6%	29 5%	10 7%	2 45%	40 6%	22 5%	7 4%	- -%
DPD/DPD Local	43 5%	32 6%	29 5%	16 9%	- -%	30 5%	28 5%	14 10%	- -%	39 6%	22 5%	17 11%	- -%
DHL	36 4%	29 5%	20 3%	12 7%	- -%	30 5%	16 3%	12 8%	- -%	29 4%	7 2%	12 8%	- -%
UK Mail	30 3%	29 5%	15 2%	3 2%	- -%	25 5%	15 3%	5 3%	- -%	30 5%	9 2%	2 1%	- -%
UPS	24 3%	18 3%	15 2%	6 4%	- -%	21 4%	13 3%	3 2%	- -%	24 4%	4 1%	4 3%	- -%
Yodel	18 2%	15 3%	16 3%	2 1%	- -%	10 2%	10 2%	2 1%	- -%	18 3%	7 1%	3 2%	- -%
FedEx	8 1%	8 1%	6 1%	5 3%	- -%	7 1%	6 1%	5 3%	- -%	8 1%	3 1%	3 2%	- -%
Secured Mail	8 1%	4 1%	* *%	4 3%	- -%	8 1%	8 2%	4 3%	- -%	8 1%	8 2%	4 3%	- -%
Amazon logistics	7 1%	7 1%	7 1%	1 *%	- -%	7 1%	7 1%	1 *%	- -%	7 1%	7 1%	4 3%	- -%
Pitney Bowes	5 1%	4 1%	2 *%	5 3%	- -%	4 1%	2 *%	1 1%	- -%	4 1%	1 *%	2 1%	- -%
TNT Express	3 *%	3 *%	3 *%	* *%	- -%	3 *%	3 1%	* *%	- -%	3 *%	2 1%	1 1%	- -%

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	945	638	612	201	1	618	557	162	3	717	472	194	1
Effective base	359	225	247	72	1	222	214	61	3	264	183	68	1
Weighted Base	900	569	605	171	4	561	518	146	4	646	441	147	2
DX	3	3	*	*	-	*	*	1	-	3	2	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
Whistl/ TNT Post UK	2	2	*	*	-	2	*	*	-	2	*	-	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	-%	-%
MHI (Mail Handling International)	1	1	1	-	-	1	1	1	-	1	1	1	-
	*%	*%	*%	-%	-%	*%	*%	1%	-%	*%	*%	1%	-%
Citipost	*	*	-	-	-	*	-	-	-	*	-	-	-
	*%	*%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	*	2	-	-	*	5	-	-	*	*	-	2
	1%	*%	*%	-%	-%	*%	1%	-%	-%	*%	*%	-%	100%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	569	322	391	82	-	332	320	67	2	364	299	71	-
	63%	57%	65%	48%	-%	59%	62%	46%	55%	56%	68%	48%	-%
			c				c				ac		
NET: Provider other than RM	331	248	215	89	4	229	198	79	2	283	141	76	2
	37%	43%	35%	52%	100%	41%	38%	54%	45%	44%	32%	52%	100%
			b				b			b		b	
NET: RM/Parcelforce	653	372	450	100	4	380	377	86	2	430	346	88	-
	73%	65%	74%	59%	100%	68%	73%	59%	55%	67%	79%	60%	-%
			ac				c				ac		

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	945	729	688	534	639	457	47	379	332	318	91	51
Effective base	359	281	266	212	235	178	13	158	123	122	40	23
Weighted Base	900	727	677	524	624	447	33	379	318	309	84	47
Royal Mail	569 63%	497 68%	466 69%	386 74%	424 68%	292 65%	9 27%	281 74%	210 66%	195 63%	51 60%	36 78%
Parcelforce	83 9%	74 10%	62 9%	52 10%	63 10%	43 10%	* *%	42 11%	48 15%	46 15%	11 13%	1 2%
Evri	52 6%	34 5%	28 4%	20 4%	24 4%	27 6%	4 12%	9 2%	7 2%	18 6%	3 3%	1 2%
DPD/DPD Local	43 5%	31 4%	31 5%	20 4%	32 5%	26 6%	3 10%	15 4%	17 5%	14 4%	4 5%	1 2%
DHL	36 4%	16 2%	20 3%	1 *% c	17 3%	10 2%	5 14% ab	* *% *	1 *% *	1 *% *	* *% *	* *% *
UK Mail	30 3%	12 2%	14 2%	5 1%	11 2%	7 2%	* *% *	5 1%	4 1%	4 1%	1 1%	* *% *
UPS	24 3%	16 2%	14 2%	10 2%	14 2%	8 2%	1 4%	9 2%	7 2%	4 1%	4 5%	4 8% c
Yodel	18 2%	17 2%	13 2%	12 2%	13 2%	10 2%	- -%	7 2%	9 3%	12 4%	2 2%	2 4%
FedEx	8 1%	8 1%	7 1%	6 1%	4 1%	6 1%	2 7% a	4 1%	5 2%	4 1%	3 4%	2 4%
Secured Mail	8 1%	4 1%	4 1%	4 1%	4 1%	4 1%	4 13% ab	* *% *	4 1%	4 1%	4 5% a	- -% *
Amazon logistics	7 1%	6 1%	5 1%	2 *% *	4 1%	2 *% *	* *% *	2 *% *	1 *% *	2 1%	* *% *	* *% *
Pitney Bowes	5 1%	4 1%	4 1%	4 1%	4 1%	4 1%	4 12% ab	4 1%	4 1%	4 1%	* *% *	- -% *
TNT Express	3 *% *	3 *% *	3 *% *	1 *% *	3 *% *	2 *% *	* *% *	1 *% *	1 *% *	1 *% *	- -% *	- -% *

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	945	729	688	534	639	457	47	379	332	318	91	51
Effective base	359	281	266	212	235	178	13	158	123	122	40	23
Weighted Base	900	727	677	524	624	447	33	379	318	309	84	47
DX	3	3	*	*	1	2	*	*	-	-	-	-
	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%
Whistl/ TNT Post UK	2	-	2	-	2	2	-	-	-	-	-	-
	*%	-%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	1	-	1	*	1	1	-	*	-	-	-	-
	*%	-%	*%	*%	*%	*%	-%	*%	-%	-%	-%	-%
Citipost	*	*	*	-	*	-	-	-	-	-	-	-
	*%	*%	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	2	3	*	3	*	-	-	-	*	-	-
	1%	*%	1%	*%	1%	*%	-%	-%	-%	*%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	569	497	466	386	424	292	9	281	210	195	51	36
	63%	68%	69%	74%	68%	65%	27%	74%	66%	63%	60%	78%
NET: Provider other than RM	331	229	211	138	200	154	24	99	107	114	34	10
	37%	32%	31%	26%	32%	35%	73%	26%	34%	37%	40%	22%
NET: RM/Parcelforce	653	571	528	438	488	335	9	322	258	241	62	37
	73%	79%	78%	84%	78%	75%	28%	85%	81%	78%	73%	80%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	945	116	102	66	42	765	551	847	592	502	598	694	155	-	678	59
Effective base	359	49	36	25	16	295	202	325	219	178	210	272	52	-	254	31
Weighted Base	900	112	82	64	40	731	506	812	556	434	518	687	125	-	613	92
Royal Mail	569	74	48	34	18	472	301	509	337	226	285	428	62	-	430	55
	63%	66%	59%	52%	46%	65%	60%	63%	61%	52%	55%	62%	50%	-%	70%	60%
Parcelforce	83	12	1	3	6	73	49	78	65	51	51	81	8	-	48	14
	9%	11%	1%	5%	16%	10%	10%	10%	12%	12%	10%	12%	7%	-%	8%	15%
Evri	52	9	5	10	-	42	33	49	40	30	36	45	11	-	20	11
	6%	8%	6%	15%	-%	6%	6%	6%	7%	7%	7%	7%	9%	-%	3%	12%
DPD/DPD Local	43	4	1	1	3	38	30	42	29	19	29	33	5	-	34	2
	5%	3%	2%	2%	7%	5%	6%	5%	5%	4%	6%	5%	4%	-%	6%	2%
DHL	36	2	12	4	*	28	26	33	22	22	25	26	16	-	21	3
	4%	2%	14%	7%	1%	4%	5%	4%	4%	5%	5%	4%	13%	-%	3%	3%
UK Mail	30	1	8	*	-	18	15	22	13	20	22	9	1	-	5	5
	3%	1%	10%	*%	-%	2%	3%	3%	2%	5%	4%	1%	1%	-%	1%	5%
UPS	24	4	4	1	1	19	16	23	13	15	22	17	7	-	12	1
	3%	3%	4%	2%	2%	3%	3%	3%	2%	4%	4%	2%	6%	-%	2%	1%
Yodel	18	3	*	7	4	13	7	17	16	17	17	13	*	-	12	-
	2%	3%	*%	11%	10%	2%	1%	2%	3%	4%	3%	2%	*%	-%	2%	-%
FedEx	8	3	1	2	1	5	7	8	8	5	8	7	5	-	8	-
	1%	2%	1%	3%	1%	1%	1%	1%	1%	1%	2%	1%	4%	-%	1%	-%
Secured Mail	8	-	*	-	-	*	8	8	4	8	8	8	4	-	4	-
	1%	-%	*%	-%	-%	*%	2%	1%	1%	2%	2%	1%	3%	-%	1%	-%
Amazon logistics	7	*	*	*	3	7	7	7	4	5	4	5	1	-	4	*
	1%	*%	*%	1%	7%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	*%
Pitney Bowes	5	-	-	-	4	5	5	5	1	4	5	5	1	-	4	*
	1%	-%	-%	-%	10%	1%	1%	1%	*%	1%	1%	1%	1%	-%	1%	*%

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	945	116	102	66	42	765	551	847	592	502	598	694	155	-	678	59
Effective base	359	49	36	25	16	295	202	325	219	178	210	272	52	-	254	31
Weighted Base	900	112	82	64	40	731	506	812	556	434	518	687	125	-	613	92
TNT Express	3	1	-	1	-	3	2	3	3	2	3	3	2	-	2	-
	%	1%	-%	1%	-%	%	%	%	1%	1%	1%	%	2%	-%	%	-%
DX	3	*	1	-	*	2	*	2	2	3	2	2	*	-	2	*
	%	%	1%	-%	%	%	%	%	%	1%	%	%	%	-%	%	%
Whistl/ TNT Post UK	2	-	2	-	-	*	*	*	*	2	*	*	*	-	2	-
	%	-%	2%	-%	-%	%	%	%	%	%	%	%	%	-%	%	-%
MHI (Mail Handling International)	1	-	-	1	-	*	-	*	-	1	-	*	-	-	*	1
	%	-%	-%	1%	-%	%	-%	%	-%	%	-%	%	-%	-%	%	1%
Citipost	*	*	-	-	-	*	*	*	-	*	*	-	*	-	*	-
	%	%	-%	-%	-%	%	%	%	-%	%	%	-%	%	-%	%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	-	-	*	-	5	*	5	*	4	*	5	-	-	5	*
	1%	-%	-%	%	-%	1%	%	1%	%	1%	%	1%	-%	-%	1%	%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	569	74	48	34	18	472	301	509	337	226	285	428	62	-	430	55
	63%	66%	59%	52%	46%	65%	60%	63%	61%	52%	55%	62%	50%	-%	70%	60%
						e		e								
NET: Provider other than RM	331	38	34	31	22	259	205	303	219	208	233	259	62	-	183	37
	37%	34%	41%	48%	54%	35%	40%	37%	39%	48%	45%	38%	50%	-%	30%	40%
										ac						
NET: RM/Parcelforce	653	86	49	37	25	545	351	587	402	277	337	508	71	-	478	69
	73%	77%	60%	57%	62%	75%	69%	72%	72%	64%	65%	74%	57%	-%	78%	75%
						e		e				ac				

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	945	434	409	445	18	260	264	201	566	163	182	258	473
Effective base	359	172	154	156	10	90	99	74	217	64	64	94	192
Weighted Base	900	432	396	388	32	222	257	176	558	152	152	222	497
Royal Mail	569 63%	275 64%	295 74%	116 30%	10 31%	59 26%	90 35%	86 49%	395 71%	80 53%	73 48%	112 51%	365 73%
Parcelforce	83 9%	36 8%	39 10%	67 17%	4 12%	32 14%	52 20%	20 11%	41 7%	22 14%	18 12%	36 16%	29 6%
Evri	52 6%	25 6%	15 4%	40 10%	6 19%	29 13%	23 9%	17 10%	25 5%	9 6%	14 9%	14 6%	24 5%
DPD/DPD Local	43 5%	13 3%	24 6%	39 10%	3 11%	14 6%	30 12%	12 7%	27 5%	5 3%	9 6%	8 4%	21 4%
DHL	36 4%	19 4%	5 1%	31 8%	1 3%	17 8%	20 8%	11 6%	21 4%	4 3%	6 4%	13 6%	18 4%
UK Mail	30 3%	13 3%	1 *% a	23 6%	* *% a	26 12%	4 2%	13 8%	6 1%	11 7%	13 9%	11 5%	6 1%
UPS	24 3%	10 2%	6 2%	20 5%	1 3%	15 7%	9 3%	4 2%	13 2%	7 5%	4 2%	12 5%	9 2%
Yodel	18 2%	17 4%	* *% b	14 4%	4 12%	8 4%	10 4%	1 1%	9 2%	8 5%	10 7%	8 4%	* *% c
FedEx	8 1%	6 1%	2 1%	8 2%	* *% b	4 2%	4 2%	4 2%	4 1%	* *% b	* *% c	2 1%	6 1%
Secured Mail	8 1%	4 1%	* *% b	8 2%	- -% b	8 4%	* *% b	* *% b	4 1%	- -% b	- -% c	- -% c	4 1%
Amazon logistics	7 1%	5 1%	* *% b	7 2%	- -% b	2 1%	5 2%	2 1%	5 1%	* *% b	2 1%	2 1%	3 1%
Pitney Bowes	5 1%	4 1%	- -% b	4 1%	- -% b	2 1%	4 1%	* *% b	5 1%	- -% b	* *% c	- -% c	5 1%
TNT Express	3 *% b	1 *% b	1 *% b	3 1%	* 1% b	2 1%	1 *% b	2 1%	1 *% b	* *% b	1 1% b	* *% b	2 *% b

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	945	434	409	445	18	260	264	201	566	163	182	258	473
Effective base	359	172	154	156	10	90	99	74	217	64	64	94	192
Weighted Base	900	432	396	388	32	222	257	176	558	152	152	222	497
DX	3 *%	1 *%	2 *%	1 *%	2 6%	2 1%	* *%	* *%	1 *%	2 1%	1 *%	2 1%	* *%
Whistl/ TNT Post UK	2 *%	2 *%	- -%	2 *%	- -%	2 1%	- -%	2 1%	- -%	- -%	2 1%	* *%	- -%
MHI (Mail Handling International)	1 *%	1 *%	* *%	- -%	1 3%	1 *%	* *%	1 *%	* *%	- -%	- -%	1 *%	- -%
Citipost	* *%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	- -%	* *%	* *%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	5 1%	* *%	5 1%	5 1%	- -%	* *%	5 2%	* *%	2 *%	4 2%	* *%	* *%	5 1%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	569 63%	275 64%	295 74%	116 30%	10 31%	59 26%	90 35%	86 49%	395 71%	80 53%	73 48%	112 51%	365 73%
			a						ac				ab
NET: Provider other than RM	331 37%	157 36%	101 26%	272 70%	22 69%	164 74%	167 65%	90 51%	163 29%	72 47%	79 52%	109 49%	132 27%
		b						b		b	c	c	
NET: RM/Parcelforce	653 73%	311 72%	333 84%	183 47%	14 43%	90 41%	142 55%	106 60%	436 78%	102 67%	91 60%	149 67%	394 79%
			a				a		a				ab

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	945	463	482
Effective base	359	160	199
Weighted Base	900	415	485
Royal Mail	569	256	314
	63%	62%	65%
Parcelforce	83	26	57
	9%	6%	12%
Evri	52	31	21
	6%	8%	4%
DPD/DPD Local	43	8	35
	5%	2%	7%
			a
DHL	36	18	18
	4%	4%	4%
UK Mail	30	24	6
	3%	6%	1%
		b	
UPS	24	15	9
	3%	4%	2%
Yodel	18	13	5
	2%	3%	1%
FedEx	8	3	5
	1%	1%	1%
Secured Mail	8	4	4
	1%	1%	1%
Amazon logistics	7	2	5
	1%	1%	1%
Pitney Bowes	5	4	1
	1%	1%	*%
TNT Express	3	1	2
	*%	*%	*%
DX	3	3	*
	*%	1%	*%
Whistl/ TNT Post UK	2	2	-
	*%	*%	-%

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	945	463	482
Effective base	359	160	199
Weighted Base	900	415	485
MHI (Mail Handling International)	1 *%	1 *%	- -%
Citipost	* *%	* *%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%
Other	5 1%	4 1%	2 *%
Do not send this type of post	- -%	- -%	- -%
NET: RM Only	569 63%	256 62%	314 65%
NET: Provider other than RM	331 37%	159 38%	171 35%
NET: RM/Parcelforce	653 73%	282 68%	371 76%

Columns Tested: a,b

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	945	59	108	81	73	97	48	45	91	64	81	50	148
Effective base	359	18	46	50	22	71	26	6	40	23	14	24	54
Weighted Base	900	27	77	101	19	159	46	9	141	59	27	68	168
MHI (Mail Handling International)	1	-	-	-	-	1	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	*%
Citipost	*	-	-	-	-	-	-	-	-	-	*	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	-	*	-	-	2	-	*	3	-	*	-	*
	1%	-%	*%	-%	-%	1%	-%	*%	2%	-%	1%	-%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	569	16	57	64	15	103	28	6	86	36	18	36	104
	63%	60%	74%	64%	77%	65%	61%	66%	61%	62%	68%	53%	62%
NET: Provider other than RM	331	11	20	36	4	56	18	3	54	23	9	32	65
	37%	40%	26%	36%	23%	35%	39%	34%	39%	38%	32%	47%	38%
NET: RM/Parcelforce	653	19	65	69	16	120	33	6	102	43	19	51	111
	73%	70%	85%	68%	82%	75%	71%	71%	72%	73%	69%	76%	66%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	945	248	218	200	279	466	479
Effective base	359	111	111	66	90	222	156
Weighted Base	900	204	224	209	262	429	471
Royal Mail	569	137	146	129	157	283	286
	63%	67%	65%	62%	60%	66%	61%
Parcelforce	83	15	23	23	23	38	46
	9%	7%	10%	11%	9%	9%	10%
Evri	52	10	20	9	13	30	22
	6%	5%	9%	5%	5%	7%	5%
DPD/DPD Local	43	10	3	9	21	13	30
	5%	5%	1%	4%	8%	3%	6%
DHL	36	5	12	11	9	17	20
	4%	2%	5%	5%	3%	4%	4%
UK Mail	30	10	4	14	2	14	16
	3%	5%	2%	7%	1%	3%	3%
UPS	24	7	9	1	8	16	9
	3%	3%	4%	*%	3%	4%	2%
Yodel	18	2	*	3	12	3	15
	2%	1%	*%	1%	5%	1%	3%
FedEx	8	4	3	1	1	6	2
	1%	2%	1%	*%	*%	2%	*%
Secured Mail	8	*	-	-	8	*	8
	1%	*%	-%	-%	3%	*%	2%
Amazon logistics	7	2	*	3	2	2	5
	1%	1%	*%	1%	1%	1%	1%
Pitney Bowes	5	*	-	1	4	*	5
	1%	*%	-%	1%	1%	*%	1%
TNT Express	3	1	*	1	1	1	2
	*%	*%	*%	1%	*%	*%	*%
DX	3	1	2	*	*	2	*
	*%	*%	1%	*%	*%	1%	*%
Whistl/ TNT Post UK	2	-	-	-	2	-	2
	*%	-%	-%	-%	1%	-%	*%

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	945	248	218	200	279	466	479
Effective base	359	111	111	66	90	222	156
Weighted Base	900	204	224	209	262	429	471
MHI (Mail Handling International)	1	-	1	-	*	1	*
	%	%	%	%	%	%	%
Citipost	*	-	-	-	*	-	*
	%	%	%	%	%	%	%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-
	%	%	%	%	%	%	%
Other	5	*	2	3	*	2	4
	1%	%	1%	2%	%	%	1%
Do not send this type of post	-	-	-	-	-	-	-
	%	%	%	%	%	%	%
NET: RM Only	569	137	146	129	157	283	286
	63%	67%	65%	62%	60%	66%	61%
NET: Provider other than RM	331	67	79	80	105	146	185
	37%	33%	35%	38%	40%	34%	39%
NET: RM/Parcelforce	653	153	168	151	180	321	332
	73%	75%	75%	73%	69%	75%	70%

Columns Tested: a,b,c,d - a,b

Table 101

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2094	448	1646	1435	354	94	211	659
Effective base	785	109	688	720	148	42	101	195
Weighted Base	1891	179	1712	1803	75	9	5	88
Royal Mail	1739	149	1591	1662	67	7	4	78
	92%	83%	93%	92%	89%	81%	90%	88%
			a	c				
Parcelforce	150	3	146	141	7	1	1	8
	8%	2%	9%	8%	9%	10%	12%	9%
			a					
Evri	134	4	130	128	6	*	*	6
	7%	2%	8%	7%	8%	1%	2%	7%
			a					
DHL	104	5	99	96	6	2	*	8
	6%	3%	6%	5%	8%	18%	10%	9%
			a			a	a	a
DPD/DPD Local	82	10	72	72	9	*	1	10
	4%	5%	4%	4%	12%	5%	12%	11%
			a		a		a	a
UK Mail	72	-	72	67	3	1	1	4
	4%	-%	4%	4%	4%	6%	13%	5%
			a				abe	
UPS	66	6	60	60	5	1	*	6
	3%	3%	4%	3%	7%	7%	4%	7%
			a		a			a
Yodel	43	1	42	41	1	*	*	2
	2%	*%	2%	2%	2%	3%	6%	2%
FedEx	24	6	18	21	2	1	*	3
	1%	4%	1%	1%	3%	8%	5%	4%
			a			a	a	a
Amazon logistics	18	*	18	17	1	1	*	1
	1%	*%	1%	1%	1%	8%	1%	2%
			a			abde		
Secured Mail	12	-	12	11	*	*	*	*
	1%	-%	1%	1%	*%	*%	*%	*%
Pitney Bowes	6	-	6	4	2	-	-	2
	*%	-%	*%	*%	2%	-%	-%	2%
			a		a			a
DX	5	1	4	3	2	-	*	2
	*%	*%	*%	*%	2%	-%	2%	2%
			a		a		a	a

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2094	448	1646	1435	354	94	211	659
Effective base	785	109	688	720	148	42	101	195
Weighted Base	1891	179	1712	1803	75	9	5	88
TNT Express	4	*	4	2	2	*	*	2
	%	%	%	%	3%	5%	3%	3%
					a	a	a	a
Whistl/ TNT Post UK	4	-	4	4	*	*	*	*
	%	%	%	%	%	1%	1%	%
MHI (Mail Handling International)	1	-	1	1	-	-	*	*
	%	%	%	%	%	%	%	%
Citipost	*	-	*	*	*	*	*	*
	%	%	%	%	%	1%	%	%
						a		
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%
Other	12	2	9	11	1	*	*	1
	1%	1%	1%	1%	1%	1%	%	1%
Do not send this type of post	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%
NET: RM Only	1317	141	1176	1269	42	4	2	48
	70%	79%	69%	70%	56%	49%	47%	55%
		b		b	b	b	b	b
NET: RM and other	422	8	415	393	25	3	2	30
	22%	4%	24%	22%	33%	32%	43%	34%
		a	a	a	a	a	a	a
NET: Provider other than RM	152	30	121	141	8	2	*	10
	8%	17%	7%	8%	11%	19%	10%	12%
		b				a		
NET: RM/Parcelforce	1766	151	1615	1688	67	7	4	78
	93%	84%	94%	94%	90%	82%	91%	89%
		a	a	ce				

Columns Tested: a, b - a, b, c, d, e

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2094	448	1646	1435	354	94	211	659
Effective base	785	109	688	720	148	42	101	195
Weighted Base	1891	179	1712	1803	75	9	5	88
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	134	4	130	128	6	*	*	6
	7%	2%	8%	7%	8%	1%	2%	7%
			a					

Columns Tested: a,b - a,b,c,d,e

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2094	605	618	212	216	232	211	1435	354	305
Effective base	785	358	294	85	99	89	101	720	148	87
Weighted Base	1891	988	686	129	54	29	5	1803	75	13
Royal Mail	1739	913	628	121	48	26	4	1662	67	11
	92%	92%	91%	94%	89%	87%	90%	92%	89%	84%
		i		i				i		
Parcelforce	150	66	68	7	4	4	1	141	7	1
	8%	7%	10%	6%	7%	12%	12%	8%	9%	11%
Evri	134	74	45	9	5	1	*	128	6	*
	7%	8%	7%	7%	9%	3%	2%	7%	8%	1%
		i			fi			i	i	
DHL	104	36	50	10	5	3	*	96	6	2
	6%	4%	7%	7%	9%	9%	10%	5%	8%	16%
			a		a	a	ag		a	abg
DPD/DPD Local	82	24	43	5	7	2	1	72	9	1
	4%	2%	6%	4%	13%	7%	12%	4%	12%	7%
			a		abcg	a	ag		abcg	a
UK Mail	72	29	36	2	2	2	1	67	3	1
	4%	3%	5%	2%	3%	7%	13%	4%	4%	8%
							abcdgh			ag
UPS	66	27	25	8	5	1	*	60	5	1
	3%	3%	4%	6%	9%	4%	4%	3%	7%	6%
					abg				ag	
Yodel	43	16	14	11	1	1	*	41	1	*
	2%	2%	2%	8%	1%	3%	6%	2%	2%	4%
				abdgh			a			
FedEx	24	9	9	2	2	1	*	21	2	1
	1%	1%	1%	2%	4%	3%	5%	1%	3%	7%
							abg			abg
Amazon logistics	18	4	12	*	1	1	*	17	1	1
	1%	*%	2%	*%	1%	2%	1%	1%	1%	5%
										acgh
Secured Mail	12	-	11	*	*	*	*	11	*	*
	1%	-%	2%	*%	1%	*%	*%	1%	*%	*%
			a							
Pitney Bowes	6	-	4	-	2	-	-	4	2	-
	*%	-%	1%	-%	3%	-%	-%	*%	2%	-%
					ag				ag	

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2094	605	618	212	216	232	211	1435	354	305
Effective base	785	358	294	85	99	89	101	720	148	87
Weighted Base	1891	988	686	129	54	29	5	1803	75	13
DX	5 *% -%	- *% -%	3 *% -%	* *% -%	2 3% abg	- -% abg	* 2% ag	3 *% ag	2 2% ag	* 1% ag
TNT Express	4 *% -%	- *% -%	2 *% -%	* *% -%	2 3% abg	1 2% abg	* 3% abg	2 *% abg	2 3% abg	1 4% abg
Whistl/ TNT Post UK	4 *% -%	* *% -%	2 *% -%	2 1% -%	* *% -%	* *% -%	* 1% -%	4 *% -%	* *% -%	* 1% -%
MHI (Mail Handling International)	1 *% -%	- *% -%	- *% -%	1 1% -%	- *% -%	- *% -%	* *% -%	1 *% -%	- *% -%	* *% -%
Citipost	* *% -%	* *% -%	- *% -%	- *% -%	- *% -%	* *% -%	* *% -%	* *% -%	* *% -%	* 1% -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- *% -%	- *% -%	- *% -%	- *% -%	- *% -%	- *% -%	- *% -%	- *% -%	- *% -%	- *% -%
Other	12 1% -%	6 1% -%	4 1% -%	2 1% -%	* *% -%	1 2% -%	* *% -%	11 1% -%	1 1% -%	* 1% -%
Do not send this type of post	- *% -%	- *% -%	- *% -%	- *% -%	- *% -%	- *% -%	- *% -%	- *% -%	- *% -%	- *% -%
NET: RM Only	1317 70% bdefhi	747 76% bdefhi	433 63% fi	89 69% dfi	29 54% dfi	17 58% dfi	2 47% dfi	1269 70% bdefhi	42 56% bdefhi	7 48% bdefhi
NET: RM and other	422 22% ag	165 17% ag	195 28% ag	33 25% ag	19 35% ag	9 30% a	2 43% abcg	393 22% ag	25 33% ag	5 36% ag
NET: Provider other than RM	152 8% acg	75 8% acg	58 9% acg	8 6% acg	6 11% acg	4 13% acg	* 10% acg	141 8% acg	8 11% acg	2 16% acg
NET: RM/Parcelforce	1766 93% i	926 94% i	639 93% i	122 95% i	49 89% i	26 88% i	4 91% i	1688 94% i	67 90% i	12 85% i

Columns Tested: a,b,c,d,e,f,g,h,i

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2094	605	618	212	216	232	211	1435	354	305
Effective base	785	358	294	85	99	89	101	720	148	87
Weighted Base	1891	988	686	129	54	29	5	1803	75	13
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	134	74	45	9	5	1	*	128	6	*
	7%	8%	7%	7%	9%	3%	2%	7%	8%	1%
		i			fi			i	i	

Columns Tested: a,b,c,d,e,f,g,h,i

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2094	869	566	354	94	211	763	351	130	87	234
Effective base	785	526	255	148	42	101	428	150	42	30	38
Weighted Base	1891	1461	341	75	9	5	1179	283	72	35	55
Royal Mail	1739	1353	308	67	7	4	1118	243	60	32	52
	92%	93%	90%	89%	81%	90%	95%	86%	83%	91%	94%
		d					bc				
Parcelforce	150	121	20	7	1	1	96	25	6	2	3
	8%	8%	6%	9%	10%	12%	8%	9%	8%	5%	6%
						b					
Evri	134	110	18	6	*	*	92	19	6	1	2
	7%	8%	5%	8%	1%	2%	8%	7%	8%	3%	4%
		e									
DHL	104	75	21	6	2	*	44	31	7	5	3
	6%	5%	6%	8%	18%	10%	4%	11%	9%	14%	6%
					ab	a		a		a	
DPD/DPD Local	82	46	26	9	*	1	41	14	6	7	4
	4%	3%	8%	12%	5%	12%	3%	5%	8%	21%	7%
			a	a		a				ab	
UK Mail	72	52	15	3	1	1	18	38	5	3	7
	4%	4%	4%	4%	6%	13%	2%	13%	7%	10%	12%
						abc		a	a	a	a
UPS	66	37	23	5	1	*	29	15	5	5	2
	3%	3%	7%	7%	7%	4%	2%	5%	7%	15%	3%
			a	a						ae	
Yodel	43	26	15	1	*	*	20	13	*	*	5
	2%	2%	4%	2%	3%	6%	2%	5%	1%	1%	9%
			a			a		a			a
FedEx	24	13	7	2	1	*	9	5	4	1	1
	1%	1%	2%	3%	8%	5%	1%	2%	6%	3%	2%
					ab	a			a		
Amazon logistics	18	15	1	1	1	*	3	13	1	*	1
	1%	1%	*%	1%	8%	1%	*%	5%	1%	*%	2%
					abce			a			
Secured Mail	12	11	*	*	*	*	7	*	4	-	*
	1%	1%	*%	*%	*%	*%	1%	*%	6%	-%	*%
									ab		
Pitney Bowes	6	4	*	2	-	-	1	-	4	-	-
	*%	*%	*%	2%	-%	-%	*%	-%	6%	-%	-%
				ab					ab		

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2094	869	566	354	94	211	763	351	130	87	234
Effective base	785	526	255	148	42	101	428	150	42	30	38
Weighted Base	1891	1461	341	75	9	5	1179	283	72	35	55
DX	5 *%	1 *%	2 1%	2 2%	- -%	* 2%	1 *%	2 1%	* 1%	* *%	1 1%
TNT Express	4 *%	- -%	2 1%	2 3%	* 5%	* 3%	* *%	1 *%	1 2%	* *%	1 2%
Whistl/ TNT Post UK	4 *%	2 *%	2 1%	* *%	* 1%	* 1%	2 *%	2 1%	- -%	- -%	* *%
MHI (Mail Handling International)	1 *%	- -%	1 *%	- -%	- -%	* *%	1 *%	- -%	* *%	- -%	- -%
Citipost	* *%	* *%	- -%	* *%	* 1%	* *%	- -%	* *%	* *%	- -%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	12 1%	6 *%	5 2%	1 1%	* 1%	* *%	4 *%	3 1%	2 2%	* *%	* *%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1317 70%	1049 72%	220 64%	42 56%	4 49%	2 47%	866 73%	162 57%	39 54%	20 56%	35 64%
NET: RM and other	422 22%	304 21%	89 26%	25 33%	3 32%	2 43%	252 21%	81 29%	21 29%	12 35%	17 30%
NET: Provider other than RM	152 8%	108 7%	33 10%	8 11%	2 19%	* 10%	61 5%	40 14%	12 17%	3 9%	3 6%
NET: RM/Parcelforce	1766 93%	1376 94%	312 91%	67 90%	7 82%	4 91%	1129 96%	255 90%	63 87%	32 91%	52 95%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2094	869	566	354	94	211	763	351	130	87	234
Effective base	785	526	255	148	42	101	428	150	42	30	38
Weighted Base	1891	1461	341	75	9	5	1179	283	72	35	55
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	134	110	18	6	*	*	92	19	6	1	2
	7%	8%	5%	8%	1%	2%	8%	7%	8%	3%	4%
		e									

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2094	141	101	205	70	141	166	131	119	115
Effective base	785	80	55	113	33	73	103	75	63	57
Weighted Base	1891	185	121	312	76	182	300	217	158	134
Whistl/ TNT Post UK	4	-	-	3	-	*	-	-	-	-
	*%	-%	-%	1%	-%	*%	-%	-%	-%	-%
MHI (Mail Handling International)	1	-	-	-	-	1	-	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
Citipost	*	*	-	-	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	12	3	*	3	-	-	2	-	-	-
	1%	2%	*%	1%	-%	-%	1%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	122	84	191	47	117	232	161	105	99
	70%	66%	70%	61%	62%	64%	c	74%	66%	74%
NET: RM and other	422	44	29	82	21	43	52	52	50	25
	22%	24%	24%	26%	28%	24%	17%	24%	31%	18%
NET: Provider other than RM	152	18	7	39	7	22	17	4	3	11
	8%	10%	6%	12%	10%	12%	6%	2%	2%	8%
NET: RM/Parcelforce	1766	166	114	282	71	166	283	214	156	129
	93%	90%	94%	90%	93%	91%	94%	99%	99%	97%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	134	17	9	13	7	25	14	22	14	7
	7%	9%	8%	4%	9%	14%	5%	10%	9%	5%
						cf				

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2094	326	361	502	1189	905	317	309	279
Effective base	785	163	197	292	647	258	111	81	106
Weighted Base	1891	392	464	829	1685	206	98	73	35
Royal Mail	1739 92%	352 90%	434 94%	770 93%	1556 92%	183 89%	83 85%	67 92%	33 94%
Parcelforce	150 8%	38 10%	43 9%	61 7%	142 8%	8 4%	3 3%	3 5%	1 4%
Evri	134 7%	39 10%	41 9%	49 6%	128 8%	6 3%	4 4%	1 2%	* 1%
DHL	104 6%	17 4%	24 5%	51 6%	91 5%	13 6%	8 8%	3 4%	2 4%
DPD/DPD Local	82 4%	17 4%	20 4%	36 4%	73 4%	9 4%	6 6%	2 2%	1 2%
UK Mail	72 4%	12 3%	16 3%	38 5%	66 4%	6 3%	5 5%	1 1%	1 2%
UPS	66 3%	14 3%	14 3%	31 4%	58 3%	8 4%	7 7%	* %	1 3%
Yodel	43 2%	15 4%	11 2%	15 2%	41 2%	2 1%	1 1%	1 1%	* 1%
FedEx	24 1%	1 %	7 2%	13 2%	22 1%	2 1%	1 1%	* %	1 2%
Amazon logistics	18 1%	1 %	7 2%	9 1%	17 1%	1 1%	* %	* %	1 3%
Secured Mail	12 1%	8 2%	3 1%	* %	11 1%	* %	- -%	* %	* %
Pitney Bowes	6 %	4 1%	* %	1 %	5 %	* %	* %	- -%	- -%

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2094	326	361	502	1189	905	317	309	279
Effective base	785	163	197	292	647	258	111	81	106
Weighted Base	1891	392	464	829	1685	206	98	73	35
DX	5 *%	1 *%	1 *%	3 *%	5 *%	* *%	* *%	* *%	- -%
TNT Express	4 *%	* *%	2 *%	2 *%	4 *%	* *%	* *%	* *%	* *%
Whistl/ TNT Post UK	4 *%	* *%	- -%	3 *%	3 *%	1 *%	- -%	* 1%	* *%
MHI (Mail Handling International)	1 *%	1 *%	- -%	- -%	1 *%	* *%	* *%	* *%	- -%
Citipost	* *%	- -%	* *%	- -%	* *%	* *%	* *%	* *%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	12 1%	- -%	3 1%	6 1%	9 1%	3 1%	1 1%	1 1%	1 3%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1317 70%	263 67%	312 67%	584 70%	1159 69%	158 77%	70 71%	60 83%	28 79%
NET: RM and other	422 22%	89 23%	123 26%	185 22%	397 24%	25 12%	13 13%	7 10%	5 14%
NET: Provider other than RM	152 8%	40 10%	29 6%	60 7%	129 8%	23 11%	15 15%	6 8%	2 6%
							abcd	abcd	abd
							bcdh		

Columns Tested: a,b,c,d,e,f,g,h

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2094	326	361	502	1189	905	317	309	279
Effective base	785	163	197	292	647	258	111	81	106
Weighted Base	1891	392	464	829	1685	206	98	73	35
NET: RM/Parcelforce	1766	366	436	779	1582	185	85	68	33
	93%	93%	94%	94%	94%	90%	86%	93%	94%
			f	f	ef				
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	134	39	41	49	128	6	4	1	*
	7%	10%	9%	6%	8%	3%	4%	2%	1%
		egh	egh	h	eh				

Columns Tested: a,b,c,d,e,f,g,h

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2094	93	167	21	188	219	508	80	100	903
Effective base	785	37	49	9	58	92	199	26	30	353
Weighted Base	1891	77	113	23	136	253	399	54	62	908
Royal Mail	1739	70	97	18	115	213	363	50	56	870
	92%	92%	86%	77%	84%	84%	91%	93%	91%	96%
Parcelforce	150	1	15	1	16	44	35	6	1	46
	8%	2%	14%	2%	12%	18%	9%	11%	2%	5%
Evri	134	*	10	-	10	27	50	3	2	41
	7%	*%	9%	-%	8%	11%	13%	6%	3%	4%
DHL	104	2	21	1	21	8	27	*	3	42
	6%	3%	18%	4%	16%	3%	7%	*%	5%	5%
DPD/DPD Local	82	4	9	4	13	13	17	*	*	35
	4%	5%	8%	15%	9%	5%	4%	*%	*%	4%
UK Mail	72	5	5	2	7	23	16	*	4	16
	4%	7%	5%	7%	5%	9%	4%	*%	7%	2%
UPS	66	6	10	2	12	7	8	1	2	31
	3%	8%	9%	8%	9%	3%	2%	1%	4%	3%
Yodel	43	-	7	*	7	14	11	-	1	10
	2%	-%	6%	*%	5%	6%	3%	-%	1%	1%
FedEx	24	1	4	1	5	7	6	*	*	5
	1%	1%	4%	2%	4%	3%	1%	*%	*%	1%
Amazon logistics	18	-	-	-	-	4	7	3	2	2
	1%	-%	-%	-%	-%	2%	2%	6%	3%	*%
Secured Mail	12	-	4	-	4	-	4	3	*	-
	1%	-%	4%	-%	3%	-%	1%	6%	*%	-%
Pitney Bowes	6	-	2	-	2	4	-	-	-	*
	*%	-%	1%	-%	1%	1%	-%	-%	-%	*%

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2094	93	167	21	188	219	508	80	100	903
Effective base	785	37	49	9	58	92	199	26	30	353
Weighted Base	1891	77	113	23	136	253	399	54	62	908
DX	5 *%	- -%	3 2%	- -%	3 2%	1 *%	* *%	- -%	- -%	1 *%
TNT Express	4 *%	* 1%	* *%	* *%	* *%	* *%	3 1%	- -%	- -%	* *%
Whistl/ TNT Post UK	4 *%	- -%	* *%	- -%	* *%	- -%	2 *%	- -%	- -%	2 *%
MHI (Mail Handling International)	1 *%	- -%	1 1%	- -%	1 1%	- -%	- -%	- -%	- -%	* *%
Citipost	* *%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	- -%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	12 1%	1 1%	* *%	- -%	* *%	* *%	6 2%	* 1%	- -%	4 *%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1317 70%	62 81%	45 40%	17 71%	62 45%	145 57%	244 61%	44 81%	52 85%	706 78%
		bdef					bd	bdef	bdef	bdef
NET: RM and other	422 22%	8 10%	52 46%	1 6%	53 39%	68 27%	119 30%	7 12%	4 7%	164 18%
			aefghi		aghi	ah	ahi			
NET: Provider other than RM	152 8%	6 8%	16 14%	5 23%	22 16%	40 16%	36 9%	4 7%	5 9%	39 4%
			i		i	i	i			
NET: RM/Parcelforce	1766 93%	70 92%	99 88%	19 80%	118 86%	229 91%	368 92%	53 98%	56 91%	871 96%
										bde

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2094	93	167	21	188	219	508	80	100	903
Effective base	785	37	49	9	58	92	199	26	30	353
Weighted Base	1891	77	113	23	136	253	399	54	62	908
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	134	*	10	-	10	27	50	3	2	41
	7%	*%	9%	-%	8%	11%	13%	6%	3%	4%
						ai	ai			

Columns Tested: a,b,c,d,e,f,g,h,i

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	b
Significance Level: 95%											
Unweighted Base	2094	500	508	1086	1835	259	-	1738	356	2028	66
Effective base	785	185	199	408	675	114	-	704	89	757	28
Weighted Base	1891	466	399	1026	1568	323	-	1738	153	1826	65
Royal Mail	1739 92%	398 85%	363 91%	979 95%	1432 91%	308 95%	- -%	1597 92%	143 93%	1684 92%	55 85%
Parcelforce	150 8%	61 13%	35 9%	53 5%	113 7%	37 11%	- -%	136 8%	14 9%	149 8%	1 1%
Evri	134 7%	38 8%	50 13%	46 4%	105 7%	29 9%	- -%	127 7%	7 4%	134 7%	* *%
DHL	104 6%	32 7%	27 7%	45 4%	91 6%	13 4%	- -%	99 6%	5 3%	104 6%	* *%
DPD/DPD Local	82 4%	30 6%	17 4%	35 3%	71 5%	11 3%	- -%	77 4%	5 4%	77 4%	5 7%
UK Mail	72 4%	35 8%	16 4%	21 2%	65 4%	7 2%	- -%	64 4%	7 5%	72 4%	* *%
UPS	66 3%	24 5%	8 2%	34 3%	52 3%	14 4%	- -%	58 3%	8 6%	65 4%	1 1%
Yodel	43 2%	21 5%	11 3%	10 1%	27 2%	16 5%	- -%	35 2%	8 5%	42 2%	1 1%
FedEx	24 1%	13 3%	6 1%	5 1%	24 2%	* *%	- -%	20 1%	4 2%	18 1%	6 9%
Amazon logistics	18 1%	4 1%	7 2%	7 1%	16 1%	2 1%	- -%	17 1%	1 1%	18 1%	- -%
Secured Mail	12 1%	4 1%	4 1%	3 *%	8 1%	3 1%	- -%	12 1%	* *%	12 1%	- -%
Pitney Bowes	6 *%	5 1%	- -%	* *%	6 *%	- -%	- -%	6 *%	- -%	6 *%	- -%

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	b
Significance Level: 95%											
Unweighted Base	2094	500	508	1086	1835	259	-	1738	356	2028	66
Effective base	785	185	199	408	675	114	-	704	89	757	28
Weighted Base	1891	466	399	1026	1568	323	-	1738	153	1826	65
DX	5 *%	3 1%	* *%	1 *%	3 *%	2 1%	- -%	4 *%	1 1%	5 *%	- -%
TNT Express	4 *%	1 *%	3 1%	* *%	4 *%	* *%	- -%	4 *%	* *%	4 *%	- -%
Whistl/ TNT Post UK	4 *%	* *%	2 *%	2 *%	4 *%	- -%	- -%	4 *%	* *%	4 *%	- -%
MHI (Mail Handling International)	1 *%	1 *%	- -%	* *%	1 *%	- -%	- -%	1 *%	* *%	1 *%	- -%
Citipost	* *%	* *%	* *%	* *%	* *%	- -%	- -%	* *%	* *%	* *%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	12 1%	1 *%	6 2%	4 *%	11 1%	1 *%	- -%	11 1%	* *%	12 1%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1317 70%	269 58%	244 61%	804 78% ab	1089 69%	228 71%	- -%	1210 70%	107 70%	1265 69%	52 81%
NET: RM and other	422 22%	129 28%	119 30%	174 17%	342 22%	80 25%	- -%	387 22%	35 23%	419 23%	3 4%
NET: Provider other than RM	152 8%	68 15%	36 9%	47 5%	137 9%	15 5%	- -%	142 8%	10 7%	142 8%	10 15%
NET: RM/Parcelforce	1766 93%	417 89%	368 92%	982 96% a	1452 93%	315 98% a	- -%	1623 93%	144 94%	1711 94%	55 85%

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	b
Significance Level: 95%											
Unweighted Base	2094	500	508	1086	1835	259	-	1738	356	2028	66
Effective base	785	185	199	408	675	114	-	704	89	757	28
Weighted Base	1891	466	399	1026	1568	323	-	1738	153	1826	65
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	134 7%	38 8%	50 13% c	46 4%	105 7%	29 9%	- -%	127 7%	7 4%	134 7%	* *%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2094	1193	459	428
Effective base	785	474	144	164
Weighted Base	1891	1175	308	391
Royal Mail	1739	1110	267	349
	92%	94%	87%	89%
		bc		
Parcelforce	150	80	22	48
	8%	7%	7%	12%
				a
Evri	134	55	22	53
	7%	5%	7%	14%
				a
DHL	104	45	22	37
	6%	4%	7%	9%
				a
DPD/DPD Local	82	29	32	20
	4%	2%	10%	5%
			a	
UK Mail	72	23	31	19
	4%	2%	10%	5%
			a	
UPS	66	26	15	25
	3%	2%	5%	6%
				a
Yodel	43	17	6	19
	2%	1%	2%	5%
				a
FedEx	24	7	5	12
	1%	1%	2%	3%
				a
Amazon logistics	18	7	5	6
	1%	1%	2%	2%
Secured Mail	12	7	*	4
	1%	1%	*%	1%
Pitney Bowes	6	1	1	4
	*%	*%	*%	1%

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2094	1193	459	428
Effective base	785	474	144	164
Weighted Base	1891	1175	308	391
DX	5 *%	3 *%	1 *%	1 *%
TNT Express	4 *%	2 *%	1 *%	2 *%
Whistl/ TNT Post UK	4 *%	2 *%	* *%	2 *%
MHI (Mail Handling International)	1 *%	* *%	1 *%	- -%
Citipost	* *%	- -%	* *%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%
Other	12 1%	9 1%	* *%	3 1%
Do not send this type of post	- -%	- -%	- -%	- -%
NET: RM Only	1317 70%	916 78%	183 59%	206 53%
NET: RM and other	422 22%	194 17%	84 27%	143 37%
NET: Provider other than RM	152 8%	65 6%	41 13%	43 11%
NET: RM/Parcelforce	1766 93%	1127 96%	273 89%	354 90%
		bc		

Columns Tested.: a,b,c

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Unweighted Base	2094	1193	459	428
Effective base	785	474	144	164
Weighted Base	1891	1175	308	391
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	134 7%	55 5%	22 7%	53 14% a

Columns Tested: a,b,c

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2094	1560	331	90	34	40	20	10	9	1891	203	113
Effective base	785	641	100	23	9	11	4	2	1	739	46	23
Weighted Base	1891	1578	209	52	11	27	8	1	5	1787	104	53
DX	5 *%	1 *%	3 2% a	* 1%	* 1%	* *%	- -%	- -%	- -%	4 *%	1 1%	* *%
TNT Express	4 *%	1 *%	1 *%	2 4% ai	- -%	- -%	* 1%	* 16%	- -%	2 *%	2 2% ai	* *%
Whistl/ TNT Post UK	4 *%	4 *%	* *%	* *%	- -%	* *%	- -%	* 1%	- -%	4 *%	* *%	* *%
MHI (Mail Handling International)	1 *%	1 *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	1 *%	* *%	* *%
Citipost	* *%	* *%	- -%	- -%	* 1%	* *%	- -%	* 1%	- -%	* *%	* *%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	12 1%	9 1%	3 1%	- -%	* 1%	- -%	* *%	- -%	- -%	12 1%	* *%	* *%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1317 70%	1183 75% bcdejk	97 47%	24 46%	3 31%	9 32%	* 6%	* 7%	* 7%	1281 72% bcdejk	37 35%	13 25%
NET: RM and other	422 22%	292 19%	82 39% ai	18 34% ai	7 67% ai	11 42%	6 79%	1 74%	5 93%	374 21%	49 46% ai	31 58% ai
NET: Provider other than RM	152 8%	102 6%	30 14% ai	10 20% ai	* 3%	7 26% ai	1 15%	* 19%	* *%	132 7%	19 18% ai	9 17%
NET: RM/Parcelforce	1766 93%	1492 95% bcj	185 88%	41 80%	11 97%	24 89%	7 86%	1 81%	5 100%	1677 94% bcj	90 86%	48 91%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2094	1560	331	90	34	40	20	10	9	1891	203	113
Effective base	785	641	100	23	9	11	4	2	1	739	46	23
Weighted Base	1891	1578	209	52	11	27	8	1	5	1787	104	53
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	134	99	30	3	1	*	*	-	-	130	4	1
	7%	6%	14% ai	6%	12%	*%	*%	-%	-%	7%	4%	3%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Parcels and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2094	791	769	534	1921	1599	1983	1532	945	783	374	1087	119	139	93	111	60
Effective base	785	372	271	146	703	586	738	582	359	254	166	443	32	39	21	23	15
Weighted Base	1891	959	618	313	1722	1410	1797	1394	900	607	412	1093	70	90	46	49	37
Royal Mail	1739 92%	917 96%	559 90%	264 84%	1616 94%	1310 93%	1679 93%	1257 90%	813 90%	522 86%	388 94%	1044 95%	56 80%	79 88%	40 87%	43 88%	29 79%
Parcelforce	150 8%	51 5%	55 9%	44 14%	139 8%	132 9%	145 8%	144 10%	120 13%	58 9%	19 5%	106 10%	2 3%	4 5%	6 14%	7 14%	1 2%
Evri	134 7%	47 5%	53 9%	35 11%	119 7%	109 8%	123 7%	122 9%	85 9%	46 8%	17 4%	87 8%	10 14%	2 2%	5 11%	1 2%	1 2%
DHL	104 6%	33 3%	33 5%	38 12%	98 6%	94 7%	103 6%	98 7%	79 9%	66 11%	10 3%	62 6%	7 10%	10 11%	1 2%	9 18%	4 10%
DPD/DPD Local	82 4%	23 2%	31 5%	28 9%	69 4%	70 5%	72 4%	80 6%	57 6%	47 8%	4 1%	40 4%	10 15%	12 14%	2 3%	2 4%	1 4%
UK Mail	72 4%	10 1%	21 3%	41 13%	72 4%	67 5%	72 4%	72 5%	67 7%	70 12%	4 1%	32 3%	6 8%	2 2%	9 19%	10 20%	9 25%
UPS	66 3%	20 2%	20 3%	26 8%	62 4%	56 4%	62 3%	65 5%	54 6%	38 6%	5 1%	31 3%	2 3%	8 9%	4 8%	10 20%	2 6%
Yodel	43 2%	6 1%	24 4%	13 4%	38 2%	39 3%	43 2%	40 3%	35 4%	26 4%	9 2%	23 2%	* *%	1 1%	* 1%	5 10%	5 13%
FedEx	24 1%	3 *%	7 1%	13 4%	18 1%	19 1%	20 1%	23 2%	13 1%	11 2%	3 1%	9 1%	* 1%	2 3%	2 4%	4 7%	* 1%
Amazon logistics	18 1%	* *%	7 1%	11 4%	18 1%	17 1%	18 1%	18 1%	16 2%	14 2%	1 *%	10 1%	1 1%	2 2%	4 10%	* 1%	- -%
Secured Mail	12 1%	3 *%	* *%	8 3%	8 *%	12 1%	12 1%	12 1%	12 1%	4 1%	- -%	8 1%	4 5%	- -%	- -%	* *%	* *%
Pitney Bowes	6 *%	- -%	2 *%	4 1%	6 *%	6 *%	6 *%	5 *%	5 1%	4 1%	- -%	* *%	- -%	4 5%	- -%	1 3%	- -%

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Parcels and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2094	791	769	534	1921	1599	1983	1532	945	783	374	1087	119	139	93	111	60
Effective base	785	372	271	146	703	586	738	582	359	254	166	443	32	39	21	23	15
Weighted Base	1891	959	618	313	1722	1410	1797	1394	900	607	412	1093	70	90	46	49	37
DX	5 *%	* *%	1 *%	4 1%	5 *%	3 *%	5 *%	5 *%	4 *%	2 *%	2 *%	1 *%	1 1%	1 1%	1 1%	1 1%	* *%
TNT Express	4 *%	* *%	1 *%	3 1%	4 *%	4 *%	4 *%	4 *%	4 *%	1 *%	- -%	3 *%	- -%	* *%	- -%	* 1%	* *%
Whistl/ TNT Post UK	4 *%	- -%	4 1%	* *%	4 *%	4 *%	4 *%	4 *%	4 *%	2 *%	- -%	2 *%	- -%	* *%	* *%	2 3%	* *%
MHI (Mail Handling International)	1 *%	1 *%	* *%	* *%	1 *%	1 *%	1 *%	1 *%	1 *%	1 *%	- -%	1 *%	- -%	* *%	- -%	* *%	- -%
Citipost	* *%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	12 1%	7 1%	2 *%	3 1%	7 *%	9 1%	10 1%	6 *%	5 1%	1 *%	4 1%	4 *%	* *%	- -%	* *%	2 5%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1317 70%	784 82%	400 65%	134 43%	1215 71%	924 66%	1259 70%	855 61%	498 55%	338 56%	340 83%	768 70%	35 50%	49 55%	25 53%	22 46%	20 53%
NET: RM and other	422 22%	133 14%	159 26%	130 42%	401 23%	386 27%	420 23%	402 29%	315 35%	184 30%	48 12%	276 25%	21 31%	29 33%	16 34%	20 41%	10 26%
NET: Provider other than RM	152 8%	43 4%	60 10%	49 16%	106 6%	100 7%	118 7%	137 10%	87 10%	85 14%	24 6%	49 5%	14 20%	11 12%	6 13%	6 12%	8 21%

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2094	791	769	534	1921	1599	1983	1532	945	783	374	1087	119	139	93	111	60
Effective base	785	372	271	146	703	586	738	582	359	254	166	443	32	39	21	23	15
Weighted Base	1891	959	618	313	1722	1410	1797	1394	900	607	412	1093	70	90	46	49	37
NET: RM/Parcelforce	1766	925	567	274	1634	1332	1702	1280	830	542	392	1053	57	79	44	47	30
	93%	96%	92%	88%	95%	94%	95%	92%	92%	89%	95%	96%	81%	88%	96%	97%	79%
		bc			df	f	df				cg	cdg					
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	134	47	53	35	119	109	123	122	85	46	17	87	10	2	5	1	1
	7%	5%	9%	11%	7%	8%	7%	9%	9%	8%	4%	8%	14%	2%	11%	2%	2%
				a									a				

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2094	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	785	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	1891	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
Royal Mail	1739	1358	97	70	37	21	21	12	1009	148	52	37	34	16	15
	92%	95%	89%	95%	78%	94%	79%	79%	96%	81%	88%	86%	87%	99%	76%
Parcelforce	150	122	8	2	1	1	5	*	106	13	5	1	5	3	*
	8%	9%	7%	2%	3%	4%	19%	1%	10%	7%	8%	2%	12%	17%	1%
Evri	134	89	17	8	3	1	*	1	74	22	6	5	*	1	*
	7%	6%	16%	11%	6%	3%	*%	5%	7%	12%	11%	12%	1%	5%	1%
DHL	104	74	5	4	3	3	5	3	44	30	7	4	6	2	1
	6%	5%	5%	6%	7%	15%	18%	22%	4%	16%	11%	10%	16%	11%	7%
DPD/DPD Local	82	39	12	5	11	2	*	*	43	21	2	1	1	-	1
	4%	3%	11%	7%	24%	8%	*%	1%	4%	11%	4%	2%	4%	-%	6%
UK Mail	72	43	3	6	5	4	6	5	14	24	12	3	9	1	5
	4%	3%	2%	8%	10%	18%	22%	31%	1%	13%	20%	6%	22%	8%	24%
UPS	66	42	4	1	2	7	7	*	22	19	4	9	1	1	1
	3%	3%	3%	1%	5%	32%	26%	1%	2%	10%	7%	21%	1%	10%	4%
Yodel	43	22	5	1	*	*	5	5	22	10	4	*	*	-	1
	2%	2%	5%	1%	1%	1%	17%	31%	2%	6%	7%	*%	1%	-%	7%
FedEx	24	9	4	1	2	2	*	*	9	2	*	5	1	2	*
	1%	1%	4%	1%	4%	8%	1%	1%	1%	1%	*%	11%	2%	10%	1%
Amazon logistics	18	17	*	*	*	*	-	-	4	6	*	2	4	*	-
	1%	1%	*%	1%	1%	1%	-%	-%	*%	3%	1%	4%	10%	2%	-%
Secured Mail	12	8	-	-	*	-	-	*	8	*	4	-	*	*	*
	1%	1%	-%	-%	*%	-%	-%	*%	1%	*%	6%	-%	1%	*%	*%
Pitney Bowes	6	1	-	4	-	-	1	-	*	4	-	2	-	-	-
	*%	*%	-%	5%	-%	-%	5%	-%	*%	2%	-%	4%	-%	-%	-%

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Significance Level: 95%															
Unweighted Base	2094	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	785	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	1891	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
DX	5	3	1	-	*	-	1	*	1	*	1	1	1	*	*
	%	%	1%	-%	%	-%	2%	1%	%	%	2%	2%	1%	%	%
											a	a			
TNT Express	4	3	1	*	*	-	*	*	2	2	*	-	*	-	*
	%	%	1%	%	%	-%	1%	%	%	1%	1%	-%	%	-%	1%
Whistl/ TNT Post UK	4	2	2	*	-	*	-	*	*	2	*	-	-	2	*
	%	%	1%	%	-%	%	-%	%	%	1%	%	-%	-%	10%	%
														abc	
MHI (Mail Handling International)	1	1	-	-	*	-	-	-	-	1	-	-	-	*	-
	%	%	-%	-%	%	-%	-%	-%	-%	%	-%	-%	-%	%	-%
Citipost	*	*	-	-	*	*	-	*	*	*	-	*	-	-	*
	%	%	-%	-%	%	%	-%	%	%	%	-%	%	-%	-%	%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	12	5	2	-	*	-	-	-	7	*	-	*	-	2	-
	1%	%	2%	-%	%	-%	-%	-%	1%	%	-%	%	-%	14%	-%
														abcd	
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	1057	58	48	23	10	12	6	749	87	28	20	22	7	12
	70%	74%	54%	65%	49%	46%	45%	40%	71%	47%	46%	46%	56%	45%	59%
		bdef							bcdf						
NET: RM and other	422	301	38	22	14	11	9	6	260	61	25	17	12	8	3
	22%	21%	35%	30%	29%	48%	34%	39%	25%	33%	41%	39%	31%	54%	17%
			a			a					a			a	
NET: Provider other than RM	152	69	12	4	10	1	6	3	42	35	7	6	5	*	5
	8%	5%	11%	5%	22%	6%	21%	21%	4%	19%	12%	14%	13%	1%	24%
					a		a			a	a	a			
NET: RM/Parcelforce	1766	1371	97	70	37	21	26	12	1020	155	52	37	38	16	15
	93%	96%	90%	95%	78%	94%	95%	79%	97%	85%	88%	86%	98%	100%	76%
		bdg							bcd						

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2094	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	785	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	1891	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	134	89	17	8	3	1	*	1	74	22	6	5	*	1	*
	7%	6%	16%	11%	6%	3%	*%	5%	7%	12%	11%	12%	1%	5%	1%
		a													

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2094	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	785	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	1891	987	154	106	46	33	29	39	894	369	343	114	74
Royal Mail	1739	927	135	75	35	22	28	35	867	325	325	102	59
	92%	94%	88%	71%	76%	66%	97%	91%	97%	88%	95%	90%	80%
		cde	ce				e		bde		be		
Parcelforce	150	101	13	18	*	5	7	1	56	25	39	4	20
	8%	10%	8%	17%	1%	15%	25%	2%	6%	7%	11%	3%	27%
				d			d				a		abcd
Evri	134	64	23	14	7	9	5	*	34	27	45	5	12
	7%	6%	15%	14%	14%	27%	17%	1%	4%	7%	13%	4%	16%
			a			ag					a		a
DHL	104	41	18	12	6	9	1	10	38	23	21	12	9
	6%	4%	12%	11%	13%	28%	5%	26%	4%	6%	6%	10%	12%
			a		a	a		a					
DPD/DPD Local	82	50	13	8	2	*	1	5	24	19	15	11	3
	4%	5%	8%	8%	4%	1%	3%	14%	3%	5%	4%	10%	4%
												a	
UK Mail	72	16	3	19	13	9	7	5	9	25	15	7	17
	4%	2%	2%	18%	27%	26%	25%	12%	1%	7%	4%	6%	23%
				ab	ab	ab	ab	a		a	a	a	abcd
UPS	66	26	9	13	5	3	2	8	12	17	16	7	10
	3%	3%	6%	12%	10%	8%	6%	21%	1%	5%	5%	6%	14%
				a	a			a		a	a	a	a
Yodel	43	14	13	5	2	*	4	1	11	8	10	3	10
	2%	1%	9%	5%	4%	1%	15%	4%	1%	2%	3%	2%	14%
			a				a						abcd
FedEx	24	11	2	7	2	1	*	*	3	3	6	6	3
	1%	1%	1%	7%	5%	4%	*%	*%	*%	1%	2%	5%	4%
				a								a	a
Amazon logistics	18	3	*	7	3	1	1	2	1	5	1	4	7
	1%	*%	*%	7%	7%	4%	2%	5%	*%	1%	*%	3%	10%
				ab	ab	a		a				a	abc
Secured Mail	12	3	4	-	*	4	-	-	4	4	3	*	1
	1%	*%	3%	-%	*%	13%	-%	-%	*%	1%	1%	*%	1%
			a			ac							

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2094	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	785	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	1891	987	154	106	46	33	29	39	894	369	343	114	74
Pitney Bowes	6 *%	- -%	- -%	- -%	1 3%	* 1%	- -%	4 10%	- -%	* *%	2 *%	4 3%	- -%
DX	5 *%	3 *%	* *%	1 *%	* *%	* 1%	1 2%	1 2%	2 *%	* *%	1 *%	1 1%	* 1%
TNT Express	4 *%	2 *%	* *%	1 1%	2 3%	- -%	- -%	* *%	- -%	1 *%	1 *%	2 2%	* *%
Whistl/ TNT Post UK	4 *%	* *%	* *%	2 1%	2 4%	* *%	- -%	- -%	* *%	* *%	* *%	3 3%	* *%
MHI (Mail Handling International)	1 *%	* *%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	* *%	* *%
Citipost	* *%	* *%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	12 1%	3 *%	* *%	- -%	* *%	- -%	* *%	2 6%	8 1%	* *%	2 1%	* *%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1317 70%	688 70%	76 50%	45 42%	16 34%	8 25%	9 33%	13 33%	716 80%	244 66%	203 59%	64 57%	30 40%
NET: RM and other	422 22%	239 24%	58 38%	30 29%	19 42%	14 42%	19 65%	22 57%	151 17%	81 22%	121 35%	37 33%	29 39%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2094	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	785	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	1891	987	154	106	46	33	29	39	894	369	343	114	74
NET: Provider other than RM	152	60	19	31	11	11	1	4	27	44	18	12	15
	8%	6%	12%	29%	24%	34%	3%	9%	3%	12%	5%	10%	20%
			ab	a	abf					ac		a	ac
NET: RM/Parcelforce	1766	936	138	84	35	22	28	35	871	330	328	102	68
	93%	95%	90%	80%	76%	66%	97%	91%	97%	89%	96%	90%	91%
		cde	e				e		bd		b		
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	134	64	23	14	7	9	5	*	34	27	45	5	12
	7%	6%	15%	14%	14%	27%	17%	1%	4%	7%	13%	4%	16%
			a			ag					a		a

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2094	873	377	386	202	76	689	314	335	172	74
Effective base	785	381	141	126	39	19	308	108	105	44	21
Weighted Base	1891	994	322	272	84	47	786	252	217	92	56
Royal Mail	1739	943	294	260	75	41	755	223	201	82	42
	92%	95%	91%	96%	90%	88%	96%	89%	93%	89%	75%
Parcelforce	150	68	25	30	4	11	64	26	23	3	16
	8%	7%	8%	11%	5%	23%	8%	10%	11%	3%	28%
						abd					abcd
Evri	134	54	20	32	5	8	42	21	33	5	7
	7%	5%	6%	12%	6%	17%	5%	8%	15%	6%	13%
				a		a			a		
DHL	104	46	20	14	11	6	40	22	13	12	6
	6%	5%	6%	5%	14%	13%	5%	9%	6%	13%	11%
					a					a	
DPD/DPD Local	82	27	15	16	11	*	40	10	7	10	3
	4%	3%	5%	6%	13%	1%	5%	4%	3%	11%	5%
					a						
UK Mail	72	29	17	9	5	13	17	23	10	8	9
	4%	3%	5%	3%	6%	27%	2%	9%	4%	9%	17%
						abcd		a		a	ac
UPS	66	19	17	15	3	7	19	12	12	5	8
	3%	2%	5%	6%	4%	16%	2%	5%	6%	5%	15%
			a	a		a					a
Yodel	43	10	10	6	1	10	14	5	6	6	6
	2%	1%	3%	2%	1%	21%	2%	2%	3%	7%	11%
						abcd					ab
FedEx	24	6	1	6	3	3	4	4	3	6	2
	1%	1%	%	2%	4%	5%	%	2%	1%	7%	4%
						ab				a	
Amazon logistics	18	7	5	5	*	*	2	3	1	4	7
	1%	1%	2%	2%	%	1%	%	1%	1%	4%	13%
										a	abc
Secured Mail	12	7	-	*	-	1	4	4	3	*	1
	1%	1%	-%	%	-%	1%	1%	1%	1%	%	1%
Pitney Bowes	6	*	-	2	4	-	*	*	1	4	-
	%	%	-%	1%	4%	-%	%	%	1%	4%	-%
					ab					a	

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2094	873	377	386	202	76	689	314	335	172	74
Effective base	785	381	141	126	39	19	308	108	105	44	21
Weighted Base	1891	994	322	272	84	47	786	252	217	92	56
DX	5 *%	4 *%	1 *%	* *%	1 1%	* *%	1 *%	* *%	1 1%	1 1%	* 1%
TNT Express	4 *%	- -%	1 *%	1 *%	2 2%	* *%	1 *%	1 *%	1 *%	1 2%	* *%
Whistl/ TNT Post UK	4 *%	* *%	2 1%	* *%	2 2%	* *%	* *%	* *%	* *%	3 4%	* *%
MHI (Mail Handling International)	1 *%	1 *%	- -%	* *%	- -%	- -%	- -%	1 *%	- -%	* *%	* *%
Citipost	* *%	- -%	* *%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	12 1%	4 *%	* *%	2 1%	* 1%	- -%	7 1%	* *%	2 1%	* *%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1317 70%	765 77%	215 67%	164 60%	47 56%	22 47%	568 72%	157 62%	126 58%	44 48%	24 43%
NET: RM and other	422 22%	177 18%	79 25%	96 35%	29 34%	19 41%	188 24%	67 26%	75 35%	38 42%	18 32%
NET: Provider other than RM	152 8%	51 5%	28 9%	12 4%	9 10%	5 12%	30 4%	29 11%	16 7%	10 11%	14 25%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2094	873	377	386	202	76	689	314	335	172	74
Effective base	785	381	141	126	39	19	308	108	105	44	21
Weighted Base	1891	994	322	272	84	47	786	252	217	92	56
NET: RM/Parcelforce	1766	952	297	262	76	46	759	228	205	82	51
	93%	96%	92%	96%	90%	98%	97%	91%	94%	90%	90%
							bd				
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	134	54	20	32	5	8	42	21	33	5	7
	7%	5%	6%	12%	6%	17%	5%	8%	15%	6%	13%
				a		a			a		

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2094	674	250	309	179	94	867	151	501	1748	346	1735	186
Effective base	785	295	84	113	57	25	337	49	192	663	123	648	56
Weighted Base	1891	736	201	253	130	53	786	116	483	1619	272	1590	132
Royal Mail	1739 92%	695 94%	176 87%	212 84%	105 81%	48 91%	709 90%	79 68%	461 95%	1609 99%	131 48%	1584 100%	32 24%
Parcelforce	150 8%	65 9%	22 11%	35 14%	9 7%	13 24%	83 11%	7 6%	55 11%	96 6%	54 20%	115 7%	24 18%
Evri	134 7%	33 5%	19 10%	40 16%	14 11%	16 29%	92 12%	11 9%	19 4%	75 5%	60 22%	99 6%	20 15%
DHL	104 6%	36 5%	21 10%	16 6%	20 15%	6 11%	62 8%	15 13%	20 4%	55 3%	49 18%	59 4%	39 29%
DPD/DPD Local	82 4%	31 4%	10 5%	20 8%	15 11%	4 7%	57 7%	8 7%	15 3%	38 2%	44 16%	59 4%	9 7%
UK Mail	72 4%	12 2%	7 4%	27 11%	17 13%	6 12%	45 6%	9 8%	17 4%	28 2%	43 16%	21 1%	50 38%
UPS	66 3%	17 2%	20 10%	11 4%	12 9%	5 9%	46 6%	7 6%	13 3%	41 3%	25 9%	41 3%	21 16%
Yodel	43 2%	5 1%	12 6%	10 4%	8 6%	6 11%	31 4%	1 1%	8 2%	26 2%	17 6%	25 2%	13 10%
FedEx	24 1%	7 1%	2 1%	5 2%	7 5%	3 5%	19 2%	1 1%	3 1%	10 1%	14 5%	15 1%	3 2%
Amazon logistics	18 1%	* *%	* *%	9 4%	3 2%	3 5%	12 2%	* *%	5 1%	6 *%	12 4%	8 1%	10 8%

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2094	674	250	309	179	94	867	151	501	1748	346	1735	186
Effective base	785	295	84	113	57	25	337	49	192	663	123	648	56
Weighted Base	1891	736	201	253	130	53	786	116	483	1619	272	1590	132
Secured Mail	12 1%	- -%	8 4%	3 1%	* *%	* *%	1 *%	8 7%	3 1%	3 *%	8 3%	* *%	8 6%
			a					ac			a		a
Pitney Bowes	6 *%	- -%	- -%	2 1%	4 3%	- -%	5 1%	* *%	- -%	- -%	6 2%	4 *%	2 1%
					a						a		
DX	5 *%	1 *%	1 *%	1 1%	2 2%	- -%	3 *%	2 2%	* *%	2 *%	3 1%	4 *%	* *%
TNT Express	4 *%	1 *%	1 *%	* *%	3 2%	* *%	3 *%	* *%	1 *%	3 *%	2 1%	4 *%	1 *%
Whistl/ TNT Post UK	4 *%	* *%	- -%	* *%	2 1%	2 4%	4 *%	* *%	* *%	* *%	4 1%	2 *%	2 1%
						a					a		
MHI (Mail Handling International)	1 *%	- -%	* *%	1 *%	* *%	- -%	* *%	1 1%	- -%	1 *%	* *%	1 *%	* *%
Citipost	* *%	- -%	* *%	- -%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	12 1%	3 *%	* *%	* *%	* *%	2 4%	4 1%	2 1%	* *%	* *%	12 4%	4 *%	3 2%
						a					a		a
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2094	674	250	309	179	94	867	151	501	1748	346	1735	186
Effective base	785	295	84	113	57	25	337	49	192	663	123	648	56
Weighted Base	1891	736	201	253	130	53	786	116	483	1619	272	1590	132
NET: RM Only	1317	541	105	126	54	11	426	62	358	1312	5	1215	1
	70%	74%	52%	50%	42%	20%	54%	54%	74%	81%	2%	76%	*%
		bcd	e	e					ab	b		b	
NET: RM and other	422	153	71	86	51	38	283	17	102	297	126	369	32
	22%	21%	35%	34%	40%	71%	36%	15%	21%	18%	46%	23%	24%
			a	a	a	abcd	bc				a		
NET: Provider other than RM	152	41	25	41	25	5	77	37	22	10	141	6	100
	8%	6%	13%	16%	19%	9%	10%	32%	5%	1%	52%	*%	76%
			a	a	a		c	ac			a		a
NET: RM/Parcelforce	1766	702	178	220	110	48	719	83	469	1613	153	1584	51
	93%	95%	89%	87%	85%	91%	91%	72%	97%	100%	56%	100%	39%
		bcd					b		ab	b		b	
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	134	33	19	40	14	16	92	11	19	75	60	99	20
	7%	5%	10%	16%	11%	29%	12%	9%	4%	5%	22%	6%	15%
				a		abd	c				a		a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Parcels and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2094	1343	256	956	576	1741	180	1331	268	960	572
Effective base	785	512	73	388	195	649	54	503	83	390	193
Weighted Base	1891	1234	177	906	488	1597	125	1222	189	916	478
Royal Mail	1739	1227	83	906	351	1597	19	1222	88	916	341
	92%	99%	47%	100%	72%	100%	15%	100%	47%	100%	71%
Parcelforce	150	96	37	23	122	116	22	91	41	19	125
	8%	8%	21%	2%	25%	7%	18%	7%	22%	2%	26%
Evri	134	75	35	13	109	99	20	71	38	11	111
	7%	6%	20%	1%	22%	6%	16%	6%	20%	1%	23%
DHL	104	46	48	15	83	62	35	45	49	10	88
	6%	4%	27%	2%	17%	4%	28%	4%	26%	1%	18%
DPD/DPD Local	82	56	13	3	77	56	13	49	21	2	78
	4%	5%	8%	*	16%	4%	10%	4%	11%	*	16%
UK Mail	72	15	52	8	64	28	44	9	59	11	60
	4%	1%	30%	1%	13%	2%	35%	1%	31%	1%	13%
UPS	66	32	24	10	56	43	20	29	27	10	56
	3%	3%	14%	1%	11%	3%	16%	2%	15%	1%	12%
Yodel	43	26	13	4	37	27	11	19	20	4	36
	2%	2%	7%	*	8%	2%	9%	2%	10%	*	8%
FedEx	24	9	10	4	19	16	2	10	10	1	22
	1%	1%	6%	*	4%	1%	2%	1%	5%	*	5%
Amazon logistics	18	6	11	2	16	8	10	6	12	2	16
	1%	*	6%	*	3%	1%	8%	*	6%	*	3%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Parcels and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2094	1343	256	956	576	1741	180	1331	268	960	572
Effective base	785	512	73	388	195	649	54	503	83	390	193
Weighted Base	1891	1234	177	906	488	1597	125	1222	189	916	478
Secured Mail	12	4	8	-	12	*	8	3	8	*	11
	1%	*%	5%	-%	2%	*%	6%	*%	4%	*%	2%
		a	a	a	a	a	a	a	a	a	a
Pitney Bowes	6	4	2	*	5	4	2	4	2	-	5
	*%	*%	1%	*%	1%	*%	1%	*%	1%	-%	1%
		a	a	a	a	a	a	a	a	a	a
DX	5	2	1	*	4	5	*	2	1	1	4
	*%	*%	*%	*%	1%	*%	*%	*%	1%	*%	1%
TNT Express	4	4	1	*	4	4	*	4	*	-	4
	*%	*%	*%	*%	1%	*%	*%	*%	*%	-%	1%
Whistl/ TNT Post UK	4	2	2	2	2	2	2	*	4	2	2
	*%	*%	1%	*%	*%	*%	2%	*%	2%	*%	*%
		a	a	a	a	a	a	a	a	a	a
MHI (Mail Handling International)	1	-	1	*	1	1	*	-	1	*	1
	*%	-%	*%	*%	*%	*%	*%	-%	*%	*%	*%
Citipost	*	*	*	*	*	*	*	*	*	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	12	7	2	-	6	3	4	6	4	-	6
	1%	1%	1%	-%	1%	*%	4%	*%	2%	-%	1%
		a	a	a	a	a	a	a	a	a	a
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	914	10	836	19	1215	-	924	-	855	-
	70%	74%	6%	92%	4%	76%	-%	76%	-%	93%	-%
		b	b	b	b	b	b	b	b	b	b

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2094	1343	256	956	576	1741	180	1331	268	960	572
Effective base	785	512	73	388	195	649	54	503	83	390	193
Weighted Base	1891	1234	177	906	488	1597	125	1222	189	916	478
NET: RM and other	422	313	73	70	332	382	19	298	88	61	341
	22%	25%	41%	8%	68%	24%	15%	24%	47%	7%	71%
			a		a				a		a
NET: Provider other than RM	152	6	94	*	136	-	106	-	100	-	137
	8%	1%	53%	*/	28%	-	85%	-	53%	-	29%
			a		a		a		a		a
NET: RM/Parcelforce	1766	1227	105	906	374	1597	38	1222	110	916	364
	93%	99%	59%	100%	77%	100%	30%	100%	59%	100%	76%
		b		b		b		b		b	
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	134	75	35	13	109	99	20	71	38	11	111
	7%	6%	20%	1%	22%	6%	16%	6%	20%	1%	23%
			a		a		a		a		a

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Parcels and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	2094	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	785	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	1891	846	1357	254	5	785	951	197	5	975	765	224	2
Royal Mail	1739	777	1295	236	4	709	889	177	5	863	696	204	-
	92%	92%	95%	93%	74%	90%	93%	90%	100%	89%	91%	91%	-%
Parcelforce	150	91	106	29	4	90	89	26	-	122	75	26	-
	8%	11%	8%	11%	74%	11%	9%	13%	-%	12%	10%	12%	-%
Evri	134	86	96	28	4	72	72	23	2	102	63	23	-
	7%	10%	7%	11%	74%	9%	8%	12%	40%	10%	8%	10%	-%
DHL	104	73	66	34	-	77	47	30	-	78	41	29	-
	6%	9%	5%	13%	-%	10%	5%	15%	-%	8%	5%	13%	-%
DPD/DPD Local	82	41	51	21	-	49	38	15	-	70	29	18	-
	4%	5%	4%	8%	-%	6%	4%	8%	-%	7%	4%	8%	-%
UK Mail	72	70	44	15	-	62	25	16	-	67	30	12	-
	4%	8%	3%	6%	-%	8%	3%	8%	-%	7%	4%	5%	-%
UPS	66	48	43	17	1	47	38	15	-	63	28	13	-
	3%	6%	3%	7%	26%	6%	4%	8%	-%	6%	4%	6%	-%
Yodel	43	30	28	4	-	24	26	5	-	40	18	6	-
	2%	4%	2%	1%	-%	3%	3%	3%	-%	4%	2%	3%	-%
FedEx	24	17	11	6	-	18	10	6	-	23	8	8	-
	1%	2%	1%	2%	-%	2%	1%	3%	-%	2%	1%	4%	-%
Amazon logistics	18	17	15	6	-	16	14	5	1	17	12	9	-
	1%	2%	1%	2%	-%	2%	1%	3%	12%	2%	2%	4%	-%
Secured Mail	12	8	4	5	-	12	8	4	-	12	8	5	-
	1%	1%	*%	2%	-%	1%	1%	2%	-%	1%	1%	2%	-%
Pitney Bowes	6	4	2	5	-	4	2	1	-	4	1	2	-
	*%	*%	*%	2%	-%	1%	*%	1%	-%	*%	*%	1%	-%
DX	5	4	1	*	-	2	1	1	-	4	3	*	-
	*%	1%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Parcels and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	2094	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	785	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	1891	846	1357	254	5	785	951	197	5	975	765	224	2
TNT Express	4 *%	4 *%	4 *%	1 *%	- -%	4 1%	3 *%	1 *%	- -%	4 *%	3 *%	2 1%	- -%
Whistl/ TNT Post UK	4 *%	4 *%	2 *%	2 1%	- -%	4 *%	2 *%	* *%	- -%	4 *%	2 *%	* *%	- -%
MHI (Mail Handling International)	1 *%	1 *%	1 *%	- -%	- -%	1 *%	1 *%	1 *%	- -%	1 *%	1 *%	1 *%	- -%
Citipost	* *%	* *%	* *%	* *%	- -%	* *%	* *%	* *%	- -%	* *%	* *%	- -%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	12 1%	2 *%	7 1%	* *%	- -%	2 *%	7 1%	* *%	- -%	3 *%	1 *%	* *%	2 100%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1317 70%	493 58%	978 72%	134 53%	- -%	451 57%	651 68%	93 47%	2 48%	515 53%	510 67%	109 49%	- -%
NET: RM and other	422 22%	284 34%	317 23%	101 40%	4 74%	258 33%	237 25%	84 43%	2 52%	349 36%	185 24%	95 42%	- -%
NET: Provider other than RM	152 8%	69 8%	62 5%	18 7%	1 26%	76 10%	63 7%	20 10%	- -%	112 11%	69 9%	20 9%	2 100%
NET: RM/Parcelforce	1766 93%	790 93%	1306 96%	236 93%	4 74%	727 93%	902 95%	177 90%	5 100%	882 90%	701 92%	204 91%	- -%

Columns Tested.: a,b,c,d - a,b,c,d - a,b,c,d

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	2094	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	785	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	1891	846	1357	254	5	785	951	197	5	975	765	224	2
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	134	86	96	28	4	72	72	23	2	102	63	23	-
	7%	10%	7%	11%	74%	9%	8%	12%	40%	10%	8%	10%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Parcels and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2094	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	785	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	1891	1550	1175	912	1213	1042	34	633	496	449	133	87
Royal Mail	1739	1534	1158	892	1195	1028	30	621	478	432	129	87
	92%	99%	98%	98%	99%	99%	88%	98%	96%	96%	97%	100%
Parcelforce	150	121	103	85	98	82	6	65	71	72	13	2
	8%	8%	9%	9%	8%	8%	19%	10%	14%	16%	10%	2%
					c	c			e	e		
Evri	134	96	83	64	68	76	4	35	40	47	11	2
	7%	6%	7%	7%	6%	7%	12%	5%	8%	10%	8%	2%
DHL	104	65	68	24	57	39	11	6	19	21	10	4
	6%	4%	6%	3%	5%	4%	33%	1%	4%	5%	7%	4%
			c				ab		a	a	a	
DPD/DPD Local	82	57	53	29	56	39	8	21	25	22	5	1
	4%	4%	4%	3%	5%	4%	22%	3%	5%	5%	3%	1%
							ab					
UK Mail	72	30	31	21	35	31	7	18	9	16	6	3
	4%	2%	3%	2%	3%	3%	19%	3%	2%	3%	4%	4%
							ab					
UPS	66	47	46	38	38	32	3	30	28	27	11	6
	3%	3%	4%	4%	3%	3%	9%	5%	6%	6%	8%	6%
Yodel	43	30	34	22	28	30	*	18	17	21	5	4
	2%	2%	3%	2%	2%	3%	*%	3%	3%	5%	4%	4%
FedEx	24	16	14	9	13	8	2	7	8	7	4	2
	1%	1%	1%	1%	1%	1%	6%	1%	2%	2%	3%	2%
							b					
Amazon logistics	18	10	6	5	9	5	*	3	1	5	2	*
	1%	1%	1%	1%	1%	*%	*%	*%	*%	1%	2%	*%
Secured Mail	12	4	4	8	4	4	4	*	4	8	4	*
	1%	*%	*%	1%	*%	*%	12%	*%	1%	2%	3%	*%
							ab			a	a	
Pitney Bowes	6	4	4	4	4	4	4	4	4	4	*	-
	*%	*%	*%	*%	*%	*%	12%	1%	1%	1%	*%	-%
							ab					

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Parcels and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2094	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	785	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	1891	1550	1175	912	1213	1042	34	633	496	449	133	87
DX	5 *%	4 *%	2 *%	1 *%	2 *%	4 *%	1 2%	* *%	- -%	* *%	* *%	- -%
TNT Express	4 *%	4 *%	4 *%	3 *%	4 *%	3 *%	* 1%	2 *%	2 *%	2 1%	1 *%	* *%
Whistl/ TNT Post UK	4 *%	2 *%	4 *%	2 *%	2 *%	3 *%	* *%	- -%	2 *%	2 *%	2 1%	- -%
MHI (Mail Handling International)	1 *%	- -%	1 *%	* *%	1 *%	1 *%	- -%	* *%	- -%	- -%	- -%	- -%
Citipost	* *%	* *%	* *%	* *%	* *%	* *%	- -%	* *%	- -%	- -%	- -%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	12 1%	4 *%	6 *%	* *%	6 *%	* *%	- -%	- -%	- -%	* *%	- -%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1317 70%	1162 75%	819 70%	691 76%	888 73%	779 75%	8 22%	488 77%	339 68%	282 63%	86 65%	70 80%
NET: RM and other	422 22%	372 24%	339 29%	200 22%	307 25%	250 24%	22 65% ab	133 21%	138 28%	150 33% a	43 32%	17 20%
NET: Provider other than RM	152 8%	16 1%	18 2%	20 2%	17 1%	14 1%	4 12% ab	12 2%	18 4%	16 4%	4 3%	- -%
NET: RM/Parcelforce	1766 93%	1539 99%	1166 99%	900 99%	1203 99%	1033 99%	30 88%	629 99%	484 98%	437 97%	129 97%	87 100%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Parcels and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2094	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	785	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	1891	1550	1175	912	1213	1042	34	633	496	449	133	87
Don't regularly send any Letters / Large letters / Parcels and parcels / Other postal item	134	96	83	64	68	76	4	35	40	47	11	2
	7%	6%	7%	7%	6%	7%	12%	5%	8%	10%	8%	2%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Parcels and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Parcels and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2094	197	129	98	49	1801	1279	1900	1334	1219	910	1706	234	-	1540	116
Effective base	785	79	46	39	20	663	433	701	460	408	337	636	86	-	573	54
Weighted Base	1891	194	105	93	47	1569	976	1662	1050	931	813	1518	194	-	1338	135
Royal Mail	1739	190	105	89	47	1471	894	1540	966	839	726	1418	176	-	1317	135
	92%	98%	100%	96%	100%	94%	92%	93%	92%	90%	89%	93%	91%	-%	98%	100%
						e					a					
Parcelforce	150	18	6	8	8	136	91	142	114	91	98	134	17	-	89	21
	8%	9%	6%	9%	17%	9%	9%	9%	11%	10%	12%	9%	9%	-%	7%	15%
															a	
Evri	134	13	5	26	9	101	81	118	102	74	89	109	25	-	66	14
	7%	7%	5%	28%	20%	6%	8%	7%	10%	8%	11%	7%	13%	-%	5%	10%
				ab					a		b					
DHL	104	9	19	7	2	81	68	95	68	59	72	84	31	-	69	4
	6%	5%	18%	8%	5%	5%	7%	6%	6%	6%	9%	6%	16%	-%	5%	3%
			a										b			
DPD/DPD Local	82	6	1	2	7	72	51	76	48	45	42	66	9	-	55	6
	4%	3%	1%	2%	15%	5%	5%	5%	5%	5%	5%	4%	5%	-%	4%	4%
				ab												
UK Mail	72	9	18	6	3	41	37	54	30	48	58	32	9	-	28	5
	4%	5%	17%	7%	6%	3%	4%	3%	3%	5%	7%	2%	4%	-%	2%	3%
			a							a	b					
UPS	66	12	5	4	1	55	43	60	46	47	55	46	15	-	36	3
	3%	6%	5%	4%	2%	3%	4%	4%	4%	5%	7%	3%	8%	-%	3%	2%
											b		b			
Yodel	43	3	8	12	9	26	22	35	24	37	29	21	2	-	29	*
	2%	2%	8%	13%	19%	2%	2%	2%	2%	4%	4%	1%	1%	-%	2%	-%
				a	a					a	b					
FedEx	24	4	1	2	1	20	16	23	18	15	19	22	9	-	16	-
	1%	2%	1%	2%	1%	1%	2%	1%	2%	2%	2%	1%	5%	-%	1%	-%
													b			
Amazon logistics	18	*	*	1	6	16	10	16	9	13	14	8	2	-	8	1
	1%	*%	*%	1%	12%	1%	1%	1%	1%	1%	2%	1%	1%	-%	1%	1%
				ab												
Secured Mail	12	*	3	-	-	4	8	12	7	11	11	8	4	-	4	3
	1%	*%	3%	-%	-%	*%	1%	1%	1%	1%	1%	1%	2%	-%	*%	2%
										a						a

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Parcels and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2094	197	129	98	49	1801	1279	1900	1334	1219	910	1706	234	-	1540	116
Effective base	785	79	46	39	20	663	433	701	460	408	337	636	86	-	573	54
Weighted Base	1891	194	105	93	47	1569	976	1662	1050	931	813	1518	194	-	1338	135
Pitney Bowes	6	-	-	-	4	6	5	6	2	4	6	6	1	-	4	*
	*%	-%	-%	-%	9%	*%	1%	*%	*%	*%	1%	*%	1%	-%	*%	*%
					ab											
DX	5	*	1	1	*	3	2	4	3	4	3	3	*	-	3	*
	*%	*%	1%	1%	1%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%
TNT Express	4	1	-	1	-	4	4	4	4	3	4	4	3	-	3	-
	*%	1%	-%	1%	-%	*%	*%	*%	*%	*%	*%	*%	2%	-%	*%	-%
Whistl/ TNT Post UK	4	2	2	*	*	1	2	2	2	2	2	2	*	-	4	-
	*%	1%	2%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
MHI (Mail Handling International)	1	-	-	1	-	*	-	*	-	1	-	*	-	-	*	1
	*%	-%	-%	1%	-%	*%	-%	*%	-%	*%	-%	*%	-%	-%	*%	1%
																a
Citipost	*	*	-	-	-	*	*	*	-	*	*	*	*	-	*	-
	*%	*%	-%	-%	-%	*%	*%	*%	-%	*%	*%	*%	-%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	12	-	-	2	-	12	5	12	7	6	4	12	*	-	5	2
	1%	-%	-%	2%	-%	1%	*%	1%	1%	1%	*%	1%	*%	-%	*%	2%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	131	61	40	18	1112	639	1149	662	585	448	1054	95	-	1006	85
	70%	68%	58%	43%	39%	71%	65%	69%	63%	63%	55%	69%	49%	-%	75%	63%
		cd				de		de				ac				
NET: RM and other	422	59	44	49	29	359	255	391	304	254	278	364	81	-	311	50
	22%	30%	42%	53%	61%	23%	26%	24%	29%	27%	34%	24%	42%	-%	23%	37%
				a	a				ac		b		b			a

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2094	197	129	98	49	1801	1279	1900	1334	1219	910	1706	234	-	1540	116
Effective base	785	79	46	39	20	663	433	701	460	408	337	636	86	-	573	54
Weighted Base	1891	194	105	93	47	1569	976	1662	1050	931	813	1518	194	-	1338	135
NET: Provider other than RM	152	4	-	4	*	98	82	123	85	91	87	100	18	-	21	-
	8%	2%	-%	4%	*%	6%	8%	7%	8%	10%	11%	7%	9%	-%	2%	-%
										a	b					
NET: RM/Parcelforce	1766	194	105	90	47	1494	903	1562	981	858	742	1434	176	-	1324	135
	93%	100%	100%	97%	100%	95%	93%	94%	93%	92%	91%	94%	91%	-%	99%	100%
						e										
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	134	13	5	26	9	101	81	118	102	74	89	109	25	-	66	14
	7%	7%	5%	28%	20%	6%	8%	7%	10%	8%	11%	7%	13%	-%	5%	10%
				ab					a		b					

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
		a	b	a	b	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Base	2094	756	1157	675	30	345	463	299	1332	441	383	392	1272
Effective base	785	305	422	242	15	122	173	107	514	158	127	149	494
Weighted Base	1891	738	1027	589	41	291	427	257	1269	348	285	368	1198
Royal Mail	1739 92%	722 98%	1018 99%	456 77%	36 87%	214 74%	352 83%	219 85%	1183 93%	325 93%	232 81%	326 89%	1147 96%
Parcelforce	150 8%	72 10%	63 6%	115 19%	10 23%	70 24%	80 19%	31 12%	82 6%	36 10%	35 12%	51 14%	60 5%
Evri	134 7%	65 9%	47 5%	110 19%	12 29%	59 20%	75 18%	31 12%	77 6%	26 7%	45 16%	26 7%	62 5%
DHL	104 6%	50 7%	28 3%	81 14%	6 14%	47 16%	57 13%	25 10%	57 4%	19 5%	25 9%	31 8%	43 4%
DPD/DPD Local	82 4%	31 4%	32 3%	71 12%	4 11%	31 11%	51 12%	16 6%	57 4%	9 3%	14 5%	22 6%	40 3%
UK Mail	72 4%	40 5%	2 *% b	55 9%	* *% b	62 21%	10 2% b	36 14%	24 2% bc	12 3%	30 11%	32 9%	9 1% c
UPS	66 3%	28 4%	23 2%	49 8%	2 5%	34 12%	32 8%	13 5%	29 2%	24 7% b	15 5% c	27 7% c	23 2% c
Yodel	43 2%	33 4% b	8 1% b	31 5%	4 9% b	22 7%	21 5%	9 3%	17 1% b	16 5% b	21 7% c	13 4% c	8 1% c
FedEx	24 1%	9 1%	8 1%	23 4%	* *% b	7 2%	17 4%	5 2%	14 1% b	4 1% b	9 3% c	3 1% c	12 1% c
Amazon logistics	18 1%	8 1%	2 *% b	16 3%	- -% b	12 4%	6 1%	11 4%	6 *% bc	* *% bc	10 3% c	4 1% c	5 *% c
Secured Mail	12 1%	8 1% b	* *% b	8 1%	3 8% b	12 4%	* *% b	4 1%	4 *% b	- -% b	- -% b	- -% b	8 1% b
Pitney Bowes	6 *% b	4 1% b	* *% b	4 1%	- -% b	2 1%	4 1%	* *% b	5 *% b	- -% b	* *% b	- -% b	5 *% b

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2094	756	1157	675	30	345	463	299	1332	441	383	392	1272
Effective base	785	305	422	242	15	122	173	107	514	158	127	149	494
Weighted Base	1891	738	1027	589	41	291	427	257	1269	348	285	368	1198
DX	5 *%	2 *%	3 *%	2 *%	2 4%	4 1%	1 *%	1 *%	2 *%	2 1%	2 1%	2 *%	1 *%
TNT Express	4 *%	2 *%	1 *%	4 1%	* 1%	3 1%	1 *%	3 1%	1 *%	1 *%	1 *%	1 *%	2 *%
Whistl/ TNT Post UK	4 *%	3 *%	* *%	4 1%	- -%	2 1%	2 *%	2 1%	2 *%	- -%	2 1%	* *%	2 *%
MHI (Mail Handling International)	1 *%	1 *%	* *%	* *%	1 2%	1 *%	* *%	1 *%	* *%	- -%	- -%	1 *%	- -%
Citipost	* *%	* *%	* *%	* *%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	12 1%	3 *%	5 *%	11 2%	* *%	1 *%	11 3%	2 1%	3 *%	6 2%	1 *%	* *%	10 1%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1317 70%	481 65%	836 81%	116 20%	11 28%	44 15%	100 23%	131 51%	942 74%	233 67%	122 43%	208 56%	963 80%
NET: RM and other	422 22%	240 33%	182 18%	340 58%	24 59%	170 58%	252 59%	88 34%	241 19%	92 26%	110 39%	119 32%	184 15%
NET: Provider other than RM	152 8%	17 2%	10 1%	133 23%	5 13%	77 26%	75 17%	38 15%	86 7%	23 7%	53 19%	42 11%	51 4%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2094	756	1157	675	30	345	463	299	1332	441	383	392	1272
Effective base	785	305	422	242	15	122	173	107	514	158	127	149	494
Weighted Base	1891	738	1027	589	41	291	427	257	1269	348	285	368	1198
NET: RM/Parcelforce	1766	731	1020	479	36	234	359	227	1195	333	243	333	1156
	93%	99%	99%	81%	87%	80%	84%	88%	94%	96%	85%	91%	96%
									a	a			ab
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	134	65	47	110	12	59	75	31	77	26	45	26	62
	7%	9%	5%	19%	29%	20%	18%	12%	6%	7%	16%	7%	5%
		b						b			bc		

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2094	1098	996
Effective base	785	337	447
Weighted Base	1891	812	1079
Royal Mail	1739 92%	724 89%	1016 94%
			a
Parcelforce	150 8%	68 8%	81 8%
Evri	134 7%	65 8%	69 6%
DHL	104 6%	60 7%	44 4%
		b	
DPD/DPD Local	82 4%	31 4%	51 5%
UK Mail	72 4%	53 7%	18 2%
		b	
UPS	66 3%	45 6%	21 2%
		b	
Yodel	43 2%	25 3%	17 2%
FedEx	24 1%	12 1%	12 1%
Amazon logistics	18 1%	10 1%	8 1%
Secured Mail	12 1%	8 1%	4 *%
Pitney Bowes	6 *%	4 *%	2 *%
DX	5 *%	4 *%	1 *%
TNT Express	4 *%	1 *%	3 *%

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2094	1098	996
Effective base	785	337	447
Weighted Base	1891	812	1079
Whistl/ TNT Post UK	4 *%	2 *%	2 *%
MHI (Mail Handling International)	1 *%	1 *%	- -%
Citipost	* *%	* *%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%
Other	12 1%	7 1%	5 *%
Do not send this type of post	- -%	- -%	- -%
NET: RM Only	1317 70%	527 65%	791 73% a
NET: RM and other	422 22%	197 24%	225 21%
NET: Provider other than RM	152 8%	89 11% b	63 6%
NET: RM/Parcelforce	1766 93%	741 91%	1026 95% a
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	134 7%	65 8%	69 6%

Columns Tested: a,b

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2094	119	241	192	184	217	115	118	219	142	175	129	243
Effective base	785	35	111	117	61	145	67	17	85	56	35	44	86
Weighted Base	1891	48	193	229	64	305	108	34	298	137	86	118	271
Royal Mail	1739	42	185	200	57	293	92	32	273	130	83	105	246
	92%	88%	96%	87%	89%	96%	86%	94%	91%	95%	97%	89%	91%
Parcelforce	150	6	14	13	4	28	8	*	28	8	1	27	13
	8%	13%	7%	6%	6%	9%	7%	1%	10%	6%	1%	22%	5%
		j										bcdefghijl	
Evri	134	4	13	13	7	19	10	1	20	9	1	12	24
	7%	8%	7%	6%	11%	6%	10%	2%	7%	7%	1%	10%	9%
DHL	104	1	4	10	4	19	6	2	11	5	3	3	36
	6%	2%	2%	4%	6%	6%	5%	6%	4%	4%	3%	3%	13%
													abchk
DPD/DPD Local	82	5	4	11	1	6	2	1	12	6	5	5	23
	4%	10%	2%	5%	1%	2%	2%	2%	4%	4%	6%	4%	9%
		be											be
UK Mail	72	*	5	20	*	4	3	-	17	6	1	1	15
	4%	*%	3%	9%	*%	1%	3%	-%	6%	4%	1%	1%	5%
				ade									
UPS	66	*	2	17	3	9	4	1	9	6	1	8	7
	3%	*%	1%	7%	4%	3%	4%	3%	3%	4%	1%	7%	3%
				b									
Yodel	43	*	1	6	*	5	*	*	3	*	2	2	22
	2%	1%	1%	3%	1%	1%	*%	*%	1%	*%	2%	2%	8%
													bdefhi
FedEx	24	*	1	10	1	6	2	*	1	1	*	-	2
	1%	1%	*%	4%	2%	2%	2%	*%	*%	*%	1%	-%	1%
				h									
Amazon logistics	18	*	*	7	*	-	1	1	7	-	-	2	*
	1%	*%	*%	3%	1%	-%	1%	3%	2%	-%	-%	1%	*%
				e									
Secured Mail	12	*	*	-	-	*	-	-	-	-	*	3	8
	1%	*%	*%	-%	-%	*%	-%	-%	-%	-%	*%	3%	3%
Pitney Bowes	6	-	*	-	-	-	-	-	-	1	*	-	4
	*%	-%	*%	-%	-%	-%	-%	-%	-%	1%	*%	-%	1%
DX	5	-	*	1	-	2	*	-	*	1	-	1	*
	*%	-%	*%	1%	-%	1%	*%	-%	*%	*%	-%	*%	*%

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2094	119	241	192	184	217	115	118	219	142	175	129	243
Effective base	785	35	111	117	61	145	67	17	85	56	35	44	86
Weighted Base	1891	48	193	229	64	305	108	34	298	137	86	118	271
TNT Express	4	*	-	1	*	1	-	*	*	1	*	-	1
	%	%	%	%	%	%	%	%	%	1%	%	%	%
Whistl/ TNT Post UK	4	*	*	-	*	2	-	-	-	-	-	-	2
	%	%	%	%	%	1%	%	%	%	%	%	%	1%
MHI (Mail Handling International)	1	-	*	-	-	1	-	-	-	-	-	-	*
	%	%	%	%	%	%	%	%	%	%	%	%	%
Citipost	*	-	-	-	*	-	-	-	-	-	*	-	*
	%	%	%	%	%	%	%	%	%	%	%	%	%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%
Other	12	*	*	3	-	2	*	*	3	2	*	-	*
	1%	1%	%	2%	%	1%	%	%	1%	2%	%	%	%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%
NET: RM Only	1317	31	152	153	47	219	76	29	208	101	74	66	162
	70%	65%	79%	67%	73%	72%	71%	85%	70%	74%	85%	56%	60%
NET: RM and other	422	11	33	47	10	74	16	3	65	29	10	39	85
	22%	23%	17%	20%	16%	24%	15%	9%	22%	22%	11%	33%	31%
NET: Provider other than RM	152	6	8	29	7	12	16	2	26	7	3	13	25
	8%	12%	4%	13%	11%	4%	14%	6%	9%	5%	3%	11%	9%
NET: RM/Parcelforce	1766	44	187	205	58	296	95	32	277	130	84	109	249
	93%	93%	97%	90%	91%	97%	88%	94%	93%	95%	97%	92%	92%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	134	4	13	13	7	19	10	1	20	9	1	12	24
	7%	8%	7%	6%	11%	6%	10%	2%	7%	7%	1%	10%	9%

Columns Tested.: a,b,c,d,e,f,g,h,i,j,k,l

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2094	552	516	479	547	1068	1026
Effective base	785	260	257	152	164	517	316
Weighted Base	1891	470	477	469	475	946	945
Royal Mail	1739	427	443	435	435	869	870
	92%	91%	93%	93%	91%	92%	92%
Parcelforce	150	33	40	37	41	72	77
	8%	7%	8%	8%	9%	8%	8%
Evri	134	30	37	30	38	67	67
	7%	6%	8%	6%	8%	7%	7%
DHL	104	15	28	18	43	44	61
	6%	3%	6%	4%	9%	5%	6%
				a			
DPD/DPD Local	82	20	9	19	33	30	52
	4%	4%	2%	4%	7%	3%	6%
				b			
UK Mail	72	25	7	23	17	32	40
	4%	5%	2%	5%	4%	3%	4%
		b					
UPS	66	19	16	15	16	35	31
	3%	4%	3%	3%	3%	4%	3%
Yodel	43	8	5	4	26	13	30
	2%	2%	1%	1%	5%	1%	3%
				abc			
FedEx	24	11	9	1	3	20	4
	1%	2%	2%	*%	1%	2%	*%
						b	
Amazon logistics	18	7	1	8	2	8	10
	1%	2%	*%	2%	*%	1%	1%
Secured Mail	12	*	*	-	11	1	11
	1%	*%	*%	-%	2%	*%	1%
					ab		a
Pitney Bowes	6	*	-	1	4	*	5
	*%	*%	-%	*%	1%	*%	1%
DX	5	2	2	1	1	4	1
	*%	*%	*%	*%	*%	*%	*%
TNT Express	4	1	1	1	2	1	3
	*%	*%	*%	*%	*%	*%	*%

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2094	552	516	479	547	1068	1026
Effective base	785	260	257	152	164	517	316
Weighted Base	1891	470	477	469	475	946	945
Whistl/ TNT Post UK	4	*	2	-	2	2	2
	%	%	%	%	%	%	%
MHI (Mail Handling International)	1	*	1	-	*	1	*
	%	%	%	%	%	%	%
Citipost	*	-	*	-	*	*	*
	%	%	%	%	%	%	%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-
	%	%	%	%	%	%	%
Other	12	4	2	6	*	6	6
	1%	1%	%	1%	%	1%	1%
Do not send this type of post	-	-	-	-	-	-	-
	%	%	%	%	%	%	%
NET: RM Only	1317	337	342	337	301	679	638
	70%	72%	72%	72%	63%	72%	68%
NET: RM and other	422	90	100	98	134	191	232
	22%	19%	21%	21%	28%	20%	25%
					a		
NET: Provider other than RM	152	43	34	34	40	77	75
	8%	9%	7%	7%	9%	8%	8%
NET: RM/Parcelforce	1766	437	449	439	441	886	881
	93%	93%	94%	94%	93%	94%	93%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	134	30	37	30	38	67	67
	7%	6%	8%	6%	8%	7%	7%

Columns Tested.: a,b,c,d - a,b

Table 102

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2094	448	1646	1435	354	94	211	659
Effective base	785	109	688	720	148	42	101	195
Weighted Base	1891	179	1712	1803	75	9	5	88
Royal Mail	1739	149	1591	1662	67	7	4	78
	92%	83%	93%	92%	89%	81%	90%	88%
			a	c				
Parcelforce	150	3	146	141	7	1	1	8
	8%	2%	9%	8%	9%	10%	12%	9%
			a					
Evri	134	4	130	128	6	*	*	6
	7%	2%	8%	7%	8%	1%	2%	7%
			a					
DHL	104	5	99	96	6	2	*	8
	6%	3%	6%	5%	8%	18%	10%	9%
						a	a	a
DPD/DPD Local	82	10	72	72	9	*	1	10
	4%	5%	4%	4%	12%	5%	12%	11%
					a		a	a
UK Mail	72	-	72	67	3	1	1	4
	4%	-%	4%	4%	4%	6%	13%	5%
			a				abe	
UPS	66	6	60	60	5	1	*	6
	3%	3%	4%	3%	7%	7%	4%	7%
					a			a
Yodel	43	1	42	41	1	*	*	2
	2%	*%	2%	2%	2%	3%	6%	2%
FedEx	24	6	18	21	2	1	*	3
	1%	4%	1%	1%	3%	8%	5%	4%
						a	a	a
Amazon logistics	18	*	18	17	1	1	*	1
	1%	*%	1%	1%	1%	8%	1%	2%
						abde		
Secured Mail	12	-	12	11	*	*	*	*
	1%	-%	1%	1%	*%	*%	*%	*%
Pitney Bowes	6	-	6	4	2	-	-	2
	*%	-%	*%	*%	2%	-%	-%	2%
					a			a
DX	5	1	4	3	2	-	*	2
	*%	*%	*%	*%	2%	-%	2%	2%
					a		a	a

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2094	448	1646	1435	354	94	211	659
Effective base	785	109	688	720	148	42	101	195
Weighted Base	1891	179	1712	1803	75	9	5	88
TNT Express	4	*	4	2	2	*	*	2
	%	%	%	%	3%	5%	3%	3%
					a	a	a	a
Whistl/ TNT Post UK	4	-	4	4	*	*	*	*
	%	%	%	%	%	1%	1%	%
MHI (Mail Handling International)	1	-	1	1	-	-	*	*
	%	%	%	%	%	%	%	%
Citipost	*	-	*	*	*	*	*	*
	%	%	%	%	%	1%	%	%
						a		
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%
Other	12	2	9	11	1	*	*	1
	1%	1%	1%	1%	1%	1%	%	1%
Do not send this type of post	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%
NET: RM Only	1317	141	1176	1269	42	4	2	48
	70%	79%	69%	70%	56%	49%	47%	55%
		b		b				
NET: RM and other	422	8	415	393	25	3	2	30
	22%	4%	24%	22%	33%	32%	43%	34%
			a		a		a	a
NET: Provider other than RM	152	30	121	141	8	2	*	10
	8%	17%	7%	8%	11%	19%	10%	12%
		b				a		
NET: RM/Parcelforce	1766	151	1615	1688	67	7	4	78
	93%	84%	94%	94%	90%	82%	91%	89%
			a	ce				

Columns Tested: a, b - a, b, c, d, e

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Unweighted Base	2094	448	1646	1435	354	94	211	659
Effective base	785	109	688	720	148	42	101	195
Weighted Base	1891	179	1712	1803	75	9	5	88
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	134 7%	4 2%	130 8%	128 7%	6 8%	* 1%	* 2%	6 7%

Columns Tested: a,b - a,b,c,d,e

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2094	605	618	212	216	232	211	1435	354	305
Effective base	785	358	294	85	99	89	101	720	148	87
Weighted Base	1891	988	686	129	54	29	5	1803	75	13
Royal Mail	1739	913	628	121	48	26	4	1662	67	11
	92%	92%	91%	94%	89%	87%	90%	92%	89%	84%
		i		i				i		
Parcelforce	150	66	68	7	4	4	1	141	7	1
	8%	7%	10%	6%	7%	12%	12%	8%	9%	11%
Evri	134	74	45	9	5	1	*	128	6	*
	7%	8%	7%	7%	9%	3%	2%	7%	8%	1%
		i			fi			i	i	
DHL	104	36	50	10	5	3	*	96	6	2
	6%	4%	7%	7%	9%	9%	10%	5%	8%	16%
			a		a	a	ag		a	abg
DPD/DPD Local	82	24	43	5	7	2	1	72	9	1
	4%	2%	6%	4%	13%	7%	12%	4%	12%	7%
			a		abcg	a	ag		abcg	a
UK Mail	72	29	36	2	2	2	1	67	3	1
	4%	3%	5%	2%	3%	7%	13%	4%	4%	8%
							abcdgh			ag
UPS	66	27	25	8	5	1	*	60	5	1
	3%	3%	4%	6%	9%	4%	4%	3%	7%	6%
					abg				ag	
Yodel	43	16	14	11	1	1	*	41	1	*
	2%	2%	2%	8%	1%	3%	6%	2%	2%	4%
				abdgh			a			
FedEx	24	9	9	2	2	1	*	21	2	1
	1%	1%	1%	2%	4%	3%	5%	1%	3%	7%
							abg			abg
Amazon logistics	18	4	12	*	1	1	*	17	1	1
	1%	*%	2%	*%	1%	2%	1%	1%	1%	5%
										acgh
Secured Mail	12	-	11	*	*	*	*	11	*	*
	1%	-%	2%	*%	1%	*%	*%	1%	*%	*%
			a							
Pitney Bowes	6	-	4	-	2	-	-	4	2	-
	*%	-%	1%	-%	3%	-%	-%	*%	2%	-%
					ag				ag	

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2094	605	618	212	216	232	211	1435	354	305
Effective base	785	358	294	85	99	89	101	720	148	87
Weighted Base	1891	988	686	129	54	29	5	1803	75	13
DX	5 *%	- *%	3 *%	* *%	2 3%	- *%	* 2%	3 *%	2 2%	* 1%
					abg		ag		ag	
TNT Express	4 *%	- *%	2 *%	* *%	2 3%	1 2%	* 3%	2 *%	2 3%	1 4%
					abg	abg	abg		abg	abg
Whistl/ TNT Post UK	4 *%	* *%	2 *%	2 1%	* *%	* *%	* 1%	4 *%	* *%	* 1%
MHI (Mail Handling International)	1 *%	- *%	- *%	1 1%	- *%	- *%	* *%	1 *%	- *%	* *%
Citipost	* *%	* *%	- *%	- *%	- *%	* *%	* *%	* *%	* *%	* 1%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- *%	- *%	- *%	- *%	- *%	- *%	- *%	- *%	- *%	- *%
Other	12 1%	6 1%	4 1%	2 1%	* *%	1 2%	* *%	11 1%	1 1%	* 1%
Do not send this type of post	- *%	- *%	- *%	- *%	- *%	- *%	- *%	- *%	- *%	- *%
NET: RM Only	1317 70%	747 76%	433 63%	89 69%	29 54%	17 58%	2 47%	1269 70%	42 56%	7 48%
		bdefhi	fi	dff				bdefhi		
NET: RM and other	422 22%	165 17%	195 28%	33 25%	19 35%	9 30%	2 43%	393 22%	25 33%	5 36%
			ag	ag	a	abcg		ag	ag	
NET: Provider other than RM	152 8%	75 8%	58 9%	8 6%	6 11%	4 13%	* 10%	141 8%	8 11%	2 16%
										acg
NET: RM/Parcelforce	1766 93%	926 94%	639 93%	122 95%	49 89%	26 88%	4 91%	1688 94%	67 90%	12 85%
		i	i	i				i		

Columns Tested: a,b,c,d,e,f,g,h,i

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2094	605	618	212	216	232	211	1435	354	305
Effective base	785	358	294	85	99	89	101	720	148	87
Weighted Base	1891	988	686	129	54	29	5	1803	75	13
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	134 7%	74 8%	45 7%	9 7%	5 9%	1 3%	* 2%	128 7%	6 8%	* 1%
		i			fi			i	i	

Columns Tested: a,b,c,d,e,f,g,h,i

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2094	869	566	354	94	211	763	351	130	87	234
Effective base	785	526	255	148	42	101	428	150	42	30	38
Weighted Base	1891	1461	341	75	9	5	1179	283	72	35	55
Royal Mail	1739	1353	308	67	7	4	1118	243	60	32	52
	92%	93%	90%	89%	81%	90%	95%	86%	83%	91%	94%
		d					bc				
Parcelforce	150	121	20	7	1	1	96	25	6	2	3
	8%	8%	6%	9%	10%	12%	8%	9%	8%	5%	6%
						b					
Evri	134	110	18	6	*	*	92	19	6	1	2
	7%	8%	5%	8%	1%	2%	8%	7%	8%	3%	4%
		e									
DHL	104	75	21	6	2	*	44	31	7	5	3
	6%	5%	6%	8%	18%	10%	4%	11%	9%	14%	6%
					ab	a		a		a	
DPD/DPD Local	82	46	26	9	*	1	41	14	6	7	4
	4%	3%	8%	12%	5%	12%	3%	5%	8%	21%	7%
		a	a	a		a				ab	
UK Mail	72	52	15	3	1	1	18	38	5	3	7
	4%	4%	4%	4%	6%	13%	2%	13%	7%	10%	12%
						abc		a	a	a	a
UPS	66	37	23	5	1	*	29	15	5	5	2
	3%	3%	7%	7%	7%	4%	2%	5%	7%	15%	3%
		a	a							ae	
Yodel	43	26	15	1	*	*	20	13	*	*	5
	2%	2%	4%	2%	3%	6%	2%	5%	1%	1%	9%
		a	a			a		a			a
FedEx	24	13	7	2	1	*	9	5	4	1	1
	1%	1%	2%	3%	8%	5%	1%	2%	6%	3%	2%
					ab	a			a		
Amazon logistics	18	15	1	1	1	*	3	13	1	*	1
	1%	1%	*%	1%	8%	1%	*%	5%	1%	*%	2%
					abce			a			
Secured Mail	12	11	*	*	*	*	7	*	4	-	*
	1%	1%	*%	*%	*%	*%	1%	*%	6%	-%	*%
									ab		
Pitney Bowes	6	4	*	2	-	-	1	-	4	-	-
	*%	*%	*%	2%	-%	-%	*%	-%	6%	-%	-%
				ab					ab		

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2094	869	566	354	94	211	763	351	130	87	234
Effective base	785	526	255	148	42	101	428	150	42	30	38
Weighted Base	1891	1461	341	75	9	5	1179	283	72	35	55
DX	5 *%	1 *%	2 1%	2 2%	- -%	* 2%	1 *%	2 1%	* 1%	* *%	1 1%
TNT Express	4 *%	- -%	2 1%	2 3%	* 5%	* 3%	* *%	1 *%	1 2%	* *%	1 2%
Whistl/ TNT Post UK	4 *%	2 *%	2 1%	* *%	* 1%	* 1%	2 *%	2 1%	- -%	- -%	* *%
MHI (Mail Handling International)	1 *%	- -%	1 *%	- -%	- -%	* *%	1 *%	- -%	* *%	- -%	- -%
Citipost	* *%	* *%	- -%	* *%	* 1%	* *%	- -%	* *%	* *%	- -%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	12 1%	6 *%	5 2%	1 1%	* 1%	* *%	4 *%	3 1%	2 2%	* *%	* *%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1317 70%	1049 72%	220 64%	42 56%	4 49%	2 47%	866 73%	162 57%	39 54%	20 56%	35 64%
		bcde	e				bcd				
NET: RM and other	422 22%	304 21%	89 26%	25 33%	3 32%	2 43%	252 21%	81 29%	21 29%	12 35%	17 30%
				a		ab					
NET: Provider other than RM	152 8%	108 7%	33 10%	8 11%	2 19%	* 10%	61 5%	40 14%	12 17%	3 9%	3 6%
				a				a	a		
NET: RM/Parcelforce	1766 93%	1376 94%	312 91%	67 90%	7 82%	4 91%	1129 96%	255 90%	63 87%	32 91%	52 95%
		d					bc				

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2094	869	566	354	94	211	763	351	130	87	234
Effective base	785	526	255	148	42	101	428	150	42	30	38
Weighted Base	1891	1461	341	75	9	5	1179	283	72	35	55
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	134	110	18	6	*	*	92	19	6	1	2
	7%	8%	5%	8%	1%	2%	8%	7%	8%	3%	4%
		e									

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2094	141	101	205	70	141	166	131	119	115
Effective base	785	80	55	113	33	73	103	75	63	57
Weighted Base	1891	185	121	312	76	182	300	217	158	134
Royal Mail	1739	166	113	273	69	160	283	213	155	123
	92%	90%	94%	88%	90%	88%	94%	98% ace	98% ce	92%
Parcelforce	150	17	6	37	10	18	13	10	19	11
	8%	9%	5%	12%	13%	10%	4%	5%	12%	8%
Evri	134	17	9	13	7	25	14	22	14	7
	7%	9%	8%	4%	9%	14% cf	5%	10%	9%	5%
DHL	104	8	7	24	3	7	17	10	8	7
	6%	5%	6%	8%	4%	4%	6%	5%	5%	5%
DPD/DPD Local	82	6	8	14	3	11	14	9	5	4
	4%	3%	7%	4%	3%	6%	5%	4%	3%	3%
UK Mail	72	8	3	31	2	4	3	4	5	6
	4%	4%	2%	10% fg	2%	2%	1%	2%	3%	4%
UPS	66	7	3	18	6	4	9	4	3	4
	3%	4%	3%	6%	8%	2%	3%	2%	2%	3%
Yodel	43	3	5	9	3	9	-	6	4	3
	2%	1%	4%	3%	4%	5% f	-%	3%	2%	2%
FedEx	24	1	5	8	-	1	6	*	2	*
	1%	1%	4%	2%	-%	1%	2%	*%	1%	*%
Amazon logistics	18	-	4	8	*	-	1	*	3	*
	1%	-%	3%	3%	*%	-%	*%	*%	2%	*%
Secured Mail	12	-	3	*	4	4	-	-	-	-
	1%	-%	3%	*%	5% cf	2%	-%	-%	-%	-%
Pitney Bowes	6	-	-	1	-	4	-	-	*	-
	*%	-%	-%	*%	-%	2%	-%	-%	*%	-%
DX	5	1	-	1	*	1	*	2	*	-
	*%	*%	-%	*%	*%	*%	*%	1%	*%	-%
TNT Express	4	-	*	1	*	*	-	*	1	*
	*%	-%	*%	*%	1%	*%	-%	*%	1%	*%

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2094	141	101	205	70	141	166	131	119	115
Effective base	785	80	55	113	33	73	103	75	63	57
Weighted Base	1891	185	121	312	76	182	300	217	158	134
Whistl/ TNT Post UK	4 *%	- -%	- -%	3 1%	- -%	* *%	- -%	- -%	- -%	- -%
MHI (Mail Handling International)	1 *%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%
Citipost	* *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	12 1%	3 2%	* *%	3 1%	- -%	- -%	2 1%	- -%	- -%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1317 70%	122 66%	84 70%	191 61%	47 62%	117 64%	232 77%	161 74%	105 66%	99 74%
NET: RM and other	422 22%	44 24%	29 24%	82 26%	21 28%	43 24%	52 17%	52 24%	50 31%	25 18%
NET: Provider other than RM	152 8%	18 10%	7 6%	39 12%	7 10%	22 12%	17 6%	4 2%	3 2%	11 8%
NET: RM/Parcelforce	1766 93%	166 90%	114 94%	282 90%	71 93%	166 91%	283 94%	214 99%	156 99%	129 97%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	134 7%	17 9%	9 8%	13 4%	7 9%	25 14%	14 5%	22 10%	14 9%	7 5%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2094	326	361	502	1189	905	317	309	279
Effective base	785	163	197	292	647	258	111	81	106
Weighted Base	1891	392	464	829	1685	206	98	73	35
Royal Mail	1739 92%	352 90%	434 94%	770 93%	1556 92%	183 89%	83 85%	67 92%	33 94%
Parcelforce	150 8%	38 10%	43 9%	61 7%	142 8%	8 4%	3 3%	3 5%	1 4%
Evri	134 7%	39 10%	41 9%	49 6%	128 8%	6 3%	4 4%	1 2%	* 1%
DHL	104 6%	17 4%	24 5%	51 6%	91 5%	13 6%	8 8%	3 4%	2 4%
DPD/DPD Local	82 4%	17 4%	20 4%	36 4%	73 4%	9 4%	6 6%	2 2%	1 2%
UK Mail	72 4%	12 3%	16 3%	38 5%	66 4%	6 3%	5 5%	1 1%	1 2%
UPS	66 3%	14 3%	14 3%	31 4%	58 3%	8 4%	7 7%	* *%	1 3%
Yodel	43 2%	15 4%	11 2%	15 2%	41 2%	2 1%	1 1%	1 1%	* 1%
FedEx	24 1%	1 *%	7 2%	13 2%	22 1%	2 1%	1 1%	* *%	1 2%
Amazon logistics	18 1%	1 *%	7 2%	9 1%	17 1%	1 1%	* *%	* *%	1 3%
Secured Mail	12 1%	8 2%	3 1%	* *%	11 1%	* *%	- -%	* *%	* *%
Pitney Bowes	6 *%	4 1%	* *%	1 *%	5 *%	* *%	* *%	- -%	- -%

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2094	326	361	502	1189	905	317	309	279
Effective base	785	163	197	292	647	258	111	81	106
Weighted Base	1891	392	464	829	1685	206	98	73	35
DX	5 *%	1 *%	1 *%	3 *%	5 *%	* *%	* *%	* *%	- -%
TNT Express	4 *%	* *%	2 *%	2 *%	4 *%	* *%	* *%	* *%	* *%
Whistl/ TNT Post UK	4 *%	* *%	- -%	3 *%	3 *%	1 *%	- -%	* 1%	* *%
MHI (Mail Handling International)	1 *%	1 *%	- -%	- -%	1 *%	* *%	* *%	* *%	- -%
Citipost	* *%	- -%	* *%	- -%	* *%	* *%	* *%	* *%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	12 1%	- -%	3 1%	6 1%	9 1%	3 1%	1 1%	1 1%	1 3%
									ad
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1317 70%	263 67%	312 67%	584 70%	1159 69%	158 77%	70 71%	60 83%	28 79%
						abd		abcd	abd
NET: RM and other	422 22%	89 23%	123 26%	185 22%	397 24%	25 12%	13 13%	7 10%	5 14%
		efg	efgh	efg	efgh				
NET: Provider other than RM	152 8%	40 10%	29 6%	60 7%	129 8%	23 11%	15 15%	6 8%	2 6%
							bcdh		

Columns Tested: a,b,c,d,e,f,g,h

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2094	326	361	502	1189	905	317	309	279
Effective base	785	163	197	292	647	258	111	81	106
Weighted Base	1891	392	464	829	1685	206	98	73	35
NET: RM/Parcelforce	1766	366	436	779	1582	185	85	68	33
	93%	93%	94%	94%	94%	90%	86%	93%	94%
			f	f	ef				
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	134	39	41	49	128	6	4	1	*
	7%	10%	9%	6%	8%	3%	4%	2%	1%
		egh	egh	h	eh				

Columns Tested: a,b,c,d,e,f,g,h

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2094	93	167	21	188	219	508	80	100	903
Effective base	785	37	49	9	58	92	199	26	30	353
Weighted Base	1891	77	113	23	136	253	399	54	62	908
Royal Mail	1739	70	97	18	115	213	363	50	56	870
	92%	92%	86%	77%	84%	84%	91%	93%	91%	96%
Parcelforce	150	1	15	1	16	44	35	6	1	46
	8%	2%	14%	2%	12%	18%	9%	11%	2%	5%
Evri	134	*	10	-	10	27	50	3	2	41
	7%	*%	9%	-%	8%	11%	13%	6%	3%	4%
DHL	104	2	21	1	21	8	27	*	3	42
	6%	3%	18%	4%	16%	3%	7%	*%	5%	5%
DPD/DPD Local	82	4	9	4	13	13	17	*	*	35
	4%	5%	8%	15%	9%	5%	4%	*%	*%	4%
UK Mail	72	5	5	2	7	23	16	*	4	16
	4%	7%	5%	7%	5%	9%	4%	*%	7%	2%
UPS	66	6	10	2	12	7	8	1	2	31
	3%	8%	9%	8%	9%	3%	2%	1%	4%	3%
Yodel	43	-	7	*	7	14	11	-	1	10
	2%	-%	6%	*%	5%	6%	3%	-%	1%	1%
FedEx	24	1	4	1	5	7	6	*	*	5
	1%	1%	4%	2%	4%	3%	1%	*%	*%	1%
Amazon logistics	18	-	-	-	-	4	7	3	2	2
	1%	-%	-%	-%	-%	2%	2%	6%	3%	*%
Secured Mail	12	-	4	-	4	-	4	3	*	-
	1%	-%	4%	-%	3%	-%	1%	6%	*%	-%
Pitney Bowes	6	-	2	-	2	4	-	-	-	*
	*%	-%	1%	-%	1%	1%	-%	-%	-%	*%

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2094	93	167	21	188	219	508	80	100	903
Effective base	785	37	49	9	58	92	199	26	30	353
Weighted Base	1891	77	113	23	136	253	399	54	62	908
DX	5 *%	- -%	3 2%	- -%	3 2%	1 *%	* *%	- -%	- -%	1 *%
TNT Express	4 *%	* 1%	* *%	* *%	* *%	* *%	3 1%	- -%	- -%	* *%
Whistl/ TNT Post UK	4 *%	- -%	* *%	- -%	* *%	- -%	2 *%	- -%	- -%	2 *%
MHI (Mail Handling International)	1 *%	- -%	1 1%	- -%	1 1%	- -%	- -%	- -%	- -%	* *%
Citipost	* *%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	- -%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	12 1%	1 1%	* *%	- -%	* *%	* *%	6 2%	* 1%	- -%	4 *%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1317 70%	62 81%	45 40%	17 71%	62 45%	145 57%	244 61%	44 81%	52 85%	706 78%
		bdef					bd	bdef	bdef	bdef
NET: RM and other	422 22%	8 10%	52 46%	1 6%	53 39%	68 27%	119 30%	7 12%	4 7%	164 18%
			aefghi		aghi	ah	ahi			
NET: Provider other than RM	152 8%	6 8%	16 14%	5 23%	22 16%	40 16%	36 9%	4 7%	5 9%	39 4%
			i		i	i	i			
NET: RM/Parcelforce	1766 93%	70 92%	99 88%	19 80%	118 86%	229 91%	368 92%	53 98%	56 91%	871 96%
										bde

Columns Tested: a,b,c,d,e,f,g,h,i

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2094	93	167	21	188	219	508	80	100	903
Effective base	785	37	49	9	58	92	199	26	30	353
Weighted Base	1891	77	113	23	136	253	399	54	62	908
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	134	*	10	-	10	27	50	3	2	41
	7%	*%	9%	-%	8%	11%	13%	6%	3%	4%
						ai	ai			

Columns Tested: a,b,c,d,e,f,g,h,i

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2094	500	508	1086	1835	259	-	1738	356	2028	66
Effective base	785	185	199	408	675	114	-	704	89	757	28
Weighted Base	1891	466	399	1026	1568	323	-	1738	153	1826	65
Royal Mail	1739 92%	398 85%	363 91%	979 95% ab	1432 91%	308 95%	- -%	1597 92%	143 93%	1684 92%	55 85%
Parcelforce	150 8%	61 13% c	35 9%	53 5%	113 7%	37 11%	- -%	136 8%	14 9%	149 8%	1 1%
Evri	134 7%	38 8%	50 13% c	46 4%	105 7%	29 9%	- -%	127 7%	7 4%	134 7%	* *%
DHL	104 6%	32 7%	27 7%	45 4%	91 6%	13 4%	- -%	99 6%	5 3%	104 6%	* *%
DPD/DPD Local	82 4%	30 6%	17 4%	35 3%	71 5%	11 3%	- -%	77 4%	5 4%	77 4%	5 7%
UK Mail	72 4%	35 8% c	16 4%	21 2%	65 4%	7 2%	- -%	64 4%	7 5%	72 4%	* *%
UPS	66 3%	24 5%	8 2%	34 3%	52 3%	14 4%	- -%	58 3%	8 6%	65 4%	1 1%
Yodel	43 2%	21 5% c	11 3%	10 1%	27 2%	16 5% a	- -%	35 2%	8 5%	42 2%	1 1%
FedEx	24 1%	13 3% c	6 1%	5 1%	24 2%	* *%	- -%	20 1%	4 2%	18 1%	6 9% a
Amazon logistics	18 1%	4 1%	7 2%	7 1%	16 1%	2 1%	- -%	17 1%	1 1%	18 1%	- -%
Secured Mail	12 1%	4 1%	4 1%	3 *%	8 1%	3 1%	- -%	12 1%	* *%	12 1%	- -%
Pitney Bowes	6 *%	5 1% c	- -%	* *%	6 *%	- -%	- -%	6 *%	- -%	6 *%	- -%

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	b
Significance Level: 95%											
Unweighted Base	2094	500	508	1086	1835	259	-	1738	356	2028	66
Effective base	785	185	199	408	675	114	-	704	89	757	28
Weighted Base	1891	466	399	1026	1568	323	-	1738	153	1826	65
DX	5	3	*	1	3	2	-	4	1	5	-
	*%	1%	*%	*%	*%	1%	-%	*%	1%	*%	-%
TNT Express	4	1	3	*	4	*	-	4	*	4	-
	*%	*%	1%	*%	*%	*%	-%	*%	*%	*%	-%
Whistl/ TNT Post UK	4	*	2	2	4	-	-	4	*	4	-
	*%	*%	*%	*%	*%	-%	-%	*%	*%	*%	-%
MHI (Mail Handling International)	1	1	-	*	1	-	-	1	*	1	-
	*%	*%	-%	*%	*%	-%	-%	*%	*%	*%	-%
Citipost	*	*	*	*	*	-	-	*	*	*	-
	*%	*%	*%	*%	*%	-%	-%	*%	*%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	12	1	6	4	11	1	-	11	*	12	-
	1%	*%	2%	*%	1%	*%	-%	1%	*%	1%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	269	244	804	1089	228	-	1210	107	1265	52
	70%	58%	61%	78%	69%	71%	-%	70%	70%	69%	81%
NET: RM and other	422	129	119	174	342	80	-	387	35	419	3
	22%	28%	30%	17%	22%	25%	-%	22%	23%	23%	4%
NET: Provider other than RM	152	68	36	47	137	15	-	142	10	142	10
	8%	15%	9%	5%	9%	5%	-%	8%	7%	8%	15%
NET: RM/Parcelforce	1766	417	368	982	1452	315	-	1623	144	1711	55
	93%	89%	92%	96%	93%	98%	-%	93%	94%	94%	85%
			a			a					

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2094	500	508	1086	1835	259	-	1738	356	2028	66
Effective base	785	185	199	408	675	114	-	704	89	757	28
Weighted Base	1891	466	399	1026	1568	323	-	1738	153	1826	65
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	134 7%	38 8%	50 13% c	46 4%	105 7%	29 9%	- -%	127 7%	7 4%	134 7%	* *%

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2094	1193	459	428
Effective base	785	474	144	164
Weighted Base	1891	1175	308	391
Royal Mail	1739 92%	1110 94% bc	267 87%	349 89%
Parcelforce	150 8%	80 7%	22 7%	48 12%
Evri	134 7%	55 5%	22 7%	53 14% a
DHL	104 6%	45 4%	22 7%	37 9% a
DPD/DPD Local	82 4%	29 2%	32 10% a	20 5%
UK Mail	72 4%	23 2%	31 10% a	19 5%
UPS	66 3%	26 2%	15 5%	25 6% a
Yodel	43 2%	17 1%	6 2%	19 5% a
FedEx	24 1%	7 1%	5 2%	12 3% a
Amazon logistics	18 1%	7 1%	5 2%	6 2%
Secured Mail	12 1%	7 1%	* *%	4 1%
Pitney Bowes	6 *%	1 *%	1 *%	4 1%

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2094	1193	459	428
Effective base	785	474	144	164
Weighted Base	1891	1175	308	391
DX	5 *%	3 *%	1 *%	1 *%
TNT Express	4 *%	2 *%	1 *%	2 *%
Whistl/ TNT Post UK	4 *%	2 *%	* *%	2 *%
MHI (Mail Handling International)	1 *%	* *%	1 *%	- -%
Citipost	* *%	- -%	* *%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%
Other	12 1%	9 1%	* *%	3 1%
Do not send this type of post	- -%	- -%	- -%	- -%
NET: RM Only	1317 70%	916 78%	183 59%	206 53%
NET: RM and other	422 22%	194 17%	84 27%	143 37%
NET: Provider other than RM	152 8%	65 6%	41 13%	43 11%
NET: RM/Parcelforce	1766 93%	1127 96%	273 89%	354 90%
		bc		

Columns Tested.: a,b,c

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Unweighted Base	2094	1193	459	428
Effective base	785	474	144	164
Weighted Base	1891	1175	308	391
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	134 7%	55 5%	22 7%	53 14% a

Columns Tested: a,b,c

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2094	1560	331	90	34	40	20	10	9	1891	203	113
Effective base	785	641	100	23	9	11	4	2	1	739	46	23
Weighted Base	1891	1578	209	52	11	27	8	1	5	1787	104	53
DX	5 *%	1 *%	3 2% a	* 1%	* 1%	* *%	- -%	- -%	- -%	4 *%	1 1%	* *%
TNT Express	4 *%	1 *%	1 *%	2 4% ai	- -%	- -%	* 1%	* 16%	- -%	2 *%	2 2% ai	* *%
Whistl/ TNT Post UK	4 *%	4 *%	* *%	* *%	- -%	* *%	- -%	* 1%	- -%	4 *%	* *%	* *%
MHI (Mail Handling International)	1 *%	1 *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	1 *%	* *%	* *%
Citipost	* *%	* *%	- -%	- -%	* 1%	* *%	- -%	* 1%	- -%	* *%	* *%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	12 1%	9 1%	3 1%	- -%	* 1%	- -%	* *%	- -%	- -%	12 1%	* *%	* *%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1317 70%	1183 75% bcdejk	97 47%	24 46%	3 31%	9 32%	* 6%	* 7%	* 7%	1281 72% bcdejk	37 35%	13 25%
NET: RM and other	422 22%	292 19%	82 39% ai	18 34% ai	7 67% ai	11 42%	6 79%	1 74%	5 93%	374 21%	49 46% ai	31 58% ai
NET: Provider other than RM	152 8%	102 6%	30 14% ai	10 20% ai	* 3%	7 26% ai	1 15%	* 19%	* *%	132 7%	19 18% ai	9 17%
NET: RM/Parcelforce	1766 93%	1492 95% bcj	185 88%	41 80%	11 97%	24 89%	7 86%	1 81%	5 100%	1677 94% bcj	90 86%	48 91%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2094	1560	331	90	34	40	20	10	9	1891	203	113
Effective base	785	641	100	23	9	11	4	2	1	739	46	23
Weighted Base	1891	1578	209	52	11	27	8	1	5	1787	104	53
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	134	99	30	3	1	*	*	-	-	130	4	1
	7%	6%	14% ai	6%	12%	*%	*%	-%	-%	7%	4%	3%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2094	791	769	534	1921	1599	1983	1532	945	783	374	1087	119	139	93	111	60
Effective base	785	372	271	146	703	586	738	582	359	254	166	443	32	39	21	23	15
Weighted Base	1891	959	618	313	1722	1410	1797	1394	900	607	412	1093	70	90	46	49	37
Royal Mail	1739 92%	917 96%	559 90%	264 84%	1616 94%	1310 93%	1679 93%	1257 90%	813 90%	522 86%	388 94%	1044 95%	56 80%	79 88%	40 87%	43 88%	29 79%
Parcelforce	150 8%	51 5%	55 9%	44 14%	139 8%	132 9%	145 8%	144 10%	120 13%	58 9%	19 5%	106 10%	2 3%	4 5%	6 14%	7 14%	1 2%
Evri	134 7%	47 5%	53 9%	35 11%	119 7%	109 8%	123 7%	122 9%	85 9%	46 8%	17 4%	87 8%	10 14%	2 2%	5 11%	1 2%	1 2%
DHL	104 6%	33 3%	33 5%	38 12%	98 6%	94 7%	103 6%	98 7%	79 9%	66 11%	10 3%	62 6%	7 10%	10 11%	1 2%	9 18%	4 10%
DPD/DPD Local	82 4%	23 2%	31 5%	28 9%	69 4%	70 5%	72 4%	80 6%	57 6%	47 8%	4 1%	40 4%	10 15%	12 14%	2 3%	2 4%	1 4%
UK Mail	72 4%	10 1%	21 3%	41 13%	72 4%	67 5%	72 4%	72 5%	67 7%	70 12%	4 1%	32 3%	6 8%	2 2%	9 19%	10 20%	9 25%
UPS	66 3%	20 2%	20 3%	26 8%	62 4%	56 4%	62 3%	65 5%	54 6%	38 6%	5 1%	31 3%	2 3%	8 9%	4 8%	10 20%	2 6%
Yodel	43 2%	6 1%	24 4%	13 4%	38 2%	39 3%	43 2%	40 3%	35 4%	26 4%	9 2%	23 2%	* *%	1 1%	* 1%	5 10%	5 13%
FedEx	24 1%	3 *%	7 1%	13 4%	18 1%	19 1%	20 1%	23 2%	13 1%	11 2%	3 1%	9 1%	* 1%	2 3%	2 4%	4 7%	* 1%
Amazon logistics	18 1%	* *%	7 1%	11 4%	18 1%	17 1%	18 1%	18 1%	16 2%	14 2%	1 *%	10 1%	1 1%	2 2%	4 10%	* 1%	- -%
Secured Mail	12 1%	3 *%	* *%	8 3%	8 *%	12 1%	12 1%	12 1%	12 1%	4 1%	- -%	8 1%	4 5%	- -%	- -%	* *%	* *%
Pitney Bowes	6 *%	- -%	2 *%	4 1%	6 *%	6 *%	6 *%	5 *%	5 1%	4 1%	- -%	* *%	- -%	4 5%	- -%	1 3%	- -%

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2094	791	769	534	1921	1599	1983	1532	945	783	374	1087	119	139	93	111	60
Effective base	785	372	271	146	703	586	738	582	359	254	166	443	32	39	21	23	15
Weighted Base	1891	959	618	313	1722	1410	1797	1394	900	607	412	1093	70	90	46	49	37
DX	5 *%	* *%	1 *%	4 1%	5 *%	3 *%	5 *%	5 *%	4 *%	2 *%	2 *%	1 *%	1 1%	1 1%	1 1%	1 1%	* *%
TNT Express	4 *%	* *%	1 *%	3 1%	4 *%	4 *%	4 *%	4 *%	4 *%	1 *%	- -%	3 *%	- -%	* *%	- -%	* 1%	* *%
Whistl/ TNT Post UK	4 *%	- -%	4 1%	* *%	4 *%	4 *%	4 *%	4 *%	4 *%	2 *%	- -%	2 *%	- -%	* *%	* *%	2 3%	* *%
MHI (Mail Handling International)	1 *%	1 *%	* *%	* *%	1 *%	1 *%	1 *%	1 *%	1 *%	1 *%	- -%	1 *%	- -%	* *%	- -%	* *%	- -%
Citipost	* *%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	12 1%	7 1%	2 *%	3 1%	7 *%	9 1%	10 1%	6 *%	5 1%	1 *%	4 1%	4 *%	* *%	- -%	* *%	2 5%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1317 70%	784 82%	400 65%	134 43%	1215 71%	924 66%	1259 70%	855 61%	498 55%	338 56%	340 83%	768 70%	35 50%	49 55%	25 53%	22 46%	20 53%
NET: RM and other	422 22%	133 14%	159 26%	130 42%	401 23%	386 27%	420 23%	402 29%	315 35%	184 30%	48 12%	276 25%	21 31%	29 33%	16 34%	20 41%	10 26%
NET: Provider other than RM	152 8%	43 4%	60 10%	49 16%	106 6%	100 7%	118 7%	137 10%	87 10%	85 14%	24 6%	49 5%	14 20%	11 12%	6 13%	6 12%	8 21%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2094	791	769	534	1921	1599	1983	1532	945	783	374	1087	119	139	93	111	60
Effective base	785	372	271	146	703	586	738	582	359	254	166	443	32	39	21	23	15
Weighted Base	1891	959	618	313	1722	1410	1797	1394	900	607	412	1093	70	90	46	49	37
NET: RM/Parcelforce	1766	925	567	274	1634	1332	1702	1280	830	542	392	1053	57	79	44	47	30
	93%	96%	92%	88%	95%	94%	95%	92%	92%	89%	95%	96%	81%	88%	96%	97%	79%
		bc			df	f	df				cg	cdg					
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	134	47	53	35	119	109	123	122	85	46	17	87	10	2	5	1	1
	7%	5%	9%	11%	7%	8%	7%	9%	9%	8%	4%	8%	14%	2%	11%	2%	2%
				a									a				

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2094	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	785	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	1891	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
Royal Mail	1739	1358	97	70	37	21	21	12	1009	148	52	37	34	16	15
	92%	95%	89%	95%	78%	94%	79%	79%	96%	81%	88%	86%	87%	99%	76%
Parcelforce	150	122	8	2	1	1	5	*	106	13	5	1	5	3	*
	8%	9%	7%	2%	3%	4%	19%	1%	10%	7%	8%	2%	12%	17%	1%
Evri	134	89	17	8	3	1	*	1	74	22	6	5	*	1	*
	7%	6%	16%	11%	6%	3%	*%	5%	7%	12%	11%	12%	1%	5%	1%
DHL	104	74	5	4	3	3	5	3	44	30	7	4	6	2	1
	6%	5%	5%	6%	7%	15%	18%	22%	4%	16%	11%	10%	16%	11%	7%
DPD/DPD Local	82	39	12	5	11	2	*	*	43	21	2	1	1	-	1
	4%	3%	11%	7%	24%	8%	*%	1%	4%	11%	4%	2%	4%	-%	6%
UK Mail	72	43	3	6	5	4	6	5	14	24	12	3	9	1	5
	4%	3%	2%	8%	10%	18%	22%	31%	1%	13%	20%	6%	22%	8%	24%
UPS	66	42	4	1	2	7	7	*	22	19	4	9	1	1	1
	3%	3%	3%	1%	5%	32%	26%	1%	2%	10%	7%	21%	1%	10%	4%
Yodel	43	22	5	1	*	*	5	5	22	10	4	*	*	-	1
	2%	2%	5%	1%	1%	1%	17%	31%	2%	6%	7%	*%	1%	-%	7%
FedEx	24	9	4	1	2	2	*	*	9	2	*	5	1	2	*
	1%	1%	4%	1%	4%	8%	1%	1%	1%	1%	*%	11%	2%	10%	1%
Amazon logistics	18	17	*	*	*	*	-	-	4	6	*	2	4	*	-
	1%	1%	*%	1%	1%	1%	-%	-%	*%	3%	1%	4%	10%	2%	-%
Secured Mail	12	8	-	-	*	-	-	*	8	*	4	-	*	*	*
	1%	1%	-%	-%	*%	-%	-%	*%	1%	*%	6%	-%	1%	*%	*%
Pitney Bowes	6	1	-	4	-	-	1	-	*	4	-	2	-	-	-
	*%	*%	-%	5%	-%	-%	5%	-%	*%	2%	-%	4%	-%	-%	-%

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Significance Level: 95%															
Unweighted Base	2094	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	785	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	1891	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
DX	5	3	1	-	*	-	1	*	1	*	1	1	1	*	*
	%	%	1%	-%	%	-%	2%	1%	%	%	2%	2%	1%	%	%
											a	a			
TNT Express	4	3	1	*	*	-	*	*	2	2	*	-	*	-	*
	%	%	1%	%	%	-%	1%	%	%	1%	1%	-%	%	-%	1%
Whistl/ TNT Post UK	4	2	2	*	-	*	-	*	*	2	*	-	-	2	*
	%	%	1%	%	-%	%	-%	%	%	1%	%	-%	-%	10%	%
														abc	
MHI (Mail Handling International)	1	1	-	-	*	-	-	-	-	1	-	-	-	*	-
	%	%	-%	-%	%	-%	-%	-%	-%	%	-%	-%	-%	%	-%
Citipost	*	*	-	-	*	*	-	*	*	*	-	*	-	-	*
	%	%	-%	-%	%	%	-%	%	%	%	-%	%	-%	-%	%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	12	5	2	-	*	-	-	-	7	*	-	*	-	2	-
	1%	%	2%	-%	%	-%	-%	-%	1%	%	-%	%	-%	14%	-%
														abcd	
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	1057	58	48	23	10	12	6	749	87	28	20	22	7	12
	70%	74%	54%	65%	49%	46%	45%	40%	71%	47%	46%	46%	56%	45%	59%
		bdef							bcdf						
NET: RM and other	422	301	38	22	14	11	9	6	260	61	25	17	12	8	3
	22%	21%	35%	30%	29%	48%	34%	39%	25%	33%	41%	39%	31%	54%	17%
			a			a					a			a	
NET: Provider other than RM	152	69	12	4	10	1	6	3	42	35	7	6	5	*	5
	8%	5%	11%	5%	22%	6%	21%	21%	4%	19%	12%	14%	13%	1%	24%
					a		a			a	a	a			
NET: RM/Parcelforce	1766	1371	97	70	37	21	26	12	1020	155	52	37	38	16	15
	93%	96%	90%	95%	78%	94%	95%	79%	97%	85%	88%	86%	98%	100%	76%
		bdg							bcd						

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2094	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	785	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	1891	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	134	89	17	8	3	1	*	1	74	22	6	5	*	1	*
	7%	6%	16%	11%	6%	3%	*%	5%	7%	12%	11%	12%	1%	5%	1%
		a													

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2094	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	785	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	1891	987	154	106	46	33	29	39	894	369	343	114	74
Royal Mail	1739 92%	927 94%	135 88%	75 71%	35 76%	22 66%	28 97%	35 91%	867 97%	325 88%	325 95%	102 90%	59 80%
Parcelforce	150 8%	101 10%	13 8%	18 17%	* 1%	5 15%	7 25%	1 2%	56 6%	25 7%	39 11%	4 3%	20 27%
Evri	134 7%	64 6%	23 15%	14 14%	7 14%	9 27%	5 17%	* 1%	34 4%	27 7%	45 13%	5 4%	12 16%
DHL	104 6%	41 4%	18 12%	12 11%	6 13%	9 28%	1 5%	10 26%	38 4%	23 6%	21 6%	12 10%	9 12%
DPD/DPD Local	82 4%	50 5%	13 8%	8 8%	2 4%	* 1%	1 3%	5 14%	24 3%	19 5%	15 4%	11 10%	3 4%
UK Mail	72 4%	16 2%	3 2%	19 18%	13 27%	9 26%	7 25%	5 12%	9 1%	25 7%	15 4%	7 6%	17 23%
UPS	66 3%	26 3%	9 6%	13 12%	5 10%	3 8%	2 6%	8 21%	12 1%	17 5%	16 5%	7 6%	10 14%
Yodel	43 2%	14 1%	13 9%	5 5%	2 4%	* 1%	4 15%	1 4%	11 1%	8 2%	10 3%	3 2%	10 14%
FedEx	24 1%	11 1%	2 1%	7 7%	2 5%	1 4%	* *%	* *%	3 *%	3 1%	6 2%	6 5%	3 4%
Amazon logistics	18 1%	3 *%	* *%	7 7%	3 7%	1 4%	1 2%	2 5%	1 *%	5 1%	1 *%	4 3%	7 10%
Secured Mail	12 1%	3 *%	4 3%	- -%	* *%	4 13%	- -%	- -%	4 *%	4 1%	3 1%	* *%	1 1%

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2094	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	785	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	1891	987	154	106	46	33	29	39	894	369	343	114	74
Pitney Bowes	6 *%	- -%	- -%	- -%	1 3%	* 1%	- -%	4 10%	- -%	* *%	2 *%	4 3%	- -%
DX	5 *%	3 *%	* *%	1 *%	* *%	* 1%	1 2%	1 2%	2 *%	* *%	1 *%	1 1%	* 1%
TNT Express	4 *%	2 *%	* *%	1 1%	2 3%	- -%	- -%	* *%	- -%	1 *%	1 *%	2 2%	* *%
Whistl/ TNT Post UK	4 *%	* *%	* *%	2 1%	2 4%	* *%	- -%	- -%	* *%	* *%	* *%	3 3%	* *%
MHI (Mail Handling International)	1 *%	* *%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	* *%	* *%
Citipost	* *%	* *%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	12 1%	3 *%	* *%	- -%	* *%	- -%	* *%	2 6%	8 1%	* *%	2 1%	* *%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1317 70%	688 70%	76 50%	45 42%	16 34%	8 25%	9 33%	13 33%	716 80%	244 66%	203 59%	64 57%	30 40%
NET: RM and other	422 22%	239 24%	58 38%	30 29%	19 42%	14 42%	19 65%	22 57%	151 17%	81 22%	121 35%	37 33%	29 39%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2094	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	785	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	1891	987	154	106	46	33	29	39	894	369	343	114	74
NET: Provider other than RM	152	60	19	31	11	11	1	4	27	44	18	12	15
	8%	6%	12%	29%	24%	34%	3%	9%	3%	12%	5%	10%	20%
			ab	a	abf					ac		a	ac
NET: RM/Parcelforce	1766	936	138	84	35	22	28	35	871	330	328	102	68
	93%	95%	90%	80%	76%	66%	97%	91%	97%	89%	96%	90%	91%
		cde	e				e		bd		b		
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	134	64	23	14	7	9	5	*	34	27	45	5	12
	7%	6%	15%	14%	14%	27%	17%	1%	4%	7%	13%	4%	16%
			a			ag					a		a

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2094	873	377	386	202	76	689	314	335	172	74
Effective base	785	381	141	126	39	19	308	108	105	44	21
Weighted Base	1891	994	322	272	84	47	786	252	217	92	56
Royal Mail	1739 92%	943 95%	294 91%	260 96%	75 90%	41 88%	755 96% be	223 89%	201 93% e	82 89%	42 75%
Parcelforce	150 8%	68 7%	25 8%	30 11%	4 5%	11 23% abd	64 8%	26 10%	23 11%	3 3%	16 28% abcd
Evri	134 7%	54 5%	20 6%	32 12% a	5 6%	8 17% a	42 5%	21 8%	33 15% a	5 6%	7 13%
DHL	104 6%	46 5%	20 6%	14 5%	11 14% a	6 13%	40 5%	22 9%	13 6%	12 13% a	6 11%
DPD/DPD Local	82 4%	27 3%	15 5%	16 6%	11 13% a	* 1%	40 5%	10 4%	7 3%	10 11%	3 5%
UK Mail	72 4%	29 3%	17 5%	9 3%	5 6%	13 27% abcd	17 2%	23 9% a	10 4%	8 9% a	9 17% ac
UPS	66 3%	19 2%	17 5% a	15 6% a	3 4%	7 16% a	19 2%	12 5%	12 6%	5 5%	8 15% a
Yodel	43 2%	10 1%	10 3%	6 2%	1 1%	10 21% abcd	14 2%	5 2%	6 3%	6 7%	6 11% ab
FedEx	24 1%	6 1%	1 *%	6 2%	3 4%	3 5% ab	4 *%	4 2%	3 1%	6 7% a	2 4%
Amazon logistics	18 1%	7 1%	5 2%	5 2%	* *% ab	* 1%	2 *%	3 1%	1 1%	4 4% a	7 13% abc
Secured Mail	12 1%	7 1%	- -%	* *% ab	- -%	1 1%	4 1%	4 1%	3 1%	* *% a	1 1%
Pitney Bowes	6 *% ab	* *% ab	- -%	2 1%	4 4%	- -%	* *% ab	* *% ab	1 1%	4 4% a	- -%

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2094	873	377	386	202	76	689	314	335	172	74
Effective base	785	381	141	126	39	19	308	108	105	44	21
Weighted Base	1891	994	322	272	84	47	786	252	217	92	56
DX	5 *%	4 *%	1 *%	* *%	1 1%	* *%	1 *%	* *%	1 1%	1 1%	* 1%
TNT Express	4 *%	- -%	1 *%	1 *%	2 2%	* *%	1 *%	1 *%	1 *%	1 2%	* *%
Whistl/ TNT Post UK	4 *%	* *%	2 1%	* *%	2 2%	* *%	* *%	* *%	* *%	3 4%	* *%
MHI (Mail Handling International)	1 *%	1 *%	- -%	* *%	- -%	- -%	- -%	1 *%	- -%	* *%	* *%
Citipost	* *%	- -%	* *%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	12 1%	4 *%	* *%	2 1%	* 1%	- -%	7 1%	* *%	2 1%	* *%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1317 70%	765 77%	215 67%	164 60%	47 56%	22 47%	568 72%	157 62%	126 58%	44 48%	24 43%
		bcde					cde				
NET: RM and other	422 22%	177 18%	79 25%	96 35%	29 34%	19 41%	188 24%	67 26%	75 35%	38 42%	18 32%
				a	a	a			a	a	
NET: Provider other than RM	152 8%	51 5%	28 9%	12 4%	9 10%	5 12%	30 4%	29 11%	16 7%	10 11%	14 25%
							a			ac	

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2094	873	377	386	202	76	689	314	335	172	74
Effective base	785	381	141	126	39	19	308	108	105	44	21
Weighted Base	1891	994	322	272	84	47	786	252	217	92	56
NET: RM/Parcelforce	1766	952	297	262	76	46	759	228	205	82	51
	93%	96%	92%	96%	90%	98%	97%	91%	94%	90%	90%
							bd				
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	134	54	20	32	5	8	42	21	33	5	7
	7%	5%	6%	12%	6%	17%	5%	8%	15%	6%	13%
				a		a			a		

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2094	674	250	309	179	94	867	151	501	1748	346	1735	186
Effective base	785	295	84	113	57	25	337	49	192	663	123	648	56
Weighted Base	1891	736	201	253	130	53	786	116	483	1619	272	1590	132
Royal Mail	1739 92%	695 94%	176 87%	212 84%	105 81%	48 91%	709 90%	79 68%	461 95%	1609 99%	131 48%	1584 100%	32 24%
Parcelforce	150 8%	65 9%	22 11%	35 14%	9 7%	13 24%	83 11%	7 6%	55 11%	96 6%	54 20%	115 7%	24 18%
Evri	134 7%	33 5%	19 10%	40 16%	14 11%	16 29%	92 12%	11 9%	19 4%	75 5%	60 22%	99 6%	20 15%
DHL	104 6%	36 5%	21 10%	16 6%	20 15%	6 11%	62 8%	15 13%	20 4%	55 3%	49 18%	59 4%	39 29%
DPD/DPD Local	82 4%	31 4%	10 5%	20 8%	15 11%	4 7%	57 7%	8 7%	15 3%	38 2%	44 16%	59 4%	9 7%
UK Mail	72 4%	12 2%	7 4%	27 11%	17 13%	6 12%	45 6%	9 8%	17 4%	28 2%	43 16%	21 1%	50 38%
UPS	66 3%	17 2%	20 10%	11 4%	12 9%	5 9%	46 6%	7 6%	13 3%	41 3%	25 9%	41 3%	21 16%
Yodel	43 2%	5 1%	12 6%	10 4%	8 6%	6 11%	31 4%	1 1%	8 2%	26 2%	17 6%	25 2%	13 10%
FedEx	24 1%	7 1%	2 1%	5 2%	7 5%	3 5%	19 2%	1 1%	3 1%	10 1%	14 5%	15 1%	3 2%
Amazon logistics	18 1%	* *%	* *%	9 4%	3 2%	3 5%	12 2%	* *%	5 1%	6 *%	12 4%	8 1%	10 8%

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2094	674	250	309	179	94	867	151	501	1748	346	1735	186
Effective base	785	295	84	113	57	25	337	49	192	663	123	648	56
Weighted Base	1891	736	201	253	130	53	786	116	483	1619	272	1590	132
Secured Mail	12	-	8	3	*	*	1	8	3	3	8	*	8
	1%	-%	4%	1%	-%	-%	-%	7%	1%	-%	3%	-%	6%
			a					ac			a		a
Pitney Bowes	6	-	-	2	4	-	5	*	-	-	6	4	2
	-%	-%	-%	1%	3%	-%	1%	-%	-%	-%	2%	-%	1%
					a						a		
DX	5	1	1	1	2	-	3	2	*	2	3	4	*
	-%	-%	-%	1%	2%	-%	-%	2%	-%	-%	1%	-%	-%
TNT Express	4	1	1	*	3	*	3	*	1	3	2	4	1
	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%	1%	-%	-%
Whistl/ TNT Post UK	4	*	-	*	2	2	4	*	*	*	4	2	2
	-%	-%	-%	-%	1%	4%	-%	-%	-%	-%	1%	-%	1%
						a					a		
MHI (Mail Handling International)	1	-	*	1	*	-	*	1	-	1	*	1	*
	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%
Citipost	*	-	*	-	-	*	*	*	*	*	*	*	*
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	12	3	*	*	*	2	4	2	*	*	12	4	3
	1%	-%	-%	-%	-%	4%	1%	1%	-%	-%	4%	-%	2%
						a					a		a
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2094	674	250	309	179	94	867	151	501	1748	346	1735	186
Effective base	785	295	84	113	57	25	337	49	192	663	123	648	56
Weighted Base	1891	736	201	253	130	53	786	116	483	1619	272	1590	132
NET: RM Only	1317	541	105	126	54	11	426	62	358	1312	5	1215	1
	70%	74%	52%	50%	42%	20%	54%	54%	74%	81%	2%	76%	*%
		bcde	e	e					ab	b		b	
NET: RM and other	422	153	71	86	51	38	283	17	102	297	126	369	32
	22%	21%	35%	34%	40%	71%	36%	15%	21%	18%	46%	23%	24%
			a	a	a	abcd	bc				a		
NET: Provider other than RM	152	41	25	41	25	5	77	37	22	10	141	6	100
	8%	6%	13%	16%	19%	9%	10%	32%	5%	1%	52%	*%	76%
			a	a	a		c	ac			a		a
NET: RM/Parcelforce	1766	702	178	220	110	48	719	83	469	1613	153	1584	51
	93%	95%	89%	87%	85%	91%	91%	72%	97%	100%	56%	100%	39%
		bcd					b		ab	b		b	
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	134	33	19	40	14	16	92	11	19	75	60	99	20
	7%	5%	10%	16%	11%	29%	12%	9%	4%	5%	22%	6%	15%
				a		abd	c				a		a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2094	1343	256	956	576	1741	180	1331	268	960	572
Effective base	785	512	73	388	195	649	54	503	83	390	193
Weighted Base	1891	1234	177	906	488	1597	125	1222	189	916	478
Royal Mail	1739	1227	83	906	351	1597	19	1222	88	916	341
	92%	99%	47%	100%	72%	100%	15%	100%	47%	100%	71%
Parcelforce	150	96	37	23	122	116	22	91	41	19	125
	8%	8%	21%	2%	25%	7%	18%	7%	22%	2%	26%
		b	a	b	a	b	a	b	a	b	a
Evri	134	75	35	13	109	99	20	71	38	11	111
	7%	6%	20%	1%	22%	6%	16%	6%	20%	1%	23%
		a	a	a	a	a	a	a	a	a	a
DHL	104	46	48	15	83	62	35	45	49	10	88
	6%	4%	27%	2%	17%	4%	28%	4%	26%	1%	18%
		a	a	a	a	a	a	a	a	a	a
DPD/DPD Local	82	56	13	3	77	56	13	49	21	2	78
	4%	5%	8%	*	16%	4%	10%	4%	11%	*	16%
		a	a	a	a	a	a	a	a	a	a
UK Mail	72	15	52	8	64	28	44	9	59	11	60
	4%	1%	30%	1%	13%	2%	35%	1%	31%	1%	13%
		a	a	a	a	a	a	a	a	a	a
UPS	66	32	24	10	56	43	20	29	27	10	56
	3%	3%	14%	1%	11%	3%	16%	2%	15%	1%	12%
		a	a	a	a	a	a	a	a	a	a
Yodel	43	26	13	4	37	27	11	19	20	4	36
	2%	2%	7%	*	8%	2%	9%	2%	10%	*	8%
		a	a	a	a	a	a	a	a	a	a
FedEx	24	9	10	4	19	16	2	10	10	1	22
	1%	1%	6%	*	4%	1%	2%	1%	5%	*	5%
		a	a	a	a	a	a	a	a	a	a
Amazon logistics	18	6	11	2	16	8	10	6	12	2	16
	1%	*	6%	*	3%	1%	8%	*	6%	*	3%
		a	a	a	a	a	a	a	a	a	a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2094	1343	256	956	576	1741	180	1331	268	960	572
Effective base	785	512	73	388	195	649	54	503	83	390	193
Weighted Base	1891	1234	177	906	488	1597	125	1222	189	916	478
Secured Mail	12	4	8	-	12	*	8	3	8	*	11
	1%	*%	5%	-%	2%	*%	6%	*%	4%	*%	2%
		a	a	a	a	a	a	a	a	a	a
Pitney Bowes	6	4	2	*	5	4	2	4	2	-	5
	*%	*%	1%	*%	1%	*%	1%	*%	1%	-%	1%
		a	a	a	a	a	a	a	a	a	a
DX	5	2	1	*	4	5	*	2	1	1	4
	*%	*%	*%	*%	1%	*%	*%	*%	1%	*%	1%
TNT Express	4	4	1	*	4	4	*	4	*	-	4
	*%	*%	*%	*%	1%	*%	*%	*%	*%	-%	1%
Whistl/ TNT Post UK	4	2	2	2	2	2	2	*	4	2	2
	*%	*%	1%	*%	*%	*%	2%	*%	2%	*%	*%
		a	a	a	a	a	a	a	a	a	a
MHI (Mail Handling International)	1	-	1	*	1	1	*	-	1	*	1
	*%	-%	*%	*%	*%	*%	*%	-%	*%	*%	*%
Citipost	*	*	*	*	*	*	*	*	*	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	12	7	2	-	6	3	4	6	4	-	6
	1%	1%	1%	-%	1%	*%	4%	*%	2%	-%	1%
		a	a	a	a	a	a	a	a	a	a
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	914	10	836	19	1215	-	924	-	855	-
	70%	74%	6%	92%	4%	76%	-%	76%	-%	93%	-%
		b	b	b	b	b	b	b	b	b	b

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2094	1343	256	956	576	1741	180	1331	268	960	572
Effective base	785	512	73	388	195	649	54	503	83	390	193
Weighted Base	1891	1234	177	906	488	1597	125	1222	189	916	478
NET: RM and other	422	313	73	70	332	382	19	298	88	61	341
	22%	25%	41%	8%	68%	24%	15%	24%	47%	7%	71%
		a	a	a	a	a	a	a	a	a	a
NET: Provider other than RM	152	6	94	*	136	-	106	-	100	-	137
	8%	1%	53%	*/%	28%	-%	85%	-%	53%	-%	29%
		a	a	a	a	a	a	a	a	a	a
NET: RM/Parcelforce	1766	1227	105	906	374	1597	38	1222	110	916	364
	93%	99%	59%	100%	77%	100%	30%	100%	59%	100%	76%
		b	b	b	b	b	b	b	b	b	b
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	134	75	35	13	109	99	20	71	38	11	111
	7%	6%	20%	1%	22%	6%	16%	6%	20%	1%	23%
		a	a	a	a	a	a	a	a	a	a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	2094	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	785	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	1891	846	1357	254	5	785	951	197	5	975	765	224	2
Royal Mail	1739	777	1295	236	4	709	889	177	5	863	696	204	-
	92%	92%	95%	93%	74%	90%	93%	90%	100%	89%	91%	91%	-%
Parcelforce	150	91	106	29	4	90	89	26	-	122	75	26	-
	8%	11%	8%	11%	74%	11%	9%	13%	-%	12%	10%	12%	-%
Evri	134	86	96	28	4	72	72	23	2	102	63	23	-
	7%	10%	7%	11%	74%	9%	8%	12%	40%	10%	8%	10%	-%
DHL	104	73	66	34	-	77	47	30	-	78	41	29	-
	6%	9%	5%	13%	-%	10%	5%	15%	-%	8%	5%	13%	-%
DPD/DPD Local	82	41	51	21	-	49	38	15	-	70	29	18	-
	4%	5%	4%	8%	-%	6%	4%	8%	-%	7%	4%	8%	-%
UK Mail	72	70	44	15	-	62	25	16	-	67	30	12	-
	4%	8%	3%	6%	-%	8%	3%	8%	-%	7%	4%	5%	-%
UPS	66	48	43	17	1	47	38	15	-	63	28	13	-
	3%	6%	3%	7%	26%	6%	4%	8%	-%	6%	4%	6%	-%
Yodel	43	30	28	4	-	24	26	5	-	40	18	6	-
	2%	4%	2%	1%	-%	3%	3%	3%	-%	4%	2%	3%	-%
FedEx	24	17	11	6	-	18	10	6	-	23	8	8	-
	1%	2%	1%	2%	-%	2%	1%	3%	-%	2%	1%	4%	-%
Amazon logistics	18	17	15	6	-	16	14	5	1	17	12	9	-
	1%	2%	1%	2%	-%	2%	1%	3%	12%	2%	2%	4%	-%
Secured Mail	12	8	4	5	-	12	8	4	-	12	8	5	-
	1%	1%	*%	2%	-%	1%	1%	2%	-%	1%	1%	2%	-%
Pitney Bowes	6	4	2	5	-	4	2	1	-	4	1	2	-
	*%	*%	*%	2%	-%	1%	*%	1%	-%	*%	*%	1%	-%
DX	5	4	1	*	-	2	1	1	-	4	3	*	-
	*%	1%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	2094	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	785	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	1891	846	1357	254	5	785	951	197	5	975	765	224	2
TNT Express	4 *%	4 *%	4 *%	1 *%	- -%	4 1%	3 *%	1 *%	- -%	4 *%	3 *%	2 1%	- -%
Whistl/ TNT Post UK	4 *%	4 *%	2 *%	2 1%	- -%	4 *%	2 *%	* *%	- -%	4 *%	2 *%	* *%	- -%
MHI (Mail Handling International)	1 *%	1 *%	1 *%	- -%	- -%	1 *%	1 *%	1 *%	- -%	1 *%	1 *%	1 *%	- -%
Citipost	* *%	* *%	* *%	* *%	- -%	* *%	* *%	* *%	- -%	* *%	* *%	- -%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	12 1%	2 *%	7 1%	* *%	- -%	2 *%	7 1%	* *%	- -%	3 *%	1 *%	* *%	2 100%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1317 70%	493 58%	978 72%	134 53%	- -%	451 57%	651 68%	93 47%	2 48%	515 53%	510 67%	109 49%	- -%
NET: RM and other	422 22%	284 34%	317 23%	101 40%	4 74%	258 33%	237 25%	84 43%	2 52%	349 36%	185 24%	95 42%	- -%
NET: Provider other than RM	152 8%	69 8%	62 5%	18 7%	1 26%	76 10%	63 7%	20 10%	- -%	112 11%	69 9%	20 9%	2 100%
NET: RM/Parcelforce	1766 93%	790 93%	1306 96%	236 93%	4 74%	727 93%	902 95%	177 90%	5 100%	882 90%	701 92%	204 91%	- -%

Columns Tested.: a,b,c,d - a,b,c,d - a,b,c,d

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2094	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	785	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	1891	846	1357	254	5	785	951	197	5	975	765	224	2
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	134 7%	86 10%	96 7%	28 11%	4 74%	72 9%	72 8%	23 12%	2 40%	102 10%	63 8%	23 10%	- -%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2094	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	785	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	1891	1550	1175	912	1213	1042	34	633	496	449	133	87
Royal Mail	1739	1534	1158	892	1195	1028	30	621	478	432	129	87
	92%	99%	98%	98%	99%	99%	88%	98%	96%	96%	97%	100%
Parcelforce	150	121	103	85	98	82	6	65	71	72	13	2
	8%	8%	9%	9%	8%	8%	19%	10%	14%	16%	10%	2%
Evri	134	96	83	64	68	76	4	35	40	47	11	2
	7%	6%	7%	7%	6%	7%	12%	5%	8%	10%	8%	2%
DHL	104	65	68	24	57	39	11	6	19	21	10	4
	6%	4%	6%	3%	5%	4%	33%	1%	4%	5%	7%	4%
DPD/DPD Local	82	57	53	29	56	39	8	21	25	22	5	1
	4%	4%	4%	3%	5%	4%	22%	3%	5%	5%	3%	1%
UK Mail	72	30	31	21	35	31	7	18	9	16	6	3
	4%	2%	3%	2%	3%	3%	19%	3%	2%	3%	4%	4%
UPS	66	47	46	38	38	32	3	30	28	27	11	6
	3%	3%	4%	4%	3%	3%	9%	5%	6%	6%	8%	6%
Yodel	43	30	34	22	28	30	*	18	17	21	5	4
	2%	2%	3%	2%	2%	3%	*%	3%	3%	5%	4%	4%
FedEx	24	16	14	9	13	8	2	7	8	7	4	2
	1%	1%	1%	1%	1%	1%	6%	1%	2%	2%	3%	2%
Amazon logistics	18	10	6	5	9	5	*	3	1	5	2	*
	1%	1%	1%	1%	1%	*%	*%	*%	*%	1%	2%	*%
Secured Mail	12	4	4	8	4	4	4	*	4	8	4	*
	1%	*%	*%	1%	*%	*%	12%	*%	1%	2%	3%	*%
Pitney Bowes	6	4	4	4	4	4	4	4	4	4	*	-
	*%	*%	*%	*%	*%	*%	12%	1%	1%	1%	*%	-%

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2094	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	785	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	1891	1550	1175	912	1213	1042	34	633	496	449	133	87
DX	5 *%	4 *%	2 *%	1 *%	2 *%	4 *%	1 2%	* *%	- -%	* *%	* *%	- -%
TNT Express	4 *%	4 *%	4 *%	3 *%	4 *%	3 *%	* 1%	2 *%	2 *%	2 1%	1 *%	* *%
Whistl/ TNT Post UK	4 *%	2 *%	4 *%	2 *%	2 *%	3 *%	* *%	- -%	2 *%	2 *%	2 1%	- -%
MHI (Mail Handling International)	1 *%	- -%	1 *%	* *%	1 *%	1 *%	- -%	* *%	- -%	- -%	- -%	- -%
Citipost	* *%	* *%	* *%	* *%	* *%	* *%	- -%	* *%	- -%	- -%	- -%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	12 1%	4 *%	6 *%	* *%	6 *%	* *%	- -%	- -%	- -%	* *%	- -%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1317 70%	1162 75%	819 70%	691 76%	888 73%	779 75%	8 22%	488 77%	339 68%	282 63%	86 65%	70 80%
NET: RM and other	422 22%	372 24%	339 29%	200 22%	307 25%	250 24%	22 65% ab	133 21%	138 28%	150 33% a	43 32%	17 20%
NET: Provider other than RM	152 8%	16 1%	18 2%	20 2%	17 1%	14 1%	4 12% ab	12 2%	18 4%	16 4%	4 3%	- -%
NET: RM/Parcelforce	1766 93%	1539 99%	1166 99%	900 99%	1203 99% c	1033 99% c	30 88%	629 99%	484 98%	437 97%	129 97%	87 100%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2094	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	785	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	1891	1550	1175	912	1213	1042	34	633	496	449	133	87
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	134	96	83	64	68	76	4	35	40	47	11	2
	7%	6%	7%	7%	6%	7%	12%	5%	8%	10%	8%	2%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2094	197	129	98	49	1801	1279	1900	1334	1219	910	1706	234	-	1540	116
Effective base	785	79	46	39	20	663	433	701	460	408	337	636	86	-	573	54
Weighted Base	1891	194	105	93	47	1569	976	1662	1050	931	813	1518	194	-	1338	135
Royal Mail	1739	190	105	89	47	1471	894	1540	966	839	726	1418	176	-	1317	135
	92%	98%	100%	96%	100%	94%	92%	93%	92%	90%	89%	93%	91%	-%	98%	100%
						e					a					
Parcelforce	150	18	6	8	8	136	91	142	114	91	98	134	17	-	89	21
	8%	9%	6%	9%	17%	9%	9%	9%	11%	10%	12%	9%	9%	-%	7%	15%
															a	
Evri	134	13	5	26	9	101	81	118	102	74	89	109	25	-	66	14
	7%	7%	5%	28%	20%	6%	8%	7%	10%	8%	11%	7%	13%	-%	5%	10%
				ab					a		b					
DHL	104	9	19	7	2	81	68	95	68	59	72	84	31	-	69	4
	6%	5%	18%	8%	5%	5%	7%	6%	6%	6%	9%	6%	16%	-%	5%	3%
			a										b			
DPD/DPD Local	82	6	1	2	7	72	51	76	48	45	42	66	9	-	55	6
	4%	3%	1%	2%	15%	5%	5%	5%	5%	5%	5%	4%	5%	-%	4%	4%
				ab												
UK Mail	72	9	18	6	3	41	37	54	30	48	58	32	9	-	28	5
	4%	5%	17%	7%	6%	3%	4%	3%	3%	5%	7%	2%	4%	-%	2%	3%
			a						a		b					
UPS	66	12	5	4	1	55	43	60	46	47	55	46	15	-	36	3
	3%	6%	5%	4%	2%	3%	4%	4%	4%	5%	7%	3%	8%	-%	3%	2%
											b		b			
Yodel	43	3	8	12	9	26	22	35	24	37	29	21	2	-	29	*
	2%	2%	8%	13%	19%	2%	2%	2%	2%	4%	4%	1%	1%	-%	2%	*%
				a	a					a	b					
FedEx	24	4	1	2	1	20	16	23	18	15	19	22	9	-	16	-
	1%	2%	1%	2%	1%	1%	2%	1%	2%	2%	2%	1%	5%	-%	1%	-%
													b			
Amazon logistics	18	*	*	1	6	16	10	16	9	13	14	8	2	-	8	1
	1%	*%	*%	1%	12%	1%	1%	1%	1%	1%	2%	1%	1%	-%	1%	1%
				ab												
Secured Mail	12	*	3	-	-	4	8	12	7	11	11	8	4	-	4	3
	1%	*%	3%	-%	-%	*%	1%	1%	1%	1%	1%	1%	2%	-%	*%	2%
									a							a

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2094	197	129	98	49	1801	1279	1900	1334	1219	910	1706	234	-	1540	116
Effective base	785	79	46	39	20	663	433	701	460	408	337	636	86	-	573	54
Weighted Base	1891	194	105	93	47	1569	976	1662	1050	931	813	1518	194	-	1338	135
Pitney Bowes	6	-	-	-	4	6	5	6	2	4	6	6	1	-	4	*
	%	%	%	%	9%	%	1%	%	%	%	1%	%	1%	-%	%	%
					ab											
DX	5	*	1	1	*	3	2	4	3	4	3	3	*	-	3	*
	%	%	1%	1%	1%	%	%	%	%	%	%	%	%	-%	%	%
TNT Express	4	1	-	1	-	4	4	4	4	3	4	4	3	-	3	-
	%	1%	-%	1%	-%	%	%	%	%	%	%	%	2%	-%	%	-%
Whistl/ TNT Post UK	4	2	2	*	*	1	2	2	2	2	2	2	*	-	4	-
	%	1%	2%	%	%	%	%	%	%	%	%	%	%	-%	%	-%
MHI (Mail Handling International)	1	-	-	1	-	*	-	*	-	1	-	*	-	-	*	1
	%	-%	-%	1%	-%	%	-%	%	-%	%	-%	%	-%	-%	%	1% a
Citipost	*	*	-	-	-	*	*	*	-	*	*	*	*	-	*	-
	%	%	-%	-%	-%	%	%	%	-%	%	%	%	%	-%	%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	12	-	-	2	-	12	5	12	7	6	4	12	*	-	5	2
	1%	-%	-%	2%	-%	1%	%	1%	1%	1%	%	1%	%	-%	%	2%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	131	61	40	18	1112	639	1149	662	585	448	1054	95	-	1006	85
	70%	68%	58%	43%	39%	71%	65%	69%	63%	63%	55%	69%	49%	-%	75%	63%
		cd				de		de				ac				
NET: RM and other	422	59	44	49	29	359	255	391	304	254	278	364	81	-	311	50
	22%	30%	42%	53%	61%	23%	26%	24%	29%	27%	34%	24%	42%	-%	23%	37%
				a	a				ac		b		b		a	a

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2094	197	129	98	49	1801	1279	1900	1334	1219	910	1706	234	-	1540	116
Effective base	785	79	46	39	20	663	433	701	460	408	337	636	86	-	573	54
Weighted Base	1891	194	105	93	47	1569	976	1662	1050	931	813	1518	194	-	1338	135
NET: Provider other than RM	152 8%	4 2%	- -%	4 4%	* *%	98 6%	82 8%	123 7%	85 8%	91 10% a	87 b	100 7%	18 9%	- -%	21 2%	- -%
NET: RM/Parcelforce	1766 93%	194 100%	105 100%	90 97%	47 100%	1494 95% e	903 93%	1562 94%	981 93%	858 92%	742 91%	1434 94%	176 91%	- -%	1324 99%	135 100%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	134 7%	13 7%	5 5%	26 28% ab	9 20%	101 6%	81 8%	118 7%	102 10% a	74 8%	89 b	109 7%	25 13%	- -%	66 5%	14 10%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
		a	b	a	b	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Base	2094	756	1157	675	30	345	463	299	1332	441	383	392	1272
Effective base	785	305	422	242	15	122	173	107	514	158	127	149	494
Weighted Base	1891	738	1027	589	41	291	427	257	1269	348	285	368	1198
Royal Mail	1739 92%	722 98%	1018 99%	456 77%	36 87%	214 74%	352 83%	219 85%	1183 93%	325 93%	232 81%	326 89%	1147 96%
Parcelforce	150 8%	72 10%	63 6%	115 19%	10 23%	70 24%	80 19%	31 12%	82 6%	36 10%	35 12%	51 14%	60 5%
Evri	134 7%	65 9%	47 5%	110 19%	12 29%	59 20%	75 18%	31 12%	77 6%	26 7%	45 16%	26 7%	62 5%
DHL	104 6%	50 7%	28 3%	81 14%	6 14%	47 16%	57 13%	25 10%	57 4%	19 5%	25 9%	31 8%	43 4%
DPD/DPD Local	82 4%	31 4%	32 3%	71 12%	4 11%	31 11%	51 12%	16 6%	57 4%	9 3%	14 5%	22 6%	40 3%
UK Mail	72 4%	40 5%	2 *% b	55 9%	* *% b	62 21%	10 2% b	36 14%	24 2% bc	12 3%	30 11%	32 9%	9 1% c
UPS	66 3%	28 4%	23 2%	49 8%	2 5%	34 12%	32 8%	13 5%	29 2%	24 7% b	15 5% c	27 7% c	23 2% c
Yodel	43 2%	33 4% b	8 1% b	31 5%	4 9% b	22 7%	21 5% b	9 3%	17 1% b	16 5% b	21 7% c	13 4% c	8 1% c
FedEx	24 1%	9 1%	8 1%	23 4%	* *% b	7 2%	17 4% b	5 2%	14 1% b	4 1% b	9 3% c	3 1% c	12 1% c
Amazon logistics	18 1%	8 1%	2 *% b	16 3%	- -% b	12 4%	6 1% b	11 4% bc	6 *% bc	* *% bc	10 3% c	4 1% c	5 *% c
Secured Mail	12 1%	8 1% b	* *% b	8 1%	3 8% b	12 4% b	* *% b	4 1% *	4 *% *	- -% -	- -% -	- -% -	8 1% *
Pitney Bowes	6 *% b	4 1% b	* *% b	4 1%	- -% b	2 1% b	4 1% b	* *% b	5 *% b	- -% b	* *% b	- -% b	5 *% b

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
		a	b	a	b	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Base	2094	756	1157	675	30	345	463	299	1332	441	383	392	1272
Effective base	785	305	422	242	15	122	173	107	514	158	127	149	494
Weighted Base	1891	738	1027	589	41	291	427	257	1269	348	285	368	1198
DX	5 *%	2 *%	3 *%	2 *%	2 4%	4 1%	1 *%	1 *%	2 *%	2 1%	2 1%	2 *%	1 *%
TNT Express	4 *%	2 *%	1 *%	4 1%	* 1%	3 1%	1 *%	3 1%	1 *%	1 *%	1 *%	1 *%	2 *%
Whistl/ TNT Post UK	4 *%	3 *%	* *%	4 1%	- -%	2 1%	2 *%	2 1%	2 *%	- -%	2 1%	* *%	2 *%
MHI (Mail Handling International)	1 *%	1 *%	* *%	* *%	1 2%	1 *%	* *%	1 *%	* *%	- -%	- -%	1 *%	- -%
Citipost	* *%	* *%	* *%	* *%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	12 1%	3 *%	5 *%	11 2%	* *%	1 *%	11 3%	2 1%	3 *%	6 2%	1 *%	* *%	10 1%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1317 70%	481 65%	836 81%	116 20%	11 28%	44 15%	100 23%	131 51%	942 74%	233 67%	122 43%	208 56%	963 80%
NET: RM and other	422 22%	240 33%	182 18%	340 58%	24 59%	170 58%	252 59%	88 34%	241 19%	92 26%	110 39%	119 32%	184 15%
NET: Provider other than RM	152 8%	17 2%	10 1%	133 23%	5 13%	77 26%	75 17%	38 15%	86 7%	23 7%	53 19%	42 11%	51 4%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2094	756	1157	675	30	345	463	299	1332	441	383	392	1272
Effective base	785	305	422	242	15	122	173	107	514	158	127	149	494
Weighted Base	1891	738	1027	589	41	291	427	257	1269	348	285	368	1198
NET: RM/Parcelforce	1766	731	1020	479	36	234	359	227	1195	333	243	333	1156
	93%	99%	99%	81%	87%	80%	84%	88%	94%	96%	85%	91%	96%
									a	a			ab
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	134	65	47	110	12	59	75	31	77	26	45	26	62
	7%	9%	5%	19%	29%	20%	18%	12%	6%	7%	16%	7%	5%
		b						b			bc		

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2094	1098	996
Effective base	785	337	447
Weighted Base	1891	812	1079
Royal Mail	1739 92%	724 89%	1016 94%
			a
Parcelforce	150 8%	68 8%	81 8%
Evri	134 7%	65 8%	69 6%
DHL	104 6%	60 7%	44 4%
		b	
DPD/DPD Local	82 4%	31 4%	51 5%
UK Mail	72 4%	53 7%	18 2%
		b	
UPS	66 3%	45 6%	21 2%
		b	
Yodel	43 2%	25 3%	17 2%
FedEx	24 1%	12 1%	12 1%
Amazon logistics	18 1%	10 1%	8 1%
Secured Mail	12 1%	8 1%	4 *%
Pitney Bowes	6 *%	4 *%	2 *%
DX	5 *%	4 *%	1 *%
TNT Express	4 *%	1 *%	3 *%

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2094	1098	996
Effective base	785	337	447
Weighted Base	1891	812	1079
Whistl/ TNT Post UK	4 *%	2 *%	2 *%
MHI (Mail Handling International)	1 *%	1 *%	- -%
Citipost	* *%	* *%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%
Other	12 1%	7 1%	5 *%
Do not send this type of post	- -%	- -%	- -%
NET: RM Only	1317 70%	527 65%	791 73% a
NET: RM and other	422 22%	197 24%	225 21%
NET: Provider other than RM	152 8%	89 11% b	63 6%
NET: RM/Parcelforce	1766 93%	741 91%	1026 95% a
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	134 7%	65 8%	69 6%

Columns Tested: a,b

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2094	119	241	192	184	217	115	118	219	142	175	129	243
Effective base	785	35	111	117	61	145	67	17	85	56	35	44	86
Weighted Base	1891	48	193	229	64	305	108	34	298	137	86	118	271
Royal Mail	1739	42	185	200	57	293	92	32	273	130	83	105	246
	92%	88%	96%	87%	89%	96%	86%	94%	91%	95%	97%	89%	91%
Parcelforce	150	6	14	13	4	28	8	*	28	8	1	27	13
	8%	13%	7%	6%	6%	9%	7%	1%	10%	6%	1%	22%	5%
		j										bcdefghijl	
Evri	134	4	13	13	7	19	10	1	20	9	1	12	24
	7%	8%	7%	6%	11%	6%	10%	2%	7%	7%	1%	10%	9%
DHL	104	1	4	10	4	19	6	2	11	5	3	3	36
	6%	2%	2%	4%	6%	6%	5%	6%	4%	4%	3%	3%	13%
													abchk
DPD/DPD Local	82	5	4	11	1	6	2	1	12	6	5	5	23
	4%	10%	2%	5%	1%	2%	2%	2%	4%	4%	6%	4%	9%
		be											be
UK Mail	72	*	5	20	*	4	3	-	17	6	1	1	15
	4%	*%	3%	9%	*%	1%	3%	-%	6%	4%	1%	1%	5%
				ade									
UPS	66	*	2	17	3	9	4	1	9	6	1	8	7
	3%	*%	1%	7%	4%	3%	4%	3%	3%	4%	1%	7%	3%
				b									
Yodel	43	*	1	6	*	5	*	*	3	*	2	2	22
	2%	1%	1%	3%	1%	1%	*%	*%	1%	*%	2%	2%	8%
													bdefhi
FedEx	24	*	1	10	1	6	2	*	1	1	*	-	2
	1%	1%	*%	4%	2%	2%	2%	*%	*%	*%	1%	-%	1%
				h									
Amazon logistics	18	*	*	7	*	-	1	1	7	-	-	2	*
	1%	*%	*%	3%	1%	-%	1%	3%	2%	-%	-%	1%	*%
				e									
Secured Mail	12	*	*	-	-	*	-	-	-	-	*	3	8
	1%	*%	*%	-%	-%	*%	-%	-%	-%	-%	*%	3%	3%
Pitney Bowes	6	-	*	-	-	-	-	-	-	1	*	-	4
	*%	-%	*%	-%	-%	-%	-%	-%	-%	1%	*%	-%	1%
DX	5	-	*	1	-	2	*	-	*	1	-	1	*
	*%	-%	*%	1%	-%	1%	*%	-%	*%	*%	-%	*%	*%

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	2094	119	241	192	184	217	115	118	219	142	175	129	243
Effective base	785	35	111	117	61	145	67	17	85	56	35	44	86
Weighted Base	1891	48	193	229	64	305	108	34	298	137	86	118	271
TNT Express	4	*	-	1	*	1	-	*	*	1	*	-	1
	%	%	%	%	%	%	%	%	%	%	%	%	%
Whistl/ TNT Post UK	4	*	*	-	*	2	-	-	-	-	-	-	2
	%	%	%	%	%	%	%	%	%	%	%	%	%
MHI (Mail Handling International)	1	-	*	-	-	1	-	-	-	-	-	-	*
	%	%	%	%	%	%	%	%	%	%	%	%	%
Citipost	*	-	-	-	*	-	-	-	-	-	*	-	*
	%	%	%	%	%	%	%	%	%	%	%	%	%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%
Other	12	*	*	3	-	2	*	*	3	2	*	-	*
	1%	1%	%	2%	%	1%	%	%	1%	2%	%	%	%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%
NET: RM Only	1317	31	152	153	47	219	76	29	208	101	74	66	162
	70%	65%	79%	67%	73%	72%	71%	85%	70%	74%	85%	56%	60%
NET: RM and other	422	11	33	47	10	74	16	3	65	29	10	39	85
	22%	23%	17%	20%	16%	24%	15%	9%	22%	22%	11%	33%	31%
NET: Provider other than RM	152	6	8	29	7	12	16	2	26	7	3	13	25
	8%	12%	4%	13%	11%	4%	14%	6%	9%	5%	3%	11%	9%
NET: RM/Parcelforce	1766	44	187	205	58	296	95	32	277	130	84	109	249
	93%	93%	97%	90%	91%	97%	88%	94%	93%	95%	97%	92%	92%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	134	4	13	13	7	19	10	1	20	9	1	12	24
	7%	8%	7%	6%	11%	6%	10%	2%	7%	7%	1%	10%	9%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2094	552	516	479	547	1068	1026
Effective base	785	260	257	152	164	517	316
Weighted Base	1891	470	477	469	475	946	945
Royal Mail	1739	427	443	435	435	869	870
	92%	91%	93%	93%	91%	92%	92%
Parcelforce	150	33	40	37	41	72	77
	8%	7%	8%	8%	9%	8%	8%
Evri	134	30	37	30	38	67	67
	7%	6%	8%	6%	8%	7%	7%
DHL	104	15	28	18	43	44	61
	6%	3%	6%	4%	9%	5%	6%
				a			
DPD/DPD Local	82	20	9	19	33	30	52
	4%	4%	2%	4%	7%	3%	6%
				b			
UK Mail	72	25	7	23	17	32	40
	4%	5%	2%	5%	4%	3%	4%
		b					
UPS	66	19	16	15	16	35	31
	3%	4%	3%	3%	3%	4%	3%
Yodel	43	8	5	4	26	13	30
	2%	2%	1%	1%	5%	1%	3%
				abc			
FedEx	24	11	9	1	3	20	4
	1%	2%	2%	*%	1%	2%	*%
						b	
Amazon logistics	18	7	1	8	2	8	10
	1%	2%	*%	2%	*%	1%	1%
Secured Mail	12	*	*	-	11	1	11
	1%	*%	*%	-%	2%	*%	1%
					ab		a
Pitney Bowes	6	*	-	1	4	*	5
	*%	*%	-%	*%	1%	*%	1%
DX	5	2	2	1	1	4	1
	*%	*%	*%	*%	*%	*%	*%
TNT Express	4	1	1	1	2	1	3
	*%	*%	*%	*%	*%	*%	*%

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2094	552	516	479	547	1068	1026
Effective base	785	260	257	152	164	517	316
Weighted Base	1891	470	477	469	475	946	945
Whistl/ TNT Post UK	4	*	2	-	2	2	2
	%	%	%	%	%	%	%
MHI (Mail Handling International)	1	*	1	-	*	1	*
	%	%	%	%	%	%	%
Citipost	*	-	*	-	*	*	*
	%	%	%	%	%	%	%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-
	%	%	%	%	%	%	%
Other	12	4	2	6	*	6	6
	1%	1%	%	1%	%	1%	1%
Do not send this type of post	-	-	-	-	-	-	-
	%	%	%	%	%	%	%
NET: RM Only	1317	337	342	337	301	679	638
	70%	72%	72%	72%	63%	72%	68%
NET: RM and other	422	90	100	98	134	191	232
	22%	19%	21%	21%	28%	20%	25%
					a		
NET: Provider other than RM	152	43	34	34	40	77	75
	8%	9%	7%	7%	9%	8%	8%
NET: RM/Parcelforce	1766	437	449	439	441	886	881
	93%	93%	94%	94%	93%	94%	93%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	134	30	37	30	38	67	67
	7%	6%	8%	6%	8%	7%	7%

Columns Tested.: a,b,c,d - a,b

Table 103

QH. Does your business ever send Hybrid mail?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
Yes	282	75	207	260	17	3	2	22
	14%	31%	12%	14%	22%	34%	36%	24%
		b			a	a	abe	a
No	1718	166	1552	1650	59	6	3	68
	86%	69%	88%	86%	78%	66%	64%	76%
			a	bcde	d			d

Columns Tested: a,b - a,b,c,d,e

Table 103 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

		Business Size 2								
Total base		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
Yes	282 14%	121 11%	124 17%	15 12%	10 18%	10 33%	2 36%	260 14%	17 22%	5 35%
			a			abcdg	abcdgh		acg	abcdgh
No	1718 86%	944 89%	589 83%	117 88%	46 82%	20 67%	3 64%	1650 86%	59 78%	9 65%
		befhi	efi	efhi	efi			efhi	fi	

Columns Tested: a,b,c,d,e,f,g,h,i

Table 103 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
Yes	282 14%	200 13%	60 17%	17 22%	3 34%	2 36%	123 10%	67 23%	18 25%	7 19%	11 20%
No	1718 86%	1358 87%	292 83%	59 78%	6 66%	3 64%	1101 90%	221 77%	54 75%	32 81%	45 80%
		cde	de	e			bc				

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 103 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

		GOR (QC3)								
Total base		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
Yes	282 14%	23 12%	12 9%	74 22% bfgj	13 16%	32 18% fg	24 7%	13 6%	27 17% g	12 9%
No	1718 86%	166 88%	118 91% c	255 78%	66 84%	150 82%	292 93% ce	221 94% ceh	135 83%	127 91% c

Columns Tested: a,b,c,d,e,f,g,h,i

Table 103 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

		GOR (QC3)							
Total base		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
Yes	282 14%	57 14%	62 13%	111 13%	230 13%	52 22%	29 24%	16 20%	7 17%
No	1718 86%	343 86%	418 87%	769 87%	1530 87%	188 78%	91 76%	64 80%	33 83%
		f	ef	ef	ef	bcd	abcd		

Columns Tested: a,b,c,d,e,f,g,h

Table 103 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
Yes	282	23	33	9	42	57	56	2	12	89
	14%	25%	28%	40%	30%	21%	13%	3%	20%	9%
		gi	fgi		fgi	gi				
No	1718	67	84	14	99	212	364	59	50	866
	86%	75%	72%	60%	70%	79%	87%	97%	80%	91%
							bd	abde		abde

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 103 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
Yes	282 14%	122 24%	56 13%	104 10%	265 16%	17 5%	- -%	242 13%	39 23%	281 15%	* *%
No	1718 86%	378 76%	364 87%	976 90%	1403 84%	316 95%	- -%	1589 87%	130 77%	1645 85%	73 100%
		bc	a	a	b	a		a	a	b	a

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 103 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
Yes	282 14%	108 9%	87 27%	82 20%
			a	a
No	1718 86%	1146 91%	233 73%	325 80%
		bc		

Columns Tested: a,b,c

Table 103 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
Yes	282 14%	176 10%	49 23% ai	16 32% ai	8 72% abci	19 71% abci	8 59%	1 96%	5 97%	224 12%	57 53% abi	41 71% abci
No	1718 86%	1507 90%	160 77%	35 68%	3 28%	8 29%	5 41%	* 4%	* 3%	1667 88%	52 47%	16 29%
		bcdejk	dejk	dek						bcdejk		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 103 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
Yes	282	85	91	106	244	222	253	227	185	179	29	120	17	27	25	17	18
	14%	8%	14%	33%	14%	16%	14%	16%	21%	29%	7%	11%	25%	30%	54%	35%	49%
			a	ab					ac	abcde			ab	ab	abc	ab	ab
No	1718	972	535	212	1478	1189	1544	1167	715	447	383	973	53	63	21	32	19
	86%	92%	86%	67%	86%	84%	86%	84%	79%	71%	93%	89%	75%	70%	46%	65%	51%
		bc	c		ef	f	ef	f	f		cdefg	cdefg	e				

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 103 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
Yes	282	148	24	25	22	8	9	7	82	69	23	14	20	3	12
	14%	10%	22%	34%	46%	37%	34%	49%	8%	38%	38%	32%	51%	18%	59%
		a	a	ab	a	a	a	a		a	a	a	a		
No	1718	1279	85	49	25	14	18	8	968	114	37	29	19	13	8
	86%	90%	78%	66%	54%	63%	66%	51%	92%	62%	62%	68%	49%	82%	41%
		bcdefg	d						bcde						

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 103 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
Yes	282	88	21	42	23	17	15	21	84	64	45	28	33
	14%	9%	14%	40%	49%	50%	50%	55%	9%	17%	13%	24%	44%
				ab	ab	ab	ab	ab		a		a	abc
No	1718	898	132	64	24	17	14	17	810	305	298	86	42
	86%	91%	86%	60%	51%	50%	50%	45%	91%	83%	87%	76%	56%
		cdefg	cdefg						bde	e	e		

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 103 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
Yes	282 14%	125 13%	48 15%	33 12%	20 23%	19 40%	80 10%	52 21%	43 20%	23 25%	23 41%
No	1718 86%	870 87%	274 85%	239 88%	64 77%	28 60%	706 90%	200 79%	174 80%	69 75%	33 59%
		e	e	e			bcde		e		

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 103 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
Yes	282 14%	69 9%	35 17%	63 25%	34 26%	23 44%	152 19%	40 35%	32 7%	201 12%	81 28%	175 11%	69 52%
No	1718 86%	668 91%	166 83%	189 75%	96 74%	29 56%	634 81%	76 65%	450 93%	1513 88%	205 72%	1414 89%	63 48%
		bcde	e				b		ab	b		b	

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 103 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
Yes	282	145	77	107	120	185	59	136	86	117	110
	14%	12%	43%	12%	25%	12%	47%	11%	45%	13%	23%
			a		a		a		a		a
No	1718	1088	100	800	367	1412	66	1086	103	799	368
	86%	88%	57%	88%	75%	88%	53%	89%	55%	87%	77%
		b		b		b		b		b	

Columns Tested.: a,b - a,b - a,b - a,b - a,b

Table 103 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
Yes	282 14%	182 22%	138 10%	42 16%	- -%	173 22%	106 11%	39 20%	1 12%	195 20%	92 12%	48 22%	- -%
No	1718 86%	664 78%	1219 90%	213 84%	5 100%	612 78%	845 89%	158 80%	4 88%	780 80%	673 88%	175 78%	2 100%
		b	a			b	ac	b		b	ac	b	

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 103 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
Yes	282 14%	167 11%	152 13%	113 12%	155 13%	124 12%	21 61%	63 10%	59 12%	77 17%	17 12%	5 6%
No	1718 86%	1382 89%	1023 87%	799 88%	1058 87%	919 88%	13 39%	570 90%	437 88%	372 83%	116 88%	81 94%
					c	c		c				

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 103 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
Yes	282	39	36	19	12	197	187	242	161	177	156	166	36	-	188	15
	14%	20%	32%	20%	25%	12%	18%	14%	15%	18%	19%	10%	18%	-%	13%	11%
							ac			a	b		b			
No	1718	159	78	74	35	1456	845	1505	947	817	667	1438	165	-	1229	124
	86%	80%	68%	80%	75%	88%	82%	86%	85%	82%	81%	90%	82%	-%	87%	89%
						be		b			ac					

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 103 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
Yes	282	145	91	122	8	102	49	79	153	43	83	84	106
	14%	19%	8%	20%	18%	35%	11%	30%	11%	12%	28%	22%	8%
No	1718	614	1013	485	34	193	396	182	1190	329	216	298	1162
	86%	81%	92%	80%	82%	65%	89%	70%	89%	88%	72%	78%	92%
			a				a		a	a			ab

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 103 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
Yes	282 14%	219 25%	63 6%
No	1718 86%	674 75%	1044 94%
		b	a

Columns Tested: a,b

Table 103 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
Yes	282	2	20	46	9	20	19	7	26	25	8	21	80
	14%	4%	10%	19%	14%	6%	15%	20%	8%	16%	9%	16%	28%
				abeh			e			e			abdehj
No	1718	51	184	197	57	291	105	27	286	130	80	107	205
	86%	96%	90%	81%	86%	94%	85%	80%	92%	84%	91%	84%	72%
		cl	cl		l	cfil			cl		l		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 103 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
Yes	282	68	48	57	109	115	166
	14%	14%	10%	11%	22%	12%	17%
					abc		a
No	1718	432	452	443	391	885	834
	86%	86%	90%	89%	78%	88%	83%
		d	d	d		b	

Columns Tested: a,b,c,d - a,b

Table 104

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1921	364	1557	1279	341	92	209	642
Effective base	703	80	636	641	143	41	99	189
Weighted Base	1722	120	1602	1636	73	9	5	86
Urgent delivery - on the same day or a specific time the next day	232 14%	3 2%	230 14% a	211 13%	18 25% a	2 28% a	1 25% a	22 25% a
Tracked service	725 42%	18 15% a	707 44% a	681 42%	37 51% a	4 47% a	2 53% a	44 51% a
Timed delivery (i.e. to arrive by specific time/day)	174 10%	1 1% a	173 11% a	159 10%	12 17% a	2 20% a	1 21% a	15 17% a
Standard delivery	1357 79%	111 93% b	1245 78% d	1291 79% d	57 78% d	6 72% d	3 65% d	66 77% d
International delivery	251 15%	1 1% a	249 16% a	233 14%	15 21% a	2 18% a	1 20% a	18 21% a
Cross-Border Delivery	5 *%	* *% a	4 *% a	4 *% a	* 1% a	* 1% a	* *% a	* 1% a
Other (PLEASE SPECIFY)	5 *%	1 1% a	4 *% a	5 *% a	- -% a	- -% a	- -% a	- -% a
None of these (DO NOT READ OUT)	31 2%	* *% a	31 2% a	30 2% a	2 2% a	- -% a	* 1% a	2 2% a
Don't Know (DO NOT READ OUT)	6 *%	* *% a	6 *% a	6 *% a	* *% a	- -% a	* 2% a	* *% a
NET: Urgent / Tracked / Timed Mail	846 49%	20 16% a	826 52% a	795 49% a	42 58% a	5 61% a	3 69% a	51 59% a

Columns Tested: a,b - a,b,c,d,e

Table 104 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1921	502	570	207	209	224	209	1279	341	301
Effective base	703	303	276	83	95	86	99	641	143	85
Weighted Base	1722	867	645	123	53	29	5	1636	73	13
Urgent delivery - on the same day or a specific time the next day	232 14%	83 10%	108 17%	20 16%	13 25%	7 26%	1 25%	211 13%	18 25%	4 27%
			a		ag	ag	ag		ag	abg
Tracked service	725 42%	320 37%	318 49%	43 35%	25 48%	16 56%	2 53%	681 42%	37 51%	6 49%
			acg			acg	acg		acg	a
Timed delivery (i.e. to arrive by specific time/day)	174 10%	57 7%	86 13%	16 13%	9 18%	5 16%	1 21%	159 10%	12 17%	3 20%
			a		ag	a	ag		ag	ag
Standard delivery	1357 79%	713 82%	476 74%	102 83%	42 79%	21 75%	3 65%	1291 79%	57 78%	9 70%
			bfi	fi	f			f	f	
International delivery	251 15%	118 14%	101 16%	14 11%	12 23%	5 17%	1 20%	233 14%	15 21%	2 19%
					acg				ag	
Cross-Border Delivery	5 *%	1 *%	3 *%	1 1%	* *%	* 1%	* *%	4 *%	* 1%	* 1%
Other (PLEASE SPECIFY)	5 *%	- -%	4 1%	1 1%	- -%	- -%	- -%	5 *%	- -%	- -%
None of these (DO NOT READ OUT)	31 2%	24 3%	5 1%	1 1%	1 2%	1 2%	* 1%	30 2%	2 2%	* 1%
Don't Know (DO NOT READ OUT)	6 *%	* *%	4 1%	2 1%	* *%	- -%	* 2%	6 *%	* *%	* 1%
NET: Urgent / Tracked / Timed Mail	846 49%	374 43%	370 57%	52 42%	29 55%	19 65%	3 69%	795 49%	42 58%	8 64%
			acg		a	acg	abcdg		acg	acg

Columns Tested: a,b,c,d,e,f,g,h,i

Table 104 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1921	748	531	341	92	209	687	341	124	85	229
Effective base	703	460	244	143	41	99	385	144	41	29	36
Weighted Base	1722	1314	322	73	9	5	1083	269	71	33	53
Urgent delivery - on the same day or a specific time the next day	232 14%	168 13%	43 13%	18 25% ab	2 28% ab	1 25% ab	120 11%	51 19% a	23 33% ae	9 27% ae	5 10%
Tracked service	725 42%	546 42%	135 42%	37 51% a	4 47% a	2 53% a	461 43%	130 48%	35 49%	16 47%	24 45%
Timed delivery (i.e. to arrive by specific time/ day)	174 10%	109 8%	49 15% a	12 17% a	2 20% a	1 21% a	89 8%	41 15% a	14 19% a	10 30% a	8 15%
Standard delivery	1357 79%	1036 79% e	255 79% e	57 78% e	6 72%	3 65%	850 78%	209 78%	51 72%	25 76%	43 81%
International delivery	251 15%	190 14%	43 13%	15 21% b	2 18%	1 20%	154 14%	37 14%	17 24%	8 24%	9 17%
Cross-Border Delivery	5 *%	3 *%	2 *%	* 1%	* 1%	* *%	2 *%	1 *%	1 1%	* 1%	* *%
Other (PLEASE SPECIFY)	5 *%	4 *%	1 *%	- -%	- -%	- -%	4 *%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	31 2%	28 2%	2 1%	2 2%	- -%	* 1%	29 3%	* *%	* *%	* *%	* 1%
Don't Know (DO NOT READ OUT)	6 *%	3 *%	2 1%	* *%	- -%	* 2%	1 *%	- -%	- -%	1 3% ab	* *%
NET: Urgent / Tracked / Timed Mail	846 49%	628 48%	167 52%	42 58% a	5 61%	3 69% ab	521 48%	154 57%	43 60%	20 60%	26 50%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 104 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1921	130	93	200	61	133	153	121	108	107
Effective base	703	71	49	110	26	68	94	69	54	52
Weighted Base	1722	167	110	301	59	170	275	202	139	123
Urgent delivery - on the same day or a specific time the next day	232 14%	21 13%	12 11%	66 22% efi	4 7%	17 10%	24 9%	32 16%	25 18%	10 9%
Tracked service	725 42%	69 42%	50 45%	125 42%	32 54%	62 37%	140 51%	87 43%	46 33%	46 38%
Timed delivery (i.e. to arrive by specific time/day)	174 10%	22 13%	16 15%	38 12%	3 6%	13 8%	18 7%	10 5%	17 12%	26 21% efg
Standard delivery	1357 79%	132 79%	87 79%	232 77%	42 72%	138 81%	215 78%	160 79%	105 75%	104 85%
International delivery	251 15%	28 17%	10 9%	57 19%	5 9%	25 15%	54 20%	24 12%	18 13%	17 14%
Cross-Border Delivery	5 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other (PLEASE SPECIFY)	5 *%	- -%	1 1%	- -%	4 7% acefg	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	31 2%	9 5%	2 2%	4 1%	- -%	1 *%	9 3%	1 *%	4 3%	* *%
Don't Know (DO NOT READ OUT)	6 *%	- -%	* *%	* *%	- -%	- -%	- -%	1 1%	3 2%	- -%
NET: Urgent / Tracked / Timed Mail	846 49%	76 46%	50 46%	161 53%	32 55%	68 40%	150 55%	103 51%	69 50%	62 50%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 104 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1921	301	331	474	1106	815	282	276	257
Effective base	703	146	174	272	587	213	87	67	97
Weighted Base	1722	352	416	779	1546	176	80	64	32
Urgent delivery - on the same day or a specific time the next day	232 14%	31 9%	58 14%	122 16%	212 14%	21 12%	9 11%	9 14%	3 9%
Tracked service	725 42%	141 40%	165 40%	352 45%	658 43%	67 38%	32 40%	24 37%	11 34%
Timed delivery (i.e. to arrive by specific time/day)	174 10%	42 12%	55 13%	66 8%	163 11%	11 6%	7 9%	2 3%	2 6%
Standard delivery	1357 79%	eg 285 81%	egh 323 78%	g 608 78%	g 1216 79%	g 141 80%	g 61 77%	g 52 81%	g 27 86%
International delivery	251 15%	ef 47 13%	ef 56 14%	efgh 135 17%	efh 239 15%	efh 11 6%	efh 4 5%	efh 5 8%	efh 2 8%
Cross-Border Delivery	5 *%	- -%	- -%	- -%	- -%	5 3% cd	- -%	- -%	5 14% abcdefg
Other (PLEASE SPECIFY)	5 *%	4 1%	1 *%	- -%	5 *%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	31 2%	1 *%	15 4% ah	14 2%	30 2%	2 1%	1 1%	1 1%	* *%
Don't Know (DO NOT READ OUT)	6 *%	- -%	3 1%	2 *%	5 *%	1 *%	1 1%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	846 49%	162 46%	196 47%	414 53%	772 50%	74 42%	35 44%	27 42%	12 38%

Columns Tested: a,b,c,d,e,f,g,h

Table 104 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1921	87	158	16	174	205	429	72	98	853
Effective base	703	33	45	7	51	86	159	22	29	331
Weighted Base	1722	70	103	19	122	239	319	46	61	862
Urgent delivery - on the same day or a specific time the next day	232 14%	10 14%	24 23%	4 22%	28 23%	44 19%	36 11%	5 11%	7 12%	102 12%
Tracked service	725 42%	23 33%	54 53%	4 22%	58 48%	93 39%	160 50%	19 40%	26 43%	346 40%
Timed delivery (i.e. to arrive by specific time/ day)	174 10%	15 21%	21 20%	8 40%	29 23%	17 7%	34 11%	3 8%	6 9%	70 8%
Standard delivery	1357 79%	52 75%	77 74%	12 62%	89 72%	176 74%	252 79%	38 83%	47 78%	700 81%
International delivery	251 15%	7 10%	28 27%	1 3%	29 24%	13 6%	67 21%	3 6%	4 7%	126 15%
Cross-Border Delivery	5 *%	* 1%	- -%	- -%	- -%	* *%	* *%	* 1%	* *%	4 *%
Other (PLEASE SPECIFY)	5 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 1%
None of these (DO NOT READ OUT)	31 2%	- -%	1 1%	- -%	1 1%	3 1%	9 3%	2 5%	* *%	17 2%
Don't Know (DO NOT READ OUT)	6 *%	1 1%	* *%	- -%	* *%	4 2%	* *%	* *%	- -%	* *%
NET: Urgent / Tracked / Timed Mail	846 49%	33 47%	63 61%	10 55%	73 60%	120 50%	175 55%	19 41%	28 46%	397 46%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 104 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1921	466	429	1026	1684	237	-	1580	341	1863	58
Effective base	703	169	159	382	602	106	-	625	86	680	24
Weighted Base	1722	431	319	971	1415	307	-	1572	150	1667	55
Urgent delivery - on the same day or a specific time the next day	232 14%	82 19%	36 11%	114 12%	196 14%	36 12%	- -%	207 13%	26 17%	229 14%	4 7%
Tracked service	725 42%	175 41%	160 50%	390 40%	611 43%	114 37%	- -%	662 42%	64 42%	713 43%	12 22%
Timed delivery (i.e. to arrive by specific time/day)	174 10%	60 14%	34 11%	80 8%	154 11%	20 6%	- -%	160 10%	14 9%	169 10%	5 9%
Standard delivery	1357 79%	317 74%	252 79%	787 81%	1112 79%	245 80%	- -%	1246 79%	111 74%	1309 79%	48 88%
International delivery	251 15%	49 11%	67 21%	134 14%	217 15%	33 11%	- -%	240 15%	10 7%	244 15%	7 13%
Cross-Border Delivery	5 *%	* *%	* *%	4 *%	3 *%	2 1%	- -%	4 *%	1 *%	5 *%	- -%
Other (PLEASE SPECIFY)	5 *%	- -%	- -%	5 1%	4 *%	1 *%	- -%	5 *%	- -%	5 *%	- -%
None of these (DO NOT READ OUT)	31 2%	4 1%	9 3%	19 2%	21 2%	10 3%	- -%	30 2%	2 1%	31 2%	1 1%
Don't Know (DO NOT READ OUT)	6 *%	5 1%	* *%	* *%	2 *%	4 1%	- -%	3 *%	3 2%	3 *%	3 6%
NET: Urgent / Tracked / Timed Mail	846 49%	226 53%	175 55%	445 46%	712 50%	135 44%	- -%	769 49%	77 51%	831 50%	15 28%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 104 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1921	1123	426	358
Effective base	703	441	131	128
Weighted Base	1722	1101	287	317
Urgent delivery - on the same day or a specific time the next day	232 14%	106 10%	51 18%	70 22%
			a	a
Tracked service	725 42%	376 34%	142 49%	207 65%
			a	ab
Timed delivery (i.e. to arrive by specific time/day)	174 10%	69 6%	49 17%	56 18%
			a	a
Standard delivery	1357 79%	895 81%	230 80%	228 72%
		c		
International delivery	251 15%	91 8%	56 20%	103 32%
			a	ab
Cross-Border Delivery	5 *%	2 *%	1 *%	1 *%
Other (PLEASE SPECIFY)	5 *%	- -%	- -%	5 2%
				a
None of these (DO NOT READ OUT)	31 2%	28 3%	* *%	* *%
Don't Know (DO NOT READ OUT)	6 *%	2 *%	1 *%	* *%
NET: Urgent / Tracked / Timed Mail	846 49%	451 41%	171 59%	218 69%
			a	a

Columns Tested: a,b,c

Table 104 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1921	1432	293	86	34	37	20	10	9	1725	196	110
Effective base	703	579	83	22	9	9	4	2	1	660	43	21
Weighted Base	1722	1448	175	49	11	25	8	1	5	1623	99	50
Urgent delivery - on the same day or a specific time the next day	232 14%	151 10%	39 23%	17 36%	6 52%	13 53%	* 4%	1 70%	5 98%	190 12%	42 43%	25 50%
			ai	ai	ai	abi					abi	abi
Tracked service	725 42%	543 37%	114 65%	35 72%	6 55%	15 61%	7 84%	1 81%	5 90%	656 40%	69 70%	34 67%
			ai	ai							ai	ai
Timed delivery (i.e. to arrive by specific time/ day)	174 10%	105 7%	29 17%	18 38%	6 52%	8 33%	2 20%	1 68%	5 96%	134 8%	39 40%	21 42%
			ai	abi	abi	ai					abi	abi
Standard delivery	1357 79%	1172 81%	127 73%	33 68%	7 67%	11 45%	6 79%	* 19%	* 1%	1299 80%	58 59%	25 50%
			ejk							ejk		
International delivery	251 15%	153 11%	56 32%	23 46%	4 33%	8 30%	3 31%	1 74%	5 90%	209 13%	42 42%	19 38%
			ai	ai	a						ai	ai
Cross-Border Delivery	5 *%	2 *%	2 1%	* *%	* *%	* *%	- -%	- -%	- -%	4 *%	* *%	* *%
Other (PLEASE SPECIFY)	5 *%	- -%	4 2%	1 3%	- -%	- -%	- -%	- -%	- -%	4 *%	1 1%	- -%
			ai	ai							a	
None of these (DO NOT READ OUT)	31 2%	31 2%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	31 2%	- -%	- -%
Don't Know (DO NOT READ OUT)	6 *%	6 *%	* *%	- -%	* *%	- -%	* *%	- -%	- -%	6 *%	* *%	* *%
NET: Urgent / Tracked / Timed Mail	846 49%	639 44%	121 69%	40 83%	7 66%	24 98%	8 99%	1 81%	5 100%	760 47%	86 87%	46 91%
			ai	ai		ai					abi	abi

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 104 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1921	731	701	489	1921	1537	1921	1381	917	758	329	1078	116	137	93	109	59
Effective base	703	344	237	127	703	552	703	510	345	241	140	440	30	37	21	23	14
Weighted Base	1722	901	547	274	1722	1335	1722	1244	866	580	358	1083	63	87	46	48	35
Urgent delivery - on the same day or a specific time the next day	232 14%	78 9%	72 13%	82 30%	232 14%	216 16%	232 14%	206 17%	177 20%	146 25%	16 4%	141 13%	10 15%	22 26%	13 27%	20 40%	11 32%
				ab					ac	abcd		a	a	ab	a	abc	ab
Tracked service	725 42%	293 32%	250 46%	183 67%	725 42%	647 48%	725 42%	635 51%	487 56%	307 53%	77 22%	468 43%	44 69%	48 56%	33 70%	29 59%	26 73%
			a	ab		ac	ac	abc	ac			a	ab	a	ab	a	ab
Timed delivery (i.e. to arrive by specific time/day)	174 10%	46 5%	59 11%	68 25%	174 10%	162 12%	174 10%	159 13%	138 16%	111 19%	12 3%	112 10%	9 15%	11 12%	7 15%	18 38%	5 14%
			a	ab					ac	abcd		a	a	a	a	abd	
Standard delivery	1357 79%	729 81%	442 81%	185 68%	1357 79%	1028 77%	1357 79%	931 75%	605 70%	391 67%	301 84%	865 80%	40 63%	59 67%	36 77%	30 62%	27 75%
		c	c		ef	ef	ef	f			cdf	cf					
International delivery	251 15%	55 6%	98 18%	98 36%	251 15%	237 18%	251 15%	220 18%	170 20%	99 17%	13 4%	169 16%	14 22%	18 21%	8 18%	16 33%	13 36%
			a	ab					ac			a	a	a	a	ab	ab
Cross-Border Delivery	5 *%	1 *%	2 *%	2 1%	5 *%	3 *%	5 *%	3 *%	1 *%	2 *%	2 *%	3 *%	* *%	* *%	* *%	* *%	* *%
Other (PLEASE SPECIFY)	5 *%	- -%	- -%	5 2%	5 *%	4 *%	5 *%	5 *%	4 *%	- -%	1 *%	4 *%	- -%	- -%	- -%	- -%	- -%
				ab													
None of these (DO NOT READ OUT)	31 2%	30 3%	1 *%	* *%	31 2%	19 1%	31 2%	16 1%	3 *%	* *%	12 3%	19 2%	* 1%	- -%	- -%	- -%	* *%
		bc			f		f										
Don't Know (DO NOT READ OUT)	6 *%	3 *%	2 *%	* *%	6 *%	6 *%	6 *%	6 *%	5 1%	1 *%	* *%	4 *%	- -%	- -%	1 2%	* *%	- -%
NET: Urgent / Tracked / Timed Mail	846 49%	339 38%	299 55%	207 76%	846 49%	749 56%	846 49%	734 59%	569 66%	381 66%	95 27%	547 51%	49 78%	52 60%	40 85%	34 70%	28 80%
			a	ab		ac	ac	abcd	abcd	abc		a	ab	a	abd	a	ab

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 104 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	1921	1371	173	118	105	59	65	30	996	223	121	73	58	39	27
Effective base	703	573	48	33	20	13	12	6	407	66	32	25	12	14	7
Weighted Base	1722	1427	109	74	47	22	27	15	997	172	53	40	39	15	18
Urgent delivery - on the same day or a specific time the next day	232 14%	169 12%	14 13%	22 29% a	6 13%	6 28%	15 54% abd	1 9%	113 11%	53 31% a	14 26% a	12 29% a	12 30%	3 22%	9 50%
Tracked service	725 42%	554 39%	58 53%	51 69% a	20 43%	14 63%	17 64%	11 70%	417 42%	117 68% a	41 76% a	23 58%	24 62%	9 61%	15 85%
Timed delivery (i.e. to arrive by specific time/day)	174 10%	121 8%	12 11%	15 21% a	3 7%	7 33% a	13 47% abd	1 8%	90 9%	42 24% a	6 11%	7 18%	10 27% a	5 30% a	2 10%
Standard delivery	1357 79%	1150 81% cf	80 74%	43 58%	42 90% cf	18 81%	13 47%	10 65%	809 81% b	97 56%	40 75%	30 75%	25 64%	14 92% b	13 72%
International delivery	251 15%	192 13%	14 13%	17 23%	7 14%	7 33%	11 41% ab	3 21%	146 15%	48 28% a	12 22%	10 25%	9 22%	6 40% a	7 37%
Cross-Border Delivery	5 *%	4 *%	* *%	* *%	* 1%	* 1%	* *% *	* *%	2 *%	1 *% *	* *% *	- -% *	* *% *	* *% *	- -% *
Other (PLEASE SPECIFY)	5 *%	5 *%	- -%	- -%	- -%	- -%	- -% -	- -%	4 *%	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -
None of these (DO NOT READ OUT)	31 2%	31 2%	* *%	- -%	- -%	- -%	- -% -	* *%	18 2%	1 1%	- -% -	- -% -	- -% -	- -% -	- -% -
Don't Know (DO NOT READ OUT)	6 *%	6 *%	- -%	- -%	* *%	* *%	* *% *	- -%	4 *%	- -% -	- -% -	- -% -	1 3%	- -% -	- -% -
NET: Urgent / Tracked / Timed Mail	846 49%	651 46% a	68 63% a	57 76% a	24 50%	15 67%	21 76% a	11 71%	484 49%	138 80% a	42 79% a	27 67%	30 76%	11 73%	17 97%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 104 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1921	858	166	130	81	52	46	48	746	399	428	238	104
Effective base	703	358	53	40	24	15	9	14	329	151	147	51	29
Weighted Base	1722	883	131	101	41	28	23	37	864	353	322	106	74
Urgent delivery - on the same day or a specific time the next day	232 14%	108 12%	25 19%	29 28%	14 33%	12 43%	3 15%	15 41%	73 8%	61 17%	42 13%	25 24%	31 42%
				a	a	a		a		a		a	abc
Tracked service	725 42%	394 45%	88 67%	53 52%	29 72%	22 76%	16 72%	33 91%	284 33%	168 47%	161 50%	63 60%	49 66%
			a		a	a		ac		a	a	a	a
Timed delivery (i.e. to arrive by specific time/day)	174 10%	78 9%	17 13%	26 26%	12 28%	12 41%	3 11%	12 32%	35 4%	47 13%	42 13%	26 24%	24 32%
				a	a	ab		a		a	a	a	abc
Standard delivery	1357 79%	698 79%	95 72%	54 53%	30 73%	18 63%	20 89%	17 46%	695 80%	271 77%	265 82%	74 70%	50 67%
		cg						cg					
International delivery	251 15%	136 15%	20 16%	13 13%	10 26%	14 50%	7 30%	19 53%	80 9%	47 13%	65 20%	39 37%	19 26%
						abc		abc			a	abc	a
Cross-Border Delivery	5 *%	3 *%	* *%	* *%	* *%	- -%	- -%	- -%	1 *%	1 *%	1 *%	2 1%	- -%
Other (PLEASE SPECIFY)	5 *%	5 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 1%	1 1%	- -%
None of these (DO NOT READ OUT)	31 2%	16 2%	* *%	- -%	- -%	- -%	- -%	* *%	28 3%	3 1%	* *%	- -%	* *%
									c				
Don't Know (DO NOT READ OUT)	6 *%	5 1%	* *%	- -%	- -%	- -%	* *%	- -%	5 1%	- -%	1 *%	* *%	* 1%
NET: Urgent / Tracked / Timed Mail	846 49%	451 51%	95 72%	75 74%	36 90%	24 85%	18 79%	35 95%	320 37%	209 59%	184 57%	73 70%	60 80%
			a	a	a	a		a		a	a	a	abc

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 104 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1921	873	377	386	202	76	662	304	318	166	72
Effective base	703	381	141	126	39	19	293	102	96	39	21
Weighted Base	1722	994	322	272	84	47	755	236	196	84	56
Urgent delivery - on the same day or a specific time the next day	232 14%	112 11%	44 14%	35 13%	25 29% abc	18 38% abc	85 11%	48 20% a	30 16%	25 30% a	27 48% abc
Tracked service	725 42%	356 36%	153 48% a	133 49% a	54 64% a	28 61% a	321 42%	122 52%	107 54% a	59 70% ab	34 61%
Timed delivery (i.e. to arrive by specific time/ day)	174 10%	72 7%	33 10%	27 10%	24 29% abc	17 37% abc	46 6%	40 17% a	35 18% a	20 24% a	21 37% ab
Standard delivery	1357 79%	777 78%	262 81% d	227 83% d	55 66%	34 74%	606 80%	168 71%	151 77%	61 73%	36 64%
International delivery	251 15%	115 12%	41 13%	51 19% a	32 38% abc	11 23%	99 13%	42 18%	48 25% a	35 42% ab	13 23%
Cross-Border Delivery	5 *%	1 *%	1 *%	1 *%	2 2%	- -%	1 *%	1 *%	1 1%	* *%	- -%
Other (PLEASE SPECIFY)	5 *%	- -%	- -%	4 1% a	1 2%	- -%	- -%	- -%	4 2% a	- -%	- -%
None of these (DO NOT READ OUT)	31 2%	28 3%	3 1%	* *%	- -%	- -%	18 2%	* *%	* *%	- -%	* 1%
Don't Know (DO NOT READ OUT)	6 *%	5 *%	- -%	1 *%	* *%	* 1%	5 1%	- -%	* *%	* *%	* 1%
NET: Urgent / Tracked / Timed Mail	846 49%	423 43%	174 54% a	152 56% a	62 74% abc	34 74% a	352 47%	162 69% a	124 63% a	63 75% a	44 78% a

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 104 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1921	608	224	271	162	90	750	149	469	1625	296	1735	186
Effective base	703	263	71	95	50	24	279	47	180	606	99	648	56
Weighted Base	1722	671	169	218	113	51	664	111	460	1504	218	1590	132
Urgent delivery - on the same day or a specific time the next day	232 14%	68 10%	35 21%	54 25%	31 28%	15 29%	128 19%	20 18%	58 13%	180 12%	53 24%	194 12%	38 29%
			a	a	a	a					a		a
Tracked service	725 42%	278 41%	112 66%	121 55%	77 68%	36 71%	368 55%	58 52%	206 45%	604 40%	122 56%	653 41%	73 55%
			a	a	a	a	c				a		a
Timed delivery (i.e. to arrive by specific time/day)	174 10%	32 5%	32 19%	52 24%	27 24%	15 30%	109 16%	23 21%	26 6%	122 8%	52 24%	143 9%	31 23%
			a	a	a	a	c	c			a		a
Standard delivery	1357 79%	529 79%	124 73%	158 72%	67 60%	37 72%	498 75%	45 41%	383 83%	1219 81%	138 63%	1270 80%	87 66%
		d					b	ab		b		b	
International delivery	251 15%	73 11%	36 21%	50 23%	40 35%	19 37%	152 23%	12 11%	55 12%	200 13%	51 23%	225 14%	26 20%
			a	a	a	a	c				a		
Cross-Border Delivery	5 *%	1 *%	1 *%	* *%	1 1%	* *%	2 *%	* *%	1 *%	3 *%	1 1%	4 *%	* *%
Other (PLEASE SPECIFY)	5 *%	- -%	- -%	4 2%	1 1%	- -%	4 1%	- -%	1 *%	4 *%	1 1%	4 *%	1 1%
			a										
None of these (DO NOT READ OUT)	31 2%	15 2%	* *%	* *%	- -%	- -%	4 1%	1 1%	10 2%	28 2%	3 1%	31 2%	* *%
Don't Know (DO NOT READ OUT)	6 *%	5 1%	- -%	* *%	* *%	- -%	* *%	3 3%	1 *%	6 *%	* *%	6 *%	* *%
							a						

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 104 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1921	608	224	271	162	90	750	149	469	1625	296	1735	186
Effective base	703	263	71	95	50	24	279	47	180	606	99	648	56
Weighted Base	1722	671	169	218	113	51	664	111	460	1504	218	1590	132
NET: Urgent / Tracked / Timed Mail	846	314	121	163	83	40	433	78	220	695	151	748	98
	49%	47%	71%	75%	74%	78%	65%	70%	48%	46%	69%	47%	74%
			a	a	a	a	c	c			a		a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 104 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1921	1287	250	859	522	1741	180	1276	261	862	519
Effective base	703	483	69	341	170	649	54	475	78	341	169
Weighted Base	1722	1173	162	809	434	1597	125	1163	172	817	427
Urgent delivery - on the same day or a specific time the next day	232	160	56	103	103	200	33	165	50	106	100
	14%	14%	34%	13%	24%	13%	26%	14%	29%	13%	23%
			a		a		a		a		a
Tracked service	725	541	106	381	254	661	64	533	114	378	256
	42%	46%	65%	47%	58%	41%	51%	46%	66%	46%	60%
			a		a		a		a		a
Timed delivery (i.e. to arrive by specific time/day)	174	123	39	78	81	141	33	118	44	80	79
	10%	11%	24%	10%	19%	9%	26%	10%	26%	10%	18%
			a		a		a		a		a
Standard delivery	1357	929	98	613	318	1280	77	912	116	612	319
	79%	79%	61%	76%	73%	80%	61%	78%	67%	75%	75%
			b		b		b		b		b
International delivery	251	189	48	131	89	227	24	185	52	127	93
	15%	16%	30%	16%	20%	14%	19%	16%	30%	16%	22%
			a		a		a		a		a
Cross-Border Delivery	5	2	1	1	2	4	*	3	*	1	2
	*%	*%	*%	*%	1%	*%	*%	*%	*%	*%	1%
Other (PLEASE SPECIFY)	5	4	-	-	5	4	1	4	-	-	5
	*%	*%	-%	-%	1%	*%	1%	*%	-%	-%	1%
None of these (DO NOT READ OUT)	31	19	*	13	3	31	*	19	*	13	3
	2%	2%	*%	2%	1%	2%	*%	2%	*%	2%	1%
Don't Know (DO NOT READ OUT)	6	5	*	5	*	6	*	5	*	5	*
	*%	*%	*%	1%	*%	*%	*%	*%	*%	1%	*%
NET: Urgent / Tracked / Timed Mail	846	616	133	435	299	760	86	612	137	440	294
	49%	52%	82%	54%	69%	48%	69%	53%	80%	54%	69%
			a		a		a		a		a

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 104 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1921	975	1494	285	2	874	1066	217	3	980	776	247	1
Effective base	703	341	564	100	2	303	386	78	3	357	291	89	1
Weighted Base	1722	846	1357	254	5	750	889	190	4	864	679	199	2
Urgent delivery - on the same day or a specific time the next day	232 14%	232 27%	153 11%	83 33%	- -%	195 26%	120 13%	49 26%	2 46%	187 22%	89 13%	60 30%	- -%
Tracked service	725 42%	725 86%	467 34%	191 75%	- -%	560 75%	362 41%	136 71%	2 46%	575 67%	303 45%	143 72%	- -%
Timed delivery (i.e. to arrive by specific time/day)	174 10%	174 21%	100 7%	59 23%	- -%	142 19%	100 11%	42 22%	2 46%	145 17%	75 11%	54 27%	- -%
Standard delivery	1357 79%	524 62%	1357 100%	213 84%	- -%	480 64%	840 94%	155 82%	4 100%	597 69%	628 92%	156 78%	2 100%
International delivery	251 15%	208 25%	210 15%	251 99%	- -%	184 25%	177 20%	155 82%	- -%	191 22%	161 24%	137 69%	- -%
Cross-Border Delivery	5 *%	3 *%	4 *%	5 2%	- -%	2 *%	2 *%	2 1%	- -%	3 *%	3 *%	3 1%	- -%
Other (PLEASE SPECIFY)	5 *%	- -%	- -%	- -%	5 100%	4 1%	- -%	- -%	- -%	5 1%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	31 2%	- -%	- -%	- -%	- -%	* *%	2 *%	- -%	- -%	- -%	5 1%	* *%	- -%
Don't Know (DO NOT READ OUT)	6 *%	- -%	- -%	- -%	- -%	* *%	1 *%	* *%	- -%	* *%	1 *%	* *%	- -%
NET: Urgent / Tracked / Timed Mail	846 49%	846 100%	524 39%	210 83%	- -%	641 85%	401 45%	143 75%	2 46%	659 76%	338 50%	159 80%	- -%
		bc		b		bc		b		b		b	

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 104 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1921	1676	1248	856	1321	1032	53	545	448	418	118	70
Effective base	703	625	453	330	480	401	13	235	177	165	55	34
Weighted Base	1722	1550	1111	803	1182	1004	32	569	456	413	126	80
Urgent delivery - on the same day or a specific time the next day	232	197	178	125	191	115	20	91	97	106	36	22
	14%	13%	16%	16%	16%	11%	62%	16%	21%	26%	29%	28%
					b		ab			a	a	
Tracked service	725	646	557	442	554	406	28	291	312	310	94	52
	42%	42%	50%	55%	47%	41%	88%	51%	68%	75%	74%	65%
			a	a			ab		a	a	a	
Timed delivery (i.e. to arrive by specific time/day)	174	146	129	100	132	91	16	71	64	74	30	14
	10%	9%	12%	12%	11%	9%	50%	12%	14%	18%	24%	17%
							ab				a	
Standard delivery	1357	1263	891	632	932	870	16	485	349	317	112	79
	79%	81%	80%	79%	79%	87%	50%	85%	77%	77%	89%	99%
					c	ac		bc				abc
International delivery	251	229	211	168	176	168	24	134	113	128	106	65
	15%	15%	19%	21%	15%	17%	74%	23%	25%	31%	84%	81%
				a			ab				abc	abc
Cross-Border Delivery	5	4	3	2	4	3	*	2	1	2	-	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%
Other (PLEASE SPECIFY)	5	4	4	4	-	-	-	-	4	4	-	-
	*%	*%	*%	*%	-%	-%	-%	-%	1%	1%	-%	-%
None of these (DO NOT READ OUT)	31	30	18	11	18	21	-	9	2	-	-	-
	2%	2%	2%	1%	1%	2%	-%	2%	*%	-%	-%	-%
Don't Know (DO NOT READ OUT)	6	3	1	1	2	1	-	1	*	*	*	-
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	-%
NET: Urgent / Tracked / Timed Mail	846	729	624	482	635	440	29	324	325	326	103	63
	49%	47%	56%	60%	54%	44%	91%	57%	71%	79%	82%	78%
			a	a	b		ab		a	a	a	a

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 104 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1921	186	119	89	47	1672	1187	1764	1218	1119	877	1574	222	-	1426	110
Effective base	703	74	40	33	19	606	392	638	410	365	318	578	78	-	518	50
Weighted Base	1722	185	94	74	46	1449	894	1532	948	838	773	1395	177	-	1224	126
Urgent delivery - on the same day or a specific time the next day	232 14%	38 21%	29 31%	14 19%	13 29%	200 14%	158 18%	222 14%	150 16%	135 16%	178 23% b	174 12%	57 32% b	- -%	166 14%	24 19%
Tracked service	725 42%	89 48%	63 68% a	43 58%	37 80% a	606 42%	447 50% ac	662 43%	467 49% a	403 48%	481 62% b	573 41%	134 76% ab	- -%	533 44%	59 46%
Timed delivery (i.e. to arrive by specific time/day)	174 10%	28 15%	32 34% ac	6 9%	7 15%	135 9%	110 12%	154 10%	109 11%	111 13%	127 16% b	128 9%	39 22% b	- -%	130 11%	15 12%
Standard delivery	1357 79%	133 72% b	49 52%	65 87% b	34 74%	1188 82%	708 79%	1230 80%	766 81%	708 84%	552 71%	1177 84% a	138 78%	- -%	991 81%	96 76%
International delivery	251 15%	37 20%	18 19%	23 31%	16 34%	208 14%	171 19% a	226 15%	171 18%	172 21% ac	181 23% b	212 15%	120 68% ab	- -%	188 15%	19 15%
Cross-Border Delivery	5 *% *	* *% *	* *% *	* *% *	- -% -	5 *% 5	3 *% 3	5 *% 5	3 *% 3	4 *% 4	2 *% 2	4 *% 4	4 2% ab	- -% -	4 *% 4	* *% *
Other (PLEASE SPECIFY)	5 *% -	- -% -	- -% -	- -% -	- -% -	5 *% 5	5 1% 5	5 *% 5	5 1% 5	5 1% 5	5 1% 5	5 *% 5	1 1% 1	- -% -	- -% -	- -% -
None of these (DO NOT READ OUT)	31 2%	- -% -	- -% -	- -% -	- -% -	18 1%	7 1%	18 1%	6 1%	6 1%	3 *% 3	18 1%	* *% *	- -% -	15 1%	* *% *
Don't Know (DO NOT READ OUT)	6 *% -	- -% -	- -% -	- -% -	- -% -	1 *% 1	1 *% 1	1 *% 1	1 *% 1	* *% *	* *% *	1 *% 1	* *% *	- -% -	2 *% 2	- -% -
NET: Urgent / Tracked / Timed Mail	846 49%	116 63%	78 83% a	48 65%	38 83%	698 48%	507 57% ac	765 50%	520 55% a	463 55% a	553 72% b	645 46%	139 79% b	- -%	604 49%	75 60%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 104 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1921	709	1070	609	28	320	409	269	1222	410	316	375	1186
Effective base	703	279	384	209	14	109	146	93	461	145	97	143	451
Weighted Base	1722	684	948	512	38	261	368	225	1159	323	218	354	1111
Urgent delivery - on the same day or a specific time the next day	232 14%	133 19%	81 9%	115 22%	14 37%	62 24%	79 22%	51 23%	129 11%	48 15%	42 19%	67 19%	114 10%
Tracked service	725 42%	356 52%	329 35%	310 61%	24 63%	178 68%	201 55%	150 67%	440 38%	125 39%	118 54%	190 54%	401 36%
Timed delivery (i.e. to arrive by specific time/day)	174 10%	90 13%	67 7%	82 16%	13 35%	61 24%	46 12%	54 24%	92 8%	23 7%	27 13%	46 13%	96 9%
Standard delivery	1357 79%	512 75%	790 83%	386 76%	27 70%	179 69%	297 81%	159 71%	934 81%	262 81%	164 75%	264 75%	908 82%
International delivery	251 15%	149 22%	88 9%	115 23%	14 36%	73 28%	80 22%	70 31%	136 12%	41 13%	60 27%	65 18%	121 11%
Cross-Border Delivery	5 *%	1 *%	3 *%	2 *%	* *%	1 1%	1 *%	1 1%	2 *%	1 *%	1 *%	* *%	3 *%
Other (PLEASE SPECIFY)	5 *%	4 1%	- -%	4 1%	- -%	1 1%	4 1%	- -%	5 *%	- -%	1 1%	4 1%	- -%
None of these (DO NOT READ OUT)	31 2%	8 1%	23 2%	3 1%	* *%	* *%	3 1%	- -%	27 2%	4 1%	1 *%	* *%	29 3%
Don't Know (DO NOT READ OUT)	6 *%	1 *%	5 *%	* *%	- -%	- -%	* *%	* *%	2 *%	* *%	- -%	* *%	2 *%
NET: Urgent / Tracked / Timed Mail	846 49%	419 61%	367 39%	356 70%	30 77%	204 78%	229 62%	183 81%	506 44%	148 46%	143 66%	227 64%	455 41%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 104 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1921	1007	914
Effective base	703	301	402
Weighted Base	1722	736	986
Urgent delivery - on the same day or a specific time the next day	232 14%	136 19%	96 10%
		b	
Tracked service	725 42%	306 42%	419 42%
Timed delivery (i.e. to arrive by specific time/day)	174 10%	91 12%	83 8%
Standard delivery	1357 79%	561 76%	795 81%
International delivery	251 15%	115 16%	135 14%
Cross-Border Delivery	5 *%	2 *%	3 *%
Other (PLEASE SPECIFY)	5 *%	1 *%	4 *%
None of these (DO NOT READ OUT)	31 2%	4 1%	27 3%
		a	
Don't Know (DO NOT READ OUT)	6 *%	* *%	5 1%
NET: Urgent / Tracked / Timed Mail	846 49%	379 52%	467 47%

Columns Tested:: a,b

Table 104 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1921	110	229	170	173	197	98	109	208	126	157	112	232
Effective base	703	32	104	103	59	131	56	15	80	47	31	39	82
Weighted Base	1722	41	183	200	55	279	89	30	284	116	80	107	257
Urgent delivery - on the same day or a specific time the next day	232 14%	3 7%	14 8%	33 16% b	5 9%	24 8%	10 12%	5 16%	52 18% bei	7 6%	5 6%	19 18%	56 22% bdeij
Tracked service	725 42%	16 40%	76 42%	89 44%	21 39%	104 37%	39 43%	15 50%	108 38%	39 34%	37 46%	60 56% ei	121 47%
Timed delivery (i.e. to arrive by specific time/day)	174 10%	5 12%	16 9%	28 14% defh	2 4%	17 6%	2 2%	1 2%	12 4%	15 13%	8 11%	17 16% dfh	51 20% bdefh
Standard delivery	1357 79%	33 80%	150 82% d	156 78%	35 64%	235 84% dil	72 80%	28 94% dil	244 86% dil	81 70%	58 72%	84 78%	181 71%
International delivery	251 15%	6 14%	23 13%	36 18%	7 14%	34 12%	10 11%	1 4%	40 14%	17 15%	5 6%	19 17%	52 20%
Cross-Border Delivery	5 *%	1 2%	* *%	* *%	* 1%	- -%	- -%	1 3%	1 *%	1 *%	* *%	* *%	* *%
Other (PLEASE SPECIFY)	5 *%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	- -%	4 3%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	31 2%	- -%	4 2%	3 2%	1 2%	9 3%	- -%	* *%	11 4%	* *%	* *%	1 1%	* *%
Don't Know (DO NOT READ OUT)	6 *%	1 3%	* *%	- -%	- -%	3 1%	- -%	- -%	* *%	* *%	- -%	- -%	1 *%
NET: Urgent / Tracked / Timed Mail	846 49%	18 44%	81 44%	107 54% e	24 45%	109 39%	41 46%	16 52%	137 48%	52 45%	43 54%	67 62% e	151 59% e

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 104 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1921	509	468	443	501	977	944
Effective base	703	236	226	137	151	462	287
Weighted Base	1722	424	424	430	444	848	874
Urgent delivery - on the same day or a specific time the next day	232 14%	49 12%	39 9%	64 15%	81 18%	88 10%	144 17%
					b		a
Tracked service	725 42%	181 43%	164 39%	162 38%	218 49%	345 41%	380 43%
					b		
Timed delivery (i.e. to arrive by specific time/day)	174 10%	49 12%	21 5%	27 6%	77 17%	70 8%	104 12%
					bc		
Standard delivery	1357 79%	339 80%	342 81%	353 82%	323 73%	681 80%	676 77%
International delivery	251 15%	65 15%	51 12%	59 14%	76 17%	116 14%	135 15%
Cross-Border Delivery	5 *%	2 *%	* *%	2 *%	1 *%	2 *%	3 *%
Other (PLEASE SPECIFY)	5 *%	- -%	1 *%	4 1%	- -%	1 *%	4 *%
None of these (DO NOT READ OUT)	31 2%	8 2%	11 3%	12 3%	1 *%	18 2%	13 1%
Don't Know (DO NOT READ OUT)	6 *%	1 *%	3 1%	1 *%	1 *%	4 1%	2 *%
NET: Urgent / Tracked / Timed Mail	846 49%	206 49%	174 41%	205 48%	261 59%	381 45%	465 53%
					b		a

Columns Tested:: a,b,c,d - a,b

Table 105

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1599	226	1373	1042	290	82	185	557
Effective base	586	54	543	530	122	37	88	163
Weighted Base	1410	72	1338	1334	64	8	4	76
Urgent delivery - on the same day or a specific time the next day	195	2	193	178	14	2	1	17
	14%	3%	14%	13%	22%	24%	30%	23%
		a	a		a		a	a
Tracked service	639	16	623	601	32	3	2	38
	45%	23%	47%	45%	51%	43%	51%	50%
		a	a					
Timed delivery (i.e. to arrive by specific time/day)	161	*	161	145	14	2	1	17
	11%	*%	12%	11%	21%	25%	32%	22%
		a	a		a	a	a	a
Standard delivery	951	64	887	897	47	5	2	54
	67%	89%	66%	67%	73%	68%	52%	71%
		b	d	d	d			d
International delivery	195	1	194	181	11	1	1	14
	14%	1%	14%	14%	17%	18%	27%	18%
		a	a			a	a	
Cross-Border Delivery (to ROI)	2	*	2	2	*	*	*	*
	*%	1%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	5	-	5	5	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	33	*	32	31	1	-	*	1
	2%	*%	2%	2%	2%	-%	1%	2%
Don't Know (DO NOT READ OUT)	9	-	9	9	-	-	*	*
	1%	-%	1%	1%	-%	-%	2%	*%
NET: Urgent / Tracked / Timed Mail	785	17	768	738	39	5	3	47
	56%	23%	57%	55%	60%	60%	79%	61%
		a	a				abce	

Columns Tested: a,b - a,b,c,d,e

Table 105 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1599	410	463	169	175	197	185	1042	290	267
Effective base	586	247	231	78	81	75	88	530	122	75
Weighted Base	1410	696	546	91	46	26	4	1334	64	12
Urgent delivery - on the same day or a specific time the next day	195 14%	82 12%	87 16%	9 10%	11 25%	5 17%	1 30%	178 13%	14 22%	3 26%
					acg		abcg		acg	acg
Tracked service	639 45%	292 42%	266 49%	43 47%	22 48%	14 53%	2 51%	601 45%	32 51%	6 46%
Timed delivery (i.e. to arrive by specific time/day)	161 11%	70 10%	62 11%	12 14%	11 24%	5 18%	1 32%	145 11%	14 21%	3 27%
					abg		abceg		abg	abcg
Standard delivery	951 67%	472 68%	362 66%	63 69%	34 74%	18 70%	2 52%	897 67%	47 73%	8 62%
		f	f	f	f	f		f	f	
International delivery	195 14%	97 14%	70 13%	14 16%	9 20%	4 13%	1 27%	181 14%	11 17%	3 21%
							abeg			
Cross-Border Delivery (to ROI)	2 *%	1 *%	1 *%	- -%	- -%	* 1%	* *%	2 *%	* *%	* *%
Other (PLEASE SPECIFY)	5 *%	2 *%	2 *%	- -%	- -%	- -%	- -%	5 *%	- -%	- -%
None of these (DO NOT READ OUT)	33 2%	27 4%	3 1%	1 1%	1 2%	* 2%	* 1%	31 2%	1 2%	* *%
		b								
Don't Know (DO NOT READ OUT)	9 1%	- -%	7 1%	1 2%	- -%	- -%	* 2%	9 1%	- -%	* 1%
NET: Urgent / Tracked / Timed Mail	785 56%	365 52%	325 59%	49 53%	26 57%	17 65%	3 79%	738 55%	39 60%	8 67%
							abcdgh			a

Columns Tested: a,b,c,d,e,f,g,h,i

Table 105 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1599	611	431	290	82	185	590	293	115	71	215
Effective base	586	378	213	122	37	88	322	123	37	26	37
Weighted Base	1410	1070	264	64	8	4	885	238	63	32	41
Urgent delivery - on the same day or a specific time the next day	195 14%	150 14%	28 11%	14 22%	2 24%	1 30%	101 11%	47 20%	17 28%	8 26%	4 9%
				ab	b	ab		a	ae	a	
Tracked service	639 45%	483 45%	118 45%	32 51%	3 43%	2 51%	406 46%	122 51%	28 45%	16 50%	22 53%
Timed delivery (i.e. to arrive by specific time/ day)	161 11%	97 9%	47 18%	14 21%	2 25%	1 32%	93 10%	31 13%	16 26%	10 32%	7 17%
			a	a	a	ab			a	ab	
Standard delivery	951 67%	715 67%	182 69%	47 73%	5 68%	2 52%	600 68%	146 61%	43 69%	24 77%	29 71%
		e	e	e							
International delivery	195 14%	147 14%	34 13%	11 17%	1 18%	1 27%	124 14%	35 15%	11 17%	8 24%	6 15%
						ab					
Cross-Border Delivery (to ROI)	2 *%	2 *%	* *%	* *%	* *%	* *%	2 *%	* *%	* *%	- -%	* *%
Other (PLEASE SPECIFY)	5 *%	4 *%	1 *%	- -%	- -%	- -%	4 *%	1 *%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	33 2%	30 3%	2 1%	1 2%	- -%	* 1%	28 3%	2 1%	1 2%	- -%	* 1%
Don't Know (DO NOT READ OUT)	9 1%	3 *%	6 2%	- -%	- -%	* 2%	4 *%	- -%	- -%	1 4%	- -%
			a							b	
NET: Urgent / Tracked / Timed Mail	785 56%	595 56%	143 54%	39 60%	5 60%	3 79%	492 56%	152 64%	39 62%	19 61%	24 58%
						abcd					

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 105 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1599	117	84	170	56	115	134	106	92	87
Effective base	586	63	42	91	25	56	79	57	46	40
Weighted Base	1410	151	94	243	57	137	226	163	115	90
Urgent delivery - on the same day or a specific time the next day	195 14%	20 13%	17 18%	55 23%	2 4%	21 16%	11 5%	22 13%	24 21%	6 7%
			f	d		f			f	
Tracked service	639 45%	69 46%	50 54%	105 43%	21 37%	61 45%	110 49%	73 45%	47 41%	43 47%
Timed delivery (i.e. to arrive by specific time/day)	161 11%	29 19%	10 11%	32 13%	13 23%	19 14%	16 7%	7 4%	11 10%	10 11%
		fg			fg					
Standard delivery	951 67%	110 73%	60 65%	161 66%	43 76%	105 76%	150 67%	96 59%	66 57%	63 70%
						gh				
International delivery	195 14%	24 16%	10 11%	37 15%	2 3%	19 14%	41 18%	20 12%	15 13%	18 20%
Cross-Border Delivery (to ROI)	2 *	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other (PLEASE SPECIFY)	5 *	1 *	1 1%	- -%	- -%	- -%	- -%	- -%	2 1%	2 2%
None of these (DO NOT READ OUT)	33 2%	8 6%	- -%	4 2%	- -%	* *	6 3%	8 5%	4 4%	- -%
Don't Know (DO NOT READ OUT)	9 1%	* *	* *	- -%	- -%	- -%	- -%	5 3%	3 3%	- -%
NET: Urgent / Tracked / Timed Mail	785 56%	87 57%	55 59%	145 60%	30 52%	74 54%	123 55%	90 55%	64 56%	49 54%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 105 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1599	258	293	410	961	638	220	220	198
Effective base	586	121	151	226	495	166	63	58	75
Weighted Base	1410	285	359	632	1276	135	62	49	24
Urgent delivery - on the same day or a specific time the next day	195 14%	30 10%	60 17%	88 14%	178 14%	18 13%	6 10%	9 19%	2 10%
Tracked service	639 45%	125 44%	165 46%	288 46%	578 45%	61 45%	31 51%	20 40%	10 40%
Timed delivery (i.e. to arrive by specific time/day)	161 11%	42 15%	50 14%	55 9%	147 12%	14 11%	6 10%	7 15%	1 4%
Standard delivery	951 67%	211 74%	237 66%	407 64%	855 67%	96 71%	41 67%	37 76%	18 74%
International delivery	195 14%	39 14%	50 14%	98 15%	186 15%	9 6%	4 6%	3 6%	2 8%
Cross-Border Delivery (to ROI)	2 *%	- -%	- -%	- -%	- -%	2 2%	- -%	- -%	2 10%
Other (PLEASE SPECIFY)	5 *%	2 1%	3 1%	- -%	5 *%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	33 2%	* *%	13 4%	18 3%	31 2%	1 1%	- -%	1 3%	* *%
Don't Know (DO NOT READ OUT)	9 1%	- -%	3 1%	5 1%	9 1%	* *%	* 1%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	785 56%	153 54%	206 57%	359 57%	717 56%	68 50%	34 54%	24 48%	11 45%

Columns Tested: a,b,c,d,e,f,g,h

Table 105 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1599	69	139	17	156	164	374	55	86	693
Effective base	586	29	40	7	47	65	144	18	27	263
Weighted Base	1410	51	97	20	117	178	298	36	52	676
Urgent delivery - on the same day or a specific time the next day	195	11	23	7	29	35	34	1	7	77
	14%	21%	23%	34%	25%	20%	11%	3%	14%	11%
Tracked service	639	21	50	8	57	78	141	18	17	305
	45%	42%	51%	39%	49%	44%	47%	51%	32%	45%
Timed delivery (i.e. to arrive by specific time/ day)	161	11	18	3	21	20	34	1	9	66
	11%	21%	19%	14%	18%	11%	11%	2%	18%	10%
Standard delivery	951	29	69	9	78	105	201	26	38	473
	67%	56%	71%	48%	67%	59%	68%	72%	73%	70%
International delivery	195	5	28	1	30	3	62	2	4	89
	14%	10%	29%	7%	26%	2%	21%	5%	7%	13%
Cross-Border Delivery (to ROI)	2	*	-	-	-	-	*	*	*	1
	*%	1%	-%	-%	-%	-%	*%	1%	1%	*%
Other (PLEASE SPECIFY)	5	-	-	-	-	-	2	-	1	2
	*%	-%	-%	-%	-%	-%	1%	-%	1%	*%
None of these (DO NOT READ OUT)	33	4	2	-	2	4	8	-	*	15
	2%	8%	2%	-%	2%	2%	3%	-%	*%	2%
Don't Know (DO NOT READ OUT)	9	-	-	-	-	4	*	*	-	4
	1%	-%	-%	-%	-%	2%	*%	*%	-%	1%
NET: Urgent / Tracked / Timed Mail	785	29	66	12	78	108	165	19	24	361
	56%	56%	68%	63%	67%	61%	56%	53%	45%	53%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 105 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1599	389	374	836	1407	192	-	1315	284	1559	40
Effective base	586	138	144	307	507	84	-	520	74	570	15
Weighted Base	1410	346	298	767	1165	246	-	1288	122	1372	38
Urgent delivery - on the same day or a specific time the next day	195 14%	76 22% bc	34 11%	86 11%	172 15%	24 10%	- -%	178 14%	17 14%	192 14%	4 9%
Tracked service	639 45%	157 46%	141 47%	341 44%	540 46%	99 40%	- -%	581 45%	58 47%	624 45%	15 39%
Timed delivery (i.e. to arrive by specific time/day)	161 11%	52 15%	34 11%	76 10%	143 12%	19 8%	- -%	150 12%	11 9%	158 11%	4 9%
Standard delivery	951 67%	211 61%	201 68%	538 70%	786 67%	166 67%	- -%	877 68%	74 61%	927 68%	24 64%
International delivery	195 14%	39 11%	62 21% ac	94 12%	163 14%	31 13%	- -%	192 15% b	3 3%	187 14%	8 21%
Cross-Border Delivery (to ROI)	2 *%	* *%	* *%	2 *%	1 *%	1 1%	- -%	2 *%	* *%	2 *%	- -%
Other (PLEASE SPECIFY)	5 *%	- -%	2 1%	2 *%	4 *%	1 *%	- -%	4 *%	1 *%	5 *%	- -%
None of these (DO NOT READ OUT)	33 2%	10 3%	8 3%	15 2%	20 2%	12 5% a	- -%	32 2%	1 1%	32 2%	* 1%
Don't Know (DO NOT READ OUT)	9 1%	4 1%	* *%	4 1%	6 *%	3 1%	- -%	5 *%	3 3% a	6 *%	3 8% a
NET: Urgent / Tracked / Timed Mail	785 56%	215 62%	165 56%	405 53%	666 57%	119 49%	- -%	717 56%	68 56%	769 56%	16 43%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 105 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1599	865	375	348
Effective base	586	335	115	131
Weighted Base	1410	815	261	320
Urgent delivery - on the same day or a specific time the next day	195 14%	70 9%	58 22%	62 19%
			a	a
Tracked service	639 45%	325 40%	111 42%	202 63%
				ab
Timed delivery (i.e. to arrive by specific time/day)	161 11%	55 7%	47 18%	59 18%
			a	a
Standard delivery	951 67%	556 68%	167 64%	224 70%
International delivery	195 14%	55 7%	39 15%	101 32%
			a	ab
Cross-Border Delivery (to ROI)	2 *%	1 *%	1 *%	* *%
Other (PLEASE SPECIFY)	5 *%	1 *%	2 1%	2 1%
None of these (DO NOT READ OUT)	33 2%	28 3%	3 1%	1 *%
Don't Know (DO NOT READ OUT)	9 1%	1 *%	4 2%	* *%
NET: Urgent / Tracked / Timed Mail	785 56%	397 49%	163 62%	219 68%
			a	a

Columns Tested: a,b,c

Table 105 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1599	1134	280	81	31	37	20	9	7	1414	185	104
Effective base	586	460	83	22	8	10	4	2	1	542	43	21
Weighted Base	1410	1133	177	50	10	27	8	1	5	1310	101	51
Urgent delivery - on the same day or a specific time the next day	195 14%	113 10%	36 20%	17 34%	6 56%	16 61%	2 28%	1 68%	5 98%	149 11%	47 46%	30 59%
			ai	ai	abi	abi					abi	abi
Tracked service	639 45%	477 42%	97 55%	35 71%	6 58%	13 49%	6 70%	1 80%	5 95%	574 44%	65 65%	30 59%
			a	ai							ai	
Timed delivery (i.e. to arrive by specific time/ day)	161 11%	77 7%	46 26%	24 49%	6 59%	2 6%	1 9%	1 68%	5 97%	123 9%	38 38%	14 27%
			ai	abei	aei						ai	ai
Standard delivery	951 67%	768 68%	123 70%	33 67%	6 62%	12 44%	4 52%	* 22%	5 95%	891 68%	60 60%	27 53%
International delivery	195 14%	93 8%	58 33%	23 46%	4 37%	9 35%	3 32%	1 81%	5 97%	151 12%	44 43%	21 41%
			ai	ai	ai	ai					ai	ai
Cross-Border Delivery (to ROI)	2 *%	2 *%	1 *%	* *%	* 1%	- -%	- -%	- -%	- -%	2 *%	* *%	* *%
Other (PLEASE SPECIFY)	5 *%	4 *%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	5 *%	- -%	- -%
None of these (DO NOT READ OUT)	33 2%	31 3%	1 *%	1 2%	- -%	- -%	- -%	- -%	- -%	31 2%	1 1%	- -%
Don't Know (DO NOT READ OUT)	9 1%	5 *%	4 2%	- -%	- -%	- -%	* *%	- -%	- -%	9 1%	* *%	* *%
NET: Urgent / Tracked / Timed Mail	785 56%	570 50%	126 71%	43 87%	7 72%	24 91%	8 99%	1 80%	5 100%	697 53%	89 88%	45 89%
			ai	ai		ai					abi	ai

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 105 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1599	512	622	465	1537	1599	1599	1308	921	684	45	1065	106	132	90	103	58
Effective base	586	241	221	127	552	586	586	490	350	213	27	438	29	37	20	22	14
Weighted Base	1410	623	510	277	1335	1410	1410	1177	877	505	53	1084	64	84	45	47	34
Urgent delivery - on the same day or a specific time the next day	195 14%	64 10%	49 10%	82 30% ab	190 14%	195 14%	195 14%	172 15%	161 18%	129 25% abcde	3 6%	117 11%	10 15%	22 26%	13 28%	20 41%	11 33%
Tracked service	639 45%	220 35%	257 50% a	163 59% a	610 46%	639 45%	639 45%	574 49%	434 49%	266 53%	27 50%	462 43%	35 55%	50 60%	18 41%	26 54%	22 66%
Timed delivery (i.e. to arrive by specific time/day)	161 11%	30 5%	47 9%	84 30% ab	153 11%	161 11%	161 11%	148 13%	128 15%	100 20% abcd	5 9%	98 9%	12 18%	14 17%	12 26% b	16 34% ab	5 16%
Standard delivery	951 67%	409 66%	359 70%	183 66%	889 67% ef	951 67% ef	951 67% ef	759 64% f	518 59%	272 54%	45 84% cd	743 69%	36 57%	49 58%	26 58%	29 62%	22 67%
International delivery	195 14%	26 4%	67 13% a	102 37% ab	188 14%	195 14%	195 14%	183 16%	145 17%	83 16%	7 13%	124 11%	18 28% b	14 16%	7 16%	13 28% b	12 35% b
Cross-Border Delivery (to ROI)	2 *%	1 *%	1 *%	1 *%	2 *%	2 *%	2 *%	1 *%	1 *%	1 *%	- -%	2 *%	- -%	* *%	* *%	* *%	- -%
Other (PLEASE SPECIFY)	5 *%	1 *%	3 1%	1 *%	4 *%	5 *%	5 *%	4 *%	4 *%	3 1%	1 1%	2 *%	- -%	- -%	2 4% b	- -%	- -%
None of these (DO NOT READ OUT)	33 2%	30 5% bc	1 *%	2 1%	32 2%	33 2%	33 2%	27 2%	19 2%	3 1%	- -%	31 3%	* 1%	1 1%	- -%	* 1%	- -%
Don't Know (DO NOT READ OUT)	9 1%	3 1%	1 *%	4 1%	9 1%	9 1%	9 1%	9 1%	9 1%	- -%	- -%	4 *%	4 6% b	- -%	1 3%	* *%	- -%
NET: Urgent / Tracked / Timed Mail	785 56%	275 44%	296 58% a	215 77% ab	750 56%	785 56%	785 56%	707 60%	561 64% abc	368 73% abcde	27 50%	553 51%	47 74% b	63 75% ab	34 74% b	32 68%	30 90% ab

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 105 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	1599	1042	151	105	98	56	57	28	1041	232	124	75	58	41	28
Effective base	586	433	43	30	18	12	11	6	433	70	33	27	12	15	7
Weighted Base	1410	1069	99	68	40	21	26	11	1050	183	60	43	39	16	20
Urgent delivery - on the same day or a specific time the next day	195	125	11	21	10	7	15	1	94	54	10	10	15	4	9
	14%	12%	12%	31% ab	24%	31% a	57% ab	11%	9%	30% a	17%	23% a	39% a	23%	44%
Tracked service	639	464	52	35	21	13	16	10	451	95	35	27	11	8	12
	45%	43%	53%	51%	51%	60%	62%	89%	43%	52%	58%	62%	28%	52%	62%
Timed delivery (i.e. to arrive by specific time/day)	161	100	12	12	9	7	10	1	70	45	18	9	12	5	2
	11%	9%	12%	18%	23%	35% a	40% ab	11%	7%	25% a	30% a	22% a	31% a	30% a	11%
Standard delivery	951	729	62	32	30	17	15	6	739	95	41	28	24	12	13
	67%	68% c	62%	47%	74%	77%	58%	50%	70% b	52%	70%	65%	61%	76%	63%
International delivery	195	144	7	10	8	6	8	4	113	37	12	14	9	4	6
	14%	14%	7%	15%	19%	29% b	32% b	34%	11%	20% a	19%	33% a	23%	23%	31%
Cross-Border Delivery (to ROI)	2	2	*	-	*	*	*	-	2	1	*	-	*	-	-
	*%	*%	*%	-%	1%	*%	*%	-%	*%	*%	*%	-%	*%	-%	-%
Other (PLEASE SPECIFY)	5	2	-	2	-	-	-	-	3	-	-	2	-	-	-
	*%	*%	-%	3% a	-%	-%	-%	-%	*%	-%	-%	4% a	-%	-%	-%
None of these (DO NOT READ OUT)	33	31	*	1	-	-	-	-	30	1	1	-	-	*	-
	2%	3%	*%	2%	-%	-%	-%	-%	3%	1%	2%	-%	-%	2%	-%
Don't Know (DO NOT READ OUT)	9	5	4	-	*	*	-	-	4	4	-	-	1	-	-
	1%	*%	4% a	-%	*%	*%	-%	-%	*%	2%	-%	-%	3%	-%	-%
NET: Urgent / Tracked / Timed Mail	785	557	65	50	33	15	19	11	518	138	43	30	26	10	20
	56%	52%	66%	73% a	80% a	71%	76%	92%	49% a	75% a	73% a	69% a	66%	66%	100%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 105 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1599	795	160	129	76	53	46	49	533	345	396	218	104
Effective base	586	337	53	39	23	16	9	15	239	133	138	50	28
Weighted Base	1410	808	135	101	41	30	24	39	620	303	305	107	73
Urgent delivery - on the same day or a specific time the next day	195 14%	69 9%	26 19%	26 25%	14 33%	11 37%	8 35%	19 49%	58 9%	43 14%	46 15%	27 25%	21 29%
			a	a	a	a	a	ab				a	a
Tracked service	639 45%	374 46%	73 54%	47 47%	24 59%	13 43%	16 70%	27 69%	228 37%	160 53%	152 50%	59 55%	40 55%
										a	a	a	
Timed delivery (i.e. to arrive by specific time/day)	161 11%	57 7%	21 15%	25 25%	17 41%	13 45%	3 13%	13 34%	31 5%	40 13%	37 12%	30 28%	22 30%
			a	a	ab	ab	a			a	a	abc	abc
Standard delivery	951 67%	550 68%	92 68%	52 52%	21 51%	15 49%	15 61%	15 40%	403 65%	204 67%	212 69%	81 75%	51 70%
		cg	g										
International delivery	195 14%	101 13%	26 19%	12 12%	9 22%	13 43%	7 30%	15 39%	50 8%	38 13%	52 17%	34 32%	20 28%
						ac	ac				a	abc	a
Cross-Border Delivery (to ROI)	2 *%	1 *%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	1 *%	* *%	1 1%	* *%
Other (PLEASE SPECIFY)	5 *%	2 *%	- -%	- -%	- -%	2 6%	- -%	- -%	1 *%	2 1%	- -%	- -%	2 3%
						a							a
None of these (DO NOT READ OUT)	33 2%	26 3%	* *%	- -%	- -%	1 4%	- -%	- -%	31 5%	1 *%	* *%	- -%	- -%
									bc				
Don't Know (DO NOT READ OUT)	9 1%	4 1%	4 3%	- -%	- -%	- -%	* *%	- -%	9 1%	- -%	* *%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	785 56%	428 53%	91 67%	72 72%	37 90%	22 72%	20 85%	37 95%	271 44%	199 66%	187 61%	80 74%	48 66%
				a	ab		a	ab		a	a	a	a

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 105 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1599	633	313	337	176	74	689	314	335	172	74
Effective base	586	276	117	109	34	18	308	108	105	44	21
Weighted Base	1410	720	256	234	78	45	786	252	217	92	56
Urgent delivery - on the same day or a specific time the next day	195 14%	89 12%	37 14%	30 13%	22 29%	12 26%	79 10%	37 15%	34 16%	27 30%	18 32%
Tracked service	639 45%	285 40%	139 54%	120 51%	39 50%	27 61%	305 39%	138 55%	107 49%	58 63%	27 47%
Timed delivery (i.e. to arrive by specific time/ day)	161 11%	61 8%	23 9%	30 13%	21 27%	17 38%	45 6%	44 17%	34 16%	24 26%	14 26%
Standard delivery	951 67%	458 64%	175 68%	168 72%	57 73%	30 67%	526 67%	160 63%	146 67%	72 78%	42 75%
International delivery	195 14%	81 11%	34 13%	41 17%	20 26%	11 24%	67 9%	40 16%	39 18%	35 38%	14 25%
Cross-Border Delivery (to ROI)	2 *%	* *%	1 *%	* *%	1 1%	* *%	1 *%	* *%	1 *%	* *%	* *%
Other (PLEASE SPECIFY)	5 *%	- -%	2 1%	- -%	2 2%	- -%	1 *%	2 1%	- -%	- -%	2 4%
None of these (DO NOT READ OUT)	33 2%	31 4%	1 1%	* *%	- -%	- -%	31 4%	1 1%	* *%	- -%	- -%
Don't Know (DO NOT READ OUT)	9 1%	9 1%	- -%	* *%	- -%	- -%	9 1%	- -%	* *%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	785 56%	361 50%	159 62%	144 62%	55 71%	30 66%	365 46%	177 70%	134 62%	73 80%	33 59%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 105 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1599	551	215	269	158	91	725	141	429	1330	269	1379	158
Effective base	586	241	72	95	50	25	278	44	163	492	94	502	50
Weighted Base	1410	594	172	224	114	52	659	105	405	1201	209	1222	113
Urgent delivery - on the same day or a specific time the next day	195 14%	42 7%	29 17%	47 21%	38 33%	11 22%	112 17%	24 23%	37 9%	139 12%	57 27%	145 12%	45 39%
Tracked service	639 45%	258 43%	94 54%	110 49%	73 64%	36 69%	354 54%	45 43%	171 42%	544 45%	95 46%	561 46%	49 43%
Timed delivery (i.e. to arrive by specific time/day)	161 11%	29 5%	27 16%	41 18%	35 31%	16 30%	102 15%	22 21%	24 6%	122 10%	40 19%	126 10%	26 23%
Standard delivery	951 67%	378 64%	119 69%	142 63%	69 60%	39 74%	447 68%	39 37%	270 67%	815 68%	136 65%	830 68%	60 53%
International delivery	195 14%	42 7%	28 16%	53 24%	37 33%	19 37%	145 22%	14 13%	24 6%	145 12%	49 24%	161 13%	27 23%
Cross-Border Delivery (to ROI)	2 *%	1 *%	- -%	* *%	* *%	* *%	* *%	- -%	1 *%	2 *%	* *%	2 *%	* *%
Other (PLEASE SPECIFY)	5 *%	2 *%	- -%	- -%	- -%	2 3%	2 *%	- -%	2 *%	5 *%	- -%	4 *%	- -%
None of these (DO NOT READ OUT)	33 2%	25 4%	1 1%	* *%	- -%	- -%	7 1%	1 1%	19 5%	32 3%	1 *%	32 3%	- -%
Don't Know (DO NOT READ OUT)	9 1%	8 1%	* *%	- -%	* *%	- -%	4 1%	3 3%	- -%	9 1%	* *%	9 1%	* *%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 105 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1599	551	215	269	158	91	725	141	429	1330	269	1379	158
Effective base	586	241	72	95	50	25	278	44	163	492	94	502	50
Weighted Base	1410	594	172	224	114	52	659	105	405	1201	209	1222	113
NET: Urgent / Tracked / Timed Mail	785	293	114	157	94	40	430	79	194	648	137	660	90
	56%	49%	66%	70%	83%	77%	65%	75%	48%	54%	65%	54%	80%
			a	a	ab	a	c	c			a		a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 105 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1599	1343	256	808	500	1384	153	1331	268	814	494
Effective base	586	512	73	328	163	503	49	503	83	330	161
Weighted Base	1410	1234	177	767	411	1228	107	1222	189	777	401
Urgent delivery - on the same day or a specific time the next day	195 14%	131 11%	64 36% a	85 11%	88 21% a	152 12%	38 36% a	131 11%	65 34% a	83 11%	89 22% a
Tracked service	639 45%	552 45%	87 49% a	352 46%	222 54% a	567 46%	43 40% a	555 45%	84 44% a	359 46%	215 54% a
Timed delivery (i.e. to arrive by specific time/day)	161 11%	116 9%	46 26% a	78 10%	70 17% a	123 10%	30 28% a	103 8%	59 31% a	85 11%	63 16% a
Standard delivery	951 67%	864 70% b	87 49%	508 66%	251 61%	830 68%	60 56%	849 69% b	103 54%	511 66%	248 62% a
International delivery	195 14%	153 12%	42 24% a	95 12%	88 21% a	161 13%	27 25% a	148 12%	47 25% a	100 13%	83 21% a
Cross-Border Delivery (to ROI)	2 *%	2 *%	* *%	1 *%	1 *%	2 *%	* *%	2 *%	* *%	1 *%	1 *%
Other (PLEASE SPECIFY)	5 *%	4 *%	1 *%	4 1%	- -%	4 *%	- -%	4 *%	1 *%	4 1%	- -%
None of these (DO NOT READ OUT)	33 2%	33 3%	- -%	24 3%	3 1%	32 3%	- -%	33 3%	- -%	24 3%	3 1%
Don't Know (DO NOT READ OUT)	9 1%	9 1%	* *%	4 1%	4 1%	9 1%	* *%	9 1%	* *%	4 1%	4 1%
NET: Urgent / Tracked / Timed Mail	785 56%	648 52%	138 78% a	427 56%	280 68% a	667 54%	82 77% a	642 53%	143 76% a	434 56%	273 68% a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 105 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1599	888	1165	270	1	901	1113	224	4	949	732	246	1
Effective base	586	305	437	95	1	320	413	82	3	349	281	90	1
Weighted Base	1410	749	1028	240	4	785	951	197	5	831	646	194	2
Urgent delivery - on the same day or a specific time the next day	195 14%	180 24%	115 11%	65 27%	- -%	195 25%	100 10%	45 23%	- -%	165 20%	74 11%	53 27%	- -%
Tracked service	639 45%	519 69%	405 39%	153 64%	4 100%	639 81%	321 34%	135 68%	- -%	539 65%	271 42%	125 64%	- -%
Timed delivery (i.e. to arrive by specific time/day)	161 11%	129 17%	102 10%	49 20%	- -%	161 21%	101 11%	39 20%	- -%	137 17%	77 12%	52 27%	- -%
Standard delivery	951 67%	401 54%	840 82%	179 75%	- -%	383 49%	951 100%	158 80%	- -%	491 59%	581 90%	155 80%	2 100%
International delivery	195 14%	142 19%	153 15%	155 65%	- -%	150 19%	157 16%	195 99%	- -%	163 20%	139 21%	133 69%	- -%
Cross-Border Delivery (to ROI)	2 *%	1 *%	2 *%	2 1%	- -%	1 *%	2 *%	2 1%	- -%	1 *%	1 *%	1 1%	- -%
Other (PLEASE SPECIFY)	5 *%	2 *%	4 *%	- -%	- -%	- -%	- -%	- -%	5 100%	2 *%	2 *%	- -%	- -%
None of these (DO NOT READ OUT)	33 2%	3 *%	15 1%	1 1%	- -%	- -%	- -%	- -%	- -%	3 *%	8 1%	1 1%	- -%
Don't Know (DO NOT READ OUT)	9 1%	4 1%	4 *%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	* *%	* *%	- -%
NET: Urgent / Tracked / Timed Mail	785 56%	641 86%	480 47%	185 77%	4 100%	785 100%	383 40%	151 77%	- -%	659 79%	316 49%	158 81%	- -%
		b		b		bc		b		b		b	

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 105 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1599	1322	1305	810	1122	871	54	537	441	406	120	72
Effective base	586	481	483	319	401	336	14	235	174	160	57	35
Weighted Base	1410	1186	1175	755	993	816	34	554	433	391	125	80
Urgent delivery - on the same day or a specific time the next day	195 14%	152 13%	150 13%	102 13%	164 17%	93 11%	21 61%	62 11%	79 18%	85 22%	29 23%	11 14%
					b		ab		a	a	a	
Tracked service	639 45%	545 46%	560 48%	397 53%	492 50%	337 41%	25 73%	281 51%	293 68%	278 71%	92 74%	49 61%
					b		b		a	a	a	
Timed delivery (i.e. to arrive by specific time/day)	161 11%	132 11%	133 11%	103 14%	131 13%	100 12%	15 46%	79 14%	80 18%	84 22%	31 25%	14 18%
							ab				a	
Standard delivery	951 67%	828 70%	844 72%	538 71%	671 68%	633 78%	22 64%	448 81%	294 68%	269 69%	101 81%	73 92%
						a		bc				bc
International delivery	195 14%	164 14%	168 14%	132 17%	133 13%	129 16%	20 59%	108 19%	87 20%	110 28%	89 71%	54 67%
							ab			a	abc	abc
Cross-Border Delivery (to ROI)	2 *%	2 *%	2 *%	1 *%	2 *%	2 *%	* *%	1 *%	1 *%	1 *%	- -%	* *%
Other (PLEASE SPECIFY)	5 *%	4 *%	4 *%	4 1%	4 *%	4 *%	- -%	2 *%	4 1%	2 1%	- -%	- -%
None of these (DO NOT READ OUT)	33 2%	31 3%	20 2%	11 1%	15 2%	21 3%	* *%	10 2%	1 *%	1 *%	1 1%	1 2%
Don't Know (DO NOT READ OUT)	9 1%	2 *%	4 *%	4 1%	6 1%	4 1%	- -%	- -%	4 1%	- -%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	785 56%	642 54%	651 55%	460 61%	593 60%	397 49%	31 90%	314 57%	335 77%	312 80%	112 89%	55 68%
					b		ab		a	a	abe	

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 105 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1599	172	116	87	47	1355	1043	1449	1033	925	806	1269	214	-	1189	92
Effective base	586	70	40	35	19	489	355	523	358	305	291	467	77	-	427	44
Weighted Base	1410	175	92	85	43	1159	810	1244	825	700	698	1116	177	-	992	115
Urgent delivery - on the same day or a specific time the next day	195 14%	37 21%	33 36%	11 13%	14 32%	156 13%	115 14%	179 14%	111 14%	106 15%	148 21%	131 12%	45 25%	- -%	145 15%	12 10%
Tracked service	639 45%	84 48%	60 65%	34 40%	27 62%	541 47%	413 51%	587 47%	424 51%	348 50%	448 64%	503 45%	131 74%	- -%	464 47%	53 46%
Timed delivery (i.e. to arrive by specific time/day)	161 11%	35 20%	21 23%	10 12%	5 12%	121 10%	103 13%	139 11%	104 13%	86 12%	128 18%	123 11%	33 19%	- -%	117 12%	11 9%
Standard delivery	951 67%	105 60%	40 43%	61 72%	27 62%	813 70%	579 72%	858 69%	575 70%	516 74%	423 61%	819 73%	126 71%	- -%	685 69%	77 67%
International delivery	195 14%	27 16%	19 21%	19 23%	12 27%	156 13%	125 15%	170 14%	135 16%	131 19%	133 19%	157 14%	95 54%	- -%	130 13%	16 14%
Cross-Border Delivery (to ROI)	2 *%	* *%	* *%	* *%	- -%	2 *%	2 *%	2 *%	1 *%	2 *%	1 *%	2 *%	2 1%	- -%	2 *%	* *%
Other (PLEASE SPECIFY)	5 *%	2 1%	- -%	1 1%	- -%	5 *%	2 *%	5 *%	5 1%	2 *%	3 *%	5 *%	- -%	- -%	4 *%	1 *%
None of these (DO NOT READ OUT)	33 2%	- -%	* *%	- -%	- -%	25 2%	10 1%	25 2%	13 2%	6 1%	1 *%	24 2%	- -%	- -%	18 2%	* *%
Don't Know (DO NOT READ OUT)	9 1%	- -%	- -%	- -%	- -%	5 *%	4 1%	5 *%	1 *%	* *%	* *%	5 *%	* *%	- -%	5 1%	- -%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 105 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
Significance Level: 95%	Total base	a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1599	172	116	87	47	1355	1043	1449	1033	925	806	1269	214	-	1189	92
Effective base	586	70	40	35	19	489	355	523	358	305	291	467	77	-	427	44
Weighted Base	1410	175	92	85	43	1159	810	1244	825	700	698	1116	177	-	992	115
NET: Urgent / Tracked / Timed Mail	785	125	78	41	34	639	485	706	496	419	544	587	145	-	565	68
	56%	71%	85%	48%	78%	55%	60%	57%	60%	60%	78%	53%	82%	-%	57%	59%
		c	c		c						b		b			

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 105 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1599	660	819	580	26	313	381	256	987	336	291	344	924
Effective base	586	262	285	201	12	105	141	92	367	121	98	125	350
Weighted Base	1410	633	696	492	33	253	351	225	897	274	230	295	848
Urgent delivery - on the same day or a specific time the next day	195 14%	115 18% b	58 8%	105 21%	5 14%	60 24%	66 19%	73 32% bc	86 10%	33 12%	45 20% c	53 18% c	91 11%
Tracked service	639 45%	340 54% b	265 38%	277 56%	15 46%	155 61%	185 53%	125 56% b	394 44%	117 43%	108 47%	178 60% c	342 40%
Timed delivery (i.e. to arrive by specific time/day)	161 11%	91 14% b	57 8%	86 18%	6 19%	63 25% b	47 14%	43 19% b	83 9%	31 11%	30 13%	53 18% c	73 9%
Standard delivery	951 67%	385 61% a	518 74% a	315 64%	21 63%	133 53%	251 72% a	138 61%	609 68%	197 72%	154 67%	176 59%	606 71% b
International delivery	195 14%	118 19% b	62 9%	94 19%	14 43%	66 26%	72 20%	58 26% bc	97 11%	35 13%	61 27% c	56 19% c	73 9%
Cross-Border Delivery (to ROI)	2 *%	1 *% *	2 *% *	1 *% *	- -% *	* *% *	1 *% *	* *% *	2 *% *	1 *% *	* *% *	* *% *	2 *% *
Other (PLEASE SPECIFY)	5 *%	4 1% *	1 *% *	1 *% *	2 6% *	2 1% *	1 *% *	2 1% *	3 *% *	- -% *	3 1% *	- -% *	2 *% *
None of these (DO NOT READ OUT)	33 2%	5 1% a	28 4% a	3 1% a	- -% a	3 1% a	1 *% a	- -% a	25 3% a	7 2% a	1 *% a	1 *% a	27 3% a
Don't Know (DO NOT READ OUT)	9 1%	* *% b	9 1% b	4 1% b	- -% b	- -% b	4 1% b	- -% b	6 1% b	- -% b	- -% b	* *% b	1 *% b
NET: Urgent / Tracked / Timed Mail	785 56%	433 68% b	294 42% b	343 70%	23 69%	210 83%	211 60%	182 81% bc	459 51%	136 50%	148 64% c	218 74% c	404 48%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 105 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1599	813	786
Effective base	586	247	339
Weighted Base	1410	599	811
Urgent delivery - on the same day or a specific time the next day	195 14%	123 21%	72 9%
		b	
Tracked service	639 45%	274 46%	365 45%
Timed delivery (i.e. to arrive by specific time/day)	161 11%	88 15%	74 9%
		b	
Standard delivery	951 67%	371 62%	580 71%
			a
International delivery	195 14%	79 13%	115 14%
Cross-Border Delivery (to ROI)	2 *%	1 *%	1 *%
Other (PLEASE SPECIFY)	5 *%	2 *%	2 *%
None of these (DO NOT READ OUT)	33 2%	11 2%	22 3%
Don't Know (DO NOT READ OUT)	9 1%	- -%	9 1%
NET: Urgent / Tracked / Timed Mail	785 56%	367 61%	418 52%
		b	

Columns Tested.: a,b

Table 105 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	1599	95	182	143	138	163	74	94	176	108	136	89	201
Effective base	586	27	81	88	51	112	42	12	67	39	28	32	73
Weighted Base	1410	36	135	169	38	240	69	26	230	95	60	85	226
Urgent delivery - on the same day or a specific time the next day	195 14%	2 6%	10 8%	34 20% bj	4 9%	25 10%	5 8%	6 24%	39 17%	9 9%	2 4%	15 18%	43 19% bj
Tracked service	639 45%	12 34%	64 48%	74 44%	22 57%	98 41%	39 56%	12 44%	97 42%	50 52%	33 55%	39 45%	100 44%
Timed delivery (i.e. to arrive by specific time/day)	161 11%	4 10%	9 7%	29 17% bd	2 5%	20 8%	5 7%	4 17%	21 9%	5 6%	4 7%	14 16%	44 20% bdei
Standard delivery	951 67%	24 68%	98 73%	107 63%	25 65%	175 73%	43 62%	21 81%	164 71%	58 61%	36 60%	63 74%	136 60%
International delivery	195 14%	5 14%	21 15%	26 15%	5 14%	38 16%	5 7%	1 5%	22 10%	16 16%	4 7%	16 19%	34 15%
Cross-Border Delivery (to ROI)	2 *%	1 3%	* *%	* *%	* *%	- -%	- -%	* *%	* *%	* *%	* *%	* *%	* *%
Other (PLEASE SPECIFY)	5 *%	2 5%	2 1%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%
None of these (DO NOT READ OUT)	33 2%	- -%	* *%	4 3%	1 2%	12 5%	- -%	* *%	10 5%	- -%	- -%	1 1%	5 2%
Don't Know (DO NOT READ OUT)	9 1%	1 3%	* *%	- -%	* 1%	3 1%	- -%	- -%	- -%	- -%	4 7%	* *%	* *%
NET: Urgent / Tracked / Timed Mail	785 56%	14 38%	69 51%	99 58%	24 62% a	112 47%	43 63% a	14 54%	137 59%	54 57%	36 60%	46 54%	138 61% a

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 105 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1599	420	375	378	426	795	804
Effective base	586	193	183	114	131	376	244
Weighted Base	1410	340	348	352	371	688	722
Urgent delivery - on the same day or a specific time the next day	195	46	34	54	61	80	115
	14%	14%	10%	15%	16%	12%	16%
Tracked service	639	150	159	158	172	309	330
	45%	44%	46%	45%	46%	45%	46%
Timed delivery (i.e. to arrive by specific time/day)	161	42	27	31	62	68	93
	11%	12%	8%	9%	17%	10%	13%
				b			
Standard delivery	951	230	243	243	235	473	478
	67%	68%	70%	69%	63%	69%	66%
International delivery	195	52	49	39	55	101	94
	14%	15%	14%	11%	15%	15%	13%
Cross-Border Delivery (to ROI)	2	2	*	*	1	2	1
	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	5	4	-	-	1	4	1
	*%	1%	-%	-%	*%	1%	*%
None of these (DO NOT READ OUT)	33	4	12	11	5	17	16
	2%	1%	4%	3%	1%	2%	2%
Don't Know (DO NOT READ OUT)	9	1	3	-	4	5	4
	1%	*%	1%	-%	1%	1%	1%
NET: Urgent / Tracked / Timed Mail	785	181	179	205	220	360	425
	56%	53%	51%	58%	59%	52%	59%

Columns Tested:: a,b,c,d - a,b

Table 106

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1532	234	1298	1014	263	76	179	518
Effective base	582	63	525	530	108	33	86	146
Weighted Base	1394	107	1287	1324	59	8	4	70
Urgent delivery - on the same day or a specific time the next day	210 15%	10 9%	201 16%	192 14%	15 26% a	3 33% a	1 30% a	19 27% a
Tracked service	851 61%	58 55%	793 62%	806 61%	39 67%	4 52%	2 54%	45 65%
Timed delivery (i.e. to arrive by specific time/day)	218 16%	5 5%	213 17% a	201 15%	14 24% a	2 23%	1 29% a	17 24% a
Standard delivery	765 55%	59 56%	705 55%	723 55%	35 59%	4 56%	2 59%	41 59%
International delivery	221 16%	9 8%	212 16%	204 15%	14 24% a	2 24%	1 23%	17 24% a
Cross-Border Delivery (to ROI)	5 *%	* *%	4 *%	4 *%	* 1%	* 1%	* *%	* 1%
Other (PLEASE SPECIFY)	2 *%	- -%	2 *%	2 *%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	36 3%	- -%	36 3%	35 3%	1 1%	- -%	- -%	1 1%
Don't Know (DO NOT READ OUT)	10 1%	- -%	10 1%	10 1%	- -%	- -%	* 2%	* *%
NET: Urgent / Tracked / Timed Mail	975 70%	62 58%	913 71% a	923 70%	43 74%	6 73%	3 76%	52 74%

Columns Tested:: a,b - a,b,c,d,e

Table 106 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1532	428	436	150	158	181	179	1014	263	255
Effective base	582	256	224	66	72	66	86	530	108	70
Weighted Base	1394	694	541	89	42	24	4	1324	59	12
Urgent delivery - on the same day or a specific time the next day	210 15%	66 9%	109 20%	17 19%	11 26%	6 27%	1 30%	192 14%	15 26%	4 32%
			a	a	ag	ag	ag		ag	abg
Tracked service	851 61%	399 57%	355 66%	52 59%	28 65%	16 66%	2 54%	806 61%	39 67%	6 53%
Timed delivery (i.e. to arrive by specific time/day)	218 16%	62 9%	122 23%	17 19%	10 24%	6 23%	1 29%	201 15%	14 24%	3 25%
			ag	a	ag	a	ag	a	ag	ag
Standard delivery	765 55%	417 60%	266 49%	40 46%	25 60%	14 58%	2 59%	723 55%	35 59%	7 57%
			bc							
International delivery	221 16%	110 16%	76 14%	19 21%	11 27%	5 19%	1 23%	204 15%	14 24%	3 23%
					abg				bg	
Cross-Border Delivery (to ROI)	5 *%	2 *%	1 *%	* *%	* *%	* 2%	* *%	4 *%	* 1%	* 1%
Other (PLEASE SPECIFY)	2 *%	2 *%	- -%	- -%	- -%	- -%	- -%	2 *%	- -%	- -%
None of these (DO NOT READ OUT)	36 3%	29 4%	5 1%	1 1%	* 1%	* 2%	- -%	35 3%	1 1%	- -%
			bf							
Don't Know (DO NOT READ OUT)	10 1%	- -%	9 2%	1 1%	- -%	- -%	* 2%	10 1%	- -%	* 1%
NET: Urgent / Tracked / Timed Mail	975 70%	437 63%	419 77%	68 76%	31 73%	18 75%	3 76%	923 70%	43 74%	9 74%
			ag	a			a			

Columns Tested: a,b,c,d,e,f,g,h,i

Table 106 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1532	624	390	263	76	179	582	273	100	68	203
Effective base	582	387	194	108	33	86	320	117	35	23	36
Weighted Base	1394	1074	249	59	8	4	872	219	53	26	37
Urgent delivery - on the same day or a specific time the next day	210 15%	148 14%	43 17%	15 26%	3 33%	1 30%	91 10%	59 27%	21 40%	5 20%	11 30%
				a	ab	ab		a	a		a
Tracked service	851 61%	659 61%	147 59%	39 67%	4 52%	2 54%	540 62%	122 56%	41 77%	15 59%	27 72%
									b		
Timed delivery (i.e. to arrive by specific time/ day)	218 16%	145 13%	56 23%	14 24%	2 23%	1 29%	120 14%	52 24%	18 34%	10 40%	6 16%
			a	a		a		a	a	ae	
Standard delivery	765 55%	594 55%	129 52%	35 59%	4 56%	2 59%	486 56%	113 52%	25 46%	13 51%	21 57%
International delivery	221 16%	166 15%	38 15%	14 24%	2 24%	1 23%	135 16%	40 18%	15 28%	3 11%	8 22%
				a							
Cross-Border Delivery (to ROI)	5 *%	4 *%	* *%	* 1%	* 1%	* *%	2 *%	2 1%	1 1%	- -%	* 1%
Other (PLEASE SPECIFY)	2 *%	2 *%	- -%	- -%	- -%	- -%	2 *%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	36 3%	33 3%	2 1%	1 1%	- -%	- -%	35 4%	1 *%	- -%	- -%	* 1%
							b				
Don't Know (DO NOT READ OUT)	10 1%	3 *%	7 3%	- -%	- -%	* 2%	4 *%	1 1%	- -%	1 4%	- -%
			a								
NET: Urgent / Tracked / Timed Mail	975 70%	737 69%	186 75%	43 74%	6 73%	3 76%	601 69%	161 73%	46 88%	18 71%	30 80%
									a		

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 106 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1532	113	77	165	57	104	134	99	89	90
Effective base	582	64	40	88	27	51	83	56	46	43
Weighted Base	1394	143	74	239	65	124	242	159	113	100
Urgent delivery - on the same day or a specific time the next day	210 15%	18 12%	21 29%	60 25%	8 12%	17 14%	21 9%	19 12%	21 19%	9 9%
			afgi	fi						
Tracked service	851 61%	83 58%	54 73%	156 65%	42 65%	81 65%	159 66%	78 49%	67 59%	52 52%
			g				g			
Timed delivery (i.e. to arrive by specific time/day)	218 16%	28 20%	12 17%	45 19%	10 16%	23 19%	39 16%	28 18%	6 6%	14 14%
		h		h						
Standard delivery	765 55%	97 68%	35 47%	92 38%	38 59%	81 65%	135 56%	91 57%	55 49%	67 67%
		bch				c	c	c		c
International delivery	221 16%	20 14%	13 18%	36 15%	13 21%	18 15%	54 22%	17 11%	18 16%	14 14%
Cross-Border Delivery (to ROI)	5 *	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other (PLEASE SPECIFY)	2 *	- -%	- -%	2 1%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	36 3%	4 3%	- -%	8 3%	- -%	2 2%	7 3%	4 3%	4 4%	6 6%
Don't Know (DO NOT READ OUT)	10 1%	- -%	* *%	- -%	- -%	- -%	- -%	7 4%	3 3%	- -%
								c		
NET: Urgent / Tracked / Timed Mail	975 70%	88 62%	64 86%	197 82%	44 68%	84 67%	174 72%	97 61%	80 71%	60 61%
			aegi	aegi						

Columns Tested: a,b,c,d,e,f,g,h,i

Table 106 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1532	251	279	398	928	604	210	213	181
Effective base	582	122	149	227	491	161	71	53	58
Weighted Base	1394	289	329	640	1259	135	67	48	20
Urgent delivery - on the same day or a specific time the next day	210 15%	34 12%	60 18%	101 16%	195 15%	15 11%	10 14%	3 7%	3 14%
Tracked service	851 61%	176 61%	203 62%	393 61%	772 61%	79 59%	45 67%	23 48%	12 58%
Timed delivery (i.e. to arrive by specific time/day)	218 16%	48 16%	47 14%	112 17%	207 16%	12 9%	7 10%	3 7%	1 7%
Standard delivery	765 55%	187 65%	186 57%	318 50%	691 55%	74 55%	28 42%	32 66%	14 68%
International delivery	221 16%	46 16%	51 16%	108 17%	205 16%	16 12%	5 7%	8 16%	3 17%
Cross-Border Delivery (to ROI)	5 *%	- -%	- -%	- -%	- -%	5 3%	- -%	- -%	5 23%
Other (PLEASE SPECIFY)	2 *%	- -%	- -%	2 *%	2 *%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	36 3%	8 3%	9 3%	19 3%	36 3%	* *%	- -%	* *%	* 1%
Don't Know (DO NOT READ OUT)	10 1%	- -%	3 1%	7 1%	10 1%	- -%	- -%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	975 70%	188 65%	232 70%	468 73%	889 71%	86 64%	48 73%	26 53%	13 63%

Columns Tested:: a,b,c,d,e,f,g,h

Table 106 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1532	73	142	18	160	164	412	53	52	617
Effective base	582	32	44	9	52	67	170	18	14	241
Weighted Base	1394	57	103	23	126	190	329	37	33	621
Urgent delivery - on the same day or a specific time the next day	210 15%	14 25%	25 25%	7 30%	32 26%	43 22%	40 12%	*	6 18%	75 12%
		gi	fgi		fgi	fgi				
Tracked service	851 61%	25 44%	72 70%	12 51%	84 67%	99 52%	226 69%	23 63%	14 43%	380 61%
			a		a		ae			
Timed delivery (i.e. to arrive by specific time/ day)	218 16%	15 26%	27 26%	4 16%	31 24%	38 20%	47 14%	1 2%	5 15%	82 13%
		g	gi		gi					
Standard delivery	765 55%	32 55%	49 48%	3 14%	53 42%	86 45%	189 57%	22 59%	18 55%	366 59%
										de
International delivery	221 16%	7 13%	33 33%	2 8%	35 28%	8 4%	65 20%	5 12%	7 20%	95 15%
			ei		ei		e		e	e
Cross-Border Delivery (to ROI)	5 *%	1 2%	- -%	- -%	- -%	* *%	* *%	* 1%	* *%	3 *%
Other (PLEASE SPECIFY)	2 *%	- -%	- -%	- -%	- -%	- -%	2 *%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	36 3%	4 7%	* *%	5 19%	5 4%	1 1%	5 2%	- -%	2 7%	18 3%
Don't Know (DO NOT READ OUT)	10 1%	1 3%	- -%	- -%	- -%	4 2%	* *%	* *%	- -%	4 1%
		f								
NET: Urgent / Tracked / Timed Mail	975 70%	37 64%	83 81%	17 75%	100 80%	132 69%	247 75%	24 65%	15 47%	418 67%
			h		h		h			

Columns Tested: a,b,c,d,e,f,g,h,i

Table 106 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1532	397	412	723	1350	182	-	1265	267	1494	38
Effective base	582	147	170	273	505	80	-	519	69	564	18
Weighted Base	1394	374	329	691	1171	223	-	1276	118	1351	43
Urgent delivery - on the same day or a specific time the next day	210 15%	89 24% bc	40 12%	81 12%	183 16%	27 12%	- -%	179 14%	32 27% a	205 15%	6 14%
Tracked service	851 61%	208 56%	226 69% a	417 60%	722 62%	129 58%	- -%	782 61%	69 59%	827 61%	25 57%
Timed delivery (i.e. to arrive by specific time/day)	218 16%	83 22% c	47 14%	88 13%	183 16%	36 16%	- -%	204 16%	14 12%	211 16%	7 17%
Standard delivery	765 55%	170 46%	189 57% a	406 59% a	643 55%	122 55%	- -%	714 56% b	51 43%	738 55%	27 62%
International delivery	221 16%	50 13%	65 20%	106 15%	198 17%	23 10%	- -%	210 16%	11 9%	216 16%	5 11%
Cross-Border Delivery (to ROI)	5 *%	1 *%	* *%	3 *%	3 *%	1 1%	- -%	4 *% *%	* *%	5 *%	- -%
Other (PLEASE SPECIFY)	2 *%	- -%	2 *%	- -%	2 *%	- -%	- -%	2 *% -%	- -%	2 *%	- -%
None of these (DO NOT READ OUT)	36 3%	10 3%	5 2%	20 3%	24 2%	12 5%	- -%	33 3%	3 2%	35 3%	* 1%
Don't Know (DO NOT READ OUT)	10 1%	6 2%	* *%	4 1%	5 *%	5 2%	- -%	5 *% 4% a	5 4% a	7 1%	3 7% a
NET: Urgent / Tracked / Timed Mail	975 70%	269 72%	247 75%	459 66%	828 71%	147 66%	- -%	890 70%	85 72%	948 70%	27 62%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 106 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1532	779	362	380
Effective base	582	312	117	150
Weighted Base	1394	763	254	363
Urgent delivery - on the same day or a specific time the next day	210 15%	69 9%	61 24%	75 21%
			a	a
Tracked service	851 61%	424 56%	142 56%	284 78%
				ab
Timed delivery (i.e. to arrive by specific time/day)	218 16%	75 10%	57 23%	86 24%
			a	a
Standard delivery	765 55%	408 53%	133 52%	220 60%
International delivery	221 16%	64 8%	44 17%	113 31%
			a	ab
Cross-Border Delivery (to ROI)	5 *%	2 *%	1 *%	2 1%
Other (PLEASE SPECIFY)	2 *%	2 *%	- -%	- -%
None of these (DO NOT READ OUT)	36 3%	32 4%	3 1%	* *%
		c		
Don't Know (DO NOT READ OUT)	10 1%	3 *%	4 2%	* *%
NET: Urgent / Tracked / Timed Mail	975 70%	473 62%	191 75%	304 84%
			a	a

Columns Tested: a,b,c

Table 106 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1532	1050	294	81	34	39	19	9	6	1344	188	107
Effective base	582	447	92	22	9	11	4	2	1	538	44	22
Weighted Base	1394	1096	196	49	11	27	8	1	5	1292	102	52
Urgent delivery - on the same day or a specific time the next day	210 15%	121 11%	38 19%	15 31%	7 63%	18 65%	6 75%	1 68%	5 96%	159 12%	52 51%	36 69%
			a	ai	abi	abi					abi	abci
Tracked service	851 61%	624 57%	157 80%	41 84%	6 55%	13 47%	5 60%	1 81%	5 99%	780 60%	71 70%	30 56%
			aeik	aei								
Timed delivery (i.e. to arrive by specific time/ day)	218 16%	125 11%	44 23%	23 46%	7 64%	12 45%	2 19%	1 70%	5 96%	169 13%	49 48%	26 50%
			ai	abi	abi	ai					abi	abi
Standard delivery	765 55%	609 56%	106 54%	30 60%	6 56%	3 11%	6 78%	* 28%	5 97%	714 55%	50 50%	21 39%
		e	e	e	e					e	e	
International delivery	221 16%	128 12%	50 26%	22 45%	4 35%	9 32%	2 30%	1 73%	5 95%	178 14%	43 42%	20 39%
			ai	ai	a	a					ai	ai
Cross-Border Delivery (to ROI)	5 *%	2 *%	2 1%	1 2%	* *%	* *%	* *%	- -%	- -%	3 *%	1 1%	* *%
Other (PLEASE SPECIFY)	2 *%	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 *%	- -%	- -%
None of these (DO NOT READ OUT)	36 3%	35 3%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	36 3%	- -%	- -%
Don't Know (DO NOT READ OUT)	10 1%	6 1%	4 2%	- -%	- -%	- -%	* *%	- -%	- -%	10 1%	* *%	* *%
NET: Urgent / Tracked / Timed Mail	975 70%	713 65%	167 85%	46 93%	8 75%	27 98%	8 100%	1 81%	5 100%	880 68%	95 93%	49 93%
			ai	ai		ai					ai	ai

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 106 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1532	457	593	482	1381	1308	1424	1532	931	650	127	849	99	116	82	95	56
Effective base	582	224	224	136	510	490	535	582	354	206	62	358	29	32	20	21	15
Weighted Base	1394	569	527	298	1244	1177	1301	1394	883	511	154	886	58	74	45	46	37
Urgent delivery - on the same day or a specific time the next day	210 15%	53 9%	67 13%	90 30% ab	197 16%	186 16%	202 16%	210 15%	169 19%	142 28% abcde	18 12%	110 12%	7 13%	19 26%	15 34%	17 36%	15 40%
Tracked service	851 61%	279 49%	345 65% a	228 76% ab	744 60%	722 61%	786 60%	851 61%	542 61%	322 63%	91 59%	523 59%	45 78%	54 73%	24 53%	27 59%	21 58%
Timed delivery (i.e. to arrive by specific time/day)	218 16%	40 7%	85 16% a	93 31% ab	207 17%	199 17%	211 16%	218 16%	172 19%	135 26% abcd	12 8%	125 14%	11 19%	22 29%	9 20%	19 42%	13 34%
Standard delivery	765 55%	303 53%	306 58%	156 52%	679 55% f	646 55% f	715 55% f	765 55% f	441 50%	223 44%	93 60%	497 56%	25 43%	35 47%	16 34%	26 55%	24 66%
International delivery	221 16%	35 6%	92 18% a	93 31% ab	196 16%	192 16%	204 16%	221 16%	145 16%	91 18%	18 12%	125 14%	16 28% b	12 16%	10 23%	15 32%	8 23%
Cross-Border Delivery (to ROI)	5 *%	1 *%	* *%	3 1%	5 *%	4 *%	5 *%	5 *%	2 *%	1 *%	1 1%	3 *%	- -%	* *%	* *%	* *%	* *%
Other (PLEASE SPECIFY)	2 *%	2 *%	- -%	- -%	2 *%	2 *%	2 *%	2 *%	2 *%	- -%	- -%	2 *%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	36 3%	34 6%	2 *% bc	* *%	36 3%	34 3%	36 3%	36 3%	24 3%	3 1%	2 1%	33 4%	* 1%	- -%	- -%	- -%	- -%
Don't Know (DO NOT READ OUT)	10 1%	5 1%	1 *%	4 1%	10 1%	10 1%	10 1%	10 1%	10 1%	- -%	- -%	5 1%	4 7% b	- -%	1 3%	* *%	- -%
NET: Urgent / Tracked / Timed Mail	975 70%	316 55%	397 75% a	262 88% ab	864 69%	831 71%	908 70%	975 70%	646 73%	411 80% abcd	103 67%	588 66%	51 87% ab	65 88% ab	36 80%	32 70%	33 88%

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 106 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	1532	922	143	93	90	51	54	28	809	208	111	63	52	38	27
Effective base	582	399	40	26	17	12	11	6	350	64	31	25	12	14	7
Weighted Base	1394	990	92	61	39	21	25	15	846	170	48	40	38	15	20
Urgent delivery - on the same day or a specific time the next day	210	133	11	18	10	6	12	6	85	50	12	11	16	2	10
	15%	13%	12%	30%	26%	29%	46%	43%	10%	29%	26%	27%	42%	14%	49%
			a				ab			a	a	a	a		
Tracked service	851	576	67	42	19	13	19	8	498	121	39	27	14	10	12
	61%	58%	73%	70%	48%	60%	75%	53%	59%	71%	82%	68%	38%	64%	59%
							e			ae					
Timed delivery (i.e. to arrive by specific time/day)	218	135	23	11	14	8	13	3	110	43	9	10	15	6	7
	16%	14%	25%	19%	35%	38%	51%	23%	13%	25%	19%	24%	40%	39%	33%
					a	a	a			a			a	a	
Standard delivery	765	549	51	15	28	16	10	10	494	66	32	22	10	10	13
	55%	55%	56%	25%	72%	74%	38%	63%	58%	39%	66%	54%	27%	65%	63%
		c	c		c	c			be		be				
International delivery	221	153	8	14	6	6	8	1	115	32	14	8	13	4	6
	16%	15%	9%	23%	15%	29%	33%	5%	14%	19%	29%	20%	35%	29%	30%
							a				a		a		
Cross-Border Delivery (to ROI)	5	4	*	*	-	*	*	*	3	*	*	-	*	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	-%
Other (PLEASE SPECIFY)	2	2	-	-	-	-	-	-	2	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	36	35	1	-	-	-	-	-	33	1	-	-	-	-	-
	3%	4%	1%	-%	-%	-%	-%	-%	4%	1%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	10	6	4	-	*	*	-	-	5	4	-	-	1	-	-
	1%	1%	4%	-%	*%	*%	-%	-%	1%	2%	-%	-%	3%	-%	-%
			a								a				
NET: Urgent / Tracked / Timed Mail	975	661	72	51	31	16	22	11	559	138	42	34	25	12	20
	70%	67%	79%	84%	80%	75%	85%	75%	66%	81%	89%	85%	65%	80%	100%
							a			a					

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 106 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1532	968	181	138	88	57	50	50	457	318	346	202	97
Effective base	582	410	61	42	28	19	11	15	216	123	124	46	27
Weighted Base	1394	987	154	106	46	33	29	39	557	291	278	102	71
Urgent delivery - on the same day or a specific time the next day	210 15%	93 9%	32 21%	28 26%	16 34%	10 29%	13 46%	18 47%	47 9%	53 18%	46 17%	31 30%	24 34%
			a	a	a	a	a	ab		a	a	a	ac
Tracked service	851 61%	567 57%	116 75%	64 61%	32 69%	26 79%	21 71%	26 66%	294 53%	188 65%	184 66%	68 67%	50 70%
			a							a	a		
Timed delivery (i.e. to arrive by specific time/day)	218 16%	104 11%	35 23%	35 33%	12 26%	15 46%	4 13%	14 35%	44 8%	59 20%	51 18%	33 32%	24 33%
			a	a	a	a	a	a		a	a	a	a
Standard delivery	765 55%	581 59%	75 49%	47 44%	23 51%	12 35%	17 57%	10 26%	294 53%	166 57%	150 54%	66 65%	38 53%
			eg										
International delivery	221 16%	128 13%	27 18%	11 11%	16 34%	11 32%	12 43%	15 40%	54 10%	45 15%	50 18%	37 36%	17 24%
					ac	ac	ac	ac			a	abc	a
Cross-Border Delivery (to ROI)	5 *%	4 *%	* *%	* *%	* *%	- -%	- -%	- -%	2 *%	1 *%	1 *%	1 1%	* *%
Other (PLEASE SPECIFY)	2 *%	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	2 *%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	36 3%	35 4%	* *%	- -%	* *%	- -%	- -%	- -%	31 6%	2 1%	2 1%	* *%	- -%
									bc				
Don't Know (DO NOT READ OUT)	10 1%	6 1%	4 3%	- -%	- -%	- -%	* *%	- -%	10 2%	- -%	* *%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	975 70%	627 64%	132 86%	83 78%	41 88%	32 97%	26 89%	34 87%	324 58%	230 79%	216 78%	79 78%	57 81%
			a	a	a	a				a	a	a	a

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 106 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1532	563	286	294	163	70	525	272	278	152	67
Effective base	582	256	108	97	32	18	243	94	92	40	20
Weighted Base	1394	659	247	216	74	44	613	225	190	87	55
Urgent delivery - on the same day or a specific time the next day	210 15%	91 14%	35 14%	32 15%	26 35%	13 29%	59 10%	43 19%	33 17%	32 36%	19 34%
Tracked service	851 61%	348 53%	169 68%	148 69%	48 64%	30 67%	343 56%	145 64%	127 67%	69 79%	36 65%
Timed delivery (i.e. to arrive by specific time/ day)	218 16%	87 13%	39 16%	39 18%	26 36%	15 34%	59 10%	52 23%	36 19%	31 36%	20 37%
Standard delivery	765 55%	343 52%	142 58%	122 56%	44 59%	27 61%	329 54%	123 55%	106 56%	59 67%	29 53%
International delivery	221 16%	87 13%	38 15%	40 18%	24 33%	8 19%	59 10%	43 19%	43 23%	32 37%	15 27%
Cross-Border Delivery (to ROI)	5 *%	2 *%	1 *%	1 *%	1 1%	* *%	1 *%	1 *%	* *%	1 1%	* *%
Other (PLEASE SPECIFY)	2 *%	2 *%	- -%	- -%	- -%	- -%	2 *%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	36 3%	31 5%	2 1%	2 1%	* *%	- -%	29 5%	2 1%	1 1%	- -%	- -%
Don't Know (DO NOT READ OUT)	10 1%	10 1%	- -%	* *%	- -%	- -%	8 1%	- -%	* *%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	975 70%	414 63%	189 76%	171 79%	57 76%	32 72%	381 62%	184 82%	146 77%	75 86%	42 77%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 106 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1532	674	250	309	179	94	867	151	501	1213	319	1220	161
Effective base	582	295	84	113	57	25	337	49	192	469	113	461	49
Weighted Base	1394	736	201	253	130	53	786	116	483	1139	255	1128	116
Urgent delivery - on the same day or a specific time the next day	210 15%	62 8%	35 18%	49 19%	42 33%	20 38%	148 19%	22 19%	40 8%	139 12%	71 28%	146 13%	51 44%
Tracked service	851 61%	386 52%	139 69%	174 69%	99 76%	42 80%	552 70%	60 51%	233 48%	669 59%	182 72%	680 60%	64 55%
Timed delivery (i.e. to arrive by specific time/day)	218 16%	57 8%	41 21%	63 25%	39 30%	17 33%	152 19%	31 26%	35 7%	150 13%	68 27%	173 15%	34 30%
Standard delivery	765 55%	418 57%	114 57%	127 50%	62 48%	35 67%	428 54%	46 40%	288 60%	637 56%	127 50%	620 55%	59 51%
International delivery	221 16%	60 8%	27 13%	57 23%	51 39%	23 44%	172 22%	17 15%	31 6%	158 14%	63 25%	173 15%	24 20%
Cross-Border Delivery (to ROI)	5 *%	2 *%	1 *%	* *%	2 2%	* *%	3 *%	* *%	1 *%	3 *%	1 1%	4 *%	* *%
Other (PLEASE SPECIFY)	2 *%	2 *%	- -%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%	2 1%	2 *%	- -%
None of these (DO NOT READ OUT)	36 3%	34 5%	* *%	* *%	- -%	- -%	5 1%	2 1%	29 6%	36 3%	- -%	36 3%	- -%
Don't Know (DO NOT READ OUT)	10 1%	8 1%	- -%	- -%	* *%	- -%	4 1%	3 3%	1 *%	10 1%	* *%	10 1%	* *%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 106 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1532	674	250	309	179	94	867	151	501	1213	319	1220	161
Effective base	582	295	84	113	57	25	337	49	192	469	113	461	49
Weighted Base	1394	736	201	253	130	53	786	116	483	1139	255	1128	116
NET: Urgent / Tracked / Timed Mail	975	424	159	220	111	47	628	82	258	757	218	766	98
	70%	58%	79%	87%	85%	90%	80%	71%	53%	66%	86%	68%	85%
			a	a	a	a	c	c			a		a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 106 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1532	1073	235	956	576	1225	156	1062	246	960	572
Effective base	582	425	65	388	195	463	47	416	74	390	193
Weighted Base	1394	1025	153	906	488	1130	114	1009	168	916	478
Urgent delivery - on the same day or a specific time the next day	210 15%	133 13%	53 35% a	95 10%	116 24% a	156 14%	41 36% a	124 12%	62 37% a	99 11%	111 23% a
Tracked service	851 61%	629 61%	92 61%	502 55%	349 72% a	677 60%	68 60%	616 61%	105 62%	510 56%	341 71% a
Timed delivery (i.e. to arrive by specific time/day)	218 16%	145 14%	54 35% a	89 10%	130 27% a	168 15%	39 34% a	144 14%	55 33% a	99 11%	119 25% a
Standard delivery	765 55%	576 56%	70 46%	534 59% b	231 47%	624 55%	55 49%	564 56%	82 49%	535 58% b	229 48%
International delivery	221 16%	163 16%	29 19%	129 14%	92 19%	172 15%	24 21%	158 16%	34 20%	132 14%	89 19%
Cross-Border Delivery (to ROI)	5 *%	3 *%	* *%	2 *%	2 *%	4 *%	* *%	3 *%	* *%	2 *%	2 *%
Other (PLEASE SPECIFY)	2 *%	2 *%	- -%	- -%	2 *%	- -%	2 1% a	- -%	2 1%	- -%	2 *% a
None of these (DO NOT READ OUT)	36 3%	34 3%	- -%	33 4% b	3 1%	36 3%	- -%	34 3%	- -%	33 4% b	3 1%
Don't Know (DO NOT READ OUT)	10 1%	10 1%	* *%	6 1%	4 1%	10 1%	* *%	10 1%	* *%	6 1%	4 1%

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 106 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1532	1073	235	956	576	1225	156	1062	246	960	572
Effective base	582	425	65	388	195	463	47	416	74	390	193
Weighted Base	1394	1025	153	906	488	1130	114	1009	168	916	478
NET: Urgent / Tracked / Timed Mail	975	705	126	560	415	770	95	691	139	572	403
	70%	69%	82%	62%	85%	68%	83%	69%	83%	62%	84%
			a		a		a		a		a

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 106 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1532	837	1011	256	2	809	864	208	3	1077	857	263	1
Effective base	582	295	391	91	2	292	329	79	3	407	333	99	1
Weighted Base	1394	734	931	222	5	707	759	184	4	975	765	224	2
Urgent delivery - on the same day or a specific time the next day	210 15%	175 24%	118 13%	55 25%	1 26%	175 25%	97 13%	46 25%	- -%	210 22%	92 12%	62 28%	- -%
Tracked service	851 61%	567 77%	531 57%	171 77%	4 74%	563 80%	449 59%	145 79%	2 59%	851 87%	368 48%	173 77%	- -%
Timed delivery (i.e. to arrive by specific time/day)	218 16%	161 22%	132 14%	61 28%	- -%	177 25%	126 17%	55 30%	- -%	218 22%	110 14%	73 33%	- -%
Standard delivery	765 55%	338 46%	628 67%	163 73%	- -%	316 45%	581 77%	139 76%	2 41%	399 41%	765 100%	167 75%	- -%
International delivery	221 16%	157 21%	153 16%	136 61%	- -%	157 22%	154 20%	133 73%	- -%	193 20%	165 22%	221 99%	- -%
Cross-Border Delivery (to ROI)	5 *%	4 *%	3 *%	3 1%	- -%	2 *%	2 *%	1 1%	- -%	4 *%	4 1%	5 2%	- -%
Other (PLEASE SPECIFY)	2 *%	- -%	2 *%	- -%	- -%	- -%	2 *%	- -%	- -%	- -%	- -%	- -%	2 100%
None of these (DO NOT READ OUT)	36 3%	4 1%	23 2%	* *%	- -%	6 1%	10 1%	- -%	- -%	- -%	- -%	- -%	- -%
Don't Know (DO NOT READ OUT)	10 1%	6 1%	6 1%	- -%	- -%	1 *%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	975 70%	659 90%	597 64%	193 87%	5 100%	659 93%	491 65%	164 89%	2 59%	975 100%	399 52%	195 87%	- -%
		b		b		b		b		bc		b	

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 106 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1532	1155	1038	964	968	743	54	600	479	459	124	75
Effective base	582	437	398	384	353	300	14	266	197	184	59	38
Weighted Base	1394	1080	961	912	893	710	34	633	496	449	133	87
Urgent delivery - on the same day or a specific time the next day	210 15%	153 14%	144 15%	121 13%	167 19%	96 14%	22 65% ab	79 13%	91 18%	103 23% a	33 25% a	15 18%
Tracked service	851 61%	661 61%	624 65%	593 65%	571 64%	430 61%	28 83%	382 60%	419 85% ae	396 88% ae	110 83% a	60 70%
Timed delivery (i.e. to arrive by specific time/day)	218 16%	181 17%	159 17%	131 14%	174 19%	109 15%	17 52% ab	93 15%	111 22% a	110 24% a	40 30% a	25 29% a
Standard delivery	765 55%	611 57%	552 57%	556 61%	481 54%	466 66% a	17 50%	471 74% bc	266 54%	243 54%	107 81% bc	82 94% abc
International delivery	221 16%	175 16%	170 18%	161 18%	146 16%	133 19%	17 51% ab	128 20%	106 21%	120 27%	110 83% abc	72 83% abc
Cross-Border Delivery (to ROI)	5 *%	4 *%	3 *%	4 *%	3 *%	3 *%	* *%	4 1%	2 *%	3 1%	1 1%	* *%
Other (PLEASE SPECIFY)	2 *%	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	36 3%	35 3%	24 2%	11 1%	19 2%	22 3%	* *%	9 1%	1 *%	* *%	- -%	- -%
Don't Know (DO NOT READ OUT)	10 1%	3 *%	6 1%	4 *%	7 1%	4 1%	- -%	- -%	4 1%	- -%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	975 70%	742 69%	691 72%	645 71%	656 73% b	465 66%	31 92% b	418 66%	447 90% a	423 94% ae	130 98% ae	70 81%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 106 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1532	166	117	91	48	1283	959	1376	1045	913	786	1207	206	-	1110	87
Effective base	582	66	40	37	19	483	343	517	378	322	292	463	75	-	419	43
Weighted Base	1394	153	93	88	45	1136	792	1224	875	748	714	1099	167	-	967	116
Urgent delivery - on the same day or a specific time the next day	210	33	36	6	21	165	130	192	134	143	159	141	46	-	146	11
	15%	22%	38%	7%	47%	15%	16%	16%	15%	19%	22%	13%	28%	-%	15%	10%
			c		ac						b		b			
Tracked service	851	99	64	71	31	721	518	771	592	510	546	697	141	-	621	59
	61%	65%	68%	80%	69%	63%	65%	63%	68%	68%	77%	63%	85%	-%	64%	50%
											b		b			
Timed delivery (i.e. to arrive by specific time/day)	218	35	26	20	10	178	146	207	156	142	177	173	41	-	137	21
	16%	23%	28%	23%	23%	16%	18%	17%	18%	19%	25%	16%	25%	-%	14%	18%
											b					
Standard delivery	765	70	40	50	21	635	456	678	495	443	348	656	110	-	541	65
	55%	46%	43%	57%	46%	56%	58%	55%	57%	59%	49%	60%	66%	-%	56%	56%
											a		a			
International delivery	221	27	21	24	19	179	142	193	166	157	150	182	87	-	163	16
	16%	17%	23%	27%	42%	16%	18%	16%	19%	21%	21%	17%	52%	-%	17%	13%
					a								ab			
Cross-Border Delivery (to ROI)	5	*	*	*	-	5	3	5	4	4	3	4	3	-	4	*
	*%	*%	*%	*%	-%	*%	*%	*%	*%	1%	*%	*%	2%	-%	*%	*%
Other (PLEASE SPECIFY)	2	-	-	-	-	2	-	2	-	-	-	2	-	-	2	-
	*%	-%	-%	-%	-%	*%	-%	*%	-%	-%	-%	*%	-%	-%	*%	-%
None of these (DO NOT READ OUT)	36	*	-	-	-	25	10	25	9	6	3	22	-	-	27	-
	3%	*%	-%	-%	-%	2%	1%	2%	1%	1%	*%	2%	-%	-%	3%	-%
Don't Know (DO NOT READ OUT)	10	-	-	-	-	4	6	6	-	-	-	6	-	-	7	-
	1%	-%	-%	-%	-%	*%	1%	*%	-%	-%	-%	1%	-%	-%	1%	-%
NET: Urgent / Tracked / Timed Mail	975	123	83	74	41	805	581	874	649	577	631	755	150	-	683	81
	70%	80%	89%	84%	91%	71%	73%	71%	74%	77%	88%	69%	90%	-%	71%	70%
											b		b			

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 106 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1532	629	741	631	28	332	427	281	942	293	347	348	802
Effective base	582	256	274	225	15	118	160	103	364	111	120	130	322
Weighted Base	1394	606	673	548	41	278	399	245	892	244	270	312	781
Urgent delivery - on the same day or a specific time the next day	210 15%	122 20%	57 8%	128 23%	5 12%	72 26%	78 20%	76 31%	83 9%	47 19%	53 20%	67 22%	84 11%
		b						bc		b	c	c	
Tracked service	851 61%	403 67%	381 57%	406 74%	31 75%	196 71%	295 74%	173 71%	520 58%	150 62%	185 69%	213 68%	440 56%
		b						b			c	c	
Timed delivery (i.e. to arrive by specific time/day)	218 16%	126 21%	62 9%	141 26%	17 41%	79 29%	94 24%	60 24%	102 11%	51 21%	62 23%	62 20%	84 11%
		b						b		b	c	c	
Standard delivery	765 55%	314 52%	396 59%	283 52%	20 49%	125 45%	228 57%	119 48%	500 56%	141 58%	150 56%	157 50%	448 57%
							a						
International delivery	221 16%	143 24%	63 9%	120 22%	14 35%	76 28%	81 20%	69 28%	110 12%	37 15%	83 31%	54 17%	78 10%
		b						bc			bc	c	
Cross-Border Delivery (to ROI)	5 *%	1 *%	4 1%	3 1%	* *%	2 1%	1 *%	1 1%	1 *%	2 1%	1 *%	* *%	3 *%
Other (PLEASE SPECIFY)	2 *%	- -%	2 *%	2 *%	- -%	- -%	2 *%	- -%	2 *%	- -%	- -%	- -%	2 *%
None of these (DO NOT READ OUT)	36 3%	7 1%	29 4%	3 1%	- -%	3 1%	- -%	- -%	31 3%	5 2%	- -%	* *%	33 4%
			a										ab
Don't Know (DO NOT READ OUT)	10 1%	- -%	10 1%	4 1%	- -%	- -%	4 1%	- -%	7 1%	- -%	- -%	- -%	3 *%
NET: Urgent / Tracked / Timed Mail	975 70%	473 78%	409 61%	473 86%	40 97%	245 88%	330 83%	225 92%	567 64%	174 71%	227 84%	257 82%	474 61%
		b						bc			c	c	

Columns Tested.: a,b - a,b - a,b - a,b,c - a,b,c

Table 106 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1532	776	756
Effective base	582	251	331
Weighted Base	1394	596	798
Urgent delivery - on the same day or a specific time the next day	210 15%	145 24%	66 8%
		b	
Tracked service	851 61%	352 59%	499 63%
Timed delivery (i.e. to arrive by specific time/day)	218 16%	122 20%	96 12%
		b	
Standard delivery	765 55%	288 48%	477 60%
			a
International delivery	221 16%	89 15%	131 16%
Cross-Border Delivery (to ROI)	5 *%	3 *%	2 *%
Other (PLEASE SPECIFY)	2 *%	- -%	2 *%
None of these (DO NOT READ OUT)	36 3%	8 1%	28 4%
Don't Know (DO NOT READ OUT)	10 1%	- -%	10 1%
NET: Urgent / Tracked / Timed Mail	975 70%	441 74%	534 67%

Columns Tested: a,b

Table 106 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	1532	89	174	135	123	156	81	89	148	114	125	94	204
Effective base	582	28	79	84	41	111	48	16	57	45	24	34	71
Weighted Base	1394	41	133	165	40	244	79	19	195	109	50	96	224
Urgent delivery - on the same day or a specific time the next day	210 15%	5 13%	14 10%	33 20%	7 17%	30 12%	11 14%	1 7%	24 12%	14 13%	3 5%	12 13%	57 26% bej
Tracked service	851 61%	23 57%	87 65%	101 61%	24 59%	139 57%	56 70%	13 67%	121 62%	70 64%	28 57%	59 61%	131 59%
Timed delivery (i.e. to arrive by specific time/day)	218 16%	5 13%	20 15%	38 23% def	3 8%	25 10%	6 7%	1 7%	31 16%	13 12%	4 9%	17 18%	54 24% def
Standard delivery	765 55%	25 60%	76 57%	77 47%	20 51%	143 59%	36 45%	13 69%	128 66% cf	53 49%	25 51%	50 52%	118 53%
International delivery	221 16%	9 21%	20 15%	28 17%	8 21% f	39 16%	5 6%	3 15%	21 11%	13 12%	5 10%	21 22% f	50 22% f
Cross-Border Delivery (to ROI)	5 *%	1 1%	* *%	- -%	* 1%	- -%	- -%	1 5%	1 *%	1 1%	* *%	* *%	1 *%
Other (PLEASE SPECIFY)	2 *%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	36 3%	* *%	4 3%	3 2%	* 1%	13 5%	1 1%	- -%	9 5%	* *%	- -%	- -%	5 2%
Don't Know (DO NOT READ OUT)	10 1%	1 3%	* *%	- -%	- -%	3 1%	- -%	- -%	- -%	- -%	4 8%	- -%	2 1%
NET: Urgent / Tracked / Timed Mail	975 70%	25 62%	94 71%	129 78% e	29 73%	147 60%	60 76%	13 70%	140 72%	82 75%	29 59%	70 74%	155 69%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 106 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1532	398	360	351	423	758	774
Effective base	582	189	186	110	127	374	237
Weighted Base	1394	339	363	323	369	702	692
Urgent delivery - on the same day or a specific time the next day	210	52	48	39	72	100	111
	15%	15%	13%	12%	19%	14%	16%
Tracked service	851	211	219	204	218	430	422
	61%	62%	60%	63%	59%	61%	61%
Timed delivery (i.e. to arrive by specific time/day)	218	63	34	45	75	98	120
	16%	19%	9%	14%	20%	14%	17%
		b		b			
Standard delivery	765	178	199	195	193	377	388
	55%	52%	55%	60%	52%	54%	56%
International delivery	221	57	52	36	75	109	112
	16%	17%	14%	11%	20%	16%	16%
Cross-Border Delivery (to ROI)	5	1	*	2	1	1	4
	*%	*%	*%	1%	*%	*%	1%
Other (PLEASE SPECIFY)	2	-	2	-	-	2	-
	*%	-%	*%	-%	-%	*%	-%
None of these (DO NOT READ OUT)	36	7	14	9	5	22	14
	3%	2%	4%	3%	1%	3%	2%
Don't Know (DO NOT READ OUT)	10	1	3	-	6	4	6
	1%	*%	1%	-%	2%	1%	1%
NET: Urgent / Tracked / Timed Mail	975	248	236	236	255	485	490
	70%	73%	65%	73%	69%	69%	71%

Columns Tested:: a,b,c,d - a,b

Table 107

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2091	445	1646	1432	354	94	211	659
Effective base	784	108	688	719	148	42	101	195
Weighted Base	1890	178	1712	1802	75	9	5	88
Standard delivery	1539	141	1398	1467	62	7	4	72
	81%	79%	82%	81%	83%	73%	80%	82%
Tracked service	1087	70	1017	1028	50	5	3	59
	58%	39%	59%	57%	67%	60%	65%	66%
			a		a			a
International delivery	345	9	336	319	22	2	2	26
	18%	5%	20%	18%	30%	24%	36%	30%
			a		a		a	a
Urgent delivery - on the same day or a specific time the next day	332	13	319	303	24	3	2	29
	18%	7%	19%	17%	32%	37%	40%	33%
			a		a	a	a	a
Timed delivery (i.e. to arrive by specific time/day)	328	6	323	304	20	2	2	24
	17%	3%	19%	17%	27%	25%	43%	28%
			a		a		abce	a
Cross-Border Delivery (to ROI)	7	*	6	6	1	*	*	1
	*%	*%	*%	*%	1%	2%	*%	1%
Other (PLEASE SPECIFY)	11	1	10	11	-	-	-	-
	1%	1%	1%	1%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	26	*	26	25	1	-	-	1
	1%	*%	2%	1%	2%	-%	-%	1%
Don't Know (DO NOT READ OUT)	5	-	5	5	-	-	*	*
	*%	-%	*%	*%	-%	-%	2%	*%
NET: Urgent / Tracked / Timed Mail	1193	76	1118	1130	54	6	4	64
	63%	42%	65%	63%	72%	70%	79%	72%
			a		a		a	a

Columns Tested: a,b - a,b,c,d,e

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2091	604	616	212	216	232	211	1432	354	305
Effective base	784	358	294	85	99	89	101	719	148	87
Weighted Base	1890	988	686	129	54	29	5	1802	75	13
Standard delivery	1539	826	535	107	46	23	4	1467	62	10
	81%	84%	78%	83%	84%	78%	80%	81%	83%	76%
Tracked service	1087	507	451	71	35	21	3	1028	50	8
	58%	51%	66%	55%	64%	71%	65%	57%	67%	62%
			ag		a	acg	a		ag	
International delivery	345	169	129	21	18	7	2	319	22	4
	18%	17%	19%	16%	33%	22%	36%	18%	30%	28%
					abcg		abceg		abcg	ag
Urgent delivery - on the same day or a specific time the next day	332	127	149	26	18	10	2	303	24	5
	18%	13%	22%	20%	32%	34%	40%	17%	32%	38%
			a		abg	abcg	abcg		abcg	abcg
Timed delivery (i.e. to arrive by specific time/day)	328	125	154	25	14	8	2	304	20	4
	17%	13%	22%	19%	27%	27%	43%	17%	27%	31%
			ag		ag	ag	abcdegh		ag	ag
Cross-Border Delivery (to ROI)	7	3	3	1	*	1	*	6	1	*
	%	%	%	1%	%	2%	%	%	1%	1%
Other (PLEASE SPECIFY)	11	4	6	1	-	-	-	11	-	-
	1%	%	1%	1%	-%	-%	-%	1%	-%	-%
None of these (DO NOT READ OUT)	26	20	5	*	1	1	-	25	1	-
	1%	2%	1%	%	1%	2%	-%	1%	2%	-%
Don't Know (DO NOT READ OUT)	5	*	3	1	-	-	*	5	-	*
	%	%	%	1%	-%	-%	2%	%	-%	1%
							a			
NET: Urgent / Tracked / Timed Mail	1193	558	493	79	38	22	4	1130	54	10
	63%	56%	72%	61%	70%	76%	79%	63%	72%	73%
			ag		a	acg	acg	a	ag	a

Columns Tested: a,b,c,d,e,f,g,h,i

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2091	866	566	354	94	211	762	350	130	87	234
Effective base	784	526	255	148	42	101	428	150	42	30	38
Weighted Base	1890	1461	341	75	9	5	1179	282	72	35	55
Standard delivery	1539	1192	275	62	7	4	965	233	58	27	44
	81%	82%	81%	83%	73%	80%	82%	83%	80%	77%	80%
Tracked service	1087	830	198	50	5	3	678	186	45	20	32
	58%	57%	58%	67%	60%	65%	57%	66%	63%	57%	59%
				a							
International delivery	345	263	56	22	2	2	214	52	22	8	12
	18%	18%	17%	30%	24%	36%	18%	18%	30%	23%	22%
				ab		ab					
Urgent delivery - on the same day or a specific time the next day	332	241	62	24	3	2	170	74	27	11	13
	18%	16%	18%	32%	37%	40%	14%	26%	37%	30%	24%
				ab	ab	ab		a	a	a	
Timed delivery (i.e. to arrive by specific time/ day)	328	225	79	20	2	2	195	69	20	13	10
	17%	15%	23%	27%	25%	43%	17%	24%	28%	36%	18%
			a	a		abcd		a		a	
Cross-Border Delivery (to ROI)	7	5	2	1	*	*	3	2	1	*	*
	%	%	%	1%	2%	%	%	1%	1%	1%	1%
Other (PLEASE SPECIFY)	11	10	2	-	-	-	10	1	-	-	-
	1%	1%	1%	-%	-%	-%	1%	%	-%	-%	-%
None of these (DO NOT READ OUT)	26	24	1	1	-	-	25	*	*	*	*
	1%	2%	%	2%	-%	-%	2%	%	%	%	1%
Don't Know (DO NOT READ OUT)	5	3	1	-	-	*	*	-	-	1	-
	%	%	%	-%	-%	2%	%	-%	-%	3%	-%
										ab	
NET: Urgent / Tracked / Timed Mail	1193	907	223	54	6	4	735	200	50	22	34
	63%	62%	65%	72%	70%	79%	62%	71%	70%	63%	61%
				a		ab					

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2091	141	101	205	70	141	166	131	119	115
Effective base	784	80	55	113	33	73	103	75	63	57
Weighted Base	1890	185	121	312	76	182	300	217	158	134
Standard delivery	1539	161	95	247	57	152	237	187	123	118
	81%	87%	79%	79%	75%	83%	79%	86%	78%	88%
Tracked service	1087	112	75	183	52	94	203	118	75	69
	58%	61%	63%	59%	68%	52%	68% ehi	55%	47%	52%
International delivery	345	35	18	67	16	27	74	32	30	28
	18%	19%	15%	21%	21%	15%	25%	15%	19%	21%
Urgent delivery - on the same day or a specific time the next day	332	29	29	89	9	26	31	39	33	18
	18%	15%	24%	28%	11%	14%	10%	18%	21%	14%
Timed delivery (i.e. to arrive by specific time/day)	328	38	21	62	17	29	50	29	26	31
	17%	21%	18%	20%	23%	16%	17%	13%	16%	23%
Cross-Border Delivery (to ROI)	7	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	11	1	2	2	4	-	-	-	2	2
	1%	*%	2%	*%	5%	-%	-%	-%	1%	1%
None of these (DO NOT READ OUT)	26	4	2	4	-	1	9	-	4	-
	1%	2%	2%	1%	-%	*%	3%	-%	3%	-%
Don't Know (DO NOT READ OUT)	5	-	*	-	-	-	-	1	3	-
	*%	-%	*%	-%	-%	-%	-%	1%	2%	-%
NET: Urgent / Tracked / Timed Mail	1193	116	77	210	52	98	215	135	93	86
	63%	63%	64%	67%	68%	54%	72%	62%	59%	64%
							e			

Columns Tested: a,b,c,d,e,f,g,h,i

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2091	326	361	502	1189	902	316	308	278
Effective base	784	163	197	292	647	256	110	80	105
Weighted Base	1890	392	464	829	1685	205	98	72	35
Standard delivery	1539 81%	327 83%	379 82%	672 81%	1378 82%	162 79%	70 72%	60 83%	31 90%
Tracked service	1087 58%	215 55%	262 57%	505 61%	982 58%	105 51%	55 56%	34 47%	16 45%
International delivery	345 18%	70 18%	83 18%	172 21%	325 19%	20 10%	6 6%	9 12%	5 14%
Urgent delivery - on the same day or a specific time the next day	332 18%	53 14%	90 19%	158 19%	302 18%	30 15%	13 13%	13 18%	5 14%
Timed delivery (i.e. to arrive by specific time/day)	328 17%	78 20%	85 18%	141 17%	304 18%	25 12%	11 11%	10 14%	3 9%
Cross-Border Delivery (to ROI)	7 *%	- -%	- -%	- -%	- -%	7 3%	- -%	- -%	7 20%
Other (PLEASE SPECIFY)	11 1%	6 1%	4 1%	2 *%	11 1%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	26 1%	1 *%	11 2%	13 2%	25 1%	2 1%	* 1%	1 2%	- -%
Don't Know (DO NOT READ OUT)	5 *%	- -%	3 1%	1 *%	5 *%	* *%	* *%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	1193 63%	235 60%	286 62%	560 68%	1081 64%	112 55%	59 60%	37 51%	17 48%

Columns Tested:: a,b,c,d,e,f,g,h

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2091	93	167	20	187	219	508	80	100	901
Effective base	784	37	49	9	58	92	199	26	30	352
Weighted Base	1890	77	113	23	136	253	399	54	62	908
Standard delivery	1539	61	94	13	107	191	325	45	48	762
	81%	79%	83%	55%	78%	75%	81%	83%	78%	84%
Tracked service	1087	32	78	14	92	153	266	27	28	488
	58%	42%	69% ahi	58%	67% ah	61%	67% ahi	50%	45%	54%
International delivery	345	8	39	3	43	19	97	6	9	163
	18%	11%	35% aegi	15%	31% aei	8%	24% e	11%	15%	18% e
Urgent delivery - on the same day or a specific time the next day	332	15	38	8	46	63	60	5	9	134
	18%	20%	34% fgi	34%	34% fgi	25% fi	15%	10%	14%	15%
Timed delivery (i.e. to arrive by specific time/ day)	328	16	28	8	36	56	74	5	11	131
	17%	21%	25% i	32%	26% i	22%	19%	8%	18%	14%
Cross-Border Delivery (to ROI)	7	1	-	-	-	*	*	*	*	4
	*%	2%	-%	-%	-%	*%	*%	1%	*%	*%
Other (PLEASE SPECIFY)	11	-	-	-	-	-	4	-	1	7
	1%	-%	-%	-%	-%	-%	1%	-%	1%	1%
None of these (DO NOT READ OUT)	26	-	*	-	*	3	7	2	-	15
	1%	-%	*%	-%	*%	1%	2%	4%	-%	2%
Don't Know (DO NOT READ OUT)	5	-	-	-	-	4	*	*	-	*
	*%	-%	-%	-%	-%	2% i	*%	*%	-%	*%
NET: Urgent / Tracked / Timed Mail	1193	41	92	17	109	171	277	28	29	538
	63%	54%	81% aghi	74%	80% aghi	67%	69% hi	51%	48%	59%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2091	499	508	1084	1832	259	-	1735	356	2026	65
Effective base	784	185	199	408	674	114	-	703	89	757	28
Weighted Base	1890	466	399	1025	1568	323	-	1738	153	1825	65
Standard delivery	1539	358	325	857	1277	262	-	1424	116	1487	52
	81%	77%	81%	84%	81%	81%	-%	82%	76%	81%	80%
Tracked service	1087	277	266	543	925	162	-	1000	87	1060	27
	58%	59%	67%	53%	59%	50%	-%	58%	57%	58%	42%
			c								
International delivery	345	70	97	178	302	43	-	328	17	332	13
	18%	15%	24%	17%	19%	13%	-%	19%	11%	18%	20%
			ac								
Urgent delivery - on the same day or a specific time the next day	332	124	60	148	286	46	-	286	46	325	7
	18%	27%	15%	14%	18%	14%	-%	16%	30%	18%	11%
		bc							a		
Timed delivery (i.e. to arrive by specific time/day)	328	107	74	147	277	52	-	307	22	319	9
	17%	23%	19%	14%	18%	16%	-%	18%	14%	17%	14%
		c									
Cross-Border Delivery (to ROI)	7	1	*	5	4	3	-	6	1	7	-
	*%	*%	*%	*%	*%	1%	-%	*%	*%	*%	-%
Other (PLEASE SPECIFY)	11	-	4	8	10	2	-	11	1	11	-
	1%	-%	1%	1%	1%	1%	-%	1%	*%	1%	-%
None of these (DO NOT READ OUT)	26	3	7	17	16	10	-	25	1	26	*
	1%	1%	2%	2%	1%	3%	-%	1%	1%	1%	1%
Don't Know (DO NOT READ OUT)	5	4	*	*	2	3	-	1	3	2	3
	*%	1%	*%	*%	*%	1%	-%	*%	2%	*%	5%
									a		a
NET: Urgent / Tracked / Timed Mail	1193	321	277	596	1007	186	-	1097	96	1164	29
	63%	69%	69%	58%	64%	58%	-%	63%	63%	64%	45%
		c	c							b	

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2091	1193	456	428
Effective base	784	474	143	164
Weighted Base	1890	1175	307	391
Standard delivery	1539	971	259	306
	81%	83%	84%	78%
Tracked service	1087	568	202	315
	58%	48%	66%	81%
			a	ab
International delivery	345	121	78	146
	18%	10%	25%	37%
			a	ab
Urgent delivery - on the same day or a specific time the next day	332	148	83	96
	18%	13%	27%	25%
			a	a
Timed delivery (i.e. to arrive by specific time/day)	328	128	91	109
	17%	11%	30%	28%
			a	a
Cross-Border Delivery (to ROI)	7	3	1	2
	*%	*%	*%	1%
Other (PLEASE SPECIFY)	11	2	2	8
	1%	*%	1%	2%
				a
None of these (DO NOT READ OUT)	26	23	*	*
	1%	2%	*%	*%
Don't Know (DO NOT READ OUT)	5	1	*	*
	*%	*%	*%	*%
NET: Urgent / Tracked / Timed Mail	1193	632	227	327
	63%	54%	74%	84%
			a	ab

Columns Tested: a,b,c

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2091	1557	331	90	34	40	20	10	9	1888	203	113
Effective base	784	640	100	23	9	11	4	2	1	738	46	23
Weighted Base	1890	1577	209	52	11	27	8	1	5	1786	104	53
Standard delivery	1539	1307	159	39	8	16	7	*	5	1466	74	35
	81%	83%	76%	75%	68%	57%	81%	29%	91%	82%	70%	66%
		ejk								e		
Tracked service	1087	826	176	47	6	18	8	1	5	1002	85	38
	58%	52%	84%	90%	57%	66%	99%	83%	93%	56%	81%	72%
			adi	adi							ai	
International delivery	345	212	80	29	4	11	3	1	5	293	52	23
	18%	13%	38%	57%	37%	40%	32%	79%	91%	16%	50%	44%
			ai	ai	a	ai					ai	ai
Urgent delivery - on the same day or a specific time the next day	332	220	52	21	7	20	6	1	5	272	60	39
	18%	14%	25%	41%	64%	72%	76%	70%	98%	15%	57%	73%
			ai	ai	abi	abi					abi	abci
Timed delivery (i.e. to arrive by specific time/ day)	328	211	64	26	7	12	2	1	5	276	53	27
	17%	13%	31%	50%	64%	45%	21%	69%	97%	15%	51%	51%
			ai	ai	abi	ai					abi	ai
Cross-Border Delivery (to ROI)	7	3	2	1	*	*	*	-	-	6	1	*
	*%	*%	1%	2%	*%	*%	*%	-%	-%	*%	1%	*%
Other (PLEASE SPECIFY)	11	6	5	1	-	-	-	-	-	10	1	-
	1%	*%	2%	3%	-%	-%	-%	-%	-%	1%	1%	-%
			a									
None of these (DO NOT READ OUT)	26	25	1	-	-	-	-	-	-	26	-	-
	1%	2%	*%	-%	-%	-%	-%	-%	-%	1%	-%	-%
Don't Know (DO NOT READ OUT)	5	5	*	-	-	-	*	-	-	5	*	*
	*%	*%	*%	-%	-%	-%	*%	-%	-%	*%	*%	*%
NET: Urgent / Tracked / Timed Mail	1193	913	180	51	8	27	8	1	5	1093	100	49
	63%	58%	86%	99%	75%	98%	100%	83%	100%	61%	96%	93%
			ai	adi		ai					adi	ai

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2091	791	766	534	1921	1599	1983	1532	942	780	374	1087	119	139	93	111	60
Effective base	784	372	270	146	703	586	738	582	359	253	166	443	32	39	21	23	15
Weighted Base	1890	959	618	313	1722	1410	1797	1394	899	606	412	1093	70	90	46	49	37
Standard delivery	1539	792	515	232	1426	1156	1490	1093	681	445	352	916	54	69	36	36	27
	81%	83%	83%	74%	83%	82%	83%	78%	76%	73%	86%	84%	77%	76%	79%	73%	73%
		c	c		def	ef	def										
Tracked service	1087	403	423	261	974	916	1021	980	663	434	138	661	57	67	35	33	30
	58%	42%	68%	83%	57%	65%	57%	70%	74%	71%	33%	60%	82%	75%	75%	68%	80%
			a	ab		ac	ac	abc	ac			a	ab	a	a	a	a
International delivery	345	78	134	133	321	310	328	314	222	140	25	210	22	23	15	19	14
	18%	8%	22%	42%	19%	22%	18%	23%	25%	23%	6%	19%	31%	26%	32%	39%	37%
			a	ab				ac				a	a	a	a	ab	a
Urgent delivery - on the same day or a specific time the next day	332	111	109	112	318	302	324	302	250	203	23	197	15	26	18	23	23
	18%	12%	18%	36%	18%	21%	18%	22%	28%	34%	6%	18%	21%	29%	38%	47%	62%
			a	ab					abcd	abcd		a	a	a	ab	abc	abcd
Timed delivery (i.e. to arrive by specific time/day)	328	83	128	117	313	301	321	306	252	198	25	194	20	28	18	22	13
	17%	9%	21%	37%	18%	21%	18%	22%	28%	33%	6%	18%	29%	31%	40%	45%	35%
			a	ab					abcd	abcd		a	a	ab	ab	ab	a
Cross-Border Delivery (to ROI)	7	2	2	3	7	5	7	5	2	2	2	5	*	*	*	*	*
	*%	*%	*%	1%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	11	2	3	6	11	10	11	11	10	3	2	8	-	-	2	-	-
	1%	*%	1%	2%	1%	1%	1%	1%	1%	*%	*%	1%	-%	-%	4%	-%	-%
None of these (DO NOT READ OUT)	26	25	-	1	26	16	26	11	3	*	10	16	*	-	-	*	-
	1%	3%	-%	*%	2%	1%	1%	1%	*%	*%	2%	1%	1%	-%	-%	1%	-%
		b															
Don't Know (DO NOT READ OUT)	5	4	1	*	5	5	5	4	4	-	*	3	-	-	1	*	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%	2%	*%	-%
NET: Urgent / Tracked / Timed Mail	1193	454	459	281	1076	1001	1126	1064	725	478	156	731	60	70	42	35	33
	63%	47%	74%	90%	62%	71%	63%	76%	81%	79%	38%	67%	86%	78%	90%	72%	88%
			a	ab		ac	abc	abc	abc	abc		a	ab	a	ab	a	a

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2091	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	784	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	1890	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
Standard delivery	1539	1197	88	50	44	19	18	10	892	122	52	33	29	14	13
	81%	84%	81%	67%	93%	84%	67%	67%	85%	67%	87%	77%	76%	91%	66%
		c		c					b		b				
Tracked service	1087	755	82	58	30	15	22	11	626	152	51	32	25	11	18
	58%	53%	76%	78%	65%	66%	81%	74%	60%	83%	86%	75%	65%	70%	90%
			a	a					a		a				
International delivery	345	245	17	25	9	8	12	4	191	54	18	17	14	7	7
	18%	17%	16%	34%	19%	35%	45%	27%	18%	30%	31%	39%	36%	47%	35%
				a			ab		a			a		a	
Urgent delivery - on the same day or a specific time the next day	332	226	23	26	11	9	17	7	162	69	20	15	16	4	17
	18%	16%	21%	35%	24%	41%	61%	43%	15%	38%	33%	35%	42%	25%	83%
				a		a	abd		a		a	a	a		
Timed delivery (i.e. to arrive by specific time/day)	328	211	32	27	15	9	16	4	167	66	22	13	21	6	7
	17%	15%	29%	36%	32%	39%	58%	23%	16%	36%	36%	30%	54%	38%	35%
			a	a	a	a	a		a		a		a	a	
Cross-Border Delivery (to ROI)	7	6	*	*	*	*	*	*	5	1	*	-	*	*	-
	*%	*%	*%	*%	1%	1%	*%	*%	*%	*%	*%	-%	*%	*%	-%
Other (PLEASE SPECIFY)	11	9	-	2	-	-	-	-	8	-	-	2	-	-	-
	1%	1%	-%	2%	-%	-%	-%	-%	1%	-%	-%	4%	-%	-%	-%
None of these (DO NOT READ OUT)	26	25	*	-	-	-	-	-	15	1	-	-	-	*	-
	1%	2%	*%	-%	-%	-%	-%	-%	1%	1%	-%	-%	-%	2%	-%
Don't Know (DO NOT READ OUT)	5	5	-	-	*	*	-	-	3	-	-	-	1	-	-
	*%	*%	-%	-%	*%	*%	-%	-%	*%	-%	-%	-%	3%	-%	-%
NET: Urgent / Tracked / Timed Mail	1193	843	89	60	33	16	23	11	688	163	52	35	30	13	20
	63%	59%	82%	81%	71%	72%	85%	75%	66%	89%	87%	80%	77%	85%	100%
			a	a					a		a				

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2091	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	784	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	1890	987	154	106	46	33	29	39	894	369	343	114	74
Standard delivery	1539	808	121	65	32	23	22	21	740	298	295	95	59
	81%	82%	78%	61%	69%	70%	77%	55%	83%	81%	86%	83%	80%
Tracked service	1087	637	133	77	41	31	25	35	399	247	234	86	54
	58%	65%	87%	73%	89%	94%	86%	90%	45%	67%	68%	76%	73%
			a		a	a		a		a	a	a	a
International delivery	345	186	34	20	17	19	13	25	105	64	80	53	25
	18%	19%	22%	19%	37%	56%	45%	65%	12%	17%	23%	47%	34%
					a	abc	a	abc			a	abc	ab
Urgent delivery - on the same day or a specific time the next day	332	158	37	37	20	14	14	22	96	87	70	34	36
	18%	16%	24%	35%	43%	41%	47%	57%	11%	23%	20%	30%	49%
				a	a	a	a	ab		a	a	a	abc
Timed delivery (i.e. to arrive by specific time/day)	328	152	43	45	19	22	4	20	66	91	80	49	35
	17%	15%	28%	43%	41%	67%	14%	51%	7%	25%	23%	43%	48%
			a	a	a	abf		af		a	a	abc	abc
Cross-Border Delivery (to ROI)	7	5	*	*	*	-	-	-	2	1	1	3	*
	*%	*%	*%	*%	*%	-%	-%	-%	*%	*%	*%	2%	*%
Other (PLEASE SPECIFY)	11	9	-	-	-	2	-	-	2	2	4	1	2
	1%	1%	-%	-%	-%	5%	-%	-%	*%	*%	1%	1%	3%
													a
None of these (DO NOT READ OUT)	26	10	*	-	-	-	-	-	26	*	*	-	-
	1%	1%	*%	-%	-%	-%	-%	-%	3%	*%	*%	-%	-%
									bc				
Don't Know (DO NOT READ OUT)	5	4	-	-	-	-	*	-	5	-	*	-	-
	*%	*%	-%	-%	-%	-%	*%	-%	1%	-%	*%	-%	-%
NET: Urgent / Tracked / Timed Mail	1193	691	141	92	43	32	26	38	440	270	255	94	65
	63%	70%	92%	87%	92%	97%	90%	99%	49%	73%	74%	83%	87%
			a	a	a	a	a	a		a	a	a	a

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2091	873	377	386	202	76	689	314	335	172	74
Effective base	784	381	141	126	39	19	308	108	105	44	21
Weighted Base	1890	994	322	272	84	47	786	252	217	92	56
Standard delivery	1539	814	271	232	70	36	655	193	180	78	45
	81%	82%	84%	85%	84%	78%	83%	77%	83%	85%	79%
Tracked service	1087	474	217	185	64	32	456	178	159	78	39
	58%	48%	67%	68%	76%	70%	58%	71%	73%	86%	70%
		a	a	a	a	a	a	a	a	a	a
International delivery	345	152	53	61	38	16	122	62	63	44	19
	18%	15%	17%	22%	46%	34%	16%	24%	29%	48%	33%
					abc	a		a	a	abc	a
Urgent delivery - on the same day or a specific time the next day	332	150	65	50	31	22	121	70	49	34	28
	18%	15%	20%	18%	37%	48%	15%	28%	23%	37%	49%
					abc	abc		a		a	ac
Timed delivery (i.e. to arrive by specific time/ day)	328	125	61	60	41	25	95	86	54	37	28
	17%	13%	19%	22%	49%	53%	12%	34%	25%	40%	49%
			a		abc	abc		a	a	a	ac
Cross-Border Delivery (to ROI)	7	2	1	1	3	*	2	1	1	1	*
	%	%	%	%	3%	%	%	%	1%	1%	%
Other (PLEASE SPECIFY)	11	2	2	4	3	-	2	2	4	-	2
	1%	%	1%	1%	4%	-%	%	1%	2%	-%	4%
					a						a
None of these (DO NOT READ OUT)	26	25	*	*	-	-	16	-	*	-	-
	1%	3%	%	%	-%	-%	2%	-%	%	-%	-%
Don't Know (DO NOT READ OUT)	5	5	-	*	-	-	5	-	*	-	-
	%	%	-%	%	-%	-%	1%	-%	%	-%	-%
NET: Urgent / Tracked / Timed Mail	1193	538	225	201	72	38	488	207	171	81	49
	63%	54%	70%	74%	85%	82%	62%	82%	79%	88%	87%
			a	a	ab	a		a	a	a	a

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2091	674	250	309	179	94	867	151	501	1745	346	1735	186
Effective base	784	295	84	113	57	25	337	49	192	662	123	648	56
Weighted Base	1890	736	201	253	130	53	786	116	483	1618	272	1590	132
Standard delivery	1539	599	153	190	88	47	618	62	408	1339	200	1323	103
	81%	81%	76%	75%	67%	89%	79%	53%	85%	83%	74%	83%	78%
		d			d		b		b	b			
Tracked service	1087	452	159	192	117	47	604	84	286	878	209	882	92
	58%	61%	79%	76%	90%	89%	77%	72%	59%	54%	77%	55%	70%
			a	a	ac	a	c				a		a
International delivery	345	107	41	74	64	27	224	23	68	264	81	284	37
	18%	15%	20%	29%	49%	51%	28%	20%	14%	16%	30%	18%	28%
				a	abc	abc	c				a		
Urgent delivery - on the same day or a specific time the next day	332	101	49	78	46	23	193	36	73	250	82	251	67
	18%	14%	24%	31%	35%	43%	25%	31%	15%	15%	30%	16%	51%
			a	a	a	a	c	c			a		a
Timed delivery (i.e. to arrive by specific time/day)	328	84	53	95	49	24	205	48	54	250	79	263	49
	17%	11%	26%	38%	38%	45%	26%	41%	11%	15%	29%	17%	37%
			a	a	a	a	c	ac			a		a
Cross-Border Delivery (to ROI)	7	2	1	*	2	*	4	*	1	6	1	7	*
	%	%	%	%	2%	%	%	%	%	%	1%	%	%
Other (PLEASE SPECIFY)	11	4	-	4	1	2	6	2	3	9	3	10	1
	1%	1%	-%	2%	1%	3%	1%	1%	1%	1%	1%	1%	1%
None of these (DO NOT READ OUT)	26	10	-	*	-	-	2	*	8	26	-	26	-
	1%	1%	-%	%	-%	-%	%	%	2%	2%	-%	2%	-%
Don't Know (DO NOT READ OUT)	5	4	-	-	*	-	-	3	-	5	*	5	*
	%	1%	-%	-%	%	-%	-%	3%	-%	%	%	%	%
								ac					

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2091	674	250	309	179	94	867	151	501	1745	346	1735	186
Effective base	784	295	84	113	57	25	337	49	192	662	123	648	56
Weighted Base	1890	736	201	253	130	53	786	116	483	1618	272	1590	132
NET: Urgent / Tracked / Timed Mail	1193	484	166	227	124	48	662	95	300	962	231	963	113
	63%	66%	83%	90%	96%	91%	84%	82%	62%	59%	85%	61%	85%
			a	a	ab	a	c	c			a		a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	2091	1343	256	956	576	1741	180	1331	268	960	572
Effective base	784	512	73	388	195	649	54	503	83	390	193
Weighted Base	1890	1234	177	906	488	1597	125	1222	189	916	478
Standard delivery	1539	1028	128	710	383	1333	93	1008	148	713	380
	81%	83%	72%	78%	79%	84%	74%	83%	79%	78%	79%
Tracked service	1087	776	139	572	408	885	89	763	153	579	401
	58%	63%	79%	63%	84%	55%	71%	62%	81%	63%	84%
International delivery	345	249	61	179	135	286	34	242	68	178	137
	18%	20%	34%	20%	28%	18%	28%	20%	36%	19%	29%
Urgent delivery - on the same day or a specific time the next day	332	221	81	148	154	265	53	221	81	156	145
	18%	18%	46%	16%	32%	17%	43%	18%	43%	17%	30%
Timed delivery (i.e. to arrive by specific time/day)	328	231	70	141	165	259	54	221	80	157	150
	17%	19%	40%	16%	34%	16%	43%	18%	42%	17%	31%
Cross-Border Delivery (to ROI)	7	5	1	3	2	7	*	5	*	3	2
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	1%
Other (PLEASE SPECIFY)	11	10	1	4	7	8	3	8	2	4	7
	1%	1%	*%	*%	1%	1%	2%	1%	1%	*%	1%
None of these (DO NOT READ OUT)	26	16	-	11	-	26	-	16	-	11	-
	1%	1%	-%	1%	-%	2%	-%	1%	-%	1%	-%
Don't Know (DO NOT READ OUT)	5	5	*	4	*	5	*	5	*	4	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2091	1343	256	956	576	1741	180	1331	268	960	572
Effective base	784	512	73	388	195	649	54	503	83	390	193
Weighted Base	1890	1234	177	906	488	1597	125	1222	189	916	478
NET: Urgent / Tracked / Timed Mail	1193	843	159	624	440	972	104	833	168	632	432
	63%	68%	90%	69%	90%	61%	83%	68%	89%	69%	90%
			a		a		a		a		a

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2091	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	784	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	1890	846	1357	254	5	785	951	197	5	975	765	224	2
Standard delivery	1539	587	1357	234	-	557	951	182	4	696	765	198	2
	81%	69%	100%	92%	-%	71%	100%	93%	88%	71%	100%	88%	100%
			ac	a			ac	a			ac	a	
Tracked service	1087	768	689	215	4	726	539	169	2	907	438	195	-
	58%	91%	51%	85%	74%	92%	57%	86%	52%	93%	57%	87%	-%
		b		b		b		b		b		b	
International delivery	345	251	261	251	-	236	224	195	-	266	222	221	-
	18%	30%	19%	99%	-%	30%	24%	99%	-%	27%	29%	99%	-%
		b		ab		b		ab				ab	
Urgent delivery - on the same day or a specific time the next day	332	293	210	96	1	273	157	61	2	282	130	84	-
	18%	35%	15%	38%	26%	35%	16%	31%	40%	29%	17%	38%	-%
		b		b		b		b		b		b	
Timed delivery (i.e. to arrive by specific time/day)	328	260	208	86	-	264	181	70	2	285	148	92	-
	17%	31%	15%	34%	-%	34%	19%	36%	40%	29%	19%	41%	-%
		b		b		b		b		b		ab	
Cross-Border Delivery (to ROI)	7	4	5	5	-	3	3	3	-	4	4	5	-
	*%	*%	*%	2%	-%	*%	*%	1%	-%	*%	1%	2%	-%
Other (PLEASE SPECIFY)	11	2	6	-	5	4	2	-	5	8	2	-	2
	1%	*%	*%	-%	100%	1%	*%	-%	100%	1%	*%	-%	100%
None of these (DO NOT READ OUT)	26	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	5	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	1193	846	748	228	5	785	582	180	2	975	468	209	-
	63%	100%	55%	90%	100%	100%	61%	91%	52%	100%	61%	93%	-%
		bc		b		bc		b		bc		b	

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2091	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	784	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	1890	1550	1175	912	1213	1042	34	633	496	449	133	87
Standard delivery	1539	1319	995	745	1006	935	28	565	400	361	124	86
	81%	85%	85%	82%	83%	90%	81%	89%	81%	80%	94%	99%
						a		bc			bc	bc
Tracked service	1087	859	778	650	757	555	31	416	445	427	121	65
	58%	55%	66%	71%	62%	53%	90%	66%	90%	95%	91%	75%
			a	a	b		ab		ae	abe	ae	
International delivery	345	288	272	220	232	215	25	175	141	162	133	87
	18%	19%	23%	24%	19%	21%	74%	28%	28%	36%	100%	100%
				a			ab				abc	abc
Urgent delivery - on the same day or a specific time the next day	332	255	241	176	261	157	24	118	127	143	47	27
	18%	16%	20%	19%	22%	15%	71%	19%	26%	32%	35%	31%
					b		ab			a	a	
Timed delivery (i.e. to arrive by specific time/day)	328	263	245	184	252	166	22	136	134	142	49	27
	17%	17%	21%	20%	21%	16%	65%	21%	27%	32%	37%	31%
							ab			a	a	
Cross-Border Delivery (to ROI)	7	7	5	4	5	5	*	4	2	3	1	*
	*%	*%	*%	*%	*%	1%	*%	1%	*%	1%	1%	*%
Other (PLEASE SPECIFY)	11	10	8	8	4	4	-	2	8	6	-	-
	1%	1%	1%	1%	*%	*%	-%	*%	2%	1%	-%	-%
None of these (DO NOT READ OUT)	26	25	15	9	15	16	-	9	-	-	-	-
	1%	2%	1%	1%	1%	1%	-%	1%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	5	2	-	-	2	-	-	-	-	-	-	-
	*%	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	1193	938	837	691	833	586	32	453	461	440	131	79
	63%	61%	71%	76%	69%	56%	94%	72%	93%	98%	99%	92%
			a	a	b		ab		a	abe	a	a

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2091	197	128	98	49	1799	1278	1898	1333	1219	909	1705	234	-	1537	116
Effective base	784	79	45	39	20	663	433	700	460	408	336	636	86	-	573	54
Weighted Base	1890	194	105	93	47	1568	976	1662	1050	931	812	1518	194	-	1337	135
Standard delivery	1539	149	65	83	36	1311	798	1376	862	802	620	1311	167	-	1128	105
	81%	77%	62%	89%	77%	84%	82%	83%	82%	86%	76%	86%	86%	-%	84%	78%
				b								a				
Tracked service	1087	128	85	79	42	905	632	982	699	601	663	872	168	-	781	76
	58%	66%	81%	85%	90%	58%	65%	59%	67%	65%	82%	57%	87%	-%	58%	56%
				a	a		a		ac	a	b		b			
International delivery	345	48	28	33	23	287	219	306	232	235	235	287	142	-	252	24
	18%	25%	27%	35%	50%	18%	22%	18%	22%	25%	29%	19%	73%	-%	19%	18%
				a						ac	b		ab			
Urgent delivery - on the same day or a specific time the next day	332	56	45	20	21	278	208	311	205	197	248	234	68	-	230	27
	18%	29%	43%	21%	45%	18%	21%	19%	20%	21%	31%	15%	35%	-%	17%	20%
			c								b		b			
Timed delivery (i.e. to arrive by specific time/day)	328	57	46	26	12	260	202	294	216	199	250	246	56	-	220	32
	17%	30%	44%	28%	26%	17%	21%	18%	21%	21%	31%	16%	29%	-%	16%	24%
											b		b			
Cross-Border Delivery (to ROI)	7	*	*	*	-	7	5	7	5	6	4	7	5	-	6	*
	*%	*%	*%	*%	-%	*%	*%	*%	*%	1%	1%	*%	3%	-%	*%	*%
													b			
Other (PLEASE SPECIFY)	11	2	-	1	-	11	7	11	10	8	8	11	1	-	6	1
	1%	1%	-%	1%	-%	1%	1%	1%	1%	1%	1%	1%	1%	-%	*%	*%
None of these (DO NOT READ OUT)	26	-	*	-	-	16	5	16	5	5	*	16	-	-	10	*
	1%	-%	*%	-%	-%	1%	1%	1%	*%	1%	*%	1%	-%	-%	1%	*%
Don't Know (DO NOT READ OUT)	5	-	-	-	-	*	*	*	*	-	-	*	-	-	1	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	-%	-%	*%	-%	-%	*%	-%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	RM product changes:					Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2091	197	128	98	49	1799	1278	1898	1333	1219	909	1705	234	-	1537	116
Effective base	784	79	45	39	20	663	433	700	460	408	336	636	86	-	573	54
Weighted Base	1890	194	105	93	47	1568	976	1662	1050	931	812	1518	194	-	1337	135
NET: Urgent / Tracked / Timed Mail	1193	150	96	81	43	988	688	1073	743	656	719	937	172	-	841	94
	63%	77%	92%	87%	92%	63%	71%	65%	71%	70%	88%	62%	89%	-%	63%	70%
			a				ac		ac	ac	b		b			

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2091	756	1154	675	30	345	463	298	1330	441	382	392	1270
Effective base	784	305	422	242	15	122	173	107	514	158	127	149	493
Weighted Base	1890	738	1027	589	41	291	427	257	1269	348	285	368	1197
Standard delivery	1539	579	879	468	35	220	352	190	1047	294	218	290	1004
	81%	78%	86%	79%	84%	75%	83%	74%	83%	84%	77%	79%	84%
Tracked service	1087	501	500	487	36	253	335	203	681	193	219	287	557
	58%	68%	49%	83%	88%	87%	79%	79%	54%	55%	77%	78%	47%
		b				bc					c	c	
International delivery	345	205	115	179	15	102	125	94	181	65	100	89	151
	18%	28%	11%	30%	37%	35%	29%	37%	14%	19%	35%	24%	13%
		b				bc					bc	c	
Urgent delivery - on the same day or a specific time the next day	332	188	106	167	18	100	109	92	165	70	75	91	155
	18%	25%	10%	28%	45%	34%	26%	36%	13%	20%	26%	25%	13%
		b				bc				b	c	c	
Timed delivery (i.e. to arrive by specific time/day)	328	178	114	181	23	117	107	83	177	64	74	95	149
	17%	24%	11%	31%	56%	40%	25%	32%	14%	18%	26%	26%	12%
		b			a	b					c	c	
Cross-Border Delivery (to ROI)	7	1	6	3	*	2	1	2	3	3	1	*	5
	*%	*%	1%	1%	*%	1%	*%	1%	*%	1%	*%	*%	*%
Other (PLEASE SPECIFY)	11	8	2	6	2	3	6	2	10	-	4	4	3
	1%	1%	*%	1%	4%	1%	1%	1%	1%	-%	2%	1%	*%
None of these (DO NOT READ OUT)	26	6	20	-	-	-	-	-	22	4	1	-	25
	1%	1%	2%	-%	-%	-%	-%	-%	2%	1%	*%	-%	2%
Don't Know (DO NOT READ OUT)	5	*	5	*	-	-	*	-	2	-	-	-	1
	*%	*%	*%	*%	-%	-%	*%	-%	*%	-%	-%	-%	*%
NET: Urgent / Tracked / Timed Mail	1193	549	542	523	40	271	362	233	732	218	245	307	619
	63%	74%	53%	89%	97%	93%	85%	91%	58%	63%	86%	84%	52%
		b				b					c	c	

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2091	1096	995
Effective base	784	337	447
Weighted Base	1890	812	1078
Standard delivery	1539	644	896
	81%	79%	83%
Tracked service	1087	468	619
	58%	58%	57%
International delivery	345	155	190
	18%	19%	18%
Urgent delivery - on the same day or a specific time the next day	332	203	129
	18%	25%	12%
		b	
Timed delivery (i.e. to arrive by specific time/day)	328	178	150
	17%	22%	14%
		b	
Cross-Border Delivery (to ROI)	7	3	4
	*%	*%	*%
Other (PLEASE SPECIFY)	11	4	8
	1%	*%	1%
None of these (DO NOT READ OUT)	26	4	22
	1%	1%	2%
Don't Know (DO NOT READ OUT)	5	-	5
	*%	-%	*%
NET: Urgent / Tracked / Timed Mail	1193	528	665
	63%	65%	62%

Columns Tested:: a,b

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2091	119	241	192	184	217	114	118	219	141	174	129	243
Effective base	784	35	111	117	61	145	66	17	85	55	35	44	86
Weighted Base	1890	48	193	229	64	305	107	34	298	137	86	118	271
Standard delivery	1539	39	159	178	43	266	82	31	266	94	70	96	216
	81%	83%	82%	77%	67%	87%	76%	91%	89%	69%	82%	82%	80%
			d			cdfi		di	cdfi				
Tracked service	1087	27	109	132	35	162	65	18	157	84	48	78	170
	58%	57%	56%	58%	55%	53%	61%	53%	53%	61%	56%	66%	63%
International delivery	345	10	30	48	12	58	11	3	48	25	7	22	70
	18%	21%	15%	21%	19%	19%	11%	9%	16%	18%	8%	19%	26%
													fj
Urgent delivery - on the same day or a specific time the next day	332	7	23	43	9	36	19	7	62	17	6	26	76
	18%	15%	12%	19%	14%	12%	18%	21%	21%	12%	7%	22%	28%
													bdeij
Timed delivery (i.e. to arrive by specific time/day)	328	9	27	43	5	38	8	5	44	25	11	29	86
	17%	18%	14%	19%	8%	12%	7%	15%	15%	18%	12%	25%	32%
				df								df	bcdefhj
Cross-Border Delivery (to ROI)	7	1	*	*	1	-	-	1	1	1	*	*	1
	%	3%	%	%	1%	-%	-%	3%	%	1%	%	%	%
Other (PLEASE SPECIFY)	11	2	2	1	1	2	-	-	-	4	-	1	-
	1%	3%	1%	%	2%	1%	-%	-%	-%	3%	-%	%	-%
None of these (DO NOT READ OUT)	26	-	4	3	1	7	-	-	9	*	-	1	*
	1%	-%	2%	1%	2%	2%	-%	-%	3%	%	-%	1%	%
Don't Know (DO NOT READ OUT)	5	1	*	-	*	3	-	-	*	-	-	-	*
	%	2%	%	-%	%	1%	-%	-%	%	-%	-%	-%	%
NET: Urgent / Tracked / Timed Mail	1193	29	114	148	40	169	70	19	182	93	52	86	193
	63%	61%	59%	64%	63%	55%	65%	55%	61%	68%	61%	73%	71%
												e	e

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2091	552	515	478	546	1067	1024
Effective base	784	260	257	152	164	517	316
Weighted Base	1890	470	476	469	475	946	944
Standard delivery	1539	376	390	391	383	765	774
	81%	80%	82%	83%	81%	81%	82%
Tracked service	1087	268	262	259	297	531	556
	58%	57%	55%	55%	62%	56%	59%
International delivery	345	87	82	76	100	169	176
	18%	19%	17%	16%	21%	18%	19%
Urgent delivery - on the same day or a specific time the next day	332	73	64	86	109	137	195
	18%	16%	13%	18%	23%	14%	21%
					b		a
Timed delivery (i.e. to arrive by specific time/day)	328	79	50	74	126	129	200
	17%	17%	11%	16%	26%	14%	21%
		b			abc		a
Cross-Border Delivery (to ROI)	7	2	1	3	2	2	5
	*%	*%	*%	1%	*%	*%	*%
Other (PLEASE SPECIFY)	11	4	3	4	1	7	5
	1%	1%	1%	1%	*%	1%	*%
None of these (DO NOT READ OUT)	26	7	9	9	1	16	10
	1%	2%	2%	2%	*%	2%	1%
Don't Know (DO NOT READ OUT)	5	1	3	*	*	5	*
	*%	*%	1%	*%	*%	*%	*%
NET: Urgent / Tracked / Timed Mail	1193	290	279	293	331	569	624
	63%	62%	59%	63%	70%	60%	66%
					b		

Columns Tested: a,b,c,d - a,b

Table 108

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where Letters are sent

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1921	364	1557	1279	341	92	209	642
Effective base	703	80	636	641	143	41	99	189
Weighted Base	1722	120	1602	1636	73	9	5	86
Urgent delivery - on the same day or a specific time the next day	232 14%	3 2%	230 14% a	211 13%	18 25% a	2 28% a	1 25% a	22 25% a
Tracked service	725 42%	18 15% a	707 44% a	681 42%	37 51% a	4 47% a	2 53% a	44 51% a
Timed delivery (i.e. to arrive by specific time/day)	174 10%	1 1% a	173 11% a	159 10%	12 17% a	2 20% a	1 21% a	15 17% a
Standard delivery	1357 79%	111 93% b	1245 78% d	1291 79% d	57 78% d	6 72% d	3 65% d	66 77% d
International delivery	251 15%	1 1% a	249 16% a	233 14%	15 21% a	2 18% a	1 20% a	18 21% a
Cross-Border Delivery	5 *%	* *% a	4 *% a	4 *% a	* 1% a	* 1% a	* *% a	* 1% a
Other (PLEASE SPECIFY)	5 *%	1 1% a	4 *% a	5 *% a	- -% a	- -% a	- -% a	- -% a
None of these (DO NOT READ OUT)	31 2%	* *% a	31 2% a	30 2% a	2 2% a	- -% a	* 1% a	2 2% a
Don't Know (DO NOT READ OUT)	6 *%	* *% a	6 *% a	6 *% a	* *% a	- -% a	* 2% a	* *% a
NET: Urgent / Tracked / Timed Mail	846 49%	20 16% a	826 52% a	795 49% a	42 58% a	5 61% a	3 69% a	51 59% a

Columns Tested: a,b - a,b,c,d,e

Table 108 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where Letters are sent

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1921	502	570	207	209	224	209	1279	341	301
Effective base	703	303	276	83	95	86	99	641	143	85
Weighted Base	1722	867	645	123	53	29	5	1636	73	13
Urgent delivery - on the same day or a specific time the next day	232 14%	83 10%	108 17%	20 16%	13 25%	7 26%	1 25%	211 13%	18 25%	4 27%
Tracked service	725 42%	320 37%	318 49%	43 35%	25 48%	16 56%	2 53%	681 42%	37 51%	6 49%
Timed delivery (i.e. to arrive by specific time/day)	174 10%	57 7%	86 13%	16 13%	9 18%	5 16%	1 21%	159 10%	12 17%	3 20%
Standard delivery	1357 79%	713 82%	476 74%	102 83%	42 79%	21 75%	3 65%	1291 79%	57 78%	9 70%
International delivery	251 15%	118 14%	101 16%	14 11%	12 23%	5 17%	1 20%	233 14%	15 21%	2 19%
Cross-Border Delivery	5 *%	1 *%	3 *%	1 1%	* *%	* 1%	* *%	4 *%	* 1%	* 1%
Other (PLEASE SPECIFY)	5 *%	- -%	4 1%	1 1%	- -%	- -%	- -%	5 *%	- -%	- -%
None of these (DO NOT READ OUT)	31 2%	24 3%	5 1%	1 1%	1 2%	1 2%	* 1%	30 2%	2 2%	* 1%
Don't Know (DO NOT READ OUT)	6 *%	* *%	4 1%	2 1%	* *%	- -%	* 2%	6 *%	* *%	* 1%
NET: Urgent / Tracked / Timed Mail	846 49%	374 43%	370 57%	52 42%	29 55%	19 65%	3 69%	795 49%	42 58%	8 64%
			acg		a	acg	abcdg		acg	acg

Columns Tested: a,b,c,d,e,f,g,h,i

Table 108 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where Letters are sent

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1921	748	531	341	92	209	687	341	124	85	229
Effective base	703	460	244	143	41	99	385	144	41	29	36
Weighted Base	1722	1314	322	73	9	5	1083	269	71	33	53
Urgent delivery - on the same day or a specific time the next day	232 14%	168 13%	43 13%	18 25% ab	2 28% ab	1 25% ab	120 11%	51 19% a	23 33% ae	9 27% ae	5 10%
Tracked service	725 42%	546 42%	135 42%	37 51% a	4 47% a	2 53% a	461 43%	130 48%	35 49%	16 47%	24 45%
Timed delivery (i.e. to arrive by specific time/ day)	174 10%	109 8%	49 15% a	12 17% a	2 20% a	1 21% a	89 8%	41 15% a	14 19% a	10 30% a	8 15%
Standard delivery	1357 79%	1036 79% e	255 79% e	57 78% e	6 72%	3 65%	850 78%	209 78%	51 72%	25 76%	43 81%
International delivery	251 15%	190 14%	43 13%	15 21% b	2 18%	1 20%	154 14%	37 14%	17 24%	8 24%	9 17%
Cross-Border Delivery	5 *%	3 *%	2 *%	* 1%	* 1%	* *%	2 *%	1 *%	1 1%	* 1%	* *%
Other (PLEASE SPECIFY)	5 *%	4 *%	1 *%	- -%	- -%	- -%	4 *%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	31 2%	28 2%	2 1%	2 2%	- -%	* 1%	29 3%	* *%	* *%	* *%	* 1%
Don't Know (DO NOT READ OUT)	6 *%	3 *%	2 1%	* *%	- -%	* 2%	1 *%	- -%	- -%	1 3% ab	* *%
NET: Urgent / Tracked / Timed Mail	846 49%	628 48%	167 52%	42 58% a	5 61%	3 69% ab	521 48%	154 57%	43 60%	20 60%	26 50%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 108 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where Letters are sent

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1921	130	93	200	61	133	153	121	108	107
Effective base	703	71	49	110	26	68	94	69	54	52
Weighted Base	1722	167	110	301	59	170	275	202	139	123
Urgent delivery - on the same day or a specific time the next day	232 14%	21 13%	12 11%	66 22% efi	4 7%	17 10%	24 9%	32 16%	25 18%	10 9%
Tracked service	725 42%	69 42%	50 45%	125 42%	32 54%	62 37%	140 51%	87 43%	46 33%	46 38%
Timed delivery (i.e. to arrive by specific time/day)	174 10%	22 13%	16 15%	38 12%	3 6%	13 8%	18 7%	10 5%	17 12%	26 21% efg
Standard delivery	1357 79%	132 79%	87 79%	232 77%	42 72%	138 81%	215 78%	160 79%	105 75%	104 85%
International delivery	251 15%	28 17%	10 9%	57 19%	5 9%	25 15%	54 20%	24 12%	18 13%	17 14%
Cross-Border Delivery	5 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other (PLEASE SPECIFY)	5 *%	- -%	1 1%	- -%	4 7% acefg	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	31 2%	9 5%	2 2%	4 1%	- -%	1 *%	9 3%	1 *%	4 3%	* *%
Don't Know (DO NOT READ OUT)	6 *%	- -%	* *%	* *%	- -%	- -%	- -%	1 1%	3 2%	- -%
NET: Urgent / Tracked / Timed Mail	846 49%	76 46%	50 46%	161 53%	32 55%	68 40%	150 55%	103 51%	69 50%	62 50%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 108 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where Letters are sent

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1921	301	331	474	1106	815	282	276	257
Effective base	703	146	174	272	587	213	87	67	97
Weighted Base	1722	352	416	779	1546	176	80	64	32
Urgent delivery - on the same day or a specific time the next day	232 14%	31 9%	58 14%	122 16%	212 14%	21 12%	9 11%	9 14%	3 9%
Tracked service	725 42%	141 40%	165 40%	352 45%	658 43%	67 38%	32 40%	24 37%	11 34%
Timed delivery (i.e. to arrive by specific time/day)	174 10%	42 12%	55 13%	66 8%	163 11%	11 6%	7 9%	2 3%	2 6%
Standard delivery	1357 79%	eg 285 81%	egh 323 78%	g 608 78%	g 1216 79%	g 141 80%	g 61 77%	g 52 81%	g 27 86%
International delivery	251 15%	ef 47 13%	ef 56 14%	efgh 135 17%	efh 239 15%	efh 11 6%	efh 4 5%	efh 5 8%	efh 2 8%
Cross-Border Delivery	5 *%	- -%	- -%	- -%	- -%	5 3% cd	- -%	- -%	5 14% abcdefg
Other (PLEASE SPECIFY)	5 *%	4 1%	1 *%	- -%	5 *%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	31 2%	1 *%	15 4% ah	14 2%	30 2%	2 1%	1 1%	1 1%	* *%
Don't Know (DO NOT READ OUT)	6 *%	- -%	3 1%	2 *%	5 *%	1 *%	1 1%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	846 49%	162 46%	196 47%	414 53%	772 50%	74 42%	35 44%	27 42%	12 38%

Columns Tested: a,b,c,d,e,f,g,h

Table 108 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where Letters are sent

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1921	87	158	16	174	205	429	72	98	853
Effective base	703	33	45	7	51	86	159	22	29	331
Weighted Base	1722	70	103	19	122	239	319	46	61	862
Urgent delivery - on the same day or a specific time the next day	232	10	24	4	28	44	36	5	7	102
	14%	14%	23%	22%	23%	19%	11%	11%	12%	12%
Tracked service	725	23	54	4	58	93	160	19	26	346
	42%	33%	53%	22%	48%	39%	50%	40%	43%	40%
Timed delivery (i.e. to arrive by specific time/ day)	174	15	21	8	29	17	34	3	6	70
	10%	21%	20%	40%	23%	7%	11%	8%	9%	8%
Standard delivery	1357	52	77	12	89	176	252	38	47	700
	79%	75%	74%	62%	72%	74%	79%	83%	78%	81%
International delivery	251	7	28	1	29	13	67	3	4	126
	15%	10%	27%	3%	24%	6%	21%	6%	7%	15%
Cross-Border Delivery	5	*	-	-	-	*	*	*	*	4
	*%	1%	-%	-%	-%	*%	*%	1%	*%	*%
Other (PLEASE SPECIFY)	5	-	-	-	-	-	-	-	-	5
	*%	-%	-%	-%	-%	-%	-%	-%	-%	1%
None of these (DO NOT READ OUT)	31	-	1	-	1	3	9	2	*	17
	2%	-%	1%	-%	1%	1%	3%	5%	*%	2%
Don't Know (DO NOT READ OUT)	6	1	*	-	*	4	*	*	-	*
	*%	1%	*%	-%	*%	2%	*%	*%	-%	*%
NET: Urgent / Tracked / Timed Mail	846	33	63	10	73	120	175	19	28	397
	49%	47%	61%	55%	60%	50%	55%	41%	46%	46%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 108 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where Letters are sent

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1921	466	429	1026	1684	237	-	1580	341	1863	58
Effective base	703	169	159	382	602	106	-	625	86	680	24
Weighted Base	1722	431	319	971	1415	307	-	1572	150	1667	55
Urgent delivery - on the same day or a specific time the next day	232 14%	82 19%	36 11%	114 12%	196 14%	36 12%	- -%	207 13%	26 17%	229 14%	4 7%
Tracked service	725 42%	175 41%	160 50%	390 40%	611 43%	114 37%	- -%	662 42%	64 42%	713 43%	12 22%
Timed delivery (i.e. to arrive by specific time/day)	174 10%	60 14%	34 11%	80 8%	154 11%	20 6%	- -%	160 10%	14 9%	169 10%	5 9%
Standard delivery	1357 79%	317 74%	252 79%	787 81%	1112 79%	245 80%	- -%	1246 79%	111 74%	1309 79%	48 88%
International delivery	251 15%	49 11%	67 21%	134 14%	217 15%	33 11%	- -%	240 15%	10 7%	244 15%	7 13%
Cross-Border Delivery	5 *%	* *%	* *%	4 *%	3 *%	2 1%	- -%	4 *%	1 *%	5 *%	- -%
Other (PLEASE SPECIFY)	5 *%	- -%	- -%	5 1%	4 *%	1 *%	- -%	5 *%	- -%	5 *%	- -%
None of these (DO NOT READ OUT)	31 2%	4 1%	9 3%	19 2%	21 2%	10 3%	- -%	30 2%	2 1%	31 2%	1 1%
Don't Know (DO NOT READ OUT)	6 *%	5 1%	* *%	* *%	2 *%	4 1%	- -%	3 *%	3 2%	3 *%	3 6%
NET: Urgent / Tracked / Timed Mail	846 49%	226 53%	175 55%	445 46%	712 50%	135 44%	- -%	769 49%	77 51%	831 50%	15 28%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 108 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where Letters are sent

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1921	1123	426	358
Effective base	703	441	131	128
Weighted Base	1722	1101	287	317
Urgent delivery - on the same day or a specific time the next day	232 14%	106 10%	51 18%	70 22%
			a	a
Tracked service	725 42%	376 34%	142 49%	207 65%
			a	ab
Timed delivery (i.e. to arrive by specific time/day)	174 10%	69 6%	49 17%	56 18%
			a	a
Standard delivery	1357 79%	895 81%	230 80%	228 72%
		c		
International delivery	251 15%	91 8%	56 20%	103 32%
			a	ab
Cross-Border Delivery	5 *%	2 *%	1 *%	1 *%
Other (PLEASE SPECIFY)	5 *%	- -%	- -%	5 2%
				a
None of these (DO NOT READ OUT)	31 2%	28 3%	* *%	* *%
Don't Know (DO NOT READ OUT)	6 *%	2 *%	1 *%	* *%
NET: Urgent / Tracked / Timed Mail	846 49%	451 41%	171 59%	218 69%
			a	a

Columns Tested: a,b,c

Table 108 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where Letters are sent

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1921	1432	293	86	34	37	20	10	9	1725	196	110
Effective base	703	579	83	22	9	9	4	2	1	660	43	21
Weighted Base	1722	1448	175	49	11	25	8	1	5	1623	99	50
Urgent delivery - on the same day or a specific time the next day	232 14%	151 10%	39 23%	17 36%	6 52%	13 53%	* 4%	1 70%	5 98%	190 12%	42 43%	25 50%
			ai	ai	ai	abi					abi	abi
Tracked service	725 42%	543 37%	114 65%	35 72%	6 55%	15 61%	7 84%	1 81%	5 90%	656 40%	69 70%	34 67%
			ai	ai							ai	ai
Timed delivery (i.e. to arrive by specific time/ day)	174 10%	105 7%	29 17%	18 38%	6 52%	8 33%	2 20%	1 68%	5 96%	134 8%	39 40%	21 42%
			ai	abi	abi	ai					abi	abi
Standard delivery	1357 79%	1172 81%	127 73%	33 68%	7 67%	11 45%	6 79%	* 19%	* 1%	1299 80%	58 59%	25 50%
			ejk							ejk		
International delivery	251 15%	153 11%	56 32%	23 46%	4 33%	8 30%	3 31%	1 74%	5 90%	209 13%	42 42%	19 38%
			ai	ai	a						ai	ai
Cross-Border Delivery	5 *%	2 *%	2 1%	* *%	* *%	* *%	- -%	- -%	- -%	4 *%	* *%	* *%
Other (PLEASE SPECIFY)	5 *%	- -%	4 2%	1 3%	- -%	- -%	- -%	- -%	- -%	4 *%	1 1%	- -%
			ai	ai							a	
None of these (DO NOT READ OUT)	31 2%	31 2%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	31 2%	- -%	- -%
Don't Know (DO NOT READ OUT)	6 *%	6 *%	* *%	- -%	* *%	- -%	* *%	- -%	- -%	6 *%	* *%	* *%
NET: Urgent / Tracked / Timed Mail	846 49%	639 44%	121 69%	40 83%	7 66%	24 98%	8 99%	1 81%	5 100%	760 47%	86 87%	46 91%
			ai	ai		ai					abi	abi

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 108 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where Letters are sent

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1921	731	701	489	1921	1537	1921	1381	917	758	329	1078	116	137	93	109	59
Effective base	703	344	237	127	703	552	703	510	345	241	140	440	30	37	21	23	14
Weighted Base	1722	901	547	274	1722	1335	1722	1244	866	580	358	1083	63	87	46	48	35
Urgent delivery - on the same day or a specific time the next day	232 14%	78 9%	72 13%	82 30% ab	232 14%	216 16%	232 14%	206 17%	177 20% ac	146 25% abcd	16 4%	141 13%	10 15%	22 26%	13 27%	20 40%	11 32%
Tracked service	725 42%	293 32%	250 46% a	183 67% ab	725 42%	647 48% ac	725 42%	635 51% ac	487 56% abc	307 53% ac	77 22%	468 43%	44 69% ab	48 56% a	33 70% ab	29 59% a	26 73% ab
Timed delivery (i.e. to arrive by specific time/day)	174 10%	46 5%	59 11% a	68 25% ab	174 10%	162 12%	174 10%	159 13%	138 16% ac	111 19% abcd	12 3%	112 10% a	9 15% a	11 12% a	7 15% a	18 38% abd	5 14%
Standard delivery	1357 79%	729 81% c	442 81% c	185 68%	1357 79% ef	1028 77% ef	1357 79% ef	931 75% f	605 70%	391 67%	301 84% cdf	865 80% cf	40 63%	59 67%	36 77%	30 62%	27 75%
International delivery	251 15%	55 6%	98 18% a	98 36% ab	251 15%	237 18%	251 15%	220 18%	170 20% ac	99 17%	13 4%	169 16% a	14 22% a	18 21% a	8 18% a	16 33% ab	13 36% ab
Cross-Border Delivery	5 *%	1 *%	2 *%	2 1%	5 *%	3 *%	5 *%	3 *%	1 *%	2 *%	2 *%	3 *%	* *%	* *%	* *%	* *%	* *%
Other (PLEASE SPECIFY)	5 *%	- -%	- -%	5 2% ab	5 *%	4 *%	5 *%	5 *%	4 *%	- -%	1 *%	4 *%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	31 2%	30 3% bc	1 *% bc	* *% bc	31 2% f	19 1% f	31 2% f	16 1% f	3 *% f	* *% f	12 3% f	19 2% f	* 1% f	- -%	- -%	- -%	* *% f
Don't Know (DO NOT READ OUT)	6 *%	3 *%	2 *%	* *% bc	6 *%	6 *%	6 *%	6 *%	5 1% abcd	1 *% abcd	* *%	4 *% a	- -%	- -%	1 2% abd	* *% a	- -%
NET: Urgent / Tracked / Timed Mail	846 49%	339 38% a	299 55% a	207 76% ab	846 49% ac	749 56% ac	846 49% ac	734 59% ac	569 66% abcd	381 66% abcd	95 27% a	547 51% ab	49 78% ab	52 60% a	40 85% abd	34 70% a	28 80% ab

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 108 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where Letters are sent

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	1921	1371	173	118	105	59	65	30	996	223	121	73	58	39	27
Effective base	703	573	48	33	20	13	12	6	407	66	32	25	12	14	7
Weighted Base	1722	1427	109	74	47	22	27	15	997	172	53	40	39	15	18
Urgent delivery - on the same day or a specific time the next day	232 14%	169 12%	14 13%	22 29% a	6 13%	6 28%	15 54% abd	1 9%	113 11%	53 31% a	14 26% a	12 29% a	12 30%	3 22%	9 50%
Tracked service	725 42%	554 39%	58 53%	51 69% a	20 43%	14 63%	17 64%	11 70%	417 42%	117 68% a	41 76% a	23 58%	24 62%	9 61%	15 85%
Timed delivery (i.e. to arrive by specific time/day)	174 10%	121 8%	12 11%	15 21% a	3 7%	7 33% a	13 47% abd	1 8%	90 9%	42 24% a	6 11%	7 18%	10 27% a	5 30% a	2 10%
Standard delivery	1357 79%	1150 81% cf	80 74%	43 58%	42 90% cf	18 81%	13 47%	10 65%	809 81% b	97 56%	40 75%	30 75%	25 64%	14 92% b	13 72%
International delivery	251 15%	192 13%	14 13%	17 23%	7 14%	7 33%	11 41% ab	3 21%	146 15%	48 28% a	12 22%	10 25%	9 22%	6 40% a	7 37%
Cross-Border Delivery	5 *%	4 *%	* *%	* *%	* 1%	* 1%	* *% *	* *%	2 *%	1 *% *	* *% *	- -% *	* *% *	* *% *	- -% *
Other (PLEASE SPECIFY)	5 *%	5 *%	- -%	- -%	- -%	- -%	- -% -	- -%	4 *%	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -
None of these (DO NOT READ OUT)	31 2%	31 2%	* *%	- -%	- -%	- -%	- -% -	* *%	18 2%	1 1%	- -%	- -%	- -%	- -% -	- -% -
Don't Know (DO NOT READ OUT)	6 *%	6 *%	- -%	- -%	* *%	* *%	* *% *	- -%	4 *%	- -% -	- -% -	- -%	1 3%	- -% -	- -% -
NET: Urgent / Tracked / Timed Mail	846 49%	651 46%	68 63% a	57 76% a	24 50%	15 67%	21 76% a	11 71%	484 49%	138 80% a	42 79% a	27 67%	30 76%	11 73%	17 97%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 108 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where Letters are sent

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1921	858	166	130	81	52	46	48	746	399	428	238	104
Effective base	703	358	53	40	24	15	9	14	329	151	147	51	29
Weighted Base	1722	883	131	101	41	28	23	37	864	353	322	106	74
Urgent delivery - on the same day or a specific time the next day	232 14%	108 12%	25 19%	29 28%	14 33%	12 43%	3 15%	15 41%	73 8%	61 17%	42 13%	25 24%	31 42%
				a	a	a		a		a		a	abc
Tracked service	725 42%	394 45%	88 67%	53 52%	29 72%	22 76%	16 72%	33 91%	284 33%	168 47%	161 50%	63 60%	49 66%
			a		a	a		ac		a	a	a	a
Timed delivery (i.e. to arrive by specific time/day)	174 10%	78 9%	17 13%	26 26%	12 28%	12 41%	3 11%	12 32%	35 4%	47 13%	42 13%	26 24%	24 32%
				a	a	ab		a		a	a	a	abc
Standard delivery	1357 79%	698 79%	95 72%	54 53%	30 73%	18 63%	20 89%	17 46%	695 80%	271 77%	265 82%	74 70%	50 67%
		cg						cg					
International delivery	251 15%	136 15%	20 16%	13 13%	10 26%	14 50%	7 30%	19 53%	80 9%	47 13%	65 20%	39 37%	19 26%
						abc		abc			a	abc	a
Cross-Border Delivery	5 *%	3 *%	* *%	* *%	* *%	- -%	- -%	- -%	1 *%	1 *%	1 *%	2 1%	- -%
Other (PLEASE SPECIFY)	5 *%	5 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 1%	1 1%	- -%
None of these (DO NOT READ OUT)	31 2%	16 2%	* *%	- -%	- -%	- -%	- -%	* *%	28 3%	3 1%	* *%	- -%	* *%
									c				
Don't Know (DO NOT READ OUT)	6 *%	5 1%	* *%	- -%	- -%	- -%	* *%	- -%	5 1%	- -%	1 *%	* *%	* 1%
NET: Urgent / Tracked / Timed Mail	846 49%	451 51%	95 72%	75 74%	36 90%	24 85%	18 79%	35 95%	320 37%	209 59%	184 57%	73 70%	60 80%
			a	a	a	a		a		a	a	a	abc

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 108 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where Letters are sent

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1921	873	377	386	202	76	662	304	318	166	72
Effective base	703	381	141	126	39	19	293	102	96	39	21
Weighted Base	1722	994	322	272	84	47	755	236	196	84	56
Urgent delivery - on the same day or a specific time the next day	232 14%	112 11%	44 14%	35 13%	25 29%	18 38%	85 11%	48 20%	30 16%	25 30%	27 48%
Tracked service	725 42%	356 36%	153 48%	133 49%	54 64%	28 61%	321 42%	122 52%	107 54%	59 70%	34 61%
Timed delivery (i.e. to arrive by specific time/ day)	174 10%	72 7%	33 10%	27 10%	24 29%	17 37%	46 6%	40 17%	35 18%	20 24%	21 37%
Standard delivery	1357 79%	777 78%	262 81%	227 83%	55 66%	34 74%	606 80%	168 71%	151 77%	61 73%	36 64%
International delivery	251 15%	115 12%	41 13%	51 19%	32 38%	11 23%	99 13%	42 18%	48 25%	35 42%	13 23%
Cross-Border Delivery	5 *%	1 *%	1 *%	1 *%	2 2%	- -%	1 *%	1 *%	1 1%	* *%	- -%
Other (PLEASE SPECIFY)	5 *%	- -%	- -%	4 1%	1 2%	- -%	- -%	- -%	4 2%	- -%	- -%
None of these (DO NOT READ OUT)	31 2%	28 3%	3 1%	* *%	- -%	- -%	18 2%	* *%	* *%	- -%	* 1%
Don't Know (DO NOT READ OUT)	6 *%	5 *%	- -%	1 *%	* *%	* 1%	5 1%	- -%	* *%	* *%	* 1%
NET: Urgent / Tracked / Timed Mail	846 49%	423 43%	174 54%	152 56%	62 74%	34 74%	352 47%	162 69%	124 63%	63 75%	44 78%
			a	a	abc	a		a	a	a	a

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 108 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where Letters are sent

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1921	608	224	271	162	90	750	149	469	1625	296	1735	186
Effective base	703	263	71	95	50	24	279	47	180	606	99	648	56
Weighted Base	1722	671	169	218	113	51	664	111	460	1504	218	1590	132
Urgent delivery - on the same day or a specific time the next day	232 14%	68 10%	35 21%	54 25%	31 28%	15 29%	128 19%	20 18%	58 13%	180 12%	53 24%	194 12%	38 29%
			a	a	a	a					a		a
Tracked service	725 42%	278 41%	112 66%	121 55%	77 68%	36 71%	368 55%	58 52%	206 45%	604 40%	122 56%	653 41%	73 55%
			a	a	a	a	c				a		a
Timed delivery (i.e. to arrive by specific time/day)	174 10%	32 5%	32 19%	52 24%	27 24%	15 30%	109 16%	23 21%	26 6%	122 8%	52 24%	143 9%	31 23%
			a	a	a	a	c	c			a		a
Standard delivery	1357 79%	529 79%	124 73%	158 72%	67 60%	37 72%	498 75%	45 41%	383 83%	1219 81%	138 63%	1270 80%	87 66%
		d					b	ab		b		b	
International delivery	251 15%	73 11%	36 21%	50 23%	40 35%	19 37%	152 23%	12 11%	55 12%	200 13%	51 23%	225 14%	26 20%
			a	a	a	a	c				a		
Cross-Border Delivery	5 *%	1 *%	1 *%	* *%	1 1%	* *%	2 *%	* *%	1 *%	3 *%	1 1%	4 *%	* *%
Other (PLEASE SPECIFY)	5 *%	- -%	- -%	4 2%	1 1%	- -%	4 1%	- -%	1 *%	4 *%	1 1%	4 *%	1 1%
				a									
None of these (DO NOT READ OUT)	31 2%	15 2%	* *%	* *%	- -%	- -%	4 1%	1 1%	10 2%	28 2%	3 1%	31 2%	* *%
Don't Know (DO NOT READ OUT)	6 *%	5 1%	- -%	* *%	* *%	- -%	* *%	3 3%	1 *%	6 *%	* *%	6 *%	* *%
							a						

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 108 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where Letters are sent

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1921	608	224	271	162	90	750	149	469	1625	296	1735	186
Effective base	703	263	71	95	50	24	279	47	180	606	99	648	56
Weighted Base	1722	671	169	218	113	51	664	111	460	1504	218	1590	132
NET: Urgent / Tracked / Timed Mail	846	314	121	163	83	40	433	78	220	695	151	748	98
	49%	47%	71%	75%	74%	78%	65%	70%	48%	46%	69%	47%	74%
			a	a	a	a	c	c			a		a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 108 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where Letters are sent

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1921	1287	250	859	522	1741	180	1276	261	862	519
Effective base	703	483	69	341	170	649	54	475	78	341	169
Weighted Base	1722	1173	162	809	434	1597	125	1163	172	817	427
Urgent delivery - on the same day or a specific time the next day	232 14%	160 14%	56 34% a	103 13%	103 24% a	200 13%	33 26% a	165 14%	50 29% a	106 13%	100 23% a
Tracked service	725 42%	541 46%	106 65% a	381 47%	254 58% a	661 41%	64 51%	533 46%	114 66% a	378 46%	256 60% a
Timed delivery (i.e. to arrive by specific time/day)	174 10%	123 11%	39 24% a	78 10%	81 19% a	141 9%	33 26% a	118 10%	44 26% a	80 10%	79 18% a
Standard delivery	1357 79%	929 79%	98 61%	613 76%	318 73%	1280 80%	77 61%	912 78%	116 67%	612 75%	319 75%
International delivery	251 15%	189 16%	48 30% a	131 16%	89 20%	227 14%	24 19%	185 16%	52 30% a	127 16%	93 22% a
Cross-Border Delivery	5 *%	2 *%	1 *%	1 *%	2 1%	4 *%	* *%	3 *%	* *%	1 *%	2 1%
Other (PLEASE SPECIFY)	5 *%	4 *%	- -%	- -%	5 1%	4 *%	1 1%	4 *%	- -%	- -%	5 1%
None of these (DO NOT READ OUT)	31 2%	19 2%	* *%	13 2%	3 1%	31 2%	* *%	19 2%	* *%	13 2%	3 1%
Don't Know (DO NOT READ OUT)	6 *%	5 *%	* *%	5 1%	* *%	6 *%	* *%	5 *%	* *%	5 1%	* *%
NET: Urgent / Tracked / Timed Mail	846 49%	616 52%	133 82% a	435 54%	299 69% a	760 48%	86 69% a	612 53%	137 80% a	440 54%	294 69% a

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 108 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where Letters are sent

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1921	975	1494	285	2	874	1066	217	3	980	776	247	1
Effective base	703	341	564	100	2	303	386	78	3	357	291	89	1
Weighted Base	1722	846	1357	254	5	750	889	190	4	864	679	199	2
Urgent delivery - on the same day or a specific time the next day	232 14%	232 27%	153 11%	83 33%	- -%	195 26%	120 13%	49 26%	2 46%	187 22%	89 13%	60 30%	- -%
Tracked service	725 42%	725 86%	467 34%	191 75%	- -%	560 75%	362 41%	136 71%	2 46%	575 67%	303 45%	143 72%	- -%
Timed delivery (i.e. to arrive by specific time/day)	174 10%	174 21%	100 7%	59 23%	- -%	142 19%	100 11%	42 22%	2 46%	145 17%	75 11%	54 27%	- -%
Standard delivery	1357 79%	524 62%	1357 100%	213 84%	- -%	480 64%	840 94%	155 82%	4 100%	597 69%	628 92%	156 78%	2 100%
International delivery	251 15%	208 25%	210 15%	251 99%	- -%	184 25%	177 20%	155 82%	- -%	191 22%	161 24%	137 69%	- -%
Cross-Border Delivery	5 *%	3 *%	4 *%	5 2%	- -%	2 *%	2 *%	2 1%	- -%	3 *%	3 *%	3 1%	- -%
Other (PLEASE SPECIFY)	5 *%	- -%	- -%	- -%	5 100%	4 1%	- -%	- -%	- -%	5 1%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	31 2%	- -%	- -%	- -%	- -%	* *%	2 *%	- -%	- -%	- -%	5 1%	* *%	- -%
Don't Know (DO NOT READ OUT)	6 *%	- -%	- -%	- -%	- -%	* *%	1 *%	* *%	- -%	* *%	1 *%	* *%	- -%
NET: Urgent / Tracked / Timed Mail	846 49%	846 100%	524 39%	210 83%	- -%	641 85%	401 45%	143 75%	2 46%	659 76%	338 50%	159 80%	- -%
		bc		b		bc		b		b		b	

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 108 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where Letters are sent

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1921	1676	1248	856	1321	1032	53	545	448	418	118	70
Effective base	703	625	453	330	480	401	13	235	177	165	55	34
Weighted Base	1722	1550	1111	803	1182	1004	32	569	456	413	126	80
Urgent delivery - on the same day or a specific time the next day	232 14%	197 13%	178 16%	125 16%	191 16%	115 11%	20 62%	91 16%	97 21%	106 26%	36 29%	22 28%
Tracked service	725 42%	646 42%	557 50%	442 55%	554 47%	406 41%	28 88%	291 51%	312 68%	310 75%	94 74%	52 65%
Timed delivery (i.e. to arrive by specific time/day)	174 10%	146 9%	129 12%	100 12%	132 11%	91 9%	16 50%	71 12%	64 14%	74 18%	30 24%	14 17%
Standard delivery	1357 79%	1263 81%	891 80%	632 79%	932 79%	870 87%	16 50%	485 85%	349 77%	317 77%	112 89%	79 99%
International delivery	251 15%	229 15%	211 19%	168 21%	176 15%	168 17%	24 74%	134 23%	113 25%	128 31%	106 84%	65 81%
Cross-Border Delivery	5 *%	4 *%	3 *%	2 *%	4 *%	3 *%	* *%	2 *%	1 *%	2 1%	- -%	* *%
Other (PLEASE SPECIFY)	5 *%	4 *%	4 *%	4 *%	- -%	- -%	- -%	- -%	4 1%	4 1%	- -%	- -%
None of these (DO NOT READ OUT)	31 2%	30 2%	18 2%	11 1%	18 1%	21 2%	- -%	9 2%	2 *%	- -%	- -%	- -%
Don't Know (DO NOT READ OUT)	6 *%	3 *%	1 *%	1 *%	2 *%	1 *%	- -%	1 *%	* *%	* *%	* *%	- -%
NET: Urgent / Tracked / Timed Mail	846 49%	729 47%	624 56%	482 60%	635 54%	440 44%	29 91%	324 57%	325 71%	326 79%	103 82%	63 78%
			a	a	b		ab		a	a	a	a

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 108 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where Letters are sent

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1921	186	119	89	47	1672	1187	1764	1218	1119	877	1574	222	-	1426	110
Effective base	703	74	40	33	19	606	392	638	410	365	318	578	78	-	518	50
Weighted Base	1722	185	94	74	46	1449	894	1532	948	838	773	1395	177	-	1224	126
Urgent delivery - on the same day or a specific time the next day	232 14%	38 21%	29 31%	14 19%	13 29%	200 14%	158 18%	222 14%	150 16%	135 16%	178 23% b	174 12%	57 32% b	- -%	166 14%	24 19%
Tracked service	725 42%	89 48%	63 68% a	43 58%	37 80% a	606 42%	447 50% ac	662 43%	467 49% a	403 48%	481 62% b	573 41%	134 76% ab	- -%	533 44%	59 46%
Timed delivery (i.e. to arrive by specific time/day)	174 10%	28 15%	32 34% ac	6 9%	7 15%	135 9%	110 12%	154 10%	109 11%	111 13%	127 16% b	128 9%	39 22% b	- -%	130 11%	15 12%
Standard delivery	1357 79%	133 72% b	49 52%	65 87% b	34 74%	1188 82%	708 79%	1230 80%	766 81%	708 84%	552 71%	1177 84% a	138 78%	- -%	991 81%	96 76%
International delivery	251 15%	37 20%	18 19%	23 31%	16 34%	208 14%	171 19% a	226 15%	171 18%	172 21% ac	181 23% b	212 15%	120 68% ab	- -%	188 15%	19 15%
Cross-Border Delivery	5 *%	* *% *	* *% *	* *% *	- -%	5 *% *	3 *% *	5 *% *	3 *% *	4 *% *	2 *% *	4 *% *	4 2% ab	- -%	4 *% *	* *% *
Other (PLEASE SPECIFY)	5 *% -	- -% -	- -% -	- -% -	- -% -	5 *% -	5 1% -	5 *% -	5 1% -	5 1% -	5 1% -	5 *% -	1 1% -	- -% -	- -% -	- -% -
None of these (DO NOT READ OUT)	31 2%	- -% -	- -% -	- -% -	- -% -	18 1%	7 1%	18 1%	6 1%	6 1%	3 *% -	18 1%	* *% -	- -% -	15 1%	* *% -
Don't Know (DO NOT READ OUT)	6 *% -	- -% -	- -% -	- -% -	- -% -	1 *% -	1 *% -	1 *% -	1 *% -	* *% -	* *% -	1 *% -	* *% -	- -% -	2 *% -	- -% -
NET: Urgent / Tracked / Timed Mail	846 49%	116 63% a	78 83% a	48 65% a	38 83% a	698 48%	507 57% ac	765 50%	520 55% a	463 55% a	553 72% b	645 46%	139 79% b	- -%	604 49%	75 60%

Columns Tested.: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 108 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where Letters are sent

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1921	709	1070	609	28	320	409	269	1222	410	316	375	1186
Effective base	703	279	384	209	14	109	146	93	461	145	97	143	451
Weighted Base	1722	684	948	512	38	261	368	225	1159	323	218	354	1111
Urgent delivery - on the same day or a specific time the next day	232 14%	133 19%	81 9%	115 22%	14 37%	62 24%	79 22%	51 23%	129 11%	48 15%	42 19%	67 19%	114 10%
Tracked service	725 42%	356 52%	329 35%	310 61%	24 63%	178 68%	201 55%	150 67%	440 38%	125 39%	118 54%	190 54%	401 36%
Timed delivery (i.e. to arrive by specific time/day)	174 10%	90 13%	67 7%	82 16%	13 35%	61 24%	46 12%	54 24%	92 8%	23 7%	27 13%	46 13%	96 9%
Standard delivery	1357 79%	512 75%	790 83%	386 76%	27 70%	179 69%	297 81%	159 71%	934 81%	262 81%	164 75%	264 75%	908 82%
International delivery	251 15%	149 22%	88 9%	115 23%	14 36%	73 28%	80 22%	70 31%	136 12%	41 13%	60 27%	65 18%	121 11%
Cross-Border Delivery	5 *%	1 *%	3 *%	2 *%	* *%	1 1%	1 *%	1 1%	2 *%	1 *%	1 *%	* *%	3 *%
Other (PLEASE SPECIFY)	5 *%	4 1%	- -%	4 1%	- -%	1 1%	4 1%	- -%	5 *%	- -%	1 1%	4 1%	- -%
None of these (DO NOT READ OUT)	31 2%	8 1%	23 2%	3 1%	* *%	* *%	3 1%	- -%	27 2%	4 1%	1 *%	* *%	29 3%
Don't Know (DO NOT READ OUT)	6 *%	1 *%	5 *%	* *%	- -%	- -%	* *%	* *%	2 *%	* *%	- -%	* *%	2 *%
NET: Urgent / Tracked / Timed Mail	846 49%	419 61%	367 39%	356 70%	30 77%	204 78%	229 62%	183 81%	506 44%	148 46%	143 66%	227 64%	455 41%

Columns Tested.: a,b - a,b - a,b - a,b,c - a,b,c

Table 108 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where Letters are sent

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1921	1007	914
Effective base	703	301	402
Weighted Base	1722	736	986
Urgent delivery - on the same day or a specific time the next day	232 14%	136 19%	96 10%
		b	
Tracked service	725 42%	306 42%	419 42%
Timed delivery (i.e. to arrive by specific time/day)	174 10%	91 12%	83 8%
Standard delivery	1357 79%	561 76%	795 81%
International delivery	251 15%	115 16%	135 14%
Cross-Border Delivery	5 *%	2 *%	3 *%
Other (PLEASE SPECIFY)	5 *%	1 *%	4 *%
None of these (DO NOT READ OUT)	31 2%	4 1%	27 3%
		a	
Don't Know (DO NOT READ OUT)	6 *%	* *%	5 1%
NET: Urgent / Tracked / Timed Mail	846 49%	379 52%	467 47%

Columns Tested:: a,b

Table 108 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where Letters are sent

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1921	110	229	170	173	197	98	109	208	126	157	112	232
Effective base	703	32	104	103	59	131	56	15	80	47	31	39	82
Weighted Base	1722	41	183	200	55	279	89	30	284	116	80	107	257
Urgent delivery - on the same day or a specific time the next day	232 14%	3 7%	14 8%	33 16% b	5 9%	24 8%	10 12%	5 16%	52 18% bei	7 6%	5 6%	19 18%	56 22% bdeij
Tracked service	725 42%	16 40%	76 42%	89 44%	21 39%	104 37%	39 43%	15 50%	108 38%	39 34%	37 46%	60 56% ei	121 47%
Timed delivery (i.e. to arrive by specific time/day)	174 10%	5 12%	16 9%	28 14% defh	2 4%	17 6%	2 2%	1 2%	12 4%	15 13%	8 11%	17 16% dfh	51 20% bdefh
Standard delivery	1357 79%	33 80%	150 82% d	156 78%	35 64%	235 84% dil	72 80%	28 94% dil	244 86% dil	81 70%	58 72%	84 78%	181 71%
International delivery	251 15%	6 14%	23 13%	36 18%	7 14%	34 12%	10 11%	1 4%	40 14%	17 15%	5 6%	19 17%	52 20%
Cross-Border Delivery	5 *%	1 2%	* *%	* *%	* 1%	- -%	- -%	1 3%	1 *%	1 *%	* *%	* *%	* *%
Other (PLEASE SPECIFY)	5 *%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	- -%	4 3%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	31 2%	- -%	4 2%	3 2%	1 2%	9 3%	- -%	* *%	11 4%	* *%	* *%	1 1%	* *%
Don't Know (DO NOT READ OUT)	6 *%	1 3%	* *%	- -%	- -%	3 1%	- -%	- -%	* *%	* *%	- -%	- -%	1 *%
NET: Urgent / Tracked / Timed Mail	846 49%	18 44%	81 44%	107 54% e	24 45%	109 39%	41 46%	16 52%	137 48%	52 45%	43 54%	67 62% e	151 59% e

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 108 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where Letters are sent

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1921	509	468	443	501	977	944
Effective base	703	236	226	137	151	462	287
Weighted Base	1722	424	424	430	444	848	874
Urgent delivery - on the same day or a specific time the next day	232 14%	49 12%	39 9%	64 15%	81 18%	88 10%	144 17%
					b		a
Tracked service	725 42%	181 43%	164 39%	162 38%	218 49%	345 41%	380 43%
					b		
Timed delivery (i.e. to arrive by specific time/day)	174 10%	49 12%	21 5%	27 6%	77 17%	70 8%	104 12%
		b			bc		
Standard delivery	1357 79%	339 80%	342 81%	353 82%	323 73%	681 80%	676 77%
International delivery	251 15%	65 15%	51 12%	59 14%	76 17%	116 14%	135 15%
Cross-Border Delivery	5 *%	2 *%	* *%	2 *%	1 *%	2 *%	3 *%
Other (PLEASE SPECIFY)	5 *%	- -%	1 *%	4 1%	- -%	1 *%	4 *%
None of these (DO NOT READ OUT)	31 2%	8 2%	11 3%	12 3%	1 *%	18 2%	13 1%
Don't Know (DO NOT READ OUT)	6 *%	1 *%	3 1%	1 *%	1 *%	4 1%	2 *%
NET: Urgent / Tracked / Timed Mail	846 49%	206 49%	174 41%	205 48%	261 59%	381 45%	465 53%
					b		a

Columns Tested:: a,b,c,d - a,b

Table 109

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where Large letters are sent

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1599	226	1373	1042	290	82	185	557
Effective base	586	54	543	530	122	37	88	163
Weighted Base	1410	72	1338	1334	64	8	4	76
Urgent delivery - on the same day or a specific time the next day	195	2	193	178	14	2	1	17
	14%	3%	14%	13%	22%	24%	30%	23%
		a	a		a		a	a
Tracked service	639	16	623	601	32	3	2	38
	45%	23%	47%	45%	51%	43%	51%	50%
		a	a					
Timed delivery (i.e. to arrive by specific time/day)	161	*	161	145	14	2	1	17
	11%	*%	12%	11%	21%	25%	32%	22%
		a	a		a	a	a	a
Standard delivery	951	64	887	897	47	5	2	54
	67%	89%	66%	67%	73%	68%	52%	71%
		b	d	d	d			d
International delivery	195	1	194	181	11	1	1	14
	14%	1%	14%	14%	17%	18%	27%	18%
		a	a			a	a	
Cross-Border Delivery (to ROI)	2	*	2	2	*	*	*	*
	*%	1%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	5	-	5	5	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	33	*	32	31	1	-	*	1
	2%	*%	2%	2%	2%	-%	1%	2%
Don't Know (DO NOT READ OUT)	9	-	9	9	-	-	*	*
	1%	-%	1%	1%	-%	-%	2%	*%
NET: Urgent / Tracked / Timed Mail	785	17	768	738	39	5	3	47
	56%	23%	57%	55%	60%	60%	79%	61%
		a	a				abce	

Columns Tested: a,b - a,b,c,d,e

Table 109 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where Large letters are sent

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1599	410	463	169	175	197	185	1042	290	267
Effective base	586	247	231	78	81	75	88	530	122	75
Weighted Base	1410	696	546	91	46	26	4	1334	64	12
Urgent delivery - on the same day or a specific time the next day	195 14%	82 12%	87 16%	9 10%	11 25%	5 17%	1 30%	178 13%	14 22%	3 26%
					acg		abcg		acg	acg
Tracked service	639 45%	292 42%	266 49%	43 47%	22 48%	14 53%	2 51%	601 45%	32 51%	6 46%
Timed delivery (i.e. to arrive by specific time/day)	161 11%	70 10%	62 11%	12 14%	11 24%	5 18%	1 32%	145 11%	14 21%	3 27%
					abg		abceg		abg	abcg
Standard delivery	951 67%	472 68%	362 66%	63 69%	34 74%	18 70%	2 52%	897 67%	47 73%	8 62%
		f	f	f	f	f		f	f	
International delivery	195 14%	97 14%	70 13%	14 16%	9 20%	4 13%	1 27%	181 14%	11 17%	3 21%
							abeg			
Cross-Border Delivery (to ROI)	2 *%	1 *%	1 *%	- -%	- -%	* 1%	* *%	2 *%	* *%	* *%
Other (PLEASE SPECIFY)	5 *%	2 *%	2 *%	- -%	- -%	- -%	- -%	5 *%	- -%	- -%
None of these (DO NOT READ OUT)	33 2%	27 4%	3 1%	1 1%	1 2%	* 2%	* 1%	31 2%	1 2%	* *%
		b								
Don't Know (DO NOT READ OUT)	9 1%	- -%	7 1%	1 2%	- -%	- -%	* 2%	9 1%	- -%	* 1%
NET: Urgent / Tracked / Timed Mail	785 56%	365 52%	325 59%	49 53%	26 57%	17 65%	3 79%	738 55%	39 60%	8 67%
							abcdgh			a

Columns Tested: a,b,c,d,e,f,g,h,i

Table 109 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where Large letters are sent

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1599	611	431	290	82	185	590	293	115	71	215
Effective base	586	378	213	122	37	88	322	123	37	26	37
Weighted Base	1410	1070	264	64	8	4	885	238	63	32	41
Urgent delivery - on the same day or a specific time the next day	195 14%	150 14%	28 11%	14 22%	2 24%	1 30%	101 11%	47 20%	17 28%	8 26%	4 9%
				ab	b	ab		a	ae	a	
Tracked service	639 45%	483 45%	118 45%	32 51%	3 43%	2 51%	406 46%	122 51%	28 45%	16 50%	22 53%
Timed delivery (i.e. to arrive by specific time/ day)	161 11%	97 9%	47 18%	14 21%	2 25%	1 32%	93 10%	31 13%	16 26%	10 32%	7 17%
			a	a	a	ab			a	ab	
Standard delivery	951 67%	715 67%	182 69%	47 73%	5 68%	2 52%	600 68%	146 61%	43 69%	24 77%	29 71%
		e	e	e							
International delivery	195 14%	147 14%	34 13%	11 17%	1 18%	1 27%	124 14%	35 15%	11 17%	8 24%	6 15%
						ab					
Cross-Border Delivery (to ROI)	2 *%	2 *%	* *%	* *%	* *%	* *%	2 *%	* *%	* *%	- -%	* *%
Other (PLEASE SPECIFY)	5 *%	4 *%	1 *%	- -%	- -%	- -%	4 *%	1 *%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	33 2%	30 3%	2 1%	1 2%	- -%	* 1%	28 3%	2 1%	1 2%	- -%	* 1%
Don't Know (DO NOT READ OUT)	9 1%	3 *%	6 2%	- -%	- -%	* 2%	4 *%	- -%	- -%	1 4%	- -%
			a							b	
NET: Urgent / Tracked / Timed Mail	785 56%	595 56%	143 54%	39 60%	5 60%	3 79%	492 56%	152 64%	39 62%	19 61%	24 58%
						abcd					

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 109 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where Large letters are sent

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1599	117	84	170	56	115	134	106	92	87
Effective base	586	63	42	91	25	56	79	57	46	40
Weighted Base	1410	151	94	243	57	137	226	163	115	90
Urgent delivery - on the same day or a specific time the next day	195 14%	20 13%	17 18%	55 23%	2 4%	21 16%	11 5%	22 13%	24 21%	6 7%
			f	dfi		f			f	
Tracked service	639 45%	69 46%	50 54%	105 43%	21 37%	61 45%	110 49%	73 45%	47 41%	43 47%
Timed delivery (i.e. to arrive by specific time/day)	161 11%	29 19%	10 11%	32 13%	13 23%	19 14%	16 7%	7 4%	11 10%	10 11%
		fg			fg					
Standard delivery	951 67%	110 73%	60 65%	161 66%	43 76%	105 76%	150 67%	96 59%	66 57%	63 70%
						gh				
International delivery	195 14%	24 16%	10 11%	37 15%	2 3%	19 14%	41 18%	20 12%	15 13%	18 20%
Cross-Border Delivery (to ROI)	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other (PLEASE SPECIFY)	5 *%	1 *%	1 1%	- -%	- -%	- -%	- -%	- -%	2 1%	2 2%
None of these (DO NOT READ OUT)	33 2%	8 6%	- -%	4 2%	- -%	* *%	6 3%	8 5%	4 4%	- -%
Don't Know (DO NOT READ OUT)	9 1%	* *%	* *%	- -%	- -%	- -%	- -%	5 3%	3 3%	- -%
NET: Urgent / Tracked / Timed Mail	785 56%	87 57%	55 59%	145 60%	30 52%	74 54%	123 55%	90 55%	64 56%	49 54%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 109 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where Large letters are sent

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1599	258	293	410	961	638	220	220	198
Effective base	586	121	151	226	495	166	63	58	75
Weighted Base	1410	285	359	632	1276	135	62	49	24
Urgent delivery - on the same day or a specific time the next day	195 14%	30 10%	60 17%	88 14%	178 14%	18 13%	6 10%	9 19%	2 10%
Tracked service	639 45%	125 44%	165 46%	288 46%	578 45%	61 45%	31 51%	20 40%	10 40%
Timed delivery (i.e. to arrive by specific time/day)	161 11%	42 15%	50 14%	55 9%	147 12%	14 11%	6 10%	7 15%	1 4%
Standard delivery	951 67%	211 74%	237 66%	407 64%	855 67%	96 71%	41 67%	37 76%	18 74%
International delivery	195 14%	39 14%	50 14%	98 15%	186 15%	9 6%	4 6%	3 6%	2 8%
Cross-Border Delivery (to ROI)	2 *%	- -%	- -%	- -%	- -%	2 2%	- -%	- -%	2 10%
Other (PLEASE SPECIFY)	5 *%	2 1%	3 1%	- -%	5 *%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	33 2%	* *%	13 4%	18 3%	31 2%	1 1%	- -%	1 3%	* *%
Don't Know (DO NOT READ OUT)	9 1%	- -%	3 1%	5 1%	9 1%	* *%	* 1%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	785 56%	153 54%	206 57%	359 57%	717 56%	68 50%	34 54%	24 48%	11 45%

Columns Tested: a,b,c,d,e,f,g,h

Table 109 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where Large letters are sent

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1599	69	139	17	156	164	374	55	86	693
Effective base	586	29	40	7	47	65	144	18	27	263
Weighted Base	1410	51	97	20	117	178	298	36	52	676
Urgent delivery - on the same day or a specific time the next day	195	11	23	7	29	35	34	1	7	77
	14%	21%	23%	34%	25%	20%	11%	3%	14%	11%
Tracked service	639	21	50	8	57	78	141	18	17	305
	45%	42%	51%	39%	49%	44%	47%	51%	32%	45%
Timed delivery (i.e. to arrive by specific time/ day)	161	11	18	3	21	20	34	1	9	66
	11%	21%	19%	14%	18%	11%	11%	2%	18%	10%
Standard delivery	951	29	69	9	78	105	201	26	38	473
	67%	56%	71%	48%	67%	59%	68%	72%	73%	70%
International delivery	195	5	28	1	30	3	62	2	4	89
	14%	10%	29%	7%	26%	2%	21%	5%	7%	13%
Cross-Border Delivery (to ROI)	2	*	-	-	-	-	*	*	*	1
	*%	1%	-%	-%	-%	-%	*%	1%	1%	*%
Other (PLEASE SPECIFY)	5	-	-	-	-	-	2	-	1	2
	*%	-%	-%	-%	-%	-%	1%	-%	1%	*%
None of these (DO NOT READ OUT)	33	4	2	-	2	4	8	-	*	15
	2%	8%	2%	-%	2%	2%	3%	-%	*%	2%
Don't Know (DO NOT READ OUT)	9	-	-	-	-	4	*	*	-	4
	1%	-%	-%	-%	-%	2%	*%	*%	-%	1%
NET: Urgent / Tracked / Timed Mail	785	29	66	12	78	108	165	19	24	361
	56%	56%	68%	63%	67%	61%	56%	53%	45%	53%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 109 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where Large letters are sent

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1599	389	374	836	1407	192	-	1315	284	1559	40
Effective base	586	138	144	307	507	84	-	520	74	570	15
Weighted Base	1410	346	298	767	1165	246	-	1288	122	1372	38
Urgent delivery - on the same day or a specific time the next day	195 14%	76 22% bc	34 11%	86 11%	172 15%	24 10%	- -%	178 14%	17 14%	192 14%	4 9%
Tracked service	639 45%	157 46%	141 47%	341 44%	540 46%	99 40%	- -%	581 45%	58 47%	624 45%	15 39%
Timed delivery (i.e. to arrive by specific time/day)	161 11%	52 15%	34 11%	76 10%	143 12%	19 8%	- -%	150 12%	11 9%	158 11%	4 9%
Standard delivery	951 67%	211 61%	201 68%	538 70%	786 67%	166 67%	- -%	877 68%	74 61%	927 68%	24 64%
International delivery	195 14%	39 11%	62 21% ac	94 12%	163 14%	31 13%	- -%	192 15% b	3 3%	187 14%	8 21%
Cross-Border Delivery (to ROI)	2 *%	* *%	* *%	2 *%	1 *%	1 1%	- -%	2 *%	* *%	2 *%	- -%
Other (PLEASE SPECIFY)	5 *%	- -%	2 1%	2 *%	4 *%	1 *%	- -%	4 *%	1 *%	5 *%	- -%
None of these (DO NOT READ OUT)	33 2%	10 3%	8 3%	15 2%	20 2%	12 5% a	- -%	32 2%	1 1%	32 2%	* 1%
Don't Know (DO NOT READ OUT)	9 1%	4 1%	* *%	4 1%	6 *%	3 1%	- -%	5 *%	3 3% a	6 *%	3 8% a
NET: Urgent / Tracked / Timed Mail	785 56%	215 62%	165 56%	405 53%	666 57%	119 49%	- -%	717 56%	68 56%	769 56%	16 43%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 109 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where Large letters are sent

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1599	865	375	348
Effective base	586	335	115	131
Weighted Base	1410	815	261	320
Urgent delivery - on the same day or a specific time the next day	195 14%	70 9%	58 22%	62 19%
			a	a
Tracked service	639 45%	325 40%	111 42%	202 63%
				ab
Timed delivery (i.e. to arrive by specific time/day)	161 11%	55 7%	47 18%	59 18%
			a	a
Standard delivery	951 67%	556 68%	167 64%	224 70%
International delivery	195 14%	55 7%	39 15%	101 32%
			a	ab
Cross-Border Delivery (to ROI)	2 *%	1 *%	1 *%	* *%
Other (PLEASE SPECIFY)	5 *%	1 *%	2 1%	2 1%
None of these (DO NOT READ OUT)	33 2%	28 3%	3 1%	1 *%
Don't Know (DO NOT READ OUT)	9 1%	1 *%	4 2%	* *%
NET: Urgent / Tracked / Timed Mail	785 56%	397 49%	163 62%	219 68%
			a	a

Columns Tested: a,b,c

Table 109 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where Large letters are sent

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1599	1134	280	81	31	37	20	9	7	1414	185	104
Effective base	586	460	83	22	8	10	4	2	1	542	43	21
Weighted Base	1410	1133	177	50	10	27	8	1	5	1310	101	51
Urgent delivery - on the same day or a specific time the next day	195 14%	113 10%	36 20%	17 34%	6 56%	16 61%	2 28%	1 68%	5 98%	149 11%	47 46%	30 59%
			ai	ai	abi	abi					abi	abi
Tracked service	639 45%	477 42%	97 55%	35 71%	6 58%	13 49%	6 70%	1 80%	5 95%	574 44%	65 65%	30 59%
			a	ai							ai	
Timed delivery (i.e. to arrive by specific time/ day)	161 11%	77 7%	46 26%	24 49%	6 59%	2 6%	1 9%	1 68%	5 97%	123 9%	38 38%	14 27%
			ai	abei	aei						ai	ai
Standard delivery	951 67%	768 68%	123 70%	33 67%	6 62%	12 44%	4 52%	* 22%	5 95%	891 68%	60 60%	27 53%
International delivery	195 14%	93 8%	58 33%	23 46%	4 37%	9 35%	3 32%	1 81%	5 97%	151 12%	44 43%	21 41%
			ai	ai	ai	ai					ai	ai
Cross-Border Delivery (to ROI)	2 *%	2 *%	1 *%	* *%	* 1%	- -%	- -%	- -%	- -%	2 *%	* *%	* *%
Other (PLEASE SPECIFY)	5 *%	4 *%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	5 *%	- -%	- -%
None of these (DO NOT READ OUT)	33 2%	31 3%	1 *%	1 2%	- -%	- -%	- -%	- -%	- -%	31 2%	1 1%	- -%
Don't Know (DO NOT READ OUT)	9 1%	5 *%	4 2%	- -%	- -%	- -%	* *%	- -%	- -%	9 1%	* *%	* *%
NET: Urgent / Tracked / Timed Mail	785 56%	570 50%	126 71%	43 87%	7 72%	24 91%	8 99%	1 80%	5 100%	697 53%	89 88%	45 89%
			ai	ai		ai					abi	ai

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 109 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where Large letters are sent

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1599	512	622	465	1537	1599	1599	1308	921	684	45	1065	106	132	90	103	58
Effective base	586	241	221	127	552	586	586	490	350	213	27	438	29	37	20	22	14
Weighted Base	1410	623	510	277	1335	1410	1410	1177	877	505	53	1084	64	84	45	47	34
Urgent delivery - on the same day or a specific time the next day	195 14%	64 10%	49 10%	82 30% ab	190 14%	195 14%	195 14%	172 15%	161 18%	129 25% abcde	3 6%	117 11%	10 15%	22 26%	13 28%	20 41%	11 33%
Tracked service	639 45%	220 35%	257 50% a	163 59% a	610 46%	639 45%	639 45%	574 49%	434 49%	266 53%	27 50%	462 43%	35 55%	50 60%	18 41%	26 54%	22 66%
Timed delivery (i.e. to arrive by specific time/day)	161 11%	30 5%	47 9%	84 30% ab	153 11%	161 11%	161 11%	148 13%	128 15%	100 20% abcd	5 9%	98 9%	12 18%	14 17%	12 26% b	16 34% ab	5 16%
Standard delivery	951 67%	409 66%	359 70%	183 66%	889 67% ef	951 67% ef	951 67% ef	759 64% f	518 59%	272 54%	45 84% cd	743 69%	36 57%	49 58%	26 58%	29 62%	22 67%
International delivery	195 14%	26 4%	67 13% a	102 37% ab	188 14%	195 14%	195 14%	183 16%	145 17%	83 16%	7 13%	124 11%	18 28% b	14 16%	7 16%	13 28% b	12 35% b
Cross-Border Delivery (to ROI)	2 *%	1 *%	1 *%	1 *%	2 *%	2 *%	2 *%	1 *%	1 *%	1 *%	- -%	2 *%	- -%	* *%	* *%	* *%	- -%
Other (PLEASE SPECIFY)	5 *%	1 *%	3 1%	1 *%	4 *%	5 *%	5 *%	4 *%	4 *%	3 1%	1 1%	2 *%	- -%	- -%	2 4% b	- -%	- -%
None of these (DO NOT READ OUT)	33 2%	30 5% bc	1 *%	2 1%	32 2%	33 2%	33 2%	27 2%	19 2%	3 1%	- -%	31 3%	* 1%	1 1%	- -%	* 1%	- -%
Don't Know (DO NOT READ OUT)	9 1%	3 1%	1 *%	4 1%	9 1%	9 1%	9 1%	9 1%	9 1%	- -%	- -%	4 *%	4 6% b	- -%	1 3%	* *%	- -%
NET: Urgent / Tracked / Timed Mail	785 56%	275 44%	296 58% a	215 77% ab	750 56%	785 56%	785 56%	707 60%	561 64% abc	368 73% abcde	27 50%	553 51%	47 74% b	63 75% ab	34 74% b	32 68%	30 90% ab

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 109 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where Large letters are sent

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	1599	1042	151	105	98	56	57	28	1041	232	124	75	58	41	28
Effective base	586	433	43	30	18	12	11	6	433	70	33	27	12	15	7
Weighted Base	1410	1069	99	68	40	21	26	11	1050	183	60	43	39	16	20
Urgent delivery - on the same day or a specific time the next day	195	125	11	21	10	7	15	1	94	54	10	10	15	4	9
	14%	12%	12%	31% ab	24%	31% a	57% ab	11%	9%	30% a	17%	23% a	39% a	23%	44%
Tracked service	639	464	52	35	21	13	16	10	451	95	35	27	11	8	12
	45%	43%	53%	51%	51%	60%	62%	89%	43%	52%	58%	62%	28%	52%	62%
Timed delivery (i.e. to arrive by specific time/day)	161	100	12	12	9	7	10	1	70	45	18	9	12	5	2
	11%	9%	12%	18%	23%	35% a	40% ab	11%	7%	25% a	30% a	22% a	31% a	30% a	11%
Standard delivery	951	729	62	32	30	17	15	6	739	95	41	28	24	12	13
	67%	68% c	62%	47%	74%	77%	58%	50%	70% b	52%	70%	65%	61%	76%	63%
International delivery	195	144	7	10	8	6	8	4	113	37	12	14	9	4	6
	14%	14%	7%	15%	19%	29% b	32% b	34%	11%	20% a	19%	33% a	23%	23%	31%
Cross-Border Delivery (to ROI)	2	2	*	-	*	*	*	-	2	1	*	-	*	-	-
	*%	*%	*%	-%	1%	*%	*%	-%	*%	*%	*%	-%	*%	-%	-%
Other (PLEASE SPECIFY)	5	2	-	2	-	-	-	-	3	-	-	2	-	-	-
	*%	*%	-%	3% a	-%	-%	-%	-%	*%	-%	-%	4% a	-%	-%	-%
None of these (DO NOT READ OUT)	33	31	*	1	-	-	-	-	30	1	1	-	-	*	-
	2%	3%	*%	2%	-%	-%	-%	-%	3%	1%	2%	-%	-%	2%	-%
Don't Know (DO NOT READ OUT)	9	5	4	-	*	*	-	-	4	4	-	-	1	-	-
	1%	*%	4% a	-%	*%	*%	-%	-%	*%	2%	-%	-%	3%	-%	-%
NET: Urgent / Tracked / Timed Mail	785	557	65	50	33	15	19	11	518	138	43	30	26	10	20
	56%	52%	66%	73% a	80% a	71%	76%	92%	49% a	75% a	73% a	69% a	66%	66%	100%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 109 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where Large letters are sent

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1599	795	160	129	76	53	46	49	533	345	396	218	104
Effective base	586	337	53	39	23	16	9	15	239	133	138	50	28
Weighted Base	1410	808	135	101	41	30	24	39	620	303	305	107	73
Urgent delivery - on the same day or a specific time the next day	195 14%	69 9%	26 19%	26 25%	14 33%	11 37%	8 35%	19 49%	58 9%	43 14%	46 15%	27 25%	21 29%
			a	a	a	a	a	ab				a	a
Tracked service	639 45%	374 46%	73 54%	47 47%	24 59%	13 43%	16 70%	27 69%	228 37%	160 53%	152 50%	59 55%	40 55%
										a	a	a	
Timed delivery (i.e. to arrive by specific time/day)	161 11%	57 7%	21 15%	25 25%	17 41%	13 45%	3 13%	13 34%	31 5%	40 13%	37 12%	30 28%	22 30%
			a	a	ab	ab	a			a	a	abc	abc
Standard delivery	951 67%	550 68%	92 68%	52 52%	21 51%	15 49%	15 61%	15 40%	403 65%	204 67%	212 69%	81 75%	51 70%
		cg	g										
International delivery	195 14%	101 13%	26 19%	12 12%	9 22%	13 43%	7 30%	15 39%	50 8%	38 13%	52 17%	34 32%	20 28%
						ac	ac				a	abc	a
Cross-Border Delivery (to ROI)	2 *%	1 *%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	1 *%	* *%	1 1%	* *%
Other (PLEASE SPECIFY)	5 *%	2 *%	- -%	- -%	- -%	2 6%	- -%	- -%	1 *%	2 1%	- -%	- -%	2 3%
						a							a
None of these (DO NOT READ OUT)	33 2%	26 3%	* *%	- -%	- -%	1 4%	- -%	- -%	31 5%	1 *%	* *%	- -%	- -%
									bc				
Don't Know (DO NOT READ OUT)	9 1%	4 1%	4 3%	- -%	- -%	- -%	* *%	- -%	9 1%	- -%	* *%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	785 56%	428 53%	91 67%	72 72%	37 90%	22 72%	20 85%	37 95%	271 44%	199 66%	187 61%	80 74%	48 66%
				a	ab		a	ab		a	a	a	a

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 109 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where Large letters are sent

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1599	633	313	337	176	74	689	314	335	172	74
Effective base	586	276	117	109	34	18	308	108	105	44	21
Weighted Base	1410	720	256	234	78	45	786	252	217	92	56
Urgent delivery - on the same day or a specific time the next day	195 14%	89 12%	37 14%	30 13%	22 29%	12 26%	79 10%	37 15%	34 16%	27 30%	18 32%
Tracked service	639 45%	285 40%	139 54%	120 51%	39 50%	27 61%	305 39%	138 55%	107 49%	58 63%	27 47%
Timed delivery (i.e. to arrive by specific time/ day)	161 11%	61 8%	23 9%	30 13%	21 27%	17 38%	45 6%	44 17%	34 16%	24 26%	14 26%
Standard delivery	951 67%	458 64%	175 68%	168 72%	57 73%	30 67%	526 67%	160 63%	146 67%	72 78%	42 75%
International delivery	195 14%	81 11%	34 13%	41 17%	20 26%	11 24%	67 9%	40 16%	39 18%	35 38%	14 25%
Cross-Border Delivery (to ROI)	2 *%	* *%	1 *%	* *%	1 1%	* *%	1 *%	* *%	1 *%	* *%	* *%
Other (PLEASE SPECIFY)	5 *%	- -%	2 1%	- -%	2 2%	- -%	1 *%	2 1%	- -%	- -%	2 4%
None of these (DO NOT READ OUT)	33 2%	31 4%	1 1%	* *%	- -%	- -%	31 4%	1 1%	* *%	- -%	- -%
Don't Know (DO NOT READ OUT)	9 1%	9 1%	- -%	* *%	- -%	- -%	9 1%	- -%	* *%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	785 56%	361 50%	159 62%	144 62%	55 71%	30 66%	365 46%	177 70%	134 62%	73 80%	33 59%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 109 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where Large letters are sent

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1599	551	215	269	158	91	725	141	429	1330	269	1379	158
Effective base	586	241	72	95	50	25	278	44	163	492	94	502	50
Weighted Base	1410	594	172	224	114	52	659	105	405	1201	209	1222	113
Urgent delivery - on the same day or a specific time the next day	195 14%	42 7%	29 17%	47 21%	38 33%	11 22%	112 17%	24 23%	37 9%	139 12%	57 27%	145 12%	45 39%
Tracked service	639 45%	258 43%	94 54%	110 49%	73 64%	36 69%	354 54%	45 43%	171 42%	544 45%	95 46%	561 46%	49 43%
Timed delivery (i.e. to arrive by specific time/day)	161 11%	29 5%	27 16%	41 18%	35 31%	16 30%	102 15%	22 21%	24 6%	122 10%	40 19%	126 10%	26 23%
Standard delivery	951 67%	378 64%	119 69%	142 63%	69 60%	39 74%	447 68%	39 37%	270 67%	815 68%	136 65%	830 68%	60 53%
International delivery	195 14%	42 7%	28 16%	53 24%	37 33%	19 37%	145 22%	14 13%	24 6%	145 12%	49 24%	161 13%	27 23%
Cross-Border Delivery (to ROI)	2 *%	1 *%	- -%	* *%	* *%	* *%	* *%	- -%	1 *%	2 *%	* *%	2 *%	* *%
Other (PLEASE SPECIFY)	5 *%	2 *%	- -%	- -%	- -%	2 3%	2 *%	- -%	2 *%	5 *%	- -%	4 *%	- -%
None of these (DO NOT READ OUT)	33 2%	25 4%	1 1%	* *%	- -%	- -%	7 1%	1 1%	19 5%	32 3%	1 *%	32 3%	- -%
Don't Know (DO NOT READ OUT)	9 1%	8 1%	* *%	- -%	* *%	- -%	4 1%	3 3%	- -%	9 1%	* *%	9 1%	* *%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 109 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where Large letters are sent

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1599	551	215	269	158	91	725	141	429	1330	269	1379	158
Effective base	586	241	72	95	50	25	278	44	163	492	94	502	50
Weighted Base	1410	594	172	224	114	52	659	105	405	1201	209	1222	113
NET: Urgent / Tracked / Timed Mail	785	293	114	157	94	40	430	79	194	648	137	660	90
	56%	49%	66%	70%	83%	77%	65%	75%	48%	54%	65%	54%	80%
			a	a	ab	a	c	c			a		a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 109 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where Large letters are sent

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1599	1343	256	808	500	1384	153	1331	268	814	494
Effective base	586	512	73	328	163	503	49	503	83	330	161
Weighted Base	1410	1234	177	767	411	1228	107	1222	189	777	401
Urgent delivery - on the same day or a specific time the next day	195 14%	131 11%	64 36% a	85 11%	88 21% a	152 12%	38 36% a	131 11%	65 34% a	83 11%	89 22% a
Tracked service	639 45%	552 45%	87 49% a	352 46%	222 54% a	567 46%	43 40% a	555 45%	84 44% a	359 46%	215 54% a
Timed delivery (i.e. to arrive by specific time/day)	161 11%	116 9%	46 26% a	78 10%	70 17% a	123 10%	30 28% a	103 8%	59 31% a	85 11%	63 16% a
Standard delivery	951 67%	864 70% b	87 49% a	508 66%	251 61% a	830 68%	60 56% a	849 69% b	103 54% a	511 66%	248 62% a
International delivery	195 14%	153 12%	42 24% a	95 12%	88 21% a	161 13%	27 25% a	148 12%	47 25% a	100 13%	83 21% a
Cross-Border Delivery (to ROI)	2 *%	2 *%	* *% a	1 *%	1 *% a	2 *%	* *% a	2 *%	* *% a	1 *%	1 *% a
Other (PLEASE SPECIFY)	5 *%	4 *%	1 *% a	4 1%	- -% a	4 *%	- -% a	4 *%	1 *% a	4 1%	- -% a
None of these (DO NOT READ OUT)	33 2%	33 3%	- -% a	24 3%	3 1% a	32 3%	- -% a	33 3%	- -% a	24 3%	3 1% a
Don't Know (DO NOT READ OUT)	9 1%	9 1%	* *% a	4 1%	4 1% a	9 1%	* *% a	9 1%	* *% a	4 1%	4 1% a
NET: Urgent / Tracked / Timed Mail	785 56%	648 52%	138 78% a	427 56%	280 68% a	667 54%	82 77% a	642 53%	143 76% a	434 56%	273 68% a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 109 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where Large letters are sent

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1599	888	1165	270	1	901	1113	224	4	949	732	246	1
Effective base	586	305	437	95	1	320	413	82	3	349	281	90	1
Weighted Base	1410	749	1028	240	4	785	951	197	5	831	646	194	2
Urgent delivery - on the same day or a specific time the next day	195 14%	180 24%	115 11%	65 27%	- -%	195 25%	100 10%	45 23%	- -%	165 20%	74 11%	53 27%	- -%
Tracked service	639 45%	519 69%	405 39%	153 64%	4 100%	639 81%	321 34%	135 68%	- -%	539 65%	271 42%	125 64%	- -%
Timed delivery (i.e. to arrive by specific time/day)	161 11%	129 17%	102 10%	49 20%	- -%	161 21%	101 11%	39 20%	- -%	137 17%	77 12%	52 27%	- -%
Standard delivery	951 67%	401 54%	840 82%	179 75%	- -%	383 49%	951 100%	158 80%	- -%	491 59%	581 90%	155 80%	2 100%
International delivery	195 14%	142 19%	153 15%	155 65%	- -%	150 19%	157 16%	195 99%	- -%	163 20%	139 21%	133 69%	- -%
Cross-Border Delivery (to ROI)	2 *%	1 *%	2 *%	2 1%	- -%	1 *%	2 *%	2 1%	- -%	1 *%	1 *%	1 1%	- -%
Other (PLEASE SPECIFY)	5 *%	2 *%	4 *%	- -%	- -%	- -%	- -%	- -%	5 100%	2 *%	2 *%	- -%	- -%
None of these (DO NOT READ OUT)	33 2%	3 *%	15 1%	1 1%	- -%	- -%	- -%	- -%	- -%	3 *%	8 1%	1 1%	- -%
Don't Know (DO NOT READ OUT)	9 1%	4 1%	4 *%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	* *%	* *%	- -%
NET: Urgent / Tracked / Timed Mail	785 56%	641 86%	480 47%	185 77%	4 100%	785 100%	383 40%	151 77%	- -%	659 79%	316 49%	158 81%	- -%
		b		b		bc		b		b		b	

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 109 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where Large letters are sent

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1599	1322	1305	810	1122	871	54	537	441	406	120	72
Effective base	586	481	483	319	401	336	14	235	174	160	57	35
Weighted Base	1410	1186	1175	755	993	816	34	554	433	391	125	80
Urgent delivery - on the same day or a specific time the next day	195 14%	152 13%	150 13%	102 13%	164 17%	93 11%	21 61%	62 11%	79 18%	85 22%	29 23%	11 14%
					b		ab		a	a	a	
Tracked service	639 45%	545 46%	560 48%	397 53%	492 50%	337 41%	25 73%	281 51%	293 68%	278 71%	92 74%	49 61%
					b		b		a	a	a	
Timed delivery (i.e. to arrive by specific time/day)	161 11%	132 11%	133 11%	103 14%	131 13%	100 12%	15 46%	79 14%	80 18%	84 22%	31 25%	14 18%
							ab				a	
Standard delivery	951 67%	828 70%	844 72%	538 71%	671 68%	633 78%	22 64%	448 81%	294 68%	269 69%	101 81%	73 92%
						a		bc				bc
International delivery	195 14%	164 14%	168 14%	132 17%	133 13%	129 16%	20 59%	108 19%	87 20%	110 28%	89 71%	54 67%
							ab			a	abc	abc
Cross-Border Delivery (to ROI)	2 *%	2 *%	2 *%	1 *%	2 *%	2 *%	* *%	1 *%	1 *%	1 *%	- -%	* *%
Other (PLEASE SPECIFY)	5 *%	4 *%	4 *%	4 1%	4 *%	4 *%	- -%	2 *%	4 1%	2 1%	- -%	- -%
None of these (DO NOT READ OUT)	33 2%	31 3%	20 2%	11 1%	15 2%	21 3%	* *%	10 2%	1 *%	1 *%	1 1%	1 2%
Don't Know (DO NOT READ OUT)	9 1%	2 *%	4 *%	4 1%	6 1%	4 1%	- -%	- -%	4 1%	- -%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	785 56%	642 54%	651 55%	460 61%	593 60%	397 49%	31 90%	314 57%	335 77%	312 80%	112 89%	55 68%
					b		ab		a	a	abe	

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 109 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where Large letters are sent

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1599	172	116	87	47	1355	1043	1449	1033	925	806	1269	214	-	1189	92
Effective base	586	70	40	35	19	489	355	523	358	305	291	467	77	-	427	44
Weighted Base	1410	175	92	85	43	1159	810	1244	825	700	698	1116	177	-	992	115
Urgent delivery - on the same day or a specific time the next day	195 14%	37 21%	33 36%	11 13%	14 32%	156 13%	115 14%	179 14%	111 14%	106 15%	148 21%	131 12%	45 25%	- -%	145 15%	12 10%
Tracked service	639 45%	84 48%	60 65%	34 40%	27 62%	541 47%	413 51%	587 47%	424 51%	348 50%	448 64%	503 45%	131 74%	- -%	464 47%	53 46%
Timed delivery (i.e. to arrive by specific time/day)	161 11%	35 20%	21 23%	10 12%	5 12%	121 10%	103 13%	139 11%	104 13%	86 12%	128 18%	123 11%	33 19%	- -%	117 12%	11 9%
Standard delivery	951 67%	105 60%	40 43%	61 72%	27 62%	813 70%	579 72%	858 69%	575 70%	516 74%	423 61%	819 73%	126 71%	- -%	685 69%	77 67%
International delivery	195 14%	27 16%	19 21%	19 23%	12 27%	156 13%	125 15%	170 14%	135 16%	131 19%	133 19%	157 14%	95 54%	- -%	130 13%	16 14%
Cross-Border Delivery (to ROI)	2 *%	* *%	* *%	* *%	- -%	2 *%	2 *%	2 *%	1 *%	2 *%	1 *%	2 *%	2 1%	- -%	2 *%	* *%
Other (PLEASE SPECIFY)	5 *%	2 1%	- -%	1 1%	- -%	5 *%	2 *%	5 *%	5 1%	2 *%	3 *%	5 *%	- -%	- -%	4 *%	1 *%
None of these (DO NOT READ OUT)	33 2%	- -%	* *%	- -%	- -%	25 2%	10 1%	25 2%	13 2%	6 1%	1 *%	24 2%	- -%	- -%	18 2%	* *%
Don't Know (DO NOT READ OUT)	9 1%	- -%	- -%	- -%	- -%	5 *%	4 1%	5 *%	1 *%	* *%	* *%	5 *%	* *%	- -%	5 1%	- -%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 109 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where Large letters are sent

	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1599	172	116	87	47	1355	1043	1449	1033	925	806	1269	214	-	1189	92
Effective base	586	70	40	35	19	489	355	523	358	305	291	467	77	-	427	44
Weighted Base	1410	175	92	85	43	1159	810	1244	825	700	698	1116	177	-	992	115
NET: Urgent / Tracked / Timed Mail	785	125	78	41	34	639	485	706	496	419	544	587	145	-	565	68
	56%	71%	85%	48%	78%	55%	60%	57%	60%	60%	78%	53%	82%	-%	57%	59%
		c	c		c						b		b			

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 109 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where Large letters are sent

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1599	660	819	580	26	313	381	256	987	336	291	344	924
Effective base	586	262	285	201	12	105	141	92	367	121	98	125	350
Weighted Base	1410	633	696	492	33	253	351	225	897	274	230	295	848
Urgent delivery - on the same day or a specific time the next day	195 14%	115 18%	58 8%	105 21%	5 14%	60 24%	66 19%	73 32%	86 10%	33 12%	45 20%	53 18%	91 11%
Tracked service	639 45%	340 54%	265 38%	277 56%	15 46%	155 61%	185 53%	125 56%	394 44%	117 43%	108 47%	178 60%	342 40%
Timed delivery (i.e. to arrive by specific time/day)	161 11%	91 14%	57 8%	86 18%	6 19%	63 25%	47 14%	43 19%	83 9%	31 11%	30 13%	53 18%	73 9%
Standard delivery	951 67%	385 61%	518 74%	315 64%	21 63%	133 53%	251 72%	138 61%	609 68%	197 72%	154 67%	176 59%	606 71%
International delivery	195 14%	118 19%	62 9%	94 19%	14 43%	66 26%	72 20%	58 26%	97 11%	35 13%	61 27%	56 19%	73 9%
Cross-Border Delivery (to ROI)	2 *%	1 *%	2 *%	1 *%	- -%	* *%	1 *%	* *%	2 *%	1 *%	* *%	* *%	2 *%
Other (PLEASE SPECIFY)	5 *%	4 1%	1 *%	1 *%	2 6%	2 1%	1 *%	2 1%	3 *%	- -%	3 1%	- -%	2 *%
None of these (DO NOT READ OUT)	33 2%	5 1%	28 4%	3 1%	- -%	3 1%	1 *%	- -%	25 3%	7 2%	1 *%	1 *%	27 3%
Don't Know (DO NOT READ OUT)	9 1%	* *%	9 1%	4 1%	- -%	- -%	4 1%	- -%	6 1%	- -%	- -%	* *%	1 *%
NET: Urgent / Tracked / Timed Mail	785 56%	433 68%	294 42%	343 70%	23 69%	210 83%	211 60%	182 81%	459 51%	136 50%	148 64%	218 74%	404 48%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 109 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where Large letters are sent

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1599	813	786
Effective base	586	247	339
Weighted Base	1410	599	811
Urgent delivery - on the same day or a specific time the next day	195 14%	123 21%	72 9%
		b	
Tracked service	639 45%	274 46%	365 45%
Timed delivery (i.e. to arrive by specific time/day)	161 11%	88 15%	74 9%
		b	
Standard delivery	951 67%	371 62%	580 71%
			a
International delivery	195 14%	79 13%	115 14%
Cross-Border Delivery (to ROI)	2 *%	1 *%	1 *%
Other (PLEASE SPECIFY)	5 *%	2 *%	2 *%
None of these (DO NOT READ OUT)	33 2%	11 2%	22 3%
Don't Know (DO NOT READ OUT)	9 1%	- -%	9 1%
NET: Urgent / Tracked / Timed Mail	785 56%	367 61%	418 52%
		b	

Columns Tested.: a,b

Table 109 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where Large letters are sent

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	1599	95	182	143	138	163	74	94	176	108	136	89	201
Effective base	586	27	81	88	51	112	42	12	67	39	28	32	73
Weighted Base	1410	36	135	169	38	240	69	26	230	95	60	85	226
Urgent delivery - on the same day or a specific time the next day	195 14%	2 6%	10 8%	34 20% bj	4 9%	25 10%	5 8%	6 24%	39 17%	9 9%	2 4%	15 18%	43 19% bj
Tracked service	639 45%	12 34%	64 48%	74 44%	22 57%	98 41%	39 56%	12 44%	97 42%	50 52%	33 55%	39 45%	100 44%
Timed delivery (i.e. to arrive by specific time/day)	161 11%	4 10%	9 7%	29 17% bd	2 5%	20 8%	5 7%	4 17%	21 9%	5 6%	4 7%	14 16%	44 20% bdei
Standard delivery	951 67%	24 68%	98 73%	107 63%	25 65%	175 73%	43 62%	21 81%	164 71%	58 61%	36 60%	63 74%	136 60%
International delivery	195 14%	5 14%	21 15%	26 15%	5 14%	38 16%	5 7%	1 5%	22 10%	16 16%	4 7%	16 19%	34 15%
Cross-Border Delivery (to ROI)	2 *%	1 3%	* *%	* *%	* *%	- -%	- -%	* *%	* *%	* *%	* *%	* *%	* *%
Other (PLEASE SPECIFY)	5 *%	2 5%	2 1%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%
None of these (DO NOT READ OUT)	33 2%	- -%	* *%	4 3%	1 2%	12 5% b	- -%	* *%	10 5%	- -%	- -%	1 1%	5 2%
Don't Know (DO NOT READ OUT)	9 1%	1 3%	* *%	- -%	* 1%	3 1%	- -%	- -%	- -%	- -%	4 7%	* *%	* *%
NET: Urgent / Tracked / Timed Mail	785 56%	14 38%	69 51%	99 58%	24 62% a	112 47%	43 63% a	14 54%	137 59%	54 57%	36 60%	46 54%	138 61% a

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 109 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where Large letters are sent

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1599	420	375	378	426	795	804
Effective base	586	193	183	114	131	376	244
Weighted Base	1410	340	348	352	371	688	722
Urgent delivery - on the same day or a specific time the next day	195	46	34	54	61	80	115
	14%	14%	10%	15%	16%	12%	16%
Tracked service	639	150	159	158	172	309	330
	45%	44%	46%	45%	46%	45%	46%
Timed delivery (i.e. to arrive by specific time/day)	161	42	27	31	62	68	93
	11%	12%	8%	9%	17%	10%	13%
				b			
Standard delivery	951	230	243	243	235	473	478
	67%	68%	70%	69%	63%	69%	66%
International delivery	195	52	49	39	55	101	94
	14%	15%	14%	11%	15%	15%	13%
Cross-Border Delivery (to ROI)	2	2	*	*	1	2	1
	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	5	4	-	-	1	4	1
	*%	1%	-%	-%	*%	1%	*%
None of these (DO NOT READ OUT)	33	4	12	11	5	17	16
	2%	1%	4%	3%	1%	2%	2%
Don't Know (DO NOT READ OUT)	9	1	3	-	4	5	4
	1%	*%	1%	-%	1%	1%	1%
NET: Urgent / Tracked / Timed Mail	785	181	179	205	220	360	425
	56%	53%	51%	58%	59%	52%	59%

Columns Tested:: a,b,c,d - a,b

Table 110

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where Packets and parcels are sent

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1532	234	1298	1014	263	76	179	518
Effective base	582	63	525	530	108	33	86	146
Weighted Base	1394	107	1287	1324	59	8	4	70
Urgent delivery - on the same day or a specific time the next day	210 15%	10 9%	201 16%	192 14%	15 26% a	3 33% a	1 30% a	19 27% a
Tracked service	851 61%	58 55%	793 62%	806 61%	39 67%	4 52%	2 54%	45 65%
Timed delivery (i.e. to arrive by specific time/day)	218 16%	5 5%	213 17% a	201 15%	14 24% a	2 23%	1 29% a	17 24% a
Standard delivery	765 55%	59 56%	705 55%	723 55%	35 59%	4 56%	2 59%	41 59%
International delivery	221 16%	9 8%	212 16%	204 15%	14 24% a	2 24%	1 23%	17 24% a
Cross-Border Delivery (to ROI)	5 *% *%	* *% *%	4 *% *%	4 *% *%	* 1% 1%	* 1% 1%	* *% *%	* 1% 1%
Other (PLEASE SPECIFY)	2 *% *%	- -% -%	2 *% *%	2 *% *%	- -% -%	- -% -%	- -% -%	- -% -%
None of these (DO NOT READ OUT)	36 3%	- -% -%	36 3%	35 3%	1 1%	- -% -%	- -% -%	1 1%
Don't Know (DO NOT READ OUT)	10 1%	- -% -%	10 1%	10 1%	- -% -%	- -% -%	* 2% 2%	* *% *%
NET: Urgent / Tracked / Timed Mail	975 70%	62 58%	913 71% a	923 70%	43 74%	6 73%	3 76%	52 74%

Columns Tested:: a,b - a,b,c,d,e

Table 110 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where Packets and parcels are sent

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1532	428	436	150	158	181	179	1014	263	255
Effective base	582	256	224	66	72	66	86	530	108	70
Weighted Base	1394	694	541	89	42	24	4	1324	59	12
Urgent delivery - on the same day or a specific time the next day	210 15%	66 9%	109 20%	17 19%	11 26%	6 27%	1 30%	192 14%	15 26%	4 32%
			a	a	ag	ag	ag		ag	abg
Tracked service	851 61%	399 57%	355 66%	52 59%	28 65%	16 66%	2 54%	806 61%	39 67%	6 53%
Timed delivery (i.e. to arrive by specific time/day)	218 16%	62 9%	122 23%	17 19%	10 24%	6 23%	1 29%	201 15%	14 24%	3 25%
			ag	a	ag	a	ag	a	ag	ag
Standard delivery	765 55%	417 60%	266 49%	40 46%	25 60%	14 58%	2 59%	723 55%	35 59%	7 57%
			bc							
International delivery	221 16%	110 16%	76 14%	19 21%	11 27%	5 19%	1 23%	204 15%	14 24%	3 23%
					abg				bg	
Cross-Border Delivery (to ROI)	5 *%	2 *%	1 *%	* *%	* *%	* 2%	* *%	4 *%	* 1%	* 1%
Other (PLEASE SPECIFY)	2 *%	2 *%	- -%	- -%	- -%	- -%	- -%	2 *%	- -%	- -%
None of these (DO NOT READ OUT)	36 3%	29 4%	5 1%	1 1%	* 1%	* 2%	- -%	35 3%	1 1%	- -%
			bf							
Don't Know (DO NOT READ OUT)	10 1%	- -%	9 2%	1 1%	- -%	- -%	* 2%	10 1%	- -%	* 1%
NET: Urgent / Tracked / Timed Mail	975 70%	437 63%	419 77%	68 76%	31 73%	18 75%	3 76%	923 70%	43 74%	9 74%
			ag	a			a			

Columns Tested: a,b,c,d,e,f,g,h,i

Table 110 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where Packets and parcels are sent

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1532	624	390	263	76	179	582	273	100	68	203
Effective base	582	387	194	108	33	86	320	117	35	23	36
Weighted Base	1394	1074	249	59	8	4	872	219	53	26	37
Urgent delivery - on the same day or a specific time the next day	210 15%	148 14%	43 17%	15 26%	3 33%	1 30%	91 10%	59 27%	21 40%	5 20%	11 30%
				a	ab	ab		a	a		a
Tracked service	851 61%	659 61%	147 59%	39 67%	4 52%	2 54%	540 62%	122 56%	41 77%	15 59%	27 72%
									b		
Timed delivery (i.e. to arrive by specific time/ day)	218 16%	145 13%	56 23%	14 24%	2 23%	1 29%	120 14%	52 24%	18 34%	10 40%	6 16%
			a	a		a		a	a	ae	
Standard delivery	765 55%	594 55%	129 52%	35 59%	4 56%	2 59%	486 56%	113 52%	25 46%	13 51%	21 57%
International delivery	221 16%	166 15%	38 15%	14 24%	2 24%	1 23%	135 16%	40 18%	15 28%	3 11%	8 22%
				a							
Cross-Border Delivery (to ROI)	5 *%	4 *%	* *%	* 1%	* 1%	* *%	2 *%	2 1%	1 1%	- -%	* 1%
Other (PLEASE SPECIFY)	2 *%	2 *%	- -%	- -%	- -%	- -%	2 *%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	36 3%	33 3%	2 1%	1 1%	- -%	- -%	35 4%	1 *%	- -%	- -%	* 1%
							b				
Don't Know (DO NOT READ OUT)	10 1%	3 *%	7 3%	- -%	- -%	* 2%	4 *%	1 1%	- -%	1 4%	- -%
			a								
NET: Urgent / Tracked / Timed Mail	975 70%	737 69%	186 75%	43 74%	6 73%	3 76%	601 69%	161 73%	46 88%	18 71%	30 80%
									a		

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 110 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where Packets and parcels are sent

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1532	113	77	165	57	104	134	99	89	90
Effective base	582	64	40	88	27	51	83	56	46	43
Weighted Base	1394	143	74	239	65	124	242	159	113	100
Urgent delivery - on the same day or a specific time the next day	210 15%	18 12%	21 29%	60 25%	8 12%	17 14%	21 9%	19 12%	21 19%	9 9%
			afgi	fi						
Tracked service	851 61%	83 58%	54 73%	156 65%	42 65%	81 65%	159 66%	78 49%	67 59%	52 52%
			g				g			
Timed delivery (i.e. to arrive by specific time/day)	218 16%	28 20%	12 17%	45 19%	10 16%	23 19%	39 16%	28 18%	6 6%	14 14%
		h		h						
Standard delivery	765 55%	97 68%	35 47%	92 38%	38 59%	81 65%	135 56%	91 57%	55 49%	67 67%
		bch				c	c	c		c
International delivery	221 16%	20 14%	13 18%	36 15%	13 21%	18 15%	54 22%	17 11%	18 16%	14 14%
Cross-Border Delivery (to ROI)	5 *	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other (PLEASE SPECIFY)	2 *	- -%	- -%	2 1%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	36 3%	4 3%	- -%	8 3%	- -%	2 2%	7 3%	4 3%	4 4%	6 6%
Don't Know (DO NOT READ OUT)	10 1%	- -%	* *%	- -%	- -%	- -%	- -%	7 4%	3 3%	- -%
								c		
NET: Urgent / Tracked / Timed Mail	975 70%	88 62%	64 86%	197 82%	44 68%	84 67%	174 72%	97 61%	80 71%	60 61%
			aegi	aegi						

Columns Tested: a,b,c,d,e,f,g,h,i

Table 110 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where Packets and parcels are sent

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1532	251	279	398	928	604	210	213	181
Effective base	582	122	149	227	491	161	71	53	58
Weighted Base	1394	289	329	640	1259	135	67	48	20
Urgent delivery - on the same day or a specific time the next day	210 15%	34 12%	60 18%	101 16%	195 15%	15 11%	10 14%	3 7%	3 14%
Tracked service	851 61%	176 61%	203 62%	393 61%	772 61%	79 59%	45 67%	23 48%	12 58%
Timed delivery (i.e. to arrive by specific time/day)	218 16%	48 16%	47 14%	112 17%	207 16%	12 9%	7 10%	3 7%	1 7%
Standard delivery	765 55%	187 65%	186 57%	318 50%	691 55%	74 55%	28 42%	32 66%	14 68%
International delivery	221 16%	46 16%	51 16%	108 17%	205 16%	16 12%	5 7%	8 16%	3 17%
Cross-Border Delivery (to ROI)	5 *%	- -%	- -%	- -%	- -%	5 3%	- -%	- -%	5 23%
Other (PLEASE SPECIFY)	2 *%	- -%	- -%	2 *%	2 *%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	36 3%	8 3%	9 3%	19 3%	36 3%	* *%	- -%	* *%	* 1%
Don't Know (DO NOT READ OUT)	10 1%	- -%	3 1%	7 1%	10 1%	- -%	- -%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	975 70%	188 65%	232 70%	468 73%	889 71%	86 64%	48 73%	26 53%	13 63%

Columns Tested:: a,b,c,d,e,f,g,h

Table 110 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where Packets and parcels are sent

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1532	73	142	18	160	164	412	53	52	617
Effective base	582	32	44	9	52	67	170	18	14	241
Weighted Base	1394	57	103	23	126	190	329	37	33	621
Urgent delivery - on the same day or a specific time the next day	210 15%	14 25%	25 25%	7 30%	32 26%	43 22%	40 12%	*	6 18%	75 12%
		gi	fgi		fgi	fgi				
Tracked service	851 61%	25 44%	72 70%	12 51%	84 67%	99 52%	226 69%	23 63%	14 43%	380 61%
			a		a		ae			
Timed delivery (i.e. to arrive by specific time/ day)	218 16%	15 26%	27 26%	4 16%	31 24%	38 20%	47 14%	1 2%	5 15%	82 13%
		g	gi		gi					
Standard delivery	765 55%	32 55%	49 48%	3 14%	53 42%	86 45%	189 57%	22 59%	18 55%	366 59%
										de
International delivery	221 16%	7 13%	33 33%	2 8%	35 28%	8 4%	65 20%	5 12%	7 20%	95 15%
			ei		ei		e		e	e
Cross-Border Delivery (to ROI)	5 *%	1 2%	- -%	- -%	- -%	* *%	* *%	* 1%	* *%	3 *%
Other (PLEASE SPECIFY)	2 *%	- -%	- -%	- -%	- -%	- -%	2 *%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	36 3%	4 7%	* *%	5 19%	5 4%	1 1%	5 2%	- -%	2 7%	18 3%
Don't Know (DO NOT READ OUT)	10 1%	1 3%	- -%	- -%	- -%	4 2%	* *%	* *%	- -%	4 1%
		f								
NET: Urgent / Tracked / Timed Mail	975 70%	37 64%	83 81%	17 75%	100 80%	132 69%	247 75%	24 65%	15 47%	418 67%
			h		h		h			

Columns Tested: a,b,c,d,e,f,g,h,i

Table 110 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where Packets and parcels are sent

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1532	397	412	723	1350	182	-	1265	267	1494	38
Effective base	582	147	170	273	505	80	-	519	69	564	18
Weighted Base	1394	374	329	691	1171	223	-	1276	118	1351	43
Urgent delivery - on the same day or a specific time the next day	210 15%	89 24% bc	40 12%	81 12%	183 16%	27 12%	- -%	179 14%	32 27% a	205 15%	6 14%
Tracked service	851 61%	208 56%	226 69% a	417 60%	722 62%	129 58%	- -%	782 61%	69 59%	827 61%	25 57%
Timed delivery (i.e. to arrive by specific time/day)	218 16%	83 22% c	47 14%	88 13%	183 16%	36 16%	- -%	204 16%	14 12%	211 16%	7 17%
Standard delivery	765 55%	170 46%	189 57% a	406 59% a	643 55%	122 55%	- -%	714 56% b	51 43%	738 55%	27 62%
International delivery	221 16%	50 13%	65 20%	106 15%	198 17%	23 10%	- -%	210 16%	11 9%	216 16%	5 11%
Cross-Border Delivery (to ROI)	5 *%	1 *%	* *%	3 *%	3 *%	1 1%	- -%	4 *% *%	* *%	5 *%	- -%
Other (PLEASE SPECIFY)	2 *%	- -%	2 *%	- -%	2 *%	- -%	- -%	2 *% -%	- -%	2 *%	- -%
None of these (DO NOT READ OUT)	36 3%	10 3%	5 2%	20 3%	24 2%	12 5%	- -%	33 3%	3 2%	35 3%	* 1%
Don't Know (DO NOT READ OUT)	10 1%	6 2%	* *%	4 1%	5 *%	5 2%	- -%	5 *% 4% a	5 4% a	7 1%	3 7% a
NET: Urgent / Tracked / Timed Mail	975 70%	269 72%	247 75%	459 66%	828 71%	147 66%	- -%	890 70%	85 72%	948 70%	27 62%

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 110 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where Packets and parcels are sent

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1532	779	362	380
Effective base	582	312	117	150
Weighted Base	1394	763	254	363
Urgent delivery - on the same day or a specific time the next day	210 15%	69 9%	61 24%	75 21%
			a	a
Tracked service	851 61%	424 56%	142 56%	284 78%
				ab
Timed delivery (i.e. to arrive by specific time/day)	218 16%	75 10%	57 23%	86 24%
			a	a
Standard delivery	765 55%	408 53%	133 52%	220 60%
International delivery	221 16%	64 8%	44 17%	113 31%
			a	ab
Cross-Border Delivery (to ROI)	5 *%	2 *%	1 *%	2 1%
Other (PLEASE SPECIFY)	2 *%	2 *%	- -%	- -%
None of these (DO NOT READ OUT)	36 3%	32 4%	3 1%	* *%
		c		
Don't Know (DO NOT READ OUT)	10 1%	3 *%	4 2%	* *%
NET: Urgent / Tracked / Timed Mail	975 70%	473 62%	191 75%	304 84%
			a	a

Columns Tested: a,b,c

Table 110 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where Packets and parcels are sent

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1532	1050	294	81	34	39	19	9	6	1344	188	107
Effective base	582	447	92	22	9	11	4	2	1	538	44	22
Weighted Base	1394	1096	196	49	11	27	8	1	5	1292	102	52
Urgent delivery - on the same day or a specific time the next day	210 15%	121 11%	38 19%	15 31%	7 63%	18 65%	6 75%	1 68%	5 96%	159 12%	52 51%	36 69%
			a	ai	abi	abi					abi	abci
Tracked service	851 61%	624 57%	157 80%	41 84%	6 55%	13 47%	5 60%	1 81%	5 99%	780 60%	71 70%	30 56%
			aeik	aei								
Timed delivery (i.e. to arrive by specific time/day)	218 16%	125 11%	44 23%	23 46%	7 64%	12 45%	2 19%	1 70%	5 96%	169 13%	49 48%	26 50%
			ai	abi	abi	ai					abi	abi
Standard delivery	765 55%	609 56%	106 54%	30 60%	6 56%	3 11%	6 78%	* 28%	5 97%	714 55%	50 50%	21 39%
		e	e	e	e					e	e	
International delivery	221 16%	128 12%	50 26%	22 45%	4 35%	9 32%	2 30%	1 73%	5 95%	178 14%	43 42%	20 39%
			ai	ai	a	a					ai	ai
Cross-Border Delivery (to ROI)	5 *%	2 *%	2 1%	1 2%	* *%	* *%	* *%	- -%	- -%	3 *%	1 1%	* *%
Other (PLEASE SPECIFY)	2 *%	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 *%	- -%	- -%
None of these (DO NOT READ OUT)	36 3%	35 3%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	36 3%	- -%	- -%
Don't Know (DO NOT READ OUT)	10 1%	6 1%	4 2%	- -%	- -%	- -%	* *%	- -%	- -%	10 1%	* *%	* *%
NET: Urgent / Tracked / Timed Mail	975 70%	713 65%	167 85%	46 93%	8 75%	27 98%	8 100%	1 81%	5 100%	880 68%	95 93%	49 93%
			ai	ai		ai					ai	ai

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 110 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where Packets and parcels are sent

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1532	457	593	482	1381	1308	1424	1532	931	650	127	849	99	116	82	95	56
Effective base	582	224	224	136	510	490	535	582	354	206	62	358	29	32	20	21	15
Weighted Base	1394	569	527	298	1244	1177	1301	1394	883	511	154	886	58	74	45	46	37
Urgent delivery - on the same day or a specific time the next day	210 15%	53 9%	67 13%	90 30% ab	197 16%	186 16%	202 16%	210 15%	169 19%	142 28% abcde	18 12%	110 12%	7 13%	19 26%	15 34%	17 36%	15 40%
Tracked service	851 61%	279 49%	345 65% a	228 76% ab	744 60%	722 61%	786 60%	851 61%	542 61%	322 63%	91 59%	523 59%	45 78% b	54 73%	24 53%	27 59%	21 58%
Timed delivery (i.e. to arrive by specific time/day)	218 16%	40 7%	85 16% a	93 31% ab	207 17%	199 17%	211 16%	218 16%	172 19%	135 26% abcd	12 8%	125 14%	11 19%	22 29% ab	9 20%	19 42%	13 34% ab
Standard delivery	765 55%	303 53%	306 58%	156 52%	679 55% f	646 55% f	715 55% f	765 55% f	441 50%	223 44%	93 60%	497 56%	25 43%	35 47%	16 34%	26 55%	24 66%
International delivery	221 16%	35 6%	92 18% a	93 31% ab	196 16%	192 16%	204 16%	221 16%	145 16%	91 18%	18 12%	125 14%	16 28% b	12 16%	10 23%	15 32% ab	8 23%
Cross-Border Delivery (to ROI)	5 *%	1 *%	* *%	3 1%	5 *%	4 *%	5 *%	5 *%	2 *%	1 *%	1 1%	3 *%	- -%	* *%	* *%	* *%	* *%
Other (PLEASE SPECIFY)	2 *%	2 *%	- -%	- -%	2 *%	2 *%	2 *%	2 *%	2 *%	- -%	- -%	2 *%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	36 3%	34 6% bc	2 *%	* *%	36 3%	34 3%	36 3%	36 3%	24 3%	3 1%	2 1%	33 4%	* 1%	- -%	- -%	- -%	- -%
Don't Know (DO NOT READ OUT)	10 1%	5 1%	1 *%	4 1%	10 1%	10 1%	10 1%	10 1%	10 1%	- -%	- -%	5 1%	4 7% b	- -%	1 3%	* *%	- -%
NET: Urgent / Tracked / Timed Mail	975 70%	316 55%	397 75% a	262 88% ab	864 69%	831 71%	908 70%	975 70%	646 73%	411 80% abcd	103 67%	588 66%	51 87% ab	65 88% ab	36 80%	32 70%	33 88%

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 110 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where Packets and parcels are sent

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Significance Level: 95%															
Unweighted Base	1532	922	143	93	90	51	54	28	809	208	111	63	52	38	27
Effective base	582	399	40	26	17	12	11	6	350	64	31	25	12	14	7
Weighted Base	1394	990	92	61	39	21	25	15	846	170	48	40	38	15	20
Urgent delivery - on the same day or a specific time the next day	210	133	11	18	10	6	12	6	85	50	12	11	16	2	10
	15%	13%	12%	30%	26%	29%	46%	43%	10%	29%	26%	27%	42%	14%	49%
			a				ab			a	a	a	a		
Tracked service	851	576	67	42	19	13	19	8	498	121	39	27	14	10	12
	61%	58%	73%	70%	48%	60%	75%	53%	59%	71%	82%	68%	38%	64%	59%
										e	ae				
Timed delivery (i.e. to arrive by specific time/day)	218	135	23	11	14	8	13	3	110	43	9	10	15	6	7
	16%	14%	25%	19%	35%	38%	51%	23%	13%	25%	19%	24%	40%	39%	33%
					a	a	a			a			a	a	
Standard delivery	765	549	51	15	28	16	10	10	494	66	32	22	10	10	13
	55%	55%	56%	25%	72%	74%	38%	63%	58%	39%	66%	54%	27%	65%	63%
		c	c		c	c			be		be				
International delivery	221	153	8	14	6	6	8	1	115	32	14	8	13	4	6
	16%	15%	9%	23%	15%	29%	33%	5%	14%	19%	29%	20%	35%	29%	30%
											a		a		
Cross-Border Delivery (to ROI)	5	4	*	*	-	*	*	*	3	*	*	-	*	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	-%
Other (PLEASE SPECIFY)	2	2	-	-	-	-	-	-	2	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	36	35	1	-	-	-	-	-	33	1	-	-	-	-	-
	3%	4%	1%	-%	-%	-%	-%	-%	4%	1%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	10	6	4	-	*	*	-	-	5	4	-	-	1	-	-
	1%	1%	4%	-%	*%	*%	-%	-%	1%	2%	-%	-%	3%	-%	-%
			a												
NET: Urgent / Tracked / Timed Mail	975	661	72	51	31	16	22	11	559	138	42	34	25	12	20
	70%	67%	79%	84%	80%	75%	85%	75%	66%	81%	89%	85%	65%	80%	100%
										a	a				

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 110 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where Packets and parcels are sent

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1532	968	181	138	88	57	50	50	457	318	346	202	97
Effective base	582	410	61	42	28	19	11	15	216	123	124	46	27
Weighted Base	1394	987	154	106	46	33	29	39	557	291	278	102	71
Urgent delivery - on the same day or a specific time the next day	210 15%	93 9%	32 21%	28 26%	16 34%	10 29%	13 46%	18 47%	47 9%	53 18%	46 17%	31 30%	24 34%
			a	a	a	a	a	ab		a	a	a	ac
Tracked service	851 61%	567 57%	116 75%	64 61%	32 69%	26 79%	21 71%	26 66%	294 53%	188 65%	184 66%	68 67%	50 70%
			a							a	a		
Timed delivery (i.e. to arrive by specific time/day)	218 16%	104 11%	35 23%	35 33%	12 26%	15 46%	4 13%	14 35%	44 8%	59 20%	51 18%	33 32%	24 33%
			a	a	a	a	a	a		a	a	a	a
Standard delivery	765 55%	581 59%	75 49%	47 44%	23 51%	12 35%	17 57%	10 26%	294 53%	166 57%	150 54%	66 65%	38 53%
			eg										
International delivery	221 16%	128 13%	27 18%	11 11%	16 34%	11 32%	12 43%	15 40%	54 10%	45 15%	50 18%	37 36%	17 24%
					ac	ac	ac	ac			a	abc	a
Cross-Border Delivery (to ROI)	5 *%	4 *%	* *%	* *%	* *%	- -%	- -%	- -%	2 *%	1 *%	1 *%	1 1%	* *%
Other (PLEASE SPECIFY)	2 *%	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	2 *%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	36 3%	35 4%	* *%	- -%	* *%	- -%	- -%	- -%	31 6%	2 1%	2 1%	* *%	- -%
									bc				
Don't Know (DO NOT READ OUT)	10 1%	6 1%	4 3%	- -%	- -%	- -%	* *%	- -%	10 2%	- -%	* *%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	975 70%	627 64%	132 86%	83 78%	41 88%	32 97%	26 89%	34 87%	324 58%	230 79%	216 78%	79 78%	57 81%
			a	a	a	a				a	a	a	a

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 110 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where Packets and parcels are sent

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1532	563	286	294	163	70	525	272	278	152	67
Effective base	582	256	108	97	32	18	243	94	92	40	20
Weighted Base	1394	659	247	216	74	44	613	225	190	87	55
Urgent delivery - on the same day or a specific time the next day	210 15%	91 14%	35 14%	32 15%	26 35%	13 29%	59 10%	43 19%	33 17%	32 36%	19 34%
Tracked service	851 61%	348 53%	169 68%	148 69%	48 64%	30 67%	343 56%	145 64%	127 67%	69 79%	36 65%
Timed delivery (i.e. to arrive by specific time/ day)	218 16%	87 13%	39 16%	39 18%	26 36%	15 34%	59 10%	52 23%	36 19%	31 36%	20 37%
Standard delivery	765 55%	343 52%	142 58%	122 56%	44 59%	27 61%	329 54%	123 55%	106 56%	59 67%	29 53%
International delivery	221 16%	87 13%	38 15%	40 18%	24 33%	8 19%	59 10%	43 19%	43 23%	32 37%	15 27%
Cross-Border Delivery (to ROI)	5 *%	2 *%	1 *%	1 *%	1 1%	* *%	1 *%	1 *%	* *%	1 1%	* *%
Other (PLEASE SPECIFY)	2 *%	2 *%	- -%	- -%	- -%	- -%	2 *%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	36 3%	31 5%	2 1%	2 1%	* *%	- -%	29 5%	2 1%	1 1%	- -%	- -%
Don't Know (DO NOT READ OUT)	10 1%	10 1%	- -%	* *%	- -%	- -%	8 1%	- -%	* *%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	975 70%	414 63%	189 76%	171 79%	57 76%	32 72%	381 62%	184 82%	146 77%	75 86%	42 77%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 110 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where Packets and parcels are sent

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1532	674	250	309	179	94	867	151	501	1213	319	1220	161
Effective base	582	295	84	113	57	25	337	49	192	469	113	461	49
Weighted Base	1394	736	201	253	130	53	786	116	483	1139	255	1128	116
Urgent delivery - on the same day or a specific time the next day	210 15%	62 8%	35 18%	49 19%	42 33%	20 38%	148 19%	22 19%	40 8%	139 12%	71 28%	146 13%	51 44%
Tracked service	851 61%	386 52%	139 69%	174 69%	99 76%	42 80%	552 70%	60 51%	233 48%	669 59%	182 72%	680 60%	64 55%
Timed delivery (i.e. to arrive by specific time/day)	218 16%	57 8%	41 21%	63 25%	39 30%	17 33%	152 19%	31 26%	35 7%	150 13%	68 27%	173 15%	34 30%
Standard delivery	765 55%	418 57%	114 57%	127 50%	62 48%	35 67%	428 54%	46 40%	288 60%	637 56%	127 50%	620 55%	59 51%
International delivery	221 16%	60 8%	27 13%	57 23%	51 39%	23 44%	172 22%	17 15%	31 6%	158 14%	63 25%	173 15%	24 20%
Cross-Border Delivery (to ROI)	5 *%	2 *%	1 *%	* *%	2 2%	* *%	3 *%	* *%	1 *%	3 *%	1 1%	4 *%	* *%
Other (PLEASE SPECIFY)	2 *%	2 *%	- -%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%	2 1%	2 *%	- -%
None of these (DO NOT READ OUT)	36 3%	34 5%	* *%	* *%	- -%	- -%	5 1%	2 1%	29 6%	36 3%	- -%	36 3%	- -%
Don't Know (DO NOT READ OUT)	10 1%	8 1%	- -%	- -%	* *%	- -%	4 1%	3 3%	1 *%	10 1%	* *%	10 1%	* *%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 110 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where Packets and parcels are sent

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1532	674	250	309	179	94	867	151	501	1213	319	1220	161
Effective base	582	295	84	113	57	25	337	49	192	469	113	461	49
Weighted Base	1394	736	201	253	130	53	786	116	483	1139	255	1128	116
NET: Urgent / Tracked / Timed Mail	975	424	159	220	111	47	628	82	258	757	218	766	98
	70%	58%	79%	87%	85%	90%	80%	71%	53%	66%	86%	68%	85%
			a	a	a	a	c	c			a		a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 110 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where Packets and parcels are sent

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1532	1073	235	956	576	1225	156	1062	246	960	572
Effective base	582	425	65	388	195	463	47	416	74	390	193
Weighted Base	1394	1025	153	906	488	1130	114	1009	168	916	478
Urgent delivery - on the same day or a specific time the next day	210 15%	133 13%	53 35% a	95 10%	116 24% a	156 14%	41 36% a	124 12%	62 37% a	99 11%	111 23% a
Tracked service	851 61%	629 61%	92 61%	502 55%	349 72% a	677 60%	68 60%	616 61%	105 62%	510 56%	341 71% a
Timed delivery (i.e. to arrive by specific time/day)	218 16%	145 14%	54 35% a	89 10%	130 27% a	168 15%	39 34% a	144 14%	55 33% a	99 11%	119 25% a
Standard delivery	765 55%	576 56%	70 46%	534 59% b	231 47%	624 55%	55 49%	564 56%	82 49%	535 58% b	229 48%
International delivery	221 16%	163 16%	29 19%	129 14%	92 19%	172 15%	24 21%	158 16%	34 20%	132 14%	89 19%
Cross-Border Delivery (to ROI)	5 *%	3 *%	* *%	2 *%	2 *%	4 *%	* *%	3 *%	* *%	2 *%	2 *%
Other (PLEASE SPECIFY)	2 *%	2 *%	- -%	- -%	2 *%	- -%	2 1% a	- -%	2 1%	- -%	2 *% a
None of these (DO NOT READ OUT)	36 3%	34 3%	- -%	33 4% b	3 1%	36 3%	- -%	34 3%	- -%	33 4% b	3 1%
Don't Know (DO NOT READ OUT)	10 1%	10 1%	* *%	6 1%	4 1%	10 1%	* *%	10 1%	* *%	6 1%	4 1%

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 110 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where Packets and parcels are sent

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1532	1073	235	956	576	1225	156	1062	246	960	572
Effective base	582	425	65	388	195	463	47	416	74	390	193
Weighted Base	1394	1025	153	906	488	1130	114	1009	168	916	478
NET: Urgent / Tracked / Timed Mail	975	705	126	560	415	770	95	691	139	572	403
	70%	69%	82%	62%	85%	68%	83%	69%	83%	62%	84%
			a		a		a		a		a

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 110 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where Packets and parcels are sent

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1532	837	1011	256	2	809	864	208	3	1077	857	263	1
Effective base	582	295	391	91	2	292	329	79	3	407	333	99	1
Weighted Base	1394	734	931	222	5	707	759	184	4	975	765	224	2
Urgent delivery - on the same day or a specific time the next day	210 15%	175 24%	118 13%	55 25%	1 26%	175 25%	97 13%	46 25%	- -%	210 22%	92 12%	62 28%	- -%
Tracked service	851 61%	567 77%	531 57%	171 77%	4 74%	563 80%	449 59%	145 79%	2 59%	851 87%	368 48%	173 77%	- -%
Timed delivery (i.e. to arrive by specific time/day)	218 16%	161 22%	132 14%	61 28%	- -%	177 25%	126 17%	55 30%	- -%	218 22%	110 14%	73 33%	- -%
Standard delivery	765 55%	338 46%	628 67%	163 73%	- -%	316 45%	581 77%	139 76%	2 41%	399 41%	765 100%	167 75%	- -%
International delivery	221 16%	157 21%	153 16%	136 61%	- -%	157 22%	154 20%	133 73%	- -%	193 20%	165 22%	221 99%	- -%
Cross-Border Delivery (to ROI)	5 *%	4 *%	3 *%	3 1%	- -%	2 *%	2 *%	1 1%	- -%	4 *%	4 1%	5 2%	- -%
Other (PLEASE SPECIFY)	2 *%	- -%	2 *%	- -%	- -%	- -%	2 *%	- -%	- -%	- -%	- -%	- -%	2 100%
None of these (DO NOT READ OUT)	36 3%	4 1%	23 2%	* *%	- -%	6 1%	10 1%	- -%	- -%	- -%	- -%	- -%	- -%
Don't Know (DO NOT READ OUT)	10 1%	6 1%	6 1%	- -%	- -%	1 *%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	975 70%	659 90%	597 64%	193 87%	5 100%	659 93%	491 65%	164 89%	2 59%	975 100%	399 52%	195 87%	- -%
		b		b		b		b		bc		b	

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 110 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where Packets and parcels are sent

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1532	1155	1038	964	968	743	54	600	479	459	124	75
Effective base	582	437	398	384	353	300	14	266	197	184	59	38
Weighted Base	1394	1080	961	912	893	710	34	633	496	449	133	87
Urgent delivery - on the same day or a specific time the next day	210 15%	153 14%	144 15%	121 13%	167 19%	96 14%	22 65%	79 13%	91 18%	103 23%	33 25%	15 18%
Tracked service	851 61%	661 61%	624 65%	593 65%	571 64%	430 61%	28 83%	382 60%	419 85%	396 88%	110 83%	60 70%
Timed delivery (i.e. to arrive by specific time/day)	218 16%	181 17%	159 17%	131 14%	174 19%	109 15%	17 52%	93 15%	111 22%	110 24%	40 30%	25 29%
Standard delivery	765 55%	611 57%	552 57%	556 61%	481 54%	466 66%	17 50%	471 74%	266 54%	243 54%	107 81%	82 94%
International delivery	221 16%	175 16%	170 18%	161 18%	146 16%	133 19%	17 51%	128 20%	106 21%	120 27%	110 83%	72 83%
Cross-Border Delivery (to ROI)	5 *%	4 *%	3 *%	4 *%	3 *%	3 *%	* *%	4 1%	2 *%	3 1%	1 1%	* *%
Other (PLEASE SPECIFY)	2 *%	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	36 3%	35 3%	24 2%	11 1%	19 2%	22 3%	* *%	9 1%	1 *%	* *%	- -%	- -%
Don't Know (DO NOT READ OUT)	10 1%	3 *%	6 1%	4 *%	7 1%	4 1%	- -%	- -%	4 1%	- -%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	975 70%	742 69%	691 72%	645 71%	656 73%	465 66%	31 92%	418 66%	447 90%	423 94%	130 98%	70 81%
			c		b		b		a	ae	ae	

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 110 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where Packets and parcels are sent

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1532	166	117	91	48	1283	959	1376	1045	913	786	1207	206	-	1110	87
Effective base	582	66	40	37	19	483	343	517	378	322	292	463	75	-	419	43
Weighted Base	1394	153	93	88	45	1136	792	1224	875	748	714	1099	167	-	967	116
Urgent delivery - on the same day or a specific time the next day	210	33	36	6	21	165	130	192	134	143	159	141	46	-	146	11
	15%	22%	38%	7%	47%	15%	16%	16%	15%	19%	22%	13%	28%	-%	15%	10%
			c		ac						b		b			
Tracked service	851	99	64	71	31	721	518	771	592	510	546	697	141	-	621	59
	61%	65%	68%	80%	69%	63%	65%	63%	68%	68%	77%	63%	85%	-%	64%	50%
											b		b			
Timed delivery (i.e. to arrive by specific time/day)	218	35	26	20	10	178	146	207	156	142	177	173	41	-	137	21
	16%	23%	28%	23%	23%	16%	18%	17%	18%	19%	25%	16%	25%	-%	14%	18%
											b					
Standard delivery	765	70	40	50	21	635	456	678	495	443	348	656	110	-	541	65
	55%	46%	43%	57%	46%	56%	58%	55%	57%	59%	49%	60%	66%	-%	56%	56%
											a		a			
International delivery	221	27	21	24	19	179	142	193	166	157	150	182	87	-	163	16
	16%	17%	23%	27%	42%	16%	18%	16%	19%	21%	21%	17%	52%	-%	17%	13%
					a								ab			
Cross-Border Delivery (to ROI)	5	*	*	*	-	5	3	5	4	4	3	4	3	-	4	*
	*%	*%	*%	*%	-%	*%	*%	*%	*%	1%	*%	*%	2%	-%	*%	*%
Other (PLEASE SPECIFY)	2	-	-	-	-	2	-	2	-	-	-	2	-	-	2	-
	*%	-%	-%	-%	-%	*%	-%	*%	-%	-%	-%	*%	-%	-%	*%	-%
None of these (DO NOT READ OUT)	36	*	-	-	-	25	10	25	9	6	3	22	-	-	27	-
	3%	*%	-%	-%	-%	2%	1%	2%	1%	1%	*%	2%	-%	-%	3%	-%
Don't Know (DO NOT READ OUT)	10	-	-	-	-	4	6	6	-	-	-	6	-	-	7	-
	1%	-%	-%	-%	-%	*%	1%	*%	-%	-%	-%	1%	-%	-%	1%	-%
NET: Urgent / Tracked / Timed Mail	975	123	83	74	41	805	581	874	649	577	631	755	150	-	683	81
	70%	80%	89%	84%	91%	71%	73%	71%	74%	77%	88%	69%	90%	-%	71%	70%
											b		b			

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 110 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where Packets and parcels are sent

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1532	629	741	631	28	332	427	281	942	293	347	348	802
Effective base	582	256	274	225	15	118	160	103	364	111	120	130	322
Weighted Base	1394	606	673	548	41	278	399	245	892	244	270	312	781
Urgent delivery - on the same day or a specific time the next day	210 15%	122 20%	57 8%	128 23%	5 12%	72 26%	78 20%	76 31%	83 9%	47 19%	53 20%	67 22%	84 11%
		b						bc		b	c	c	
Tracked service	851 61%	403 67%	381 57%	406 74%	31 75%	196 71%	295 74%	173 71%	520 58%	150 62%	185 69%	213 68%	440 56%
		b						b			c	c	
Timed delivery (i.e. to arrive by specific time/day)	218 16%	126 21%	62 9%	141 26%	17 41%	79 29%	94 24%	60 24%	102 11%	51 21%	62 23%	62 20%	84 11%
		b						b		b	c	c	
Standard delivery	765 55%	314 52%	396 59%	283 52%	20 49%	125 45%	228 57%	119 48%	500 56%	141 58%	150 56%	157 50%	448 57%
							a						
International delivery	221 16%	143 24%	63 9%	120 22%	14 35%	76 28%	81 20%	69 28%	110 12%	37 15%	83 31%	54 17%	78 10%
		b						bc			bc	c	
Cross-Border Delivery (to ROI)	5 *%	1 *%	4 1%	3 1%	* *%	2 1%	1 *%	1 1%	1 *%	2 1%	1 *%	* *%	3 *%
Other (PLEASE SPECIFY)	2 *%	- -%	2 *%	2 *%	- -%	- -%	2 *%	- -%	2 *%	- -%	- -%	- -%	2 *%
None of these (DO NOT READ OUT)	36 3%	7 1%	29 4%	3 1%	- -%	3 1%	- -%	- -%	31 3%	5 2%	- -%	* *%	33 4%
			a										ab
Don't Know (DO NOT READ OUT)	10 1%	- -%	10 1%	4 1%	- -%	- -%	4 1%	- -%	7 1%	- -%	- -%	- -%	3 *%
NET: Urgent / Tracked / Timed Mail	975 70%	473 78%	409 61%	473 86%	40 97%	245 88%	330 83%	225 92%	567 64%	174 71%	227 84%	257 82%	474 61%
		b						bc			c	c	

Columns Tested.: a,b - a,b - a,b - a,b,c - a,b,c

Table 110 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where Packets and parcels are sent

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1532	776	756
Effective base	582	251	331
Weighted Base	1394	596	798
Urgent delivery - on the same day or a specific time the next day	210 15%	145 24%	66 8%
		b	
Tracked service	851 61%	352 59%	499 63%
Timed delivery (i.e. to arrive by specific time/day)	218 16%	122 20%	96 12%
		b	
Standard delivery	765 55%	288 48%	477 60%
			a
International delivery	221 16%	89 15%	131 16%
Cross-Border Delivery (to ROI)	5 *%	3 *%	2 *%
Other (PLEASE SPECIFY)	2 *%	- -%	2 *%
None of these (DO NOT READ OUT)	36 3%	8 1%	28 4%
Don't Know (DO NOT READ OUT)	10 1%	- -%	10 1%
NET: Urgent / Tracked / Timed Mail	975 70%	441 74%	534 67%

Columns Tested: a,b

Table 110 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where Packets and parcels are sent

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	1532	89	174	135	123	156	81	89	148	114	125	94	204
Effective base	582	28	79	84	41	111	48	16	57	45	24	34	71
Weighted Base	1394	41	133	165	40	244	79	19	195	109	50	96	224
Urgent delivery - on the same day or a specific time the next day	210 15%	5 13%	14 10%	33 20%	7 17%	30 12%	11 14%	1 7%	24 12%	14 13%	3 5%	12 13%	57 26% bej
Tracked service	851 61%	23 57%	87 65%	101 61%	24 59%	139 57%	56 70%	13 67%	121 62%	70 64%	28 57%	59 61%	131 59%
Timed delivery (i.e. to arrive by specific time/day)	218 16%	5 13%	20 15%	38 23% def	3 8%	25 10%	6 7%	1 7%	31 16%	13 12%	4 9%	17 18%	54 24% def
Standard delivery	765 55%	25 60%	76 57%	77 47%	20 51%	143 59%	36 45%	13 69%	128 66% cf	53 49%	25 51%	50 52%	118 53%
International delivery	221 16%	9 21%	20 15%	28 17%	8 21% f	39 16%	5 6%	3 15%	21 11%	13 12%	5 10%	21 22% f	50 22% f
Cross-Border Delivery (to ROI)	5 *%	1 1%	* *%	- -%	* 1%	- -%	- -%	1 5%	1 *%	1 1%	* *%	* *%	1 *%
Other (PLEASE SPECIFY)	2 *%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	36 3%	* *%	4 3%	3 2%	* 1%	13 5%	1 1%	- -%	9 5%	* *%	- -%	- -%	5 2%
Don't Know (DO NOT READ OUT)	10 1%	1 3%	* *%	- -%	- -%	3 1%	- -%	- -%	- -%	- -%	4 8%	- -%	2 1%
NET: Urgent / Tracked / Timed Mail	975 70%	25 62%	94 71%	129 78% e	29 73%	147 60%	60 76%	13 70%	140 72%	82 75%	29 59%	70 74%	155 69%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 110 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where Packets and parcels are sent

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1532	398	360	351	423	758	774
Effective base	582	189	186	110	127	374	237
Weighted Base	1394	339	363	323	369	702	692
Urgent delivery - on the same day or a specific time the next day	210	52	48	39	72	100	111
	15%	15%	13%	12%	19%	14%	16%
Tracked service	851	211	219	204	218	430	422
	61%	62%	60%	63%	59%	61%	61%
Timed delivery (i.e. to arrive by specific time/day)	218	63	34	45	75	98	120
	16%	19%	9%	14%	20%	14%	17%
		b		b			
Standard delivery	765	178	199	195	193	377	388
	55%	52%	55%	60%	52%	54%	56%
International delivery	221	57	52	36	75	109	112
	16%	17%	14%	11%	20%	16%	16%
Cross-Border Delivery (to ROI)	5	1	*	2	1	1	4
	*%	*%	*%	1%	*%	*%	1%
Other (PLEASE SPECIFY)	2	-	2	-	-	2	-
	*%	-%	*%	-%	-%	*%	-%
None of these (DO NOT READ OUT)	36	7	14	9	5	22	14
	3%	2%	4%	3%	1%	3%	2%
Don't Know (DO NOT READ OUT)	10	1	3	-	6	4	6
	1%	*%	1%	-%	2%	1%	1%
NET: Urgent / Tracked / Timed Mail	975	248	236	236	255	485	490
	70%	73%	65%	73%	69%	69%	71%

Columns Tested:: a,b,c,d - a,b

Table 111

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	429	145	284	232	89	32	76	197
Effective base	123	38	86	106	43	16	37	65
Weighted Base	282	75	207	260	17	3	2	22
Urgent delivery - on the same day or a specific time the next day	77 27%	1 1%	76 37% a	71 27%	4 24%	1 35%	1 37%	6 27%
Tracked service	110 39%	7 9%	104 50% a	102 39%	6 35%	2 64% bd	* 27%	8 38%
Timed delivery (i.e. to arrive by specific time/day)	65 23%	1 1%	64 31% a	59 23%	4 24%	1 35%	* 24%	5 26%
Standard delivery	147 52%	69 93% b	78 38%	137 53%	8 48%	1 47%	1 50%	10 48%
International delivery	48 17%	- -%	48 23% a	44 17%	3 19%	* 10%	* 18%	4 17%
Cross-Border Delivery	1 *%	- -%	1 *%	* *%	* 1%	- -%	* *%	* 1%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	3 1%	- -%	3 2%	3 1%	- -%	* 1%	* 1%	* *%
Don't Know (DO NOT READ OUT)	* *%	- -%	* *%	* *%	* 1%	- -%	- -%	* 1%
NET: Urgent / Tracked / Timed Mail	168 60%	7 9%	161 78% a	153 59%	11 64%	3 84%	1 64%	14 67%

Columns Tested: a,b - a,b,c,d,e

Table 111 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	429	77	122	33	53	68	76	232	89	108
Effective base	123	42	56	15	30	26	37	106	43	36
Weighted Base	282	121	124	15	10	10	2	260	17	5
Urgent delivery - on the same day or a specific time the next day	77 27%	33 27%	33 26%	6 37%	3 27%	2 24%	1 37%	71 27%	4 24%	2 36%
Tracked service	110 39%	32 26%	64 52%	6 38%	4 37%	4 41%	* 27%	102 39%	6 35%	2 51%
Timed delivery (i.e. to arrive by specific time/day)	65 23%	14 11%	38 31%	7 49%	3 25%	3 26%	* 24%	59 23%	4 24%	1 31%
Standard delivery	147 52%	74 61%	56 45%	7 45%	4 38%	6 58%	1 50%	137 53%	8 48%	2 48%
International delivery	48 17%	8 7%	31 25%	5 34%	2 20%	1 14%	* 18%	44 17%	3 19%	1 13%
Cross-Border Delivery	1 *%	* *%	- -%	- -%	- -%	* 2%	* *%	* *%	* 1%	* *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	3 1%	- -%	3 3%	- -%	- -%	* *%	* 1%	3 1%	- -%	* 1%
Don't Know (DO NOT READ OUT)	* *%	- -%	* *%	- -%	- -%	* 1%	- -%	* *%	* 1%	- -%
NET: Urgent / Tracked / Timed Mail	168 60%	57 47%	86 69%	11 70%	7 70%	6 65%	1 64%	153 59%	11 64%	4 77%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 111 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	*d	e
Significance Level: 95%											
Unweighted Base	429	123	109	89	32	76	106	84	34	21	54
Effective base	123	70	56	43	16	37	44	31	8	8	7
Weighted Base	282	200	60	17	3	2	123	67	18	7	11
Urgent delivery - on the same day or a specific time the next day	77 27%	55 27%	17 28%	4 24%	1 35%	1 37%	35 28%	25 37%	7 37%	3 39%	2 21%
Tracked service	110 39%	76 38%	26 44%	6 35%	2 64%	* 27%	53 43%	34 51%	11 61%	4 53%	2 21%
Timed delivery (i.e. to arrive by specific time/ day)	65 23%	33 16%	26 44%	4 24%	1 35%	* 24%	20 16%	31 46%	5 27%	3 36%	5 47%
Standard delivery	147 52%	109 54%	28 46%	8 48%	1 47%	1 50%	63 51%	28 42%	4 23%	4 50%	4 34%
International delivery	48 17%	30 15%	14 24%	3 19%	* 10%	* 18%	21 17%	18 27%	2 11%	2 27%	5 48%
Cross-Border Delivery	1 *%	* *%	- -%	* 1%	- -%	* *%	* *%	* *%	- -%	- -%	* *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	3 1%	2 1%	1 2%	- -%	* 1%	* 1%	2 2%	- -%	1 6%	- -%	* *%
Don't Know (DO NOT READ OUT)	* *%	- -%	* *%	* 1%	- -%	- -%	* *%	- -%	- -%	- -%	* 1%
NET: Urgent / Tracked / Timed Mail	168 60%	111 55%	43 71%	11 64%	3 84%	1 64%	77 63%	51 77%	15 83%	5 69%	8 67%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 111 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	c	*d	*e	*f	*g	*h	*i
Unweighted Base	429	24	16	55	12	23	17	14	18	22
Effective base	123	11	6	26	5	12	10	7	8	9
Weighted Base	282	23	12	74	13	32	24	13	27	12
Urgent delivery - on the same day or a specific time the next day	77	12	3	22	1	7	4	1	13	5
	27%	53%	26%	29%	4%	23%	17%	5%	49%	40%
Tracked service	110	14	6	30	7	14	8	4	8	7
	39%	63%	47%	40%	54%	44%	35%	30%	31%	55%
Timed delivery (i.e. to arrive by specific time/day)	65	11	3	21	2	6	5	4	1	4
	23%	50%	23%	29%	17%	20%	23%	33%	5%	30%
Standard delivery	147	9	4	40	6	15	9	8	12	7
	52%	39%	38%	54%	48%	46%	39%	63%	43%	61%
International delivery	48	8	3	21	1	4	3	2	2	1
	17%	35%	22%	29%	4%	14%	15%	16%	6%	11%
Cross-Border Delivery	1	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	3	-	-	2	-	*	1	-	-	-
	1%	-%	-%	3%	-%	*%	4%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	-%	1%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	168	20	8	45	7	20	16	9	17	8
	60%	88%	69%	61%	54%	62%	68%	66%	63%	69%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 111 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	429	57	58	86	201	228	91	77	60
Effective base	123	23	23	42	88	57	26	22	18
Weighted Base	282	57	62	111	230	52	29	16	7
Urgent delivery - on the same day or a specific time the next day	77 27%	13 22%	28 46% efh	26 24%	68 29%	10 18%	5 17%	4 24%	1 12%
Tracked service	110 39%	28 49% eg	28 46% eg	42 38% g	98 43% eg	12 23%	8 26%	2 14%	2 32%
Timed delivery (i.e. to arrive by specific time/day)	65 23%	12 21%	16 25%	31 28% e	59 26% e	6 12%	4 13%	1 8%	1 14%
Standard delivery	147 52%	28 50%	25 41%	57 52%	111 48%	36 70% bd	22 74% bd	11 67%	4 60%
International delivery	48 17%	6 11%	12 20% ef	27 24% ef	45 20% ef	3 5%	1 3%	1 8%	1 9%
Cross-Border Delivery	1 *%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	1 7% d
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	3 1%	* *%	- -%	3 3%	3 1%	* *%	- -%	* *%	- -%
Don't Know (DO NOT READ OUT)	* *%	* 1%	- -%	- -%	* *%	* *%	- -%	* 1%	- -%
NET: Urgent / Tracked / Timed Mail	168 60%	35 62% ef	45 73% efg	70 63% efg	151 66% efg	17 33%	9 29%	5 35%	3 45%

Columns Tested:: a,b,c,d,e,f,g,h

Table 111 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	*g	*h	i
Unweighted Base	429	35	42	11	53	48	88	12	25	167
Effective base	123	15	12	5	17	19	26	5	5	44
Weighted Base	282	23	33	9	42	57	56	2	12	89
Urgent delivery - on the same day or a specific time the next day	77	9	4	5	9	17	10	*	6	27
	27%	38%	12%	57%	22%	29%	19%	5%	45%	30%
Tracked service	110	7	10	*	11	26	21	*	9	36
	39%	30%	32%	4%	26%	45%	38%	2%	73%	41%
Timed delivery (i.e. to arrive by specific time/ day)	65	12	7	3	10	14	7	*	4	18
	23%	53%	21%	31%	24%	24%	12%	25%	29%	21%
Standard delivery	147	10	21	2	23	22	28	1	4	57
	52%	45%	65%	25%	56%	40%	51%	73%	32%	64%
International delivery	48	4	6	-	6	11	6	*	2	19
	17%	16%	17%	-%	14%	19%	11%	3%	20%	22%
Cross-Border Delivery	1	-	-	-	-	-	*	-	*	1
	*%	-%	-%	-%	-%	-%	*%	-%	*%	1%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	3	-	*	-	*	-	3	-	-	-
	1%	-%	*%	-%	*%	-%	6%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	-	*	-	*	-	-	-	-	*
	*%	-%	1%	-%	1%	-%	-%	-%	-%	*%
NET: Urgent / Tracked / Timed Mail	168	16	15	7	22	37	26	1	10	55
	60%	68%	46%	75%	52%	65%	47%	32%	85%	62%

Columns Tested.: a,b,c,d,e,f,g,h,i

Table 111 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	*b	*c	a	b	a	*b
Unweighted Base	429	136	88	205	406	23	-	339	90	426	3
Effective base	123	47	26	51	118	6	-	104	20	123	2
Weighted Base	282	122	56	104	265	17	-	242	39	281	*
Urgent delivery - on the same day or a specific time the next day	77 27%	34 28%	10 19%	32 31%	68 26%	9 56%	- -%	75 31%	2 6%	77 27%	* 11%
Tracked service	110 39%	43 36%	21 38%	46 44%	102 38%	8 51%	- -%	96 40%	14 35%	110 39%	* 11%
Timed delivery (i.e. to arrive by specific time/day)	65 23%	36 29%	7 12%	22 22%	57 21%	8 50%	- -%	55 23%	10 26%	65 23%	- -%
Standard delivery	147 52%	56 46%	28 51%	62 60%	146 55%	1 9%	- -%	131 54%	16 41%	147 52%	* 89%
International delivery	48 17%	20 17%	6 11%	22 21%	48 18%	- -%	- -%	40 17%	8 20%	48 17%	- -%
Cross-Border Delivery	1 *%	- -%	* *%	1 *%	1 *%	- -%	- -%	* *%	* *%	1 *%	- -%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	3 1%	* *%	3 6%	- -%	3 1%	- -%	- -%	2 1%	1 3%	3 1%	- -%
Don't Know (DO NOT READ OUT)	* *%	* *%	- -%	* *%	* *%	- -%	- -%	* *%	* 1%	* *%	- -%
NET: Urgent / Tracked / Timed Mail	168 60%	74 61%	26 47%	67 65%	153 58%	15 91%	- -%	145 60%	23 58%	168 60%	* 11%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 111 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	429	182	154	89
Effective base	123	55	43	28
Weighted Base	282	108	87	82
Urgent delivery - on the same day or a specific time the next day	77 27%	22 20%	26 30%	24 29%
Tracked service	110 39%	20 19%	38 43%	52 63%
Timed delivery (i.e. to arrive by specific time/day)	65 23%	25 23%	20 23%	20 24%
Standard delivery	147 52%	62 58%	43 50%	42 51%
International delivery	48 17%	17 16%	20 23%	12 14%
Cross-Border Delivery	1 *%	* *%	1 1%	* *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	3 1%	2 2%	1 1%	- -%
Don't Know (DO NOT READ OUT)	* *%	- -%	* *%	* *%
NET: Urgent / Tracked / Timed Mail	168 60%	52 48%	57 66%	54 66%

Columns Tested.: a,b,c

Table 111 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	429	268	70	27	14	27	9	7	7	338	91	64
Effective base	123	78	21	6	5	8	3	2	1	99	24	17
Weighted Base	282	176	49	16	8	19	8	1	5	224	57	41
Urgent delivery - on the same day or a specific time the next day	77 27%	25 14%	27 56% ai	5 30%	5 64%	9 46%	* 1%	1 74%	5 92%	53 23%	24 43% a	19 48% ai
Tracked service	110 39%	54 31%	29 60% a	13 80%	3 38%	2 13%	3 38%	1 82%	5 98%	83 37%	27 47%	14 34%
Timed delivery (i.e. to arrive by specific time/ day)	65 23%	16 9%	13 28% a	5 31%	4 53%	14 71%	7 88%	1 73%	5 93%	30 13%	35 61% abi	30 73% abi
Standard delivery	147 52%	109 62% jk	22 46%	3 21%	5 57%	3 14%	* 2%	* 17%	5 92%	132 59% jk	16 27%	12 30%
International delivery	48 17%	21 12%	8 16%	2 12%	3 39%	5 26%	4 48%	1 78%	5 94%	29 13%	19 33% ai	17 42% ai
Cross-Border Delivery	1 *%	* *%	* *%	* *%	- -%	* 1%	- -%	- -%	* 6%	* *%	* 1%	* 1%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	3 1%	2 1%	- -%	1 6%	- -%	- -%	- -%	- -%	- -%	2 1%	1 2%	- -%
Don't Know (DO NOT READ OUT)	* *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	168 60%	79 45%	38 77% ai	15 92%	5 64%	17 90%	8 100%	1 82%	5 100%	117 52%	51 89% ai	36 88% ai

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 111 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	429	107	161	161	387	345	392	348	251	262	32	154	40	46	48	41	31
Effective base	123	37	41	45	106	97	110	100	76	75	12	50	11	12	10	9	7
Weighted Base	282	85	91	106	244	222	253	227	185	179	29	120	17	27	25	17	18
Urgent delivery - on the same day or a specific time the next day	77 27%	16 19%	9 10%	52 49% ab	73 30%	75 34%	77 30%	76 34%	72 39%	71 40%	2 9%	38 31%	9 51% a	6 22%	9 37%	9 52% a	4 23%
Tracked service	110 39%	15 18%	39 43% a	56 53% a	101 41%	102 46%	103 41%	107 47%	93 50%	87 49%	4 14%	54 45% a	9 51%	6 23%	11 45%	11 63% a	8 44%
Timed delivery (i.e. to arrive by specific time/day)	65 23%	9 10%	8 9%	49 46% ab	65 27%	62 28%	65 26%	65 29%	62 33%	59 33%	3 11%	25 21%	2 13%	7 25%	12 48%	11 63% abc	5 28%
Standard delivery	147 52%	55 65% c	54 60% c	38 36%	119 49% ef	100 45%	126 50% ef	96 42%	62 34%	59 33%	23 81% beg	54 45%	14 84% beg	15 55%	8 31%	8 49%	3 16%
International delivery	48 17%	6 7%	15 17%	27 26% a	46 19%	46 21%	46 18%	46 20%	46 25%	42 23%	- -%	14 12%	7 39% ab	4 15%	8 33%	4 26%	9 49% ab
Cross-Border Delivery	1 *% *% *% *%	* *% *% *%	* *% *% *%	1 *% *% *%	1 *% *% *%	* *% *% *%	1 *% *% *%	* *% *% *%	* *% *% *%	1 *% *% *%	* 1% *% *%	* *% *% *%	* *% *% *%	* 1% *% *%	* *% *% *%	* *% *% *%	- -% -% -%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	3 1%	2 3%	* *% *% *%	1 1%	3 1%	3 1%	3 1%	3 1%	3 2%	1 1%	- -%	2 2%	- -%	- -%	- -%	- -%	1 6%
Don't Know (DO NOT READ OUT)	* *% *% *%	* *% *% *%	* *% *% *%	- -%	* *% *% *%	* *% *% *%	* *% *% *%	* *% *% *%	* *% *% *%	* *% *% *%	* *% *% *%	- -%	- -%	* 2% *% *%	* *% *% *%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	168 60%	35 41%	45 50%	88 83% ab	156 64%	154 70%	161 63%	164 72%	148 80%	143 80% ac	8 27%	79 66% a	13 75% a	13 48%	21 83% a	12 71%	15 83% a

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 111 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	e	*f	*g	a	b	c	*d	*e	*f	*g
Significance Level: 95%															
Unweighted Base	429	182	59	36	42	30	21	17	110	94	54	29	26	13	19
Effective base	123	61	15	11	8	13	4	3	34	29	15	9	7	4	5
Weighted Base	282	148	24	25	22	8	9	7	82	69	23	14	20	3	12
Urgent delivery - on the same day or a specific time the next day	77	48	7	6	2	5	5	1	17	36	7	4	6	1	4
	27%	32%	28%	23%	8%	60%	54%	16%	21%	52%	31%	30%	33%	36%	35%
						d				a					
Tracked service	110	54	12	12	9	6	6	1	32	42	8	3	8	1	8
	39%	36%	50%	49%	41%	74%	69%	15%	38%	60%	37%	23%	41%	29%	67%
						a									
Timed delivery (i.e. to arrive by specific time/day)	65	37	3	8	2	5	6	4	10	24	8	7	11	1	1
	23%	25%	14%	31%	7%	57%	66%	60%	12%	34%	37%	50%	56%	38%	7%
						abd				a					
Standard delivery	147	71	15	10	16	3	3	2	52	20	13	8	5	2	*
	52%	48%	62%	37%	72%	38%	33%	22%	63%	29%	57%	61%	24%	78%	2%
									b						
International delivery	48	22	5	4	6	4	1	4	11	10	8	5	7	1	5
	17%	15%	20%	15%	27%	51%	8%	59%	13%	15%	34%	37%	33%	36%	39%
						a									
Cross-Border Delivery	1	*	*	-	-	*	*	-	-	*	*	-	-	-	-
	*%	*%	1%	-%	-%	*%	*%	-%	-%	*%	1%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	3	2	-	-	-	-	-	1	2	*	-	-	-	-	1
	1%	2%	-%	-%	-%	-%	-%	14%	3%	*%	-%	-%	-%	-%	9%
Don't Know (DO NOT READ OUT)	*	-	-	*	-	-	-	-	*	*	-	-	-	-	-
	*%	-%	-%	2%	-%	-%	-%	-%	*%	*%	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	168	94	15	19	9	7	7	6	44	57	16	8	16	2	11
	60%	63%	61%	77%	43%	85%	72%	75%	54%	84%	71%	59%	82%	57%	91%
									a						

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 111 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	b	c	d	*e	*f	*g	a	b	c	d	e	
Significance Level: 95%														
Unweighted Base	429	140	38	64	38	24	21	23	94	94	97	51	55	
Effective base	123	41	13	16	11	7	6	8	33	30	26	13	11	
Weighted Base	282	88	21	42	23	17	15	21	84	64	45	28	33	
Urgent delivery - on the same day or a specific time the next day	77 27%	15 18%	8 37%	23 54%	8 35%	10 59%	4 29%	8 38%	11 13%	21 32%	17 37%	8 30%	20 62%	
				a							a		a	
Tracked service	110 39%	31 35%	12 54%	21 50%	16 69%	10 59%	3 20%	15 69%	20 23%	30 47%	15 34%	21 76%	17 52%	
				a						a		ac		
Timed delivery (i.e. to arrive by specific time/day)	65 23%	14 15%	7 31%	18 44%	6 28%	4 26%	8 57%	7 33%	4 5%	13 21%	17 37%	8 31%	22 68%	
				a							a	a	ab	
Standard delivery	147 52%	59 67%	7 33%	8 18%	11 46%	5 32%	5 35%	1 4%	59 71%	27 42%	23 51%	8 30%	8 25%	
				bc					bde					
International delivery	48 17%	16 18%	2 9%	7 18%	9 39%	4 23%	4 29%	4 17%	6 7%	14 22%	5 11%	4 16%	18 54%	
													ac	
Cross-Border Delivery	1 *%	- -%	* *%	* *%	- -%	* 1%	- -%	- -%	- -%	* *%	* 1%	* *%	* *%	* *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
None of these (DO NOT READ OUT)	3 1%	2 3%	- -%	- -%	- -%	- -%	- -%	1 5%	2 3%	* *%	* *%	1 4%	- -%	
Don't Know (DO NOT READ OUT)	* *%	* *%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	
NET: Urgent / Tracked / Timed Mail	168 60%	43 49%	19 87%	37 87%	19 83%	14 85%	12 80%	20 94%	32 37%	46 72%	31 70%	22 80%	29 90%	
			a	a	a					a	a	a	a	

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 111 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	429	152	79	78	40	37	89	84	88	41	40
Effective base	123	49	25	20	9	7	32	24	23	11	8
Weighted Base	282	125	48	33	20	19	80	52	43	23	23
Urgent delivery - on the same day or a specific time the next day	77 27%	32 26%	11 24%	10 31%	9 44%	11 58%	20 25%	21 40%	10 24%	9 39%	15 65%
Tracked service	110 39%	44 35%	17 35%	12 37%	17 85%	11 60%	28 35%	29 55%	20 46%	13 57%	12 52%
Timed delivery (i.e. to arrive by specific time/ day)	65 23%	26 21%	17 35%	6 18%	6 32%	10 55%	7 8%	10 18%	17 40%	11 47%	17 74%
Standard delivery	147 52%	64 51%	28 59%	19 57%	5 27%	3 15%	49 61%	17 33%	20 46%	7 29%	8 33%
International delivery	48 17%	23 19%	11 24%	1 5%	4 22%	6 31%	11 14%	9 17%	6 14%	7 32%	13 56%
Cross-Border Delivery	1 *%	* *%	* *%	* 1%	* *%	* *%	* *%	- -%	* *%	* *%	* *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	3 1%	3 3%	* *%	- -%	- -%	- -%	2 3%	* *%	* *%	1 4%	- -%
Don't Know (DO NOT READ OUT)	* *%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	* 2%	- -%
NET: Urgent / Tracked / Timed Mail	168 60%	72 58%	29 60%	21 65%	18 92%	16 85%	43 53%	43 82%	30 70%	18 78%	20 89%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 111 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	429	108	63	88	42	41	233	48	65	318	111	300	87
Effective base	123	34	17	26	13	10	70	15	14	90	33	80	26
Weighted Base	282	69	35	63	34	23	152	40	32	201	81	175	69
Urgent delivery - on the same day or a specific time the next day	77 27%	11 17%	11 32%	30 47%	16 47%	8 34%	58 38%	14 34%	5 16%	47 24%	30 37%	49 28%	24 35%
Tracked service	110 39%	21 30%	14 40%	27 43%	30 88%	12 53%	73 48%	18 45%	16 50%	61 30%	49 61%	68 39%	33 49%
Timed delivery (i.e. to arrive by specific time/day)	65 23%	6 8%	9 26%	20 32%	13 37%	14 62%	51 33%	6 15%	8 25%	34 17%	31 38%	29 17%	35 52%
Standard delivery	147 52%	45 65%	14 39%	19 30%	6 18%	12 51%	61 40%	13 32%	19 60%	122 61%	25 31%	100 57%	19 27%
International delivery	48 17%	6 8%	2 5%	23 36%	6 18%	10 43%	36 24%	9 23%	1 3%	23 12%	25 31%	20 11%	26 38%
Cross-Border Delivery	1 *%	- -%	* 1%	* *%	* *%	* *%	* *%	- -%	* *%	* *%	* *%	* *%	* *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	3 1%	2 3%	* *%	* *%	- -%	1 4%	2 1%	1 3%	- -%	3 2%	* *%	3 2%	* *%
Don't Know (DO NOT READ OUT)	* *%	- -%	- -%	- -%	* 1%	- -%	* *%	- -%	- -%	* *%	- -%	* *%	- -%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 111 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	429	108	63	88	42	41	233	48	65	318	111	300	87
Effective base	123	34	17	26	13	10	70	15	14	90	33	80	26
Weighted Base	282	69	35	63	34	23	152	40	32	201	81	175	69
NET: Urgent / Tracked / Timed Mail	168	30	25	55	33	18	115	31	18	101	67	96	60
	60%	43%	72%	88%	95%	78%	76%	77%	54%	50%	82%	55%	88%
				a	a						a		a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 111 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	429	219	126	168	180	311	76	215	130	172	176
Effective base	123	65	32	50	51	84	23	60	37	54	47
Weighted Base	282	145	77	107	120	185	59	136	86	117	110
Urgent delivery - on the same day or a specific time the next day	77 27%	42 29%	34 44%	29 28%	47 39%	51 27%	22 38%	36 26%	39 46%	37 31%	40 36%
Tracked service	110 39%	54 38%	47 62% a	40 37%	67 56%	68 37%	32 55%	52 38%	49 58%	46 40%	61 55%
Timed delivery (i.e. to arrive by specific time/day)	65 23%	27 19%	34 45% a	21 19%	44 37%	40 21%	25 43% a	21 15%	41 48% a	24 20%	41 37%
Standard delivery	147 52%	83 57%	18 23%	51 48%	44 37%	102 55%	17 29%	77 57%	23 27%	54 46%	41 38%
International delivery	48 17%	17 12%	29 38% a	13 12%	33 27%	24 13%	22 38% a	16 12%	30 35% a	15 13%	31 28%
Cross-Border Delivery	1 *% *%	* *% *%	* *% *%	* *% *%	* *% *%	* *% *%	* *% *%	* *% *%	* *% *%	* *% *%	* *% *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	3 1%	3 2%	* *% *%	3 3%	* *% *%	3 2%	* *% *%	3 2%	* *% *%	3 3%	* *% *%
Don't Know (DO NOT READ OUT)	* *%	* *%	* *% *%	* *% *%	* *% *%	* *% *%	* *% *%	* *% *%	- -% *%	* *% *%	* *% *%
NET: Urgent / Tracked / Timed Mail	168 60%	86 59%	68 89% a	68 63%	96 80%	105 57%	51 86% a	77 56%	78 91% a	78 67%	86 78%

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 111 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	429	264	228	62	-	250	182	62	1	279	160	66	-
Effective base	123	76	63	17	-	73	48	17	1	85	44	21	-
Weighted Base	282	182	138	42	-	173	106	39	1	195	92	48	-
Urgent delivery - on the same day or a specific time the next day	77 27%	72 40%	28 20%	25 61%	- -%	75 43%	27 25%	24 61%	- -%	76 39%	24 26%	25 52%	- -%
Tracked service	110 39%	101 55%	36 26%	35 83%	- -%	100 58%	41 39%	29 73%	1 100%	98 50%	48 53%	36 74%	- -%
Timed delivery (i.e. to arrive by specific time/day)	65 23%	64 35%	32 23%	22 52%	- -%	60 35%	27 25%	18 45%	- -%	64 33%	24 27%	24 49%	- -%
Standard delivery	147 52%	60 33%	102 74%	17 41%	- -%	54 31%	80 76%	22 58%	- -%	72 37%	63 68%	27 56%	- -%
International delivery	48 17%	44 24%	28 20%	20 47%	- -%	45 26%	35 33%	20 52%	- -%	43 22%	33 36%	24 50%	- -%
Cross-Border Delivery	1 *%	1 *%	* *%	* *%	- -%	* *%	* *%	* *%	- -%	* *%	* *%	* *%	- -%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	3 1%	3 2%	3 2%	- -%	- -%	3 2%	1 1%	- -%	- -%	3 2%	1 1%	- -%	- -%
Don't Know (DO NOT READ OUT)	* *%	* *%	* *%	- -%	- -%	* *%	* *%	- -%	- -%	* *%	* *%	* 1%	- -%
NET: Urgent / Tracked / Timed Mail	168 60%	155 85%	58 42%	40 95%	- -%	151 87%	56 52%	36 93%	1 100%	154 79%	57 62%	45 94%	- -%
		b		b		b		b		b		b	

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 111 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	b	c	*d	*e
Significance Level: 95%												
Unweighted Base	429	283	232	174	247	178	25	78	81	95	28	12
Effective base	123	73	65	50	67	50	8	26	22	29	9	6
Weighted Base	282	167	152	113	155	124	21	63	59	77	17	5
Urgent delivery - on the same day or a specific time the next day	77	49	48	40	57	32	14	33	27	33	8	5
	27%	30%	31%	36%	37%	25%	68%	53%	46%	43%	46%	90%
Tracked service	110	73	77	60	75	54	19	36	41	56	14	5
	39%	44%	50%	53%	49%	43%	91%	58%	69%	73%	83%	90%
Timed delivery (i.e. to arrive by specific time/day)	65	38	35	29	42	36	5	23	18	23	9	5
	23%	23%	23%	25%	27%	29%	24%	37%	31%	30%	57%	92%
Standard delivery	147	94	81	55	75	63	7	32	26	32	7	3
	52%	56%	53%	49%	48%	51%	33%	50%	45%	42%	43%	58%
International delivery	48	21	23	18	24	15	4	15	12	16	8	4
	17%	13%	15%	16%	15%	12%	21%	23%	20%	21%	48%	68%
Cross-Border Delivery	1	*	*	*	*	*	*	*	*	*	-	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	3	3	3	3	1	3	-	3	2	3	-	-
	1%	2%	2%	3%	1%	3%	-%	5%	4%	4%	-%	-%
Don't Know (DO NOT READ OUT)	*	*	*	*	*	-	-	*	*	*	*	*
	*%	*%	*%	*%	*%	-%	-%	*%	1%	*%	2%	5%
NET: Urgent / Tracked / Timed Mail	168	96	100	76	106	73	20	47	45	61	15	5
	60%	57%	66%	67%	68%	59%	94%	74%	77%	80%	92%	95%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 111 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	429	55	60	29	20	333	303	380	290	290	223	291	56	-	300	21
Effective base	123	16	22	8	6	93	85	109	77	77	66	78	16	-	84	7
Weighted Base	282	39	36	19	12	197	187	242	161	177	156	166	36	-	188	15
Urgent delivery - on the same day or a specific time the next day	77	14	18	7	7	55	46	67	39	42	65	33	21	-	44	9
	27%	36%	49%	37%	56%	28%	25%	28%	24%	24%	42%	20%	56%	-%	23%	57%
											b		b			
Tracked service	110	19	17	8	8	71	76	91	71	68	90	61	30	-	75	4
	39%	48%	47%	40%	64%	36%	41%	38%	44%	39%	58%	37%	84%	-%	40%	28%
											b		b			
Timed delivery (i.e. to arrive by specific time/day)	65	12	12	4	6	39	40	57	31	41	58	23	18	-	40	1
	23%	32%	34%	22%	50%	20%	21%	23%	19%	23%	37%	14%	50%	-%	21%	6%
											b		b			
Standard delivery	147	9	12	10	2	117	111	133	101	104	48	117	16	-	107	5
	52%	22%	33%	51%	20%	59%	59%	55%	63%	59%	31%	71%	45%	-%	57%	35%
											ac					
International delivery	48	7	8	2	1	27	27	41	18	31	40	19	17	-	21	3
	17%	18%	22%	9%	11%	14%	14%	17%	11%	17%	26%	12%	46%	-%	11%	22%
											b		b			
Cross-Border Delivery	1	*	*	-	*	1	1	1	*	*	1	*	*	-	*	*
	*%	*%	1%	-%	*%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	2%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	3	-	1	-	-	3	3	3	3	3	3	3	-	-	3	-
	1%	-%	3%	-%	-%	2%	2%	1%	2%	2%	2%	2%	-%	-%	2%	-%
Don't Know (DO NOT READ OUT)	*	-	-	*	-	*	*	*	*	*	*	*	-	-	*	-
	*%	-%	-%	2%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%
NET: Urgent / Tracked / Timed Mail	168	35	31	9	11	101	98	137	82	95	135	69	35	-	106	12
	60%	89%	87%	50%	93%	51%	53%	57%	51%	53%	87%	42%	96%	-%	56%	80%
											b		b			

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 111 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	429	198	166	189	8	146	86	106	240	78	147	110	162
Effective base	123	63	41	53	3	45	20	35	68	18	40	35	45
Weighted Base	282	145	91	122	8	102	49	79	153	43	83	84	106
Urgent delivery - on the same day or a specific time the next day	77 27%	59 41%	5 5%	41 34%	4 55%	40 39%	16 33%	38 49%	23 15%	15 35%	29 35%	23 27%	25 23%
Tracked service	110 39%	73 50%	16 18%	70 58%	4 56%	57 56%	29 58%	39 49%	56 36%	11 26%	33 39%	47 56%	26 25%
Timed delivery (i.e. to arrive by specific time/day)	65 23%	44 31%	5 5%	45 37%	2 24%	47 46%	12 24%	32 41%	20 13%	12 28%	24 29%	26 31%	14 13%
Standard delivery	147 52%	52 36%	81 89%	49 41%	7 87%	25 24%	35 71%	22 27%	93 61%	31 71%	34 42%	30 36%	77 73%
International delivery	48 17%	27 18%	2 2%	32 26%	4 55%	32 32%	10 20%	33 41%	8 5%	8 18%	15 18%	27 33%	5 5%
Cross-Border Delivery	1 *%	* *%	* *%	* *%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	* *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	3 1%	3 2%	* *%	- -%	- -%	- -%	* *%	1 1%	2 1%	- -%	- -%	1 1%	2 2%
Don't Know (DO NOT READ OUT)	* *%	* *%	* *%	* *%	- -%	- -%	* 1%	- -%	* *%	* *%	- -%	- -%	* *%
NET: Urgent / Tracked / Timed Mail	168 60%	114 78%	18 20%	98 81%	5 68%	91 89%	31 63%	72 91%	75 49%	17 39%	59 71%	62 75%	41 39%
		b				b		bc			c	c	

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 111 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	429	338	91
Effective base	123	96	27
Weighted Base	282	219	63
Urgent delivery - on the same day or a specific time the next day	77 27%	64 29%	13 20%
Tracked service	110 39%	89 41%	21 34%
Timed delivery (i.e. to arrive by specific time/day)	65 23%	48 22%	17 26%
Standard delivery	147 52%	111 51%	36 58%
International delivery	48 17%	34 15%	15 23%
Cross-Border Delivery	1 *%	1 *%	* *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%
None of these (DO NOT READ OUT)	3 1%	* *%	3 5%
Don't Know (DO NOT READ OUT)	* *%	* *%	* *%
NET: Urgent / Tracked / Timed Mail	168 60%	131 60%	37 59%

Columns Tested.: a,b

Table 111 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		*a	b	c	d	*e	*f	*g	h	*i	j	*k	l
Unweighted Base	429	16	51	39	43	25	24	24	33	27	40	20	87
Effective base	123	6	13	23	20	11	11	4	8	9	9	7	29
Weighted Base	282	2	20	46	9	20	19	7	26	25	8	21	80
Urgent delivery - on the same day or a specific time the next day	77 27%	1 30%	5 27%	15 33%	2 23%	4 19%	3 16%	1 7%	4 17%	4 18%	* 3%	9 42%	29 36%
Tracked service	110 39%	1 48%	5 26%	21 45%	5 53%	8 40%	4 21%	1 15%	10 40%	2 9%	5 59%	7 32%	42 52%
Timed delivery (i.e. to arrive by specific time/day)	65 23%	* 1%	4 21%	22 48%	2 24%	3 13%	4 20%	1 20%	4 16%	1 3%	* 2%	8 41%	16 20%
Standard delivery	147 52%	2 81%	15 77%	19 43%	5 58%	14 72%	10 51%	4 60%	12 45%	18 73%	4 46%	13 64%	31 38%
International delivery	48 17%	1 35%	2 8%	8 17%	1 6%	1 4%	3 15%	2 29%	9 36%	1 3%	1 13%	7 36%	14 17%
Cross-Border Delivery	1 *%	- -%	- -%	- -%	* 3%	- -%	- -%	* *%	- -%	* 1%	* *%	- -%	* *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	3 1%	- -%	- -%	2 5%	- -%	* *%	- -%	- -%	- -%	- -%	* 1%	- -%	1 1%
Don't Know (DO NOT READ OUT)	* *%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	168 60%	2 66%	8 41%	30 66%	6 66%	13 64%	10 51%	2 35%	15 57%	6 25%	5 60%	14 67%	58 72%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 111 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	429	106	92	84	147	198	231
Effective base	123	37	31	21	41	67	62
Weighted Base	282	68	48	57	109	115	166
Urgent delivery - on the same day or a specific time the next day	77	21	9	9	38	30	47
	27%	31%	19%	16%	35%	26%	28%
Tracked service	110	27	17	13	53	44	67
	39%	40%	35%	23%	49%	38%	40%
Timed delivery (i.e. to arrive by specific time/day)	65	26	9	6	24	34	30
	23%	38%	18%	11%	22%	30%	18%
		c					
Standard delivery	147	37	29	34	47	66	81
	52%	54%	61%	59%	44%	57%	49%
International delivery	48	10	4	12	22	14	34
	17%	15%	9%	21%	20%	12%	21%
Cross-Border Delivery	1	-	*	*	*	*	*
	*%	-%	1%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	3	2	*	-	1	2	1
	1%	3%	*%	-%	1%	2%	1%
Don't Know (DO NOT READ OUT)	*	-	*	*	-	*	*
	*%	-%	*%	*%	-%	*%	*%
NET: Urgent / Tracked / Timed Mail	168	40	28	23	76	68	99
	60%	59%	60%	40%	70%	59%	60%
				c			

Columns Tested: a,b,c,d - a,b

Table 112

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2030	481	1549	1429	331	76	194	601
Effective base	766	113	660	706	138	33	83	180
Weighted Base	1863	208	1655	1782	69	7	5	80
Letters	1550	114	1436	1478	62	7	3	72
	83%	55%	87%	83%	90%	93%	74%	90%
			a		ad	d		ad
Large Letters	1175	66	1109	1116	51	6	3	60
	63%	32%	67%	63%	74%	79%	69%	74%
			a		a			a
Parcels and packets	912	70	842	873	33	4	2	39
	49%	34%	51%	49%	48%	55%	47%	48%
			a					
None of these (DO NOT READ OUT)	78	50	28	76	1	*	*	2
	4%	24%	2%	4%	2%	1%	7%	2%
		b					be	
Don't Know (DO NOT READ OUT)	30	8	21	29	1	-	*	1
	2%	4%	1%	2%	1%	-%	3%	1%
		b						
NET: Letters+large letters	1663	123	1539	1587	65	7	4	76
	89%	59%	93%	89%	95%	96%	83%	94%
			a		ad			ad

Columns Tested: a,b - a,b,c,d,e

Table 112 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2030	623	599	207	201	206	194	1429	331	270
Effective base	766	360	282	82	92	79	83	706	138	75
Weighted Base	1863	997	661	125	50	26	5	1782	69	12
Letters	1550	792	574	112	45	24	3	1478	62	10
	83%	79%	87%	89%	90%	91%	74%	83%	90%	86%
			af	af	af	af			afg	
Large Letters	1175	587	461	68	35	21	3	1116	51	9
	63%	59%	70%	54%	71%	82%	69%	63%	74%	75%
			acg		ac	abcg			acg	acg
Parcels and packets	912	481	337	55	23	14	2	873	33	6
	49%	48%	51%	44%	46%	52%	47%	49%	48%	52%
None of these (DO NOT READ OUT)	78	59	14	3	1	*	*	76	1	*
	4%	6%	2%	2%	2%	2%	7%	4%	2%	3%
		bh					bh			
Don't Know (DO NOT READ OUT)	30	16	12	1	*	*	*	29	1	*
	2%	2%	2%	1%	1%	1%	3%	2%	1%	1%
NET: Letters+large letters	1663	869	602	116	47	25	4	1587	65	11
	89%	87%	91%	93%	94%	96%	83%	89%	95%	91%
			f		f	afg			afg	

Columns Tested: a,b,c,d,e,f,g,h,i

Table 112 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2030	881	548	331	76	194	748	325	117	80	210
Effective base	766	523	243	138	33	83	425	137	36	27	36
Weighted Base	1863	1459	324	69	7	5	1176	252	64	32	54
Letters	1550	1200	278	62	7	3	995	217	61	30	47
	83%	82%	86%	90%	93%	74%	85%	86%	94%	92%	87%
		e	e	ae	e						
Large Letters	1175	904	211	51	6	3	763	183	48	24	35
	63%	62%	65%	74%	79%	69%	65%	73%	74%	76%	65%
		a	a	a	a						
Parcels and packets	912	722	151	33	4	2	617	111	33	18	23
	49%	49%	47%	48%	55%	47%	52%	44%	52%	56%	42%
None of these (DO NOT READ OUT)	78	69	7	1	*	*	30	5	-	-	1
	4%	5%	2%	2%	1%	7%	3%	2%	-%	-%	1%
						bc					
Don't Know (DO NOT READ OUT)	30	25	4	1	-	*	19	1	-	-	1
	2%	2%	1%	1%	-%	3%	2%	*%	-%	-%	2%
NET: Letters+large letters	1663	1288	299	65	7	4	1070	238	64	30	50
	89%	88%	92%	95%	96%	83%	91%	94%	99%	93%	94%
		e	e	ae							

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 112 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2030	138	95	192	67	129	161	130	117	112
Effective base	766	78	53	107	32	66	100	78	64	55
Weighted Base	1863	177	122	294	72	168	295	231	159	130
Letters	1550	155	98	254	52	146	259	190	126	111
	83%	87%	81%	86%	72%	87%	88%	82%	79%	85%
							d			
Large Letters	1175	134	78	188	43	115	200	139	91	73
	63%	75%	64%	64%	61%	69%	68%	60%	57%	56%
		ghi								
Parcels and packets	912	104	56	133	42	90	164	96	63	70
	49%	59%	46%	45%	58%	53%	56%	42%	39%	53%
		gh					h			
None of these (DO NOT READ OUT)	78	4	7	13	3	*	7	14	5	3
	4%	2%	6%	4%	4%	*%	2%	6%	3%	2%
							e			
Don't Know (DO NOT READ OUT)	30	1	3	5	-	-	5	3	3	2
	2%	*%	2%	2%	-%	-%	2%	1%	2%	1%
NET: Letters+large letters	1663	163	106	270	63	159	271	202	145	117
	89%	92%	87%	92%	88%	94%	92%	87%	91%	90%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 112 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2030	308	350	483	1141	889	313	299	277
Effective base	766	153	195	285	627	235	92	82	110
Weighted Base	1863	371	459	820	1649	214	104	73	37
Letters	1550	309	379	702	1391	159	71	59	29
	83%	83%	83%	86%	84%	74%	68%	80%	79%
		ef	ef	ef	ef				
Large Letters	1175	232	303	527	1062	113	52	40	21
	63%	63%	66%	64%	64%	53%	50%	55%	58%
		f	ef	ef	ef				
Parcels and packets	912	202	223	393	818	94	41	38	15
	49%	54%	49%	48%	50%	44%	39%	51%	42%
		ef							
None of these (DO NOT READ OUT)	78	6	16	33	56	22	15	4	3
	4%	2%	4%	4%	3%	10%	14%	6%	8%
						abcd	abcd		ad
Don't Know (DO NOT READ OUT)	30	2	6	13	21	9	5	2	1
	2%	*%	1%	2%	1%	4%	5%	3%	3%
						ad	ad		
NET: Letters+large letters	1663	339	414	742	1495	168	75	62	31
	89%	92%	90%	91%	91%	78%	72%	85%	84%
		ef	ef	ef	efh			f	f

Columns Tested: a,b,c,d,e,f,g,h

Table 112 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2030	93	154	16	170	205	475	86	97	901
Effective base	766	35	45	6	51	88	188	27	27	356
Weighted Base	1863	80	105	18	124	237	389	60	56	916
Letters	1550	62	87	12	99	199	282	42	55	810
	83%	78%	83%	65%	80%	84%	72%	71%	98%	88%
						f			adfg	fg
Large Letters	1175	36	71	15	86	134	259	30	46	585
	63%	45%	67%	81%	69%	56%	67%	50%	82%	64%
			a		a		a		aeg	a
Parcels and packets	912	34	53	4	57	101	230	29	17	442
	49%	43%	51%	21%	46%	43%	59%	49%	30%	48%
							ehi			
None of these (DO NOT READ OUT)	78	10	3	*	3	10	17	6	-	33
	4%	12%	3%	1%	2%	4%	4%	9%	-%	4%
		hi								
Don't Know (DO NOT READ OUT)	30	-	1	-	1	9	4	1	*	14
	2%	-%	1%	-%	1%	4%	1%	2%	*%	2%
NET: Letters+large letters	1663	67	93	17	110	210	334	42	56	842
	89%	85%	89%	92%	89%	89%	86%	71%	99%	92%
					g	g	g		afg	fg

Columns Tested: a,b,c,d,e,f,g,h,i

Table 112 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2030	468	475	1087	1769	261	-	1688	342	1958	72
Effective base	766	173	188	410	653	116	-	684	88	738	27
Weighted Base	1863	440	389	1034	1539	324	-	1704	159	1799	64
Letters	1550	359	282	909	1260	290	-	1426	124	1499	51
	83%	82%	72%	88%	82%	89%	-%	84%	78%	83%	80%
Large Letters	1175	b	b	ab	a						
	63%	58%	67%	64%	63%	65%	-%	64%	57%	64%	44%
Parcels and packets	912	255	259	662	965	210	-	1085	91	1147	28
	49%	44%	59%	47%	49%	47%	-%	51%	29%	49%	36%
None of these (DO NOT READ OUT)	78	ac	ac								
	4%	5%	4%	4%	5%	1%	-%	4%	7%	4%	13%
Don't Know (DO NOT READ OUT)	30	22	17	39	74	4	-	68	10	70	8
	2%	2%	1%	1%	1%	2%	-%	1%	6%	1%	5%
NET: Letters+large letters	1663	10	4	15	22	8	-	19	10	26	3
	89%	88%	86%	91%	89%	93%	-%	90%	85%	90%	80%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 112 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2030	1191	409	413
Effective base	766	475	129	157
Weighted Base	1863	1188	285	374
Letters	1550	1019	231	290
	83%	86%	81%	78%
		c		
Large Letters	1175	678	203	292
	63%	57%	71%	78%
		a	a	a
Parcels and packets	912	496	152	264
	49%	42%	53%	71%
			a	ab
None of these (DO NOT READ OUT)	78	60	4	11
	4%	5%	2%	3%
Don't Know (DO NOT READ OUT)	30	14	9	3
	2%	1%	3%	1%
NET: Letters+large letters	1663	1063	254	336
	89%	89%	89%	90%

Columns Tested:: a,b,c

Table 112 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2030	1558	298	81	30	32	16	7	8	1856	174	93
Effective base	766	638	90	20	8	8	3	1	1	726	39	19
Weighted Base	1863	1581	188	45	11	20	11	1	5	1769	94	49
Letters	1550	1334	143	44	7	12	3	1	5	1478	72	28
	83%	84%	76%	97%	66%	61%	27%	93%	97%	84%	77%	58%
		k		bdejk						k		
Large Letters	1175	951	150	42	9	14	5	1	5	1101	75	33
	63%	60%	80%	92%	80%	71%	43%	95%	91%	62%	80%	69%
			ai	ai							ai	
Parcels and packets	912	713	137	36	6	12	2	1	5	850	62	26
	49%	45%	73%	80%	54%	59%	22%	88%	91%	48%	66%	53%
			ai	ai							ai	
None of these (DO NOT READ OUT)	78	77	*	-	-	*	-	-	*	78	*	*
	4%	5%	*%	-%	-%	*%	-%	-%	3%	4%	*%	*%
		b										
Don't Know (DO NOT READ OUT)	30	25	*	-	-	-	4	-	-	25	4	4
	2%	2%	*%	-%	-%	-%	39%	-%	-%	1%	5%	9%
												abi
NET: Letters+large letters	1663	1404	174	44	10	18	7	1	5	1578	85	40
	89%	89%	93%	98%	91%	88%	61%	100%	97%	89%	91%	83%

Columns Tested.: a,b,c,d,e,f,g,h,i,j,k

Table 112 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2030	851	707	472	1779	1479	1837	1370	843	702	353	1027	100	126	80	100	51
Effective base	766	391	249	129	662	547	693	530	326	231	159	420	26	35	19	22	13
Weighted Base	1863	1012	569	281	1632	1330	1699	1279	827	558	392	1051	56	83	40	47	30
Letters	1550	848	486	216	1550	1186	1550	1080	727	461	340	999	45	70	38	38	19
	83%	84%	85%	77%	95%	89%	91%	84%	88%	83%	87%	95%	80%	84%	93%	81%	65%
			c		bcdef	df	df				g	acdfg		g			
Large Letters	1175	512	438	225	1111	1175	1175	961	677	378	51	918	42	69	32	40	24
	63%	51%	77%	80%	68%	88%	69%	75%	82%	68%	13%	87%	76%	83%	79%	85%	81%
			a	a		acdef	acf	acdf				a	a	a	a	a	a
Parcels and packets	912	366	347	199	803	755	845	912	524	280	113	587	29	44	27	24	20
	49%	36%	61%	71%	49%	57%	50%	71%	63%	50%	29%	56%	52%	53%	68%	51%	68%
			a	a		ac	abcef	acf				a	a	a	a	a	a
None of these (DO NOT READ OUT)	78	71	7	1	2	5	5	5	6	11	*	3	*	2	-	-	*
	4%	7%	1%	*%	*%	*%	*%	*%	1%	2%	*%	*%	1%	2%	-%	-%	*%
		bc								abcd							
Don't Know (DO NOT READ OUT)	30	19	6	5	5	5	5	5	4	14	-	4	*	-	-	*	1
	2%	2%	1%	2%	*%	*%	*%	*%	*%	3%	-%	*%	*%	-%	-%	*%	3%
										abcde							
NET: Letters+large letters	1663	876	529	259	1598	1299	1663	1177	790	507	391	1031	55	80	38	43	25
	89%	86%	93%	92%	98%	98%	98%	92%	95%	91%	100%	98%	98%	96%	94%	91%	84%
		a			def	df	def	df			defg	fg					

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 112 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	2030	1292	153	106	92	51	61	24	990	203	109	69	49	37	22
Effective base	766	546	42	30	18	12	11	5	415	58	30	25	11	15	7
Weighted Base	1863	1364	97	70	41	21	26	12	1019	156	52	37	34	16	15
Letters	1550	1318	88	63	37	20	21	4	945	115	38	32	30	14	12
	83%	97%	91%	89%	90%	95%	82%	31%	93%	73%	73%	86%	88%	89%	82%
		cf							bc						
Large Letters	1175	904	75	53	33	19	20	7	912	125	49	35	28	13	14
	63%	66%	77%	75%	80%	91%	76%	60%	89%	80%	94%	94%	81%	84%	94%
									b						
Parcels and packets	912	655	60	36	19	12	15	7	572	102	20	25	15	11	11
	49%	48%	62%	51%	47%	56%	59%	55%	56%	65%	39%	67%	43%	69%	71%
									c						
None of these (DO NOT READ OUT)	78	*	*	2	-	-	-	*	-	5	*	*	-	-	-
	4%	*%	*%	2%	-%	-%	-%	1%	-%	3%	*%	*%	-%	-%	-%
			a						a						
Don't Know (DO NOT READ OUT)	30	4	-	-	-	*	-	1	3	1	*	-	*	-	1
	2%	*%	-%	-%	-%	*%	-%	7%	*%	1%	*%	-%	*%	-%	6%
NET: Letters+large letters	1663	1347	95	65	40	20	23	7	1008	141	51	37	33	15	14
	89%	99%	99%	92%	99%	95%	88%	61%	99%	90%	98%	99%	96%	94%	94%
		cf							b						

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 112 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2030	898	156	115	69	47	45	40	736	365	418	222	92
Effective base	766	387	53	33	24	14	10	14	333	143	146	50	25
Weighted Base	1863	932	138	84	35	26	28	35	872	329	326	106	64
Letters	1550	821	107	64	23	21	14	31	813	298	289	92	57
	83%	88%	78%	76%	66%	82%	49%	86%	93%	91%	89%	87%	89%
		bcdf											
Large Letters	1175	690	108	65	28	21	19	30	517	240	266	95	57
	63%	74%	78%	77%	79%	81%	66%	85%	59%	73%	82%	90%	89%
										a	a	ab	a
Parcels and packets	912	671	100	57	22	23	20	19	350	181	199	74	41
	49%	72%	73%	68%	62%	89%	72%	53%	40%	55%	61%	70%	64%
						g				a	a	a	a
None of these (DO NOT READ OUT)	78	*	5	-	*	-	-	*	3	2	1	-	-
	4%	*%	3%	-%	*%	-%	-%	*%	*%	1%	*%	-%	-%
			a										
Don't Know (DO NOT READ OUT)	30	4	-	*	-	-	*	1	5	-	*	-	-
	2%	*%	-%	*%	-%	-%	*%	2%	1%	-%	*%	-%	-%
NET: Letters+large letters	1663	867	127	71	32	24	22	34	855	319	321	103	63
	89%	93%	92%	85%	90%	89%	79%	97%	98%	97%	98%	97%	98%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 112 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2030	817	339	360	188	70	656	278	312	157	64
Effective base	766	362	129	119	36	18	295	98	96	40	18
Weighted Base	1863	949	294	262	80	46	761	227	202	86	47
Letters	1550	900	281	251	77	41	703	193	171	71	43
	83%	95%	95%	96%	96%	91%	92%	85%	85%	82%	93%
Large Letters	1175	576	207	213	74	40	669	199	182	80	42
	63%	61%	70%	81%	93%	89%	88%	88%	90%	93%	90%
Parcels and packets	912	410	166	146	52	29	379	137	142	65	31
	49%	43%	57%	56%	65%	64%	50%	60%	70%	75%	66%
			a	a	a				a	a	
None of these (DO NOT READ OUT)	78	*	2	*	-	-	3	2	1	-	-
	4%	*%	1%	*%	-%	-%	*%	1%	*%	-%	-%
Don't Know (DO NOT READ OUT)	30	5	-	*	-	-	4	-	*	-	-
	2%	1%	-%	*%	-%	-%	*%	-%	*%	-%	-%
NET: Letters+large letters	1663	925	288	260	80	45	748	218	198	83	45
	89%	97%	98%	99%	100%	99%	98%	96%	98%	97%	98%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 112 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2030	628	219	263	158	78	764	119	478	1863	167	1735	44
Effective base	766	280	75	96	50	22	304	37	185	700	66	648	15
Weighted Base	1863	701	181	214	114	48	718	85	468	1714	149	1590	42
Letters	1550	624	152	159	94	34	566	63	443	1426	124	1521	29
	83%	89%	84%	74%	82%	71%	79%	74%	95%	83%	83%	96%	69%
		ce							ab			b	
Large Letters	1175	502	144	161	99	42	558	61	337	1071	104	1079	32
	63%	72%	80%	75%	87%	87%	78%	72%	72%	63%	70%	68%	76%
					a								
Parcels and packets	912	492	126	166	87	26	529	49	332	859	53	779	24
	49%	70%	70%	78%	76%	54%	74%	57%	71%	50%	36%	49%	58%
				e			b			b			
None of these (DO NOT READ OUT)	78	3	2	*	-	*	*	2	3	77	1	2	-
	4%	*%	1%	*%	-%	*%	*%	2%	1%	5%	*%	*%	-%
								a					
Don't Know (DO NOT READ OUT)	30	4	-	*	*	1	*	4	1	28	2	5	-
	2%	1%	-%	*%	*%	2%	*%	5%	*%	2%	1%	*%	-%
								ac					
NET: Letters+large letters	1663	651	166	192	106	44	653	71	445	1525	138	1561	38
	89%	93%	92%	90%	93%	91%	91%	83%	95%	89%	92%	98%	90%
									b			b	

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 112 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2030	1343	136	956	414	1741	38	1331	148	960	410
Effective base	766	512	36	388	143	649	13	503	44	390	141
Weighted Base	1863	1234	96	906	373	1597	35	1222	108	916	363
Letters	1550	1105	81	749	331	1525	25	1100	85	756	325
	83%	90%	84%	83%	89%	96%	70%	90%	79%	83%	89%
Large Letters	1175	1106	70	658	303	1084	27	1101	74	668	292
	63%	90%	72%	73%	81%	68%	77%	90%	69%	73%	80%
Parcels and packets	912	717	38	733	178	783	21	707	48	739	172
	49%	58%	39%	81%	48%	49%	60%	58%	44%	81%	47%
None of these (DO NOT READ OUT)	78	2	3	5	*	2	-	2	3	5	*
	4%	*%	3%	1%	*%	*%	-%	*%	3%	1%	*%
			a						a		
Don't Know (DO NOT READ OUT)	30	5	-	5	*	5	-	5	-	5	*
	2%	*%	-%	1%	*%	*%	-%	*%	-%	1%	*%
NET: Letters+large letters	1663	1206	93	816	361	1567	32	1195	103	826	351
	89%	98%	97%	90%	97%	98%	90%	98%	96%	90%	97%
					a		b				a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 112 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2030	890	1411	260	1	821	1049	202	4	955	789	240	1
Effective base	766	316	539	93	1	294	392	74	3	365	313	91	1
Weighted Base	1863	787	1302	240	4	727	903	181	5	882	710	208	2
Letters	1550	729	1263	232	4	642	828	165	4	742	611	178	2
	83%	93%	97%	97%	100%	88%	92%	91%	88%	84%	86%	85%	100%
Large Letters	1175	624	891	213	4	651	844	170	4	691	552	172	-
	63%	79%	68%	89%	100%	90%	93%	94%	88%	78%	78%	83%	-%
Parcels and packets	912	482	632	170	4	460	538	133	4	645	556	164	-
	49%	61%	49%	71%	100%	63%	60%	73%	88%	73%	78%	79%	-%
None of these (DO NOT READ OUT)	78	*	2	-	-	*	4	-	-	3	2	-	-
	4%	*%	*%	-%	-%	*%	*%	-%	-%	*%	*%	-%	-%
Don't Know (DO NOT READ OUT)	30	1	*	-	-	1	-	-	-	1	*	-	-
	2%	*%	*%	-%	-%	*%	-%	-%	-%	*%	*%	-%	-%
NET: Letters+large letters	1663	767	1288	240	4	708	895	181	5	814	660	194	2
	89%	98%	99%	100%	100%	97%	99%	100%	100%	92%	93%	93%	100%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 112 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2030	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	766	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	1863	1550	1175	912	1213	1042	34	633	496	449	133	87
Letters	1550	1550	1062	767	1153	969	32	554	443	397	122	80
	83%	100%	90%	84%	95%	93%	95%	88%	89%	89%	92%	92%
		bc	c									
Large Letters	1175	1062	1175	711	911	755	32	532	417	373	120	79
	63%	69%	100%	78%	75%	72%	94%	84%	84%	83%	90%	91%
			ac	a								
Parcels and packets	912	767	711	912	629	529	25	633	496	449	133	87
	49%	49%	60%	100%	52%	51%	73%	100%	100%	100%	100%	100%
			a	ab								
None of these (DO NOT READ OUT)	78	-	-	-	-	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	30	-	-	-	-	-	-	-	-	-	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Letters+large letters	1663	1550	1175	819	1213	1042	34	588	468	416	131	82
	89%	100%	100%	90%	100%	100%	100%	93%	94%	93%	98%	94%
		c	c									

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 112 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2030	201	131	98	50	1775	1241	1852	1282	1190	830	1685	219	-	1640	120
Effective base	766	81	46	39	20	656	420	686	444	400	312	630	82	-	604	56
Weighted Base	1863	198	114	93	47	1569	967	1644	1038	912	756	1519	188	-	1417	139
Letters	1550	171	69	60	42	1371	820	1414	879	752	668	1321	165	-	1160	118
	83%	87%	61%	65%	89%	87%	85%	86%	85%	82%	88%	87%	88%	-%	82%	85%
		bc			bc	e										
Large Letters	1175	150	77	68	35	1011	736	1066	742	607	591	982	157	-	899	89
	63%	76%	68%	74%	73%	64%	76%	65%	71%	67%	78%	65%	83%	-%	63%	64%
							ace		ac		b		b			
Parcels and packets	912	114	47	53	37	787	550	821	637	513	484	754	121	-	687	76
	49%	57%	42%	57%	78%	50%	57%	50%	61%	56%	64%	50%	64%	-%	49%	55%
					b		ac		ac	c	b		b			
None of these (DO NOT READ OUT)	78	2	6	3	*	64	51	64	44	50	5	63	6	-	62	4
	4%	1%	6%	3%	*%	4%	5%	4%	4%	5%	1%	4%	3%	-%	4%	3%
												a	a			
Don't Know (DO NOT READ OUT)	30	3	5	-	*	18	7	18	14	14	8	21	4	-	20	2
	2%	1%	4%	-%	*%	1%	1%	1%	1%	2%	1%	1%	2%	-%	1%	2%
NET: Letters+large letters	1663	189	93	76	45	1418	868	1485	919	794	709	1372	175	-	1265	121
	89%	95%	82%	82%	96%	90%	90%	90%	88%	87%	94%	90%	93%	-%	89%	87%
		bc														

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 112 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	2030	769	1261	529	24	265	370	249	1319	429	317	350	1304
Effective base	766	310	455	197	13	97	146	91	510	156	106	138	503
Weighted Base	1863	759	1104	489	36	233	371	224	1264	354	245	344	1227
Letters	1550	623	926	412	29	183	323	172	1071	298	176	292	1055
	83%	82%	84%	84%	81%	79%	87%	77%	85%	84%	72%	85%	86%
Large Letters	1175	546	629	379	20	177	289	158	779	229	169	245	732
	63%	72%	57%	77%	56%	76%	78%	71%	62%	65%	69%	71%	60%
		b										c	
Parcels and packets	912	425	487	264	23	130	208	155	582	167	167	187	543
	49%	56%	44%	54%	65%	56%	56%	69%	46%	47%	68%	54%	44%
		b						bc			bc	c	
None of these (DO NOT READ OUT)	78	14	64	4	*	4	*	1	58	16	11	7	57
	4%	2%	6%	1%	1%	2%	*%	*%	5%	5%	4%	2%	5%
			a										
Don't Know (DO NOT READ OUT)	30	12	18	9	-	2	7	4	10	11	*	10	10
	2%	2%	2%	2%	-%	1%	2%	2%	1%	3%	*%	3%	1%
										b			
NET: Letters+large letters	1663	691	972	454	30	213	345	200	1138	313	202	320	1107
	89%	91%	88%	93%	84%	91%	93%	90%	90%	89%	83%	93%	90%
											a	a	a

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 112 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2030	1069	961
Effective base	766	331	434
Weighted Base	1863	814	1048
Letters	1550	643	906
	83%	79%	86%
		a	
Large Letters	1175	467	708
	63%	57%	68%
		a	
Parcels and packets	912	365	547
	49%	45%	52%
		a	
None of these (DO NOT READ OUT)	78	58	20
	4%	7%	2%
		b	
Don't Know (DO NOT READ OUT)	30	23	7
	2%	3%	1%
		b	
NET: Letters+large letters	1663	686	977
	89%	84%	93%
		a	

Columns Tested:: a,b

Table 112 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2030	118	239	187	177	210	116	119	213	137	167	121	226
Effective base	766	35	112	111	57	141	67	16	83	56	35	43	83
Weighted Base	1863	50	195	217	60	300	106	32	288	147	85	118	264
Letters	1550	37	164	187	47	250	78	29	261	104	73	94	226
	83%	74%	84%	86%	79%	83%	73%	89%	91%	71%	85%	79%	86%
			i	fi		i			afi				i
Large Letters	1175	25	112	133	32	188	58	24	209	85	55	72	182
	63%	50%	57%	61%	54%	63%	54%	76%	73%	58%	65%	61%	69%
									abdf				
Parcels and packets	912	27	100	97	26	148	47	16	130	80	42	70	130
	49%	55%	51%	45%	43%	49%	44%	49%	45%	54%	49%	59%	49%
None of these (DO NOT READ OUT)	78	4	7	6	1	4	12	1	4	17	2	9	11
	4%	9%	4%	3%	1%	1%	11%	2%	1%	11%	2%	8%	4%
							cdeh			cdeh			
Don't Know (DO NOT READ OUT)	30	1	5	7	2	7	1	*	4	1	*	-	2
	2%	2%	2%	3%	3%	2%	1%	*%	2%	1%	*%	-%	1%
NET: Letters+large letters	1663	38	174	195	53	277	85	29	272	119	81	100	239
	89%	77%	89%	90%	90%	92%	80%	90%	94%	81%	95%	85%	91%
						afi			afi		afi		

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 112 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2030	544	503	469	514	1047	983
Effective base	766	256	250	151	158	506	309
Weighted Base	1863	462	465	468	468	927	936
Letters	1550	387	375	394	393	763	787
	83%	84%	81%	84%	84%	82%	84%
Large Letters	1175	270	278	319	308	548	627
	63%	59%	60%	68%	66%	59%	67%
							a
Parcels and packets	912	224	220	226	241	445	467
	49%	49%	47%	48%	52%	48%	50%
None of these (DO NOT READ OUT)	78	17	17	22	22	34	44
	4%	4%	4%	5%	5%	4%	5%
Don't Know (DO NOT READ OUT)	30	12	10	5	2	22	7
	2%	3%	2%	1%	*%	2%	1%
NET: Letters+large letters	1663	408	415	420	420	823	840
	89%	88%	89%	90%	90%	89%	90%

Columns Tested: a,b,c,d - a,b

Table 113

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1795	347	1448	1235	309	72	179	560
Effective base	678	77	610	623	128	31	85	166
Weighted Base	1663	123	1539	1587	65	7	4	76
Standard Stamped Mail 1st Class	1037	83	954	987	44	4	2	50
	62%	67%	62%	62%	67%	56%	56%	66%
Standard Stamped Mail 2nd Class	884	56	828	846	33	4	1	38
	53%	45%	54%	53%	51%	54%	37%	50%
				d	d			d
1st Class large letter stamps	647	4	643	614	29	3	1	33
	39%	3%	42%	39%	45%	44%	33%	44%
			a					
2nd Class large letter stamps	510	2	508	488	20	2	1	23
	31%	2%	33%	31%	31%	23%	28%	30%
			a					
Franked / metered mail 1st Class	88	2	86	76	9	2	1	12
	5%	2%	6%	5%	14%	26%	35%	16%
					a	a	abe	a
Franked / metered mail 2nd Class	72	3	69	62	8	1	1	10
	4%	3%	4%	4%	12%	14%	23%	13%
					a	a	abe	a
Standard parcels	350	-	350	330	18	1	1	20
	21%	-%	23%	21%	27%	21%	29%	27%
			a					
PPI - PPI 1st Class (Printed Postage Impressions)	71	*	71	68	3	*	*	4
	4%	*%	5%	4%	4%	7%	7%	5%
			a					
PPI - PPI 2nd Class (Printed Postage Impressions)	63	1	63	62	1	*	*	1
	4%	1%	4%	4%	1%	1%	3%	1%
				e				
Bulk mail	34	-	34	30	3	1	*	4
	2%	-%	2%	2%	4%	7%	12%	5%
							abe	a

Columns Tested: a,b - a,b,c,d,e

Table 113 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1795	347	1448	1235	309	72	179	560
Effective base	678	77	610	623	128	31	85	166
Weighted Base	1663	123	1539	1587	65	7	4	76
None of these (DO NOT READ OUT)	21	1	20	21	*	-	-	*
	1%	1%	1%	1%	%	%	%	%
Don't Know (DO NOT READ OUT)	8	*	8	8	*	-	-	*
	%	%	1%	%	%	%	%	%
Refused (DO NOT READ OUT)	1	-	1	1	-	-	*	*
	%	%	%	%	%	%	1%	%

Columns Tested: a,b - a,b,c,d,e

Table 113 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1795	515	529	191	185	196	179	1235	309	251
Effective base	678	308	255	77	84	75	85	623	128	67
Weighted Base	1663	869	602	116	47	25	4	1587	65	11
Standard Stamped Mail 1st Class	1037	499	418	70	32	15	2	987	44	6
	62%	57%	69% afgi	60%	69%	60%	56%	62%	67%	56%
Standard Stamped Mail 2nd Class	884	495	305	46	23	13	1	846	33	5
	53%	57%	51%	39%	50%	53%	37%	53%	51%	48%
		cf	f			f		cf	f	
1st Class large letter stamps	647	299	273	42	20	12	1	614	29	4
	39%	34%	45% af	36%	44%	46%	33%	39%	45%	40%
			a						a	
2nd Class large letter stamps	510	275	189	24	15	6	1	488	20	3
	31%	32%	31%	21%	32%	26%	28%	31%	31%	25%
Franked / metered mail 1st Class	88	22	38	15	7	4	1	76	9	3
	5%	3%	6% a	13%	15%	15%	35%	5%	14%	29%
			ag	abg	abg	abg	abcdegh		abg	abcdegh
Franked / metered mail 2nd Class	72	20	38	5	6	3	1	62	8	2
	4%	2%	6% a	4%	13%	11%	23%	4%	12%	17%
			a		abcg	ag	abcegh		abcg	abcg
Standard parcels	350	179	128	23	13	6	1	330	18	3
	21%	21%	21%	20%	28%	25%	29%	21%	27%	24%
PPI - PPI 1st Class (Printed Postage Impressions)	71	34	30	4	2	1	*	68	3	1
	4%	4%	5%	4%	4%	5%	7%	4%	4%	7%
PPI - PPI 2nd Class (Printed Postage Impressions)	63	33	26	4	*	*	*	62	1	*
	4%	4%	4%	4%	1%	1%	3%	4%	1%	2%
Bulk mail	34	6	20	4	2	2	*	30	3	1
	2%	1%	3% a	4%	4%	6%	12%	2%	4%	9%
			a		a	ag	abcdgh		a	ag

Columns Tested: a,b,c,d,e,f,g,h,i

Table 113 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Unweighted Base	1795	515	529	191	185	196	179	1235	309	251
Effective base	678	308	255	77	84	75	85	623	128	67
Weighted Base	1663	869	602	116	47	25	4	1587	65	11
None of these (DO NOT READ OUT)	21 1%	15 2%	5 1%	1 1%	* *%	- -%	- -%	21 1%	* *%	- -%
Don't Know (DO NOT READ OUT)	8 *%	3 *%	4 1%	1 1%	* *%	- -%	- -%	8 *%	* *%	- -%
Refused (DO NOT READ OUT)	1 *%	1 *%	- -%	- -%	- -%	- -%	* 1%	1 *%	- -%	* *%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 113 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1795	746	489	309	72	179	670	306	113	76	199
Effective base	678	456	222	128	31	85	383	128	36	26	33
Weighted Base	1663	1288	299	65	7	4	1070	238	64	30	50
Standard Stamped Mail 1st Class	1037	798	190	44	4	2	661	151	32	18	30
	62%	62%	63%	67%	56%	56%	62%	64%	50%	61%	59%
Standard Stamped Mail 2nd Class	884	711	135	33	4	1	604	111	30	15	24
	53%	55%	45%	51%	54%	37%	57%	47%	47%	49%	47%
		be		e							
1st Class large letter stamps	647	494	120	29	3	1	406	123	28	16	21
	39%	38%	40%	45%	44%	33%	38%	52%	44%	52%	41%
		a									
2nd Class large letter stamps	510	410	77	20	2	1	364	82	16	10	8
	31%	32%	26%	31%	23%	28%	34%	34%	25%	33%	16%
		e						e			
Franked / metered mail 1st Class	88	48	28	9	2	1	40	12	18	4	9
	5%	4%	9%	14%	26%	35%	4%	5%	28%	13%	18%
		a	a	ab	abc				ab	a	ab
Franked / metered mail 2nd Class	72	46	16	8	1	1	35	13	9	5	5
	4%	4%	5%	12%	14%	23%	3%	5%	15%	15%	10%
				ab	a	abc			a	a	
Standard parcels	350	264	65	18	1	1	237	44	23	8	12
	21%	21%	22%	27%	21%	29%	22%	18%	36%	27%	23%
									b		
PPI - PPI 1st Class (Printed Postage Impressions)	71	52	16	3	*	*	42	13	7	4	2
	4%	4%	5%	4%	7%	7%	4%	6%	11%	12%	3%
PPI - PPI 2nd Class (Printed Postage Impressions)	63	44	18	1	*	*	38	11	6	3	1
	4%	3%	6%	1%	1%	3%	4%	5%	10%	11%	2%
			c								
Bulk mail	34	20	10	3	1	*	11	7	9	3	2
	2%	2%	3%	4%	7%	12%	1%	3%	14%	9%	3%
				a	abc				ab	a	

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 113 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1795	746	489	309	72	179	670	306	113	76	199
Effective base	678	456	222	128	31	85	383	128	36	26	33
Weighted Base	1663	1288	299	65	7	4	1070	238	64	30	50
None of these (DO NOT READ OUT)	21	19	2	*	-	-	19	1	*	-	-
	1%	1%	1%	*%	-%	-%	2%	*%	1%	-%	-%
Don't Know (DO NOT READ OUT)	8	6	2	*	-	-	7	1	-	-	*
	*%	*%	1%	*%	-%	-%	1%	*%	-%	-%	*%
Refused (DO NOT READ OUT)	1	1	-	-	-	*	1	*	-	-	-
	*%	*%	-%	-%	-%	1%	*%	*%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 113 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1795	127	85	175	61	121	149	117	107	102
Effective base	678	71	47	98	28	63	92	68	57	49
Weighted Base	1663	163	106	270	63	159	271	202	145	117
Standard Stamped Mail 1st Class	1037	112	65	179	40	105	164	121	86	63
	62%	69%	61%	66%	64%	66%	60%	60%	59%	54%
Standard Stamped Mail 2nd Class	884	96	66	138	25	89	133	122	68	61
	53%	59%	62%	51%	40%	56%	49%	61%	47%	52%
1st Class large letter stamps	647	89	29	117	16	74	115	77	47	39
	39%	54%	28%	43%	26%	46%	42%	38%	33%	33%
		bdhi				b				
2nd Class large letter stamps	510	78	31	71	14	61	82	62	43	36
	31%	48%	30%	26%	22%	38%	30%	31%	29%	31%
		bcd fgh								
Franked / metered mail 1st Class	88	12	3	21	3	13	15	8	2	3
	5%	8%	2%	8%	5%	8%	6%	4%	1%	3%
Franked / metered mail 2nd Class	72	8	1	14	1	6	22	4	3	1
	4%	5%	1%	5%	2%	4%	8%	2%	2%	1%
Standard parcels	350	45	23	37	16	54	70	29	27	25
	21%	27%	22%	14%	25%	34%	26%	14%	18%	21%
		c				cg	c			
PPI - PPI 1st Class (Printed Postage Impressions)	71	15	6	14	1	8	6	12	3	2
	4%	9%	6%	5%	2%	5%	2%	6%	2%	2%
PPI - PPI 2nd Class (Printed Postage Impressions)	63	14	4	4	8	11	9	7	*	4
	4%	8%	3%	1%	12%	7%	3%	3%	*%	4%
		ch			ch	h				
Bulk mail	34	4	*	4	*	10	1	6	7	*
	2%	2%	*%	1%	*%	6%	*%	3%	5%	*%
						f				

Columns Tested: a,b,c,d,e,f,g,h,i

Table 113 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Unweighted Base	1795	127	85	175	61	121	149	117	107	102
Effective base	678	71	47	98	28	63	92	68	57	49
Weighted Base	1663	163	106	270	63	159	271	202	145	117
None of these (DO NOT READ OUT)	21	*	2	2	4	*	7	-	5	1
	1%	*%	2%	1%	6%	*%	2%	-%	3%	1%
Don't Know (DO NOT READ OUT)	8	-	-	-	-	-	4	-	1	2
	*%	-%	-%	-%	-%	-%	2%	-%	1%	2%
Refused (DO NOT READ OUT)	1	-	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 113 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1795	284	319	441	1044	751	261	254	236
Effective base	678	139	174	258	567	207	82	67	93
Weighted Base	1663	339	414	742	1495	168	75	62	31
Standard Stamped Mail 1st Class	1037	208	262	464	934	103	47	38	19
	62%	61%	63%	62%	62%	62%	62%	60%	62%
Standard Stamped Mail 2nd Class	884	174	230	393	797	86	36	37	14
	53%	51%	55%	53%	53%	51%	48%	59%	44%
1st Class large letter stamps	647	128	165	309	602	45	23	16	7
	39%	38%	40%	42%	40%	27%	30%	25%	22%
		eh	egh	egh	egh				
2nd Class large letter stamps	510	111	152	215	477	33	12	14	8
	31%	33%	37%	29%	32%	20%	15%	22%	25%
		ef	efg	ef	ef				
Franked / metered mail 1st Class	88	19	17	44	80	8	3	3	2
	5%	6%	4%	6%	5%	5%	4%	5%	8%
Franked / metered mail 2nd Class	72	9	12	41	62	10	3	5	2
	4%	3%	3%	6%	4%	6%	3%	8%	8%
Standard parcels	350	95	95	136	326	24	8	10	6
	21%	28%	23%	18%	22%	14%	11%	16%	19%
		cef	ef		ef				
PPI - PPI 1st Class (Printed Postage Impressions)	71	11	24	32	67	4	1	2	*
	4%	3%	6%	4%	4%	3%	2%	4%	1%
PPI - PPI 2nd Class (Printed Postage Impressions)	63	24	18	19	61	3	1	2	*
	4%	7%	4%	3%	4%	2%	1%	3%	1%
		cefh							
Bulk mail	34	11	11	11	32	2	1	1	*
	2%	3%	3%	1%	2%	1%	1%	1%	2%

Columns Tested: a,b,c,d,e,f,g,h

Table 113 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1795	284	319	441	1044	751	261	254	236
Effective base	678	139	174	258	567	207	82	67	93
Weighted Base	1663	339	414	742	1495	168	75	62	31
None of these (DO NOT READ OUT)	21 1%	5 1%	7 2%	8 1%	20 1%	1 *%	1 1%	- -%	- -%
Don't Know (DO NOT READ OUT)	8 *%	2 1%	1 *%	4 1%	7 *%	1 *%	- -%	* *%	* 2%
Refused (DO NOT READ OUT)	1 *%	- -%	* *%	- -%	* *%	1 *%	- -%	1 1%	- -%
								d	

Columns Tested: a,b,c,d,e,f,g,h

Table 113 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1795	81	134	12	146	185	415	65	95	806
Effective base	678	32	39	6	44	77	163	20	27	322
Weighted Base	1663	67	93	17	110	210	334	42	56	842
Standard Stamped Mail 1st Class	1037	29	56	16	72	156	177	37	39	527
	62%	43%	60%	93%	65%	74%	53%	89%	69%	63%
						af		abfi	a	af
Standard Stamped Mail 2nd Class	884	42	45	8	53	91	152	29	28	487
	53%	63%	48%	47%	48%	43%	46%	69%	51%	58%
								ef		ef
1st Class large letter stamps	647	19	43	7	50	106	111	21	21	320
	39%	29%	46%	43%	45%	50%	33%	49%	37%	38%
						afi				
2nd Class large letter stamps	510	8	30	2	32	41	123	21	19	267
	31%	13%	32%	12%	29%	19%	37%	50%	34%	32%
							ae	ae		ae
Franked / metered mail 1st Class	88	5	12	-	12	18	11	*	4	36
	5%	8%	13%	-%	11%	9%	3%	1%	7%	4%
			fi		f					
Franked / metered mail 2nd Class	72	5	7	*	7	9	14	*	3	33
	4%	7%	8%	1%	7%	4%	4%	-%	6%	4%
Standard parcels	350	14	30	3	33	41	99	8	5	150
	21%	21%	32%	16%	30%	20%	30%	19%	9%	18%
			hi		h		hi			
PPI - PPI 1st Class (Printed Postage Impressions)	71	5	10	*	10	13	9	3	*	31
	4%	7%	10%	-%	9%	6%	3%	7%	1%	4%
			f							
PPI - PPI 2nd Class (Printed Postage Impressions)	63	4	6	-	6	9	24	-	-	20
	4%	5%	7%	-%	6%	4%	7%	-%	-%	2%
							i			
Bulk mail	34	4	10	1	11	4	8	-	*	7
	2%	6%	11%	3%	10%	2%	2%	-%	-%	1%
		i	fi		fi					

Columns Tested: a,b,c,d,e,f,g,h,i

Table 113 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1795	81	134	12	146	185	415	65	95	806
Effective base	678	32	39	6	44	77	163	20	27	322
Weighted Base	1663	67	93	17	110	210	334	42	56	842
None of these (DO NOT READ OUT)	21	-	-	-	-	-	9	-	1	11
	1%	-%	-%	-%	-%	-%	3%	-%	2%	1%
Don't Know (DO NOT READ OUT)	8	1	-	-	-	1	3	-	-	3
	*%	1%	-%	-%	-%	*%	1%	-%	-%	*%
Refused (DO NOT READ OUT)	1	-	-	-	-	-	-	-	-	1
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 113 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1795	412	415	968	1561	234	-	1496	299	1740	55
Effective base	678	151	163	369	576	105	-	607	78	655	22
Weighted Base	1663	388	334	941	1362	301	-	1528	135	1612	51
Standard Stamped Mail 1st Class	1037	257	177	603	838	199	-	946	91	1013	24
	62%	66%	53%	64%	62%	66%	-%	62%	68%	63%	46%
Standard Stamped Mail 2nd Class	884	186	152	545	698	186	-	821	63	847	37
	53%	48%	46%	58%	51%	62%	-%	54%	46%	53%	72%
1st Class large letter stamps	647	175	111	361	508	139	-	608	39	637	11
	39%	45%	33%	38%	37%	46%	-%	40%	29%	39%	21%
2nd Class large letter stamps	510	81	123	307	406	104	-	482	28	501	10
	31%	21%	37%	33%	30%	35%	-%	32%	21%	31%	19%
Franked / metered mail 1st Class	88	36	11	41	80	8	-	79	9	87	1
	5%	9%	3%	4%	6%	3%	-%	5%	7%	5%	1%
Franked / metered mail 2nd Class	72	21	14	37	61	11	-	67	5	71	1
	4%	5%	4%	4%	5%	4%	-%	4%	4%	4%	2%
Standard parcels	350	88	99	163	281	69	-	330	20	342	8
	21%	23%	30%	17%	21%	23%	-%	22%	15%	21%	16%
PPI - PPI 1st Class (Printed Postage Impressions)	71	28	9	34	63	8	-	70	2	71	1
	4%	7%	3%	4%	5%	3%	-%	5%	1%	4%	1%
PPI - PPI 2nd Class (Printed Postage Impressions)	63	19	24	20	52	11	-	60	3	63	1
	4%	5%	7%	2%	4%	4%	-%	4%	2%	4%	1%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 113 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1795	412	415	968	1561	234	-	1496	299	1740	55
Effective base	678	151	163	369	576	105	-	607	78	655	22
Weighted Base	1663	388	334	941	1362	301	-	1528	135	1612	51
Bulk mail	34 2%	19 5%	8 2%	7 1%	33 2%	1 *%	- -%	30 2%	4 3%	34 2%	- -%
None of these (DO NOT READ OUT)	21 1%	- -%	9 3%	12 1%	19 1%	2 1%	- -%	20 1%	1 1%	19 1%	2 3%
Don't Know (DO NOT READ OUT)	8 *%	1 *%	3 1%	3 *%	8 1%	- -%	- -%	8 1%	* *%	8 *%	- -%
Refused (DO NOT READ OUT)	1 *%	- -%	- -%	1 *%	* *%	1 *%	- -%	1 *%	* *%	1 *%	- -%

Columns Tested.: a,b,c - a,b,c - a,b - a,b

Table 113 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1795	1056	363	365
Effective base	678	424	114	137
Weighted Base	1663	1063	254	336
Standard Stamped Mail 1st Class	1037	698	164	169
	62%	66%	64%	50%
		c	c	
Standard Stamped Mail 2nd Class	884	588	129	163
	53%	55%	51%	48%
1st Class large letter stamps	647	391	111	144
	39%	37%	44%	43%
2nd Class large letter stamps	510	293	82	134
	31%	28%	32%	40%
				a
Franked / metered mail 1st Class	88	23	27	38
	5%	2%	11%	11%
			a	a
Franked / metered mail 2nd Class	72	20	26	27
	4%	2%	10%	8%
			a	a
Standard parcels	350	173	51	127
	21%	16%	20%	38%
				ab
PPI - PPI 1st Class (Printed Postage Impressions)	71	32	10	29
	4%	3%	4%	9%
				a
PPI - PPI 2nd Class (Printed Postage Impressions)	63	7	11	45
	4%	1%	4%	13%
			a	ab
Bulk mail	34	6	9	20
	2%	1%	3%	6%
			a	a

Columns Tested: a,b,c

Table 113 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Unweighted Base	1795	1056	363	365
Effective base	678	424	114	137
Weighted Base	1663	1063	254	336
None of these (DO NOT READ OUT)	21 1%	8 1%	2 1%	11 3% a
Don't Know (DO NOT READ OUT)	8 *%	6 1%	- -%	1 *%
Refused (DO NOT READ OUT)	1 *%	* *%	- -%	1 *%

Columns Tested: a,b,c

Table 113 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1795	1359	275	78	28	27	14	7	7	1634	161	83
Effective base	678	560	84	20	7	7	3	1	1	641	36	17
Weighted Base	1663	1404	174	44	10	18	7	1	5	1578	85	40
Standard Stamped Mail 1st Class	1037	890	102	19	6	12	4	1	5	992	45	26
	62%	63%	59%	42%	56%	65%	57%	88%	94%	63%	53%	65%
Standard Stamped Mail 2nd Class	884	771	78	17	7	4	5	1	*	850	34	17
	53%	55%	45%	37%	71%	25%	69%	87%	1%	54%	40%	42%
1st Class large letter stamps	647	532	78	18	5	1	6	1	5	611	36	18
	39%	38%	45%	41%	53%	6%	92%	93%	99%	39%	43%	46%
2nd Class large letter stamps	510	416	67	17	2	4	3	1	*	483	27	10
	31%	30%	38%	38%	20%	25%	40%	90%	7%	31%	32%	26%
Franked / metered mail 1st Class	88	35	33	11	3	*	*	1	5	68	20	9
	5%	2%	19%	25%	31%	1%	2%	88%	92%	4%	23%	21%
			ai	ai							ai	ai
Franked / metered mail 2nd Class	72	29	28	11	2	1	*	1	-	58	14	4
	4%	2%	16%	24%	22%	5%	*%	83%	-%	4%	17%	9%
			ai	ai							ai	ai
Standard parcels	350	262	59	22	3	3	*	1	*	322	28	7
	21%	19%	34%	49%	30%	15%	1%	92%	*%	20%	34%	16%
			ai	aik							a	
PPI - PPI 1st Class (Printed Postage Impressions)	71	42	11	10	4	4	*	1	*	53	19	8
	4%	3%	6%	24%	39%	20%	1%	88%	*%	3%	22%	20%
				abi							abi	ai
PPI - PPI 2nd Class (Printed Postage Impressions)	63	27	15	13	3	4	-	1	*	42	21	8
	4%	2%	9%	29%	29%	24%	-%	91%	*%	3%	25%	20%
			ai	abi							abi	ai
Bulk mail	34	6	13	6	2	5	-	1	-	20	15	8
	2%	*%	8%	14%	21%	30%	-%	83%	-%	1%	17%	20%
			ai	ai							ai	ai

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 113 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1795	1359	275	78	28	27	14	7	7	1634	161	83
Effective base	678	560	84	20	7	7	3	1	1	641	36	17
Weighted Base	1663	1404	174	44	10	18	7	1	5	1578	85	40
None of these (DO NOT READ OUT)	21	13	6	2	*	-	-	-	-	19	2	*
	1%	1%	3%	5%	1%	-%	-%	-%	-%	1%	2%	*%
Don't Know (DO NOT READ OUT)	8	8	-	-	-	-	-	-	-	8	-	-
	*%	1%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Refused (DO NOT READ OUT)	1	*	1	-	-	-	-	-	-	1	-	-
	*%	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 113 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	1795	701	658	436	1738	1441	1795	1256	797	652	351	1011	95	121	76	93	48
Effective base	678	334	227	120	647	533	678	482	309	210	159	412	25	33	17	20	12
Weighted Base	1663	876	529	259	1598	1299	1663	1177	790	507	391	1031	55	80	38	43	25
Standard Stamped Mail 1st Class	1037 62%	565 65%	325 61%	147 57%	1019 64%	828 64%	1037 62%	745 63%	497 63%	327 65%	208 53%	686 67%	35 64%	38 48%	26 69%	25 59%	19 75%
Standard Stamped Mail 2nd Class	884 53%	500 57%	271 51%	112 43%	874 55%	673 52%	884 53%	568 48%	365 46%	238 47%	205 52%	560 54%	24 44%	40 50%	16 42%	23 53%	16 63%
1st Class large letter stamps	647 39%	283 32%	250 47%	115 44%	637 40%	612 47%	647 39%	537 46%	408 52%	225 44%	43 11%	506 49%	23 41%	32 40%	10 27%	20 47%	14 58%
2nd Class large letter stamps	510 31%	226 26%	191 36%	94 36%	491 31%	483 37%	510 31%	406 34%	268 34%	146 29%	42 11%	382 37%	17 30%	31 39%	17 44%	13 29%	9 36%
Franked / metered mail 1st Class	88 5%	11 1%	24 4%	53 20%	84 5%	84 7%	88 5%	78 7%	59 7%	51 10%	6 2%	42 4%	4 8%	15 19%	3 9%	13 30%	4 14%
Franked / metered mail 2nd Class	72 4%	14 2%	15 3%	43 16%	71 4%	65 5%	72 4%	65 6%	42 5%	40 8%	7 2%	32 3%	4 8%	14 18%	2 5%	9 21%	3 14%
Standard parcels	350 21%	123 14%	140 26%	88 34%	332 21%	326 25%	350 21%	345 29%	236 30%	124 24%	38 10%	253 25%	17 32%	22 28%	5 12%	11 26%	4 18%
PPI - PPI 1st Class (Printed Postage Impressions)	71 4%	12 1%	30 6%	29 11%	67 4%	69 5%	71 4%	70 6%	55 7%	44 9%	6 2%	45 4%	* *%	7 8%	7 18%	5 11%	2 9%
PPI - PPI 2nd Class (Printed Postage Impressions)	63 4%	3 *%	24 5%	36 14%	53 3%	63 5%	63 4%	63 5%	45 6%	28 5%	10 3%	32 3%	* 1%	4 6%	6 17%	8 19%	2 9%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 113 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1795	701	658	436	1738	1441	1795	1256	797	652	351	1011	95	121	76	93	48
Effective base	678	334	227	120	647	533	678	482	309	210	159	412	25	33	17	20	12
Weighted Base	1663	876	529	259	1598	1299	1663	1177	790	507	391	1031	55	80	38	43	25
Bulk mail	34 2%	3 *%	3 1%	28 11% ab	32 2%	34 3%	34 2%	34 3%	33 4%	32 6% abcd	2 *%	11 1%	1 2%	5 6%	1 3%	12 28%	2 9%
None of these (DO NOT READ OUT)	21 1%	10 1%	3 1%	8 3%	20 1%	18 1%	21 1%	19 2%	15 2% f	- -%	5 1%	12 1%	- -%	1 2%	3 7%	- -%	- -%
Don't Know (DO NOT READ OUT)	8 *%	4 *%	4 1%	- -%	8 *%	4 *%	8 *%	7 1%	4 *%	* *%	4 1%	4 *%	- -%	- -%	- -%	- -%	- -%
Refused (DO NOT READ OUT)	1 *%	* *%	- -%	1 *%	1 *%	1 *%	1 *%	1 *%	1 *%	* *%	- -%	* *%	1 1%	- -%	* *%	- -%	- -%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 113 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	1795	1271	149	101	89	47	60	21	982	190	103	66	46	33	21
Effective base	678	538	41	27	18	11	10	3	410	51	29	24	10	13	6
Weighted Base	1663	1347	95	65	40	20	23	7	1008	141	51	37	33	15	14
Standard Stamped Mail 1st Class	1037	841	70	47	25	14	15	6	671	71	27	20	24	5	11
	62%	62%	73%	73%	62%	71%	66%	86%	67%	50%	52%	54%	72%	34%	80%
									bf						
Standard Stamped Mail 2nd Class	884	747	45	32	26	6	13	5	528	72	30	14	13	10	7
	53%	55%	48%	49%	63%	32%	55%	66%	52%	51%	58%	38%	39%	66%	51%
1st Class large letter stamps	647	527	42	24	17	13	11	4	494	62	21	14	10	4	8
	39%	39%	44%	37%	43%	63%	47%	49%	49%	44%	41%	39%	29%	25%	53%
2nd Class large letter stamps	510	419	21	25	14	4	8	*	370	57	20	13	13	5	6
	31%	31%	22%	39%	33%	20%	36%	2%	37%	40%	38%	36%	40%	36%	41%
Franked / metered mail 1st Class	88	47	6	14	3	3	9	2	42	23	5	6	3	4	1
	5%	3%	6%	22%	8%	17%	39%	25%	4%	16%	9%	18%	9%	29%	8%
				ab		a	ab			a		a		a	
Franked / metered mail 2nd Class	72	41	4	11	2	4	7	2	25	24	6	6	2	2	1
	4%	3%	4%	16%	6%	18%	32%	24%	2%	17%	11%	16%	7%	12%	7%
				a		a	ab			a	a	a		a	
Standard parcels	350	273	29	12	7	5	5	2	256	34	14	13	3	5	2
	21%	20%	30%	18%	17%	27%	20%	24%	25%	24%	28%	35%	10%	31%	15%
PPI - PPI 1st Class (Printed Postage Impressions)	71	48	4	5	5	3	1	*	42	8	1	8	7	2	1
	4%	4%	4%	8%	13%	17%	6%	2%	4%	6%	2%	21%	22%	14%	5%
				a		a						abc	a		
PPI - PPI 2nd Class (Printed Postage Impressions)	63	32	6	5	3	4	3	*	35	7	3	8	6	3	1
	4%	2%	6%	8%	8%	19%	14%	1%	3%	5%	6%	23%	20%	17%	5%
						a	a					ab	a	a	
Bulk mail	34	13	1	4	3	5	6	*	9	9	2	4	6	2	1
	2%	1%	1%	6%	7%	26%	28%	2%	1%	6%	4%	11%	19%	14%	9%
				a	a	ab	ab			a		a	a	a	

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 113 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	1795	1271	149	101	89	47	60	21	982	190	103	66	46	33	21
Effective base	678	538	41	27	18	11	10	3	410	51	29	24	10	13	6
Weighted Base	1663	1347	95	65	40	20	23	7	1008	141	51	37	33	15	14
None of these (DO NOT READ OUT)	21	16	-	1	-	3	-	-	13	3	1	*	-	-	-
	1%	1%	-%	2%	-%	14%	-%	-%	1%	2%	2%	*%	-%	-%	-%
						ab									
Don't Know (DO NOT READ OUT)	8	8	*	-	-	-	-	-	4	-	-	-	-	-	-
	*%	1%	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
Refused (DO NOT READ OUT)	1	1	-	-	*	-	-	-	*	-	1	-	-	-	-
	*%	*%	-%	-%	*%	-%	-%	-%	*%	-%	1%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 113 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1795	832	144	102	59	45	38	36	720	358	410	217	86
Effective base	678	356	48	27	21	12	8	13	325	138	143	49	24
Weighted Base	1663	867	127	71	32	24	22	34	855	319	321	103	63
Standard Stamped Mail 1st Class	1037	568	69	44	16	11	18	19	529	220	197	51	40
	62%	65%	54%	61%	52%	46%	82%	56%	62%	69%	61%	50%	64%
Standard Stamped Mail 2nd Class	884	418	55	45	13	13	16	9	486	153	160	48	35
	53%	48%	44%	63%	40%	54%	70%	26%	57%	48%	50%	46%	56%
1st Class large letter stamps	647	401	49	35	13	15	12	11	290	152	127	42	37
	39%	46%	39%	49%	42%	65%	53%	32%	34%	48%	39%	41%	59%
2nd Class large letter stamps	510	301	37	27	13	11	8	9	238	95	107	42	28
	31%	35%	29%	38%	40%	47%	34%	27%	28%	30%	33%	41%	45%
Franked / metered mail 1st Class	88	31	16	9	5	5	1	10	15	20	20	19	13
	5%	4%	13%	13%	17%	23%	6%	28%	2%	6%	6%	19%	21%
Franked / metered mail 2nd Class	72	28	11	10	8	2	1	5	11	10	26	17	7
	4%	3%	9%	14%	24%	9%	3%	14%	1%	3%	8%	16%	11%
Standard parcels	350	253	35	20	13	7	8	9	128	77	92	36	18
	21%	29%	28%	28%	40%	31%	36%	26%	15%	24%	29%	34%	28%
PPI - PPI 1st Class (Printed Postage Impressions)	71	31	13	1	11	5	6	3	16	22	18	12	3
	4%	4%	11%	1%	35%	22%	28%	8%	2%	7%	6%	11%	5%
PPI - PPI 2nd Class (Printed Postage Impressions)	63	23	15	3	7	7	5	4	13	6	24	14	6
	4%	3%	12%	4%	23%	29%	22%	11%	1%	2%	8%	14%	9%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 113 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1795	832	144	102	59	45	38	36	720	358	410	217	86
Effective base	678	356	48	27	21	12	8	13	325	138	143	49	24
Weighted Base	1663	867	127	71	32	24	22	34	855	319	321	103	63
Bulk mail	34	3	3	3	4	10	2	10	7	4	5	11	7
	2%	*%	2%	4%	12%	40%	9%	30%	1%	1%	1%	11%	12%
				a	a	abc	a	abc				abc	abc
None of these (DO NOT READ OUT)	21	17	-	-	*	1	*	-	9	3	7	*	2
	1%	2%	-%	-%	*%	5%	2%	-%	1%	1%	2%	*%	3%
Don't Know (DO NOT READ OUT)	8	7	-	-	-	-	-	-	7	1	*	-	-
	*%	1%	-%	-%	-%	-%	-%	-%	1%	*%	*%	-%	-%
Refused (DO NOT READ OUT)	1	*	*	-	-	1	-	-	*	-	1	-	*
	*%	*%	*%	-%	-%	2%	-%	-%	*%	-%	*%	-%	*%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 113 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1795	793	336	353	186	66	644	269	305	153	60
Effective base	678	352	126	118	36	18	289	94	95	39	17
Weighted Base	1663	925	288	260	80	45	748	218	198	83	45
Standard Stamped Mail 1st Class	1037	586	201	162	42	30	490	153	115	41	26
	62%	63%	70%	62%	53%	66%	65%	70%	58%	49%	58%
Standard Stamped Mail 2nd Class	884	522	152	130	38	31	418	89	99	41	24
	53%	56%	53%	50%	48%	69%	56%	41%	50%	50%	52%
1st Class large letter stamps	647	323	140	114	31	28	360	121	69	36	23
	39%	35%	49%	44%	40%	63%	48%	55%	35%	44%	50%
2nd Class large letter stamps	510	261	100	79	31	20	277	70	78	33	24
	31%	28%	35%	30%	39%	46%	37%	32%	39%	40%	53%
Franked / metered mail 1st Class	88	26	13	18	18	8	26	16	13	17	12
	5%	3%	5%	7%	23%	18%	3%	7%	7%	21%	27%
Franked / metered mail 2nd Class	72	18	7	23	16	7	14	9	21	15	6
	4%	2%	2%	9%	21%	15%	2%	4%	11%	18%	13%
Standard parcels	350	145	71	77	25	15	155	67	60	31	13
	21%	16%	25%	30%	32%	32%	21%	31%	30%	37%	29%
PPI - PPI 1st Class (Printed Postage Impressions)	71	26	23	10	5	3	19	22	14	12	2
	4%	3%	8%	4%	7%	7%	3%	10%	7%	15%	5%
PPI - PPI 2nd Class (Printed Postage Impressions)	63	21	9	9	11	3	13	12	20	12	5
	4%	2%	3%	4%	14%	7%	2%	6%	10%	15%	11%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 113 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1795	793	336	353	186	66	644	269	305	153	60
Effective base	678	352	126	118	36	18	289	94	95	39	17
Weighted Base	1663	925	288	260	80	45	748	218	198	83	45
Bulk mail	34 2%	6 1%	4 2%	3 1%	11 14%	7 17%	7 1%	7 3%	6 3%	11 14%	2 3%
					abc	abc				abc	
None of these (DO NOT READ OUT)	21 1%	9 1%	2 1%	7 3%	- -%	2 4%	8 1%	2 1%	7 4%	* *%	- -%
Don't Know (DO NOT READ OUT)	8 *%	8 1%	- -%	* *%	- -%	- -%	3 *%	1 1%	- -%	- -%	- -%
Refused (DO NOT READ OUT)	1 *%	1 *%	- -%	- -%	- -%	* *%	- -%	- -%	1 *%	- -%	- -%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 113 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1795	582	200	236	145	72	691	106	453	1639	156	1700	38
Effective base	678	256	68	83	47	20	273	30	174	618	60	634	13
Weighted Base	1663	651	166	192	106	44	653	71	445	1525	138	1561	38
Standard Stamped Mail 1st Class	1037	444	92	118	53	29	366	51	322	974	63	1004	15
	62%	68%	56%	61%	50%	65%	56%	73%	72%	64%	46%	64%	41%
		d							a	b			
Standard Stamped Mail 2nd Class	884	315	80	90	54	23	335	27	201	822	61	859	15
	53%	48%	48%	47%	51%	51%	51%	39%	45%	54%	44%	55%	40%
1st Class large letter stamps	647	293	89	81	36	28	280	28	225	594	53	613	24
	39%	45%	53%	42%	33%	64%	43%	40%	50%	39%	38%	39%	65%
			d			d							
2nd Class large letter stamps	510	193	69	71	45	20	247	26	129	454	56	473	19
	31%	30%	42%	37%	42%	46%	38%	37%	29%	30%	41%	30%	49%
Franked / metered mail 1st Class	88	16	14	14	22	13	54	10	14	65	23	72	12
	5%	2%	8%	7%	21%	29%	8%	14%	3%	4%	17%	5%	31%
			a		abc	abc	c	c			a		a
Franked / metered mail 2nd Class	72	19	6	17	21	3	46	2	16	59	14	61	10
	4%	3%	4%	9%	20%	6%	7%	4%	4%	4%	10%	4%	27%
			a		ab						a		a
Standard parcels	350	162	65	67	36	15	204	19	121	319	31	323	10
	21%	25%	39%	35%	34%	33%	31%	28%	27%	21%	22%	21%	26%
			a										
PPI - PPI 1st Class (Printed Postage Impressions)	71	21	15	13	14	8	41	11	19	59	13	59	9
	4%	3%	9%	7%	13%	18%	6%	15%	4%	4%	9%	4%	23%
			a		a	a		c					a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 113 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1795	582	200	236	145	72	691	106	453	1639	156	1700	38
Effective base	678	256	68	83	47	20	273	30	174	618	60	634	13
Weighted Base	1663	651	166	192	106	44	653	71	445	1525	138	1561	38
PPI - PPI 2nd Class (Printed Postage Impressions)	63	10	10	19	19	6	55	5	3	53	11	42	11
	4%	2%	6%	10%	18%	13%	8%	7%	1%	3%	8%	3%	30%
				a	ab	a	c	c					a
Bulk mail	34	4	8	8	12	1	25	5	4	18	16	26	6
	2%	1%	5%	4%	11%	2%	4%	6%	1%	1%	12%	2%	16%
			a	a	a			c			a		a
None of these (DO NOT READ OUT)	21	9	4	5	1	*	13	2	5	16	5	20	-
	1%	1%	3%	2%	1%	1%	2%	2%	1%	1%	4%	1%	-%
Don't Know (DO NOT READ OUT)	8	6	*	1	-	-	4	-	3	8	-	8	-
	*%	1%	*%	1%	-%	-%	1%	-%	1%	1%	-%	1%	-%
Refused (DO NOT READ OUT)	1	-	-	1	*	-	1	-	*	1	-	1	-
	*%	-%	-%	*%	*%	-%	*%	-%	*%	*%	-%	*%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 113 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1795	1313	128	856	400	1704	34	1301	140	861	395
Effective base	678	499	34	345	138	636	12	491	42	346	136
Weighted Base	1663	1206	93	816	361	1567	32	1195	103	826	351
Standard Stamped Mail 1st Class	1037	772	56	521	224	1006	14	762	66	530	215
	62%	64%	60%	64%	62%	64%	43%	64%	64%	64%	61%
Standard Stamped Mail 2nd Class	884	630	43	397	171	859	15	621	52	399	169
	53%	52%	46%	49%	47%	55%	47%	52%	51%	48%	48%
1st Class large letter stamps	647	566	47	361	176	617	20	568	45	372	165
	39%	47%	51%	44%	49%	39%	62%	47%	43%	45%	47%
2nd Class large letter stamps	510	464	20	278	128	468	24	449	34	287	119
	31%	38%	21%	34%	35%	30%	75%	38%	33%	35%	34%
Franked / metered mail 1st Class	88	64	21	48	30	74	11	63	21	49	29
	5%	5%	22%	6%	8%	5%	33%	5%	21%	6%	8%
Franked / metered mail 2nd Class	72	51	14	41	24	61	10	51	14	49	15
	4%	4%	15%	5%	7%	4%	31%	4%	13%	6%	4%
Standard parcels	350	311	16	254	91	325	8	308	18	260	85
	21%	26%	17%	31%	25%	21%	24%	26%	18%	31%	24%
PPI - PPI 1st Class (Printed Postage Impressions)	71	55	14	39	31	59	9	54	15	48	22
	4%	5%	15%	5%	9%	4%	27%	5%	14%	6%	6%
PPI - PPI 2nd Class (Printed Postage Impressions)	63	56	7	38	25	47	6	50	13	40	23
	4%	5%	8%	5%	7%	3%	19%	4%	13%	5%	7%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 113 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1795	1313	128	856	400	1704	34	1301	140	861	395
Effective base	678	499	34	345	138	636	12	491	42	346	136
Weighted Base	1663	1206	93	816	361	1567	32	1195	103	826	351
Bulk mail	34	23	11	9	24	26	6	20	14	11	23
	2%	2%	12%	1%	7%	2%	18%	2%	13%	1%	7%
		a	a	a	a	a	a	a	a	a	a
None of these (DO NOT READ OUT)	21	15	2	10	9	18	2	14	4	10	9
	1%	1%	2%	1%	2%	1%	5%	1%	4%	1%	3%
Don't Know (DO NOT READ OUT)	8	4	-	7	*	8	-	4	-	7	*
	*%	*%	-%	1%	*%	1%	-%	*%	-%	1%	*%
Refused (DO NOT READ OUT)	1	1	*	1	-	1	-	1	-	*	1
	*%	*%	*%	*%	-%	*%	-%	*%	-%	*%	*%

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 113 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1795	863	1395	258	1	796	1038	199	4	879	741	232	1
Effective base	678	306	534	93	1	284	388	74	3	332	289	87	1
Weighted Base	1663	767	1288	240	4	708	895	181	5	814	660	194	2
Standard Stamped Mail 1st Class	1037 62%	522 68%	824 64%	141 59%	- -%	480 68%	574 64%	100 55%	4 88%	542 67%	406 62%	110 57%	- -%
Standard Stamped Mail 2nd Class	884 53%	350 46%	778 60%	126 53%	- -%	313 44%	530 59%	98 54%	4 88%	354 43%	379 58%	93 48%	- -%
1st Class large letter stamps	647 39%	390 51%	519 40%	122 51%	- -%	386 54%	443 50%	97 53%	3 76%	405 50%	318 48%	96 49%	- -%
2nd Class large letter stamps	510 31%	271 35%	420 33%	117 49%	- -%	255 36%	401 45%	98 54%	4 88%	287 35%	280 43%	97 50%	- -%
Franked / metered mail 1st Class	88 5%	69 9%	55 4%	33 14%	- -%	69 10%	60 7%	25 14%	- -%	74 9%	48 7%	30 16%	- -%
Franked / metered mail 2nd Class	72 4%	56 7%	51 4%	24 10%	- -%	49 7%	45 5%	14 8%	- -%	59 7%	36 5%	22 11%	- -%
Standard parcels	350 21%	230 30%	279 22%	100 42%	- -%	207 29%	258 29%	80 44%	- -%	256 31%	260 39%	90 46%	- -%
PPI - PPI 1st Class (Printed Postage Impressions)	71 4%	55 7%	53 4%	18 7%	- -%	63 9%	53 6%	23 13%	- -%	67 8%	52 8%	32 16%	- -%
PPI - PPI 2nd Class (Printed Postage Impressions)	63 4%	43 6%	42 3%	24 10%	- -%	47 7%	46 5%	22 12%	2 40%	51 6%	45 7%	25 13%	- -%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 113 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1795	863	1395	258	1	796	1038	199	4	879	741	232	1
Effective base	678	306	534	93	1	284	388	74	3	332	289	87	1
Weighted Base	1663	767	1288	240	4	708	895	181	5	814	660	194	2
Bulk mail	34	29	16	24	-	31	22	20	-	31	17	17	-
	2%	4%	1%	10%	-%	4%	2%	11%	-%	4%	3%	9%	-%
		b		ab				ab				b	
None of these (DO NOT READ OUT)	21	11	12	4	4	12	7	4	-	14	8	6	2
	1%	1%	1%	2%	100%	2%	1%	2%	-%	2%	1%	3%	100%
Don't Know (DO NOT READ OUT)	8	6	3	1	-	3	2	1	-	4	2	1	-
	*%	1%	*%	*%	-%	*%	*%	1%	-%	1%	*%	1%	-%
Refused (DO NOT READ OUT)	1	1	-	-	-	1	-	1	-	1	-	1	-
	*%	*%	-%	-%	-%	*%	-%	*%	-%	*%	-%	*%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 113 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1795	1676	1305	863	1348	1066	55	560	456	420	121	73
Effective base	678	625	483	339	494	420	14	247	184	169	58	36
Weighted Base	1663	1550	1175	819	1213	1042	34	588	468	416	131	82
Standard Stamped Mail 1st Class	1037	1001	762	533	1037	540	21	399	337	279	64	44
	62%	65%	65%	65%	86%	52%	60%	68%	72%	67%	49%	53%
					bc			d	de	d		
Standard Stamped Mail 2nd Class	884	852	619	421	541	884	15	342	245	225	69	48
	53%	55%	53%	51%	45%	85%	43%	58%	52%	54%	53%	58%
						ac						
1st Class large letter stamps	647	625	591	406	647	385	19	315	279	234	72	41
	39%	40%	50%	50%	53%	37%	55%	54%	60%	56%	55%	50%
			a	a	b							
2nd Class large letter stamps	510	481	477	330	362	510	12	284	202	195	72	49
	31%	31%	41%	40%	30%	49%	35%	48%	43%	47%	55%	60%
			a	a	a							
Franked / metered mail 1st Class	88	81	78	65	88	57	13	49	43	55	21	8
	5%	5%	7%	8%	7%	5%	39%	8%	9%	13%	16%	10%
							ab					
Franked / metered mail 2nd Class	72	67	63	59	50	72	9	44	32	40	18	6
	4%	4%	5%	7%	4%	7%	26%	8%	7%	10%	14%	7%
							ab					
Standard parcels	350	328	320	324	275	249	19	275	210	188	75	44
	21%	21%	27%	40%	23%	24%	55%	47%	45%	45%	57%	54%
			a	ab			ab					
PPI - PPI 1st Class (Printed Postage Impressions)	71	66	63	54	71	40	9	42	38	41	22	12
	4%	4%	5%	7%	6%	4%	26%	7%	8%	10%	17%	14%
							ab				a	
PPI - PPI 2nd Class (Printed Postage Impressions)	63	49	58	59	39	63	9	42	34	40	22	11
	4%	3%	5%	7%	3%	6%	25%	7%	7%	10%	17%	13%
				a		a	ab				ab	

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 113 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1795	1676	1305	863	1348	1066	55	560	456	420	121	73
Effective base	678	625	483	339	494	420	14	247	184	169	58	36
Weighted Base	1663	1550	1175	819	1213	1042	34	588	468	416	131	82
Bulk mail	34	32	32	25	31	23	34	20	17	23	10	5
	2%	2%	3%	3%	3%	2%	100%	3%	4%	5%	8%	6%
							ab					
None of these (DO NOT READ OUT)	21	20	14	15	-	-	-	7	6	8	6	4
	1%	1%	1%	2%	-%	-%	-%	1%	1%	2%	4%	5%
Don't Know (DO NOT READ OUT)	8	8	3	4	-	-	-	-	1	1	-	-
	*%	1%	*%	1%	-%	-%	-%	-%	*%	*%	-%	-%
Refused (DO NOT READ OUT)	1	1	1	1	-	-	-	-	1	1	1	-
	*%	*%	*%	*%	-%	-%	-%	-%	*%	*%	*%	-%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 113 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1795	186	117	88	38	1591	1115	1661	1130	1032	778	1506	206	-	1450	107
Effective base	678	76	40	32	19	588	376	615	393	346	290	565	76	-	538	48
Weighted Base	1663	189	93	76	45	1418	868	1485	919	794	709	1372	175	-	1265	121
Standard Stamped Mail 1st Class	1037	115	52	44	24	947	580	978	616	512	502	906	121	-	779	69
	62%	61%	56%	57%	53%	67%	67%	66%	67%	64%	71%	66%	69%	-%	62%	57%
Standard Stamped Mail 2nd Class	884	116	37	32	17	774	491	801	480	414	357	762	108	-	653	66
	53%	61%	39%	42%	38%	55%	57%	54%	52%	52%	50%	56%	62%	-%	52%	54%
1st Class large letter stamps	647	72	42	32	20	558	424	591	412	355	377	548	94	-	488	52
	39%	38%	45%	42%	45%	39%	49%	40%	45%	45%	53%	40%	54%	-%	39%	43%
							ac				b		b			
2nd Class large letter stamps	510	82	20	33	22	443	318	455	316	270	250	439	96	-	391	43
	31%	43%	21%	43%	49%	31%	37%	31%	34%	34%	35%	32%	55%	-%	31%	36%
		b		b	b								ab			
Franked / metered mail 1st Class	88	17	8	8	6	75	59	84	60	57	64	74	20	-	72	7
	5%	9%	9%	11%	12%	5%	7%	6%	7%	7%	9%	5%	11%	-%	6%	6%
											b		b			
Franked / metered mail 2nd Class	72	16	7	3	6	63	50	64	45	48	40	50	10	-	60	5
	4%	8%	7%	3%	12%	4%	6%	4%	5%	6%	6%	4%	6%	-%	5%	4%
Standard parcels	350	62	20	22	12	299	215	311	264	220	198	295	74	-	270	41
	21%	33%	21%	28%	27%	21%	25%	21%	29%	28%	28%	21%	42%	-%	21%	34%
									ac	ac	b		ab			a
PPI - PPI 1st Class (Printed Postage Impressions)	71	13	6	*	6	60	45	67	52	48	54	56	19	-	56	5
	4%	7%	6%	*%	14%	4%	5%	5%	6%	6%	8%	4%	11%	-%	4%	4%
					c						b		b			
PPI - PPI 2nd Class (Printed Postage Impressions)	63	14	2	6	3	40	36	49	41	39	39	46	14	-	53	1
	4%	7%	2%	8%	6%	3%	4%	3%	5%	5%	5%	3%	8%	-%	4%	1%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 113 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1795	186	117	88	38	1591	1115	1661	1130	1032	778	1506	206	-	1450	107
Effective base	678	76	40	32	19	588	376	615	393	346	290	565	76	-	538	48
Weighted Base	1663	189	93	76	45	1418	868	1485	919	794	709	1372	175	-	1265	121
Bulk mail	34	5	10	4	6	29	31	34	23	24	31	32	21	-	29	2
	2%	2%	11%	5%	13%	2%	4%	2%	3%	3%	4%	2%	12%	-%	2%	1%
					a								ab			
None of these (DO NOT READ OUT)	21	4	2	*	-	21	8	21	14	12	9	18	4	-	16	1
	1%	2%	2%	1%	-%	1%	1%	1%	2%	2%	1%	1%	3%	-%	1%	1%
Don't Know (DO NOT READ OUT)	8	-	-	*	-	7	4	7	4	2	2	3	-	-	4	*
	*%	-%	-%	1%	-%	*%	1%	*%	*%	*%	*%	*%	-%	-%	*%	*%
Refused (DO NOT READ OUT)	1	-	-	1	-	1	1	1	1	1	1	1	-	-	1	*
	*%	-%	-%	1%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	*%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 113 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1795	699	1096	495	20	245	345	229	1164	385	270	321	1169
Effective base	678	282	395	181	11	87	134	81	453	140	87	129	451
Weighted Base	1663	691	972	454	30	213	345	200	1138	313	202	320	1107
Standard Stamped Mail 1st Class	1037	410	627	273	15	115	217	126	732	177	115	209	693
	62%	59%	65%	60%	49%	54%	63%	63%	64%	57%	57%	65%	63%
Standard Stamped Mail 2nd Class	884	345	539	212	15	108	162	86	606	191	108	138	622
	53%	50%	55%	47%	49%	51%	47%	43%	53%	61%	54%	43%	56%
									a				b
1st Class large letter stamps	647	276	371	207	18	106	159	91	430	120	73	136	423
	39%	40%	38%	46%	59%	50%	46%	45%	38%	38%	36%	43%	38%
2nd Class large letter stamps	510	232	278	163	15	90	117	66	326	112	77	83	339
	31%	34%	29%	36%	49%	42%	34%	33%	29%	36%	38%	26%	31%
Franked / metered mail 1st Class	88	61	27	43	1	26	24	18	39	26	15	23	43
	5%	9%	3%	10%	4%	12%	7%	9%	3%	8%	7%	7%	4%
		b						b		b			
Franked / metered mail 2nd Class	72	46	26	29	1	16	19	15	38	18	15	8	47
	4%	7%	3%	6%	3%	8%	5%	8%	3%	6%	7%	3%	4%
		b											
Standard parcels	350	185	165	140	5	60	103	79	200	67	72	66	207
	21%	27%	17%	31%	16%	28%	30%	39%	18%	21%	36%	21%	19%
		b						bc			bc		
PPI - PPI 1st Class (Printed Postage Impressions)	71	42	29	47	2	17	32	18	37	12	17	24	22
	4%	6%	3%	10%	8%	8%	9%	9%	3%	4%	8%	7%	2%
		b						b			c	c	
PPI - PPI 2nd Class (Printed Postage Impressions)	63	48	16	34	4	27	15	20	31	8	20	19	20
	4%	7%	2%	7%	13%	13%	4%	10%	3%	3%	10%	6%	2%
		b				b		bc			c	c	

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 113 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1795	699	1096	495	20	245	345	229	1164	385	270	321	1169
Effective base	678	282	395	181	11	87	134	81	453	140	87	129	451
Weighted Base	1663	691	972	454	30	213	345	200	1138	313	202	320	1107
Bulk mail	34 2%	30 4%	5 *%	25 6%	* *%	13 6%	17 5%	11 6%	17 1%	2 1%	7 3%	7 2%	16 1%
None of these (DO NOT READ OUT)	21 1%	11 2%	10 1%	10 2%	- -%	2 1%	11 3%	2 1%	17 1%	2 1%	2 1%	8 2%	11 1%
Don't Know (DO NOT READ OUT)	8 *%	2 *%	6 1%	- -%	- -%	- -%	1 *%	* *%	7 1%	- -%	* *%	1 *%	7 1%
Refused (DO NOT READ OUT)	1 *%	1 *%	- -%	1 *%	- -%	- -%	1 *%	1 *%	* *%	- -%	1 *%	* *%	- -%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 113 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1795	912	883
Effective base	678	278	400
Weighted Base	1663	686	977
Standard Stamped Mail 1st Class	1037	443	594
	62%	65%	61%
Standard Stamped Mail 2nd Class	884	353	530
	53%	51%	54%
1st Class large letter stamps	647	240	407
	39%	35%	42%
2nd Class large letter stamps	510	172	338
	31%	25%	35%
		a	
Franked / metered mail 1st Class	88	60	27
	5%	9%	3%
		b	
Franked / metered mail 2nd Class	72	33	39
	4%	5%	4%
Standard parcels	350	119	232
	21%	17%	24%
		a	
PPI - PPI 1st Class (Printed Postage Impressions)	71	22	49
	4%	3%	5%
PPI - PPI 2nd Class (Printed Postage Impressions)	63	19	44
	4%	3%	5%
Bulk mail	34	25	9
	2%	4%	1%
		b	

Columns Tested: a,b

Table 113 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1795	912	883
Effective base	678	278	400
Weighted Base	1663	686	977
None of these (DO NOT READ OUT)	21	5	16
	1%	1%	2%
Don't Know (DO NOT READ OUT)	8	*	7
	*%	*%	1%
Refused (DO NOT READ OUT)	1	*	1
	*%	*%	*%

Columns Tested: a,b

Table 113 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1795	102	210	164	165	190	93	106	196	119	145	106	199
Effective base	678	30	100	100	56	130	53	14	78	46	31	37	74
Weighted Base	1663	38	174	195	53	277	85	29	272	119	81	100	239
Standard Stamped Mail 1st Class	1037	26	115	125	25	168	64	19	173	73	51	67	132
	62%	69%	66%	64%	48%	61%	75%	66%	63%	61%	63%	67%	55%
			d	d			dl						
Standard Stamped Mail 2nd Class	884	19	95	104	26	143	45	15	171	50	56	48	112
	53%	49%	54%	53%	48%	52%	53%	52%	63%	42%	69%	48%	47%
								il		il			
1st Class large letter stamps	647	18	71	67	10	89	29	12	137	35	33	41	104
	39%	46%	41%	34%	19%	32%	34%	43%	51%	30%	41%	40%	44%
		d	d	d					cdei	d	d	d	d
2nd Class large letter stamps	510	11	59	59	12	94	24	7	83	25	27	35	74
	31%	29%	34%	30%	23%	34%	29%	23%	31%	21%	33%	35%	31%
Franked / metered mail 1st Class	88	3	6	20	1	5	3	3	3	6	3	10	23
	5%	8%	4%	10%	2%	2%	4%	12%	1%	5%	3%	10%	9%
				eh								eh	eh
Franked / metered mail 2nd Class	72	1	4	17	1	10	2	4	3	3	5	*	23
	4%	2%	3%	9%	2%	4%	2%	12%	1%	3%	6%	*%	9%
				hk									h
Standard parcels	350	12	39	36	9	69	14	3	48	24	9	21	68
	21%	30%	22%	18%	16%	25%	17%	10%	18%	21%	11%	21%	28%
													j
PPI - PPI 1st Class (Printed Postage Impressions)	71	4	6	10	3	9	1	*	10	*	3	1	24
	4%	10%	4%	5%	5%	3%	1%	1%	4%	*%	4%	1%	10%
		i											fi
PPI - PPI 2nd Class (Printed Postage Impressions)	63	*	7	10	2	10	*	*	8	3	1	3	19
	4%	*%	4%	5%	4%	4%	*%	*%	3%	3%	1%	3%	8%
Bulk mail	34	1	4	2	2	2	*	-	1	1	*	3	18
	2%	3%	2%	1%	3%	1%	1%	-%	*%	1%	*%	3%	8%
													eh

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 113 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1795	102	210	164	165	190	93	106	196	119	145	106	199
Effective base	678	30	100	100	56	130	53	14	78	46	31	37	74
Weighted Base	1663	38	174	195	53	277	85	29	272	119	81	100	239
None of these (DO NOT READ OUT)	21	-	2	1	3	7	1	-	1	4	*	*	2
	1%	-%	1%	*%	5%	2%	1%	-%	*%	3%	*%	*%	1%
Don't Know (DO NOT READ OUT)	8	-	5	-	*	1	1	-	-	-	-	1	-
	*%	-%	3%	-%	*%	*%	1%	-%	-%	-%	-%	1%	-%
Refused (DO NOT READ OUT)	1	*	-	-	1	-	-	-	*	-	-	-	-
	*%	*%	-%	-%	1%	-%	-%	-%	*%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 113 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1795	476	448	421	450	924	871
Effective base	678	226	222	134	141	449	274
Weighted Base	1663	408	415	420	420	823	840
Standard Stamped Mail 1st Class	1037	266	257	265	249	523	514
	62%	65%	62%	63%	59%	64%	61%
Standard Stamped Mail 2nd Class	884	217	214	236	216	431	452
	53%	53%	52%	56%	51%	52%	54%
1st Class large letter stamps	647	156	128	185	178	284	363
	39%	38%	31%	44%	42%	35%	43%
			b	b		a	
2nd Class large letter stamps	510	129	131	115	135	260	251
	31%	32%	32%	27%	32%	32%	30%
Franked / metered mail 1st Class	88	30	10	12	36	39	48
	5%	7%	2%	3%	9%	5%	6%
		b			bc		
Franked / metered mail 2nd Class	72	22	13	10	27	35	37
	4%	5%	3%	2%	7%	4%	4%
Standard parcels	350	86	92	75	97	178	172
	21%	21%	22%	18%	23%	22%	21%
PPI - PPI 1st Class (Printed Postage Impressions)	71	20	13	10	28	33	38
	4%	5%	3%	2%	7%	4%	5%
PPI - PPI 2nd Class (Printed Postage Impressions)	63	17	12	12	22	29	34
	4%	4%	3%	3%	5%	4%	4%
Bulk mail	34	7	4	2	21	11	23
	2%	2%	1%	*%	5%	1%	3%
					bc		
None of these (DO NOT READ OUT)	21	2	11	5	3	13	8
	1%	1%	3%	1%	1%	2%	1%

Columns Tested: a,b,c,d - a,b

Table 113 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1795	476	448	421	450	924	871
Effective base	678	226	222	134	141	449	274
Weighted Base	1663	408	415	420	420	823	840
Don't Know (DO NOT READ OUT)	8	5	2	-	1	7	1
	*%	1%	1%	-%	*%	1%	*%
Refused (DO NOT READ OUT)	1	*	1	*	-	1	*
	*%	*%	*%	*%	-%	*%	*%

Columns Tested:: a,b,c,d - a,b

Table 114

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1767	343	1424	1212	305	72	178	555
Effective base	663	75	597	609	127	31	85	165
Weighted Base	1633	122	1511	1558	65	7	4	75
0-24%	799	39	760	762	31	4	2	36
	49%	32%	50%	49%	47%	50%	56%	48%
			a					
25-49%	165	1	165	155	8	2	*	10
	10%	1%	11%	10%	12%	25%	12%	14%
			a			a		
50-74%	227	22	205	219	7	1	1	8
	14%	18%	14%	14%	10%	10%	13%	11%
75-100%	371	56	315	356	14	1	1	16
	23%	46%	21%	23%	22%	9%	16%	21%
		b						
Don't know	71	5	67	66	5	*	*	5
	4%	4%	4%	4%	8%	6%	3%	7%
Mean Score	35.4	57.0	33.6	35.4	34.8	25.3	29.1	33.6
		b		cd				

Columns Tested: a,b - a,b,c,d,e

Table 114 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1767	501	524	187	181	196	178	1212	305	250
Effective base	663	299	252	75	83	75	85	609	127	66
Weighted Base	1633	850	593	114	47	25	4	1558	65	11
0-24%	799 49%	443 52%	265 45%	55 48%	21 46%	13 52%	2 56%	762 49%	31 47%	6 52%
25-49%	165 10%	78 9%	62 10%	15 13%	7 14%	3 13%	* 12%	155 10%	8 12%	2 21%
50-74%	227 14%	107 13%	102 17%	10 9%	4 9%	3 12%	1 13%	219 14%	7 10%	1 11%
75-100%	371 23%	179 21%	147 25%	30 26%	10 22%	4 18%	1 16%	356 23%	14 22%	1 11%
Don't know	71 4%	43 5%	19 3%	4 3%	4 9%	1 5%	* 3%	66 4%	5 8%	1 5%
Mean Score	35.4	32.8 i	38.8 aefi	37.7 i	35.3 i	31.1	29.1	35.4 fi	34.8 i	26.6

Columns Tested: a,b,c,d,e,f,g,h,i

Table 114 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1767	729	483	305	72	178	653	301	112	76	198
Effective base	663	445	217	127	31	85	372	127	35	26	33
Weighted Base	1633	1263	295	65	7	4	1043	236	63	30	50
0-24%	799 49%	625 49%	137 47%	31 47%	4 50%	2 56%	514 49%	121 51%	40 62%	16 55%	30 59%
25-49%	165 10%	126 10%	29 10%	8 12%	2 25%	* ab	107 10%	32 14%	6 9%	5 15%	3 5%
50-74%	227 14%	178 14%	40 14%	7 10%	1 10%	1 13%	153 15%	18 8%	9 14%	2 6%	5 9%
75-100%	371 23%	281 22%	74 25%	14 22%	1 9%	1 16%	228 22%	51 22%	7 11%	5 16%	13 25%
Don't know	71 4%	52 4%	14 5%	5 8%	* 6%	* 3%	41 4%	14 6%	2 4%	2 8%	1 2%
Mean Score	35.4	34.9 d	37.8 de	34.8	25.3	29.1	34.9 c	32.4 c	22.4	26.9	32.2 c

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 114 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1767	126	83	173	60	120	144	117	102	98
Effective base	663	70	46	97	27	63	87	68	54	47
Weighted Base	1633	163	104	268	59	159	260	202	140	114
0-24%	799	90	50	119	21	83	120	108	71	62
	49%	56%	48%	44%	36%	52%	46%	54%	51%	54%
25-49%	165	15	22	29	10	9	23	20	18	11
	10%	9%	21% ef	11%	17%	6%	9%	10%	13%	9%
50-74%	227	24	13	36	9	19	48	34	9	8
	14%	15%	13%	13%	16%	12%	18%	17%	7%	7%
75-100%	371	30	18	75	19	35	50	39	26	31
	23%	19%	17%	28%	32%	22%	19%	19%	19%	27%
Don't know	71	2	1	9	-	13	19	*	15	3
	4%	1%	1%	4%	-%	8%	7%	*%	11%	3%
Mean Score	35.4	31.4	31.0	40.4 a	44.3 abh	33.6	33.8	32.8	30.6	35.1

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 114 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1767	278	311	434	1023	744	259	251	234
Effective base	663	136	169	253	554	204	82	66	91
Weighted Base	1633	332	406	729	1467	166	74	61	30
0-24%	799 49%	166 50%	211 52%	348 48%	725 49%	74 45%	31 42%	30 48%	13 44%
25-49%	165 10%	30 9%	55 14%	72 10%	157 11%	8 5%	3 4%	2 4%	3 9%
50-74%	227 14%	36 11%	47 11%	117 16%	200 14%	27 16%	13 18%	12 19%	2 8%
75-100%	371 23%	84 25%	74 18%	164 22%	322 22%	49 29%	25 33%	15 24%	9 31%
Don't know	71 4%	16 5%	18 5%	28 4%	63 4%	8 5%	3 3%	3 5%	3 9%
Mean Score	35.4	36.1	31.0	35.9	34.6	41.8 bcd	45.6 abcdg	37.6	41.0 bd

Columns Tested: a,b,c,d,e,f,g,h

Table 114 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1767	80	134	12	146	183	403	65	93	795
Effective base	663	31	39	6	44	77	155	20	26	317
Weighted Base	1633	66	93	17	110	210	321	42	55	827
0-24%	799	41	55	3	59	67	187	8	23	412
	49%	63%	59%	18%	53%	32%	58%	19%	42%	50%
		eg	eg		eg		eg			eg
25-49%	165	6	8	1	8	14	20	15	7	96
	10%	9%	8%	3%	8%	7%	6%	35%	12%	12%
								abdefi		
50-74%	227	8	8	5	14	45	21	8	7	124
	14%	12%	9%	32%	12%	21%	7%	20%	12%	15%
						f		f		f
75-100%	371	10	18	4	22	72	76	10	18	164
	23%	15%	19%	25%	20%	34%	24%	24%	32%	20%
						ai				
Don't know	71	1	4	4	8	12	18	1	1	32
	4%	2%	4%	22%	7%	6%	5%	1%	1%	4%
Mean Score	35.4	24.7	28.7	61.4	32.9	49.4	30.7	48.5	43.6	33.7
						abdfi		abdfi	abdfi	a

Columns Tested: a,b,c,d,e,f,g,h,i

Table 114 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1767	409	403	955	1536	231	-	1472	295	1713	54
Effective base	663	150	155	363	564	104	-	593	77	642	22
Weighted Base	1633	387	321	925	1335	298	-	1499	135	1584	49
0-24%	799	167	187	444	643	155	-	740	58	766	32
	49%	43%	58%	48%	48%	52%	-%	49%	43%	48%	65%
			ac								
25-49%	165	29	20	117	135	30	-	153	13	164	1
	10%	7%	6%	13%	10%	10%	-%	10%	9%	10%	2%
			b								
50-74%	227	66	21	139	192	35	-	214	12	222	5
	14%	17%	7%	15%	14%	12%	-%	14%	9%	14%	10%
		b		b							
75-100%	371	103	76	192	319	52	-	324	47	362	10
	23%	27%	24%	21%	24%	17%	-%	22%	35%	23%	20%
								a			
Don't know	71	21	18	33	46	25	-	67	4	70	2
	4%	5%	5%	4%	3%	8%	-%	4%	3%	4%	3%
						a					
Mean Score	35.4	40.4	30.7	34.9	36.4	30.6	-	34.4	45.8	35.6	26.7
		bc			b			a			

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 114 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1767	1043	362	352
Effective base	663	417	113	132
Weighted Base	1633	1048	253	323
0-24%	799 49%	456 43%	123 49%	216 67%
				ab
25-49%	165 10%	117 11%	25 10%	24 7%
50-74%	227 14%	150 14%	50 20%	27 8%
			c	
75-100%	371 23%	282 27%	49 19%	40 12%
		c		
Don't know	71 4%	44 4%	6 2%	16 5%
Mean Score	35.4	39.9 bc	34.6 c	21.2

Columns Tested: a,b,c

Table 114 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1767	1340	270	75	27	27	14	7	7	1610	157	82
Effective base	663	549	82	18	7	7	3	1	1	629	35	17
Weighted Base	1633	1383	168	42	10	18	7	1	5	1550	83	40
0-24%	799 49%	639 46%	100 60%	31 73%	6 63%	11 61%	7 97%	* 17%	5 99%	739 48%	60 72%	29 71%
			ai	ai							ai	a
25-49%	165 10%	144 10%	14 8%	4 10%	2 21%	* *	* 2%	1 83%	* *	158 10%	7 9%	3 7%
50-74%	227 14%	204 15%	13 8%	3 8%	2 16%	5 25%	* 1%	- -	* 1%	217 14%	9 11%	6 15%
75-100%	371 23%	339 25%	28 17%	2 5%	* *	2 13%	* *	- -	- -	367 24%	4 5%	2 6%
		j								j		
Don't know	71 4%	57 4%	13 8%	1 3%	* *	* 1%	* *	- -	* *	70 4%	2 2%	* *
Mean Score	35.4	37.6 bcjk	26.0 cj	13.7	19.3	32.1	3.6	25.7	2.5	36.4 bcjk	17.0	20.3

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 114 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	1767	688	652	427	1712	1421	1767	1233	782	649	341	998	94	119	74	93	48
Effective base	663	327	224	116	634	523	663	469	300	209	153	405	25	32	16	20	12
Weighted Base	1633	861	522	250	1570	1276	1633	1150	770	506	382	1015	55	78	35	43	25
0-24%	799 49%	378 44%	261 50%	160 64% ab	753 48%	629 49%	799 49%	550 48%	358 46%	232 46%	196 51%	474 47%	31 56%	45 58%	13 36%	27 62%	13 51%
25-49%	165 10%	78 9%	66 13%	21 9%	165 11%	136 11%	165 10%	114 10%	87 11%	57 11%	29 7%	113 11%	2 4%	7 9%	6 17%	3 6%	6 23%
50-74%	227 14%	123 14%	81 16%	23 9%	225 14%	196 15%	227 14%	183 16%	127 17%	81 16%	32 8%	157 15%	13 24%	11 14%	7 21%	3 6%	3 12%
75-100%	371 23%	239 28% bc	100 19%	32 13%	357 23%	256 20%	371 23%	245 21%	162 21%	113 22%	113 30%	219 22%	7 13%	14 17%	9 25%	7 16%	3 13%
Don't know	71 4%	43 5%	14 3%	14 6%	70 4%	60 5%	71 4%	57 5%	36 5%	22 4%	12 3%	52 5%	1 3%	1 1%	* 1%	5 11%	* **
Mean Score	35.4	40.4 bc	33.0 c	22.9	35.9	33.6	35.4	34.9	35.2	36.4	38.1 df	35.6 df	30.8	27.2	40.6 df	25.5	30.2

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 114 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	1767	1249	148	100	88	46	60	21	967	189	100	65	46	33	21
Effective base	663	527	41	26	18	10	10	3	403	50	28	24	10	13	6
Weighted Base	1633	1323	95	64	40	17	23	7	991	138	50	37	33	15	14
0-24%	799	648	38	23	18	6	15	5	462	76	33	25	17	13	3
	49%	49%	40%	36%	45%	35%	67%	63%	47%	55%	67%	68%	51%	89%	21%
									a		a			ab	
25-49%	165	139	9	12	3	1	1	*	104	16	3	1	6	*	6
	10%	11%	10%	19%	8%	7%	3%	*%	10%	12%	6%	2%	18%	2%	39%
50-74%	227	179	17	19	4	2	1	2	160	15	7	6	4	*	3
	14%	14%	18%	29%	10%	11%	5%	29%	16%	11%	15%	18%	11%	3%	17%
				a											
75-100%	371	296	28	9	14	8	1	*	217	20	5	5	6	1	3
	23%	22%	29%	14%	36%	46%	6%	7%	22%	14%	9%	13%	19%	6%	22%
					cf										
Don't know	71	61	3	2	*	*	5	*	48	10	1	*	*	-	*
	4%	5%	3%	3%	*%	1%	20%	2%	5%	8%	3%	*%	*%	-%	1%
							a								
Mean Score	35.4	35.1	45.2	37.6	39.8	54.4	18.3	24.2	35.9	26.3	20.3	24.0	32.4	11.0	46.4
		f	af	f	f	acf			bcd	f			cf		

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 114 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1767	814	143	102	58	43	37	36	706	352	405	216	84
Effective base	663	345	48	27	21	11	8	13	318	135	141	49	23
Weighted Base	1633	843	127	71	32	22	22	34	840	315	313	103	61
0-24%	799	370	79	30	21	15	14	22	398	126	162	72	37
	49%	44%	62%	42%	66%	68%	62%	63%	47%	40%	52%	70%	61%
			a		a							abc	
25-49%	165	71	19	8	2	5	2	6	74	45	33	8	5
	10%	8%	15%	11%	7%	23%	9%	18%	9%	14%	11%	7%	9%
50-74%	227	146	11	11	5	1	6	3	122	53	39	9	4
	14%	17%	9%	15%	16%	6%	27%	7%	15%	17%	12%	8%	7%
75-100%	371	210	17	12	1	1	*	4	206	80	64	12	9
	23%	25%	14%	17%	5%	3%	1%	11%	25%	25%	20%	12%	15%
		d							d	d			
Don't know	71	44	*	10	2	*	-	*	40	10	14	2	4
	4%	5%	*%	15%	6%	*%	-%	*%	5%	3%	5%	2%	7%
			b										
Mean Score	35.4	38.9	25.0	30.8	18.0	13.5	21.0	23.1	37.1	40.7	32.8	20.0	24.1
		bcdefg	e	de					de	cde	d		

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 114 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1767	777	332	349	186	64	636	264	300	152	60
Effective base	663	343	125	116	36	17	284	92	93	39	17
Weighted Base	1633	907	285	253	80	43	738	215	190	83	45
0-24%	799 49%	430 47%	120 42%	126 50%	53 67%	21 50%	336 46%	90 42%	107 56%	63 75%	32 71%
25-49%	165 10%	83 9%	45 16%	25 10%	8 9%	5 12%	72 10%	35 16%	23 12%	4 5%	* *%
50-74%	227 14%	131 14%	49 17%	33 13%	8 10%	4 10%	125 17%	37 17%	26 14%	6 7%	2 4%
75-100%	371 23%	220 24%	63 22%	58 23%	9 12%	8 17%	169 23%	44 20%	25 13%	8 10%	7 16%
Don't know	71 4%	44 5%	9 3%	11 4%	2 3%	4 10%	36 5%	8 4%	10 5%	2 2%	4 10%
Mean Score	35.4	37.1 d	37.8 d	35.2 d	20.9	29.7	37.1 cde	36.8 cde	26.0 d	17.1	20.4

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 114 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1767	573	195	232	142	71	676	105	446	1615	152	1674	38
Effective base	663	250	65	81	47	20	266	29	171	606	57	621	13
Weighted Base	1633	636	162	186	105	43	636	69	437	1500	133	1533	38
0-24%	799 49%	250 39%	91 56%	92 49%	73 69%	36 84%	372 58%	21 31%	153 35%	709 47%	89 67%	726 47%	27 72%
		a	b	c	d	e	bc	c	a		a		
25-49%	165 10%	47 7%	23 14%	27 14%	13 12%	3 7%	70 11%	13 19%	31 7%	159 11%	7 5%	165 11%	1 2%
		d	a	d	ac	abc	c						
50-74%	227 14%	126 20%	18 11%	33 17%	5 5%	2 4%	79 12%	8 11%	97 22%	208 14%	19 14%	220 14%	5 13%
		d	d	d			a						
75-100%	371 23%	180 28%	27 16%	23 12%	7 6%	2 4%	90 14%	19 28%	133 30%	360 24%	11 8%	357 23%	* 1%
		bcde					a			b			
Don't know	71 4%	34 5%	3 2%	12 6%	8 8%	* *%	25 4%	8 12%	24 5%	64 4%	8 6%	66 4%	4 12%
Mean Score	35.4	43.1	28.2	29.4	14.9	11.0	26.2	46.3	46.2	36.8	19.2	36.4	11.3
		bcde	de	de			a	a		b		b	

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 114 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1767	1295	126	839	394	1679	33	1283	138	847	386
Effective base	663	490	33	335	135	623	11	483	40	338	132
Weighted Base	1633	1186	90	798	352	1540	30	1177	100	809	341
0-24%	799	587	42	375	175	734	18	586	43	380	171
	49%	50%	46%	47%	50%	48%	60%	50%	43%	47%	50%
25-49%	165	127	9	75	39	164	1	126	10	81	33
	10%	11%	10%	9%	11%	11%	5%	11%	10%	10%	10%
50-74%	227	179	17	120	63	224	1	177	19	126	58
	14%	15%	19%	15%	18%	15%	4%	15%	19%	16%	17%
75-100%	371	239	17	189	57	352	5	234	22	183	63
	23%	20%	19%	24%	16%	23%	17%	20%	22%	23%	18%
Don't know	71	54	6	39	18	66	4	54	6	40	17
	4%	5%	7%	5%	5%	4%	15%	5%	6%	5%	5%
Mean Score	35.4	33.7	32.7	36.6	31.1	36.1	20.2	33.4	35.9	36.2	32.1
				b		b					

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 114 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1767	848	1380	252	-	782	1031	192	4	861	733	224	-
Effective base	663	298	526	91	-	278	384	71	3	323	284	83	-
Weighted Base	1633	750	1273	235	-	691	886	175	5	795	650	187	-
0-24%	799	333	618	143	-	321	463	120	2	366	351	120	-
	49%	44%	49%	61%	-%	46%	52%	68%	52%	46%	54%	64%	-%
				ab				ab			a	a	
25-49%	165	106	136	37	-	103	95	27	-	98	66	35	-
	10%	14%	11%	16%	-%	15%	11%	15%	-%	12%	10%	19%	-%
				b								b	
50-74%	227	122	194	24	-	91	143	12	2	121	90	18	-
	14%	16%	15%	10%	-%	13%	16%	7%	36%	15%	14%	10%	-%
				c			c					c	
75-100%	371	160	284	23	-	151	152	10	1	172	119	7	-
	23%	21%	22%	10%	-%	22%	17%	6%	12%	22%	18%	4%	-%
		c	c			c	c			c	c		
Don't know	71	30	41	8	-	26	34	6	-	39	24	7	-
	4%	4%	3%	3%	-%	4%	4%	3%	-%	5%	4%	4%	-%
Mean Score	35.4	36.7	35.4	22.3	-	35.1	30.8	16.7	38.6	35.6	30.1	17.6	-
		c	c			bc	c			bc	c		

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 114 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1767	1650	1290	848	1348	1066	55	555	449	411	114	71
Effective base	663	612	475	331	494	420	14	244	181	165	55	34
Weighted Base	1633	1522	1158	800	1213	1042	34	581	461	407	124	78
0-24%	799	718	575	390	378	675	21	293	217	211	90	47
	49%	47%	50%	49%	31%	65%	60%	50%	47%	52%	72%	60%
						a	a				abc	
25-49%	165	165	132	90	165	153	10	78	65	70	19	17
	10%	11%	11%	11%	14%	15%	29%	13%	14%	17%	16%	22%
50-74%	227	219	176	124	227	155	3	82	66	42	10	6
	14%	14%	15%	15%	19%	15%	10%	14%	14%	10%	8%	8%
75-100%	371	354	228	160	371	39	*	101	95	73	4	8
	23%	23%	20%	20%	31%	4%	*%	17%	21%	18%	3%	10%
					bc			d	d	d		
Don't know	71	65	47	36	71	21	*	28	17	11	1	-
	4%	4%	4%	5%	6%	2%	*%	5%	4%	3%	1%	-%
					b							
Mean Score	35.4	36.4	33.3	33.6	48.4	18.2	17.9	31.0	34.3	30.6	15.0	23.6
		b			bc			d	de	d		d

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 114 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1767	183	116	85	38	1566	1104	1636	1113	1018	769	1486	201	-	1431	103
Effective base	663	74	39	31	19	575	371	601	385	339	285	555	74	-	527	47
Weighted Base	1633	185	92	75	45	1389	855	1456	901	779	697	1351	170	-	1245	119
0-24%	799	109	54	43	30	625	395	671	414	374	308	633	85	-	620	67
	49%	59%	59%	57%	66%	45%	46%	46%	46%	48%	44%	47%	50%	-%	50%	56%
25-49%	165	28	4	11	4	157	110	157	111	85	116	150	44	-	125	11
	10%	15%	5%	15%	9%	11%	13%	11%	12%	11%	17%	11%	26%	-%	10%	9%
											b		b			
50-74%	227	23	10	4	5	210	151	218	136	114	103	196	16	-	178	15
	14%	12%	11%	5%	12%	15%	18%	15%	15%	15%	15%	15%	10%	-%	14%	13%
75-100%	371	18	23	10	5	346	176	356	204	182	145	328	16	-	289	17
	23%	10%	25%	14%	11%	25%	21%	24%	23%	23%	21%	24%	10%	-%	23%	15%
			a								c	c				
Don't know	71	7	1	7	1	51	23	54	35	24	25	43	8	-	33	9
	4%	4%	1%	10%	3%	4%	3%	4%	4%	3%	4%	3%	4%	-%	3%	7%
Mean Score	35.4	23.5	33.9	25.0	20.0	38.6	35.5	37.8	36.8	36.3	35.9	37.4	26.1	-	35.4	27.3
			a			b					c	c			b	

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 114 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1767	686	1081	487	20	243	335	225	1143	382	263	316	1154
Effective base	663	277	387	177	11	86	129	79	441	139	85	126	441
Weighted Base	1633	678	955	444	30	211	332	198	1113	311	199	311	1089
0-24%	799	371	428	233	19	128	168	112	495	182	121	148	515
	49%	55%	45%	52%	65%	61%	50%	57%	44%	58%	61%	48%	47%
		b						b		b	c		
25-49%	165	70	96	49	5	29	32	18	123	24	22	29	114
	10%	10%	10%	11%	17%	14%	10%	9%	11%	8%	11%	9%	10%
50-74%	227	76	151	73	4	21	58	23	178	26	18	36	164
	14%	11%	16%	16%	15%	10%	17%	11%	16%	8%	9%	12%	15%
									c				
75-100%	371	126	245	70	-	24	59	33	271	66	25	89	253
	23%	19%	26%	16%	-%	11%	18%	17%	24%	21%	13%	29%	23%
			a								a		a
Don't know	71	36	36	19	1	9	16	12	46	12	13	9	44
	4%	5%	4%	4%	3%	4%	5%	6%	4%	4%	7%	3%	4%
Mean Score	35.4	30.1	39.1	29.6	19.1	22.9	32.0	28.1	38.4	29.9	23.4	38.6	36.5
			a				a		ac		a		a

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 114 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1767	903	864
Effective base	663	275	389
Weighted Base	1633	681	952
0-24%	799	311	488
	49%	46%	51%
25-49%	165	80	85
	10%	12%	9%
50-74%	227	80	147
	14%	12%	15%
75-100%	371	179	193
	23%	26%	20%
Don't know	71	32	40
	4%	5%	4%
Mean Score	35.4	38.5	33.1
		b	

Columns Tested:: a,b

Table 114 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1767	101	206	163	160	184	91	106	193	117	144	104	198
Effective base	663	30	97	99	57	126	51	14	77	46	31	36	73
Weighted Base	1633	38	168	195	50	269	83	29	270	115	80	99	237
0-24%	799	15	79	102	26	133	30	14	122	53	39	52	134
	49%	39%	47%	53%	51%	50%	36%	48%	45%	46%	48%	52%	57%
													f
25-49%	165	6	14	21	4	24	9	2	34	6	13	5	29
	10%	17%	8%	11%	7%	9%	10%	5%	13%	5%	16%	5%	12%
50-74%	227	10	24	22	5	34	16	4	37	12	10	13	40
	14%	26%	14%	11%	10%	13%	20%	14%	14%	11%	12%	13%	17%
75-100%	371	6	43	42	13	66	26	8	68	36	10	24	29
	23%	15%	26%	21%	27%	25%	31%	29%	25%	31%	12%	24%	12%
			l		l	l	jl		l	jl			
Don't know	71	1	8	8	2	11	3	1	9	8	9	6	5
	4%	3%	5%	4%	5%	4%	3%	4%	3%	7%	11%	6%	2%
Mean Score	35.4	36.7	38.8	33.6	36.2	35.7	47.8	39.5	37.2	41.1	28.9	33.9	26.8
		l	jl		l	l	acdehijkl	jl	jl	jl			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 114 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1767	470	435	416	446	905	862
Effective base	663	223	215	132	139	437	271
Weighted Base	1633	401	402	414	417	802	831
0-24%	799	196	189	189	225	385	414
	49%	49%	47%	46%	54%	48%	50%
25-49%	165	41	36	42	47	77	88
	10%	10%	9%	10%	11%	10%	11%
50-74%	227	56	55	53	63	111	116
	14%	14%	14%	13%	15%	14%	14%
75-100%	371	91	105	112	63	196	175
	23%	23%	26%	27%	15%	24%	21%
			d	d			
Don't know	71	17	16	18	19	34	38
	4%	4%	4%	4%	5%	4%	5%
Mean Score	35.4	36.1	38.3	38.4	28.8	37.2	33.6
		d	d	d			

Columns Tested:: a,b,c,d - a,b

Table 116

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1094	211	883	769	193	32	100	325
Effective base	421	54	375	385	83	14	50	103
Weighted Base	1037	83	954	987	44	4	2	50
0-24%	202	*	202	192	10	*	*	10
	20%	*%	21%	19%	22%	11%	22%	21%
			a					
25-49%	165	1	165	155	8	2	*	10
	16%	1%	17%	16%	19%	45%	21%	21%
			a			abe		
50-74%	227	22	205	219	7	1	1	8
	22%	26%	22%	22%	16%	18%	24%	16%
75-100%	371	56	315	356	14	1	1	16
	36%	68%	33%	36%	33%	16%	28%	31%
		b						
Don't know	71	5	67	66	5	*	*	5
	7%	5%	7%	7%	11%	10%	5%	11%
Mean Score	57.2	85.2	54.7	57.4	53.8	47.2	52.6	53.2
		b						

Columns Tested: a,b - a,b,c,d,e

Table 116 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

		Business Size 2								
Total base		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1094	301	349	119	121	104	100	769	193	132
Effective base	421	177	172	47	56	44	50	385	83	31
Weighted Base	1037	499	418	70	32	15	2	987	44	6
0-24%	202	91	90	11	7	3	*	192	10	1
	20%	18%	21%	16%	21%	20%	22%	19%	22%	15%
25-49%	165	78	62	15	7	3	*	155	8	2
	16%	16%	15%	22%	20%	22%	21%	16%	19%	37%
										abgh
50-74%	227	107	102	10	4	3	1	219	7	1
	22%	21%	24%	15%	13%	21%	24%	22%	16%	20%
75-100%	371	179	147	30	10	4	1	356	14	1
	36%	36%	35%	43%	32%	29%	28%	36%	33%	20%
				i						
Don't know	71	43	19	4	4	1	*	66	5	1
	7%	9%	4%	5%	12%	8%	5%	7%	11%	8%
				b					b	
Mean Score	57.2	58.0	55.8	62.7	53.1	53.3	52.6	57.4	53.8	49.1
		i		dehi				i		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 116 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1094	461	308	193	32	100	409	200	71	47	111
Effective base	421	281	137	83	14	50	233	84	33	21	17
Weighted Base	1037	798	190	44	4	2	661	151	32	18	30
0-24%	202	160	32	10	*	*	132	36	8	5	9
	20%	20%	17%	22%	11%	22%	20%	24%	26%	26%	31%
25-49%	165	126	29	8	2	*	107	32	6	5	3
	16%	16%	15%	19%	45%	21%	16%	21%	17%	25%	9%
				abc							
50-74%	227	178	40	7	1	1	153	18	9	2	5
	22%	22%	21%	16%	18%	24%	23%	12%	27%	9%	16%
							b				
75-100%	371	281	74	14	1	1	228	51	7	5	13
	36%	35%	39%	33%	16%	28%	35%	34%	22%	27%	42%
Don't know	71	52	14	5	*	*	41	14	2	2	1
	7%	6%	7%	11%	10%	5%	6%	9%	8%	13%	3%
Mean Score	57.2	56.6	60.6	53.8	47.2	52.6	56.4	52.4	46.2	46.5	54.7
			cd				c				

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 116 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1094	84	51	114	44	80	89	72	72	57
Effective base	421	47	28	65	19	42	54	40	36	29
Weighted Base	1037	112	65	179	40	105	164	121	86	63
0-24%	202	39	11	29	3	29	24	28	17	10
	20%	35%	16%	16%	6%	28%	15%	23%	20%	16%
		cdf								
25-49%	165	15	22	29	10	9	23	20	18	11
	16%	14%	34%	16%	24%	9%	14%	17%	21%	17%
			aef							
50-74%	227	24	13	36	9	19	48	34	9	8
	22%	22%	20%	20%	23%	18%	29%	28%	11%	12%
							h			
75-100%	371	30	18	75	19	35	50	39	26	31
	36%	27%	27%	42%	46%	33%	31%	32%	30%	50%
Don't know	71	2	1	9	-	13	19	*	15	3
	7%	2%	2%	5%	-%	13%	11%	*%	18%	5%
						g	g		abdg	
Mean Score	57.2	46.0	50.3	61.7	65.1	53.5	56.3	54.5	53.9	65.2
				ab	ab		a			ab

Columns Tested: a,b,c,d,e,f,g,h,i

Table 116 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1094	181	207	275	663	431	151	143	137
Effective base	421	90	110	158	354	121	52	35	58
Weighted Base	1037	208	262	464	934	103	47	38	19
0-24%	202	42	67	82	191	11	3	6	2
	20%	20%	26%	18%	20%	11%	7%	16%	11%
		f	efh		ef				
25-49%	165	30	55	72	157	8	3	2	3
	16%	14%	21%	16%	17%	8%	6%	7%	14%
			efg	e	ef				
50-74%	227	36	47	117	200	27	13	12	2
	22%	17%	18%	25%	21%	26%	28%	31%	12%
				h		h	h	h	
75-100%	371	84	74	164	322	49	25	15	9
	36%	41%	28%	35%	35%	47%	53%	39%	49%
						bcd	bcd		bd
Don't know	71	16	18	28	63	8	3	3	3
	7%	8%	7%	6%	7%	8%	5%	8%	14%
Mean Score	57.2	59.6	49.4	57.9	55.9	69.1	74.0	63.3	68.4
		b		b	b	abcd	abcdg	bd	abcd

Columns Tested: a,b,c,d,e,f,g,h

Table 116 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1094	45	69	9	78	131	242	50	60	488
Effective base	421	22	23	5	27	56	87	17	19	203
Weighted Base	1037	29	56	16	72	156	177	37	39	527
0-24%	202	4	18	2	20	14	42	3	7	112
	20%	15%	32%	12%	28%	9%	24%	9%	18%	21%
			e		e		e			e
25-49%	165	6	8	1	8	14	20	15	7	96
	16%	21%	14%	4%	12%	9%	11%	39%	17%	18%
								defi		
50-74%	227	8	8	5	14	45	21	8	7	124
	22%	27%	15%	34%	19%	29%	12%	23%	17%	24%
						f				f
75-100%	371	10	18	4	22	72	76	10	18	164
	36%	33%	31%	26%	30%	46%	43%	28%	46%	31%
						i				
Don't know	71	1	4	4	8	12	18	1	1	32
	7%	4%	7%	24%	11%	8%	10%	2%	1%	6%
Mean Score	57.2	57.5	49.3	67.2	52.6	67.6	58.6	54.8	62.1	54.1
						bdfgi				

Columns Tested: a,b,c,d,e,f,g,h,i

Table 116 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1094	254	242	598	946	148	-	929	165	1061	33
Effective base	421	100	87	238	357	68	-	377	46	409	13
Weighted Base	1037	257	177	603	838	199	-	946	91	1013	24
0-24%	202	38	42	122	146	57	-	187	15	196	6
	20%	15%	24%	20%	17%	28%	-%	20%	16%	19%	27%
						a					
25-49%	165	29	20	117	135	30	-	153	13	164	1
	16%	11%	11%	19%	16%	15%	-%	16%	14%	16%	5%
50-74%	227	66	21	139	192	35	-	214	12	222	5
	22%	26%	12%	23%	23%	18%	-%	23%	14%	22%	21%
		b		b							
75-100%	371	103	76	192	319	52	-	324	47	362	10
	36%	40%	43%	32%	38%	26%	-%	34%	52%	36%	41%
								a			
Don't know	71	21	18	33	46	25	-	67	4	70	2
	7%	8%	10%	5%	6%	12%	-%	7%	4%	7%	7%
						a					
Mean Score	57.2	62.4	58.6	54.6	59.2	48.0	-	56.1	68.3	57.2	57.6
		c			b			a			

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 116 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1094	684	211	193
Effective base	421	279	72	69
Weighted Base	1037	698	164	169
0-24%	202	106	34	62
	20%	15%	21%	37%
				ab
25-49%	165	117	25	24
	16%	17%	15%	14%
50-74%	227	150	50	27
	22%	21%	31%	16%
			c	
75-100%	371	282	49	40
	36%	40%	30%	24%
		c		
Don't know	71	44	6	16
	7%	6%	3%	10%
Mean Score	57.2	61.3	54.1	42.6
		bc	c	

Columns Tested: a,b,c

Table 116 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1094	871	138	43	13	14	7	3	5	1009	85	42
Effective base	421	356	45	14	6	4	1	1	1	401	20	9
Weighted Base	1037	890	102	19	6	12	4	1	5	992	45	26
0-24%	202	146	35	7	2	5	4	*	5	180	22	15
	20%	16%	34%	39%	34%	40%	94%	6%	98%	18%	49%	56%
			ai	ai							ai	ai
25-49%	165	144	14	4	2	*	*	1	*	158	7	3
	16%	16%	14%	24%	37%	*%	4%	94%	*%	16%	16%	11%
50-74%	227	204	13	3	2	5	*	-	*	217	9	6
	22%	23%	13%	18%	29%	39%	1%	-%	1%	22%	21%	23%
75-100%	371	339	28	2	*	2	*	-	-	367	4	2
	36%	38%	27%	11%	*%	20%	1%	-%	-%	37%	10%	9%
		cj								cj		
Don't know	71	57	13	1	*	*	*	-	*	70	2	*
	7%	6%	13%	8%	1%	1%	*%	-%	*%	7%	4%	1%
Mean Score	57.2	59.8	44.9	32.8	34.3	49.7	6.3	29.2	2.6	58.4	31.7	31.1
		bcjk	jk							bcjk		

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 116 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	1094	460	411	223	1083	883	1094	762	477	390	192	662	57	63	48	45	27
Effective base	421	220	137	65	415	333	421	294	187	131	87	274	16	15	12	9	8
Weighted Base	1037	565	325	147	1019	828	1037	745	497	327	208	686	35	38	26	25	19
0-24%	202	81	64	57	202	181	202	145	85	54	22	145	12	5	4	9	7
	20%	14%	20%	38%	20%	22%	20%	19%	17%	16%	10%	21%	32%	14%	14%	35%	35%
				ab								a	a			a	
25-49%	165	78	66	21	165	136	165	114	87	57	29	113	2	7	6	3	6
	16%	14%	20%	15%	16%	16%	16%	15%	18%	17%	14%	16%	7%	19%	23%	10%	30%
50-74%	227	123	81	23	225	196	227	183	127	81	32	157	13	11	7	3	3
	22%	22%	25%	15%	22%	24%	22%	25%	26%	25%	16%	23%	37%	29%	28%	10%	16%
75-100%	371	239	100	32	357	256	371	245	162	113	113	219	7	14	9	7	3
	36%	42%	31%	22%	35%	31%	36%	33%	33%	35%	55%	32%	20%	36%	34%	26%	17%
		bc									bc						
Don't know	71	43	14	14	70	60	71	57	36	22	12	52	1	1	*	5	*
	7%	8%	4%	10%	7%	7%	7%	8%	7%	7%	6%	8%	4%	2%	1%	18%	1%
Mean Score	57.2	63.4	53.9	40.6	56.7	53.2	57.2	55.5	56.0	57.8	72.0	54.1	48.0	56.4	54.9	47.5	40.4
		bc	c		b		b			b	bcdef						

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 116 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	1094	803	96	64	51	30	28	11	635	102	49	43	25	14	15
Effective base	421	340	30	20	11	7	5	3	270	26	12	13	7	7	5
Weighted Base	1037	841	70	47	25	14	15	6	671	71	27	20	24	5	11
0-24%	202	166	12	6	3	3	8	4	143	9	10	8	8	3	*
	20%	20%	18%	13%	12%	22%	50%	57%	21%	12%	38%	40%	32%	67%	*%
												b			
25-49%	165	139	9	12	3	1	1	*	104	16	3	1	6	*	6
	16%	17%	13%	25%	13%	8%	4%	*%	15%	23%	12%	3%	25%	7%	49%
50-74%	227	179	17	19	4	2	1	2	160	15	7	6	4	*	3
	22%	21%	25%	39%	17%	14%	8%	33%	24%	22%	28%	33%	16%	10%	22%
75-100%	371	296	28	9	14	8	1	*	217	20	5	5	6	1	3
	36%	35%	40%	19%	57%	55%	8%	8%	32%	28%	17%	24%	27%	16%	28%
				c											
Don't know	71	61	3	2	*	*	5	*	48	10	1	*	*	-	*
	7%	7%	4%	3%	*%	1%	30%	2%	7%	15%	5%	1%	*%	-%	1%
Mean Score	57.2	56.7	62.3	51.2	63.6	66.1	31.6	28.3	54.2	55.9	38.8	44.7	45.0	32.3	58.4
			c		c				c	c					

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 116 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1094	515	86	64	32	23	21	21	457	226	262	102	47
Effective base	421	223	27	16	13	5	6	7	205	92	86	26	15
Weighted Base	1037	568	69	44	16	11	18	19	529	220	197	51	40
0-24%	202 20%	96 17%	21 31%	3 6%	6 34%	4 34%	10 55%	6 34%	87 17%	32 15%	46 23%	20 40%	16 41%
25-49%	165 16%	71 13%	19 28%	8 18%	2 13%	5 47%	2 11%	6 32%	74 14%	45 21%	33 17%	8 15%	5 13%
50-74%	227 22%	146 26%	11 17%	11 25%	5 31%	1 13%	6 32%	3 13%	122 23%	53 24%	39 20%	9 17%	4 11%
75-100%	371 36%	210 37%	17 25%	12 27%	1 9%	1 6%	* 2%	4 20%	206 39%	80 36%	64 32%	12 24%	9 23%
Don't know	71 7%	44 8%	* *%	10 24%	2 12%	* 1%	- -%	* 1%	40 8%	10 5%	14 7%	2 4%	4 11%
Mean Score	57.2	59.4 b	46.0	56.4 ab	36.8	27.5	25.2	41.5	60.7 cde	59.0 de	53.6 de	41.2	38.4

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 116 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1094	509	216	230	92	36	416	168	187	70	34
Effective base	421	226	86	74	21	11	188	63	53	19	9
Weighted Base	1037	586	201	162	42	30	490	153	115	41	26
0-24%	202 20%	108 18%	35 18%	35 22%	15 36%	8 26%	88 18%	28 19%	32 28%	20 49%	13 49%
25-49%	165 16%	83 14%	45 22%	25 16%	8 18%	5 18%	72 15%	35 23%	23 20%	4 10%	* *%
50-74%	227 22%	131 22%	49 24%	33 20%	8 18%	4 15%	125 25%	37 24%	26 23%	6 15%	2 7%
75-100%	371 36%	220 38%	63 31%	58 36%	9 22%	8 25%	169 35%	44 29%	25 21%	8 21%	7 27%
Don't know	71 7%	44 7%	9 5%	11 7%	2 5%	4 15%	36 7%	8 5%	10 9%	2 5%	4 17%
Mean Score	57.2	59.1 de	54.6 d	56.5 d	40.8	45.9	57.4 cde	52.6 cde	44.7	36.1	38.6

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 116 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	*b
Significance Level: 95%													
Unweighted Base	1094	383	111	139	75	43	389	68	301	1008	86	1065	18
Effective base	421	170	38	49	22	11	148	20	124	392	30	410	5
Weighted Base	1037	444	92	118	53	29	366	51	322	974	63	1004	15
0-24%	202	57	22	24	21	22	102	3	38	183	19	197	5
	20%	13%	24%	20%	40%	75%	28%	7%	12%	19%	31%	20%	31%
					a	abc	bc						
25-49%	165	47	23	27	13	3	70	13	31	159	7	165	1
	16%	11%	25%	23%	24%	11%	19%	26%	10%	16%	11%	16%	5%
			a	a			c	c					
50-74%	227	126	18	33	5	2	79	8	97	208	19	220	5
	22%	28%	20%	28%	9%	6%	22%	15%	30%	21%	29%	22%	33%
75-100%	371	180	27	23	7	2	90	19	133	360	11	357	*
	36%	41%	29%	19%	13%	7%	25%	37%	41%	37%	17%	36%	3%
		cde							a	b			
Don't know	71	34	3	12	8	*	25	8	24	64	8	66	4
	7%	8%	3%	10%	15%	*%	7%	16%	7%	7%	12%	7%	29%
Mean Score	57.2	63.3	50.2	48.5	31.8	16.7	46.8	65.1	64.0	58.0	43.3	56.9	34.4
		bcde	de	de	e			a	a	b			

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 116 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	1094	798	85	520	242	1066	17	789	94	524	238
Effective base	421	311	22	213	82	410	5	307	26	216	79
Weighted Base	1037	772	56	521	224	1006	14	762	66	530	215
0-24%	202	173	7	98	47	200	2	172	9	100	45
	20%	22%	13%	19%	21%	20%	13%	23%	14%	19%	21%
25-49%	165	127	9	75	39	164	1	126	10	81	33
	16%	16%	16%	14%	17%	16%	10%	16%	15%	15%	15%
50-74%	227	179	17	120	63	224	1	177	19	126	58
	22%	23%	30%	23%	28%	22%	8%	23%	29%	24%	27%
75-100%	371	239	17	189	57	352	5	234	22	183	63
	36%	31%	30%	36%	25%	35%	37%	31%	33%	34%	29%
Don't know	71	54	6	39	18	66	4	54	6	40	17
	7%	7%	11%	8%	8%	7%	32%	7%	9%	8%	8%
Mean Score	57.2	53.1	55.2	57.8	50.3	56.7	56.0	53.0	55.8	56.8	52.5
				b							

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 116 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1094	578	873	152	-	518	651	113	3	560	449	133	-
Effective base	421	207	345	55	-	187	248	41	3	213	173	48	-
Weighted Base	1037	522	824	141	-	480	574	100	4	542	406	110	-
0-24%	202	105	169	49	-	110	150	45	2	113	108	43	-
	20%	20%	20%	35%	-%	23%	26%	45%	46%	21%	26%	39%	-%
				ab				ab				a	
25-49%	165	106	136	37	-	103	95	27	-	98	66	35	-
	16%	20%	17%	27%	-%	21%	17%	27%	-%	18%	16%	32%	-%
				ab				ab				ab	
50-74%	227	122	194	24	-	91	143	12	2	121	90	18	-
	22%	23%	24%	17%	-%	19%	25%	12%	41%	22%	22%	17%	-%
75-100%	371	160	284	23	-	151	152	10	1	172	119	7	-
	36%	31%	34%	16%	-%	31%	27%	10%	14%	32%	29%	6%	-%
		c	c			c	c			c	c		
Don't know	71	30	41	8	-	26	34	6	-	39	24	7	-
	7%	6%	5%	5%	-%	5%	6%	6%	-%	7%	6%	6%	-%
Mean Score	57.2	53.6	55.7	38.1	-	51.4	48.7	30.1	44.0	53.5	49.3	30.7	-
		c	c			c	c			c	c		

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 116 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1094	1060	796	530	1094	512	32	350	304	271	66	37
Effective base	421	409	303	213	421	213	9	158	131	110	30	18
Weighted Base	1037	1001	762	533	1037	540	21	399	337	279	64	44
0-24%	202	198	179	123	202	172	7	110	93	84	29	12
	20%	20%	24%	23%	20%	32%	34%	28%	28%	30%	45%	29%
25-49%	165	165	132	90	165	153	10	78	65	70	19	17
	16%	16%	17%	17%	16%	28%	49%	19%	19%	25%	30%	39%
						a	a					
50-74%	227	219	176	124	227	155	3	82	66	42	10	6
	22%	22%	23%	23%	22%	29%	16%	20%	20%	15%	16%	14%
75-100%	371	354	228	160	371	39	*	101	95	73	4	8
	36%	35%	30%	30%	36%	7%	*%	25%	28%	26%	7%	19%
					bc			d	d	d		
Don't know	71	65	47	36	71	21	*	28	17	11	1	-
	7%	7%	6%	7%	7%	4%	*%	7%	5%	4%	1%	-%
Mean Score	57.2	56.7	51.7	51.7	57.2	35.8	29.7	46.3	47.6	45.1	29.5	42.3
		bc			bc			d	d	d		d

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 116 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1094	119	61	47	21	1011	696	1041	696	632	501	948	128	-	873	61
Effective base	421	45	22	16	9	388	245	400	252	220	194	370	51	-	330	28
Weighted Base	1037	115	52	44	24	947	580	978	616	512	502	906	121	-	779	69
0-24%	202	38	15	12	8	183	120	192	129	107	113	188	36	-	154	17
	20%	33%	28%	26%	35%	19%	21%	20%	21%	21%	23%	21%	30%	-%	20%	24%
25-49%	165	28	4	11	4	157	110	157	111	85	116	150	44	-	125	11
	16%	25%	8%	25%	17%	17%	19%	16%	18%	17%	23%	17%	37%	-%	16%	16%
													ab			
50-74%	227	23	10	4	5	210	151	218	136	114	103	196	16	-	178	15
	22%	20%	20%	8%	23%	22%	26%	22%	22%	22%	20%	22%	13%	-%	23%	22%
75-100%	371	18	23	10	5	346	176	356	204	182	145	328	16	-	289	17
	36%	16%	43%	23%	20%	37%	30%	36%	33%	36%	29%	36%	14%	-%	37%	25%
			a								c	c				
Don't know	71	7	1	7	1	51	23	54	35	24	25	43	8	-	33	9
	7%	6%	1%	17%	5%	5%	4%	6%	6%	5%	5%	5%	6%	-%	4%	13%
Mean Score	57.2	38.9	59.7	46.3	38.9	57.6	53.1	57.3	54.8	56.3	50.6	56.7	37.3	-	57.5	50.3
			a			b		b			c	ac				

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 116 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1094	422	672	297	9	136	210	143	725	218	153	202	724
Effective base	421	163	258	106	5	45	81	49	294	78	49	81	286
Weighted Base	1037	410	627	273	15	115	217	126	732	177	115	209	693
0-24%	202	103	100	62	4	32	52	40	114	48	37	46	118
	20%	25%	16%	23%	28%	28%	24%	32%	16%	27%	32%	22%	17%
		b						b		b	c		
25-49%	165	70	96	49	5	29	32	18	123	24	22	29	114
	16%	17%	15%	18%	36%	25%	15%	14%	17%	14%	19%	14%	16%
50-74%	227	76	151	73	4	21	58	23	178	26	18	36	164
	22%	19%	24%	27%	31%	19%	27%	18%	24%	15%	15%	17%	24%
75-100%	371	126	245	70	-	24	59	33	271	66	25	89	253
	36%	31%	39%	26%	-%	21%	27%	26%	37%	37%	22%	43%	36%
												a	a
Don't know	71	36	36	19	1	9	16	12	46	12	13	9	44
	7%	9%	6%	7%	6%	8%	7%	9%	6%	7%	12%	4%	6%
Mean Score	57.2	51.6	60.7	49.6	40.3	43.7	50.4	45.9	59.8	54.2	42.6	58.3	58.8
			a						ac	a		a	a

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 116 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1094	561	533
Effective base	421	178	243
Weighted Base	1037	443	594
0-24%	202	73	130
	20%	16%	22%
25-49%	165	80	85
	16%	18%	14%
50-74%	227	80	147
	22%	18%	25%
75-100%	371	179	193
	36%	40%	32%
Don't know	71	32	40
	7%	7%	7%
Mean Score	57.2	60.8	54.5
		b	

Columns Tested:: a,b

Table 116 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1094	67	121	107	84	115	67	62	125	68	93	64	121
Effective base	421	20	63	65	33	78	38	10	48	27	18	25	42
Weighted Base	1037	26	115	125	25	168	64	19	173	73	51	67	132
0-24%	202	3	26	33	1	32	10	4	24	11	9	20	29
	20%	12%	22%	26%	5%	19%	16%	21%	14%	15%	17%	29%	22%
			d	d	d	d						d	d
25-49%	165	6	14	21	4	24	9	2	34	6	13	5	29
	16%	24%	12%	16%	14%	14%	13%	8%	20%	8%	26%	7%	22%
50-74%	227	10	24	22	5	34	16	4	37	12	10	13	40
	22%	37%	21%	18%	19%	20%	26%	21%	22%	17%	19%	19%	31%
75-100%	371	6	43	42	13	66	26	8	68	36	10	24	29
	36%	22%	38%	33%	53%	39%	40%	44%	39%	49%	20%	36%	22%
				ajl						jl			
Don't know	71	1	8	8	2	11	3	1	9	8	9	6	5
	7%	4%	7%	7%	9%	7%	4%	6%	5%	11%	18%	8%	4%
Mean Score	57.2	54.0	58.2	53.5	74.2	58.6	63.3	61.0	59.4	67.9	49.5	51.7	49.0
			l		abcefgijkl	l	jl	jl	jl	acjkl			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 116 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1094	295	266	255	278	561	533
Effective base	421	145	136	82	85	281	167
Weighted Base	1037	266	257	265	249	523	514
0-24%	202	62	44	40	57	106	97
	20%	23%	17%	15%	23%	20%	19%
25-49%	165	41	36	42	47	77	88
	16%	15%	14%	16%	19%	15%	17%
50-74%	227	56	55	53	63	111	116
	22%	21%	22%	20%	25%	21%	23%
75-100%	371	91	105	112	63	196	175
	36%	34%	41%	42%	25%	37%	34%
			d	d			
Don't know	71	17	16	18	19	34	38
	7%	6%	6%	7%	8%	6%	7%
Mean Score	57.2	55.5	61.3	61.7	49.8	58.4	56.0
			d	ad			

Columns Tested:: a,b,c,d - a,b

Table 118

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	849	145	704	620	133	31	65	229
Effective base	348	31	320	322	55	13	28	69
Weighted Base	884	56	828	846	33	4	1	38
0-24%	194	1	193	183	10	1	*	11
	22%	1%	23%	22%	30%	16%	34%	29%
			a					
25-49%	157	*	157	149	8	*	*	9
	18%	1%	19%	18%	25%	9%	21%	23%
			a					
50-74%	167	22	145	160	5	2	*	7
	19%	40%	18%	19%	17%	41%	26%	19%
		b						
75-100%	325	29	296	317	7	1	*	8
	37%	52%	36%	37%	21%	27%	16%	22%
				bde				
Don't know	40	3	37	37	2	*	*	3
	5%	6%	4%	4%	8%	7%	3%	7%
Mean Score	57.0	77.1	55.7	57.4	45.4	61.3	43.5	46.9
		b		bde		be		

Columns Tested:: a,b - a,b,c,d,e

Table 118 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

		Business Size 2								
Total base		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	849	269	272	79	81	83	65	620	133	96
Effective base	348	167	135	34	36	30	28	322	55	22
Weighted Base	884	495	305	46	23	13	1	846	33	5
0-24%	194 22%	93 19%	85 28%	5 11%	8 32%	3 22%	* 34%	183 22%	10 30%	1 21%
			c		c		c		c	
25-49%	157 18%	94 19%	45 15%	10 21%	5 22%	3 25%	* 21%	149 18%	8 25%	1 12%
50-74%	167 19%	79 16%	70 23%	11 24%	3 12%	4 32%	* 26%	160 19%	5 17%	2 37%
						a				ad
75-100%	325 37%	210 42%	88 29%	19 41%	5 23%	3 20%	* 16%	317 37%	7 21%	1 24%
		bdefh		fh				efh		
Don't know	40 5%	19 4%	17 6%	1 2%	2 11%	* 2%	* 3%	37 4%	2 8%	* 6%
Mean Score	57.0	60.9 bdefh	51.0	62.7 bdefh	44.4	51.5	43.5	57.4 bdfh	45.4	56.5 dh

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 118 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	849	394	226	133	31	65	360	144	45	35	76
Effective base	348	247	106	55	13	28	210	62	16	16	15
Weighted Base	884	711	135	33	4	1	604	111	30	15	24
0-24%	194 22%	159 22%	24 18%	10 30%	1 16%	* 34%	137 23%	32 29%	7 24%	4 26%	2 8%
25-49%	157 18%	121 17%	27 20%	8 25%	* 9%	* 21%	116 19%	18 16%	5 16%	6 38%	3 13%
50-74%	167 19%	131 18%	29 22%	5 17%	2 41%	* 26%	100 17%	17 15%	3 9%	2 12%	8 33%
75-100%	325 37%	270 38%	47 35%	7 21%	1 27%	* 16%	230 38%	35 31%	14 46%	3 23%	10 43%
Don't know	40 5%	30 4%	8 6%	2 8%	* 7%	* 3%	21 3%	10 9%	1 5%	- -%	1 4%
Mean Score	57.0	57.5 ce	57.0 ce	45.4	61.3 c	43.5	56.8 d	52.7	61.0 d	41.5	68.8 abd

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 118 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	*d	e	f	g	h	i
Unweighted Base	849	69	40	81	26	63	70	67	46	44
Effective base	348	40	27	50	10	33	45	40	27	23
Weighted Base	884	96	66	138	25	89	133	122	68	61
0-24%	194	34	12	26	2	16	35	33	16	8
	22%	35%	18%	18%	7%	18%	26%	27%	23%	14%
25-49%	157	16	10	15	7	19	30	26	13	10
	18%	17%	15%	11%	30%	21%	23%	22%	19%	16%
50-74%	167	22	13	28	8	22	21	9	3	17
	19%	23%	20%	20%	31%	25%	16%	7%	5%	28%
		h				gh				gh
75-100%	325	21	29	64	8	29	38	50	35	18
	37%	21%	44%	46%	33%	33%	29%	41%	52%	29%
		a		a					a	
Don't know	40	3	2	6	-	2	9	3	1	7
	5%	3%	3%	5%	-%	2%	7%	3%	1%	12%
Mean Score	57.0	44.5	61.0	64.7	57.2	58.3	49.7	55.9	62.0	60.1
		a	a	af		a			a	a

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 118 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	849	133	155	218	506	343	133	106	104
Effective base	348	66	94	135	293	103	58	29	46
Weighted Base	884	174	230	393	797	86	36	37	14
0-24%	194 22%	26 15%	61 27%	93 24%	181 23%	13 16%	6 16%	7 18%	1 7%
25-49%	157 18%	36 21%	39 17%	72 18%	147 18%	10 12%	4 12%	3 8%	3 22%
50-74%	167 19%	47 27%	38 17%	58 15%	143 18%	24 28%	10 28%	11 29%	4 27%
75-100%	325 37%	55 32%	85 37%	153 39%	293 37%	32 37%	12 34%	15 42%	5 35%
Don't know	40 5%	9 5%	6 3%	18 5%	34 4%	6 7%	3 10%	1 4%	1 9%
Mean Score	57.0	58.7	54.5	57.0	56.6	60.6	59.4	61.4	61.6

Columns Tested: a,b,c,d,e,f,g,h

Table 118 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	849	43	52	5	57	73	168	37	44	426
Effective base	348	17	17	3	20	33	72	13	12	185
Weighted Base	884	42	45	8	53	91	152	29	28	487
0-24%	194	5	19	2	21	17	38	6	5	102
	22%	12%	41%	24%	39%	19%	25%	21%	17%	21%
25-49%	157	3	2	5	7	17	17	11	6	96
	18%	6%	5%	63%	14%	18%	11%	36%	23%	20%
								abf		
50-74%	167	4	11	-	11	21	32	7	3	90
	19%	10%	24%	-%	21%	23%	21%	25%	10%	18%
75-100%	325	29	12	1	13	23	56	3	14	186
	37%	69%	26%	9%	24%	26%	37%	9%	49%	38%
		bdefgi							g	g
Don't know	40	1	1	*	2	13	9	2	*	13
	5%	2%	3%	4%	3%	14%	6%	8%	1%	3%
						i				
Mean Score	57.0	79.3	43.4	28.0	41.1	55.7	55.0	42.4	59.3	58.2
		bdefghi				dg	bdg		bdg	bdg

Columns Tested: a,b,c,d,e,f,g,h,i

Table 118 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	849	173	168	508	724	125	-	730	119	815	34
Effective base	348	69	72	210	288	63	-	319	31	334	14
Weighted Base	884	186	152	545	698	186	-	821	63	847	37
0-24%	194	43	38	113	155	39	-	185	9	192	2
	22%	23%	25%	21%	22%	21%	-%	22%	15%	23%	6%
25-49%	157	27	17	113	126	31	-	153	5	152	5
	18%	14%	11%	21%	18%	17%	-%	19%	7%	18%	14%
50-74%	167	36	32	100	132	35	-	145	22	160	7
	19%	19%	21%	18%	19%	19%	-%	18%	36%	19%	20%
75-100%	325	65	56	203	254	71	-	303	22	306	18
	37%	35%	37%	37%	36%	38%	-%	37%	34%	36%	50%
Don't know	40	15	9	16	31	10	-	35	5	36	4
	5%	8%	6%	3%	4%	5%	-%	4%	8%	4%	11%
Mean Score	57.0	57.0	55.0	57.5	56.4	59.2	-	56.7	61.6	56.3	74.9

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 118 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	849	520	164	160
Effective base	348	225	58	65
Weighted Base	884	588	129	163
0-24%	194 22%	85 15%	39 30%	69 43%
		a	a	a
25-49%	157 18%	112 19%	27 21%	18 11%
50-74%	167 19%	124 21%	22 17%	21 13%
75-100%	325 37%	242 41%	35 27%	45 28%
		c		
Don't know	40 5%	24 4%	6 4%	9 6%
Mean Score	57.0	62.4 bc	46.5	45.2

Columns Tested: a,b,c

Table 118 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	849	672	114	28	11	10	9	3	2	786	63	35
Effective base	348	297	36	7	4	4	2	1	2	332	17	10
Weighted Base	884	771	78	17	7	4	5	1	*	850	34	17
0-24%	194	149	34	7	3	-	*	1	-	183	11	4
	22%	19%	43%	45%	43%	-%	3%	96%	-%	21%	34%	23%
			ai									
25-49%	157	137	15	3	1	1	*	-	*	152	5	2
	18%	18%	19%	17%	13%	21%	3%	-%	77%	18%	15%	12%
50-74%	167	148	13	*	*	2	4	-	-	161	7	6
	19%	19%	17%	2%	5%	41%	86%	-%	-%	19%	19%	36%
75-100%	325	305	10	5	3	2	*	*	-	316	9	5
	37%	40%	13%	28%	40%	39%	2%	4%	-%	37%	27%	27%
		b								b		
Don't know	40	33	6	1	-	*	*	-	*	39	2	*
	5%	4%	7%	8%	-%	*%	6%	-%	23%	5%	5%	2%
Mean Score	57.0	59.5	36.0	39.7	51.9	64.3	51.4	18.4	30.0	57.4	46.9	53.4
		bj								bj	b	b

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 118 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	849	363	309	177	837	674	849	571	345	282	163	493	38	53	34	44	24
Effective base	348	183	116	53	343	270	348	238	142	103	78	220	10	15	8	13	6
Weighted Base	884	500	271	112	874	673	884	568	365	238	205	560	24	40	16	23	16
0-24%	194	73	76	45	194	179	194	172	113	55	14	142	8	18	3	7	2
	22%	15%	28%	41%	22%	27%	22%	30%	31%	23%	7%	25%	32%	45%	17%	32%	15%
			a	a			ac	ac				a	a	a		a	
25-49%	157	90	47	20	157	146	157	108	81	59	12	115	9	6	9	1	6
	18%	18%	17%	18%	18%	22%	18%	19%	22%	25%	6%	21%	37%	14%	55%	5%	40%
			a								a	a		abdf			
50-74%	167	94	54	20	167	129	167	101	67	42	39	106	3	5	3	4	7
	19%	19%	20%	17%	19%	19%	19%	18%	18%	17%	19%	19%	14%	12%	21%	16%	42%
75-100%	325	222	83	20	317	181	325	153	79	65	137	166	4	11	1	6	*
	37%	44%	31%	18%	36%	27%	37%	27%	22%	27%	67%	30%	16%	27%	6%	25%	3%
		bc			bde		bde				bcdef						
Don't know	40	21	12	7	40	38	40	32	24	18	3	31	*	1	*	5	*
	5%	4%	4%	7%	5%	6%	5%	6%	7%	8%	1%	6%	1%	2%	1%	22%	1%
																ab	
Mean Score	57.0	63.7	51.8	39.3	56.6	49.4	57.0	48.3	45.1	50.4	79.6	51.6	40.8	40.1	37.3	50.5	40.6
		bc	c		bdef		bdef				bcdef	de					

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 118 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Unweighted Base	849	633	56	45	40	26	29	8	470	90	41	23	22	18	10
Effective base	348	290	17	13	11	11	6	2	209	26	14	8	5	10	2
Weighted Base	884	747	45	32	26	6	13	5	528	72	30	14	13	10	7
0-24%	194	164	5	11	9	3	3	-	131	23	10	7	3	5	*
	22%	22%	11%	33%	35%	46%	20%	-%	25%	32%	35%	51%	26%	51%	*%
25-49%	157	126	11	15	3	1	1	*	112	16	3	2	6	1	6
	18%	17%	23%	46%	12%	17%	5%	1%	21%	22%	11%	15%	48%	6%	77%
			a												
50-74%	167	138	13	3	3	2	3	5	99	12	10	4	*	2	2
	19%	18%	29%	10%	12%	25%	27%	95%	19%	17%	34%	27%	2%	23%	21%
75-100%	325	287	15	3	11	1	1	*	162	8	5	1	3	2	*
	37%	38%	33%	9%	41%	10%	8%	4%	31%	11%	17%	7%	25%	20%	1%
		c							b						
Don't know	40	32	2	1	-	*	5	*	24	13	1	-	-	-	*
	5%	4%	5%	3%	-%	2%	39%	*%	5%	18%	4%	-%	-%	-%	*%
			a												
Mean Score	57.0	57.9	60.5	31.8	54.2	34.5	46.3	51.4	52.2	36.8	43.4	30.1	41.0	41.7	40.4
		c	c		c				b						

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 118 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	*d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	849	390	58	46	25	20	23	9	358	164	191	95	39
Effective base	348	181	20	16	10	7	6	3	177	66	70	24	14
Weighted Base	884	418	55	45	13	13	16	9	486	153	160	48	35
0-24%	194	127	15	13	7	3	6	2	76	43	49	19	6
	22%	30%	27%	29%	53%	22%	40%	18%	16%	28%	31%	41%	18%
										a	a	a	
25-49%	157	72	11	12	1	6	2	6	84	32	24	9	9
	18%	17%	20%	26%	7%	46%	12%	65%	17%	21%	15%	18%	25%
50-74%	167	80	8	5	*	2	4	1	97	18	35	4	14
	19%	19%	15%	10%	3%	19%	27%	17%	20%	12%	22%	9%	39%
													bd
75-100%	325	121	21	4	3	2	3	*	209	58	42	13	2
	37%	29%	37%	8%	26%	14%	21%	1%	43%	38%	26%	27%	6%
			c						ce	e			
Don't know	40	19	*	12	1	-	-	-	20	3	10	3	4
	5%	5%	*%	26%	11%	-%	-%	-%	4%	2%	6%	6%	13%
				ab									
Mean Score	57.0	50.0	55.0	33.0	41.9	37.9	40.3	27.3	62.6	54.1	50.2	40.2	42.9
		c	c						bcde	d	d		

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 118 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	*e
Significance Level: 95%											
Unweighted Base	849	397	160	165	82	31	320	115	137	72	26
Effective base	348	193	64	57	19	12	157	39	44	20	10
Weighted Base	884	522	152	130	38	31	418	89	99	41	24
0-24%	194 22%	107 21%	46 30%	27 21%	10 26%	5 16%	95 23%	19 21%	41 42% ab	19 47% ab	4 19%
25-49%	157 18%	87 17%	29 19%	23 18%	11 28%	6 21%	89 21%	33 37% acd	15 15%	4 9%	4 17%
50-74%	167 19%	98 19%	17 11%	34 26% b	4 11%	13 43% abd	79 19%	14 15%	20 20%	6 14%	10 42%
75-100%	325 37%	210 40% e	58 38% e	36 27%	11 29%	2 6%	126 30%	23 26%	21 21%	10 25%	1 3%
Don't know	40 5%	20 4%	3 2%	10 8%	2 6%	4 14% b	28 7%	1 1%	2 2%	2 6%	4 19%
Mean Score	57.0	59.2 de	53.3	55.7 d	45.8	45.1	52.9 cd	47.3	42.3	38.9	45.4

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 118 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	*b
Significance Level: 95%													
Unweighted Base	849	284	84	101	63	32	314	46	208	786	63	822	15
Effective base	348	133	33	38	22	10	138	13	85	322	26	337	6
Weighted Base	884	315	80	90	54	23	335	27	201	822	61	859	15
0-24%	194	79	26	34	20	10	110	8	54	173	21	191	3
	22%	25%	33%	38%	36%	45%	33%	30%	27%	21%	34%	22%	17%
25-49%	157	61	17	16	9	4	62	8	39	153	5	155	1
	18%	19%	21%	18%	17%	15%	18%	28%	19%	19%	8%	18%	9%
50-74%	167	54	13	22	5	7	68	2	29	151	16	162	5
	19%	17%	17%	24%	9%	33%	20%	7%	15%	18%	27%	19%	33%
75-100%	325	106	17	16	12	1	81	7	63	311	14	315	2
	37%	34%	22%	18%	22%	7%	24%	25%	32%	38%	22%	37%	10%
Don't know	40	15	6	2	8	-	14	3	15	35	6	35	4
	5%	5%	8%	2%	15%	-%	4%	11%	8%	4%	9%	4%	30%
Mean Score	57.0	53.3	45.2	44.2	38.4	33.9	46.7	44.5	51.0	57.7	46.5	56.8	45.7
		cde								b			

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 118 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	849	620	54	399	172	825	12	615	59	400	171
Effective base	348	253	17	173	65	338	5	249	21	173	66
Weighted Base	884	630	43	397	171	859	15	621	52	399	169
0-24%	194	170	9	125	47	186	8	165	14	127	46
	22%	27%	22%	31%	28%	22%	51%	27%	27%	32%	27%
25-49%	157	139	7	77	32	156	*	137	8	83	25
	18%	22%	16%	19%	18%	18%	3%	22%	16%	21%	15%
50-74%	167	116	12	62	40	166	*	113	16	60	42
	19%	18%	29%	16%	23%	19%	3%	18%	31%	15%	25%
75-100%	325	174	7	111	43	317	-	172	9	108	45
	37%	28%	17%	28%	25%	37%	-%	28%	17%	27%	27%
Don't know	40	31	7	23	10	33	6	33	5	21	11
	5%	5%	16%	6%	6%	4%	43%	5%	10%	5%	6%
Mean Score	57.0	49.5	46.9	48.5	48.0	57.1	13.1	49.8	44.6	47.7	49.8

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 118 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	849	363	731	123	-	327	547	90	3	365	393	103	-
Effective base	348	142	306	51	-	127	221	38	3	152	162	43	-
Weighted Base	884	350	778	126	-	313	530	98	4	354	379	93	-
0-24%	194	108	175	42	-	115	161	43	2	135	127	45	-
	22%	31%	23%	33%	-%	37%	30%	44%	41%	38%	33%	49%	-%
25-49%	157	96	132	29	-	76	100	19	2	64	58	24	-
	18%	27%	17%	23%	-%	24%	19%	19%	45%	18%	15%	26%	-%
50-74%	167	72	148	27	-	59	104	22	1	68	74	12	-
	19%	21%	19%	21%	-%	19%	20%	23%	14%	19%	20%	13%	-%
75-100%	325	56	293	27	-	50	136	13	-	72	98	11	-
	37%	16%	38%	21%	-%	16%	26%	13%	-%	20%	26%	12%	-%
Don't know	40	18	30	1	-	12	28	*	-	15	22	1	-
	5%	5%	4%	1%	-%	4%	5%	*%	-%	4%	6%	1%	-%
Mean Score	57.0	41.9	57.1	43.3	-	40.5	47.8	35.8	24.6	42.6	47.7	32.7	-
			ac				ac			c	ac		

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 118 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	849	810	629	419	510	849	26	306	226	198	56	38
Effective base	348	334	249	179	212	348	9	143	99	89	31	22
Weighted Base	884	852	619	421	541	884	15	342	245	225	69	48
0-24%	194	192	179	151	176	194	7	128	99	95	39	23
	22%	23%	29%	36%	33%	22%	46%	38%	41%	42%	56%	47%
			a		b							
25-49%	157	151	140	82	148	157	7	71	45	47	14	11
	18%	18%	23%	19%	27%	18%	44%	21%	19%	21%	20%	23%
					b							
50-74%	167	162	116	75	132	167	1	56	41	33	2	3
	19%	19%	19%	18%	24%	19%	9%	16%	17%	15%	4%	5%
75-100%	325	310	153	100	59	325	*	75	51	41	14	11
	37%	36%	25%	24%	11%	37%	1%	22%	21%	18%	20%	24%
		bc				a						
Don't know	40	37	31	13	26	40	*	11	8	8	-	-
	5%	4%	5%	3%	5%	5%	*%	3%	3%	3%	-%	-%
Mean Score	57.0	56.5	47.1	44.7	37.7	57.0	22.9	43.1	41.4	39.2	33.3	38.7
		bc				a		d				

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 118 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	849	105	50	36	15	761	548	791	535	493	359	737	107	-	672	57
Effective base	348	49	16	12	7	307	205	319	204	184	148	302	47	-	272	27
Weighted Base	884	116	37	32	17	774	491	801	480	414	357	762	108	-	653	66
0-24%	194	30	13	3	8	179	142	182	129	128	121	177	29	-	157	7
	22%	26%	35%	11%	45%	23%	29%	23%	27%	31%	34%	23%	27%	-%	24%	10%
										c	b					
25-49%	157	25	4	12	3	139	102	141	89	59	75	131	34	-	122	10
	18%	21%	12%	38%	19%	18%	21%	18%	18%	14%	21%	17%	31%	-%	19%	16%
													b			
50-74%	167	24	7	11	-	153	99	162	101	82	64	154	19	-	111	19
	19%	20%	19%	33%	-%	20%	20%	20%	21%	20%	18%	20%	18%	-%	17%	29%
75-100%	325	36	4	5	5	280	129	288	144	132	82	279	24	-	244	27
	37%	31%	12%	16%	29%	36%	26%	36%	30%	32%	23%	37%	22%	-%	37%	40%
						b		b			a					
Don't know	40	2	8	1	1	22	20	29	17	12	14	21	2	-	19	3
	5%	1%	23%	2%	7%	3%	4%	4%	4%	3%	4%	3%	2%	-%	3%	4%
			a													
Mean Score	57.0	51.3	38.9	50.1	35.4	56.2	48.6	56.3	51.4	51.9	44.9	56.4	45.5	-	56.1	63.3
		b				bde		bde				ac				

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 118 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	849	325	524	205	10	112	144	96	545	203	129	138	568
Effective base	348	146	204	88	5	45	66	36	229	84	46	55	243
Weighted Base	884	345	539	212	15	108	162	86	606	191	108	138	622
0-24%	194	67	127	71	1	30	50	29	129	36	28	37	129
	22%	19%	24%	34%	8%	28%	31%	34%	21%	19%	26%	27%	21%
25-49%	157	78	79	27	10	19	22	13	117	27	15	26	112
	18%	23%	15%	13%	66%	18%	14%	15%	19%	14%	14%	19%	18%
50-74%	167	60	108	52	-	27	39	16	118	33	28	33	106
	19%	17%	20%	24%	-%	25%	24%	18%	20%	17%	26%	24%	17%
75-100%	325	120	205	57	4	23	47	25	218	82	33	34	253
	37%	35%	38%	27%	26%	21%	29%	29%	36%	43%	31%	25%	41%
Don't know	40	20	20	5	-	9	3	3	24	14	3	8	22
	5%	6%	4%	2%	-%	8%	2%	3%	4%	7%	3%	6%	4%
Mean Score	57.0	55.8	57.7	48.3	49.1	46.8	49.9	46.7	56.9	62.3	52.8	49.1	59.4
									a	a			b

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 118 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	849	417	432
Effective base	348	137	211
Weighted Base	884	353	530
0-24%	194	56	138
	22%	16%	26%
		a	
25-49%	157	55	102
	18%	16%	19%
50-74%	167	81	86
	19%	23%	16%
75-100%	325	139	186
	37%	39%	35%
Don't know	40	22	19
	5%	6%	4%
Mean Score	57.0	61.5	54.1
		b	

Columns Tested: a,b

Table 118 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	849	40	107	84	74	92	40	52	99	57	64	51	89
Effective base	348	14	55	53	27	65	26	7	47	23	19	18	34
Weighted Base	884	19	95	104	26	143	45	15	171	50	56	48	112
0-24%	194	3	24	18	4	47	10	4	37	5	11	11	20
	22%	18%	25%	18%	17%	33%	22%	26%	21%	10%	19%	23%	17%
					i								
25-49%	157	3	23	15	5	14	4	1	38	2	17	10	25
	18%	15%	24%	15%	19%	10%	9%	7%	22%	4%	30%	21%	22%
			ei								ei		
50-74%	167	7	13	19	3	16	10	2	35	23	5	10	23
	19%	40%	13%	19%	11%	11%	22%	13%	21%	45%	9%	21%	21%
		bdej								bcdej			
75-100%	325	4	30	44	13	59	18	8	58	16	18	12	44
	37%	19%	32%	43%	50%	42%	40%	52%	34%	31%	32%	26%	39%
Don't know	40	1	4	7	1	6	3	*	2	5	6	4	*
	5%	7%	4%	7%	4%	4%	7%	2%	1%	9%	11%	9%	9%
Mean Score	57.0	47.0	52.3	61.0	66.5	56.1	59.6	63.1	57.1	64.0	53.4	47.4	58.5
				ak	abjk			k		abk			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 118 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	849	231	206	208	204	437	412
Effective base	348	120	110	73	71	229	143
Weighted Base	884	217	214	236	216	431	452
0-24%	194	46	61	46	41	107	87
	22%	21%	29%	19%	19%	25%	19%
25-49%	157	41	23	42	51	64	93
	18%	19%	11%	18%	24%	15%	21%
				b			
50-74%	167	39	29	60	38	69	99
	19%	18%	14%	26%	18%	16%	22%
			b				
75-100%	325	78	90	82	74	169	156
	37%	36%	42%	35%	34%	39%	35%
Don't know	40	13	10	7	11	23	17
	5%	6%	5%	3%	5%	5%	4%
Mean Score	57.0	56.0	58.1	58.8	54.9	57.0	57.0

Columns Tested: a,b,c,d - a,b

Table 120

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	*c	d	e
Unweighted Base	621	15	606	432	114	25	50	189
Effective base	254	9	252	231	48	15	27	62
Weighted Base	647	4	643	614	29	3	1	33
0-24%	333	*	333	321	10	2	1	13
	52%	4%	52%	52%	36%	54%	43%	38%
				be				
25-49%	117	*	117	108	9	*	*	10
	18%	9%	18%	18%	30%	13%	40%	29%
					a		a	
50-74%	74	2	72	68	5	*	*	5
	11%	40%	11%	11%	17%	12%	3%	16%
75-100%	92	1	91	90	2	*	*	3
	14%	28%	14%	15%	8%	5%	12%	8%
Don't know	30	1	29	27	2	*	*	3
	5%	19%	5%	4%	8%	16%	3%	9%
Mean Score	33.1	63.0	32.9	33.0	34.0	28.2	33.2	33.5

Columns Tested: a,b - a,b,c,d,e

Table 120 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

		Business Size 2								
Total base		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	621	163	201	68	71	68	50	432	114	75
Effective base	254	100	109	33	30	34	27	231	48	27
Weighted Base	647	299	273	42	20	12	1	614	29	4
0-24%	333 52%	161 54%	143 53%	17 40%	7 36%	5 41%	1 43%	321 52%	10 36%	2 51%
		h						h		
25-49%	117 18%	46 15%	55 20%	7 17%	6 28%	3 28%	* 40%	108 18%	9 30%	1 21%
							abcg		ag	
50-74%	74 11%	27 9%	34 13%	7 16%	4 19%	2 13%	* 3%	68 11%	5 17%	* 10%
75-100%	92 14%	49 16%	30 11%	10 25%	2 8%	1 8%	* 12%	90 15%	2 8%	* 7%
				h						
Don't know	30 5%	16 5%	10 4%	1 2%	2 9%	1 9%	* 3%	27 4%	2 8%	1 12%
Mean Score	33.1	33.5	30.9	43.8 abeghi	34.3	32.1	33.2	33.0	34.0	29.8

Columns Tested: a,b,c,d,e,f,g,h,i

Table 120 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	c	d	e
Unweighted Base	621	261	171	114	25	50	255	149	44	35	70
Effective base	254	166	87	48	15	27	140	65	17	11	14
Weighted Base	647	494	120	29	3	1	406	123	28	16	21
0-24%	333 52%	264 53% c	57 47%	10 36%	2 54%	1 43%	238 59% bc	46 37%	9 32%	6 40%	12 56%
25-49%	117 18%	87 18%	21 17%	9 30%	* 13%	* 40% ab	72 18%	30 24%	4 15%	2 11%	5 24%
50-74%	74 11%	53 11%	15 13%	5 17%	* 12%	* 3%	40 10%	9 7%	10 34% abd	* 3%	3 16%
75-100%	92 14%	69 14%	21 17%	2 8%	* 5%	* 12%	40 10%	28 23% a	3 12%	6 40% ae	* 2%
Don't know	30 5%	21 4%	6 5%	2 8%	* 16%	* 3%	16 4%	10 8%	2 7%	1 6%	1 3%
Mean Score	33.1	32.1	37.2	34.0	28.2	33.2	27.8	41.7 ae	39.3 ae	54.5 ae	29.2

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 120 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	*d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	621	61	32	72	27	47	67	50	45	35
Effective base	254	36	16	42	14	26	38	29	20	14
Weighted Base	647	89	29	117	16	74	115	77	47	39
0-24%	333	53	14	61	11	39	59	40	17	16
	52%	60%	46%	52%	66%	53%	51%	52%	36%	42%
25-49%	117	13	10	22	3	11	19	12	15	6
	18%	15%	34%	19%	19%	15%	17%	15%	31%	16%
50-74%	74	12	3	11	2	6	15	12	2	5
	11%	14%	12%	9%	12%	8%	13%	16%	4%	12%
75-100%	92	8	2	16	1	11	13	12	14	9
	14%	9%	8%	13%	3%	15%	12%	15%	29%	23%
Don't know	30	2	-	7	-	6	9	2	*	2
	5%	2%	-%	6%	-%	8%	8%	2%	*%	6%
Mean Score	33.1	27.2	32.5	31.4	22.7	31.4	32.6	35.4	44.7	41.5
								ac		a

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 120 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	621	109	138	189	436	185	74	53	58
Effective base	254	50	70	109	227	40	17	13	26
Weighted Base	647	128	165	309	602	45	23	16	7
0-24%	333 52%	66 51%	84 51%	160 52%	309 51%	24 54%	10 43%	11 69%	4 53%
25-49%	117 18%	21 16%	37 23%	53 17%	111 18%	6 14%	3 15%	1 4%	2 29%
50-74%	74 11%	13 10%	18 11%	38 12%	69 11%	5 12%	3 12%	2 13%	1 8%
75-100%	92 14%	21 16%	25 15%	41 13%	86 14%	7 14%	4 19%	2 12%	* 5%
Don't know	30 5%	8 6%	2 1%	17 6%	27 5%	3 7%	2 11%	* 2%	* 4%
Mean Score	33.1	33.2	33.2	32.8	33.0	33.7	40.3	29.4	22.9
		h	h	h	h	h	h		

Columns Tested.: a,b,c,d,e,f,g,h

Table 120 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	*h	i
Unweighted Base	621	22	39	3	42	80	148	23	27	279
Effective base	254	13	15	2	17	37	55	9	10	120
Weighted Base	647	19	43	7	50	106	111	21	21	320
0-24%	333	7	13	6	19	53	55	18	12	169
	52%	37%	30%	89%	38%	50%	50%	89%	56%	53%
25-49%	117	4	11	-	11	15	22	2	4	59
	18%	20%	26%	-%	22%	14%	20%	9%	21%	18%
50-74%	74	5	10	1	11	8	12	*	2	36
	11%	26%	23%	11%	21%	8%	11%	*%	8%	11%
75-100%	92	2	8	-	8	16	12	*	2	51
	14%	12%	18%	-%	16%	16%	11%	*%	11%	16%
Don't know	30	1	1	-	1	13	9	*	1	4
	5%	5%	3%	-%	2%	12%	8%	2%	4%	1%
						i	i			
Mean Score	33.1	36.9	42.5	11.5	37.8	33.9	31.9	12.5	29.9	33.7

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 120 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	621	144	148	329	533	88	-	527	94	606	15
Effective base	254	64	55	138	212	45	-	234	23	250	4
Weighted Base	647	175	111	361	508	139	-	608	39	637	11
0-24%	333	79	55	199	254	79	-	318	15	327	7
	52%	45%	50%	55%	50%	57%	-%	52%	39%	51%	63%
25-49%	117	30	22	65	103	15	-	102	15	116	2
	18%	17%	20%	18%	20%	11%	-%	17%	38%	18%	17%
									a		
50-74%	74	24	12	38	56	18	-	71	3	73	1
	11%	14%	11%	11%	11%	13%	-%	12%	8%	12%	5%
75-100%	92	27	12	54	75	18	-	88	5	91	1
	14%	15%	11%	15%	15%	13%	-%	14%	12%	14%	14%
Don't know	30	15	9	6	21	9	-	29	1	30	*
	5%	9%	8%	2%	4%	7%	-%	5%	3%	5%	*%
		c	c								
Mean Score	33.1	35.5	31.9	32.3	33.7	30.8	-	32.9	35.5	33.1	29.6

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 120 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	621	345	136	140
Effective base	254	152	46	57
Weighted Base	647	391	111	144
0-24%	333	199	54	80
	52%	51%	48%	56%
25-49%	117	75	23	19
	18%	19%	20%	13%
50-74%	74	43	16	15
	11%	11%	15%	10%
75-100%	92	58	12	22
	14%	15%	11%	15%
Don't know	30	15	6	8
	5%	4%	6%	6%
Mean Score	33.1	33.4	33.6	31.8

Columns Tested:: a,b,c

Table 120 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	j	*k
Significance Level: 95%												
Unweighted Base	621	461	104	28	11	5	5	3	4	565	56	28
Effective base	254	205	34	8	6	1	2	1	1	239	16	8
Weighted Base	647	532	78	18	5	1	6	1	5	611	36	18
0-24%	333	278	41	3	4	1	*	1	5	319	14	11
	52%	52%	53%	17%	73%	96%	7%	97%	99%	52%	39%	59%
25-49%	117	91	17	4	1	*	4	*	*	108	9	5
	18%	17%	21%	22%	27%	4%	61%	3%	*%	18%	26%	29%
50-74%	74	58	9	5	-	-	2	-	-	66	7	2
	11%	11%	11%	30%	-%	-%	32%	-%	-%	11%	20%	11%
75-100%	92	83	6	4	-	-	-	-	*	88	4	*
	14%	16%	7%	22%	-%	-%	-%	-%	*%	14%	11%	*%
Don't know	30	22	6	2	-	*	-	-	-	29	2	*
	5%	4%	8%	9%	-%	*%	-%	-%	-%	5%	4%	*%
Mean Score	33.1	33.5	27.1	52.0	20.9	3.9	52.5	20.5	3.5	32.8	38.4	26.2
											b	

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 120 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	*e	f	*g
Significance Level: 95%																	
Unweighted Base	621	211	250	160	606	595	621	504	370	264	36	434	31	48	27	33	12
Effective base	254	106	100	49	249	241	254	210	150	85	17	196	11	11	9	8	5
Weighted Base	647	283	250	115	637	612	647	537	408	225	43	506	23	32	10	20	14
0-24%	333 52%	150 53%	128 51%	55 48%	332 52%	316 52%	333 52%	267 50%	190 47%	97 43%	18 43%	265 52%	7 30%	20 64%	5 49%	12 61%	6 42%
25-49%	117 18%	47 17%	44 18%	26 23%	117 18%	114 19%	117 18%	103 19%	79 19%	49 22%	3 6%	94 19%	3 14%	6 17%	3 30%	3 14%	6 44%
50-74%	74 11%	25 9%	33 13%	16 14%	73 11%	67 11%	74 11%	70 13%	52 13%	33 15%	7 17%	60 12%	3 11%	3 8%	2 17%	- -	- -
75-100%	92 14%	50 18%	33 13%	10 8%	86 13%	85 14%	92 14%	73 14%	69 17%	34 15%	14 32%	66 13%	10 43%	* 1%	* %	1 3%	2 14%
Don't know	30 5%	11 4%	12 5%	8 7%	28 4%	30 5%	30 5%	23 4%	18 4%	12 6%	1 2%	22 4%	* 1%	3 9%	* 4%	4 22%	- -
Mean Score	33.1	34.1	32.9	30.8	32.4	32.6	33.1	33.1	36.4	37.2 ab	48.0 bdf	31.9 df	59.7 bdf	19.5	22.7	17.6	37.8

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 120 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Unweighted Base	621	445	51	34	34	22	17	3	423	80	37	24	18	9	4
Effective base	254	204	18	10	7	6	5	1	191	23	11	12	4	4	2
Weighted Base	647	527	42	24	17	13	11	4	494	62	21	14	10	4	8
0-24%	333	270	21	14	12	12	3	-	269	21	4	8	7	2	4
	52%	51%	51%	60%	68%	92%	26%	-%	54%	34%	21%	60%	77%	48%	58%
									c						
25-49%	117	93	5	8	3	1	3	4	87	15	7	*	2	2	1
	18%	18%	12%	36%	19%	5%	31%	100%	18%	23%	34%	2%	21%	52%	15%
50-74%	74	66	5	*	2	-	-	-	54	7	3	4	-	-	-
	11%	13%	11%	*%	11%	-%	-%	-%	11%	11%	12%	29%	-%	-%	-%
75-100%	92	79	6	1	*	*	*	-	68	10	5	*	*	*	2
	14%	15%	15%	2%	*%	2%	2%	-%	14%	15%	23%	1%	2%	1%	27%
Don't know	30	19	4	1	*	*	4	-	16	10	2	1	-	-	-
	5%	4%	11%	2%	1%	1%	41%	-%	3%	17%	10%	9%	-%	-%	-%
									a						
Mean Score	33.1	33.6	33.2	22.1	19.0	13.2	29.6	46.9	31.8	39.0	51.0	22.6	17.3	30.1	36.2
		cd	d								a				

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 120 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	*d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	621	331	61	41	25	19	14	13	208	133	167	78	34
Effective base	254	156	20	11	12	6	4	5	103	61	58	24	13
Weighted Base	647	401	49	35	13	15	12	11	290	152	127	42	37
0-24%	333	223	17	15	5	3	3	1	146	86	66	16	20
	52%	56%	35%	43%	36%	18%	22%	13%	50%	57%	52%	38%	53%
25-49%	117	71	9	7	3	6	4	3	45	25	25	12	10
	18%	18%	19%	20%	19%	39%	38%	31%	16%	17%	19%	29%	27%
50-74%	74	46	7	3	2	5	5	3	34	20	16	4	*
	11%	11%	15%	9%	15%	33%	38%	24%	12%	13%	12%	9%	*%
75-100%	92	51	14	1	3	1	-	4	52	19	10	8	2
	14%	13%	27%	1%	20%	9%	-%	33%	18%	13%	8%	20%	5%
Don't know	30	10	2	10	1	*	*	-	12	2	10	2	5
	5%	2%	4%	27%	10%	1%	2%	-%	4%	1%	8%	4%	14%
Mean Score	33.1	30.7	45.6	25.0	42.0	39.2	41.8	59.1	36.0	31.4	28.2	41.6	22.0
			ac						ce			bce	

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 120 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	*e
Significance Level: 95%											
Unweighted Base	621	236	133	145	61	30	276	111	122	60	20
Effective base	254	116	58	51	17	10	133	45	39	21	7
Weighted Base	647	323	140	114	31	28	360	121	69	36	23
0-24%	333	166	80	60	13	13	196	55	33	15	14
	52%	51%	57%	52%	43%	47%	55%	46%	47%	41%	62%
25-49%	117	52	26	21	9	10	59	23	18	13	2
	18%	16%	18%	18%	29%	35%	16%	19%	26%	35%	7%
										a	
50-74%	74	44	15	12	2	*	31	21	11	4	*
	11%	14%	11%	11%	6%	*%	9%	18%	16%	11%	1%
75-100%	92	50	17	14	5	*	56	19	4	4	2
	14%	15%	12%	12%	17%	*%	15%	16%	6%	10%	9%
Don't know	30	12	2	8	2	5	18	2	3	1	5
	5%	4%	1%	7%	5%	16%	5%	2%	5%	4%	22%
						b					
Mean Score	33.1	34.2	30.4	30.7	36.6	21.7	32.4	36.9	29.3	35.5	19.5
								c			

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 120 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	*b
Significance Level: 95%													
Unweighted Base	621	224	83	100	54	35	275	42	185	559	62	585	21
Effective base	254	110	32	36	19	11	112	11	85	232	22	242	8
Weighted Base	647	293	89	81	36	28	280	28	225	594	53	613	24
0-24%	333	164	31	39	15	11	133	11	119	320	13	330	2
	52%	56%	35%	48%	42%	38%	48%	38%	53%	54%	25%	54%	7%
		b								b			
25-49%	117	48	21	16	9	10	62	8	34	110	7	111	6
	18%	16%	24%	19%	24%	35%	22%	27%	15%	19%	13%	18%	26%
50-74%	74	32	13	17	2	5	34	7	30	58	16	67	7
	11%	11%	14%	21%	5%	16%	12%	24%	13%	10%	29%	11%	27%
											a		
75-100%	92	42	17	6	4	3	39	*	33	79	13	81	5
	14%	14%	20%	7%	12%	9%	14%	1%	15%	13%	25%	13%	20%
Don't know	30	7	6	3	6	*	11	3	9	26	4	24	5
	5%	2%	7%	3%	17%	1%	4%	10%	4%	4%	8%	4%	20%
					a								
Mean Score	33.1	31.7	41.1	30.8	34.1	33.1	33.9	29.6	32.9	31.5	51.2	31.5	59.2
			ac								a		

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 120 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	621	536	59	316	188	588	18	534	61	323	181
Effective base	254	225	17	146	64	243	6	224	17	148	61
Weighted Base	647	566	47	361	176	617	20	568	45	372	165
0-24%	333 52%	301 53%	15 32%	199 55%	68 38%	325 53%	8 39%	301 53%	15 33%	208 56%	59 36%
25-49%	117 18%	103 18%	11 24%	59 16%	45 26%	117 19%	* 2%	102 18%	13 28%	60 16%	43 26%
50-74%	74 11%	60 11%	7 16%	42 12%	29 16%	67 11%	6 33%	58 10%	9 19%	41 11%	29 18%
75-100%	92 14%	76 13%	8 18%	48 13%	25 14%	85 14%	1 3%	81 14%	4 8%	49 13%	24 15%
Don't know	30 5%	25 4%	5 10%	13 4%	10 6%	24 4%	4 23%	25 4%	5 11%	14 4%	9 6%
Mean Score	33.1	31.7	45.0 a	31.2	37.3 a	32.3	35.8	32.3	37.0	30.7	38.6 a

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 120 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	621	398	496	134	-	395	437	103	2	395	304	119	-
Effective base	254	151	212	51	-	153	183	41	2	159	131	44	-
Weighted Base	647	390	519	122	-	386	443	97	3	405	318	96	-
0-24%	333	187	283	64	-	185	242	45	3	193	172	42	-
	52%	48%	54%	52%	-%	48%	55%	46%	100%	48%	54%	44%	-%
25-49%	117	81	106	26	-	80	92	24	-	88	67	23	-
	18%	21%	20%	21%	-%	21%	21%	25%	-%	22%	21%	24%	-%
50-74%	74	51	56	21	-	53	48	16	-	60	38	20	-
	11%	13%	11%	17%	-%	14%	11%	16%	-%	15%	12%	21%	-%
75-100%	92	57	54	10	-	58	38	10	-	52	24	10	-
	14%	15%	10%	9%	-%	15%	9%	11%	-%	13%	7%	10%	-%
Don't know	30	13	21	1	-	10	22	2	-	12	17	1	-
	5%	3%	4%	1%	-%	3%	5%	2%	-%	3%	5%	1%	-%
Mean Score	33.1	34.9	29.6	30.3	-	35.3	28.0	32.1	7.4	33.8	27.5	33.5	-
		b				b				b		b	

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 120 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	621	589	570	366	621	368	31	274	253	218	70	37
Effective base	254	243	233	159	254	152	9	125	108	90	32	18
Weighted Base	647	625	591	406	647	385	19	315	279	234	72	41
0-24%	333	332	311	221	333	245	7	188	155	129	33	24
	52%	53%	53%	54%	52%	64%	37%	59%	55%	55%	46%	59%
25-49%	117	111	113	73	117	92	8	61	49	53	14	8
	18%	18%	19%	18%	18%	24%	41%	19%	17%	23%	19%	19%
50-74%	74	73	62	55	74	23	4	32	42	28	20	7
	11%	12%	11%	14%	11%	6%	22%	10%	15%	12%	28%	17%
											ac	
75-100%	92	82	75	43	92	3	-	23	27	16	4	2
	14%	13%	13%	10%	14%	1%	-%	7%	10%	7%	6%	5%
					b							
Don't know	30	27	29	14	30	22	*	12	7	8	1	-
	5%	4%	5%	3%	5%	6%	*%	4%	2%	3%	1%	-%
Mean Score	33.1	31.9	31.4	29.8	33.1	19.4	27.4	25.6	29.5	26.7	32.9	27.9
					b		b				a	

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 120 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	621	79	45	32	18	552	422	576	396	370	377	528	106	-	517	36
Effective base	254	32	17	12	8	227	170	237	161	147	146	222	40	-	206	18
Weighted Base	647	72	42	32	20	558	424	591	412	355	377	548	94	-	488	52
0-24%	333	42	12	14	3	317	234	324	223	202	194	309	48	-	244	32
	52%	58%	29%	44%	15%	57%	55%	55%	54%	57%	51%	56%	51%	-%	50%	61%
25-49%	117	13	9	6	3	105	88	113	80	53	82	101	30	-	98	5
	18%	19%	22%	19%	16%	19%	21%	19%	19%	15%	22%	18%	32%	-%	20%	10%
													b			
50-74%	74	7	3	2	7	57	46	62	48	48	49	58	12	-	59	6
	11%	10%	7%	7%	32%	10%	11%	11%	12%	14%	13%	11%	13%	-%	12%	12%
75-100%	92	8	11	9	6	62	39	69	45	41	42	61	2	-	74	9
	14%	11%	26%	28%	31%	11%	9%	12%	11%	11%	11%	11%	2%	-%	15%	17%
Don't know	30	2	6	1	1	17	17	23	17	11	10	19	2	-	13	*
	5%	2%	15%	2%	5%	3%	4%	4%	4%	3%	3%	4%	2%	-%	3%	-%
Mean Score	33.1	28.5	50.3	40.3	58.5	29.4	28.7	30.3	30.4	30.8	32.0	29.3	24.1	-	34.4	31.0
			a								c					

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 120 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	621	276	345	234	9	108	167	96	407	112	79	125	407
Effective base	254	107	147	81	5	38	63	36	166	50	29	54	169
Weighted Base	647	276	371	207	18	106	159	91	430	120	73	136	423
0-24%	333	142	192	94	7	32	88	39	225	68	45	64	220
	52%	51%	52%	46%	41%	30%	55%	43%	52%	57%	62%	47%	52%
25-49%	117	50	68	37	6	28	27	21	79	17	9	32	75
	18%	18%	18%	18%	33%	26%	17%	24%	18%	14%	12%	23%	18%
50-74%	74	30	44	34	-	16	20	16	45	9	12	11	47
	11%	11%	12%	17%	-%	15%	13%	18%	10%	7%	16%	8%	11%
75-100%	92	40	53	36	5	24	20	11	64	16	5	24	63
	14%	14%	14%	17%	26%	22%	12%	12%	15%	13%	7%	17%	15%
Don't know	30	15	15	6	-	6	4	3	17	10	2	6	17
	5%	5%	4%	3%	-%	6%	2%	3%	4%	8%	3%	4%	4%
Mean Score	33.1	32.6	33.4	37.7	39.0	45.3	31.1	34.9	33.6	27.8	26.3	35.4	33.5
						b						a	

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 120 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	621	264	357
Effective base	254	92	162
Weighted Base	647	240	407
0-24%	333	129	204
	52%	54%	50%
25-49%	117	35	82
	18%	15%	20%
50-74%	74	33	41
	11%	14%	10%
75-100%	92	31	61
	14%	13%	15%
Don't know	30	12	18
	5%	5%	4%
Mean Score	33.1	32.2	33.6

Columns Tested: a,b

Table 120 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	621	39	71	59	39	51	30	36	82	40	51	36	87
Effective base	254	13	40	34	23	42	17	6	40	15	13	14	32
Weighted Base	647	18	71	67	10	89	29	12	137	35	33	41	104
0-24%	333	5	49	25	4	46	17	11	91	16	15	19	35
	52%	28%	69% acl	38%	44%	52%	59%	85% acl	66% acl	46%	45%	46%	33%
25-49%	117	3	7	12	1	17	6	1	13	4	9	10	33
	18%	18%	10%	18%	14%	19%	22%	9%	9%	13%	26%	24%	31% bh
50-74%	74	1	11	11	3	11	3	*	13	5	1	1	13
	11%	5%	15%	16%	27%	13%	10%	*%	10%	15%	4%	3%	13%
75-100%	92	6	1	13	1	12	*	*	17	7	4	6	24
	14%	36% bf	2%	20% b	12%	14% b	*%	4%	12%	20% b	12%	14%	23% bf
Don't know	30	2	3	5	*	2	3	*	3	2	4	5	*
	5%	12%	4%	8%	3%	2%	9%	2%	2%	7%	13%	12%	*%
Mean Score	33.1	49.7 beghjk	22.5	42.4 bgh	36.2 bg	33.3 bg	18.9	19.9	27.9	37.6 bg	33.9 bg	29.6	42.9 bgh

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 120 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	621	169	120	158	174	289	332
Effective base	254	86	68	59	58	154	117
Weighted Base	647	156	128	185	178	284	363
0-24%	333	79	68	118	68	147	186
	52%	51%	53%	64%	38%	52%	51%
				d			
25-49%	117	23	25	19	51	48	70
	18%	15%	20%	10%	29%	17%	19%
				ac			
50-74%	74	23	17	19	16	39	34
	11%	14%	13%	10%	9%	14%	9%
75-100%	92	21	13	24	33	34	58
	14%	14%	10%	13%	19%	12%	16%
Don't know	30	10	5	6	9	15	15
	5%	7%	4%	3%	5%	5%	4%
Mean Score	33.1	33.9	30.4	29.1	38.5	32.3	33.7
					bc		

Columns Tested: a,b,c,d - a,b

Table 122

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	*c	d	e
Unweighted Base	477	11	466	347	77	11	42	130
Effective base	212	7	210	196	29	7	21	36
Weighted Base	510	2	508	488	20	2	1	23
0-24%	266	*	266	253	11	1	1	13
	52%	6%	52%	52%	56%	68%	59%	57%
25-49%	106	*	105	100	5	*	*	5
	21%	17%	21%	21%	24%	4%	32%	23%
50-74%	47	1	46	45	1	*	*	2
	9%	42%	9%	9%	7%	11%	7%	7%
75-100%	68	1	68	67	1	-	*	1
	13%	35%	13%	14%	5%	-%	1%	4%
Don't know	24	-	24	22	2	*	-	2
	5%	-%	5%	4%	8%	17%	-%	9%
Mean Score	31.4	56.3	31.3	31.8	24.2	15.6	25.8	23.7
				be				

Columns Tested: a,b - a,b,c,d,e

Table 122 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	477	150	152	45	45	43	42	347	77	53
Effective base	212	99	82	27	19	17	21	196	29	16
Weighted Base	510	275	189	24	15	6	1	488	20	3
0-24%	266	133	106	14	9	3	1	253	11	2
	52%	48%	56%	59%	59%	53%	59%	52%	56%	65%
25-49%	106	46	49	5	4	1	*	100	5	*
	21%	17%	26%	23%	25%	17%	32%	21%	24%	15%
50-74%	47	32	9	4	*	1	*	45	1	*
	9%	11%	5%	17%	1%	22%	7%	9%	7%	9%
				b						
75-100%	68	46	22	*	1	*	*	67	1	*
	13%	17%	12%	1%	6%	1%	1%	14%	5%	1%
		c								
Don't know	24	19	3	-	2	*	-	22	2	*
	5%	7%	2%	-%	10%	7%	-%	4%	8%	10%
Mean Score	31.4	34.4	29.5	21.7	22.2	26.7	25.8	31.8	24.2	20.1
		cdhi	i					cdhi		

Columns Tested: a,b,c,d,e,f,g,h,i

Table 122 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	*c	*d	e
Unweighted Base	477	224	123	77	11	42	229	104	26	24	51
Effective base	212	149	67	29	7	21	136	46	8	9	12
Weighted Base	510	410	77	20	2	1	364	82	16	10	8
0-24%	266	209	44	11	1	1	189	37	13	8	5
	52%	51%	57%	56%	68%	59%	52%	45%	78%	83%	58%
25-49%	106	86	15	5	*	*	78	15	1	1	2
	21%	21%	19%	24%	4%	32%	21%	18%	9%	14%	25%
50-74%	47	37	8	1	*	*	33	5	*	*	1
	9%	9%	10%	7%	11%	7%	9%	7%	2%	3%	13%
75-100%	68	60	8	1	-	*	51	16	*	*	*
	13%	15%	10%	5%	-%	1%	14%	20%	2%	*%	*%
Don't know	24	19	3	2	*	-	14	8	1	-	*
	5%	5%	4%	8%	17%	-%	4%	10%	9%	-%	4%
Mean Score	31.4	32.6	27.6	24.2	15.6	25.8	31.8	37.1	15.1	16.4	23.1
		c						e			

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 122 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	*b	c	*d	e	f	g	h	i
Unweighted Base	477	54	27	43	18	41	50	36	31	31
Effective base	212	33	18	25	6	22	30	23	19	16
Weighted Base	510	78	31	71	14	61	82	62	43	36
0-24%	266	43	10	39	6	43	42	32	27	9
	52%	55%	33%	56%	40%	70%	51%	52%	63%	26%
						i			i	
25-49%	106	16	11	12	*	11	17	18	1	13
	21%	20%	36%	16%	1%	17%	20%	29%	3%	36%
								h		h
50-74%	47	8	5	10	5	2	3	2	4	3
	9%	11%	15%	14%	37%	3%	3%	4%	11%	8%
75-100%	68	9	4	4	3	4	16	8	6	8
	13%	12%	12%	6%	21%	6%	20%	13%	15%	23%
Don't know	24	2	1	6	-	2	4	2	4	2
	5%	2%	4%	8%	-%	4%	5%	2%	9%	6%
Mean Score	31.4	28.7	37.5	26.0	43.4	20.9	35.1	31.9	32.5	42.6
							e			

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 122 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	477	90	112	129	331	146	55	41	50
Effective base	212	43	70	78	189	42	25	11	23
Weighted Base	510	111	152	215	477	33	12	14	8
0-24%	266 52%	58 52%	80 53%	114 53%	251 53%	15 45%	4 39%	8 59%	2 29%
25-49%	106 21%	24 21%	28 18%	46 22%	98 21%	8 23%	2 21%	2 16%	3 39%
50-74%	47 9%	10 9%	18 12%	15 7%	42 9%	4 13%	2 13%	2 14%	1 12%
75-100%	68 13%	15 14%	19 13%	29 13%	63 13%	5 16%	2 21%	2 11%	1 19%
Don't know	24 5%	4 4%	7 5%	12 5%	23 5%	1 3%	1 7%	- -%	* 2%
Mean Score	31.4	30.7	31.5	31.2	31.2	34.8	37.2	31.5	37.3

Columns Tested:: a,b,c,d,e,f,g,h

Table 122 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	*h	i
Unweighted Base	477	12	32	1	33	39	123	23	26	221
Effective base	212	7	12	1	13	14	58	10	9	105
Weighted Base	510	8	30	2	32	41	123	21	19	267
0-24%	266 52%	2 23%	16 52%	- -%	16 49%	27 65%	34 28%	16 78%	13 67%	159 59%
					f					f
25-49%	106 21%	4 44%	5 16%	- -%	5 15%	4 11%	27 22%	4 17%	2 8%	61 23%
50-74%	47 9%	1 11%	1 4%	2 100%	3 10%	1 4%	19 16%	- -%	5 25%	17 6%
75-100%	68 13%	2 21%	7 24%	- -%	7 23%	2 4%	29 24%	* 2%	- -%	28 11%
							i			
Don't know	24 5%	- -%	1 4%	- -%	1 4%	7 17%	13 11%	* 2%	- -%	2 1%
						i	i			
Mean Score	31.4	47.6	38.5 ei	70.0	40.5 ei	19.1	47.1 ei	19.3	22.2	26.6

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 122 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	477	84	123	270	406	71	-	423	54	469	8
Effective base	212	31	58	123	178	36	-	197	16	209	3
Weighted Base	510	81	123	307	406	104	-	482	28	501	10
0-24%	266	44	34	188	216	50	-	246	20	266	*
	52%	55%	28%	61%	53%	48%	-%	51%	73%	53%	1%
		b		b							
25-49%	106	13	27	66	77	28	-	101	4	99	6
	21%	16%	22%	22%	19%	27%	-%	21%	15%	20%	66%
50-74%	47	5	19	22	43	4	-	46	1	44	3
	9%	7%	16%	7%	11%	4%	-%	10%	2%	9%	27%
75-100%	68	11	29	29	54	14	-	66	3	68	*
	13%	13%	24%	9%	13%	13%	-%	14%	9%	14%	5%
			c								
Don't know	24	8	13	3	16	8	-	23	*	24	*
	5%	10%	11%	1%	4%	8%	-%	5%	1%	5%	1%
		c	c								
Mean Score	31.4	31.4	47.1	25.8	31.7	30.3	-	31.9	23.4	31.3	37.8
			ac					b			

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 122 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	477	261	100	115
Effective base	212	119	39	55
Weighted Base	510	293	82	134
0-24%	266	174	40	53
	52%	59%	48%	39%
		c		
25-49%	106	59	27	20
	21%	20%	32%	15%
50-74%	47	24	9	14
	9%	8%	11%	10%
75-100%	68	27	6	35
	13%	9%	8%	26%
				ab
Don't know	24	10	*	14
	5%	3%	*%	10%
				b
Mean Score	31.4	26.7	29.9	43.5
				ab

Columns Tested: a,b,c

Table 122 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	j	*k
Significance Level: 95%												
Unweighted Base	477	349	82	21	7	8	5	2	3	431	46	25
Effective base	212	169	31	6	3	4	2	1	1	199	13	9
Weighted Base	510	416	67	17	2	4	3	1	*	483	27	10
0-24%	266	222	29	13	2	*	*	1	*	250	16	3
	52%	53%	43%	75%	100%	1%	16%	93%	14%	52%	58%	31%
25-49%	106	83	17	3	-	1	2	*	*	100	6	3
	21%	20%	25%	15%	-%	19%	84%	7%	1%	21%	21%	31%
50-74%	47	40	5	*	*	1	-	-	-	46	1	1
	9%	10%	8%	*%	*%	18%	-%	-%	-%	9%	3%	8%
75-100%	68	56	9	*	-	3	-	-	*	65	3	3
	13%	13%	13%	2%	-%	63%	-%	-%	85%	13%	13%	30%
Don't know	24	15	7	1	-	-	-	-	-	22	1	-
	5%	4%	11%	8%	-%	-%	-%	-%	-%	5%	5%	-%
Mean Score	31.4	31.0	35.8	16.4	14.9	76.2	25.4	12.8	71.1	31.6	28.2	45.8

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 122 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	*c	d	*e	*f	*g
Unweighted Base	477	163	186	128	460	454	477	384	257	179	35	327	19	37	22	23	14
Effective base	212	89	80	44	202	198	212	175	108	62	22	157	7	12	6	6	3
Weighted Base	510	226	191	94	491	483	510	406	268	146	42	382	17	31	17	13	9
0-24%	266	134	87	44	266	254	266	217	153	75	12	217	7	13	3	6	7
	52%	59%	46%	47%	54%	53%	52%	53%	57%	52%	29%	57%	43%	43%	20%	49%	75%
												a					
25-49%	106	40	43	22	105	101	106	81	57	40	6	85	2	6	4	1	2
	21%	18%	23%	24%	21%	21%	21%	20%	21%	27%	14%	22%	15%	18%	25%	7%	24%
50-74%	47	20	20	6	45	44	47	37	28	17	4	34	1	3	5	1	*
	9%	9%	11%	7%	9%	9%	9%	9%	10%	12%	10%	9%	6%	9%	27%	6%	*%
75-100%	68	23	33	12	59	62	68	54	21	9	14	35	6	9	4	*	-
	13%	10%	17%	13%	12%	13%	13%	13%	8%	6%	32%	9%	37%	27%	27%	2%	-%
											b			b			
Don't know	24	8	7	9	16	24	24	18	8	5	7	12	-	1	*	4	-
	5%	4%	4%	9%	3%	5%	5%	4%	3%	3%	15%	3%	-%	3%	1%	35%	-%
											b						
Mean Score	31.4	27.1	35.6	33.5	30.0	30.9	31.4	31.3	28.2	28.0	52.3	27.6	46.9	41.7	51.3	21.7	16.5
			a								b			b			

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 122 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	b	*c	*d	*e	*f	*g
Unweighted Base	477	349	29	26	25	13	14	4	322	58	24	15	17	11	7
Effective base	212	173	8	9	7	6	3	2	154	21	8	9	4	5	2
Weighted Base	510	419	21	25	14	4	8	*	370	57	20	13	13	5	6
0-24%	266	224	16	10	11	3	2	*	209	24	9	2	3	2	6
	52%	54%	75%	39%	84%	73%	20%	97%	56%	41%	45%	13%	24%	41%	98%
25-49%	106	92	*	8	2	1	2	*	77	15	3	4	1	2	*
	21%	22%	1%	31%	15%	23%	25%	3%	21%	26%	14%	27%	8%	39%	2%
50-74%	47	38	2	5	-	*	-	-	31	3	3	*	5	1	*
	9%	9%	10%	21%	-%	1%	-%	-%	8%	6%	18%	1%	34%	14%	*%
75-100%	68	55	1	2	*	-	-	-	36	9	4	7	4	*	-
	13%	13%	5%	9%	*%	-%	-%	-%	10%	17%	23%	51%	34%	5%	-%
Don't know	24	10	2	-	*	*	4	-	17	6	*	1	-	-	-
	5%	2%	10%	-%	1%	3%	54%	-%	5%	10%	1%	7%	-%	-%	-%
Mean Score	31.4	30.9	22.9	33.0	12.9	17.8	22.1	15.1	27.9	34.7	42.1	68.1	55.4	31.0	11.6

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 122 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	*c	*d	*e	*f	*g	a	b	c	d	*e
Significance Level: 95%													
Unweighted Base	477	267	36	25	23	14	12	7	170	93	121	68	25
Effective base	212	137	13	9	8	5	3	3	91	43	50	20	11
Weighted Base	510	301	37	27	13	11	8	9	238	95	107	42	28
0-24%	266	172	20	9	5	5	2	3	132	66	44	19	5
	52%	57%	55%	33%	40%	45%	32%	28%	55%	69%	41%	46%	19%
25-49%	106	56	3	8	2	4	5	2	48	12	26	8	12
	21%	19%	9%	29%	15%	36%	68%	24%	20%	13%	24%	19%	42%
50-74%	47	27	*	2	2	1	*	5	19	8	12	6	1
	9%	9%	1%	7%	14%	9%	*%	48%	8%	8%	11%	15%	3%
75-100%	68	34	12	4	3	1	*	-	26	9	20	7	6
	13%	11%	31%	15%	20%	10%	*%	-%	11%	10%	19%	16%	20%
Don't know	24	11	1	4	1	-	-	-	12	*	6	2	4
	5%	4%	3%	16%	11%	-%	-%	-%	5%	*%	5%	4%	16%
Mean Score	31.4	29.1	44.0	33.1	38.7	33.1	33.2	34.2	28.7	26.1	37.5	35.1	46.3
			a								ab		

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 122 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e
Unweighted Base	477	186	98	101	55	20	218	73	95	51	16
Effective base	212	100	45	37	13	8	110	28	36	17	8
Weighted Base	510	261	100	79	31	20	277	70	78	33	24
0-24%	266 52%	138 53%	66 66%	39 49%	18 58%	5 26%	170 61%	43 62%	21 28%	16 49%	2 9%
25-49%	106 21%	53 20%	14 14%	22 28%	5 16%	10 48%	50 18%	13 19%	20 25%	7 21%	11 45%
50-74%	47 9%	23 9%	9 9%	8 10%	5 15%	1 5%	18 7%	8 11%	15 19%	2 6%	1 4%
75-100%	68 13%	39 15%	10 10%	7 9%	2 6%	- -%	26 9%	6 8%	18 23%	7 21%	6 24%
Don't know	24 5%	8 3%	* *%	2 3%	2 5%	4 22%	14 5%	* *%	4 5%	1 4%	4 18%
Mean Score	31.4	31.8	27.8	29.3	25.0	28.0	25.8	27.3	45.0 ab	35.5 a	52.9

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 122 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	*e	a	b	c	a	b	a	*b
Significance Level: 95%													
Unweighted Base	477	175	63	74	45	22	209	32	141	429	48	445	15
Effective base	212	90	26	30	18	9	104	9	61	188	24	196	6
Weighted Base	510	193	69	71	45	20	247	26	129	454	56	473	19
0-24%	266	129	32	34	16	5	106	16	91	250	16	258	8
	52%	67%	46%	47%	35%	27%	43%	60%	71%	55%	28%	55%	44%
		d							a	b			
25-49%	106	30	19	13	5	12	57	2	22	94	11	102	3
	21%	15%	28%	19%	11%	58%	23%	9%	17%	21%	20%	22%	16%
50-74%	47	14	6	10	5	2	29	6	2	38	8	45	1
	9%	7%	8%	13%	12%	9%	12%	23%	1%	8%	15%	9%	4%
							c	c					
75-100%	68	16	8	11	13	1	46	*	8	55	13	57	2
	13%	8%	11%	16%	29%	6%	19%	*%	6%	12%	23%	12%	12%
					a		c						
Don't know	24	4	5	3	6	-	9	2	6	15	8	12	4
	5%	2%	7%	4%	13%	-%	4%	8%	5%	3%	15%	3%	24%
					a					a			
Mean Score	31.4	24.5	31.6	35.7	47.5	36.0	38.3	23.7	19.8	29.7	47.3	30.0	31.1
				a	ab		bc			a			

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 122 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	477	424	30	255	129	446	14	419	35	259	125
Effective base	212	190	8	123	52	195	7	185	13	125	50
Weighted Base	510	464	20	278	128	468	24	449	34	287	119
0-24%	266 52%	243 52%	11 53%	151 54%	66 51%	253 54%	13 55%	233 52%	21 61%	160 56%	56 48%
25-49%	106 21%	98 21%	3 15%	59 21%	22 17%	102 22%	2 9%	96 21%	4 13%	59 21%	22 18%
50-74%	47 9%	43 9%	* 1%	24 9%	13 10%	43 9%	2 8%	41 9%	3 8%	25 9%	12 10%
75-100%	68 13%	60 13%	2 9%	39 14%	15 12%	57 12%	2 9%	60 13%	2 5%	37 13%	16 14%
Don't know	24 5%	19 4%	4 22%	5 2%	13 10%	12 3%	4 19%	19 4%	4 13%	5 2%	13 11%
Mean Score	31.4	31.1	26.2	31.4	31.1	30.2	26.6	31.5	22.5	30.7	32.9

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 122 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	477	265	408	104	-	255	383	82	3	275	271	96	-
Effective base	212	110	181	47	-	104	169	39	3	123	123	44	-
Weighted Base	510	271	420	117	-	255	401	98	4	287	280	97	-
0-24%	266	144	238	59	-	139	217	42	2	152	152	48	-
	52%	53%	57%	50%	-%	54%	54%	43%	41%	53%	54%	50%	-%
25-49%	106	66	91	36	-	62	77	29	2	58	59	18	-
	21%	25%	22%	31%	-%	24%	19%	30%	45%	20%	21%	19%	-%
50-74%	47	25	34	7	-	20	33	7	1	24	22	9	-
	9%	9%	8%	6%	-%	8%	8%	7%	14%	8%	8%	9%	-%
75-100%	68	29	45	16	-	28	55	20	-	40	36	21	-
	13%	11%	11%	13%	-%	11%	14%	20%	-%	14%	13%	22%	-%
Don't know	24	6	12	*	-	6	19	*	-	13	12	*	-
	5%	2%	3%	*%	-%	2%	5%	*%	-%	5%	4%	*%	-%
Mean Score	31.4	29.8	28.2	30.1	-	29.2	31.0	37.4	29.2	31.7	30.3	37.4	-
								a				b	

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 122 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	477	448	446	301	344	477	20	252	189	170	58	38
Effective base	212	196	195	140	145	212	6	120	82	76	32	23
Weighted Base	510	481	477	330	362	510	12	284	202	195	72	49
0-24%	266	263	250	179	217	266	11	157	109	95	36	26
	52%	55%	52%	54%	60%	52%	89%	55%	54%	49%	50%	52%
25-49%	106	105	99	76	84	106	1	66	54	54	17	9
	21%	22%	21%	23%	23%	21%	11%	23%	27%	27%	23%	18%
50-74%	47	44	43	24	22	47	-	19	12	14	3	2
	9%	9%	9%	7%	6%	9%	-%	7%	6%	7%	4%	5%
75-100%	68	54	62	39	21	68	-	30	20	26	16	12
	13%	11%	13%	12%	6%	13%	-%	11%	10%	13%	23%	25%
						a						b
Don't know	24	16	24	12	17	24	*	12	6	7	-	-
	5%	3%	5%	4%	5%	5%	*%	4%	3%	4%	-%	-%
Mean Score	31.4	29.3	31.1	29.7	23.8	31.4	14.2	28.5	28.2	31.5	35.7	35.8
						a						

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 122 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	477	70	29	29	14	423	328	442	313	285	261	415	89	-	397	32
Effective base	212	34	12	12	9	186	136	191	136	122	106	184	41	-	171	16
Weighted Base	510	82	20	33	22	443	318	455	316	270	250	439	96	-	391	43
0-24%	266	24	10	17	8	253	176	259	164	150	127	254	54	-	200	25
	52%	29%	49%	52%	35%	57%	55%	57%	52%	56%	51%	58%	56%	-%	51%	56%
25-49%	106	28	1	3	9	96	72	97	75	53	63	97	34	-	87	11
	21%	34%	3%	8%	42%	22%	23%	21%	24%	20%	25%	22%	36%	-%	22%	24%
50-74%	47	8	6	5	*	32	21	32	30	22	22	32	1	-	37	5
	9%	9%	28%	16%	*%	7%	7%	7%	9%	8%	9%	7%	1%	-%	10%	13%
75-100%	68	19	4	4	4	48	39	54	35	34	29	49	5	-	55	3
	13%	23%	19%	13%	18%	11%	12%	12%	11%	13%	12%	11%	5%	-%	14%	7%
Don't know	24	3	-	4	1	13	10	13	12	10	8	8	2	-	12	-
	5%	4%	-%	12%	5%	3%	3%	3%	4%	4%	3%	2%	2%	-%	3%	-%
Mean Score	31.4	41.8	40.7	32.7	39.6	28.3	29.2	29.0	30.4	30.1	30.5	28.3	23.0	-	32.2	26.9

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 122 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	477	210	267	163	9	83	116	64	298	111	68	86	316
Effective base	212	103	110	71	6	37	53	27	130	54	31	40	139
Weighted Base	510	232	278	163	15	90	117	66	326	112	77	83	339
0-24%	266 52%	101 44%	165 59%	82 51%	6 44%	36 40%	60 51%	20 31%	184 56%	57 51%	24 32%	35 42%	202 60%
25-49%	106 21%	51 22%	55 20%	30 19%	3 18%	27 29%	17 14%	23 35%	67 20%	16 14%	26 33%	16 19%	64 19%
50-74%	47 9%	24 11%	22 8%	19 12%	- -%	5 5%	16 14%	6 10%	27 8%	13 12%	6 8%	20 24%	21 6%
75-100%	68 13%	42 18%	27 10%	23 14%	6 38%	17 19%	18 15%	14 21%	36 11%	17 15%	16 21%	13 15%	39 11%
Don't know	24 5%	13 6%	10 4%	8 5%	- -%	6 6%	7 6%	2 3%	13 4%	9 8%	5 7%	* *%	14 4%
Mean Score	31.4	36.5 b	27.3	32.9	47.2	37.8	33.2	41.2 b	29.1	32.6	41.2 c	38.7 c	27.5

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 122 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	477	186	291
Effective base	212	71	141
Weighted Base	510	172	338
0-24%	266	85	181
	52%	49%	54%
25-49%	106	45	60
	21%	26%	18%
50-74%	47	14	32
	9%	8%	10%
75-100%	68	18	51
	13%	10%	15%
Don't know	24	10	14
	5%	6%	4%
Mean Score	31.4	30.6	31.9

Columns Tested: a,b

Table 122 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		*a	b	c	d	e	*f	*g	h	i	j	*k	l
Unweighted Base	477	24	62	46	38	56	19	22	59	31	33	25	62
Effective base	212	8	35	30	18	47	12	4	25	12	9	13	23
Weighted Base	510	11	59	59	12	94	24	7	83	25	27	35	74
0-24%	266	7	23	29	5	52	18	5	52	6	8	20	41
	52%	58%	40%	49%	41%	55%	74%	83%	62%	24%	29%	56%	56%
								i					
25-49%	106	3	15	13	1	9	6	1	16	13	8	6	16
	21%	26%	26%	22%	7%	9%	25%	8%	19%	50%	30%	17%	21%
								de					
50-74%	47	1	7	6	2	7	-	*	7	3	*	3	9
	9%	12%	13%	9%	18%	7%	-%	*%	9%	13%	1%	9%	12%
75-100%	68	-	12	7	4	22	*	*	6	1	6	6	4
	13%	-%	20%	12%	34%	23%	1%	4%	7%	3%	24%	18%	5%
				hil	l								
Don't know	24	*	1	4	-	5	-	*	2	2	4	-	4
	5%	4%	2%	8%	-%	5%	-%	4%	2%	10%	16%	-%	5%
Mean Score	31.4	19.0	40.0	31.3	45.7	39.2	15.5	18.9	23.1	33.1	40.6	33.7	25.7
		hl	hl	chl	hl	hl				hl	hl		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 122 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	477	132	113	112	120	245	232
Effective base	212	73	70	39	44	143	83
Weighted Base	510	129	131	115	135	260	251
0-24%	266	59	75	63	69	134	132
	52%	46%	57%	55%	51%	52%	53%
25-49%	106	31	16	29	30	47	59
	21%	24%	12%	25%	22%	18%	23%
50-74%	47	14	9	11	12	24	23
	9%	11%	7%	9%	9%	9%	9%
75-100%	68	18	26	7	17	45	24
	13%	14%	20%	6%	12%	17%	9%
			c				
Don't know	24	6	5	5	8	11	13
	5%	5%	4%	4%	6%	4%	5%
Mean Score	31.4	34.3	35.2	25.0	30.6	34.8	28.0
		c	c			b	

Columns Tested:: a,b,c,d - a,b

Table 124

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	*c	d	e
Unweighted Base	182	20	162	64	42	18	58	118
Effective base	40	7	38	31	18	12	30	31
Weighted Base	88	2	86	76	9	2	1	12
0-24%	22	-	22	18	3	*	*	4
	25%	-%	26%	24%	33%	15%	30%	30%
25-49%	22	-	22	19	2	1	*	3
	25%	-%	25%	25%	25%	39%	13%	26%
50-74%	13	1	13	11	1	*	*	2
	15%	33%	15%	15%	15%	22%	18%	17%
75-100%	25	1	24	22	2	*	1	3
	29%	56%	28%	29%	27%	24%	38%	28%
Don't know	6	*	5	6	*	-	*	*
	6%	11%	6%	7%	*%	-%	*%	*%
Mean Score	47.9	81.1	47.1	48.0	46.3	49.9	51.4	47.4

Columns Tested: a,b - a,b,c,d,e

Table 124 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	*b	*c	*d	e	f	g	h	i
Unweighted Base	182	12	29	23	25	35	58	64	42	76
Effective base	40	8	13	13	13	21	30	31	18	29
Weighted Base	88	22	38	15	7	4	1	76	9	3
0-24%	22	4	12	2	2	1	*	18	3	1
	25%	20%	31%	14%	29%	31%	30%	24%	33%	21%
25-49%	22	8	8	3	2	1	*	19	2	1
	25%	38%	20%	17%	30%	22%	13%	25%	25%	28%
50-74%	13	-	9	2	1	1	*	11	1	1
	15%	-%	23%	16%	10%	29%	18%	15%	15%	20%
75-100%	25	4	10	8	2	1	1	22	2	1
	29%	18%	26%	53%	31%	18%	38%	29%	27%	30%
Don't know	6	5	*	-	*	-	*	6	*	*
	6%	24%	1%	-%	1%	-%	*%	7%	*%	*%
Mean Score	47.9	39.5	46.1	62.0	48.1	44.7	51.4	48.0	46.3	50.5

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 124 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		*a	b	c	*d	e	*a	*b	*c	*d	e
Unweighted Base	182	23	41	42	18	58	29	23	19	15	64
Effective base	40	15	23	18	12	30	15	5	8	7	9
Weighted Base	88	48	28	9	2	1	40	12	18	4	9
0-24%	22	10	9	3	*	*	6	4	7	2	2
	25%	20%	31%	33%	15%	30%	15%	34%	40%	56%	18%
25-49%	22	13	5	2	1	*	15	2	3	*	2
	25%	28%	19%	25%	39%	13%	37%	15%	15%	2%	24%
50-74%	13	7	5	1	*	*	5	*	4	*	1
	15%	14%	17%	15%	22%	18%	13%	2%	22%	12%	6%
75-100%	25	13	9	2	*	1	13	1	4	1	5
	29%	27%	32%	27%	24%	38%	32%	11%	23%	30%	52%
Don't know	6	5	*	*	-	*	1	4	-	-	*
	6%	11%	1%	*%	-%	*%	2%	38%	-%	-%	*%
Mean Score	47.9	47.1	49.5	46.3	49.9	51.4	48.8	31.0	45.1	43.1	58.2

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 124 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	182	14	8	20	7	10	18	9	6	14
Effective base	40	5	4	8	3	4	7	5	3	3
Weighted Base	88	12	3	21	3	13	15	8	2	3
0-24%	22	5	*	3	1	5	5	-	*	1
	25%	43%	1%	17%	33%	34%	35%	-%	24%	30%
25-49%	22	2	1	5	2	5	2	2	1	*
	25%	19%	31%	25%	65%	34%	11%	30%	28%	7%
50-74%	13	-	1	3	-	4	-	3	1	*
	15%	-%	55%	13%	-%	31%	-%	34%	45%	6%
75-100%	25	5	*	5	-	-	8	3	*	2
	29%	38%	14%	24%	-%	-%	54%	35%	3%	52%
Don't know	6	-	-	4	*	-	-	-	-	*
	6%	-%	-%	21%	2%	-%	-%	-%	-%	6%
Mean Score	47.9	45.9	61.1	48.9	17.9	30.8	54.1	67.1	39.2	51.4

Columns Tested: a,b,c,d,e,f,g,h,i

Table 124 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	d	e	*f	*g	h
Unweighted Base	182	31	28	47	106	76	22	22	32
Effective base	40	7	8	19	34	10	6	2	5
Weighted Base	88	19	17	44	80	8	3	3	2
0-24%	22	6	6	9	21	1	*	*	*
	25%	34%	35%	20%	26%	9%	10%	13%	4%
25-49%	22	7	4	9	20	2	*	2	*
	25%	34%	22%	21%	24%	28%	2%	73%	2%
50-74%	13	4	2	5	12	1	1	*	*
	15%	22%	13%	12%	15%	17%	23%	10%	19%
75-100%	25	2	5	16	23	3	1	*	1
	29%	8%	30%	36%	28%	33%	39%	4%	62%
Don't know	6	*	-	4	5	1	1	*	*
	6%	1%	-%	10%	6%	12%	25%	*%	13%
Mean Score	47.9	32.1	47.4	54.4	47.2	56.2	72.4	29.1	79.2

Columns Tested.: a,b,c,d,e,f,g,h

Table 124 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	*e	f	*g	*h	i
Unweighted Base	182	8	30	-	30	17	36	3	16	71
Effective base	40	5	5	-	5	6	8	2	6	16
Weighted Base	88	5	12	-	12	18	11	*	4	36
0-24%	22	4	5	-	5	*	3	*	1	8
	25%	78%	43%	-%	43%	*%	23%	43%	20%	23%
25-49%	22	-	6	-	6	5	1	-	*	9
	25%	-%	50%	-%	50%	29%	9%	-%	1%	26%
50-74%	13	*	*	-	*	5	3	-	*	4
	15%	3%	1%	-%	1%	26%	31%	-%	9%	12%
75-100%	25	1	1	-	1	4	4	*	3	13
	29%	20%	5%	-%	5%	20%	36%	57%	68%	37%
Don't know	6	-	*	-	*	5	*	-	*	1
	6%	-%	*%	-%	*%	25%	1%	-%	2%	2%
Mean Score	47.9	34.0	25.2	-	25.2	54.8	62.7	60.3	63.1	49.4

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 124 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	*b	*c	a	b	a	*b
Unweighted Base	182	55	36	91	170	12	-	143	39	179	3
Effective base	40	14	8	20	38	2	-	34	10	40	2
Weighted Base	88	36	11	41	80	8	-	79	9	87	1
0-24%	22	9	3	10	20	2	-	19	3	21	1
	25%	26%	23%	24%	24%	30%	-%	24%	31%	24%	75%
25-49%	22	11	1	9	22	*	-	19	3	22	-
	25%	32%	9%	23%	27%	*%	-%	24%	32%	25%	-%
50-74%	13	5	3	5	13	*	-	12	1	13	*
	15%	14%	31%	11%	16%	2%	-%	15%	14%	15%	25%
75-100%	25	5	4	16	24	1	-	23	2	25	-
	29%	15%	36%	39%	30%	12%	-%	30%	22%	29%	-%
Don't know	6	5	*	1	1	4	-	6	*	6	-
	6%	13%	1%	2%	2%	56%	-%	7%	1%	6%	-%
Mean Score	47.9	39.8	62.7	50.1	48.7	31.0	-	48.7	41.6	48.2	16.4
			a								

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 124 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	182	67	59	56
Effective base	40	14	13	14
Weighted Base	88	23	27	38
0-24%	22	7	5	10
	25%	32%	18%	26%
25-49%	22	8	10	4
	25%	33%	38%	11%
50-74%	13	1	6	7
	15%	3%	22%	18%
75-100%	25	7	6	13
	29%	29%	22%	34%
Don't know	6	1	*	4
	6%	4%	1%	12%
Mean Score	47.9	41.2	44.2	55.5
				a

Columns Tested:: a,b,c

Table 124 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	j	*k
Significance Level: 95%												
Unweighted Base	182	68	65	29	9	4	3	3	1	133	49	20
Effective base	40	19	13	6	3	3	2	1	1	32	8	3
Weighted Base	88	35	33	11	3	*	*	1	5	68	20	9
0-24%	22	9	3	7	2	*	*	1	-	12	10	3
	25%	26%	9%	64%	61%	46%	64%	94%	-%	18%	50%	32%
											b	
25-49%	22	14	6	1	1	-	*	*	-	19	3	1
	25%	39%	17%	12%	37%	-%	36%	3%	-%	28%	13%	14%
50-74%	13	6	7	1	*	*	-	-	-	13	1	*
	15%	17%	21%	5%	1%	1%	-%	-%	-%	19%	3%	*%
75-100%	25	6	13	2	*	*	-	*	5	19	7	5
	29%	17%	38%	19%	1%	53%	-%	2%	100%	27%	34%	53%
Don't know	6	*	5	*	-	-	-	-	-	6	*	-
	6%	1%	16%	*%	-%	-%	-%	-%	-%	8%	*%	-%
Mean Score	47.9	40.0	61.1	30.2	21.8	58.5	13.5	7.8	96.0	49.4	43.2	59.6
			ajj							a		

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 124 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	f	*g
Significance Level: 95%																	
Unweighted Base	182	13	55	114	181	173	182	155	117	114	7	79	12	24	16	30	14
Effective base	40	4	17	22	40	38	40	35	26	22	2	20	3	5	4	6	5
Weighted Base	88	11	24	53	84	84	88	78	59	51	6	42	4	15	3	13	4
0-24%	22	2	7	13	22	21	22	20	17	16	-	12	1	1	3	3	2
	25%	19%	30%	24%	26%	25%	25%	25%	29%	32%	-%	29%	36%	8%	79%	20%	46%
25-49%	22	8	6	8	18	20	22	18	8	12	6	12	*	1	*	2	1
	25%	70%	24%	15%	21%	23%	25%	23%	13%	25%	94%	27%	7%	6%	2%	17%	22%
50-74%	13	1	5	7	13	13	13	12	10	10	*	3	*	8	*	*	1
	15%	7%	22%	14%	16%	16%	15%	16%	17%	19%	1%	8%	1%	54%	13%	1%	28%
75-100%	25	*	6	19	25	25	25	23	19	7	*	14	2	5	*	3	*
	29%	2%	24%	37%	30%	30%	29%	29%	32%	14%	2%	33%	55%	32%	6%	27%	4%
Don't know	6	*	*	5	6	5	6	5	5	5	*	1	*	-	-	4	-
	6%	2%	1%	10%	7%	6%	6%	7%	9%	10%	3%	2%	1%	-%	-%	35%	-%
																b	
Mean Score	47.9	24.3	47.4	53.7	49.0	48.3	47.9	48.1	50.0	37.5	32.3	48.0	53.1	61.0	25.1	49.8	29.9
					f	f	f	f	f								

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 124 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	b	*c	*d	*e	*f	*g
Unweighted Base	182	77	21	21	21	11	23	7	74	38	19	15	15	9	3
Effective base	40	22	5	5	4	5	3	2	18	8	5	4	4	3	1
Weighted Base	88	47	6	14	3	3	9	2	42	23	5	6	3	4	1
0-24%	22	10	3	3	2	3	1	1	11	2	2	2	2	1	1
	25%	21%	57%	22%	46%	80%	7%	55%	27%	9%	46%	29%	76%	13%	100%
25-49%	22	14	1	*	*	*	2	1	11	5	2	1	*	*	-
	25%	29%	23%	*%	4%	14%	19%	43%	27%	21%	46%	9%	2%	9%	-%
50-74%	13	6	*	4	1	-	1	*	3	5	*	3	*	1	-
	15%	13%	8%	28%	42%	-%	12%	*%	8%	23%	6%	44%	15%	24%	-%
75-100%	25	16	1	7	*	*	1	*	16	6	*	1	*	2	-
	29%	34%	12%	50%	8%	5%	12%	2%	38%	24%	2%	18%	7%	54%	-%
Don't know	6	1	-	-	-	-	4	-	*	5	*	-	-	-	-
	6%	3%	-%	-%	-%	-%	50%	-%	1%	23%	1%	-%	-%	-%	-%
Mean Score	47.9	52.6	26.8	60.1	42.0	18.3	42.1	24.3	49.7	51.7	23.6	49.1	26.4	69.2	18.9

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 124 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	*b	*c	*d	*e	*f	*g	*a	*b	c	d	*e
Significance Level: 95%													
Unweighted Base	182	72	22	20	14	8	10	9	25	29	44	64	19
Effective base	40	15	7	3	6	2	4	4	6	11	14	9	4
Weighted Base	88	31	16	9	5	5	1	10	15	20	20	19	13
0-24%	22	7	1	*	5	5	1	1	5	3	8	5	2
	25%	21%	6%	3%	97%	90%	69%	11%	33%	15%	40%	24%	12%
25-49%	22	9	5	2	*	*	*	2	4	10	5	2	*
	25%	28%	29%	24%	*%	7%	26%	17%	27%	50%	24%	11%	3%
50-74%	13	4	3	*	*	*	*	5	1	3	5	4	*
	15%	12%	22%	3%	1%	2%	4%	47%	5%	14%	27%	22%	1%
75-100%	25	11	7	2	*	*	-	2	5	4	2	8	7
	29%	35%	43%	22%	2%	1%	-%	25%	35%	17%	8%	42%	50%
Don't know	6	1	-	4	-	-	-	*	*	1	*	*	4
	6%	3%	-%	48%	-%	-%	-%	1%	1%	4%	1%	1%	33%
Mean Score	47.9	50.8	58.1	58.6	19.1	12.8	13.5	58.8	46.4	41.8	36.5	54.0	76.4
												c	

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 124 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	c	d	*e	a	b	c	d	*e
Unweighted Base	182	39	22	42	61	16	35	31	46	48	13
Effective base	40	10	9	12	8	3	12	8	13	7	3
Weighted Base	88	26	13	18	18	8	26	16	13	17	12
0-24%	22	6	4	7	3	1	8	3	5	5	1
	25%	25%	28%	39%	18%	17%	29%	16%	38%	29%	6%
25-49%	22	7	4	5	3	*	5	9	5	*	*
	25%	25%	32%	26%	14%	1%	21%	54%	37%	1%	4%
								d	d		
50-74%	13	3	1	4	4	*	4	4	1	4	*
	15%	12%	9%	25%	23%	2%	15%	26%	9%	23%	1%
75-100%	25	10	4	2	8	2	8	1	2	8	6
	29%	37%	27%	9%	44%	26%	32%	4%	15%	47%	52%
Don't know	6	*	1	*	*	4	1	*	*	*	4
	6%	1%	5%	1%	1%	54%	3%	*%	*%	1%	37%
Mean Score	47.9	54.0	42.3	37.1	55.9	59.2	47.0	37.1	34.8	55.6	83.3
		c			c					bc	

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 124 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	*b	c	d	*e	a	*b	c	a	b	a	*b
Significance Level: 95%													
Unweighted Base	182	35	26	38	38	16	92	16	47	152	30	174	7
Effective base	40	9	6	10	8	5	24	4	7	33	8	38	3
Weighted Base	88	16	14	14	22	13	54	10	14	65	23	72	12
0-24%	22	4	8	2	5	2	10	6	4	16	6	16	6
	25%	24%	58%	12%	21%	13%	19%	60%	25%	24%	27%	22%	49%
25-49%	22	6	1	8	*	2	15	1	2	18	3	16	2
	25%	41%	5%	58%	2%	19%	28%	13%	13%	28%	14%	23%	14%
				d									
50-74%	13	1	4	4	4	*	11	*	1	9	4	13	-
	15%	3%	31%	28%	17%	*%	21%	*%	8%	14%	18%	18%	-%
75-100%	25	5	*	*	9	9	17	3	3	21	4	25	*
	29%	31%	2%	1%	39%	68%	31%	27%	21%	32%	19%	35%	*%
					c								
Don't know	6	*	1	*	4	-	1	*	5	*	5	1	4
	6%	1%	5%	1%	20%	-%	1%	*%	33%	1%	22%	2%	38%
									a		a		
Mean Score	47.9	42.2	30.1	38.1	56.2	73.3	51.9	32.3	43.7	47.9	48.0	52.7	13.5
					c								

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 124 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	*b	a	b
Unweighted Base	182	143	30	89	66	174	7	144	29	87	68
Effective base	40	31	8	22	13	39	3	31	8	23	12
Weighted Base	88	64	21	48	30	74	11	63	21	49	29
0-24%	22	13	8	12	8	16	6	14	8	14	6
	25%	20%	40%	26%	25%	22%	55%	22%	35%	28%	21%
25-49%	22	13	7	12	6	18	*	11	8	11	7
	25%	20%	33%	24%	21%	24%	1%	18%	39%	23%	23%
50-74%	13	13	*	6	6	13	*	13	*	6	6
	15%	20%	1%	13%	20%	18%	2%	21%	1%	13%	20%
75-100%	25	25	*	17	6	25	*	25	*	17	6
	29%	39%	*%	34%	20%	34%	*%	40%	*%	34%	21%
Don't know	6	*	5	1	4	1	4	*	5	1	4
	6%	*%	25%	2%	15%	2%	42%	*%	24%	2%	15%
Mean Score	47.9		a		a		a		a		a
		55.2	20.0	49.0	46.6	52.0	13.9	55.4	21.0	48.0	48.3

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 124 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	182	131	138	62	-	122	120	46	-	127	100	55	-
Effective base	40	30	38	13	-	28	27	11	-	32	25	14	-
Weighted Base	88	69	55	33	-	69	60	25	-	74	48	30	-
0-24%	22	20	16	11	-	17	17	10	-	19	16	11	-
	25%	28%	29%	34%	-%	25%	29%	39%	-%	26%	33%	36%	-%
25-49%	22	15	16	8	-	16	16	4	-	16	12	9	-
	25%	22%	30%	24%	-%	24%	27%	15%	-%	22%	26%	29%	-%
50-74%	13	11	9	7	-	11	8	3	-	12	7	*	-
	15%	17%	17%	20%	-%	17%	14%	11%	-%	17%	14%	1%	-%
75-100%	25	18	12	7	-	18	18	9	-	22	12	10	-
	29%	26%	22%	22%	-%	27%	30%	34%	-%	29%	25%	33%	-%
Don't know	6	5	1	*	-	5	*	*	-	5	1	*	-
	6%	8%	2%	1%	-%	8%	*%	1%	-%	6%	2%	1%	-%
Mean Score	47.9	45.8	44.3	42.9	-	46.7	45.4	46.9	-	48.6	43.6	44.6	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 124 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	b	c	*d	*e
Significance Level: 95%												
Unweighted Base	182	172	163	111	182	116	21	80	66	73	26	17
Effective base	40	37	34	27	40	26	5	23	15	21	10	8
Weighted Base	88	81	78	65	88	57	13	49	43	55	21	8
0-24%	22	22	20	19	22	17	8	13	13	19	11	6
	25%	27%	25%	29%	25%	30%	63%	27%	30%	34%	52%	72%
25-49%	22	16	18	14	22	15	*	9	7	7	5	1
	25%	19%	22%	21%	25%	26%	3%	19%	17%	12%	22%	8%
50-74%	13	13	12	9	13	11	5	9	4	9	3	-
	15%	16%	15%	15%	15%	19%	34%	18%	10%	16%	13%	-%
75-100%	25	25	23	18	25	9	-	13	14	16	3	2
	29%	31%	30%	28%	29%	15%	-%	26%	33%	29%	13%	20%
Don't know	6	5	5	5	6	5	*	4	4	4	-	-
	6%	6%	7%	7%	6%	10%	*%	9%	10%	8%	-%	-%
Mean Score	47.9	49.7	47.8	45.7	47.9	38.1	27.7	48.0	47.2	46.2	31.5	27.8
					b							

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 124 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	182	23	17	11	5	166	131	171	133	131	117	151	43	-	156	9
Effective base	40	6	8	5	2	37	25	38	26	30	28	34	9	-	33	5
Weighted Base	88	17	8	8	6	75	59	84	60	57	64	74	20	-	72	7
0-24%	22	7	5	*	1	17	20	22	14	19	18	20	10	-	20	1
	25%	39%	61%	*%	20%	22%	34%	26%	23%	34%	28%	26%	52%	-%	28%	12%
25-49%	22	5	*	4	1	19	9	19	15	16	15	19	2	-	19	3
	25%	32%	*%	49%	13%	26%	16%	23%	25%	28%	23%	26%	9%	-%	26%	40%
50-74%	13	*	*	*	4	13	8	13	8	7	12	10	*	-	12	1
	15%	1%	3%	1%	67%	17%	14%	16%	14%	12%	19%	13%	1%	-%	17%	16%
75-100%	25	5	2	4	-	21	17	25	17	9	14	24	7	-	20	2
	29%	27%	27%	48%	-%	28%	28%	30%	29%	16%	22%	33%	37%	-%	27%	31%
Don't know	6	*	1	*	-	5	5	5	6	5	5	1	*	-	1	-
	6%	1%	8%	1%	-%	7%	8%	6%	9%	9%	8%	2%	1%	-%	2%	-%
Mean Score	47.9	33.7	36.5	62.0	46.6	48.1	44.5	48.6	50.0	37.8	45.8	48.7	45.3	-	45.4	55.8
						e		e	e							

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 124 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	182	83	99	84	3	50	48	36	95	48	32	37	103
Effective base	40	23	22	18	2	11	10	14	17	11	9	10	20
Weighted Base	88	61	27	43	1	26	24	18	39	26	15	23	43
0-24%	22	14	7	11	-	9	2	7	9	1	3	7	8
	25%	24%	28%	25%	-%	35%	9%	37%	24%	4%	17%	29%	18%
								c					
25-49%	22	14	7	12	1	8	5	5	14	2	7	9	5
	25%	24%	28%	27%	72%	32%	21%	30%	36%	9%	47%	41%	11%
											c	c	
50-74%	13	9	4	9	*	*	8	4	6	4	1	1	10
	15%	14%	17%	20%	*%	2%	34%	21%	15%	15%	10%	6%	24%
75-100%	25	18	7	11	*	3	9	2	9	14	4	6	16
	29%	30%	27%	26%	28%	12%	35%	13%	23%	54%	24%	24%	37%
											a		
Don't know	6	5	*	1	-	5	-	*	1	5	*	*	5
	6%	9%	2%	2%	-%	20%	-%	*%	2%	18%	2%	*%	11%
Mean Score	47.9	48.6	46.5	48.8	46.0	31.5	62.5	41.3	40.8	74.3	45.2	42.8	57.2
							a			ab			b

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 124 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	182	114	68
Effective base	40	25	17
Weighted Base	88	60	27
0-24%	22	12	10
	25%	19%	37%
25-49%	22	14	7
	25%	24%	27%
50-74%	13	10	3
	15%	16%	13%
75-100%	25	20	6
	29%	32%	21%
Don't know	6	5	1
	6%	8%	3%
Mean Score	47.9	51.6	40.3
		b	

Columns Tested:: a,b

Table 124 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	l
Unweighted Base	182	12	25	18	16	7	9	14	11	13	19	7	31
Effective base	40	2	6	9	7	3	4	2	1	4	2	3	8
Weighted Base	88	3	6	20	1	5	3	3	3	6	3	10	23
0-24%	22	*	4	5	*	-	1	*	2	*	*	-	9
	25%	2%	60%	25%	26%	-%	28%	1%	82%	2%	5%	-%	41%
25-49%	22	2	1	6	*	1	*	1	*	2	2	4	2
	25%	74%	19%	31%	34%	17%	1%	21%	3%	27%	75%	35%	11%
50-74%	13	*	*	1	*	3	-	2	*	1	*	2	4
	15%	13%	3%	3%	28%	55%	-%	74%	3%	8%	*%	19%	17%
75-100%	25	*	*	4	*	1	2	*	*	4	1	5	7
	29%	11%	3%	20%	12%	28%	70%	4%	5%	63%	20%	46%	31%
Don't know	6	-	1	4	-	-	-	-	*	-	-	-	*
	6%	-%	15%	22%	-%	-%	-%	-%	7%	-%	-%	-%	*%
Mean Score	47.9	48.6	17.6	40.8	38.1	62.5	74.1	60.9	11.4	70.3	39.6	64.5	42.7

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 124 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	182	55	32	38	57	87	95
Effective base	40	15	8	8	13	22	19
Weighted Base	88	30	10	12	36	39	48
0-24%	22	9	1	2	9	10	12
	25%	30%	13%	19%	26%	26%	24%
25-49%	22	10	1	3	8	11	11
	25%	33%	14%	20%	23%	28%	22%
50-74%	13	1	3	3	6	4	9
	15%	4%	32%	25%	16%	11%	18%
75-100%	25	5	4	4	12	9	17
	29%	15%	41%	35%	35%	22%	35%
Don't know	6	5	-	*	*	5	*
	6%	18%	-%	1%	*%	14%	*%
Mean Score	47.9	36.7	63.1	55.8	48.8	44.2	50.6
			ad	a			

Columns Tested.: a,b,c,d - a,b

Table 126

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

	Total base	Method		Business Size 1					
		CATI	CAWI	0-9	10-49	50-99	100-249	10+	
Significance Level: 95%		*a	b	a	b	*c	d	e	
Unweighted Base	151	25	126	54	38	12	47	97	
Effective base	32	8	30	25	16	7	21	23	
Weighted Base	72	3	69	62	8	1	1	10	
0-24%	23	*	23	19	3	*	*	4	
	32%	1%	33%	31%	37%	34%	34%	36%	
25-49%	13	*	13	11	2	*	*	2	
	18%	*%	19%	18%	22%	10%	24%	21%	
50-74%	5	2	4	3	2	*	*	2	
	8%	57%	5%	5%	19%	40%	21%	21%	
75-100%	25	1	24	23	2	*	*	2	
	35%	24%	36%	37%	20%	17%	13%	19%	
Don't know	5	1	5	5	*	-	*	*	
	7%	18%	7%	8%	2%	-%	9%	3%	
Mean Score	49.3	64.1	48.6	50.6	41.6	44.0	36.7	41.4	

Columns Tested: a,b - a,b,c,d,e

Table 126 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	b	*c	*d	e	f	g	h	i
Unweighted Base	151	12	32	10	20	30	47	54	38	59
Effective base	32	7	15	7	11	16	21	25	16	21
Weighted Base	72	20	38	5	6	3	1	62	8	2
0-24%	23	4	14	2	2	1	*	19	3	1
	32%	19%	36%	43%	37%	34%	34%	31%	37%	34%
25-49%	13	2	8	1	1	1	*	11	2	*
	18%	10%	22%	17%	21%	20%	24%	18%	22%	16%
50-74%	5	1	2	*	1	1	*	3	2	1
	8%	4%	5%	10%	19%	25%	21%	5%	19%	31%
										g
75-100%	25	9	13	1	1	1	*	23	2	*
	35%	44%	35%	30%	20%	19%	13%	37%	20%	15%
Don't know	5	5	*	-	*	*	*	5	*	*
	7%	23%	1%	-%	2%	1%	9%	8%	2%	4%
Mean Score	49.3	61.9	47.3	41.3	41.5	42.6	36.7	50.6	41.6	40.7

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 126 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		*a	b	c	*d	e	*a	*b	*c	*d	e
Unweighted Base	151	22	32	38	12	47	24	20	15	14	46
Effective base	32	15	18	16	7	21	12	5	5	7	8
Weighted Base	72	46	16	8	1	1	35	13	9	5	5
0-24%	23	10	9	3	*	*	9	2	6	4	2
	32%	22%	56%	37%	34%	34%	25%	19%	68%	85%	32%
25-49%	13	9	2	2	*	*	10	*	2	*	1
	18%	20%	12%	22%	10%	24%	28%	*%	22%	2%	20%
50-74%	5	2	2	2	*	*	1	1	*	*	1
	8%	4%	9%	19%	40%	21%	2%	7%	2%	5%	25%
75-100%	25	20	3	2	*	*	16	5	1	*	1
	35%	43%	21%	20%	17%	13%	44%	37%	7%	8%	23%
Don't know	5	5	*	*	-	*	*	5	-	-	*
	7%	10%	2%	2%	-%	9%	1%	36%	-%	-%	1%
Mean Score	49.3	56.0	36.7	41.6	44.0	36.7	53.4	60.7	27.4	21.6	44.9

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 126 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	151	12	3	11	3	8	17	7	5	10
Effective base	32	7	2	5	1	3	7	3	2	4
Weighted Base	72	8	1	14	1	6	22	4	3	1
0-24%	23	6	*	2	*	4	3	4	1	*
	32%	69%	*%	13%	10%	66%	15%	85%	20%	13%
25-49%	13	-	-	4	-	1	5	1	-	*
	18%	-%	-%	27%	-%	17%	24%	15%	-%	4%
50-74%	5	-	1	*	-	1	1	-	-	*
	8%	-%	100%	*%	-%	16%	6%	-%	-%	25%
75-100%	25	3	-	4	1	*	12	-	2	1
	35%	31%	-%	29%	90%	1%	55%	-%	80%	45%
Don't know	5	-	-	4	-	-	*	-	-	*
	7%	-%	-%	31%	-%	-%	*%	-%	-%	13%
Mean Score	49.3	30.5	66.3	48.4	91.3	26.6	64.1	18.8	80.5	71.6

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 126 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	d	e	*f	*g	h
Unweighted Base	151	21	20	35	76	75	15	28	32
Effective base	32	5	10	14	25	11	5	4	5
Weighted Base	72	9	12	41	62	10	3	5	2
0-24%	23 32%	4 50%	6 53%	9 22%	20 32%	3 32%	* 13%	2 37%	1 43%
25-49%	13 18%	1 13%	- -%	10 24%	11 18%	2 22%	* *%	2 39%	* 9%
50-74%	5 8%	1 15%	1 6%	1 3%	3 5%	2 20%	1 52%	1 10%	* 6%
75-100%	25 35%	2 20%	5 41%	16 40%	23 37%	2 20%	1 26%	1 12%	1 31%
Don't know	5 7%	* 2%	- -%	4 11%	5 8%	1 6%	* 9%	* 2%	* 11%
Mean Score	49.3	42.0	45.0	54.7	50.7	40.8	57.5	30.7	46.6

Columns Tested.: a,b,c,d,e,f,g,h

Table 126 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	i
Unweighted Base	151	5	23	1	24	11	32	1	16	61
Effective base	32	5	4	1	4	2	7	1	6	14
Weighted Base	72	5	7	*	7	9	14	*	3	33
0-24%	23	3	1	-	1	4	5	-	2	7
	32%	75%	7%	-%	7%	43%	38%	-%	76%	22%
25-49%	13	1	1	-	1	*	*	-	-	11
	18%	25%	11%	-%	11%	1%	2%	-%	-%	33%
50-74%	5	-	2	-	2	*	3	-	*	*
	8%	-%	22%	-%	21%	4%	19%	-%	10%	1%
75-100%	25	-	4	*	5	*	6	*	*	14
	35%	-%	60%	100%	61%	*%	41%	100%	3%	42%
Don't know	5	-	*	-	*	5	-	-	*	*
	7%	-%	*%	-%	*%	52%	-%	-%	11%	1%
Mean Score	49.3	16.8	63.6	100.0	64.2	22.8	58.1	90.0	23.7	51.5

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 126 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	*b	*c	a	b	a	*b
Unweighted Base	151	40	32	79	138	13	-	113	38	147	4
Effective base	32	9	7	17	29	4	-	28	7	32	2
Weighted Base	72	21	14	37	61	11	-	67	5	71	1
0-24%	23	8	5	10	18	5	-	21	2	22	1
	32%	37%	38%	26%	29%	46%	-%	31%	37%	31%	69%
25-49%	13	2	*	11	13	*	-	13	*	13	-
	18%	10%	2%	30%	21%	*%	-%	20%	1%	19%	-%
50-74%	5	2	3	1	5	1	-	3	3	5	*
	8%	9%	19%	2%	8%	7%	-%	4%	48%	7%	23%
									a		
75-100%	25	5	6	15	25	*	-	25	1	25	-
	35%	21%	41%	40%	40%	5%	-%	37%	11%	35%	-%
Don't know	5	5	-	1	1	4	-	5	*	5	*
	7%	22%	-%	2%	1%	41%	-%	8%	2%	7%	8%
Mean Score	49.3	39.9	58.1	50.0	52.3	20.4	-	49.7	44.3	49.6	16.4
			a								

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 126 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	151	53	52	46
Effective base	32	10	11	11
Weighted Base	72	20	26	27
0-24%	23	6	5	12
	32%	32%	19%	44%
25-49%	13	1	10	2
	18%	8%	38%	8%
50-74%	5	3	1	2
	8%	14%	4%	7%
75-100%	25	9	10	7
	35%	44%	39%	25%
Don't know	5	*	*	4
	7%	2%	1%	16%
Mean Score	49.3	54.9	50.3	43.2

Columns Tested: a,b,c

Table 126 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	j	*k
Significance Level: 95%												
Unweighted Base	151	54	55	24	13	3	1	1	-	109	42	18
Effective base	32	14	11	5	3	1	1	1	-	24	8	5
Weighted Base	72	29	28	11	2	1	*	1	-	58	14	4
0-24%	23	6	9	5	2	1	*	1	-	15	8	4
	32%	20%	32%	44%	89%	96%	100%	100%	-%	26%	57%	93%
25-49%	13	5	8	*	*	-	-	-	-	13	*	*
	18%	19%	27%	1%	3%	-%	-%	-%	-%	23%	1%	2%
50-74%	5	3	2	*	*	*	-	-	-	5	*	*
	8%	11%	6%	4%	3%	4%	-%	-%	-%	9%	3%	3%
75-100%	25	14	5	5	*	-	-	-	-	20	6	*
	35%	49%	19%	51%	6%	-%	-%	-%	-%	34%	38%	3%
Don't know	5	1	4	*	-	-	-	-	-	5	*	-
	7%	2%	16%	*%	-%	-%	-%	-%	-%	9%	*%	-%
Mean Score	49.3	59.1	39.0	57.4	16.9	22.0	20.0	5.0	-	50.0	46.5	15.7
		b								b		

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 126 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Unweighted Base	151	13	41	97	148	136	151	117	83	90	11	62	11	23	9	25	10
Effective base	32	5	12	18	31	30	32	27	17	16	2	17	2	5	2	4	4
Weighted Base	72	14	15	43	71	65	72	65	42	40	7	32	4	14	2	9	3
0-24%	23 32%	3 19%	3 21%	17 40%	23 32%	23 35%	23 32%	21 33%	15 36%	14 36%	- -%	11 33%	* 2%	5 32%	2 88%	4 48%	2 45%
25-49%	13 18%	1 6%	5 31%	8 18%	13 19%	13 19%	13 18%	13 19%	10 25%	10 26%	- -%	5 15%	1 18%	8 52%	- -%	* 1%	- -%
50-74%	5 8%	1 3%	3 18%	2 5%	5 8%	5 8%	5 8%	5 7%	3 7%	2 5%	* 1%	3 10%	* 7%	1 4%	* 2%	* 1%	1 34%
75-100%	25 35%	10 69%	4 29%	11 26%	24 34%	19 30%	25 35%	22 34%	9 21%	9 22%	6 94%	13 40%	3 73%	2 12%	* 10%	* 2%	1 20%
Don't know	5 7%	* 3%	* 2%	5 11%	5 7%	5 7%	5 7%	5 7%	5 11%	4 11%	* 6%	* 1%	- -%	- -%	- -%	4 49%	* 1%
Mean Score	49.3	69.8	49.0	41.9	48.2	44.7	49.3	48.0	40.3	40.9	99.6	50.5	69.7	35.7	18.8	16.1	39.4

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 126 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	b	*c	*d	*e	*f	*g
Unweighted Base	151	61	23	14	12	11	22	5	57	35	16	9	11	6	2
Effective base	32	18	8	3	3	5	3	2	16	7	3	4	3	2	1
Weighted Base	72	41	4	11	2	4	7	2	25	24	6	6	2	2	1
0-24%	23	11	1	4	1	3	1	1	10	5	1	3	2	1	1
	32%	26%	17%	38%	61%	94%	20%	58%	39%	23%	21%	54%	94%	30%	100%
25-49%	13	7	1	6	-	-	*	-	1	9	*	3	*	-	-
	18%	16%	22%	52%	-%	-%	1%	-%	3%	37%	*%	46%	4%	-%	-%
										a					
50-74%	5	2	2	-	*	-	1	*	3	*	1	-	-	1	-
	8%	6%	46%	-%	4%	-%	16%	2%	13%	1%	11%	-%	-%	64%	-%
75-100%	25	21	*	1	1	*	*	1	11	5	4	-	*	*	-
	35%	50%	12%	10%	35%	6%	1%	40%	44%	20%	67%	-%	2%	4%	-%
Don't know	5	1	*	-	-	-	4	-	*	4	-	-	-	*	-
	7%	2%	3%	-%	-%	-%	61%	-%	1%	19%	-%	-%	-%	1%	-%
Mean Score	49.3	57.7	49.4	29.3	41.7	16.7	30.4	43.1	50.7	42.6	64.4	25.3	15.1	37.3	20.0

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 126 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	*b	*c	*d	*e	*f	*g	*a	*b	c	d	*e
Significance Level: 95%													
Unweighted Base	151	56	14	16	13	7	6	5	17	22	37	59	16
Effective base	32	13	4	3	5	3	2	2	4	8	13	7	2
Weighted Base	72	28	11	10	8	2	1	5	11	10	26	17	7
0-24%	23	7	3	*	4	1	1	5	1	6	4	10	2
	32%	26%	31%	4%	49%	53%	87%	99%	7%	60%	14%	59%	32%
												c	
25-49%	13	4	6	1	1	*	-	-	1	1	6	5	*
	18%	14%	59%	10%	15%	2%	-%	-%	9%	9%	23%	31%	1%
50-74%	5	3	1	*	*	1	*	*	*	2	2	1	*
	8%	9%	8%	*%	*%	45%	13%	1%	1%	23%	8%	3%	3%
75-100%	25	14	*	4	3	-	-	-	9	1	14	1	*
	35%	51%	3%	43%	36%	-%	-%	-%	80%	7%	54%	6%	2%
											d		
Don't know	5	*	-	4	-	-	-	*	*	*	*	*	4
	7%	1%	-%	44%	-%	-%	-%	*%	4%	1%	*%	1%	62%
Mean Score	49.3	58.7	27.5	81.8	39.0	27.9	12.2	20.4	77.5	31.4	63.4	24.8	18.5
											d		

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 126 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	c	d	*e	*a	*b	c	d	*e
Unweighted Base	151	25	18	34	57	14	25	21	41	40	9
Effective base	32	8	6	11	7	2	7	5	12	6	2
Weighted Base	72	18	7	23	16	7	14	9	21	15	6
0-24%	23 32%	6 34%	5 64%	1 4%	9 58%	2 29%	4 29%	3 39%	5 23%	9 62%	1 20%
25-49%	13 18%	2 10%	* 1%	6 27%	5 32%	* 1%	3 22%	1 13%	3 15%	5 34%	* *%
50-74%	5 8%	1 5%	2 23%	2 10%	1 3%	* 3%	1 10%	1 12%	2 12%	* 2%	* 3%
75-100%	25 35%	9 49%	1 11%	13 59%	1 6%	- -%	5 38%	3 36%	11 50%	* 1%	* 2%
Don't know	5 7%	* 2%	* 1%	* 1%	* 1%	4 67%	* 1%	- -%	* *%	* 1%	4 75%
Mean Score	49.3	55.1	31.4	68.1	25.0	13.2	48.0	46.6	60.8	20.2	23.4
				d					d		

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 126 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	*c	d	*e	a	*b	c	a	*b	a	*b
Unweighted Base	151	30	16	25	31	13	76	9	32	129	22	139	9
Effective base	32	7	4	7	7	4	20	3	5	28	5	28	4
Weighted Base	72	19	6	17	21	3	46	2	16	59	14	61	10
0-24%	23	5	2	4	9	2	18	2	2	16	7	21	2
	32%	27%	33%	24%	41%	70%	39%	65%	12%	27%	54%	35%	19%
25-49%	13	*	3	3	6	*	11	1	1	13	*	13	-
	18%	1%	52%	17%	30%	1%	24%	34%	4%	23%	*%	22%	-%
50-74%	5	1	1	1	1	*	4	*	*	4	1	5	1
	8%	8%	13%	6%	5%	1%	9%	2%	1%	7%	11%	8%	8%
75-100%	25	12	*	9	*	1	13	-	9	25	*	21	3
	35%	63%	2%	52%	2%	28%	29%	-%	54%	42%	3%	34%	30%
Don't know	5	*	-	*	4	-	*	-	5	1	4	1	4
	7%	1%	-%	*%	21%	-%	*%	-%	29%	1%	32%	1%	43%
Mean Score	49.3	64.4	33.0	61.2	24.2	32.5	42.6	22.6	75.6	52.8	27.3	47.6	55.1

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 126 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	a	b	a	*b	a	*b	a	b
Unweighted Base	151	118	18	66	51	141	7	115	21	71	46
Effective base	32	27	5	18	9	28	3	24	6	20	6
Weighted Base	72	51	14	41	24	61	10	51	14	49	15
0-24%	23	20	3	13	8	21	2	19	4	15	7
	32%	39%	20%	33%	33%	35%	17%	38%	25%	30%	44%
25-49%	13	10	2	11	1	13	-	10	2	11	1
	18%	20%	15%	28%	5%	22%	-%	20%	15%	23%	8%
50-74%	5	5	-	1	4	5	1	5	1	2	3
	8%	10%	-%	2%	15%	8%	8%	9%	6%	3%	18%
75-100%	25	15	5	15	7	21	3	16	3	22	*
	35%	29%	33%	36%	29%	34%	31%	32%	22%	44%	1%
										b	
Don't know	5	*	4	*	4	1	4	*	4	*	4
	7%	1%	32%	1%	18%	1%	44%	1%	32%	*%	28%
Mean Score	49.3	42.2	58.5	46.5	50.9	47.6	55.4	45.1	42.4	52.0	30.0
										b	

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 126 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	151	96	128	46	-	88	105	35	-	93	81	42	-
Effective base	32	22	29	10	-	20	26	10	-	23	20	10	-
Weighted Base	72	56	51	24	-	49	45	14	-	59	36	22	-
0-24%	23	20	17	9	-	17	16	6	-	20	16	6	-
	32%	36%	33%	38%	-%	35%	37%	39%	-%	33%	45%	27%	-%
25-49%	13	13	8	5	-	12	11	4	-	12	6	3	-
	18%	22%	17%	19%	-%	25%	25%	30%	-%	21%	18%	12%	-%
50-74%	5	2	5	1	-	2	5	1	-	4	2	2	-
	8%	4%	11%	6%	-%	4%	12%	5%	-%	7%	7%	8%	-%
75-100%	25	17	19	9	-	13	12	4	-	18	11	11	-
	35%	30%	38%	36%	-%	27%	26%	25%	-%	31%	30%	52%	-%
Don't know	5	5	1	*	-	5	*	*	-	4	*	*	-
	7%	8%	2%	1%	-%	9%	1%	1%	-%	8%	*%	1%	-%
Mean Score	49.3	44.3	49.6	47.8	-	42.1	41.4	38.0	-	46.4	43.9	56.6	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 126 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	b	c	*d	*e
Significance Level: 95%												
Unweighted Base	151	144	129	96	113	151	17	75	55	58	22	15
Effective base	32	30	29	23	24	32	4	20	11	16	7	7
Weighted Base	72	67	63	59	50	72	9	44	32	40	18	6
0-24%	23	23	22	21	20	23	9	20	11	18	6	4
	32%	34%	35%	35%	40%	32%	98%	45%	35%	45%	31%	69%
25-49%	13	12	11	11	13	13	*	7	6	11	4	1
	18%	19%	18%	19%	26%	18%	1%	15%	19%	28%	22%	19%
50-74%	5	5	5	3	4	5	*	2	1	1	1	1
	8%	8%	9%	6%	8%	8%	*%	5%	2%	3%	3%	10%
75-100%	25	21	19	18	8	25	-	11	10	5	8	*
	35%	31%	31%	31%	16%	35%	-%	24%	30%	13%	44%	2%
Don't know	5	5	5	5	5	5	*	4	4	4	-	-
	7%	8%	8%	8%	10%	7%	*%	10%	14%	11%	-%	-%
Mean Score	49.3	46.8	45.3	46.5	33.4	49.3	15.1	41.1	44.4	32.4	52.0	19.9
						a						

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 126 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	151	22	10	6	4	141	113	144	112	115	83	131	31	-	132	7
Effective base	32	6	4	2	2	30	22	31	20	23	18	29	12	-	27	5
Weighted Base	72	16	7	3	6	63	50	64	45	48	40	50	10	-	60	5
0-24%	23	5	2	*	6	22	17	23	13	16	17	21	6	-	21	*
	32%	30%	28%	5%	100%	35%	34%	36%	29%	35%	42%	43%	61%	-%	35%	7%
25-49%	13	5	2	1	-	12	8	12	10	6	6	9	2	-	12	1
	18%	29%	30%	31%	-%	20%	15%	20%	22%	12%	15%	19%	18%	-%	21%	16%
50-74%	5	1	*	-	-	5	4	5	4	5	1	5	1	-	5	*
	8%	6%	1%	-%	-%	9%	9%	8%	9%	11%	4%	11%	14%	-%	9%	1%
75-100%	25	5	3	2	-	18	16	18	13	15	11	13	1	-	20	4
	35%	34%	41%	64%	-%	28%	31%	28%	28%	31%	28%	26%	5%	-%	34%	76%
Don't know	5	*	-	-	-	5	5	5	5	5	5	1	*	-	1	-
	7%	1%	-%	-%	-%	8%	10%	8%	11%	11%	12%	2%	2%	-%	1%	-%
Mean Score	49.3	48.1	46.0	58.3	17.8	44.4	45.5	43.9	44.8	45.9	41.9	40.0	25.1	-	48.0	71.4
											c	c				

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 126 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	*a	b	c	*a	b	c
Unweighted Base	151	57	94	59	2	32	37	29	76	44	28	32	83
Effective base	32	18	16	14	1	8	8	8	15	10	6	11	19
Weighted Base	72	46	26	29	1	16	19	15	38	18	15	8	47
0-24%	23	15	8	11	*	5	7	8	12	3	4	4	16
	32%	33%	29%	38%	*%	29%	35%	53%	31%	17%	26%	43%	33%
25-49%	13	10	3	4	1	2	3	2	8	3	*	2	11
	18%	22%	11%	15%	100%	13%	17%	13%	21%	18%	1%	28%	23%
50-74%	5	2	3	4	-	2	2	*	3	3	3	1	2
	8%	5%	12%	13%	-%	13%	8%	1%	7%	14%	18%	7%	4%
75-100%	25	13	12	10	-	3	8	5	15	5	8	2	14
	35%	29%	45%	34%	-%	18%	40%	32%	39%	25%	53%	21%	29%
Don't know	5	4	1	-	-	4	-	*	*	5	*	*	5
	7%	10%	3%	-%	-%	27%	-%	1%	1%	26%	1%	*%	11%
Mean Score	49.3	43.7	58.2	49.8	30.0	39.3	55.9	44.4	49.3	52.7	62.6	40.7	44.9
			a				a			b			

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 126 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	151	88	63
Effective base	32	15	18
Weighted Base	72	33	39
0-24%	23	10	13
	32%	31%	33%
25-49%	13	10	3
	18%	31%	7%
50-74%	5	4	2
	8%	11%	5%
75-100%	25	4	21
	35%	12%	55%
		a	
Don't know	5	5	*
	7%	16%	*%
Mean Score	49.3	35.8	59.0
		a	

Columns Tested: a,b

Table 126 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	151	6	25	18	16	8	6	12	12	10	13	3	22
Effective base	32	3	9	7	7	5	3	2	2	4	3	1	7
Weighted Base	72	1	4	17	1	10	2	4	3	3	5	*	23
0-24%	23	*	2	5	*	*	1	2	2	*	2	*	8
	32%	10%	42%	30%	2%	*%	35%	69%	80%	3%	50%	91%	35%
25-49%	13	*	*	1	*	4	-	*	*	*	2	-	5
	18%	46%	1%	7%	8%	41%	-%	*%	4%	7%	40%	-%	23%
50-74%	5	*	1	*	*	-	*	*	*	3	*	-	*
	8%	9%	27%	1%	43%	-%	16%	*%	4%	90%	1%	-%	1%
75-100%	25	*	1	6	*	6	1	1	*	-	*	*	9
	35%	32%	24%	35%	47%	58%	49%	31%	5%	-%	8%	9%	40%
Don't know	5	*	*	5	-	*	-	-	*	-	-	-	-
	7%	3%	6%	28%	-%	1%	-%	-%	6%	-%	-%	-%	-%
Mean Score	49.3	54.0	46.9	46.4	67.7	68.0	51.0	39.0	13.2	55.0	23.2	26.8	52.4

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 126 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	151	49	30	34	38	79	72
Effective base	32	12	7	7	9	19	14
Weighted Base	72	22	13	10	27	35	37
0-24%	23	7	1	5	10	8	15
	32%	32%	5%	50%	38%	22%	41%
25-49%	13	1	4	*	7	6	8
	18%	7%	32%	4%	26%	16%	20%
50-74%	5	1	1	3	*	2	3
	8%	6%	6%	31%	1%	6%	9%
75-100%	25	7	7	1	10	14	11
	35%	33%	56%	13%	35%	41%	29%
Don't know	5	5	*	*	-	5	*
	7%	23%	1%	2%	-%	14%	*%
Mean Score	49.3	46.7	65.6	37.4	47.2	54.8	44.7

Columns Tested: a,b,c,d - a,b

Table 128

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	*b	*c	*d	e
Unweighted Base	78	1	77	43	15	4	16	35
Effective base	31	1	31	28	9	2	9	13
Weighted Base	71	*	71	68	3	*	*	4
0-24%	46	-	46	45	*	*	*	1
	64%	-%	64%	67%	12%	66%	26%	20%
				e				
25-49%	8	-	8	7	*	-	*	1
	11%	-%	11%	10%	16%	-%	45%	16%
50-74%	11	*	11	9	1	*	*	1
	15%	100%	15%	14%	48%	7%	6%	40%
75-100%	7	-	7	6	1	*	*	1
	9%	-%	9%	9%	20%	27%	22%	21%
Don't know	*	-	*	*	*	-	-	*
	1%	-%	1%	*%	4%	-%	-%	3%
Mean Score	27.5	50.0	27.4	26.2	56.7	32.9	40.5	52.2
								a

Columns Tested:: a,b - a,b,c,d,e

Table 128 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	g	*h	*i
Unweighted Base	78	16	22	5	10	9	16	43	15	20
Effective base	31	13	13	3	7	4	9	28	9	5
Weighted Base	71	34	30	4	2	1	*	68	3	1
0-24%	46	22	22	1	*	*	*	45	*	*
	64%	65%	74%	29%	16%	23%	26%	67%	12%	51%
25-49%	8	3	3	1	*	*	*	7	*	*
	11%	10%	9%	26%	12%	16%	45%	10%	16%	17%
50-74%	11	2	5	2	1	1	*	9	1	*
	15%	7%	17%	45%	36%	52%	6%	14%	48%	7%
75-100%	7	6	*	-	1	*	*	6	1	*
	9%	17%	*%	-%	29%	10%	22%	9%	20%	25%
Don't know	*	*	-	-	*	-	-	*	*	-
	1%	1%	-%	-%	6%	-%	-%	*%	4%	-%
Mean Score	27.5	29.1	21.9	32.5	61.3	41.7	40.5	26.2	56.7	35.7

Columns Tested: a,b,c,d,e,f,g,h,i

Table 128 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	78	25	18	15	4	16	26	17	7	10	15
Effective base	31	19	15	9	2	9	16	7	3	5	3
Weighted Base	71	52	16	3	*	*	42	13	7	4	2
0-24%	46	35	10	*	*	*	23	10	6	3	1
	64%	68%	64%	12%	66%	26%	54%	77%	87%	72%	83%
25-49%	8	4	3	*	-	*	5	*	-	1	*
	11%	8%	20%	16%	-%	45%	13%	1%	-%	27%	7%
50-74%	11	7	3	1	*	*	7	2	1	-	*
	15%	13%	16%	48%	7%	6%	18%	17%	13%	-%	2%
75-100%	7	6	*	1	*	*	6	*	-	*	*
	9%	11%	*%	20%	27%	22%	14%	3%	-%	1%	8%
Don't know	*	*	-	*	-	-	*	*	-	-	-
	1%	1%	-%	4%	-%	-%	1%	1%	-%	-%	-%
Mean Score	27.5	27.0	23.5	56.7	32.9	40.5	32.5	22.6	17.3	20.5	24.0

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 128 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	78	12	5	10	4	9	5	5	2	3
Effective base	31	8	4	5	2	3	4	4	1	1
Weighted Base	71	15	6	14	1	8	6	12	3	2
0-24%	46	6	3	11	1	7	3	9	-	2
	64%	41%	47%	84%	99%	92%	48%	76%	-%	98%
25-49%	8	3	1	*	*	*	1	2	-	*
	11%	17%	19%	*%	1%	4%	11%	19%	-%	2%
50-74%	11	1	2	2	-	-	3	1	3	*
	15%	4%	27%	16%	-%	-%	42%	5%	96%	1%
75-100%	7	6	*	-	-	*	-	-	*	-
	9%	38%	8%	-%	-%	3%	-%	-%	4%	-%
Don't know	*	-	-	-	-	*	-	-	-	-
	1%	-%	-%	-%	-%	2%	-%	-%	-%	-%
Mean Score	27.5	43.7	34.3	17.7	10.2	15.1	34.4	20.6	51.2	10.7

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 128 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	d	*e	*f	*g	*h
Unweighted Base	78	16	19	20	55	23	6	13	4
Effective base	31	5	13	12	28	4	1	2	2
Weighted Base	71	11	24	32	67	4	1	2	*
0-24%	46	11	9	23	43	3	1	2	*
	64%	94%	37%	74%	64%	72%	91%	74%	*%
25-49%	8	*	4	3	7	1	*	1	*
	11%	3%	15%	9%	10%	17%	8%	24%	1%
50-74%	11	*	5	5	11	*	-	*	*
	15%	*%	21%	17%	16%	4%	-%	1%	33%
75-100%	7	*	6	-	7	*	*	*	-
	9%	2%	26%	-%	10%	1%	1%	1%	-%
Don't know	*	*	-	-	*	*	-	-	*
	1%	1%	-%	-%	*%	6%	-%	-%	66%
Mean Score	27.5	13.6	42.3	22.1	28.0	18.2	12.2	19.6	49.0

Columns Tested.: a,b,c,d,e,f,g,h

Table 128 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	i
Unweighted Base	78	5	11	1	12	11	14	1	4	31
Effective base	31	5	3	1	4	4	8	1	1	14
Weighted Base	71	5	10	*	10	13	9	3	*	31
0-24%	46	5	7	-	7	12	6	-	*	17
	64%	100%	68%	-%	68%	89%	60%	-%	-%	55%
25-49%	8	-	*	*	*	1	2	-	*	4
	11%	-%	-%	100%	-%	10%	22%	-%	2%	14%
50-74%	11	-	*	-	*	-	2	3	*	6
	15%	-%	4%	-%	4%	-%	18%	100%	6%	19%
75-100%	7	-	3	-	3	*	*	-	-	4
	9%	-%	28%	-%	28%	-%	-%	-%	-%	13%
Don't know	*	-	-	-	-	*	-	-	*	-
	1%	-%	-%	-%	-%	1%	-%	-%	92%	-%
Mean Score	27.5	17.0	32.6	40.0	32.6	16.5	24.9	50.0	45.2	30.8

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 128 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	c	a	*b	*c	a	*b	a	*b
Unweighted Base	78	28	14	36	72	6	-	70	8	77	1
Effective base	31	11	8	15	27	4	-	30	4	31	1
Weighted Base	71	28	9	34	63	8	-	70	2	71	1
0-24%	46	24	6	17	43	3	-	45	1	45	1
	64%	84%	60%	49%	68%	36%	-%	65%	43%	64%	100%
25-49%	8	1	2	4	6	2	-	8	*	8	-
	11%	5%	22%	13%	9%	24%	-%	11%	1%	11%	-%
50-74%	11	*	2	9	11	*	-	10	1	11	-
	15%	1%	18%	26%	17%	*%	-%	15%	32%	15%	-%
75-100%	7	3	*	4	3	3	-	6	*	7	-
	9%	10%	*%	11%	5%	40%	-%	9%	24%	9%	-%
Don't know	*	*	-	*	*	-	-	*	-	*	-
	1%	*%	-%	1%	1%	-%	-%	1%	-%	1%	-%
Mean Score	27.5	22.2	24.9	32.5	24.9	47.2	-	27.0	44.0	27.6	5.0

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 128 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	c
Unweighted Base	78	25	17	36
Effective base	31	12	5	15
Weighted Base	71	32	10	29
0-24%	46	23	6	17
	64%	72%	57%	59%
25-49%	8	1	3	4
	11%	2%	34%	12%
50-74%	11	8	1	2
	15%	24%	6%	9%
75-100%	7	1	*	6
	9%	2%	2%	21%
Don't know	*	*	*	-
	1%	1%	1%	-%
Mean Score	27.5	24.4	24.0	32.1

Columns Tested: a,b,c

Table 128 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k
Significance Level: 95%												
Unweighted Base	78	32	19	8	8	5	2	3	1	51	27	19
Effective base	31	17	7	4	5	1	1	1	1	23	8	4
Weighted Base	71	42	11	10	4	4	*	1	*	53	19	8
0-24%	46	25	6	6	4	3	*	1	-	32	14	8
	64%	60%	61%	59%	97%	98%	*%	100%	-%	60%	76%	97%
25-49%	8	5	1	1	*	*	*	-	*	7	1	*
	11%	13%	13%	6%	1%	2%	100%	-%	100%	13%	4%	2%
50-74%	11	8	2	*	*	*	-	-	-	10	*	*
	15%	19%	22%	4%	2%	1%	-%	-%	-%	20%	3%	1%
75-100%	7	3	*	3	-	-	-	-	-	3	3	-
	9%	7%	3%	31%	-%	-%	-%	-%	-%	6%	17%	-%
Don't know	*	*	*	-	-	-	-	-	-	*	-	-
	1%	1%	1%	-%	-%	-%	-%	-%	-%	1%	-%	-%
Mean Score	27.5	28.2	26.3	34.9	16.0	15.8	25.0	10.5	30.0	27.8	26.4	15.5

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 128 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent							
	Total base	Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	*b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	78	8	24	46	76	77	78	77	67	62	3	31	2	10	10	13	9
Effective base	31	5	13	14	29	30	31	30	23	20	3	17	2	3	3	6	3
Weighted Base	71	12	30	29	67	69	71	70	55	44	6	45	*	7	7	5	2
0-24%	46	10	15	21	44	46	46	45	40	33	2	32	*	2	6	3	1
	64%	87%	50%	70%	65%	66%	64%	64%	73%	74%	29%	71%	25%	30%	87%	59%	65%
25-49%	8	1	5	2	8	5	8	8	4	4	2	2	*	1	*	1	1
	11%	4%	16%	8%	11%	8%	11%	11%	7%	10%	36%	4%	75%	19%	*%	29%	33%
50-74%	11	1	7	3	11	11	11	11	10	6	-	10	-	*	1	*	*
	15%	5%	24%	10%	16%	16%	15%	15%	18%	14%	-%	21%	-%	2%	9%	9%	1%
75-100%	7	*	3	4	4	7	7	7	1	*	2	1	-	3	*	*	-
	9%	4%	9%	12%	7%	10%	9%	9%	1%	1%	34%	2%	-%	49%	2%	3%	-%
Don't know	*	-	*	*	*	*	*	*	*	*	-	*	-	-	*	-	-
	1%	-%	1%	*%	1%	1%	1%	1%	1%	1%	-%	1%	-%	-%	2%	-%	-%
Mean Score	27.5	16.3	33.0	26.3	26.0	27.4	27.5	27.7	22.6	21.4	44.3	23.8	32.5	50.8	18.1	24.8	19.3

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 128 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	78	31	7	8	10	10	5	5	26	15	5	12	10	5	4
Effective base	31	18	3	2	5	6	2	4	16	5	1	4	3	3	1
Weighted Base	71	48	4	5	5	3	1	*	42	8	1	8	7	2	1
0-24%	46	30	4	5	1	3	1	*	30	4	1	4	6	2	*
	64%	62%	98%	95%	26%	79%	100%	11%	72%	46%	87%	46%	79%	82%	5%
25-49%	8	4	*	*	3	-	-	*	2	2	*	*	1	*	1
	11%	9%	1%	2%	61%	-%	-%	67%	4%	19%	2%	*%	20%	*%	90%
50-74%	11	10	-	*	1	*	-	*	7	2	*	1	*	*	*
	15%	20%	-%	3%	11%	13%	-%	22%	17%	30%	10%	8%	*%	18%	4%
75-100%	7	4	*	-	*	*	-	-	3	*	-	4	-	-	-
	9%	9%	1%	-%	3%	5%	-%	-%	7%	*%	-%	46%	-%	-%	-%
Don't know	*	*	-	-	-	*	-	-	-	*	-	-	-	-	-
	1%	1%	-%	-%	-%	3%	-%	-%	-%	5%	-%	-%	-%	-%	-%
Mean Score	27.5	28.0	18.7	16.8	28.6	23.3	8.1	34.8	25.8	28.5	10.4	47.9	17.8	18.7	39.9

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 128 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	78	24	13	6	10	9	10	5	10	16	23	16	13
Effective base	31	12	6	3	7	2	3	3	5	9	10	7	3
Weighted Base	71	31	13	1	11	5	6	3	16	22	18	12	3
0-24%	46	23	4	*	6	5	6	-	16	10	14	5	1
	64%	74%	31%	28%	57%	97%	97%	-%	97%	46%	76%	39%	47%
25-49%	8	2	4	*	-	*	*	2	*	3	1	2	2
	11%	6%	27%	20%	-%	*%	*%	82%	*%	14%	7%	16%	50%
50-74%	11	3	2	-	5	*	-	*	-	7	2	2	*
	15%	10%	17%	-%	43%	1%	-%	18%	-%	30%	11%	17%	3%
75-100%	7	3	3	-	-	*	*	-	*	2	1	3	-
	9%	10%	24%	-%	-%	2%	3%	-%	3%	10%	4%	28%	-%
Don't know	*	-	*	*	-	-	-	-	-	-	*	-	-
	1%	-%	1%	52%	-%	-%	-%	-%	-%	-%	2%	-%	-%
Mean Score	27.5	25.8	40.8	20.2	30.0	12.2	14.1	38.6	13.2	35.7	22.4	41.4	20.8

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 128 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	78	20	15	17	11	13	14	16	21	16	10
Effective base	31	9	9	8	6	3	7	9	8	7	2
Weighted Base	71	26	23	10	5	3	19	22	14	12	2
0-24%	46	19	12	8	4	1	18	11	11	5	1
	64%	72%	52%	77%	83%	47%	95%	52%	79%	42%	31%
25-49%	8	1	3	1	1	2	*	2	*	2	1
	11%	5%	12%	12%	14%	50%	*%	9%	1%	15%	64%
50-74%	11	2	8	*	*	*	-	7	2	2	*
	15%	6%	36%	4%	3%	3%	-%	30%	15%	16%	5%
75-100%	7	4	*	1	*	-	1	2	*	3	-
	9%	15%	*%	6%	1%	-%	5%	10%	2%	26%	-%
Don't know	*	*	-	*	-	-	-	-	*	-	-
	1%	1%	-%	1%	-%	-%	-%	-%	3%	-%	-%
Mean Score	27.5	25.0	31.0	22.5	17.9	20.8	15.4	35.1	20.8	39.6	24.0

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 128 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		*a	*b	*c	*d	*e	a	*b	*c	a	*b	a	*b
Significance Level: 95%													
Unweighted Base	78	14	15	13	19	16	56	8	13	63	15	68	8
Effective base	31	7	7	6	8	5	23	3	7	26	5	27	3
Weighted Base	71	21	15	13	14	8	41	11	19	59	13	59	9
0-24%	46	20	7	6	8	4	22	9	13	36	10	36	9
	64%	97%	47%	45%	59%	50%	55%	88%	69%	61%	81%	60%	99%
25-49%	8	*	2	2	2	1	7	*	*	8	*	8	*
	11%	*%	12%	19%	14%	19%	18%	2%	*%	13%	*%	13%	*%
50-74%	11	*	4	5	-	2	5	1	5	9	2	11	*
	15%	1%	24%	36%	-%	30%	12%	5%	28%	14%	18%	18%	*%
75-100%	7	1	2	*	4	*	6	*	*	6	*	4	-
	9%	2%	15%	*%	27%	2%	14%	4%	3%	11%	1%	8%	-%
Don't know	*	-	*	*	-	-	*	-	-	*	-	*	-
	1%	-%	2%	1%	-%	-%	1%	-%	-%	1%	-%	1%	-%
Mean Score	27.5	15.6	35.3	30.0	35.7	27.3	30.5	20.6	25.7	29.3	18.8	27.9	13.3

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 128 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	a	b	a	*b	a	*b	a	b
Unweighted Base	78	58	19	38	39	66	10	57	20	46	31
Effective base	31	26	5	21	11	26	3	24	6	23	8
Weighted Base	71	55	14	39	31	59	9	54	15	48	22
0-24%	46	33	13	25	20	38	7	34	12	32	13
	64%	60%	93%	63%	64%	64%	76%	63%	80%	66%	59%
25-49%	8	5	*	6	2	8	*	5	*	6	2
	11%	10%	1%	15%	5%	13%	1%	9%	2%	13%	7%
50-74%	11	11	*	6	5	9	2	9	2	7	3
	15%	19%	*%	14%	17%	15%	22%	16%	13%	15%	15%
75-100%	7	6	1	3	4	4	*	6	1	3	4
	9%	11%	4%	7%	13%	7%	2%	11%	4%	6%	17%
Don't know	*	*	*	*	*	*	-	*	*	*	*
	1%	*%	2%	*%	1%	1%	-%	*%	2%	*%	1%
Mean Score	27.5	29.5	18.7	26.7	29.0	26.7	21.0	28.9	21.5	26.4	30.5

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 128 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	*c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	78	67	57	29	-	68	53	31	-	70	54	35	-
Effective base	31	24	25	10	-	27	24	11	-	28	24	15	-
Weighted Base	71	55	53	18	-	63	53	23	-	67	52	32	-
0-24%	46	37	33	14	-	42	33	14	-	43	29	20	-
	64%	67%	62%	78%	-%	66%	63%	63%	-%	65%	56%	64%	-%
25-49%	8	6	8	2	-	5	5	3	-	7	7	3	-
	11%	11%	14%	10%	-%	9%	9%	12%	-%	11%	14%	9%	-%
50-74%	11	10	8	2	-	9	9	2	-	10	9	5	-
	15%	19%	16%	10%	-%	14%	17%	9%	-%	16%	17%	16%	-%
75-100%	7	1	4	*	-	7	6	3	-	6	7	4	-
	9%	2%	8%	2%	-%	11%	12%	15%	-%	9%	13%	12%	-%
Don't know	*	*	*	-	-	*	*	*	-	*	*	-	-
	1%	1%	*%	-%	-%	1%	*%	1%	-%	1%	1%	-%	-%
Mean Score	27.5	24.3	26.6	19.1	-	27.7	28.3	28.7	-	27.1	30.5	28.4	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 128 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	b	c	*d	*e
Significance Level: 95%												
Unweighted Base	78	71	71	56	78	46	9	42	41	46	25	14
Effective base	31	28	27	24	31	20	4	20	16	18	11	9
Weighted Base	71	66	63	54	71	40	9	42	38	41	22	12
0-24%	46	44	41	36	46	24	9	27	27	29	16	9
	64%	67%	64%	67%	64%	61%	99%	64%	72%	69%	71%	76%
25-49%	8	8	5	6	8	3	*	6	6	4	2	1
	11%	12%	8%	11%	11%	8%	1%	15%	16%	11%	7%	10%
50-74%	11	9	11	6	11	6	*	3	1	4	2	2
	15%	14%	17%	10%	15%	16%	*%	6%	3%	9%	7%	14%
75-100%	7	4	7	6	7	6	-	6	3	4	3	-
	9%	7%	11%	11%	9%	15%	-%	14%	9%	9%	15%	-%
Don't know	*	*	*	*	*	*	-	*	*	*	-	-
	1%	1%	*%	1%	1%	*%	-%	1%	*%	1%	-%	-%
Mean Score	27.5	25.3	28.3	26.6	27.5	30.2	11.9	28.0	22.8	25.1	27.4	20.2

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 128 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	a	b	c	d	e	a	b	*c	*d	a	*b
Significance Level: 95%																
Unweighted Base	78	16	12	2	4	66	53	74	54	56	60	59	25	-	68	3
Effective base	31	5	5	2	3	26	20	29	23	23	23	24	9	-	26	2
Weighted Base	71	13	6	*	6	60	45	67	52	48	54	56	19	-	56	5
0-24%	46	9	3	*	3	40	31	46	33	29	42	36	15	-	36	3
	64%	68%	55%	40%	54%	67%	69%	68%	64%	60%	78%	63%	79%	-%	64%	61%
25-49%	8	*	*	-	-	7	3	8	6	5	6	8	1	-	6	2
	11%	1%	4%	-%	-%	11%	8%	11%	12%	10%	10%	13%	7%	-%	10%	39%
50-74%	11	*	2	-	3	7	4	7	6	10	2	7	*	-	11	-
	15%	4%	40%	-%	46%	11%	9%	10%	11%	21%	4%	12%	*%	-%	19%	-%
75-100%	7	3	-	*	-	6	6	7	7	4	4	6	2	-	3	-
	9%	26%	-%	60%	-%	10%	14%	10%	13%	9%	7%	11%	12%	-%	5%	-%
Don't know	*	*	-	-	-	*	*	*	*	-	*	*	*	-	*	-
	1%	2%	-%	-%	-%	1%	1%	1%	1%	-%	1%	*%	1%	-%	1%	-%
Mean Score	27.5	34.4	30.0	49.3	27.5	27.0	28.0	26.1	28.9	28.5	22.1	28.0	21.7	-	26.0	19.2

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 128 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	*b	*a	b	*c	*a	*b	*c
Unweighted Base	78	45	33	52	3	32	25	26	42	7	20	27	29
Effective base	31	20	12	18	3	8	12	10	18	4	9	10	12
Weighted Base	71	42	29	47	2	17	32	18	37	12	17	24	22
0-24%	46	22	24	32	2	14	20	11	23	8	12	11	14
	64%	53%	81%	68%	83%	82%	62%	59%	62%	71%	72%	45%	65%
25-49%	8	3	4	4	-	*	4	2	6	*	1	5	1
	11%	8%	14%	8%	-%	2%	11%	11%	15%	1%	7%	22%	6%
50-74%	11	10	1	7	*	2	5	5	5	*	4	4	4
	15%	24%	2%	14%	17%	13%	15%	29%	15%	1%	21%	15%	16%
75-100%	7	6	1	4	-	*	4	*	3	3	-	4	3
	9%	14%	2%	8%	-%	1%	12%	1%	8%	28%	-%	16%	13%
Don't know	*	*	*	*	-	*	-	-	*	-	-	*	*
	1%	1%	*%	1%	-%	2%	-%	-%	*%	-%	-%	1%	1%
Mean Score	27.5	33.7	18.4	25.6	23.6	19.5	28.7	28.1	27.5	30.0	23.8	34.8	27.3
		b											

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 128 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	78	33	45
Effective base	31	10	21
Weighted Base	71	22	49
0-24%	46	15	31
	64%	67%	63%
25-49%	8	4	4
	11%	18%	8%
50-74%	11	3	8
	15%	13%	16%
75-100%	7	*	7
	9%	*%	13%
Don't know	*	*	*
	1%	1%	*%
Mean Score	27.5	22.0	29.9

Columns Tested: a,b

Table 128 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	78	7	8	8	6	6	2	2	5	1	9	1	23
Effective base	31	2	4	5	2	4	2	1	3	1	3	1	9
Weighted Base	71	4	6	10	3	9	1	*	10	*	3	1	24
0-24%	46	1	6	8	2	3	-	*	4	-	1	-	21
	64%	27%	91%	76%	76%	30%	-%	*%	46%	-%	32%	-%	88%
25-49%	8	2	*	-	1	3	*	-	*	-	*	1	*
	11%	60%	*%	-%	18%	35%	36%	-%	1%	-%	2%	100%	*%
50-74%	11	*	1	2	*	-	-	*	3	-	2	-	2
	15%	9%	9%	22%	5%	-%	-%	100%	30%	-%	51%	-%	10%
75-100%	7	*	*	-	*	3	*	-	2	*	*	-	*
	9%	3%	*%	-%	*%	35%	64%	-%	22%	100%	14%	-%	1%
Don't know	*	-	-	*	-	-	-	-	-	-	-	-	*
	1%	-%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	1%
Mean Score	27.5	32.8	20.8	22.7	24.4	42.2	74.9	64.8	37.9	80.0	40.5	30.0	16.7

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 128 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		*a	*b	*c	d	a	b
Unweighted Base	78	23	14	8	33	37	41
Effective base	31	11	6	3	12	17	14
Weighted Base	71	20	13	10	28	33	38
0-24%	46	15	5	4	22	19	26
	64%	71%	38%	44%	78%	59%	69%
25-49%	8	2	4	*	1	6	1
	11%	11%	32%	1%	4%	19%	4%
50-74%	11	3	*	3	4	3	7
	15%	15%	1%	33%	15%	10%	20%
75-100%	7	*	4	2	1	4	3
	9%	1%	29%	22%	2%	11%	7%
Don't know	*	*	-	-	*	*	*
	1%	1%	-%	-%	*%	1%	*%
Mean Score	27.5	24.0	40.0	39.1	20.1	30.2	25.1

Columns Tested: a,b,c,d - a,b

Table 130

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	*b	*c	*d	*e
Unweighted Base	55	2	53	41	6	3	5	14
Effective base	28	2	27	27	4	2	3	6
Weighted Base	63	1	63	62	1	*	*	1
0-24%	26	-	26	26	*	-	*	*
	41%	-%	42%	41%	42%	-%	12%	32%
25-49%	8	-	8	8	*	*	*	*
	12%	-%	12%	12%	12%	32%	88%	25%
50-74%	3	*	3	3	-	-	-	-
	5%	21%	5%	5%	-%	-%	-%	-%
75-100%	26	*	26	26	*	*	-	*
	42%	79%	41%	41%	46%	68%	-%	42%
Don't know	*	-	*	*	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%
Mean Score	50.2	89.3	49.8	50.2	49.3	76.3	30.0	50.2

Columns Tested: a,b - a,b,c,d,e

Table 130 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	g	*h	*i
Unweighted Base	55	19	17	5	3	6	5	41	6	8
Effective base	28	14	11	2	2	5	3	27	4	5
Weighted Base	63	33	26	4	*	*	*	62	1	*
0-24%	26	8	17	1	*	*	*	26	*	*
	41%	23%	67%	30%	20%	50%	12%	41%	42%	6%
25-49%	8	5	3	-	-	*	*	8	*	*
	12%	14%	12%	-%	-%	29%	88%	12%	12%	60%
50-74%	3	2	1	*	-	-	-	3	-	-
	5%	7%	3%	3%	-%	-%	-%	5%	-%	-%
75-100%	26	18	5	3	*	*	-	26	*	*
	42%	56%	19%	67%	80%	21%	-%	41%	46%	33%
Don't know	*	-	-	*	-	-	-	*	-	-
	*%	-%	-%	*%	-%	-%	-%	*%	-%	-%
Mean Score	50.2	62.7	30.8	70.1	71.9	36.5	30.0	50.2	49.3	52.5

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 130 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	55	23	18	6	3	5	23	11	5	5	8
Effective base	28	17	12	4	2	3	16	5	2	4	1
Weighted Base	63	44	18	1	*	*	38	11	6	3	1
0-24%	26	19	7	*	-	*	15	2	6	3	*
	41%	43%	37%	42%	-%	12%	40%	20%	99%	79%	-%
25-49%	8	5	3	*	*	*	3	5	-	-	*
	12%	10%	16%	12%	32%	88%	7%	45%	-%	-%	10%
50-74%	3	2	1	-	-	-	2	-	-	1	-
	5%	5%	4%	-%	-%	-%	6%	-%	-%	21%	-%
75-100%	26	18	8	*	*	-	18	4	*	-	1
	42%	41%	42%	46%	68%	-%	48%	35%	1%	-%	89%
Don't know	*	-	*	-	-	-	-	-	-	-	*
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%
Mean Score	50.2	48.7	53.6	49.3	76.3	30.0	54.1	50.0	12.4	23.0	75.1

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 130 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	55	12	4	5	5	6	5	3	1	3
Effective base	28	7	3	3	3	3	4	3	1	2
Weighted Base	63	14	4	4	8	11	9	7	*	4
0-24%	26	9	*	4	-	10	1	1	*	2
	41%	62%	14%	98%	-%	83%	9%	15%	100%	43%
25-49%	8	3	-	*	2	-	-	3	-	*
	12%	18%	-%	2%	21%	-%	-%	50%	-%	1%
50-74%	3	-	-	-	-	-	3	-	-	-
	5%	-%	-%	-%	-%	-%	33%	-%	-%	-%
75-100%	26	3	3	-	6	2	5	2	-	2
	42%	20%	86%	-%	79%	17%	58%	35%	-%	57%
Don't know	*	*	-	-	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	50.2	30.7	70.2	11.5	87.6	20.2	76.1	51.3	20.0	66.0

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 130 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	d	*e	*f	*g	*h
Unweighted Base	55	14	17	13	44	11	3	5	3
Effective base	28	8	10	9	26	3	1	1	2
Weighted Base	63	24	18	19	61	3	1	2	*
0-24%	26	11	9	6	26	*	*	*	*
	41%	48%	52%	29%	43%	2%	2%	3%	*%
25-49%	8	2	3	3	8	*	-	*	-
	12%	7%	15%	18%	13%	3%	-%	5%	-%
50-74%	3	-	-	3	3	*	-	-	*
	5%	-%	-%	15%	5%	5%	-%	-%	35%
75-100%	26	11	6	7	24	2	1	2	*
	42%	45%	33%	38%	39%	89%	98%	92%	65%
Don't know	*	-	*	-	*	-	-	-	-
	*%	-%	*%	-%	*%	-%	-%	-%	-%
Mean Score	50.2	50.8	38.8	54.5	48.5	87.4	98.0	85.2	82.4

Columns Tested.: a,b,c,d,e,f,g,h

Table 130 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	55	5	4	-	4	5	23	-	-	18
Effective base	28	4	2	-	2	3	12	-	-	10
Weighted Base	63	4	6	-	6	9	24	-	-	20
0-24%	26	4	6	-	6	6	5	-	-	6
	41%	98%	100%	-%	100%	62%	19%	-%	-%	29%
25-49%	8	*	*	-	*	3	1	-	-	3
	12%	2%	*%	-%	*%	38%	5%	-%	-%	15%
50-74%	3	-	-	-	-	-	1	-	-	2
	5%	-%	-%	-%	-%	-%	3%	-%	-%	12%
75-100%	26	-	-	-	-	-	17	-	-	9
	42%	-%	-%	-%	-%	-%	73%	-%	-%	44%
Don't know	*	-	-	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Mean Score	50.2	15.3	13.5	-	13.5	15.2	72.5	-	-	57.4

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 130 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	a	*b	*c	a	*b	a	*b
Unweighted Base	55	14	23	18	50	5	-	49	6	54	1
Effective base	28	6	12	10	25	3	-	26	2	27	1
Weighted Base	63	19	24	20	52	11	-	60	3	63	1
0-24%	26	16	5	6	18	8	-	26	1	26	1
	41%	82%	19%	29%	35%	69%	-%	42%	22%	41%	100%
25-49%	8	4	1	3	6	1	-	6	2	8	-
	12%	18%	5%	15%	12%	12%	-%	10%	60%	12%	-%
50-74%	3	-	1	2	3	-	-	3	-	3	-
	5%	-%	3%	12%	6%	-%	-%	5%	-%	5%	-%
75-100%	26	-	17	9	24	2	-	26	*	26	-
	42%	-%	73%	44%	46%	19%	-%	43%	18%	42%	-%
Don't know	*	-	*	-	*	-	-	*	-	*	-
	*%	-%	*%	-%	*%	-%	-%	*%	-%	*%	-%
Mean Score	50.2	14.7	72.5	57.4	55.5	25.2	-	50.5	43.3	50.6	5.0

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 130 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	c
Unweighted Base	55	10	11	34
Effective base	28	5	5	19
Weighted Base	63	7	11	45
0-24%	26	2	3	21
	41%	30%	27%	47%
25-49%	8	*	5	3
	12%	2%	46%	6%
50-74%	3	2	-	1
	5%	34%	-%	1%
75-100%	26	2	3	21
	42%	34%	27%	46%
Don't know	*	-	-	*
	*%	-%	-%	*%
Mean Score	50.2	50.7	46.6	50.9

Columns Tested:: a,b,c

Table 130 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k
Significance Level: 95%												
Unweighted Base	55	19	15	8	6	3	-	3	1	34	21	13
Effective base	28	12	9	4	3	1	-	1	1	20	8	4
Weighted Base	63	27	15	13	3	4	-	1	*	42	21	8
0-24%	26	13	1	9	2	1	-	1	-	13	13	3
	41%	47%	4%	73%	64%	19%	-%	91%	-%	32%	61%	43%
25-49%	8	1	3	-	-	3	-	*	*	4	4	4
	12%	5%	19%	-%	-%	81%	-%	7%	100%	10%	17%	44%
50-74%	3	2	*	1	-	-	-	-	-	2	1	-
	5%	8%	1%	5%	-%	-%	-%	-%	-%	6%	3%	-%
75-100%	26	11	11	3	1	-	-	*	-	22	4	1
	42%	40%	77%	22%	36%	-%	-%	2%	-%	53%	19%	13%
Don't know	*	-	*	-	-	-	-	-	-	*	-	-
	*%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Mean Score	50.2	50.7	76.5	32.3	35.4	28.1	-	8.2	40.0	59.8	30.9	28.7

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 130 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	c	a	b	c	d	e	f	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	55	3	16	36	50	55	55	55	41	33	5	20	3	5	5	11	6
Effective base	28	3	10	16	23	28	28	28	19	13	4	12	3	2	3	7	3
Weighted Base	63	3	24	36	53	63	63	63	45	28	10	32	*	4	6	8	2
0-24%	26	3	10	13	24	26	26	26	20	14	2	13	*	3	3	3	1
	41%	100%	40%	37%	45%	41%	41%	41%	45%	52%	21%	41%	32%	74%	46%	43%	66%
25-49%	8	-	1	6	8	8	8	8	7	5	-	1	-	-	4	3	*
	12%	-%	6%	18%	15%	12%	12%	12%	15%	19%	-%	4%	-%	-%	54%	38%	2%
50-74%	3	-	2	1	3	3	3	3	2	*	-	2	-	*	-	-	1
	5%	-%	9%	2%	6%	5%	5%	5%	5%	-%	-%	7%	-%	3%	-%	-%	31%
75-100%	26	-	11	15	18	26	26	26	16	8	8	15	*	1	-	2	*
	42%	-%	45%	43%	34%	42%	42%	42%	36%	29%	79%	49%	68%	23%	-%	20%	1%
Don't know	*	-	-	*	*	*	*	*	-	-	-	*	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	50.2	9.2	55.9	49.8	44.6	50.2	50.2	50.2	44.7	39.6	79.5	54.2	71.5	27.7	23.1	37.2	25.2

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 130 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	55	21	5	4	6	5	6	3	21	8	7	7	6	3	3
Effective base	28	13	2	2	3	5	3	3	14	3	2	4	3	3	1
Weighted Base	63	32	6	5	3	4	3	*	35	7	3	8	6	3	1
0-24%	26	12	5	2	1	3	2	-	14	1	1	7	2	1	-
	41%	37%	82%	34%	35%	87%	50%	-%	40%	17%	36%	82%	25%	57%	-%
25-49%	8	1	-	3	1	-	2	*	1	-	2	-	5	-	*
	12%	4%	-%	63%	45%	-%	50%	77%	3%	-%	54%	-%	75%	-%	4%
50-74%	3	2	-	*	1	-	-	-	2	-	*	-	-	-	1
	5%	7%	-%	2%	20%	-%	-%	-%	6%	-%	4%	-%	-%	-%	93%
75-100%	26	17	1	*	-	*	-	*	17	6	*	2	-	1	*
	42%	53%	18%	1%	-%	13%	-%	23%	50%	82%	6%	18%	-%	43%	2%
Don't know	*	*	-	-	-	-	-	-	-	*	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%
Mean Score	50.2	57.9	19.0	28.1	31.8	23.0	24.6	46.8	56.4	78.2	30.9	26.6	28.0	39.2	59.3

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 130 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	55	17	8	3	12	5	7	3	7	3	20	15	10
Effective base	28	12	5	1	8	2	2	3	5	3	10	7	5
Weighted Base	63	23	15	3	7	7	5	4	13	6	24	14	6
0-24%	26	5	8	*	5	7	1	-	6	2	8	6	3
	41%	23%	51%	5%	67%	99%	30%	-%	49%	34%	34%	43%	57%
25-49%	8	1	-	-	*	*	3	3	-	-	4	3	1
	12%	5%	-%	-%	1%	*%	70%	82%	-%	-%	15%	20%	24%
50-74%	3	*	2	-	-	-	-	1	-	2	-	1	-
	5%	1%	15%	-%	-%	-%	-%	18%	-%	36%	-%	6%	-%
75-100%	26	16	5	3	2	*	-	-	6	2	12	4	1
	42%	71%	34%	95%	33%	*%	-%	-%	51%	29%	51%	31%	19%
Don't know	*	-	-	-	-	-	*	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%
Mean Score	50.2	74.9	42.7	76.9	34.9	12.7	23.6	43.7	54.3	48.4	56.0	44.4	33.0

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 130 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	55	15	5	9	13	8	8	6	20	13	8
Effective base	28	8	3	3	7	3	5	4	9	6	4
Weighted Base	63	21	9	9	11	3	13	12	20	12	5
0-24%	26	9	1	7	5	2	6	7	5	6	2
	41%	45%	9%	82%	42%	52%	46%	54%	24%	49%	49%
25-49%	8	1	3	*	2	1	-	2	4	1	1
	12%	6%	40%	1%	14%	48%	-%	13%	18%	9%	28%
50-74%	3	-	2	-	1	-	-	2	-	1	-
	5%	-%	26%	-%	7%	-%	-%	18%	-%	6%	-%
75-100%	26	10	2	2	4	*	7	2	12	4	1
	42%	49%	25%	17%	37%	1%	54%	15%	58%	35%	22%
Don't know	*	*	-	-	-	-	-	-	*	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Mean Score	50.2	50.9	50.8	23.0	51.0	23.0	56.2	31.9	64.3	44.0	37.5

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 130 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		*a	*b	*c	*d	*e	a	*b	*c	a	*b	a	*b
Significance Level: 95%													
Unweighted Base	55	10	7	12	18	8	46	3	6	45	10	40	10
Effective base	28	6	3	6	10	4	25	1	2	24	4	20	4
Weighted Base	63	10	10	19	19	6	55	5	3	53	11	42	11
0-24%	26	2	7	6	8	2	21	4	1	18	8	18	6
	41%	21%	74%	34%	41%	45%	38%	90%	30%	35%	72%	43%	53%
25-49%	8	-	-	4	1	3	8	-	-	8	*	3	5
	12%	-%	-%	19%	6%	55%	14%	-%	-%	15%	*%	6%	46%
50-74%	3	*	2	-	1	-	1	-	2	3	-	3	-
	5%	1%	23%	-%	3%	-%	1%	-%	68%	6%	-%	7%	-%
75-100%	26	8	*	9	9	*	26	*	*	23	3	18	*
	42%	78%	3%	47%	49%	*%	47%	10%	2%	44%	27%	43%	*%
Don't know	*	-	-	-	-	*	*	-	-	*	-	*	-
	*%	-%	-%	-%	-%	*%	*%	-%	-%	*%	-%	*%	-%
Mean Score	50.2	77.7	23.9	51.9	53.3	29.8	53.6	19.3	37.6	53.2	35.5	50.6	21.6

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 130 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	a	*b	a	*b	a	*b	a	*b
Unweighted Base	55	46	9	31	24	44	6	42	13	37	18
Effective base	28	25	3	20	9	22	2	23	5	22	7
Weighted Base	63	56	7	38	25	47	6	50	13	40	23
0-24%	26	19	7	11	15	18	6	18	8	13	14
	41%	34%	99%	29%	61%	39%	99%	36%	61%	31%	59%
25-49%	8	8	*	6	2	8	*	3	5	6	2
	12%	14%	1%	16%	7%	16%	1%	5%	39%	15%	8%
50-74%	3	3	-	3	-	3	-	3	-	3	-
	5%	5%	-%	8%	-%	6%	-%	6%	-%	8%	-%
75-100%	26	26	-	18	8	18	*	26	*	19	8
	42%	47%	-%	48%	32%	39%	*%	52%	*%	46%	34%
Don't know	*	*	-	-	*	*	-	*	-	-	*
	*%	*%	-%	-%	*%	*%	-%	*%	-%	-%	*%
Mean Score	50.2	55.2	11.9	56.8	40.1	48.8	10.4	58.0	20.6	55.0	41.7

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 130 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	*c	*d	a	b	*c	*d	a	b	*c	*d
Significance Level: 95%													
Unweighted Base	55	42	39	23	-	42	40	22	1	45	41	22	-
Effective base	28	18	19	11	-	20	19	9	1	22	19	11	-
Weighted Base	63	43	42	24	-	47	46	22	2	51	45	25	-
0-24%	26	19	17	10	-	23	21	13	2	24	21	14	-
	41%	45%	41%	44%	-%	49%	45%	57%	100%	47%	46%	55%	-%
25-49%	8	7	8	3	-	8	3	3	-	8	4	3	-
	12%	16%	18%	13%	-%	17%	6%	12%	-%	15%	10%	10%	-%
50-74%	3	3	3	-	-	3	3	-	-	3	3	-	-
	5%	7%	7%	-%	-%	6%	7%	-%	-%	6%	7%	-%	-%
75-100%	26	14	14	10	-	13	20	7	-	16	17	9	-
	42%	32%	33%	43%	-%	28%	43%	31%	-%	31%	37%	34%	-%
Don't know	*	*	*	*	-	*	*	*	-	*	*	-	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	-%	-%
Mean Score	50.2	43.3	45.2	50.2	-	39.5	49.7	39.1	21.0	42.4	47.4	41.4	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 130 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	b	c	*d	*e
Significance Level: 95%												
Unweighted Base	55	46	51	48	37	55	7	35	30	37	19	13
Effective base	28	21	26	25	17	28	3	19	15	17	9	7
Weighted Base	63	49	58	59	39	63	9	42	34	40	22	11
0-24%	26	24	25	26	24	26	8	22	21	22	14	5
	41%	49%	43%	45%	61%	41%	100%	52%	62%	56%	63%	49%
25-49%	8	6	4	6	8	8	*	6	3	1	1	1
	12%	12%	7%	10%	20%	12%	*%	14%	8%	4%	7%	11%
50-74%	3	3	3	3	3	3	-	1	1	3	-	-
	5%	6%	5%	5%	8%	5%	-%	2%	2%	7%	-%	-%
75-100%	26	16	26	23	4	26	-	14	10	13	7	4
	42%	32%	45%	40%	11%	42%	-%	32%	28%	33%	30%	41%
Don't know	*	*	*	*	-	*	-	-	*	*	-	-
	*%	*%	*%	*%	-%	*%	-%	-%	*%	*%	-%	-%
Mean Score	50.2	42.1	52.0	48.0	26.9	50.2	10.0	41.8	36.9	40.1	35.1	47.4
						a						

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 130 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	a	b	c	d	e	a	b	*c	*d	a	*b
Significance Level: 95%																
Unweighted Base	55	13	4	3	2	39	39	48	41	38	36	44	17	-	51	1
Effective base	28	6	2	2	2	17	17	21	20	17	16	20	7	-	26	1
Weighted Base	63	14	2	6	3	40	36	49	41	39	39	46	14	-	53	1
0-24%	26	8	2	5	1	19	17	25	19	20	21	23	12	-	18	-
	41%	55%	97%	74%	41%	48%	49%	50%	47%	51%	54%	49%	84%	-%	35%	-%
25-49%	8	4	*	2	-	6	1	6	1	3	5	3	1	-	8	-
	12%	26%	3%	26%	-%	15%	4%	12%	3%	7%	12%	6%	9%	-%	15%	-%
50-74%	3	-	-	-	-	*	1	1	1	2	-	1	-	-	2	1
	5%	-%	-%	-%	-%	*%	2%	2%	2%	6%	-%	2%	-%	-%	4%	100%
75-100%	26	3	-	-	2	15	16	18	20	14	13	20	1	-	25	-
	42%	19%	-%	-%	59%	37%	45%	36%	48%	35%	34%	43%	8%	-%	46%	-%
Don't know	*	-	-	-	-	*	*	*	*	*	*	*	-	-	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%
Mean Score	50.2	34.2	14.4	14.2	54.9	44.6	49.4	43.3	51.8	43.1	39.4	48.2	19.6	-	55.1	60.0

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 130 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	*a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base	55	36	19	31	3	24	13	21	27	6	14	18	22
Effective base	28	19	9	13	3	11	5	11	16	2	8	9	11
Weighted Base	63	48	16	34	4	27	15	20	31	8	20	19	20
0-24%	26	22	4	19	3	11	11	7	7	8	9	5	7
	41%	47%	25%	57%	72%	43%	72%	34%	24%	96%	45%	29%	38%
25-49%	8	6	1	5	-	5	*	5	3	*	4	4	*
	12%	13%	9%	15%	-%	19%	1%	25%	9%	1%	17%	22%	*%
50-74%	3	3	*	-	-	-	-	3	-	*	-	2	1
	5%	6%	1%	-%	-%	-%	-%	14%	-%	2%	-%	12%	4%
75-100%	26	16	10	9	1	10	4	5	21	*	8	7	12
	42%	34%	65%	27%	28%	38%	27%	27%	67%	2%	37%	38%	58%
Don't know	*	*	-	*	-	*	-	-	*	-	-	*	-
	*%	*%	-%	*%	-%	*%	-%	-%	*%	-%	-%	*%	-%
Mean Score	50.2	44.0	68.8	35.8	34.7	46.8	31.6	42.5	71.4	10.0	43.5	55.0	60.7

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 130 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		*a	b
Unweighted Base	55	18	37
Effective base	28	6	23
Weighted Base	63	19	44
0-24%	26	11	15
	41%	56%	35%
25-49%	8	5	3
	12%	27%	6%
50-74%	3	*	3
	5%	1%	7%
75-100%	26	3	23
	42%	16%	52%
Don't know	*	*	-
	*%	*%	-%
Mean Score	50.2	30.4	58.8

Columns Tested: a,b

Table 130 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	55	2	6	9	2	7	1	2	5	2	3	3	13
Effective base	28	2	4	5	1	5	1	1	3	2	2	1	7
Weighted Base	63	*	7	10	2	10	*	*	8	3	1	3	19
0-24%	26	-	3	4	-	5	-	*	2	-	1	*	12
	41%	-%	39%	41%	-%	47%	-%	12%	25%	-%	100%	1%	62%
25-49%	8	*	-	3	-	3	*	-	*	-	-	-	2
	12%	100%	-%	34%	-%	25%	100%	-%	*%	-%	-%	-%	8%
50-74%	3	-	-	2	*	1	-	-	-	-	-	-	-
	5%	-%	-%	22%	7%	7%	-%	-%	-%	-%	-%	-%	-%
75-100%	26	-	4	*	2	2	-	-	6	3	-	3	6
	42%	-%	61%	2%	93%	22%	-%	-%	74%	100%	-%	99%	30%
Don't know	*	-	-	-	-	-	-	*	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	88%	-%	-%	-%	-%	-%
Mean Score	50.2	38.3	67.7	29.1	78.0	36.9	40.0	5.0	73.5	96.2	6.4	99.6	36.4

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 130 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		*a	*b	*c	*d	*a	*b
Unweighted Base	55	17	10	9	19	27	28
Effective base	28	9	7	5	8	15	13
Weighted Base	63	17	12	12	22	29	34
0-24%	26	7	5	2	12	12	15
	41%	40%	39%	18%	56%	40%	43%
25-49%	8	4	3	*	2	6	2
	12%	21%	21%	*%	7%	21%	5%
50-74%	3	2	1	-	-	3	-
	5%	13%	7%	-%	-%	10%	-%
75-100%	26	4	4	10	8	8	18
	42%	26%	33%	81%	37%	29%	52%
Don't know	*	-	-	*	-	-	*
	*%	-%	-%	*%	-%	-%	*%
Mean Score	50.2	44.4	43.5	79.8	42.7	44.0	55.4

Columns Tested: a,b,c,d - a,b

Table 132

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	*a	*b	*c	*d	e
Unweighted Base	55	-	55	24	12	4	15	31
Effective base	14	-	14	12	6	3	7	10
Weighted Base	34	-	34	30	3	1	*	4
0-24%	18	-	18	17	1	*	*	1
	53%	-%	53%	55%	22%	85%	60%	35%
25-49%	5	-	5	4	1	*	*	1
	16%	-%	16%	13%	49%	15%	5%	39%
50-74%	5	-	5	4	1	-	*	1
	14%	-%	14%	13%	28%	-%	35%	25%
75-100%	6	-	6	6	-	-	-	-
	17%	-%	17%	19%	-%	-%	-%	-%
Don't know	*	-	*	-	*	-	-	*
	*%	-%	*%	-%	1%	-%	-%	1%
Mean Score	32.0	-	32.0	32.6	30.4	9.2	29.9	27.4

Columns Tested: a,b - a,b,c,d,e

Table 132 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

		Business Size 2								
Total base		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	55	3	16	5	7	9	15	24	12	19
Effective base	14	2	7	4	4	4	7	12	6	7
Weighted Base	34	6	20	4	2	2	*	30	3	1
0-24%	18	-	14	3	1	*	*	17	1	1
	53%	-%	68%	76%	34%	30%	60%	55%	22%	73%
25-49%	5	4	-	*	1	1	*	4	1	*
	16%	63%	-%	4%	32%	56%	5%	13%	49%	10%
50-74%	5	2	1	1	1	*	*	4	1	*
	14%	30%	6%	20%	32%	13%	35%	13%	28%	16%
75-100%	6	*	5	-	-	-	-	6	-	-
	17%	7%	26%	-%	-%	-%	-%	19%	-%	-%
Don't know	*	-	-	-	*	-	-	-	*	-
	*%	-%	-%	-%	2%	-%	-%	-%	1%	-%
Mean Score	32.0	37.7	33.6	20.2	28.7	25.3	29.9	32.6	30.4	18.9

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 132 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	55	10	14	12	4	15	11	8	6	7	17
Effective base	14	6	11	6	3	7	5	2	3	4	5
Weighted Base	34	20	10	3	1	*	11	7	9	3	2
0-24%	18	9	8	1	*	*	3	2	8	3	1
	53%	46%	73%	22%	85%	60%	28%	31%	93%	97%	39%
25-49%	5	4	*	1	*	*	4	*	-	*	1
	16%	19%	2%	49%	15%	5%	36%	1%	-%	3%	49%
50-74%	5	2	2	1	-	*	3	-	1	-	*
	14%	9%	20%	28%	-%	35%	29%	-%	7%	-%	9%
75-100%	6	5	*	-	-	-	1	5	-	-	-
	17%	26%	5%	-%	-%	-%	7%	68%	-%	-%	-%
Don't know	*	-	-	*	-	-	-	-	-	-	*
	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%	2%
Mean Score	32.0	36.5	24.7	30.4	9.2	29.9	34.8	57.4	16.8	7.5	21.6

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 132 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	55	4	1	6	2	5	3	3	5	3
Effective base	14	4	1	4	2	3	1	2	3	2
Weighted Base	34	4	*	4	*	10	1	6	7	*
0-24%	18	4	-	3	*	8	1	*	2	*
	53%	100%	-%	83%	21%	77%	94%	4%	22%	100%
25-49%	5	-	*	-	*	-	-	-	5	-
	16%	-%	100%	-%	79%	-%	-%	-%	66%	-%
50-74%	5	-	-	1	-	2	*	1	1	-
	14%	-%	-%	17%	-%	18%	6%	20%	12%	-%
75-100%	6	-	-	-	-	*	-	4	-	-
	17%	-%	-%	-%	-%	5%	-%	76%	-%	-%
Don't know	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	32.0	7.7	30.0	17.4	27.9	24.9	5.3	75.0	24.4	7.4

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 132 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	d	*e	*f	*g	*h
Unweighted Base	55	10	10	12	32	23	9	5	9
Effective base	14	3	6	4	13	7	4	2	2
Weighted Base	34	11	11	11	32	2	1	1	*
0-24%	18	8	5	4	18	1	*	*	*
	53%	77%	47%	40%	55%	30%	46%	6%	27%
25-49%	5	*	5	-	5	*	*	*	*
	16%	1%	45%	-%	16%	18%	30%	14%	1%
50-74%	5	2	1	2	5	*	*	-	-
	14%	17%	8%	18%	14%	11%	24%	-%	-%
75-100%	6	*	-	4	5	1	-	*	*
	17%	4%	-%	42%	15%	38%	-%	81%	63%
Don't know	*	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	2%	-%	-%	8%
Mean Score	32.0	24.5	19.2	48.5	30.6	55.1	29.5	84.3	72.4

Columns Tested.: a,b,c,d,e,f,g,h

Table 132 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	55	5	6	1	7	4	17	-	1	21
Effective base	14	4	3	1	3	1	3	-	1	9
Weighted Base	34	4	10	1	11	4	8	-	*	7
0-24%	18	4	6	-	6	4	2	-	*	3
	53%	96%	55%	-%	52%	99%	23%	-%	100%	39%
25-49%	5	-	-	-	-	*	4	-	-	1
	16%	-%	-%	-%	-%	*%	49%	-%	-%	20%
50-74%	5	*	*	1	1	*	2	-	-	2
	14%	4%	1%	100%	6%	*%	22%	-%	-%	30%
75-100%	6	-	4	-	4	-	1	-	-	1
	17%	-%	44%	-%	41%	-%	6%	-%	-%	10%
Don't know	*	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	1%
Mean Score	32.0	10.0	41.1	50.0	41.5	18.6	30.2	-	10.0	39.5

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 132 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	a	*b	*c	a	*b	a	*b
Unweighted Base	55	16	17	22	53	2	-	43	12	55	-
Effective base	14	6	3	9	14	1	-	12	6	14	-
Weighted Base	34	19	8	7	33	1	-	30	4	34	-
0-24%	18	14	2	3	17	1	-	17	1	18	-
	53%	72%	23%	39%	52%	100%	-%	57%	26%	53%	-%
25-49%	5	*	4	1	5	-	-	5	1	5	-
	16%	*%	49%	20%	16%	-%	-%	15%	24%	16%	-%
50-74%	5	1	2	2	5	-	-	3	2	5	-
	14%	5%	22%	30%	14%	-%	-%	11%	42%	14%	-%
75-100%	6	4	1	1	6	*	-	5	*	6	-
	17%	24%	6%	10%	17%	*%	-%	18%	8%	17%	-%
Don't know	*	-	-	*	*	-	-	*	-	*	-
	*%	-%	-%	1%	*%	-%	-%	*%	-%	*%	-%
Mean Score	32.0	30.0	30.2	39.5	32.7	10.3	-	31.2	38.7	32.0	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 132 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*c
Unweighted Base	55	13	16	26
Effective base	14	5	4	7
Weighted Base	34	6	9	20
0-24%	18	3	2	13
	53%	43%	29%	67%
25-49%	5	1	5	*
	16%	13%	52%	1%
50-74%	5	3	1	1
	14%	44%	10%	7%
75-100%	6	-	1	5
	17%	-%	8%	25%
Don't know	*	-	*	-
	*%	-%	*%	-%
Mean Score	32.0	30.4	29.2	33.7

Columns Tested:: a,b,c

Table 132 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k
Unweighted Base	55	15	17	9	8	5	-	1	-	32	23	14
Effective base	14	6	5	2	3	1	-	1	-	10	5	3
Weighted Base	34	6	13	6	2	5	-	1	-	20	15	8
0-24%	18	2	7	6	2	1	-	1	-	9	9	3
	53%	27%	54%	92%	90%	16%	-%	100%	-%	46%	64%	42%
25-49%	5	1	4	1	*	-	-	-	-	5	1	*
	16%	16%	28%	8%	6%	-%	-%	-%	-%	24%	4%	1%
50-74%	5	3	2	-	*	*	-	-	-	5	*	*
	14%	45%	13%	-%	5%	1%	-%	-%	-%	24%	1%	2%
75-100%	6	1	*	*	-	4	-	-	-	1	4	4
	17%	12%	4%	*%	-%	83%	-%	-%	-%	6%	31%	55%
Don't know	*	*	-	-	-	-	-	-	-	*	-	-
	*%	1%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Mean Score	32.0	41.7	28.5	9.6	9.2	68.7	-	-	-	32.7	31.1	47.4

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 132 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	*b	c	a	b	c	d	e	f	*a	*b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	55	2	13	40	53	54	55	54	47	49	1	21	4	7	5	12	5
Effective base	14	2	6	10	13	14	14	14	13	13	1	4	2	1	1	5	2
Weighted Base	34	3	3	28	32	34	34	34	33	32	2	11	1	5	1	12	2
0-24%	18	1	1	17	18	18	18	18	18	17	-	6	*	4	1	5	1
	53%	37%	18%	59%	56%	54%	53%	54%	55%	52%	-%	49%	51%	95%	97%	44%	60%
25-49%	5	-	1	4	5	5	5	5	5	5	-	4	*	*	*	1	-
	16%	-%	29%	16%	17%	16%	16%	16%	16%	17%	-%	35%	49%	5%	1%	6%	-%
50-74%	5	2	1	2	3	5	5	5	5	5	2	1	-	*	*	1	1
	14%	63%	30%	7%	9%	14%	14%	14%	14%	15%	100%	7%	-%	*%	1%	10%	40%
75-100%	6	-	1	5	6	5	6	5	5	5	-	1	-	-	-	5	-
	17%	-%	22%	18%	18%	16%	17%	16%	15%	16%	-%	8%	-%	-%	-%	40%	-%
Don't know	*	-	*	-	*	*	*	*	*	*	-	*	-	-	-	-	-
	*%	-%	1%	-%	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	-%	-%	-%
Mean Score	32.0	35.2	47.4	29.8	30.9	31.4	32.0	31.4	30.3	31.7	50.0	26.1	19.6	18.6	1.0	45.2	25.8

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 132 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	55	22	3	5	9	7	4	3	18	13	6	6	5	3	3
Effective base	14	5	2	1	3	6	2	2	4	3	2	5	2	2	1
Weighted Base	34	13	1	4	3	5	6	*	9	9	2	4	6	2	1
0-24%	18	6	*	4	3	5	-	*	6	4	1	4	2	*	1
	53%	46%	35%	98%	92%	100%	-%	100%	64%	42%	65%	100%	27%	-%	100%
25-49%	5	4	*	*	*	-	1	-	*	5	1	-	-	-	-
	16%	31%	57%	2%	5%	-%	11%	-%	2%	52%	34%	-%	-%	-%	-%
50-74%	5	2	*	*	*	-	1	-	3	*	*	-	*	2	-
	14%	15%	8%	-%	3%	-%	13%	-%	29%	-%	1%	-%	1%	100%	-%
75-100%	6	1	-	-	-	-	5	-	*	*	-	-	4	-	-
	17%	7%	-%	-%	-%	-%	75%	-%	5%	5%	-%	-%	72%	-%	-%
Don't know	*	*	-	-	-	-	-	-	-	*	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	32.0	29.1	26.2	19.1	7.8	9.5	70.8	5.2	27.0	27.1	10.2	10.2	59.9	61.6	9.5

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 132 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	55	12	13	11	5	6	2	5	5	9	14	18	9
Effective base	14	3	5	4	4	3	1	3	2	5	6	4	3
Weighted Base	34	3	3	3	4	10	2	10	7	4	5	11	7
0-24%	18	1	1	2	4	6	-	5	4	3	2	6	3
	53%	48%	28%	61%	100%	60%	-%	48%	63%	72%	47%	55%	37%
25-49%	5	-	1	1	-	4	-	-	*	*	*	*	5
	16%	-%	34%	24%	-%	40%	-%	-%	3%	2%	9%	*%	63%
50-74%	5	1	1	-	-	-	2	1	2	1	2	*	-
	14%	50%	23%	-%	-%	-%	100%	8%	30%	15%	43%	2%	-%
75-100%	6	*	*	*	-	-	-	4	*	*	-	5	*
	17%	1%	15%	16%	-%	-%	-%	44%	5%	11%	-%	43%	*%
Don't know	*	*	-	-	-	-	-	-	-	-	*	-	-
	*%	1%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%
Mean Score	32.0	40.5	38.8	33.5	4.6	15.0	50.4	47.5	27.1	25.7	32.2	44.3	20.6

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 132 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	55	8	8	12	17	8	7	13	13	16	5
Effective base	14	2	5	5	3	3	3	3	6	4	2
Weighted Base	34	6	4	3	11	7	7	7	6	11	2
0-24%	18	5	3	2	6	3	5	2	4	6	1
	53%	80%	70%	53%	53%	37%	71%	28%	65%	55%	45%
25-49%	5	*	*	*	*	5	*	4	*	*	1
	16%	3%	2%	12%	*%	63%	2%	59%	1%	*%	53%
50-74%	5	1	1	1	*	-	2	1	2	*	-
	14%	12%	19%	34%	2%	-%	27%	8%	33%	1%	-%
75-100%	6	*	*	-	5	-	-	*	-	5	*
	17%	5%	9%	-%	45%	-%	-%	6%	-%	44%	2%
Don't know	*	-	-	*	-	-	-	-	*	-	-
	*%	-%	-%	1%	-%	-%	-%	-%	1%	-%	-%
Mean Score	32.0	20.4	26.4	30.5	45.5	20.3	21.4	27.5	28.3	43.7	19.7

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 132 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		*a	*b	*c	*d	*e	a	*b	*c	a	*b	a	*b
Significance Level: 95%													
Unweighted Base	55	6	12	17	14	5	40	2	12	40	15	48	5
Effective base	14	3	3	4	4	2	11	1	4	12	5	12	2
Weighted Base	34	4	8	8	12	1	25	5	4	18	16	26	6
0-24%	18	1	8	2	7	*	11	5	3	7	11	12	6
	53%	27%	92%	27%	58%	8%	43%	100%	72%	40%	68%	47%	98%
25-49%	5	*	*	4	*	1	5	-	-	5	-	5	*
	16%	4%	1%	54%	*%	92%	21%	-%	-%	30%	-%	20%	2%
50-74%	5	3	*	1	*	-	4	-	1	4	1	3	-
	14%	69%	2%	18%	1%	-%	15%	-%	27%	22%	5%	11%	-%
75-100%	6	-	*	*	5	-	5	-	-	1	4	6	-
	17%	-%	5%	*%	41%	-%	21%	-%	-%	7%	28%	22%	-%
Don't know	*	-	-	*	-	-	-	-	*	*	-	*	-
	*%	-%	-%	*%	-%	-%	-%	-%	1%	*%	-%	*%	-%
Mean Score	32.0	44.3	16.2	25.6	41.5	24.3	36.3	9.5	25.0	31.0	33.1	35.6	10.4

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 132 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	*a	b	a	*b	a	*b	*a	b
Unweighted Base	55	41	13	23	31	49	4	39	15	21	33
Effective base	14	11	4	11	8	12	2	9	5	11	8
Weighted Base	34	23	11	9	24	26	6	20	14	11	23
0-24%	18	12	7	5	13	12	6	11	7	5	13
	53%	51%	59%	58%	52%	47%	100%	54%	53%	48%	56%
25-49%	5	1	4	1	5	5	-	2	4	1	5
	16%	6%	36%	9%	19%	21%	-%	8%	29%	7%	20%
50-74%	5	4	1	2	3	3	-	2	2	4	1
	14%	18%	5%	23%	11%	11%	-%	12%	18%	37%	4%
75-100%	6	5	-	1	4	6	-	5	-	1	4
	17%	24%	-%	10%	18%	22%	-%	27%	-%	8%	20%
Don't know	*	*	-	*	-	*	-	*	-	*	-
	*%	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%
Mean Score	32.0	38.7	16.8	31.9	31.2	35.9	8.5	38.5	20.8	33.7	30.3

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 132 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	*c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	55	46	40	32	-	45	39	26	-	48	35	31	-
Effective base	14	11	11	8	-	12	10	7	-	12	10	7	-
Weighted Base	34	29	16	24	-	31	22	20	-	31	17	17	-
0-24%	18	18	8	14	-	18	12	9	-	18	12	10	-
	53%	62%	50%	57%	-%	59%	57%	47%	-%	58%	70%	60%	-%
25-49%	5	5	4	4	-	5	1	4	-	5	1	1	-
	16%	18%	27%	16%	-%	17%	6%	21%	-%	15%	8%	5%	-%
50-74%	5	1	3	2	-	2	3	2	-	4	3	1	-
	14%	3%	18%	8%	-%	7%	13%	10%	-%	11%	19%	8%	-%
75-100%	6	5	1	4	-	5	5	5	-	5	1	5	-
	17%	17%	5%	19%	-%	16%	23%	23%	-%	16%	3%	26%	-%
Don't know	*	*	*	*	-	-	-	-	-	-	-	-	-
	*%	*%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	32.0	26.9	26.2	30.4	-	27.9	33.4	32.9	-	29.0	22.0	32.5	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 132 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	*b	*c	*d	*e
Significance Level: 95%												
Unweighted Base	55	53	51	38	44	35	55	30	25	29	16	11
Effective base	14	13	13	11	12	10	14	10	8	9	5	6
Weighted Base	34	32	32	25	31	23	34	20	17	23	10	5
0-24%	18	18	18	17	17	17	18	12	15	16	10	4
	53%	56%	56%	67%	56%	71%	53%	61%	87%	72%	98%	76%
25-49%	5	5	5	4	5	5	5	4	*	4	*	-
	16%	17%	17%	17%	18%	20%	16%	20%	2%	18%	2%	-%
50-74%	5	3	3	3	3	2	5	3	2	2	-	1
	14%	9%	11%	13%	11%	8%	14%	16%	11%	8%	-%	24%
75-100%	6	6	5	1	4	-	6	1	*	*	*	*
	17%	18%	17%	4%	15%	-%	17%	3%	*%	2%	*%	*%
Don't know	*	*	*	*	*	*	*	-	-	-	-	-
	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%
Mean Score	32.0	30.9	30.9	22.4	28.4	17.7	32.0	23.5	15.9	18.1	7.7	19.8
					b		b					

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 132 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	a	b	c	d	e	a	b	*c	*d	a	*b
Significance Level: 95%																
Unweighted Base	55	11	9	3	5	49	42	53	44	36	44	47	25	-	47	4
Effective base	14	5	4	1	2	13	12	14	11	9	12	13	7	-	12	2
Weighted Base	34	5	10	4	6	29	31	34	23	24	31	32	21	-	29	2
0-24%	18	3	3	*	5	13	15	18	8	16	17	16	9	-	18	*
	53%	69%	31%	1%	90%	45%	48%	53%	34%	68%	55%	52%	41%	-%	62%	30%
25-49%	5	*	1	4	-	5	5	5	5	1	5	5	4	-	2	-
	16%	6%	8%	95%	-%	18%	17%	16%	20%	3%	17%	17%	18%	-%	5%	-%
50-74%	5	1	2	*	1	5	5	5	5	2	4	5	4	-	4	1
	14%	25%	18%	4%	10%	17%	15%	14%	20%	8%	11%	15%	18%	-%	13%	70%
75-100%	6	-	4	-	-	6	6	6	6	5	5	5	5	-	6	-
	17%	-%	43%	-%	-%	20%	19%	17%	25%	21%	16%	17%	23%	-%	20%	-%
Don't know	*	-	-	-	-	*	*	*	*	-	*	-	-	-	-	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	-%	*%	-%	-%	-%	-%	-%
Mean Score	32.0	24.5	49.3	26.4	17.8	36.1	34.4	32.0	39.8	30.7	29.6	32.2	36.0	-	31.8	50.7

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 132 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	*a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base	55	37	18	36	1	19	23	18	26	10	18	13	22
Effective base	14	11	6	10	1	5	7	5	7	4	8	3	6
Weighted Base	34	30	5	25	*	13	17	11	17	2	7	7	16
0-24%	18	16	2	17	*	9	9	5	8	1	5	1	8
	53%	53%	52%	68%	100%	67%	55%	48%	46%	52%	79%	17%	47%
25-49%	5	5	*	1	-	4	1	*	4	1	1	4	*
	16%	17%	10%	4%	-%	32%	3%	2%	25%	47%	14%	56%	1%
50-74%	5	4	1	3	-	*	3	1	4	*	-	1	3
	14%	13%	22%	10%	-%	*%	15%	6%	24%	*%	-%	20%	21%
75-100%	6	5	1	4	-	-	4	5	1	-	*	*	5
	17%	17%	16%	18%	-%	-%	27%	44%	4%	-%	7%	6%	30%
Don't know	*	*	-	-	-	-	-	-	*	-	-	*	-
	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	1%	-%
Mean Score	32.0	31.3	36.8	28.4	20.0	14.4	37.5	42.7	31.8	17.9	16.6	30.6	44.8

Columns Tested.: a,b - a,b - a,b - a,b,c - a,b,c

Table 132 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		*a	*b
Unweighted Base	55	27	28
Effective base	14	8	11
Weighted Base	34	25	9
0-24%	18	11	7
	53%	45%	74%
25-49%	5	5	*
	16%	22%	*%
50-74%	5	3	1
	14%	13%	16%
75-100%	6	5	1
	17%	19%	10%
Don't know	*	-	*
	*%	-%	*%
Mean Score	32.0	34.3	26.0

Columns Tested: a,b

Table 132 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	55	4	11	3	7	2	2	-	3	2	2	3	16
Effective base	14	1	3	3	5	2	1	-	1	1	2	3	5
Weighted Base	34	1	4	2	2	2	*	-	1	1	*	3	18
0-24%	18	1	1	2	*	-	-	-	-	1	*	2	10
	53%	100%	38%	100%	26%	-%	-%	-%	-%	96%	100%	74%	53%
25-49%	5	-	*	-	*	-	*	-	1	-	-	-	4
	16%	-%	1%	-%	16%	-%	89%	-%	90%	-%	-%	-%	22%
50-74%	5	-	2	-	*	2	*	-	*	-	-	1	*
	14%	-%	49%	-%	10%	100%	11%	-%	10%	-%	-%	26%	*%
75-100%	6	-	*	-	1	-	-	-	-	*	-	-	4
	17%	-%	11%	-%	48%	-%	-%	-%	-%	4%	-%	-%	25%
Don't know	*	-	*	-	-	-	-	-	-	-	-	-	-
	*%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	32.0	10.1	37.0	6.7	62.1	63.6	34.5	-	28.8	13.2	13.8	24.3	32.4

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 132 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		*a	*b	*c	*d	*a	*b
Unweighted Base	55	18	11	5	21	29	26
Effective base	14	7	6	3	6	13	7
Weighted Base	34	7	4	2	21	11	23
0-24%	18	5	*	1	12	5	13
	53%	69%	11%	42%	56%	49%	55%
25-49%	5	*	1	1	4	1	5
	16%	*%	18%	51%	18%	6%	21%
50-74%	5	2	2	*	1	4	1
	14%	25%	51%	5%	4%	34%	4%
75-100%	6	*	1	*	4	1	5
	17%	6%	20%	2%	21%	11%	20%
Don't know	*	*	-	-	-	*	-
	*%	1%	-%	-%	-%	*%	-%
Mean Score	32.0	22.5	59.3	22.0	31.1	35.1	30.5

Columns Tested: a,b,c,d - a,b

Table 134

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1767	343	1424	1212	305	72	178	555
Effective base	663	75	597	609	127	31	85	165
Standard stamped mail 1st Class	35.4	57.0	33.6	35.4	34.8	25.3	29.1	33.6
		b		cd				
Standard stamped mail 2nd Class	30.2	34.1	29.9	30.5	22.1	32.2	15.7	22.7
				bde	d	bde		d
1st Class large letter stamps	12.7	1.6	13.6	12.7	14.5	11.4	10.8	14.0
			a					
2nd Class large letter stamps	9.5	1.1	10.2	9.6	7.0	3.1	7.2	6.6
			a	bce	c			
Franked/metered mail 1st Class	2.4	1.4	2.5	2.2	6.4	12.8	18.1	7.6
					a	ab	abe	a
Franked/metered mail 2nd Class	2.0	1.5	2.1	1.9	5.1	6.2	8.0	5.3
					a	a	a	a
PPI - PPI 1st Class	1.2	.1	1.3	1.1	2.4	2.1	2.9	2.4
			a		a		a	a
PPI - PPI 2nd Class	1.9	.5	2.1	2.0	.4	1.1	.8	.5
			a	be				
Bulk mail	.7	-	.7	.6	1.3	.7	3.6	1.3
							abe	a

Columns Tested: a,b - a,b,c,d,e

Table 134 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1767	501	524	187	181	196	178	1212	305	250
Effective base	663	299	252	75	83	75	85	609	127	66
Standard stamped mail 1st Class	35.4	32.8	38.8	37.7	35.3	31.1	29.1	35.4	34.8	26.6
Standard stamped mail 2nd Class	30.2	i 34.8 bcdefghi	aefi 25.5 f	i 24.8 f	i 21.0	i 26.9 f	i 15.7	fi 30.5 bdfh	i 22.1 f	i 26.4 f
1st Class large letter stamps	12.7	11.4	13.9	15.8	14.2	14.1	10.8	12.7	14.5	11.1
2nd Class large letter stamps	9.5	10.6 cdehi	9.3 ci	4.6	6.7	6.6	7.2	9.6 chi	7.0 i	4.6
Franked/metered mail 1st Class	2.4	.8	3.0	8.4	7.3	6.5	18.1	2.2	6.4	14.7
Franked/metered mail 2nd Class	2.0	1.1	3.0	1.7	5.5	4.6	8.0	1.9	5.1	6.8
PPI - PPI 1st Class	1.2	1.2	1.1	1.3	2.5	2.2	2.9	1.1	2.4	2.4
PPI - PPI 2nd Class	1.9	2.4	1.3	2.7	.5	.5	.8	2.0	.4	1.0
Bulk mail	.7	.3	1.1	.7	1.0	1.6	3.6	.6	1.3	1.7
			a			a	abcdgh		a	ag

Columns Tested: a,b,c,d,e,f,g,h,i

Table 134 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1767	729	483	305	72	178	653	301	112	76	198
Effective base	663	445	217	127	31	85	372	127	35	26	33
Standard stamped mail 1st Class	35.4	34.9	37.8	34.8	25.3	29.1	34.9	32.4	22.4	26.9	32.2
Standard stamped mail 2nd Class	30.2	d	de				c	c			c
1st Class large letter stamps	12.7	31.8	25.2	22.1	32.2	15.7	32.4	23.5	28.2	20.3	32.0
2nd Class large letter stamps	9.5	bce	e	e	ce		bd				bd
Franked/metered mail 1st Class	2.4	12.2	14.7	14.5	11.4	10.8	10.5	20.9	16.8	27.7	11.9
Franked/metered mail 2nd Class	2.0	10.3	7.0	7.0	3.1	7.2	10.8	12.0	3.6	5.4	3.6
PPI - PPI 1st Class	1.2	bcd		d			cde	cde			
PPI - PPI 2nd Class	1.9	1.6	4.6	6.4	12.8	18.1	1.9	1.0	12.5	5.6	10.3
Bulk mail	.7	.6	.9	1.3	.7	3.6	.4	1.8	2.4	.7	.7
						abc		a	ae		

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 134 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1767	126	83	173	60	120	144	117	102	98
Effective base	663	70	46	97	27	63	87	68	54	47
Standard stamped mail 1st Class	35.4	31.4	31.0	40.4	44.3	33.6	33.8	32.8	30.6	35.1
Standard stamped mail 2nd Class	30.2	25.8	38.2	32.6	24.4	32.1	24.6	33.5	30.0	30.0
1st Class large letter stamps	12.7	14.7	9.1	13.2	6.3	13.9	13.8	13.4	15.1	13.5
2nd Class large letter stamps	9.5	13.5	11.0	6.4	10.3	7.8	10.6	9.7	9.3	12.8
Franked/metered mail 1st Class	2.4	3.5	1.5	3.1	.9	2.6	3.2	2.5	.5	1.3
Franked/metered mail 2nd Class	2.0	1.6	.5	1.8	1.9	1.0	5.5	.4	1.7	.7
PPI - PPI 1st Class	1.2	4.1	2.0	.9	.2	.7	bcegi .8	1.2	1.1	.2
PPI - PPI 2nd Class	1.9	2.6	2.4	.2	11.6	1.5	2.6	1.7	*	2.5
Bulk mail	.7	.2	.1	.2	abcefg .1	1.6	c *	2.2	1.2	c *
						cf		f	fi	

Columns Tested: a,b,c,d,e,f,g,h,i

Table 134 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1767	278	311	434	1023	744	259	251	234
Effective base	663	136	169	253	554	204	82	66	91
Standard stamped mail 1st Class	35.4	36.1	31.0	35.9	34.6	41.8	45.6	37.6	41.0
Standard stamped mail 2nd Class	30.2	30.0	30.4	30.0	30.1	30.5	27.1	36.4	26.3
1st Class large letter stamps	12.7	12.4	13.4	13.5	13.2	8.7	11.3	7.4	4.9
2nd Class large letter stamps	9.5	10.0	11.4	8.8	9.8	6.8	5.5	7.1	9.5
Franked/metered mail 1st Class	2.4	1.8	2.0	3.0	2.4	2.4	2.0	1.4	5.3
Franked/metered mail 2nd Class	2.0	1.1	1.4	2.7	2.0	2.4	1.8	2.6	3.2
PPI - PPI 1st Class	1.2	.5	2.5	1.0	1.3	.4	.2	.8	.2
PPI - PPI 2nd Class	1.9	3.6	1.7	1.5	2.0	1.4	.7	2.4	1.0
Bulk mail	.7	.8	.5	.7	.7	.6	.4	.8	1.1

Columns Tested: a,b,c,d,e,f,g,h

Table 134 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1767	80	134	12	146	183	403	65	93	795
Effective base	663	31	39	6	44	77	155	20	26	317
Standard stamped mail 1st Class	35.4	24.7	28.7	61.4	32.9	49.4	30.7	48.5	43.6	33.7
Standard stamped mail 2nd Class	30.2	50.2	20.7	13.0	19.5	22.1	25.2	28.5	30.4	33.9
1st Class large letter stamps	12.7	bdefghi 10.3	19.1	4.9	16.9	16.0	10.4	6.0	10.9	12.9
2nd Class large letter stamps	9.5	6.1	11.9	8.1	11.3	3.2	16.8	9.5	7.6	8.5
Franked/metered mail 1st Class	2.4	2.6	e 3.3	-	e 2.8	3.7	aehi 2.2	e .4	e 4.2	e 2.1
Franked/metered mail 2nd Class	2.0	1.2	5.0	.8	4.3	.5	2.6	.1	1.2	2.0
PPI - PPI 1st Class	1.2	1.3	egi 3.4	*	eg 2.9	1.0	.7	3.5	*	1.1
PPI - PPI 2nd Class	1.9	h .9	efhi .9	-	fhi .8	h .7	5.4	efhi -	-	1.4
Bulk mail	.7	.6	4.5	1.6	4.1	.4	bdei .8	-	*	.3
			aefhi		efhi					

Columns Tested: a,b,c,d,e,f,g,h,i

Table 134 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1767	409	403	955	1536	231	-	1472	295	1713	54
Effective base	663	150	155	363	564	104	-	593	77	642	22
Standard stamped mail 1st Class	35.4	40.4	30.7	34.9	36.4	30.6	-	34.4	45.8	35.6	26.7
Standard stamped mail 2nd Class	30.2	bc	26.3	25.2	b	36.2	-	30.4	a	29.5	54.0
1st Class large letter stamps	12.7	15.3	10.4	12.5	12.5	a	-	13.0	a	12.9	6.4
2nd Class large letter stamps	9.5	b	6.0	16.8	9.4	10.1	-	9.9	4.8	9.6	7.4
Franked/metered mail 1st Class	2.4	3.2	2.2	2.2	2.9	.4	-	b	2.4	2.8	.2
Franked/metered mail 2nd Class	2.0	1.7	2.6	2.0	2.4	.4	-	2.0	1.8	2.1	.2
PPI - PPI 1st Class	1.2	1.6	.7	1.2	b	1.3	-	1.2	.6	1.2	.1
PPI - PPI 2nd Class	1.9	.7	5.4	1.2	2.2	.9	-	2.0	.9	2.0	.1
Bulk mail	.7	1.5	ac	.3	.8	*	-	.6	1.1	.7	-
		c									

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 134 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1767	1043	362	352
Effective base	663	417	113	132
Standard stamped mail 1st Class	35.4	39.9	34.6	21.2
Standard stamped mail 2nd Class	30.2	bc 34.3	c 23.2	22.1
1st Class large letter stamps	12.7	bc 12.1	14.3	13.8
2nd Class large letter stamps	9.5	7.3	9.7	17.0
Franked/metered mail 1st Class	2.4	.9	a 4.7	ab 5.8
Franked/metered mail 2nd Class	2.0	1.0	a 5.1	a 3.0
PPI - PPI 1st Class	1.2	.7	a 1.0	a 2.9
PPI - PPI 2nd Class	1.9	.3	2.0	ab 7.1
Bulk mail	.7	.2	a 1.0	a 2.0

Columns Tested: a,b,c

Table 134 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1767	1340	270	75	27	27	14	7	7	1610	157	82
Effective base	663	549	82	18	7	7	3	1	1	629	35	17
Standard stamped mail 1st Class	35.4	37.6	26.0	13.7	19.3	32.1	3.6	25.7	2.5	36.4	17.0	20.3
Standard stamped mail 2nd Class	30.2	bcjk 32.6	cj 16.2	14.7	37.2	15.8	34.8	15.9	.3	bcjk 30.8	18.5	22.4
1st Class large letter stamps	12.7	bcjk 12.6	12.2	21.0	11.2	.2	48.2	19.0	3.4	bcj 12.5	16.5	12.0
2nd Class large letter stamps	9.5	9.1	13.3	abik 6.1	3.0	19.0	10.1	11.5	5.3	9.5	8.9	11.7
Franked/metered mail 1st Class	2.4	1.0	10.5	aci 7.8	6.8	.4	.3	6.9	88.0	a 2.0	ai 10.2	ai 12.7
Franked/metered mail 2nd Class	2.0	1.2	5.7	ai 14.4	3.7	1.1	*	4.2	-	1.7	8.1	1.5
PPI - PPI 1st Class	1.2	.9	1.6	aik 8.6	6.2	3.1	.2	9.3	*	.9	6.0	3.2
PPI - PPI 2nd Class	1.9	1.0	6.8	abik 9.9	10.3	6.8	-	7.5	.2	1.6	7.8	5.7
Bulk mail	.7	.2	2.3	ai 1.4	1.9	20.9	-	-	-	.4	5.5	9.7
			ai	a							abi	abci

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 134 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1767	688	652	427	1712	1421	1767	1233	782	649	341	998	94	119	74	93	48
Effective base	663	327	224	116	634	523	663	469	300	209	153	405	25	32	16	20	12
Standard stamped mail 1st Class	35.4	40.4	33.0	22.9	35.9	33.6	35.4	34.9	35.2	36.4	38.1	35.6	30.8	27.2	40.6	25.5	30.2
		bc	c								df	df		df			
Standard stamped mail 2nd Class	30.2	36.3	26.3	16.9	30.9	25.3	30.2	23.2	20.6	22.7	42.4	27.8	18.0	20.0	16.8	23.6	25.7
		bc	c		bdef	e	bdef				bcdefg	cde					
1st Class large letter stamps	12.7	10.9	15.3	13.6	12.8	15.3	12.7	15.1	18.9	16.0	5.3	15.6	24.5	7.4	6.3	7.2	21.7
		a	a			ac		ac	abcd	ac		adef	abdef				adef
2nd Class large letter stamps	9.5	6.9	12.7	11.8	9.2	11.3	9.5	10.7	9.6	7.9	5.0	10.2	14.2	16.3	24.0	4.6	5.9
		a	a			acf		f				af	af	abfg	abcfg		
Franked/metered mail 1st Class	2.4	.3	2.1	10.4	2.5	3.0	2.4	3.1	3.5	3.4	.5	2.0	4.0	11.8	2.5	10.8	4.3
		a	ab									a	a	abce	a	abce	a
Franked/metered mail 2nd Class	2.0	1.1	1.4	6.5	2.0	2.1	2.0	2.5	2.0	2.9	1.6	1.6	5.5	6.6	1.0	2.0	5.5
			ab										ab	abef			be
PPI - PPI 1st Class	1.2	.2	1.9	3.1	1.1	1.5	1.2	1.7	1.6	1.9	.7	1.0	*	4.2	3.4	2.8	1.8
		a	a					a		ac				abc	abc	abc	c
PPI - PPI 2nd Class	1.9	*	2.6	7.1	1.5	2.5	1.9	2.8	2.6	2.2	2.1	1.7	.4	1.6	4.2	6.9	2.2
		a	ab			a		a	a						c	abcd	
Bulk mail	.7	.1	.3	3.3	.6	.8	.7	.9	1.3	2.0	2	.3	.3	1.1	*	12.7	2.2
			ab						ac	abcd				ab		abcdeg	ab

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 134 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	1767	1249	148	100	88	46	60	21	967	189	100	65	46	33	21
Effective base	663	527	41	26	18	10	10	3	403	50	28	24	10	13	6
Standard stamped mail 1st Class	35.4	35.1	45.2	37.6	39.8	54.4	18.3	24.2	35.9	26.3	20.3	24.0	32.4	11.0	46.4
Standard stamped mail 2nd Class	30.2	f	af	f	f	acf			bcd	f			cf		
1st Class large letter stamps	12.7	32.1	28.1	15.8	34.3	12.5	19.7	33.9	27.2	17.3	25.5	11.4	16.2	27.7	20.5
2nd Class large letter stamps	9.5	cef	ce		cef				bde		bd			d	
Franked/metered mail 1st Class	2.4	13.1	13.6	8.1	8.2	9.6	10.3	23.0	15.6	15.9	20.4	8.2	5.1	7.6	19.3
Franked/metered mail 2nd Class	2.0	9.6	4.8	13.0	4.3	4.0	4.5	.3	10.1	13.4	16.6	23.4	22.2	11.1	4.7
PPI - PPI 1st Class	1.2	bd		bdef					2.1	6.9	2.3	8.7	2.3	19.9	1.4
PPI - PPI 2nd Class	1.9	1.8	1.6	13.5	3.5	3.5	10.1	6.1	2.1	6.9	2.3	8.7	2.3	19.9	1.4
Bulk mail	.7	1.8	1.8	4.9	2.4	3.5	4.7	10.3	1.3	6.2	7.3	4.1	1.0	4.5	1.4
		ab		abde			abd		1.1	a	a	a			
		1.0	.8	1.3	3.7	4.6	.5	.7	1.1	1.6	.3	10.1	3.8	2.7	2.0
		abf		abcf					2.0	4.1	1.9	6.0	5.5	6.8	2.9
		1.4	1.1	2.4	2.6	5.0	3.4	.4	2.0	4.1	1.9	6.0	5.5	6.8	2.9
		ab		ab								a		a	
		.3	.2	1.3	.5	2.9	19.7	.1	.3	1.7	.4	1.2	11.4	8.6	.8
		ab		ab		abd	abcde			a			abcd	abcd	

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 134 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1767	814	143	102	58	43	37	36	706	352	405	216	84
Effective base	663	345	48	27	21	11	8	13	318	135	141	49	23
Standard stamped mail 1st Class	35.4	38.9	25.0	30.8	18.0	13.5	21.0	23.1	37.1	40.7	32.8	20.0	24.1
Standard stamped mail 2nd Class	30.2	24.2	24.0	18.5	15.6	22.1	28.9	7.0	35.6	26.1	24.9	18.1	23.2
1st Class large letter stamps	12.7	14.4	17.2	10.4	16.8	27.3	22.5	19.0	12.1	15.1	10.9	16.5	12.5
2nd Class large letter stamps	9.5	10.2	12.5	11.3	14.6	16.7	11.6	9.4	7.8	7.9	12.4	14.0	19.4
Franked/metered mail 1st Class	2.4	1.8	7.3	4.2	3.3	3.2	.8	16.5	.8	2.6	2.3	10.0	11.8
Franked/metered mail 2nd Class	2.0	2.0	2.4	6.9	9.6	2.8	.4	2.8	1.0	1.0	5.3	4.1	.9
PPI - PPI 1st Class	1.2	1.0	4.3	.1	10.5	2.9	4.1	2.9	.3	2.5	1.3	4.7	1.1
PPI - PPI 2nd Class	1.9	2.0	5.1	2.9	8.1	3.9	5.4	4.7	.8	1.0	4.4	6.1	3.2
Bulk mail	.7	.1	.8	1.4	.5	6.5	4.4	14.3	.2	.3	.5	4.9	2.5

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 134 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1767	777	332	349	186	64	636	264	300	152	60
Effective base	663	343	125	116	36	17	284	92	93	39	17
Standard stamped mail 1st Class	35.4	37.1	37.8	35.2	20.9	29.7	37.1	36.8	26.0	17.1	20.4
Standard stamped mail 2nd Class	30.2	d	d	d			cde	cde	d		
1st Class large letter stamps	12.7	bcd	d				bcd				
2nd Class large letter stamps	9.5	11.9	14.7	13.3	14.0	13.2	15.4	20.5	10.3	15.2	8.6
Franked/metered mail 1st Class	2.4	9.0	9.7	8.9	9.4	11.6	9.4	8.8	17.8	13.9	25.5
Franked/metered mail 2nd Class	2.0	1.6	1.9	2.6	12.8	5.8	1.6	2.7	2.4	11.4	15.5
PPI - PPI 1st Class	1.2	1.1	.8	6.0	5.1	.7	.9	1.9	6.8	3.7	.8
PPI - PPI 2nd Class	1.9	.7	2.5	.9	1.2	1.5	.4	3.6	1.4	5.9	1.2
Bulk mail	.7	1.2	1.6	.8	7.3	1.6	1.0	1.8	6.8	6.5	4.1
		.1	.4	.4	6.3	3.5	.2	.9	.9	6.0	.7
					abc	abc		a	a	abce	

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 134 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1767	573	195	232	142	71	676	105	446	1615	152	1674	38
Effective base	663	250	65	81	47	20	266	29	171	606	57	621	13
Standard stamped mail 1st Class	35.4	43.1	28.2	29.4	14.9	11.0	26.2	46.3	46.2	36.8	19.2	36.4	11.3
Standard stamped mail 2nd Class	30.2	25.7	21.4	21.1	18.4	17.6	24.2	16.5	22.4	31.0	20.3	31.2	14.5
1st Class large letter stamps	12.7	14.4	21.8	13.2	10.2	21.5	14.6	11.4	16.6	12.1	19.4	12.3	35.2
2nd Class large letter stamps	9.5	7.3	13.0	13.3	18.6	16.7	14.5	8.5	5.6	8.8	18.3	9.1	13.3
Franked/metered mail 1st Class	2.4	1.0	2.4	2.8	9.9	21.5	4.3	4.7	1.0	2.1	6.7	2.4	3.0
Franked/metered mail 2nd Class	2.0	1.9	1.2	5.5	4.0	2.0	3.1	.8	2.0	2.0	2.0	1.9	9.6
PPI - PPI 1st Class	1.2	.5	3.3	2.1	4.6	4.9	1.9	3.2	1.1	1.1	1.8	1.1	3.0
PPI - PPI 2nd Class	1.9	1.2	1.4	5.2	9.8	3.8	4.6	1.3	.3	1.9	2.8	1.4	6.4
Bulk mail	.7	.3	.8	1.1	4.8	.5	1.4	.6	.2	.4	4.0	.6	1.6

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 134 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1767	1295	126	839	394	1679	33	1283	138	847	386
Effective base	663	490	33	335	135	623	11	483	40	338	132
Standard stamped mail 1st Class	35.4	33.7	32.7	36.6	31.1	36.1	20.2	33.4	35.9	36.2	32.1
Standard stamped mail 2nd Class	30.2	25.7	20.2	b	b	b	b	25.6	22.3	22.9	23.8
1st Class large letter stamps	12.7	14.7	22.1	13.8	18.1	12.6	21.1	15.2	15.6	13.9	18.1
2nd Class large letter stamps	9.5	11.8	4.7	10.8	10.6	9.0	19.9	11.7	7.0	10.8	10.6
Franked/metered mail 1st Class	2.4	b	3.6	2.9	3.4	2.4	a	b	3.6	2.9	3.5
Franked/metered mail 2nd Class	2.0	3.0	6.3	2.3	2.9	1.9	3.3	3.0	4.2	3.2	1.0
PPI - PPI 1st Class	1.2	1.8	a	1.3	2.6	1.0	a	a	a	b	2.0
PPI - PPI 2nd Class	1.9	1.4	2.8	2.7	a	1.5	a	1.3	3.1	1.6	a
Bulk mail	.7	2.6	1.0	2.7	2.9	.6	2.0	2.5	2.7	2.7	2.8
		.7	2.1	.4	2.2	.6	1.7	.7	2.8	.4	2.0
			a		a				a		a

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 134 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1767	848	1380	252	-	782	1031	192	4	861	733	224	-
Effective base	663	298	526	91	-	278	384	71	3	323	284	83	-
Standard stamped mail 1st Class	35.4	36.7	35.4	22.3	-	35.1	30.8	16.7	38.6	35.6	30.1	17.6	-
Standard stamped mail 2nd Class	30.2	c	c	23.2	-	bc	c	20.0	21.7	bc	c	16.1	-
1st Class large letter stamps	12.7	19.0	34.4	a	-	18.0	27.9	20.0	21.7	18.5	27.2	16.1	-
2nd Class large letter stamps	9.5	17.9	11.8	ac	-	19.5	13.6	17.6	5.6	17.0	13.1	17.0	-
Franked/metered mail 1st Class	2.4	b	b	15.6	-	b	b	b	b	b	b	b	-
Franked/metered mail 2nd Class	2.0	10.6	9.1	15.0	-	10.6	13.6	20.8	25.7	11.1	12.7	19.4	-
PPI - PPI 1st Class	1.2	ab	6.0	6.0	-	4.3	3.0	6.7	-	4.2	3.2	7.2	-
PPI - PPI 2nd Class	1.9	b	b	4.9	-	2.7	2.1	3.1	-	3.2	2.4	6.6	-
Bulk mail	.7	b	b	1.4	-	2.5	1.7	3.7	-	2.3	2.4	4.8	-
		1.8	1.1	1.4	-	2.5	1.7	3.7	-	2.3	2.4	4.8	-
		b	b	5.0	-	2.7	2.6	4.9	8.4	2.7	3.3	5.5	-
		2.5	1.5	ab	-	2.7	2.6	4.9	8.4	2.7	3.3	5.5	-
		1.1	.3	3.1	-	1.2	.8	3.7	-	1.1	.6	3.0	-
		b	ab	ab	-	1.2	.8	ab	-	1.1	.6	ab	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 134 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1767	1650	1290	848	1348	1066	55	555	449	411	114	71
Effective base	663	612	475	331	494	420	14	244	181	165	55	34
Standard stamped mail 1st Class	35.4	36.4	33.3	33.6	48.4	18.2	17.9	31.0	34.3	30.6	15.0	23.6
Standard stamped mail 2nd Class	30.2	b	24.6	23.2	bc	48.0	9.9	d	de	d		d
1st Class large letter stamps	12.7	12.8	15.6	14.9	16.4	6.9	15.0	25.0	21.6	21.3	18.4	23.7
2nd Class large letter stamps	9.5	9.0	a	a	17.3	6.9	4.9	13.7	17.7	15.1	19.0	14.7
Franked/metered mail 1st Class	2.4	2.5	12.4	12.0	b	15.0	10.8	13.6	12.1	14.8	20.8	22.6
Franked/metered mail 2nd Class	2.0	1.9	a	a	6.9	1.9	3.9	3.7	4.0	5.8	5.3	2.8
PPI - PPI 1st Class	1.2	1.1	3.0	3.5	b	3.2	3.9	2.8	2.7	2.9	7.6	1.6
PPI - PPI 2nd Class	1.9	1.4	a	a	1.3	a	3.1	2.0	1.9	2.5	abce	4.9
Bulk mail	.7	.7	a	a	1.6	1.2	2.5	3.0	2.7	3.9	abc	6.1
			a	a	.9	a	32.0	.8	.6	1.0	b	b
			.9	.7	.7	.4	ab				.6	1.3

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 134 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1767	183	116	85	38	1566	1104	1636	1113	1018	769	1486	201	-	1431	103
Effective base	663	74	39	31	19	575	371	601	385	339	285	555	74	-	527	47
Standard stamped mail 1st Class	35.4	23.5	33.9	25.0	20.0	38.6	35.5	37.8	36.8	36.3	35.9	37.4	26.1	-	35.4	27.3
Standard stamped mail 2nd Class	30.2	31.8	13.2	21.3	12.7	30.9	27.4	30.4	27.0	27.2	22.5	31.4	28.8	-	29.0	34.2
1st Class large letter stamps	12.7	10.9	20.8	17.1	25.5	11.6	13.9	12.0	13.6	13.8	17.1	11.6	13.2	-	13.2	13.6
2nd Class large letter stamps	9.5	18.1	8.9	13.5	18.8	8.8	10.6	8.9	10.4	10.1	10.7	9.1	12.9	-	9.9	9.8
Franked/metered mail 1st Class	2.4	3.0	3.0	6.8	5.7	2.4	2.8	2.7	3.0	2.5	3.9	2.6	5.3	-	2.6	3.3
Franked/metered mail 2nd Class	2.0	4.1	3.3	2.0	2.2	1.8	2.4	1.8	2.0	2.5	2.1	1.5	1.4	-	2.3	3.1
PPI - PPI 1st Class	1.2	2.3	2.0	.2	3.9	1.2	1.5	1.2	1.7	1.8	1.7	1.2	2.4	-	1.2	.8
PPI - PPI 2nd Class	1.9	2.5	.3	1.2	3.3	1.3	2.1	1.5	2.4	2.2	2.2	1.6	1.6	-	2.4	.3
Bulk mail	.7	.6	5.6	1.4	2.3	.8	1.2	.7	1.0	.9	1.3	.8	4.5	-	.7	.7

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 134 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1767	686	1081	487	20	243	335	225	1143	382	263	316	1154
Effective base	663	277	387	177	11	86	129	79	441	139	85	126	441
Standard stamped mail 1st Class	35.4	30.1	39.1	29.6	19.1	22.9	32.0	28.1	38.4	29.9	23.4	38.6	36.5
Standard stamped mail 2nd Class	30.2	27.5	32.0	22.8	24.0	23.0	24.1	20.1	30.4	37.1	28.2	21.1	33.4
1st Class large letter stamps	12.7	12.8	12.6	17.3	22.9	22.0	14.7	15.7	12.6	10.1	9.5	15.1	12.7
2nd Class large letter stamps	9.5	12.0	7.8	11.7	23.0	15.6	11.3	13.5	8.3	11.1	15.3	10.4	8.3
Franked/metered mail 1st Class	2.4	4.0	1.3	4.7	1.7	3.2	4.6	3.7	1.4	5.2	3.3	3.1	2.0
Franked/metered mail 2nd Class	2.0	2.7	1.6	3.2	.8	2.2	3.2	3.4	1.7	2.3	4.6	1.1	1.7
PPI - PPI 1st Class	1.2	2.1	.6	2.7	1.8	1.6	2.7	2.6	.9	1.1	2.0	2.6	.6
PPI - PPI 2nd Class	1.9	3.1	1.1	2.7	4.4	5.9	1.4	4.4	2.0	.3	4.4	3.4	1.1
Bulk mail	.7	1.4	.2	1.6	*	.9	1.9	2.4	.5	.1	.6	.7	.7

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 134 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1767	903	864
Effective base	663	275	389
Standard stamped mail 1st Class	35.4	38.5	33.1
Standard stamped mail 2nd Class	30.2	30.9	29.6
1st Class large letter stamps	12.7	11.0	14.0
2nd Class large letter stamps	9.5	7.4	11.0
Franked/metered mail 1st Class	2.4	4.2	1.1
Franked/metered mail 2nd Class	2.0	1.5	2.4
PPI - PPI 1st Class	1.2	.7	1.5
PPI - PPI 2nd Class	1.9	.9	2.7
Bulk mail	.7	1.2	.3

Columns Tested: a,b

Table 134 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1767	101	206	163	160	184	91	106	193	117	144	104	198
Effective base	663	30	97	99	57	126	51	14	77	46	31	36	73
Standard stamped mail 1st Class	35.4	36.7	38.8	33.6	36.2	35.7	47.8	39.5	37.2	41.1	28.9	33.9	26.8
Standard stamped mail 2nd Class	30.2	22.3	28.9	31.4	33.7	29.3	31.5	32.6	35.9	26.5	35.9	21.8	27.6
1st Class large letter stamps	12.7	21.4	9.3	13.9	7.2	10.8	6.2	8.5	14.0	11.0	12.9	11.2	18.9
2nd Class large letter stamps	9.5	5.4	13.8	8.9	11.3	13.3	4.6	4.1	7.0	6.8	12.0	12.0	7.7
Franked/metered mail 1st Class	2.4	4.0	.6	3.4	1.0	1.2	3.0	7.0	.1	3.9	1.4	6.8	4.1
Franked/metered mail 2nd Class	2.0	.8	1.2	3.0	1.4	2.5	1.1	4.8	.1	1.5	1.4	*	5.0
PPI - PPI 1st Class	1.2	3.3	.8	1.2	1.4	1.5	.6	.9	1.4	*	1.7	.3	1.7
PPI - PPI 2nd Class	1.9	.1	2.7	1.5	3.1	1.4	*	*	2.3	2.7	.1	2.6	3.0
Bulk mail	.7	.3	.8	.1	2.0	.4	.2	-	.1	.1	*	.8	2.5
		j			h								cehij

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 134 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1767	470	435	416	446	905	862
Effective base	663	223	215	132	139	437	271
Standard stamped mail 1st Class	35.4	36.1	38.3	38.4	28.8	37.2	33.6
Standard stamped mail 2nd Class	30.2	29.5	30.3	33.1	27.8	29.9	30.4
1st Class large letter stamps	12.7	12.6	9.4	12.8	16.0	11.0	14.4
2nd Class large letter stamps	9.5	10.7	11.2	6.7	9.5	10.9	8.1
Franked/metered mail 1st Class	2.4	2.3	1.5	1.7	4.2	1.9	2.9
Franked/metered mail 2nd Class	2.0	2.0	2.1	.8	3.1	2.1	2.0
PPI - PPI 1st Class	1.2	1.2	1.3	.9	1.4	1.2	1.2
PPI - PPI 2nd Class	1.9	1.9	1.3	2.2	2.3	1.6	2.3
Bulk mail	.7	.4	.6	.1	1.6	.5	.8
					ac		

Columns Tested: a,b,c,d - a,b

Table 144

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1767	343	1424	1212	305	72	178	555
Effective base	663	75	597	609	127	31	85	165
Standard stamped mail 1st Class	57.2	85.2	54.7	57.4	53.8	47.2	52.6	53.2
Standard stamped mail 2nd Class	57.0	77.1	55.7	57.4	45.4	61.3	43.5	46.9
1st Class large letter stamps	33.1	63.0	32.9	33.0	34.0	28.2	33.2	33.5
2nd Class large letter stamps	31.4	56.3	31.3	31.8	24.2	15.6	25.8	23.7
Franked/metered mail 1st Class	47.9	81.1	47.1	48.0	46.3	49.9	51.4	47.4
Franked/metered mail 2nd Class	49.3	64.1	48.6	50.6	41.6	44.0	36.7	41.4
PPI - PPI 1st Class	27.5	50.0	27.4	26.2	56.7	32.9	40.5	52.2
PPI - PPI 2nd Class	50.2	89.3	49.8	50.2	49.3	76.3	30.0	50.2
Bulk mail	32.0	-	32.0	32.6	30.4	9.2	29.9	27.4

Columns Tested: a,b - a,b,c,d,e

Table 144 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1767	501	524	187	181	196	178	1212	305	250
Effective base	663	299	252	75	83	75	85	609	127	66
Standard stamped mail 1st Class	57.2	58.0	55.8	62.7	53.1	53.3	52.6	57.4	53.8	49.1
Standard stamped mail 2nd Class	57.0	i 60.9	51.0	62.7	44.4	51.5	43.5	57.4	45.4	56.5
1st Class large letter stamps	33.1	bdefh 33.5	30.9	43.8	34.3	32.1	33.2	33.0	34.0	29.8
2nd Class large letter stamps	31.4	cdhi 34.4	i 29.5	21.7	22.2	26.7	25.8	31.8	24.2	20.1
Franked/metered mail 1st Class	47.9	39.5	46.1	62.0	48.1	44.7	51.4	48.0	46.3	50.5
Franked/metered mail 2nd Class	49.3	61.9	47.3	41.3	41.5	42.6	36.7	50.6	41.6	40.7
PPI - PPI 1st Class	27.5	29.1	21.9	32.5	61.3	41.7	40.5	26.2	56.7	35.7
PPI - PPI 2nd Class	50.2	62.7	30.8	70.1	71.9	36.5	30.0	50.2	49.3	52.5
Bulk mail	32.0	37.7	33.6	20.2	28.7	25.3	29.9	32.6	30.4	18.9

Columns Tested: a,b,c,d,e,f,g,h,i

Table 144 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1767	729	483	305	72	178	653	301	112	76	198
Effective base	663	445	217	127	31	85	372	127	35	26	33
Standard stamped mail 1st Class	57.2	56.6	60.6	53.8	47.2	52.6	56.4	52.4	46.2	46.5	54.7
Standard stamped mail 2nd Class	57.0	57.5	57.0	45.4	61.3	43.5	56.8	52.7	61.0	41.5	68.8
1st Class large letter stamps	33.1	32.1	37.2	34.0	28.2	33.2	27.8	41.7	39.3	54.5	29.2
2nd Class large letter stamps	31.4	32.6	27.6	24.2	15.6	25.8	31.8	37.1	15.1	16.4	23.1
Franked/metered mail 1st Class	47.9	47.1	49.5	46.3	49.9	51.4	48.8	31.0	45.1	43.1	58.2
Franked/metered mail 2nd Class	49.3	56.0	36.7	41.6	44.0	36.7	53.4	60.7	27.4	21.6	44.9
PPI - PPI 1st Class	27.5	27.0	23.5	56.7	32.9	40.5	32.5	22.6	17.3	20.5	24.0
PPI - PPI 2nd Class	50.2	48.7	53.6	49.3	76.3	30.0	54.1	50.0	12.4	23.0	75.1
Bulk mail	32.0	36.5	24.7	30.4	9.2	29.9	34.8	57.4	16.8	7.5	21.6

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 144 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1767	126	83	173	60	120	144	117	102	98
Effective base	663	70	46	97	27	63	87	68	54	47
Standard stamped mail 1st Class	57.2	46.0	50.3	61.7	65.1	53.5	56.3	54.5	53.9	65.2
Standard stamped mail 2nd Class	57.0	44.5	61.0	64.7	57.2	58.3	49.7	55.9	62.0	60.1
1st Class large letter stamps	33.1	27.2	32.5	31.4	22.7	31.4	32.6	35.4	44.7	41.5
2nd Class large letter stamps	31.4	28.7	37.5	26.0	43.4	20.9	35.1	31.9	32.5	42.6
Franked/metered mail 1st Class	47.9	45.9	61.1	48.9	17.9	30.8	54.1	67.1	39.2	51.4
Franked/metered mail 2nd Class	49.3	30.5	66.3	48.4	91.3	26.6	64.1	18.8	80.5	71.6
PPI - PPI 1st Class	27.5	43.7	34.3	17.7	10.2	15.1	34.4	20.6	51.2	10.7
PPI - PPI 2nd Class	50.2	30.7	70.2	11.5	87.6	20.2	76.1	51.3	20.0	66.0
Bulk mail	32.0	7.7	30.0	17.4	27.9	24.9	5.3	75.0	24.4	7.4

Columns Tested: a,b,c,d,e,f,g,h,i

Table 144 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1767	278	311	434	1023	744	259	251	234
Effective base	663	136	169	253	554	204	82	66	91
Standard stamped mail 1st Class	57.2	59.6	49.4	57.9	55.9	69.1	74.0	63.3	68.4
		b		b	b	abcd	abcdg	bd	abcd
Standard stamped mail 2nd Class	57.0	58.7	54.5	57.0	56.6	60.6	59.4	61.4	61.6
1st Class large letter stamps	33.1	33.2	33.2	32.8	33.0	33.7	40.3	29.4	22.9
		h	h	h	h	h	h		
2nd Class large letter stamps	31.4	30.7	31.5	31.2	31.2	34.8	37.2	31.5	37.3
Franked/metered mail 1st Class	47.9	32.1	47.4	54.4	47.2	56.2	72.4	29.1	79.2
Franked/metered mail 2nd Class	49.3	42.0	45.0	54.7	50.7	40.8	57.5	30.7	46.6
PPI - PPI 1st Class	27.5	13.6	42.3	22.1	28.0	18.2	12.2	19.6	49.0
PPI - PPI 2nd Class	50.2	50.8	38.8	54.5	48.5	87.4	98.0	85.2	82.4
Bulk mail	32.0	24.5	19.2	48.5	30.6	55.1	29.5	84.3	72.4

Columns Tested:: a,b,c,d,e,f,g,h

Table 144 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1767	80	134	12	146	183	403	65	93	795
Effective base	663	31	39	6	44	77	155	20	26	317
Standard stamped mail 1st Class	57.2	57.5	49.3	67.2	52.6	67.6	58.6	54.8	62.1	54.1
Standard stamped mail 2nd Class	57.0	79.3	43.4	28.0	41.1	55.7	55.0	42.4	59.3	58.2
1st Class large letter stamps	33.1	36.9	42.5	11.5	37.8	33.9	31.9	12.5	29.9	33.7
2nd Class large letter stamps	31.4	47.6	38.5	70.0	40.5	19.1	47.1	19.3	22.2	26.6
Franked/metered mail 1st Class	47.9	34.0	25.2	-	25.2	54.8	62.7	60.3	63.1	49.4
Franked/metered mail 2nd Class	49.3	16.8	63.6	100.0	64.2	22.8	58.1	90.0	23.7	51.5
PPI - PPI 1st Class	27.5	17.0	32.6	40.0	32.6	16.5	24.9	50.0	45.2	30.8
PPI - PPI 2nd Class	50.2	15.3	13.5	-	13.5	15.2	72.5	-	-	57.4
Bulk mail	32.0	10.0	41.1	50.0	41.5	18.6	30.2	-	10.0	39.5

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 144 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1767	409	403	955	1536	231	-	1472	295	1713	54
Effective base	663	150	155	363	564	104	-	593	77	642	22
Standard stamped mail 1st Class	57.2	62.4	58.6	54.6	59.2	48.0	-	56.1	68.3	57.2	57.6
Standard stamped mail 2nd Class	57.0	c	55.0	57.5	b	59.2	-	56.7	a	56.3	74.9
1st Class large letter stamps	33.1	35.5	31.9	32.3	33.7	30.8	-	32.9	35.5	33.1	29.6
2nd Class large letter stamps	31.4	31.4	47.1	25.8	31.7	30.3	-	31.9	23.4	31.3	37.8
Franked/metered mail 1st Class	47.9	39.8	ac	50.1	48.7	31.0	-	b	48.7	41.6	16.4
Franked/metered mail 2nd Class	49.3	39.9	a	50.0	52.3	20.4	-	a	49.7	44.3	16.4
PPI - PPI 1st Class	27.5	22.2	a	32.5	24.9	47.2	-	27.0	44.0	27.6	5.0
PPI - PPI 2nd Class	50.2	14.7	24.9	57.4	55.5	25.2	-	50.5	43.3	50.6	5.0
Bulk mail	32.0	30.0	30.2	39.5	32.7	10.3	-	31.2	38.7	32.0	-

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 144 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1767	1043	362	352
Effective base	663	417	113	132
Standard stamped mail 1st Class	57.2	61.3	54.1	42.6
Standard stamped mail 2nd Class	57.0	bc 62.4	c 46.5	45.2
1st Class large letter stamps	33.1	bc 33.4	33.6	31.8
2nd Class large letter stamps	31.4	26.7	29.9	43.5
Franked/metered mail 1st Class	47.9	41.2	44.2	ab 55.5
Franked/metered mail 2nd Class	49.3	54.9	50.3	a 43.2
PPI - PPI 1st Class	27.5	24.4	24.0	32.1
PPI - PPI 2nd Class	50.2	50.7	46.6	50.9
Bulk mail	32.0	30.4	29.2	33.7

Columns Tested: a,b,c

Table 144 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1767	1340	270	75	27	27	14	7	7	1610	157	82
Effective base	663	549	82	18	7	7	3	1	1	629	35	17
Standard stamped mail 1st Class	57.2	59.8	44.9	32.8	34.3	49.7	6.3	29.2	2.6	58.4	31.7	31.1
Standard stamped mail 2nd Class	57.0	bcjk 59.5	jk 36.0	39.7	51.9	64.3	51.4	18.4	30.0	bcjk 57.4	46.9	53.4
1st Class large letter stamps	33.1	bj 33.5	27.1	52.0	20.9	3.9	52.5	20.5	3.5	bj 32.8	b 38.4	b 26.2
2nd Class large letter stamps	31.4	31.0	35.8	16.4	14.9	76.2	25.4	12.8	71.1	31.6	28.2	45.8
Franked/metered mail 1st Class	47.9	40.0	61.1	30.2	21.8	58.5	13.5	7.8	96.0	49.4	43.2	59.6
Franked/metered mail 2nd Class	49.3	a 59.1	39.0	57.4	16.9	22.0	20.0	5.0	-	a 50.0	46.5	15.7
PPI - PPI 1st Class	27.5	b 28.2	26.3	34.9	16.0	15.8	25.0	10.5	30.0	b 27.8	26.4	15.5
PPI - PPI 2nd Class	50.2	50.7	76.5	32.3	35.4	28.1	-	8.2	40.0	59.8	30.9	28.7
Bulk mail	32.0	41.7	28.5	9.6	9.2	68.7	-	-	-	32.7	31.1	47.4

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 144 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1767	688	652	427	1712	1421	1767	1233	782	649	341	998	94	119	74	93	48
Effective base	663	327	224	116	634	523	663	469	300	209	153	405	25	32	16	20	12
Standard stamped mail 1st Class	57.2	63.4	53.9	40.6	56.7	53.2	57.2	55.5	56.0	57.8	72.0	54.1	48.0	56.4	54.9	47.5	40.4
Standard stamped mail 2nd Class	57.0	bc	c		b		b		b	bcdef							
1st Class large letter stamps	33.1	63.7	51.8	39.3	56.6	49.4	57.0	48.3	45.1	50.4	79.6	51.6	40.8	40.1	37.3	50.5	40.6
2nd Class large letter stamps	31.4	bc	c		bdef		bdef			bcdef							
Franked/metered mail 1st Class	47.9	34.1	32.9	30.8	32.4	32.6	33.1	33.1	36.4	37.2	48.0	31.9	59.7	19.5	22.7	17.6	37.8
Franked/metered mail 2nd Class	49.3	27.1	35.6	33.5	30.0	30.9	31.4	31.3	28.2	28.0	52.3	27.6	46.9	41.7	51.3	21.7	16.5
PPI - PPI 1st Class	27.5	a									b			b			
PPI - PPI 2nd Class	50.2	24.3	47.4	53.7	49.0	48.3	47.9	48.1	50.0	37.5	32.3	48.0	53.1	61.0	25.1	49.8	29.9
Bulk mail	32.0	35.2	47.4	29.8	30.9	31.4	32.0	31.4	30.3	31.7	50.0	26.1	19.6	18.6	1.0	45.2	25.8

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 144 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	1767	1249	148	100	88	46	60	21	967	189	100	65	46	33	21
Effective base	663	527	41	26	18	10	10	3	403	50	28	24	10	13	6
Standard stamped mail 1st Class	57.2	56.7	62.3	51.2	63.6	66.1	31.6	28.3	54.2	55.9	38.8	44.7	45.0	32.3	58.4
Standard stamped mail 2nd Class	57.0	57.9	60.5	31.8	54.2	34.5	46.3	51.4	52.2	36.8	43.4	30.1	41.0	41.7	40.4
1st Class large letter stamps	33.1	33.6	33.2	22.1	19.0	13.2	29.6	46.9	31.8	39.0	51.0	22.6	17.3	30.1	36.2
2nd Class large letter stamps	31.4	30.9	22.9	33.0	12.9	17.8	22.1	15.1	27.9	34.7	42.1	68.1	55.4	31.0	11.6
Franked/metered mail 1st Class	47.9	52.6	26.8	60.1	42.0	18.3	42.1	24.3	49.7	51.7	23.6	49.1	26.4	69.2	18.9
Franked/metered mail 2nd Class	49.3	57.7	49.4	29.3	41.7	16.7	30.4	43.1	50.7	42.6	64.4	25.3	15.1	37.3	20.0
PPI - PPI 1st Class	27.5	28.0	18.7	16.8	28.6	23.3	8.1	34.8	25.8	28.5	10.4	47.9	17.8	18.7	39.9
PPI - PPI 2nd Class	50.2	57.9	19.0	28.1	31.8	23.0	24.6	46.8	56.4	78.2	30.9	26.6	28.0	39.2	59.3
Bulk mail	32.0	29.1	26.2	19.1	7.8	9.5	70.8	5.2	27.0	27.1	10.2	10.2	59.9	61.6	9.5

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 144 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1767	814	143	102	58	43	37	36	706	352	405	216	84
Effective base	663	345	48	27	21	11	8	13	318	135	141	49	23
Standard stamped mail 1st Class	57.2	59.4	46.0	56.4	36.8	27.5	25.2	41.5	60.7	59.0	53.6	41.2	38.4
Standard stamped mail 2nd Class	57.0	50.0	55.0	33.0	41.9	37.9	40.3	27.3	62.6	54.1	50.2	40.2	42.9
1st Class large letter stamps	33.1	30.7	45.6	25.0	42.0	39.2	41.8	59.1	36.0	31.4	28.2	41.6	22.0
2nd Class large letter stamps	31.4	29.1	44.0	33.1	38.7	33.1	33.2	34.2	28.7	26.1	37.5	35.1	46.3
Franked/metered mail 1st Class	47.9	50.8	58.1	58.6	19.1	12.8	13.5	58.8	46.4	41.8	36.5	54.0	76.4
Franked/metered mail 2nd Class	49.3	58.7	27.5	81.8	39.0	27.9	12.2	20.4	77.5	31.4	63.4	24.8	18.5
PPI - PPI 1st Class	27.5	25.8	40.8	20.2	30.0	12.2	14.1	38.6	13.2	35.7	22.4	41.4	20.8
PPI - PPI 2nd Class	50.2	74.9	42.7	76.9	34.9	12.7	23.6	43.7	54.3	48.4	56.0	44.4	33.0
Bulk mail	32.0	40.5	38.8	33.5	4.6	15.0	50.4	47.5	27.1	25.7	32.2	44.3	20.6

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 144 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1767	777	332	349	186	64	636	264	300	152	60
Effective base	663	343	125	116	36	17	284	92	93	39	17
Standard stamped mail 1st Class	57.2	59.1	54.6	56.5	40.8	45.9	57.4	52.6	44.7	36.1	38.6
		de	d	d			cde	cde			
Standard stamped mail 2nd Class	57.0	59.2	53.3	55.7	45.8	45.1	52.9	47.3	42.3	38.9	45.4
		de	d	d			cd				
1st Class large letter stamps	33.1	34.2	30.4	30.7	36.6	21.7	32.4	36.9	29.3	35.5	19.5
2nd Class large letter stamps	31.4	31.8	27.8	29.3	25.0	28.0	25.8	27.3	45.0	35.5	52.9
								c	ab	a	
Franked/metered mail 1st Class	47.9	54.0	42.3	37.1	55.9	59.2	47.0	37.1	34.8	55.6	83.3
		c			c					bc	
Franked/metered mail 2nd Class	49.3	55.1	31.4	68.1	25.0	13.2	48.0	46.6	60.8	20.2	23.4
				d					d		
PPI - PPI 1st Class	27.5	25.0	31.0	22.5	17.9	20.8	15.4	35.1	20.8	39.6	24.0
PPI - PPI 2nd Class	50.2	50.9	50.8	23.0	51.0	23.0	56.2	31.9	64.3	44.0	37.5
Bulk mail	32.0	20.4	26.4	30.5	45.5	20.3	21.4	27.5	28.3	43.7	19.7

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 144 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1767	573	195	232	142	71	676	105	446	1615	152	1674	38
Effective base	663	250	65	81	47	20	266	29	171	606	57	621	13
Standard stamped mail 1st Class	57.2	63.3	50.2	48.5	31.8	16.7	46.8	65.1	64.0	58.0	43.3	56.9	34.4
Standard stamped mail 2nd Class	57.0	bcde	de	de	e		46.7	a	a	b		56.8	45.7
1st Class large letter stamps	33.1	53.3	45.2	44.2	38.4	33.9	46.7	44.5	51.0	57.7	46.5	56.8	45.7
2nd Class large letter stamps	31.4	31.7	41.1	30.8	34.1	33.1	33.9	29.6	32.9	31.5	51.2	31.5	59.2
Franked/metered mail 1st Class	47.9	24.5	31.6	35.7	47.5	36.0	38.3	23.7	19.8	29.7	a	47.3	31.1
Franked/metered mail 2nd Class	49.3	42.2	30.1	38.1	56.2	73.3	51.9	32.3	43.7	47.9	a	48.0	13.5
PPI - PPI 1st Class	27.5	64.4	33.0	61.2	24.2	32.5	42.6	22.6	75.6	52.8	27.3	47.6	55.1
PPI - PPI 2nd Class	50.2	15.6	35.3	30.0	35.7	27.3	30.5	20.6	25.7	29.3	18.8	27.9	13.3
Bulk mail	32.0	77.7	23.9	51.9	53.3	29.8	53.6	19.3	37.6	53.2	35.5	50.6	21.6
		44.3	16.2	25.6	41.5	24.3	36.3	9.5	25.0	31.0	33.1	35.6	10.4

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 144 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1767	1295	126	839	394	1679	33	1283	138	847	386
Effective base	663	490	33	335	135	623	11	483	40	338	132
Standard stamped mail 1st Class	57.2	53.1	55.2	57.8	50.3	56.7	56.0	53.0	55.8	56.8	52.5
Standard stamped mail 2nd Class	57.0	49.5	46.9	48.5	48.0	57.1	13.1	49.8	44.6	47.7	49.8
1st Class large letter stamps	33.1	31.7	45.0	31.2	37.3	32.3	35.8	32.3	37.0	30.7	38.6
2nd Class large letter stamps	31.4	31.1	26.2	31.4	31.1	30.2	26.6	31.5	22.5	30.7	32.9
Franked/metered mail 1st Class	47.9	55.2	20.0	49.0	46.6	52.0	13.9	55.4	21.0	48.0	48.3
Franked/metered mail 2nd Class	49.3	42.2	58.5	46.5	50.9	47.6	55.4	45.1	42.4	52.0	30.0
PPI - PPI 1st Class	27.5	29.5	18.7	26.7	29.0	26.7	21.0	28.9	21.5	26.4	30.5
PPI - PPI 2nd Class	50.2	55.2	11.9	56.8	40.1	48.8	10.4	58.0	20.6	55.0	41.7
Bulk mail	32.0	38.7	16.8	31.9	31.2	35.9	8.5	38.5	20.8	33.7	30.3

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 144 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1767	848	1380	252	-	782	1031	192	4	861	733	224	-
Effective base	663	298	526	91	-	278	384	71	3	323	284	83	-
Standard stamped mail 1st Class	57.2	53.6	55.7	38.1	-	51.4	48.7	30.1	44.0	53.5	49.3	30.7	-
Standard stamped mail 2nd Class	57.0	c	c	43.3	-	c	c	35.8	24.6	c	c	32.7	-
1st Class large letter stamps	33.1	41.9	57.1	30.3	-	40.5	47.8	32.1	7.4	42.6	47.7	33.5	-
2nd Class large letter stamps	31.4	ac	29.6	30.1	-	ac	28.0	37.4	29.2	c	ac	37.4	-
Franked/metered mail 1st Class	47.9	b	29.8	30.1	-	b	31.0	a	-	b	30.3	b	-
Franked/metered mail 2nd Class	49.3	29.8	28.2	42.9	-	29.2	45.4	46.9	-	31.7	43.6	44.6	-
PPI - PPI 1st Class	27.5	44.3	49.6	47.8	-	42.1	41.4	38.0	-	46.4	43.9	56.6	-
PPI - PPI 2nd Class	50.2	24.3	26.6	19.1	-	27.7	28.3	28.7	-	27.1	30.5	28.4	-
Bulk mail	32.0	43.3	45.2	50.2	-	39.5	49.7	39.1	21.0	42.4	47.4	41.4	-
		26.9	26.2	30.4	-	27.9	33.4	32.9	-	29.0	22.0	32.5	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 144 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1767	1650	1290	848	1348	1066	55	555	449	411	114	71
Effective base	663	612	475	331	494	420	14	244	181	165	55	34
Standard stamped mail 1st Class	57.2	56.7	51.7	51.7	57.2	35.8	29.7	46.3	47.6	45.1	29.5	42.3
Standard stamped mail 2nd Class	57.0	bc	47.1	44.7	bc	57.0	22.9	d	d	d		d
1st Class large letter stamps	33.1	bc	31.4	29.8	33.1	a	27.4	d	41.4	39.2	33.3	38.7
2nd Class large letter stamps	31.4	31.9	31.1	29.7	b	19.4	27.4	25.6	29.5	26.7	32.9	27.9
Franked/metered mail 1st Class	47.9	29.3	31.1	29.7	23.8	31.4	14.2	28.5	28.2	31.5	35.7	35.8
Franked/metered mail 2nd Class	47.9	49.7	47.8	45.7	47.9	a	27.7	48.0	47.2	46.2	31.5	27.8
PPI - PPI 1st Class	49.3	46.8	45.3	46.5	33.4	49.3	15.1	41.1	44.4	32.4	52.0	19.9
PPI - PPI 2nd Class	27.5	25.3	28.3	26.6	27.5	a	11.9	28.0	22.8	25.1	27.4	20.2
Bulk mail	50.2	42.1	52.0	48.0	26.9	50.2	10.0	41.8	36.9	40.1	35.1	47.4
	32.0	30.9	30.9	22.4	28.4	a	32.0	23.5	15.9	18.1	7.7	19.8
					b	17.7						
							b					

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 144 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

	RM product changes:					Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1767	183	116	85	38	1566	1104	1636	1113	1018	769	1486	201	-	1431	103
Effective base	663	74	39	31	19	575	371	601	385	339	285	555	74	-	527	47
Standard stamped mail 1st Class	57.2	38.9	59.7	46.3	38.9	57.6	53.1	57.3	54.8	56.3	50.6	56.7	37.3	-	57.5	50.3
Standard stamped mail 2nd Class	57.0	51.3	38.9	50.1	35.4	56.2	48.6	56.3	51.4	51.9	44.9	56.4	45.5	-	56.1	63.3
1st Class large letter stamps	33.1	28.5	50.3	40.3	58.5	29.4	28.7	30.3	30.4	30.8	32.0	29.3	24.1	-	34.4	31.0
2nd Class large letter stamps	31.4	41.8	40.7	32.7	39.6	28.3	29.2	29.0	30.4	30.1	30.5	28.3	23.0	-	32.2	26.9
Franked/metered mail 1st Class	47.9	33.7	36.5	62.0	46.6	48.1	44.5	48.6	50.0	37.8	45.8	48.7	45.3	-	45.4	55.8
Franked/metered mail 2nd Class	49.3	48.1	46.0	58.3	17.8	44.4	45.5	43.9	44.8	45.9	41.9	40.0	25.1	-	48.0	71.4
PPI - PPI 1st Class	27.5	34.4	30.0	49.3	27.5	27.0	28.0	26.1	28.9	28.5	22.1	28.0	21.7	-	26.0	19.2
PPI - PPI 2nd Class	50.2	34.2	14.4	14.2	54.9	44.6	49.4	43.3	51.8	43.1	39.4	48.2	19.6	-	55.1	60.0
Bulk mail	32.0	24.5	49.3	26.4	17.8	36.1	34.4	32.0	39.8	30.7	29.6	32.2	36.0	-	31.8	50.7

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 144 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1767	686	1081	487	20	243	335	225	1143	382	263	316	1154
Effective base	663	277	387	177	11	86	129	79	441	139	85	126	441
Standard stamped mail 1st Class	57.2	51.6	60.7	49.6	40.3	43.7	50.4	45.9	59.8	54.2	42.6	58.3	58.8
Standard stamped mail 2nd Class	57.0	55.8	57.7	48.3	49.1	46.8	49.9	46.7	56.9	62.3	52.8	49.1	59.4
1st Class large letter stamps	33.1	32.6	33.4	37.7	39.0	45.3	31.1	34.9	33.6	27.8	26.3	35.4	33.5
2nd Class large letter stamps	31.4	36.5	27.3	32.9	47.2	37.8	33.2	41.2	29.1	32.6	41.2	38.7	27.5
Franked/metered mail 1st Class	47.9	48.6	46.5	48.8	46.0	31.5	62.5	41.3	40.8	74.3	45.2	42.8	57.2
Franked/metered mail 2nd Class	49.3	43.7	58.2	49.8	30.0	39.3	55.9	44.4	49.3	52.7	62.6	40.7	44.9
PPI - PPI 1st Class	27.5	33.7	18.4	25.6	23.6	19.5	28.7	28.1	27.5	30.0	23.8	34.8	27.3
PPI - PPI 2nd Class	50.2	44.0	68.8	35.8	34.7	46.8	31.6	42.5	71.4	10.0	43.5	55.0	60.7
Bulk mail	32.0	31.3	36.8	28.4	20.0	14.4	37.5	42.7	31.8	17.9	16.6	30.6	44.8

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 144 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1767	903	864
Effective base	663	275	389
Standard stamped mail 1st Class	57.2	60.8	54.5
Standard stamped mail 2nd Class	57.0	b	54.1
1st Class large letter stamps	33.1	32.2	33.6
2nd Class large letter stamps	31.4	30.6	31.9
Franked/metered mail 1st Class	47.9	51.6	40.3
Franked/metered mail 2nd Class	49.3	b	59.0
PPI - PPI 1st Class	27.5	35.8	a
PPI - PPI 2nd Class	50.2	22.0	29.9
Bulk mail	32.0	30.4	58.8
		34.3	26.0

Columns Tested: a,b

Table 144 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1767	101	206	163	160	184	91	106	193	117	144	104	198
Effective base	663	30	97	99	57	126	51	14	77	46	31	36	73
Standard stamped mail 1st Class	57.2	54.0	58.2	53.5	74.2	58.6	63.3	61.0	59.4	67.9	49.5	51.7	49.0
Standard stamped mail 2nd Class	57.0	47.0	52.3	61.0	66.5	56.1	59.6	63.1	57.1	64.0	53.4	47.4	58.5
1st Class large letter stamps	33.1	49.7	22.5	42.4	36.2	33.3	18.9	19.9	27.9	37.6	33.9	29.6	42.9
2nd Class large letter stamps	31.4	19.0	40.0	31.3	45.7	39.2	15.5	18.9	23.1	33.1	40.6	33.7	25.7
Franked/metered mail 1st Class	47.9	48.6	17.6	40.8	38.1	62.5	74.1	60.9	11.4	70.3	39.6	64.5	42.7
Franked/metered mail 2nd Class	49.3	54.0	46.9	46.4	67.7	68.0	51.0	39.0	13.2	55.0	23.2	26.8	52.4
PPI - PPI 1st Class	27.5	32.8	20.8	22.7	24.4	42.2	74.9	64.8	37.9	80.0	40.5	30.0	16.7
PPI - PPI 2nd Class	50.2	38.3	67.7	29.1	78.0	36.9	40.0	5.0	73.5	96.2	6.4	99.6	36.4
Bulk mail	32.0	10.1	37.0	6.7	62.1	63.6	34.5	-	28.8	13.2	13.8	24.3	32.4

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 144 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1767	470	435	416	446	905	862
Effective base	663	223	215	132	139	437	271
Standard stamped mail 1st Class	57.2	55.5	61.3	61.7	49.8	58.4	56.0
			d	ad			
Standard stamped mail 2nd Class	57.0	56.0	58.1	58.8	54.9	57.0	57.0
1st Class large letter stamps	33.1	33.9	30.4	29.1	38.5	32.3	33.7
					bc		
2nd Class large letter stamps	31.4	34.3	35.2	25.0	30.6	34.8	28.0
		c	c			b	
Franked/metered mail 1st Class	47.9	36.7	63.1	55.8	48.8	44.2	50.6
			ad	a			
Franked/metered mail 2nd Class	49.3	46.7	65.6	37.4	47.2	54.8	44.7
PPI - PPI 1st Class	27.5	24.0	40.0	39.1	20.1	30.2	25.1
PPI - PPI 2nd Class	50.2	44.4	43.5	79.8	42.7	44.0	55.4
Bulk mail	32.0	22.5	59.3	22.0	31.1	35.1	30.5

Columns Tested: a,b,c,d - a,b

Table 154

QV6d1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: SUMMARY TABLE

Base: All who use RM to send letters or large letters (QV6a2=1-2) using each service

	Services									
	Standard Stamped Mail 1st Class	Standard Stamped Mail 2nd Class	1st Class large letter stamps	2nd Class large letter stamps	Franked/metered mail 1st Class	Franked/metered mail 2nd Class	PPI - PPI 1st Class	PPI - PPI 2nd Class	Bulk Mail	
	a	b	c	d	e	f	g	h	i	
Significance Level: 95%										
Unweighted Base	1094	849	621	477	182	151	78	55	55	
Effective base	421	348	254	212	40	32	31	28	14	
Weighted Base	1037	884	647	510	88	72	71	63	34	
0-24%	202	194	333	266	22	23	46	26	18	
	20%	22%	52%	52%	25%	32%	64%	41%	53%	
			abef	abef			abef	ab	abe	
25-49%	165	157	117	106	22	13	8	8	5	
	16%	18%	18%	21%	25%	18%	11%	12%	16%	
50-74%	227	167	74	47	13	5	11	3	5	
	22%	19%	11%	9%	15%	8%	15%	5%	14%	
	cdh	cd								
75-100%	371	325	92	68	25	25	7	26	6	
	36%	37%	14%	13%	29%	35%	9%	42%	17%	
	cdg	cdg			cd	cdg		cdg		
Don't know	71	40	30	24	6	5	*	*	*	
	7%	5%	5%	5%	6%	7%	1%	*%	*%	
Answered	966	843	617	487	82	67	71	63	34	
Mean Score	57.2	57.0	33.1	31.4	47.9	49.3	27.5	50.2	32.0	
	cdefgi	cdefgi			cdgi	cdgi		cdgi		
Standard error	1.07	1.21	1.27	1.37	2.48	2.96	2.60	5.32	3.97	
Standard deviation	34.00	34.40	30.88	29.40	32.57	35.17	22.68	39.13	29.17	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table QD10B_1

QD10B_1. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Method		Business Size 1					
		CATI	CAWI	0-9	10-49	50-99	100-249	10+	
Significance Level: 95%		a	b	a	b	c	d	e	
Unweighted Base	1767	343	1424	1212	305	72	178	555	
Effective base	663	75	597	609	127	31	85	165	
Weighted Base	1633	122	1511	1558	65	7	4	75	
Not at all important	(-2)	25	5	20	24	1	-	*	1
		2%	4%	1%	2%	1%	-%	.*%	1%
Not very important	(-1)	50	5	44	45	4	-	*	4
		3%	4%	3%	3%	7%	-%	.*%	6%
					ad				d
Neither important nor unimportant	(0)	162	18	144	155	6	1	*	8
		10%	15%	10%	10%	10%	13%	9%	10%
Important	(1)	757	25	733	720	32	4	2	37
		46%	20%	48%	46%	49%	54%	50%	50%
				a					
Very important	(2)	635	68	567	611	21	2	1	25
		39%	56%	38%	39%	32%	33%	38%	33%
			b						
Don't know		4	1	3	3	*	-	*	1
		.*%	.*%	.*%	.*%	1%	-%	3%	1%
							a		
NET Important		1393	93	1300	1331	52	6	3	62
		85%	76%	86%	85%	81%	87%	88%	82%
				a					
NET Not Important		75	10	64	69	5	-	*	5
		5%	8%	4%	4%	8%	-%	.*%	7%
						d			d
Answered		1630	122	1508	1555	64	7	4	75
Mean Score		1.2	1.2	1.2	1.2	1.0	1.2	1.3	1.1
							b		
Standard error		.02	.06	.02	.02	.05	.08	.06	.04
Standard deviation		.85	1.11	.82	.84	.91	.70	.76	.88

Columns Tested: a,b - a,b,c,d,e

Table QD10B_1 (continuation)

QD10B_1. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:**Low cost**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1767	501	524	187	181	196	178	1212	305	250
Effective base		663	299	252	75	83	75	85	609	127	66
Weighted Base		1633	850	593	114	47	25	4	1558	65	11
Not at all important	(-2)	25 2%	14 2%	9 2%	1 *%	1 2%	- -%	* *%	24 2%	1 1%	* *%
Not very important	(-1)	50 3%	16 2%	24 4%	4 4%	3 6%	2 7%	* *%	45 3%	4 7%	* *%
Neither important nor unimportant	(0)	162 10%	85 10%	60 10%	9 8%	6 12%	1 6%	* 9%	155 10%	6 10%	1 11%
Important	(1)	757 46%	410 48%	252 43%	58 51%	24 51%	11 46%	2 50%	720 46%	32 49%	6 53%
Very important	(2)	635 39%	325 38%	244 41%	42 37%	13 28%	10 40%	1 38%	611 39%	21 32%	4 35%
Don't know		4 *%	- -%	3 1%	* *%	- -%	* 2%	* 3%	3 *%	* 1%	* 1%
NET Important		1393 85%	735 86%	496 84%	100 87%	37 80%	21 86%	3 88%	1331 85%	52 81%	9 88%
NET Not Important		75 5%	30 4%	34 6%	5 4%	4 8%	2 7%	* *%	69 4%	5 8%	* *%
Answered		1630	850	590	114	47	25	4	1555	64	11
Mean Score		1.2	1.2	1.2	1.2	1.0	1.2	1.3	1.2	1.0	1.2
Standard error		.02	.04	.04	.06	.07	.06	.06	.02	.05	.04
Standard deviation		.85	.82	.89	.79	.91	.85	.76	.84	.91	.68

Columns Tested: a,b,c,d,e,f,g,h,i

Table QD10B_1 (continuation)

QD10B_1. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:**Low cost**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Business Size 3					Turnover					
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +	
		a	b	c	d	e	a	b	c	d	e	
Significance Level: 95%												
Unweighted Base	1767	729	483	305	72	178	653	301	112	76	198	
Effective base	663	445	217	127	31	85	372	127	35	26	33	
Weighted Base	1633	1263	295	65	7	4	1043	236	63	30	50	
Not at all important	(-2)	25	22	2	1	-	*	8	6	-	-	1
		2%	2%	1%	1%	-%	.*%	1%	2%	-%	-%	2%
Not very important	(-1)	50	34	11	4	-	*	26	2	3	1	7
		3%	3%	4%	7%	-%	.*%	3%	1%	4%	4%	13%
				ae								ab
Neither important nor unimportant	(0)	162	118	37	6	1	*	94	31	7	2	4
		10%	9%	12%	10%	13%	9%	9%	13%	11%	7%	9%
Important	(1)	757	589	131	32	4	2	500	103	34	18	23
		46%	47%	44%	49%	54%	50%	48%	44%	54%	59%	46%
Very important	(2)	635	499	111	21	2	1	416	93	20	9	14
		39%	40%	38%	32%	33%	38%	40%	39%	31%	30%	28%
Don't know		4	1	3	*	-	*	*	2	-	-	1
		.*%	.*%	1%	1%	-%	3%	.*%	1%	-%	-%	2%
					a							
NET Important		1393	1088	243	52	6	3	916	196	54	27	37
		85%	86%	82%	81%	87%	88%	88%	83%	85%	89%	74%
					e							
NET Not Important		75	56	13	5	-	*	34	8	3	1	7
		5%	4%	4%	8%	-%	.*%	3%	3%	4%	4%	15%
				e								ab
Answered	1630	1262	292	64	7	4	1043	235	63	30	49	
Mean Score	1.2	1.2	1.2	1.0	1.2	1.3	1.2	1.2	1.1	1.2	.9	
				c			e					
Standard error	.02	.03	.04	.05	.08	.06	.03	.05	.07	.08	.07	
Standard deviation	.85	.85	.84	.91	.70	.76	.77	.87	.77	.73	1.03	

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table QD10B_1 (continuation)

QD10B_1. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1767	126	83	173	60	120	144	117	102	98
Effective base		663	70	46	97	27	63	87	68	54	47
Weighted Base		1633	163	104	268	59	159	260	202	140	114
Not at all important	(-2)	25 2%	- -%	5 5%	1 *%	- -%	3 2%	6 2%	1 *%	6 5%	- -%
Not very important	(-1)	50 3%	7 4%	1 1%	11 4%	3 5%	4 2%	8 3%	4 2%	2 2%	3 3%
Neither important nor unimportant	(0)	162 10%	15 9%	17 16%	27 10%	5 9%	2 1%	38 14%	15 7%	13 9%	15 13%
Important	(1)	757 46%	63 39%	39 37%	131 49%	27 45%	80 50%	111 43%	115 57%	78 56%	59 51%
Very important	(2)	635 39%	76 47%	43 41%	98 37%	22 38%	71 44%	97 37%	67 33%	40 28%	37 33%
Don't know		4 *%	1 1%	- -%	* *%	2 3%	* *%	- -%	- -%	* *%	- -%
NET Important		1393 85%	140 86%	81 78%	229 85%	49 83%	151 95%	208 80%	182 90%	118 84%	96 84%
NET Not Important		75 5%	7 4%	5 5%	12 5%	3 5%	7 4%	14 5%	5 3%	9 6%	3 3%
Answered		1630	162	104	268	57	159	260	202	139	114
Mean Score		1.2	1.3	1.1	1.2	1.2	1.3	1.1	1.2	1.0	1.1
Standard error		.02	.07	.11	.06	.11	.07	.08	.06	.09	.08
Standard deviation		.85	.81	1.00	.80	.82	.78	.92	.69	.93	.75

Columns Tested:: a,b,c,d,e,f,g,h,i

Table QD10B_1 (continuation)

QD10B_1. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		a	b	c	d	e	f	g	h	
Significance Level: 95%										
Unweighted Base		1767	278	311	434	1023	744	259	251	234
Effective base		663	136	169	253	554	204	82	66	91
Weighted Base		1633	332	406	729	1467	166	74	61	30
Not at all important	(-2)	25 2%	3 1%	11 3%	8 1%	22 1%	3 2%	1 2%	1 1%	1 3%
Not very important	(-1)	50 3%	10 3%	10 2%	24 3%	44 3%	6 3%	4 5%	1 2%	1 2%
Neither important nor unimportant	(0)	162 10%	22 7%	45 11%	79 11%	146 10%	17 10%	7 9%	6 9%	4 13%
Important	(1)	757 46%	166 50%	180 44%	357 49%	703 48%	54 33%	21 29%	23 37%	10 32%
Very important	(2)	635 39%	130 39%	158 39%	261 36%	550 37%	86 52%	41 55%	30 49%	15 50%
Don't know		4 *%	2 *%	1 *%	* *%	3 *%	1 *%	- -%	1 1%	* *%
NET Important		1393 85%	296 89%	339 83%	619 85%	1253 85%	140 84%	62 83%	53 87%	25 82%
NET Not Important		75 5%	13 4%	21 5%	32 4%	66 4%	9 5%	5 7%	2 3%	2 5%
Answered		1630	331	405	729	1464	165	74	61	30
Mean Score		1.2	1.2	1.1	1.2	1.2	1.3	1.3	1.3	1.2
Standard error		.02	.05	.05	.04	.03	.03	.06	.05	.06
Standard deviation		.85	.78	.91	.82	.84	.91	.97	.81	.99

Columns Tested:: a,b,c,d,e,f,g,h

Table QD10B_1 (continuation)

QD10B_1. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:**Low cost**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Industry									
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
Significance Level: 95%		a	b	*c	d	e	f	g	h	i	
Unweighted Base	1767	80	134	12	146	183	403	65	93	795	
Effective base	663	31	39	6	44	77	155	20	26	317	
Weighted Base	1633	66	93	17	110	210	321	42	55	827	
Not at all important	(-2)	25	3	*	-	*	-	3	-	1	18
	2%	5%	*%	-%	*%	-%	1%	-%	1%	2%	
Not very important	(-1)	50	2	5	-	5	13	3	1	*	25
	3%	3%	6%	-%	5%	6%	1%	2%	*%	3%	
Neither important nor unimportant	(0)	162	11	2	-	2	25	16	2	4	102
	10%	17%	2%	-%	2%	12%	5%	5%	7%	12%	
		bdf				d				df	
Important	(1)	757	30	47	9	56	118	149	19	31	355
	46%	45%	50%	54%	51%	56%	46%	46%	56%	43%	
Very important	(2)	635	20	39	8	47	53	151	20	20	323
	39%	31%	42%	46%	43%	25%	47%	47%	36%	39%	
						i				e	
Don't know		4	-	-	-	-	-	*	*	-	3
	*%	-%	-%	-%	-%	-%	-%	*%	*%	-%	*%
NET Important		1393	50	86	17	103	171	300	39	50	679
	85%	75%	92%	100%	93%	82%	93%	93%	91%	82%	
			a		a		aei				
NET Not Important		75	5	5	-	5	13	6	1	1	43
	5%	8%	6%	-%	5%	6%	2%	2%	2%	5%	
Answered		1630	66	93	17	110	210	321	42	55	824
Mean Score		1.2	.9	1.3	1.5	1.3	1.0	1.4	1.4	1.2	1.1
						e		aei	e		
Standard error		.02	.11	.07	.15	.06	.06	.04	.08	.08	.03
Standard deviation		.85	1.02	.78	.51	.75	.79	.70	.67	.73	.90

Columns Tested: a,b,c,d,e,f,g,h,i

Table QD10B_1 (continuation)

QD10B_1. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1767	409	403	955	1536	231	-	1472	295	1713	54
Effective base	663	150	155	363	564	104	-	593	77	642	22
Weighted Base	1633	387	321	925	1335	298	-	1499	135	1584	49
Not at all important (-2)	25 2%	3 1%	3 1%	19 2%	12 1%	13 4%	- -%	24 2%	1 1%	25 2%	- -%
Not very important (-1)	50 3%	21 5%	3 1%	26 3%	42 3%	7 2%	- -%	40 3%	10 7%	46 3%	3 6%
Neither important nor unimportant (0)	162 10%	38 10%	16 5%	108 12%	122 9%	40 13%	- -%	154 10%	9 6%	155 10%	7 14%
Important (1)	757 46%	204 53%	149 46%	405 44%	611 46%	146 49%	- -%	698 47%	60 44%	745 47%	13 26%
Very important (2)	635 39%	121 31%	151 47%	364 39%	544 41%	92 31%	- -%	582 39%	53 39%	609 38%	26 53%
Don't know	4 *%	- -%	* *%	4 *%	4 *%	- -%	- -%	2 *%	2 2%	4 *%	- -%
NET Important	1393 85%	324 84%	300 93%	769 83%	1155 87%	238 80%	- -%	1280 85%	113 84%	1354 85%	39 79%
NET Not Important	75 5%	24 6%	6 2%	45 5%	54 4%	20 7%	- -%	63 4%	11 8%	71 5%	3 6%
Answered	1630	387	321	922	1332	298	-	1497	133	1580	49
Mean Score	1.2	1.1	1.4 ac	1.2	1.2 b	1.0	-	1.2	1.2	1.2	1.3
Standard error	.02	.04	.04 ac	.03	.02 b	.06	-	.02	.05	.02	.13
Standard deviation	.85	.84	.70	.88	.81	.97	-	.84	.91	.84	.94

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table QD10B_1 (continuation)

QD10B_1. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:**Low cost**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		1767	1043	362	352
Effective base		663	417	113	132
Weighted Base		1633	1048	253	323
Not at all important	(-2)	25 2%	16 1%	3 1%	2 1%
Not very important	(-1)	50 3%	31 3%	15 6%	2 1%
				c	
Neither important nor unimportant	(0)	162 10%	128 12%	17 7%	17 5%
			c		
Important	(1)	757 46%	497 47%	106 42%	153 47%
Very important	(2)	635 39%	375 36%	111 44%	148 46%
Don't know		4 *%	2 *%	2 1%	- -%
NET Important		1393 85%	872 83%	216 86%	301 93%
				a	
NET Not Important		75 5%	46 4%	17 7%	4 1%
				c	
Answered		1630	1046	251	323
Mean Score		1.2	1.1	1.2	1.4
				a	
Standard error		.02	.03	.05	.04
Standard deviation		.85	.85	.89	.68

Columns Tested: a,b,c

Table QD10B_1 (continuation)

QD10B_1. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Total base	Annual postal spend										
			<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k	
Significance Level: 95%													
Unweighted Base		1767	1340	270	75	27	14	7	7	1610	157	82	
Effective base		663	549	82	18	7	3	1	1	629	35	17	
Weighted Base		1633	1383	168	42	10	7	1	5	1550	83	40	
Not at all important	(-2)	25 2%	22 2%	1 1%	- -%	- -%	- -%	2 30%	- -%	* 6%	23 1%	2 3%	2 6%
Not very important	(-1)	50 3%	37 3%	9 5%	- -%	* 2%	1 4%	4 52%	- -%	- -%	45 3%	5 6%	5 11% a
Neither important nor unimportant	(0)	162 10%	142 10%	13 8%	2 5%	3 28%	2 10%	* 6%	* 3%	* *%	155 10%	7 9%	5 13%
Important	(1)	757 46%	649 47%	72 43%	22 53%	3 30%	11 61%	* 5%	* 3%	* 1%	721 46%	37 44%	14 35%
Very important	(2)	635 39%	532 38%	72 43%	18 42%	4 40%	4 24%	* 6%	1 93%	5 93%	603 39%	32 39%	14 35%
Don't know		4 *%	2 *%	2 1%	- -%	- -%	- -%	* 1%	- -%	- -%	4 *%	* *%	* *%
NET Important		1393 85%	1181 85%	144 86%	40 95%	7 70%	15 86%	1 10%	1 97%	5 93%	1324 85%	69 83%	28 70%
NET Not Important		75 5%	58 4%	10 6%	- -%	* 2%	1 4%	6 82%	- -%	* 6%	68 4%	7 8%	7 17% ai
Answered		1630	1381	166	42	10	18	7	1	5	1547	83	40
Mean Score		1.2	1.2	1.2	1.4	1.1	1.1	-1.0	1.9	1.7	1.2	1.1	.8
Standard error		.02	.02	.05	.07	.18	.14	.31	-	.41	.02	.08	.13
Standard deviation		.85	.84	.85	.58	.91	.74	1.11	-	1.10	.84	.98	1.21

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table QD10B_1 (continuation)

QD10B_1. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1767	688	652	427	1712	1421	1767	1233	782	649	341	998	94	119	74	93	48
Effective base	663	327	224	116	634	523	663	469	300	209	153	405	25	32	16	20	12
Weighted Base	1633	861	522	250	1570	1276	1633	1150	770	506	382	1015	55	78	35	43	25
Not at all important (-2)	25 2%	16 2%	6 1%	3 1%	24 2%	13 1%	25 2%	15 1%	10 1%	11 2%	12 3%	12 1%	*	-	*	-	-
Not very important (-1)	50 3%	17 2%	19 4%	13 5%	50 3%	38 3%	50 3%	42 4%	29 4%	30 6%	11 3%	26 3%	1 2%	5 6%	-	3 7%	4 14%
Neither important nor unimportant (0)	162 10%	99 11%	44 8%	20 8%	160 10%	114 9%	162 10%	103 9%	67 9%	51 10%	46 12%	94 9%	3 6%	5 6%	4 11%	10 23%	* 2%
Important (1)	757 46%	409 48%	240 46%	108 43%	737 47%	599 47%	757 46%	560 49%	412 54%	247 49%	172 45%	489 48%	33 60%	21 27%	19 53%	16 38%	8 34%
Very important (2)	635 39%	319 37%	212 41%	104 41%	596 38%	509 40%	635 39%	428 37%	249 32%	166 33%	141 37%	393 39%	17 31%	48 61%	13 36%	12 28%	12 49%
Don't know	4 *%	1 *%	1 *%	2 1%	3 *%	4 *%	4 *%	2 *%	2 *%	2 *%	1 *%	1 *%	-	1 1%	*	2 4%	* *%
NET Important	1393 85%	729 85%	452 87%	212 85%	1333 85%	1108 87%	1393 85%	987 86%	662 86%	413 82%	312 82%	882 87%	50 92%	68 87%	31 89%	28 66%	21 83%
NET Not Important	75 5%	33 4%	25 5%	16 7%	74 5%	51 4%	75 5%	58 5%	39 5%	40 8%	23 6%	39 4%	1 2%	5 6%	*	3 7%	4 14%
Answered	1630	860	521	249	1567	1273	1630	1148	768	504	382	1014	55	78	35	41	25
Mean Score	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.1	1.0	1.1	1.2	1.2	1.4	1.2	.9	1.2
Standard error	.02	.03	.03	.04	.02	.02	.02	.02	.03	.04	.05	.03	.07	.08	.08	.10	.15
Standard deviation	.85	.84	.84	.89	.85	.81	.85	.84	.81	.93	.94	.81	.66	.85	.68	.92	1.05

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table QD10B_1 (continuation)

QD10B_1. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	1767	1249	148	100	88	46	60	21	967	189	100	65	46	33	21
Effective base	663	527	41	26	18	10	10	3	403	50	28	24	10	13	6
Weighted Base	1633	1323	95	64	40	17	23	7	991	138	50	37	33	15	14
Not at all important	(-2)	25	23	1	*	*	-	-	11	2	-	*	-	-	-
		2%	2%	1%	*%	*%	-%	-%	1%	2%	-%	*%	-%	-%	-%
Not very important	(-1)	50	39	*	*	4	2	1	4	26	5	5	2	-	1
		3%	3%	1%	*%	11%	9%	4%	48%	3%	3%	9%	5%	-%	5%
Neither important nor unimportant	(0)	162	126	16	3	7	1	7	*	93	12	1	4	3	1
		10%	9%	17%	5%	18%	6%	30%	*%	9%	9%	1%	12%	10%	4%
								ac							
Important	(1)	757	632	45	33	11	8	9	*	469	64	23	12	22	4
		46%	48%	47%	51%	27%	46%	38%	3%	47%	46%	46%	33%	68%	28%
Very important	(2)	635	503	33	27	18	7	5	4	391	55	19	18	7	9
		39%	38%	35%	42%	44%	39%	20%	48%	39%	40%	38%	49%	22%	63%
															e
Don't know		4	1	-	1	-	*	2	-	1	*	2	-	-	-
		*%	*%	-%	2%	-%	*%	7%	-%	*%	*%	5%	-%	-%	-%
								a				a			*
NET Important		1393	1135	78	60	29	15	13	4	860	119	42	30	29	13
		85%	86%	82%	94%	71%	85%	59%	51%	87%	86%	85%	82%	90%	91%
			f		df										14
NET Not Important		75	62	1	*	4	2	1	4	37	7	5	2	-	1
		5%	5%	1%	*%	11%	9%	4%	48%	4%	5%	9%	6%	-%	5%
Answered		1630	1323	95	63	40	17	21	7	990	138	47	37	33	15
Mean Score		1.2	1.2	1.1	1.4	1.0	1.1	.8	.5	1.2	1.2	1.2	1.3	1.1	1.5
				f											.14
Standard error		.02	.02	.06	.06	.11	.14	.11	.35	.03	.06	.09	.11	.08	.14
Standard deviation		.85	.85	.78	.60	1.05	.92	.84	1.59	.80	.85	.88	.91	.56	.82
															.50

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table QD10B_1 (continuation)

QD10B_1. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:**Low cost**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	b	c	d	e	f	g	a	b	c	d	e	
Significance Level: 95%														
Unweighted Base	1767	814	143	102	58	43	37	36	706	352	405	216	84	
Effective base	663	345	48	27	21	11	8	13	318	135	141	49	23	
Weighted Base	1633	843	127	71	32	22	22	34	840	315	313	103	61	
Not at all important	(-2)	25 2%	10 1%	3 2%	- -%	- -%	- -%	2 6%	18 2%	1 *	3 1%	3 3%	- -%	
Not very important	(-1)	50 3%	32 4%	- -%	6 9%	* *%	1 3%	4 16%	15 2%	17 5%	6 2%	6 6%	6 11%	
Neither important nor unimportant	(0)	162 10%	79 9%	9 7%	9 13%	1 2%	2 8%	3 16%	* 1%	98 12%	31 10%	24 8%	2 2%	7 11%
Important	(1)	757 46%	422 50%	47 37%	26 37%	20 63%	13 58%	12 57%	19 57%	385 46%	158 50%	140 45%	50 49%	23 38%
Very important	(2)	635 39%	299 35%	68 54%	30 42%	11 34%	7 31%	2 10%	11 32%	323 38%	108 34%	138 44%	40 39%	25 41%
Don't know		4 *%	1 *%	* *%	* *%	- -%	- -%	* *%	2 5%	1 *%	- -%	1 *%	2 2%	* *%
NET Important		1393 85%	721 86%	115 91%	56 79%	31 98%	19 89%	15 67%	30 88%	708 84%	266 85%	278 89%	91 88%	48 78%
NET Not Important		75 5%	42 5%	3 2%	6 9%	* *%	1 3%	4 16%	2 6%	33 4%	18 6%	9 3%	8 8%	6 11%
Answered		1630	842	127	71	32	22	22	33	839	315	312	101	61
Mean Score		1.2	1.1	1.4	1.1	1.3	1.2	.6	1.1	1.2	1.1	1.3	1.2	1.1
Standard error		.02	.03	.07	.09	.07	.11	.15	.16	.03	.04	.04	.06	.11
Standard deviation		.85	.83	.81	.94	.53	.72	.90	.97	.86	.82	.77	.93	.98

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table QD10B_1 (continuation)

QD10B_1. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Frequency - letters sent					Frequency - large letters sent					
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e	
Unweighted Base	1767	777	332	349	186	64	636	264	300	152	60	
Effective base	663	343	125	116	36	17	284	92	93	39	17	
Weighted Base	1633	907	285	253	80	43	738	215	190	83	45	
Not at all important	(-2)	25 2%	20 2%	1 *%	3 1%	1 1%	- -%	9 1%	1 *%	* *%	3 3%	- -%
Not very important	(-1)	50 3%	16 2%	16 6%	6 2%	6 7%	6 14%	12 2%	9 4%	8 4%	8 10%	1 3%
Neither important nor unimportant	(0)	162 10%	102 11%	27 10%	23 9%	2 2%	7 15%	80 11%	13 6%	13 7%	2 2%	6 14%
Important	(1)	757 46%	420 46%	135 47%	117 46%	44 55%	20 46%	345 47%	118 55%	80 42%	35 42%	17 38%
Very important	(2)	635 39%	348 38%	106 37%	104 41%	26 32%	11 25%	291 40%	73 34%	88 46%	35 43%	20 44%
Don't know		4 *%	1 *%	- -%	1 *%	2 2%	- -%	1 *%	2 1%	1 1%	- -%	* *%
NET Important		1393 85%	769 85%	241 85%	221 87%	70 88%	30 70%	637 86%	191 89%	168 88%	71 85%	37 82%
NET Not Important		75 5%	36 4%	17 6%	9 3%	6 8%	6 14%	21 3%	10 5%	8 4%	11 13%	1 3%
Answered	1630	907	285	252	78	43	737	213	189	83	45	
Mean Score	1.2	1.2	1.2	1.2	1.1	.8	1.2	1.2	1.3	1.1	1.2	
Standard error	.02	.03	.05	.04	.06	.12	.03	.05	.05	.09	.11	
Standard deviation	.85	.86	.83	.80	.84	.98	.79	.76	.79	1.07	.82	

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table QD10B_1 (continuation)

QD10B_1. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		1767	573	195	232	142	71	676	105	446	1615	152	1674	38
Effective base		663	250	65	81	47	20	266	29	171	606	57	621	13
Weighted Base		1633	636	162	186	105	43	636	69	437	1500	133	1533	38
Not at all important	(-2)	25	10	3	*	1	-	10	3	3	22	2	22	2
		2%	2%	2%	*%	1%	-%	1%	4%	1%	1%	2%	1%	6%
Not very important	(-1)	50	29	2	3	6	4	17	5	21	48	1	44	5
		3%	5%	1%	1%	5%	9%	3%	7%	5%	3%	1%	3%	14%
													a	
Neither important nor unimportant	(0)	162	76	7	5	8	2	35	3	62	154	8	151	9
		10%	12%	4%	3%	8%	5%	5%	5%	14%	10%	6%	10%	24%
			c							a				
Important	(1)	757	309	86	98	49	15	300	39	220	693	64	727	10
		46%	49%	53%	52%	46%	33%	47%	56%	50%	46%	48%	47%	26%
Very important	(2)	635	212	65	80	42	21	274	19	131	578	57	586	10
		39%	33%	40%	43%	40%	49%	43%	27%	30%	39%	43%	38%	26%
								c						
Don't know		4	1	-	*	-	2	2	*	1	4	*	2	2
		*%	*%	-%	*%	-%	4%	*%	*%	*%	*%	*%	*%	4%
							a						a	
NET Important		1393	521	151	178	91	36	573	58	351	1271	122	1313	20
		85%	82%	93%	95%	86%	82%	90%	84%	80%	85%	91%	86%	52%
				a	ae			c					b	
NET Not Important		75	38	4	3	6	4	26	8	24	71	4	67	7
		5%	6%	3%	2%	6%	9%	4%	11%	5%	5%	3%	4%	20%
													a	
Answered		1630	636	162	186	105	42	634	69	437	1497	133	1531	36
Mean Score		1.2	1.1	1.3	1.4	1.2	1.3	1.3	1.0	1.0	1.2	1.3	1.2	.6
				a				bc					b	
Standard error		.02	.04	.05	.04	.07	.11	.03	.10	.04	.02	.06	.02	.20
Standard deviation		.85	.87	.74	.63	.84	.93	.81	.99	.83	.85	.78	.83	1.22

Table QD10B_1 (continuation)

**QD10B_1. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Low cost**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1767	1295	126	839	394	1679	33	1283	138	847	386
Effective base	663	490	33	335	135	623	11	483	40	338	132
Weighted Base	1633	1186	90	798	352	1540	30	1177	100	809	341
Not at all important	(-2)	25 2%	11 1%	2 2%	13 2%	2 1%	22 7%	11 1%	2 2%	13 2%	2 1%
Not very important	(-1)	50 3%	28 2%	10 12%	21 3%	21 6%	45 3%	5 16%	28 2%	10 10%	18 3%
Neither important nor unimportant	(0)	162 10%	101 9%	13 14%	84 10%	19 5%	154 10%	7 23%	108 9%	6 6%	80 10%
Important	(1)	757 46%	565 48%	34 38%	377 47%	182 52%	727 47%	10 33%	554 47%	46 46%	386 48%
Very important	(2)	635 39%	478 40%	31 34%	302 38%	125 36%	590 38%	6 21%	474 40%	34 35%	305 38%
Don't know		4 *%	4 *%	* *%	1 *%	2 *%	3 *%	- -%	2 *%	2 2%	1 *%
NET Important		1393 85%	1043 88%	65 72%	680 85%	307 87%	1317 85%	16 55%	1028 87%	80 81%	691 85%
NET Not Important		75 5%	38 3%	12 14%	34 4%	24 7%	67 4%	7 23%	39 3%	12 12%	20 5%
Answered	1630	1183	90	798	350	1537	30	1175	98	808	340
Mean Score	1.2	1.2	.9	1.2	1.2	1.2	.5	1.2	1.0	1.2	1.2
Standard error	.02	.02	.10	.03	.04	.02	.21	.02	.09	.03	.04
Standard deviation	.85	.78	1.07	.84	.83	.83	1.21	.79	1.00	.84	.82

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table QD10B_1 (continuation)

**QD10B_1. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Low cost**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1767	848	1380	252	-	782	1031	192	4	861	733	224	-
Effective base	663	298	526	91	-	278	384	71	3	323	284	83	-
Weighted Base	1633	750	1273	235	-	691	886	175	5	795	650	187	-
Not at all important (-2)	25 2%	12 2%	17 1%	3 1%	- -%	12 2%	3 *%	3 2%	- -%	15 2%	3 1%	3 1%	- -%
Not very important (-1)	50 3%	25 3%	39 3%	5 2%	- -%	23 3%	25 3%	1 *%	2 36%	29 4%	29 4%	2 1%	- -%
Neither important nor unimportant (0)	162 10%	62 8%	137 11%	11 5%	- -%	51 7%	81 9%	9 5%	- -%	60 8%	56 9%	8 4%	- -%
Important (1)	757 46%	388 52%	576 45%	122 52%	- -%	325 47%	409 46%	87 50%	2 52%	373 47%	310 48%	103 55%	- -%
Very important (2)	635 39%	262 35%	501 39%	92 39%	- -%	279 40%	367 41%	76 43%	1 12%	316 40%	249 38%	71 38%	- -%
Don't know	4 *%	2 *%	3 *%	2 1%	- -%	2 *%	2 *%	* *%	- -%	2 *%	2 *%	- -%	- -%
NET Important	1393 85%	649 87%	1077 85%	214 91%	- -%	604 87%	776 88%	163 93%	3 64%	689 87%	559 86%	174 93%	- -%
NET Not Important	75 5%	37 5%	56 4%	8 3%	- -%	35 5%	28 3%	3 2%	2 36%	44 6%	33 5%	5 2%	- -%
Answered	1630	748	1270	233	-	689	884	175	5	793	648	187	-
Mean Score	1.2	1.2	1.2	1.3	-	1.2	1.3	1.3	.4	1.2	1.2	1.3	-
Standard error	.02	.03	.02	.05	-	.03	.02	.05	.62	.03	.03	.05	-
Standard deviation	.85	.83	.84	.75	-	.85	.76	.73	1.24	.87	.81	.72	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table QD10B_1 (continuation)

QD10B_1. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets						
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services		
		a	b	c	a	b	c	a	b	c	d	e		
Significance Level: 95%														
	Unweighted Base	1767	1650	1290	848	1348	1066	55	555	449	411	114	71	
	Effective base	663	612	475	331	494	420	14	244	181	165	55	34	
	Weighted Base	1633	1522	1158	800	1213	1042	34	581	461	407	124	78	
	Not at all important	(-2)	25	24	6	11	21	9	-	1	7	6	2	-
		2%	2%	1%	1%	2%	1%	-%	*%	2%	1%	2%	-%	
	Not very important	(-1)	50	46	35	25	42	22	2	16	11	12	2	-
		3%	3%	3%	3%	3%	2%	5%	3%	2%	3%	2%	-%	
	Neither important nor unimportant	(0)	162	153	105	76	119	85	2	43	47	30	2	7
		10%	10%	9%	10%	10%	8%	5%	7%	10%	7%	2%	8%	
	Important	(1)	757	711	535	369	609	453	23	290	201	182	70	40
		46%	47%	46%	46%	50%	43%	67%	50%	44%	45%	56%	52%	
	Very important	(2)	635	587	473	318	418	472	8	230	194	178	48	31
		39%	39%	41%	40%	34%	45%	22%	40%	42%	44%	39%	40%	
	Don't know		4	2	4	*	4	3	-	*	*	*	-	-
		*%	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%	-%
	NET Important		1393	1297	1008	687	1027	925	31	521	395	360	118	71
		85%	85%	87%	86%	85%	89%	89%	90%	86%	88%	95%	92%	
	NET Not Important		75	70	41	36	63	30	2	16	18	17	4	-
		5%	5%	4%	4%	5%	3%	5%	3%	4%	4%	3%	-%	
	Answered		1630	1520	1154	799	1209	1040	34	580	460	407	124	78
	Mean Score		1.2	1.2	1.2	1.2	1.1	1.3	1.1	1.3	1.2	1.3	1.3	1.3
	Standard error		.02	.02	.02	.03	.02	.02	.09	.03	.04	.04	.07	.07
	Standard deviation		.85	.85	.78	.84	.85	.77	.70	.72	.85	.83	.73	.62

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table QD10B_1 (continuation)

QD10B_1. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1767	183	116	85	38	1566	1104	1636	1113	1018	769	1486	201	-	1431	103
Effective base	663	74	39	31	19	575	371	601	385	339	285	555	74	-	527	47
Weighted Base	1633	185	92	75	45	1389	855	1456	901	779	697	1351	170	-	1245	119
Not at all important (-2)	25 2%	- -%	4 4%	- -%	2 5% a	16 1%	6 1%	17 1%	10 1%	12 2%	6 1%	12 1%	1 *%	- -%	12 1%	5 4%
Not very important (-1)	50 3%	1 1%	7 8% a	* 1%	- -%	42 3%	35 4%	46 3%	30 3%	21 3%	29 4%	41 3%	1 1%	- -%	38 3%	1 1%
Neither important nor unimportant (0)	162 10%	5 3%	8 9%	5 6%	5 11%	134 10%	84 10%	139 10%	75 8%	78 10%	53 8%	122 9%	8 5%	- -%	109 9%	8 7%
Important (1)	757 46%	74 40%	44 49%	35 46%	23 50%	634 46%	374 44%	672 46%	409 45%	343 44%	341 49%	624 46%	84 50%	- -%	586 47%	58 49%
Very important (2)	635 39%	106 57% b	29 31%	34 45%	15 34%	561 40%	355 41%	580 40%	376 42%	323 42%	268 38%	551 41%	76 45%	- -%	497 40%	46 39%
Don't know	4 *%	- -%	* *%	2 2%	* *%	2 *%	1 *%	2 *%	* *%	2 *%	1 *%	1 *%	- -%	- -%	3 *%	1 1%
NET Important	1393 85%	179 97% bd	73 80%	68 91%	38 84%	1195 86%	729 85%	1252 86%	786 87%	666 86%	608 87%	1174 87%	161 94%	- -%	1082 87%	104 87%
NET Not Important	75 5%	1 1%	11 12% a	* 1%	2 5%	58 4%	41 5%	63 4%	40 4%	33 4%	35 5%	54 4%	2 1%	- -%	51 4%	6 5%
Answered Mean Score	1630 1.2	185 1.5	92 1.0	73 1.4	45 1.1	1387 1.2	854 1.2	1454 1.2	900 1.2	777 1.2	696 1.2	1350 1.2	170 1.4	- -	1243 1.2	118 1.2
Standard error	.02	.04	.10	.07	.15	.02	.03	.02	.02	.03	.03	.02	.05	-	.02	.09
Standard deviation	.85	.58	1.03	.63	.94	.83	.84	.83	.82	.85	.82	.81	.65	-	.81	.93

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table QD10B_1 (continuation)

QD10B_1. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1767	686	1081	487	20	243	335	225	1143	382	263	316	1154
Effective base	663	277	387	177	11	86	129	79	441	139	85	126	441
Weighted Base	1633	678	955	444	30	211	332	198	1113	311	199	311	1089
Not at all important (-2)	25 2%	10 2%	15 2%	* *%	- -%	2 1%	* *%	10 5%	13 1%	3 1%	7 4%	10 3%	8 1%
Not very important (-1)	50 3%	18 3%	32 3%	20 5%	- -%	6 3%	18 5%	12 6%	36 3%	2 1%	1 1%	9 3%	33 3%
Neither important nor unimportant (0)	162 10%	64 9%	99 10%	33 7%	- -%	22 10%	20 6%	4 2%	126 11%	30 10%	11 6%	28 9%	118 11%
Important (1)	757 46%	308 45%	449 47%	209 47%	21 69%	115 54%	149 45%	87 44%	532 48%	133 43%	83 42%	144 46%	514 47%
Very important (2)	635 39%	276 41%	359 38%	179 40%	9 31%	64 31%	145 44%	84 42%	406 36%	143 46%	96 48%	119 38%	415 38%
Don't know	4 *%	2 *%	2 *%	2 *%	- -%	2 1%	* *%	2 1%	1 *%	* *%	* *%	2 1%	1 *%
NET Important	1393 85%	585 86%	808 85%	388 87%	30 100%	179 85%	295 89%	170 86%	938 84%	276 89%	179 90%	263 84%	929 85%
NET Not Important	75 5%	28 4%	46 5%	21 5%	- -%	9 4%	18 5%	22 11%	48 4%	4 1%	8 4%	19 6%	41 4%
Answered	1630	677	953	442	30	210	332	196	1112	311	199	310	1088
Mean Score	1.2	1.2	1.2	1.2	1.3	1.1	1.3	1.1	1.2	1.3	1.3	1.1	1.2
Standard error	.02	.03	.03	.04	.11	.05	.04	.07	.02	.04	.06	.05	.02
Standard deviation	.85	.84	.85	.79	.47	.79	.81	1.06	.83	.75	.89	.93	.80

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table QD10B_1 (continuation)

QD10B_1. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:**Low cost**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		1767	903	864
Effective base		663	275	389
Weighted Base		1633	681	952
Not at all important	(-2)	25	14	11
		2%	2%	1%
Not very important	(-1)	50	19	30
		3%	3%	3%
Neither important nor unimportant	(0)	162	69	93
		10%	10%	10%
Important	(1)	757	303	454
		46%	45%	48%
Very important	(2)	635	273	362
		39%	40%	38%
Don't know		4	2	2
		*%	*%	*%
NET Important		1393	577	816
		85%	85%	86%
NET Not Important		75	34	41
		5%	5%	4%
Answered		1630	679	950
Mean Score		1.2	1.2	1.2
Standard error		.02	.03	.03
Standard deviation		.85	.88	.82

Columns Tested: a,b

Table QD10B_1 (continuation)

QD10B_1. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1767	101	206	163	160	184	91	106	193	117	144	104	198
Effective base	663	30	97	99	57	126	51	14	77	46	31	36	73
Weighted Base	1633	38	168	195	50	269	83	29	270	115	80	99	237
Not at all important (-2)	25 2%	1 1%	2 1%	2 1%	* 1%	2 1%	1 1%	* %	2 1%	3 3%	5 6%	3 3%	5 2%
Not very important (-1)	50 3%	2 5%	8 5%	3 1%	2 4%	3 1%	2 3%	1 4%	5 2%	4 4%	2 2%	8 9%	10 4%
Neither important nor unimportant (0)	162 10%	2 6%	17 10%	25 13%	1 3%	30 11%	7 9%	3 10%	38 14%	7 6%	8 10%	10 10%	14 6%
Important (1)	757 46%	18 47%	77 46%	84 43%	21 43%	121 45%	37 44%	14 49%	136 50%	60 52%	37 46%	33 34%	118 50%
Very important (2)	635 39%	16 42%	64 38%	82 42%	24 49%	113 42%	35 42%	11 37%	90 33%	40 35%	29 36%	44 44%	88 37%
Don't know	4 *%	- -%	- -%	- -%	1 1%	- -%	1 2%	- -%	- -%	* *%	* *%	- -%	2 1%
NET Important	1393 85%	34 88%	141 84%	165 85%	46 92%	234 87%	72 86%	25 86%	226 84%	100 87%	66 82%	77 78%	207 87%
NET Not Important	75 5%	2 6%	10 6%	5 2%	2 4%	5 2%	3 4%	1 4%	6 2%	7 6%	7 8%	12 12%	15 6%
Answered	1630	38	168	195	49	269	82	29	270	115	80	99	235
Mean Score	1.2	1.2	1.2	1.2	1.4	1.3	1.3	1.2	1.1	1.1	1.0	1.1	1.2
Standard error	.02	.09	.06	.06	.06	.06	.09	.08	.05	.08	.09	.11	.06
Standard deviation	.85	.86	.87	.81	.78	.76	.81	.80	.76	.90	1.04	1.09	.87

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table QD10B_1 (continuation)

QD10B_1. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:**Low cost**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Quarter				Half		
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023	
Significance Level: 95%		a	b	c	d	a	b	
Unweighted Base	1767	470	435	416	446	905	862	
Effective base	663	223	215	132	139	437	271	
Weighted Base	1633	401	402	414	417	802	831	
Not at all important	(-2)	25	5	3	5	12	8	17
		2%	1%	1%	1%	3%	1%	2%
Not very important	(-1)	50	12	7	10	20	19	30
		3%	3%	2%	2%	5%	2%	4%
Neither important nor unimportant	(0)	162	43	38	48	32	82	80
		10%	11%	10%	12%	8%	10%	10%
Important	(1)	757	179	179	211	189	358	400
		46%	45%	45%	51%	45%	45%	48%
Very important	(2)	635	162	172	141	161	334	302
		39%	40%	43%	34%	39%	42%	36%
Don't know		4	-	2	*	2	2	2
		*%	-%	*%	*%	*%	*%	*%
NET Important		1393	340	351	351	350	692	701
		85%	85%	87%	85%	84%	86%	84%
NET Not Important		75	17	10	15	33	27	48
		5%	4%	3%	4%	8%	3%	6%
Answered		1630	401	400	414	415	800	829
Mean Score		1.2	1.2	1.3	1.1	1.1	1.2	1.1
Standard error		.02	.04	.04	.04	.05	.03	.03
Standard deviation		.85	.84	.77	.80	.96	.80	.88

Columns Tested:: a,b,c,d - a,b

Table QD10B_2

**QD10B_2. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Fast delivery**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Method		Business Size 1					
		CATI	CAWI	0-9	10-49	50-99	100-249	10+	
Significance Level: 95%		a	b	a	b	c	d	e	
Unweighted Base	1767	343	1424	1212	305	72	178	555	
Effective base	663	75	597	609	127	31	85	165	
Weighted Base	1633	122	1511	1558	65	7	4	75	
Not at all important	(-2)	35	7	29	34	1	*	*	1
		2%	6%	2%	2%	2%	1%	3%	2%
Not very important	(-1)	95	8	87	91	4	*	*	4
		6%	6%	6%	6%	6%	3%	6%	5%
Neither important nor unimportant	(0)	207	14	194	202	5	*	*	6
		13%	11%	13%	13%	8%	6%	8%	8%
Important	(1)	792	17	775	758	28	3	2	33
		48%	14%	51%	49%	44%	46%	46%	44%
Very important	(2)	492	72	421	462	26	3	1	31
		30%	59%	28%	30%	41%	42%	36%	40%
Don't know		11	5	6	11	-	*	*	*
		1%	4%	*%	1%	-%	2%	1%	*%
NET Important		1284	89	1195	1220	55	6	3	64
		79%	73%	79%	78%	85%	88%	82%	85%
NET Not Important		130	15	116	125	5	*	*	5
		8%	12%	8%	8%	7%	4%	9%	7%
Answered	1622	118	1505	1547	65	7	4	75	
Mean Score	1.0	1.2	1.0	1.0	1.2	1.3	1.1	1.2	
Standard error	.02	.07	.02	.03	.05	.10	.09	.04	
Standard deviation	.93	1.23	.90	.93	.93	.87	1.15	.92	

Columns Tested: a,b - a,b,c,d,e

Table QD10B_2 (continuation)

QD10B_2. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Total base	Business Size 2								
			0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1767	501	524	187	181	196	178	1212	305	250
Effective base		663	299	252	75	83	75	85	609	127	66
Weighted Base		1633	850	593	114	47	25	4	1558	65	11
Not at all important	(-2)	35 2%	20 2%	14 2%	1 1%	1 2%	* *%	* 3%	34 2%	1 2%	* 2%
Not very important	(-1)	95 6%	41 5%	43 7%	7 6%	2 4%	2 7%	* 6%	91 6%	4 6%	* 4%
Neither important nor unimportant	(0)	207 13%	113 13%	76 13%	13 11%	4 8%	2 7%	* 8%	202 13%	5 8%	1 7%
Important	(1)	792 48%	443 52%	263 44%	52 46%	22 46%	10 40%	2 46%	758 49%	28 44%	5 46%
Very important	(2)	492 30%	223 26%	198 33%	41 36%	18 38%	11 45%	1 36%	462 30%	26 41%	4 40%
Don't know		11 1%	10 1%	1 *%	* *%	- -%	* *%	* 1%	11 1%	- -%	* 1%
NET Important		1284 79%	666 78%	461 78%	94 82%	40 85%	21 85%	3 82%	1220 78%	55 85%	9 86%
NET Not Important		130 8%	61 7%	56 9%	7 7%	3 7%	2 7%	* 9%	125 8%	5 7%	1 6%
Answered		1622	840	593	114	47	25	4	1547	65	11
Mean Score		1.0	1.0	1.0	1.1	1.1	1.2	1.1	1.0	1.2	1.2
Standard error		.02	.04	.04	.06	.07	.06	.09	.03	.05	.06
Standard deviation		.93	.90	.98	.87	.93	.90	1.15	.93	.93	.92

Columns Tested:: a,b,c,d,e,f,g,h,i

Table QD10B_2 (continuation)

QD10B_2. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1767	729	483	305	72	178	653	301	112	76	198
Effective base	663	445	217	127	31	85	372	127	35	26	33
Weighted Base	1633	1263	295	65	7	4	1043	236	63	30	50
Not at all important	(-2)	35	31	3	1	*	17	3	*	1	4
		2%	2%	1%	2%	1%	2%	1%	*%	2%	7%
Not very important	(-1)	95	74	17	4	*	53	26	6	1	2
		6%	6%	6%	6%	3%	5%	11%	9%	4%	4%
Neither important nor unimportant	(0)	207	164	38	5	*	137	36	3	1	9
		13%	13%	13%	8%	6%	13%	15%	4%	3%	18%
Important	(1)	792	630	128	28	3	551	111	27	13	18
		48%	50%	43%	44%	46%	53%	47%	43%	45%	37%
Very important	(2)	492	354	108	26	3	276	60	27	14	16
		30%	28%	37%	41%	42%	26%	25%	43%	46%	32%
Don't know		11	10	1	-	*	10	-	*	-	1
		1%	1%	*%	-%	2%	1%	-%	*%	-%	2%
NET Important		1284	984	237	55	6	827	171	54	27	35
		79%	78%	80%	85%	88%	79%	72%	86%	91%	69%
NET Not Important		130	105	20	5	*	70	29	6	2	5
		8%	8%	7%	7%	4%	7%	12%	10%	6%	11%
Answered	1622	1253	294	65	7	4	1034	236	63	30	49
Mean Score	1.0	1.0	1.1	1.2	1.3	1.1	1.0	.8	1.2	1.3	.9
Standard error	.02	.03	.04	.05	.10	.09	.03	.06	.09	.10	.08
Standard deviation	.93	.93	.90	.93	.87	1.15	.87	.97	.93	.90	1.15

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table QD10B_2 (continuation)

QD10B_2. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1767	126	83	173	60	120	144	117	102	98
Effective base		663	70	46	97	27	63	87	68	54	47
Weighted Base		1633	163	104	268	59	159	260	202	140	114
Not at all important	(-2)	35 2%	* *%	- -%	3 1%	- -%	9 6%	1 *%	5 2%	11 8%	* *%
							f			acf	
Not very important	(-1)	95 6%	8 5%	5 4%	12 4%	7 11%	11 7%	12 5%	19 9%	7 5%	5 5%
Neither important nor unimportant	(0)	207 13%	24 15%	18 17%	30 11%	7 12%	13 8%	27 10%	30 15%	20 14%	20 18%
Important	(1)	792 48%	84 52%	55 53%	135 50%	24 41%	62 39%	147 57%	106 53%	65 46%	62 54%
							e				
Very important	(2)	492 30%	45 27%	27 26%	88 33%	21 35%	64 40%	72 28%	43 21%	28 20%	26 23%
							gh				
Don't know		11 1%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	9 7%	- -%
										cefg	
NET Important		1284 79%	129 79%	82 79%	223 83%	45 76%	126 79%	220 85%	149 74%	92 66%	88 77%
					h			h			
NET Not Important		130 8%	9 5%	5 4%	15 6%	7 11%	20 13%	13 5%	23 12%	18 13%	5 5%
Answered		1622	162	104	268	59	159	260	202	131	114
Mean Score		1.0	1.0	1.0	1.1	1.0	1.0	1.1	.8	.7	1.0
					gh			h			
Standard error		.02	.07	.09	.06	.13	.10	.06	.09	.11	.08
Standard deviation		.93	.82	.78	.85	.97	1.14	.77	.95	1.12	.78

Columns Tested: a,b,c,d,e,f,g,h,i

Table QD10B_2 (continuation)

QD10B_2. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		1767	278	311	434	1023	744	259	251	234
Effective base		663	136	169	253	554	204	82	66	91
Weighted Base		1633	332	406	729	1467	166	74	61	30
Not at all important	(-2)	35 2%	9 3%	11 3%	9 1%	29 2%	6 4%	2 2%	4 6%	1 3%
Not very important	(-1)	95 6%	23 7%	21 5%	43 6%	86 6%	8 5%	5 6%	3 4%	1 4%
Neither important nor unimportant	(0)	207 13%	40 12%	62 15%	86 12%	188 13%	19 11%	6 8%	10 16%	4 12%
Important	(1)	792 48%	149 45%	204 50%	388 53%	740 50%	52 31%	23 31%	21 34%	8 25%
Very important	(2)	492 30%	111 33%	99 24%	203 28%	413 28%	80 48%	38 52%	24 40%	17 56%
Don't know		11 1%	- -%	10 2%	- -%	10 1%	1 1%	1 1%	* *%	* *%
NET Important		1284 79%	259 78%	302 74%	591 81%	1153 79%	131 79%	61 83%	45 74%	25 81%
NET Not Important		130 8%	32 10%	32 8%	52 7%	116 8%	15 9%	6 9%	6 10%	2 6%
Answered		1622	332	396	729	1457	165	73	61	30
Mean Score		1.0	1.0	.9	1.0	1.0	1.2	1.2	1.0	1.3
Standard error		.02	.06	.05	.04	.03	.04	.06	.07	.07
Standard deviation		.93	.99	.93	.86	.91	1.06	1.01	1.13	1.01

Columns Tested: a,b,c,d,e,f,g,h

Table QD10B_2 (continuation)

QD10B_2. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1767	80	134	12	146	183	403	65	93	795
Effective base	663	31	39	6	44	77	155	20	26	317
Weighted Base	1633	66	93	17	110	210	321	42	55	827
Not at all important (-2)	35 2%	8 12% efi	4 4%	1 4%	5 4%	* *%	7 2%	* 1%	* *%	16 2%
Not very important (-1)	95 6%	7 11%	2 3%	- -%	2 2%	25 12% fi	13 4%	3 6%	1 1%	44 5%
Neither important nor unimportant (0)	207 13%	13 20%	7 8%	- -%	7 7%	15 7%	31 10%	4 9%	4 8%	133 16% e
Important (1)	792 48%	18 26%	40 43%	11 68%	51 47%	102 49% a	155 48% a	30 70% ab	30 55% a	406 49% a
Very important (2)	492 30%	20 31%	40 42% gi	5 28%	44 40% g	67 32%	112 35%	6 15%	20 36%	222 27%
Don't know	11 1%	- -%	- -%	- -%	- -%	1 *%	4 1%	- -%	* *%	5 1%
NET Important	1284 79%	38 57%	80 85% a	16 96%	96 87% a	169 81% a	267 83% a	36 85% a	50 91% a	628 76% a
NET Not Important	130 8%	15 23% bdfhi	7 7%	1 4%	7 7%	25 12%	20 6%	3 7%	1 1%	60 7%
Answered	1622	66	93	17	110	209	318	42	55	821
Mean Score	1.0	.5	1.2 a	1.2	1.2 a	1.0 a	1.1 a	.9	1.3 a	.9 a
Standard error	.02	.15	.09 a	.24	.08 a	.07 a	.04 a	.09	.07 a	.03 a
Standard deviation	.93	1.36	.99	.82	.97	.94	.89	.73	.65	.90

Columns Tested:: a,b,c,d,e,f,g,h,i

Table QD10B_2 (continuation)

QD10B_2. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1767	409	403	955	1536	231	-	1472	295	1713	54
Effective base	663	150	155	363	564	104	-	593	77	642	22
Weighted Base	1633	387	321	925	1335	298	-	1499	135	1584	49
Not at all important (-2)	35 2%	13 3%	7 2%	16 2%	22 2%	13 4%	- -%	32 2%	4 3%	35 2%	1 1%
Not very important (-1)	95 6%	35 9%	13 4%	47 5%	68 5%	27 9%	- -%	91 6%	4 3%	86 5%	9 18% a
Neither important nor unimportant (0)	207 13%	35 9%	31 10%	141 15%	161 12%	47 16%	- -%	191 13%	16 12%	201 13%	7 13%
Important (1)	792 48%	171 44%	155 48%	466 50%	656 49%	136 46%	- -%	735 49%	57 42%	772 49%	20 40%
Very important (2)	492 30%	132 34%	112 35%	248 27%	419 31%	74 25%	- -%	438 29%	54 40%	479 30%	13 27%
Don't know	11 1%	1 *%	4 1%	6 1%	11 1%	- -%	- -%	11 1%	* *%	11 1%	- -%
NET Important	1284 79%	303 78%	267 83%	714 77%	1074 80% b	210 71%	- -%	1174 78%	111 82%	1251 79%	33 67%
NET Not Important	130 8%	48 12% c	20 6%	63 7%	90 7%	41 14% a	- -%	122 8%	8 6%	121 8%	10 19% a
Answered Mean Score	1622 1.0	386 1.0	318 1.1	919 1.0	1325 1.0 b	298 .8	- -	1488 1.0	135 1.1	1573 1.0	49 .7
Standard error	.02	.05	.04	.03	.02	.07	-	.02	.05	.02	.15
Standard deviation	.93	1.05	.89	.89	.89	1.06	-	.93	.94	.92	1.10

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table QD10B_2 (continuation)

QD10B_2. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:**Fast delivery**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		1767	1043	362	352
Effective base		663	417	113	132
Weighted Base		1633	1048	253	323
Not at all important	(-2)	35 2%	25 2%	2 1%	2 1%
Not very important	(-1)	95 6%	61 6%	17 7%	17 5%
Neither important nor unimportant	(0)	207 13%	168 16% bc	17 7%	23 7%
Important	(1)	792 48%	546 52%	107 42%	137 42%
Very important	(2)	492 30%	245 23%	107 42% a	140 43% a
Don't know		11 1%	2 *%	4 2%	5 1%
NET Important		1284 79%	791 75%	214 85% a	277 86% a
NET Not Important		130 8%	86 8%	18 7%	19 6%
Answered		1622	1046	249	318
Mean Score		1.0	.9	1.2 a	1.2 a
Standard error		.02	.03	.05	.05
Standard deviation		.93	.91	.89	.85

Columns Tested:: a,b,c

Table QD10B_2 (continuation)

QD10B_2. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:**Fast delivery**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Annual postal spend											
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+	
		a	b	c	*d	*e	*f	*g	*h	i	j	k	
Significance Level: 95%													
Unweighted Base	1767	1340	270	75	27	27	14	7	7	1610	157	82	
Effective base	663	549	82	18	7	7	3	1	1	629	35	17	
Weighted Base	1633	1383	168	42	10	18	7	1	5	1550	83	40	
Not at all important	(-2)	35	30	2	-	-	*	4	-	-	32	4	4
		2%	2%	1%	-%	-%	*%	52%	-%	-%	2%	4%	9%
Not very important	(-1)	95	76	16	-	*	*	2	-	-	93	2	2
		6%	6%	10%	-%	*%	*%	31%	-%	-%	6%	3%	6%
Neither important nor unimportant	(0)	207	202	4	1	*	*	*	*	*	206	1	1
		13%	15%	2%	1%	1%	*%	3%	2%	7%	13%	1%	2%
			bj								bj		
Important	(1)	792	692	79	12	4	5	*	*	*	770	21	10
		48%	50%	47%	27%	39%	30%	7%	4%	*%	50%	26%	24%
			jk	j							jk		
Very important	(2)	492	376	62	30	6	12	1	1	5	438	54	24
		30%	27%	37%	71%	60%	69%	8%	95%	93%	28%	66%	60%
				abi							abi		ai
Don't know		11	6	5	-	-	-	-	-	-	11	-	-
		1%	*%	3%	-%	-%	-%	-%	-%	-%	1%	-%	-%
			a										
NET Important	1284	1068	141	42	10	18	1	1	5	1209	76	34	
	79%	77%	84%	99%	99%	99%	15%	98%	93%	78%	91%	84%	
				ai							a		
NET Not Important	130	106	19	-	*	*	6	-	-	125	6	6	
	8%	8%	11%	-%	*%	1%	83%	-%	-%	8%	7%	15%	
Answered	1622	1376	163	42	10	18	7	1	5	1539	83	40	
Mean Score	1.0	1.0	1.1	1.7	1.6	1.7	-1.1	1.9	1.9	1.0	1.5	1.2	
				abi							ai		
Standard error	.02	.03	.06	.06	.11	.10	.35	-	.22	.02	.08	.14	
Standard deviation	.93	.91	.96	.49	.55	.55	1.32	-	.57	.92	.99	1.28	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table QD10B_2 (continuation)

**QD10B_2. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Fast delivery**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1767	688	652	427	1712	1421	1767	1233	782	649	341	998	94	119	74	93	48
Effective base	663	327	224	116	634	523	663	469	300	209	153	405	25	32	16	20	12
Weighted Base	1633	861	522	250	1570	1276	1633	1150	770	506	382	1015	55	78	35	43	25
Not at all important (-2)	35 2%	25 3%	4 1%	6 2%	33 2%	18 1%	35 2%	15 1%	11 1%	12 2%	18 5%	11 1%	1 1%	2 2%	1 2%	- -	4 15%
Not very important (-1)	95 6%	44 5%	32 6%	18 7%	91 6%	66 5%	95 6%	70 6%	41 5%	22 4%	28 7%	48 5%	10 17%	1 2%	* 1%	8 18%	* %
Neither important nor unimportant (0)	207 13%	171 20%	31 6%	5 2%	200 13%	132 10%	207 13%	96 8%	58 7%	32 6%	80 21%	118 12%	1 3%	3 3%	* 1%	4 8%	2 8%
Important (1)	792 48%	443 51%	249 48%	100 40%	764 49%	653 51%	792 48%	581 50%	399 52%	239 47%	159 42%	549 54%	21 38%	31 40%	17 49%	12 29%	2 9%
Very important (2)	492 30%	176 20%	200 38%	116 46%	470 30%	401 31%	492 30%	383 33%	256 33%	191 38%	97 25%	285 28%	22 41%	35 45%	17 47%	19 45%	17 68%
Don't know	11 1%	1 *	5 1%	5 2%	11 1%	6 1%	11 1%	6 *	6 1%	10 2%	- -%	5 *	- -%	6 8%	* *	- -%	- -%
NET Important	1284 79%	620 72%	448 86%	216 86%	1234 79%	1054 83%	1284 79%	964 84%	655 85%	430 85%	256 67%	834 82%	43 79%	67 85%	34 96%	32 74%	19 77%
NET Not Important	130 8%	69 8%	37 7%	24 10%	125 8%	84 7%	130 8%	85 7%	52 7%	34 7%	46 12%	58 6%	10 19%	3 4%	1 3%	8 18%	4 15%
Answered	1622	860	516	246	1559	1270	1622	1145	764	496	382	1010	55	72	35	43	25
Mean Score	1.0	.8	1.2	1.2	1.0	1.1	1.0	1.1	1.1	1.2	.8	1.0	1.0	1.4	1.4	1.0	1.2
Standard error	.02	.04	.03	.05	.02	.02	.02	.03	.03	.04	.06	.03	.12	.08	.09	.12	.21
Standard deviation	.93	.92	.86	.98	.93	.87	.93	.88	.86	.90	1.06	.83	1.12	.83	.76	1.13	1.47

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table QD10B_2 (continuation)

QD10B_2. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	1767	1249	148	100	88	46	60	21	967	189	100	65	46	33	21
Effective base	663	527	41	26	18	10	10	3	403	50	28	24	10	13	6
Weighted Base	1633	1323	95	64	40	17	23	7	991	138	50	37	33	15	14
Not at all important (-2)	35 2%	27 2%	* *%	2 2%	1 3%	- -%	- -%	4 49%	13 1%	* *%	4 8%	1 2%	- -%	- -%	- -%
Not very important (-1)	95 6%	69 5%	15 16%	* *% ac	* 1%	* 2%	* 26%	6 - acd	43 4%	12 9%	8 17%	* *% a	* 1%	2 11%	* 1%
Neither important nor unimportant (0)	207 13%	187 14%	6 6%	2 3%	1 3%	1 3%	3 15%	* 2%	120 12%	6 4%	2 4%	* 1%	* 1%	3 23%	* 1%
Important (1)	792 48%	670 51%	43 45%	27 42%	12 30%	8 44%	3 12%	2 22%	551 56%	49 35%	12 24%	20 54%	17 53%	2 16%	2 14%
Very important (2)	492 30%	365 28%	31 32%	32 51%	20 51%	9 51%	11 48%	2 27%	263 27%	66 48%	23 46%	16 42%	15 45%	7 50%	12 84%
Don't know	11 1%	5 *%	- -%	1 1%	5 13%	* *%	- -%	- -%	1 *%	5 3%	1 2%	- -%	- -%	- -%	- -%
NET Important	1284 79%	1036 78%	73 77%	59 93%	32 80%	16 95%	14 59%	4 49%	813 82%	115 83%	35 70%	35 97%	32 98%	10 66%	14 99%
NET Not Important	130 8%	96 7%	16 16%	2 3%	1 4%	* 2%	6 26%	4 49%	56 6%	13 9%	12 25%	1 2%	* 1%	2 11%	* 1%
Answered	1622	1319	95	63	35	17	23	7	990	133	49	37	33	15	14
Mean Score	1.0	1.0	.9	1.4	1.4	1.4	.8	-.2	1.0	1.3	.8	1.3	1.4	1.1	1.8
Standard error	.02	.03	.09	.08	.10	.10	.17	.42	.03	.07	.14	.09	.08	.19	.10
Standard deviation	.93	.90	1.04	.79	.89	.68	1.31	1.93	.82	.94	1.38	.72	.57	1.11	.46

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table QD10B_2 (continuation)

QD10B_2. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	b	c	d	e	f	g	a	b	c	d	e	
Significance Level: 95%														
Unweighted Base	1767	814	143	102	58	43	37	36	706	352	405	216	84	
Effective base	663	345	48	27	21	11	8	13	318	135	141	49	23	
Weighted Base	1633	843	127	71	32	22	22	34	840	315	313	103	61	
Not at all important	(-2)	35 2%	10 1%	* *%	* *%	- -%	1 3%	4 17%	- -%	20 2%	7 2%	1 *%	3 3%	4 7%
Not very important	(-1)	95 6%	45 5%	11 9%	10 14%	* *%	* 1%	* *%	4 11%	47 6%	12 4%	21 7%	9 9%	5 9%
Neither important nor unimportant	(0)	207 13%	89 11%	3 2%	* *%	* 1%	1 6%	1 3%	1 3%	157 19%	31 10%	17 6%	2 2%	1 1%
Important	(1)	792 48%	460 55%	54 43%	23 32%	18 57%	5 25%	11 51%	9 25%	437 52%	134 43%	157 50%	40 38%	22 37%
Very important	(2)	492 30%	237 28%	58 46%	38 53%	13 42%	10 47%	6 28%	21 61%	172 21%	130 41%	115 37%	49 47%	25 41%
Don't know		11 1%	2 *%	- -%	* *%	- -%	4 17%	- -%	- -%	5 1%	1 *%	1 *%	* *%	4 6%
NET Important		1284 79%	697 83%	112 89%	61 85%	31 99%	16 72%	17 79%	29 86%	610 73%	265 84%	272 87%	88 86%	47 77%
NET Not Important		130 8%	55 6%	12 9%	10 14%	* *%	1 4%	4 18%	4 11%	67 8%	18 6%	23 7%	12 12%	9 16%
Answered		1622	841	127	71	32	18	22	34	834	314	312	103	57
Mean Score		1.0	1.0	1.2	1.2	1.4	1.4	.7	1.4	.8	1.2	1.2	1.2	1.0
Standard error		.02	.03	.08	.10	.07	.15	.23	.16	.03	.05	.04	.07	.13
Standard deviation		.93	.84	.90	1.04	.53	.97	1.38	.98	.90	.91	.84	1.06	1.22

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table QD10B_2 (continuation)

**QD10B_2. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Fast delivery**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1767	777	332	349	186	64	636	264	300	152	60
Effective base	663	343	125	116	36	17	284	92	93	39	17
Weighted Base	1633	907	285	253	80	43	738	215	190	83	45
Not at all important	(-2) 35 2%	21 2%	6 2%	1 *%	2 2%	4 9%	9 1%	2 1%	1 1%	5 6%	* 1%
Not very important	(-1) 95 6%	53 6%	11 4%	15 6%	7 9%	5 12%	31 4%	13 6%	9 5%	6 7%	5 12%
Neither important nor unimportant	(0) 207 13%	158 17%	28 10%	12 5%	1 1%	* *%	104 14%	12 6%	14 7%	2 2%	* 1%
Important	(1) 792 48%	453 50%	130 45%	131 52%	31 40%	17 39%	430 58%	94 44%	83 43%	26 31%	19 41%
Very important	(2) 492 30%	216 24%	110 38%	93 37%	38 48%	13 30%	162 22%	90 42%	82 43%	45 54%	20 45%
Don't know	11 1%	5 1%	1 *%	1 *%	* *%	4 9%	2 *%	4 2%	1 *%	* *%	- -%
NET Important	1284 79%	670 74%	240 84%	224 88%	70 87%	30 69%	592 80%	184 86%	165 87%	71 85%	39 86%
NET Not Important	130 8%	74 8%	17 6%	16 6%	9 11%	9 22%	40 5%	15 7%	11 6%	11 13%	6 13%
Answered Mean Score	1622 1.0	902 .9	285 1.1	252 1.2	79 1.2	39 .7	736 1.0	211 1.2	190 1.2	83 1.2	45 1.2
Standard error	.02	.03	.05	.04	.07	.17	.03	.05	.05	.10	.13
Standard deviation	.93	.92	.90	.81	1.01	1.33	.80	.88	.84	1.17	1.01

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table QD10B_2 (continuation)

**QD10B_2. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Fast delivery**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
Total base		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base	1767	573	195	232	142	71	676	105	446	1615	152	1674	38	
Effective base	663	250	65	81	47	20	266	29	171	606	57	621	13	
Weighted Base	1633	636	162	186	105	43	636	69	437	1500	133	1533	38	
Not at all important	(-2)	35	9	1	1	-	4	12	*	3	34	1	30	4
		2%	1%	1%	%	-%	9%	2%	%	1%	2%	1%	2%	10%
						ac								
Not very important	(-1)	95	37	11	10	8	2	31	8	30	82	13	82	10
		6%	6%	7%	5%	7%	4%	5%	12%	7%	5%	10%	5%	26%
													a	
Neither important nor unimportant	(0)	207	80	10	2	3	1	33	5	55	197	10	200	*
		13%	13%	6%	1%	3%	1%	5%	8%	13%	13%	8%	13%	1%
			cd							a				
Important	(1)	792	358	79	80	40	16	308	27	242	736	56	752	12
		48%	56%	49%	43%	38%	36%	48%	39%	55%	49%	42%	49%	31%
			cd											
Very important	(2)	492	151	60	90	54	22	246	28	107	441	52	458	13
		30%	24%	37%	48%	51%	51%	39%	41%	24%	29%	39%	30%	33%
			a	a	a	a	a	c						
Don't know		11	1	1	4	*	*	5	-	*	10	1	11	-
		1%	%	%	2%	%	%	1%	-%	%	1%	1%	1%	-%
NET Important		1284	509	139	170	95	38	554	56	349	1177	108	1210	24
		79%	80%	86%	91%	90%	86%	87%	81%	80%	78%	81%	79%	64%
			a	a	a	a	a	c						
NET Not Important		130	46	12	10	8	5	44	8	33	116	14	112	13
		8%	7%	7%	6%	7%	12%	7%	12%	8%	8%	11%	7%	35%
													a	
Answered		1622	635	161	182	105	43	630	69	437	1490	132	1522	38
Mean Score		1.0	1.0	1.2	1.4	1.3	1.2	1.2	1.1	1.0	1.0	1.1	1.0	.5
			a	a	a	a	a	c						
Standard error		.02	.04	.06	.05	.07	.14	.03	.10	.04	.02	.08	.02	.23
Standard deviation		.93	.85	.87	.78	.85	1.20	.89	.99	.84	.92	.97	.91	1.44

Table QD10B_2 (continuation)

**QD10B_2. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Fast delivery**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
		a	b	a	b	a	b	a	b	a	b	
Significance Level: 95%												
Unweighted Base		1767	1295	126	839	394	1679	33	1283	138	847	386
Effective base		663	490	33	335	135	623	11	483	40	338	132
Weighted Base		1633	1186	90	798	352	1540	30	1177	100	809	341
Not at all important	(-2)	35 2%	14 1%	4 4%	9 1%	6 2%	33 2%	*	14 1%	4 4%	9 1%	6 2%
Not very important	(-1)	95 6%	57 5%	9 10%	43 5%	27 8%	85 6%	6 22%	55 5%	11 11%	43 5%	27 8%
Neither important nor unimportant	(0)	207 13%	120 10%	12 13%	63 8%	33 9%	200 13%	*	121 10%	11 11%	63 8%	33 10%
Important	(1)	792 48%	625 53%	28 31%	435 55%	145 41%	754 49%	10 32%	615 52%	38 38%	432 53%	149 44%
Very important	(2)	492 30%	367 31%	34 37%	246 31%	137 39%	457 30%	14 46%	370 31%	31 31%	261 32%	123 36%
Don't know		11 1%	2 *	4 5%	2 *	4 1%	11 1%	- -%	2 *	4 4%	2 *	4 1%
NET Important		1284 79%	993 84%	61 68%	682 85%	282 80%	1211 79%	23 78%	985 84%	69 70%	692 86%	272 80%
NET Not Important		130 8%	71 6%	13 14%	52 7%	33 9%	118 8%	7 22%	69 6%	14 15%	52 6%	33 10%
Answered		1622	1184	86	797	348	1529	30	1175	95	807	337
Mean Score		1.0	1.1	.9	1.1	1.1	1.0	1.0	1.1	.9	1.1	1.1
Standard error		.02	.02	.10	.03	.05	.02	.21	.02	.10	.03	.05
Standard deviation		.93	.84	1.16	.84	.97	.92	1.18	.84	1.11	.84	.97

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table QD10B_2 (continuation)

**QD10B_2. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Fast delivery**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1767	848	1380	252	-	782	1031	192	4	861	733	224	-
Effective base	663	298	526	91	-	278	384	71	3	323	284	83	-
Weighted Base	1633	750	1273	235	-	691	886	175	5	795	650	187	-
Not at all important (-2)	35 2%	10 1%	25 2%	* *%	- -%	10 1%	13 1%	* *%	- -%	10 1%	9 1%	1 *%	- -%
Not very important (-1)	95 6%	41 6%	72 6%	12 5%	- -%	30 4%	47 5%	5 3%	- -%	40 5%	46 7%	10 5%	- -%
Neither important nor unimportant (0)	207 13%	47 6%	176 14%	19 8%	- -%	35 5%	96 11%	16 9%	- -%	33 4%	59 9%	13 7%	- -%
Important (1)	792 48%	353 47%	632 50%	97 41%	- -%	340 49%	464 52%	77 44%	2 40%	391 49%	329 51%	83 44%	- -%
Very important (2)	492 30%	294 39%	358 28%	101 43%	- -%	271 39%	265 30%	73 42%	3 60%	317 40%	204 31%	80 43%	- -%
Don't know	11 1%	6 1%	10 1%	4 2%	- -%	5 1%	1 *%	4 2%	- -%	4 *%	2 *%	- -%	- -%
NET Important	1284 79%	647 86%	989 78%	199 85%	- -%	611 88%	729 82%	150 86%	5 100%	707 89%	534 82%	163 87%	- -%
NET Not Important	130 8%	51 7%	97 8%	13 6%	- -%	40 6%	60 7%	5 3%	- -%	50 6%	55 9%	11 6%	- -%
Answered	1622	745	1263	231	-	686	885	171	5	791	648	187	-
Mean Score	1.0	1.2	1.0	1.2	-	1.2	1.0	1.3	1.6	1.2	1.0	1.2	-
Standard error	.02	.03	.02	.05	-	.03	.03	.06	.28	.03	.03	.06	-
Standard deviation	.93	.88	.91	.84	-	.84	.87	.77	.55	.84	.91	.84	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table QD10B_2 (continuation)

**QD10B_2. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Fast delivery**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	
		a	b	c	a	b	c	a	b	c	d	e	
Significance Level: 95%													
Unweighted Base		1767	1650	1290	848	1348	1066	55	555	449	411	114	71
Effective base		663	612	475	331	494	420	14	244	181	165	55	34
Weighted Base		1633	1522	1158	800	1213	1042	34	581	461	407	124	78
Not at all important	(-2)	35 2%	30 2%	12 1%	5 1%	18 1%	24 2%	- -%	4 1%	3 1%	* *%	* *%	- -%
Not very important	(-1)	95 6%	84 5%	60 5%	55 7%	65 5%	74 7%	* *%	40 7%	34 7%	27 7%	8 7%	- -%
Neither important nor unimportant	(0)	207 13%	199 13%	115 10%	56 7%	115 9%	164 16%	2 7%	44 7%	16 3%	14 4%	8 6%	10 13%
Important	(1)	792 48%	744 49%	596 51%	399 50%	611 50%	497 48%	4 13%	300 52%	232 50%	179 44%	58 46%	24 31%
Very important	(2)	492 30%	455 30%	370 32%	282 35%	397 33%	274 26%	23 68%	190 33%	177 38%	183 45%	50 40%	44 56%
Don't know		11 1%	10 1%	6 *%	4 *%	6 1%	10 1%	4 11%	4 1%	- -%	4 1%	- -%	- -%
NET Important		1284 79%	1199 79%	966 83%	681 85%	1008 83%	771 74%	28 81%	490 84%	409 89%	362 89%	108 87%	68 87%
NET Not Important		130 8%	113 7%	72 6%	60 7%	84 7%	98 9%	* *%	44 7%	36 8%	27 7%	9 7%	- -%
Answered		1622	1511	1152	796	1206	1032	30	577	461	403	124	78
Mean Score		1.0	1.0	1.1	1.1	1.1	.9	1.7	1.1	1.2	1.3	1.2	1.4
Standard error		.02	.02	.02	.03	.02	.03	.09	.04	.04	.04	.08	.08
Standard deviation		.93	.91	.85	.86	.88	.95	.65	.86	.85	.83	.85	.72

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table QD10B_2 (continuation)

**QD10B_2. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Fast delivery**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
Total base		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		1767	183	116	85	38	1566	1104	1636	1113	1018	769	1486	201	-	1431	103
Effective base		663	74	39	31	19	575	371	601	385	339	285	555	74	-	527	47
Weighted Base		1633	185	92	75	45	1389	855	1456	901	779	697	1351	170	-	1245	119
Not at all important	(-2)	35	-	5	1	-	25	15	30	10	17	7	24	2	-	26	5
		2%	-%	5%	1%	-%	2%	2%	2%	1%	2%	1%	2%	1%	-%	2%	4%
Not very important	(-1)	95	16	1	10	2	73	45	75	43	53	29	69	5	-	77	7
		6%	9%	1%	14%	5%	5%	5%	5%	5%	7%	4%	5%	3%	-%	6%	6%
b																	
Neither important nor unimportant	(0)	207	15	3	1	2	181	78	183	81	64	50	182	14	-	132	10
		13%	8%	3%	1%	4%	13%	9%	13%	9%	8%	7%	13%	8%	-%	11%	8%
e																	
Important	(1)	792	86	49	36	22	670	395	704	424	360	334	648	64	-	605	56
		48%	46%	53%	48%	49%	48%	46%	48%	47%	46%	48%	48%	38%	-%	49%	47%
Very important	(2)	492	69	33	23	19	429	312	453	334	280	272	419	82	-	400	40
		30%	37%	36%	31%	43%	31%	37%	31%	37%	36%	39%	31%	48%	-%	32%	34%
a																	
Don't know		11	-	2	4	*	10	10	10	9	5	5	10	4	-	5	1
		1%	-%	2%	5%	*%	1%	1%	1%	1%	1%	1%	1%	2%	-%	*%	1%
NET Important		1284	155	82	59	41	1099	707	1157	758	640	606	1067	146	-	1005	96
		79%	83%	89%	79%	92%	79%	83%	79%	84%	82%	87%	79%	86%	-%	81%	81%
b																	
NET Not Important		130	16	5	11	2	99	60	105	53	70	36	92	7	-	102	12
		8%	9%	6%	15%	5%	7%	7%	7%	6%	9%	5%	7%	4%	-%	8%	10%
Answered		1622	185	90	71	45	1379	845	1446	892	774	692	1341	166	-	1240	118
Mean Score		1.0	1.1	1.2	1.0	1.3	1.0	1.1	1.0	1.2	1.1	1.2	1.0	1.3	-	1.0	1.0
ac																	
Standard error		.02	.07	.09	.11	.12	.02	.03	.02	.03	.03	.03	.02	.06	-	.02	.10
Standard deviation		.93	.89	.93	1.01	.75	.91	.91	.91	.86	.95	.83	.90	.84	-	.93	1.02
b																	

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table QD10B_2 (continuation)

**QD10B_2. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Fast delivery**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1767	686	1081	487	20	243	335	225	1143	382	263	316	1154
Effective base	663	277	387	177	11	86	129	79	441	139	85	126	441
Weighted Base	1633	678	955	444	30	211	332	198	1113	311	199	311	1089
Not at all important (-2)	35 2%	19 3%	16 2%	2 *	- -%	4 2%	2 1%	9 4%	15 1%	11 4%	7 4%	7 2%	21 2%
Not very important (-1)	95 6%	34 5%	60 6%	18 4%	1 3%	13 6%	18 5%	9 5%	46 4%	39 13%	16 8%	9 3%	66 6%
Neither important nor unimportant (0)	207 13%	82 12%	125 13%	38 9%	* 1%	18 8%	30 9%	9 5%	166 15%	32 10%	12 6%	27 9%	161 15%
Important (1)	792 48%	308 45%	484 51%	222 50%	7 25%	106 50%	152 46%	67 34%	578 52%	143 46%	93 46%	168 54%	527 48%
Very important (2)	492 30%	229 34%	264 28%	163 37%	21 72%	66 31%	130 39%	103 52%	299 27%	85 27%	71 36%	96 31%	310 28%
Don't know	11 1%	5 1%	6 1%	1 *	- -%	5 2%	* *	1 %	9 1%	* %	- -%	5 1%	5 *
NET Important	1284 79%	537 79%	748 78%	384 87%	29 96%	172 81%	282 85%	170 86%	877 79%	228 73%	164 82%	264 85%	837 77%
NET Not Important	130 8%	54 8%	77 8%	20 5%	1 3%	17 8%	20 6%	18 9%	61 6%	51 16%	23 12%	16 5%	87 8%
Answered	1622	673	949	443	30	207	332	197	1104	311	199	307	1085
Mean Score	1.0	1.0	1.0	1.2	1.7	1.0	1.2	1.2	1.0	.8	1.0	1.1	1.0
Standard error	.02	.04	.03	.04	.15	.06	.05	.07	.03	.06	.06	.05	.03
Standard deviation	.93	.96	.90	.79	.65	.92	.85	1.05	.84	1.08	1.04	.85	.92

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table QD10B_2 (continuation)

QD10B_2. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:**Fast delivery**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		1767	903	864
Effective base		663	275	389
Weighted Base		1633	681	952
Not at all important	(-2)	35	18	17
		2%	3%	2%
Not very important	(-1)	95	50	45
		6%	7%	5%
Neither important nor unimportant	(0)	207	67	140
		13%	10%	15%
Important	(1)	792	294	498
		48%	43%	52%
			a	
Very important	(2)	492	243	250
		30%	36%	26%
			b	
Don't know		11	9	2
		1%	1%	*%
NET Important		1284	537	748
		79%	79%	79%
NET Not Important		130	68	62
		8%	10%	7%
Answered		1622	672	950
Mean Score		1.0	1.0	1.0
Standard error		.02	.03	.03
Standard deviation		.93	1.00	.87

Columns Tested:: a,b

Table QD10B_2 (continuation)

QD10B_2. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Month												
		Total base	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
			a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%														
Unweighted Base		1767	101	206	163	160	184	91	106	193	117	144	104	198
Effective base		663	30	97	99	57	126	51	14	77	46	31	36	73
Weighted Base		1633	38	168	195	50	269	83	29	270	115	80	99	237
Not at all important	(-2)	35 2%	1 1%	9 5%	4 2%	1 3%	* *%	1 1%	* *%	7 2%	4 3%	1 1%	1 1%	8 3%
Not very important	(-1)	95 6%	- -%	6 3%	10 5%	1 3%	16 6%	3 4%	1 3%	15 6%	9 7%	11 13%	7 7%	17 7%
Neither important nor unimportant	(0)	207 13%	2 6%	21 13%	26 13%	9 18%	51 19%	13 15%	2 6%	32 12%	9 8%	19 24%	11 11%	13 5%
Important	(1)	792 48%	20 52%	84 50%	103 53%	20 39%	142 53%	46 56%	12 42%	152 56%	52 45%	31 39%	37 37%	92 39%
Very important	(2)	492 30%	15 40%	47 28%	53 27%	18 37%	60 22%	19 23%	14 48%	65 24%	41 36%	19 23%	42 43%	99 42%
Don't know		11 1%	- -%	1 *%	- -%	* *%	- -%	1 1%	- -%	- -%	- -%	* *%	1 1%	8 4%
NET Important		1284 79%	35 92%	132 78%	156 80%	38 76%	202 75%	65 79%	26 90%	217 80%	93 81%	50 62%	79 80%	191 81%
NET Not Important		130 8%	1 1%	14 9%	13 7%	3 6%	16 6%	4 5%	1 4%	22 8%	12 11%	11 14%	8 8%	25 10%
Answered		1622	38	167	195	50	269	82	29	270	115	80	98	229
Mean Score		1.0	1.3	.9	1.0	1.1	.9	1.0	1.3	.9	1.0	.7	1.1	1.1
Standard error		.02	ehj	.07	.07	.08	.06	.08	.08	.06	.09	.08	.09	.07
Standard deviation		.93	.72	1.01	.88	.96	.80	.80	.78	.89	1.02	1.01	.96	1.04

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table QD10B_2 (continuation)

QD10B_2. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:**Fast delivery**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1767	470	435	416	446	905	862
Effective base	663	223	215	132	139	437	271
Weighted Base	1633	401	402	414	417	802	831
Not at all important	(-2)	35	13	2	10	15	21
		2%	3%	1%	2%	2%	2%
		b					
Not very important	(-1)	95	16	20	25	34	59
		6%	4%	5%	6%	8%	7%
Neither important nor unimportant	(0)	207	49	73	43	43	86
		13%	12%	18%	10%	10%	10%
			cd				
Important	(1)	792	207	208	217	415	377
		48%	52%	52%	52%	52%	45%
			d	d	d		
Very important	(2)	492	116	97	120	160	279
		30%	29%	24%	29%	38%	34%
					b		a
Don't know		11	1	1	-	9	9
		1%	1%	1%	0%	2%	1%
NET Important		1284	323	305	336	320	657
		79%	81%	76%	81%	77%	79%
NET Not Important		130	28	23	35	44	79
		8%	7%	6%	8%	11%	10%
Answered		1622	400	401	414	407	822
Mean Score		1.0	1.0	.9	1.0	1.0	1.0
Standard error		.02	.04	.04	.05	.05	.03
Standard deviation		.93	.93	.82	.93	1.03	.98

Columns Tested: a,b,c,d - a,b

Table QD10B_3

**QD10B_3. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Next day delivery option**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1767	343	1424	1212	305	72	178	555
Effective base	663	75	597	609	127	31	85	165
Weighted Base	1633	122	1511	1558	65	7	4	75
Not at all important	(-2)	95	88	92	3	*	*	3
		6%	6%	6%	5%	2%	3%	4%
Not very important	(-1)	206	194	200	6	*	*	6
		13%	13%	13%	9%	2%	5%	8%
Neither important nor unimportant	(0)	366	345	355	8	1	1	10
		22%	23%	23%	12%	18%	23%	14%
Important	(1)	524	506	501	20	2	1	23
		32%	33%	32%	31%	23%	28%	30%
Very important	(2)	432	372	399	27	4	1	33
		26%	25%	26%	42%	55%	40%	43%
Don't know		11	6	11	*	-	*	*
		1%	*%	1%	*%	-%	1%	*%
NET Important		955	878	900	48	6	3	56
		58%	58%	58%	74%	78%	68%	74%
NET Not Important		301	282	292	9	*	*	9
		18%	19%	19%	13%	4%	8%	12%
Answered	1622	117	1505	1547	64	7	4	75
Mean Score	.6	.9	.6	.6	1.0	1.3	1.0	1.0
Standard error	.03	b	.03	.03	a	a	a	a
Standard deviation	1.17	1.29	1.16	1.17	1.16	1.01	1.24	1.14

Columns Tested: a,b - a,b,c,d,e

Table QD10B_3 (continuation)

**QD10B_3. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Next day delivery option**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1767	501	524	187	181	196	178	1212	305	250
Effective base		663	299	252	75	83	75	85	609	127	66
Weighted Base		1633	850	593	114	47	25	4	1558	65	11
Not at all important	(-2)	95 6%	62 7%	26 4%	4 3%	2 5%	1 4%	* 3%	92 6%	3 5%	* 2%
Not very important	(-1)	206 13%	118 14%	67 11%	15 14%	5 10%	1 5%	* 5%	200 13%	6 9%	* 3%
			efi	i	i				efi		
Neither important nor unimportant	(0)	366 22%	211 25%	125 21%	19 17%	6 14%	3 12%	1 23%	355 23%	8 12%	2 20%
			deh	h					eh		
Important	(1)	524 32%	261 31%	194 33%	46 40%	15 32%	7 27%	1 28%	501 32%	20 31%	3 25%
					i						
Very important	(2)	432 26%	188 22%	182 31%	29 26%	19 40%	13 50%	1 40%	399 26%	27 42%	5 50%
				a		ag	abcg	ag		abcg	abcg
Don't know		11 1%	10 1%	1 *%	* *%	* *%	* 1%	* 1%	11 1%	* *%	* *%
NET Important		955 58%	449 53%	375 63%	75 66%	34 72%	19 78%	3 68%	900 58%	48 74%	8 75%
				a	a	ag	abg	a		abg	ag
NET Not Important		301 18%	180 21%	93 16%	19 17%	7 14%	2 9%	* 8%	292 19%	9 13%	1 5%
			efi	i	i				efi		
Answered		1622	840	593	114	47	25	4	1547	64	11
Mean Score		.6	.5	.7	.7	.9	1.2	1.0	.6	1.0	1.2
			a	a		ag	abcg	ag		ag	abcg
Standard error		.03	.05	.05	.08	.09	.08	.09	.03	.07	.07
Standard deviation		1.17	1.19	1.14	1.10	1.17	1.11	1.24	1.17	1.16	1.04

Columns Tested:: a,b,c,d,e,f,g,h,i

Table QD10B_3 (continuation)

**QD10B_3. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Next day delivery option**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1767	729	483	305	72	178	653	301	112	76	198
Effective base	663	445	217	127	31	85	372	127	35	26	33
Weighted Base	1633	1263	295	65	7	4	1043	236	63	30	50
Not at all important	(-2)	95	81	11	3	*	68	6	1	*	3
		6%	6%	4%	5%	2%	6%	3%	2%	1%	5%
Not very important	(-1)	206	164	36	6	*	135	28	8	4	14
		13%	13%	12%	9%	2%	13%	12%	13%	13%	27%
		e									ab
Neither important nor unimportant	(0)	366	293	62	8	1	247	59	11	3	5
		22%	23%	21%	12%	18%	24%	25%	17%	11%	9%
		c	c	c	c	c	e	e	e	e	e
Important	(1)	524	411	90	20	1	363	74	17	11	10
		32%	33%	30%	31%	23%	35%	31%	27%	36%	20%
Very important	(2)	432	304	95	27	4	222	68	27	11	18
		26%	24%	32%	42%	55%	21%	29%	42%	38%	37%
		a	a	a	ab	a	a	a	a	a	a
Don't know		11	10	1	*	-	10	-	-	-	1
		1%	1%	*%	*%	-%	1%	-%	-%	-%	2%
NET Important		955	715	185	48	6	585	142	44	22	28
		58%	57%	63%	74%	78%	56%	60%	69%	74%	56%
				ab	a	a					
NET Not Important		301	245	47	9	*	202	35	9	4	16
		18%	19%	16%	13%	4%	19%	15%	14%	15%	32%
			de								b
Answered	1622	1253	294	64	7	4	1034	236	63	30	49
Mean Score	.6	.6	.8	1.0	1.3	1.0	.5	.7	1.0	1.0	.6
			a	a	ab	a			a		
Standard error	.03	.04	.05	.07	.12	.09	.05	.06	.11	.13	.10
Standard deviation	1.17	1.18	1.14	1.16	1.01	1.24	1.15	1.09	1.12	1.09	1.38

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table QD10B_3 (continuation)

**QD10B_3. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Next day delivery option**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1767	126	83	173	60	120	144	117	102	98
Effective base		663	70	46	97	27	63	87	68	54	47
Weighted Base		1633	163	104	268	59	159	260	202	140	114
Not at all important	(-2)	95 6%	4 3%	3 3%	11 4%	2 4%	14 9%	13 5%	10 5%	19 13%	8 7%
										ac	
Not very important	(-1)	206 13%	27 17%	6 6%	30 11%	4 6%	22 14%	34 13%	36 18%	14 10%	14 12%
Neither important nor unimportant	(0)	366 22%	39 24%	36 35%	57 21%	18 31%	25 15%	37 14%	51 25%	36 26%	37 32%
				ef		f					ef
Important	(1)	524 32%	51 31%	37 35%	96 36%	15 25%	44 28%	112 43%	57 28%	38 27%	31 27%
Very important	(2)	432 26%	40 25%	22 21%	71 26%	20 34%	54 34%	65 25%	46 23%	28 20%	24 21%
Don't know		11 1%	1 1%	* *%	3 1%	- -%	- -%	- -%	2 1%	5 3%	- -%
NET Important		955 58%	91 56%	59 57%	167 62%	34 58%	98 62%	177 68%	102 51%	66 48%	55 48%
								ghi			
NET Not Important		301 18%	31 19%	8 8%	41 15%	6 10%	37 23%	46 18%	46 23%	33 23%	22 19%
							b		b	b	
Answered		1622	162	104	265	59	159	260	199	135	114
Mean Score		.6	.6	.7	.7	.8	.6	.7	.5	.3	.4
Standard error		.03	.10	.11	.08	.14	.12	.09	.11	.13	.12
Standard deviation		1.17	1.11	.96	1.11	1.12	1.32	1.12	1.17	1.30	1.16

Columns Tested:: a,b,c,d,e,f,g,h,i

Table QD10B_3 (continuation)

**QD10B_3. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Next day delivery option**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		1767	278	311	434	1023	744	259	251	234
Effective base		663	136	169	253	554	204	82	66	91
Weighted Base		1633	332	406	729	1467	166	74	61	30
Not at all important	(-2)	95 6%	25 7%	26 6%	34 5%	84 6%	11 7%	3 4%	8 12%	1 2%
Not very important	(-1)	206 13%	40 12%	47 12%	100 14%	187 13%	19 12%	7 10%	7 12%	5 16%
Neither important nor unimportant	(0)	366 22%	80 24%	112 27%	145 20%	336 23%	30 18%	14 19%	9 14%	7 22%
Important	(1)	524 32%	90 27%	126 31%	265 36%	480 33%	43 26%	19 26%	18 30%	6 20%
Very important	(2)	432 26%	98 29%	91 22%	181 25%	369 25%	62 37%	31 41%	20 32%	12 39%
Don't know		11 1%	- -%	6 1%	5 1%	11 1%	* *%	- -%	* *%	* 1%
NET Important		955 58%	187 56%	216 53%	446 61%	850 58%	105 64%	50 67%	38 62%	18 59%
NET Not Important		301 18%	65 20%	73 18%	133 18%	271 18%	30 18%	10 14%	15 24%	5 18%
Answered		1622	332	400	724	1457	165	74	61	30
Mean Score		.6	.6	.5	.6	.6	.8	.9	.6	.8
Standard error		.03	.07	.07	.05	.04	.05	.07	.09	.08
Standard deviation		1.17	1.23	1.15	1.14	1.16	1.26	1.17	1.38	1.20

Columns Tested:: a,b,c,d,e,f,g,h

Table QD10B_3 (continuation)

**QD10B_3. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Next day delivery option**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Industry									
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
Significance Level: 95%		a	b	*c	d	e	f	g	h	i	
Unweighted Base	1767	80	134	12	146	183	403	65	93	795	
Effective base	663	31	39	6	44	77	155	20	26	317	
Weighted Base	1633	66	93	17	110	210	321	42	55	827	
Not at all important	(-2)	95 6%	9 13%	1 1%	- -%	1 1%	3 1%	14 4%	2 5%	* *%	66 8%
		bdeh								e	
Not very important	(-1)	206 13%	7 11%	6 7%	- -%	6 6%	29 14%	37 11%	12 29%	6 10%	109 13%
								bdfi			
Neither important nor unimportant	(0)	366 22%	16 24%	14 15%	5 32%	20 18%	34 16%	85 26%	14 33%	13 24%	184 22%
Important	(1)	524 32%	19 29%	31 33%	9 54%	40 36%	80 38%	110 34%	13 30%	11 20%	251 30%
Very important	(2)	432 26%	16 24%	41 44%	2 14%	43 39%	64 31%	76 24%	1 3%	25 45%	207 25%
			g	fgi		fgi	g	g		fgi	g
Don't know		11 1%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	* 1%	10 1%
NET Important		955 58%	35 52%	72 77%	11 68%	83 75%	144 69%	186 58%	14 33%	36 64%	457 55%
				afgi		afgi	gi	g		g	
NET Not Important		301 18%	16 24%	8 8%	- -%	8 7%	32 15%	51 16%	14 34%	6 11%	175 21%
			d					bdf		d	
Answered	1622	66	93	17	110	210	321	42	55	817	
Mean Score	.6	.4	1.1	.8	1.1	.8	.6	*	1.0	.5	
			afgi		afgi	gi	g		g		
Standard error	.03	.15	.09	.20	.08	.08	.05	.12	.11	.04	
Standard deviation	1.17	1.32	.99	.68	.96	1.06	1.09	.96	1.08	1.23	

Columns Tested: a,b,c,d,e,f,g,h,i

Table QD10B_3 (continuation)

**QD10B_3. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Next day delivery option**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1767	409	403	955	1536	231	-	1472	295	1713	54
Effective base	663	150	155	363	564	104	-	593	77	642	22
Weighted Base	1633	387	321	925	1335	298	-	1499	135	1584	49
Not at all important (-2)	95 6%	13 3%	14 4%	69 7%	74 6%	21 7%	- -%	92 6%	3 2%	94 6%	1 2%
Not very important (-1)	206 13%	42 11%	37 11%	127 14%	174 13%	31 11%	- -%	198 13%	8 6%	189 12%	17 33% a
Neither important nor unimportant (0)	366 22%	69 18%	85 26%	212 23%	279 21%	86 29%	- -%	335 22%	30 22%	354 22%	11 23%
Important (1)	524 32%	138 36%	110 34%	275 30%	434 32%	90 30%	- -%	488 33%	36 27%	518 33% b	6 11%
Very important (2)	432 26%	124 32%	76 24%	232 25%	363 27%	69 23%	- -%	374 25%	57 43% a	417 26%	15 30%
Don't know	11 1%	* *%	* *%	11 1%	11 1%	- -%	- -%	11 1%	- -%	11 1%	- -%
NET Important	955 58%	262 68% c	186 58%	507 55%	797 60%	159 53%	- -%	862 58%	94 70% a	935 59%	20 41%
NET Not Important	301 18%	55 14%	51 16%	195 21%	248 19%	53 18%	- -%	290 19% b	11 8%	283 18%	18 36% a
Answered	1622	386	321	914	1324	298	-	1488	135	1573	49
Mean Score	.6	.8 c	.6	.5	.6	.5	-	.6	1.0 a	.6	.3
Standard error	.03	.05	.05	.04	.03	.08	-	.03	.06	.03	.18
Standard deviation	1.17	1.10	1.09	1.22	1.17	1.16	-	1.18	1.04	1.17	1.29

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table QD10B_3 (continuation)

**QD10B_3. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Next day delivery option**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	c
Unweighted Base		1767	1043	362	352
Effective base		663	417	113	132
Weighted Base		1633	1048	253	323
Not at all important	(-2)	95 6%	66 6%	4 1%	19 6%
			b		
Not very important	(-1)	206 13%	153 15%	20 8%	33 10%
Neither important nor unimportant	(0)	366 22%	245 23%	50 20%	69 21%
Important	(1)	524 32%	347 33%	80 32%	97 30%
Very important	(2)	432 26%	234 22%	99 39%	99 31%
			a		
Don't know		11 1%	4 *%	* *%	7 2%
			a		
NET Important		955 58%	580 55%	179 71%	195 60%
				a	
NET Not Important		301 18%	219 21%	23 9%	52 16%
			b		
Answered		1622	1045	252	316
Mean Score		.6	.5	1.0	.7
				ac	
Standard error		.03	.04	.05	.06
Standard deviation		1.17	1.17	1.02	1.18

Columns Tested: a,b,c

Table QD10B_3 (continuation)

**QD10B_3. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Next day delivery option**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1767	1340	270	75	27	27	14	7	7	1610	157	82
Effective base	663	549	82	18	7	7	3	1	1	629	35	17
Weighted Base	1633	1383	168	42	10	18	7	1	5	1550	83	40
Not at all important	(-2)	95	87	8	-	*	-	-	-	95	*	*
		6%	6%	5%	-%	*%	-%	-%	-%	6%	*%	*%
Not very important	(-1)	206	190	13	1	*	2	*	-	*	203	3
		13%	14%	8%	3%	1%	10%	*%	-%	*%	13%	4%
Neither important nor unimportant	(0)	366	319	34	5	*	5	2	*	*	354	12
		22%	23%	21%	12%	1%	25%	31%	4%	7%	23%	15%
Important	(1)	524	459	44	17	1	1	*	*	-	504	20
		32%	33%	26%	41%	15%	7%	3%	4%	-%	32%	24%
			k	k	k					k		
Very important	(2)	432	319	68	19	5	10	5	1	5	387	45
		26%	23%	40%	45%	55%	58%	65%	93%	93%	25%	54%
			ai	a	a						ai	ai
Don't know		11	8	-	-	3	-	-	-	-	8	3
		1%	1%	-%	-%	28%	-%	-%	-%	-%	1%	3%
												7%
												abi
NET Important		955	778	112	36	7	11	5	1	5	891	65
		58%	56%	67%	85%	70%	64%	69%	96%	93%	57%	78%
				ai	ai						ai	ai
NET Not Important		301	277	21	1	*	2	*	-	*	298	3
		18%	20%	13%	3%	1%	10%	*%	-%	*%	19%	4%
			j	j	j					j		
Answered	1622	1374	168	42	7	18	7	1	5	1542	80	38
Mean Score	.6	.5	.9	1.3	1.7	1.1	1.3	1.9	1.9	.6	1.3	1.4
			ai	ai	ai					ai	ai	ai
Standard error	.03	.03	.07	.09	.13	.22	.27	-	.23	.03	.07	.11
Standard deviation	1.17	1.17	1.16	.79	.67	1.14	1.00	-	.60	1.17	.88	.98

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table QD10B_3 (continuation)

**QD10B_3. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Next day delivery option**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1767	688	652	427	1712	1421	1767	1233	782	649	341	998	94	119	74	93	48
Effective base	663	327	224	116	634	523	663	469	300	209	153	405	25	32	16	20	12
Weighted Base	1633	861	522	250	1570	1276	1633	1150	770	506	382	1015	55	78	35	43	25
Not at all important (-2)	95 6%	68 8%	19 4%	8 3%	89 6%	49 4%	95 6%	39 3%	13 2%	15 3%	51 13%	40 4%	1 2%	1 2%	- -%	1 3%	- -%
Not very important (-1)	206 13%	132 15%	58 11%	16 6%	203 13%	146 11%	206 13%	120 10%	76 10%	38 8%	59 15%	133 13%	7 12%	4 6%	* 1%	2 6%	* %*
Neither important nor unimportant (0)	366 22%	222 26%	97 19%	46 19%	333 21%	258 20%	366 22%	216 19%	122 16%	84 17%	135 35%	197 19%	13 24%	8 10%	6 16%	6 14%	1 4%
Important (1)	524 32%	276 32%	183 35%	65 26%	513 33%	449 35%	524 32%	418 36%	301 39%	182 36%	77 20%	389 38%	16 30%	20 26%	12 33%	6 13%	4 18%
Very important (2)	432 26%	161 19%	158 30%	112 45%	422 27%	370 29%	432 26%	354 31%	255 33%	182 36%	57 15%	256 25%	17 31%	39 50%	18 50%	25 58%	19 78%
Don't know	11 1%	3 %*	6 1%	3 1%	11 1%	4 %*	11 1%	3 %*	3 %*	5 1%	3 1%	* %*	- -%	5 7%	* %*	3 6%	- -%
NET Important	955 58%	437 51%	341 65%	177 71%	935 60%	820 64%	955 58%	771 67%	556 72%	364 72%	134 35%	645 64%	33 61%	59 76%	29 83%	31 71%	24 96%
NET Not Important	301 18%	200 23%	77 15%	24 10%	291 19%	195 15%	301 18%	160 14%	89 12%	54 11%	111 29%	173 17%	8 14%	6 7%	* 1%	4 8%	* %*
Answered	1622	859	516	248	1559	1272	1622	1147	767	501	380	1015	55	73	35	40	25
Mean Score	.6	.4	.8	1.0	.6	.7	.6	.8	.9	1.0	.1	.7	.8	1.3	1.3	1.3	1.7
Standard error	.03	.05	.04	.05	.03	.03	.03	.03	.04	.04	.07	.04	.11	.09	.09	.12	.08
Standard deviation	1.17	1.18	1.11	1.10	1.17	1.11	1.17	1.09	1.02	1.05	1.23	1.11	1.10	1.01	.79	1.11	.54

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table QD10B_3 (continuation)

**QD10B_3. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Next day delivery option**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	1767	1249	148	100	88	46	60	21	967	189	100	65	46	33	21
Effective base	663	527	41	26	18	10	10	3	403	50	28	24	10	13	6
Weighted Base	1633	1323	95	64	40	17	23	7	991	138	50	37	33	15	14
Not at all important (-2)	95 6%	87 7%	* *%	* *%	1 3%	- -%	* *%	- -%	45 5%	1 1%	1 2%	- -%	- -%	1 8%	- -%
Not very important (-1)	206 13%	181 14%	16 17%	3 5%	* 1%	1 9%	1 5%	* *%	129 13%	8 6%	5 10%	3 8%	* 1%	1 5%	- -%
Neither important nor unimportant (0)	366 22%	291 22%	23 24%	8 13%	2 5%	7 40%	2 8%	* 1%	218 22%	24 17%	3 7%	3 9%	8 25%	1 5%	* 2%
Important (1)	524 32%	455 34%	28 29%	13 20%	11 26%	3 19%	2 8%	2 22%	359 36%	51 37%	11 22%	13 36%	7 22%	5 33%	3 20%
Very important (2)	432 26%	306 23%	28 30%	38 60%	19 47%	6 33%	18 79%	6 77%	238 24%	54 39%	28 57%	17 46%	14 44%	7 49%	11 79%
Don't know	11 1%	3 *%	- -%	1 1%	7 18%	* *%	- -%	- -%	* *%	* *%	1 2%	- -%	3 8%	- -%	- -%
NET Important	955 58%	762 58%	57 59%	51 80%	30 74%	9 52%	20 87%	7 99%	598 60%	105 76%	39 79%	30 82%	22 66%	12 82%	14 98%
NET Not Important	301 18%	268 20%	16 17%	4 6%	1 4%	1 9%	1 5%	* *%	174 18%	9 7%	6 12%	3 8%	* 1%	2 13%	- -%
Answered	1622	1320	95	63	33	17	23	7	990	138	49	37	30	15	14
Mean Score	.6	.5	.7	1.4	1.4	.8	1.6	1.8	.6	1.1	1.2	1.2	1.2	1.1	1.8
Standard error	.03	.03	.09	ab	ab	.15	abe	.11	.04	a	a	a	.13	.22	.10
Standard deviation	1.17	1.18	1.08	.94	.93	1.04	.84	.50	1.12	.94	1.10	.94	.88	1.25	.48

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table QD10B_3 (continuation)

**QD10B_3. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Next day delivery option**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	b	c	d	e	f	g	a	b	c	d	e	
Significance Level: 95%														
Unweighted Base	1767	814	143	102	58	43	37	36	706	352	405	216	84	
Effective base	663	345	48	27	21	11	8	13	318	135	141	49	23	
Weighted Base	1633	843	127	71	32	22	22	34	840	315	313	103	61	
Not at all important	(-2)	95 6%	33 4%	5 4%	2 2%	* 1%	- -%	- -%	- -%	61 7%	11 3%	18 6%	4 4%	1 2%
Not very important	(-1)	206 13%	96 11%	20 16%	2 2%	1 2%	1 3%	* 2%	1 2%	119 14%	33 11%	46 15%	6 6%	1 2%
Neither important nor unimportant	(0)	366 22%	181 22%	18 14%	7 10%	* 1%	3 12%	4 16%	2 7%	212 25%	64 20%	66 21%	11 11%	12 20%
Important	(1)	524 32%	313 37%	36 28%	30 42%	17 54%	6 28%	7 34%	8 23%	284 34%	101 32%	91 29%	26 25%	22 37%
Very important	(2)	432 26%	218 26%	48 38%	30 43%	14 43%	12 57%	8 35%	23 68%	155 18%	105 33%	91 29%	56 54%	24 39%
Don't know		11 1%	* *%	- -%	* *%	- -%	- -%	3 13%	- -%	10 1%	1 *%	1 *%	- -%	* *%
NET Important		955 58%	532 63%	84 66%	60 85%	30 97%	18 85%	15 69%	31 91%	438 52%	206 66%	182 58%	81 79%	46 76%
NET Not Important		301 18%	129 15%	25 19%	3 4%	1 3%	1 3%	* 2%	1 2%	179 21%	44 14%	63 20%	10 10%	3 5%
Answered		1622	842	127	71	32	22	19	34	830	314	312	103	61
Mean Score	.6	.7	.8	1.2	1.4	1.4	1.2	1.6	.4	.8	.6	1.2	1.1	
Standard error	.03	.04	.10	.09	.09	.13	.14	.12	.04	.06	.06	.08	.10	
Standard deviation	1.17	1.09	1.21	.88	.68	.83	.82	.70	1.16	1.12	1.21	1.11	.95	

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table QD10B_3 (continuation)

**QD10B_3. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Next day delivery option**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Frequency - letters sent					Frequency - large letters sent					
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e	
Unweighted Base	1767	777	332	349	186	64	636	264	300	152	60	
Effective base	663	343	125	116	36	17	284	92	93	39	17	
Weighted Base	1633	907	285	253	80	43	738	215	190	83	45	
Not at all important	(-2)	95 6%	62 7%	12 4%	10 4%	3 3%	1 3%	31 4%	3 1%	11 6%	2 3%	1 3%
Not very important	(-1)	206 13%	125 14%	37 13%	36 14%	2 3%	1 3%	89 12%	22 10%	28 15%	4 4%	1 2%
Neither important nor unimportant	(0)	366 22%	212 23%	56 20%	48 19%	5 6%	12 27%	157 21%	38 18%	42 22%	10 13%	10 21%
Important	(1)	524 32%	312 34%	92 32%	78 31%	18 23%	12 28%	304 41%	62 29%	43 23%	24 29%	15 32%
Very important	(2)	432 26%	186 20%	88 31%	80 32%	51 65%	16 38%	153 21%	90 42%	64 34%	43 51%	19 42%
Don't know		11 1%	10 1%	1 *	1 *	- -%	* -%	3 *%	- -%	1 *%	* *%	- -%
NET Important		955 58%	498 55%	180 63%	157 62%	70 88%	29 66%	457 62%	152 71%	107 56%	67 80%	34 74%
NET Not Important		301 18%	188 21%	49 17%	46 18%	5 6%	3 6%	121 16%	25 12%	40 21%	6 7%	2 5%
Answered		1622	898	285	252	80	43	735	215	189	83	45
Mean Score		.6	.5	.7	.7	1.4	.9	.6	1.0	.6	1.2	1.1
Standard error		.03	.04	.06	.06	.07	.13	.04	.07	.07	.08	.13
Standard deviation		1.17	1.17	1.15	1.17	.98	1.04	1.07	1.06	1.26	1.01	.99

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table QD10B_3 (continuation)

**QD10B_3. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Next day delivery option**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		1767	573	195	232	142	71	676	105	446	1615	152	1674	38
Effective base		663	250	65	81	47	20	266	29	171	606	57	621	13
Weighted Base		1633	636	162	186	105	43	636	69	437	1500	133	1533	38
Not at all important	(-2)	95	28	3	8	1	-	26	1	12	90	5	89	-
		6%	4%	2%	4%	1%	-%	4%	1%	3%	6%	4%	6%	-%
Not very important	(-1)	206	68	21	22	6	*	59	13	48	202	4	201	2
		13%	11%	13%	12%	6%	1%	9%	20%	11%	13%	3%	13%	6%
Neither important nor unimportant	(0)	366	131	39	29	7	2	112	9	90	338	28	327	6
		22%	21%	24%	16%	7%	4%	18%	13%	21%	23%	21%	21%	16%
Important	(1)	524	256	47	61	34	14	221	15	181	482	42	509	4
		32%	40%	29%	33%	32%	33%	35%	22%	41%	32%	31%	33%	10%
Very important	(2)	432	151	51	66	57	27	215	30	107	376	56	396	26
		26%	24%	32%	36%	54%	62%	34%	44%	24%	25%	42%	26%	69%
					a	abc	abc	c	c		a		a	a
Don't know		11	3	-	*	-	-	3	*	*	11	-	11	-
		1%	*%	-%	*%	-%	-%	*%	*%	*%	1%	-%	1%	-%
NET Important		955	407	98	127	91	41	436	46	287	858	97	905	30
		58%	64%	61%	68%	86%	95%	69%	66%	66%	57%	73%	59%	79%
						abc	abc				a			
NET Not Important		301	96	25	30	7	*	85	14	60	293	8	289	2
		18%	15%	15%	16%	7%	1%	13%	21%	14%	20%	6%	19%	6%
											b			
Answered		1622	633	162	186	105	43	633	69	437	1489	133	1522	38
Mean Score		.6	.7	.8	.8	1.3	1.6	.9	.9	.7	.6	1.0	.6	1.4
						abc	abc				a		a	a
Standard error		.03	.05	.08	.08	.08	.08	.04	.12	.05	.03	.08	.03	.15
Standard deviation		1.17	1.08	1.10	1.16	.90	.63	1.11	1.21	1.04	1.18	1.03	1.17	.96

Table QD10B_3 (continuation)

**QD10B_3. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Next day delivery option**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	
Unweighted Base	1767	1295	126	839	394	1679	33	1283	138	847	386	
Effective base	663	490	33	335	135	623	11	483	40	338	132	
Weighted Base	1633	1186	90	798	352	1540	30	1177	100	809	341	
Not at all important	(-2)	95 6%	48 4%	1 1%	32 4%	7 2%	89 6%	- -%	48 4%	1 1%	32 4%	7 2%
Not very important	(-1)	206 13%	140 12%	6 7%	92 12%	28 8%	201 13%	2 7%	140 12%	6 6%	94 12%	26 8%
Neither important nor unimportant	(0)	366 22%	236 20%	22 25%	164 21%	52 15%	328 21%	4 15%	236 20%	22 22%	166 21%	49 14%
Important	(1)	524 32%	424 36%	25 28%	284 36%	133 38%	510 33%	3 10%	417 35%	32 32%	277 34%	140 41%
Very important	(2)	432 26%	335 28%	36 39%	223 28%	131 37%	401 26%	21 69%	332 28%	38 39%	236 29%	118 34%
Don't know		11 1%	4 *% *%	* *% *%	3 *% -%	- -% -	11 1% -%	- -% -	4 *% *%	* *% *%	3 *% *%	* *% *%
NET Important		955 58%	759 64%	61 68%	507 64%	264 75% a	911 59%	24 78%	749 64%	71 71%	513 63%	258 76% a
NET Not Important		301 18%	188 16%	7 8%	124 16%	35 10%	289 19%	2 7%	188 16%	6 6%	126 16%	34 10%
Answered		1622	1182	90	795	352	1529	30	1173	99	806	341
Mean Score		.6	.7	1.0	.7	1.0	.6	1.4	.7	1.0	.7	1.0
Standard error		.03	.03	.09	.04	.05	.03	.17	.03	.08	.04	.05
Standard deviation		1.17	1.12	1.00	1.11	1.01	1.17	.98	1.12	.96	1.12	1.00

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table QD10B_3 (continuation)

**QD10B_3. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Next day delivery option**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1767	848	1380	252	-	782	1031	192	4	861	733	224	-
Effective base	663	298	526	91	-	278	384	71	3	323	284	83	-
Weighted Base	1633	750	1273	235	-	691	886	175	5	795	650	187	-
Not at all important (-2)	95 6%	11 1%	80 6%	6 2%	- -%	13 2%	43 5%	5 3%	- -%	18 2%	30 5%	6 3%	- -%
Not very important (-1)	206 13%	66 9%	180 14%	34 15%	- -%	48 7%	119 13%	22 13%	- -%	66 8%	91 14%	22 12%	- -%
Neither important nor unimportant (0)	366 22%	115 15%	284 22%	34 15%	- -%	92 13%	192 22%	30 17%	- -%	111 14%	131 20%	21 11%	- -%
Important (1)	524 32%	268 36%	414 33%	74 31%	- -%	267 39%	296 33%	56 32%	2 52%	310 39%	217 33%	56 30%	- -%
Very important (2)	432 26%	290 39%	304 24%	87 37%	- -%	271 39%	232 26%	62 35%	2 48%	290 37%	177 27%	82 44%	- -%
Don't know	11 1%	* *%	11 1%	* *%	- -%	* *%	4 *%	- -%	- -%	* *%	3 *%	- -%	- -%
NET Important	955 58%	558 74%	718 56%	161 68%	- -%	538 78%	529 60%	118 67%	5 100%	600 75%	395 61%	138 74%	- -%
NET Not Important	301 18%	77 10%	260 20%	40 17%	- -%	61 9%	162 18%	27 16%	- -%	84 11%	122 19%	28 15%	- -%
Answered Mean Score	1622 .6	750 1.0	1262 .5	235 .9	- -	691 1.1	883 .6	175 .8	5 1.5	794 1.0	647 .6	187 1.0	- -
Standard error	.03	.03	.03	.07	-	.04	.04	.08	.28	.03	.04	.08	-
Standard deviation	1.17	1.01	1.18	1.14	-	.99	1.15	1.13	.57	1.02	1.16	1.14	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table QD10B_3 (continuation)

**QD10B_3. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Next day delivery option**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	
		a	b	c	a	b	c	a	b	c	d	e	
Significance Level: 95%													
Unweighted Base		1767	1650	1290	848	1348	1066	55	555	449	411	114	71
Effective base		663	612	475	331	494	420	14	244	181	165	55	34
Weighted Base		1633	1522	1158	800	1213	1042	34	581	461	407	124	78
Not at all important	(-2)	95	88	40	22	40	74	2	20	8	5	3	4
		6%	6%	3%	3%	3%	7%	5%	3%	2%	1%	3%	5%
			c				a						
Not very important	(-1)	206	198	130	94	127	163	*	78	45	46	16	8
		13%	13%	11%	12%	10%	16%	1%	13%	10%	11%	13%	11%
							a						
Neither important nor unimportant	(0)	366	324	235	153	233	255	*	112	65	52	12	10
		22%	21%	20%	19%	19%	24%	1%	19%	14%	13%	10%	13%
							c						
Important	(1)	524	495	401	279	436	293	12	206	176	142	44	20
		32%	33%	35%	35%	36%	28%	34%	35%	38%	35%	35%	25%
						b							
Very important	(2)	432	408	348	251	376	248	20	165	166	161	49	36
		26%	27%	30%	31%	31%	24%	59%	28%	36%	40%	39%	46%
						b		ab			a		a
Don't know		11	8	4	*	2	10	-	-	*	*	-	-
		1%	1%	*%	*%	*%	1%	-%	-%	*%	*%	-%	-%
NET Important		955	903	749	530	812	540	32	371	342	303	93	55
		58%	59%	65%	66%	67%	52%	93%	64%	74%	74%	74%	71%
					a	b		ab		a	a		
NET Not Important		301	286	170	116	166	237	2	98	53	51	19	12
		18%	19%	15%	15%	14%	23%	6%	17%	12%	13%	16%	16%
							a						
Answered		1622	1513	1154	800	1211	1032	34	581	460	407	124	78
Mean Score		.6	.6	.8	.8	.8	.5	1.4	.7	1.0	1.0	1.0	1.0
				a	a	b		ab		a	a		
Standard error		.03	.03	.03	.04	.03	.04	.13	.05	.05	.05	.10	.14
Standard deviation		1.17	1.18	1.10	1.09	1.09	1.21	.97	1.12	1.02	1.05	1.12	1.22

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table QD10B_3 (continuation)

**QD10B_3. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Next day delivery option**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1767	183	116	85	38	1566	1104	1636	1113	1018	769	1486	201	-	1431	103
Effective base	663	74	39	31	19	575	371	601	385	339	285	555	74	-	527	47
Weighted Base	1633	185	92	75	45	1389	855	1456	901	779	697	1351	170	-	1245	119
Not at all important (-2)	95 6%	5 3%	* *%	2 3%	- -%	77 6%	34 4%	80 6%	27 3%	36 5%	15 2%	78 6%	5 3%	- -%	75 6%	8 7%
Not very important (-1)	206 13%	24 13%	2 3%	16 21%	5 12%	179 13%	81 10%	184 13%	105 12%	89 11%	67 10%	181 13%	11 6%	- -%	149 12%	20 17%
Neither important nor unimportant (0)	366 22%	40 22%	14 15%	10 13%	2 5%	308 22%	153 18%	313 21%	138 15%	146 19%	95 14%	294 22%	25 15%	- -%	268 22%	15 13%
Important (1)	524 32%	67 36%	42 46%	20 26%	16 37%	437 31%	284 33%	467 32%	328 36%	256 33%	277 40%	423 31%	56 33%	- -%	381 31%	41 34%
Very important (2)	432 26%	49 27%	33 37%	28 37%	21 46%	380 27%	297 35%	404 28%	298 33%	247 32%	244 35%	367 27%	73 43%	- -%	362 29%	34 28%
Don't know	11 1%	* *%	* *%	- -%	- -%	8 1%	5 1%	8 1%	5 1%	5 1%	* *%	8 1%	- -%	- -%	10 1%	1 1%
NET Important	955 58%	116 63%	75 82%	47 63%	37 83%	817 59%	581 68%	871 60%	626 69%	503 65%	521 75%	790 58%	129 76%	- -%	743 60%	74 63%
NET Not Important	301 18%	29 15%	3 3%	18 24%	5 12%	256 18%	115 13%	264 18%	132 15%	125 16%	82 12%	259 19%	16 10%	- -%	224 18%	28 24%
Answered Mean Score	1622 .6	185 .7	92 1.2	75 .7	45 1.2	1381 .6	850 .9	1448 .6	896 .9	774 .8	697 1.0	1343 .6	170 1.1	- -	1235 .7	118 .6
Standard error	.03	.08	.07	.14	.16	.03	.03	.03	.03	.04	.04	.03	.07	-	.03	.12
Standard deviation	1.17	1.08	.79	1.25	.99	1.17	1.12	1.17	1.10	1.15	1.03	1.18	1.06	-	1.19	1.26

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table QD10B_3 (continuation)

**QD10B_3. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Next day delivery option**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1767	686	1081	487	20	243	335	225	1143	382	263	316	1154
Effective base	663	277	387	177	11	86	129	79	441	139	85	126	441
Weighted Base	1633	678	955	444	30	211	332	198	1113	311	199	311	1089
Not at all important (-2)	95 6%	43 6%	52 5%	9 2%	3 9%	3 1%	9 3%	8 4%	68 6%	20 6%	13 7%	10 3%	72 7%
Not very important (-1)	206 13%	62 9%	144 15%	35 8%	2 7%	12 6%	32 10%	16 8%	144 13%	46 15%	24 12%	28 9%	153 14%
Neither important nor unimportant (0)	366 22%	134 20%	232 24%	78 18%	* *%	31 15%	62 19%	40 20%	261 23%	64 21%	38 19%	51 16%	270 25%
Important (1)	524 32%	217 32%	307 32%	173 39%	8 26%	94 45%	117 35%	54 27%	367 33%	98 32%	72 36%	124 40%	317 29%
Very important (2)	432 26%	223 33%	209 22%	149 33%	17 57%	71 34%	112 34%	80 41%	264 24%	82 26%	49 25%	97 31%	270 25%
Don't know	11 1%	* *%	11 1%	* *%	- -%	* *%	* *%	- -%	10 1%	1 *%	3 1%	* *%	7 1%
NET Important	955 58%	440 65%	516 54%	321 72%	25 83%	165 78%	230 69%	134 68%	631 57%	180 58%	122 61%	222 71%	587 54%
NET Not Important	301 18%	105 15%	196 21%	44 10%	5 16%	15 7%	41 12%	24 12%	212 19%	66 21%	37 19%	38 12%	225 21%
Answered	1622	678	944	443	30	211	332	198	1104	310	197	311	1082
Mean Score	.6	.8 b	.5	.9	1.2	1.0	.9	.9 bc	.6	.6	.6	.9 c	.5
Standard error	.03	.05	.04	.05	.29	.06	.06	.08	.03	.06	.07	.06	.04
Standard deviation	1.17	1.18	1.15	1.00	1.31	.91	1.07	1.13	1.16	1.21	1.18	1.06	1.20

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table QD10B_3 (continuation)

**QD10B_3. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Next day delivery option**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		1767	903	864
Effective base		663	275	389
Weighted Base		1633	681	952
Not at all important	(-2)	95	30	65
		6%	4%	7%
Not very important	(-1)	206	69	137
		13%	10%	14%
Neither important nor unimportant	(0)	366	128	238
		22%	19%	25%
Important	(1)	524	215	308
		32%	32%	32%
Very important	(2)	432	233	198
		26%	34%	21%
			b	
Don't know		11	5	6
		1%	1%	1%
NET Important		955	449	507
		58%	66%	53%
			b	
NET Not Important		301	99	202
		18%	15%	21%
			a	
Answered		1622	676	946
Mean Score		.6	.8	.5
			b	
Standard error		.03	.04	.04
Standard deviation		1.17	1.15	1.17

Columns Tested: a,b

Table QD10B_3 (continuation)

**QD10B_3. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Next day delivery option**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1767	101	206	163	160	184	91	106	193	117	144	104	198
Effective base	663	30	97	99	57	126	51	14	77	46	31	36	73
Weighted Base	1633	38	168	195	50	269	83	29	270	115	80	99	237
Not at all important (-2)	95 6%	2 6%	19 11%	13 7%	1 2%	19 7%	3 4%	1 5%	16 6%	4 3%	3 4%	5 5%	8 3%
Not very important (-1)	206 13%	5 12%	16 9%	23 12%	8 15%	39 15%	8 10%	1 3%	39 14%	15 13%	8 10%	13 13%	31 13%
Neither important nor unimportant (0)	366 22%	4 10%	37 22%	44 23%	14 29%	60 22%	14 17%	10 34%	66 24%	24 21%	32 40%	17 17%	43 18%
Important (1)	524 32%	15 38%	50 30%	66 34%	15 29%	88 33%	33 40%	5 17%	100 37%	37 32%	19 24%	32 32%	64 27%
Very important (2)	432 26%	13 33%	43 25%	49 25%	12 24%	60 22%	23 27%	12 41%	50 18%	35 31%	17 22%	32 32%	87 37%
Don't know	11 1%	- -%	3 2%	- -%	* *%	3 1%	1 1%	- -%	- -%	- -%	- -%	- -%	5 2%
NET Important	955 58%	27 72%	93 55%	114 59%	27 53%	147 55%	56 67%	17 58%	150 56%	73 63%	37 46%	64 64%	151 64%
NET Not Important	301 18%	7 18%	35 21%	36 19%	9 18%	59 22%	12 14%	2 8%	54 20%	19 16%	11 14%	18 18%	39 16%
Answered	1622	38	165	195	50	266	82	29	270	115	80	99	232
Mean Score	.6	.8	.5	.6	.6	.5	.8	.9	.5	.7	.5	.7	.8
Standard error	.03	.12	.09	.09	.09	.09	.11	.11	.08	.10	.09	.12	.08
Standard deviation	1.17	1.20	1.29	1.18	1.09	1.20	1.09	1.16	1.12	1.13	1.07	1.19	1.17

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table QD10B_3 (continuation)

QD10B_3. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:**Next day delivery option**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1767	470	435	416	446	905	862
Effective base	663	223	215	132	139	437	271
Weighted Base	1633	401	402	414	417	802	831
Not at all important	(-2)	95	35	24	21	16	37
		6%	9%	6%	5%	4%	4%
Not very important	(-1)	206	43	55	54	53	107
		13%	11%	14%	13%	13%	13%
Neither important nor unimportant	(0)	366	85	89	100	92	191
		22%	21%	22%	24%	22%	23%
Important	(1)	524	131	136	143	115	257
		32%	33%	34%	34%	28%	31%
Very important	(2)	432	104	94	97	136	234
		26%	26%	23%	23%	33%	28%
Don't know		11	3	4	-	5	5
		1%	1%	1%	-%	1%	1%
NET Important		955	235	230	240	251	491
		58%	59%	57%	58%	60%	59%
NET Not Important		301	78	79	75	69	144
		18%	19%	20%	18%	17%	17%
Answered		1622	398	398	414	412	826
Mean Score		.6	.6	.6	.6	.7	.7
Standard error		.03	.06	.06	.06	.04	.04
Standard deviation		1.17	1.23	1.17	1.13	1.16	1.15

Columns Tested:: a,b,c,d - a,b

Table QD10B_4

**QD10B_4. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery within 3 days**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Method		Business Size 1					
		CATI	CAWI	0-9	10-49	50-99	100-249	10+	
		a	b	a	b	c	d	e	
Significance Level: 95%									
Unweighted Base	1767	343	1424	1212	305	72	178	555	
Effective base	663	75	597	609	127	31	85	165	
Weighted Base	1633	122	1511	1558	65	7	4	75	
Not at all important	(-2)	34	5	29	34	*	-	*	*
		2%	4%	2%	2%	*%	-%	1%	*%
Not very important	(-1)	61	4	57	58	3	*	*	3
		4%	3%	4%	4%	4%	2%	4%	4%
Neither important nor unimportant	(0)	201	16	185	194	6	1	*	7
		12%	13%	12%	12%	9%	8%	9%	9%
Important	(1)	735	20	715	702	28	3	1	33
		45%	17%	47%	45%	43%	47%	40%	43%
Very important	(2)	596	77	519	564	27	3	2	32
		36%	63%	34%	36%	42%	41%	46%	42%
Don't know		6	-	6	6	1	*	-	1
		*%	-%	*%	*%	1%	2%	-%	1%
NET Important		1331	98	1233	1267	55	6	3	64
		81%	80%	82%	81%	85%	89%	86%	85%
NET Not Important		95	9	86	91	3	*	*	3
		6%	7%	6%	6%	5%	2%	5%	5%
Answered	1627	122	1505	1552	64	7	4	75	
Mean Score	1.1	1.3	1.1	1.1	1.2	1.3	1.3	1.2	
Standard error	.02	.06	.02	.03	.05	.09	.07	.04	
Standard deviation	.90	1.07	.89	.91	.83	.75	.99	.82	

Columns Tested: a,b - a,b,c,d,e

Table QD10B_4 (continuation)

**QD10B_4. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery within 3 days**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1767	501	524	187	181	196	178	1212	305	250
Effective base		663	299	252	75	83	75	85	609	127	66
Weighted Base		1633	850	593	114	47	25	4	1558	65	11
Not at all important	(-2)	34 2%	19 2%	13 2%	1 1%	* 1%	- -%	* 1%	34 2%	* *%	* *%
Not very important	(-1)	61 4%	24 3%	29 5%	5 4%	2 5%	1 3%	* 4%	58 4%	3 4%	* 3%
Neither important nor unimportant	(0)	201 12%	126 15%	57 10%	11 9%	5 11%	2 6%	* 9%	194 12%	6 9%	1 8%
Important	(1)	735 45%	385 45%	271 46%	47 41%	20 42%	12 46%	1 40%	702 45%	28 43%	5 44%
Very important	(2)	596 36%	291 34%	222 37%	51 45%	19 40%	11 44%	2 46%	564 36%	27 42%	5 43%
Don't know		6 *%	5 1%	1 *%	* *%	1 1%	* 1%	- -%	6 *%	1 1%	* 1%
NET Important		1331 81%	676 80%	493 83%	98 86%	38 82%	23 90%	3 86%	1267 81%	55 85%	10 88%
NET Not Important		95 6%	43 5%	43 7%	6 5%	3 5%	1 3%	* 5%	91 6%	3 5%	* 3%
Answered		1627	846	593	114	46	25	4	1552	64	11
Mean Score		1.1	1.1	1.1	1.2	1.2	1.3	1.3	1.1	1.2	1.3
Standard error		.02	.04	.04	.06	.06	.05	.07	.03	.05	.05
Standard deviation		.90	.90	.93	.85	.87	.73	.99	.91	.83	.79

Columns Tested:: a,b,c,d,e,f,g,h,i

Table QD10B_4 (continuation)

**QD10B_4. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery within 3 days**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Business Size 3					Turnover					
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +	
		a	b	c	d	e	a	b	c	d	e	
Significance Level: 95%												
Unweighted Base	1767	729	483	305	72	178	653	301	112	76	198	
Effective base	663	445	217	127	31	85	372	127	35	26	33	
Weighted Base	1633	1263	295	65	7	4	1043	236	63	30	50	
Not at all important	(-2)	34 2%	27 2%	7 2%	* *%	- -%	* 1%	14 1%	4 2%	1 1%	- -%	4 8% a
Not very important	(-1)	61 4%	48 4%	10 3%	3 4%	* 2%	* 4%	40 4%	10 4%	5 8%	1 3%	1 2%
Neither important nor unimportant	(0)	201 12%	163 13%	31 10%	6 9%	1 8%	* 9%	132 13%	31 13%	8 13%	3 10%	9 18%
Important	(1)	735 45%	573 45%	130 44%	28 43%	3 47%	1 40%	497 48%	110 47%	29 46%	13 45%	16 32%
Very important	(2)	596 36%	447 35%	117 40%	27 42%	3 41%	2 46%	356 34%	82 35%	20 31%	12 41%	19 37%
Don't know		6 *%	5 *%	1 *%	1 1%	* 2%	- -%	5 *%	- -%	* *%	- -%	1 3%
NET Important		1331 81%	1020 81%	247 84%	55 85%	6 89%	3 86%	853 82%	192 81%	49 77%	26 86%	35 70%
NET Not Important		95 6%	75 6%	16 6%	3 5%	* 2%	* 5%	54 5%	14 6%	6 10%	1 3%	5 10%
Answered	1627	1258	294	64	7	4	1039	236	63	30	49	
Mean Score	1.1	1.1	1.2	1.2	1.3	1.3	1.1	1.1	1.0	1.2	.9	
Standard error	.02	.03	.04	.05	.09	.07	.03	.05	.09	.09	.08	
Standard deviation	.90	.91	.90	.83	.75	.99	.86	.89	.95	.79	1.17	

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table QD10B_4 (continuation)

**QD10B_4. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery within 3 days**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1767	126	83	173	60	120	144	117	102	98
Effective base		663	70	46	97	27	63	87	68	54	47
Weighted Base		1633	163	104	268	59	159	260	202	140	114
Not at all important	(-2)	34 2%	1 1%	- -%	5 2%	* *%	9 5%	1 *%	- -%	8 6%	8 7%
										fg	fg
Not very important	(-1)	61 4%	3 2%	5 4%	5 2%	10 17%	8 5%	4 2%	11 6%	4 3%	4 4%
						acfh					
Neither important nor unimportant	(0)	201 12%	13 8%	14 13%	43 16%	* *%	6 4%	40 15%	30 15%	29 21%	10 8%
				d	de			de	de	ade	
Important	(1)	735 45%	68 42%	39 37%	137 51%	30 51%	68 43%	116 45%	102 51%	55 40%	59 51%
Very important	(2)	596 36%	76 47%	47 45%	78 29%	18 31%	68 43%	99 38%	58 29%	38 27%	34 30%
			cgh								
Don't know		6 *%	1 1%	- -%	* *%	- -%	- -%	- -%	* *%	5 3%	- -%
NET Important		1331 81%	144 89%	86 82%	215 80%	48 82%	136 86%	215 83%	160 79%	93 67%	93 81%
			h				h	h			
NET Not Important		95 6%	4 3%	5 4%	10 4%	10 18%	17 11%	5 2%	11 6%	13 9%	12 10%
						acf	f				f
Answered		1627	162	104	268	59	159	260	201	135	114
Mean Score		1.1	1.3	1.2	1.0	1.0	1.1	1.2	1.0	.8	.9
			cghi	h				h			
Standard error		.02	.07	.09	.06	.13	.10	.06	.08	.11	.11
Standard deviation		.90	.77	.84	.83	1.02	1.08	.77	.81	1.07	1.07

Columns Tested:: a,b,c,d,e,f,g,h,i

Table QD10B_4 (continuation)

**QD10B_4. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery within 3 days**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		GOR (QC3)									
		Net: North		Net: Midlands		Net: South		Net: England		Net: Scotland, Wales and Northern Ireland	
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
			a	b	c	d	e	f	g	h	
Significance Level: 95%											
Unweighted Base		1767	278	311	434	1023	744	259	251	234	
Effective base		663	136	169	253	554	204	82	66	91	
Weighted Base		1633	332	406	729	1467	166	74	61	30	
Not at all important	(-2)	34 2%	16 5%	10 2%	6 1%	32 2%	2 1%	1 2%	1 1%	* 1%	
Not very important	(-1)	61 4%	23 7%	12 3%	20 3%	55 4%	6 3%	1 2%	3 5%	1 4%	
Neither important nor unimportant	(0)	201 12%	15 5%	57 14%	113 15%	185 13%	16 10%	10 13%	5 8%	2 6%	
Important	(1)	735 45%	157 47%	162 40%	355 49%	674 46%	61 37%	25 34%	26 42%	10 33%	
Very important	(2)	596 36%	121 36%	161 40%	235 32%	516 35%	80 48%	37 49%	26 43%	17 55%	
Don't know		6 *%	- -%	5 1%	1 *%	6 *%	* *%	- -%	* *%	* *%	
NET Important		1331 81%	278 84%	323 79%	590 81%	1190 81%	141 85%	62 83%	52 86%	27 88%	
NET Not Important		95 6%	39 12%	22 5%	26 4%	87 6%	8 5%	3 3%	4 6%	2 6%	
Answered		1627	332	401	728	1461	166	74	61	30	
Mean Score		1.1	1.0	1.1	1.1	1.1	1.3	1.3	1.2	1.4	
Standard error		.02	.06	.05	.04	.03	.03	.05	.06	.06	
Standard deviation		.90	1.07	.93	.81	.90	.89	.88	.89	.90	

Columns Tested:: a,b,c,d,e,f,g,h

Table QD10B_4 (continuation)

**QD10B_4. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery within 3 days**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1767	80	134	12	146	183	403	65	93	795
Effective base	663	31	39	6	44	77	155	20	26	317
Weighted Base	1633	66	93	17	110	210	321	42	55	827
Not at all important	(-2)	34	4	-	4	-	8	*	-	19
	2%	5%	4%	-%	3%	-%	3%	1%	-%	2%
Not very important	(-1)	61	1	-	1	10	6	5	5	33
	4%	1%	1%	-%	1%	5%	2%	13%	8%	4%
								bdf		
Neither important nor unimportant	(0)	201	21	3	5	26	40	*	6	99
	12%	32%	4%	31%	8%	12%	12%	1%	11%	12%
		bdefgi								
Important	(1)	735	19	47	1	48	89	25	20	413
	45%	28%	50%	8%	44%	43%	37%	60%	35%	50%
								af		af
Very important	(2)	596	23	39	10	49	85	11	25	257
	36%	34%	41%	60%	44%	40%	46%	25%	45%	31%
							i			
Don't know		6	-	-	-	-	*	-	-	5
	*%	-%	-%	-%	-%	-%	*%	-%	-%	1%
NET Important		1331	42	85	12	97	174	36	44	670
	81%	63%	91%	69%	88%	83%	83%	85%	81%	81%
			a	a	a	a	a			a
NET Not Important		95	4	5	-	5	10	6	5	52
	6%	6%	5%	-%	4%	5%	4%	14%	8%	6%
Answered		1627	66	93	17	110	210	42	55	822
Mean Score		1.1	.9	1.2	1.3	1.2	1.2	1.0	1.2	1.0
							i			
Standard error		.02	.12	.08	.27	.07	.06	.11	.10	.03
Standard deviation		.90	1.06	.90	.94	.90	.83	.91	.94	.90

Columns Tested: a,b,c,d,e,f,g,h,i

Table QD10B_4 (continuation)

**QD10B_4. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery within 3 days**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1767	409	403	955	1536	231	-	1472	295	1713	54
Effective base	663	150	155	363	564	104	-	593	77	642	22
Weighted Base	1633	387	321	925	1335	298	-	1499	135	1584	49
Not at all important (-2)	34 2%	7 2%	8 3%	19 2%	28 2%	6 2%	- -%	30 2%	4 3%	34 2%	* 1%
Not very important (-1)	61 4%	11 3%	6 2%	44 5%	47 4%	13 5%	- -%	58 4%	3 2%	61 4%	- -%
Neither important nor unimportant (0)	201 12%	56 14%	40 12%	106 11%	151 11%	50 17%	- -%	189 13%	12 9%	191 12%	10 21%
Important (1)	735 45%	156 40%	120 37%	458 50%	599 45%	136 46%	- -%	686 46%	49 36%	719 45%	16 31%
Very important (2)	596 36%	156 40%	147 46%	293 32%	504 38%	92 31%	- -%	529 35%	67 50%	573 36%	23 47%
Don't know	6 *%	- -%	* *%	6 1%	6 *%	- -%	- -%	6 *%	* *%	6 *%	- -%
NET Important	1331 81%	312 81%	267 83%	751 81%	1103 83%	228 76%	- -%	1215 81%	115 86%	1292 82%	39 78%
NET Not Important	95 6%	18 5%	14 4%	63 7%	75 6%	20 7%	- -%	88 6%	7 5%	94 6%	* 1%
Answered	1627	387	321	919	1329	298	-	1493	134	1577	49
Mean Score	1.1	1.1	1.2	1.0	1.1	1.0	-	1.1	1.3	1.1	1.2
Standard error	.02	.04	c .05	.03	.02	.06	-	.02	.05	.02	.12
Standard deviation	.90	.90	.91	.90	.90	.92	-	.90	.93	.91	.85

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table QD10B_4 (continuation)

**QD10B_4. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery within 3 days**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		1767	1043	362	352
Effective base		663	417	113	132
Weighted Base		1633	1048	253	323
Not at all important	(-2)	34 2%	19 2%	1 1%	7 2%
Not very important	(-1)	61 4%	44 4%	6 2%	11 3%
Neither important nor unimportant	(0)	201 12%	152 14%	21 8%	28 9%
Important	(1)	735 45%	518 49% bc	98 39%	118 37%
Very important	(2)	596 36%	314 30%	127 50% a	154 48% a
Don't know		6 *%	1 *%	* *%	5 1%
NET Important		1331 81%	833 79%	224 89% a	272 84%
NET Not Important		95 6%	62 6%	7 3%	18 6%
Answered		1627	1047	252	318
Mean Score		1.1	1.0	1.4 a	1.3 a
Standard error		.02	.03	.04	.05
Standard deviation		.90	.88	.77	.93

Columns Tested: a,b,c

Table QD10B_4 (continuation)

**QD10B_4. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery within 3 days**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k
Unweighted Base	1767	1340	270	75	27	27	14	7	7	1610	157	82
Effective base	663	549	82	18	7	7	3	1	1	629	35	17
Weighted Base	1633	1383	168	42	10	18	7	1	5	1550	83	40
Not at all important (-2)	34 2%	27 2%	1 *	1 1%	3 28%	- -%	4 52%	- -%	- -%	27 2%	7 8%	6 16%
Not very important (-1)	61 4%	59 4%	1 *	- -%	* *%	1 4%	* 4%	- -%	- -%	60 4%	1 1%	1 3%
Neither important nor unimportant (0)	201 12%	185 13%	13 8%	1 2%	* 1%	2 10%	- -%	* 2%	* *%	198 13%	3 3%	2 5%
Important (1)	735 45%	641 46%	72 43%	18 42%	2 21%	2 11%	1 10%	* 4%	* *%	712 46%	23 27%	5 12%
Very important (2)	596 36%	465 34%	81 49%	23 54%	5 50%	13 73%	2 35%	1 95%	5 99%	547 35%	49 59%	26 64%
Don't know	6 *%	6 *%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	6 *%	* *%	* 1%
NET Important	1331 81%	1106 80%	153 91%	41 97%	7 71%	15 83%	3 45%	1 98%	5 100%	1259 81%	72 87%	31 76%
NET Not Important	95 6%	85 6%	1 1%	1 1%	3 28%	1 4%	4 55%	- -%	- -%	87 6%	8 10%	7 18%
Answered Mean Score	1627 1.1	1377 1.1	168 1.4	42 1.5	10 .6	17 1.6	7 -.3	1 1.9	5 2.0	1544 1.1	82 1.3	40 1.1
Standard error	.02	.02	.04	.08	.35	.17	.54	-	.06	.02	.09	.17
Standard deviation	.90	.90	.69	.67	1.80	.87	2.03	-	.17	.89	1.17	1.51

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table QD10B_4 (continuation)

**QD10B_4. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery within 3 days**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1767	688	652	427	1712	1421	1767	1233	782	649	341	998	94	119	74	93	48
Effective base	663	327	224	116	634	523	663	469	300	209	153	405	25	32	16	20	12
Weighted Base	1633	861	522	250	1570	1276	1633	1150	770	506	382	1015	55	78	35	43	25
Not at all important (-2)	34 2%	21 2%	6 1%	8 3%	34 2%	18 1%	34 2%	17 2%	17 2%	11 2%	16 4%	11 1%	1 1%	- -%	* *%	3 7%	4 15%
Not very important (-1)	61 4%	39 5%	20 4%	2 1%	59 4%	46 4%	61 4%	35 3%	26 3%	16 3%	14 4%	33 3%	5 10%	2 3%	5 13%	1 2%	* *%
Neither important nor unimportant (0)	201 12%	147 17%	38 7%	16 6%	191 12%	136 11%	201 12%	117 10%	83 11%	55 11%	68 18%	115 11%	2 4%	8 10%	1 2%	7 15%	1 6%
Important (1)	735 45%	424 49%	217 42%	94 38%	710 45%	586 46%	735 45%	531 46%	358 47%	200 39%	168 44%	497 49%	20 37%	23 29%	7 21%	15 35%	5 21%
Very important (2)	596 36%	230 27%	236 45%	130 52%	570 36%	483 38%	596 36%	445 39%	281 37%	219 43%	116 30%	359 35%	22 40%	45 57%	22 64%	17 40%	14 58%
Don't know	6 *%	* *%	6 1%	* *%	6 *%	6 *%	6 *%	5 *%	5 1%	5 1%	- -%	* *%	5 8%	1 2%	* *%	* 1%	* *%
NET Important	1331 81%	654 76%	453 87%	225 90%	1280 81%	1069 84%	1331 81%	976 85%	640 83%	419 83%	284 74%	855 84%	42 77%	68 86%	30 85%	32 74%	20 79%
NET Not Important	95 6%	60 7%	25 5%	9 4%	93 6%	65 5%	95 6%	52 5%	42 5%	27 5%	30 8%	44 4%	6 11%	2 3%	5 13%	4 9%	4 15%
Answered	1627	861	516	250	1564	1270	1627	1145	765	501	382	1015	50	77	35	43	25
Mean Score	1.1	.9	1.3	1.4	1.1	1.2	1.1	1.2	1.1	1.2	.9	1.1	1.2	1.4	1.4	1.0	1.1
Standard error	.02	.03	.03	.04	.02	.02	.02	.02	.03	.04	.05	.03	.10	.07	.12	.12	.21
Standard deviation	.90	.91	.84	.87	.91	.86	.90	.85	.89	.92	1.00	.82	1.01	.78	1.05	1.15	1.44

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table QD10B_4 (continuation)

**QD10B_4. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery within 3 days**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g	
Unweighted Base	1767	1249	148	100	88	46	60	21	967	189	100	65	46	33	21	
Effective base	663	527	41	26	18	10	10	3	403	50	28	24	10	13	6	
Weighted Base	1633	1323	95	64	40	17	23	7	991	138	50	37	33	15	14	
Not at all important	(-2)	34 2%	27 2%	1 1%	* *%	3 7%	* 1%	* *%	4 48%	11 1%	* *%	4 7%	* *%	3 9%	* 1%	- -%
Not very important	(-1)	61 4%	48 4%	5 5%	5 7%	* *%	* 2%	* *%	- -%	33 3%	- -%	6 11%	2 5%	5 15%	1 5%	* 1%
Neither important nor unimportant	(0)	201 12%	167 13%	9 10%	3 4%	6 15%	1 3%	6 25%	* 3%	117 12%	14 10%	1 3%	* 1%	2 6%	1 9%	* 2%
Important	(1)	735 45%	631 48%	35 37%	20 32%	8 20%	7 43%	7 30%	2 25%	492 50%	51 37%	17 35%	11 31%	8 24%	5 37%	2 15%
Very important	(2)	596 36%	450 34%	41 43%	35 55%	23 58%	9 51%	10 43%	2 23%	337 34%	68 50%	21 42%	22 61%	15 47%	7 49%	12 82%
Don't know		6 *%	* *%	5 5%	1 1%	* *%	- -%	* 1%	* 1%	* *%	5 3%	1 2%	1 2%	- -%	- -%	- -%
NET Important		1331 81%	1081 82%	75 79%	55 86%	31 78%	16 94%	17 73%	4 48%	829 84%	119 86%	38 77%	34 92%	23 70%	13 86%	14 97%
NET Not Important		95 6%	75 6%	6 6%	5 8%	3 7%	1 3%	* *%	4 48%	44 4%	* *%	9 19%	2 5%	8 24%	1 6%	* 1%
Answered	1627	1323	90	63	40	17	23	7	991	133	49	36	33	15	14	
Mean Score	1.1	1.1	1.2	1.3	1.2	1.4	1.2	-.3	1.1	1.4	.9	1.5	.8	1.3	1.8	
Standard error	.02	.03	.07	.09	.12	.11	.11	.42	.03	.05	.13	.10	.21	.16	.12	
Standard deviation	.90	.89	.89	.92	1.16	.78	.85	1.88	.83	.70	1.27	.78	1.40	.90	.54	

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table QD10B_4 (continuation)

QD10B_4. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	b	c	d	e	f	g	a	b	c	d	e	
Significance Level: 95%														
Unweighted Base	1767	814	143	102	58	43	37	36	706	352	405	216	84	
Effective base	663	345	48	27	21	11	8	13	318	135	141	49	23	
Weighted Base	1633	843	127	71	32	22	22	34	840	315	313	103	61	
Not at all important	(-2)	34 2%	11 1%	- -%	* *%	* 1%	- -%	6 29%	- -%	25 3%	1 *%	2 1%	2 2%	4 6%
							abcd						b	
Not very important	(-1)	61 4%	20 2%	5 4%	- -%	4 12%	1 4%	* 2%	5 13%	32 4%	10 3%	14 4%	5 4%	* *%
					ac			ac						
Neither important nor unimportant	(0)	201 12%	97 11%	5 4%	7 10%	* 1%	4 19%	* 1%	3 9%	139 17%	21 7%	28 9%	2 2%	10 16%
									bcd				d	
Important	(1)	735 45%	433 51%	33 26%	25 36%	14 43%	4 20%	9 41%	12 36%	410 49%	142 45%	136 44%	28 28%	17 28%
			be						de	d	d			
Very important	(2)	596 36%	281 33%	80 63%	38 54%	14 43%	13 58%	6 28%	14 42%	233 28%	136 43%	132 42%	65 63%	30 49%
			a	a							a	a	abc	a
Don't know		6 *%	* *%	5 4%	- -%	* *%	- -%	- -%	* 1%	* *%	5 1%	1 *%	* *%	* 1%
			a								a			
NET Important		1331 81%	714 85%	113 89%	64 90%	27 86%	17 78%	15 68%	26 77%	643 77%	278 88%	268 86%	94 91%	47 77%
										a	a	a		
NET Not Important		95 6%	31 4%	5 4%	* *%	4 13%	1 4%	7 31%	5 13%	57 7%	11 4%	16 5%	7 7%	4 6%
					ac			abc	c					
Answered	1627	842	122	71	31	22	22	34	839	310	312	103	61	
Mean Score	1.1	1.1	1.5	1.4	1.2	1.3	.4	1.1	.9	1.3	1.2	1.5	1.2	
		f	af	f						a	a	a		
Standard error	.02	.03	.06	.07	.13	.14	.27	.17	.04	.04	.04	.06	.12	
Standard deviation	.90	.80	.75	.69	1.00	.92	1.64	1.03	.93	.76	.84	.91	1.09	

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table QD10B_4 (continuation)

**QD10B_4. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery within 3 days**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Frequency - letters sent					Frequency - large letters sent					
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e	
Unweighted Base	1767	777	332	349	186	64	636	264	300	152	60	
Effective base	663	343	125	116	36	17	284	92	93	39	17	
Weighted Base	1633	907	285	253	80	43	738	215	190	83	45	
Not at all important	(-2)	34 2%	25 3%	1 *	2 1%	2 3%	4 8%	12 2%	* *%	2 1%	4 5%	- -%
Not very important	(-1)	61 4%	37 4%	10 3%	7 3%	5 6%	* *%	24 3%	9 4%	14 7%	* *%	* *%
Neither important nor unimportant	(0)	201 12%	134 15%	24 8%	23 9%	1 1%	10 23%	107 14%	13 6%	8 4%	2 3%	6 13%
Important	(1)	735 45%	432 48%	125 44%	117 46%	21 26%	15 35%	380 52%	89 42%	79 41%	21 25%	14 32%
Very important	(2)	596 36%	279 31%	122 43%	103 41%	51 64%	15 34%	215 29%	99 46%	87 45%	56 68%	25 54%
Don't know		6 *%	* *%	5 2%	1 *%	* *%	- -%	* *%	5 2%	1 1%	- -%	* 1%
NET Important		1331 81%	711 78%	247 86%	219 87%	72 90%	30 69%	595 81%	188 88%	165 87%	77 93%	39 86%
NET Not Important		95 6%	63 7%	11 4%	9 4%	7 9%	4 8%	36 5%	9 4%	16 8%	4 5%	* *%
Answered	1627	907	281	252	79	43	737	210	189	83	45	
Mean Score	1.1	1.0	1.3	1.2	1.4	.9	1.0	1.3	1.2	1.5	1.4	
Standard error	.02	.03	.04	.04	.07	.14	.03	.05	.05	.08	.09	
Standard deviation	.90	.93	.78	.80	.98	1.15	.84	.78	.92	.94	.73	

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table QD10B_4 (continuation)

**QD10B_4. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery within 3 days**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
Total base		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base	1767	573	195	232	142	71	676	105	446	1615	152	1674	38	
Effective base	663	250	65	81	47	20	266	29	171	606	57	621	13	
Weighted Base	1633	636	162	186	105	43	636	69	437	1500	133	1533	38	
Not at all important	(-2)	34	13	*	*	1	4	17	*	1	33	1	31	4
		2%	2%	*%	*%	1%	8%	3%	*%	*%	2%	1%	2%	10%
						bc	c							
Not very important	(-1)	61	19	-	9	6	*	7	11	16	59	1	58	1
		4%	3%	-%	5%	6%	*%	1%	16%	4%	4%	1%	4%	2%
									ac					
Neither important nor unimportant	(0)	201	82	14	8	7	2	42	5	69	186	15	187	4
		12%	13%	9%	4%	6%	5%	7%	8%	16%	12%	11%	12%	12%
			c						a					
Important	(1)	735	335	80	73	24	13	263	25	238	684	51	700	10
		45%	53%	49%	39%	23%	31%	41%	36%	54%	46%	38%	46%	26%
			cd	d					a					
Very important	(2)	596	188	63	95	67	24	301	28	114	532	64	551	19
		36%	29%	39%	51%	64%	56%	47%	40%	26%	35%	48%	36%	50%
					a	ab	a	c						
Don't know		6	*	5	*	*	-	5	-	*	6	*	6	*
		*%	*%	3%	*%	*%	-%	1%	-%	*%	*%	*%	*%	1%
			a											
NET Important		1331	522	143	168	91	38	564	52	352	1215	115	1251	28
		81%	82%	88%	90%	87%	87%	89%	76%	80%	81%	87%	82%	76%
								bc						
NET Not Important		95	32	*	9	7	4	24	12	17	92	2	89	4
		6%	5%	*%	5%	7%	8%	4%	17%	4%	6%	2%	6%	12%
						b	b		ac					
Answered		1627	636	157	186	105	43	631	69	437	1494	133	1527	37
Mean Score		1.1	1.0	1.3	1.4	1.4	1.3	1.3	1.0	1.0	1.1	1.3	1.1	1.1
			a	a	a	a	c							
Standard error		.02	.04	.05	.05	.08	.14	.03	.11	.04	.02	.06	.02	.21
Standard deviation		.90	.85	.64	.79	.91	1.14	.86	1.08	.76	.91	.77	.90	1.27

Table QD10B_4 (continuation)

**QD10B_4. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery within 3 days**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1767	1295	126	839	394	1679	33	1283	138	847	386
Effective base	663	490	33	335	135	623	11	483	40	338	132
Weighted Base	1633	1186	90	798	352	1540	30	1177	100	809	341
Not at all important (-2)	34 2%	15 1%	4 4%	8 1%	9 3%	34 2%	* 1%	15 1%	4 4%	8 1%	9 3%
Not very important (-1)	61 4%	46 4%	* *%	24 3%	11 3%	59 4%	* *%	45 4%	1 1%	24 3%	11 3%
Neither important nor unimportant (0)	201 12%	119 10%	17 19%	75 9%	42 12%	185 12%	6 21%	122 10%	14 14%	75 9%	42 12%
Important (1)	735 45%	547 46%	39 43%	391 49%	140 40%	701 46%	9 30%	544 46%	42 42%	398 49%	133 39%
Very important (2)	596 36%	453 38%	30 33%	295 37%	150 43%	555 36%	14 48%	445 38%	38 38%	299 37%	147 43%
Don't know	6 *%	6 *%	* *%	5 1%	* *%	6 *%	* *%	6 1%	* *%	5 1%	* *%
NET Important	1331 81%	1001 84%	69 76%	686 86%	290 82%	1256 82%	23 78%	989 84%	81 81%	697 86%	279 82%
NET Not Important	95 6%	60 5%	4 5%	32 4%	20 6%	93 6%	* 1%	60 5%	5 5%	32 4%	20 6%
Answered	1627	1180	90	793	351	1534	30	1171	99	804	341
Mean Score	1.1	1.2	1.0	1.2	1.2	1.1	1.2	1.2	1.1	1.2	1.2
Standard error	.02	.02	.09	.03	.05	.02	.15	.02	.08	.03	.05
Standard deviation	.90	.85	.96	.81	.93	.91	.87	.85	.94	.80	.94

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table QD10B_4 (continuation)

**QD10B_4. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery within 3 days**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1767	848	1380	252	-	782	1031	192	4	861	733	224	-
Effective base	663	298	526	91	-	278	384	71	3	323	284	83	-
Weighted Base	1633	750	1273	235	-	691	886	175	5	795	650	187	-
Not at all important (-2)	34 2%	15 2%	26 2%	3 1%	- -%	12 2%	12 1%	* *%	- -%	14 2%	10 2%	1 *%	- -%
Not very important (-1)	61 4%	32 4%	40 3%	2 1%	- -%	28 4%	35 4%	* *%	- -%	21 3%	19 3%	9 5%	- -%
Neither important nor unimportant (0)	201 12%	69 9%	155 12%	25 10%	- -%	62 9%	81 9%	22 13%	- -%	66 8%	60 9%	10 5%	- -%
Important (1)	735 45%	330 44%	598 47%	103 44%	- -%	286 41%	427 48%	68 39%	- -%	334 42%	307 47%	73 39%	- -%
Very important (2)	596 36%	299 40%	453 36%	103 44%	- -%	298 43%	328 37%	84 48%	5 100%	356 45%	254 39%	94 50%	- -%
Don't know	6 *%	5 1%	2 *%	* *%	- -%	5 1%	2 *%	* *%	- -%	5 1%	1 *%	- -%	- -%
NET Important	1331 81%	630 84%	1051 83%	205 87%	- -%	585 85%	756 85%	152 87%	5 100%	690 87%	560 86%	167 89%	- -%
NET Not Important	95 6%	47 6%	65 5%	5 2%	- -%	40 6%	47 5%	* *%	- -%	34 4%	29 4%	10 6%	- -%
Answered	1627	745	1271	235	-	687	885	175	5	790	649	187	-
Mean Score	1.1	1.2	1.1	1.3	-	1.2	1.2	1.3	2.0	1.3	1.2	1.3	-
Standard error	.02	.03	.02	.05	-	.03	.03	.05	-	.03	.03	.06	-
Standard deviation	.90	.91	.88	.78	-	.90	.85	.71	-	.85	.84	.83	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table QD10B_4 (continuation)

QD10B_4. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1767	1650	1290	848	1348	1066	55	555	449	411	114	71
Effective base	663	612	475	331	494	420	14	244	181	165	55	34
Weighted Base	1633	1522	1158	800	1213	1042	34	581	461	407	124	78
Not at all important (-2)	34 2%	28 2%	14 1%	6 1%	18 1%	24 2%	- -%	5 1%	1 *%	* *%	* *%	* *%
Not very important (-1)	61 4%	59 4%	43 4%	20 3%	44 4%	39 4%	- -%	19 3%	11 2%	10 2%	1 1%	- -%
Neither important nor unimportant (0)	201 12%	187 12%	117 10%	65 8%	128 11%	142 14%	5 15%	50 9%	41 9%	33 8%	6 5%	5 6%
Important (1)	735 45%	691 45%	533 46%	382 48%	555 46%	466 45%	13 39%	294 51%	208 45%	179 44%	56 45%	34 43%
Very important (2)	596 36%	551 36%	449 39%	322 40%	462 38%	370 36%	16 46%	212 37%	195 42%	185 45%	61 49%	39 50%
Don't know	6 *%	6 *%	2 *%	5 1%	6 1%	1 *%	- -%	* *%	5 1%	- -%	- -%	- -%
NET Important	1331 81%	1242 82%	982 85%	704 88%	1016 84%	836 80%	29 85%	507 87%	402 87%	364 89%	117 94%	73 94%
NET Not Important	95 6%	87 6%	57 5%	26 3%	62 5%	63 6%	- -%	24 4%	12 3%	10 2%	2 1%	* *%
Answered	1627	1516	1156	795	1206	1041	34	581	456	407	124	78
Mean Score	1.1	1.1	1.2	1.2	1.2	1.1	1.3	1.2	1.3	1.3	1.4	1.4
Standard error	.02	.02	.02	.03	.02	.03	.10	.03	.04	.04	.06	.08
Standard deviation	.90	.89	.85	.77	.86	.92	.73	.79	.75	.73	.66	.64

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table QD10B_4 (continuation)

**QD10B_4. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery within 3 days**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1767	183	116	85	38	1566	1104	1636	1113	1018	769	1486	201	-	1431	103
Effective base	663	74	39	31	19	575	371	601	385	339	285	555	74	-	527	47
Weighted Base	1633	185	92	75	45	1389	855	1456	901	779	697	1351	170	-	1245	119
Not at all important (-2)	34 2%	2 1%	4 4%	1 1%	- -%	18 1%	15 2%	24 2%	10 1%	19 2%	10 1%	18 1%	1 1%	- -%	24 2%	8 6% a
Not very important (-1)	61 4%	11 6%	1 1%	5 7%	3 6%	52 4%	19 2%	52 4%	27 3%	19 2%	19 3%	51 4%	2 1%	- -%	46 4%	1 1%
Neither important nor unimportant (0)	201 12%	9 5%	17 18% a	15 20% a	3 7%	176 13%	93 11%	182 13%	91 10%	81 10%	60 9%	168 12%	21 12%	- -%	135 11%	9 7%
Important (1)	735 45%	69 37%	36 39%	16 21%	25 56% c	623 45%	363 42%	652 45%	378 42%	317 41%	302 43%	602 45%	60 35%	- -%	571 46%	37 31%
Very important (2)	596 36%	89 48%	34 38%	38 50%	14 30%	519 37%	364 43%	544 37%	395 44% ac	343 44% ac	305 44%	509 38%	86 50% b	- -%	468 38%	59 50%
Don't know	6 *%	5 2%	* *%	- -%	- -%	1 *%	2 *%	2 *%	* *%	* *%	1 *%	1 *%	- -%	- -%	1 *%	5 5% a
NET Important	1331 81%	159 86%	70 77%	54 72%	39 87%	1142 82%	727 85%	1196 82%	773 86%	660 85%	607 87%	1112 82%	146 86%	- -%	1040 83%	97 81%
NET Not Important	95 6%	12 7%	4 5%	6 8%	3 6%	70 5%	33 4%	76 5%	37 4%	37 5%	30 4%	70 5%	3 2%	- -%	69 6%	8 7%
Answered Mean Score	1627 1.1	181 1.3	91 1.1	75 1.1	45 1.1	1388 1.1	854 1.2	1455 1.1	900 1.2	779 1.2	697 1.3	1350 1.1	170 1.3	- -	1244 1.1	114 1.2
Standard error	.02	.07	.09	.11	.13	.02	.03	.02	.03	.03	.03	.02	.06	-	.02	.11
Standard deviation	.90	.89	.98	1.04	.80	.87	.85	.88	.84	.90	.84	.87	.78	-	.89	1.09

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table QD10B_4 (continuation)

**QD10B_4. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery within 3 days**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1767	686	1081	487	20	243	335	225	1143	382	263	316	1154
Effective base	663	277	387	177	11	86	129	79	441	139	85	126	441
Weighted Base	1633	678	955	444	30	211	332	198	1113	311	199	311	1089
Not at all important (-2)	34 2%	14 2%	20 2%	5 1%	- -%	4 2%	5 2%	9 4%	17 1%	9 3%	8 4%	12 4%	14 1%
Not very important (-1)	61 4%	23 3%	38 4%	10 2%	- -%	2 1%	8 2%	2 1%	45 4%	14 5%	5 3%	11 4%	43 4%
Neither important nor unimportant (0)	201 12%	78 12%	123 13%	36 8%	* 1%	24 11%	29 9%	9 5%	147 13%	45 14%	19 10%	39 13%	135 12%
Important (1)	735 45%	271 40%	464 49%	205 46%	15 51%	106 50%	138 42%	64 32%	531 48%	136 44%	68 34%	133 43%	525 48%
Very important (2)	596 36%	287 42%	309 32%	186 42%	14 48%	75 36%	151 46%	110 55%	373 33%	107 34%	98 49%	116 37%	367 34%
Don't know	6 *%	5 1%	1 *%	* *%	- -%	* *%	* *%	5 2%	1 *%	* *%	* *%	* *%	5 *%
NET Important	1331 81%	558 82%	773 81%	391 88%	30 99%	181 86%	290 87%	174 88%	904 81%	243 78%	167 84%	249 80%	892 82%
NET Not Important	95 6%	37 5%	58 6%	16 4%	- -%	6 3%	14 4%	10 5%	61 6%	23 7%	13 7%	23 8%	58 5%
Answered	1627	673	954	443	30	211	332	193	1113	311	199	311	1084
Mean Score	1.1	1.2	1.1	1.3	1.5	1.2	1.3	1.4	1.1	1.0	1.2	1.1	1.1
Standard error	.02	.03	.03	.04	.12	.05	.05	bc .06	.03	.05	.06	.06	.03
Standard deviation	.90	.91	.90	.80	.53	.81	.85	.96	.87	.97	1.00	1.00	.86

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table QD10B_4 (continuation)

**QD10B_4. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery within 3 days**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		1767	903	864
Effective base		663	275	389
Weighted Base		1633	681	952
Not at all important	(-2)	34	21	13
		2%	3%	1%
Not very important	(-1)	61	32	29
		4%	5%	3%
Neither important nor unimportant	(0)	201	80	121
		12%	12%	13%
Important	(1)	735	261	474
		45%	38%	50%
				a
Very important	(2)	596	286	310
		36%	42%	33%
			b	
Don't know		6	*	6
		.*%	.*%	1%
NET Important		1331	548	783
		81%	80%	82%
NET Not Important		95	52	42
		6%	8%	4%
Answered		1627	681	946
Mean Score		1.1	1.1	1.1
Standard error		.02	.03	.03
Standard deviation		.90	.99	.83

Columns Tested: a,b

Table QD10B_4 (continuation)

QD10B_4. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1767	101	206	163	160	184	91	106	193	117	144	104	198
Effective base	663	30	97	99	57	126	51	14	77	46	31	36	73
Weighted Base	1633	38	168	195	50	269	83	29	270	115	80	99	237
Not at all important (-2)	34 2%	* 1%	8 5%	2 1%	1 1%	4 1%	* %	* 1%	3 1%	6 5%	* %	* %	8 3%
Not very important (-1)	61 4%	- -%	2 1%	3 1%	1 2%	4 1%	5 6%	5 16%	16 6%	8 7%	5 7%	2 2%	9 4%
Neither important nor unimportant (0)	201 12%	3 7%	9 5%	27 14%	8 17%	44 16%	9 11%	1 4%	48 18%	8 7%	18 22%	6 6%	20 8%
Important (1)	735 45%	20 51%	91 54% dik	95 49%	17 33%	125 47%	39 47%	11 38%	121 45%	39 33%	39 48%	33 33%	108 46%
Very important (2)	596 36%	16 41%	57 34%	68 35%	23 46%	91 34%	29 35%	12 41%	82 30%	55 47%	18 22%	54 54%	92 39%
Don't know	6 *%	- -%	- -%	1 *%	* *%	- -%	1 1%	- -%	- -%	- -%	* *%	5 5%	- -%
NET Important	1331 81%	35 92%	148 88%	162 83%	40 79%	216 81%	68 81%	23 79%	203 75%	93 81%	57 71%	86 87%	200 84%
NET Not Important	95 6%	* 1%	11 6%	5 3%	2 3%	8 3%	5 6%	5 17%	20 7%	14 12%	5 7%	3 3%	17 7%
Answered	1627	38	168	194	50	269	82	29	270	115	80	95	237
Mean Score	1.1	1.3	1.1	1.1	1.2	1.1	1.1	1.0	1.0	1.1	.9	1.4	1.1
Standard error	.02	.07	.07	.06	.07	.06	.09	.11	.07	.11	.07	.07	.07
Standard deviation	.90	.66	.94	.80	.89	.83	.85	1.11	.91	1.14	.84	.76	.96

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table QD10B_4 (continuation)

**QD10B_4. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery within 3 days**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1767	470	435	416	446	905	862
Effective base	663	223	215	132	139	437	271
Weighted Base	1633	401	402	414	417	802	831
Not at all important (-2)	34 2%	11 3%	5 1%	10 2%	9 2%	16 2%	19 2%
Not very important (-1)	61 4%	5 1%	10 3%	29 7%	17 4%	15 2%	46 5%
Neither important nor unimportant (0)	201 12%	38 10%	62 15%	57 14%	44 10%	101 13%	101 12%
Important (1)	735 45%	205 51%	180 45%	170 41%	180 43%	385 48%	350 42%
Very important (2)	596 36%	141 35%	143 36%	149 36%	163 39%	284 35%	312 38%
Don't know	6 *%	1 *%	1 *%	- -%	5 1%	2 *%	5 1%
NET Important	1331 81%	346 86%	324 81%	319 77%	343 82%	669 83%	662 80%
NET Not Important	95 6%	16 4%	15 4%	39 9%	25 6%	31 4%	64 8%
Answered	1627	400	401	414	412	801	826
Mean Score	1.1	1.1	1.1	1.0	1.1	1.1	1.1
Standard error	.02	.04	.04	.05	.04	.03	.03
Standard deviation	.90	.85	.84	1.00	.91	.85	.96

Columns Tested: a,b,c,d - a,b

Table QD10B_5

**QD10B_5. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Convenient to post (within 1/2 mile)**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Method		Business Size 1					
		CATI	CAWI	0-9	10-49	50-99	100-249	10+	
Significance Level: 95%		a	b	a	b	c	d	e	
Unweighted Base	1767	343	1424	1212	305	72	178	555	
Effective base	663	75	597	609	127	31	85	165	
Weighted Base	1633	122	1511	1558	65	7	4	75	
Not at all important	(-2)	33	5	28	30	3	*	*	3
		2%	4%	2%	2%	5%	2%	3%	4%
Not very important	(-1)	68	10	58	63	4	*	*	5
		4%	8%	4%	4%	7%	2%	3%	6%
Neither important nor unimportant	(0)	207	14	194	197	9	1	1	10
		13%	11%	13%	13%	13%	13%	14%	13%
Important	(1)	696	29	667	666	25	3	1	30
		43%	23%	44%	43%	38%	49%	38%	39%
Very important	(2)	622	64	558	595	24	2	2	27
		38%	53%	37%	38%	36%	33%	42%	36%
Don't know		7	1	6	7	*	-	-	*
		*%	1%	*%	*%	1%	-%	-%	1%
NET Important		1318	93	1225	1261	48	6	3	57
		81%	76%	81%	81%	75%	83%	80%	76%
NET Not Important		101	15	86	93	7	*	*	8
		6%	12%	6%	6%	11%	4%	6%	10%
Answered		1626	121	1505	1551	64	7	4	75
Mean Score		1.1	1.1	1.1	1.1	1.0	1.1	1.1	1.0
Standard error		.02	.06	.02	.03	.06	.11	.08	.05
Standard deviation		.92	1.16	.90	.91	1.10	.92	1.11	1.07

Columns Tested:: a,b - a,b,c,d,e

Table QD10B_5 (continuation)

QD10B_5. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1767	501	524	187	181	196	178	1212	305	250
Effective base		663	299	252	75	83	75	85	609	127	66
Weighted Base		1633	850	593	114	47	25	4	1558	65	11
Not at all important	(-2)	33 2%	20 2%	9 1%	2 1%	3 6%	* 2%	* 3%	30 2%	3 5%	* 2%
						bg					
Not very important	(-1)	68 4%	31 4%	26 4%	6 6%	2 4%	3 10%	* 3%	63 4%	4 7%	* 3%
							ag				
Neither important nor unimportant	(0)	207 13%	105 12%	78 13%	14 13%	8 16%	2 8%	1 14%	197 13%	9 13%	1 13%
Important	(1)	696 43%	349 41%	260 44%	57 50%	20 43%	8 32%	1 38%	666 43%	25 38%	5 45%
					e						
Very important	(2)	622 38%	340 40%	219 37%	35 31%	14 31%	12 46%	2 42%	595 38%	24 36%	4 36%
							d				
Don't know		7 *%	5 1%	2 *%	* *%	- -%	* 2%	- -%	7 *%	* 1%	- -%
NET Important		1318 81%	689 81%	479 81%	92 80%	35 74%	20 78%	3 80%	1261 81%	48 75%	9 82%
NET Not Important		101 6%	50 6%	35 6%	8 7%	5 10%	3 12%	* 6%	93 6%	7 11%	1 5%
							g			g	
Answered		1626	845	592	114	47	25	4	1551	64	11
Mean Score		1.1	1.1	1.1	1.0	.9	1.1	1.1	1.1	1.0	1.1
			d						d		
Standard error		.02	.04	.04	.07	.08	.08	.08	.03	.06	.06
Standard deviation		.92	.93	.89	.89	1.08	1.09	1.11	.91	1.10	.93

Columns Tested: a,b,c,d,e,f,g,h,i

Table QD10B_5 (continuation)

**QD10B_5. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Convenient to post (within 1/2 mile)**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1767	729	483	305	72	178	653	301	112	76	198
Effective base	663	445	217	127	31	85	372	127	35	26	33
Weighted Base	1633	1263	295	65	7	4	1043	236	63	30	50
Not at all important	(-2)	33	25	5	3	*	15	3	3	2	*
		2%	2%	2%	5%	2%	1%	1%	4%	6%	1%
Not very important	(-1)	68	48	15	4	*	31	18	6	*	2
		4%	4%	5%	7%	2%	3%	7%	9%	*%	5%
								a			
Neither important nor unimportant	(0)	207	152	46	9	1	133	35	7	3	4
		13%	12%	16%	13%	13%	13%	15%	12%	11%	9%
Important	(1)	696	549	117	25	3	451	104	25	12	24
		43%	43%	40%	38%	49%	43%	44%	40%	42%	48%
Very important	(2)	622	484	111	24	2	412	73	22	12	18
		38%	38%	37%	36%	33%	39%	31%	35%	41%	36%
Don't know		7	5	2	*	-	1	4	-	-	1
		*%	*%	1%	1%	-%	*%	2%	-%	-%	2%
								a			
NET Important		1318	1033	228	48	6	863	177	48	25	42
		81%	82%	77%	75%	83%	83%	75%	75%	83%	84%
NET Not Important		101	74	20	7	*	46	20	8	2	3
		6%	6%	7%	11%	4%	4%	9%	13%	7%	6%
					a				a		
Answered		1626	1258	293	64	7	1043	232	63	30	49
Mean Score		1.1	1.1	1.1	1.0	1.1	1.2	1.0	.9	1.1	1.2
							b				
Standard error		.02	.03	.04	.06	.11	.03	.05	.10	.12	.06
Standard deviation		.92	.91	.94	1.10	.92	.86	.94	1.10	1.07	.85

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table QD10B_5 (continuation)

QD10B_5. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	GOR (QC3)									
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	
		a	b	c	d	e	f	g	h	i	
Significance Level: 95%											
Unweighted Base	1767	126	83	173	60	120	144	117	102	98	
Effective base	663	70	46	97	27	63	87	68	54	47	
Weighted Base	1633	163	104	268	59	159	260	202	140	114	
Not at all important	(-2)	33	7	-	6	-	2	1	*	9	1
		2%	4%	-%	2%	-%	1%	1%	*%	6%	1%
									fg		
Not very important	(-1)	68	4	3	13	1	13	6	8	10	1
		4%	3%	3%	5%	3%	8%	2%	4%	7%	1%
Neither important nor unimportant	(0)	207	20	16	34	8	12	26	34	22	12
		13%	12%	16%	13%	13%	7%	10%	17%	16%	10%
Important	(1)	696	65	37	129	28	55	136	108	47	43
		43%	40%	36%	48%	47%	34%	52%	54%	33%	37%
								eh	eh		
Very important	(2)	622	65	47	81	21	79	90	52	51	58
		38%	40%	45%	30%	36%	49%	35%	26%	36%	51%
				g		cg					cg
Don't know		7	1	-	4	-	-	1	-	*	-
		*%	1%	-%	2%	-%	-%	*%	-%	*%	-%
NET Important		1318	131	84	210	49	133	226	160	97	101
		81%	80%	81%	78%	84%	84%	87%	79%	70%	88%
								h		h	h
NET Not Important		101	11	3	20	1	14	7	8	19	2
		6%	7%	3%	7%	3%	9%	3%	4%	14%	1%
									fi		
Answered		1626	162	104	264	59	159	259	202	139	114
Mean Score		1.1	1.1	1.2	1.0	1.2	1.2	1.2	1.0	.9	1.4
								h			cg
Standard error		.02	.09	.09	.07	.10	.09	.06	.07	.12	.08
Standard deviation		.92	1.00	.83	.92	.76	.97	.74	.77	1.18	.77

Columns Tested: a,b,c,d,e,f,g,h,i

Table QD10B_5 (continuation)

**QD10B_5. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Convenient to post (within 1/2 mile)**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		GOR (QC3)							
		Net: Scotland, Wales and Northern Ireland							
Total base		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1767	278	311	434	1023	744	259	251	234
Effective base	663	136	169	253	554	204	82	66	91
Weighted Base	1633	332	406	729	1467	166	74	61	30
Not at all important	(-2) 33 2%	3 1%	16 4%	8 1%	27 2%	7 4%	4 6% acd	1 2%	1 4%
Not very important	(-1) 68 4%	15 4%	18 4%	27 4%	60 4%	8 5%	1 1%	4 6%	3 10% cdf
Neither important nor unimportant	(0) 207 13%	31 9%	59 14%	94 13%	184 13%	24 14%	13 18%	6 9%	5 17%
Important	(1) 696 43%	125 38%	150 37%	373 51%	648 44%	48 29%	20 27%	21 34%	6 21%
Very important	(2) 622 38%	158 48% cd	163 40% c	222 31%	543 37%	79 47% cd	35 47% c	30 48% c	14 48% c
Don't know	7 *%	- -%	1 *%	5 1%	6 *%	1 *%	1 1%	* *%	- -%
NET Important	1318 81%	283 85% efh	312 77%	596 82% h	1191 81% h	126 76%	55 74%	50 82%	21 69%
NET Not Important	101 6%	18 5%	34 8%	35 5%	86 6%	15 9%	5 7%	5 8%	4 14% acd
Answered Mean Score	1626 1.1	332 1.3 ch	405 1.1	724 1.1	1461 1.1	165 1.1	74 1.1	61 1.2	30 1.0
Standard error	.02	.05	.06	.04	.03	.04	.07	.06	.08
Standard deviation	.92	.87	1.04	.82	.90	1.08	1.12	.99	1.20

Columns Tested: a,b,c,d,e,f,g,h

Table QD10B_5 (continuation)

QD10B_5. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Industry									
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
		a	b	*c	d	e	f	g	h	i	
Significance Level: 95%											
Unweighted Base	1767	80	134	12	146	183	403	65	93	795	
Effective base	663	31	39	6	44	77	155	20	26	317	
Weighted Base	1633	66	93	17	110	210	321	42	55	827	
Not at all important	(-2)	33 2%	2 3%	2 2%	- -%	2 2%	1 *%	6 2%	1 3%	* *%	22 3%
Not very important	(-1)	68 4%	8 12% fi	8 9%	- -%	8 8%	11 5%	10 3%	2 6%	* *%	28 3%
Neither important nor unimportant	(0)	207 13%	14 22%	10 10%	12 73%	22 20%	32 15%	33 10%	3 7%	4 8%	98 12%
Important	(1)	696 43%	27 41%	39 42%	3 16%	42 38%	104 50%	129 40%	23 54%	27 49%	344 42%
Very important	(2)	622 38%	15 23%	35 37%	2 12%	37 33%	56 27%	143 45% ae	13 31%	23 42%	334 40% e
Don't know		7 *%	- -%	- -%	- -%	5 2%	* *%	- -%	- -%	- -%	1 *%
NET Important		1318 81%	42 64%	74 79%	5 27%	78 71%	161 77%	272 85% ad	36 85%	50 91% ad	678 82% a
NET Not Important		101 6%	10 14% h	10 11%	- -%	10 9%	12 6%	16 5%	3 8%	* *%	50 6%
Answered	1626	66	93	17	110	205	321	42	55	825	
Mean Score	1.1	.7	1.0	.4	.9	1.0	1.2	1.0	1.3	1.1	
Standard error	.02	.12	.09	.20	.08	.06	.04	.11	.07	.03	
Standard deviation	.92	1.05	1.01	.71	.99	.83	.89	.93	.66	.94	

Columns Tested: a,b,c,d,e,f,g,h,i

Table QD10B_5 (continuation)

QD10B_5. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1767	409	403	955	1536	231	-	1472	295	1713	54
Effective base	663	150	155	363	564	104	-	593	77	642	22
Weighted Base	1633	387	321	925	1335	298	-	1499	135	1584	49
Not at all important (-2)	33 2%	4 1%	6 2%	23 2%	24 2%	9 3%	- -%	30 2%	3 2%	29 2%	4 9% a
Not very important (-1)	68 4%	27 7%	10 3%	30 3%	58 4%	10 3%	- -%	66 4%	2 1%	66 4%	1 3%
Neither important nor unimportant (0)	207 13%	69 18%	33 10%	105 11%	144 11%	64 21%	- -%	192 13%	16 12%	201 13%	7 13%
Important (1)	696 43%	173 45%	129 40%	394 43%	589 44%	107 36%	- -%	641 43%	55 41%	690 44% b	6 12%
Very important (2)	622 38%	108 28%	143 45% a	370 40% a	518 39%	104 35%	- -%	564 38%	58 43%	592 37%	30 61% a
Don't know	7 *%	5 1%	* *%	2 *%	3 *%	4 1%	- -%	7 *%	* *%	6 *%	1 1%
NET Important	1318 81%	281 73%	272 85% a	764 83% a	1106 83% b	211 71%	- -%	1205 80%	113 84%	1281 81%	36 73%
NET Not Important	101 6%	31 8%	16 5%	53 6%	82 6%	18 6%	- -%	96 6%	5 4%	95 6%	6 12%
Answered	1626	381	321	923	1333	293	-	1492	134	1577	49
Mean Score	1.1	.9	1.2 a	1.1 a	1.1	1.0	-	1.1	1.2	1.1	1.2
Standard error	.02	.05	.04 a	.03 a	.02	.07	-	.02	.05	.02	.18
Standard deviation	.92	.92	.89	.92	.90	.99	-	.92	.89	.91	1.31

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table QD10B_5 (continuation)

QD10B_5. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		1767	1043	362	352
Effective base		663	417	113	132
Weighted Base		1633	1048	253	323
Not at all important	(-2)	33 2%	25 2%	3 1%	1 *%
Not very important	(-1)	68 4%	44 4%	4 2%	18 5%
Neither important nor unimportant	(0)	207 13%	126 12%	52 21%	29 9%
Important	(1)	696 43%	484 46%	97 38%	113 35%
Very important	(2)	622 38%	368 35%	97 38%	156 48%
Don't know		7 *%	2 *%	- -%	5 2%
NET Important		1318 81%	852 81%	194 77%	270 84%
NET Not Important		101 6%	68 7%	7 3%	19 6%
Answered		1626	1046	253	318
Mean Score		1.1	1.1	1.1	1.3
Standard error		.02	.03	.05	.05
Standard deviation		.92	.92	.86	.88

Columns Tested:: a,b,c

Table QD10B_5 (continuation)

QD10B_5. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Annual postal spend											
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+	
		a	b	c	*d	*e	*f	*g	*h	i	j	k	
Significance Level: 95%													
Unweighted Base	1767	1340	270	75	27	27	14	7	7	1610	157	82	
Effective base	663	549	82	18	7	7	3	1	1	629	35	17	
Weighted Base	1633	1383	168	42	10	18	7	1	5	1550	83	40	
Not at all important	(-2)	33	32	1	1	*	*	*	-	-	32	1	1
		2%	2%	*%	1%	2%	2%	*%	-%	-%	2%	1%	1%
Not very important	(-1)	68	56	5	*	*	6	-	-	61	6	6	
		4%	4%	3%	*%	*%	35%	-%	-%	4%	8%	16%	
												ai	
Neither important nor unimportant	(0)	207	172	32	2	1	*	*	*	204	3	2	
		13%	12%	19%	4%	13%	*%	4%	6%	13%	4%	4%	
				j									
Important	(1)	696	609	54	17	6	5	4	*	663	33	16	
		43%	44%	32%	41%	59%	30%	61%	2%	43%	40%	38%	
			b										
Very important	(2)	622	512	71	23	3	6	2	1	5	583	39	16
		38%	37%	42%	54%	25%	32%	35%	93%	99%	38%	47%	41%
Don't know		7	3	4	-	-	-	-	-	7	-	-	
		*%	*%	3%	-%	-%	-%	-%	-%	*%	-%	-%	
				ai									
NET Important		1318	1121	125	40	8	11	7	1	5	1246	72	32
		81%	81%	74%	94%	84%	63%	96%	94%	100%	80%	87%	79%
NET Not Important		101	87	6	1	*	7	*	-	-	93	8	7
		6%	6%	4%	2%	2%	37%	*%	-%	-%	6%	9%	17%
												b	
Answered		1626	1380	163	42	10	18	7	1	5	1543	83	40
Mean Score		1.1	1.1	1.2	1.4	1.1	.6	1.3	1.9	2.0	1.1	1.2	1.0
Standard error		.02	.03	.05	.08	.15	.26	.16	-	.06	.02	.08	.12
Standard deviation		.92	.92	.88	.72	.79	1.35	.60	-	.15	.92	.95	1.10

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table QD10B_5 (continuation)

QD10B_5. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1767	688	652	427	1712	1421	1767	1233	782	649	341	998	94	119	74	93	48
Effective base	663	327	224	116	634	523	663	469	300	209	153	405	25	32	16	20	12
Weighted Base	1633	861	522	250	1570	1276	1633	1150	770	506	382	1015	55	78	35	43	25
Not at all important (-2)	33 2%	24 3%	7 1%	2 1%	32 2%	21 2%	33 2%	14 1%	9 1%	8 2%	13 3%	18 2%	1 2%	*	*	*	-
Not very important (-1)	68 4%	34 4%	21 4%	12 5%	66 4%	44 3%	68 4%	43 4%	34 4%	26 5%	24 6%	33 3%	2 3%	2 2%	*	6 13%	* 2%
Neither important nor unimportant (0)	207 13%	130 15%	42 8%	36 14%	206 13%	164 13%	207 13%	145 13%	100 13%	64 13%	42 11%	133 13%	8 14%	17 21%	2 7%	5 12%	* 1%
Important (1)	696 43%	384 45%	224 43%	87 35%	671 43%	557 44%	696 43%	512 44%	380 49%	228 45%	151 40%	456 45%	20 36%	27 35%	18 51%	16 37%	7 28%
Very important (2)	622 38%	287 33%	225 43%	110 44%	587 37%	484 38%	622 38%	431 37%	241 31%	175 35%	151 39%	373 37%	24 44%	32 40%	15 41%	11 26%	17 68%
Don't know	7 *%	1 *%	2 *%	4 2%	7 *%	6 1%	7 *%	6 *%	6 1%	5 1%	1 *%	1 *%	- -%	1 1%	- -%	4 10%	- -%
NET Important	1318 81%	672 78%	450 86%	196 78%	1258 80%	1041 82%	1318 81%	942 82%	621 81%	403 80%	302 79%	829 82%	44 80%	59 75%	32 92%	27 63%	24 97%
NET Not Important	101 6%	59 7%	29 5%	14 5%	99 6%	65 5%	101 6%	57 5%	43 6%	34 7%	37 10%	52 5%	3 6%	2 3%	* 1%	6 14%	* 2%
Answered Mean Score	1626 1.1	860 1.0	520 1.2	246 1.2	1563 1.1	1270 1.1	1626 1.1	1144 1.1	764 1.1	501 1.1	382 1.1	1014 1.1	55 1.2	78 1.1	35 1.3	39 .8	25 1.6
Standard error	.02	.04	.03	.04	.02	.02	.02	.02	.03	.04	.06	.03	.10	.08	.08	.11	.09
Standard deviation	.92	.95	.87	.91	.92	.88	.92	.86	.85	.91	1.03	.88	.96	.87	.68	1.06	.63

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table QD10B_5 (continuation)

QD10B_5. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g	
Unweighted Base	1767	1249	148	100	88	46	60	21	967	189	100	65	46	33	21	
Effective base	663	527	41	26	18	10	10	3	403	50	28	24	10	13	6	
Weighted Base	1633	1323	95	64	40	17	23	7	991	138	50	37	33	15	14	
Not at all important	(-2)	33	30	1	1	-	*	*	-	20	1	*	1	*	-	-
		2%	2%	1%	1%	-%	1%	2%	-%	2%	*%	*%	2%	*%	-%	-%
Not very important	(-1)	68	53	7	2	*	*	4	*	33	3	1	*	5	1	*
		4%	4%	7%	3%	*%	1%	20%	7%	3%	2%	2%	*%	14%	8%	3%
Neither important nor unimportant	(0)	207	177	12	6	7	1	3	*	122	25	6	6	4	1	*
		13%	13%	13%	9%	18%	4%	14%	1%	12%	18%	13%	17%	11%	5%	1%
Important	(1)	696	565	44	29	17	9	3	5	444	49	24	16	17	5	2
		43%	43%	46%	45%	42%	53%	12%	65%	45%	36%	48%	45%	53%	31%	13%
			f	f		f										
Very important	(2)	622	496	31	26	16	7	8	2	370	56	17	13	7	8	12
		38%	38%	33%	41%	40%	41%	34%	27%	37%	41%	35%	36%	22%	56%	83%
Don't know		7	2	-	1	-	-	4	-	1	4	1	-	-	-	-
		*%	*%	-%	1%	-%	-%	19%	-%	*%	3%	2%	-%	-%	-%	-%
							ab				a					
NET Important		1318	1062	75	55	33	16	10	7	814	105	41	30	25	13	14
		81%	80%	79%	86%	82%	94%	45%	93%	82%	76%	83%	81%	75%	87%	96%
			f	f	f	f	f									
NET Not Important		101	83	8	2	*	*	5	*	53	3	1	1	5	1	*
		6%	6%	8%	4%	*%	3%	21%	7%	5%	3%	3%	2%	14%	8%	3%
Answered		1626	1321	95	63	40	17	18	7	989	133	49	37	33	15	14
Mean Score		1.1	1.1	1.0	1.2	1.2	1.3	.7	1.1	1.1	1.2	1.2	1.1	.8	1.3	1.8
Standard error		.02	.03	.08	.08	.08	.11	.17	.17	.03	.06	.08	.10	.14	.16	.14
Standard deviation		.92	.93	.92	.81	.74	.74	1.32	.78	.89	.84	.77	.84	.95	.94	.66

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table QD10B_5 (continuation)

QD10B_5. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1767	814	143	102	58	43	37	36	706	352	405	216	84
Effective base	663	345	48	27	21	11	8	13	318	135	141	49	23
Weighted Base	1633	843	127	71	32	22	22	34	840	315	313	103	61
Not at all important	(-2)	33	13	*	*	*	*	*	22	4	6	1	1
		2%	2%	*%	*%	1%	2%	*%	1%	3%	1%	2%	1%
Not very important	(-1)	68	30	8	*	*	*	5	36	10	14	6	1
		4%	4%	6%	1%	*%	*%	13%	4%	3%	4%	6%	2%
Neither important nor unimportant	(0)	207	101	16	12	4	4	7	116	39	29	16	7
		13%	12%	13%	17%	13%	18%	22%	14%	12%	9%	16%	11%
Important	(1)	696	391	39	33	14	6	19	350	142	141	37	25
		43%	46%	31%	46%	43%	26%	86%	42%	45%	45%	36%	41%
Very important	(2)	622	307	63	22	13	12	12	315	119	121	43	23
		38%	36%	50%	30%	43%	54%	11%	37%	38%	39%	41%	38%
Don't know		7	1	-	4	-	-	-	1	1	2	-	4
		*%	*%	-%	6%	-%	-%	-%	*%	*%	*%	-%	7%
NET Important		1318	698	102	54	27	17	21	664	261	262	80	48
		81%	83%	81%	76%	86%	80%	98%	79%	83%	84%	77%	79%
NET Not Important		101	42	9	1	*	*	*	58	14	20	7	2
		6%	5%	7%	1%	1%	2%	1%	7%	4%	6%	7%	3%
Answered		1626	841	127	67	32	22	22	839	314	312	103	57
Mean Score		1.1	1.1	1.2	1.1	1.3	1.3	1.1	1.1	1.2	1.1	1.1	1.2
Standard error		.02	.03	.08	.07	.10	.14	.07	.04	.05	.05	.06	.09
Standard deviation		.92	.86	.93	.73	.77	.91	.40	.96	.84	.91	.94	.81

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table QD10B_5 (continuation)

QD10B_5. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Frequency - letters sent					Frequency - large letters sent					
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e	
Unweighted Base	1767	777	332	349	186	64	636	264	300	152	60	
Effective base	663	343	125	116	36	17	284	92	93	39	17	
Weighted Base	1633	907	285	253	80	43	738	215	190	83	45	
Not at all important	(-2)	33 2%	22 2%	3 1%	6 2%	1 1%	1 1%	15 2%	3 1%	3 1%	* *	1 1%
Not very important	(-1)	68 4%	36 4%	10 4%	13 5%	6 7%	1 2%	21 3%	10 5%	6 3%	6 7%	1 2%
Neither important nor unimportant	(0)	207 13%	124 14%	41 14%	24 9%	12 15%	6 14%	103 14%	27 13%	14 8%	15 18%	3 6%
Important	(1)	696 43%	371 41%	125 44%	126 50%	29 36%	19 45%	335 45%	89 41%	84 44%	32 38%	17 38%
Very important	(2)	622 38%	354 39%	106 37%	82 33%	32 40%	12 28%	264 36%	86 40%	82 43%	31 37%	19 42%
Don't know		7 *%	1 *%	1 *%	2 1%	- -%	4 10%	1 *%	1 *%	1 *%	- -%	4 10%
NET Important		1318 81%	725 80%	231 81%	209 83%	61 77%	31 73%	598 81%	175 81%	166 87%	63 75%	37 81%
NET Not Important		101 6%	58 6%	13 5%	19 8%	6 8%	2 4%	36 5%	12 6%	9 5%	6 7%	2 3%
Answered		1626	907	285	251	80	39	737	214	190	83	41
Mean Score		1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.2	1.1	1.3
Standard error		.02	.03	.05	.05	.07	.11	.04	.06	.05	.08	.11
Standard deviation		.92	.95	.86	.92	.97	.84	.89	.90	.85	.93	.82

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table QD10B_5 (continuation)

QD10B_5. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		1767	573	195	232	142	71	676	105	446	1615	152	1674	38
Effective base		663	250	65	81	47	20	266	29	171	606	57	621	13
Weighted Base		1633	636	162	186	105	43	636	69	437	1500	133	1533	38
Not at all important	(-2)	33	10	*	3	1	*	10	1	3	30	4	32	*
		2%	2%	1%	2%	1%	1%	2%	1%	1%	2%	3%	2%	1%
Not very important	(-1)	68	23	2	11	7	*	24	*	19	57	10	66	-
		4%	4%	1%	6%	7%	1%	4%	1%	4%	4%	8%	4%	0%
Neither important nor unimportant	(0)	207	81	17	19	21	4	80	8	56	185	22	197	9
		13%	13%	10%	10%	20%	9%	13%	11%	13%	12%	17%	13%	25%
Important	(1)	696	305	74	76	33	21	252	35	220	643	53	659	12
		43%	48%	46%	41%	32%	49%	40%	51%	50%	43%	40%	43%	33%
Very important	(2)	622	217	68	77	39	18	270	25	134	582	40	576	11
		38%	34%	42%	41%	37%	41%	42%	36%	31%	39%	30%	38%	30%
Don't know		7	1	1	-	4	-	-	1	5	3	4	3	4
		1%	1%	1%	0%	4%	0%	0%	1%	1%	1%	3%	1%	12%
NET Important		1318	522	142	153	72	39	522	60	354	1225	92	1234	24
		81%	82%	88%	82%	69%	90%	82%	87%	81%	82%	69%	81%	63%
NET Not Important		101	33	2	14	8	*	34	1	22	87	14	99	*
		6%	5%	1%	8%	7%	1%	5%	2%	5%	6%	10%	6%	1%
Answered		1626	636	161	186	101	43	636	68	432	1497	129	1530	33
Mean Score		1.1	1.1	1.3	1.1	1.0	1.3	1.2	1.2	1.1	1.1	.9	1.1	1.1
Standard error		.02	.04	.05	.06	.08	.08	.03	.07	.04	.02	.08	.02	.13
Standard deviation		.92	.86	.71	.94	.96	.71	.90	.76	.83	.91	1.03	.93	.82

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table QD10B_5 (continuation)

QD10B_5. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	
Unweighted Base	1767	1295	126	839	394	1679	33	1283	138	847	386	
Effective base	663	490	33	335	135	623	11	483	40	338	132	
Weighted Base	1633	1186	90	798	352	1540	30	1177	100	809	341	
Not at all important	(-2)	33	19	2	13	1	32	-	19	2	12	2
		2%	2%	3%	2%	*	2%	-%	2%	2%	2%	1%
Not very important	(-1)	68	40	3	21	22	66	-	42	2	21	22
		4%	3%	4%	3%	6%	4%	-%	4%	2%	3%	7%
												a
Neither important nor unimportant	(0)	207	152	13	89	56	197	9	149	15	90	54
		13%	13%	14%	11%	16%	13%	31%	13%	15%	11%	16%
Important	(1)	696	515	42	360	151	664	7	510	46	365	147
		43%	43%	47%	45%	43%	43%	25%	43%	47%	45%	43%
Very important	(2)	622	459	25	315	116	578	9	454	30	319	111
		38%	39%	28%	39%	33%	38%	30%	39%	30%	39%	33%
Don't know		7	2	4	1	4	3	4	2	4	1	4
		*%	*%	5%	*%	1%	*%	15%	*%	4%	*%	1%
				a				a		a		
NET Important		1318	973	68	675	267	1242	16	965	76	684	258
		81%	82%	75%	85%	76%	81%	55%	82%	76%	85%	76%
					b		b				b	
NET Not Important		101	59	6	33	24	99	-	61	4	33	24
		6%	5%	6%	4%	7%	6%	-%	5%	4%	4%	7%
Answered		1626	1184	86	797	347	1537	26	1175	95	808	337
Mean Score		1.1	1.1	1.0	1.2	1.0	1.1	1.0	1.1	1.0	1.2	1.0
Standard error		.02	.02	.08	.03	.04	.02	.15	.02	.08	.03	.05
Standard deviation		.92	.88	.93	.85	.89	.93	.86	.88	.88	.85	.90

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table QD10B_5 (continuation)

QD10B_5. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1767	848	1380	252	-	782	1031	192	4	861	733	224	-
Effective base	663	298	526	91	-	278	384	71	3	323	284	83	-
Weighted Base	1633	750	1273	235	-	691	886	175	5	795	650	187	-
Not at all important (-2)	33 2%	7 1%	27 2%	1 *%	- -%	8 1%	16 2%	2 1%	- -%	10 1%	7 1%	2 1%	- -%
Not very important (-1)	68 4%	37 5%	46 4%	14 6%	- -%	34 5%	30 3%	10 6%	2 36%	33 4%	22 3%	14 8%	- -%
Neither important nor unimportant (0)	207 13%	91 12%	164 13%	25 11%	- -%	83 12%	91 10%	22 13%	1 12%	98 12%	58 9%	12 7%	- -%
Important (1)	696 43%	326 43%	548 43%	86 37%	- -%	292 42%	395 45%	54 31%	- -%	333 42%	292 45%	75 40%	- -%
Very important (2)	622 38%	283 38%	485 38%	108 46%	- -%	270 39%	351 40%	87 50%	2 52%	316 40%	271 42%	83 45%	- -%
Don't know	7 *%	5 1%	3 *%	- -%	- -%	5 1%	2 *%	- -%	- -%	6 1%	* *%	- -%	- -%
NET Important	1318 81%	610 81%	1034 81%	194 83%	- -%	562 81%	746 84%	141 80%	2 52%	649 82%	563 87%	158 85%	- -%
NET Not Important	101 6%	45 6%	73 6%	15 6%	- -%	42 6%	47 5%	12 7%	2 36%	43 5%	29 4%	16 9%	- -%
Answered	1626	745	1270	235	-	687	884	175	5	789	649	187	-
Mean Score	1.1	1.1	1.1	1.2	-	1.1	1.2	1.2	.7	1.2	1.2	1.2	-
Standard error	.02	.03	.02	.06	-	.03	.03	.07	.80	.03	.03	.06	-
Standard deviation	.92	.88	.91	.90	-	.89	.88	.95	1.59	.88	.83	.94	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table QD10B_5 (continuation)

QD10B_5. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1767	1650	1290	848	1348	1066	55	555	449	411	114	71
Effective base	663	612	475	331	494	420	14	244	181	165	55	34
Weighted Base	1633	1522	1158	800	1213	1042	34	581	461	407	124	78
Not at all important (-2)	33 2%	32 2%	14 1%	7 1%	22 2%	18 2%	* 1%	5 1%	3 1%	3 1%	2 1%	* %
Not very important (-1)	68 4%	65 4%	40 3%	24 3%	48 4%	39 4%	6 17% ab	17 3%	13 3%	14 3%	2 2%	4 5%
Neither important nor unimportant (0)	207 13%	191 13%	151 13%	79 10%	165 14%	130 12%	9 28%	60 10%	53 11%	37 9%	13 11%	5 6%
Important (1)	696 43%	647 43%	497 43%	335 42%	526 43%	411 39%	7 21%	252 43%	183 40%	152 37%	40 32%	29 37%
Very important (2)	622 38%	579 38%	451 39%	349 44%	445 37%	440 42%	12 34%	242 42%	204 44%	196 48%	68 54%	41 52%
Don't know	7 *%	7 *%	6 1%	5 1%	7 1%	6 1%	- -%	5 1%	5 1%	5 1%	- -%	- -%
NET Important	1318 81%	1226 81%	947 82%	684 86%	971 80%	850 82%	19 55%	494 85%	387 84%	348 86%	107 86%	70 89%
NET Not Important	101 6%	97 6%	53 5%	31 4%	70 6%	56 5%	6 18%	22 4%	16 3%	17 4%	4 3%	4 5%
Answered	1626	1514	1152	794	1206	1036	34	576	456	402	124	78
Mean Score	1.1	1.1	1.2	1.3	1.1	1.2	.7	1.2	1.3	1.3	1.4	1.4
Standard error	.02	.02	.02	a .03	.02	.03	.16	.03	.04	.04	.08	.10
Standard deviation	.92	.93	.86	.82	.90	.91	1.15	.82	.82	.83	.85	.81

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table QD10B_5 (continuation)

QD10B_5. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1767	183	116	85	38	1566	1104	1636	1113	1018	769	1486	201	-	1431	103
Effective base	663	74	39	31	19	575	371	601	385	339	285	555	74	-	527	47
Weighted Base	1633	185	92	75	45	1389	855	1456	901	779	697	1351	170	-	1245	119
Not at all important (-2)	33 2%	* *%	1 1%	1 1%	* 1%	23 2%	10 1%	25 2%	9 1%	15 2%	5 1%	24 2%	1 *%	- -%	18 1%	6 5%
Not very important (-1)	68 4%	6 3%	12 13%	6 8%	2 4%	61 4%	36 4%	64 4%	41 4%	36 5%	30 4%	60 4%	11 6%	- -%	51 4%	10 8%
Neither important nor unimportant (0)	207 13%	22 12%	12 13%	12 16%	11 25%	174 12%	118 14%	193 13%	109 12%	77 10%	82 12%	169 13%	14 8%	- -%	151 12%	4 4%
Important (1)	696 43%	78 42%	44 48%	29 39%	19 42%	600 43%	341 40%	623 43%	384 43%	296 38%	305 44%	575 43%	53 31%	- -%	523 42%	45 38%
Very important (2)	622 38%	79 43%	23 25%	27 36%	13 29%	524 38%	342 40%	545 37%	352 39%	350 45% ac	270 39%	520 39%	91 53% ab	- -%	502 40%	53 45%
Don't know	7 *%	- -%	- -%	- -%	- -%	7 1%	7 1%	7 *%	6 1%	6 1%	5 1%	3 *%	- -%	- -%	1 *%	1 1%
NET Important	1318 81%	157 85%	67 73%	56 75%	32 70%	1124 81%	684 80%	1168 80%	737 82%	646 83%	576 83%	1095 81%	144 85%	- -%	1025 82%	98 82%
NET Not Important	101 6%	6 3%	12 13%	7 10%	2 5%	85 6%	46 5%	89 6%	49 5%	50 6%	35 5%	84 6%	11 7%	- -%	68 6%	16 13% a
Answered	1626	185	92	75	45	1382	848	1449	895	773	692	1348	170	-	1244	118
Mean Score	1.1	1.2 b	.8	1.0	.9	1.1	1.1	1.1	1.2	1.2	1.2	1.1	1.3	-	1.2	1.1
Standard error	.02	.06	.09	.11	.14	.02	.03	.02	.03	.03	.03	.02	.06	-	.02	.11
Standard deviation	.92	.80	.97	.99	.89	.91	.89	.91	.87	.93	.85	.91	.90	-	.89	1.12

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table QD10B_5 (continuation)

QD10B_5. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1767	686	1081	487	20	243	335	225	1143	382	263	316	1154
Effective base	663	277	387	177	11	86	129	79	441	139	85	126	441
Weighted Base	1633	678	955	444	30	211	332	198	1113	311	199	311	1089
Not at all important (-2)	33 2%	10 1%	23 2%	3 1%	- -%	2 1%	2 1%	5 3%	19 2%	9 3%	8 4%	2 1%	23 2%
Not very important (-1)	68 4%	37 5%	31 3%	23 5%	3 11%	11 5%	18 5%	11 6%	43 4%	14 4%	13 6%	17 5%	38 3%
Neither important nor unimportant (0)	207 13%	81 12%	126 13%	64 14%	5 17%	33 16%	52 16%	23 12%	159 14%	24 8%	24 12%	35 11%	141 13%
Important (1)	696 43%	292 43%	404 42%	198 45%	10 35%	97 46%	137 41%	66 33%	494 44%	134 43%	71 36%	149 48%	460 42%
Very important (2)	622 38%	254 37%	368 39%	156 35%	11 36%	64 31%	123 37%	93 47%	398 36%	125 40%	82 41%	109 35%	422 39%
Don't know	7 *%	5 1%	2 *%	* *%	- -%	4 2%	* *%	- -%	1 *%	5 2%	1 *%	- -%	6 1%
NET Important	1318 81%	545 80%	772 81%	354 80%	21 71%	161 76%	260 78%	159 80%	892 80%	259 83%	154 77%	258 83%	881 81%
NET Not Important	101 6%	47 7%	54 6%	25 6%	3 11%	12 6%	20 6%	16 8%	62 6%	23 7%	21 11%	18 6%	61 6%
Answered	1626	673	953	444	30	207	332	198	1112	306	199	311	1084
Mean Score	1.1	1.1	1.1	1.1	1.0	1.0	1.1	1.2	1.1	1.2	1.0	1.1	1.1
Standard error	.02	.04	.03	.04	.23	.06	.05	.07	.03	.05	.07	.05	.03
Standard deviation	.92	.92	.93	.87	1.01	.87	.89	1.01	.90	.95	1.08	.85	.92

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table QD10B_5 (continuation)

QD10B_5. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		1767	903	864
Effective base		663	275	389
Weighted Base		1633	681	952
Not at all important	(-2)	33	13	20
		2%	2%	2%
Not very important	(-1)	68	38	29
		4%	6%	3%
Neither important nor unimportant	(0)	207	70	137
		13%	10%	14%
Important	(1)	696	290	405
		43%	43%	43%
Very important	(2)	622	264	358
		38%	39%	38%
Don't know		7	5	2
		*%	1%	*%
NET Important		1318	554	763
		81%	81%	80%
NET Not Important		101	51	49
		6%	8%	5%
Answered		1626	676	950
Mean Score		1.1	1.1	1.1
Standard error		.02	.03	.03
Standard deviation		.92	.94	.91

Columns Tested: a,b

Table QD10B_5 (continuation)

QD10B_5. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	1767	101	206	163	160	184	91	106	193	117	144	104	198
Effective base	663	30	97	99	57	126	51	14	77	46	31	36	73
Weighted Base	1633	38	168	195	50	269	83	29	270	115	80	99	237
Not at all important (-2)	33 2%	1 2%	3 2%	3 1%	* 1%	7 3%	2 3%	1 4%	6 2%	2 1%	* *	2 2%	5 2%
Not very important (-1)	68 4%	2 5%	9 5%	6 3%	2 3%	9 3%	4 5%	* *%	4 2%	13 11%	2 2%	5 5%	11 5%
Neither important nor unimportant (0)	207 13%	9 24%	22 13%	17 9%	6 12%	36 13%	14 17%	5 18%	37 14%	12 10%	13 17%	4 4%	32 14%
Important (1)	696 43%	15 40%	58 35%	87 44%	18 36%	125 47%	26 31%	11 38%	131 49%	44 39%	35 43%	33 33%	112 47%
Very important (2)	622 38%	11 28%	74 44%	78 40%	23 47%	92 34%	36 44%	11 39%	92 34%	44 38%	30 38%	55 55%	76 32%
Don't know	7 *%	- -%	- -%	5 3%	1 1%	- -%	1 1%	- -%	- -%	1 1%	- -%	- -%	- -%
NET Important	1318 81%	26 68%	133 79%	164 84%	41 83%	217 81%	62 75%	22 77%	223 83%	88 77%	65 81%	88 89%	188 79%
NET Not Important	101 6%	3 7%	13 7%	8 4%	2 4%	16 6%	6 7%	1 5%	11 4%	14 13%	2 3%	7 7%	17 7%
Answered	1626	38	168	190	49	269	82	29	270	114	80	99	237
Mean Score	1.1	.9	1.1	1.2	1.3	1.1	1.1	1.1	1.1	1.0	1.2	1.3	1.0
Standard error	.02	.10	.07	.07	.07	.07	.11	.10	.06	.10	.07	.09	.07
Standard deviation	.92	.96	.98	.84	.87	.92	1.02	1.01	.86	1.04	.81	.93	.93

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table QD10B_5 (continuation)

**QD10B_5. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Convenient to post (within 1/2 mile)**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Quarter				Half		
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023	
Significance Level: 95%		a	b	c	d	a	b	
Unweighted Base	1767	470	435	416	446	905	862	
Effective base	663	223	215	132	139	437	271	
Weighted Base	1633	401	402	414	417	802	831	
Not at all important	(-2)	33	7	10	9	8	16	17
		2%	2%	2%	2%	2%	2%	2%
Not very important	(-1)	68	17	15	17	18	32	36
		4%	4%	4%	4%	4%	4%	4%
Neither important nor unimportant	(0)	207	48	56	53	50	104	103
		13%	12%	14%	13%	12%	13%	12%
Important	(1)	696	160	169	187	180	329	366
		43%	40%	42%	45%	43%	41%	44%
Very important	(2)	622	163	151	147	161	314	308
		38%	41%	38%	35%	39%	39%	37%
Don't know		7	5	1	1	-	7	1
		*%	1%	*%	*%	-%	1%	*%
NET Important		1318	323	320	334	341	643	674
		81%	81%	80%	81%	82%	80%	81%
NET Not Important		101	24	25	27	26	48	53
		6%	6%	6%	6%	6%	6%	6%
Answered		1626	396	400	414	417	796	830
Mean Score		1.1	1.2	1.1	1.1	1.1	1.1	1.1
Standard error		.02	.04	.05	.05	.04	.03	.03
Standard deviation		.92	.92	.94	.92	.91	.93	.92

Columns Tested: a,b,c,d - a,b

Table QD10B_6

**QD10B_6. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Same price to send to anywhere in the UK**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Method		Business Size 1					
		CATI	CAWI	0-9	10-49	50-99	100-249	10+	
Significance Level: 95%		a	b	a	b	c	d	e	
Unweighted Base	1767	343	1424	1212	305	72	178	555	
Effective base	663	75	597	609	127	31	85	165	
Weighted Base	1633	122	1511	1558	65	7	4	75	
Not at all important	(-2)	34	8	26	33	1	-	-	1
		2%	7%	2%	2%	2%	-%	-%	2%
		b							
Not very important	(-1)	74	9	65	71	4	*	*	4
		5%	8%	4%	5%	5%	1%	2%	5%
Neither important nor unimportant	(0)	198	16	182	187	10	1	*	11
		12%	13%	12%	12%	16%	12%	12%	15%
Important	(1)	678	21	657	648	26	3	2	30
		42%	17%	43%	42%	40%	38%	45%	40%
		a							
Very important	(2)	641	66	575	612	24	3	2	28
		39%	54%	38%	39%	36%	48%	40%	38%
		b							
Don't know		7	2	5	7	*	*	-	*
		*%	1%	*%	*%	*%	1%	-%	*%
NET Important		1319	87	1232	1260	50	6	3	59
		81%	71%	82%	81%	77%	86%	86%	78%
		a							
NET Not Important		109	17	91	104	5	*	*	5
		7%	14%	6%	7%	7%	1%	2%	6%
		b							
Answered	1626	120	1506	1551	64	7	4	75	
Mean Score	1.1	1.1	1.1	1.1	1.0	1.3	1.2	1.1	
Standard error	.02	.07	.02	.03	.05	.09	.06	.04	
Standard deviation	.94	1.26	.90	.94	.96	.79	.86	.93	

Columns Tested:: a,b - a,b,c,d,e

Table QD10B_6 (continuation)

QD10B_6. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1767	501	524	187	181	196	178	1212	305	250
Effective base		663	299	252	75	83	75	85	609	127	66
Weighted Base		1633	850	593	114	47	25	4	1558	65	11
Not at all important	(-2)	34 2%	22 3%	10 2%	1 1%	1 3%	- -%	- -%	33 2%	1 2%	- -%
Not very important	(-1)	74 5%	49 6%	18 3%	4 4%	2 5%	1 6%	* 2%	71 5%	4 5%	* 1%
Neither important nor unimportant	(0)	198 12%	75 9%	97 16%	15 13%	8 18%	3 11%	* 12%	187 12%	10 16%	1 12%
Important	(1)	678 42%	346 41%	248 42%	54 47%	19 41%	10 39%	2 45%	648 42%	26 40%	4 41%
Very important	(2)	641 39%	355 42%	218 37%	39 35%	16 34%	11 44%	2 40%	612 39%	24 36%	5 45%
Don't know		7 *%	4 *%	3 *%	* *%	- -%	* 1%	- -%	7 *%	* *%	* *%
NET Important		1319 81%	700 82%	466 79%	94 82%	35 75%	21 83%	3 86%	1260 81%	50 77%	9 86%
NET Not Important		109 7%	70 8%	28 5%	6 5%	3 7%	1 6%	* 2%	104 7%	5 7%	* 1%
Answered		1626	846	591	114	47	25	4	1551	64	11
Mean Score		1.1	1.1	1.1	1.1	1.0	1.2	1.2	1.1	1.0	1.3
Standard error		.02	.04	.04	.06	.07	.06	.06	.03	.05	.05
Standard deviation		.94	.98	.89	.85	.98	.87	.86	.94	.96	.77

Columns Tested: a,b,c,d,e,f,g,h,i

Table QD10B_6 (continuation)

QD10B_6. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1767	729	483	305	72	178	653	301	112	76	198
Effective base	663	445	217	127	31	85	372	127	35	26	33
Weighted Base	1633	1263	295	65	7	4	1043	236	63	30	50
Not at all important	(-2)	34	26	7	1	-	14	7	*	*	*
		2%	2%	2%	2%	-%	1%	3%	1%	*%	1%
Not very important	(-1)	74	58	13	4	*	47	8	3	3	2
		5%	5%	4%	5%	1%	4%	4%	4%	11%	4%
Neither important nor unimportant	(0)	198	151	36	10	1	125	39	5	2	10
		12%	12%	12%	16%	12%	12%	17%	8%	8%	20%
Important	(1)	678	519	129	26	3	440	98	38	16	22
		42%	41%	44%	40%	38%	42%	42%	59%	55%	44%
Very important	(2)	641	503	109	24	3	413	83	18	8	14
		39%	40%	37%	36%	48%	40%	35%	28%	26%	29%
Don't know		7	6	1	*	*	4	-	*	-	1
		*%	*%	*%	*%	1%	*%	-%	*%	-%	2%
NET Important		1319	1022	238	50	6	853	182	55	24	36
		81%	81%	81%	77%	86%	82%	77%	87%	81%	73%
NET Not Important		109	84	20	5	*	61	16	3	3	3
		7%	7%	7%	7%	1%	6%	7%	5%	11%	5%
Answered		1626	1257	294	64	7	1039	236	63	30	49
Mean Score		1.1	1.1	1.1	1.0	1.3	1.1	1.0	1.1	1.0	1.0
Standard error		.02	.03	.04	.05	.09	.04	.06	.07	.10	.06
Standard deviation		.94	.94	.93	.96	.79	.89	.97	.76	.91	.87

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table QD10B_6 (continuation)

QD10B_6. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1767	126	83	173	60	120	144	117	102	98
Effective base		663	70	46	97	27	63	87	68	54	47
Weighted Base		1633	163	104	268	59	159	260	202	140	114
Not at all important	(-2)	34 2%	- -%	1 1%	- -%	3 5%	5 3%	* *%	2 1%	15 11%	3 3%
										acfg	
Not very important	(-1)	74 5%	5 3%	1 1%	13 5%	3 5%	3 2%	10 4%	5 3%	23 16%	7 6%
										abcefg	
Neither important nor unimportant	(0)	198 12%	11 7%	18 17%	32 12%	3 5%	13 8%	44 17%	31 15%	13 10%	17 15%
Important	(1)	678 42%	72 44%	34 32%	118 44%	24 40%	66 42%	121 46%	100 50%	44 32%	48 42%
								a	h		
Very important	(2)	641 39%	70 43%	50 48%	105 39%	27 45%	72 45%	84 33%	63 31%	45 32%	39 34%
Don't know		7 *%	5 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET Important		1319 81%	141 87%	84 81%	223 83%	50 85%	138 87%	205 79%	164 81%	89 64%	87 76%
			h		h	h	h	h	h		
NET Not Important		109 7%	5 3%	2 2%	13 5%	6 10%	8 5%	10 4%	7 3%	37 27%	10 9%
										abcefgi	
Answered		1626	158	104	268	59	159	260	202	140	114
Mean Score		1.1	1.3	1.3	1.2	1.2	1.2	1.1	1.1	.6	1.0
			h	h	h	h	h	h	h		
Standard error		.02	.07	.09	.06	.14	.08	.07	.07	.13	.10
Standard deviation		.94	.75	.85	.82	1.05	.92	.81	.80	1.36	1.00

Columns Tested:: a,b,c,d,e,f,g,h,i

Table QD10B_6 (continuation)

QD10B_6. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		1767	278	311	434	1023	744	259	251	234
Effective base		663	136	169	253	554	204	82	66	91
Weighted Base		1633	332	406	729	1467	166	74	61	30
Not at all important	(-2)	34 2%	11 3%	16 4%	2 *%	29 2%	5 3%	4 5%	1 2%	* 1%
Not very important	(-1)	74 5%	13 4%	29 7%	28 4%	69 5%	5 3%	2 3%	3 4%	1 2%
Neither important nor unimportant	(0)	198 12%	33 10%	42 10%	107 15%	182 12%	16 10%	9 12%	4 7%	3 10%
Important	(1)	678 42%	138 41%	149 37%	339 47%	626 43%	52 31%	25 33%	18 30%	9 30%
Very important	(2)	641 39%	138 42%	165 41%	253 35%	556 38%	85 51%	35 47%	33 54%	17 56%
Don't know		7 *%	- -%	5 1%	- -%	5 *%	2 1%	* *%	2 3%	* 1%
NET Important		1319 81%	276 83%	314 77%	592 81%	1182 81%	137 83%	60 80%	51 84%	26 86%
NET Not Important		109 7%	24 7%	44 11%	30 4%	98 7%	10 6%	6 8%	4 6%	1 3%
Answered Mean Score		1626 1.1	332 1.1	401 1.0	729 1.1	1462 1.1	164 1.3	74 1.1	59 1.3	30 1.4
Standard error		.02	.06	.06	.04	.03	.04	.07	.06	.06
Standard deviation		.94	.98	1.08	.81	.93	.98	1.07	.93	.84

Columns Tested:: a,b,c,d,e,f,g,h

Table QD10B_6 (continuation)

**QD10B_6. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Same price to send to anywhere in the UK**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1767	80	134	12	146	183	403	65	93	795
Effective base	663	31	39	6	44	77	155	20	26	317
Weighted Base	1633	66	93	17	110	210	321	42	55	827
Not at all important	(-2)	34	4	*	4	3	6	*	1	16
	2%	6%	*%	22%	4%	1%	2%	*%	2%	2%
Not very important	(-1)	74	2	2	-	2	7	5	1	56
	5%	3%	2%	-%	2%	3%	2%	2%	4%	7%
										f
Neither important nor unimportant	(0)	198	6	14	5	19	23	1	8	120
	12%	8%	15%	31%	17%	10%	7%	2%	15%	15%
					f					f
Important	(1)	678	36	32	5	37	106	22	20	333
	42%	54%	34%	27%	33%	50%	39%	52%	36%	40%
Very important	(2)	641	19	46	3	49	73	19	24	298
	39%	29%	49%	19%	44%	35%	50%	44%	44%	36%
							aei			
Don't know	7	-	-	-	-	-	2	-	-	4
	*%	-%	-%	-%	-%	-%	1%	-%	-%	*%
NET Important	1319	55	77	8	85	178	285	41	44	631
	81%	83%	83%	46%	77%	85%	89%	97%	79%	76%
							i	i		
NET Not Important	109	6	2	4	6	9	11	1	3	72
	7%	9%	2%	22%	6%	4%	4%	2%	6%	9%
										f
Answered	1626	66	93	17	110	210	319	42	55	822
Mean Score	1.1	1.0	1.3	.2	1.1	1.1	1.3	1.4	1.2	1.0
							ai			
Standard error	.02	.11	.07	.41	.08	.06	.04	.08	.10	.03
Standard deviation	.94	1.02	.82	1.41	1.01	.82	.84	.62	.94	.98

Columns Tested: a,b,c,d,e,f,g,h,i

Table QD10B_6 (continuation)

QD10B_6. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1767	409	403	955	1536	231	-	1472	295	1713	54
Effective base	663	150	155	363	564	104	-	593	77	642	22
Weighted Base	1633	387	321	925	1335	298	-	1499	135	1584	49
Not at all important (-2)	34 2%	11 3%	6 2%	17 2%	27 2%	7 2%	- -%	32 2%	2 1%	34 2%	- -%
Not very important (-1)	74 5%	10 3%	5 2%	59 6%	65 5%	10 3%	- -%	71 5%	3 3%	74 5%	- -%
Neither important nor unimportant (0)	198 12%	47 12%	23 7%	129 14%	164 12%	34 12%	- -%	180 12%	18 13%	189 12%	10 20%
Important (1)	678 42%	178 46%	125 39%	375 41%	543 41%	135 45%	- -%	627 42%	52 38%	665 42%	14 28%
Very important (2)	641 39%	141 36%	160 50%	340 37%	532 40%	109 37%	- -%	581 39%	59 44%	615 39%	26 53%
Don't know	7 *%	- -%	2 1%	5 1%	5 *%	2 1%	- -%	7 *%	* *%	7 *%	- -%
NET Important	1319 81%	319 82%	285 89%	715 77%	1075 80%	244 82%	- -%	1208 81%	111 83%	1279 81%	40 80%
NET Not Important	109 7%	21 5%	11 4%	76 8%	92 7%	17 6%	- -%	103 7%	5 4%	109 7%	- -%
Answered	1626	387	319	920	1331	295	-	1492	134	1576	49
Mean Score	1.1	1.1	1.3 ac	1.0	1.1	1.1	-	1.1	1.2	1.1	1.3
Standard error	.02	.05	.04 ac	.03	.02	.06	-	.02	.05	.02	.11
Standard deviation	.94	.91	.84	.96	.94	.90	-	.94	.87	.94	.79

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table QD10B_6 (continuation)

QD10B_6. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		1767	1043	362	352
Effective base		663	417	113	132
Weighted Base		1633	1048	253	323
Not at all important	(-2)	34 2%	18 2%	8 3%	4 1%
Not very important	(-1)	74 5%	48 5%	8 3%	17 5%
Neither important nor unimportant	(0)	198 12%	147 14%	32 13%	17 5%
Important	(1)	678 42%	463 44%	106 42%	109 34%
Very important	(2)	641 39%	367 35%	98 39%	175 54%
Don't know		7 *%	5 1%	1 *%	1 *%
NET Important		1319 81%	830 79%	204 81%	284 88%
NET Not Important		109 7%	66 6%	15 6%	21 6%
Answered		1626	1043	251	322
Mean Score		1.1	1.1	1.1	1.3
Standard error		.02	.03	.05	.05
Standard deviation		.94	.91	.95	.89

Columns Tested: a,b,c

Table QD10B_6 (continuation)

QD10B_6. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1767	1340	270	75	27	27	14	7	7	1610	157	82
Effective base	663	549	82	18	7	7	3	1	1	629	35	17
Weighted Base	1633	1383	168	42	10	18	7	1	5	1550	83	40
Not at all important	(-2)	34	32	2	*	*	-	-	-	34	*	*
		2%	2%	1%	1%	*%	-%	-%	-%	2%	*%	*%
Not very important	(-1)	74	72	2	*	-	*	-	-	74	*	*
		5%	5%	1%	1%	-%	*%	-%	-%	5%	1%	*%
Neither important nor unimportant	(0)	198	177	13	2	*	-	6	-	*	191	8
		12%	13%	8%	4%	2%	-%	82%	-%	*%	12%	9%
Important	(1)	678	581	64	21	6	6	*	*	*	645	34
		42%	42%	38%	50%	63%	33%	5%	5%	1%	42%	41%
Very important	(2)	641	514	86	19	3	12	1	1	5	600	41
		39%	37%	51%	44%	35%	66%	13%	95%	99%	39%	49%
			ai									
Don't know		7	7	-	-	-	*	-	-	7	*	*
		*%	1%	-%	-%	-%	*%	-%	-%	*%	*%	*%
NET Important		1319	1095	150	40	10	18	1	1	5	1245	74
		81%	79%	90%	94%	98%	100%	18%	100%	100%	80%	90%
			ai									
NET Not Important		109	104	4	1	*	*	-	-	-	108	1
		7%	7%	2%	2%	*%	*%	-%	-%	-%	7%	1%
Answered		1626	1376	168	42	10	18	7	1	5	1543	83
Mean Score		1.1	1.1	1.4	1.4	1.3	1.7	.3	1.9	2.0	1.1	1.4
			ai									
Standard error		.02	.03	.05	.08	.11	.10	.20	-	.06	.02	.06
Standard deviation		.94	.96	.78	.70	.56	.50	.75	-	.15	.94	.72

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table QD10B_6 (continuation)

QD10B_6. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1767	688	652	427	1712	1421	1767	1233	782	649	341	998	94	119	74	93	48
Effective base	663	327	224	116	634	523	663	469	300	209	153	405	25	32	16	20	12
Weighted Base	1633	861	522	250	1570	1276	1633	1150	770	506	382	1015	55	78	35	43	25
Not at all important (-2)	34 2%	26 3%	6 1%	2 1%	34 2%	18 1%	34 2%	18 2%	13 2%	12 2%	16 4%	14 1%	* 1%	2 2%	- -%	2 4%	- -%
Not very important (-1)	74 5%	41 5%	31 6%	3 1%	73 5%	55 4%	74 5%	44 4%	40 5%	21 4%	16 4%	47 5%	6 10%	5 6%	1 2%	* *%	* 1%
Neither important nor unimportant (0)	198 12%	118 14%	59 11%	21 8%	189 12%	166 13%	198 12%	138 12%	100 13%	64 13%	38 10%	136 13%	8 14%	2 3%	3 8%	6 14%	6 23%
Important (1)	678 42%	390 45%	191 37%	98 39%	663 42%	538 42%	678 42%	496 43%	357 46%	223 44%	153 40%	437 43%	20 37%	34 43%	12 35%	17 40%	5 19%
Very important (2)	641 39%	284 33%	230 44%	127 51%	604 38%	494 39%	641 39%	449 39%	254 33%	185 37%	159 42%	376 37%	21 38%	34 43%	20 56%	18 42%	14 57%
Don't know	7 *%	2 *%	5 1%	* *%	7 *%	6 *%	7 *%	5 *%	5 1%	1 *%	* *%	5 1%	- -%	2 3%	- -%	- -%	* *%
NET Important	1319 81%	673 78%	421 81%	224 90% ab	1267 81%	1032 81%	1319 81%	946 82%	612 79%	408 81%	312 82%	812 80%	41 75%	68 86%	32 90%	35 82%	19 76%
NET Not Important	109 7%	67 8%	37 7%	5 2%	107 7%	72 6%	109 7%	61 5%	54 7%	33 7%	33 9%	61 6%	6 11%	6 8%	1 2%	2 4%	* 1%
Answered	1626	859	517	250	1563	1271	1626	1145	765	505	382	1010	55	76	35	43	25
Mean Score	1.1	1.0	1.2	1.4	1.1	1.1	1.1	1.1	1.0	1.1	1.1	1.1	1.0	1.2	1.4	1.2	1.3
Standard error	.02	.04	.04	.04	.02	.02	.02	.03	.03	.04	.06	.03	.10	.09	.08	.10	.13
Standard deviation	.94	.97	.93	.76	.94	.89	.94	.88	.91	.93	1.03	.90	1.00	.94	.73	.94	.87

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table QD10B_6 (continuation)

QD10B_6. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g	
Unweighted Base	1767	1249	148	100	88	46	60	21	967	189	100	65	46	33	21	
Effective base	663	527	41	26	18	10	10	3	403	50	28	24	10	13	6	
Weighted Base	1633	1323	95	64	40	17	23	7	991	138	50	37	33	15	14	
Not at all important	(-2)	34	31	1	*	1	-	2	-	10	5	2	*	-	-	-
		2%	2%	1%	*%	3%	-%	7%	-%	1%	4%	3%	1%	-%	-%	-%
Not very important	(-1)	74	61	7	-	5	*	-	*	47	6	1	*	*	-	*
		5%	5%	7%	-%	12%	1%	-%	2%	5%	4%	3%	1%	1%	-%	1%
Neither important nor unimportant	(0)	198	162	13	2	3	1	6	4	131	23	4	4	1	*	2
		12%	12%	13%	3%	6%	4%	24%	49%	13%	17%	9%	12%	2%	2%	14%
Important	(1)	678	572	34	24	16	8	5	3	424	54	21	20	11	5	2
		42%	43%	36%	37%	41%	48%	20%	40%	43%	40%	42%	56%	35%	31%	15%
Very important	(2)	641	491	41	37	14	8	11	1	373	49	21	11	20	10	10
		39%	37%	43%	59%	35%	47%	49%	9%	38%	36%	41%	31%	62%	68%	70%
Don't know		7	5	-	1	1	-	-	*	5	*	1	-	-	-	-
		*%	*%	-%	1%	3%	-%	-%	1%	*%	*%	2%	-%	-%	-%	-%
NET Important		1319	1064	75	61	31	16	16	4	797	104	42	32	32	14	12
		81%	80%	79%	96%	76%	95%	69%	49%	80%	75%	84%	86%	97%	98%	85%
NET Not Important		109	92	7	*	6	*	2	*	58	11	3	1	*	-	*
		7%	7%	8%	*%	15%	1%	7%	2%	6%	8%	6%	2%	1%	-%	1%
Answered		1626	1318	95	63	39	17	23	7	986	138	49	37	33	15	14
Mean Score		1.1	1.1	1.1	1.6	1.0	1.4	1.0	.6	1.1	1.0	1.2	1.1	1.6	1.7	1.5
					abd										abd	
Standard error		.02	.03	.08	.06	.12	.10	.15	.16	.03	.07	.10	.09	.09	.09	.17
Standard deviation		.94	.94	.95	.55	1.11	.64	1.19	.73	.89	1.02	.95	.73	.59	.52	.79

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table QD10B_6 (continuation)

QD10B_6. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1767	814	143	102	58	43	37	36	706	352	405	216	84
Effective base	663	345	48	27	21	11	8	13	318	135	141	49	23
Weighted Base	1633	843	127	71	32	22	22	34	840	315	313	103	61
Not at all important	(-2)	34	11	1	4	*	*	-	21	6	5	2	-
		2%	1%	1%	5%	*%	2%	-%	2%	2%	2%	2%	-%
Not very important	(-1)	74	35	8	-	*	*	*	46	16	9	3	1
		5%	4%	6%	-%	*%	*%	2%	5%	5%	3%	2%	2%
Neither important nor unimportant	(0)	198	113	8	7	4	-	4	113	42	29	5	10
		12%	13%	6%	10%	14%	-%	17%	13%	13%	9%	5%	16%
Important	(1)	678	381	39	33	16	4	11	355	128	127	46	22
		42%	45%	31%	46%	52%	20%	52%	42%	41%	40%	45%	36%
Very important	(2)	641	298	71	27	11	17	6	301	121	142	47	29
		39%	35%	56%	38%	34%	78%	29%	36%	38%	45%	46%	47%
			a			acdf							
Don't know		7	5	-	-	-	-	-	5	1	1	1	-
		*%	1%	-%	-%	-%	-%	-%	1%	*%	*%	1%	-%
NET Important		1319	678	111	60	27	21	18	655	249	269	93	51
		81%	81%	87%	84%	86%	98%	82%	78%	79%	86%	90%	83%
			a						a		a		
NET Not Important		109	46	9	4	*	*	*	67	22	14	5	1
		7%	5%	7%	5%	*%	2%	2%	8%	7%	5%	4%	2%
Answered		1626	838	127	71	32	22	22	835	313	312	103	61
Mean Score		1.1	1.1	1.4	1.1	1.2	1.7	1.1	1.0	1.1	1.3	1.3	1.3
						ad					a		
Standard error		.02	.03	.08	.10	.09	.10	.12	.04	.05	.04	.06	.09
Standard deviation		.94	.88	.91	.99	.68	.66	.73	.97	.95	.87	.83	.79

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table QD10B_6 (continuation)

QD10B_6. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Frequency - letters sent					Frequency - large letters sent					
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e	
Unweighted Base	1767	777	332	349	186	64	636	264	300	152	60	
Effective base	663	343	125	116	36	17	284	92	93	39	17	
Weighted Base	1633	907	285	253	80	43	738	215	190	83	45	
Not at all important	(-2)	34 2%	25 3%	2 1%	5 2%	2 2%	- -%	9 1%	8 4%	* *%	* *%	- -%
Not very important	(-1)	74 5%	49 5%	14 5%	8 3%	1 2%	1 2%	31 4%	13 6%	7 4%	2 2%	1 2%
Neither important nor unimportant	(0)	198 12%	117 13%	36 13%	27 11%	1 1%	9 21%	113 15%	20 9%	19 10%	8 10%	6 12%
Important	(1)	678 42%	383 42%	117 41%	110 44%	36 45%	16 38%	327 44%	85 39%	71 37%	37 44%	17 37%
Very important	(2)	641 39%	329 36%	116 41%	102 40%	39 49%	17 39%	253 34%	90 42%	92 49%	36 43%	22 48%
Don't know		7 *%	4 *%	1 *%	1 *%	1 1%	- -%	4 1%	* *%	1 *%	1 1%	- -%
NET Important		1319 81%	712 78%	233 81%	212 84%	75 94%	33 77%	580 79%	174 81%	163 86%	72 87%	39 86%
NET Not Important		109 7%	74 8%	16 6%	13 5%	3 4%	1 2%	40 5%	21 10%	7 4%	2 3%	1 2%
Answered		1626	903	284	252	79	43	733	215	190	83	45
Mean Score		1.1	1.0	1.2	1.2	1.4	1.1	1.1	1.1	1.3	1.3	1.3
Standard error		.02	.04	.05	.05	.06	.10	.04	.06	.05	.06	.10
Standard deviation		.94	.98	.87	.90	.81	.83	.88	1.04	.82	.76	.78

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table QD10B_6 (continuation)

QD10B_6. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
Total base		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1767	573	195	232	142	71	676	105	446	1615	152	1674	38
Effective base	663	250	65	81	47	20	266	29	171	606	57	621	13
Weighted Base	1633	636	162	186	105	43	636	69	437	1500	133	1533	38
Not at all important	(-2) 34 2%	11 2%	1 1%	4 2%	- -%	2 4%	8 1%	4 6%	6 1%	34 2%	* *%	33 2%	2 4%
Not very important	(-1) 74 5%	23 4%	12 7%	7 4%	* *%	* *%	13 2%	13 19%	18 4%	73 5%	1 1%	69 4%	4 12%
Neither important nor unimportant	(0) 198 12%	95 15%	21 13%	8 4%	6 6%	6 14%	53 8%	10 14%	76 17%	176 12%	22 17%	179 12%	10 27%
Important	(1) 678 42%	302 48%	61 37%	70 38%	43 41%	13 30%	261 41%	17 25%	214 49%	631 42%	47 35%	657 43%	6 15%
Very important	(2) 641 39%	201 32%	67 42%	97 52%	55 53%	22 52%	300 47%	25 36%	120 27%	579 39%	62 47%	588 38%	16 42%
Don't know	7 *%	4 1%	* *%	- -%	1 *%	- -%	1 *%	- -%	4 1%	7 *%	1 *%	7 *%	* *%
NET Important	1319 81%	503 79%	128 79%	167 90%	98 93%	36 82%	561 88%	42 61%	334 76%	1210 81%	109 82%	1245 81%	21 57%
NET Not Important	109 7%	34 5%	13 8%	11 6%	* *%	2 4%	21 3%	17 25%	23 5%	107 7%	2 1%	101 7%	6 16%
Answered	1626	632	161	186	105	43	635	69	433	1493	132	1526	37
Mean Score	1.1	1.0	1.1	1.3	1.5	1.3	1.3	.7	1.0	1.1	1.3	1.1	.8
Standard error	.02	.04	.07	.06	.05	.12	.03	.13	.04	.02	.06	.02	.20
Standard deviation	.94	.88	.95	.90	.62	.98	.81	1.31	.86	.95	.80	.93	1.24

Table QD10B_6 (continuation)

QD10B_6. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	
Unweighted Base	1767	1295	126	839	394	1679	33	1283	138	847	386	
Effective base	663	490	33	335	135	623	11	483	40	338	132	
Weighted Base	1633	1186	90	798	352	1540	30	1177	100	809	341	
Not at all important	(-2)	34 2%	17 1% * *%	15 2%	3 1%	34 2%	- -%	16 1%	2 2%	14 2%	3 1%	
Not very important	(-1)	74 5%	48 4% 8%	7 8%	31 4% 3%	12 3%	73 5% -%	- -%	52 4% 2%	2 2%	33 4% 3%	11 3%
Neither important nor unimportant	(0)	198 12%	147 12% 21%	19 21%	94 12% 13%	44 13%	181 12% 29%	9 29%	150 13% 16%	16 16%	97 12% 12%	41 12%
Important	(1)	678 42%	500 42% 42%	38 42%	345 43% 43%	151 43%	652 42% 36%	11 36%	496 42% 42%	42 42%	350 43% 43%	146 43%
Very important	(2)	641 39%	468 39% 29%	27 29%	309 39% 40%	140 40%	593 39% 35%	11 35%	457 39% 38%	38 38%	310 38% 41%	139 41%
Don't know		7 *%	6 1% -%	- -%	4 1% *%	1 *%	7 *% *%	* *%	6 1% -%	- -%	4 1% *%	1 *%
NET Important		1319 81%	968 82% 71%	65 71%	654 82% 83%	291 83%	1245 81% 71%	21 71%	953 81% 80%	79 80%	660 82% 84%	286 84%
NET Not Important		109 7%	65 5% 8%	7 8%	46 6% 4%	15 4%	107 7% -%	- -%	68 6% 4%	4 4%	47 6% 4%	14 4%
Answered		1626	1180	90	794	351	1533	30	1171	100	804	341
Mean Score		1.1	1.1	.9	1.1	1.2	1.1	1.1	1.1	1.1	1.1	1.2
Standard error		.02	.02	.08	.03	.04	.02	.14	.03	.08	.03	.04
Standard deviation		.94	.89	.92	.90	.85	.94	.81	.90	.90	.90	.84

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table QD10B_6 (continuation)

QD10B_6. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1767	848	1380	252	-	782	1031	192	4	861	733	224	-
Effective base	663	298	526	91	-	278	384	71	3	323	284	83	-
Weighted Base	1633	750	1273	235	-	691	886	175	5	795	650	187	-
Not at all important (-2)	34 2%	18 2%	22 2%	4 2%	- -%	14 2%	8 1%	- -%	- -%	14 2%	9 1%	* *%	- -%
Not very important (-1)	74 5%	36 5%	56 4%	* *%	- -%	34 5%	33 4%	2 1%	2 36%	35 4%	24 4%	3 1%	- -%
Neither important nor unimportant (0)	198 12%	86 11%	149 12%	19 8%	- -%	82 12%	102 11%	20 11%	- -%	93 12%	53 8%	13 7%	- -%
Important (1)	678 42%	314 42%	532 42%	80 34%	- -%	285 41%	371 42%	54 31%	2 40%	317 40%	286 44%	56 30%	- -%
Very important (2)	641 39%	293 39%	508 40%	130 55% ab	- -%	274 40%	367 41%	98 56% ab	1 24%	332 42%	272 42%	113 61% ab	- -%
Don't know	7 *%	3 *%	6 *%	2 1%	- -%	3 *%	6 1%	2 1%	- -%	3 *%	5 1%	2 1%	- -%
NET Important	1319 81%	607 81%	1040 82%	210 89%	- -%	558 81%	739 83%	152 87%	3 64%	649 82%	558 86%	169 90%	- -%
NET Not Important	109 7%	54 7%	78 6%	4 2%	- -%	48 7%	41 5%	2 1%	2 36%	49 6%	33 5%	3 2%	- -%
Answered	1626	748	1267	233	-	689	881	173	5	792	645	185	-
Mean Score	1.1	1.1	1.1	1.4 ab	-	1.1	1.2	1.4 ab	.5	1.2	1.2	1.5 ab	-
Standard error	.02	.03	.02	.05	-	.03	.03	.05	.68	.03	.03	.05	-
Standard deviation	.94	.95	.91	.78	-	.94	.85	.73	1.36	.92	.86	.71	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table QD10B_6 (continuation)

QD10B_6. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1767	1650	1290	848	1348	1066	55	555	449	411	114	71
Effective base	663	612	475	331	494	420	14	244	181	165	55	34
Weighted Base	1633	1522	1158	800	1213	1042	34	581	461	407	124	78
Not at all important (-2)	34 2%	29 2%	13 1%	7 1%	27 2%	14 1%	* 1%	4 1%	4 1%	2 1%	* %	- %
Not very important (-1)	74 5%	73 5%	47 4%	37 5%	65 5%	38 4%	- -%	26 5%	23 5%	19 5%	1 1%	1 2%
Neither important nor unimportant (0)	198 12%	179 12%	151 13%	77 10%	156 13%	105 10%	1 2%	54 9%	52 11%	27 7%	5 4%	* %
Important (1)	678 42%	642 42%	490 42%	337 42%	517 43%	434 42%	15 44%	255 44%	181 39%	162 40%	44 36%	21 26%
Very important (2)	641 39%	592 39%	452 39%	338 42%	441 36%	447 43%	18 53%	239 41%	198 43%	195 48%	72 58%	54 69%
Don't know	7 *%	7 *%	6 1%	4 1%	6 *%	4 *%	- -%	2 *%	2 *%	2 1%	2 2%	2 3%
NET Important	1319 81%	1234 81%	941 81%	675 84%	958 79%	881 85%	33 97%	495 85%	379 82%	357 88%	116 93%	75 96%
NET Not Important	109 7%	102 7%	60 5%	44 5%	92 8%	52 5%	* 1%	31 5%	27 6%	21 5%	2 1%	1 2%
Answered	1626	1515	1152	796	1207	1038	34	579	459	405	122	76
Mean Score	1.1	1.1	1.1	1.2	1.1	1.2	1.5	1.2	1.2	1.3	1.5	1.7
Standard error	.02	.02	.02	.03	.03	.03	.09	.04	.04	.04	.06	.07
Standard deviation	.94	.93	.88	.86	.95	.87	.65	.84	.89	.83	.65	.57

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table QD10B_6 (continuation)

QD10B_6. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1767	183	116	85	38	1566	1104	1636	1113	1018	769	1486	201	-	1431	103
Effective base	663	74	39	31	19	575	371	601	385	339	285	555	74	-	527	47
Weighted Base	1633	185	92	75	45	1389	855	1456	901	779	697	1351	170	-	1245	119
Not at all important (-2)	34 2%	5 3%	* %	2 2%	* 1%	21 2%	18 2%	25 2%	17 2%	22 3%	11 2%	19 1%	4 2%	- -%	25 2%	8 7% a
Not very important (-1)	74 5%	6 3%	* %	1 2%	- -%	64 5%	28 3%	64 4%	35 4%	27 3%	19 3%	61 5%	3 2%	- -%	57 5%	7 6%
Neither important nor unimportant (0)	198 12%	9 5%	13 14%	3 4%	5 11%	160 12%	107 13%	165 11%	106 12%	100 13%	71 10%	153 11%	13 7%	- -%	154 12% b	2 2%
Important (1)	678 42%	76 41%	41 45%	23 31%	27 59%	589 42%	354 41%	622 43%	366 41%	292 37%	317 46% c	564 42%	52 31%	- -%	508 41%	49 41%
Very important (2)	641 39%	89 48%	38 42%	46 61% d	13 29%	551 40%	344 40%	576 40%	374 41%	334 43%	276 40%	549 41%	96 57% ab	- -%	499 40%	49 42%
Don't know	7 *%	- -%	- -%	- -%	- -%	5 *%	5 1%	5 *%	4 *%	4 *%	3 *%	5 *%	2 1%	- -%	3 *%	3 2% a
NET Important	1319 81%	165 89%	79 86%	69 92%	40 88%	1139 82%	698 82%	1198 82%	739 82%	626 80%	594 85%	1113 82%	148 87%	- -%	1006 81%	99 83%
NET Not Important	109 7%	11 6%	* %	3 4%	* 1%	85 6%	45 5%	89 6%	52 6%	49 6%	30 4%	81 6%	7 4%	- -%	82 7%	15 13%
Answered Mean Score	1626 1.1	185 1.3	92 1.3	75 1.5	45 1.2	1384 1.1	851 1.2	1452 1.1	897 1.2	775 1.1	695 1.2	1346 1.2	168 1.4 b	- -	1242 1.1	116 1.1
Standard error	.02	.07	.07	.09	.11	.02	.03	.02	.03	.03	.03	.02	.06	-	.02	.11
Standard deviation	.94	.91	.70	.84	.68	.90	.91	.91	.91	.97	.85	.90	.87	-	.93	1.15

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table QD10B_6 (continuation)

QD10B_6. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1767	686	1081	487	20	243	335	225	1143	382	263	316	1154
Effective base	663	277	387	177	11	86	129	79	441	139	85	126	441
Weighted Base	1633	678	955	444	30	211	332	198	1113	311	199	311	1089
Not at all important (-2)	34 2%	15 2%	19 2%	5 1%	- -%	2 1%	3 1%	11 6%	13 1%	10 3%	7 3%	10 3%	17 2%
Not very important (-1)	74 5%	28 4%	46 5%	18 4%	- -%	3 1%	15 4%	11 6%	49 4%	14 4%	2 1%	21 7%	51 5%
Neither important nor unimportant (0)	198 12%	60 9%	138 14%	41 9%	6 21%	38 18%	26 8%	19 9%	145 13%	34 11%	8 4%	39 12%	138 13%
Important (1)	678 42%	286 42%	393 41%	206 46%	10 34%	92 43%	146 44%	51 26%	512 46%	113 36%	72 36%	139 45%	458 42%
Very important (2)	641 39%	286 42%	355 37%	174 39%	14 45%	77 36%	142 43%	105 53%	389 35%	141 45%	110 55%	102 33%	419 38%
Don't know	7 *%	3 *%	5 *%	1 *%	- -%	* *%	1 *%	- -%	6 1%	* *%	- -%	- -%	6 1%
NET Important	1319 81%	572 84%	747 78%	380 86%	24 79%	168 80%	288 86%	156 79%	901 81%	253 82%	182 91%	242 78%	877 80%
NET Not Important	109 7%	43 6%	65 7%	22 5%	- -%	5 2%	18 5%	23 12%	62 6%	23 8%	9 4%	31 10%	68 6%
Answered	1626	676	950	443	30	211	332	198	1108	311	199	311	1083
Mean Score	1.1	1.2	1.1	1.2	1.2	1.1	1.2	1.1	1.1	1.2	1.4	1.0	1.1
Standard error	.02	.04	.03	.04	.18	.05	.05	.08	.03	.05	.06	.06	.03
Standard deviation	.94	.92	.94	.84	.79	.82	.85	1.17	.87	1.00	.89	1.01	.91

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table QD10B_6 (continuation)

**QD10B_6. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Same price to send to anywhere in the UK**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		1767	903	864
Effective base		663	275	389
Weighted Base		1633	681	952
Not at all important	(-2)	34 2%	29 4%	5 1%
			b	
Not very important	(-1)	74 5%	26 4%	48 5%
Neither important nor unimportant	(0)	198 12%	96 14%	103 11%
Important	(1)	678 42%	265 39%	414 43%
Very important	(2)	641 39%	264 39%	377 40%
Don't know		7 *%	2 *%	5 1%
NET Important		1319 81%	528 78%	791 83%
NET Not Important		109 7%	55 8%	53 6%
Answered		1626	679	947
Mean Score		1.1	1.0	1.2
Standard error		.02	.03	.03
Standard deviation		.94	1.03	.85

Columns Tested: a,b

Table QD10B_6 (continuation)

QD10B_6. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1767	101	206	163	160	184	91	106	193	117	144	104	198
Effective base	663	30	97	99	57	126	51	14	77	46	31	36	73
Weighted Base	1633	38	168	195	50	269	83	29	270	115	80	99	237
Not at all important (-2)	34 2%	* 1%	3 2%	1 1%	1 2%	4 2%	1 1%	1 4%	7 3%	7 6%	* %	1 1%	6 3%
Not very important (-1)	74 5%	3 7%	4 3%	4 2%	1 2%	11 4%	5 6%	* %	23 9%	2 2%	1 2%	9 9%	10 4%
Neither important nor unimportant (0)	198 12%	1 3%	19 11%	31 16%	5 11%	33 12%	8 9%	5 16%	34 12%	16 14%	12 15%	5 5%	30 13%
Important (1)	678 42%	18 47%	79 47%	71 36%	24 48%	127 47%	39 46%	9 30%	107 40%	40 34%	38 47%	31 31%	97 41%
Very important (2)	641 39%	16 41%	60 36%	87 45%	18 35%	91 34%	30 36%	14 49%	98 36%	50 43%	29 36%	53 54%	94 40%
Don't know	7 *%	* *%	2 1%	- -%	1 1%	2 1%	1 1%	- -%	1 *%	* *%	- -%	- -%	- -%
NET Important	1319 81%	34 88%	140 83%	158 81%	41 83%	218 81%	69 83%	23 80%	205 76%	89 78%	67 84%	84 85%	190 80%
NET Not Important	109 7%	3 8%	7 4%	5 3%	2 5%	16 6%	6 7%	1 4%	30 11%	9 8%	1 2%	10 10%	17 7%
Answered	1626	38	166	195	49	267	82	29	269	115	80	99	237
Mean Score	1.1	1.2	1.1	1.2	1.1	1.1	1.1	1.2	1.0	1.1	1.2	1.3	1.1
Standard error	.02	.09	.06	.07	.07	.07	.09	.10	.08	.10	.06	.10	.07
Standard deviation	.94	.90	.85	.84	.89	.89	.90	1.02	1.04	1.10	.74	1.00	.96

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table QD10B_6 (continuation)

**QD10B_6. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Same price to send to anywhere in the UK**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Quarter				Half		
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023	
Significance Level: 95%		a	b	c	d	a	b	
Unweighted Base	1767	470	435	416	446	905	862	
Effective base	663	223	215	132	139	437	271	
Weighted Base	1633	401	402	414	417	802	831	
Not at all important	(-2)	34	5	7	15	8	11	23
		2%	1%	2%	4%	2%	1%	3%
Not very important	(-1)	74	11	17	25	21	28	46
		5%	3%	4%	6%	5%	4%	6%
Neither important nor unimportant	(0)	198	51	46	55	46	97	101
		12%	13%	11%	13%	11%	12%	12%
Important	(1)	678	168	189	155	165	357	321
		42%	42%	47%	37%	40%	45%	39%
Very important	(2)	641	163	139	162	177	302	339
		39%	41%	35%	39%	42%	38%	41%
Don't know		7	2	4	1	-	6	1
		*%	1%	1%	*%	-%	1%	*%
NET Important		1319	332	328	318	342	659	660
		81%	83%	82%	77%	82%	82%	79%
NET Not Important		109	16	24	41	28	40	69
		7%	4%	6%	10%	7%	5%	8%
Answered		1626	398	398	413	417	797	829
Mean Score		1.1	1.2	1.1	1.0	1.2	1.1	1.1
Standard error		.02	.04	.04	.05	.04	.03	.03
Standard deviation		.94	.85	.89	1.05	.93	.87	1.00

Columns Tested:: a,b,c,d - a,b

Table QD10B_7

**QD10B_7. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery to recipient's door**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Method		Business Size 1					
		CATI	CAWI	0-9	10-49	50-99	100-249	10+	
Significance Level: 95%		a	b	a	b	c	d	e	
Unweighted Base	1767	343	1424	1212	305	72	178	555	
Effective base	663	75	597	609	127	31	85	165	
Weighted Base	1633	122	1511	1558	65	7	4	75	
Not at all important	(-2)	22	4	18	21	1	-	*	1
		1%	3%	1%	1%	2%	-%	2%	1%
Not very important	(-1)	14	2	12	13	*	*	*	*
		1%	1%	1%	1%	*%	1%	3%	*%
Neither important nor unimportant	(0)	119	8	111	112	7	*	*	7
		7%	6%	7%	7%	10%	5%	13%	10%
Important	(1)	588	23	565	562	22	3	1	26
		36%	19%	37%	36%	34%	41%	33%	34%
Very important	(2)	880	84	796	840	35	4	2	40
		54%	69%	53%	54%	54%	52%	49%	53%
Don't know		10	1	9	9	*	*	-	*
		1%	1%	1%	1%	1%	2%	-%	1%
NET Important		1468	108	1361	1402	56	7	3	66
		90%	88%	90%	90%	87%	93%	82%	88%
NET Not Important		36	6	30	35	1	*	*	1
		2%	5%	2%	2%	2%	1%	5%	2%
Answered	1624	121	1502	1549	64	7	4	75	
Mean Score	1.4	1.5	1.4	1.4	1.4	1.5	1.2	1.4	
Standard error	.02	.05	.02	.02	.05	.08	.08	.03	
Standard deviation	.78	.93	.76	.78	.81	.67	1.09	.80	

Columns Tested:: a,b - a,b,c,d,e

Table QD10B_7 (continuation)

**QD10B_7. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery to recipient's door**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1767	501	524	187	181	196	178	1212	305	250
Effective base		663	299	252	75	83	75	85	609	127	66
Weighted Base		1633	850	593	114	47	25	4	1558	65	11
Not at all important	(-2)	22 1%	20 2%	2 *%	* *%	1 2%	* *%	* 2%	21 1%	1 2%	* 1%
Not very important	(-1)	14 1%	7 1%	3 1%	3 3%	* *%	* *%	* 3%	13 1%	* *%	* 1%
Neither important nor unimportant	(0)	119 7%	54 6%	48 8%	10 9%	5 11%	2 6%	* 13%	112 7%	7 10%	1 7%
Important	(1)	588 36%	309 36%	213 36%	40 35%	14 29%	11 45%	1 33%	562 36%	22 34%	4 38%
Very important	(2)	880 54%	453 53%	327 55%	60 53%	27 57%	12 47%	2 49%	840 54%	35 54%	6 51%
Don't know		10 1%	8 1%	1 *%	* *%	* *%	* 2%	- -%	9 1%	* 1%	* 1%
NET Important		1468 90%	762 90%	539 91%	101 88%	40 86%	23 92%	3 82%	1402 90%	56 87%	10 89%
NET Not Important		36 2%	27 3%	5 1%	3 3%	1 2%	* 1%	* 5%	35 2%	1 2%	* 2%
Answered		1624	843	592	114	47	25	4	1549	64	11
Mean Score		1.4	1.4	1.5 f	1.4	1.4	1.4	1.2	1.4	1.4	1.4
Standard error		.02	.04	.03 f	.06	.06	.05	.08	.02	.05	.05
Standard deviation		.78	.83	.69	.77	.86	.66	1.09	.78	.81	.79

Columns Tested: a,b,c,d,e,f,g,h,i

Table QD10B_7 (continuation)

**QD10B_7. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery to recipient's door**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Business Size 3					Turnover					
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +	
		a	b	c	d	e	a	b	c	d	e	
Significance Level: 95%												
Unweighted Base	1767	729	483	305	72	178	653	301	112	76	198	
Effective base	663	445	217	127	31	85	372	127	35	26	33	
Weighted Base	1633	1263	295	65	7	4	1043	236	63	30	50	
Not at all important	(-2)	22	20	2	1	-	*	14	*	*	-	*
		1%	2%	1%	2%	-%	2%	1%	*%	*%	-%	1%
Not very important	(-1)	14	9	4	*	*	*	7	4	*	-	*
		1%	1%	2%	*%	1%	3%	1%	2%	*%	-%	*%
Neither important nor unimportant	(0)	119	83	28	7	*	*	69	24	3	2	6
		7%	7%	10%	10%	5%	13%	7%	10%	5%	7%	11%
Important	(1)	588	459	104	22	3	1	373	90	31	12	21
		36%	36%	35%	34%	41%	33%	36%	38%	48%	39%	41%
Very important	(2)	880	684	156	35	4	2	579	111	30	16	22
		54%	54%	53%	54%	52%	49%	55%	47%	47%	54%	45%
Don't know		10	8	1	*	*	-	1	6	-	*	1
		1%	1%	*%	1%	2%	-%	*%	3%	-%	1%	2%
									a			
NET Important	1468	1143	259	56	7	3	952	201	60	27	43	
	90%	90%	88%	87%	93%	82%	91%	85%	95%	92%	86%	
		e										
NET Not Important	36	29	6	1	*	*	21	5	*	-	*	
	2%	2%	2%	2%	1%	5%	2%	2%	*%	-%	1%	
Answered	1624	1255	294	64	7	4	1042	230	63	29	49	
Mean Score	1.4	1.4	1.4	1.4	1.5	1.2	1.4	1.3	1.4	1.5	1.3	
Standard error	.02	.03	.04	.05	.08	.08	.03	.04	.06	.07	.05	
Standard deviation	.78	.78	.77	.81	.67	1.09	.76	.75	.60	.63	.76	

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table QD10B_7 (continuation)

**QD10B_7. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery to recipient's door**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1767	126	83	173	60	120	144	117	102	98
Effective base		663	70	46	97	27	63	87	68	54	47
Weighted Base		1633	163	104	268	59	159	260	202	140	114
Not at all important	(-2)	22 1%	- -%	- -%	2 1%	1 2%	2 1%	* *%	9 4%	5 3%	* *%
Not very important	(-1)	14 1%	2 1%	* *%	4 1%	* *%	1 1%	3 1%	- -%	- -%	2 2%
Neither important nor unimportant	(0)	119 7%	7 4%	6 6%	23 9%	5 9%	2 1%	19 7%	24 12%	20 15%	7 6%
Important	(1)	588 36%	53 33%	30 28%	106 40%	19 32%	53 33%	96 37%	95 47%	52 37%	39 34%
Very important	(2)	880 54%	99 61%	66 63%	128 48%	34 57%	102 64%	141 54%	74 37%	62 45%	66 58%
Don't know		10 1%	g 1%	g 2%	e 2%	- -%	cg -%	g -%	* *%	- -%	- -%
NET Important		1468 90%	152 94%	95 92%	234 87%	53 89%	154 97%	238 91%	169 84%	115 82%	105 92%
NET Not Important		36 2%	h 1%	* *%	6 2%	1 2%	3 2%	3 1%	9 4%	5 3%	2 2%
Answered		1624	161	102	263	59	159	260	201	140	114
Mean Score		1.4	1.6	1.6	1.3	1.4	1.6	1.4	1.1	1.2	1.5
Standard error		.02	gh	gh	.06	.11	cg	g	.09	.09	.07
Standard deviation		.78	.63	.61	.77	.82	.67	.69	.94	.93	.69

Columns Tested:: a,b,c,d,e,f,g,h,i

Table QD10B_7 (continuation)

**QD10B_7. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery to recipient's door**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		a	b	c	d	e	f	g	h	
Total base										
Significance Level: 95%										
Unweighted Base		1767	278	311	434	1023	744	259	234	
Effective base		663	136	169	253	554	204	82	91	
Weighted Base		1633	332	406	729	1467	166	74	30	
Not at all important	(-2)	22 1%	3 1%	5 1%	12 2%	19 1%	3 2%	2 3%	1 1%	* 1%
Not very important	(-1)	14 1%	3 1%	2 *%	7 1%	12 1%	2 1%	1 1%	1 1%	* 1%
Neither important nor unimportant	(0)	119 7%	14 4%	33 8%	66 9%	113 8%	6 4%	1 2%	2 3%	3 9%
Important	(1)	588 36%	110 33%	135 33%	297 41%	542 37%	46 28%	23 31%	15 25%	8 25%
Very important	(2)	880 54%	202 61%	227 56%	343 47%	772 53%	108 65%	47 63%	42 69%	19 63%
Don't know		10 1%	- -%	4 1%	5 1%	9 1%	1 1%	* *%	1 1%	* 1%
NET Important		1468 90%	312 94%	362 89%	640 88%	1315 90%	154 93%	70 94%	57 94%	26 88%
NET Not Important		36 2%	6 2%	7 2%	19 3%	31 2%	5 3%	3 4%	1 2%	1 2%
Answered		1624	332	402	724	1459	165	74	61	30
Mean Score		1.4	1.5	1.4	1.3	1.4	1.5	1.5	1.6	1.5
Standard error		.02	.04	.04	.04	.02	.03	.05	.05	.05
Standard deviation		.78	.70	.76	.81	.78	.79	.84	.71	.82

Columns Tested: a,b,c,d,e,f,g,h

Table QD10B_7 (continuation)

**QD10B_7. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery to recipient's door**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Industry									
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
Significance Level: 95%		a	b	*c	d	e	f	g	h	i	
Unweighted Base	1767	80	134	12	146	183	403	65	93	795	
Effective base	663	31	39	6	44	77	155	20	26	317	
Weighted Base	1633	66	93	17	110	210	321	42	55	827	
Not at all important	(-2)	22 1%	5 7% ef	* *% -	- -% *	* *% -	* *% -	2 1% *	* 1% -	* *% -	15 2%
Not very important	(-1)	14 1%	* 1%	1 1%	- -%	1 1%	1 1%	2 1%	1 2%	- -%	8 1%
Neither important nor unimportant	(0)	119 7%	4 6%	7 7%	4 22%	10 9%	9 5%	27 8%	2 4%	3 6%	63 8%
Important	(1)	588 36%	36 54% fi	38 40%	9 55%	47 43% f	96 46% fi	86 27%	24 57% fi	20 36%	280 34%
Very important	(2)	880 54%	21 32%	48 51%	4 23%	52 47%	98 47%	202 63% aeg	15 36%	32 58%	459 56% a
Don't know		10 1%	- -%	- -%	- -%	- -%	4 2%	3 1%	* *%	- -%	2 *%
NET Important		1468 90%	57 86%	86 92%	13 78%	99 90%	195 93%	288 90%	39 93%	52 94%	738 89%
NET Not Important		36 2%	5 8% ef	1 1%	- -%	1 1%	1 1%	4 1%	1 2%	* *%	23 3%
Answered	1624	66	93	17	110	205	319	42	55	825	
Mean Score	1.4	1.0	1.4	1.0	1.4	1.4	1.5	1.3	1.5	1.4	
Standard error	.02	.12	.06	.20	.06	.05	.04	.08	.07	.03	
Standard deviation	.78	1.04	.68	.69	.70	.61	.74	.68	.65	.82	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table QD10B_7 (continuation)

QD10B_7. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1767	409	403	955	1536	231	-	1472	295	1713	54
Effective base	663	150	155	363	564	104	-	593	77	642	22
Weighted Base	1633	387	321	925	1335	298	-	1499	135	1584	49
Not at all important (-2)	22 1%	5 1%	2 1%	15 2%	12 1%	10 3%	- -%	22 1%	* *%	22 1%	* 1%
Not very important (-1)	14 1%	3 1%	2 1%	9 1%	12 1%	2 1%	- -%	13 1%	1 1%	14 1%	- -%
Neither important nor unimportant (0)	119 7%	24 6%	27 8%	68 7%	109 8%	10 3%	- -%	112 7%	7 5%	116 7%	3 6%
Important (1)	588 36%	179 46%	86 27%	323 35%	481 36%	107 36%	- -%	537 36%	51 38%	575 36%	13 27%
Very important (2)	880 54%	171 44%	202 63%	506 55%	718 54%	162 54%	- -%	804 54%	76 56%	847 53%	33 66%
Don't know	10 1%	4 1%	3 1%	3 *%	3 *%	6 2%	- -%	10 1%	* *%	10 1%	- -%
NET Important	1468 90%	351 91%	288 90%	830 90%	1199 90%	269 90%	- -%	1342 90%	127 94%	1422 90%	46 93%
NET Not Important	36 2%	8 2%	4 1%	24 3%	24 2%	12 4%	- -%	35 2%	1 1%	36 2%	* 1%
Answered	1624	382	319	922	1332	291	-	1489	134	1574	49
Mean Score	1.4	1.3	1.5	1.4	1.4	1.4	-	1.4	1.5	1.4	1.6
Standard error	.02	.04	.04	.03	.02	.06	-	.02	.04	.02	.10
Standard deviation	.78	.74	.74	.80	.76	.88	-	.79	.64	.78	.71

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table QD10B_7 (continuation)

**QD10B_7. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery to recipient's door**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		1767	1043	362	352
Effective base		663	417	113	132
Weighted Base		1633	1048	253	323
Not at all important	(-2)	22 1%	14 1%	1 *%	1 *%
Not very important	(-1)	14 1%	4 *%	4 2%	5 2%
Neither important nor unimportant	(0)	119 7%	81 8%	27 11%	11 3%
Important	(1)	588 36%	427 41% bc	77 31%	83 26%
Very important	(2)	880 54%	519 50%	141 56%	219 68%
Don't know		10 1%	3 *%	2 1%	5 2%
NET Important		1468 90%	946 90%	218 86%	302 93%
NET Not Important		36 2%	19 2%	5 2%	6 2%
Answered		1624	1046	251	318
Mean Score		1.4	1.4	1.4	1.6
Standard error		.02	.02	.04	.03
Standard deviation		.78	.76	.77	.65

Columns Tested:: a,b,c

Table QD10B_7 (continuation)

**QD10B_7. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery to recipient's door**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1767	1340	270	75	27	27	14	7	7	1610	157	82
Effective base	663	549	82	18	7	7	3	1	1	629	35	17
Weighted Base	1633	1383	168	42	10	18	7	1	5	1550	83	40
Not at all important	(-2)	22	*	-	-	*	-	-	-	22	*	*
	1%	2%	*%	-%	-%	*%	-%	-%	-%	1%	*%	*%
Not very important	(-1)	14	*	-	3	*	*	-	-	11	3	3
	1%	1%	*%	-%	28%	*%	1%	-%	-%	1%	3%	7%
												abi
Neither important nor unimportant	(0)	119	14	2	*	2	*	*	-	115	4	2
	7%	7%	8%	4%	1%	11%	1%	2%	-%	7%	5%	5%
Important	(1)	588	50	12	1	7	4	*	*	564	24	12
	36%	37%	30%	28%	10%	39%	56%	7%	1%	36%	29%	30%
Very important	(2)	880	98	28	6	9	1	1	5	831	49	21
	54%	53%	58%	67%	58%	49%	11%	92%	99%	54%	60%	52%
Don't know		10	4	-	*	-	2	-	-	7	2	2
	1%	*%	3%	-%	3%	-%	30%	-%	-%	*%	3%	6%
			ai								a	ai
NET Important	1468	1246	148	40	7	16	5	1	5	1395	73	33
	90%	90%	89%	96%	68%	89%	68%	98%	100%	90%	89%	82%
NET Not Important	36	33	1	-	3	*	*	-	-	33	3	3
	2%	2%	*%	-%	28%	*%	1%	-%	-%	2%	4%	7%
Answered	1624	1380	163	42	10	18	5	1	5	1543	80	38
Mean Score	1.4	1.4	1.5	1.6	1.0	1.4	1.1	1.9	2.0	1.4	1.5	1.3
Standard error	.02	.02	.04	.07	.28	.14	.15	-	.03	.02	.06	.10
Standard deviation	.78	.79	.68	.58	1.40	.72	.53	-	.08	.78	.76	.91

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table QD10B_7 (continuation)

QD10B_7. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	1767	688	652	427	1712	1421	1767	1233	782	649	341	998	94	119	74	93	48
Effective base	663	327	224	116	634	523	663	469	300	209	153	405	25	32	16	20	12
Weighted Base	1633	861	522	250	1570	1276	1633	1150	770	506	382	1015	55	78	35	43	25
Not at all important (-2)	22 1%	20 2%	2 *%	* *%	22 1%	13 1%	22 1%	8 1%	6 1%	5 1%	9 2%	12 1%	* *%	* *%	- -%	* 1%	* *%
Not very important (-1)	14 1%	7 1%	4 1%	3 1%	14 1%	10 1%	14 1%	8 1%	7 1%	6 1%	3 1%	6 1%	1 2%	* *%	* *%	3 7%	* *%
Neither important nor unimportant (0)	119 7%	78 9%	23 4%	18 7%	116 7%	90 7%	119 7%	75 6%	62 8%	37 7%	31 8%	66 6%	15 27%	4 5%	1 2%	2 4%	1 3%
Important (1)	588 36%	344 40%	170 33%	75 30%	577 37%	478 37%	588 36%	440 38%	326 42%	192 38%	117 31%	395 39%	12 21%	28 36%	12 33%	13 30%	12 50%
Very important (2)	880 54%	411 48%	321 62%	147 59%	832 53%	676 53%	880 54%	611 53%	361 47%	260 51%	221 58%	532 52%	27 49%	46 58%	23 64%	21 48%	11 45%
Don't know	10 1%	2 *%	1 *%	7 3%	9 1%	10 1%	10 1%	8 1%	8 1%	7 1%	1 *%	4 *%	- -%	1 1%	- -%	4 10%	* 1%
NET Important	1468 90%	755 88%	491 94%	222 89%	1409 90%	1154 90%	1468 90%	1051 91%	687 89%	452 89%	338 88%	927 91%	38 70%	74 94%	34 97%	33 78%	24 95%
NET Not Important	36 2%	26 3%	6 1%	4 1%	36 2%	23 2%	36 2%	16 1%	14 2%	10 2%	13 3%	19 2%	1 2%	* *%	* *%	3 8%	* *%
Answered Mean Score	1624 1.4	860 1.3	520 1.5	244 1.5	1561 1.4	1267 1.4	1624 1.4	1142 1.4	762 1.3	499 1.4	382 1.4	1012 1.4	55 1.2	78 1.5	35 1.6	39 1.3	24 1.4
Standard error	.02	.03	.03	.03	.02	.02	.02	.02	.03	.03	.05	.02	.09	.06	.06	.10	.09
Standard deviation	.78	.85	.66	.71	.78	.75	.78	.71	.74	.75	.87	.75	.92	.62	.55	.96	.59

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table QD10B_7 (continuation)

**QD10B_7. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery to recipient's door**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	1767	1249	148	100	88	46	60	21	967	189	100	65	46	33	21
Effective base	663	527	41	26	18	10	10	3	403	50	28	24	10	13	6
Weighted Base	1633	1323	95	64	40	17	23	7	991	138	50	37	33	15	14
Not at all important (-2)	22 1%	22 2%	* *%	* *%	- -%	* 2%	- -%	* 1%	12 1%	* *%	- -%	- -%	* 1%	* *%	- -%
Not very important (-1)	14 1%	9 1%	* *%	1 2%	3 7%	* 1%	* *%	* 1%	7 1%	1 1%	* *%	* 1%	3 8%	* *%	- -%
Neither important nor unimportant (0)	119 7%	101 8%	8 8%	4 7%	2 4%	1 3%	1 2%	* 7%	61 6%	17 12%	9 17%	1 3%	* *%	1 8%	1 5%
Important (1)	588 36%	495 37%	33 35%	18 28%	13 33%	9 50%	5 20%	5 64%	390 39%	34 25%	18 35%	13 36%	12 38%	4 27%	7 48%
Very important (2)	880 54%	693 52%	54 57%	39 61%	23 56%	8 44%	13 58%	2 28%	519 52%	79 57%	23 46%	22 61%	17 52%	10 65%	6 45%
Don't know	10 1%	4 *%	- -%	1 2%	- -%	- -%	4 19%	- -%	2 *%	6 5%	1 2%	- -%	- -%	- -%	* 2%
NET Important	1468 90%	1188 90%	87 92%	57 89%	36 89%	16 94%	18 78%	7 92%	909 92%	113 82%	40 81%	35 97%	30 90%	13 92%	13 93%
NET Not Important	36 2%	31 2%	* *%	1 2%	3 7%	1 3%	* *%	* 1%	19 2%	1 1%	* *%	* 1%	3 10%	* *%	- -%
Answered	1624	1320	95	63	40	17	18	7	989	131	49	37	33	15	14
Mean Score	1.4	1.4	1.5	1.5	1.4	1.3	1.7	1.2	1.4	1.5	1.3	1.6	1.3	1.6	1.4
Standard error	.02	.02	.06	.07	.09	.12	.07	.15	.02	.06	.08	.07	.14	.12	.14
Standard deviation	.78	.79	.68	.74	.87	.80	.54	.67	.74	.76	.76	.59	.94	.69	.61

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table QD10B_7 (continuation)

QD10B_7. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1767	814	143	102	58	43	37	36	706	352	405	216	84
Effective base	663	345	48	27	21	11	8	13	318	135	141	49	23
Weighted Base	1633	843	127	71	32	22	22	34	840	315	313	103	61
Not at all important	(-2)	22	8	-	-	-	-	*	21	1	*	*	-
		1%	1%	-%	-%	-%	-%	1%	2%	1%	1%	1%	-%
Not very important	(-1)	14	4	-	1	*	-	3	9	2	1	1	-
		1%	1%	-%	1%	1%	-%	1%	1%	1%	1%	1%	-%
Neither important nor unimportant	(0)	119	53	6	5	4	5	*	70	18	22	4	5
		7%	6%	5%	8%	14%	23%	1%	8%	6%	7%	4%	8%
Important	(1)	588	348	37	20	9	5	15	315	113	111	23	25
		36%	41%	29%	28%	30%	25%	69%	38%	36%	35%	23%	41%
Very important	(2)	880	427	84	41	18	11	4	423	180	177	72	26
		54%	51%	66%	57%	56%	52%	17%	50%	57%	57%	70%	43%
Don't know		10	1	-	4	-	-	-	1	-	2	2	5
		1%	1%	-%	6%	-%	-%	-%	1%	-%	1%	2%	8%
NET Important		1468	776	121	61	27	17	19	738	294	288	95	51
		90%	92%	95%	85%	86%	77%	86%	88%	93%	92%	92%	84%
NET Not Important		36	13	-	1	*	-	3	30	3	2	1	-
		2%	1%	-%	1%	1%	-%	1%	4%	1%	1%	1%	-%
Answered		1624	841	127	67	32	22	22	838	315	312	101	56
Mean Score		1.4	1.4	1.6	1.5	1.4	1.3	.9	1.3	1.5	1.5	1.6	1.4
Standard error		.02	.03	.05	.07	.10	.13	.14	.03	.04	.03	.04	.07
Standard deviation		.78	.72	.58	.71	.74	.84	.84	.87	.66	.66	.65	.65

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table QD10B_7 (continuation)

QD10B_7. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Frequency - letters sent					Frequency - large letters sent					
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e	
Unweighted Base	1767	777	332	349	186	64	636	264	300	152	60	
Effective base	663	343	125	116	36	17	284	92	93	39	17	
Weighted Base	1633	907	285	253	80	43	738	215	190	83	45	
Not at all important	(-2)	22 1%	21 2%	1 *	* %	* %	- %	12 2%	* %	* %	* %	- %
Not very important	(-1)	14 1%	10 1%	2 1%	1 *	1 1%	- %	7 1%	1 *	2 1%	* %	- %
Neither important nor unimportant	(0)	119 7%	79 9%	14 5%	16 6%	2 3%	5 10%	57 8%	15 7%	13 7%	4 5%	1 1%
Important	(1)	588 36%	331 37%	107 38%	100 39%	17 21%	22 51%	300 41%	85 39%	50 26%	23 27%	19 41%
Very important	(2)	880 54%	463 51%	162 57%	135 53%	59 74%	12 28%	360 49%	114 53%	124 65%	54 65%	22 47%
Don't know		10 1%	3 *	- -%	1 *	* %	5 11%	1 *	- -%	2 1%	2 3%	5 10%
NET Important		1468 90%	794 88%	269 94%	234 93%	76 95%	34 79%	660 90%	199 92%	174 91%	77 92%	40 88%
NET Not Important		36 2%	31 3%	2 1%	1 1%	1 2%	- -%	19 3%	1 1%	2 1%	* %	- -%
Answered	1624	904	285	252	79	38	736	215	189	81	41	
Mean Score	1.4	1.3	1.5	1.5	1.7	1.2	1.3	1.4	1.6	1.6	1.5	
Standard error	.02	.03	.04	.03	.05	.08	.03	.04	.04	.05	.07	
Standard deviation	.78	.86	.65	.65	.64	.64	.80	.66	.69	.62	.53	

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table QD10B_7 (continuation)

QD10B_7. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		1767	573	195	232	142	71	676	105	446	1615	152	1674	38
Effective base		663	250	65	81	47	20	266	29	171	606	57	621	13
Weighted Base		1633	636	162	186	105	43	636	69	437	1500	133	1533	38
Not at all important	(-2)	22	8	*	*	-	-	5	*	3	22	*	22	-
		1%	1%	*%	*%	-%	-%	1%	*%	1%	1%	*%	1%	-%
Not very important	(-1)	14	6	*	1	1	-	6	1	1	14	*	14	*
		1%	1%	*%	*%	1%	-%	1%	1%	*%	1%	*%	1%	*%
Neither important nor unimportant	(0)	119	50	1	19	4	1	37	7	31	111	8	113	3
		7%	8%	1%	10%	4%	2%	6%	10%	7%	7%	6%	7%	8%
Important	(1)	588	b	b	b	b	b	b	b	b	b	b	b	b
		36%	42%	48%	29%	22%	31%	32%	40%	46%	37%	29%	37%	40%
Very important	(2)	880	cd	cd	a	a	a	a	a	a	a	a	a	a
		54%	48%	51%	60%	69%	66%	60%	48%	44%	53%	60%	53%	35%
Don't know		10	1	-	-	5	*	2	-	7	3	6	3	6
		1%	*%	-%	-%	4%	1%	*%	-%	2%	*%	5%	*%	17%
NET Important		1468	571	161	166	96	42	587	61	395	1350	118	1381	28
		90%	90%	99%	89%	91%	98%	92%	88%	90%	90%	89%	90%	75%
NET Not Important		36	14	*	1	1	-	11	1	4	36	*	36	*
		2%	2%	*%	1%	1%	-%	2%	2%	1%	2%	*%	2%	*%
Answered Mean Score		1624	635	162	186	101	43	634	69	431	1497	127	1530	31
		1.4	1.3	1.5	1.5	1.7	1.7	1.5	1.3	1.3	1.4	1.6	1.4	1.3
Standard error		.02	.03	.04	.05	.05	.06	.03	.07	.03	.02	.05	.02	.11
Standard deviation		.78	.77	.52	.70	.61	.52	.72	.74	.69	.79	.65	.79	.66

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table QD10B_7 (continuation)

QD10B_7. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	
Unweighted Base	1767	1295	126	839	394	1679	33	1283	138	847	386	
Effective base	663	490	33	335	135	623	11	483	40	338	132	
Weighted Base	1633	1186	90	798	352	1540	30	1177	100	809	341	
Not at all important	(-2)	22	13	*	8	*	22	-	13	*	8	*
		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
				1%	1%			1%	1%	1%	1%	1%
Not very important	(-1)	14	10	1	5	3	14	*	10	1	5	3
		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Neither important nor unimportant	(0)	119	72	17	44	31	111	5	72	18	40	35
		7%	6%	19%	6%	9%	7%	16%	6%	18%	5%	10%
				a					a			a
Important	(1)	588	444	34	308	131	570	7	440	38	321	119
		36%	37%	38%	39%	37%	37%	23%	37%	38%	40%	35%
Very important	(2)	880	644	32	432	180	820	12	639	37	434	178
		54%	54%	35%	54%	51%	53%	39%	54%	37%	54%	52%
			b						b			b
Don't know		10	3	6	2	6	3	6	3	6	2	6
		1%	1%	7%	1%	2%	1%	22%	1%	7%	1%	2%
				a				a		a		a
NET Important		1468	1088	66	740	311	1390	19	1080	74	754	297
		90%	92%	73%	93%	89%	90%	63%	92%	74%	93%	87%
			b						b			b
NET Not Important		36	22	1	13	3	36	*	22	1	13	3
		2%	2%	1%	2%	1%	2%	1%	2%	1%	2%	1%
Answered		1624	1183	84	797	345	1538	24	1174	93	807	335
Mean Score		1.4	1.4	1.1	1.4	1.4	1.4	1.3	1.4	1.2	1.4	1.4
			b						b			b
Standard error		.02	.02	.07	.02	.04	.02	.14	.02	.07	.02	.04
Standard deviation		.78	.74	.78	.72	.70	.78	.80	.74	.78	.71	.72

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table QD10B_7 (continuation)

QD10B_7. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1767	848	1380	252	-	782	1031	192	4	861	733	224	-
Effective base	663	298	526	91	-	278	384	71	3	323	284	83	-
Weighted Base	1633	750	1273	235	-	691	886	175	5	795	650	187	-
Not at all important (-2)	22 1%	9 1%	16 1%	- -%	- -%	9 1%	4 *%	- -%	- -%	5 1%	2 *%	- -%	- -%
Not very important (-1)	14 1%	6 1%	11 1%	1 1%	- -%	6 1%	8 1%	1 *%	- -%	4 1%	6 1%	2 1%	- -%
Neither important nor unimportant (0)	119 7%	61 8%	83 7%	18 8%	- -%	46 7%	43 5%	19 11%	- -%	41 5%	34 5%	13 7%	- -%
Important (1)	588 36%	273 36%	476 37%	60 25%	- -%	255 37%	342 39%	41 24%	- -%	283 36%	248 38%	50 27%	- -%
Very important (2)	880 54%	394 52%	683 54%	154 66%	- -%	368 53%	488 55%	112 64%	5 100%	454 57%	357 55%	120 64%	- -%
Don't know	10 1%	8 1%	4 *%	2 1%	- -%	8 1%	2 *%	2 1%	- -%	7 1%	3 1%	2 1%	- -%
NET Important	1468 90%	667 89%	1159 91%	213 91%	- -%	623 90%	829 94%	153 87%	5 100%	737 93%	605 93%	170 91%	- -%
NET Not Important	36 2%	15 2%	27 2%	1 1%	- -%	15 2%	12 1%	1 *%	- -%	9 1%	8 1%	2 1%	- -%
Answered	1624	742	1269	232	-	684	884	173	5	788	646	185	-
Mean Score	1.4	1.4	1.4	1.6	-	1.4	1.5	1.5	2.0	1.5	1.5	1.6	-
Standard error	.02	.03	.02	.04	-	.03	.02	.05	-	.02	.02	.05	-
Standard deviation	.78	.77	.76	.66	-	.77	.67	.71	-	.68	.66	.67	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table QD10B_7 (continuation)

QD10B_7. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1767	1650	1290	848	1348	1066	55	555	449	411	114	71
Effective base	663	612	475	331	494	420	14	244	181	165	55	34
Weighted Base	1633	1522	1158	800	1213	1042	34	581	461	407	124	78
Not at all important (-2)	22 1%	22 1%	8 1%	2 *%	12 1%	15 1%	- -%	- -%	- -%	- -%	- -%	- -%
Not very important (-1)	14 1%	10 1%	10 1%	3 *%	7 1%	9 1%	- -%	2 *%	* *%	1 *%	1 1%	* *%
Neither important nor unimportant (0)	119 7%	101 7%	77 7%	32 4%	94 8%	72 7%	5 16%	22 4%	14 3%	14 3%	2 1%	1 2%
Important (1)	588 36%	562 37%	421 36%	281 35%	445 37%	364 35%	13 38%	222 38%	172 37%	132 32%	41 33%	11 14%
Very important (2)	880 54%	817 54%	635 55%	474 59%	645 53%	573 55%	16 46%	329 57%	269 58%	254 62%	79 63%	65 84%
Don't know	10 1%	9 1%	7 1%	8 1%	9 1%	9 1%	- -%	6 1%	5 1%	7 2%	2 2%	- -%
NET Important	1468 90%	1379 91%	1056 91%	755 94%	1090 90%	936 90%	29 84%	551 95%	441 96%	385 95%	120 96%	77 98%
NET Not Important	36 2%	33 2%	18 2%	5 1%	20 2%	25 2%	- -%	2 *%	* *%	1 *%	1 1%	* *%
Answered	1624	1512	1151	792	1204	1033	34	575	456	400	122	78
Mean Score	1.4	1.4	1.4	1.5	1.4	1.4	1.3	1.5	1.6	1.6	1.6	1.8
Standard error	.02	.02	.02	.02	.02	.02	.10	.03	.03	.03	.05	.05
Standard deviation	.78	.77	.72	.62	.75	.79	.74	.59	.56	.58	.57	.42

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table QD10B_7 (continuation)

QD10B_7. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
Total base		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		1767	183	116	85	38	1566	1104	1636	1113	1018	769	1486	201	-	1431	103
Effective base		663	74	39	31	19	575	371	601	385	339	285	555	74	-	527	47
Weighted Base		1633	185	92	75	45	1389	855	1456	901	779	697	1351	170	-	1245	119
Not at all important (-2)		22	5	*	-	*	18	10	18	2	8	*	18	-	-	17	5
		1%	2%	*%	-%	*%	1%	1%	1%	*%	1%	*%	1%	-%	-%	1%	4%
Not very important (-1)		14	3	2	1	*	4	5	7	7	7	5	6	*	-	8	5
		1%	2%	2%	1%	*%	*%	1%	*%	1%	1%	1%	*%	*%	-%	1%	4%
a																	
Neither important nor unimportant (0)		119	12	9	5	3	98	59	110	54	37	42	98	14	-	78	4
		7%	6%	10%	7%	7%	7%	7%	8%	6%	5%	6%	7%	8%	-%	6%	4%
Important (1)		588	62	42	34	12	509	299	535	298	263	249	486	47	-	437	41
		36%	34%	45%	45%	27%	37%	35%	37%	33%	34%	36%	36%	28%	-%	35%	35%
Very important (2)		880	104	38	35	27	753	476	779	533	456	393	743	109	-	702	63
		54%	56%	41%	47%	61%	54%	56%	54%	59%	59%	56%	55%	64%	-%	56%	53%
Don't know		10	-	1	-	2	8	6	8	7	7	8	1	-	-	3	1
		1%	-%	1%	-%	5%	1%	1%	1%	1%	1%	1%	*%	-%	-%	*%	1%
a																	
NET Important		1468	166	80	68	40	1262	775	1314	831	719	642	1229	156	-	1139	104
		90%	90%	87%	92%	88%	91%	91%	90%	92%	92%	92%	91%	92%	-%	91%	87%
NET Not Important		36	8	2	1	*	22	15	25	9	16	5	24	*	-	25	10
		2%	4%	2%	1%	*%	2%	2%	2%	1%	2%	1%	2%	*%	-%	2%	9%
a																	
Answered Mean Score		1624	185	91	75	43	1382	849	1449	894	772	689	1350	170	-	1242	118
		1.4	1.4	1.3	1.4	1.6	1.4	1.4	1.4	1.5	1.5	1.5	1.4	1.6	-	1.4	1.3
c																	
Standard error		.02	.06	.07	.07	.11	.02	.02	.02	.02	.02	.02	.02	.05	-	.02	.10
Standard deviation		.78	.87	.73	.68	.65	.75	.75	.76	.67	.73	.64	.76	.65	-	.76	1.03

Columns Tested.: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table QD10B_7 (continuation)

QD10B_7. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1767	686	1081	487	20	243	335	225	1143	382	263	316	1154
Effective base	663	277	387	177	11	86	129	79	441	139	85	126	441
Weighted Base	1633	678	955	444	30	211	332	198	1113	311	199	311	1089
Not at all important (-2)	22 1%	12 2%	11 1%	* *%	- -%	* *%	* *%	4 2%	8 1%	10 3%	5 3%	6 2%	12 1%
Not very important (-1)	14 1%	7 1%	6 1%	2 *%	1 3%	1 *%	2 1%	2 1%	8 1%	4 1%	3 2%	4 1%	6 1%
Neither important nor unimportant (0)	119 7%	39 6%	80 8%	32 7%	- -%	15 7%	25 7%	10 5%	100 9%	9 3%	4 2%	22 7%	88 8%
Important (1)	588 36%	234 35%	354 37%	180 41%	6 21%	102 48%	108 33%	42 21%	426 38%	114 37%	64 32%	120 39%	388 36%
Very important (2)	880 54%	378 56%	502 53%	229 52%	23 76%	86 41%	197 59%	137 69%	570 51%	169 55%	120 60%	158 51%	589 54%
Don't know	10 1%	8 1%	2 *%	* *%	- -%	7 3%	* *%	2 1%	2 *%	5 1%	2 1%	1 *%	6 1%
NET Important	1468 90%	612 90%	856 90%	409 92%	29 97%	188 89%	305 92%	179 90%	996 89%	283 91%	184 93%	279 89%	978 90%
NET Not Important	36 2%	19 3%	17 2%	2 1%	1 3%	1 *%	3 1%	7 3%	16 1%	14 4%	9 4%	10 3%	18 2%
Answered	1624	671	953	443	30	204	332	195	1112	306	197	311	1084
Mean Score	1.4	1.4	1.4	1.4	1.7	1.3	1.5	1.6	1.4	1.4	1.5	1.4	1.4
Standard error	.02	.03	.02	.03	.14	.04	.04	.06	.02	.04	.05	.05	.02
Standard deviation	.78	.80	.76	.65	.62	.64	.67	.83	.74	.87	.85	.82	.75

Columns Tested: a, b - a, b - a, b - a, b, c - a, b, c

Table QD10B_7 (continuation)

**QD10B_7. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery to recipient's door**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		1767	903	864
Effective base		663	275	389
Weighted Base		1633	681	952
Not at all important	(-2)	22	13	9
		1%	2%	1%
Not very important	(-1)	14	6	8
		1%	1%	1%
Neither important nor unimportant	(0)	119	37	82
		7%	5%	9%
Important	(1)	588	259	330
		36%	38%	35%
Very important	(2)	880	358	522
		54%	53%	55%
Don't know		10	8	2
		1%	1%	*%
NET Important		1468	617	851
		90%	91%	89%
NET Not Important		36	19	17
		2%	3%	2%
Answered		1624	673	950
Mean Score		1.4	1.4	1.4
Standard error		.02	.03	.03
Standard deviation		.78	.80	.76

Columns Tested: a,b

Table QD10B_7 (continuation)

**QD10B_7. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery to recipient's door**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Month												
		Total base	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
			a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%														
Unweighted Base		1767	101	206	163	160	184	91	106	193	117	144	104	198
Effective base		663	30	97	99	57	126	51	14	77	46	31	36	73
Weighted Base		1633	38	168	195	50	269	83	29	270	115	80	99	237
Not at all important	(-2)	22 1%	* 1%	5 3%	1 1%	- -%	* *%	1 2%	* *%	9 3%	* *%	* *%	* *%	5 2%
Not very important	(-1)	14 1%	- -%	2 1%	2 1%	2 4%	4 2%	* *%	* *%	2 1%	2 2%	* *%	- -%	* *%
Neither important nor unimportant	(0)	119 7%	5 12%	10 6%	14 7%	1 2%	22 8%	4 5%	1 2%	21 8%	8 7%	10 13%	9 9%	15 6%
Important	(1)	588 36%	11 28%	57 34%	70 36%	18 37%	108 40%	28 34%	7 26%	116 43%	40 35%	22 28%	21 21%	88 37%
Very important	(2)	880 54%	22 58%	94 56%	101 52%	28 57%	133 50%	48 58%	21 72%	123 45%	65 56%	46 57%	69 70%	129 54%
Don't know		10 1%	* 1%	* *%	6 3%	* *%	* *%	1 2%	- -%	- -%	- -%	1 1%	- -%	* *%
NET Important		1468 90%	33 86%	151 90%	171 88%	47 94%	242 90%	77 92%	28 98%	238 88%	105 91%	68 85%	90 91%	217 92%
NET Not Important		36 2%	* 1%	7 4%	3 2%	2 4%	4 2%	1 2%	* *%	11 4%	2 2%	1 1%	* *%	5 2%
Answered		1624	38	167	188	50	269	82	29	270	115	80	99	237
Mean Score		1.4	1.4	1.4	1.4	1.5	1.4	1.5	1.7	1.3	1.5	1.4	1.6	1.4
Standard error		.02	.08	.06	.06	.06	.05	.08	.05	.06	.07	.06	.07	.06
Standard deviation		.78	.79	.87	.73	.74	.71	.74	.51	.89	.71	.77	.68	.78

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table QD10B_7 (continuation)

**QD10B_7. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery to recipient's door**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1767	470	435	416	446	905	862
Effective base	663	223	215	132	139	437	271
Weighted Base	1633	401	402	414	417	802	831
Not at all important	(-2) 22 1%	6 2%	2 *%	9 2%	5 1%	8 1%	15 2%
Not very important	(-1) 14 1%	4 1%	6 2%	3 1%	* *%	10 1%	4 *%
Neither important nor unimportant	(0) 119 7%	28 7%	27 7%	30 7%	34 8%	55 7%	64 8%
Important	(1) 588 36%	138 35%	155 39%	164 39%	132 32%	293 37%	295 36%
Very important	(2) 880 54%	217 54%	210 52%	209 50%	244 59%	427 53%	453 54%
Don't know	10 1%	7 2%	2 *%	- -%	1 *%	9 1%	1 *%
NET Important	1468 90%	355 89%	365 91%	372 90%	376 90%	720 90%	748 90%
NET Not Important	36 2%	10 2%	8 2%	13 3%	6 1%	18 2%	18 2%
Answered	1624	394	400	414	416	794	830
Mean Score	1.4	1.4	1.4	1.3	1.5	1.4	1.4
Standard error	.02	.04	.03	.04	.04	.03	.03
Standard deviation	.78	.80	.72	.83	.76	.76	.80

Columns Tested:: a,b,c,d - a,b

Table QD10B_8

**QD10B_8. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Method		Business Size 1					
		CATI	CAWI	0-9	10-49	50-99	100-249	10+	
Significance Level: 95%		a	b	a	b	c	d	e	
Unweighted Base	1767	343	1424	1212	305	72	178	555	
Effective base	663	75	597	609	127	31	85	165	
Weighted Base	1633	122	1511	1558	65	7	4	75	
Not at all important	(-2)	165	22	143	157	7	*	*	7
		10%	18%	9%	10%	10%	4%	4%	9%
		b							
Not very important	(-1)	170	6	164	163	6	1	*	7
		10%	5%	11%	10%	9%	8%	5%	9%
Neither important nor unimportant	(0)	280	18	263	271	8	*	1	9
		17%	15%	17%	17%	13%	6%	14%	12%
Important	(1)	544	11	533	518	21	3	1	25
		33%	9%	35%	33%	32%	48%	33%	34%
			a						
Very important	(2)	455	56	400	430	22	2	2	26
		28%	46%	26%	28%	33%	34%	42%	34%
			b					a	
Don't know		20	10	9	18	1	*	*	1
		1%	8%	1%	1%	2%	*%	2%	2%
			b						
NET Important		999	66	932	948	42	6	3	51
		61%	54%	62%	61%	66%	82%	75%	68%
			a				a		
NET Not Important		334	28	307	321	13	1	*	14
		20%	23%	20%	21%	20%	12%	9%	18%
			d		d				
Answered	1614	112	1502	1540	63	7	4	74	
Mean Score	.6	.6	.6	.6	.7	1.0	1.1	.8	
						a			
Standard error	.03	.09	.03	.04	.08	.13	.10	.06	
Standard deviation	1.28	1.59	1.25	1.28	1.32	1.11	1.26	1.29	

Columns Tested: a,b - a,b,c,d,e

Table QD10B_8 (continuation)

**QD10B_8. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1767	501	524	187	181	196	178	1212	305	250
Effective base		663	299	252	75	83	75	85	609	127	66
Weighted Base		1633	850	593	114	47	25	4	1558	65	11
Not at all important	(-2)	165 10%	77 9%	74 12% efi	6 6%	6 13% efi	1 4%	* 4%	157 10%	7 10%	* 4%
Not very important	(-1)	170 10%	95 11%	53 9%	15 13%	3 7%	3 13%	* 5%	163 10%	6 9%	1 7%
Neither important nor unimportant	(0)	280 17%	153 18% e	92 16% e	26 23% ei	7 15%	2 6%	1 14%	271 17% e	8 13%	1 9%
Important	(1)	544 33%	290 34%	194 33%	34 30%	14 31%	10 39%	1 33%	518 33%	21 32%	5 43%
Very important	(2)	455 28%	221 26%	176 30%	32 28%	15 33%	9 36%	2 42% abg	430 28%	22 33%	4 37%
Don't know		20 1%	13 2%	4 1%	1 *%	1 2%	1 2%	* 2%	18 1%	1 2%	* 1%
NET Important		999 61%	511 60%	370 62%	66 58%	30 64%	19 74% acg	3 75% abcg	948 61%	42 66%	9 80% abcdgh
NET Not Important		334 20%	172 20% f	127 21% fi	22 19%	9 20%	4 17%	* 9%	321 21% f	13 20% f	1 11%
Answered		1614	837	589	114	46	24	4	1540	63	11
Mean Score		.6	.6	.6	.6	.6	.9	1.1	.6	.7	1.0
Standard error		.03	.06	.06	.09	.10	.08	.10	.04	.08	.07
Standard deviation		1.28	1.25	1.33	1.19	1.36	1.17	1.26	1.28	1.32	1.10

Columns Tested: a,b,c,d,e,f,g,h,i

Table QD10B_8 (continuation)

**QD10B_8. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Business Size 3					Turnover					
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +	
		a	b	c	d	e	a	b	c	d	e	
Significance Level: 95%												
Unweighted Base	1767	729	483	305	72	178	653	301	112	76	198	
Effective base	663	445	217	127	31	85	372	127	35	26	33	
Weighted Base	1633	1263	295	65	7	4	1043	236	63	30	50	
Not at all important	(-2)	165	127	31	7	*	102	20	2	5	6	
		10%	10%	10%	10%	4%	10%	8%	2%	17%	12%	
										c		
Not very important	(-1)	170	133	31	6	1	103	33	10	*	12	
		10%	11%	10%	9%	8%	10%	14%	16%	1%	24%	
										ad		
Neither important nor unimportant	(0)	280	223	48	8	*	195	28	11	3	8	
		17%	18%	16%	13%	6%	19%	12%	17%	9%	15%	
Important	(1)	544	421	98	21	3	375	85	18	10	11	
		33%	33%	33%	32%	48%	36%	36%	29%	34%	21%	
Very important	(2)	455	345	84	22	2	260	69	22	11	13	
		28%	27%	29%	33%	34%	25%	29%	35%	39%	25%	
						ab						
Don't know		20	14	4	1	*	7	1	-	-	1	
		1%	1%	1%	2%	*%	1%	*%	-%	-%	2%	
NET Important		999	766	182	42	6	636	154	41	22	23	
		61%	61%	62%	66%	82%	61%	65%	65%	73%	47%	
						ab				e		
NET Not Important		334	259	61	13	1	205	53	12	5	18	
		20%	21%	21%	20%	12%	20%	23%	19%	18%	36%	
			e	e	e					a		
Answered		1614	1248	291	63	7	1036	236	63	30	49	
Mean Score		.6	.6	.6	.7	1.0	.6	.6	.8	.8	.2	
						ab						
Standard error		.03	.05	.06	.08	.13	.05	.07	.11	.17	.10	
Standard deviation		1.28	1.27	1.29	1.32	1.11	1.24	1.27	1.17	1.45	1.41	

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table QD10B_8 (continuation)

**QD10B_8. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1767	126	83	173	60	120	144	117	102	98
Effective base		663	70	46	97	27	63	87	68	54	47
Weighted Base		1633	163	104	268	59	159	260	202	140	114
Not at all important	(-2)	165	12	10	21	8	15	25	18	20	15
		10%	7%	9%	8%	14%	9%	10%	9%	14%	13%
Not very important	(-1)	170	24	7	26	2	9	19	31	20	16
		10%	15%	7%	10%	3%	6%	7%	15%	14%	14%
Neither important nor unimportant	(0)	280	20	16	40	9	30	53	43	27	22
		17%	12%	16%	15%	15%	19%	20%	21%	19%	19%
Important	(1)	544	50	35	109	22	48	98	68	40	40
		33%	31%	33%	41%	37%	30%	38%	34%	28%	35%
Very important	(2)	455	53	36	73	18	57	65	37	33	22
		28%	33%	35%	27%	31%	36%	25%	18%	24%	19%
Don't know		20	4	-	-	-	-	*	5	*	-
		1%	2%	-%	-%	-%	-%	*%	2%	*%	-%
NET Important		999	103	70	182	40	105	162	105	72	62
		61%	64%	68%	68%	68%	66%	63%	52%	52%	55%
NET Not Important		334	36	17	46	10	24	44	49	40	30
		20%	22%	17%	17%	17%	15%	17%	24%	28%	27%
Answered		1614	159	104	268	59	159	260	196	139	114
Mean Score		.6	.7	.8	.7	.7	.8	.6	.4	.3	.3
Standard error		.03	.12	.14	.09	.17	.11	.10	.11	.14	.13
Standard deviation		1.28	1.28	1.26	1.19	1.33	1.26	1.21	1.21	1.36	1.29

Columns Tested: a,b,c,d,e,f,g,h,i

Table QD10B_8 (continuation)

**QD10B_8. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland	
		Total base	a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		1767	278	311	434	1023	744	259	251	234
Effective base		663	136	169	253	554	204	82	66	91
Weighted Base		1633	332	406	729	1467	166	74	61	30
Not at all important	(-2)	165	38	41	63	142	22	10	9	3
		10%	11%	10%	9%	10%	13%	13%	15%	10%
Not very important	(-1)	170	27	51	76	154	16	4	9	3
		10%	8%	13%	10%	11%	10%	5%	15%	9%
Neither important nor unimportant	(0)	280	60	63	136	258	22	11	6	5
		17%	18%	15%	19%	18%	13%	15%	10%	16%
Important	(1)	544	110	124	276	510	34	17	11	6
		33%	33%	31%	38%	35%	20%	22%	18%	21%
			egh	eg	efgh	efgh				
Very important	(2)	455	98	122	174	393	62	28	23	11
		28%	29%	30%	24%	27%	37%	38%	38%	35%
							cd	cd	c	c
Don't know		20	-	4	5	9	10	4	3	3
		1%	-%	1%	1%	1%	6%	6%	5%	9%
							abcd	abcd	acd	abcd
NET Important		999	208	246	449	903	96	45	34	17
		61%	63%	61%	62%	62%	58%	60%	55%	56%
NET Not Important		334	65	93	139	296	38	14	18	6
		20%	19%	23%	19%	20%	23%	19%	30%	19%
Answered		1614	332	402	724	1458	156	70	58	28
Mean Score		.6	.6	.6	.6	.6	.6	.7	.5	.7
Standard error		.03	.08	.08	.06	.04	.05	.09	.10	.09
Standard deviation		1.28	1.29	1.31	1.21	1.26	1.45	1.42	1.53	1.39

Columns Tested: a,b,c,d,e,f,g,h

Table QD10B_8 (continuation)

**QD10B_8. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Industry									
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
		a	b	*c	d	e	f	g	h	i	
Significance Level: 95%											
Unweighted Base	1767	80	134	12	146	183	403	65	93	795	
Effective base	663	31	39	6	44	77	155	20	26	317	
Weighted Base	1633	66	93	17	110	210	321	42	55	827	
Not at all important	(-2)	165 10%	9 14%	6 6%	* 1%	6 6%	9 4%	29 9%	12 30%	5 9%	93 11%
								bdefi			
Not very important	(-1)	170 10%	7 11%	11 12%	1 4%	12 11%	20 10%	30 9%	7 16%	10 18%	83 10%
Neither important nor unimportant	(0)	280 17%	18 28%	11 12%	5 27%	16 14%	42 20%	54 17%	8 20%	6 11%	136 16%
Important	(1)	544 33%	16 24%	27 29%	5 32%	32 29%	85 40%	103 32%	9 22%	14 26%	283 34%
Very important	(2)	455 28%	15 22%	38 41%	6 37%	44 40%	53 25%	104 32%	5 12%	18 32%	216 26%
				g	g						
Don't know		20 1%	* *%	* *%	* *%	* *%	* *%	1 *%	* *%	1 3%	15 2%
NET Important		999 61%	31 47%	65 70%	12 68%	77 69%	138 66%	207 65%	14 34%	32 59%	499 60%
				g	ag	g	g	g			
NET Not Important		334 20%	17 25%	17 18%	1 5%	18 16%	30 14%	59 18%	19 46%	15 28%	176 21%
								bdefi			
Answered	1614	66	93	17	110	210	320	42	54	811	
Mean Score	.6	.3	.9	1.0	.9	.7	.7	-.3	.6	.5	
			g	g	ag	g	g	g	g	g	
Standard error	.03	.15	.11	.29	.10	.08	.06	.18	.15	.05	
Standard deviation	1.28	1.33	1.26	.96	1.21	1.09	1.26	1.41	1.38	1.29	

Columns Tested: a,b,c,d,e,f,g,h,i

Table QD10B_8 (continuation)

**QD10B_8. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1767	409	403	955	1536	231	-	1472	295	1713	54
Effective base	663	150	155	363	564	104	-	593	77	642	22
Weighted Base	1633	387	321	925	1335	298	-	1499	135	1584	49
Not at all important (-2)	165 10%	25 6%	29 9%	111 12%	129 10%	36 12%	- -%	158 11%	6 5%	163 10%	1 3%
Not very important (-1)	170 10%	40 10%	30 9%	100 11%	136 10%	34 12%	- -%	158 11%	12 9%	162 10%	8 17%
Neither important nor unimportant (0)	280 17%	76 20%	54 17%	151 16%	219 16%	62 21%	- -%	246 16%	35 26%	264 17%	16 33%
Important (1)	544 33%	133 34%	103 32%	307 33%	460 34%	84 28%	- -%	508 34%	36 27%	538 34%	5 11%
Very important (2)	455 28%	112 29%	104 32%	239 26%	374 28%	81 27%	- -%	411 27%	45 33%	439 28%	16 33%
Don't know	20 1%	1 *%	1 *%	18 2%	18 1%	1 *%	- -%	18 1%	1 1%	18 1%	2 3%
NET Important	999 61%	245 64%	207 65%	546 59%	834 62%	165 55%	- -%	918 61%	80 60%	977 62%	22 44%
NET Not Important	334 20%	65 17%	59 18%	211 23%	264 20%	70 24%	- -%	316 21%	18 13%	325 21%	10 20%
Answered	1614	386	320	907	1317	297	-	1481	133	1566	48
Mean Score	.6	.7	.7	.5	.6	.5	-	.6	.8	.6	.6
Standard error	.03	.06	.06	.04	.03	.09	-	.03	.07	.03	.17
Standard deviation	1.28	1.18	1.26	1.32	1.26	1.33	-	1.29	1.15	1.28	1.22

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table QD10B_8 (continuation)

QD10B_8. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		1767	1043	362	352
Effective base		663	417	113	132
Weighted Base		1633	1048	253	323
Not at all important	(-2)	165	117	18	23
		10%	11%	7%	7%
Not very important	(-1)	170	128	15	26
		10%	12%	6%	8%
Neither important nor unimportant	(0)	280	204	36	40
		17%	19%	14%	12%
Important	(1)	544	344	98	100
		33%	33%	39%	31%
Very important	(2)	455	243	83	129
		28%	23%	33%	40%
				a	a
Don't know		20	13	2	5
		1%	1%	1%	2%
NET Important		999	586	181	229
		61%	56%	72%	71%
				a	a
NET Not Important		334	245	33	49
		20%	23%	13%	15%
			bc		
Answered		1614	1035	251	318
Mean Score		.6	.5	.8	.9
				a	a
Standard error		.03	.04	.06	.07
Standard deviation		1.28	1.28	1.16	1.22

Columns Tested:: a,b,c

Table QD10B_8 (continuation)

QD10B_8. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Annual postal spend											
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+	
		a	b	c	*d	*e	*f	*g	*h	i	j	k	
Significance Level: 95%													
Unweighted Base	1767	1340	270	75	27	27	14	7	7	1610	157	82	
Effective base	663	549	82	18	7	7	3	1	1	629	35	17	
Weighted Base	1633	1383	168	42	10	18	7	1	5	1550	83	40	
Not at all important	(-2)	165	142	21	2	*	-	-	-	163	2	*	
		10%	10%	12%	4%	*%	-%	-%	-%	11%	2%	*%	
Not very important	(-1)	170	154	12	-	*	2	2	-	*	166	4	4
		10%	11%	7%	-%	*%	10%	32%	-%	*%	11%	5%	10%
Neither important nor unimportant	(0)	280	248	26	2	*	*	4	-	-	274	6	4
		17%	18%	16%	5%	1%	*%	52%	-%	-%	18%	7%	9%
Important	(1)	544	481	46	9	2	4	1	1	*	527	17	8
		33%	35%	27%	22%	22%	21%	11%	87%	1%	34%	21%	19%
Very important	(2)	455	339	62	29	8	12	*	*	5	401	54	25
		28%	25%	37%	68%	77%	68%	5%	13%	99%	26%	65%	62%
				ai	abi							abi	ai
Don't know		20	19	*	*	-	-	-	-	20	*	-	
		1%	1%	*%	*%	-%	-%	-%	-%	1%	*%	-%	
NET Important		999	820	108	38	10	16	1	1	5	928	71	33
		61%	59%	64%	91%	99%	90%	16%	100%	100%	60%	86%	81%
					abi							abi	
NET Not Important		334	296	33	2	*	2	2	-	*	329	6	4
		20%	21%	20%	4%	1%	10%	32%	-%	*%	21%	7%	10%
			j								j		
Answered	1614	1364	167	42	10	18	7	1	5	1531	83	40	
Mean Score	.6	.5	.7	1.5	1.7	1.5	-.1	1.1	2.0	.5	1.4	1.3	
				abi							abi	ai	
Standard error	.03	.04	.08	.11	.10	.18	.23	-	.08	.03	.08	.11	
Standard deviation	1.28	1.26	1.36	.93	.53	.96	.86	-	.21	1.28	.97	1.02	

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table QD10B_8 (continuation)

**QD10B_8. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	1767	688	652	427	1712	1421	1767	1233	782	649	341	998	94	119	74	93	48
Effective base	663	327	224	116	634	523	663	469	300	209	153	405	25	32	16	20	12
Weighted Base	1633	861	522	250	1570	1276	1633	1150	770	506	382	1015	55	78	35	43	25
Not at all important (-2)	165 10%	101 12%	41 8%	22 9%	160 10% ef	99 8%	165 10% ef	93 8%	45 6%	26 5%	67 18% bd	82 8%	3 6%	3 4%	* 1%	8 20%	* 2%
Not very important (-1)	170 10%	104 12%	50 10%	16 6%	165 11%	138 11%	170 10%	119 10%	86 11%	44 9%	37 10%	110 11%	11 21% d	2 2%	5 14%	5 11%	* 1%
Neither important nor unimportant (0)	280 17%	156 18%	92 18%	32 13%	272 17%	205 16%	280 17%	180 16%	119 15%	74 15%	81 21% df	173 17% d	9 16%	3 4%	5 13%	1 3%	8 33% df
Important (1)	544 33%	300 35%	181 35%	63 25%	522 33%	463 36%	544 33%	418 36%	305 40%	183 36%	95 25% ag	384 38% d	18 32%	23 29%	12 33%	10 24%	2 7%
Very important (2)	455 28%	187 22%	152 29%	116 46% ab	433 28%	361 28%	455 28%	330 29%	209 27%	177 35% ac	93 24%	257 25%	13 24%	46 59% abc	14 39%	18 41%	14 58% abc
Don't know	20 1%	14 2%	5 1%	* *%	19 1%	11 1%	20 1%	10 1%	6 1%	1 *%	9 2%	9 1%	* 1%	1 1%	- -%	* 1%	- -%
NET Important	999 61%	487 57%	333 64%	179 71% a	955 61%	824 65%	999 61%	748 65%	515 67%	361 71% ac	188 49%	641 63% a	31 56%	69 88% abcf	25 72%	28 65%	16 64%
NET Not Important	334 20%	205 24%	91 17%	39 15%	325 21% f	236 19%	334 20% f	211 18%	131 17%	70 14%	104 27% bd	192 19%	15 27% d	5 6%	5 15%	13 31% d	1 3%
Answered Mean Score	1614 .6	848 .4	516 .7	250 .9	1552 .6	1266 .7	1614 .6	1140 .7	764 .7	505 .9	373 .3	1006 .6	54 .5	77 1.4	35 .9	43 .6	25 1.2
Standard error	.03	.05	.05	.06	.03	.03	.03	.04	.04	.04	.08	.04	.13	.09	.13	.17	.15
Standard deviation	1.28	1.28	1.22	1.29	1.28	1.22	1.28	1.22	1.15	1.14	1.41	1.21	1.24	.98	1.10	1.60	1.07

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table QD10B_8 (continuation)

**QD10B_8. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g	
Unweighted Base	1767	1249	148	100	88	46	60	21	967	189	100	65	46	33	21	
Effective base	663	527	41	26	18	10	10	3	403	50	28	24	10	13	6	
Weighted Base	1633	1323	95	64	40	17	23	7	991	138	50	37	33	15	14	
Not at all important	(-2)	165	138	10	3	1	1	6	*	83	8	5	1	*	1	*
		10%	10%	10%	4%	3%	6%	28%	7%	8%	6%	11%	2%	*%	9%	3%
Not very important	(-1)	170	149	7	4	*	5	*	*	111	11	6	1	9	*	*
		10%	11%	8%	6%	*%	27%	*%	*%	11%	8%	11%	2%	27%	2%	2%
Neither important nor unimportant	(0)	280	242	12	6	5	*	3	4	172	18	4	4	2	2	2
		17%	18%	13%	10%	12%	*%	13%	50%	17%	13%	8%	12%	7%	17%	15%
Important	(1)	544	447	40	17	9	5	3	*	373	47	17	14	7	4	1
		33%	34%	42%	26%	23%	31%	13%	3%	38%	34%	34%	39%	21%	27%	5%
Very important	(2)	455	331	25	33	25	6	10	3	242	54	17	16	14	7	11
		28%	25%	27%	51%	62%	34%	45%	41%	24%	39%	35%	45%	44%	46%	75%
Don't know		20	17	*	1	-	*	*	-	10	-	1	-	*	-	-
		1%	1%	*%	2%	-%	1%	1%	-%	1%	-%	2%	-%	1%	-%	-%
NET Important		999	778	66	49	34	11	13	3	615	101	34	31	21	11	12
		61%	59%	69%	77%	85%	65%	58%	43%	62%	73%	68%	84%	65%	73%	80%
NET Not Important		334	287	17	7	1	6	6	*	195	18	11	1	9	2	1
		20%	22%	18%	10%	3%	33%	28%	7%	20%	13%	22%	4%	27%	11%	5%
Answered		1614	1307	95	62	40	17	23	7	981	138	49	37	33	15	14
Mean Score		.6	.5	.7	1.2	1.4	.6	.5	.7	.6	.9	.7	1.2	.8	1.0	1.5
Standard error		.03	.04	.10	.11	.10	.21	.23	.28	.04	.08	.14	.11	.19	.22	.23
Standard deviation		1.28	1.27	1.24	1.12	.94	1.40	1.73	1.28	1.21	1.16	1.35	.88	1.28	1.27	1.07

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table QD10B_8 (continuation)

**QD10B_8. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	b	c	d	e	f	g	a	b	c	d	e	
Significance Level: 95%														
Unweighted Base	1767	814	143	102	58	43	37	36	706	352	405	216	84	
Effective base	663	345	48	27	21	11	8	13	318	135	141	49	23	
Weighted Base	1633	843	127	71	32	22	22	34	840	315	313	103	61	
Not at all important	(-2)	165	77	7	7	*	*	*	2	103	22	26	9	5
		10%	9%	5%	9%	*%	1%	2%	5%	12%	7%	8%	9%	7%
Not very important	(-1)	170	101	13	1	*	1	*	2	93	29	32	7	10
		10%	12%	10%	2%	*%	4%	1%	6%	11%	9%	10%	6%	16%
Neither important nor unimportant	(0)	280	147	11	10	2	6	5	*	157	63	46	6	9
		17%	17%	9%	13%	7%	25%	23%	1%	19%	20%	15%	6%	14%
Important	(1)	544	309	50	29	14	6	3	6	287	103	104	32	16
		33%	37%	39%	41%	44%	28%	15%	18%	34%	33%	33%	32%	26%
Very important	(2)	455	198	46	25	15	9	13	24	187	95	102	48	22
		28%	24%	36%	35%	48%	42%	60%	70%	22%	30%	33%	46%	36%
					a			a	abc			a	ab	
Don't know		20	10	-	-	-	-	-	-	14	2	3	1	-
		1%	1%	-%	-%	-%	-%	-%	-%	2%	1%	1%	1%	-%
NET Important		999	508	96	54	29	15	16	30	474	198	206	80	38
		61%	60%	75%	76%	93%	70%	75%	88%	56%	63%	66%	78%	63%
				a	a			a				a		
NET Not Important		334	178	20	8	*	1	*	4	195	51	58	16	14
		20%	21%	16%	11%	1%	5%	2%	11%	23%	16%	18%	15%	23%
			d											
Answered		1614	832	127	71	32	22	22	34	826	313	310	102	61
Mean Score		.6	.5	.9	.9	1.4	1.1	1.3	1.4	.4	.7	.7	1.0	.7
					a			a			a	a		
Standard error		.03	.04	.10	.12	.09	.15	.16	.19	.05	.06	.06	.09	.14
Standard deviation		1.28	1.23	1.16	1.18	.67	.98	.97	1.12	1.29	1.20	1.25	1.27	1.32

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table QD10B_8 (continuation)

**QD10B_8. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Frequency - letters sent					Frequency - large letters sent					
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e	
Unweighted Base	1767	777	332	349	186	64	636	264	300	152	60	
Effective base	663	343	125	116	36	17	284	92	93	39	17	
Weighted Base	1633	907	285	253	80	43	738	215	190	83	45	
Not at all important	(-2)	165	109	20	21	5	4	64	9	16	5	5
		10%	12%	7%	8%	7%	10%	9%	4%	8%	6%	10%
Not very important	(-1)	170	107	27	23	3	5	78	26	19	4	10
		10%	12%	10%	9%	4%	13%	11%	12%	10%	5%	21%
Neither important nor unimportant	(0)	280	170	46	46	2	8	123	44	28	9	1
		17%	19%	16%	18%	3%	19%	17%	21%	15%	11%	2%
Important	(1)	544	292	103	88	27	11	300	62	65	22	12
		33%	32%	36%	35%	35%	24%	41%	29%	34%	27%	27%
Very important	(2)	455	216	88	73	40	15	164	73	61	43	18
		28%	24%	31%	29%	50%	34%	22%	34%	32%	51%	39%
Don't know		20	13	2	2	1	-	8	*	2	1	-
		1%	1%	1%	1%	1%	-%	1%	*%	1%	1%	-%
NET Important		999	508	190	161	68	25	464	135	126	65	30
		61%	56%	67%	64%	85%	59%	63%	63%	66%	78%	67%
NET Not Important		334	215	48	44	8	10	142	35	35	9	14
		20%	24%	17%	17%	10%	23%	19%	16%	18%	11%	31%
Answered		1614	894	284	251	78	43	729	215	189	83	45
Mean Score		.6	.4	.7	.7	1.2	.6	.6	.8	.7	1.1	.6
Standard error		.03	.05	.07	.07	.08	.17	.05	.07	.07	.09	.19
Standard deviation		1.28	1.30	1.20	1.22	1.14	1.35	1.20	1.17	1.25	1.16	1.44

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table QD10B_8 (continuation)

**QD10B_8. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		1767	573	195	232	142	71	676	105	446	1615	152	1674	38
Effective base		663	250	65	81	47	20	266	29	171	606	57	621	13
Weighted Base		1633	636	162	186	105	43	636	69	437	1500	133	1533	38
Not at all important	(-2)	165	68	9	7	7	2	53	2	38	153	12	154	6
		10%	11%	5%	4%	7%	4%	8%	2%	9%	10%	9%	10%	16%
Not very important	(-1)	170	77	18	14	2	*	45	11	61	161	9	163	3
		10%	12%	11%	8%	2%	*%	7%	15%	14%	11%	7%	11%	7%
Neither important nor unimportant	(0)	280	116	26	29	5	4	90	14	73	263	17	268	4
		17%	18%	16%	16%	5%	9%	14%	21%	17%	18%	13%	17%	10%
Important	(1)	544	235	54	80	33	9	225	23	167	503	40	511	11
		33%	37%	34%	43%	32%	20%	35%	33%	38%	34%	30%	33%	29%
Very important	(2)	455	132	54	56	57	29	219	20	91	401	55	419	14
		28%	21%	33%	30%	54%	66%	35%	28%	21%	27%	41%	27%	38%
Don't know		20	9	1	-	1	-	4	-	6	19	1	19	-
		1%	1%	*%	-%	1%	-%	1%	-%	1%	1%	*%	1%	-%
NET Important		999	367	108	136	90	38	444	42	259	904	95	930	25
		61%	58%	67%	73%	86%	86%	70%	62%	59%	60%	71%	61%	67%
NET Not Important		334	144	26	21	9	2	97	12	100	314	20	316	9
		20%	23%	16%	11%	9%	4%	15%	18%	23%	21%	15%	21%	23%
Answered		1614	627	161	186	104	43	632	69	431	1481	133	1514	38
Mean Score		.6	.5	.8	.9	1.2	1.4	.8	.7	.5	.6	.9	.6	.7
Standard error		.03	.05	.08	.07	.09	.12	.05	.11	.06	.03	.10	.03	.24
Standard deviation		1.28	1.25	1.18	1.04	1.12	.99	1.22	1.12	1.22	1.27	1.26	1.27	1.46

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table QD10B_8 (continuation)

**QD10B_8. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1767	1295	126	839	394	1679	33	1283	138	847	386
Effective base	663	490	33	335	135	623	11	483	40	338	132
Weighted Base	1633	1186	90	798	352	1540	30	1177	100	809	341
Not at all important (-2)	165 10%	88 7%	11 12%	70 9%	23 7%	155 10%	4 15%	86 7%	13 13%	71 9%	21 6%
Not very important (-1)	170 10%	132 11%	6 6%	96 12%	22 6%	162 11%	3 9%	132 11%	6 6%	97 12%	22 6%
Neither important nor unimportant (0)	280 17%	186 16%	19 21%	135 17%	45 13%	272 18%	* 1%	184 16%	21 22%	136 17%	45 13%
Important (1)	544 33%	429 36%	34 38%	280 35%	138 39%	515 33%	7 23%	438 37%	25 25%	282 35%	136 40%
Very important (2)	455 28%	340 29%	21 23%	207 26%	123 35%	417 27%	16 52%	326 28%	35 35%	213 26%	117 34%
Don't know	20 1%	11 1%	- -%	10 1%	1 *%	19 1%	- -%	11 1%	- -%	10 1%	1 *%
NET Important	999 61%	770 65%	55 61%	487 61%	261 74%	932 61%	22 75%	764 65%	60 60%	495 61%	253 74%
NET Not Important	334 20%	220 19%	17 18%	166 21%	45 13%	318 21%	7 24%	218 19%	18 18%	168 21%	43 13%
Answered	1614	1175	90	789	351	1521	30	1166	100	799	341
Mean Score	.6	.7	.5	.6	.9	.6	.9	.7	.6	.6	.9
Standard error	.03	.03	.11	.04	.06	.03	.26	.03	.11	.04	.06
Standard deviation	1.28	1.21	1.26	1.24	1.15	1.27	1.51	1.20	1.35	1.25	1.14

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table QD10B_8 (continuation)

**QD10B_8. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1767	848	1380	252	-	782	1031	192	4	861	733	224	-
Effective base	663	298	526	91	-	278	384	71	3	323	284	83	-
Weighted Base	1633	750	1273	235	-	691	886	175	5	795	650	187	-
Not at all important (-2)	165 10%	56 7%	128 10%	21 9%	- -%	36 5%	72 8%	13 7%	- -%	60 7%	53 8%	11 6%	- -%
Not very important (-1)	170 10%	76 10%	127 10%	11 5%	- -%	75 11%	97 11%	10 6%	1 12%	74 9%	64 10%	12 6%	- -%
Neither important nor unimportant (0)	280 17%	110 15%	228 18%	36 15%	- -%	92 13%	148 17%	36 21%	1 12%	114 14%	105 16%	22 12%	- -%
Important (1)	544 33%	283 38%	409 32%	65 28%	- -%	257 37%	315 36%	40 23%	- -%	292 37%	225 35%	57 30%	- -%
Very important (2)	455 28%	219 29%	365 29%	99 42% ab	- -%	225 33%	246 28%	74 42% b	3 76%	249 31%	195 30%	83 44% ab	- -%
Don't know	20 1%	7 1%	16 1%	3 1%	- -%	5 1%	9 1%	2 1%	- -%	6 1%	8 1%	2 1%	- -%
NET Important	999 61%	502 67%	774 61%	164 70%	- -%	482 70%	561 63%	114 65%	3 76%	541 68%	420 65%	140 75%	- -%
NET Not Important	334 20%	132 18%	255 20%	32 14%	- -%	112 16%	168 19%	23 13%	1 12%	134 17%	117 18%	23 12%	- -%
Answered Mean Score	1614 .6	743 .7	1257 .6	232 .9	- -	686 .8	877 .6	173 .9	5 1.4	789 .8	642 .7	185 1.0	- -
Standard error	.03	.04	.03	b .08	-	.04	.04	.09	.62	.04	.05	b .08	-
Standard deviation	1.28	1.20	1.28	1.26	-	1.16	1.23	1.24	1.25	1.21	1.23	1.18	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table QD10B_8 (continuation)

QD10B_8. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets						
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services		
		a	b	c	a	b	c	a	b	c	d	e		
Significance Level: 95%														
	Unweighted Base	1767	1650	1290	848	1348	1066	55	555	449	411	114	71	
	Effective base	663	612	475	331	494	420	14	244	181	165	55	34	
	Weighted Base	1633	1522	1158	800	1213	1042	34	581	461	407	124	78	
	Not at all important	(-2)	165	158	87	74	118	117	1	55	35	33	9	4
		10%	10%	8%	9%	10%	11%	3%	9%	8%	8%	7%	5%	
	Not very important	(-1)	170	163	106	73	119	103	*	56	42	34	9	5
		10%	11%	9%	9%	10%	10%	*%	10%	9%	8%	7%	7%	
	Neither important nor unimportant	(0)	280	262	190	119	208	172	5	87	52	45	10	9
		17%	17%	16%	15%	17%	17%	15%	15%	11%	11%	8%	11%	
	Important	(1)	544	499	436	288	416	337	10	213	185	147	42	27
		33%	33%	38%	36%	34%	32%	30%	37%	40%	36%	34%	34%	
	Very important	(2)	455	421	332	239	342	298	18	164	143	144	53	31
		28%	28%	29%	30%	28%	29%	51%	28%	31%	35%	42%	40%	
	Don't know		20	19	7	7	11	14	-	6	5	4	2	2
		1%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	2%	3%
	NET Important		999	919	768	527	758	635	28	377	328	291	95	58
		61%	60%	66%	66%	62%	61%	82%	65%	71%	72%	77%	74%	
	NET Not Important		334	321	193	147	236	220	1	110	77	66	17	9
		20%	21%	17%	18%	19%	21%	4%	19%	17%	16%	14%	12%	
	Answered		1614	1503	1151	793	1202	1028	34	575	456	403	122	76
	Mean Score		.6	.6	.7	.7	.6	.6	1.3	.7	.8	.8	1.0	1.0
	Standard error		.03	.03	.03	.04	.03	.04	.13	.05	.06	.06	.11	.14
	Standard deviation		1.28	1.29	1.19	1.25	1.26	1.31	.97	1.25	1.20	1.23	1.20	1.13

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table QD10B_8 (continuation)

QD10B_8. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1767	183	116	85	38	1566	1104	1636	1113	1018	769	1486	201	-	1431	103
Effective base	663	74	39	31	19	575	371	601	385	339	285	555	74	-	527	47
Weighted Base	1633	185	92	75	45	1389	855	1456	901	779	697	1351	170	-	1245	119
Not at all important (-2)	165 10%	8 4%	2 2%	7 9%	1 1%	141 10%	83 10%	145 10%	78 9%	70 9%	36 5%	137 10%	13 7%	- -%	111 9%	14 11%
Not very important (-1)	170 10%	39 21% bc	1 2%	4 5%	6 14% b	137 10%	69 8%	142 10%	69 8%	67 9%	46 7%	136 10%	10 6%	- -%	127 10%	21 18%
Neither important nor unimportant (0)	280 17%	32 17%	12 13%	12 16%	2 4%	247 18%	134 16%	257 18%	152 17%	115 15%	113 16%	242 18%	27 16%	- -%	204 16%	15 12%
Important (1)	544 33%	54 29%	42 46%	27 36%	21 46%	447 32%	286 33%	480 33%	320 36%	254 33%	281 40% bc	437 32%	45 27%	- -%	421 34%	31 26%
Very important (2)	455 28%	52 28%	33 36%	24 32%	16 35%	398 29%	272 32%	412 28%	272 30%	261 33%	215 31%	384 28%	72 43% b	- -%	371 30%	35 29%
Don't know	20 1%	* *% 1	1 1%	* *% 1	- -% -	20 1%	12 1%	20 1%	9 1%	12 2%	6 1%	16 1%	3 2%	- -%	12 1%	4 3%
NET Important	999 61%	106 57% a	76 82% a	51 68% a	36 80%	844 61%	558 65%	892 61%	593 66%	515 66%	496 71% b	821 61%	118 69%	- -%	792 64%	66 55%
NET Not Important	334 20%	47 25% b	3 3%	11 15%	7 16%	278 20%	152 18%	287 20%	147 16%	137 18%	83 12%	273 20% a	22 13%	- -%	238 19%	35 29%
Answered Mean Score	1614 .6	185 .6	91 1.1 a	74 .8	45 1.0	1370 .6	843 .7	1437 .6	892 .7	767 .7	691 .9 b	1335 .6	167 .9 b	- -	1233 .7	115 .5
Standard error	.03	.09	.08	.14	.17	.03	.04	.03	.04	.04	.04	.03	.09	-	.03	.14
Standard deviation	1.28	1.22	.84	1.24	1.05	1.28	1.27	1.27	1.22	1.26	1.09	1.28	1.23	-	1.25	1.39

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table QD10B_8 (continuation)

**QD10B_8. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1767	686	1081	487	20	243	335	225	1143	382	263	316	1154
Effective base	663	277	387	177	11	86	129	79	441	139	85	126	441
Weighted Base	1633	678	955	444	30	211	332	198	1113	311	199	311	1089
Not at all important (-2)	165 10%	54 8%	111 12%	23 5%	* 1%	7 4%	24 7%	10 5%	111 10%	44 14%	13 6%	25 8%	127 12%
Not very important (-1)	170 10%	70 10%	99 10%	24 5%	4 12%	8 4%	28 9%	24 12%	110 10%	36 12%	15 7%	24 8%	131 12%
Neither important nor unimportant (0)	280 17%	94 14%	186 20%	55 12%	8 27%	43 20%	34 10%	35 18%	212 19%	32 10%	26 13%	68 22%	183 17%
Important (1)	544 33%	240 35%	304 32%	206 47%	7 24%	78 37%	148 45%	42 21%	388 35%	112 36%	69 35%	115 37%	340 31%
Very important (2)	455 28%	213 31%	242 25%	135 30%	11 37%	76 36%	97 29%	86 43%	284 25%	78 25%	75 38%	79 25%	293 27%
Don't know	20 1%	7 1%	13 1%	1 *%	- -%	- -%	1 *%	* *%	9 1%	9 3%	1 1%	1 *%	16 1%
NET Important	999 61%	453 67%	545 57%	341 77%	18 60%	153 73%	246 74%	128 65%	672 60%	189 61%	144 72%	194 62%	632 58%
NET Not Important	334 20%	124 18%	210 22%	47 11%	4 13%	15 7%	52 16%	34 17%	220 20%	80 26%	27 14%	49 16%	258 24%
Answered	1614	672	942	443	30	211	332	197	1104	302	198	311	1073
Mean Score	.6	.7 b	.5	.9	.8	1.0	.8	.9 c	.6	.5	.9 c	.6	.5
Standard error	.03	.05	.04	.05	.25	.07	.06	.08	.04	.07	.07	.07	.04
Standard deviation	1.28	1.23	1.30	1.05	1.10	1.01	1.16	1.24	1.25	1.37	1.18	1.17	1.32

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table QD10B_8 (continuation)

**QD10B_8. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		1767	903	864
Effective base		663	275	389
Weighted Base		1633	681	952
Not at all important	(-2)	165	62	102
		10%	9%	11%
Not very important	(-1)	170	64	106
		10%	9%	11%
Neither important nor unimportant	(0)	280	108	172
		17%	16%	18%
Important	(1)	544	208	335
		33%	31%	35%
Very important	(2)	455	223	232
		28%	33%	24%
			b	
Don't know		20	15	5
		1%	2%	*%
NET Important		999	432	567
		61%	63%	60%
NET Not Important		334	126	208
		20%	19%	22%
Answered		1614	666	947
Mean Score		.6	.7	.5
Standard error		.03	.04	.04
Standard deviation		1.28	1.28	1.27

Columns Tested: a,b

Table QD10B_8 (continuation)

**QD10B_8. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1767	101	206	163	160	184	91	106	193	117	144	104	198
Effective base	663	30	97	99	57	126	51	14	77	46	31	36	73
Weighted Base	1633	38	168	195	50	269	83	29	270	115	80	99	237
Not at all important (-2)	165 10%	2 4%	20 12%	21 11%	2 3%	17 6%	6 7%	2 8%	24 9%	18 15%	17 21%	9 9%	28 12%
Not very important (-1)	170 10%	3 8%	13 8%	26 13%	11 22%	36 13%	10 12%	* 1%	32 12%	6 5%	8 10%	17 17%	8 3%
Neither important nor unimportant (0)	280 17%	8 20%	24 14%	35 18%	8 15%	33 12%	15 18%	3 10%	47 18%	31 27%	12 15%	17 17%	48 20%
Important (1)	544 33%	14 37%	69 41%	53 27%	14 28%	102 38%	31 37%	7 25%	104 38%	32 28%	26 32%	19 19%	73 31%
Very important (2)	455 28%	10 26%	41 24%	55 28%	14 27%	74 28%	21 25%	16 56%	62 23%	28 25%	16 20%	37 37%	80 34%
Don't know	20 1%	1 4%	2 1%	5 2%	2 4%	7 3%	1 1%	- -%	* *%	- -%	1 1%	- -%	* *%
NET Important	999 61%	24 64%	109 65%	108 56%	28 55%	176 65%	51 62%	24 82%	166 61%	60 53%	43 53%	56 57%	153 65%
NET Not Important	334 20%	5 13%	33 20%	46 24%	12 25%	53 20%	16 19%	3 9%	56 21%	24 21%	25 31%	26 26%	36 15%
Answered Mean Score	1614 .6	37 .8	166 .6	190 .5	48 .6	261 .7	82 .6	29 1.2	270 .5	115 .4	79 .2	99 .6	237 .7
Standard error	.03	.11	.09	.11	.10	.09	.13	.12	.09	.12	.12	.13	.09
Standard deviation	1.28	1.10	1.27	1.33	1.22	1.20	1.20	1.19	1.22	1.34	1.44	1.38	1.29

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table QD10B_8 (continuation)

**QD10B_8. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1767	470	435	416	446	905	862
Effective base	663	223	215	132	139	437	271
Weighted Base	1633	401	402	414	417	802	831
Not at all important (-2)	165	42	24	44	53	67	98
	10%	11%	6%	11%	13%	8%	12%
				b			
Not very important (-1)	170	42	56	39	33	98	72
	10%	11%	14%	9%	8%	12%	9%
Neither important nor unimportant (0)	280	66	56	81	77	123	158
	17%	17%	14%	20%	18%	15%	19%
Important (1)	544	136	146	143	118	282	261
	33%	34%	36%	35%	28%	35%	31%
Very important (2)	455	106	108	107	134	214	241
	28%	26%	27%	26%	32%	27%	29%
Don't know	20	8	10	*	1	18	1
	1%	2%	3%	*%	*%	2%	*%
						b	
NET Important	999	242	255	250	252	496	503
	61%	60%	63%	60%	61%	62%	60%
NET Not Important	334	85	81	83	86	165	169
	20%	21%	20%	20%	21%	21%	20%
Answered	1614	393	391	414	416	784	830
Mean Score	.6	.6	.7	.6	.6	.6	.6
Standard error	.03	.06	.06	.06	.06	.04	.04
Standard deviation	1.28	1.29	1.20	1.26	1.35	1.24	1.31

Columns Tested:: a,b,c,d - a,b

Table QD10B_9

**QD10B_9. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1767	343	1424	1212	305	72	178	555
Effective base	663	75	597	609	127	31	85	165
Weighted Base	1633	122	1511	1558	65	7	4	75
Not at all important	(-2)	136	115	133	3	*	*	3
	8%	18%	8%	9%	4%	%	8%	4%
		b	e					
Not very important	(-1)	148	133	142	5	*	*	5
	9%	12%	9%	9%	8%	6%	5%	7%
Neither important nor unimportant	(0)	414	393	396	17	1	1	18
	25%	17%	26%	25%	26%	13%	15%	24%
				d	d			
Important	(1)	560	540	534	22	3	1	27
	34%	16%	36%	34%	34%	48%	38%	35%
			a					
Very important	(2)	349	305	328	17	2	1	21
	21%	36%	20%	21%	27%	32%	35%	28%
		b				a		
Don't know		1	24	24	1	*	-	1
	2%	1%	2%	2%	2%	%	%	1%
NET Important		64	846	862	39	6	3	48
	56%	52%	56%	55%	61%	80%	73%	63%
						ab	a	
NET Not Important		36	248	276	8	*	*	9
	17%	30%	16%	18%	12%	6%	13%	11%
		b	e					
Answered	1608	121	1487	1534	64	7	4	74
Mean Score	.5	.4	.5	.5	.7	1.1	.9	.8
						a	a	a
Standard error	.03	.08	.03	.03	.06	.11	.10	.05
Standard deviation	1.17	1.52	1.14	1.18	1.08	.91	1.36	1.07

Columns Tested: a,b - a,b,c,d,e

Table QD10B_9 (continuation)

**QD10B_9. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1767	501	524	187	181	196	178	1212	305	250
Effective base		663	299	252	75	83	75	85	609	127	66
Weighted Base		1633	850	593	114	47	25	4	1558	65	11
Not at all important	(-2)	136 8%	63 7%	65 11%	5 4%	3 5%	* 1%	* 8%	133 9%	3 4%	* 3%
			e	ehi				e	e		
Not very important	(-1)	148 9%	85 10%	42 7%	15 13%	4 8%	1 5%	* 5%	142 9%	5 8%	1 6%
Neither important nor unimportant	(0)	414 25%	218 26%	155 26%	23 20%	13 27%	5 20%	1 15%	396 25%	17 26%	1 14%
			fi	fi		fi			fi	fi	
Important	(1)	560 34%	296 35%	197 33%	41 36%	17 36%	9 34%	1 38%	534 34%	22 34%	5 45%
Very important	(2)	349 21%	172 20%	127 21%	29 26%	10 22%	9 38%	1 35%	328 21%	17 27%	4 33%
							abdg	abg			ag
Don't know		25 2%	16 2%	7 1%	1 1%	1 1%	* 2%	- -%	24 2%	1 2%	* *%
NET Important		909 56%	468 55%	324 55%	70 61%	27 58%	18 72%	3 73%	862 55%	39 61%	8 78%
							abg	abdg			abcdgh
NET Not Important		284 17%	149 17%	107 18%	20 18%	6 14%	2 6%	* 13%	276 18%	8 12%	1 8%
			e	e	e				e		
Answered		1608	834	586	113	46	25	4	1534	64	11
Mean Score		.5	.5	.5	.7	.6	1.0	.9	.5	.7	1.0
							abcdgh	abg			abdg
Standard error		.03	.05	.05	.08	.08	.07	.10	.03	.06	.06
Standard deviation		1.17	1.15	1.22	1.13	1.10	.96	1.36	1.18	1.08	1.02

Columns Tested: a,b,c,d,e,f,g,h,i

Table QD10B_9 (continuation)

**QD10B_9. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Business Size 3					Turnover				
Total base		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1767	729	483	305	72	178	653	301	112	76	198
Effective base	663	445	217	127	31	85	372	127	35	26	33
Weighted Base	1633	1263	295	65	7	4	1043	236	63	30	50
Not at all important	(-2)	136	110	23	3	*	86	21	4	3	2
		8%	9%	8%	4%	*%	8%	9%	7%	10%	3%
Not very important	(-1)	148	112	31	5	*	89	22	5	2	7
		9%	9%	10%	8%	6%	9%	9%	7%	6%	14%
Neither important nor unimportant	(0)	414	335	61	17	1	280	48	18	6	10
		25%	27%	21%	26%	13%	27%	20%	28%	19%	20%
			e	e							
Important	(1)	560	431	103	22	3	347	96	18	13	24
		34%	34%	35%	34%	48%	33%	41%	28%	45%	47%
Very important	(2)	349	258	70	17	2	224	46	18	6	7
		21%	20%	24%	27%	32%	21%	19%	28%	20%	13%
						a					
Don't know		25	18	6	1	*	17	4	1	-	1
		2%	1%	2%	2%	*%	2%	2%	2%	-%	2%
NET Important		909	689	173	39	6	571	142	36	19	31
		56%	55%	59%	61%	80%	55%	60%	56%	65%	61%
					abc	ab					
NET Not Important		284	222	54	8	*	176	42	9	5	9
		17%	18%	18%	12%	6%	17%	18%	14%	16%	17%
Answered		1608	1245	289	64	7	1027	232	62	30	49
Mean Score		.5	.5	.6	.7	1.1	.5	.5	.6	.6	.5
				a	ab	a					
Standard error		.03	.04	.05	.06	.11	.05	.07	.11	.14	.07
Standard deviation		1.17	1.17	1.20	1.08	.91	1.17	1.17	1.18	1.20	1.01

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table QD10B_9 (continuation)

**QD10B_9. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1767	126	83	173	60	120	144	117	102	98
Effective base		663	70	46	97	27	63	87	68	54	47
Weighted Base		1633	163	104	268	59	159	260	202	140	114
Not at all important	(-2)	136 8%	17 10%	1 1%	28 11%	1 2%	17 11%	18 7%	14 7%	20 14%	9 8%
					b					b	
Not very important	(-1)	148 9%	6 4%	3 3%	19 7%	6 10%	17 11%	27 10%	23 11%	16 12%	15 13%
Neither important nor unimportant	(0)	414 25%	41 25%	31 30%	61 23%	34 57%	38 24%	66 25%	61 30%	34 24%	14 12%
				i		abcefgi			i		
Important	(1)	560 34%	48 29%	39 37%	114 43%	9 15%	52 33%	85 33%	70 35%	36 26%	55 48%
				d	dh						adh
Very important	(2)	349 21%	39 24%	27 26%	45 17%	9 15%	35 22%	60 23%	33 16%	30 22%	20 18%
Don't know		25 2%	13 8%	2 2%	1 *	- -%	- -%	3 1%	1 *%	4 3%	- -%
			cefgi								
NET Important		909 56%	87 53%	66 63%	160 60%	18 30%	88 55%	146 56%	103 51%	66 47%	75 66%
			d	d	d		d	d			d
NET Not Important		284 17%	23 14%	4 4%	47 17%	7 13%	34 21%	45 17%	36 18%	36 26%	25 22%
					b		b	b	b	b	b
Answered		1608	150	102	268	59	159	256	201	135	114
Mean Score		.5	.6	.9	.5	.3	.5	.6	.4	.3	.5
				dgh							
Standard error		.03	.11	.10	.09	.12	.11	.10	.10	.13	.12
Standard deviation		1.17	1.23	.89	1.17	.93	1.24	1.16	1.10	1.34	1.18

Columns Tested: a,b,c,d,e,f,g,h,i

Table QD10B_9 (continuation)

**QD10B_9. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		a	b	c	d	e	f	g	h	
Significance Level: 95%										
Unweighted Base		1767	278	311	434	1023	744	259	251	234
Effective base		663	136	169	253	554	204	82	66	91
Weighted Base		1633	332	406	729	1467	166	74	61	30
Not at all important	(-2)	136 8%	28 8%	38 9%	60 8%	125 9%	11 7%	4 6%	4 7%	3 9%
Not very important	(-1)	148 9%	38 12%	25 6%	68 9%	132 9%	16 9%	1 2%	12 20%	2 7%
Neither important nor unimportant	(0)	414 25%	85 26%	106 26%	188 26%	379 26%	35 21%	16 22%	13 21%	6 21%
Important	(1)	560 34%	116 35%	123 30%	270 37%	509 35%	52 31%	25 33%	18 29%	10 31%
Very important	(2)	349 21%	65 19%	96 24%	138 19%	299 20%	50 30%	27 36%	14 23%	9 31%
Don't know		25 2%	- -%	19 5%	5 1%	24 2%	2 1%	1 2%	* *%	* *%
NET Important		909 56%	181 54%	218 54%	408 56%	808 55%	102 61%	51 69%	32 52%	19 62%
NET Not Important		284 17%	66 20%	63 15%	129 18%	257 18%	27 16%	5 7%	17 27%	5 16%
Answered		1608	332	387	725	1444	164	73	61	30
Mean Score		.5	.5	.6	.5	.5	.7	.9	.4	.7
Standard error		.03	.07	.07	.06	.04	.04	.07	.08	.08
Standard deviation		1.17	1.17	1.21	1.15	1.17	1.20	1.09	1.25	1.25

Columns Tested: a,b,c,d,e,f,g,h

Table QD10B_9 (continuation)

**QD10B_9. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Industry									
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
		a	b	*c	d	e	f	g	h	i	
Significance Level: 95%											
Unweighted Base	1767	80	134	12	146	183	403	65	93	795	
Effective base	663	31	39	6	44	77	155	20	26	317	
Weighted Base	1633	66	93	17	110	210	321	42	55	827	
Not at all important	(-2)	136	8	5	-	5	15	33	*	7	68
		8%	13%	5%	-%	4%	7%	10%	*%	13%	8%
Not very important	(-1)	148	5	10	1	10	24	26	9	2	72
		9%	7%	10%	5%	9%	12%	8%	21%	4%	9%
Neither important nor unimportant	(0)	414	16	13	5	18	54	66	12	15	233
		25%	25%	14%	27%	16%	26%	21%	29%	27%	28%
Important	(1)	560	22	41	1	42	76	114	17	21	267
		34%	34%	44%	8%	38%	36%	35%	40%	39%	32%
Very important	(2)	349	14	25	6	32	36	77	3	9	177
		21%	22%	27%	38%	29%	17%	24%	7%	17%	21%
Don't know		25	-	-	4	4	5	5	1	*	9
		2%	-%	-%	22%	3%	2%	2%	3%	*%	1%
NET Important		909	37	66	8	74	112	191	20	31	444
		56%	55%	71%	46%	67%	54%	59%	47%	56%	54%
			i								
NET Not Important		284	13	14	1	15	39	58	9	9	140
		17%	20%	15%	5%	14%	19%	18%	21%	17%	17%
Answered	1608	66	93	13	107	205	316	41	55	818	
Mean Score	.5	.4	.8	1.0	.8	.5	.6	.3	.4	.5	
Standard error	.03	.14	.10	.33	.09	.08	.06	.12	.13	.04	
Standard deviation	1.17	1.27	1.12	1.08	1.11	1.13	1.23	.92	1.22	1.17	

Columns Tested: a,b,c,d,e,f,g,h,i

Table QD10B_9 (continuation)

**QD10B_9. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1767	409	403	955	1536	231	-	1472	295	1713	54
Effective base	663	150	155	363	564	104	-	593	77	642	22
Weighted Base	1633	387	321	925	1335	298	-	1499	135	1584	49
Not at all important (-2)	136 8%	28 7%	33 10%	76 8%	107 8%	29 10%	- -%	126 8%	11 8%	133 8%	3 7%
Not very important (-1)	148 9%	39 10%	26 8%	83 9%	121 9%	27 9%	- -%	137 9%	11 8%	143 9%	5 9%
Neither important nor unimportant (0)	414 25%	88 23%	66 21%	260 28%	325 24%	89 30%	- -%	398 27%	17 12%	401 25%	13 27%
Important (1)	560 34%	141 36%	114 35%	306 33%	469 35%	91 31%	- -%	509 34%	51 38%	544 34%	16 33%
Very important (2)	349 21%	82 21%	77 24%	190 20%	290 22%	59 20%	- -%	307 20%	42 32%	337 21%	12 24%
Don't know	25 2%	8 2%	5 2%	11 1%	23 2%	2 1%	- -%	23 2%	2 2%	25 2%	- -%
NET Important	909 56%	223 58%	191 59%	495 54%	759 57%	150 51%	- -%	816 54%	94 70%	881 56%	28 57%
NET Not Important	284 17%	67 17%	58 18%	158 17%	228 17%	56 19%	- -%	263 18%	22 16%	276 17%	8 16%
Answered	1608	378	316	914	1312	296	-	1476	132	1559	49
Mean Score	.5	.6	.6	.5	.5	.4	-	.5	.8	.5	.6
Standard error	.03	.06	.06	.04	.03	.08	-	.03	.07	.03	.16
Standard deviation	1.17	1.16	1.23	1.16	1.17	1.19	-	1.17	1.22	1.17	1.17

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table QD10B_9 (continuation)

**QD10B_9. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Total base	Role of mail services		
			Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		1767	1043	362	352
Effective base		663	417	113	132
Weighted Base		1633	1048	253	323
Not at all important	(-2)	136 8%	89 8%	21 8%	22 7%
Not very important	(-1)	148 9%	95 9%	18 7%	33 10%
Neither important nor unimportant	(0)	414 25%	282 27%	52 21%	80 25%
Important	(1)	560 34%	375 36%	72 29%	113 35%
Very important	(2)	349 21%	191 18%	84 33%	74 23%
Don't know		25 2%	17 2%	6 2%	1 *%
NET Important		909 56%	565 54%	156 62%	187 58%
NET Not Important		284 17%	184 18%	39 16%	54 17%
Answered		1608	1031	247	322
Mean Score		.5	.5	.7	.6
Standard error		.03	.04	.07	.06
Standard deviation		1.17	1.15	1.24	1.15

Columns Tested:: a,b,c

Table QD10B_9 (continuation)

**QD10B_9. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Annual postal spend											
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+	
		a	b	c	*d	*e	*f	*g	*h	i	j	k	
Significance Level: 95%													
Unweighted Base	1767	1340	270	75	27	27	14	7	7	1610	157	82	
Effective base	663	549	82	18	7	7	3	1	1	629	35	17	
Weighted Base	1633	1383	168	42	10	18	7	1	5	1550	83	40	
Not at all important	(-2)	136	118	18	1	*	*	*	-	-	136	1	*
		8%	9%	10%	2%	1%	*%	*%	-%	-%	9%	1%	*%
Not very important	(-1)	148	136	7	1	*	*	4	*	*	143	5	4
		9%	10%	4%	3%	*%	*%	52%	2%	*%	9%	6%	9%
Neither important nor unimportant	(0)	414	371	36	6	*	*	*	-	*	407	7	1
		25%	27%	21%	15%	*%	2%	2%	-%	6%	26%	9%	2%
			jk								jk		
Important	(1)	560	470	56	19	4	8	3	*	*	526	34	15
		34%	34%	34%	45%	42%	46%	41%	3%	*%	34%	42%	38%
Very important	(2)	349	264	50	14	6	9	*	1	5	315	34	21
		21%	19%	30%	33%	56%	52%	5%	95%	93%	20%	42%	51%
			ai								ai		ai
Don't know		25	24	*	1	-	-	-	-	-	24	1	-
		2%	2%	*%	2%	-%	-%	-%	-%	-%	2%	1%	-%
NET Important		909	734	107	33	10	17	3	1	5	841	69	36
		56%	53%	64%	78%	98%	97%	46%	98%	93%	54%	83%	88%
				ai								abi	abi
NET Not Important		284	254	25	2	*	*	4	*	*	279	6	4
		17%	18%	15%	4%	1%	*%	52%	2%	*%	18%	7%	9%
Answered		1608	1359	168	41	10	18	7	1	5	1526	82	40
Mean Score		.5	.5	.7	1.1	1.5	1.5	*	1.9	1.9	.5	1.2	1.3
				ai								abi	ai
Standard error		.03	.03	.08	.10	.13	.11	.31	-	.22	.03	.07	.10
Standard deviation		1.17	1.17	1.24	.87	.67	.58	1.15	-	.59	1.18	.90	.93

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table QD10B_9 (continuation)

QD10B_9. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Letter delivery is fulfilled in an environmentally responsible way

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1767	688	652	427	1712	1421	1767	1233	782	649	341	998	94	119	74	93	48
Effective base	663	327	224	116	634	523	663	469	300	209	153	405	25	32	16	20	12
Weighted Base	1633	861	522	250	1570	1276	1633	1150	770	506	382	1015	55	78	35	43	25
Not at all important (-2)	136 8%	86 10%	33 6%	18 7%	135 9%	82 6%	136 8%	75 7%	37 5%	36 7%	49 13%	69 7%	7 13%	6 7%	- -%	5 12%	* *%
Not very important (-1)	148 9%	82 10%	54 10%	12 5%	138 9%	113 9%	148 9%	112 10%	65 9%	36 7%	40 10%	91 9%	2 4%	7 9%	1 2%	3 6%	5 19%
Neither important nor unimportant (0)	414 25%	250 29%	121 23%	43 17%	397 25%	321 25%	414 25%	290 25%	174 23%	85 17%	107 28%	258 25%	12 22%	19 25%	12 35%	5 11%	2 7%
Important (1)	560 34%	286 33%	184 35%	91 36%	545 35%	458 36%	560 34%	409 36%	296 38%	186 37%	113 30%	381 38%	11 21%	16 21%	17 47%	17 39%	5 20%
Very important (2)	349 21%	140 16%	124 24%	85 34%	335 21%	278 22%	349 21%	246 21%	179 23%	157 31%	67 18%	199 20%	21 39%	29 37%	6 16%	14 32%	12 50%
Don't know	25 2%	18 2%	6 1%	1 *%	20 1%	24 2%	25 2%	18 2%	19 3%	6 1%	6 2%	17 2%	- -%	1 1%	* *%	- -%	1 4%
NET Important	909 56%	426 49%	308 59%	176 70%	880 56%	736 58%	909 56%	655 57%	475 62%	343 68%	180 47%	580 57%	33 60%	46 58%	22 63%	31 71%	17 70%
NET Not Important	284 17%	168 19%	86 17%	30 12%	273 17%	195 15%	284 17%	187 16%	102 13%	72 14%	89 23%	160 16%	10 18%	13 16%	1 2%	8 18%	5 19%
Answered	1608	844	515	249	1550	1252	1608	1132	751	500	376	998	55	78	35	43	24
Mean Score	.5	.4	.6	.9	.5	.6	.5	.6	.7	.8	.3	.6	.7	.7	.8	.7	1.0
Standard error	.03	.04	.05	.06	.03	.03	.03	.03	.04	.05	.07	.04	.14	.12	.09	.14	.18
Standard deviation	1.17	1.17	1.14	1.16	1.18	1.12	1.17	1.13	1.08	1.17	1.25	1.12	1.39	1.26	.74	1.31	1.22

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table QD10B_9 (continuation)

**QD10B_9. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	1767	1249	148	100	88	46	60	21	967	189	100	65	46	33	21
Effective base	663	527	41	26	18	10	10	3	403	50	28	24	10	13	6
Weighted Base	1633	1323	95	64	40	17	23	7	991	138	50	37	33	15	14
Not at all important (-2)	136 8%	117 9%	10 10%	2 3%	6 14%	* 1%	* *%	- -%	71 7%	5 4%	* *%	* 1%	- -%	5 34%	* *%
Not very important (-1)	148 9%	120 9%	5 5%	4 7%	1 3%	* 2%	3 12%	4 55%	87 9%	10 7%	11 23% a	3 9%	* *%	* 3%	1 4%
Neither important nor unimportant (0)	414 25%	336 25%	32 34%	12 19%	10 24%	4 24%	2 9%	1 10%	270 27% b	19 14%	11 23%	12 32%	7 20%	3 17%	- -%
Important (1)	560 34%	483 37% b	18 19%	16 25%	9 22%	10 58% b	8 33%	1 17%	371 37% f	42 30%	11 23%	15 41% f	14 42%	1 7%	5 32%
Very important (2)	349 21%	248 19% a	30 32% a	28 45% a	15 37%	3 15%	10 45% a	* 4%	175 18%	57 41% ad	15 30%	6 17%	12 37%	6 38%	8 57%
Don't know	25 2%	18 1%	- -%	1 1%	* *%	- -%	- -%	1 14%	17 2%	5 4%	1 2%	- -%	- -%	- -%	1 7%
NET Important	909 56%	732 55%	49 51%	44 69%	24 59%	13 73%	18 78%	2 21%	545 55% a	98 71%	26 52%	21 58%	26 79%	7 45%	13 89%
NET Not Important	284 17%	237 18%	15 15%	7 10%	7 17%	1 3%	3 13%	4 55%	158 16%	15 11%	11 23%	4 10%	* *%	5 38%	1 4%
Answered Mean Score	1608 .5	1305 .5	95 .6	63 1.0	40 .6	17 .8	23 1.1	6 -.4	973 .5	133 1.0	49 .6	37 .6	33 1.2	15 .1	13 1.5
Standard error	.03	.03	.10	.11 a	.15	.11	.14	.23	.04	.08 af	.12	.11	.11	.31	.17
Standard deviation	1.17	1.16	1.27	1.13	1.38	.77	1.05	1.04	1.11	1.11	1.16	.90	.76	1.79	.77

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table QD10B_9 (continuation)

**QD10B_9. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	b	c	d	e	f	g	a	b	c	d	e	
Significance Level: 95%														
Unweighted Base	1767	814	143	102	58	43	37	36	706	352	405	216	84	
Effective base	663	345	48	27	21	11	8	13	318	135	141	49	23	
Weighted Base	1633	843	127	71	32	22	22	34	840	315	313	103	61	
Not at all important	(-2)	136	65	5	2	1	*	*	2	84	18	27	7	*
		8%	8%	4%	2%	3%	*%	1%	6%	10%	6%	9%	7%	*%
Not very important	(-1)	148	87	14	1	2	1	4	2	79	34	24	7	4
		9%	10%	11%	2%	8%	5%	18%	5%	9%	11%	8%	6%	7%
Neither important nor unimportant	(0)	414	235	29	13	3	*	*	10	236	58	88	25	7
		25%	28%	22%	18%	10%	2%	2%	29%	28%	18%	28%	25%	11%
Important	(1)	560	304	38	25	18	5	11	8	272	119	106	32	31
		34%	36%	30%	35%	56%	25%	52%	24%	32%	38%	34%	31%	51%
Very important	(2)	349	140	41	26	7	15	6	11	152	80	66	31	19
		21%	17%	33%	36%	23%	68%	28%	32%	18%	26%	21%	30%	32%
Don't know		25	12	-	5	-	-	-	1	16	4	3	1	-
		2%	1%	-%	7%	-%	-%	-%	3%	2%	1%	1%	1%	-%
NET Important		909	444	79	51	25	20	17	19	424	200	171	63	50
		56%	53%	62%	71%	79%	93%	80%	56%	51%	63%	55%	61%	82%
NET Not Important		284	152	19	3	4	1	4	4	163	53	51	14	4
		17%	18%	15%	4%	11%	5%	18%	12%	19%	17%	16%	14%	7%
Answered		1608	831	127	66	32	22	22	33	823	310	310	102	61
Mean Score		.5	.4	.8	1.1	.9	1.6	.9	.7	.4	.7	.5	.7	1.1
Standard error		.03	.04	.10	.09	.13	.12	.17	.20	.05	.06	.06	.08	.09
Standard deviation		1.17	1.12	1.14	.95	.98	.78	1.05	1.19	1.19	1.15	1.16	1.18	.84

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table QD10B_9 (continuation)

**QD10B_9. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Frequency - letters sent					Frequency - large letters sent						
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily		
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e		
Unweighted Base	1767	777	332	349	186	64	636	264	300	152	60		
Effective base	663	343	125	116	36	17	284	92	93	39	17		
Weighted Base	1633	907	285	253	80	43	738	215	190	83	45		
Not at all important	(-2)	136 8%	85 9%	22 8%	23 9%	5 6%	*	56 8%	8 3%	15 8%	4 5%	*	*
Not very important	(-1)	148 9%	80 9%	28 10%	21 8%	5 6%	4 9%	71 10%	16 8%	17 9%	8 10%	*	1%
Neither important nor unimportant	(0)	414 25%	250 28%	61 21%	66 26%	16 20%	4 10%	222 30%	26 12%	51 27%	18 22%	3 6%	
Important	(1)	560 34%	305 34%	103 36%	92 36%	24 31%	20 47%	243 33%	92 43%	68 36%	26 31%	28 61%	ad
Very important	(2)	349 21%	170 19%	72 25%	49 19%	30 38%	14 33%	129 18%	69 32%	37 20%	26 31%	15 32%	
Don't know		25 2%	18 2%	* %	2 1%	- -%	- -%	16 2%	4 2%	3 1%	1 1%	- -%	
NET Important		909 56%	475 52%	174 61%	141 56%	54 68%	35 80%	372 50%	161 75%	105 55%	52 62%	43 94%	acd
NET Not Important		284 17%	165 18%	50 18%	44 17%	10 12%	4 9%	127 17%	24 11%	31 16%	12 15%	* 1%	
Answered		1608	890	285	251	80	43	721	211	188	82	45	
Mean Score		.5	.4	.6	.5	.9	1.0	.4	.9	.5	.8	1.2	
Standard error		.03	.04	.07	.06	a .09	a .11	.05	ac .06	.07	.09	ac .08	
Standard deviation		1.17	1.18	1.19	1.17	1.17	.91	1.13	1.04	1.14	1.15	.60	

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table QD10B_9 (continuation)

**QD10B_9. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		1767	573	195	232	142	71	676	105	446	1615	152	1674	38
Effective base		663	250	65	81	47	20	266	29	171	606	57	621	13
Weighted Base		1633	636	162	186	105	43	636	69	437	1500	133	1533	38
Not at all important	(-2)	136	58	3	8	4	2	37	2	36	131	5	134	2
		8%	9%	2%	4%	3%	6%	6%	3%	8%	9%	4%	9%	4%
Not very important	(-1)	148	63	24	13	5	6	55	10	47	134	14	132	6
		9%	10%	15%	7%	5%	13%	9%	14%	11%	9%	10%	9%	15%
Neither important nor unimportant	(0)	414	188	32	34	28	3	130	15	141	389	25	394	3
		25%	30%	20%	18%	26%	7%	21%	22%	32%	26%	19%	26%	9%
Important	(1)	560	217	63	70	34	16	232	17	156	508	53	528	17
		34%	34%	39%	38%	32%	37%	37%	24%	36%	34%	40%	34%	45%
Very important	(2)	349	99	39	56	35	15	178	20	48	316	33	325	10
		21%	16%	24%	30%	33%	35%	28%	29%	11%	21%	25%	21%	27%
Don't know		25	11	1	5	-	1	3	5	10	21	4	20	-
		2%	2%	*%	3%	-%	2%	*%	7%	2%	1%	3%	1%	-%
NET Important		909	316	102	126	69	31	411	37	203	824	85	853	27
		56%	50%	63%	68%	66%	72%	65%	54%	46%	55%	64%	56%	73%
NET Not Important		284	122	27	22	8	8	92	12	83	266	19	266	7
		17%	19%	17%	12%	8%	19%	14%	17%	19%	18%	14%	17%	19%
Answered		1608	626	161	181	105	42	633	64	427	1479	129	1513	38
Mean Score		.5	.4	.7	.8	.9	.8	.7	.7	.3	.5	.7	.5	.8
Standard error		.03	.05	.08	.07	.09	.15	.04	.12	.05	.03	.09	.03	.19
Standard deviation		1.17	1.15	1.05	1.09	1.04	1.23	1.13	1.18	1.08	1.18	1.08	1.18	1.14

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table QD10B_9 (continuation)

**QD10B_9. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	a	b	a	b	a	b	a	b	
Significance Level: 95%												
Unweighted Base		1767	1295	126	839	394	1679	33	1283	138	847	386
Effective base		663	490	33	335	135	623	11	483	40	338	132
Weighted Base		1633	1186	90	798	352	1540	30	1177	100	809	341
Not at all important	(-2)	136	79	2	57	18	135	*	78	4	55	20
		8%	7%	3%	7%	5%	9%	*%	7%	4%	7%	6%
Not very important	(-1)	148	106	7	70	42	137	*	104	9	73	39
		9%	9%	8%	9%	12%	9%	2%	9%	9%	9%	11%
Neither important nor unimportant	(0)	414	310	12	215	75	393	4	309	12	211	79
		25%	26%	13%	27%	21%	26%	13%	26%	12%	26%	23%
Important	(1)	560	412	46	277	133	533	12	412	46	279	131
		34%	35%	51%	35%	38%	35%	41%	35%	46%	34%	38%
Very important	(2)	349	255	23	164	83	322	13	249	29	175	71
		21%	22%	25%	20%	23%	21%	45%	21%	29%	22%	21%
Don't know		25	24	*	16	2	20	-	24	*	16	2
		2%	2%	*%	2%	*%	1%	-%	2%	*%	2%	*%
NET Important		909	667	69	440	215	855	26	661	75	454	202
		56%	56%	76%	55%	61%	55%	85%	56%	75%	56%	59%
NET Not Important		284	185	10	127	60	272	*	182	13	128	58
		17%	16%	11%	16%	17%	18%	2%	15%	13%	16%	17%
Answered		1608	1162	90	782	350	1520	30	1153	100	793	340
Mean Score		.5	.6	.9	.5	.6	.5	1.3	.6	.9	.6	.6
Standard error		.03	.03	.09	.04	.06	.03	.13	.03	.09	.04	.06
Standard deviation		1.17	1.13	.97	1.13	1.12	1.18	.76	1.12	1.07	1.14	1.11

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table QD10B_9 (continuation)

**QD10B_9. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1767	848	1380	252	-	782	1031	192	4	861	733	224	-
Effective base	663	298	526	91	-	278	384	71	3	323	284	83	-
Weighted Base	1633	750	1273	235	-	691	886	175	5	795	650	187	-
Not at all important (-2)	136	52	121	17	-	42	60	14	-	55	35	15	-
	8%	7%	9%	7%	-%	6%	7%	8%	-%	7%	5%	8%	-%
Not very important (-1)	148	72	119	11	-	71	73	8	-	82	61	8	-
	9%	10%	9%	5%	-%	10%	8%	4%	-%	10%	9%	4%	-%
Neither important nor unimportant (0)	414	153	324	45	-	127	239	32	1	159	181	29	-
	25%	20%	25%	19%	-%	18%	27%	18%	12%	20%	28%	15%	-%
Important (1)	560	281	444	82	-	257	312	54	3	281	232	66	-
	34%	37%	35%	35%	-%	37%	35%	31%	76%	35%	36%	35%	-%
Very important (2)	349	184	250	78	-	186	188	66	1	208	129	67	-
	21%	24%	20%	33%	-%	27%	21%	38%	12%	26%	20%	36%	-%
Don't know	25	9	15	2	-	9	15	2	-	10	12	2	-
	2%	1%	1%	1%	-%	1%	2%	1%	-%	1%	2%	1%	-%
NET Important	909	465	694	160	-	442	499	120	4	489	360	133	-
	56%	62%	55%	68%	-%	64%	56%	68%	88%	62%	55%	71%	-%
NET Not Important	284	124	239	28	-	114	133	22	-	137	97	23	-
	17%	17%	19%	12%	-%	16%	15%	12%	-%	17%	15%	12%	-%
Answered	1608	742	1258	233	-	683	871	173	5	785	638	185	-
Mean Score	.5	.6	.5	.8	-	.7	.6	.9	1.0	.6	.6	.9	-
Standard error	.03	.04	.03	.07	-	.04	.04	.09	.28	.04	.04	.08	-
Standard deviation	1.17	1.16	1.19	1.16	-	1.16	1.12	1.21	.56	1.18	1.09	1.19	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table QD10B_9 (continuation)

QD10B_9. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Letter delivery is fulfilled in an environmentally responsible way

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1767	1650	1290	848	1348	1066	55	555	449	411	114	71
Effective base	663	612	475	331	494	420	14	244	181	165	55	34
Weighted Base	1633	1522	1158	800	1213	1042	34	581	461	407	124	78
Not at all important (-2)	136 8%	130 9%	76 7%	60 8%	98 8%	88 8%	2 7%	43 7%	44 10%	21 5%	15 12%	11 15% c
Not very important (-1)	148 9%	131 9%	97 8%	72 9%	111 9%	92 9%	1 2%	48 8%	36 8%	32 8%	4 3%	5 6%
Neither important nor unimportant (0)	414 25%	391 26%	284 25%	193 24%	293 24%	285 27%	6 19%	149 26%	95 21%	95 23%	19 15%	14 18%
Important (1)	560 34%	531 35%	426 37%	294 37%	421 35%	348 33%	9 27%	218 37%	168 37%	152 37%	41 33%	29 37%
Very important (2)	349 21%	322 21%	254 22%	174 22%	269 22%	219 21%	16 46% ab	119 20%	114 25%	103 25%	44 35% a	17 22%
Don't know	25 2%	16 1%	20 2%	7 1%	21 2%	10 1%	- -%	5 1%	2 1%	4 1%	2 2%	2 3%
NET Important	909 56%	853 56%	680 59%	467 58%	690 57%	567 54%	25 73%	336 58%	282 61%	255 63%	85 68%	46 59%
NET Not Important	284 17%	261 17%	173 15%	133 17%	209 17%	180 17%	3 8%	91 16%	80 17%	52 13%	19 15%	16 21%
Answered	1608	1505	1138	793	1192	1032	34	576	458	403	122	76
Mean Score	.5	.5	.6	.6	.5	.5	1.0	.6	.6	.7	.8	.5
Standard error	.03	.03	.03	.04	.03	.04	.16	.05	.06	.05	.12	.16
Standard deviation	1.17	1.17	1.12	1.15	1.17	1.17	1.17	1.13	1.21	1.09	1.30	1.32

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table QD10B_9 (continuation)

**QD10B_9. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1767	183	116	85	38	1566	1104	1636	1113	1018	769	1486	201	-	1431	103
Effective base	663	74	39	31	19	575	371	601	385	339	285	555	74	-	527	47
Weighted Base	1633	185	92	75	45	1389	855	1456	901	779	697	1351	170	-	1245	119
Not at all important (-2)	136 8%	15 8%	* %	6 8%	- -%	112 8%	69 8%	116 8%	58 6%	61 8%	36 5%	114 8%	13 8%	- -%	89 7%	19 16%
Not very important (-1)	148 9%	17 9%	7 8%	7 9%	4 9%	118 8%	74 9%	127 9%	81 9%	78 10%	64 9%	113 8%	6 4%	- -%	109 9%	14 12%
Neither important nor unimportant (0)	414 25%	37 20%	26 29%	18 24%	8 18%	347 25%	195 23%	359 25%	189 21%	186 24%	141 20%	353 26%	25 15%	- -%	270 22%	28 23%
Important (1)	560 34%	66 35%	23 25%	24 32%	18 40%	494 36%	290 34%	514 35%	330 37%	266 34%	270 39%	460 34%	53 31%	- -%	474 38%	28 24%
Very important (2)	349 21%	46 25%	34 38%	20 26%	14 31%	302 22%	218 26%	320 22%	234 26%	177 23%	180 26%	294 22%	71 42%	- -%	282 23%	26 22%
Don't know	25 2%	4 2%	1 1%	* %	1 3%	17 1%	9 1%	21 1%	10 1%	10 1%	7 1%	17 1%	2 1%	- -%	21 2%	4 3%
NET Important	909 56%	112 61%	57 62%	43 58%	32 71%	796 57%	508 59%	834 57%	563 63%	443 57%	449 64%	754 56%	124 73%	- -%	756 61%	54 45%
NET Not Important	284 17%	32 17%	7 8%	13 17%	4 9%	229 17%	142 17%	243 17%	139 15%	140 18%	100 14%	227 17%	19 11%	- -%	198 16%	34 28%
Answered Mean Score	1608 .5	181 .6	91 .9	75 .6	44 1.0	1372 .6	846 .6	1436 .6	891 .7	769 .5	690 .7	1334 .5	168 1.0	- -	1224 .6	115 .2
Standard error	.03	.09	.09	.13	.15	.03	.04	.03	.03	.04	.04	.03	.08	-	.03	.14
Standard deviation	1.17	1.20	1.00	1.21	.93	1.16	1.19	1.16	1.15	1.18	1.11	1.17	1.19	-	1.15	1.38

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table QD10B_9 (continuation)

**QD10B_9. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1767	686	1081	487	20	243	335	225	1143	382	263	316	1154
Effective base	663	277	387	177	11	86	129	79	441	139	85	126	441
Weighted Base	1633	678	955	444	30	211	332	198	1113	311	199	311	1089
Not at all important (-2)	136	62	74	24	2	4	25	19	90	28	17	18	93
	8%	9%	8%	5%	7%	2%	7%	9%	8%	9%	9%	6%	9%
Not very important (-1)	148	65	83	32	10	16	31	26	89	33	13	42	93
	9%	10%	9%	7%	33%	8%	9%	13%	8%	11%	6%	14%	9%
Neither important nor unimportant (0)	414	169	246	95	2	33	81	17	303	93	36	80	294
	25%	25%	26%	21%	7%	16%	24%	8%	27%	30%	18%	26%	27%
									a	a			
Important (1)	560	238	323	189	9	101	126	77	375	106	85	95	376
	34%	35%	34%	43%	29%	48%	38%	39%	34%	34%	43%	31%	35%
Very important (2)	349	137	212	99	7	57	65	54	244	46	47	75	213
	21%	20%	22%	22%	24%	27%	19%	27%	22%	15%	24%	24%	20%
								c					
Don't know	25	8	17	5	-	1	5	5	13	6	1	1	21
	2%	1%	2%	1%	-%	*%	1%	2%	1%	2%	1%	*%	2%
NET Important	909	375	535	288	16	157	191	131	619	152	132	171	589
	56%	55%	56%	65%	53%	75%	57%	66%	56%	49%	66%	55%	54%
						b		c			c		
NET Not Important	284	127	158	56	12	20	56	45	179	61	30	60	186
	17%	19%	17%	13%	40%	10%	17%	23%	16%	19%	15%	19%	17%
Answered	1608	670	938	439	30	211	328	193	1100	305	198	310	1069
Mean Score	.5	.5	.5	.7	.3	.9	.5	.6	.5	.4	.7	.5	.5
						b							
Standard error	.03	.05	.04	.05	.30	.06	.06	.09	.03	.06	.07	.07	.03
Standard deviation	1.17	1.19	1.16	1.07	1.36	.95	1.14	1.29	1.16	1.14	1.17	1.16	1.16

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table QD10B_9 (continuation)

**QD10B_9. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		1767	903	864
Effective base		663	275	389
Weighted Base		1633	681	952
Not at all important	(-2)	136	57	79
		8%	8%	8%
Not very important	(-1)	148	72	76
		9%	11%	8%
Neither important nor unimportant	(0)	414	162	252
		25%	24%	26%
Important	(1)	560	216	345
		34%	32%	36%
Very important	(2)	349	160	189
		21%	24%	20%
Don't know		25	14	12
		2%	2%	1%
NET Important		909	376	533
		56%	55%	56%
NET Not Important		284	129	155
		17%	19%	16%
Answered		1608	667	941
Mean Score		.5	.5	.5
Standard error		.03	.04	.04
Standard deviation		1.17	1.21	1.15

Columns Tested: a,b

Table QD10B_9 (continuation)

**QD10B_9. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1767	101	206	163	160	184	91	106	193	117	144	104	198
Effective base	663	30	97	99	57	126	51	14	77	46	31	36	73
Weighted Base	1633	38	168	195	50	269	83	29	270	115	80	99	237
Not at all important (-2)	136 8%	1 4%	16 10%	17 9%	* *%	23 9%	8 10%	1 3%	15 6%	8 7%	10 12%	13 13%	23 10%
			d	d	d	d	d				d	d	d
Not very important (-1)	148 9%	1 3%	12 7%	8 4%	4 8%	35 13%	13 16%	4 13%	23 8%	12 11%	3 4%	8 8%	24 10%
					c	ac							
Neither important nor unimportant (0)	414 25%	9 22%	40 24%	47 24%	7 15%	77 29%	19 22%	11 38%	94 35%	22 19%	29 36%	22 22%	38 16%
					dl	dl			dl		dl		
Important (1)	560 34%	16 42%	59 35%	82 42%	25 51%	81 30%	21 26%	5 16%	94 35%	41 36%	18 22%	28 28%	90 38%
				fgj	efgjk								
Very important (2)	349 21%	11 29%	39 24%	36 19%	12 24%	49 18%	20 24%	8 28%	41 15%	28 24%	20 24%	29 29%	56 24%
Don't know	25 2%	- -%	2 1%	4 2%	1 2%	3 1%	2 2%	* 1%	3 1%	4 3%	* *%	- -%	5 2%
NET Important	909 56%	27 71%	98 58%	118 61%	37 75%	130 49%	41 49%	13 44%	135 50%	69 60%	38 47%	57 57%	146 62%
		e			befghj								
NET Not Important	284 17%	3 7%	28 17%	25 13%	4 9%	58 22%	22 26%	5 17%	38 14%	20 18%	13 17%	21 21%	47 20%
					ad	acd							
Answered	1608	38	166	191	49	265	81	29	267	111	80	99	232
Mean Score	.5	.9	.6	.6	.9	.4	.4	.5	.5	.6	.4	.5	.6
		e			efhj								
Standard error	.03	.10	.08	.09	.07	.09	.14	.11	.07	.11	.11	.13	.09
Standard deviation	1.17	.99	1.21	1.12	.88	1.18	1.30	1.16	1.04	1.19	1.26	1.33	1.24

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table QD10B_9 (continuation)

**QD10B_9. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Quarter				Half		
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023	
Significance Level: 95%		a	b	c	d	a	b	
Unweighted Base	1767	470	435	416	446	905	862	
Effective base	663	223	215	132	139	437	271	
Weighted Base	1633	401	402	414	417	802	831	
Not at all important	(-2)	136	35	32	24	45	67	70
		8%	9%	8%	6%	11%	8%	8%
Not very important	(-1)	148	21	53	39	36	74	74
		9%	5%	13%	9%	9%	9%	9%
Neither important nor unimportant	(0)	414	95	103	127	89	198	216
		25%	24%	26%	31%	21%	25%	26%
Important	(1)	560	156	128	140	136	284	276
		34%	39%	32%	34%	33%	35%	33%
Very important	(2)	349	87	81	77	105	167	182
		21%	22%	20%	19%	25%	21%	22%
Don't know		25	6	6	8	5	12	13
		2%	2%	2%	2%	1%	2%	2%
NET Important		909	243	208	217	241	452	458
		56%	61%	52%	52%	58%	56%	55%
NET Not Important		284	56	84	63	81	140	144
		17%	14%	21%	15%	19%	17%	17%
Answered	1608	394	396	407	411	790	818	
Mean Score	.5	.6	.4	.5	.5	.5	.5	
Standard error	.03	.05	.06	.05	.06	.04	.04	
Standard deviation	1.17	1.15	1.18	1.09	1.26	1.17	1.18	

Columns Tested:: a,b,c,d - a,b

Table 155

QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

SUMMARY TABLE

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Factors							
		Low cost	Fast delivery	Next day delivery option	Delivery within 3 days	Convenient to post (within 1/2 mile)	Same price to send to anywhere within the UK	Delivery to recipient's door	Daily collection service
Unweighted Base		1767	1767	1767	1767	1767	1767	1767	1767
Effective base		663	663	663	663	663	663	663	663
Weighted Base		1633	1633	1633	1633	1633	1633	1633	1633
Not at all important	(-2)	25 2%	35 2%	95 6%	34 2%	33 2%	34 2%	22 1%	165 10%
Not very important	(-1)	50 3%	95 6%	206 13%	61 4%	68 4%	74 5%	14 1%	170 10%
Neither important nor unimportant	(0)	162 10%	207 13%	366 22%	201 12%	207 13%	198 12%	119 7%	280 17%
Important	(1)	757 46%	792 48%	524 32%	735 45%	696 43%	678 42%	588 36%	544 33%
Very important	(2)	635 39%	492 30%	432 26%	596 36%	622 38%	641 39%	880 54%	455 28%
Don't know		4 *%	11 1%	11 1%	6 *%	7 *%	7 *%	10 1%	20 1%
NET Important		1393 85%	1284 79%	955 58%	1331 81%	1318 81%	1319 81%	1468 90%	999 61%
NET Not Important		75 5%	130 8%	301 18%	95 6%	101 6%	109 7%	36 2%	334 20%
Answered		1630	1622	1622	1627	1626	1626	1624	1614
Mean Score		1.2	1.0	.6	1.1	1.1	1.1	1.4	.6
Standard error		.02	.02	.03	.02	.02	.02	.02	.03
Standard deviation		.85	.93	1.17	.90	.92	.94	.78	1.28

Table 155 (continuation)

QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

SUMMARY TABLE

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Factors
		Letter delivery is fulfilled in an environmentally responsible way
Unweighted Base		1767
Effective base		663
Weighted Base		1633
Not at all important	(-2)	136 8%
Not very important	(-1)	148 9%
Neither important nor unimportant	(0)	414 25%
Important	(1)	560 34%
Very important	(2)	349 21%
Don't know		25 2%
NET Important		909 56%
NET Not Important		284 17%
Answered		1608
Mean Score		.5
Standard error		.03
Standard deviation		1.17

Table 156

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	964	153	811	678	148	37	101	286
Effective base	384	39	347	355	56	15	47	74
Weighted Base	912	70	842	873	33	4	2	39
Standard	633	11	622	607	22	3	1	26
	69%	16%	74%	70%	68%	71%	62%	68%
Signed for	496	*	496	473	20	2	1	23
	54%	*%	59%	54%	62%	43%	57%	59%
			a					
Royal Mail tracked 24 hours	263	4	259	250	10	1	1	12
	29%	5%	31%	29%	31%	37%	33%	32%
			a					
Royal Mail tracked 48 hours	261	3	258	252	8	1	1	9
	29%	4%	31%	29%	23%	23%	33%	24%
			a					
Special Delivery Guaranteed by 1pm	128	-	128	120	7	1	1	9
	14%	-%	15%	14%	22%	17%	36%	22%
			a				a	
Parcelforce Worldwide	113	*	113	107	5	*	*	6
	12%	*%	13%	12%	17%	10%	14%	16%
			a					
International Tracked and Signed	81	-	81	77	3	1	*	4
	9%	-%	10%	9%	8%	20%	10%	10%
			a					
International standard mail (previously Airmail)	77	*	77	76	1	*	*	1
	8%	*%	9%	9%	2%	2%	7%	3%
			a					
International Signed	69	-	69	65	3	1	*	4
	8%	-%	8%	7%	9%	20%	11%	10%
			a					
International Tracked (previously Airsure)	65	-	65	63	2	*	*	2
	7%	-%	8%	7%	5%	7%	10%	6%
			a					
Special Delivery Guaranteed by 9am	54	-	54	51	3	1	*	3
	6%	-%	6%	6%	8%	15%	11%	9%

Columns Tested: a,b - a,b,c,d,e

Table 156 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	964	153	811	678	148	37	101	286
Effective base	384	39	347	355	56	15	47	74
Weighted Base	912	70	842	873	33	4	2	39
International Economy (previously surface mail)	32	*	32	31	1	*	*	1
	4%	*%	4%	4%	2%	6%	2%	2%
None of these (DO NOT READ OUT)	56	51	4	55	1	*	*	1
	6%	74%	1%	6%	4%	1%	5%	4%
		b						
Don't Know (DO NOT READ OUT)	10	2	9	10	*	-	*	*
	1%	2%	1%	1%	1%	-%	*%	1%
Refused (DO NOT READ OUT)	1	*	1	1	*	-	-	*
	*%	*%	*%	*%	*%	-%	-%	*%

Columns Tested: a,b - a,b,c,d,e

Table 156 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	964	311	274	93	88	97	101	678	148	138
Effective base	384	184	140	39	37	32	47	355	56	33
Weighted Base	912	481	337	55	23	14	2	873	33	6
Standard	633	343	224	41	14	11	1	607	22	4
	69%	71%	66%	74%	62%	78%	62%	70%	68%	68%
Signed for	496	244	203	26	13	9	1	473	20	3
	54%	51%	60%	48%	57%	65%	57%	54%	62%	48%
Royal Mail tracked 24 hours	263	123	109	18	7	4	1	250	10	2
	29%	25%	32%	34%	31%	33%	33%	29%	31%	35%
Royal Mail tracked 48 hours	261	127	106	19	5	3	1	252	8	2
	29%	26%	31%	35%	22%	26%	33%	29%	23%	26%
Special Delivery Guaranteed by 1pm	128	61	55	4	6	2	1	120	7	1
	14%	13%	16%	7%	26%	12%	36%	14%	22%	24%
					acg		abceg			
Parcelforce Worldwide	113	50	49	8	4	1	*	107	5	1
	12%	10%	14%	14%	20%	10%	14%	12%	17%	11%
International Tracked and Signed	81	49	23	5	2	1	*	77	3	1
	9%	10%	7%	9%	11%	7%	10%	9%	8%	16%
International standard mail (previously Airmail)	77	46	27	4	1	*	*	76	1	*
	8%	10%	8%	6%	3%	1%	7%	9%	2%	4%
International Signed	69	39	20	6	3	1	*	65	3	1
	8%	8%	6%	11%	11%	7%	11%	7%	9%	17%
International Tracked (previously Airsure)	65	32	28	3	1	1	*	63	2	1
	7%	7%	8%	5%	6%	5%	10%	7%	5%	8%
Special Delivery Guaranteed by 9am	54	21	25	4	2	1	*	51	3	1
	6%	4%	7%	8%	8%	9%	11%	6%	8%	14%
International Economy (previously surface mail)	32	21	6	5	*	*	*	31	1	*
	4%	4%	2%	9%	2%	3%	2%	4%	2%	5%
				b						

Columns Tested: a,b,c,d,e,f,g,h,i

Table 156 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	964	311	274	93	88	97	101	678	148	138
Effective base	384	184	140	39	37	32	47	355	56	33
Weighted Base	912	481	337	55	23	14	2	873	33	6
None of these (DO NOT READ OUT)	56	38	15	1	1	*	*	55	1	*
	6%	8%	4%	2%	4%	2%	5%	6%	4%	2%
Don't Know (DO NOT READ OUT)	10	3	6	*	*	*	*	10	*	*
	1%	1%	2%	*%	1%	*%	*%	1%	1%	*%
Refused (DO NOT READ OUT)	1	-	1	-	*	-	-	1	*	-
	*%	-%	*%	-%	1%	-%	-%	*%	*%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 156 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	964	441	237	148	37	101	406	150	65	45	111
Effective base	384	268	113	56	15	47	233	66	19	13	24
Weighted Base	912	722	151	33	4	2	617	111	33	18	23
Standard	633	500	106	22	3	1	449	72	25	13	16
	69%	69%	70%	68%	71%	62%	73%	65%	76%	74%	72%
Signed for	496	391	82	20	2	1	355	68	21	10	12
	54%	54%	54%	62%	43%	57%	58%	61%	63%	58%	53%
Royal Mail tracked 24 hours	263	201	50	10	1	1	192	24	19	9	8
	29%	28%	33%	31%	37%	33%	31%	22%	59%	49%	35%
									ab	b	
Royal Mail tracked 48 hours	261	201	51	8	1	1	194	34	11	4	5
	29%	28%	34%	23%	23%	33%	31%	31%	34%	22%	23%
Special Delivery Guaranteed by 1pm	128	101	19	7	1	1	76	21	14	6	3
	14%	14%	12%	22%	17%	36%	12%	19%	41%	36%	14%
					ab	a			ae	a	
Parcelforce Worldwide	113	88	19	5	*	*	66	16	10	8	4
	12%	12%	12%	17%	10%	14%	11%	15%	30%	42%	16%
									a	ab	
International Tracked and Signed	81	68	9	3	1	*	61	8	2	1	2
	9%	9%	6%	8%	20%	10%	10%	7%	5%	6%	9%
International standard mail (previously Airmail)	77	67	9	1	*	*	64	3	2	2	*
	8%	9%	6%	2%	2%	7%	10%	3%	5%	13%	2%
							b				
International Signed	69	55	11	3	1	*	52	11	1	1	3
	8%	8%	7%	9%	20%	11%	8%	10%	4%	6%	14%
International Tracked (previously Airture)	65	53	9	2	*	*	48	2	8	2	*
	7%	7%	6%	5%	7%	10%	8%	2%	25%	10%	2%
									abe		
Special Delivery Guaranteed by 9am	54	38	13	3	1	*	25	13	10	4	1
	6%	5%	9%	8%	15%	11%	4%	12%	31%	25%	5%
								a	ae	a	

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 156 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	964	441	237	148	37	101	406	150	65	45	111
Effective base	384	268	113	56	15	47	233	66	19	13	24
Weighted Base	912	722	151	33	4	2	617	111	33	18	23
International Economy (previously surface mail)	32	24	7	1	*	*	26	4	*	2	*
	4%	3%	5%	2%	6%	2%	4%	3%	1%	9%	1%
None of these (DO NOT READ OUT)	56	50	5	1	*	*	16	1	*	-	*
	6%	7%	3%	4%	1%	5%	3%	1%	1%	-%	1%
Don't Know (DO NOT READ OUT)	10	8	2	*	-	*	7	2	-	-	*
	1%	1%	1%	1%	-%	*%	1%	1%	-%	-%	1%
Refused (DO NOT READ OUT)	1	1	-	*	-	-	1	-	-	-	-
	*%	*%	-%	*%	-%	-%	*%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 156 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	964	76	48	86	39	67	88	59	56	64
Effective base	384	48	31	47	18	34	56	34	30	30
Weighted Base	912	104	56	133	42	90	164	96	63	70
Standard	633	72	35	92	32	70	107	73	45	59
	69%	69%	62%	69%	75%	78%	65%	76%	71%	84%
Signed for	496	55	29	99	25	51	92	47	38	32
	54%	53%	51%	74%	60%	56%	56%	49%	60%	46%
				abgi						
Royal Mail tracked 24 hours	263	30	23	62	18	30	33	20	14	20
	29%	29%	42%	46%	42%	33%	20%	21%	22%	28%
			f	fgh						
Royal Mail tracked 48 hours	261	45	27	43	11	28	30	26	15	20
	29%	43%	47%	32%	26%	31%	19%	27%	24%	29%
		f	f							
Special Delivery Guaranteed by 1pm	128	16	12	31	3	19	13	11	10	7
	14%	15%	22%	23%	7%	22%	8%	11%	16%	10%
				f						
Parcelforce Worldwide	113	12	15	20	7	11	14	8	13	5
	12%	11%	27%	15%	16%	12%	9%	9%	21%	7%
			fi							
International Tracked and Signed	81	15	8	13	3	1	24	5	6	2
	9%	15%	14%	10%	6%	1%	15%	5%	9%	2%
		e	e				e			
International standard mail (previously Airmail)	77	6	4	11	3	4	21	8	3	12
	8%	5%	7%	9%	6%	5%	13%	9%	4%	18%
International Signed	69	12	9	13	*	7	19	*	3	3
	8%	11%	16%	10%	1%	8%	11%	*%	4%	4%
			g				g			
International Tracked (previously Airsure)	65	9	5	8	*	9	17	5	3	6
	7%	8%	9%	6%	1%	10%	11%	5%	5%	9%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 156 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	964	76	48	86	39	67	88	59	56	64
Effective base	384	48	31	47	18	34	56	34	30	30
Weighted Base	912	104	56	133	42	90	164	96	63	70
Special Delivery Guaranteed by 9am	54	9	4	11	1	19	2	2	1	3
	6%	9%	7%	8%	2%	21%	1%	2%	1%	4%
						fghi				
International Economy (previously surface mail)	32	3	2	7	1	*	11	1	2	4
	4%	3%	3%	5%	2%	*%	7%	2%	3%	6%
None of these (DO NOT READ OUT)	56	3	1	5	2	2	7	6	1	4
	6%	3%	3%	3%	5%	2%	4%	7%	2%	5%
Don't Know (DO NOT READ OUT)	10	4	-	*	-	-	2	-	3	*
	1%	3%	-%	*%	-%	-%	1%	-%	4%	*%
Refused (DO NOT READ OUT)	1	-	-	-	-	-	-	-	-	1
	*%	-%	-%	-%	-%	-%	-%	-%	-%	1%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 156 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	964	170	180	233	583	381	124	145	112
Effective base	384	82	108	137	320	112	50	36	40
Weighted Base	912	202	223	393	818	94	41	38	15
Standard	633	160	151	272	583	50	16	23	10
	69%	79%	68%	69%	71%	53%	40%	62%	67%
		ef	ef	ef	ef			f	f
Signed for	496	108	122	238	468	28	14	9	5
	54%	54%	54%	61%	57%	30%	34%	23%	36%
		efg	efgh	efgh	efgh				
Royal Mail tracked 24 hours	263	67	67	115	249	14	7	3	3
	29%	33%	30%	29%	30%	15%	18%	9%	19%
		eg	eg	eg	eg				
Royal Mail tracked 48 hours	261	59	87	99	246	15	8	5	3
	29%	29%	39%	25%	30%	17%	19%	14%	16%
		e	cefg		eg				
Special Delivery Guaranteed by 1pm	128	30	38	55	122	6	2	1	2
	14%	15%	17%	14%	15%	6%	5%	3%	16%
		e	efg	e	eg				
Parcelforce Worldwide	113	22	40	43	105	8	1	3	3
	12%	11%	18%	11%	13%	8%	4%	9%	18%
			ef						f
International Tracked and Signed	81	5	29	42	76	4	1	2	1
	9%	2%	13%	11%	9%	5%	2%	6%	8%
			aef	af	a				
International standard mail (previously Airmail)	77	19	12	41	72	5	2	3	1
	8%	9%	5%	10%	9%	6%	4%	9%	5%
International Signed	69	10	23	32	66	3	1	1	1
	8%	5%	10%	8%	8%	3%	3%	2%	8%
			e						
International Tracked (previously Airsure)	65	15	17	30	63	2	*	2	*
	7%	8%	8%	8%	8%	2%	*%	5%	2%
		f	ef	ef	ef				

Columns Tested: a,b,c,d,e,f,g,h

Table 156 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	964	170	180	233	583	381	124	145	112
Effective base	384	82	108	137	320	112	50	36	40
Weighted Base	912	202	223	393	818	94	41	38	15
Special Delivery Guaranteed by 9am	54 6%	22 11%	14 6%	16 4%	52 6%	2 3%	1 3%	* 1%	1 5%
International Economy (previously surface mail)	32 4%	5 2%	7 3%	20 5%	31 4%	1 1%	* *%	1 3%	* 1%
None of these (DO NOT READ OUT)	56 6%	8 4%	6 3%	18 4%	31 4%	25 27%	13 32%	10 26%	2 16%
						abcd	abcd	abcd	abcd
Don't Know (DO NOT READ OUT)	10 1%	* *%	6 3%	2 1%	9 1%	2 2%	* *%	1 3%	* 3%
Refused (DO NOT READ OUT)	1 *%	1 *%	- -%	- -%	1 *%	* *%	* *%	- -%	- -%

Columns Tested:: a,b,c,d,e,f,g,h

Table 156 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	964	43	76	4	80	92	264	37	37	410
Effective base	384	24	21	3	24	34	119	13	13	170
Weighted Base	912	34	53	4	57	101	230	29	17	442
Standard	633	26	30	3	33	63	141	18	15	337
	69%	75%	57%	70%	57%	62%	61%	62%	88%	76%
Signed for	496	12	35	3	38	65	123	9	11	237
	54%	35%	65%	81%	66%	64%	53%	31%	66%	54%
Royal Mail tracked 24 hours	263	10	22	3	25	36	56	7	6	122
	29%	30%	41%	69%	43%	36%	24%	23%	36%	28%
Royal Mail tracked 48 hours	261	13	18	-	18	20	86	11	2	112
	29%	38%	33%	-%	31%	20%	37%	37%	11%	25%
Special Delivery Guaranteed by 1pm	128	4	16	-	16	16	29	1	3	59
	14%	11%	31%	-%	29%	15%	13%	2%	19%	13%
Parcelforce Worldwide	113	5	16	-	16	10	38	4	3	37
	12%	15%	30%	-%	28%	10%	16%	13%	15%	8%
International Tracked and Signed	81	3	14	-	14	1	32	*	-	31
	9%	9%	26%	-%	24%	1%	14%	1%	-%	7%
International standard mail (previously Airmail)	77	3	4	-	4	1	25	1	-	44
	8%	8%	7%	-%	7%	1%	11%	2%	-%	10%
International Signed	69	2	2	-	2	1	31	*	1	31
	8%	5%	5%	-%	4%	1%	13%	1%	7%	7%
International Tracked (previously Airsure)	65	4	9	-	9	-	29	-	-	23
	7%	12%	17%	-%	16%	-%	13%	-%	-%	5%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 156 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	964	43	76	4	80	92	264	37	37	410
Effective base	384	24	21	3	24	34	119	13	13	170
Weighted Base	912	34	53	4	57	101	230	29	17	442
Special Delivery Guaranteed by 9am	54	2	8	-	8	14	9	*	2	19
	6%	6%	16%	-%	15%	14%	4%	1%	11%	4%
			i		i	fi				
International Economy (previously surface mail)	32	1	-	-	-	*	13	1	-	18
	4%	2%	-%	-%	-%	*%	6%	2%	-%	4%
None of these (DO NOT READ OUT)	56	6	2	-	2	8	23	2	*	15
	6%	16%	4%	-%	4%	8%	10%	6%	3%	3%
		i					i			
Don't Know (DO NOT READ OUT)	10	-	*	-	*	2	5	-	*	3
	1%	-%	*%	-%	*%	2%	2%	-%	1%	1%
Refused (DO NOT READ OUT)	1	-	-	-	-	*	1	-	-	-
	*%	-%	-%	-%	-%	*%	*%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 156 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	964	215	264	485	833	131	-	829	135	939	25
Effective base	384	77	119	193	326	58	-	358	29	373	11
Weighted Base	912	193	230	489	759	152	-	865	46	889	23
Standard	633	121	141	371	520	113	-	598	35	617	16
	69%	63%	61%	76%	68%	74%	-%	69%	76%	69%	71%
Signed for	496	114	123	258	413	83	-	465	30	483	12
	54%	59%	53%	53%	54%	54%	-%	54%	65%	54%	55%
Royal Mail tracked 24 hours	263	71	56	135	222	41	-	245	18	254	9
	29%	37%	24%	28%	29%	27%	-%	28%	38%	29%	38%
Royal Mail tracked 48 hours	261	51	86	124	218	43	-	252	9	253	8
	29%	26%	37%	25%	29%	28%	-%	29%	18%	28%	37%
Special Delivery Guaranteed by 1pm	128	36	29	63	111	17	-	120	8	126	2
	14%	19%	13%	13%	15%	11%	-%	14%	18%	14%	9%
Parcelforce Worldwide	113	31	38	44	89	24	-	110	3	112	1
	12%	16%	16%	9%	12%	16%	-%	13%	7%	13%	4%
International Tracked and Signed	81	18	32	31	61	20	-	77	3	80	1
	9%	9%	14%	6%	8%	13%	-%	9%	8%	9%	3%
International standard mail (previously Airmail)	77	7	25	45	68	9	-	74	3	77	1
	8%	4%	11%	9%	9%	6%	-%	9%	7%	9%	3%
International Signed	69	6	31	33	57	12	-	68	1	68	1
	8%	3%	13%	7%	7%	8%	-%	8%	2%	8%	3%
International Tracked (previously Airsure)	65	13	29	23	51	13	-	64	1	64	1
	7%	7%	13%	5%	7%	9%	-%	7%	2%	7%	3%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 156 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	964	215	264	485	833	131	-	829	135	939	25
Effective base	384	77	119	193	326	58	-	358	29	373	11
Weighted Base	912	193	230	489	759	152	-	865	46	889	23
Special Delivery Guaranteed by 9am	54	24	9	21	40	14	-	51	3	54	1
	6%	13%	4%	4%	5%	9%	-%	6%	7%	6%	2%
		bc									
International Economy (previously surface mail)	32	1	13	18	32	1	-	32	1	32	1
	4%	*%	6%	4%	4%	*%	-%	4%	1%	4%	3%
			a								
None of these (DO NOT READ OUT)	56	16	23	18	51	5	-	54	2	52	4
	6%	8%	10%	4%	7%	3%	-%	6%	5%	6%	19%
			c								
Don't Know (DO NOT READ OUT)	10	2	5	3	8	2	-	10	*	10	-
	1%	1%	2%	1%	1%	1%	-%	1%	*%	1%	-%
Refused (DO NOT READ OUT)	1	*	1	-	1	-	-	1	-	1	-
	*%	*%	*%	-%	*%	-%	-%	*%	-%	*%	-%

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 156 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	964	492	202	270
Effective base	384	202	69	113
Weighted Base	912	496	152	264
Standard	633	353	101	179
	69%	71%	67%	68%
Signed for	496	254	75	166
	54%	51%	49%	63%
				a
Royal Mail tracked 24 hours	263	117	39	107
	29%	24%	25%	41%
				ab
Royal Mail tracked 48 hours	261	93	43	125
	29%	19%	28%	47%
				ab
Special Delivery Guaranteed by 1pm	128	41	24	63
	14%	8%	16%	24%
				a
Parcelforce Worldwide	113	33	21	58
	12%	7%	14%	22%
				a
International Tracked and Signed	81	18	12	50
	9%	4%	8%	19%
				ab
International standard mail (previously Airmail)	77	21	16	41
	8%	4%	11%	15%
				a
International Signed	69	16	16	36
	8%	3%	11%	14%
				a
International Tracked (previously Airsure)	65	11	12	42
	7%	2%	8%	16%
				a
				a

Columns Tested: a,b,c

Table 156 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	964	492	202	270
Effective base	384	202	69	113
Weighted Base	912	496	152	264
Special Delivery Guaranteed by 9am	54	8	12	35
	6%	2%	8%	13%
		a	a	a
International Economy (previously surface mail)	32	13	4	15
	4%	3%	3%	6%
None of these (DO NOT READ OUT)	56	33	13	10
	6%	7%	9%	4%
Don't Know (DO NOT READ OUT)	10	10	*	*
	1%	2%	*%	*%
Refused (DO NOT READ OUT)	1	1	-	-
	*%	*%	-%	-%

Columns Tested: a,b,c

Table 156 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	964	673	188	48	21	19	8	3	4	861	103	55
Effective base	384	296	61	14	7	6	1	1	1	358	26	13
Weighted Base	912	713	137	36	6	12	2	1	5	850	62	26
Standard	633	497	97	19	3	11	*	1	5	594	39	20
	69%	70%	71%	52%	57%	94%	16%	94%	100%	70%	63%	79%
Signed for	496	374	86	24	4	3	*	1	5	460	36	12
	54%	52%	62%	66%	67%	23%	2%	98%	99%	54%	58%	47%
Royal Mail tracked 24 hours	263	172	61	19	3	2	*	1	5	233	30	11
	29%	24%	44%	52%	57%	15%	15%	98%	98%	27%	48%	42%
			ai	ai							ai	
Royal Mail tracked 48 hours	261	173	61	17	3	1	*	1	5	234	27	10
	29%	24%	45%	47%	58%	7%	15%	97%	98%	28%	44%	39%
			ai								a	
Special Delivery Guaranteed by 1pm	128	74	24	18	3	1	2	1	5	98	30	12
	14%	10%	18%	51%	54%	8%	86%	98%	100%	12%	48%	45%
			abi	abi							abi	abi
Parcelforce Worldwide	113	58	28	20	2	2	2	1	*	86	27	7
	12%	8%	20%	54%	33%	15%	91%	98%	1%	10%	43%	26%
			ai	abi							abi	a
International Tracked and Signed	81	48	16	12	1	1	2	1	*	64	17	5
	9%	7%	12%	32%	18%	8%	90%	98%	2%	8%	27%	20%
			ai	ai							ai	
International standard mail (previously Airmail)	77	56	11	7	2	1	-	1	*	67	10	4
	8%	8%	8%	19%	29%	8%	-%	94%	1%	8%	17%	14%
International Signed	69	39	12	12	1	2	2	1	*	51	18	6
	8%	5%	9%	33%	17%	14%	92%	98%	1%	6%	29%	23%
			abi	abi							abi	ai
International Tracked (previously Airsure)	65	28	22	12	2	1	-	1	-	49	15	4
	7%	4%	16%	32%	32%	9%	-%	94%	-%	6%	25%	14%
			ai	ai							ai	
Special Delivery Guaranteed by 9am	54	19	17	13	2	-	2	1	-	36	18	5
	6%	3%	12%	36%	37%	-%	90%	98%	-%	4%	30%	20%
			ai	abi							ai	ai

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 156 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	964	673	188	48	21	19	8	3	4	861	103	55
Effective base	384	296	61	14	7	6	1	1	1	358	26	13
Weighted Base	912	713	137	36	6	12	2	1	5	850	62	26
International Economy (previously surface mail)	32	19	3	8	1	1	-	1	-	21	11	3
	4%	3%	2%	23% abi	16%	8%	-%	94%	-%	2%	18% abi	10%
None of these (DO NOT READ OUT)	56	52	3	*	-	-	*	-	-	56	*	*
	6%	7%	2%	1%	-%	-%	*%	-%	-%	7%	*%	*%
Don't Know (DO NOT READ OUT)	10	10	-	-	-	-	-	-	-	10	-	-
	1%	1%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%
Refused (DO NOT READ OUT)	1	-	*	-	1	-	-	-	-	*	1	1
	*%	-%	*%	-%	15%	-%	-%	-%	-%	*%	1%	3% ai

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 156 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Unweighted Base	964	295	378	291	856	810	892	964	534	350	95	551	53	66	40	59	28
Effective base	384	148	148	87	330	319	351	384	212	113	47	239	14	17	13	14	9
Weighted Base	912	366	347	199	803	755	845	912	524	280	113	587	29	44	27	24	20
Standard	633	276	221	137	569	554	600	633	379	189	70	436	11	34	15	16	17
	69%	75%	64%	69%	71%	73%	71%	69%	72%	68%	62%	74%	39%	78%	55%	69%	83%
Signed for	496	185	189	122	456	433	474	496	318	179	56	326	22	29	15	15	11
	54%	51%	54%	61%	57%	57%	56%	54%	61%	64%	50%	55%	76%	66%	54%	63%	53%
Royal Mail tracked 24 hours	263	80	92	90	243	235	249	263	192	111	20	169	6	23	8	13	10
	29%	22%	27%	45%	30%	31%	30%	29%	37%	40%	18%	29%	19%	52%	30%	54%	50%
				ab				d		cd				ab		a	
Royal Mail tracked 48 hours	261	62	110	88	241	231	251	261	178	77	29	164	4	24	10	9	10
	29%	17%	32%	44%	30%	31%	30%	29%	34%	28%	26%	28%	14%	56%	37%	38%	50%
			a	a										abc			
Special Delivery Guaranteed by 1pm	128	22	52	54	123	119	126	128	94	59	11	69	5	17	4	13	8
	14%	6%	15%	27%	15%	16%	15%	14%	18%	21%	9%	12%	16%	38%	16%	55%	42%
			a	ab										ab		abce	
Parcelforce Worldwide	113	17	41	55	108	108	110	113	93	50	4	85	5	2	1	9	3
	12%	5%	12%	27%	13%	14%	13%	12%	18%	18%	4%	14%	17%	6%	4%	37%	17%
			a	ab								a				abde	
International Tracked and Signed	81	17	30	33	77	73	78	81	56	27	7	46	3	8	4	6	5
	9%	5%	9%	16%	10%	10%	9%	9%	11%	10%	6%	8%	12%	17%	15%	24%	26%
			a	b												b	
International standard mail (previously Airmail)	77	12	44	22	70	72	72	77	41	18	2	54	2	2	4	4	5
	8%	3%	13%	11%	9%	10%	9%	8%	8%	7%	2%	9%	6%	4%	15%	15%	25%
			a	a													
International Signed	69	10	29	30	68	69	69	69	48	20	1	46	4	9	1	4	3
	8%	3%	8%	15%	8%	9%	8%	8%	9%	7%	1%	8%	15%	21%	4%	18%	14%
			a	a									a	a		a	
International Tracked (previously Airtsure)	65	6	21	37	62	64	65	65	41	20	3	48	2	3	1	6	1
	7%	2%	6%	19%	8%	8%	8%	7%	8%	7%	3%	8%	6%	8%	4%	25%	7%
			ab	ab												ab	

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 156 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	964	295	378	291	856	810	892	964	534	350	95	551	53	66	40	59	28
Effective base	384	148	148	87	330	319	351	384	212	113	47	239	14	17	13	14	9
Weighted Base	912	366	347	199	803	755	845	912	524	280	113	587	29	44	27	24	20
Special Delivery Guaranteed by 9am	54	3	16	35	54	53	54	54	49	36	2	29	1	11	1	8	2
	6%	1%	5%	18%	7%	7%	6%	6%	9%	13%	2%	5%	4%	26%	5%	33%	8%
			a	ab						cd				ab		ab	
International Economy (previously surface mail)	32	8	10	14	30	28	30	32	23	12	2	19	-	1	-	3	5
	4%	2%	3%	7%	4%	4%	4%	4%	4%	4%	2%	3%	-%	3%	-%	12%	25%
None of these (DO NOT READ OUT)	56	17	35	4	38	29	44	56	9	2	13	21	3	2	3	1	2
	6%	5%	10%	2%	5%	4%	5%	6%	2%	1%	12%	4%	9%	4%	10%	3%	9%
			c		f		ef	ef			b						
Don't Know (DO NOT READ OUT)	10	6	5	-	8	8	8	10	6	-	-	8	*	-	-	-	-
	1%	2%	1%	-%	1%	1%	1%	1%	1%	-%	-%	1%	*%	-%	-%	-%	-%
Refused (DO NOT READ OUT)	1	-	-	1	1	*	1	1	-	1	-	*	-	-	1	-	-
	*%	-%	-%	1%	*%	*%	*%	*%	-%	*%	-%	*%	-%	-%	3%	-%	-%
														b			

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 156 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	964	598	83	49	49	31	35	11	545	111	50	38	32	23	11
Effective base	384	267	22	14	11	9	7	3	242	35	18	15	6	11	4
Weighted Base	912	655	60	36	19	12	15	7	572	102	20	25	15	11	11
Standard	633	474	32	25	14	9	8	7	444	56	12	19	7	6	10
	69%	72%	54%	70%	72%	76%	54%	100%	78%	55%	59%	77%	49%	51%	97%
Signed for	496	362	38	24	14	7	9	1	329	57	13	12	10	6	8
	54%	55%	64%	69%	72%	58%	57%	18%	58%	56%	62%	48%	66%	54%	72%
Royal Mail tracked 24 hours	263	181	17	16	12	8	7	2	164	39	8	11	4	2	8
	29%	28%	29%	44%	64%	65%	48%	28%	29%	38%	38%	44%	29%	19%	72%
				a	a										
Royal Mail tracked 48 hours	261	184	23	15	11	5	2	2	149	43	5	13	9	5	8
	29%	28%	38%	41%	55%	41%	14%	26%	26%	42%	22%	50%	64%	43%	71%
									a	a		a	a		
Special Delivery Guaranteed by 1pm	128	83	9	13	3	4	11	1	62	28	4	11	5	3	6
	14%	13%	15%	37%	14%	31%	70%	17%	11%	28%	19%	45%	31%	29%	52%
				a			abd		a	a		a			
Parcelforce Worldwide	113	91	1	2	3	4	7	1	72	22	6	3	2	1	1
	12%	14%	2%	5%	13%	30%	43%	11%	13%	21%	32%	14%	13%	14%	11%
						b	abc				a				
International Tracked and Signed	81	63	3	2	3	5	1	*	38	13	6	7	3	3	5
	9%	10%	5%	5%	16%	42%	5%	1%	7%	13%	31%	27%	19%	23%	42%
						abc					a	a			
International standard mail (previously Airmail)	77	57	5	2	1	5	1	*	50	9	4	2	1	2	5
	8%	9%	9%	5%	6%	44%	4%	1%	9%	9%	22%	7%	7%	16%	42%
						abcd									
International Signed	69	55	2	4	2	2	2	*	39	11	6	7	1	4	1
	8%	8%	4%	12%	12%	17%	11%	1%	7%	11%	28%	28%	6%	39%	11%
											a	a			
International Tracked (previously Airsure)	65	51	2	4	1	3	2	-	41	11	3	2	3	3	-
	7%	8%	4%	10%	7%	24%	11%	-%	7%	11%	16%	10%	22%	30%	-%
Special Delivery Guaranteed by 9am	54	27	8	4	6	3	6	*	21	22	1	5	1	2	*
	6%	4%	13%	12%	29%	26%	40%	2%	4%	21%	7%	21%	8%	16%	1%
					a	a	a			a		a			

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 156 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	964	598	83	49	49	31	35	11	545	111	50	38	32	23	11
Effective base	384	267	22	14	11	9	7	3	242	35	18	15	6	11	4
Weighted Base	912	655	60	36	19	12	15	7	572	102	20	25	15	11	11
International Economy (previously surface mail)	32	26	*	1	*	2	1	-	12	7	1	1	1	2	4
	4%	4%	1%	3%	*%	14%	4%	-%	2%	7%	7%	3%	5%	16%	42%
None of these (DO NOT READ OUT)	56	25	6	2	3	*	2	-	15	6	3	3	*	2	-
	6%	4%	9%	6%	15%	1%	15%	-%	3%	6%	13%	11%	*%	17%	-%
											a				
Don't Know (DO NOT READ OUT)	10	8	*	-	-	-	-	-	8	*	-	-	-	-	-
	1%	1%	*%	-%	-%	-%	-%	-%	1%	*%	-%	-%	-%	-%	-%
Refused (DO NOT READ OUT)	1	*	-	-	-	1	-	-	*	-	-	-	-	-	-
	*%	*%	-%	-%	-%	7%	-%	-%	*%	-%	-%	-%	-%	-%	-%
					a										

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 156 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	964	655	108	66	46	36	31	22	286	194	220	140	52
Effective base	384	289	36	20	19	11	7	9	138	80	84	34	15
Weighted Base	912	671	100	57	22	23	20	19	350	181	199	74	41
Standard	633	500	43	35	13	14	17	12	248	120	144	55	33
	69%	75%	43%	62%	58%	59%	82%	66%	71%	66%	72%	74%	81%
Signed for	496	357	64	27	13	13	9	13	191	104	104	46	30
	54%	53%	64%	47%	59%	56%	46%	71%	55%	57%	52%	61%	73%
Royal Mail tracked 24 hours	263	166	28	24	11	13	8	13	71	54	70	33	22
	29%	25%	28%	42%	50%	56%	39%	69%	20%	30%	35%	44%	55%
		a	a	a	a	a	a	a	a	a	a	a	a
Royal Mail tracked 48 hours	261	148	46	26	13	12	7	9	70	52	71	35	22
	29%	22%	46%	46%	62%	49%	37%	46%	20%	29%	36%	48%	53%
		a	a	a	a	a	a	a	a	a	a	a	a
Special Delivery Guaranteed by 1pm	128	68	18	11	7	7	4	12	36	24	21	29	17
	14%	10%	18%	20%	35%	31%	18%	67%	10%	13%	11%	38%	40%
		a	a	a	a	a	a	a	a	a	a	abc	abc
Parcelforce Worldwide	113	59	13	8	6	11	8	7	32	20	30	19	10
	12%	9%	13%	14%	28%	48%	42%	40%	9%	11%	15%	26%	24%
		a	a	a	a	abc	a	a	a	a	a	a	a
International Tracked and Signed	81	41	15	8	4	3	6	4	21	16	19	19	3
	9%	6%	15%	14%	19%	12%	30%	20%	6%	9%	9%	26%	8%
		a	a	a	a	a	a	a	a	a	a	abc	abc
International standard mail (previously Airmail)	77	63	8	*	4	2	1	-	14	19	24	14	1
	8%	9%	8%	*%	20%	8%	3%	-%	4%	11%	12%	19%	3%
		c	c	c	c	c	c	c	c	c	a	a	a
International Signed	69	41	10	8	2	3	2	4	11	15	19	21	3
	8%	6%	10%	14%	11%	13%	9%	19%	3%	8%	10%	28%	7%
		a	a	a	a	a	a	a	a	a	a	abc	abc
International Tracked (previously Aisure)	65	34	6	4	6	6	7	1	17	10	19	14	4
	7%	5%	6%	8%	27%	28%	34%	7%	5%	6%	10%	19%	10%
		a	a	a	ab	ab	ab	a	a	a	a	ab	a

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 156 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	964	655	108	66	46	36	31	22	286	194	220	140	52
Effective base	384	289	36	20	19	11	7	9	138	80	84	34	15
Weighted Base	912	671	100	57	22	23	20	19	350	181	199	74	41
Special Delivery Guaranteed by 9am	54	11	11	11	4	6	2	9	14	8	9	17	7
	6%	2%	11%	19%	18%	28%	11%	50%	4%	5%	5%	23%	16%
			a	a	a	a						abc	
International Economy (previously surface mail)	32	21	7	*	1	2	1	-	10	7	3	9	2
	4%	3%	7%	1%	4%	8%	3%	-%	3%	4%	1%	12%	4%
												c	
None of these (DO NOT READ OUT)	56	39	8	4	1	2	1	-	19	12	12	1	*
	6%	6%	8%	6%	7%	8%	6%	-%	5%	6%	6%	2%	*%
Don't Know (DO NOT READ OUT)	10	10	-	-	-	-	-	-	6	2	-	*	-
	1%	2%	-%	-%	-%	-%	-%	-%	2%	1%	-%	*%	-%
Refused (DO NOT READ OUT)	1	*	-	-	-	-	1	-	1	-	-	*	-
	*%	*%	-%	-%	-%	-%	4%	-%	*%	-%	-%	*%	-%
							a						

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 156 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	964	339	178	182	114	43	326	160	183	103	34
Effective base	384	162	72	62	23	12	157	57	65	31	10
Weighted Base	912	410	166	146	52	29	379	137	142	65	31
Standard	633	286	106	114	36	26	289	99	95	47	24
	69%	70%	64%	78%	69%	89%	76%	72%	67%	73%	77%
Signed for	496	221	102	79	34	18	216	81	68	43	25
	54%	54%	62%	54%	66%	64%	57%	59%	48%	66%	79%
Royal Mail tracked 24 hours	263	96	56	51	24	16	89	52	51	30	15
	29%	23%	34%	35%	47%	54%	23%	38%	36%	45%	48%
					a	a		a		a	
Royal Mail tracked 48 hours	261	104	56	47	25	10	79	46	56	34	16
	29%	25%	33%	32%	47%	35%	21%	34%	40%	52%	52%
					a			a		a	a
Special Delivery Guaranteed by 1pm	128	59	15	19	21	10	41	24	12	27	15
	14%	14%	9%	13%	41%	35%	11%	17%	8%	41%	50%
					abc	b				abc	abc
Parcelforce Worldwide	113	43	26	17	12	10	36	23	25	19	5
	12%	11%	16%	11%	23%	34%	10%	16%	18%	29%	17%
					a					a	
International Tracked and Signed	81	40	14	10	9	3	20	14	17	20	3
	9%	10%	8%	7%	18%	11%	5%	10%	12%	30%	8%
										abc	
International standard mail (previously Airmail)	77	28	16	18	7	1	19	19	19	14	1
	8%	7%	10%	12%	14%	4%	5%	14%	14%	22%	2%
					a			a	a	a	
International Signed	69	27	15	12	11	3	17	15	15	21	1
	8%	7%	9%	8%	22%	10%	5%	11%	10%	32%	3%
					a					abc	
International Tracked (previously Airsure)	65	28	13	8	9	4	18	11	18	15	2
	7%	7%	8%	5%	17%	15%	5%	8%	13%	23%	8%
									a	a	

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 156 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	964	339	178	182	114	43	326	160	183	103	34
Effective base	384	162	72	62	23	12	157	57	65	31	10
Weighted Base	912	410	166	146	52	29	379	137	142	65	31
Special Delivery Guaranteed by 9am	54	20	8	8	11	7	15	10	4	17	6
	6%	5%	5%	6%	22%	23%	4%	8%	3%	26%	19%
					abc	ab				abc	ac
International Economy (previously surface mail)	32	11	7	2	8	2	9	7	2	9	1
	4%	3%	4%	1%	16%	6%	2%	5%	1%	14%	3%
					ac					ac	
None of these (DO NOT READ OUT)	56	18	12	8	1	*	12	3	12	1	*
	6%	4%	7%	5%	2%	*%	3%	2%	8%	2%	*%
Don't Know (DO NOT READ OUT)	10	6	2	-	*	-	7	*	-	*	-
	1%	1%	1%	-%	*%	-%	2%	*%	-%	*%	-%
Refused (DO NOT READ OUT)	1	1	-	-	*	-	-	-	-	*	-
	*%	*%	-%	-%	*%	-%	-%	-%	-%	*%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 156 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base	964	457	148	183	119	44	546	63	353	905	59	831	25
Effective base	384	206	53	71	38	11	222	22	139	362	22	322	9
Weighted Base	912	492	126	166	87	26	529	49	332	859	53	779	24
Standard	633	352	87	111	56	24	359	30	244	600	33	557	11
	69%	72%	69%	67%	65%	93%	68%	62%	73%	70%	63%	72%	47%
Signed for	496	248	77	88	55	18	295	31	169	460	36	442	13
	54%	50%	61%	53%	63%	71%	56%	63%	51%	54%	68%	57%	54%
Royal Mail tracked 24 hours	263	96	51	50	48	17	157	20	86	238	25	229	14
	29%	20%	40%	30%	56%	65%	30%	40%	26%	28%	47%	29%	58%
			a		ac	ac							
Royal Mail tracked 48 hours	261	85	38	68	49	17	204	9	48	238	23	234	7
	29%	17%	30%	41%	57%	65%	39%	19%	14%	28%	43%	30%	29%
			a	a	ab	ab	c						
Special Delivery Guaranteed by 1pm	128	36	22	24	31	9	93	14	21	106	23	109	14
	14%	7%	18%	15%	36%	36%	18%	28%	6%	12%	43%	14%	58%
			a		ac	a	c	c			a		
Parcelforce Worldwide	113	23	27	25	30	6	80	7	26	90	23	92	16
	12%	5%	21%	15%	35%	23%	15%	14%	8%	10%	44%	12%	65%
			a	a	ac	a	c				a		
International Tracked and Signed	81	18	10	20	25	7	65	1	14	71	10	72	5
	9%	4%	8%	12%	28%	26%	12%	3%	4%	8%	18%	9%	19%
			a		abc	a	c						
International standard mail (previously Airmail)	77	27	10	23	16	1	63	-	15	76	2	69	1
	8%	5%	8%	14%	18%	2%	12%	-%	4%	9%	3%	9%	4%
			a		a		c						
International Signed	69	15	10	18	23	1	53	1	15	64	5	63	6
	8%	3%	8%	11%	27%	3%	10%	2%	5%	7%	9%	8%	23%
			a		abc								

Columns Tested.: a,b,c,d,e - a,b,c - a,b - a,b

Table 156 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base	964	457	148	183	119	44	546	63	353	905	59	831	25
Effective base	384	206	53	71	38	11	222	22	139	362	22	322	9
Weighted Base	912	492	126	166	87	26	529	49	332	859	53	779	24
International Tracked (previously Airsure)	65 7%	12 2%	10 8%	15 9%	20 23%	7 27%	49 9%	5 10%	11 3%	52 6%	13 25%	55 7%	7 30%
Special Delivery Guaranteed by 9am	54 6%	8 2%	9 7%	12 7%	21 24%	2 9%	41 8%	5 11%	8 2%	36 4%	18 34%	42 5%	12 51%
International Economy (previously surface mail)	32 4%	14 3%	2 2%	6 4%	10 11%	1 2%	27 5%	- -%	5 2%	28 3%	4 8%	29 4%	1 5%
None of these (DO NOT READ OUT)	56 6%	36 7%	7 5%	11 6%	2 2%	1 2%	32 6%	1 2%	23 7%	56 6%	* 1%	38 5%	- -%
Don't Know (DO NOT READ OUT)	10 1%	10 2%	- -%	* -%	- -%	- -%	6 1%	* 1%	4 1%	8 1%	3 5%	8 1%	- -%
Refused (DO NOT READ OUT)	1 *%	- -%	- -%	1 1%	- -%	- -%	* -%	1 2%	- -%	1 *%	- -%	* -%	1 4%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 156 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	964	750	60	782	182	838	18	749	61	783	181
Effective base	384	304	15	321	65	325	6	300	19	320	65
Weighted Base	912	717	38	733	178	783	21	707	48	739	172
Standard	633	535	19	518	115	558	11	520	34	522	112
	69%	75%	51%	71%	64%	71%	52%	74%	72%	71%	65%
Signed for	496	411	22	367	128	441	15	401	32	371	125
	54%	57%	59%	50%	72%	56%	70%	57%	68%	50%	73%
		b			a						a
Royal Mail tracked 24 hours	263	213	22	177	86	225	18	209	26	176	86
	29%	30%	58%	24%	48%	29%	88%	30%	55%	24%	50%
			a		a				a		a
Royal Mail tracked 48 hours	261	217	14	180	81	231	10	215	16	186	75
	29%	30%	37%	25%	46%	30%	47%	30%	35%	25%	44%
			a		a						a
Special Delivery Guaranteed by 1pm	128	100	19	86	42	111	12	98	21	97	31
	14%	14%	50%	12%	24%	14%	58%	14%	44%	13%	18%
			a		a				a		
Parcelforce Worldwide	113	87	22	55	58	92	16	83	26	56	56
	12%	12%	57%	7%	33%	12%	76%	12%	54%	8%	33%
			a		a				a		a
International Tracked and Signed	81	66	7	59	21	73	3	67	7	61	19
	9%	9%	19%	8%	12%	9%	16%	9%	14%	8%	11%
International standard mail (previously Airmail)	77	69	3	66	11	68	2	69	3	72	5
	8%	10%	9%	9%	6%	9%	10%	10%	6%	10%	3%
International Signed	69	63	5	57	12	64	4	61	7	54	15
	8%	9%	14%	8%	7%	8%	17%	9%	16%	7%	9%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 156 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	964	750	60	782	182	838	18	749	61	783	181
Effective base	384	304	15	321	65	325	6	300	19	320	65
Weighted Base	912	717	38	733	178	783	21	707	48	739	172
International Tracked (previously Airsure)	65	55	9	51	13	56	6	54	10	50	15
	7%	8%	25%	7%	8%	7%	30%	8%	21%	7%	9%
Special Delivery Guaranteed by 9am	54	33	20	18	36	38	16	28	24	17	37
	6%	5%	52%	2%	20%	5%	77%	4%	50%	2%	22%
			a		a				a		a
International Economy (previously surface mail)	32	27	1	23	9	29	1	27	1	28	4
	4%	4%	3%	3%	5%	4%	6%	4%	2%	4%	2%
None of these (DO NOT READ OUT)	56	29	-	53	3	38	-	29	-	54	2
	6%	4%	-%	7%	2%	5%	-%	4%	-%	7%	1%
Don't Know (DO NOT READ OUT)	10	8	-	10	-	8	-	8	-	10	-
	1%	1%	-%	1%	-%	1%	-%	1%	-%	1%	-%
Refused (DO NOT READ OUT)	1	*	-	*	1	1	-	*	-	*	1
	*%	*%	-%	*%	*%	*%	-%	*%	-%	*%	1%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 156 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	964	502	693	172	1	491	594	135	3	668	604	174	-
Effective base	384	192	272	69	1	193	234	56	3	267	248	72	-
Weighted Base	912	482	632	170	4	460	538	133	4	645	556	164	-
Standard	633	324	485	136	-	314	448	108	2	418	471	131	-
	69%	67%	77%	80%	-%	68%	83%	82%	45%	65%	85%	80%	-%
Signed for	496	325	349	114	4	335	294	88	4	447	266	107	-
	54%	67%	55%	67%	100%	73%	55%	66%	100%	69%	48%	65%	-%
Royal Mail tracked 24 hours	263	196	182	74	4	205	158	68	2	261	138	71	-
	29%	41%	29%	43%	100%	45%	29%	51%	45%	40%	25%	43%	-%
Royal Mail tracked 48 hours	261	186	191	81	4	192	155	70	2	253	145	76	-
	29%	39%	30%	47%	100%	42%	29%	53%	59%	39%	26%	46%	-%
Special Delivery Guaranteed by 1pm	128	103	83	52	-	106	80	45	2	123	74	50	-
	14%	21%	13%	31%	-%	23%	15%	34%	45%	19%	13%	30%	-%
Parcelforce Worldwide	113	79	91	63	4	93	73	57	-	102	77	62	-
	12%	16%	14%	37%	100%	20%	14%	43%	-%	16%	14%	38%	-%
International Tracked and Signed	81	61	71	62	-	65	59	54	-	80	64	70	-
	9%	13%	11%	36%	-%	14%	11%	41%	-%	12%	11%	43%	-%
International standard mail (previously Airmail)	77	55	70	57	-	52	67	49	-	63	73	64	-
	8%	11%	11%	34%	-%	11%	13%	37%	-%	10%	13%	39%	-%
International Signed	69	54	61	59	-	61	56	47	-	66	57	56	-
	8%	11%	10%	35%	-%	13%	10%	35%	-%	10%	10%	34%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 156 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	964	502	693	172	1	491	594	135	3	668	604	174	-
Effective base	384	192	272	69	1	193	234	56	3	267	248	72	-
Weighted Base	912	482	632	170	4	460	538	133	4	645	556	164	-
International Tracked (previously Airsure)	65 7%	59 12%	52 8%	58 34% ab	- -%	60 13%	50 9%	43 33% ab	- -%	65 10%	49 9%	53 32% ab	- -%
Special Delivery Guaranteed by 9am	54 6%	39 8%	38 6%	23 13% b	- -%	50 11%	38 7%	20 15%	- -%	54 8%	37 7%	21 13%	- -%
International Economy (previously surface mail)	32 4%	26 5%	29 5%	26 15% ab	- -%	19 4%	25 5%	21 16% ab	- -%	26 4%	30 5%	30 18% ab	- -%
None of these (DO NOT READ OUT)	56 6%	7 1%	33 5% a	* *% a	- -%	6 1%	23 4%	* *% c	- -%	25 4%	38 7% c	1 *% c	- -%
Don't Know (DO NOT READ OUT)	10 1%	3 1%	5 1%	* *% a	- -%	5 1%	4 1%	* *% a	- -%	6 1%	8 1%	3 2% a	- -%
Refused (DO NOT READ OUT)	1 *%	- -%	1 *%	- -%	- -%	- -%	* *%	- -%	- -%	1 *%	- -%	- -%	- -%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 156 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	964	809	757	964	665	545	38	600	479	459	124	75
Effective base	384	314	299	384	251	224	11	266	197	184	59	38
Weighted Base	912	767	711	912	629	529	25	633	496	449	133	87
Standard	633	554	532	633	452	409	20	633	342	303	104	81
	69%	72%	75%	69%	72%	77%	79%	100%	69%	68%	78%	93%
								bcde				bc
Signed for	496	443	417	496	390	298	17	342	496	316	98	58
	54%	58%	59%	54%	62%	56%	70%	54%	100%	70%	74%	67%
									acde	a	a	
Royal Mail tracked 24 hours	263	232	225	263	224	152	20	190	202	263	60	30
	29%	30%	32%	29%	36%	29%	81%	30%	41%	59%	45%	34%
							ab		a	abe	a	
Royal Mail tracked 48 hours	261	233	225	261	188	199	15	174	182	261	63	37
	29%	30%	32%	29%	30%	38%	59%	28%	37%	58%	47%	43%
							a		a	ab	a	
Special Delivery Guaranteed by 1pm	128	120	113	128	118	89	14	86	103	128	42	25
	14%	16%	16%	14%	19%	17%	57%	14%	21%	29%	31%	28%
							ab		a	a	a	a
Parcelforce Worldwide	113	104	100	113	88	80	17	81	89	113	56	33
	12%	14%	14%	12%	14%	15%	67%	13%	18%	25%	42%	38%
							ab			a	abc	ab
International Tracked and Signed	81	74	70	81	56	67	4	63	62	68	81	38
	9%	10%	10%	9%	9%	13%	14%	10%	13%	15%	61%	44%
											abc	abc
International standard mail (previously Airmail)	77	70	71	77	52	50	5	76	54	57	61	77
	8%	9%	10%	8%	8%	9%	19%	12%	11%	13%	46%	89%
											abc	abcd
International Signed	69	66	65	69	48	53	5	56	49	59	69	32
	8%	9%	9%	8%	8%	10%	19%	9%	10%	13%	52%	37%
											abc	abc

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 156 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	964	809	757	964	665	545	38	600	479	459	124	75
Effective base	384	314	299	384	251	224	11	266	197	184	59	38
Weighted Base	912	767	711	912	629	529	25	633	496	449	133	87
International Tracked (previously Airsure)	65 7%	59 8%	63 9%	65 7%	46 7%	45 9%	7 28% ab	49 8%	50 10%	55 12%	65 49% abc	37 42% abc
Special Delivery Guaranteed by 9am	54 6%	54 7%	48 7%	54 6%	53 8%	46 9%	11 45% ab	43 7%	49 10%	54 12%	18 14%	8 9%
International Economy (previously surface mail)	32 4%	30 4%	28 4%	32 4%	14 2%	29 5%	3 13% a	27 4%	22 5%	31 7%	21 16% abc	32 37% abcd
None of these (DO NOT READ OUT)	56 6%	38 5%	29 4%	56 6%	34 5%	20 4%	* *% -	- -%	- -%	- -%	- -%	- -%
Don't Know (DO NOT READ OUT)	10 1%	8 1%	8 1%	10 1%	5 1%	* *% -	- -%	- -%	- -%	- -%	- -%	- -%
Refused (DO NOT READ OUT)	1 *%	* *%	* *%	1 *%	* *% -	* *% -	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 156 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packages and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	964	119	54	50	32	855	629	884	713	597	476	813	134	-	799	57
Effective base	384	49	22	20	15	335	239	349	275	225	196	323	54	-	307	30
Weighted Base	912	114	47	53	37	787	550	821	637	513	484	754	121	-	687	76
Standard	633	81	31	32	25	562	384	581	432	335	341	540	102	-	485	51
	69%	71%	65%	60%	67%	71%	70%	71%	68%	65%	71%	72%	84%	ab	71%	67%
Signed for	496	67	28	32	25	426	314	449	336	289	322	423	93	-	381	41
	54%	59%	59%	60%	69%	54%	57%	55%	53%	56%	67%	56%	77%	ab	55%	53%
Royal Mail tracked 24 hours	263	34	14	14	18	231	179	250	208	172	209	228	61	-	204	18
	29%	30%	30%	26%	48%	29%	33%	30%	33%	34%	43%	30%	51%	ab	30%	24%
Royal Mail tracked 48 hours	261	48	14	23	14	229	177	243	217	170	200	231	55	-	198	15
	29%	43%	30%	43%	38%	29%	32%	30%	34%	33%	41%	31%	45%	ab	29%	19%
Special Delivery Guaranteed by 1pm	128	19	12	10	10	112	93	123	99	78	107	105	31	-	102	8
	14%	17%	25%	19%	28%	14%	17%	15%	16%	15%	22%	14%	26%	ab	15%	10%
Parcelforce Worldwide	113	16	11	9	12	103	81	108	94	87	84	99	51	-	76	12
	12%	14%	24%	16%	32%	13%	15%	13%	15%	17%	17%	13%	42%	ab	11%	16%
International Tracked and Signed	81	13	5	7	10	69	59	70	70	65	61	71	30	-	63	9
	9%	11%	11%	12%	27%	9%	11%	9%	11%	13%	13%	9%	25%	ab	9%	12%
International standard mail (previously Airmail)	77	9	7	8	3	70	55	71	63	64	53	70	37	-	49	11
	8%	8%	15%	14%	7%	9%	10%	9%	10%	13%	11%	9%	31%	ab	7%	15%
International Signed	69	13	5	3	5	58	50	60	63	51	53	58	31	-	55	5
	8%	11%	11%	5%	13%	7%	9%	7%	10%	10%	11%	8%	25%	ab	8%	6%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 156 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	964	119	54	50	32	855	629	884	713	597	476	813	134	-	799	57
Effective base	384	49	22	20	15	335	239	349	275	225	196	323	54	-	307	30
Weighted Base	912	114	47	53	37	787	550	821	637	513	484	754	121	-	687	76
International Tracked (previously Airsure)	65 7%	9 8%	5 10%	3 6%	5 14%	50 6%	50 9%	56 7%	50 8%	50 10%	47 10%	57 8%	33 27% ab	- -%	54 8%	5 6%
Special Delivery Guaranteed by 9am	54 6%	7 6%	5 10%	6 11%	8 23%	48 6%	41 7%	52 6%	40 6%	38 7%	53 11% b	45 6%	11 9%	- -%	42 6%	* -%
International Economy (previously surface mail)	32 4%	3 3%	1 2%	7 14%	- -%	32 4%	29 5%	32 4%	32 5%	28 5%	22 5%	31 4%	17 14% ab	- -%	22 3%	10 14% a
None of these (DO NOT READ OUT)	56 6%	* *%	* *%	7 13% a	- -%	56 7%	50 9%	56 7%	56 9%	55 11%	4 1%	56 7% ac	* *%	- -%	49 7%	3 4%
Don't Know (DO NOT READ OUT)	10 1%	* *%	- -%	* *%	- -%	8 1%	4 1%	8 1%	5 1%	2 *%	* *%	6 1%	* *%	- -%	3 *%	5 6% a
Refused (DO NOT READ OUT)	1 *%	1 1%	- -%	- -%	- -%	* *%	* *%	* *%	1 *%	* *%	1 *%	* *%	- -%	- -%	* *%	1 1%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 156 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	964	418	546	278	12	144	195	157	608	192	197	196	559
Effective base	384	178	205	109	8	55	83	63	245	74	73	79	228
Weighted Base	912	425	487	264	23	130	208	155	582	167	167	187	543
Standard	633	281	352	191	13	78	157	97	401	133	104	122	402
	69%	66%	72%	72%	54%	60%	75%	62%	69%	79%	62%	65%	74%
Signed for	496	245	250	185	15	89	139	91	302	97	91	120	275
	54%	58%	51%	70%	64%	68%	67%	58%	52%	58%	55%	64%	51%
												c	
Royal Mail tracked 24 hours	263	137	125	109	15	61	84	58	159	42	59	64	134
	29%	32%	26%	41%	66%	47%	40%	37%	27%	25%	36%	34%	25%
Royal Mail tracked 48 hours	261	160	101	127	15	65	99	74	144	41	73	54	132
	29%	38%	21%	48%	66%	50%	48%	48%	25%	25%	44%	29%	24%
		b						bc			c		
Special Delivery Guaranteed by 1pm	128	86	42	59	8	34	45	18	62	44	27	28	69
	14%	20%	9%	22%	36%	26%	22%	12%	11%	26%	16%	15%	13%
		b								ab			
Parcelforce Worldwide	113	70	43	60	4	45	44	28	50	31	34	27	47
	12%	17%	9%	23%	18%	35%	21%	18%	9%	19%	20%	14%	9%
		b						b		b	c		
International Tracked and Signed	81	51	29	37	4	26	23	24	40	17	34	17	30
	9%	12%	6%	14%	19%	20%	11%	15%	7%	10%	20%	9%	5%
		b						b			c		
International standard mail (previously Airmail)	77	56	21	26	8	15	25	19	44	14	29	19	30
	8%	13%	4%	10%	36%	11%	12%	13%	8%	8%	17%	10%	5%
		b									c		
International Signed	69	50	19	34	3	18	25	20	35	14	22	9	38
	8%	12%	4%	13%	12%	14%	12%	13%	6%	8%	13%	5%	7%
		b											
International Tracked (previously Airsure)	65	47	18	30	3	25	11	24	32	5	19	14	27
	7%	11%	4%	12%	12%	19%	5%	15%	6%	3%	12%	8%	5%
		b				b		bc					

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 156 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	964	418	546	278	12	144	195	157	608	192	197	196	559
Effective base	384	178	205	109	8	55	83	63	245	74	73	79	228
Weighted Base	912	425	487	264	23	130	208	155	582	167	167	187	543
Special Delivery Guaranteed by 9am	54	35	19	40	1	20	32	8	28	15	13	6	31
	6%	8%	4%	15%	4%	15%	15%	5%	5%	9%	8%	3%	6%
International Economy (previously surface mail)	32	22	10	8	4	10	6	6	23	4	17	3	12
	4%	5%	2%	3%	19%	8%	3%	4%	4%	2%	10%	2%	2%
											bc		
None of these (DO NOT READ OUT)	56	15	41	2	2	6	3	12	37	7	21	13	22
	6%	4%	8%	1%	11%	5%	2%	8%	6%	4%	13%	7%	4%
											c		
Don't Know (DO NOT READ OUT)	10	3	7	3	-	-	3	-	8	2	1	-	10
	1%	1%	1%	1%	-%	-%	1%	-%	1%	1%	*%	-%	2%
Refused (DO NOT READ OUT)	1	1	*	-	-	1	-	-	-	1	1	-	-
	*%	*%	*%	-%	-%	1%	-%	-%	-%	1%	1%	-%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 156 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	964	463	501
Effective base	384	152	232
Weighted Base	912	365	547
Standard	633	222	411
	69%	61%	75%
		a	
Signed for	496	197	299
	54%	54%	55%
Royal Mail tracked 24 hours	263	113	150
	29%	31%	27%
Royal Mail tracked 48 hours	261	93	168
	29%	25%	31%
Special Delivery Guaranteed by 1pm	128	75	54
	14%	20%	10%
		b	
Parcelforce Worldwide	113	56	57
	12%	15%	10%
International Tracked and Signed	81	25	55
	9%	7%	10%
International standard mail (previously Airmail)	77	24	53
	8%	7%	10%
International Signed	69	19	50
	8%	5%	9%
International Tracked (previously Airsure)	65	19	45
	7%	5%	8%
Special Delivery Guaranteed by 9am	54	34	20
	6%	9%	4%
		b	

Columns Tested: a,b

Table 156 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	964	463	501
Effective base	384	152	232
Weighted Base	912	365	547
International Economy (previously surface mail)	32	9	23
	4%	2%	4%
None of these (DO NOT READ OUT)	56	51	4
	6%	14%	1%
		b	
Don't Know (DO NOT READ OUT)	10	3	7
	1%	1%	1%
Refused (DO NOT READ OUT)	1	1	-
	*%	*%	-%

Columns Tested: a,b

Table 156 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	964	53	121	74	76	98	47	56	102	74	77	64	122
Effective base	384	20	57	48	23	73	28	12	39	33	18	23	43
Weighted Base	912	27	100	97	26	148	47	16	130	80	42	70	130
Standard	633	20	75	65	17	123	34	11	97	32	25	44	91
	69%	71%	75%	67%	67%	83%	72%	68%	75%	40%	59%	64%	70%
		i	i	i		cij	i		i				i
Signed for	496	14	60	54	11	85	18	5	79	33	24	44	69
	54%	50%	60%	56%	43%	57%	39%	31%	60%	41%	57%	63%	53%
Royal Mail tracked 24 hours	263	5	28	27	8	39	8	2	51	25	6	19	44
	29%	18%	28%	28%	31%	26%	17%	12%	39%	32%	14%	28%	34%
Royal Mail tracked 48 hours	261	8	28	18	6	46	12	4	39	15	14	27	43
	29%	30%	28%	19%	23%	31%	25%	27%	30%	19%	35%	39%	33%
Special Delivery Guaranteed by 1pm	128	2	17	20	1	16	5	*	26	6	2	11	22
	14%	8%	17%	20%	4%	11%	10%	%	20%	8%	5%	16%	17%
Parcelforce Worldwide	113	4	14	16	6	8	2	2	13	11	*	15	21
	12%	15%	14%	17%	23%	6%	4%	12%	10%	14%	%	22%	16%
				j	ej							ej	
International Tracked and Signed	81	2	7	12	4	15	3	*	19	3	*	7	9
	9%	7%	7%	12%	16%	10%	5%	2%	14%	4%	%	10%	7%
International standard mail (previously Airmail)	77	*	13	7	2	18	2	*	15	1	5	4	9
	8%	%	13%	7%	9%	12%	4%	%	12%	1%	12%	6%	7%
			i			i							
International Signed	69	*	12	8	1	12	3	*	5	4	6	8	10
	8%	1%	12%	8%	3%	8%	7%	2%	4%	5%	14%	11%	7%
International Tracked (previously Airsure)	65	1	12	7	2	14	1	*	10	1	4	4	10
	7%	2%	12%	7%	8%	9%	3%	2%	7%	1%	9%	6%	8%
Special Delivery Guaranteed by 9am	54	1	2	12	*	9	-	-	10	1	*	*	19
	6%	2%	2%	13%	1%	6%	-%	-%	8%	2%	1%	%	15%
				bf									b

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 156 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	964	53	121	74	76	98	47	56	102	74	77	64	122
Effective base	384	20	57	48	23	73	28	12	39	33	18	23	43
Weighted Base	912	27	100	97	26	148	47	16	130	80	42	70	130
International Economy (previously surface mail)	32	*	1	7	1	7	-	-	7	-	*	4	3
	4%	*%	1%	8%	4%	5%	-%	-%	6%	-%	*%	6%	3%
None of these (DO NOT READ OUT)	56	1	1	6	1	1	6	5	1	22	3	3	7
	6%	3%	1%	6%	3%	1%	12%	28%	1%	28%	7%	4%	5%
							beh	bdehl		abcdehkl			
Don't Know (DO NOT READ OUT)	10	-	6	-	*	-	-	-	2	3	-	-	*
	1%	-%	6%	-%	1%	-%	-%	-%	1%	3%	-%	-%	*%
Refused (DO NOT READ OUT)	1	-	*	-	-	-	-	-	-	-	-	-	1
	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 156 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	964	248	221	232	263	469	495
Effective base	384	122	120	79	83	242	162
Weighted Base	912	224	220	226	241	445	467
Standard	633	160	173	140	160	333	300
	69%	71%	79%	62%	66%	75%	64%
			c			b	
Signed for	496	128	114	116	137	242	254
	54%	57%	52%	52%	57%	54%	54%
Royal Mail tracked 24 hours	263	60	55	78	69	115	147
	29%	27%	25%	34%	29%	26%	32%
Royal Mail tracked 48 hours	261	54	64	59	84	118	143
	29%	24%	29%	26%	35%	27%	31%
Special Delivery Guaranteed by 1pm	128	39	21	33	35	60	68
	14%	17%	10%	14%	15%	14%	15%
Parcelforce Worldwide	113	34	16	26	36	51	62
	12%	15%	7%	11%	15%	11%	13%
International Tracked and Signed	81	20	21	22	17	42	39
	9%	9%	10%	10%	7%	9%	8%
International standard mail (previously Airmail)	77	20	23	16	19	42	35
	8%	9%	10%	7%	8%	10%	7%
International Signed	69	21	16	9	23	37	32
	8%	9%	7%	4%	10%	8%	7%
International Tracked (previously Airsure)	65	19	17	11	18	36	29
	7%	9%	8%	5%	7%	8%	6%
Special Delivery Guaranteed by 9am	54	15	9	11	20	24	31
	6%	7%	4%	5%	8%	5%	7%
International Economy (previously surface mail)	32	9	8	7	8	17	15
	4%	4%	4%	3%	3%	4%	3%

Columns Tested: a,b,c,d - a,b

Table 156 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	964	248	221	232	263	469	495
Effective base	384	122	120	79	83	242	162
Weighted Base	912	224	220	226	241	445	467
None of these (DO NOT READ OUT)	56	8	8	28	13	15	41
	6%	3%	4%	12%	5%	3%	9%
				ab			a
Don't Know (DO NOT READ OUT)	10	6	*	4	*	6	4
	1%	3%	*%	2%	*%	1%	1%
Refused (DO NOT READ OUT)	1	*	-	-	1	*	1
	*%	*%	-%	-%	*%	*%	*%

Columns Tested: a,b,c,d - a,b

Table 157

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	*c	d	e
Unweighted Base	600	17	583	432	81	25	62	168
Effective base	266	4	262	247	35	10	30	46
Weighted Base	633	11	622	607	22	3	1	26
0-24%	81	-	81	78	3	*	*	3
	13%	-%	13%	13%	12%	10%	14%	12%
25-49%	87	-	87	83	2	*	1	3
	14%	-%	14%	14%	11%	6%	40%	12%
							abe	
50-74%	108	-	108	103	5	*	*	5
	17%	-%	17%	17%	23%	1%	19%	20%
75-100%	318	10	308	306	10	2	*	12
	50%	89%	49%	50%	44%	69%	26%	46%
				d				
Don't know	40	1	39	38	2	*	*	3
	6%	11%	6%	6%	10%	14%	1%	10%
Answered	633	11	622	607	22	3	1	26
Mean Score	64.2	89.2	63.8	64.3	61.0	74.7	50.4	62.0
				d				
Standard error	1.42	7.89	1.44	1.68	4.09	8.83	7.12	2.83
Standard deviation	34.90	32.55	34.80	34.85	36.82	44.14	56.08	36.63

Columns Tested: a,b - a,b,c,d,e

Table 157 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	600	199	170	63	41	65	62	432	81	87
Effective base	266	129	94	35	21	22	30	247	35	19
Weighted Base	633	343	224	41	14	11	1	607	22	4
0-24%	81	35	35	7	2	1	*	78	3	*
	13%	10%	16%	17%	15%	7%	14%	13%	12%	11%
25-49%	87	56	24	4	2	1	1	83	2	1
	14%	16%	11%	10%	12%	9%	40%	14%	11%	17%
							abcdegh			
50-74%	108	44	51	8	2	3	*	103	5	*
	17%	13%	23%	20%	11%	32%	19%	17%	23%	7%
						ai				
75-100%	318	176	110	20	7	4	*	306	10	2
	50%	51%	49%	49%	51%	42%	26%	50%	44%	56%
		f	f					f		f
Don't know	40	32	3	2	1	1	*	38	2	*
	6%	9%	1%	5%	10%	11%	1%	6%	10%	10%
		b			b	b			b	
Answered	633	343	224	41	14	11	1	607	22	4
Mean Score	64.2	64.0	65.2	62.0	61.1	64.7	50.4	64.3	61.0	67.0
		f	f					f		f
Standard error	1.42	2.57	2.53	4.31	6.35	4.11	7.12	1.68	4.09	4.33
Standard deviation	34.90	36.19	32.94	34.22	40.66	33.11	56.08	34.85	36.82	40.39

Columns Tested: a,b,c,d,e,f,g,h,i

Table 157 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	c	d	e
Unweighted Base	600	280	152	81	25	62	286	98	44	36	76
Effective base	266	184	86	35	10	30	173	46	16	15	15
Weighted Base	633	500	106	22	3	1	449	72	25	13	16
0-24%	81	58	20	3	*	*	50	7	8	3	4
	13%	12%	18%	12%	10%	14%	11%	10%	30%	24%	25%
									a		
25-49%	87	74	9	2	*	1	74	6	2	*	1
	14%	15%	9%	11%	6%	40%	17%	9%	9%	4%	7%
						abc					
50-74%	108	83	20	5	*	*	80	13	3	3	3
	17%	17%	19%	23%	1%	19%	18%	18%	10%	24%	22%
75-100%	318	253	53	10	2	*	215	41	9	6	7
	50%	51%	50%	44%	69%	26%	48%	57%	34%	48%	45%
		e	e								
Don't know	40	33	5	2	*	*	30	4	4	-	*
	6%	7%	4%	10%	14%	1%	7%	5%	16%	-%	2%
Answered	633	500	106	22	3	1	449	72	25	13	16
Mean Score	64.2	64.7	62.7	61.0	74.7	50.4	63.2	69.2	46.4	66.1	62.8
		e					c	c		c	c
Standard error	1.42	2.09	2.80	4.09	8.83	7.12	2.02	3.46	5.25	6.22	4.15
Standard deviation	34.90	34.96	34.46	36.82	44.14	56.08	34.21	34.21	34.85	37.32	36.19

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 157 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	*d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	600	51	33	56	27	46	63	45	36	46
Effective base	266	32	24	33	14	25	38	28	21	24
Weighted Base	633	72	35	92	32	70	107	73	45	59
0-24%	81	17	3	11	2	5	22	6	4	4
	13%	24%	9%	12%	8%	7%	21%	9%	8%	7%
25-49%	87	4	6	23	5	7	13	4	8	9
	14%	6%	17%	25%	15%	10%	12%	5%	18%	16%
				ag						
50-74%	108	10	4	22	4	16	12	14	7	14
	17%	14%	12%	24%	13%	23%	11%	19%	17%	24%
75-100%	318	37	14	34	20	34	57	48	19	26
	50%	52%	40%	37%	64%	49%	54%	66%	44%	45%
								c		
Don't know	40	4	7	1	-	9	3	1	6	5
	6%	5%	21%	1%	-%	13%	3%	1%	13%	8%
			cfg							
Answered	633	72	35	92	32	70	107	73	45	59
Mean Score	64.2	60.7	53.2	59.0	73.2	65.2	64.4	73.4	68.3	62.1
								bc		
Standard error	1.42	5.41	6.49	4.21	5.90	5.37	4.53	4.56	5.47	5.10
Standard deviation	34.90	38.65	37.30	31.52	30.68	36.43	35.93	30.61	32.83	34.57

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 157 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	600	119	120	164	403	197	56	79	62
Effective base	266	62	75	99	232	61	17	26	22
Weighted Base	633	160	151	272	583	50	16	23	10
0-24%	81 13%	11 7%	24 16%	40 15%	74 13%	6 12%	2 11%	2 7%	3 25%
25-49%	87 14%	21 13%	18 12%	40 15%	79 14%	7 15%	4 22%	3 15%	* 4%
50-74%	108 17%	34 21%	22 14%	48 18%	104 18%	4 9%	2 9%	2 7%	1 10%
75-100%	318 50%	80 50%	71 47%	139 51%	290 50%	28 55%	8 47%	15 64%	5 48%
Don't know	40 6%	14 9%	17 11%	5 2%	36 6%	5 9%	2 10%	2 7%	1 12%
Answered	633	160	151	272	583	50	16	23	10
Mean Score	64.2	65.7	61.2	65.0	64.2	64.7	59.2	72.3	56.3
Standard error	1.42	3.18	3.37	2.61	1.73	2.68	4.87	bfh	5.42
Standard deviation	34.90	34.71	36.88	33.44	34.70	37.56	36.48	36.15	42.65

Columns Tested: a,b,c,d,e,f,g,h

Table 157 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	*h	i
Unweighted Base	600	25	37	2	39	50	163	22	24	277
Effective base	266	16	14	2	15	21	76	10	10	128
Weighted Base	633	26	30	3	33	63	141	18	15	337
0-24%	81	5	7	-	7	7	25	-	2	35
	13%	19%	22%	-%	21%	11%	18%	-%	13%	10%
25-49%	87	3	3	1	4	1	25	*	3	51
	14%	11%	9%	29%	11%	2%	17%	1%	18%	15%
50-74%	108	4	4	2	6	17	20	3	5	52
	17%	17%	12%	71%	17%	28%	14%	18%	31%	16%
75-100%	318	13	16	-	16	36	64	14	5	170
	50%	49%	52%	-%	48%	58%	45%	75%	36%	50%
Don't know	40	1	1	-	1	1	7	1	*	29
	6%	5%	4%	-%	4%	1%	5%	6%	2%	9%
Answered	633	26	30	3	33	63	141	18	15	337
Mean Score	64.2	62.1	63.4	56.9	62.8	74.0	58.8	82.1	61.3	64.2
						f				
Standard error	1.42	7.45	6.54	18.10	6.17	3.84	2.83	6.03	6.26	2.11
Standard deviation	34.90	37.27	39.78	25.60	38.53	27.12	36.16	28.29	30.65	35.18

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 157 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	600	114	163	323	516	84	-	521	79	582	18
Effective base	266	49	76	146	225	42	-	247	21	259	7
Weighted Base	633	121	141	371	520	113	-	598	35	617	16
0-24%	81 13%	19 15%	25 18%	37 10%	65 12%	16 14%	- -%	79 13%	2 6%	80 13%	1 4%
25-49%	87 14%	8 6%	25 17%	54 15%	81 16%	6 5%	- -%	81 14%	5 14%	86 14%	* *%
50-74%	108 17%	27 22%	20 14%	60 16%	87 17%	20 18%	- -%	96 16%	12 35%	100 16%	7 47%
75-100%	318 50%	65 53%	64 45%	189 51%	257 50%	61 53%	- -%	303 51%	15 42%	311 50%	7 46%
Don't know	40 6%	3 2%	7 5%	30 8%	29 6%	11 10%	- -%	39 7%	1 3%	40 6%	1 3%
Answered	633	121	141	371	520	113	-	598	35	617	16
Mean Score	64.2	68.4	58.8	64.9	63.8	66.3	-	63.9	70.4	63.9	76.4
Standard error	1.42	b 3.09	2.83	1.94	1.52	3.98	-	1.54	3.23	1.45	5.85
Standard deviation	34.90	33.02	36.16	34.86	34.57	36.47	-	35.22	28.69	35.08	24.81

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 157 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	600	314	115	171
Effective base	266	142	45	81
Weighted Base	633	353	101	179
0-24%	81 13%	16 4%	10 10%	55 31% ab
25-49%	87 14%	52 15%	20 20%	15 8%
50-74%	108 17%	52 15%	19 19%	36 20%
75-100%	318 50%	202 57%	48 48%	68 38%
Don't know	40 6%	31 9%	4 4%	5 3%
Answered	633	353	101	179
Mean Score	64.2	69.9	64.1	53.2
Standard error	1.42	1.88	2.98	2.83
Standard deviation	34.90	33.30	31.96	37.05

Columns Tested:: a,b,c

Table 157 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	600	409	124	32	12	12	6	1	4	533	67	35
Effective base	266	205	43	9	4	6	3	1	1	248	18	9
Weighted Base	633	497	97	19	3	11	*	1	5	594	39	20
0-24%	81	37	22	13	2	2	*	1	5	58	22	9
	13%	7%	22%	69%	54%	16%	79%	100%	99%	10%	57%	45%
			ai	abi							abi	ai
25-49%	87	74	12	1	*	-	*	-	*	86	1	*
	14%	15%	12%	3%	8%	-%	14%	-%	1%	14%	2%	2%
50-74%	108	78	25	2	1	2	-	-	-	103	5	3
	17%	16%	26%	10%	37%	17%	-%	-%	-%	17%	13%	15%
75-100%	318	273	35	2	-	8	*	-	-	308	10	8
	50%	55%	36%	12%	-%	67%	7%	-%	-%	52%	25%	37%
		bcj								cj		
Don't know	40	36	3	1	*	-	-	-	-	39	1	*
	6%	7%	3%	7%	2%	-%	-%	-%	-%	7%	4%	-%
Answered	633	497	97	19	3	11	*	1	5	594	39	20
Mean Score	64.2	67.9	56.4	25.0	25.6	79.0	19.6	20.0	1.5	66.0	37.6	49.4
		bcjk	cj							bcjk		c
Standard error	1.42	1.66	3.07	5.50	7.10	9.91	-	-	1.99	1.47	4.85	7.40
Standard deviation	34.90	33.53	34.15	31.12	24.60	34.33	-	-	3.98	33.87	39.67	43.77

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 157 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	*c	d	*e	f	*g
Significance Level: 95%																	
Unweighted Base	600	196	213	191	545	537	571	600	379	232	54	369	25	47	21	35	20
Effective base	266	109	96	62	235	235	252	266	158	78	31	178	9	13	7	9	6
Weighted Base	633	276	221	137	569	554	600	633	379	189	70	436	11	34	15	16	17
0-24%	81	10	27	44	79	74	81	81	57	22	9	42	6	9	6	5	4
	13%	4%	12%	32%	14%	13%	13%	13%	15%	12%	13%	10%	55%	26%	39%	29%	21%
			a	ab													
25-49%	87	45	29	13	81	73	84	87	55	30	15	55	*	7	1	2	5
	14%	16%	13%	9%	14%	13%	14%	14%	14%	16%	21%	13%	2%	21%	4%	13%	28%
50-74%	108	35	43	30	99	96	101	108	68	41	7	80	3	6	1	2	2
	17%	13%	19%	22%	17%	17%	17%	17%	18%	22%	10%	18%	27%	18%	7%	11%	12%
75-100%	318	162	111	45	272	272	294	318	174	85	37	224	2	12	6	8	6
	50%	59%	50%	33%	48%	49%	49%	50%	46%	45%	53%	51%	14%	35%	38%	46%	39%
		c	c														
Don't know	40	24	12	4	38	40	40	40	26	10	2	35	*	*	2	*	-
	6%	9%	5%	3%	7%	7%	7%	6%	7%	5%	3%	8%	3%	1%	12%	1%	-%
Answered	633	276	221	137	569	554	600	633	379	189	70	436	11	34	15	16	17
Mean Score	64.2	70.6	64.5	51.0	62.6	63.4	63.1	64.2	59.8	62.6	62.3	65.6	41.2	51.9	45.2	61.1	57.3
		c	c									d					
Standard error	1.42	2.37	2.31	2.65	1.50	1.51	1.47	1.42	1.82	2.27	4.99	1.79	6.38	4.66	9.61	6.45	8.14
Standard deviation	34.90	33.24	33.67	36.68	35.08	34.95	35.11	34.90	35.47	34.56	36.69	34.32	31.88	31.93	44.06	38.13	36.42

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 157 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Unweighted Base	600	392	43	30	31	17	21	11	383	61	30	25	18	11	9
Effective base	266	195	12	10	7	6	3	3	187	20	11	11	3	6	4
Weighted Base	633	474	32	25	14	9	8	7	444	56	12	19	7	6	10
0-24%	81	52	4	10	5	6	2	*	40	14	5	7	3	2	2
	13%	11%	13%	39%	34%	66%	19%	2%	9%	26%	44%	35%	46%	29%	18%
			a							a	a				
25-49%	87	76	2	*	1	1	*	*	49	10	2	6	*	1	5
	14%	16%	7%	*%	6%	9%	3%	2%	11%	17%	16%	33%	4%	20%	43%
50-74%	108	78	10	7	1	*	1	2	81	9	2	1	*	1	2
	17%	16%	31%	30%	8%	2%	10%	30%	18%	15%	21%	5%	*%	13%	19%
75-100%	318	231	15	8	6	2	5	4	238	21	2	3	4	2	2
	50%	49%	47%	31%	40%	22%	66%	66%	54%	38%	15%	18%	49%	38%	19%
									c						
Don't know	40	36	*	-	2	*	*	-	36	2	1	2	*	-	-
	6%	8%	1%	-%	12%	2%	2%	-%	8%	3%	4%	9%	1%	-%	-%
Answered	633	474	32	25	14	9	8	7	444	56	12	19	7	6	10
Mean Score	64.2	63.2	67.8	57.0	43.3	28.3	76.6	83.7	67.1	53.6	38.6	34.4	58.2	57.4	46.5
		d	d						bc						
Standard error	1.42	1.77	4.57	6.40	6.19	8.89	7.70	7.16	1.73	4.59	5.81	6.46	10.46	10.96	10.41
Standard deviation	34.90	35.04	29.96	35.07	34.46	36.66	35.30	23.73	33.92	35.85	31.80	32.29	44.38	36.35	31.24

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 157 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	*d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	600	428	65	34	24	20	15	14	177	115	147	93	39
Effective base	266	210	20	11	12	7	5	6	100	54	62	25	12
Weighted Base	633	500	43	35	13	14	17	12	248	120	144	55	33
0-24%	81	38	12	3	7	6	7	8	24	12	16	20	9
	13%	8%	27%	8%	55%	43%	41%	64%	10%	10%	11%	37%	28%
			a									abc	
25-49%	87	66	11	2	1	4	2	*	40	19	14	5	6
	14%	13%	25%	6%	11%	32%	12%	*%	16%	16%	10%	9%	18%
50-74%	108	83	14	8	*	1	-	2	33	21	37	7	4
	17%	17%	32%	23%	*%	6%	-%	16%	13%	17%	26%	13%	11%
											a		
75-100%	318	277	7	20	2	2	8	2	126	65	74	21	8
	50%	55%	15%	57%	19%	17%	47%	19%	51%	54%	52%	38%	24%
		b		b									
Don't know	40	36	*	2	2	*	-	-	25	4	2	2	6
	6%	7%	1%	5%	14%	3%	-%	-%	10%	4%	2%	4%	18%
									c				c
Answered	633	500	43	35	13	14	17	12	248	120	144	55	33
Mean Score	64.2	68.0	44.0	72.4	31.6	36.2	52.5	40.3	64.3	65.7	69.8	50.4	37.6
		b		b					de	de	de		
Standard error	1.42	1.62	3.76	5.42	7.17	7.30	11.94	9.10	2.73	3.01	2.46	3.90	6.14
Standard deviation	34.90	33.59	30.31	31.62	35.13	32.63	46.24	34.03	36.29	32.26	29.84	37.66	38.36

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 157 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	*e
Unweighted Base	600	210	104	126	73	32	223	100	121	68	24
Effective base	266	114	48	48	15	10	121	39	46	23	8
Weighted Base	633	286	106	114	36	26	289	99	95	47	24
0-24%	81 13%	38 13%	10 9%	12 10%	16 45%	3 12%	21 7%	11 11%	13 14%	20 41%	9 36%
25-49%	87 14%	44 15%	17 16%	14 12%	* 1%	5 19%	38 13%	20 20%	8 8%	5 10%	2 9%
50-74%	108 17%	41 14%	19 18%	32 28%	4 10%	4 14%	35 12%	29 29%	24 25%	6 12%	3 11%
75-100%	318 50%	137 48%	56 53%	56 49%	14 38%	8 31%	165 57%	39 40%	48 50%	15 33%	4 19%
Don't know	40 6%	26 9%	4 4%	* *%	2 6%	6 24%	29 10%	1 1%	2 2%	2 4%	6 26%
Answered	633	286	106	114	36	26	289	99	95	47	24
Mean Score	64.2	62.6	65.0	68.9	47.7	45.1	67.8	63.1	67.1	45.4	31.1
Standard error	1.42	de	de	de	d	d	d	d	d	d	d
Standard deviation	34.90	2.54	3.16	2.57	4.41	7.04	2.32	3.06	2.91	4.41	7.95
		36.74	32.26	28.79	37.67	39.85	34.59	30.63	31.98	36.34	38.93

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 157 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	*e	a	b	c	a	b	a	*b
Significance Level: 95%													
Unweighted Base	600	281	97	115	74	28	335	34	230	565	35	532	13
Effective base	266	146	39	47	24	9	152	13	101	252	14	231	4
Weighted Base	633	352	87	111	56	24	359	30	244	600	33	557	11
0-24%	81 13%	15 4%	8 10%	19 17%	23 40%	16 67%	71 20%	3 11%	7 3%	64 11%	16 49%	77 14%	2 16%
				a	abc		c				a		
25-49%	87 14%	47 13%	15 17%	18 16%	6 11%	* *%	51 14%	4 14%	31 13%	86 14%	1 2%	80 14%	* 4%
50-74%	108 17%	40 11%	31 35%	31 28%	5 10%	1 4%	67 19%	7 25%	34 14%	105 18%	2 7%	98 18%	1 12%
			ad	a									
75-100%	318 50%	224 64%	32 36%	36 32%	20 35%	5 21%	152 42%	13 43%	153 63%	306 51%	12 37%	264 47%	8 68%
		bcd							a				
Don't know	40 6%	27 8%	1 2%	8 7%	2 3%	2 8%	18 5%	2 7%	20 8%	39 6%	2 5%	38 7%	* *%
Answered	633	352	87	111	56	24	359	30	244	600	33	557	11
Mean Score	64.2	72.5	63.6	54.8	46.9	29.3	57.6	60.2	74.5	65.3	45.4	62.2	78.6
		bcd	cd						ab	b			
Standard error	1.42	1.93	3.08	3.17	4.31	7.40	1.96	5.49	2.05	1.44	7.12	1.52	9.95
Standard deviation	34.90	32.37	30.37	33.96	37.08	39.15	35.93	32.02	31.16	34.20	42.12	35.02	35.88

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 157 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	600	503	34	488	112	535	10	496	41	493	107
Effective base	266	227	8	224	43	233	3	222	14	224	42
Weighted Base	633	535	19	518	115	558	11	520	34	522	112
0-24%	81 13%	70 13%	4 19%	58 11%	23 20%	77 14%	2 16%	69 13%	4 12%	58 11%	22 20%
25-49%	87 14%	68 13%	5 24%	67 13%	20 17%	80 14%	* 4%	66 13%	7 19%	73 14%	14 12%
50-74%	108 17%	92 17%	4 22%	82 16%	26 23%	99 18%	- -%	92 18%	4 13%	79 15%	29 26%
75-100%	318 50%	266 50%	7 34%	277 53%	41 36%	263 47%	9 80%	255 49%	17 50%	277 53%	41 36%
Don't know	40 6%	39 7%	* 1%	36 7%	5 4%	38 7%	* *%	38 7%	2 6%	34 7%	6 5%
Answered	633	535	19	518	115	558	11	520	34	522	112
Mean Score	64.2	63.7	55.2	66.4	54.3	62.4	72.5	63.6	60.8	66.1	55.3
Standard error	1.42	1.56	6.15	1.57	3.21	1.52	10.83	1.57	5.67	1.57	3.28
Standard deviation	34.90	34.91	35.89	34.74	34.00	35.10	34.26	34.89	36.29	34.84	33.96

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 157 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	600	325	476	131	-	319	441	97	1	398	457	127	-
Effective base	266	132	208	54	-	134	194	45	1	174	203	56	-
Weighted Base	633	324	485	136	-	314	448	108	2	418	471	131	-
0-24%	81 13%	61 19%	64 13%	49 36%	- -%	66 21%	55 12%	38 35%	2 100%	80 19%	59 13%	52 40%	- -%
				ab		b		b				ab	
25-49%	87 14%	70 22%	70 15%	25 18%	- -%	62 20%	55 12%	21 19%	- -%	81 19%	57 12%	23 18%	- -%
50-74%	108 17%	75 23%	83 17%	28 21%	- -%	68 22%	79 18%	29 27%	- -%	100 24%	74 16%	27 21%	- -%
										b			
75-100%	318 50%	104 32%	237 49%	29 21%	- -%	102 33%	228 51%	17 16%	- -%	140 33%	252 54%	26 20%	- -%
			ac			c	ac			ac			
Don't know	40 6%	15 5%	30 6%	5 4%	- -%	15 5%	31 7%	3 3%	- -%	17 4%	28 6%	2 2%	- -%
Answered	633	324	485	136	-	314	448	108	2	418	471	131	-
Mean Score	64.2	52.8	62.4	42.2	-	51.7	63.7	39.6	18.0	53.2	65.2	40.7	-
		c	ac			c	ac			c	ac		
Standard error	1.42	1.80	1.60	2.71	-	1.82	1.68	3.08	-	1.61	1.65	2.82	-
Standard deviation	34.90	32.52	34.95	30.98	-	32.49	35.19	30.32	-	32.16	35.37	31.81	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 157 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	600	524	512	600	433	393	30	600	327	293	89	65
Effective base	266	228	224	266	183	176	10	266	139	125	45	34
Weighted Base	633	554	532	633	452	409	20	633	342	303	104	81
0-24%	81 13%	79 14%	72 14%	81 13%	65 14%	54 13%	10 50%	81 13%	70 20%	64 21%	44 42%	28 34%
25-49%	87 14%	79 14%	72 14%	87 14%	70 16%	54 13%	7 35%	87 14%	64 19%	72 24%	23 22%	13 17%
50-74%	108 17%	99 18%	95 18%	108 17%	91 20%	73 18%	1 6%	108 17%	92 27%	84 28%	21 20%	20 24%
75-100%	318 50%	260 47%	256 48%	318 50%	199 44%	201 49%	2 10%	318 50%	101 30%	68 23%	12 11%	19 24%
Don't know	40 6%	38 7%	37 7%	40 6%	27 6%	26 6%	- -%	40 6%	15 4%	14 5%	4 4%	1 1%
Answered	633	554	532	633	452	409	20	633	342	303	104	81
Mean Score	64.2	62.0	62.8	64.2	60.9 c	63.1 c	29.1	64.2 bcde	50.5 d	46.6 d	34.9	45.0 d
Standard error	1.42	1.53	1.54	1.42	1.63	1.77	4.30	1.42	1.66	1.70	2.82	3.90
Standard deviation	34.90	35.02	34.76	34.90	34.02	35.18	23.57	34.90	30.03	29.06	26.64	31.42

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 157 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	*c	*d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base	600	84	34	23	17	541	380	557	420	340	317	519	104	-	499	35	
Effective base	266	40	16	11	10	237	162	245	184	147	138	230	44	-	212	20	
Weighted Base	633	81	31	32	25	562	384	581	432	335	341	540	102	-	485	51	
0-24%	81	15	5	1	12	70	59	77	65	54	62	76	27	-	69	7	
	13%	18%	17%	2%	47%	12%	15%	13%	15%	16%	18%	14%	26% b	-%	14%	14%	
25-49%	87	7	3	8	2	79	52	81	64	57	66	76	18	-	73	5	
	14%	8%	11%	26%	9%	14%	13%	14%	15%	17%	19%	14%	18%	-%	15%	10%	
50-74%	108	16	12	11	3	99	73	99	81	62	69	97	27	-	82	6	
	17%	19%	38%	36%	13%	18%	19%	17%	19%	19%	20%	18%	26%	-%	17%	12%	
75-100%	318	42	9	9	5	280	174	290	196	153	128	259	23	-	237	27	
	50%	52%	30%	29%	20%	50%	45%	50%	45%	46%	37%	48% ac	23%	-%	49%	53%	
Don't know	40	2	1	2	3	34	27	34	26	8	17	32	7	-	26	6	
	6%	2%	3%	7%	11%	6%	7%	6%	6%	3%	5%	6%	7%	-%	5%	11%	
Answered	633	81	31	32	25	562	384	581	432	335	341	540	102	-	485	51	
Mean Score	64.2	66.5	56.3	56.2	36.7	63.3	60.0	63.1	60.5	61.5	55.0	61.7	45.5	-	62.8	61.1	
Standard error	1.42	3.77	5.11	6.59	9.04	1.49	1.80	1.49	1.73	1.85	1.91	1.53	3.24	-	1.56	6.40	
Standard deviation	34.90	34.51	29.79	31.61	37.28	34.72	35.16	35.06	35.50	34.16	33.95	34.92	33.04	-	34.82	37.83	

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 157 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	600	264	336	185	7	86	132	98	380	119	89	122	380
Effective base	266	124	143	80	5	34	63	42	168	55	42	54	167
Weighted Base	633	281	352	191	13	78	157	97	401	133	104	122	402
0-24%	81	50	30	41	3	21	30	23	38	19	19	27	34
	13%	18%	9%	21%	28%	26%	19%	24%	10%	15%	18%	23%	8%
		b						b				c	
25-49%	87	36	50	22	4	18	19	12	53	21	18	18	50
	14%	13%	14%	12%	36%	23%	12%	13%	13%	15%	17%	15%	12%
50-74%	108	56	51	50	4	18	41	26	60	23	28	22	58
	17%	20%	15%	26%	30%	23%	26%	26%	15%	17%	26%	18%	15%
75-100%	318	123	195	67	1	17	62	30	221	66	36	52	227
	50%	44%	56%	35%	6%	22%	40%	31%	55%	49%	34%	43%	56%
									a				a
Don't know	40	16	25	10	-	5	6	6	30	5	4	2	34
	6%	6%	7%	5%	-%	6%	4%	6%	7%	3%	4%	2%	8%
Answered	633	281	352	191	13	78	157	97	401	133	104	122	402
Mean Score	64.2	60.1	67.6	54.5	41.7	45.2	57.8	53.0	67.4	62.8	57.6	56.2	68.3
			a				a		a	a			ab
Standard error	1.42	2.16	1.88	2.52	9.38	3.55	2.91	3.42	1.78	3.19	3.57	3.18	1.77
Standard deviation	34.90	35.12	34.42	34.24	24.83	32.92	33.42	33.88	34.66	34.82	33.67	35.08	34.55

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 157 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	600	232	368
Effective base	266	90	176
Weighted Base	633	222	411
0-24%	81	22	59
	13%	10%	14%
25-49%	87	35	51
	14%	16%	12%
50-74%	108	43	65
	17%	19%	16%
75-100%	318	112	206
	50%	50%	50%
Don't know	40	10	30
	6%	5%	7%
Answered	633	222	411
Mean Score	64.2	65.4	63.6
Standard error	1.42	2.21	1.85
Standard deviation	34.90	33.71	35.55

Columns Tested:: a,b

Table 157 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	*k	l
Unweighted Base	600	34	84	50	50	74	33	31	66	30	44	29	75
Effective base	266	13	41	33	17	59	20	7	29	13	11	15	30
Weighted Base	633	20	75	65	17	123	34	11	97	32	25	44	91
0-24%	81 13%	2 12%	6 7%	8 12%	1 8%	24 19%	* *%	1 9%	7 8%	4 13%	* 2%	13 29%	14 15%
25-49%	87 14%	* 1%	22 29% acf	4 7%	2 11%	18 15%	1 2%	5 48% acfl	12 13%	5 16%	4 15%	3 6%	11 12%
50-74%	108 17%	5 26% h	13 17%	5 8%	1 5%	26 21% h	5 16%	* 2%	2 3%	7 22% h	9 36% dh	13 29%	22 24% h
75-100%	318 50%	11 57%	30 40%	43 66% be	12 69% b	54 44%	26 77% bel	4 39% b	63 65%	14 44%	10 40%	13 28%	38 42%
Don't know	40 6%	1 4%	5 7%	4 7%	1 7%	1 1%	2 6%	* 3%	12 12% e	1 5%	2 7%	4 8%	6 7%
Answered	633	20	75	65	17	123	34	11	97	32	25	44	91
Mean Score	64.2	68.0	57.9	72.9	74.4	60.9	81.8	53.6	69.0	64.1	62.7	50.3	62.0
Standard error	1.42	5.22	3.76	4.69	5.21	4.11	4.71	6.42	4.29	6.52	4.78	6.98	4.00
Standard deviation	34.90	30.45	34.42	33.18	36.87	35.40	27.09	35.77	34.83	35.74	31.73	37.59	34.64

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 157 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	600	168	157	127	148	325	275
Effective base	266	87	91	46	56	178	102
Weighted Base	633	160	173	140	160	333	300
0-24%	81	16	25	13	27	41	40
	13%	10%	15%	9%	17%	12%	13%
25-49%	87	26	21	23	17	47	40
	14%	17%	12%	16%	11%	14%	13%
50-74%	108	23	32	10	43	55	53
	17%	15%	18%	7%	27%	16%	18%
				c			
75-100%	318	84	92	81	61	176	142
	50%	53%	53%	58%	38%	53%	47%
				d			
Don't know	40	10	4	14	12	15	26
	6%	6%	3%	10%	7%	4%	9%
Answered	633	160	173	140	160	333	300
Mean Score	64.2	65.3	66.3	66.7	58.8	65.8	62.5
Standard error	1.42	2.62	2.79	3.12	2.90	1.91	2.13
Standard deviation	34.90	34.01	34.98	35.12	35.25	34.47	35.35

Columns Tested: a,b,c,d - a,b

Table 159

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	*c	d	e
Unweighted Base	479	3	476	330	75	18	56	149
Effective base	197	2	197	181	33	11	27	42
Weighted Base	496	*	496	473	20	2	1	23
0-24%	245	-	245	235	9	1	*	10
	49%	-%	49%	50%	42%	66%	37%	44%
25-49%	84	-	84	79	4	*	*	5
	17%	-%	17%	17%	20%	11%	32%	20%
50-74%	60	-	60	57	2	-	*	2
	12%	-%	12%	12%	11%	-%	10%	10%
75-100%	90	*	90	87	3	*	*	3
	18%	48%	18%	18%	15%	6%	17%	14%
Don't know	17	*	17	14	2	*	*	3
	3%	52%	3%	3%	11%	18%	5%	12%
					a			a
Answered	496	*	496	473	20	2	1	23
Mean Score	34.9	48.4	34.9	35.0	35.0	17.8	37.8	33.9
Standard error	1.48	-	1.49	1.79	3.83	7.69	9.55	2.67
Standard deviation	32.47	-	32.47	32.50	33.13	32.64	71.45	32.58

Columns Tested: a,b - a,b,c,d,e

Table 159 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	479	133	152	45	42	51	56	330	75	74
Effective base	197	87	80	18	19	20	27	181	33	26
Weighted Base	496	244	203	26	13	9	1	473	20	3
0-24%	245	116	110	9	4	5	*	235	9	2
	49%	47%	54%	36%	32%	62%	37%	50%	42%	53%
25-49%	84	40	37	3	3	1	*	79	4	1
	17%	16%	18%	10%	25%	12%	32%	17%	20%	20%
50-74%	60	30	20	6	1	1	*	57	2	*
	12%	12%	10%	24%	10%	10%	10%	12%	11%	4%
				i						
75-100%	90	48	33	6	3	*	*	87	3	*
	18%	20%	16%	22%	20%	5%	17%	18%	15%	10%
Don't know	17	10	2	2	2	1	*	14	2	*
	3%	4%	1%	8%	12%	11%	5%	3%	11%	12%
				b	b			bg	bg	bg
Answered	496	244	203	26	13	9	1	473	20	3
Mean Score	34.9	35.7	33.1	42.6	40.3	23.8	37.8	35.0	35.0	26.2
		ei	ei	ei	ei			ei	e	
Standard error	1.48	2.88	2.55	4.99	5.67	3.36	9.55	1.79	3.83	3.94
Standard deviation	32.47	33.20	31.48	33.47	36.77	23.99	71.45	32.50	33.13	33.93

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 159 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	c	d	e
Unweighted Base	479	208	122	75	18	56	221	89	37	31	60
Effective base	197	137	56	33	11	27	128	38	11	7	12
Weighted Base	496	391	82	20	2	1	355	68	21	10	12
0-24%	245 49%	197 50%	37 46%	9 42%	1 66%	* 37%	180 51%	28 41%	12 58%	8 82%	3 28%
25-49%	84 17%	73 19%	6 8%	4 20%	* 11%	* 32%	67 19%	6 9%	4 21%	2 15%	2 20%
50-74%	60 12%	45 11%	13 16%	2 11%	- -%	* 10%	40 11%	10 15%	1 4%	* 1%	4 38%
75-100%	90 18%	65 17%	21 26%	3 15%	* 6%	* 17%	58 16%	20 30%	2 9%	* 1%	1 13%
Don't know	17 3%	11 3%	4 5%	2 11%	* 18%	* 5%	11 3%	4 5%	1 7%	* 1%	* 2%
Answered	496	391	82	20	2	1	355	68	21	10	12
Mean Score	34.9	33.8	40.5	35.0	17.8	37.8	33.4	42.8	26.1	14.9	46.7
Standard error	1.48	2.20	3.24	3.83	7.69	9.55	d	acd	d	acd	acd
Standard deviation	32.47	31.70	35.77	33.13	32.64	71.45	31.51	35.74	26.42	12.96	31.61

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 159 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	*b	c	*d	e	f	g	h	i
Unweighted Base	479	40	25	56	22	38	54	32	35	36
Effective base	197	22	15	35	11	18	30	17	19	16
Weighted Base	496	55	29	99	25	51	92	47	38	32
0-24%	245	30	9	52	16	24	39	29	18	17
	49%	55%	30%	53%	64%	47%	42%	61%	47%	53%
25-49%	84	5	8	28	7	10	8	5	3	7
	17%	9%	28%	29%	26%	21%	8%	11%	9%	23%
				f						
50-74%	60	7	4	6	-	5	18	5	5	4
	12%	13%	12%	6%	-%	9%	20%	10%	12%	12%
75-100%	90	13	3	11	2	6	27	8	11	3
	18%	24%	9%	11%	10%	13%	30%	16%	28%	10%
Don't know	17	-	6	1	-	5	-	1	1	1
	3%	-%	20%	1%	-%	10%	-%	1%	4%	3%
Answered	496	55	29	99	25	51	92	47	38	32
Mean Score	34.9	36.0	29.2	29.2	22.9	29.2	47.5	33.2	42.8	25.9
							cei		ci	
Standard error	1.48	5.61	5.22	3.70	5.33	5.01	4.86	5.65	6.32	4.60
Standard deviation	32.47	35.49	26.10	27.66	25.00	30.89	35.73	31.98	37.38	27.62

Columns Tested: a,b,c,d,e,f,g,h,i

Table 159 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	479	96	100	142	338	141	51	50	40
Effective base	197	43	55	82	178	38	13	23	15
Weighted Base	496	108	122	238	468	28	14	9	5
0-24%	245 49%	57 53%	56 46%	120 50%	233 50%	12 42%	6 44%	4 44%	2 34%
25-49%	84 17%	24 22%	16 13%	41 17%	82 17%	2 8%	1 4%	1 13%	1 11%
50-74%	60 12%	8 8%	15 13%	29 12%	53 11%	7 24%	5 35%	1 15%	1 12%
75-100%	90 18%	12 11%	26 22%	46 19%	85 18%	6 20%	2 13%	2 18%	2 39%
Don't know	17 3%	6 6%	7 6%	2 1%	16 3%	2 6%	1 4%	1 10%	* 4%
Answered	496	108	122	238	468	28	14	9	5
Mean Score	34.9	26.8	36.5	37.1	34.6	40.9	41.6	34.4	49.1
Standard error	1.48		a	a	a	a	a		ad
Standard deviation	32.47	2.91	3.42	2.75	1.77	2.72	4.31	4.63	6.27
		28.51	34.25	32.82	32.48	32.30	30.77	32.72	39.68

Columns Tested: a,b,c,d,e,f,g,h

Table 159 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	*h	i
Unweighted Base	479	15	38	3	41	55	141	16	16	194
Effective base	197	10	11	2	13	21	64	5	7	86
Weighted Base	496	12	35	3	38	65	123	9	11	237
0-24%	245	8	23	2	25	41	58	7	3	102
	49%	69%	66%	61%	65%	64%	48%	78%	30%	43%
25-49%	84	1	9	-	9	1	25	*	5	43
	17%	10%	25%	-%	23%	1%	21%	2%	45%	18%
			e		e		e			e
50-74%	60	1	2	-	2	10	13	*	3	31
	12%	11%	5%	-%	4%	15%	11%	*%	26%	13%
75-100%	90	1	2	1	3	12	20	1	*	53
	18%	10%	4%	39%	7%	19%	16%	13%	*%	22%
Don't know	17	-	*	-	*	1	6	1	-	9
	3%	-%	*%	-%	*%	1%	5%	7%	-%	4%
Answered	496	12	35	3	38	65	123	9	11	237
Mean Score	34.9	25.2	21.9	38.4	23.3	32.0	33.1	25.0	34.4	39.5
							b			bd
Standard error	1.48	6.11	3.79	25.50	3.94	4.54	2.60	7.31	3.77	2.47
Standard deviation	32.47	23.67	23.36	44.16	25.22	33.68	30.85	29.26	15.06	34.45

Columns Tested: a,b,c,d,e,f,g,h,i

Table 159 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	479	111	141	227	410	69	-	406	73	464	15
Effective base	197	41	64	97	167	30	-	182	16	191	5
Weighted Base	496	114	123	258	413	83	-	465	30	483	12
0-24%	245	74	58	112	201	44	-	229	16	235	10
	49%	65%	48%	43%	49%	53%	-%	49%	54%	49%	82%
		c									
25-49%	84	11	25	48	80	4	-	78	6	83	1
	17%	9%	21%	19%	19%	5%	-%	17%	20%	17%	11%
50-74%	60	13	13	34	47	13	-	58	1	60	-
	12%	11%	11%	13%	11%	16%	-%	12%	5%	12%	-%
75-100%	90	16	20	54	71	19	-	85	5	89	1
	18%	14%	16%	21%	17%	23%	-%	18%	18%	18%	6%
Don't know	17	1	6	11	14	3	-	16	1	17	*
	3%	*%	5%	4%	3%	3%	-%	3%	3%	4%	1%
Answered	496	114	123	258	413	83	-	465	30	483	12
Mean Score	34.9	28.4	33.1	38.7	34.5	37.2	-	35.0	33.2	35.3	18.9
				a							
Standard error	1.48	2.87	2.60	2.24	1.57	4.26	-	1.61	3.90	1.51	5.88
Standard deviation	32.47	30.24	30.85	33.74	31.88	35.37	-	32.45	33.33	32.59	22.79

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 159 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	479	241	92	146
Effective base	197	103	31	64
Weighted Base	496	254	75	166
0-24%	245	112	36	97
	49%	44%	49%	58%
25-49%	84	42	13	29
	17%	17%	18%	17%
50-74%	60	33	14	13
	12%	13%	18%	8%
75-100%	90	55	11	25
	18%	22%	14%	15%
Don't know	17	12	1	4
	3%	5%	1%	2%
Answered	496	254	75	166
Mean Score	34.9	38.8	34.9	29.0
		c		
Standard error	1.48	2.16	3.21	2.55
Standard deviation	32.47	33.56	30.74	30.79

Columns Tested: a,b,c

Table 159 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	j	*k
Significance Level: 95%												
Unweighted Base	479	323	100	28	14	8	2	2	2	423	56	28
Effective base	197	149	33	9	5	4	1	1	1	183	14	6
Weighted Base	496	374	86	24	4	3	*	1	5	460	36	12
0-24%	245	172	48	15	4	1	*	1	5	219	26	10
	49%	46%	56%	64%	95%	42%	100%	100%	99%	48%	71%	85%
25-49%	84	70	8	6	*	-	-	-	*	78	6	*
	17%	19%	9%	26%	1%	-%	-%	-%	1%	17%	17%	1%
50-74%	60	43	15	*	*	1	-	-	-	58	1	1
	12%	11%	18%	*%	3%	35%	-%	-%	-%	13%	3%	9%
75-100%	90	76	13	1	*	1	-	-	-	89	2	1
	18%	20%	15%	4%	1%	18%	-%	-%	-%	19%	4%	5%
Don't know	17	14	2	1	-	*	-	-	-	16	1	*
	3%	4%	2%	6%	-%	4%	-%	-%	-%	3%	4%	1%
Answered	496	374	86	24	4	3	*	1	5	460	36	12
Mean Score	34.9	37.0	32.2	21.2	13.6	42.3	15.0	19.6	2.3	36.1	19.6	16.4
		j	j							j		
Standard error	1.48	1.83	3.31	3.42	4.18	14.25	-	-	2.35	1.60	2.69	4.58
Standard deviation	32.47	32.89	33.14	18.11	15.64	40.29	-	-	3.32	32.96	20.15	24.23

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 159 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	*c	d	*e	f	*g
Significance Level: 95%																	
Unweighted Base	479	134	189	156	448	441	463	479	332	210	35	289	29	38	21	35	16
Effective base	197	75	75	47	177	174	187	197	123	67	21	129	9	9	7	8	4
Weighted Base	496	185	189	122	456	433	474	496	318	179	56	326	22	29	15	15	11
0-24%	245	81	91	73	231	227	240	245	164	86	22	167	5	21	6	11	8
	49%	44%	48%	60%	51%	52%	51%	49%	52%	48%	40%	51%	21%	71%	41%	74%	77%
25-49%	84	46	24	14	75	74	79	84	58	25	9	61	2	2	1	3	1
	17%	25%	13%	12%	16%	17%	17%	17%	18%	14%	16%	19%	8%	8%	6%	20%	13%
		b															
50-74%	60	25	18	17	53	50	54	60	36	28	4	38	4	6	1	1	1
	12%	13%	10%	14%	12%	12%	11%	12%	11%	16%	8%	12%	16%	20%	4%	4%	9%
75-100%	90	28	48	14	80	65	84	90	45	36	21	45	12	*	5	*	-
	18%	15%	26%	12%	18%	15%	18%	18%	14%	20%	37%	14%	55%	1%	36%	2%	-%
		bdf															
Don't know	17	6	8	4	17	17	17	17	15	5	*	15	-	*	2	-	*
	3%	3%	4%	3%	4%	4%	4%	3%	5%	3%	*%	5%	-%	*%	13%	-%	*%
Answered	496	185	189	122	456	433	474	496	318	179	56	326	22	29	15	15	11
Mean Score	34.9	35.4	38.6	28.4	34.3	32.0	34.2	34.9	31.9	36.9	47.7	31.6	69.6	21.1	39.1	17.0	23.6
			c								bdf	df					
Standard error	1.48	2.57	2.60	2.43	1.52	1.47	1.50	1.48	1.72	2.34	6.47	1.78	6.78	3.02	8.35	3.12	3.17
Standard deviation	32.47	29.80	35.68	30.35	32.24	30.94	32.35	32.47	31.27	33.97	38.27	30.29	36.52	18.61	38.26	18.47	12.66

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 159 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	*c	*d	*e	*f	*g
Unweighted Base	479	305	39	32	30	18	18	6	290	63	26	21	22	10	9
Effective base	197	140	14	9	7	7	3	1	133	18	9	7	4	5	3
Weighted Base	496	362	38	24	14	7	9	1	329	57	13	12	10	6	8
0-24%	245	171	21	15	10	5	7	*	166	36	5	9	3	2	7
	49%	47%	54%	63%	74%	80%	83%	13%	50%	63%	40%	75%	34%	31%	87%
25-49%	84	68	4	1	-	1	1	*	62	3	3	*	*	4	*
	17%	19%	10%	3%	-%	16%	17%	5%	19%	6%	27%	1%	2%	69%	1%
50-74%	60	42	1	7	2	-	-	1	41	5	1	1	1	-	1
	12%	12%	4%	29%	11%	-%	-%	82%	12%	9%	10%	8%	6%	-%	13%
75-100%	90	67	11	1	*	*	*	-	46	11	3	*	6	-	-
	18%	18%	29%	5%	2%	2%	*%	-%	14%	19%	21%	1%	58%	-%	-%
Don't know	17	14	1	*	2	*	*	-	14	2	*	2	-	*	-
	3%	4%	3%	1%	12%	2%	*%	-%	4%	3%	1%	15%	-%	*%	-%
Answered	496	362	38	24	14	7	9	1	329	57	13	12	10	6	8
Mean Score	34.9	35.7	38.7	28.7	16.3	17.0	12.1	44.7	31.9	31.5	42.6	13.1	58.7	29.6	22.2
Standard error	1.48	d	d	d	3.76	3.55	3.94	10.97	1.78	4.48	6.66	3.83	7.31	3.78	4.14
Standard deviation	32.47	32.20	39.59	27.16	20.57	15.05	16.71	26.88	30.33	35.54	33.97	17.56	34.28	11.94	12.41

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 159 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of parcels and packets sent						Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	*d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	479	309	61	36	24	19	15	15	134	103	112	79	35
Effective base	197	145	21	9	10	6	3	6	72	42	42	20	12
Weighted Base	496	357	64	27	13	13	9	13	191	104	104	46	30
0-24%	245	180	18	16	6	6	7	12	74	54	60	33	20
	49%	50%	28%	60%	49%	50%	72%	90%	39%	52%	58%	71%	66%
											a	a	
25-49%	84	56	12	7	1	6	2	*	41	13	18	4	3
	17%	16%	19%	25%	11%	48%	20%	1%	22%	13%	17%	10%	8%
50-74%	60	43	14	1	-	*	1	1	18	14	16	5	1
	12%	12%	22%	4%	-%	2%	6%	8%	9%	14%	15%	12%	3%
75-100%	90	66	20	*	4	*	*	*	49	19	10	2	5
	18%	18%	31%	2%	28%	*%	2%	1%	25%	18%	9%	4%	17%
									cd				
Don't know	17	13	*	2	1	-	-	*	9	4	1	2	2
	3%	4%	*%	9%	12%	-%	-%	*%	5%	4%	1%	4%	5%
Answered	496	357	64	27	13	13	9	13	191	104	104	46	30
Mean Score	34.9	35.5	48.1	16.8	36.1	25.5	14.0	15.5	42.4	34.6	28.4	19.3	24.0
		c	ac						cde	d	d		
Standard error	1.48	1.87	4.23	3.28	8.12	3.52	4.73	3.59	3.07	3.19	2.54	2.18	5.22
Standard deviation	32.47	32.94	33.01	19.69	39.76	15.34	18.30	13.92	35.51	32.38	26.88	19.36	30.86

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 159 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	*e
Significance Level: 95%											
Unweighted Base	479	157	102	96	62	31	174	89	94	62	21
Effective base	197	82	42	31	14	10	87	30	31	18	9
Weighted Base	496	221	102	79	34	18	216	81	68	43	25
0-24%	245	93	55	46	23	13	97	48	36	31	15
	49%	42%	54%	59%	67%	73%	45%	59%	53%	71%	60%
25-49%	84	39	19	13	3	1	45	8	14	4	3
	17%	17%	19%	16%	8%	8%	21%	10%	20%	10%	10%
50-74%	60	25	8	14	5	1	24	8	12	5	1
	12%	11%	8%	18%	15%	5%	11%	10%	18%	11%	4%
75-100%	90	55	17	6	1	1	38	15	6	2	5
	18%	25%	16%	7%	4%	5%	18%	19%	8%	4%	19%
Don't know	17	10	4	*	2	2	12	1	1	1	2
	3%	5%	4%	*%	5%	9%	6%	2%	1%	3%	7%
Answered	496	221	102	79	34	18	216	81	68	43	25
Mean Score	34.9	41.1	32.5	27.6	20.2	17.8	35.4	33.3	30.6	19.8	24.4
Standard error	1.48	bcde	de	d	d	d	d	d	d	d	d
Standard deviation	32.47	2.79	3.18	2.51	2.69	4.44	2.47	3.44	2.81	2.58	6.93
		34.94	32.15	24.62	21.15	24.71	32.57	32.41	27.20	20.33	31.77

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 159 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	*e	a	b	c	a	b	a	*b
Significance Level: 95%													
Unweighted Base	479	198	80	102	66	25	284	36	157	443	36	433	15
Effective base	197	100	29	39	21	6	115	13	67	184	13	173	4
Weighted Base	496	248	77	88	55	18	295	31	169	460	36	442	13
0-24%	245	113	41	40	35	15	151	9	85	222	23	224	7
	49%	45%	53%	46%	65%	82%	51%	29%	50%	48%	65%	51%	53%
25-49%	84	47	15	13	9	*	48	10	26	78	6	69	6
	17%	19%	19%	15%	16%	1%	16%	33%	16%	17%	16%	16%	44%
50-74%	60	27	13	15	5	*	34	7	19	56	3	53	*
	12%	11%	17%	16%	10%	*%	12%	22%	11%	12%	9%	12%	3%
75-100%	90	51	7	18	4	1	50	4	34	88	2	80	-
	18%	21%	10%	20%	8%	8%	17%	14%	20%	19%	6%	18%	-%
Don't know	17	11	1	3	1	2	11	1	5	15	2	17	-
	3%	4%	1%	3%	3%	9%	4%	3%	3%	3%	5%	4%	-%
Answered	496	248	77	88	55	18	295	31	169	460	36	442	13
Mean Score	34.9	37.5	30.8	38.6	22.8	12.3	32.8	42.0	36.6	36.0	20.9	34.7	20.6
		d		d						b			
Standard error	1.48	2.38	3.08	3.25	3.11	4.79	1.92	4.62	2.63	1.56	3.99	1.56	4.79
Standard deviation	32.47	33.52	27.55	32.86	25.26	23.97	32.28	27.72	32.92	32.81	23.94	32.48	18.56

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 159 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	479	403	38	356	123	436	12	401	40	357	122
Effective base	197	165	9	155	44	175	4	162	12	155	43
Weighted Base	496	411	22	367	128	441	15	401	32	371	125
0-24%	245	214	14	171	74	220	10	206	21	177	68
	49%	52%	61%	47%	58%	50%	70%	51%	65%	48%	55%
25-49%	84	67	6	61	23	71	4	66	8	60	24
	17%	16%	28%	17%	18%	16%	30%	16%	23%	16%	19%
50-74%	60	49	1	44	16	53	*	48	1	44	16
	12%	12%	5%	12%	12%	12%	*%	12%	4%	12%	13%
75-100%	90	64	1	79	11	80	-	65	1	78	12
	18%	16%	6%	21%	9%	18%	-%	16%	2%	21%	9%
Don't know	17	17	*	13	4	17	-	15	2	13	5
	3%	4%	1%	4%	3%	4%	-%	4%	5%	3%	4%
Answered	496	411	22	367	128	441	15	401	32	371	125
Mean Score	34.9	32.5	23.4	37.9	26.4	35.0	14.1	33.2	17.4	37.4	27.6
				b				b		b	
Standard error	1.48	1.55	4.04	1.81	2.32	1.55	5.03	1.57	3.01	1.80	2.38
Standard deviation	32.47	31.19	24.93	34.06	25.68	32.41	17.42	31.43	19.05	33.98	26.27

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 159 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	479	345	345	108	1	349	300	81	3	430	273	104	-
Effective base	197	129	140	43	1	133	119	34	3	176	112	42	-
Weighted Base	496	325	349	114	4	335	294	88	4	447	266	107	-
0-24%	245	161	194	73	-	173	177	62	2	216	169	72	-
	49%	49%	56%	64%	-%	52%	60%	71%	45%	48%	64%	68%	-%
								a			a	a	
25-49%	84	56	57	20	4	62	48	12	-	81	41	19	-
	17%	17%	16%	18%	100%	19%	16%	14%	-%	18%	15%	18%	-%
50-74%	60	45	35	14	-	40	33	9	1	58	31	13	-
	12%	14%	10%	12%	-%	12%	11%	10%	14%	13%	12%	12%	-%
75-100%	90	53	50	3	-	45	23	2	2	77	15	2	-
	18%	16%	14%	2%	-%	13%	8%	2%	41%	17%	6%	2%	-%
		c	c							bc			
Don't know	17	11	13	4	-	15	13	3	-	16	10	1	-
	3%	3%	4%	4%	-%	4%	4%	4%	-%	4%	4%	1%	-%
Answered	496	325	349	114	4	335	294	88	4	447	266	107	-
Mean Score	34.9	34.4	30.2	21.5	40.0	31.8	24.9	19.2	49.5	34.6	23.8	21.0	-
		c	c			bc				bc			
Standard error	1.48	1.72	1.60	1.85	-	1.61	1.45	2.09	29.61	1.53	1.43	1.77	-
Standard deviation	32.47	31.92	29.75	19.20	-	30.16	25.05	18.80	51.28	31.66	23.58	18.01	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 159 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	479	430	421	479	379	292	25	327	479	304	87	47
Effective base	197	172	167	197	149	119	8	139	197	125	41	25
Weighted Base	496	443	417	496	390	298	17	342	496	316	98	58
0-24%	245	230	224	245	204	177	10	223	245	179	60	42
	49%	52%	54%	49%	52%	60%	57%	65%	49%	57%	61%	72%
								b				b
25-49%	84	72	71	84	62	45	7	59	84	74	19	4
	17%	16%	17%	17%	16%	15%	41%	17%	17%	23%	19%	8%
50-74%	60	53	49	60	47	23	*	34	60	31	12	9
	12%	12%	12%	12%	12%	8%	1%	10%	12%	10%	12%	16%
75-100%	90	72	58	90	64	39	*	10	90	20	3	2
	18%	16%	14%	18%	16%	13%	2%	3%	18%	6%	3%	3%
									acd			
Don't know	17	16	15	17	12	13	-	15	17	13	4	1
	3%	4%	4%	3%	3%	5%	-%	4%	3%	4%	4%	1%
Answered	496	443	417	496	390	298	17	342	496	316	98	58
Mean Score	34.9	33.2	31.0	34.9	33.6	27.6	23.9	21.1	34.9	24.6	23.0	21.5
					b				acde	a		
Standard error	1.48	1.52	1.46	1.48	1.65	1.70	3.26	1.07	1.48	1.27	2.09	2.96
Standard deviation	32.47	31.51	29.93	32.47	32.03	29.10	16.29	19.43	32.47	22.07	19.46	20.28

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 159 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	479	71	31	32	13	427	320	442	341	288	324	403	94	-	404	30
Effective base	197	26	11	12	8	173	128	181	138	116	130	169	38	-	160	15
Weighted Base	496	67	28	32	25	426	314	449	336	289	322	423	93	-	381	41
0-24%	245	37	12	17	13	220	164	228	171	145	160	217	59	-	184	26
	49%	55%	41%	53%	53%	52%	52%	51%	51%	50%	50%	51%	64%	-%	48%	63%
25-49%	84	10	6	3	3	71	52	79	61	56	62	77	11	-	70	1
	17%	16%	22%	11%	11%	17%	17%	18%	18%	19%	19%	18%	12%	-%	18%	2%
50-74%	60	6	4	8	4	52	38	59	41	34	41	50	9	-	47	2
	12%	8%	14%	24%	15%	12%	12%	13%	12%	12%	13%	12%	10%	-%	12%	5%
75-100%	90	13	6	1	4	67	45	68	47	47	46	63	6	-	64	12
	18%	19%	20%	4%	16%	16%	14%	15%	14%	16%	14%	15%	6%	-%	17%	30%
Don't know	17	1	1	3	1	16	15	16	16	7	13	16	7	-	16	*
	3%	2%	3%	9%	6%	4%	5%	4%	5%	2%	4%	4%	8%	-%	4%	*%
Answered	496	67	28	32	25	426	314	449	336	289	322	423	93	-	381	41
Mean Score	34.9	31.9	39.7	25.9	30.6	32.9	31.5	32.7	31.1	33.4	32.5	32.4	21.7	-	34.1	39.0
Standard error	1.48	3.85	5.91	3.97	9.27	1.50	1.69	1.45	1.61	1.82	c	c	2.31	-	1.57	6.96
Standard deviation	32.47	32.46	32.93	22.44	33.43	30.94	30.27	30.50	29.67	30.85	29.95	30.33	22.39	-	31.48	38.13

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 159 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	479	230	249	187	7	94	124	86	294	95	90	118	264
Effective base	197	97	100	71	5	35	52	35	121	39	36	47	111
Weighted Base	496	245	250	185	15	89	139	91	302	97	91	120	275
0-24%	245	125	120	103	10	48	87	44	141	60	58	54	133
	49%	51%	48%	56%	69%	54%	62%	49%	47%	61%	63%	45%	49%
25-49%	84	38	46	38	-	15	29	15	48	16	14	17	47
	17%	16%	18%	21%	-%	16%	21%	16%	16%	16%	16%	14%	17%
50-74%	60	34	26	15	4	8	11	11	40	9	12	19	29
	12%	14%	10%	8%	26%	9%	8%	12%	13%	9%	13%	16%	10%
75-100%	90	38	52	20	1	14	7	18	61	12	4	29	53
	18%	15%	21%	11%	5%	16%	5%	20%	20%	12%	4%	24%	19%
Don't know	17	10	7	10	-	4	5	3	12	2	3	2	12
	3%	4%	3%	5%	-%	5%	4%	3%	4%	2%	4%	1%	4%
Answered	496	245	250	185	15	89	139	91	302	97	91	120	275
Mean Score	34.9	32.9	36.9	27.4	26.4	30.8	22.9	34.5	37.1	28.5	22.6	42.4	34.8
						b			c			ac	a
Standard error	1.48	2.06	2.12	2.03	8.16	3.09	2.12	3.61	1.95	2.91	2.34	3.21	2.02
Standard deviation	32.47	31.29	33.52	27.76	21.60	29.94	23.63	33.46	33.47	28.41	22.17	34.88	32.78

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 159 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	479	206	273
Effective base	197	71	127
Weighted Base	496	197	299
0-24%	245	104	141
	49%	53%	47%
25-49%	84	31	52
	17%	16%	18%
50-74%	60	23	36
	12%	12%	12%
75-100%	90	29	61
	18%	15%	20%
Don't know	17	9	8
	3%	4%	3%
Answered	496	197	299
Mean Score	34.9	32.0	36.9
Standard error	1.48	2.18	2.00
Standard deviation	32.47	31.32	33.11

Columns Tested:: a,b

Table 159 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		*a	b	c	d	e	*f	*g	h	i	j	*k	l
Unweighted Base	479	28	65	38	37	52	17	16	54	35	45	27	65
Effective base	197	9	33	24	11	41	11	3	22	16	9	14	23
Weighted Base	496	14	60	54	11	85	18	5	79	33	24	44	69
0-24%	245	6	27	34	4	40	14	1	52	11	2	21	35
	49%	41%	44%	63%	34%	47%	74%	14%	66%	32%	10%	48%	51%
				j		j			ij				j
25-49%	84	5	15	5	*	19	1	1	8	7	8	6	11
	17%	40%	25%	9%	2%	22%	3%	10%	11%	20%	32%	13%	15%
50-74%	60	*	8	2	5	6	2	3	3	5	3	7	15
	12%	*%	13%	4%	45%	7%	11%	58%	4%	14%	15%	17%	22%
				bceh									
75-100%	90	3	10	10	2	20	2	*	9	10	10	9	6
	18%	19%	17%	18%	14%	24%	11%	9%	12%	30%	40%	20%	9%
Don't know	17	*	1	4	1	1	-	*	6	1	1	1	2
	3%	*%	1%	7%	5%	1%	-%	8%	7%	4%	3%	2%	3%
Answered	496	14	60	54	11	85	18	5	79	33	24	44	69
Mean Score	34.9	37.0	37.7	30.5	41.0	38.4	28.3	49.0	24.1	47.4	58.0	33.9	30.1
			h		hl	h			chl		bcdehl		
Standard error	1.48	6.01	3.99	5.56	4.68	4.53	7.13	7.49	4.18	6.18	5.55	6.38	3.03
Standard deviation	32.47	31.80	32.16	34.29	28.45	32.64	29.38	29.96	30.75	36.59	37.23	33.13	24.42

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 159 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	479	131	106	105	137	237	242
Effective base	197	65	60	37	45	125	83
Weighted Base	496	128	114	116	137	242	254
0-24%	245	66	57	63	59	123	122
	49%	52%	50%	54%	43%	51%	48%
25-49%	84	25	20	15	24	45	39
	17%	20%	17%	13%	18%	18%	16%
50-74%	60	10	13	11	26	22	37
	12%	8%	11%	9%	19%	9%	15%
75-100%	90	23	24	19	25	46	44
	18%	18%	21%	17%	18%	19%	17%
Don't know	17	5	1	8	4	6	11
	3%	4%	1%	7%	3%	2%	4%
Answered	496	128	114	116	137	242	254
Mean Score	34.9	34.6	37.0	31.8	36.1	35.8	34.1
Standard error	1.48	2.88	3.08	3.32	2.68	2.10	2.10
Standard deviation	32.47	32.97	31.75	34.04	31.35	32.36	32.62

Columns Tested:: a,b,c,d - a,b

Table 161

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	b	a	*b	*c	d	e
Significance Level: 95%								
Unweighted Base	144	-	144	88	20	6	30	56
Effective base	52	-	52	46	9	4	18	13
Weighted Base	128	-	128	120	7	1	1	9
0-24%	75	-	75	70	3	1	*	5
	58%	-%	58%	59%	49%	100%	60%	54%
25-49%	24	-	24	23	1	-	*	1
	19%	-%	19%	19%	9%	-%	24%	10%
50-74%	11	-	11	9	1	-	-	1
	8%	-%	8%	8%	19%	-%	-%	16%
75-100%	11	-	11	11	-	-	*	*
	9%	-%	9%	9%	-%	-%	10%	1%
Don't know	8	-	8	6	2	-	*	2
	6%	-%	6%	5%	23%	-%	5%	20%
Answered	128	-	128	120	7	1	1	9
Mean Score	22.5	-	22.5	22.7	19.7	14.6	25.2	19.8
Standard error	2.16	-	2.16	2.79	5.20	-	-	3.05
Standard deviation	25.86	-	25.86	26.14	23.26	-	-	22.84

Columns Tested:: a,b - a,b,c,d,e

Table 161 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	*c	*d	*e	f	g	*h	i
Unweighted Base	144	36	41	11	13	13	30	88	20	36
Effective base	52	22	22	7	7	8	18	46	9	14
Weighted Base	128	61	55	4	6	2	1	120	7	1
0-24%	75	32	35	3	3	1	*	70	3	1
	58%	52%	65%	71%	43%	89%	60%	59%	49%	79%
25-49%	24	11	11	1	1	*	*	23	1	*
	19%	18%	21%	16%	10%	2%	24%	19%	9%	13%
50-74%	11	3	7	-	1	-	-	9	1	-
	8%	4%	12%	-%	22%	-%	-%	8%	19%	-%
75-100%	11	10	1	*	-	-	*	11	-	*
	9%	16%	2%	*%	-%	-%	10%	9%	-%	5%
Don't know	8	6	-	1	1	*	*	6	2	*
	6%	9%	-%	13%	24%	9%	5%	5%	23%	3%
Answered	128	61	55	4	6	2	1	120	7	1
Mean Score	22.5	24.9	21.0	13.4	21.4	11.7	25.2	22.7	19.7	20.2
Standard error	2.16	5.34	2.87	3.85	6.88	2.87	-	2.79	5.20	6.19
Standard deviation	25.86	32.04	18.37	12.76	24.79	10.36	-	26.14	23.26	37.12

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 161 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e	a	*b	*c	*d	*e
Unweighted Base	144	56	32	20	6	30	58	29	14	13	25
Effective base	52	34	22	9	4	18	29	11	5	3	5
Weighted Base	128	101	19	7	1	1	76	21	14	6	3
0-24%	75	55	15	3	1	*	41	14	8	2	3
	58%	55%	79%	49%	100%	60%	54%	68%	56%	35%	94%
25-49%	24	20	3	1	-	*	13	3	4	4	*
	19%	20%	15%	9%	-%	24%	16%	13%	30%	65%	5%
50-74%	11	9	1	1	-	-	8	2	-	-	-
	8%	9%	3%	19%	-%	-%	10%	8%	-%	-%	-%
75-100%	11	11	*	-	-	*	9	2	*	-	*
	9%	11%	*%	-%	-%	10%	12%	10%	*%	-%	1%
Don't know	8	6	1	2	-	*	6	*	2	-	*
	6%	6%	3%	23%	-%	5%	8%	1%	14%	-%	*%
Answered	128	101	19	7	1	1	76	21	14	6	3
Mean Score	22.5	24.0	15.8	19.7	14.6	25.2	24.8	22.0	18.4	20.4	11.3
Standard error	2.16	3.73	1.96	5.20	-	-	3.81	5.01	2.80	2.25	2.97
Standard deviation	25.86	27.90	11.07	23.26	-	-	29.05	27.00	10.50	8.10	14.84

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 161 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	144	11	9	22	5	15	14	11	13	9
Effective base	52	6	7	10	2	6	5	4	9	5
Weighted Base	128	16	12	31	3	19	13	11	10	7
0-24%	75	15	1	13	3	6	8	11	8	5
	58%	96%	9%	43%	100%	30%	63%	97%	79%	66%
25-49%	24	*	4	10	-	6	*	*	1	3
	19%	*%	31%	33%	-%	30%	3%	*%	7%	34%
50-74%	11	-	4	1	-	*	4	-	*	-
	8%	-%	34%	4%	-%	*%	35%	-%	4%	-%
75-100%	11	-	3	5	-	3	-	*	-	-
	9%	-%	26%	15%	-%	16%	-%	3%	-%	-%
Don't know	8	1	-	1	-	5	-	-	1	-
	6%	3%	-%	4%	-%	24%	-%	-%	10%	-%
Answered	128	16	12	31	3	19	13	11	10	7
Mean Score	22.5	8.3	52.0	27.9	8.8	29.8	21.9	8.6	9.9	14.1
Standard error	2.16	2.69	8.67	6.05	1.23	8.48	5.97	4.80	3.23	3.42
Standard deviation	25.86	8.92	26.00	28.37	2.75	32.83	22.32	15.91	11.64	10.26

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 161 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	b	c	d	e	*f	*g	*h
Unweighted Base	144	29	33	47	109	35	8	13	14
Effective base	52	11	19	19	48	10	3	4	5
Weighted Base	128	30	38	55	122	6	2	1	2
0-24%	75	14	24	32	70	5	2	1	2
	58%	46%	63%	58%	57%	87%	87%	88%	88%
25-49%	24	8	5	11	24	*	*	*	*
	19%	28%	12%	19%	19%	3%	5%	1%	2%
50-74%	11	*	5	6	11	*	-	*	-
	8%	*%	12%	11%	9%	2%	-%	11%	-%
75-100%	11	3	3	5	11	*	*	-	*
	9%	10%	8%	9%	9%	*%	1%	-%	*%
Don't know	8	5	1	1	7	*	*	*	*
	6%	16%	4%	2%	6%	7%	7%	1%	11%
Answered	128	30	38	55	122	6	2	1	2
Mean Score	22.5	23.9	22.9	22.6	23.0	12.3	14.2	18.3	7.4
			e	e	e				
Standard error	2.16	5.21	4.57	3.75	2.51	2.27	4.90	8.08	3.95
Standard deviation	25.86	28.06	26.25	25.70	26.24	13.45	13.86	29.12	14.78

Columns Tested: a,b,c,d,e,f,g,h

Table 161 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	i
Unweighted Base	144	4	16	-	16	20	42	2	9	51
Effective base	52	4	4	-	4	5	21	2	4	21
Weighted Base	128	4	16	-	16	16	29	1	3	59
0-24%	75	3	8	-	8	8	13	1	3	40
	58%	70%	47%	-%	47%	53%	43%	100%	91%	68%
25-49%	24	1	4	-	4	4	9	-	*	6
	19%	30%	25%	-%	25%	24%	30%	-%	1%	10%
50-74%	11	-	-	-	-	*	3	-	-	7
	8%	-%	-%	-%	-%	3%	10%	-%	-%	12%
75-100%	11	-	5	-	5	3	3	-	*	*
	9%	-%	28%	-%	28%	20%	11%	-%	*%	1%
Don't know	8	-	*	-	*	*	2	-	*	6
	6%	-%	*%	-%	*%	1%	7%	-%	8%	9%
Answered	128	4	16	-	16	16	29	1	3	59
Mean Score	22.5	15.4	35.6	-	35.6	31.9	27.7	11.3	12.5	15.0
Standard error	2.16	7.49	8.17	-	8.17	8.34	4.22	-	3.65	2.41
Standard deviation	25.86	14.99	32.70	-	32.70	37.28	27.38	-	10.96	17.22

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 161 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	*b	*c	a	*b	a	*b
Unweighted Base	144	40	42	62	132	12	-	117	27	140	4
Effective base	52	12	21	24	47	5	-	46	8	50	2
Weighted Base	128	36	29	63	111	17	-	120	8	126	2
0-24%	75	19	13	44	60	15	-	68	7	74	1
	58%	52%	43%	69%	54%	88%	-%	57%	79%	59%	30%
25-49%	24	9	9	6	24	*	-	23	*	24	-
	19%	25%	30%	9%	21%	*%	-%	19%	5%	19%	-%
50-74%	11	*	3	7	11	-	-	9	1	9	1
	8%	1%	10%	12%	10%	-%	-%	8%	16%	7%	68%
75-100%	11	8	3	*	9	2	-	11	-	11	-
	9%	21%	11%	1%	8%	12%	-%	9%	-%	9%	-%
Don't know	8	*	2	6	8	-	-	8	*	8	*
	6%	*%	7%	9%	7%	-%	-%	7%	*%	6%	2%
Answered	128	36	29	63	111	17	-	120	8	126	2
Mean Score	22.5	31.8	27.7	14.8	23.9	13.6	-	22.8	18.9	22.2	43.9
Standard error	2.16	c	c	c	2.20	8.25	-	2.43	3.91	2.18	16.81
Standard deviation	25.86	33.32	27.38	16.86	25.27	28.58	-	26.26	20.32	25.75	33.63

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 161 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	144	52	38	54
Effective base	52	16	12	24
Weighted Base	128	41	24	63
0-24%	75	21	13	41
	58%	51%	52%	65%
25-49%	24	8	4	12
	19%	19%	17%	19%
50-74%	11	3	5	3
	8%	7%	19%	5%
75-100%	11	3	2	6
	9%	8%	9%	9%
Don't know	8	6	1	1
	6%	14%	3%	2%
Answered	128	41	24	63
Mean Score	22.5	20.7	30.2	20.8
Standard error	2.16	3.83	3.84	3.44
Standard deviation	25.86	27.65	23.69	25.30

Columns Tested:: a,b,c

Table 161 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	j	*k
Significance Level: 95%												
Unweighted Base	144	77	35	16	5	4	2	2	3	112	32	16
Effective base	52	31	9	7	3	1	1	1	1	40	12	5
Weighted Base	128	74	24	18	3	1	2	1	5	98	30	12
0-24%	75	41	12	12	3	1	*	1	5	54	21	9
	58%	56%	52%	64%	99%	82%	3%	100%	99%	55%	70%	80%
25-49%	24	15	5	4	*	*	-	-	*	20	4	*
	19%	20%	21%	21%	1%	2%	-%	-%	1%	20%	13%	1%
50-74%	11	3	6	1	-	*	-	-	-	9	1	*
	8%	4%	25%	7%	-%	13%	-%	-%	-%	9%	5%	1%
75-100%	11	9	-	-	-	*	2	-	-	9	2	2
	9%	12%	-%	-%	-%	2%	97%	-%	-%	9%	7%	18%
Don't know	8	6	1	1	-	-	-	-	-	7	1	-
	6%	8%	3%	7%	-%	-%	-%	-%	-%	7%	5%	-%
Answered	128	74	24	18	3	1	2	1	5	98	30	12
Mean Score	22.5	24.3	21.9	17.3	7.2	26.1	86.0	5.5	1.4	23.7	18.7	20.8
Standard error	2.16	3.23	3.35	3.98	1.77	64.40	12.00	-	2.16	2.50	4.24	8.46
Standard deviation	25.86	28.33	19.83	15.93	3.95	128.80	16.97	-	3.74	26.42	23.97	33.86

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 161 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Unweighted Base	144	22	55	67	140	137	142	144	116	84	7	70	12	17	7	19	10
Effective base	52	13	19	21	49	47	51	52	37	23	6	27	5	5	3	5	3
Weighted Base	128	22	52	54	123	119	126	128	94	59	11	69	5	17	4	13	8
0-24%	75	10	31	34	72	69	73	75	48	31	5	40	4	5	3	10	7
	58%	45%	60%	62%	58%	58%	58%	58%	51%	53%	50%	58%	78%	29%	69%	75%	83%
25-49%	24	8	7	9	22	21	24	24	21	14	5	10	1	7	1	*	*
	19%	37%	13%	16%	18%	18%	19%	19%	22%	25%	45%	14%	20%	41%	27%	1%	1%
50-74%	11	3	*	8	11	11	11	11	8	8	-	4	*	5	-	-	1
	8%	14%	*%	14%	9%	9%	8%	8%	8%	13%	-%	6%	3%	30%	-%	-%	16%
75-100%	11	-	9	2	11	11	11	11	10	5	-	8	-	*	-	3	-
	9%	-%	17%	4%	9%	9%	9%	9%	10%	9%	-%	11%	-%	*%	-%	24%	-%
Don't know	8	1	5	2	8	7	8	8	7	*	1	7	-	*	*	-	-
	6%	4%	9%	4%	6%	6%	6%	6%	8%	1%	5%	11%	-%	*%	4%	-%	-%
Answered	128	22	52	54	123	119	126	128	94	59	11	69	5	17	4	13	8
Mean Score	22.5	20.5	25.9	20.1	22.7	23.1	22.5	22.5	24.9	27.6	14.3	22.5	17.7	28.8	15.3	28.9	16.7
Standard error	2.16	3.39	4.35	2.70	2.20	2.26	2.16	2.16	2.49	2.84	3.96	3.21	3.52	4.67	5.38	9.55	6.62
Standard deviation	25.86	15.92	32.23	22.08	26.03	26.41	25.80	25.86	26.83	26.07	10.47	26.82	12.20	19.25	14.22	41.64	20.94

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 161 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g
Unweighted Base	144	77	17	12	7	12	11	4	65	29	9	11	12	6	5
Effective base	52	33	3	4	2	5	4	1	24	9	3	5	5	3	1
Weighted Base	128	83	9	13	3	4	11	1	62	28	4	11	5	3	6
0-24%	75	47	8	3	3	3	6	1	38	9	4	8	3	2	5
	58%	56%	90%	26%	95%	94%	59%	96%	61%	32%	96%	68%	71%	55%	99%
25-49%	24	16	1	5	*	*	-	*	8	8	*	3	1	-	*
	19%	19%	9%	39%	4%	2%	-%	4%	14%	27%	*%	28%	29%	-%	1%
50-74%	11	5	-	4	-	-	1	-	4	4	*	*	-	1	-
	8%	6%	-%	34%	-%	-%	13%	-%	7%	16%	4%	4%	-%	43%	-%
75-100%	11	8	*	-	-	-	3	-	6	5	-	*	-	*	-
	9%	9%	*%	-%	-%	-%	28%	-%	9%	18%	-%	*%	-%	2%	-%
Don't know	8	8	-	-	*	*	-	-	6	2	-	-	-	-	-
	6%	9%	-%	-%	*%	4%	-%	-%	9%	6%	-%	-%	-%	-%	-%
Answered	128	83	9	13	3	4	11	1	62	28	4	11	5	3	6
Mean Score	22.5	21.6	8.5	31.6	17.9	11.0	38.3	11.1	20.7	35.6	14.9	14.1	18.7	36.0	6.3
Standard error	2.16	2.88	2.50	4.89	2.52	2.36	13.53	6.21	3.14	6.07	3.88	5.08	3.11	11.81	1.70
Standard deviation	25.86	25.27	10.30	16.95	6.66	8.17	44.89	12.42	25.32	32.70	11.63	16.85	10.76	28.92	3.81

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 161 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	*b	*c	*d	*e	*f	*g	*a	*b	*c	d	*e
Significance Level: 95%													
Unweighted Base	144	65	24	16	12	8	10	9	27	28	29	40	18
Effective base	52	26	7	4	7	3	3	5	14	9	9	13	6
Weighted Base	128	68	18	11	7	7	4	12	36	24	21	29	17
0-24%	75	44	9	6	5	7	2	3	14	16	13	15	15
	58%	64%	48%	54%	63%	92%	49%	25%	38%	65%	64%	53%	91%
25-49%	24	12	1	*	1	1	2	7	10	5	3	6	-
	19%	17%	4%	3%	19%	8%	51%	58%	29%	20%	14%	19%	-%
50-74%	11	2	9	-	-	-	-	-	-	*	4	4	1
	8%	3%	48%	-%	-%	-%	-%	-%	-%	2%	20%	16%	9%
75-100%	11	5	-	4	-	-	-	2	6	3	*	2	*
	9%	7%	-%	36%	-%	-%	-%	17%	16%	13%	*%	7%	*%
Don't know	8	6	*	1	1	-	-	-	6	*	*	1	-
	6%	8%	1%	7%	18%	-%	-%	-%	17%	*%	2%	5%	-%
Answered	128	68	18	11	7	7	4	12	36	24	21	29	17
Mean Score	22.5	17.7	28.7	39.1	14.6	14.6	20.4	34.7	27.2	23.9	19.8	25.1	9.4
Standard error	2.16	2.83	4.82	11.75	3.51	3.20	2.25	8.75	5.41	5.91	3.54	3.89	4.24
Standard deviation	25.86	22.82	23.61	47.01	12.17	9.06	7.10	26.26	28.11	31.27	19.05	24.62	18.00

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 161 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	c	d	*e
Unweighted Base	144	49	19	28	29	15	33	27	33	31	13
Effective base	52	23	5	8	9	4	14	9	12	12	5
Weighted Base	128	59	15	19	21	10	41	24	12	27	15
0-24%	75	33	7	13	10	9	16	16	10	13	14
	58%	57%	48%	70%	46%	86%	40%	67%	82%	50%	90%
25-49%	24	9	5	3	6	-	11	4	a	5	-
	19%	15%	31%	15%	26%	-%	27%	18%	1%	21%	-%
50-74%	11	2	*	3	4	1	3	*	2	4	1
	8%	4%	*%	14%	21%	13%	6%	2%	13%	17%	10%
75-100%	11	8	3	*	-	*	6	3	*	2	-
	9%	13%	21%	*%	-%	1%	14%	13%	*%	8%	-%
Don't know	8	6	-	*	1	-	6	*	*	1	-
	6%	11%	-%	1%	6%	-%	14%	*%	3%	5%	-%
Answered	128	59	15	19	21	10	41	24	12	27	15
Mean Score	22.5	23.1	31.7	17.4	24.1	13.7	28.1	23.7	17.5	25.1	9.3
Standard error	2.16	4.00	8.58	3.35	3.25	5.56	4.79	6.14	2.74	4.61	4.95
Standard deviation	25.86	27.98	37.41	17.74	17.52	21.55	27.50	31.91	15.75	25.68	17.86

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 161 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	*b	c	d	*e	a	*b	*c	a	*b	a	*b
Significance Level: 95%													
Unweighted Base	144	33	27	39	32	11	108	10	26	124	20	126	14
Effective base	52	14	9	12	12	3	38	5	9	44	8	45	5
Weighted Base	128	36	22	24	31	9	93	14	21	106	23	109	14
0-24%	75	17	10	19	20	9	52	8	16	60	14	61	11
	58%	48%	44%	77%	63%	100%	55%	56%	74%	57%	64%	56%	77%
25-49%	24	8	10	*	5	*	22	*	1	20	4	21	1
	19%	23%	42%	2%	18%	*%	24%	3%	4%	19%	18%	19%	5%
50-74%	11	*	3	3	4	-	7	3	1	9	2	10	*
	8%	1%	13%	12%	14%	-%	7%	19%	6%	8%	9%	9%	3%
75-100%	11	5	-	1	*	-	6	3	2	9	2	9	2
	9%	13%	-%	6%	*%	-%	6%	22%	10%	9%	9%	8%	15%
Don't know	8	6	*	1	1	-	7	*	1	8	-	8	-
	6%	16%	1%	3%	4%	-%	7%	*%	5%	7%	-%	7%	-%
Answered	128	36	22	24	31	9	93	14	21	106	23	109	14
Mean Score	22.5	21.1	27.5	18.8	16.9	5.2	21.0	40.8	17.7	22.1	24.3	22.5	23.9
Standard error	2.16	4.65	2.43	4.01	3.24	1.81	2.18	11.31	5.55	2.34	5.64	2.28	8.04
Standard deviation	25.86	26.71	12.64	25.05	18.33	5.99	22.66	35.77	28.30	26.10	25.22	25.62	30.06

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 161 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	a	b	a	*b	a	*b	a	b
Unweighted Base	144	111	26	95	49	129	11	114	23	102	42
Effective base	52	41	6	37	15	46	4	40	7	41	11
Weighted Base	128	100	19	86	42	111	12	98	21	97	31
0-24%	75	57	12	50	24	62	10	57	12	56	19
	58%	58%	61%	58%	58%	56%	80%	58%	59%	58%	60%
25-49%	24	16	5	12	12	22	*	15	6	15	9
	19%	16%	26%	14%	28%	19%	3%	15%	28%	15%	28%
50-74%	11	11	*	9	2	11	-	10	*	11	*
	8%	11%	1%	10%	5%	10%	-%	10%	2%	11%	*%
75-100%	11	9	2	9	2	9	2	9	2	9	2
	9%	9%	11%	11%	5%	8%	17%	9%	10%	9%	7%
Don't know	8	7	*	6	2	8	-	7	*	6	2
	6%	7%	2%	7%	4%	7%	-%	7%	1%	6%	5%
Answered	128	100	19	86	42	111	12	98	21	97	31
Mean Score	22.5	23.1	23.0	23.9	19.8	22.6	23.3	23.0	23.3	23.5	19.4
Standard error	2.16	2.53	5.07	2.87	2.98	2.24	9.63	2.52	5.15	2.68	3.39
Standard deviation	25.86	26.65	25.84	27.98	20.89	25.47	31.93	26.88	24.69	27.02	21.94

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 161 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	144	123	101	50	-	124	92	45	1	137	87	52	-
Effective base	52	42	37	19	-	43	31	17	1	51	31	21	-
Weighted Base	128	103	83	52	-	106	80	45	2	123	74	50	-
0-24%	75	59	51	37	-	59	53	36	2	69	53	44	-
	58%	58%	61%	72%	-%	55%	66%	78%	100%	56%	72%	89%	-%
												a	
25-49%	24	20	15	11	-	21	12	7	-	24	10	3	-
	19%	20%	18%	21%	-%	19%	15%	16%	-%	19%	13%	7%	-%
50-74%	11	9	3	2	-	9	8	*	-	11	3	*	-
	8%	9%	4%	3%	-%	9%	9%	*%	-%	9%	4%	*%	-%
75-100%	11	11	8	2	-	11	1	2	-	11	2	2	-
	9%	10%	9%	4%	-%	10%	1%	5%	-%	9%	3%	4%	-%
Don't know	8	3	7	-	-	7	6	*	-	8	6	-	-
	6%	3%	8%	-%	-%	7%	8%	1%	-%	6%	9%	-%	-%
Answered	128	103	83	52	-	106	80	45	2	123	74	50	-
Mean Score	22.5	25.1	20.7	18.6	-	24.6	16.6	15.4	3.0	23.3	15.0	13.8	-
						bc				bc			
Standard error	2.16	2.43	2.50	2.73	-	2.42	1.88	2.89	-	2.23	1.96	2.59	-
Standard deviation	25.86	26.94	25.09	19.29	-	26.94	18.05	19.39	-	26.10	18.29	18.64	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 161 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	b	c	d	*e
Significance Level: 95%												
Unweighted Base	144	133	127	144	131	87	12	97	113	144	45	25
Effective base	52	48	44	52	46	35	5	36	40	52	18	9
Weighted Base	128	120	113	128	118	89	14	86	103	128	42	25
0-24%	75	72	69	75	69	55	8	61	61	75	33	24
	58%	60%	61%	58%	58%	62%	59%	71%	60%	58%	80%	99%
25-49%	24	22	20	24	24	12	6	18	19	24	6	*
	19%	18%	18%	19%	20%	13%	41%	21%	18%	19%	15%	1%
50-74%	11	11	11	11	11	7	-	*	11	11	*	-
	8%	9%	9%	8%	9%	8%	-%	*%	10%	8%	*%	-%
75-100%	11	8	6	11	8	8	-	-	5	11	2	-
	9%	6%	5%	9%	7%	9%	-%	-%	5%	9%	5%	-%
Don't know	8	8	7	8	7	7	-	7	7	8	-	-
	6%	7%	6%	6%	6%	8%	-%	8%	7%	6%	-%	-%
Answered	128	120	113	128	118	89	14	86	103	128	42	25
Mean Score	22.5	20.7	19.7	22.5	21.2	21.4	21.5	11.3	19.4	22.5	16.5	6.6
Standard error	2.16	2.01	1.95	2.16	2.03	2.70	2.21	1.18	2.03	2.16	3.01	1.02
Standard deviation	25.86	23.17	21.95	25.86	23.24	25.18	7.67	11.63	21.62	25.86	20.18	5.11

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 161 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	144	27	15	10	9	129	105	136	111	94	121	113	37	-	128	9
Effective base	52	9	8	3	4	47	36	49	39	32	42	42	12	-	47	2
Weighted Base	128	19	12	10	10	112	93	123	99	78	107	105	31	-	102	8
0-24%	75	13	5	5	1	62	63	73	60	56	62	62	26	-	54	7
	58%	68%	44%	50%	11%	55%	67%	59%	61%	72%	58%	59%	85%	-%	53%	94%
25-49%	24	*	4	*	6	24	16	24	11	10	21	20	3	-	23	*
	19%	*%	30%	4%	56%	21%	17%	19%	11%	12%	20%	19%	10%	-%	23%	6%
50-74%	11	4	3	2	*	11	7	11	9	3	6	8	*	-	11	-
	8%	23%	26%	15%	1%	10%	7%	9%	9%	4%	6%	7%	*%	-%	10%	-%
75-100%	11	*	-	3	3	8	*	8	11	7	11	8	-	-	7	-
	9%	*%	-%	30%	32%	7%	*%	6%	11%	8%	10%	8%	-%	-%	7%	-%
Don't know	8	2	-	-	-	8	8	8	8	2	7	7	2	-	8	*
	6%	9%	-%	-%	-%	7%	8%	6%	8%	3%	6%	7%	5%	-%	8%	*%
Answered	128	19	12	10	10	112	93	123	99	78	107	105	31	-	102	8
Mean Score	22.5	18.7	25.0	41.4	49.4	22.0	14.4	21.0	22.4	19.0	22.9	21.5	11.0	-	23.4	10.8
		b	b	b	b	b	b	b	b	b	c	c				
Standard error	2.16	3.82	4.63	13.77	9.74	2.17	1.44	2.05	2.69	2.47	2.45	2.33	1.60	-	2.15	2.94
Standard deviation	25.86	19.84	17.92	43.53	29.23	24.63	14.78	23.91	28.34	23.97	26.95	24.74	9.72	-	24.37	8.82

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 161 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	*c	a	b	c
Unweighted Base	144	88	56	77	4	48	42	32	83	27	43	36	63
Effective base	52	32	21	25	3	14	17	13	27	14	13	13	26
Weighted Base	128	86	42	59	8	34	45	18	62	44	27	28	69
0-24%	75	51	23	37	8	27	25	10	35	25	21	21	29
	58%	59%	56%	63%	100%	79%	55%	57%	56%	58%	77%	76%	41%
											c	c	
25-49%	24	12	11	13	-	3	14	2	14	8	1	3	19
	19%	14%	27%	23%	-%	9%	31%	9%	23%	18%	3%	12%	28%
50-74%	11	9	2	2	-	1	2	3	6	2	2	3	6
	8%	11%	4%	4%	-%	2%	4%	15%	10%	4%	8%	10%	8%
75-100%	11	11	*	*	-	2	-	2	*	9	3	*	8
	9%	13%	1%	*%	-%	6%	-%	12%	*%	20%	12%	*%	11%
Don't know	8	3	5	6	-	2	4	1	6	-	-	*	7
	6%	3%	12%	10%	-%	5%	10%	8%	10%	-%	-%	1%	11%
Answered	128	86	42	59	8	34	45	18	62	44	27	28	69
Mean Score	22.5	26.5	14.4	14.8	6.2	16.6	14.9	27.2	17.1	28.4	21.8	16.3	25.5
		b						b					
Standard error	2.16	3.09	1.99	1.62	2.62	3.16	2.20	4.88	1.74	6.76	4.31	2.79	3.58
Standard deviation	25.86	29.03	14.89	14.24	5.23	21.90	14.25	27.61	15.88	35.13	28.26	16.76	28.41

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 161 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	144	71	73
Effective base	52	24	34
Weighted Base	128	75	54
0-24%	75	39	36
	58%	52%	67%
25-49%	24	15	9
	19%	20%	17%
50-74%	11	7	4
	8%	9%	8%
75-100%	11	10	2
	9%	13%	3%
Don't know	8	5	3
	6%	7%	6%
Answered	128	75	54
Mean Score	22.5	26.0	17.7
		b	
Standard error	2.16	3.46	2.31
Standard deviation	25.86	29.12	19.73

Columns Tested: a,b

Table 161 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	144	8	17	15	6	12	7	2	17	9	15	7	29
Effective base	52	2	11	8	3	8	3	2	7	6	5	4	8
Weighted Base	128	2	17	20	1	16	5	*	26	6	2	11	22
0-24%	75	1	10	12	1	12	5	*	13	2	1	6	13
	58%	28%	59%	61%	84%	75%	100%	22%	49%	25%	54%	52%	60%
25-49%	24	2	7	5	*	3	-	-	*	1	1	2	4
	19%	72%	41%	27%	1%	18%	-%	-%	-%	11%	31%	15%	18%
50-74%	11	-	-	-	-	-	-	-	1	2	-	3	5
	8%	-%	-%	-%	-%	-%	-%	-%	5%	33%	-%	24%	21%
75-100%	11	-	-	2	-	1	-	*	8	-	*	-	*
	9%	-%	-%	11%	-%	7%	-%	78%	28%	-%	16%	-%	-%
Don't know	8	-	*	*	*	-	-	-	4	2	-	1	*
	6%	-%	-%	1%	16%	-%	-%	-%	17%	31%	-%	9%	1%
Answered	128	2	17	20	1	16	5	*	26	6	2	11	22
Mean Score	22.5	31.5	15.8	21.3	10.0	17.7	14.4	82.0	31.1	22.8	29.1	19.1	24.2
Standard error	2.16	6.49	2.39	6.72	15.55	6.98	2.15	-	9.90	7.65	9.97	8.39	3.12
Standard deviation	25.86	18.34	9.86	26.03	38.10	24.16	5.69	-	40.80	22.96	38.62	22.20	16.80

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 161 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	*b	*c	d	a	b
Unweighted Base	144	40	25	28	51	65	79
Effective base	52	20	11	10	14	31	23
Weighted Base	128	39	21	33	35	60	68
0-24%	75	23	17	15	20	40	35
	58%	58%	81%	45%	57%	66%	51%
25-49%	24	14	3	1	6	17	7
	19%	36%	13%	2%	18%	28%	11%
50-74%	11	-	-	3	7	-	11
	8%	-%	-%	10%	21%	-%	16%
							a
75-100%	11	2	1	8	*	3	8
	9%	5%	5%	23%	1%	5%	12%
Don't know	8	*	*	6	1	*	7
	6%	1%	1%	19%	3%	1%	11%
Answered	128	39	21	33	35	60	68
Mean Score	22.5	19.5	16.6	29.6	23.0	18.4	26.1
Standard error	2.16	3.17	4.16	7.18	2.71	2.50	3.34
Standard deviation	25.86	20.03	20.80	37.97	19.32	20.18	29.70

Columns Tested:: a,b,c,d - a,b

Table 163

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	b	a	*b	*c	*d	*e
Significance Level: 95%								
Unweighted Base	59	-	59	30	16	4	9	29
Effective base	19	-	19	17	9	3	5	13
Weighted Base	54	-	54	51	3	1	*	3
0-24%	43	-	43	40	2	1	*	3
	80%	-%	80%	79%	91%	100%	23%	88%
25-49%	4	-	4	4	*	-	*	*
	7%	-%	7%	7%	4%	-%	46%	6%
50-74%	*	-	*	*	-	-	*	*
	1%	-%	1%	1%	-%	-%	1%	*%
75-100%	*	-	*	-	-	-	*	*
	*%	-%	*%	-%	-%	-%	30%	2%
Don't know	7	-	7	7	*	-	-	*
	12%	-%	12%	13%	5%	-%	-%	4%
Answered	54	-	54	51	3	1	*	3
Mean Score	10.8	-	10.8	10.6	11.5	10.7	46.4	13.8
Standard error	1.38	-	1.38	1.88	2.03	-	-	3.16
Standard deviation	10.60	-	10.60	10.27	8.14	-	-	17.00

Columns Tested:: a,b - a,b,c,d,e

Table 163 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Business Size 2								
Total base		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	g	*h	*i
Unweighted Base	59	8	15	7	10	10	9	30	16	13
Effective base	19	6	8	5	6	7	5	17	9	5
Weighted Base	54	21	25	4	2	1	*	51	3	1
0-24%	43	14	25	2	2	1	*	40	2	1
	80%	63%	99%	43%	94%	92%	23%	79%	91%	78%
25-49%	4	3	*	-	-	*	*	4	*	*
	7%	16%	1%	-%	-%	8%	46%	7%	4%	13%
50-74%	*	-	-	*	-	-	*	*	-	*
	1%	-%	-%	9%	-%	-%	1%	1%	-%	*%
75-100%	*	-	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	-%	30%	-%	-%	9%
Don't know	7	4	-	2	*	-	-	7	*	-
	12%	21%	-%	48%	6%	-%	-%	13%	5%	-%
Answered	54	21	25	4	2	1	*	51	3	1
Mean Score	10.8	6.7	14.3	8.1	11.0	11.8	46.4	10.6	11.5	21.1
Standard error	1.38	3.92	1.78	6.22	2.14	5.40	-	1.88	2.03	-
Standard deviation	10.60	11.08	6.88	16.45	6.78	17.08	-	10.27	8.14	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 163 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	59	16	14	16	4	9	19	18	6	6	10
Effective base	19	11	7	9	3	5	8	6	3	2	3
Weighted Base	54	38	13	3	1	*	25	13	10	4	1
0-24%	43	30	10	2	1	*	20	11	10	1	1
	80%	79%	79%	91%	100%	23%	81%	83%	96%	21%	88%
25-49%	4	3	*	*	-	*	*	-	-	3	*
	7%	9%	2%	4%	-%	46%	1%	-%	-%	79%	12%
50-74%	*	-	*	-	-	*	*	-	*	-	-
	1%	-%	3%	-%	-%	1%	*%	-%	4%	-%	-%
75-100%	*	-	-	-	-	*	*	-	-	-	-
	*%	-%	-%	-%	-%	30%	*%	-%	-%	-%	-%
Don't know	7	4	2	*	-	-	4	2	-	-	-
	12%	12%	16%	5%	-%	-%	18%	17%	-%	-%	-%
Answered	54	38	13	3	1	*	25	13	10	4	1
Mean Score	10.8	11.1	8.9	11.5	10.7	46.4	6.9	5.8	19.9	25.7	12.4
Standard error	1.38	2.57	2.80	2.03	-	-	1.91	2.09	2.79	3.84	4.64
Standard deviation	10.60	10.27	10.48	8.14	-	-	8.33	8.87	6.83	9.41	14.69

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 163 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%										
Unweighted Base	59	5	4	7	2	10	3	4	5	4
Effective base	19	3	3	3	2	5	2	2	4	2
Weighted Base	54	9	4	11	1	19	2	2	1	3
0-24%	43	9	2	7	1	14	2	2	1	3
	80%	100%	49%	68%	100%	74%	98%	97%	93%	100%
25-49%	4	-	-	3	-	*	*	-	*	-
	7%	-%	-%	32%	-%	2%	2%	-%	7%	-%
50-74%	*	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	*	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	-%	3%	-%	-%
Don't know	7	-	2	-	-	5	-	-	-	-
	12%	-%	51%	-%	-%	25%	-%	-%	-%	-%
Answered	54	9	4	11	1	19	2	2	1	3
Mean Score	10.8	4.0	1.0	14.8	3.6	12.1	15.3	9.5	14.9	12.5
Standard error	1.38	1.60	.62	5.15	-	2.69	5.41	11.06	-	2.62
Standard deviation	10.60	3.58	1.24	13.62	-	8.51	9.37	22.11	-	5.24

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 163 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	d	*e	*f	*g	*h
Unweighted Base	59	16	14	14	44	15	4	5	6
Effective base	19	7	5	6	18	3	1	3	3
Weighted Base	54	22	14	16	52	2	1	*	1
0-24%	43	18	12	12	41	2	1	*	*
	80%	78%	85%	77%	80%	80%	92%	100%	47%
25-49%	4	*	*	3	4	*	*	-	*
	7%	1%	*%	22%	7%	4%	8%	-%	*%
50-74%	*	-	-	-	-	*	-	-	*
	1%	-%	-%	-%	-%	16%	-%	-%	52%
75-100%	*	-	-	*	*	-	-	-	-
	*%	-%	-%	*%	*%	-%	-%	-%	-%
Don't know	7	5	2	-	7	-	-	-	-
	12%	20%	15%	-%	13%	-%	-%	-%	-%
Answered	54	22	14	16	52	2	1	*	1
Mean Score	10.8	11.8	3.8	14.1	10.3	20.9	20.7	8.1	27.6
Standard error	1.38	2.03	1.29	3.62	1.53	4.97	2.84	-	-
Standard deviation	10.60	8.12	4.82	13.54	10.13	19.23	5.67	-	-

Columns Tested:: a,b,c,d,e,f,g,h

Table 163 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	59	2	7	-	7	9	16	1	2	22
Effective base	19	2	2	-	2	4	7	1	2	6
Weighted Base	54	2	8	-	8	14	9	*	2	19
0-24%	43	2	5	-	5	14	7	*	2	14
	80%	100%	55%	-%	55%	99%	77%	100%	100%	73%
25-49%	4	-	4	-	4	-	*	-	-	*
	7%	-%	45%	-%	45%	-%	1%	-%	-%	1%
50-74%	*	-	-	-	-	-	-	-	-	*
	1%	-%	-%	-%	-%	-%	-%	-%	-%	2%
75-100%	*	-	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	-%	1%	-%	-%	-%	-%
Don't know	7	-	-	-	-	*	2	-	-	4
	12%	-%	-%	-%	-%	1%	22%	-%	-%	24%
Answered	54	2	8	-	8	14	9	*	2	19
Mean Score	10.8	14.6	24.0	-	24.0	10.4	8.5	-	13.0	5.8
Standard error	1.38	3.98	2.37	-	2.37	3.55	2.33	-	9.52	1.83
Standard deviation	10.60	5.63	6.28	-	6.28	10.66	9.31	-	13.46	8.56

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 163 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	a	*b	*c	a	*b	a	*b
Unweighted Base	59	18	16	25	54	5	-	41	18	58	1
Effective base	19	7	7	7	16	4	-	17	8	19	1
Weighted Base	54	24	9	21	40	14	-	51	3	54	1
0-24%	43	20	7	16	29	14	-	40	3	43	1
	80%	84%	77%	76%	72%	100%	-%	79%	88%	79%	100%
25-49%	4	4	*	*	4	-	-	4	*	4	-
	7%	15%	1%	1%	10%	-%	-%	7%	12%	7%	-%
50-74%	*	-	-	*	*	-	-	*	*	*	-
	1%	-%	-%	2%	1%	-%	-%	1%	*%	1%	-%
75-100%	*	*	-	-	*	-	-	*	-	*	-
	*%	*%	-%	-%	*%	-%	-%	*%	-%	*%	-%
Don't know	7	*	2	4	7	-	-	7	-	7	-
	12%	*%	22%	22%	17%	-%	-%	13%	-%	12%	-%
Answered	54	24	9	21	40	14	-	51	3	54	1
Mean Score	10.8	15.4	8.5	6.4	13.3	3.7	-	10.8	10.4	10.9	1.0
Standard error	1.38	2.57	2.33	1.77	1.50	2.02	-	1.66	2.92	1.39	-
Standard deviation	10.60	10.88	9.31	8.85	11.04	4.51	-	10.61	12.41	10.61	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 163 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*c
Unweighted Base	59	11	22	26
Effective base	19	3	5	12
Weighted Base	54	8	12	35
0-24%	43	3	10	30
	80%	42%	87%	86%
25-49%	4	*	*	3
	7%	1%	3%	10%
50-74%	*	-	*	-
	1%	-%	3%	-%
75-100%	*	*	-	-
	*%	1%	-%	-%
Don't know	7	4	1	1
	12%	56%	7%	4%
Answered	54	8	12	35
Mean Score	10.8	5.6	9.3	12.4
Standard error	1.38	3.59	2.26	1.99
Standard deviation	10.60	11.91	10.59	10.16

Columns Tested: a,b,c

Table 163 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k
Unweighted Base	59	24	16	11	4	-	2	2	-	40	19	8
Effective base	19	7	5	4	2	-	1	1	-	12	7	4
Weighted Base	54	19	17	13	2	-	2	1	-	36	18	5
0-24%	43	12	17	10	2	-	2	1	-	29	15	5
	80%	64%	97%	73%	97%	-%	100%	100%	-%	79%	80%	99%
25-49%	4	*	*	4	-	-	-	-	-	*	4	-
	7%	2%	*%	27%	-%	-%	-%	-%	-%	1%	19%	-%
50-74%	*	*	*	-	-	-	-	-	-	*	-	-
	1%	*%	2%	-%	-%	-%	-%	-%	-%	1%	-%	-%
75-100%	*	-	-	-	*	-	-	-	-	-	*	*
	*%	-%	-%	-%	3%	-%	-%	-%	-%	-%	*%	1%
Don't know	7	7	*	-	-	-	-	-	-	7	-	-
	12%	35%	1%	-%	-%	-%	-%	-%	-%	19%	-%	-%
Answered	54	19	17	13	2	-	2	1	-	36	18	5
Mean Score	10.8	6.9	10.1	17.3	19.0	-	3.3	5.2	-	8.4	15.3	10.2
Standard error	1.38	1.48	2.66	3.36	10.76	-	4.40	-	-	1.42	2.80	5.16
Standard deviation	10.60	7.23	10.62	11.15	21.52	-	6.22	-	-	9.00	12.22	14.60

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 163 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	c	a	b	c	d	e	f	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	59	7	17	35	59	58	59	59	54	46	1	21	6	7	5	15	4
Effective base	19	2	6	12	19	18	19	19	17	13	1	10	3	3	2	3	2
Weighted Base	54	3	16	35	54	53	54	54	49	36	2	29	1	11	1	8	2
0-24%	43	3	10	31	43	41	43	43	38	29	2	19	1	11	1	8	1
	80%	90%	59%	88%	80%	79%	80%	80%	78%	82%	100%	64%	76%	100%	87%	98%	93%
25-49%	4	*	*	4	4	4	4	4	4	4	-	3	*	-	*	*	*
	7%	10%	*%	10%	7%	7%	7%	7%	8%	11%	-%	12%	24%	-%	4%	1%	7%
50-74%	*	*	-	*	*	*	*	*	*	*	-	*	-	-	*	-	-
	1%	*%	-%	1%	1%	1%	1%	1%	1%	1%	-%	1%	-%	-%	*%	-%	-%
75-100%	*	-	-	*	*	*	*	*	*	*	-	-	-	-	-	*	-
	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%	1%	-%
Don't know	7	-	7	*	7	7	7	7	7	2	-	7	-	-	*	-	-
	12%	-%	41%	*%	12%	13%	12%	12%	14%	6%	-%	23%	-%	-%	8%	-%	-%
Answered	54	3	16	35	54	53	54	54	49	36	2	29	1	11	1	8	2
Mean Score	10.8	12.4	6.0	12.8	10.8	10.8	10.8	10.8	11.4	13.0	10.0	12.3	21.5	8.8	17.1	5.9	8.2
Standard error	1.38	3.51	1.62	1.96	1.38	1.42	1.38	1.38	1.47	1.72	-	2.46	5.68	3.14	5.87	3.16	6.02
Standard deviation	10.60	9.28	6.69	11.61	10.60	10.80	10.60	10.60	10.82	11.69	-	11.28	13.91	8.30	13.14	12.23	12.04

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 163 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	59	19	10	6	5	11	7	1	19	16	3	8	6	4	2
Effective base	19	10	3	1	2	5	2	1	7	7	1	2	2	3	1
Weighted Base	54	27	8	4	6	3	6	*	21	22	1	5	1	2	*
0-24%	43	17	8	4	6	3	6	-	14	18	1	5	1	2	*
	80%	62%	100%	92%	99%	94%	100%	-%	66%	83%	100%	99%	90%	100%	2%
25-49%	4	3	-	*	-	*	-	*	*	3	-	*	*	*	*
	7%	13%	-%	8%	-%	2%	-%	100%	1%	16%	-%	1%	4%	*%	98%
50-74%	*	*	-	-	-	*	-	-	*	*	-	-	-	-	-
	1%	1%	-%	-%	-%	*%	-%	-%	2%	*%	-%	-%	-%	-%	-%
75-100%	*	-	-	-	*	-	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	6%	-%	-%
Don't know	7	7	-	-	-	*	-	-	7	*	-	-	-	-	-
	12%	24%	-%	-%	-%	4%	-%	-%	31%	1%	-%	-%	-%	-%	-%
Answered	54	27	8	4	6	3	6	*	21	22	1	5	1	2	*
Mean Score	10.8	11.8	9.5	19.9	9.6	11.4	1.8	30.0	9.9	12.3	18.5	6.3	13.7	7.2	29.8
Standard error	1.38	2.76	1.52	2.07	5.97	2.24	1.50	-	2.34	2.81	4.23	2.93	22.69	3.25	-
Standard deviation	10.60	12.02	4.80	5.06	13.35	7.42	3.97	-	10.20	11.25	7.32	8.29	55.58	6.49	-

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 163 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Unweighted Base	59	13	9	11	10	4	7	5	7	11	17	15	9
Effective base	19	4	4	3	4	2	4	3	4	4	4	6	2
Weighted Base	54	11	11	11	4	6	2	9	14	8	9	17	7
0-24%	43	4	11	11	3	6	2	6	9	3	8	16	7
	80%	40%	96%	100%	91%	99%	97%	62%	67%	33%	93%	98%	99%
25-49%	4	-	-	-	*	*	-	4	-	3	*	*	-
	7%	-%	-%	-%	9%	1%	-%	38%	-%	42%	2%	2%	-%
50-74%	*	-	*	*	-	-	-	-	-	-	*	-	-
	1%	-%	3%	*%	-%	-%	-%	-%	-%	-%	4%	-%	-%
75-100%	*	-	-	-	-	-	*	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	3%	-%	-%	-%	-%	-%	1%
Don't know	7	7	*	-	-	-	-	-	4	2	*	-	-
	12%	60%	1%	-%	-%	-%	-%	-%	33%	26%	1%	-%	-%
Answered	54	11	11	11	4	6	2	9	14	8	9	17	7
Mean Score	10.8	3.5	9.0	5.0	17.4	18.3	11.9	19.8	10.2	18.3	12.5	9.1	4.3
Standard error	1.38	1.56	3.40	1.99	2.21	2.62	8.86	4.97	3.47	3.98	2.38	2.15	4.35
Standard deviation	10.60	5.63	10.20	6.59	7.00	5.24	23.45	11.11	9.19	13.20	9.81	8.34	13.04

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 163 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	59	14	12	14	10	9	11	10	15	14	7
Effective base	19	7	4	3	4	2	5	3	6	6	2
Weighted Base	54	20	8	8	11	7	15	10	4	17	6
0-24%	43	16	2	7	11	7	8	7	4	17	6
	80%	78%	29%	93%	97%	99%	55%	62%	95%	98%	99%
25-49%	4	-	4	*	*	-	-	4	*	*	-
	7%	-%	45%	1%	3%	-%	-%	34%	2%	2%	-%
50-74%	*	-	-	*	-	-	-	*	-	-	-
	1%	-%	-%	5%	-%	-%	-%	4%	-%	-%	-%
75-100%	*	-	-	-	-	*	-	-	-	-	*
	*%	-%	-%	-%	-%	1%	-%	-%	-%	-%	1%
Don't know	7	4	2	*	-	-	7	-	*	-	-
	12%	22%	26%	1%	-%	-%	45%	-%	3%	-%	-%
Answered	54	20	8	8	11	7	15	10	4	17	6
Mean Score	10.8	8.6	17.3	12.3	12.7	4.3	9.1	19.6	11.4	9.0	4.1
Standard error	1.38	2.38	3.98	2.75	2.47	4.35	2.98	3.62	2.01	2.20	5.29
Standard deviation	10.60	8.92	13.78	10.29	7.82	13.04	9.88	11.44	7.78	8.25	14.00

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 163 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		*a	*b	*c	*d	*e	a	*b	*c	a	*b	a	*b
Significance Level: 95%													
Unweighted Base	59	9	12	15	14	8	45	6	8	50	9	51	8
Effective base	19	3	3	5	7	2	15	2	3	14	5	16	4
Weighted Base	54	8	9	12	21	2	41	5	8	36	18	42	12
0-24%	43	4	5	10	20	2	30	5	8	25	18	31	12
	80%	47%	50%	86%	98%	97%	73%	99%	100%	70%	100%	74%	99%
25-49%	4	-	4	*	*	-	4	*	-	4	-	4	-
	7%	-%	38%	*%	2%	-%	9%	1%	-%	11%	-%	9%	-%
50-74%	*	-	*	-	-	*	*	-	-	*	-	*	-
	1%	-%	4%	-%	-%	*%	1%	-%	-%	1%	-%	1%	-%
75-100%	*	-	-	-	-	*	*	-	-	-	*	-	*
	*%	-%	-%	-%	-%	3%	*%	-%	-%	-%	*%	-%	1%
Don't know	7	4	1	2	-	-	7	-	-	7	-	7	-
	12%	53%	7%	14%	-%	-%	16%	-%	-%	18%	-%	16%	-%
Answered	54	8	9	12	21	2	41	5	8	36	18	42	12
Mean Score	10.8	5.0	23.1	9.4	8.5	17.9	11.6	17.5	2.3	10.4	11.5	11.1	9.5
Standard error	1.38	2.49	3.07	1.60	2.33	7.86	1.62	3.05	1.76	1.49	3.69	1.44	4.25
Standard deviation	10.60	7.47	10.65	6.19	8.73	22.23	10.88	7.48	4.99	10.50	11.07	10.27	12.02

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 163 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	a	*b	a	*b	a	*b	a	*b
Unweighted Base	59	40	18	31	28	52	7	40	18	31	28
Effective base	19	12	7	9	11	15	4	11	8	9	11
Weighted Base	54	33	20	18	36	38	16	28	24	17	37
0-24%	43	26	15	11	32	27	16	22	19	12	31
	80%	79%	78%	62%	88%	72%	98%	79%	79%	69%	85%
25-49%	4	*	4	*	4	4	*	*	4	*	4
	7%	*%	20%	1%	10%	10%	2%	1%	15%	1%	10%
50-74%	*	*	*	*	*	*	-	*	-	*	*
	1%	*%	2%	*%	1%	1%	-%	1%	-%	*%	1%
75-100%	*	-	*	-	*	*	-	-	*	-	*
	*%	-%	*%	-%	*%	*%	-%	-%	*%	-%	*%
Don't know	7	7	-	7	-	7	-	5	1	5	1
	12%	20%	-%	37%	-%	18%	-%	18%	6%	30%	4%
Answered	54	33	20	18	36	38	16	28	24	17	37
Mean Score	10.8	8.0	15.5	8.5	11.9	12.0	7.9	9.9	11.9	9.3	11.5
Standard error	1.38	1.22	3.19	1.57	2.15	1.55	3.28	1.53	2.85	1.52	2.18
Standard deviation	10.60	7.74	13.52	8.74	11.35	11.20	8.67	9.68	12.11	8.45	11.51

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 163 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	*c	*d	a	b	*c	*d	a	b	*c	*d
Unweighted Base	59	50	45	22	-	53	40	18	-	55	39	26	-
Effective base	19	15	14	9	-	17	13	8	-	19	13	10	-
Weighted Base	54	39	38	23	-	50	38	20	-	54	37	21	-
0-24%	43	32	27	17	-	40	27	15	-	43	31	18	-
	80%	84%	72%	74%	-%	80%	72%	75%	-%	79%	83%	89%	-%
25-49%	4	4	4	3	-	4	4	3	-	4	*	*	-
	7%	9%	10%	15%	-%	7%	10%	17%	-%	7%	1%	2%	-%
50-74%	*	*	*	*	-	*	-	-	-	*	*	*	-
	1%	1%	*%	2%	-%	1%	-%	-%	-%	1%	*%	2%	-%
75-100%	*	*	-	-	-	*	-	*	-	*	-	*	-
	*%	*%	-%	-%	-%	*%	-%	*%	-%	*%	-%	*%	-%
Don't know	7	2	7	2	-	6	7	1	-	7	6	1	-
	12%	6%	18%	9%	-%	12%	18%	7%	-%	12%	16%	7%	-%
Answered	54	39	38	23	-	50	38	20	-	54	37	21	-
Mean Score	10.8	13.0	9.6	15.9	-	10.5	10.7	12.9	-	10.9	8.4	11.0	-
Standard error	1.38	1.57	1.43	2.33	-	1.48	1.58	2.96	-	1.43	1.22	2.24	-
Standard deviation	10.60	11.07	9.61	10.92	-	10.78	9.97	12.56	-	10.60	7.65	11.41	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 163 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	b	c	*d	*e
Significance Level: 95%												
Unweighted Base	59	55	52	59	55	38	8	43	48	59	21	12
Effective base	19	19	16	19	18	15	4	15	16	19	8	7
Weighted Base	54	54	48	54	53	46	11	43	49	54	18	8
0-24%	43	43	38	43	43	39	11	36	38	43	16	7
	80%	80%	80%	80%	82%	85%	100%	83%	78%	80%	86%	88%
25-49%	4	4	4	4	4	*	-	*	4	4	*	*
	7%	7%	8%	7%	7%	*%	-%	*%	8%	7%	2%	4%
50-74%	*	*	*	*	*	*	-	*	-	*	-	-
	1%	1%	1%	1%	1%	*%	-%	1%	-%	1%	-%	-%
75-100%	*	-	-	*	-	-	-	-	-	*	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	*%	-%	-%
Don't know	7	7	5	7	5	7	-	7	7	7	2	1
	12%	12%	11%	12%	10%	15%	-%	16%	14%	12%	12%	9%
Answered	54	54	48	54	53	46	11	43	49	54	18	8
Mean Score	10.8	10.6	11.2	10.8	10.9	9.0	18.2	8.3	10.6	10.8	9.6	11.4
Standard error	1.38	1.36	1.44	1.38	1.35	1.34	1.63	1.33	1.42	1.38	1.99	2.31
Standard deviation	10.60	10.06	10.35	10.60	10.04	8.25	4.61	8.72	9.83	10.60	9.12	7.99

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 163 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	a	b	c	d	e	a	b	*c	*d	a	*b
Significance Level: 95%																
Unweighted Base	59	13	8	8	7	51	46	55	46	41	54	42	17	-	53	2
Effective base	19	4	5	2	3	17	15	18	15	15	18	15	6	-	17	1
Weighted Base	54	7	5	6	8	48	41	52	40	38	53	45	11	-	42	*
0-24%	43	7	5	5	7	37	33	41	33	35	42	34	10	-	31	*
	80%	99%	100%	85%	81%	77%	81%	79%	81%	92%	79%	76%	84%	-%	74%	100%
25-49%	4	*	*	*	*	4	1	4	1	*	4	4	*	-	4	-
	7%	1%	*%	5%	1%	8%	1%	8%	1%	1%	7%	9%	*%	-%	9%	-%
50-74%	*	-	-	-	*	*	*	*	*	*	*	*	*	-	*	-
	1%	-%	-%	-%	*%	1%	1%	1%	1%	1%	1%	1%	3%	-%	1%	-%
75-100%	*	-	-	-	*	*	*	*	-	*	*	-	-	-	*	-
	*%	-%	-%	-%	1%	*%	*%	*%	-%	*%	*%	-%	-%	-%	*%	-%
Don't know	7	-	-	1	1	7	7	7	7	2	7	7	1	-	7	-
	12%	-%	-%	11%	17%	14%	16%	13%	17%	6%	13%	15%	13%	-%	16%	-%
Answered	54	7	5	6	8	48	41	52	40	38	53	45	11	-	42	*
Mean Score	10.8	9.0	14.9	10.3	12.9	10.3	10.0	11.1	6.9	10.7	11.0	11.8	14.4	-	12.8	1.4
								d								
Standard error	1.38	2.62	2.40	2.33	5.00	1.51	1.55	1.44	1.22	1.57	1.46	1.57	2.64	-	1.51	-
Standard deviation	10.60	9.44	6.79	6.60	13.22	10.79	10.52	10.67	8.25	10.06	10.71	10.20	10.87	-	11.02	-

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 163 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	*a	*b	*a	b	*c	*a	*b	*c
Unweighted Base	59	37	22	36	1	23	20	13	34	11	17	14	27
Effective base	19	13	7	14	1	8	10	6	10	4	5	3	10
Weighted Base	54	35	19	40	1	20	32	8	28	15	13	6	31
0-24%	43	32	11	34	1	18	24	7	19	13	12	6	21
	80%	92%	57%	83%	100%	90%	74%	94%	67%	90%	94%	98%	67%
25-49%	4	*	4	*	-	*	4	-	4	-	*	*	4
	7%	*%	20%	1%	-%	1%	12%	-%	14%	-%	*%	2%	12%
50-74%	*	*	-	*	-	*	-	*	-	*	-	*	*
	1%	1%	-%	1%	-%	2%	-%	5%	-%	*%	-%	*%	1%
75-100%	*	*	-	*	-	*	-	*	-	-	*	-	-
	*%	*%	-%	*%	-%	*%	-%	1%	-%	-%	1%	-%	-%
Don't know	7	2	5	6	-	1	4	-	5	1	1	-	6
	12%	6%	24%	15%	-%	7%	14%	-%	19%	10%	5%	-%	20%
Answered	54	35	19	40	1	20	32	8	28	15	13	6	31
Mean Score	10.8	11.2	10.0	11.2	10.0	11.1	11.1	14.9	11.5	4.7	10.4	9.8	9.9
Standard error	1.38	1.67	2.48	1.64	-	2.53	2.22	4.12	1.81	1.84	2.24	2.64	2.25
Standard deviation	10.60	10.16	11.61	9.86	-	12.14	9.92	14.85	10.53	6.12	9.23	9.88	11.67

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 163 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	*b
Unweighted Base	59	34	25
Effective base	19	11	9
Weighted Base	54	34	20
0-24%	43	25	18
	80%	73%	90%
25-49%	4	4	-
	7%	11%	-%
50-74%	*	*	*
	1%	*%	2%
75-100%	*	*	-
	*%	*%	-%
Don't know	7	5	2
	12%	15%	8%
Answered	54	34	20
Mean Score	10.8	12.4	7.9
Standard error	1.38	1.95	1.74
Standard deviation	10.60	11.35	8.72

Columns Tested:: a,b

Table 163 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	59	4	5	6	2	5	-	-	5	3	7	2	20
Effective base	19	2	3	4	1	4	-	-	2	3	4	1	6
Weighted Base	54	1	2	12	*	9	-	-	10	1	*	*	19
0-24%	43	1	2	9	*	9	-	-	4	1	*	*	17
	80%	100%	94%	72%	100%	100%	-%	-%	44%	78%	81%	100%	91%
25-49%	4	-	*	3	-	-	-	-	-	*	*	-	*
	7%	-%	6%	28%	-%	-%	-%	-%	-%	22%	19%	-%	*%
50-74%	*	-	-	-	-	-	-	-	*	-	*	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	4%	-%	*%	-%	-%
75-100%	*	-	-	-	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Don't know	7	-	-	-	-	-	-	-	5	-	-	-	2
	12%	-%	-%	-%	-%	-%	-%	-%	52%	-%	-%	-%	8%
Answered	54	1	2	12	*	9	-	-	10	1	*	*	19
Mean Score	10.8	9.7	12.7	11.0	10.3	7.4	-	-	4.1	22.2	18.8	.5	14.7
Standard error	1.38	-	5.80	5.47	-	3.24	-	-	4.48	4.78	-	-	2.01
Standard deviation	10.60	-	12.97	13.40	-	7.25	-	-	10.02	8.28	-	-	9.01

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 163 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		*a	*b	*c	*d	*a	b
Unweighted Base	59	15	7	8	29	22	37
Effective base	19	5	4	3	7	10	10
Weighted Base	54	15	9	11	20	24	31
0-24%	43	11	9	5	18	20	23
	80%	76%	100%	48%	91%	85%	75%
25-49%	4	4	-	*	*	4	*
	7%	24%	-%	3%	1%	15%	1%
50-74%	*	-	-	*	*	-	*
	1%	-%	-%	3%	*%	-%	1%
75-100%	*	-	-	-	*	-	*
	*%	-%	-%	-%	*%	-%	*%
Don't know	7	-	-	5	2	-	7
	12%	-%	-%	46%	8%	-%	22%
Answered	54	15	9	11	20	24	31
Mean Score	10.8	11.1	7.5	6.3	14.6	9.7	11.5
Standard error	1.38	3.26	2.70	3.99	1.69	2.30	1.74
Standard deviation	10.60	12.61	7.14	11.27	9.09	10.80	10.56

Columns Tested:: a,b,c,d - a,b

Table 165

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	*b	*c	*d	e
Unweighted Base	113	1	112	75	15	3	20	38
Effective base	47	1	47	43	6	2	10	7
Weighted Base	113	*	113	107	5	*	*	6
0-24%	81	-	81	77	3	*	*	4
	71%	-%	72%	72%	62%	100%	80%	65%
25-49%	27	-	27	26	1	-	*	1
	24%	-%	24%	24%	12%	-%	20%	12%
50-74%	2	-	2	2	-	-	-	-
	2%	-%	2%	2%	-%	-%	-%	-%
75-100%	1	-	1	1	-	-	-	-
	1%	-%	1%	1%	-%	-%	-%	-%
Don't know	3	*	3	2	1	-	-	1
	3%	100%	3%	1%	26%	-%	-%	23%
Answered	113	*	113	107	5	*	*	6
Mean Score	14.1	-	14.1	14.4	8.6	13.3	16.1	9.3
				e				
Standard error	1.31	-	1.32	1.64	2.27	-	-	1.41
Standard deviation	13.97	-	13.97	14.19	8.78	-	-	8.71

Columns Tested: a,b - a,b,c,d,e

Table 165 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	b	*c	*d	*e	*f	g	*h	*i
Unweighted Base	113	29	35	11	10	8	20	75	15	23
Effective base	47	19	19	7	4	3	10	43	6	5
Weighted Base	113	50	49	8	4	1	*	107	5	1
0-24%	81	37	33	6	2	1	*	77	3	1
	71%	74%	68%	79%	55%	96%	80%	72%	62%	91%
25-49%	27	13	13	-	1	-	*	26	1	*
	24%	26%	26%	-%	15%	-%	20%	24%	12%	9%
50-74%	2	-	2	-	-	-	-	2	-	-
	2%	-%	4%	-%	-%	-%	-%	2%	-%	-%
75-100%	1	-	1	*	-	-	-	1	-	-
	1%	-%	2%	2%	-%	-%	-%	1%	-%	-%
Don't know	3	-	*	1	1	*	-	2	1	-
	3%	-%	*%	19%	30%	4%	-%	1%	26%	-%
Answered	113	50	49	8	4	1	*	107	5	1
Mean Score	14.1	11.6	18.2	9.0	8.5	10.2	16.1	14.4	8.6	14.5
Standard error	1.31	1.99	2.77	4.45	3.10	2.76	-	1.64	2.27	-
Standard deviation	13.97	10.71	16.40	14.75	9.80	7.80	-	14.19	8.78	-

Columns Tested: a,b,c,d,e,f,g,h,i

Table 165 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	*c	*d	*e
Unweighted Base	113	50	25	15	3	20	47	14	11	15	21
Effective base	47	31	19	6	2	10	26	8	4	4	4
Weighted Base	113	88	19	5	*	*	66	16	10	8	4
0-24%	81	62	15	3	*	*	49	13	8	4	3
	71%	70%	80%	62%	100%	80%	74%	81%	83%	55%	94%
25-49%	27	26	-	1	-	*	16	2	*	3	*
	24%	29%	-%	12%	-%	20%	25%	10%	4%	45%	5%
50-74%	2	*	1	-	-	-	*	-	-	-	-
	2%	1%	7%	-%	-%	-%	1%	-%	-%	-%	-%
75-100%	1	-	1	-	-	-	-	*	-	-	-
	1%	-%	5%	-%	-%	-%	-%	1%	-%	-%	-%
Don't know	3	*	1	1	-	-	*	1	1	-	*
	3%	*%	8%	26%	-%	-%	*%	9%	14%	-%	1%
Answered	113	88	19	5	*	*	66	16	10	8	4
Mean Score	14.1	14.1	16.1	8.6	13.3	16.1	13.5	7.2	8.8	18.9	8.5
Standard error	1.31	1.65	4.60	2.27	-	-	1.53	3.39	1.73	2.84	1.39
Standard deviation	13.97	11.70	22.98	8.78	-	-	10.50	12.68	5.73	11.00	6.37

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 165 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%										
Unweighted Base	113	9	9	11	7	7	11	6	9	6
Effective base	47	6	6	7	2	4	6	3	7	3
Weighted Base	113	12	15	20	7	11	14	8	13	5
0-24%	81	8	12	16	7	9	11	2	7	5
	71%	69%	80%	76%	98%	82%	76%	18%	54%	100%
25-49%	27	4	2	3	*	2	3	7	4	-
	24%	31%	11%	17%	2%	18%	24%	82%	31%	-%
50-74%	2	-	-	-	-	-	-	-	1	-
	2%	-%	-%	-%	-%	-%	-%	-%	9%	-%
75-100%	1	-	-	-	-	-	-	-	1	-
	1%	-%	-%	-%	-%	-%	-%	-%	6%	-%
Don't know	3	-	1	1	-	-	-	-	-	-
	3%	-%	10%	7%	-%	-%	-%	-%	-%	-%
Answered	113	12	15	20	7	11	14	8	13	5
Mean Score	14.1	16.3	10.4	9.2	8.9	10.3	13.9	27.9	23.6	4.9
Standard error	1.31	4.37	2.73	3.18	1.47	3.07	3.18	3.97	8.06	.74
Standard deviation	13.97	13.11	8.19	10.54	3.90	8.12	10.55	9.73	24.19	1.82

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 165 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	d	e	*f	*g	*h
Unweighted Base	113	20	27	28	75	38	12	14	12
Effective base	47	9	18	15	41	14	3	8	4
Weighted Base	113	22	40	43	105	8	1	3	3
0-24%	81	20	27	28	75	5	1	2	3
	71%	91%	68%	65%	72%	71%	64%	53%	93%
25-49%	27	2	9	14	25	1	*	1	*
	24%	9%	23%	32%	24%	19%	30%	32%	*%
50-74%	2	-	1	-	1	*	-	*	-
	2%	-%	3%	-%	1%	7%	-%	15%	-%
75-100%	1	-	1	-	1	*	-	-	*
	1%	-%	2%	-%	1%	2%	-%	-%	5%
Don't know	3	-	1	1	3	*	*	-	*
	3%	-%	4%	3%	3%	2%	6%	-%	2%
Answered	113	22	40	43	105	8	1	3	3
Mean Score	14.1	8.8	16.6	14.3	14.0	16.0	21.6	20.0	8.6
Standard error	1.31	1.41	3.27	2.33	1.58	3.09	3.73	5.25	7.31
Standard deviation	13.97	6.30	16.99	12.35	13.65	19.07	12.94	19.64	25.32

Columns Tested:: a,b,c,d,e,f,g,h

Table 165 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	i
Unweighted Base	113	6	13	-	13	8	40	3	5	38
Effective base	47	6	5	-	5	3	17	1	3	17
Weighted Base	113	5	16	-	16	10	38	4	3	37
0-24%	81	5	5	-	5	7	27	4	3	31
	71%	90%	34%	-%	34%	65%	72%	98%	100%	81%
25-49%	27	-	9	-	9	4	8	-	*	7
	24%	-%	53%	-%	53%	35%	20%	-%	*%	18%
50-74%	2	*	1	-	1	-	-	-	-	-
	2%	10%	8%	-%	8%	-%	-%	-%	-%	-%
75-100%	1	-	1	-	1	-	-	-	-	*
	1%	-%	5%	-%	5%	-%	-%	-%	-%	*%
Don't know	3	-	-	-	-	-	3	*	-	*
	3%	-%	-%	-%	-%	-%	8%	2%	-%	*%
Answered	113	5	16	-	16	10	38	4	3	37
Mean Score	14.1	14.0	30.7	-	30.7	14.2	11.4	9.8	11.2	10.5
Standard error	1.31	5.55	5.58	-	5.58	5.88	1.36	1.01	3.21	1.78
Standard deviation	13.97	13.59	20.13	-	20.13	16.62	8.63	1.75	7.19	11.00

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 165 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	c	a	*b	*c	a	*b	a	*b
Unweighted Base	113	27	40	46	95	18	-	101	12	110	3
Effective base	47	11	17	20	40	8	-	45	2	46	2
Weighted Base	113	31	38	44	89	24	-	110	3	112	1
0-24%	81	17	27	37	66	14	-	78	3	80	1
	71%	53%	72%	84%	75%	60%	-%	71%	100%	71%	100%
25-49%	27	12	8	7	17	9	-	27	-	27	-
	24%	39%	20%	15%	20%	38%	-%	24%	-%	24%	-%
50-74%	2	2	-	-	1	*	-	2	-	2	-
	2%	5%	-%	-%	1%	2%	-%	2%	-%	2%	-%
75-100%	1	1	-	*	1	-	-	1	-	1	-
	1%	3%	-%	*%	1%	-%	-%	1%	-%	1%	-%
Don't know	3	-	3	*	3	*	-	3	-	3	-
	3%	-%	8%	*%	3%	*%	-%	3%	-%	3%	-%
Answered	113	31	38	44	89	24	-	110	3	112	1
Mean Score	14.1	22.6	11.4	10.5	13.3	17.1	-	14.3	7.8	14.2	9.4
Standard error	1.31	3.75	1.36	1.51	1.35	3.91	-	1.40	1.89	1.34	-
Standard deviation	13.97	19.50	8.63	10.25	13.15	16.60	-	14.10	6.54	14.01	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 165 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	113	30	30	53
Effective base	47	14	12	22
Weighted Base	113	33	21	58
0-24%	81	22	16	43
	71%	66%	74%	74%
25-49%	27	10	4	12
	24%	32%	21%	20%
50-74%	2	*	1	-
	2%	1%	6%	-%
75-100%	1	*	-	1
	1%	*%	-%	1%
Don't know	3	*	-	3
	3%	*%	-%	5%
Answered	113	33	21	58
Mean Score	14.1	15.3	14.1	13.5
Standard error	1.31	2.38	2.56	2.01
Standard deviation	13.97	13.03	14.04	14.65

Columns Tested: a,b,c

Table 165 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	*b	*c	*d	*e	*f	*g	*h	i	j	*k
Significance Level: 95%												
Unweighted Base	113	51	27	18	7	2	4	2	2	78	35	17
Effective base	47	26	10	7	3	2	1	1	1	36	11	6
Weighted Base	113	58	28	20	2	2	2	1	*	86	27	7
0-24%	81	45	15	15	2	2	2	1	*	59	21	7
	71%	77%	53%	74%	91%	100%	100%	100%	83%	69%	80%	97%
25-49%	27	11	11	4	*	-	*	-	*	23	4	*
	24%	20%	39%	20%	6%	-%	*%	-%	17%	26%	15%	2%
50-74%	2	*	1	-	-	-	-	-	-	2	-	-
	2%	1%	4%	-%	-%	-%	-%	-%	-%	2%	-%	-%
75-100%	1	*	1	-	-	-	-	-	-	1	-	-
	1%	*%	3%	-%	-%	-%	-%	-%	-%	1%	-%	-%
Don't know	3	2	-	1	*	-	-	-	-	2	1	*
	3%	3%	-%	7%	3%	-%	-%	-%	-%	2%	5%	1%
Answered	113	58	28	20	2	2	2	1	*	86	27	7
Mean Score	14.1	12.3	20.5	12.4	10.9	12.7	3.4	5.5	21.7	15.0	11.4	8.4
Standard error	1.31	1.62	3.82	2.21	2.86	2.62	3.24	-	-	1.72	1.49	1.55
Standard deviation	13.97	11.56	19.85	9.39	7.57	3.70	6.49	-	-	15.16	8.79	6.39

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 165 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	113	14	37	62	110	110	112	113	89	62	4	62	10	11	3	13	9
Effective base	47	7	20	21	45	45	46	47	37	19	3	32	5	3	1	3	4
Weighted Base	113	17	41	55	108	108	110	113	93	50	4	85	5	2	1	9	3
0-24%	81	15	29	36	81	80	81	81	65	27	1	61	4	2	1	9	3
	71%	89%	72%	66%	75%	74%	73%	71%	71%	55%	22%	71%	82%	75%	100%	97%	100%
25-49%	27	2	10	15	21	24	24	27	22	21	2	20	1	*	-	*	*
	24%	11%	23%	28%	20%	22%	22%	24%	24%	42%	58%	23%	18%	20%	-%	2%	*%
50-74%	2	-	*	1	2	2	2	2	1	-	-	2	-	-	-	-	-
	2%	-%	1%	2%	2%	2%	2%	2%	1%	-%	-%	2%	-%	-%	-%	-%	-%
75-100%	1	*	-	1	1	*	1	1	1	*	1	-	-	*	-	-	-
	1%	1%	-%	2%	1%	*%	1%	1%	1%	*%	20%	-%	-%	5%	-%	-%	-%
Don't know	3	-	2	1	3	3	3	3	3	2	-	3	-	-	-	*	-
	3%	-%	4%	3%	3%	3%	3%	3%	3%	3%	-%	3%	-%	-%	-%	1%	-%
Answered	113	17	41	55	108	108	110	113	93	50	4	85	5	2	1	9	3
Mean Score	14.1	10.5	13.1	16.1	13.5	13.4	13.9	14.1	14.7	16.7	36.3	14.0	11.2	17.6	3.1	4.6	12.6
Standard error	1.31	2.84	1.97	2.04	1.32	1.18	1.33	1.31	1.54	1.68	17.32	1.56	3.23	8.17	1.17	1.67	2.37
Standard deviation	13.97	10.64	11.96	16.04	13.86	12.38	14.04	13.97	14.50	13.26	34.64	12.25	10.22	27.10	2.03	6.03	7.10

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 165 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g
Unweighted Base	113	70	7	6	6	9	8	4	60	16	10	9	8	5	2
Effective base	47	36	2	2	3	5	2	1	29	7	6	5	3	2	1
Weighted Base	113	91	1	2	3	4	7	1	72	22	6	3	2	1	1
0-24%	81	65	1	1	2	3	7	1	54	13	6	3	2	1	1
	71%	71%	97%	75%	95%	94%	100%	98%	74%	60%	92%	80%	97%	99%	100%
25-49%	27	21	*	*	*	*	*	*	15	7	1	1	*	*	-
	24%	23%	3%	25%	5%	5%	*%	2%	21%	34%	8%	16%	*%	1%	-%
50-74%	2	2	-	-	-	-	-	-	2	-	-	-	-	-	-
	2%	2%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%
75-100%	1	1	-	-	-	-	-	-	-	-	-	*	-	-	-
	1%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%
Don't know	3	3	-	-	-	*	-	-	2	1	-	-	*	-	-
	3%	3%	-%	-%	-%	1%	-%	-%	2%	6%	-%	-%	3%	-%	-%
Answered	113	91	1	2	3	4	7	1	72	22	6	3	2	1	1
Mean Score	14.1	14.5	7.0	15.8	12.9	9.6	2.8	5.9	13.9	12.9	9.2	14.2	8.8	10.3	20.0
Standard error	1.31	1.73	3.02	5.25	4.74	1.67	1.64	-	1.66	2.96	2.34	7.37	2.40	1.58	.81
Standard deviation	13.97	14.49	8.00	12.87	11.60	5.02	4.65	-	12.86	11.82	7.39	22.12	6.78	3.54	1.15

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 165 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	*b	*c	*d	*e	*f	*g	*a	*b	c	*d	*e
Significance Level: 95%													
Unweighted Base	113	53	15	9	8	11	11	6	21	18	40	22	11
Effective base	47	28	4	3	6	4	3	3	12	9	14	10	3
Weighted Base	113	59	13	8	6	11	8	7	32	20	30	19	10
0-24%	81	43	13	8	5	6	2	4	23	9	26	17	6
	71%	74%	100%	98%	78%	55%	23%	52%	71%	48%	88%	87%	60%
25-49%	27	11	*	*	-	5	6	3	9	7	2	1	4
	24%	19%	*%	1%	-%	45%	77%	46%	29%	38%	8%	5%	40%
50-74%	2	2	-	-	-	-	-	-	-	*	1	-	-
	2%	3%	-%	-%	-%	-%	-%	-%	-%	3%	4%	-%	-%
75-100%	1	1	-	-	-	-	-	*	-	1	*	-	-
	1%	1%	-%	-%	-%	-%	-%	2%	-%	4%	*%	-%	-%
Don't know	3	2	-	*	1	-	-	-	*	1	-	1	-
	3%	3%	-%	1%	22%	-%	-%	-%	*%	8%	-%	7%	-%
Answered	113	59	13	8	6	11	8	7	32	20	30	19	10
Mean Score	14.1	14.3	9.3	2.8	7.5	16.8	26.8	21.0	13.4	22.1	13.1	8.7	11.2
Standard error	1.31	2.17	.95	1.56	2.10	2.54	3.33	6.92	2.75	4.74	2.08	1.43	3.75
Standard deviation	13.97	15.83	3.66	4.69	5.95	8.41	11.05	16.95	12.58	20.09	13.18	6.72	12.45

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 165 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	c	*d	*e	*a	*b	c	*d	*e
Unweighted Base	113	35	20	30	14	11	27	21	32	23	6
Effective base	47	17	11	10	6	3	14	9	11	10	1
Weighted Base	113	43	26	17	12	10	36	23	25	19	5
0-24%	81	33	16	15	11	6	24	11	23	17	5
	71%	77%	62%	90%	88%	60%	67%	48%	90%	88%	98%
25-49%	27	10	7	*	*	4	9	11	2	1	*
	24%	23%	27%	2%	*%	40%	25%	50%	9%	5%	2%
50-74%	2	-	*	1	-	-	1	*	-	-	-
	2%	-%	2%	7%	-%	-%	3%	2%	-%	-%	-%
75-100%	1	*	1	-	-	-	-	-	*	-	-
	1%	*%	3%	-%	-%	-%	-%	-%	1%	-%	-%
Don't know	3	*	1	-	1	-	2	-	-	1	-
	3%	*%	6%	-%	12%	-%	4%	-%	-%	7%	-%
Answered	113	43	26	17	12	10	36	23	25	19	5
Mean Score	14.1	12.0	18.7	14.0	8.6	11.2	14.7	20.8	10.9	8.5	2.0
Standard error	1.31	2.06	4.09	2.58	1.32	3.75	2.83	2.61	1.67	1.41	2.53
Standard deviation	13.97	12.21	18.27	14.15	4.94	12.45	14.70	11.96	9.43	6.74	6.19

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 165 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		*a	*b	*c	d	*e	a	*b	*c	a	*b	a	*b
Significance Level: 95%													
Unweighted Base	113	21	26	24	30	11	84	7	21	95	18	101	9
Effective base	47	11	11	10	13	2	36	2	9	40	8	41	5
Weighted Base	113	23	27	25	30	6	80	7	26	90	23	92	16
0-24%	81	18	15	17	28	1	49	5	26	65	15	65	16
	71%	76%	56%	69%	92%	22%	62%	82%	100%	73%	66%	71%	98%
25-49%	27	5	10	6	1	5	26	*	*	19	7	21	*
	24%	20%	37%	25%	3%	78%	33%	6%	*%	22%	31%	23%	1%
50-74%	2	-	2	-	-	-	2	-	-	2	-	2	-
	2%	-%	6%	-%	-%	-%	2%	-%	-%	2%	-%	2%	-%
75-100%	1	1	*	-	-	-	*	1	-	*	1	1	*
	1%	4%	*%	-%	-%	-%	*%	13%	-%	*%	4%	1%	1%
Don't know	3	*	-	1	1	-	3	-	*	3	-	3	-
	3%	*%	-%	6%	5%	-%	4%	-%	*%	3%	-%	3%	-%
Answered	113	23	27	25	30	6	80	7	26	90	23	92	16
Mean Score	14.1	14.1	20.9	12.3	7.7	28.8	16.4	20.7	5.5	13.3	17.5	14.6	7.1
Standard error	1.31	3.99	3.06	1.88	1.17	3.81	1.44	11.03	1.04	1.21	4.81	1.41	3.43
Standard deviation	13.97	18.27	15.61	9.21	6.41	12.63	13.22	29.18	4.78	11.77	20.40	14.14	10.29

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 165 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	a	b	a	*b	a	*b	a	b
Unweighted Base	113	93	17	65	48	101	9	91	19	68	45
Effective base	47	39	7	33	19	41	5	37	9	34	18
Weighted Base	113	87	22	55	58	92	16	83	26	56	56
0-24%	81 71%	66 76%	14 64%	45 83%	35 61%	65 71%	16 98%	65 79%	15 56%	46 81%	35 62%
25-49%	27 24%	16 18%	8 36%	7 12%	20 34%	21 23%	* 1%	14 17%	10 37%	9 17%	17 30%
50-74%	2 2%	2 2%	- -%	- -%	2 3%	2 2%	- -%	2 2%	- -%	- -%	2 3%
75-100%	1 1%	- -%	* 1%	1 2%	* *%	1 1%	* 1%	- -%	* 1%	1 1%	* *%
Don't know	3 3%	3 3%	- -%	2 3%	1 2%	3 3%	- -%	2 2%	1 6%	* *%	3 5%
Answered	113	87	22	55	58	92	16	83	26	56	56
Mean Score	14.1	13.2	14.2	11.3	16.9	14.6	7.1	13.2	14.1	12.3	16.0
Standard error	1.31	1.27	3.22	1.54	2.15	1.41	3.42	1.28	2.98	1.53	2.25
Standard deviation	13.97	12.22	13.27	12.42	14.89	14.15	10.25	12.26	12.99	12.61	15.10

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 165 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcellforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	113	85	97	65	1	88	79	55	-	102	83	70	-
Effective base	47	33	41	28	1	37	32	24	-	42	36	31	-
Weighted Base	113	79	91	63	4	93	73	57	-	102	77	62	-
0-24%	81	61	65	46	4	74	51	41	-	77	56	52	-
	71%	78%	72%	73%	100%	79%	70%	72%	-%	76%	73%	83%	-%
25-49%	27	14	21	15	-	16	18	15	-	21	16	9	-
	24%	18%	23%	24%	-%	18%	24%	26%	-%	20%	20%	14%	-%
50-74%	2	*	1	-	-	*	1	-	-	*	1	-	-
	2%	1%	1%	-%	-%	1%	2%	-%	-%	*%	2%	-%	-%
75-100%	1	-	1	-	-	-	-	*	-	*	1	-	-
	1%	-%	1%	-%	-%	-%	-%	*%	-%	*%	1%	-%	-%
Don't know	3	3	3	2	-	3	3	2	-	3	3	2	-
	3%	4%	3%	3%	-%	3%	4%	3%	-%	3%	4%	3%	-%
Answered	113	79	91	63	4	93	73	57	-	102	77	62	-
Mean Score	14.1	11.4	14.4	13.0	10.0	11.7	14.5	13.6	-	12.2	13.8	11.1	-
Standard error	1.31	1.14	1.46	1.31	-	1.10	1.46	1.53	-	1.08	1.64	1.11	-
Standard deviation	13.97	10.49	14.39	10.53	-	10.28	12.96	11.33	-	10.92	14.98	9.30	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 165 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	113	105	104	113	94	78	20	89	82	113	56	34
Effective base	47	44	41	47	38	35	7	36	35	47	27	18
Weighted Base	113	104	100	113	88	80	17	81	89	113	56	33
0-24%	81	77	73	81	63	57	10	58	65	81	48	32
	71%	74%	73%	71%	71%	71%	61%	72%	74%	71%	86%	98%
												abc
25-49%	27	21	23	27	23	18	7	18	20	27	7	1
	24%	20%	23%	24%	26%	22%	39%	22%	23%	24%	12%	2%
										e		
50-74%	2	2	2	2	1	2	-	1	*	2	-	-
	2%	2%	2%	2%	1%	2%	-%	1%	1%	2%	-%	-%
75-100%	1	1	-	1	-	1	-	1	-	1	-	-
	1%	1%	-%	1%	-%	1%	-%	1%	-%	1%	-%	-%
Don't know	3	3	2	3	1	3	-	3	3	3	1	*
	3%	3%	2%	3%	2%	4%	-%	4%	3%	3%	3%	*%
Answered	113	104	100	113	88	80	17	81	89	113	56	33
Mean Score	14.1	13.5	13.7	14.1	14.0	14.5	16.0	14.0	13.1	14.1	10.7	7.8
								e	e	e		
Standard error	1.31	1.34	1.20	1.31	1.30	1.70	1.92	1.56	1.26	1.31	1.25	.88
Standard deviation	13.97	13.73	12.24	13.97	12.64	15.05	8.57	14.73	11.45	13.97	9.33	5.11

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 165 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	113	21	10	9	10	102	79	106	92	84	85	99	51	-	96	6
Effective base	47	7	6	4	4	43	34	45	39	35	34	42	24	-	39	3
Weighted Base	113	16	11	9	12	103	81	108	94	87	84	99	51	-	76	12
0-24%	81	11	9	3	5	72	56	77	69	71	61	67	36	-	54	8
	71%	69%	83%	29%	45%	70%	70%	71%	73%	81%	73%	68%	72%	-%	71%	67%
25-49%	27	4	2	6	5	26	19	26	20	11	17	27	11	-	16	4
	24%	23%	17%	71%	41%	25%	23%	24%	21%	13%	20%	27%	22%	-%	21%	33%
50-74%	2	-	-	-	-	2	2	2	2	1	2	2	-	-	2	-
	2%	-%	-%	-%	-%	2%	2%	2%	2%	1%	2%	2%	-%	-%	2%	-%
75-100%	1	-	-	-	*	1	1	1	1	1	1	1	-	-	1	-
	1%	-%	-%	-%	1%	1%	1%	1%	1%	1%	1%	1%	-%	-%	1%	-%
Don't know	3	1	-	-	1	3	3	3	3	3	3	3	3	-	3	-
	3%	8%	-%	-%	12%	3%	4%	3%	3%	3%	4%	3%	6%	-%	4%	-%
Answered	113	16	11	9	12	103	81	108	94	87	84	99	51	-	76	12
Mean Score	14.1	14.4	12.4	20.5	17.7	14.4	14.6	14.2	14.0	12.0	13.6	15.3	11.7	-	14.4	18.7
Standard error	1.31	2.66	2.47	3.37	5.82	1.37	1.65	1.31	1.53	1.55	1.59	1.41	1.18	-	1.58	4.70
Standard deviation	13.97	12.19	7.81	10.10	18.42	13.83	14.69	13.53	14.64	14.20	14.68	14.03	8.42	-	15.48	11.51

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 165 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	*c	a	*b	c
Unweighted Base	113	66	47	69	2	43	44	33	60	19	33	29	49
Effective base	47	28	19	27	2	17	19	12	23	12	14	10	21
Weighted Base	113	70	43	60	4	45	44	28	50	31	34	27	47
0-24%	81	56	25	45	4	29	34	21	31	24	22	22	32
	71%	80%	58%	75%	100%	63%	77%	75%	63%	78%	65%	81%	68%
25-49%	27	11	15	10	-	14	7	6	16	5	12	4	11
	24%	16%	36%	16%	-%	30%	17%	20%	32%	17%	35%	15%	23%
50-74%	2	-	2	1	-	-	2	-	2	-	-	-	2
	2%	-%	4%	2%	-%	-%	4%	-%	3%	-%	-%	-%	4%
75-100%	1	*	1	1	-	*	1	-	1	-	-	1	-
	1%	*%	2%	2%	-%	*%	2%	-%	2%	-%	-%	4%	-%
Don't know	3	3	*	3	-	3	*	1	*	1	*	-	3
	3%	4%	*%	5%	-%	6%	*%	5%	*%	5%	*%	-%	6%
Answered	113	70	43	60	4	45	44	28	50	31	34	27	47
Mean Score	14.1	11.0	19.4	14.0	10.0	14.2	14.8	13.2	17.7	9.9	16.4	13.3	13.5
Standard error	1.31	1.24	2.57	1.91	-	2.12	2.46	1.99	2.11	2.64	2.43	3.19	1.82
Standard deviation	13.97	10.07	17.64	15.87	-	13.92	16.34	11.45	16.35	11.51	13.95	17.19	12.71

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 165 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	113	47	66
Effective base	47	20	29
Weighted Base	113	56	57
0-24%	81	35	45
	71%	64%	79%
25-49%	27	19	7
	24%	35%	13%
50-74%	2	-	2
	2%	-%	3%
75-100%	1	1	-
	1%	2%	-%
Don't know	3	*	3
	3%	*%	5%
Answered	113	56	57
Mean Score	14.1	16.5	11.9
Standard error	1.31	2.31	1.42
Standard deviation	13.97	15.86	11.54

Columns Tested:: a,b

Table 165 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parceland Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	113	8	17	10	11	6	4	3	10	8	7	7	22
Effective base	47	2	9	6	4	5	1	2	4	5	3	5	8
Weighted Base	113	4	14	16	6	8	2	2	13	11	*	15	21
0-24%	81	2	12	13	1	8	2	2	7	8	*	11	15
	71%	43%	84%	79%	19%	90%	98%	100%	55%	73%	100%	72%	73%
25-49%	27	2	2	3	4	-	*	-	5	2	*	4	4
	24%	56%	16%	21%	70%	-%	2%	-%	35%	14%	*%	28%	20%
50-74%	2	-	-	-	*	-	-	-	1	-	-	-	-
	2%	-%	-%	-%	8%	-%	-%	-%	9%	-%	-%	-%	-%
75-100%	1	-	-	-	*	1	-	-	-	-	-	-	-
	1%	-%	-%	-%	2%	10%	-%	-%	-%	-%	-%	-%	-%
Don't know	3	*	-	-	-	-	-	-	*	1	-	-	1
	3%	1%	-%	-%	-%	-%	-%	-%	1%	12%	-%	-%	7%
Answered	113	4	14	16	6	8	2	2	13	11	*	15	21
Mean Score	14.1	18.3	10.3	9.7	27.0	15.5	5.7	3.0	21.9	10.6	14.0	18.1	11.2
Standard error	1.31	3.15	2.09	3.71	4.88	10.90	2.25	1.33	5.92	3.22	-	4.90	1.66
Standard deviation	13.97	8.90	8.60	11.72	16.17	26.71	4.50	2.30	18.74	9.10	-	12.96	7.80

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 165 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	*b	*c	d	a	b
Unweighted Base	113	35	21	21	36	56	57
Effective base	47	16	10	10	13	26	22
Weighted Base	113	34	16	26	36	51	62
0-24%	81	26	11	17	27	37	44
	71%	77%	65%	66%	73%	73%	70%
25-49%	27	8	4	6	8	12	14
	24%	23%	26%	24%	23%	24%	23%
50-74%	2	-	*	1	-	*	1
	2%	-%	3%	5%	-%	1%	2%
75-100%	1	-	1	-	-	1	-
	1%	-%	6%	-%	-%	2%	-%
Don't know	3	*	-	1	1	*	3
	3%	*%	-%	6%	4%	*%	5%
Answered	113	34	16	26	36	51	62
Mean Score	14.1	10.9	18.4	15.7	14.1	13.4	14.8
Standard error	1.31	1.75	4.79	3.43	1.78	2.04	1.71
Standard deviation	13.97	10.34	21.95	15.70	10.68	15.28	12.90

Columns Tested:: a,b,c,d - a,b

Table 167

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	*c	d	e
Unweighted Base	265	12	253	174	46	13	32	91
Effective base	102	6	100	94	19	9	17	27
Weighted Base	263	4	259	250	10	1	1	12
0-24%	175	-	175	169	5	1	*	6
	67%	-%	68%	67%	53%	45%	70%	53%
25-49%	43	-	43	41	1	1	*	2
	16%	-%	16%	16%	12%	47%	22%	17%
50-74%	15	1	14	14	1	*	*	1
	6%	22%	5%	5%	8%	3%	6%	7%
75-100%	19	2	16	17	1	*	-	1
	7%	64%	6%	7%	12%	3%	-%	10%
Don't know	12	1	11	10	2	*	*	2
	4%	14%	4%	4%	15%	2%	1%	13%
Answered	263	4	259	250	10	1	1	12
Mean Score	22.0	74.9	21.3	21.8	25.7	31.7	20.7	26.2
Standard error	1.43	12.25	1.39	1.75	4.37	8.91	-	2.92
Standard deviation	23.25	42.43	22.07	23.05	29.62	32.14	-	27.85

Columns Tested:: a,b - a,b,c,d,e

Table 167 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	*c	*d	e	f	g	h	i
Unweighted Base	265	68	83	23	29	30	32	174	46	45
Effective base	102	43	42	9	13	11	17	94	19	17
Weighted Base	263	123	109	18	7	4	1	250	10	2
0-24%	175	79	77	13	3	3	*	169	5	1
	67%	64%	70%	72%	43%	67%	70%	67%	53%	53%
25-49%	43	21	18	1	1	1	*	41	1	1
	16%	17%	17%	7%	13%	23%	22%	16%	12%	39%
										g
50-74%	15	8	2	4	*	*	*	14	1	*
	6%	6%	2%	21%	7%	8%	6%	5%	8%	4%
75-100%	19	5	12	-	1	*	-	17	1	*
	7%	4%	11%	-%	16%	1%	-%	7%	12%	2%
Don't know	12	10	*	-	2	*	*	10	2	*
	4%	8%	*%	-%	21%	1%	1%	4%	15%	2%
									b	
Answered	263	123	109	18	7	4	1	250	10	2
Mean Score	22.0	18.8	25.1	23.1	27.6	24.7	20.7	21.8	25.7	28.2
										a
Standard error	1.43	2.70	2.69	3.35	6.40	3.40	-	1.75	4.37	3.77
Standard deviation	23.25	22.30	24.52	16.08	34.49	18.64	-	23.05	29.62	25.29

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 167 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	*c	*d	e
Unweighted Base	265	109	65	46	13	32	121	36	24	20	38
Effective base	102	69	30	19	9	17	69	11	9	5	8
Weighted Base	263	201	50	10	1	1	192	24	19	9	8
0-24%	175	132	37	5	1	*	121	18	17	7	6
	67%	66%	74%	53%	45%	70%	63%	74%	86%	83%	70%
25-49%	43	36	5	1	1	*	38	1	1	1	1
	16%	18%	10%	12%	47%	22%	20%	2%	3%	8%	18%
50-74%	15	8	6	1	*	*	9	4	*	*	*
	6%	4%	12%	8%	3%	6%	5%	16%	1%	4%	2%
75-100%	19	15	2	1	*	-	13	2	*	*	1
	7%	8%	4%	12%	3%	-%	7%	8%	2%	5%	10%
Don't know	12	10	*	2	*	*	10	*	1	-	-
	4%	5%	*%	15%	2%	1%	5%	*%	8%	-%	-%
				b							
Answered	263	201	50	10	1	1	192	24	19	9	8
Mean Score	22.0	21.9	21.5	25.7	31.7	20.7	22.2	23.6	12.9	15.5	25.1
Standard error	1.43	2.29	2.43	4.37	8.91	-	2.08	4.24	2.50	5.35	4.80
Standard deviation	23.25	23.87	19.55	29.62	32.14	-	22.93	25.44	12.24	23.93	29.57

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 167 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	c	*d	*e	f	*g	*h	*i
Unweighted Base	265	20	20	34	16	20	30	16	15	17
Effective base	102	11	11	20	6	10	16	7	8	8
Weighted Base	263	30	23	62	18	30	33	20	14	20
0-24%	175	19	13	47	11	23	27	10	9	11
	67%	64%	56%	76%	61%	75%	82%	51%	62%	55%
25-49%	43	4	8	8	*	1	4	5	4	7
	16%	15%	35%	13%	*%	3%	11%	25%	27%	35%
50-74%	15	-	*	3	2	2	2	4	-	2
	6%	-%	*%	4%	13%	7%	5%	20%	-%	10%
75-100%	19	6	-	3	4	-	1	-	*	-
	7%	21%	-%	5%	25%	-%	2%	-%	3%	-%
Don't know	12	-	2	1	-	5	-	1	1	-
	4%	-%	9%	2%	-%	15%	-%	3%	7%	-%
Answered	263	30	23	62	18	30	33	20	14	20
Mean Score	22.0	33.4	20.1	19.4	30.1	11.6	17.7	24.9	17.7	18.8
Standard error	1.43	7.76	3.07	3.53	7.68	2.84	2.89	3.81	4.51	3.58
Standard deviation	23.25	34.72	13.72	20.58	30.71	12.69	15.83	15.23	17.47	14.74

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 167 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	*f	*g	*h
Significance Level: 95%									
Unweighted Base	265	53	55	80	188	77	26	26	25
Effective base	102	23	29	41	93	28	12	12	7
Weighted Base	263	67	67	115	249	14	7	3	3
0-24%	175 67%	44 66%	41 61%	84 73%	169 68%	6 45%	2 30%	2 49%	2 77%
25-49%	43 16%	8 12%	16 25%	17 15%	41 17%	2 12%	1 12%	1 19%	* 2%
50-74%	15 6%	6 9%	* *%	8 7%	15 6%	* 1%	- -%	* 3%	* 2%
75-100%	19 7%	4 7%	7 10%	3 3%	15 6%	4 29%	3 42%	1 16%	* 11%
Don't know	12 4%	5 7%	3 5%	2 2%	10 4%	2 13%	1 16%	* 12%	* 8%
Answered	263	67	67	115	249	14	7	3	3
Mean Score	22.0	18.5	25.5	19.8	21.0	40.8	55.1	28.4	20.1
Standard error	1.43	2.83	3.57	2.07	1.57	4.67	8.48	8.05	6.66
Standard deviation	23.25	20.59	26.50	18.47	21.55	40.97	43.24	41.03	33.32

Columns Tested:: a,b,c,d,e,f,g,h

Table 167 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	e	f	*g	*h	i
Unweighted Base	265	11	24	2	26	36	78	7	8	99
Effective base	102	7	7	2	8	12	32	2	4	44
Weighted Base	263	10	22	3	25	36	56	7	6	122
0-24%	175	7	21	2	23	28	40	3	4	69
	67%	70%	97%	73%	95%	78%	71%	45%	66%	57%
25-49%	43	2	*	-	*	*	14	4	2	21
	16%	19%	1%	-%	1%	1%	25%	53%	28%	17%
50-74%	15	-	*	-	*	5	*	-	*	9
	6%	-%	1%	-%	1%	14%	1%	-%	1%	7%
75-100%	19	*	*	1	1	3	*	-	*	15
	7%	1%	*%	27%	3%	7%	*%	-%	5%	12%
										f
Don't know	12	1	-	-	-	*	2	*	-	8
	4%	10%	-%	-%	-%	*%	3%	2%	-%	7%
Answered	263	10	22	3	25	36	56	7	6	122
Mean Score	22.0	21.1	11.7	41.9	15.0	21.2	14.4	27.9	24.1	26.9
						f	f			f
Standard error	1.43	3.74	2.15	31.80	3.60	4.17	1.25	7.42	7.51	2.75
Standard deviation	23.25	12.40	10.53	44.98	18.34	25.04	11.01	19.64	21.23	27.39

Columns Tested: a,b,c,d,e,f,g,h,i

Table 167 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	*b	*c	a	b	a	*b
Unweighted Base	265	73	78	114	237	28	-	222	43	257	8
Effective base	102	25	32	49	89	13	-	94	9	99	3
Weighted Base	263	71	56	135	222	41	-	245	18	254	9
0-24%	175	59	40	76	149	26	-	160	15	167	8
	67%	83%	71%	57%	67%	64%	-%	65%	84%	66%	98%
		c									
25-49%	43	3	14	26	35	8	-	42	1	43	*
	16%	4%	25%	19%	16%	19%	-%	17%	5%	17%	2%
		a									
50-74%	15	5	*	9	10	5	-	13	1	15	-
	6%	7%	1%	7%	5%	11%	-%	5%	7%	6%	-%
75-100%	19	4	*	15	18	*	-	18	1	19	-
	7%	5%	*%	11%	8%	*%	-%	7%	3%	7%	-%
Don't know	12	1	2	8	9	2	-	11	*	12	-
	4%	2%	3%	6%	4%	5%	-%	5%	*%	5%	-%
Answered	263	71	56	135	222	41	-	245	18	254	9
Mean Score	22.0	19.0	14.4	26.8	22.2	21.0	-	22.0	22.2	22.5	8.8
			ab								
Standard error	1.43	2.50	1.25	2.50	1.56	3.63	-	1.58	2.82	1.47	1.88
Standard deviation	23.25	21.40	11.01	26.69	23.95	19.21	-	23.58	18.47	23.49	5.31

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 167 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	265	101	56	108
Effective base	102	43	19	41
Weighted Base	263	117	39	107
0-24%	175 67%	69 59%	20 52%	86 80%
				ab
25-49%	43 16%	17 15%	14 36%	11 11%
			c	
50-74%	15 6%	12 10%	2 4%	1 1%
75-100%	19 7%	9 8%	3 7%	7 6%
Don't know	12 4%	10 8%	* *%	2 2%
Answered	263	117	39	107
Mean Score	22.0	24.7	27.1	17.3
		c	c	
Standard error	1.43	2.34	2.80	2.22
Standard deviation	23.25	23.50	20.96	23.10

Columns Tested:: a,b,c

Table 167 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	j	*k
Significance Level: 95%												
Unweighted Base	265	146	72	27	10	3	4	2	1	218	47	20
Effective base	102	67	23	8	4	2	3	1	1	90	12	5
Weighted Base	263	172	61	19	3	2	*	1	5	233	30	11
0-24%	175	107	51	13	3	1	*	1	-	158	18	5
	67%	62%	84%	68%	89%	46%	42%	100%	-%	68%	59%	44%
		a										
25-49%	43	30	7	5	-	1	*	-	-	37	6	1
	16%	17%	11%	25%	-%	54%	58%	-%	-%	16%	20%	11%
50-74%	15	13	1	*	*	-	-	-	-	14	*	*
	6%	8%	2%	*%	10%	-%	-%	-%	-%	6%	1%	3%
75-100%	19	13	1	*	*	-	-	-	5	14	5	5
	7%	7%	2%	*%	1%	-%	-%	-%	100%	6%	15%	42%
Don't know	12	10	1	1	-	-	-	-	-	10	1	-
	4%	6%	1%	7%	-%	-%	-%	-%	-%	4%	5%	-%
Answered	263	172	61	19	3	2	*	1	5	233	30	11
Mean Score	22.0	23.7	14.5	15.6	15.1	20.8	24.5	5.2	94.0	21.3	27.6	48.5
		b								b	b	
Standard error	1.43	1.92	1.80	3.46	5.76	8.43	-	-	-	1.48	4.74	9.32
Standard deviation	23.25	23.22	15.23	17.99	18.21	14.60	-	-	-	21.78	32.48	41.69

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 167 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Unweighted Base	265	52	94	119	242	240	251	265	190	133	18	135	14	28	13	29	14
Effective base	102	30	37	35	92	92	96	102	71	42	8	63	4	8	7	6	4
Weighted Base	263	80	92	90	243	235	249	263	192	111	20	169	6	23	8	13	10
0-24%	175	43	64	68	165	169	170	175	135	78	7	114	4	18	6	12	10
	67%	53%	70%	76%	68%	72%	68%	67%	70%	71%	34%	67%	77%	78%	71%	90%	95%
25-49%	43	15	15	13	37	35	37	43	28	18	3	28	*	4	1	1	*
	16%	18%	17%	14%	15%	15%	15%	16%	15%	16%	13%	17%	2%	17%	12%	9%	2%
50-74%	15	11	2	2	15	9	15	15	10	8	6	8	-	*	1	*	*
	6%	14%	2%	2%	6%	4%	6%	6%	5%	7%	28%	4%	-%	*%	10%	1%	3%
75-100%	19	8	5	6	16	11	16	19	11	6	5	10	1	-	*	-	-
	7%	10%	5%	6%	6%	5%	6%	7%	6%	5%	23%	6%	21%	-%	5%	-%	-%
Don't know	12	4	6	2	11	11	12	12	9	1	1	10	-	1	*	-	-
	4%	5%	6%	2%	5%	5%	5%	4%	5%	1%	3%	6%	-%	5%	2%	-%	-%
Answered	263	80	92	90	243	235	249	263	192	111	20	169	6	23	8	13	10
Mean Score	22.0	28.8	19.3	18.8	21.5	19.4	21.1	22.0	20.5	21.4	37.1	20.7	26.6	17.8	21.1	11.0	14.0
Standard error	1.43	bc	2.15	2.12	1.45	1.36	1.41	1.43	1.61	1.89	6.55	1.93	8.18	2.92	7.10	2.13	2.39
Standard deviation	23.25	24.81	20.88	23.08	22.48	21.12	22.33	23.25	22.13	21.74	27.80	22.46	30.62	15.44	25.61	11.47	8.96

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 167 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	b	*c	*d	*e	*f	*g
Unweighted Base	265	144	22	15	23	18	15	5	132	42	20	17	15	6	8
Effective base	102	65	8	6	6	8	3	2	62	13	8	7	5	3	3
Weighted Base	263	181	17	16	12	8	7	2	164	39	8	11	4	2	8
0-24%	175	114	12	14	11	6	7	2	116	28	6	6	4	2	7
	67%	63%	68%	89%	86%	84%	89%	92%	71%	73%	74%	54%	89%	94%	94%
25-49%	43	31	3	*	*	1	1	*	22	7	1	4	*	-	*
	16%	17%	19%	2%	3%	13%	10%	8%	14%	19%	7%	38%	10%	-%	1%
50-74%	15	13	-	*	1	*	*	-	6	1	-	1	*	*	*
	6%	7%	-%	2%	7%	2%	1%	-%	4%	4%	-%	7%	1%	6%	4%
75-100%	19	13	1	1	*	-	-	-	10	*	*	-	-	-	-
	7%	7%	7%	7%	3%	-%	-%	-%	6%	1%	5%	-%	-%	-%	-%
Don't know	12	10	1	-	*	*	-	-	9	1	1	*	-	-	-
	4%	5%	6%	-%	*%	2%	-%	-%	5%	4%	13%	*%	-%	-%	-%
Answered	263	181	17	16	12	8	7	2	164	39	8	11	4	2	8
Mean Score	22.0	23.1	22.6	15.3	20.8	13.0	5.5	10.0	20.2	14.3	25.6	25.9	16.4	12.0	15.9
Standard error	1.43	1.93	5.23	5.14	4.01	3.09	2.56	4.62	2.00	2.23	4.94	4.86	2.76	6.33	3.16
Standard deviation	23.25	23.21	24.52	19.91	19.21	13.13	9.90	10.33	22.98	14.48	22.11	20.04	10.69	15.50	8.94

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 167 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	*c	*d	*e	*f	*g	a	b	c	d	*e
Significance Level: 95%													
Unweighted Base	265	143	31	27	25	12	13	14	47	47	74	60	23
Effective base	102	64	12	8	11	4	3	5	24	24	26	17	8
Weighted Base	263	166	28	24	11	13	8	13	71	54	70	33	22
0-24%	175	102	14	22	9	9	7	12	39	35	61	22	13
	67%	62%	49%	90%	83%	69%	91%	94%	55%	66%	87%	68%	59%
											a		
25-49%	43	28	8	1	*	4	*	*	13	8	6	7	4
	16%	17%	30%	6%	4%	31%	2%	3%	19%	14%	8%	20%	18%
50-74%	15	8	5	1	*	-	*	*	6	6	*	1	*
	6%	5%	17%	4%	1%	-%	1%	3%	9%	12%	*%	4%	1%
75-100%	19	17	1	-	*	-	*	-	4	3	2	1	5
	7%	10%	3%	-%	*%	-%	5%	-%	6%	6%	3%	4%	22%
Don't know	12	10	*	-	1	-	-	-	8	1	1	1	-
	4%	6%	*%	-%	13%	-%	-%	-%	11%	2%	2%	4%	-%
Answered	263	166	28	24	11	13	8	13	71	54	70	33	22
Mean Score	22.0	24.4	28.5	12.3	12.5	13.4	22.0	12.9	23.6	22.2	15.9	19.6	29.4
									c				
Standard error	1.43	2.18	3.89	2.28	1.81	2.81	6.00	2.68	2.88	3.44	2.05	2.60	7.68
Standard deviation	23.25	26.03	21.63	11.83	9.04	9.75	21.62	10.02	19.76	23.57	17.61	20.13	36.85

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 167 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e
Unweighted Base	265	67	49	61	46	19	63	47	67	45	16
Effective base	102	34	23	18	13	6	31	21	21	15	5
Weighted Base	263	96	56	51	24	16	89	52	51	30	15
0-24%	175	51	40	45	18	11	60	36	42	21	9
	67%	53%	71%	89%	72%	72%	68%	70%	84%	72%	63%
25-49%	43	21	7	2	3	4	14	9	6	6	*
	16%	22%	12%	3%	13%	25%	16%	17%	11%	20%	1%
50-74%	15	7	6	*	1	*	4	3	*	1	*
	6%	8%	10%	1%	4%	2%	5%	5%	*%	4%	2%
75-100%	19	9	3	2	1	-	1	4	1	-	5
	7%	9%	6%	5%	5%	-%	2%	7%	3%	-%	33%
Don't know	12	8	1	1	1	-	8	*	1	1	-
	4%	8%	1%	2%	6%	-%	10%	1%	2%	5%	-%
Answered	263	96	56	51	24	16	89	52	51	30	15
Mean Score	22.0	27.1	20.3	17.1	17.4	11.9	17.8	21.9	16.2	16.6	37.2
		cd									
Standard error	1.43	2.94	3.31	2.60	2.90	2.90	2.09	3.49	1.93	2.36	10.75
Standard deviation	23.25	24.03	23.18	20.32	19.64	12.65	16.61	23.94	15.83	15.81	43.02

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 167 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	*e	a	*b	c	a	*b	a	*b
Significance Level: 95%													
Unweighted Base	265	70	51	56	66	21	171	16	77	242	23	230	12
Effective base	102	36	19	21	21	6	63	7	32	95	8	89	4
Weighted Base	263	96	51	50	48	17	157	20	86	238	25	229	14
0-24%	175	54	35	38	37	12	108	14	53	152	23	154	11
	67%	56%	68%	75%	77%	69%	69%	73%	61%	64%	93%	67%	77%
25-49%	43	15	10	11	6	*	27	4	12	41	2	34	3
	16%	16%	21%	21%	12%	2%	17%	18%	14%	17%	7%	15%	23%
50-74%	15	9	4	-	2	*	4	1	10	15	-	15	-
	6%	9%	7%	-%	3%	2%	2%	5%	11%	6%	-%	6%	-%
75-100%	19	9	2	1	2	5	10	1	8	19	*	16	-
	7%	10%	4%	1%	4%	27%	7%	3%	9%	8%	*%	7%	-%
Don't know	12	9	*	1	1	-	7	-	4	12	-	11	-
	4%	9%	*%	2%	3%	-%	5%	-%	5%	5%	-%	5%	-%
Answered	263	96	51	50	48	17	157	20	86	238	25	229	14
Mean Score	22.0	25.1	19.3	18.9	16.5	37.7	20.4	17.1	26.2	23.2	11.0	22.0	13.5
		d											
Standard error	1.43	3.06	2.76	1.95	2.57	7.89	1.77	4.87	2.73	1.54	1.99	1.49	5.22
Standard deviation	23.25	25.57	19.72	14.62	20.87	36.15	23.11	19.47	23.92	23.95	9.52	22.67	18.09

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 167 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	a	b	a	*b	a	*b	a	b
Unweighted Base	265	214	26	186	79	229	13	215	25	186	79
Effective base	102	85	7	80	26	88	5	84	8	77	27
Weighted Base	263	213	22	177	86	225	18	209	26	176	86
0-24%	175	152	17	108	67	150	15	147	22	108	67
	67%	71%	79%	61%	78%	67%	82%	70%	84%	61%	78%
25-49%	43	30	5	30	13	33	3	31	4	30	13
	16%	14%	21%	17%	15%	15%	18%	15%	16%	17%	15%
50-74%	15	9	-	11	4	15	-	9	-	11	4
	6%	4%	-%	6%	4%	7%	-%	4%	-%	6%	4%
75-100%	19	11	-	18	1	16	-	11	-	18	1
	7%	5%	-%	10%	1%	7%	-%	5%	-%	10%	1%
Don't know	12	11	-	10	1	11	-	11	-	10	1
	4%	5%	-%	6%	2%	5%	-%	5%	-%	6%	2%
Answered	263	213	22	177	86	225	18	209	26	176	86
Mean Score	22.0	20.2	11.4	24.1	17.8	22.2	12.8	20.5	10.5	24.0	18.0
				b							
Standard error	1.43	1.49	2.12	1.90	1.78	1.51	4.41	1.50	1.75	1.90	1.78
Standard deviation	23.25	21.75	10.81	25.89	15.78	22.82	15.89	21.95	8.77	25.95	15.79

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 167 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	265	208	189	78	1	209	166	64	1	256	147	79	-
Effective base	102	77	72	29	1	80	61	25	1	101	56	32	-
Weighted Base	263	196	182	74	4	205	158	68	2	261	138	71	-
0-24%	175	138	132	57	4	148	119	51	2	173	102	56	-
	67%	70%	72%	77%	100%	72%	76%	76%	100%	67%	74%	79%	-%
25-49%	43	26	27	6	-	29	18	9	-	43	16	5	-
	16%	13%	15%	9%	-%	14%	11%	14%	-%	16%	12%	7%	-%
50-74%	15	13	11	2	-	9	5	2	-	15	6	4	-
	6%	6%	6%	3%	-%	4%	3%	3%	-%	6%	4%	6%	-%
75-100%	19	13	5	6	-	9	9	5	-	18	6	6	-
	7%	7%	3%	8%	-%	4%	5%	7%	-%	7%	4%	9%	-%
Don't know	12	6	8	2	-	11	7	-	-	12	8	*	-
	4%	3%	4%	3%	-%	5%	5%	-%	-%	4%	6%	*%	-%
Answered	263	196	182	74	4	205	158	68	2	261	138	71	-
Mean Score	22.0	21.8	18.7	19.8	10.0	19.1	18.7	20.5	5.0	22.1	18.3	22.8	-
Standard error	1.43	1.54	1.32	2.68	-	1.42	1.65	3.02	-	1.45	1.61	2.80	-
Standard deviation	23.25	22.18	18.19	23.66	-	20.52	21.29	24.20	-	23.24	19.54	24.89	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 167 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	265	226	226	265	221	150	22	177	185	265	66	33
Effective base	102	87	87	102	85	57	8	72	74	102	27	15
Weighted Base	263	232	225	263	224	152	20	190	202	263	60	30
0-24%	175	161	168	175	154	120	16	135	146	175	50	25
	67%	70%	75%	67%	69%	79%	78%	71%	72%	67%	83%	82%
25-49%	43	32	31	43	32	19	4	29	31	43	5	1
	16%	14%	14%	16%	14%	13%	20%	15%	15%	16%	8%	5%
50-74%	15	12	5	15	12	5	-	7	10	15	2	4
	6%	5%	2%	6%	5%	3%	-%	4%	5%	6%	3%	13%
75-100%	19	15	10	19	15	*	*	9	5	19	1	-
	7%	7%	4%	7%	7%	*%	2%	5%	3%	7%	2%	-%
Don't know	12	11	10	12	11	8	-	10	10	12	2	-
	4%	5%	5%	4%	5%	5%	-%	5%	5%	4%	4%	-%
Answered	263	232	225	263	224	152	20	190	202	263	60	30
Mean Score	22.0	20.7	18.0	22.0	21.0	14.2	15.4	18.6	17.8	22.0	16.7	17.6
			b	b	b					b		
Standard error	1.43	1.47	1.33	1.43	1.49	1.05	3.21	1.41	1.30	1.43	1.98	2.50
Standard deviation	23.25	22.13	19.97	23.25	22.20	12.86	15.08	18.77	17.65	23.25	16.11	14.36

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 167 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	265	43	19	17	11	228	177	245	202	177	191	223	62	-	227	13
Effective base	102	15	8	5	6	90	67	95	80	68	77	87	22	-	84	6
Weighted Base	263	34	14	14	18	231	179	250	208	172	209	228	61	-	204	18
0-24%	175	25	7	9	10	158	123	165	137	121	143	158	42	-	138	14
	67%	73%	49%	64%	59%	68%	69%	66%	66%	70%	68%	69%	69%	-%	68%	77%
25-49%	43	4	6	5	2	41	19	42	33	26	30	36	9	-	26	4
	16%	11%	44%	35%	11%	18%	11%	17%	16%	15%	14%	16%	14%	-%	13%	23%
50-74%	15	1	-	*	4	8	11	12	13	11	14	7	2	-	14	-
	6%	4%	-%	*%	21%	4%	6%	5%	6%	7%	7%	3%	3%	-%	7%	-%
75-100%	19	3	1	*	1	13	15	18	14	10	13	15	5	-	15	*
	7%	8%	7%	*%	3%	6%	8%	7%	7%	6%	6%	7%	8%	-%	8%	*%
Don't know	12	1	-	-	1	12	10	12	10	5	9	11	4	-	10	-
	4%	4%	-%	-%	6%	5%	6%	5%	5%	3%	4%	5%	6%	-%	5%	-%
Answered	263	34	14	14	18	231	179	250	208	172	209	228	61	-	204	18
Mean Score	22.0	22.3	31.2	17.7	28.2	20.4	22.1	22.1	22.0	20.8	21.4	20.8	20.3	-	22.3	19.3
Standard error	1.43	3.90	5.42	2.42	5.97	1.40	1.81	1.49	1.60	1.59	1.60	1.48	3.06	-	1.54	3.96
Standard deviation	23.25	25.58	23.62	9.98	19.79	21.14	24.06	23.35	22.70	21.20	22.12	22.17	24.11	-	23.22	14.26

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 167 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	265	147	118	121	6	67	75	60	163	41	66	69	127
Effective base	102	54	48	40	5	23	28	24	64	14	26	23	52
Weighted Base	263	137	125	109	15	61	84	58	159	42	59	64	134
0-24%	175	91	84	82	8	45	62	47	96	28	49	35	86
	67%	67%	67%	76%	54%	74%	74%	82%	60%	67%	83%	55%	64%
25-49%	43	22	21	11	3	10	8	7	29	7	1	15	27
	16%	16%	17%	10%	21%	17%	9%	13%	18%	16%	2%	23%	20%
												a	a
50-74%	15	10	5	4	4	4	4	1	14	*	4	5	5
	6%	7%	4%	4%	25%	7%	5%	1%	9%	*%	6%	8%	4%
75-100%	19	9	9	5	-	*	5	1	11	6	2	9	8
	7%	7%	7%	5%	-%	*%	7%	2%	7%	15%	4%	13%	6%
Don't know	12	6	6	6	-	1	5	1	10	1	3	-	8
	4%	4%	5%	5%	-%	2%	5%	2%	6%	1%	5%	-%	6%
Answered	263	137	125	109	15	61	84	58	159	42	59	64	134
Mean Score	22.0	21.7	22.4	20.1	27.9	18.0	20.6	16.1	23.4	26.9	18.9	31.3	19.6
Standard error	1.43	2.03	2.00	1.92	7.87	1.82	2.68	1.96	a	a	2.52	3.44	1.84
Standard deviation	23.25	24.66	21.69	21.09	19.28	14.86	23.23	15.14	22.71	32.28	20.51	28.58	20.70

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 167 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	265	121	144
Effective base	102	38	66
Weighted Base	263	113	150
0-24%	175	66	110
	67%	58%	73%
25-49%	43	21	22
	16%	18%	15%
50-74%	15	8	7
	6%	7%	5%
75-100%	19	11	7
	7%	10%	5%
Don't know	12	8	4
	4%	7%	2%
Answered	263	113	150
Mean Score	22.0	25.2	19.7
Standard error	1.43	2.48	1.62
Standard deviation	23.25	27.29	19.42

Columns Tested:: a,b

Table 167 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		*a	b	*c	*d	*e	*f	*g	h	*i	*j	*k	l
Unweighted Base	265	17	30	21	15	26	9	8	32	22	23	15	47
Effective base	102	6	16	13	5	19	4	2	14	9	7	6	15
Weighted Base	263	5	28	27	8	39	8	2	51	25	6	19	44
0-24%	175	2	16	21	5	22	4	2	41	17	3	9	33
	67%	31%	56%	77%	62%	57%	56%	92%	82%	66%	55%	47%	74%
25-49%	43	*	6	1	3	14	3	*	1	1	2	4	7
	16%	5%	23%	4%	37%	37%	35%	*%	2%	3%	37%	21%	16%
50-74%	15	2	4	-	*	2	-	-	2	-	*	*	4
	6%	43%	15%	-%	1%	5%	-%	-%	3%	-%	*%	1%	10%
75-100%	19	-	1	3	-	*	1	*	1	6	*	5	*
	7%	-%	4%	12%	-%	1%	9%	1%	2%	25%	8%	25%	*%
Don't know	12	1	*	2	*	-	-	*	5	1	-	1	*
	4%	22%	2%	8%	*%	-%	-%	7%	10%	5%	-%	5%	*%
Answered	263	5	28	27	8	39	8	2	51	25	6	19	44
Mean Score	22.0	34.9	23.6	20.2	14.1	23.7	29.9	9.6	14.3	28.3	24.1	40.7	16.6
Standard error	1.43	4.85	4.28	6.03	2.96	3.02	9.21	5.70	2.97	7.07	5.56	9.00	2.02
Standard deviation	23.25	20.00	23.44	27.64	11.46	15.42	27.63	16.11	16.83	33.16	26.67	34.87	13.86

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 167 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	265	68	50	62	85	118	147
Effective base	102	32	28	24	24	60	48
Weighted Base	263	60	55	78	69	115	147
0-24%	175	38	32	60	45	70	105
	67%	63%	58%	77%	65%	61%	71%
25-49%	43	8	20	2	13	28	15
	16%	13%	36%	2%	19%	24%	10%
			ac				
50-74%	15	6	2	2	4	8	6
	6%	11%	4%	2%	6%	7%	4%
75-100%	19	4	1	8	6	5	13
	7%	7%	2%	10%	8%	5%	9%
Don't know	12	4	*	7	1	4	8
	4%	6%	*%	9%	2%	3%	5%
Answered	263	60	55	78	69	115	147
Mean Score	22.0	23.0	23.2	18.8	23.9	23.1	21.2
Standard error	1.43	3.05	2.46	3.06	2.68	2.00	2.02
Standard deviation	23.25	25.11	17.37	24.08	24.74	21.68	24.45

Columns Tested:: a,b,c,d - a,b

Table 169

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	*c	d	e
Unweighted Base	262	8	254	183	39	8	32	79
Effective base	109	4	107	102	14	5	17	19
Weighted Base	261	3	258	252	8	1	1	9
0-24%	136	-	136	132	3	1	*	4
	52%	-%	53%	52%	43%	57%	70%	46%
25-49%	51	-	51	49	2	*	*	2
	20%	-%	20%	20%	25%	6%	21%	23%
50-74%	23	1	23	23	*	*	-	*
	9%	32%	9%	9%	4%	21%	-%	5%
75-100%	38	2	36	37	1	-	*	1
	14%	67%	14%	15%	9%	-%	9%	8%
Don't know	13	*	13	11	1	*	-	2
	5%	1%	5%	4%	19%	17%	-%	18%
					a			
Answered	261	3	258	252	8	1	1	9
Mean Score	31.3	82.7	30.8	31.6	21.6	24.5	23.9	22.0
				e				
Standard error	1.85	11.27	1.86	2.23	4.11	-	-	2.83
Standard deviation	29.99	31.88	29.58	30.14	25.68	-	-	25.17

Columns Tested: a,b - a,b,c,d,e

Table 169 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	*d	*e	f	g	h	i
Unweighted Base	262	73	80	30	23	24	32	183	39	40
Effective base	109	48	43	15	8	9	17	102	14	14
Weighted Base	261	127	106	19	5	3	1	252	8	2
0-24%	136	69	52	10	3	1	*	132	3	1
	52%	54%	49%	54%	50%	36%	70%	52%	43%	62%
25-49%	51	20	28	2	*	2	*	49	2	*
	20%	15%	26%	10%	8%	45%	21%	20%	25%	12%
50-74%	23	13	10	1	*	*	-	23	*	*
	9%	10%	9%	3%	5%	5%	-%	9%	4%	12%
75-100%	38	19	14	4	*	*	*	37	1	*
	14%	15%	14%	21%	7%	9%	9%	15%	9%	4%
Don't know	13	7	2	2	1	*	-	11	1	*
	5%	6%	2%	11%	29%	5%	-%	4%	19%	10%
								bg		
Answered	261	127	106	19	5	3	1	252	8	2
Mean Score	31.3	30.8	32.4	33.3	15.8	30.9	23.9	31.6	21.6	24.2
			h							
Standard error	1.85	3.66	3.11	6.58	5.32	5.22	-	2.23	4.11	5.85
Standard deviation	29.99	31.25	27.82	36.02	25.52	25.57	-	30.14	25.68	36.98

Columns Tested: a,b,c,d,e,f,g,h,i

Table 169 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	*c	*d	e
Unweighted Base	262	112	71	39	8	32	126	48	18	13	35
Effective base	109	73	37	14	5	17	72	23	6	6	9
Weighted Base	261	201	51	8	1	1	194	34	11	4	5
0-24%	136	104	27	3	1	*	94	22	8	2	2
	52%	52%	54%	43%	57%	70%	48%	66%	71%	47%	41%
25-49%	51	42	8	2	*	*	44	2	*	1	1
	20%	21%	15%	25%	6%	21%	23%	5%	4%	35%	24%
50-74%	23	21	2	*	*	-	21	1	*	-	*
	9%	10%	5%	4%	21%	-%	11%	3%	3%	-%	2%
75-100%	38	26	11	1	-	*	26	6	1	1	2
	14%	13%	21%	9%	-%	9%	14%	17%	9%	18%	33%
Don't know	13	8	3	1	*	-	8	3	1	-	-
	5%	4%	5%	19%	17%	-%	4%	8%	13%	-%	-%
Answered	261	201	51	8	1	1	194	34	11	4	5
Mean Score	31.3	31.6	31.9	21.6	24.5	23.9	32.3	28.8	16.7	33.4	40.8
Standard error	1.85	2.82	3.74	4.11	-	-	2.65	4.71	6.14	7.95	6.53
Standard deviation	29.99	29.85	31.55	25.68	-	-	29.70	32.63	26.06	28.67	38.62

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 169 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	262	33	21	27	13	21	21	16	15	18
Effective base	109	19	13	15	5	9	12	10	8	9
Weighted Base	261	45	27	43	11	28	30	26	15	20
0-24%	136	28	9	19	3	20	15	16	8	11
	52%	62%	35%	45%	28%	69%	50%	63%	55%	53%
25-49%	51	10	7	14	4	1	1	2	4	6
	20%	22%	27%	32%	39%	3%	4%	7%	25%	31%
50-74%	23	6	5	2	3	1	*	*	1	2
	9%	12%	20%	5%	27%	3%	*%	2%	8%	10%
75-100%	38	1	2	6	1	2	14	7	1	-
	14%	3%	6%	14%	6%	6%	45%	26%	5%	-%
Don't know	13	-	3	1	-	5	-	1	1	1
	5%	-%	12%	3%	-%	18%	-%	3%	7%	5%
Answered	261	45	27	43	11	28	30	26	15	20
Mean Score	31.3	23.3	29.9	30.8	39.7	15.6	50.2	37.8	21.0	26.3
Standard error	1.85	3.72	5.07	6.06	7.91	5.14	8.35	8.58	5.63	4.35
Standard deviation	29.99	21.36	23.25	31.50	28.52	23.54	38.27	34.34	21.79	18.47

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 169 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	*f	*g	*h
Significance Level: 95%									
Unweighted Base	262	52	69	64	185	77	29	27	21
Effective base	109	23	39	37	98	21	11	6	5
Weighted Base	261	59	87	99	246	15	8	5	3
0-24%	136	33	46	51	130	6	3	2	1
	52%	56%	53%	51%	53%	36%	32%	43%	30%
25-49%	51	11	21	17	49	2	1	1	*
	20%	19%	24%	17%	20%	12%	12%	12%	11%
50-74%	23	6	12	3	21	3	*	2	*
	9%	10%	14%	3%	8%	18%	4%	41%	13%
75-100%	38	2	4	27	33	5	4	*	1
	14%	4%	4%	27%	13%	34%	49%	4%	46%
Don't know	13	6	4	2	13	*	*	-	-
	5%	11%	5%	2%	5%	1%	2%	-%	-%
Answered	261	59	87	99	246	15	8	5	3
Mean Score	31.3	23.6	24.9	38.6	30.1	49.7	56.0	37.0	56.1
				ab		abd			
Standard error	1.85	3.37	2.65	4.38	2.15	4.15	7.61	5.59	9.69
Standard deviation	29.99	24.30	22.04	35.07	29.24	36.39	40.96	29.03	44.40

Columns Tested:: a,b,c,d,e,f,g,h

Table 169 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	i
Unweighted Base	262	12	25	-	25	27	97	6	5	90
Effective base	109	10	6	-	6	6	43	3	3	44
Weighted Base	261	13	18	-	18	20	86	11	2	112
0-24%	136	8	14	-	14	14	32	3	1	64
	52%	62%	82%	-%	82%	71%	37%	26%	35%	57%
25-49%	51	5	1	-	1	*	14	3	1	27
	20%	38%	7%	-%	7%	2%	16%	31%	52%	24%
50-74%	23	-	*	-	*	-	17	-	-	6
	9%	-%	1%	-%	1%	-%	20%	-%	-%	6%
75-100%	38	-	2	-	2	5	17	4	*	9
	14%	-%	9%	-%	9%	27%	20%	42%	13%	8%
Don't know	13	-	-	-	-	*	6	*	-	6
	5%	-%	-%	-%	-%	1%	7%	1%	-%	6%
Answered	261	13	18	-	18	20	86	11	2	112
Mean Score	31.3	21.6	21.7	-	21.7	35.6	40.2	60.9	25.0	23.6
Standard error	1.85	3.26	4.34	-	4.34	7.54	3.17	14.85	15.47	2.69
Standard deviation	29.99	11.28	21.69	-	21.69	39.17	31.24	36.37	34.60	25.49

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 169 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	262	64	97	101	231	31	-	228	34	255	7
Effective base	109	19	43	48	94	15	-	103	8	106	3
Weighted Base	261	51	86	124	218	43	-	252	9	253	8
0-24%	136	37	32	67	106	30	-	128	8	128	8
	52%	73%	37%	54%	49%	70%	-%	51%	87%	50%	100%
		b							a		
25-49%	51	7	14	31	44	8	-	51	*	51	-
	20%	13%	16%	25%	20%	18%	-%	20%	5%	20%	-%
50-74%	23	*	17	6	20	3	-	23	*	23	*
	9%	*%	20%	5%	9%	7%	-%	9%	3%	9%	*%
			ac								
75-100%	38	7	17	13	35	2	-	37	*	38	-
	14%	14%	20%	11%	16%	5%	-%	15%	3%	15%	-%
Don't know	13	*	6	6	13	*	-	13	*	13	-
	5%	*%	7%	5%	6%	*%	-%	5%	2%	5%	-%
Answered	261	51	86	124	218	43	-	252	9	253	8
Mean Score	31.3	27.2	40.2	26.8	32.6	25.0	-	31.9	14.2	31.8	15.5
			ac						b		
Standard error	1.85	3.60	3.17	2.83	2.07	3.62	-	1.99	3.47	1.90	2.82
Standard deviation	29.99	28.78	31.24	28.40	31.46	20.15	-	30.12	20.21	30.31	7.47

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 169 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	262	92	53	117
Effective base	109	38	21	51
Weighted Base	261	93	43	125
0-24%	136	45	20	71
	52%	48%	46%	57%
25-49%	51	19	17	15
	20%	20%	41%	12%
			c	
50-74%	23	6	2	15
	9%	6%	5%	12%
75-100%	38	17	2	18
	14%	18%	6%	15%
Don't know	13	7	1	5
	5%	7%	2%	4%
Answered	261	93	43	125
Mean Score	31.3	32.6	27.2	31.7
Standard error	1.85	3.40	3.29	2.77
Standard deviation	29.99	32.58	23.97	29.92

Columns Tested:: a,b,c

Table 169 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	j	*k
Significance Level: 95%												
Unweighted Base	262	148	72	21	11	3	4	2	1	220	42	21
Effective base	109	73	25	7	4	1	3	1	1	97	11	4
Weighted Base	261	173	61	17	3	1	*	1	5	234	27	10
0-24%	136	85	36	7	1	1	*	1	5	121	15	7
	52%	49%	58%	43%	33%	95%	58%	98%	100%	52%	55%	75%
25-49%	51	37	13	*	1	*	*	-	-	50	1	1
	20%	22%	21%	*%	34%	3%	42%	-%	-%	21%	5%	13%
50-74%	23	18	4	1	*	-	-	-	-	23	1	*
	9%	11%	7%	4%	2%	-%	-%	-%	-%	10%	3%	1%
75-100%	38	20	8	8	1	*	-	*	-	29	9	1
	14%	12%	14%	45%	32%	2%	-%	2%	-%	12%	33%	11%
Don't know	13	11	*	1	-	-	-	-	-	11	1	-
	5%	7%	*%	8%	-%	-%	-%	-%	-%	5%	5%	-%
Answered	261	173	61	17	3	1	*	1	5	234	27	10
Mean Score	31.3	30.6	30.6	48.1	40.7	21.9	22.7	21.9	2.0	30.6	37.6	19.4
Standard error	1.85	2.39	3.06	10.25	10.46	-	-	-	-	1.90	6.55	5.70
Standard deviation	29.99	29.07	25.93	46.99	34.69	-	-	-	-	28.23	42.45	26.10

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 169 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	262	46	102	114	238	235	250	262	178	106	22	146	11	25	10	22	14
Effective base	109	27	46	36	97	95	103	109	72	31	14	65	5	8	4	10	4
Weighted Base	261	62	110	88	241	231	251	261	178	77	29	164	4	24	10	9	10
0-24%	136	21	64	51	131	123	133	136	96	48	13	76	2	21	5	6	9
	52%	34%	58%	57%	54%	53%	53%	52%	54%	62%	45%	46%	55%	87%	52%	70%	88%
		a															
25-49%	51	16	21	14	49	51	51	51	41	16	3	42	1	*	2	2	1
	20%	26%	19%	16%	20%	22%	20%	20%	23%	20%	9%	26%	25%	1%	21%	27%	5%
50-74%	23	9	10	5	15	18	18	23	11	5	3	10	-	2	3	*	-
	9%	14%	9%	6%	6%	8%	7%	9%	6%	6%	11%	6%	-%	8%	26%	1%	-%
75-100%	38	14	6	17	35	26	35	38	17	7	9	24	1	1	*	-	1
	14%	23%	6%	19%	15%	11%	14%	14%	10%	8%	30%	15%	21%	4%	*%	-%	7%
		b															
Don't know	13	2	9	1	12	13	13	13	13	2	1	11	-	-	*	*	-
	5%	4%	8%	2%	5%	6%	5%	5%	7%	3%	4%	7%	-%	-%	1%	1%	-%
Answered	261	62	110	88	241	231	251	261	178	77	29	164	4	24	10	9	10
Mean Score	31.3	41.8	24.2	32.8	30.3	28.5	30.2	31.3	26.9	25.9	43.0	30.8	35.3	16.3	33.0	23.3	19.2
		b		b													
Standard error	1.85	5.01	2.36	2.98	1.93	1.82	1.86	1.85	2.06	2.52	7.83	2.48	9.90	4.25	6.81	2.25	4.97
Standard deviation	29.99	33.96	23.79	31.83	29.71	27.87	29.48	29.99	27.46	25.99	36.71	29.91	32.85	21.25	21.54	10.57	18.61

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 169 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	b	*c	*d	*e	*f	*g
Unweighted Base	262	154	24	14	18	11	12	5	138	40	15	12	15	8	7
Effective base	109	73	9	5	5	7	4	2	62	15	4	7	4	5	3
Weighted Base	261	184	23	15	11	5	2	2	149	43	5	13	9	5	8
0-24%	136	92	12	11	9	3	2	2	77	19	3	6	8	3	7
	52%	50%	51%	77%	84%	60%	85%	100%	52%	43%	71%	49%	85%	61%	87%
25-49%	51	40	5	2	*	2	*	*	36	9	1	1	1	2	*
	20%	22%	20%	11%	1%	35%	9%	*%	24%	22%	26%	7%	15%	36%	5%
50-74%	23	12	-	2	1	*	-	-	11	3	-	4	-	*	-
	9%	7%	-%	12%	8%	3%	-%	-%	7%	6%	-%	36%	-%	3%	-%
75-100%	38	28	7	-	1	-	-	-	14	11	*	1	-	-	1
	14%	15%	28%	-%	6%	-%	-%	-%	9%	26%	*%	8%	-%	-%	9%
Don't know	13	11	-	-	-	*	*	-	11	1	*	-	-	-	-
	5%	6%	-%	-%	-%	2%	6%	-%	8%	3%	3%	-%	-%	-%	-%
Answered	261	184	23	15	11	5	2	2	149	43	5	13	9	5	8
Mean Score	31.3	31.2	39.7	21.1	19.2	21.2	13.6	8.2	26.1	38.3	18.6	35.6	22.2	24.2	21.9
Standard error	1.85	2.41	7.65	5.64	5.03	3.23	3.70	2.18	2.22	a	2.71	8.98	1.72	5.52	7.65
Standard deviation	29.99	29.88	37.46	21.11	21.35	10.71	12.81	4.87	26.07	36.27	10.48	31.12	6.67	15.60	20.23

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 169 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	*c	*d	*e	*f	*g	a	b	c	d	*e
Significance Level: 95%													
Unweighted Base	262	141	37	20	26	15	13	10	56	47	73	52	22
Effective base	109	66	16	8	13	5	3	4	28	24	27	17	8
Weighted Base	261	148	46	26	13	12	7	9	70	52	71	35	22
0-24%	136	79	18	16	5	3	7	7	33	24	39	23	15
	52%	53%	40%	61%	40%	24%	98%	86%	47%	45%	55%	64%	68%
25-49%	51	35	4	5	3	4	*	1	18	12	14	3	5
	20%	23%	10%	18%	22%	36%	2%	6%	25%	22%	20%	8%	24%
50-74%	23	8	11	1	*	4	-	-	4	2	8	3	2
	9%	5%	23%	4%	1%	32%	-%	-%	6%	3%	11%	9%	8%
75-100%	38	16	12	4	4	1	*	1	10	11	9	5	-
	14%	11%	27%	17%	26%	8%	*%	8%	14%	22%	12%	15%	-%
Don't know	13	11	*	-	1	-	-	-	6	4	2	1	-
	5%	8%	*%	-%	11%	-%	-%	-%	8%	7%	3%	4%	-%
Answered	261	148	46	26	13	12	7	9	70	52	71	35	22
Mean Score	31.3	26.8	45.1	32.7	34.7	44.4	17.6	20.2	29.7	34.8	31.6	27.3	21.0
Standard error	1.85	2.32	5.67	7.35	6.43	7.33	2.06	6.38	3.88	4.90	3.29	4.46	3.82
Standard deviation	29.99	27.59	34.46	32.88	32.80	28.41	7.43	20.16	29.01	33.57	28.09	32.19	17.91

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 169 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	a	b	c	d	*e
Significance Level: 95%											
Unweighted Base	262	79	49	55	38	17	68	38	69	42	16
Effective base	109	41	23	17	11	5	33	17	24	16	6
Weighted Base	261	104	56	47	25	10	79	46	56	34	16
0-24%	136	57	26	30	13	5	35	27	26	21	13
	52%	55%	46%	63%	52%	50%	45%	60%	46%	63%	80%
25-49%	51	21	11	8	3	5	23	10	13	3	1
	20%	20%	20%	18%	11%	50%	29%	22%	24%	9%	8%
50-74%	23	4	5	4	3	-	5	2	6	3	2
	9%	4%	8%	8%	11%	-%	7%	4%	11%	9%	11%
75-100%	38	15	10	5	5	-	7	6	9	5	-
	14%	14%	19%	11%	20%	-%	8%	12%	15%	16%	-%
Don't know	13	7	4	*	1	-	8	1	2	1	-
	5%	6%	6%	*%	6%	-%	11%	2%	4%	4%	-%
Answered	261	104	56	47	25	10	79	46	56	34	16
Mean Score	31.3	28.8	33.2	30.5	33.6	21.0	25.8	26.8	35.7	27.7	21.3
									a		
Standard error	1.85	3.25	4.62	3.90	5.59	2.09	3.19	4.24	3.55	5.02	5.13
Standard deviation	29.99	28.92	32.33	28.92	34.46	8.60	26.32	26.15	29.46	32.53	20.52

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 169 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	*e	a	*b	c	a	*b	a	*b
Significance Level: 95%													
Unweighted Base	262	70	42	69	61	18	189	14	58	241	21	228	10
Effective base	109	35	16	29	23	6	79	7	26	100	9	94	4
Weighted Base	261	85	38	68	49	17	204	9	48	238	23	234	7
0-24%	136	33	26	32	26	15	104	6	27	124	12	129	2
	52%	39%	69%	47%	52%	86%	51%	59%	55%	52%	50%	55%	32%
25-49%	51	22	7	19	3	*	35	3	13	46	5	44	5
	20%	25%	19%	28%	6%	3%	17%	36%	27%	19%	21%	19%	68%
50-74%	23	8	1	4	8	2	23	*	*	21	3	15	-
	9%	9%	3%	6%	17%	11%	11%	1%	1%	9%	11%	6%	-%
75-100%	38	15	3	9	11	*	31	*	6	34	4	35	-
	14%	18%	7%	13%	21%	*%	15%	3%	13%	14%	17%	15%	-%
Don't know	13	7	1	4	1	-	11	-	2	13	-	12	-
	5%	8%	2%	6%	3%	-%	5%	-%	4%	5%	-%	5%	-%
Answered	261	85	38	68	49	17	204	9	48	238	23	234	7
Mean Score	31.3	34.0	24.0	32.6	35.1	19.8	32.6	16.9	28.8	30.8	36.1	30.2	33.8
Standard error	1.85	3.95	3.55	3.50	4.25	4.80	2.24	4.17	3.71	1.94	6.36	1.99	4.85
Standard deviation	29.99	33.01	22.98	29.11	33.18	20.35	30.77	15.59	28.22	30.09	29.17	30.05	15.32

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 169 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	a	b	a	*b	a	*b	a	b
Unweighted Base	262	214	21	189	73	228	10	214	21	194	68
Effective base	109	90	5	85	27	94	3	89	7	84	26
Weighted Base	261	217	14	180	81	231	10	215	16	186	75
0-24%	136	120	3	95	40	125	6	114	8	101	35
	52%	55%	20%	53%	50%	54%	59%	53%	50%	54%	47%
25-49%	51	45	6	34	17	45	4	45	6	34	18
	20%	21%	46%	19%	21%	19%	41%	21%	39%	18%	24%
50-74%	23	18	*	17	6	15	-	18	-	17	6
	9%	8%	1%	9%	8%	6%	-%	8%	-%	9%	8%
75-100%	38	22	5	23	14	35	-	26	*	26	12
	14%	10%	32%	13%	18%	15%	-%	12%	2%	14%	16%
Don't know	13	13	-	10	3	12	-	11	1	9	4
	5%	6%	-%	5%	4%	5%	-%	5%	9%	5%	5%
Answered	261	217	14	180	81	231	10	215	16	186	75
Mean Score	31.3	27.2	48.0	29.7	34.8	30.7	21.2	29.3	17.2	30.4	33.4
Standard error	1.85	1.83	8.31	2.09	3.80	1.99	6.00	1.94	3.59	2.14	3.70
Standard deviation	29.99	26.72	38.08	28.74	32.51	30.05	18.97	28.40	16.43	29.83	30.49

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 169 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	262	192	195	72	1	190	168	58	2	253	150	75	-
Effective base	109	76	82	33	1	76	69	28	2	104	64	35	-
Weighted Base	261	186	191	81	4	192	155	70	2	253	145	76	-
0-24%	136	103	114	55	-	101	101	49	-	132	98	55	-
	52%	55%	60%	68%	-%	53%	65%	69%	-%	52%	67%	73%	-%
												a	
25-49%	51	34	31	12	4	45	24	10	-	49	20	7	-
	20%	19%	17%	15%	100%	23%	15%	15%	-%	20%	14%	9%	-%
50-74%	23	11	13	2	-	14	6	3	2	23	7	3	-
	9%	6%	7%	2%	-%	7%	4%	5%	100%	9%	5%	5%	-%
75-100%	38	32	21	8	-	21	12	5	-	35	10	8	-
	14%	17%	11%	10%	-%	11%	8%	7%	-%	14%	7%	10%	-%
Don't know	13	6	11	3	-	10	12	3	-	13	9	3	-
	5%	3%	6%	4%	-%	5%	8%	4%	-%	5%	6%	4%	-%
Answered	261	186	191	81	4	192	155	70	2	253	145	76	-
Mean Score	31.3	32.2	27.0	24.2	40.0	28.1	22.2	23.0	65.3	30.8	22.0	23.3	-
						b				bc			
Standard error	1.85	2.24	1.96	2.97	-	2.00	1.85	3.17	7.87	1.86	1.89	3.06	-
Standard deviation	29.99	31.02	27.39	25.24	-	27.55	23.96	24.15	11.13	29.63	23.12	26.47	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 169 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	262	229	227	262	194	176	17	172	178	262	62	35
Effective base	109	94	92	109	75	80	6	75	73	109	31	18
Weighted Base	261	233	225	261	188	199	15	174	182	261	63	37
0-24%	136	131	121	136	108	113	10	116	116	136	48	31
	52%	56%	54%	52%	58%	57%	68%	67%	64%	52%	75%	85%
											c	c
25-49%	51	45	48	51	38	30	5	32	33	51	6	1
	20%	19%	21%	20%	20%	15%	32%	18%	18%	20%	10%	3%
50-74%	23	14	18	23	11	16	-	10	15	23	3	*
	9%	6%	8%	9%	6%	8%	-%	6%	8%	9%	5%	1%
75-100%	38	31	26	38	22	27	*	5	6	38	4	4
	14%	13%	12%	14%	12%	14%	*%	3%	3%	14%	6%	10%
										ab		
Don't know	13	12	11	13	8	12	-	11	10	13	2	1
	5%	5%	5%	5%	4%	6%	-%	6%	6%	5%	3%	2%
Answered	261	233	225	261	188	199	15	174	182	261	63	37
Mean Score	31.3	29.2	28.5	31.3	26.8	29.0	17.2	18.6	21.1	31.3	20.1	18.6
										abde		
Standard error	1.85	1.94	1.86	1.85	2.02	2.19	1.91	1.37	1.49	1.85	2.73	4.44
Standard deviation	29.99	29.39	28.03	29.99	28.11	29.10	7.89	18.00	19.86	29.99	21.49	26.27

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 169 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Unweighted Base	262	49	22	18	8	222	173	235	203	175	183	223	53	-	227	12
Effective base	109	19	9	7	5	93	72	99	86	74	77	94	22	-	93	5
Weighted Base	261	48	14	23	14	229	177	243	217	170	200	231	55	-	198	15
0-24%	136	25	7	12	10	123	104	129	108	98	111	127	39	-	109	5
	52%	52%	49%	51%	68%	54%	59%	53%	50%	58%	56%	55%	72%	-%	55%	37%
25-49%	51	7	5	5	2	48	32	50	48	30	39	45	8	-	32	8
	20%	14%	35%	21%	14%	21%	18%	21%	22%	18%	19%	20%	15%	-%	16%	56%
50-74%	23	9	1	5	-	18	11	22	18	17	18	21	2	-	18	-
	9%	20%	4%	20%	-%	8%	6%	9%	8%	10%	9%	9%	4%	-%	9%	-%
75-100%	38	6	2	*	*	29	20	31	32	18	24	27	2	-	28	1
	14%	12%	11%	2%	*%	13%	11%	13%	15%	11%	12%	12%	4%	-%	14%	7%
Don't know	13	1	*	1	3	12	12	12	12	7	9	11	3	-	11	-
	5%	3%	1%	5%	18%	5%	7%	5%	5%	4%	4%	5%	6%	-%	6%	-%
Answered	261	48	14	23	14	229	177	243	217	170	200	231	55	-	198	15
Mean Score	31.3	35.4	34.8	25.6	14.8	30.1	26.5	30.3	31.2	29.1	28.9	29.2	17.1	-	29.9	31.8
Standard error	1.85	4.26	6.32	5.35	4.06	1.98	2.15	1.91	2.12	2.07	c	c	2.56	-	1.93	5.98
Standard deviation	29.99	29.81	29.64	22.70	11.50	29.49	28.29	29.31	30.20	27.34	28.81	28.37	18.61	-	29.06	20.73

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 169 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	262	141	121	126	7	67	83	63	153	45	65	57	136
Effective base	109	63	46	50	5	28	37	29	63	16	28	23	56
Weighted Base	261	160	101	127	15	65	99	74	144	41	73	54	132
0-24%	136	86	49	72	9	31	57	43	66	27	40	32	63
	52%	54%	49%	57%	60%	48%	57%	58%	45%	66%	54%	60%	48%
25-49%	51	29	23	18	3	17	15	8	37	6	6	17	28
	20%	18%	22%	14%	21%	26%	15%	11%	26%	15%	9%	31%	21%
												a	
50-74%	23	16	7	12	2	7	7	10	12	*	14	*	8
	9%	10%	7%	10%	12%	11%	7%	14%	8%	1%	19%	1%	6%
											b		
75-100%	38	23	15	15	1	7	13	11	22	5	11	5	22
	14%	14%	15%	12%	7%	11%	13%	15%	15%	12%	15%	8%	17%
Don't know	13	6	6	9	-	3	7	1	9	3	2	-	10
	5%	4%	6%	7%	-%	4%	7%	2%	6%	6%	3%	-%	8%
Answered	261	160	101	127	15	65	99	74	144	41	73	54	132
Mean Score	31.3	31.8	30.5	28.8	30.5	33.3	28.0	35.0	32.8	18.6	35.2	24.5	31.7
								c	c		b		
Standard error	1.85	2.54	2.71	2.63	9.67	3.26	3.39	3.78	2.46	3.85	3.90	3.06	2.70
Standard deviation	29.99	30.15	29.86	29.57	25.59	26.69	30.85	29.98	30.42	25.84	31.42	23.13	31.43

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 169 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	262	103	159
Effective base	109	34	75
Weighted Base	261	93	168
0-24%	136	54	82
	52%	58%	49%
25-49%	51	23	29
	20%	25%	17%
50-74%	23	7	17
	9%	7%	10%
75-100%	38	5	33
	14%	5%	20%
			a
Don't know	13	5	8
	5%	6%	5%
Answered	261	93	168
Mean Score	31.3	23.6	35.6
			a
Standard error	1.85	2.20	2.60
Standard deviation	29.99	22.33	32.76

Columns Tested: a,b

Table 169 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	*h	*i	*j	*k	l
Unweighted Base	262	20	33	16	18	31	11	9	23	17	21	17	46
Effective base	109	6	17	12	6	24	6	3	11	5	7	9	15
Weighted Base	261	8	28	18	6	46	12	4	39	15	14	27	43
0-24%	136	4	16	9	4	26	5	1	25	6	6	13	21
	52%	50%	59%	52%	65%	56%	42%	26%	64%	38%	39%	46%	49%
25-49%	51	1	5	3	*	11	7	-	*	5	6	7	7
	20%	13%	17%	15%	5%	23%	58%	-%	1%	33%	39%	26%	16%
50-74%	23	3	2	2	*	4	-	-	3	1	3	1	4
	9%	32%	7%	12%	3%	9%	-%	-%	7%	6%	22%	5%	10%
75-100%	38	*	4	4	2	3	-	3	6	2	*	5	9
	14%	3%	14%	21%	27%	7%	-%	74%	14%	14%	*%	20%	21%
Don't know	13	*	1	-	-	2	-	-	6	1	-	1	2
	5%	2%	2%	-%	-%	5%	-%	-%	15%	9%	-%	4%	4%
Answered	261	8	28	18	6	46	12	4	39	15	14	27	43
Mean Score	31.3	34.3	29.4	36.2	32.0	26.1	23.1	59.1	25.8	37.1	28.2	37.4	35.0
Standard error	1.85	6.15	5.21	8.00	8.24	4.03	4.86	12.33	6.81	7.19	4.62	8.32	5.16
Standard deviation	29.99	27.49	29.92	32.01	34.97	22.44	16.13	36.98	32.66	29.67	21.15	34.29	35.02

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 169 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	262	69	60	49	84	129	133
Effective base	109	35	34	18	30	69	48
Weighted Base	261	54	64	59	84	118	143
0-24%	136	30	35	32	39	65	71
	52%	55%	54%	55%	46%	55%	50%
25-49%	51	9	18	5	20	26	25
	20%	16%	28%	9%	23%	22%	17%
50-74%	23	7	4	3	9	11	12
	9%	13%	7%	6%	10%	9%	9%
75-100%	38	8	5	11	14	13	25
	14%	15%	7%	18%	17%	11%	18%
Don't know	13	1	2	7	3	3	10
	5%	1%	4%	12%	3%	3%	7%
Answered	261	54	64	59	84	118	143
Mean Score	31.3	32.5	26.1	31.1	34.6	29.0	33.2
Standard error	1.85	3.60	2.91	4.72	3.56	2.31	2.84
Standard deviation	29.99	29.92	22.53	33.02	32.63	26.26	32.72

Columns Tested:: a,b,c,d - a,b

Table 171

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Aisure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	b	a	*b	*c	*d	*e
Significance Level: 95%								
Unweighted Base	60	-	60	44	9	1	6	16
Effective base	28	-	28	27	6	1	5	8
Weighted Base	65	-	65	63	2	*	*	2
0-24%	54	-	54	53	1	*	*	2
	84%	-%	84%	84%	79%	100%	44%	78%
25-49%	4	-	4	4	*	-	-	*
	7%	-%	7%	7%	6%	-%	-%	5%
50-74%	3	-	3	3	*	-	*	*
	4%	-%	4%	4%	15%	-%	29%	14%
75-100%	1	-	1	1	-	-	*	*
	2%	-%	2%	2%	-%	-%	27%	3%
Don't know	2	-	2	2	-	-	-	-
	3%	-%	3%	3%	-%	-%	-%	-%
Answered	65	-	65	63	2	*	*	2
Mean Score	13.1	-	13.1	12.9	18.3	10.0	52.3	20.6
Standard error	2.10	-	2.10	2.41	9.30	-	-	7.65
Standard deviation	16.30	-	16.30	15.97	27.90	-	-	30.59

Columns Tested:: a,b - a,b,c,d,e

Table 171 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Business Size 2								
Total base		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	g	*h	*i
Unweighted Base	60	20	20	4	7	3	6	44	9	7
Effective base	28	13	12	4	4	3	5	27	6	3
Weighted Base	65	32	28	3	1	1	*	63	2	1
0-24%	54	26	24	2	1	*	*	53	1	*
	84%	82%	87%	83%	100%	45%	44%	84%	79%	76%
25-49%	4	1	3	-	-	*	-	4	*	-
	7%	4%	11%	-%	-%	16%	-%	7%	6%	-%
50-74%	3	3	-	-	-	*	*	3	*	*
	4%	8%	-%	-%	-%	39%	29%	4%	15%	12%
75-100%	1	-	1	*	-	-	*	1	-	*
	2%	-%	2%	17%	-%	-%	27%	2%	-%	12%
Don't know	2	2	-	-	-	-	-	2	-	-
	3%	7%	-%	-%	-%	-%	-%	3%	-%	-%
Answered	65	32	28	3	1	1	*	63	2	1
Mean Score	13.1	14.0	10.4	23.5	9.5	33.0	52.3	12.9	18.3	28.2
Standard error	2.10	3.35	3.22	18.43	2.84	-	-	2.41	9.30	-
Standard deviation	16.30	14.97	14.42	36.87	7.52	-	-	15.97	27.90	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 171 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	*c	*d	*e
Unweighted Base	60	32	12	9	1	6	34	7	10	4	4
Effective base	28	21	10	6	1	5	22	2	4	2	2
Weighted Base	65	53	9	2	*	*	48	2	8	2	*
0-24%	54	46	7	1	*	*	41	*	7	1	*
	84%	86%	74%	79%	100%	44%	86%	21%	87%	49%	86%
25-49%	4	2	2	*	-	-	2	1	-	1	-
	7%	4%	21%	6%	-%	-%	4%	66%	-%	48%	-%
50-74%	3	3	-	*	-	*	3	*	-	*	-
	4%	5%	-%	15%	-%	29%	5%	13%	-%	4%	-%
75-100%	1	1	*	-	-	*	-	-	1	-	*
	2%	1%	5%	-%	-%	27%	-%	-%	13%	-%	14%
Don't know	2	2	-	-	-	-	2	-	-	-	-
	3%	4%	-%	-%	-%	-%	4%	-%	-%	-%	-%
Answered	65	53	9	2	*	*	48	2	8	2	*
Mean Score	13.1	12.2	16.6	18.3	10.0	52.3	12.3	29.7	16.4	21.7	23.2
Standard error	2.10	2.67	6.05	9.30	-	-	2.26	7.41	9.42	10.38	-
Standard deviation	16.30	15.08	20.96	27.90	-	-	13.20	19.60	29.80	20.76	-

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 171 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%										
Unweighted Base	60	9	4	9	1	5	9	1	5	5
Effective base	28	5	3	6	1	3	6	1	3	3
Weighted Base	65	9	5	8	*	9	17	5	3	6
0-24%	54	5	2	7	*	9	17	5	2	6
	84%	55%	41%	86%	100%	100%	100%	100%	51%	100%
25-49%	4	1	1	1	-	-	-	-	1	-
	7%	11%	19%	14%	-%	-%	-%	-%	39%	-%
50-74%	3	3	-	-	-	-	-	-	*	-
	4%	29%	-%	-%	-%	-%	-%	-%	10%	-%
75-100%	1	*	-	*	-	-	-	-	-	-
	2%	6%	-%	1%	-%	-%	-%	-%	-%	-%
Don't know	2	-	2	-	-	-	-	-	-	-
	3%	-%	40%	-%	-%	-%	-%	-%	-%	-%
Answered	65	9	5	8	*	9	17	5	3	6
Mean Score	13.1	30.2	10.7	17.2	10.0	4.2	9.9	5.0	20.0	4.7
Standard error	2.10	9.54	5.24	3.73	-	.79	1.14	-	9.14	2.08
Standard deviation	16.30	28.63	10.47	11.18	-	1.77	3.43	-	20.44	4.64

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 171 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		*a	*b	*c	d	*e	*f	*g	*h
Significance Level: 95%									
Unweighted Base	60	11	18	19	48	12	2	7	3
Effective base	28	6	11	11	27	6	2	5	2
Weighted Base	65	15	17	30	63	2	*	2	*
0-24%	54	15	9	29	53	2	*	1	*
	84%	100%	50%	96%	84%	73%	100%	68%	100%
25-49%	4	-	3	1	4	-	-	-	-
	7%	-%	18%	4%	7%	-%	-%	-%	-%
50-74%	3	-	3	-	3	-	-	-	-
	4%	-%	17%	-%	5%	-%	-%	-%	-%
75-100%	1	-	*	*	1	1	-	1	-
	2%	-%	3%	*%	1%	27%	-%	32%	-%
Don't know	2	-	2	-	2	-	-	-	-
	3%	-%	12%	-%	3%	-%	-%	-%	-%
Answered	65	15	17	30	63	2	*	2	*
Mean Score	13.1	4.5	22.4	11.2	12.6	28.2	7.5	32.6	8.8
Standard error	2.10	.96	5.58	1.71	2.13	14.80	-	23.22	-
Standard deviation	16.30	3.18	23.66	7.47	14.79	51.27	-	61.42	-

Columns Tested:: a,b,c,d,e,f,g,h

Table 171 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	60	4	7	-	7	-	28	-	-	21
Effective base	28	4	2	-	2	-	14	-	-	11
Weighted Base	65	4	9	-	9	-	29	-	-	23
0-24%	54	2	9	-	9	-	23	-	-	20
	84%	50%	99%	-%	99%	-%	81%	-%	-%	88%
25-49%	4	2	-	-	-	-	2	-	-	-
	7%	50%	-%	-%	-%	-%	8%	-%	-%	-%
50-74%	3	-	-	-	-	-	3	-	-	*
	4%	-%	-%	-%	-%	-%	10%	-%	-%	*%
75-100%	1	-	*	-	*	-	*	-	-	1
	2%	-%	1%	-%	1%	-%	2%	-%	-%	2%
Don't know	2	-	-	-	-	-	-	-	-	2
	3%	-%	-%	-%	-%	-%	-%	-%	-%	9%
Answered	65	4	9	-	9	-	29	-	-	23
Mean Score	13.1	18.6	5.9	-	5.9	-	16.8	-	-	10.5
Standard error	2.10	6.70	3.05	-	3.05	-	3.63	-	-	3.11
Standard deviation	16.30	13.40	8.07	-	8.07	-	19.23	-	-	14.27

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 171 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	a	*b	*c	a	*b	a	*b
Unweighted Base	60	11	28	21	51	9	-	54	6	58	2
Effective base	28	4	14	11	24	5	-	28	2	28	1
Weighted Base	65	13	29	23	51	13	-	64	1	64	1
0-24%	54	11	23	20	44	11	-	54	1	54	1
	84%	85%	81%	88%	85%	80%	-%	84%	68%	84%	100%
25-49%	4	2	2	-	4	-	-	4	-	4	-
	7%	15%	8%	-%	8%	-%	-%	7%	-%	7%	-%
50-74%	3	-	3	*	3	-	-	3	*	3	-
	4%	-%	10%	*%	6%	-%	-%	4%	32%	4%	-%
75-100%	1	*	*	1	1	1	-	1	-	1	-
	2%	*%	2%	2%	1%	4%	-%	2%	-%	2%	-%
Don't know	2	-	-	2	-	2	-	2	-	2	-
	3%	-%	-%	9%	-%	16%	-%	3%	-%	3%	-%
Answered	65	13	29	23	51	13	-	64	1	64	1
Mean Score	13.1	9.7	16.8	10.5	14.6	7.6	-	13.0	23.8	13.2	6.8
Standard error	2.10	3.35	3.63	3.11	2.19	6.04	-	2.19	-	2.15	-
Standard deviation	16.30	11.11	19.23	14.27	15.66	18.12	-	16.10	-	16.36	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 171 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	c
Unweighted Base	60	13	13	34
Effective base	28	6	5	18
Weighted Base	65	11	12	42
0-24%	54	9	11	35
	84%	80%	93%	83%
25-49%	4	-	-	4
	7%	-%	-%	10%
50-74%	3	-	*	3
	4%	-%	3%	6%
75-100%	1	*	1	*
	2%	1%	5%	1%
Don't know	2	2	-	-
	3%	20%	-%	-%
Answered	65	11	12	42
Mean Score	13.1	8.4	15.5	13.7
Standard error	2.10	2.67	5.41	2.87
Standard deviation	16.30	9.64	19.52	16.75

Columns Tested:: a,b,c

Table 171 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k
Significance Level: 95%												
Unweighted Base	60	24	18	9	6	2	-	1	-	42	18	9
Effective base	28	13	10	4	2	1	-	1	-	23	6	5
Weighted Base	65	28	22	12	2	1	-	1	-	49	15	4
0-24%	54	25	16	11	1	-	-	1	-	42	13	2
	84%	91%	75%	96%	50%	-%	-%	100%	-%	84%	84%	46%
25-49%	4	-	2	-	1	1	-	-	-	2	2	2
	7%	-%	10%	-%	50%	94%	-%	-%	-%	5%	13%	53%
50-74%	3	*	3	-	-	-	-	-	-	3	-	-
	4%	1%	12%	-%	-%	-%	-%	-%	-%	6%	-%	-%
75-100%	1	-	1	*	-	*	-	-	-	1	1	*
	2%	-%	3%	4%	-%	6%	-%	-%	-%	1%	4%	2%
Don't know	2	2	-	-	-	-	-	-	-	2	-	-
	3%	8%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%
Answered	65	28	22	12	2	1	-	1	-	49	15	4
Mean Score	13.1	9.7	16.7	12.1	20.8	34.0	-	5.0	-	12.8	14.3	21.4
Standard error	2.10	1.54	5.26	5.83	6.77	50.02	-	-	-	2.48	4.13	6.06
Standard deviation	16.30	7.56	22.32	17.50	16.59	70.74	-	-	-	16.08	17.50	18.18

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 171 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	*b	c	a	b	c	d	e	*f	*a	b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	60	5	19	36	57	59	60	60	42	26	3	33	3	8	2	9	2
Effective base	28	3	10	16	27	28	28	28	17	8	3	18	1	4	1	6	2
Weighted Base	65	6	21	37	62	64	65	65	41	20	3	48	2	3	1	6	1
0-24%	54	4	21	29	53	54	54	54	35	16	1	42	2	3	-	5	1
	84%	65%	99%	79%	85%	85%	84%	84%	85%	80%	40%	87%	94%	100%	-%	82%	100%
25-49%	4	-	-	4	3	4	4	4	3	3	1	1	*	-	1	1	-
	7%	-%	-%	11%	5%	7%	7%	7%	8%	15%	40%	2%	6%	-%	95%	14%	-%
50-74%	3	-	*	3	3	3	3	3	3	*	-	3	-	-	*	*	-
	4%	-%	1%	7%	5%	4%	4%	4%	7%	1%	-%	5%	-%	-%	5%	4%	-%
75-100%	1	-	-	1	1	1	1	1	*	1	1	1	-	-	-	-	-
	2%	-%	-%	3%	2%	1%	2%	2%	-%	3%	20%	1%	-%	-%	-%	-%	-%
Don't know	2	2	-	-	2	2	2	2	-	-	-	2	-	-	-	-	-
	3%	35%	-%	-%	3%	3%	3%	3%	-%	-%	-%	4%	-%	-%	-%	-%	-%
Answered	65	6	21	37	62	64	65	65	41	20	3	48	2	3	1	6	1
Mean Score	13.1	10.6	9.4	15.7	13.0	12.5	13.1	13.1	13.8	12.6	31.0	12.3	3.9	11.3	32.1	12.7	5.8
Standard error	2.10	3.05	1.81	3.37	2.18	1.91	2.10	2.10	2.37	3.51	22.19	2.71	9.49	1.40	15.35	4.30	1.23
Standard deviation	16.30	6.83	7.89	20.25	16.44	14.65	16.30	16.30	15.38	17.87	38.44	15.57	16.44	3.95	21.71	12.90	1.75

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 171 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g
Unweighted Base	60	36	4	5	3	5	4	-	30	11	3	7	4	4	-
Effective base	28	19	2	3	1	4	2	-	16	4	3	4	3	3	-
Weighted Base	65	51	2	4	1	3	2	-	41	11	3	2	3	3	-
0-24%	54	44	2	2	1	2	1	-	36	8	3	1	2	3	-
	84%	87%	95%	67%	100%	71%	86%	-%	88%	73%	100%	62%	65%	100%	-%
25-49%	4	1	*	1	-	1	-	-	2	*	-	1	1	-	-
	7%	2%	5%	31%	-%	29%	-%	-%	5%	1%	-%	35%	35%	-%	-%
50-74%	3	3	-	*	-	-	*	-	-	3	-	*	-	-	-
	4%	5%	-%	2%	-%	-%	14%	-%	-%	25%	-%	3%	-%	-%	-%
75-100%	1	1	-	-	-	-	-	-	*	*	-	-	-	-	-
	2%	2%	-%	-%	-%	-%	-%	-%	1%	1%	-%	-%	-%	-%	-%
Don't know	2	2	-	-	-	-	-	-	2	-	-	-	-	-	-
	3%	4%	-%	-%	-%	-%	-%	-%	5%	-%	-%	-%	-%	-%	-%
Answered	65	51	2	4	1	3	2	-	41	11	3	2	3	3	-
Mean Score	13.1	12.8	10.5	19.3	5.2	14.3	12.9	-	9.8	24.1	5.4	18.3	13.7	8.1	-
Standard error	2.10	2.90	5.25	5.48	.98	5.66	13.50	-	2.08	6.95	3.17	6.41	7.13	1.32	-
Standard deviation	16.30	17.40	10.51	12.25	1.70	12.66	27.01	-	11.38	23.06	5.48	16.96	14.26	2.64	-

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 171 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	60	28	5	4	11	4	7	1	11	10	21	11	7
Effective base	28	16	2	2	5	2	2	1	5	4	11	6	4
Weighted Base	65	34	6	4	6	6	7	1	17	10	19	14	4
0-24%	54	29	6	2	4	6	6	1	15	9	15	12	4
	84%	86%	100%	35%	63%	100%	93%	100%	88%	83%	79%	83%	98%
25-49%	4	2	-	-	2	-	-	-	-	1	1	2	*
	7%	6%	-%	-%	36%	-%	-%	-%	-%	11%	4%	15%	2%
50-74%	3	-	-	3	*	-	-	-	-	-	3	*	-
	4%	-%	-%	63%	1%	-%	-%	-%	-%	-%	14%	2%	-%
75-100%	1	1	-	*	-	-	*	-	-	1	1	-	-
	2%	2%	-%	1%	-%	-%	7%	-%	-%	5%	3%	-%	-%
Don't know	2	2	-	-	-	-	-	-	2	-	-	-	-
	3%	6%	-%	-%	-%	-%	-%	-%	12%	-%	-%	-%	-%
Answered	65	34	6	4	6	6	7	1	17	10	19	14	4
Mean Score	13.1	11.2	9.3	42.7	17.1	6.4	11.5	5.0	6.7	15.2	17.8	14.2	9.7
Standard error	2.10	2.42	2.41	13.96	4.08	1.36	8.89	-	1.54	6.41	5.08	3.23	3.06
Standard deviation	16.30	12.83	5.40	27.91	13.53	2.71	23.53	-	5.12	20.27	23.29	10.70	8.09

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 171 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	60	22	11	12	6	6	15	10	18	11	5
Effective base	28	10	8	5	4	4	6	4	10	7	2
Weighted Base	65	28	13	8	9	4	18	11	18	15	2
0-24%	54	24	13	6	7	4	15	9	15	13	2
	84%	83%	96%	81%	74%	98%	84%	88%	81%	86%	96%
25-49%	4	-	-	1	2	*	-	1	1	2	*
	7%	-%	-%	11%	24%	2%	-%	11%	5%	14%	4%
50-74%	3	3	-	*	*	-	*	*	3	-	-
	4%	9%	-%	1%	3%	-%	1%	1%	14%	-%	-%
75-100%	1	*	*	1	-	-	*	*	-	-	-
	2%	*%	4%	7%	-%	-%	3%	1%	-%	-%	-%
Don't know	2	2	-	-	-	-	2	-	-	-	-
	3%	7%	-%	-%	-%	-%	12%	-%	-%	-%	-%
Answered	65	28	13	8	9	4	18	11	18	15	2
Mean Score	13.1	12.4	13.3	12.6	16.4	9.7	9.6	12.4	15.4	13.0	8.5
Standard error	2.10	3.49	5.00	7.58	4.62	3.31	4.07	3.39	4.59	2.76	4.86
Standard deviation	16.30	16.35	16.59	26.27	11.32	8.11	15.77	10.71	19.48	9.15	10.88

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 171 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		*a	*b	*c	*d	*e	a	*b	*c	a	*b	a	*b
Significance Level: 95%													
Unweighted Base	60	11	12	16	16	5	45	4	11	50	10	50	7
Effective base	28	6	4	6	10	2	21	1	7	25	4	24	3
Weighted Base	65	12	10	15	20	7	49	5	11	52	13	55	7
0-24%	54	10	9	12	17	6	41	5	9	43	12	46	7
	84%	83%	89%	79%	84%	91%	85%	96%	77%	83%	90%	84%	95%
25-49%	4	-	1	-	3	*	4	*	-	3	1	3	*
	7%	-%	8%	-%	16%	1%	8%	2%	-%	7%	6%	5%	1%
50-74%	3	-	*	3	-	-	3	*	-	3	-	3	*
	4%	-%	3%	17%	-%	-%	6%	1%	-%	6%	-%	5%	3%
75-100%	1	-	-	1	-	*	1	-	1	1	*	1	-
	2%	-%	-%	4%	-%	7%	1%	-%	5%	1%	4%	2%	-%
Don't know	2	2	-	-	-	-	-	-	2	2	-	2	-
	3%	17%	-%	-%	-%	-%	-%	-%	18%	4%	-%	4%	-%
Answered	65	12	10	15	20	7	49	5	11	52	13	55	7
Mean Score	13.1	6.3	10.6	20.8	13.3	11.7	14.0	7.1	11.7	13.6	11.1	13.5	9.4
Standard error	2.10	2.01	3.37	6.25	2.16	10.64	2.39	5.28	5.93	2.28	5.53	2.41	4.09
Standard deviation	16.30	6.66	11.67	24.99	8.66	23.80	16.04	10.55	19.65	16.12	17.48	17.05	10.82

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 171 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	a	*b	a	*b	a	*b	a	*b
Unweighted Base	60	49	10	43	17	51	6	47	12	44	16
Effective base	28	24	4	24	5	25	2	24	4	24	5
Weighted Base	65	55	9	51	13	56	6	54	10	50	15
0-24%	54	46	9	43	12	48	6	46	9	40	14
	84%	84%	90%	83%	88%	85%	87%	84%	90%	81%	94%
25-49%	4	3	1	3	1	2	1	3	1	4	*
	7%	6%	10%	7%	6%	4%	13%	6%	10%	8%	1%
50-74%	3	3	-	3	*	3	-	3	-	3	*
	4%	5%	-%	5%	2%	5%	-%	5%	-%	5%	2%
75-100%	1	1	-	1	*	1	-	1	-	1	*
	2%	1%	-%	1%	4%	2%	-%	1%	-%	1%	3%
Don't know	2	2	-	2	-	2	-	2	-	2	-
	3%	4%	-%	4%	-%	4%	-%	4%	-%	4%	-%
Answered	65	55	9	51	13	56	6	54	10	50	15
Mean Score	13.1	13.0	9.3	13.6	11.4	13.4	9.5	13.0	9.5	14.0	10.3
Standard error	2.10	2.21	2.62	2.42	4.47	2.39	3.73	2.27	2.36	2.43	4.27
Standard deviation	16.30	15.48	8.29	15.85	18.44	17.08	9.13	15.53	8.19	16.13	17.08

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 171 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	60	50	51	46	-	52	44	37	-	58	45	52	-
Effective base	28	25	23	24	-	25	20	18	-	28	19	22	-
Weighted Base	65	59	52	58	-	60	50	43	-	65	49	53	-
0-24%	54	50	45	50	-	51	46	39	-	54	46	47	-
	84%	85%	86%	86%	-%	84%	91%	90%	-%	84%	94%	89%	-%
25-49%	4	3	3	3	-	4	2	4	-	4	2	4	-
	7%	5%	6%	5%	-%	7%	4%	10%	-%	7%	4%	8%	-%
50-74%	3	3	3	3	-	3	3	-	-	3	*	*	-
	4%	5%	6%	4%	-%	5%	5%	-%	-%	4%	1%	1%	-%
75-100%	1	1	1	1	-	*	-	*	-	1	1	1	-
	2%	1%	2%	1%	-%	1%	-%	*%	-%	2%	1%	2%	-%
Don't know	2	2	-	2	-	2	-	-	-	2	-	-	-
	3%	4%	-%	4%	-%	4%	-%	-%	-%	3%	-%	-%	-%
Answered	65	59	52	58	-	60	50	43	-	65	49	53	-
Mean Score	13.1	12.1	14.3	11.8	-	12.6	11.3	9.7	-	13.0	9.9	11.8	-
Standard error	2.10	2.12	2.49	2.16	-	2.06	2.00	1.46	-	2.10	1.78	1.93	-
Standard deviation	16.30	15.01	17.78	14.63	-	14.84	13.24	8.89	-	15.99	11.92	13.95	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 171 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	60	53	55	60	45	38	8	43	41	54	60	31
Effective base	28	25	27	28	20	19	3	21	20	26	28	17
Weighted Base	65	59	63	65	46	45	7	49	50	55	65	37
0-24%	54	49	53	54	40	41	6	44	48	46	54	35
	84%	85%	85%	84%	87%	90%	88%	90%	95%	83%	84%	95%
25-49%	4	3	4	4	3	2	1	2	*	4	4	2
	7%	5%	7%	7%	7%	4%	12%	4%	*%	8%	7%	5%
50-74%	3	3	3	3	*	3	-	-	*	3	3	-
	4%	5%	4%	4%	1%	6%	-%	-%	*%	5%	4%	-%
75-100%	1	1	*	1	1	-	-	1	-	-	1	-
	2%	2%	1%	2%	1%	-%	-%	2%	-%	-%	2%	-%
Don't know	2	2	2	2	2	-	-	2	2	2	2	-
	3%	4%	3%	3%	5%	-%	-%	4%	4%	4%	3%	-%
Answered	65	59	63	65	46	45	7	49	50	55	65	37
Mean Score	13.1	13.1	12.5	13.1	9.6	12.9	8.9	10.6	8.2	12.6	13.1	9.7
Standard error	2.10	2.28	1.95	2.10	1.83	2.15	3.06	2.08	.99	1.82	2.10	1.29
Standard deviation	16.30	16.63	14.44	16.30	12.26	13.26	8.64	13.63	6.31	13.36	16.30	7.19

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 171 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	60	12	4	6	6	48	41	53	46	42	45	50	33	-	53	2
Effective base	28	7	4	3	1	22	20	24	22	20	20	24	16	-	25	1
Weighted Base	65	9	5	3	5	50	50	56	50	50	47	57	33	-	54	5
0-24%	54	7	3	2	5	40	40	46	41	43	38	47	25	-	44	5
	84%	78%	75%	73%	98%	81%	82%	82%	81%	85%	80%	83%	77%	-%	81%	100%
25-49%	4	2	1	*	-	3	4	4	4	4	4	4	4	-	4	-
	7%	22%	25%	3%	-%	7%	8%	7%	8%	8%	9%	7%	12%	-%	8%	-%
50-74%	3	-	-	*	*	3	3	3	3	3	3	3	*	-	3	-
	4%	-%	-%	8%	1%	6%	6%	5%	6%	5%	6%	5%	1%	-%	5%	-%
75-100%	1	-	-	*	*	1	*	1	*	1	*	1	1	-	1	-
	2%	-%	-%	16%	1%	2%	-%	2%	1%	1%	-%	2%	3%	-%	2%	-%
Don't know	2	-	-	-	-	2	2	2	2	-	2	2	2	-	2	-
	3%	-%	-%	-%	-%	4%	4%	4%	4%	-%	5%	4%	6%	-%	4%	-%
Answered	65	9	5	3	5	50	50	56	50	50	47	57	33	-	54	5
Mean Score	13.1	13.3	9.9	24.0	7.0	14.5	12.9	14.0	14.4	13.4	13.4	13.5	14.3	-	13.7	11.8
Standard error	2.10	2.60	6.63	15.71	5.55	2.58	2.24	2.38	2.29	2.47	2.18	2.35	2.94	-	2.38	.44
Standard deviation	16.30	9.02	13.26	38.47	13.59	17.85	14.35	17.29	15.50	16.02	14.62	16.65	16.91	-	17.31	.62

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 171 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	*a	*b	*a	b	*c	*a	*b	*c
Unweighted Base	60	44	16	34	2	25	14	19	31	9	18	19	22
Effective base	28	20	9	14	2	10	7	9	18	3	8	10	11
Weighted Base	65	47	18	30	3	25	11	24	32	5	19	14	27
0-24%	54	39	15	24	3	19	10	18	27	5	16	11	22
	84%	84%	85%	80%	100%	78%	91%	79%	84%	97%	85%	81%	82%
25-49%	4	2	2	3	-	2	1	2	2	*	-	2	2
	7%	4%	12%	10%	-%	8%	9%	8%	7%	2%	-%	15%	8%
50-74%	3	3	-	3	-	3	-	3	*	-	*	-	3
	4%	6%	-%	9%	-%	11%	-%	11%	1%	-%	1%	-%	10%
75-100%	1	1	1	*	-	1	-	*	1	*	*	1	-
	2%	1%	3%	*%	-%	2%	-%	2%	2%	1%	3%	4%	-%
Don't know	2	2	-	-	-	-	-	-	2	-	2	-	-
	3%	5%	-%	-%	-%	-%	-%	-%	7%	-%	11%	-%	-%
Answered	65	47	18	30	3	25	11	24	32	5	19	14	27
Mean Score	13.1	13.1	13.2	13.4	8.4	16.3	10.2	16.2	11.6	15.9	10.4	11.8	17.0
Standard error	2.10	2.47	4.14	2.98	2.04	4.23	2.52	4.81	2.44	4.42	3.60	4.69	3.32
Standard deviation	16.30	16.37	16.56	17.36	2.88	21.16	9.43	20.96	13.57	13.26	15.26	20.44	15.55

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 171 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		*a	b
Unweighted Base	60	19	41
Effective base	28	7	22
Weighted Base	65	19	45
0-24%	54	16	39
	84%	82%	85%
25-49%	4	1	3
	7%	6%	7%
50-74%	3	*	3
	4%	*%	6%
75-100%	1	*	1
	2%	*%	2%
Don't know	2	2	-
	3%	11%	-%
Answered	65	19	45
Mean Score	13.1	7.3	15.6
Standard error	2.10	2.19	2.80
Standard deviation	16.30	9.54	17.95

Columns Tested: a,b

Table 171 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	60	2	10	7	3	11	2	1	6	3	5	2	8
Effective base	28	1	6	5	2	9	1	1	3	1	2	1	3
Weighted Base	65	1	12	7	2	14	1	*	10	1	4	4	10
0-24%	54	*	12	3	2	12	1	*	6	1	3	4	10
	84%	2%	99%	41%	100%	88%	100%	100%	63%	100%	95%	100%	98%
25-49%	4	-	-	2	-	1	-	-	1	-	*	-	-
	7%	-%	-%	28%	-%	8%	-%	-%	10%	-%	3%	-%	-%
50-74%	3	-	-	-	-	-	-	-	3	-	*	-	*
	4%	-%	-%	-%	-%	-%	-%	-%	26%	-%	2%	-%	2%
75-100%	1	1	*	-	-	*	-	-	-	-	-	-	-
	2%	98%	1%	-%	-%	4%	-%	-%	-%	-%	-%	-%	-%
Don't know	2	-	-	2	-	-	-	-	-	-	-	-	-
	3%	-%	-%	30%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	65	1	12	7	2	14	1	*	10	1	4	4	10
Mean Score	13.1	88.4	7.8	12.9	9.3	11.9	14.8	2.0	22.8	5.2	15.7	12.0	8.6
Standard error	2.10	-	3.20	4.46	1.36	5.18	1.47	-	10.11	-	5.64	.09	2.86
Standard deviation	16.30	-	10.13	11.80	2.36	17.18	2.08	-	24.76	-	12.60	.13	8.08

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 171 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		*a	*b	*c	*d	a	*b
Unweighted Base	60	19	16	10	15	35	25
Effective base	28	12	12	4	5	23	9
Weighted Base	65	19	17	11	18	36	29
0-24%	54	15	15	7	18	30	25
	84%	76%	90%	66%	98%	82%	86%
25-49%	4	2	1	1	*	3	1
	7%	10%	7%	9%	1%	9%	4%
50-74%	3	-	-	3	*	-	3
	4%	-%	-%	24%	2%	-%	10%
75-100%	1	1	*	-	-	1	-
	2%	3%	3%	-%	-%	3%	-%
Don't know	2	2	-	-	-	2	-
	3%	11%	-%	-%	-%	6%	-%
Answered	65	19	17	11	18	36	29
Mean Score	13.1	12.0	11.8	21.3	10.8	11.9	14.7
Standard error	2.10	4.01	3.83	7.66	2.12	2.75	3.30
Standard deviation	16.30	17.48	15.34	24.23	8.23	16.28	16.48

Columns Tested:: a,b,c,d - a,b

Table 173

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	*b	*c	*d	*e
Unweighted Base	68	-	68	47	7	4	10	21
Effective base	34	-	34	31	3	3	7	5
Weighted Base	69	-	69	65	3	1	*	4
0-24%	62	-	62	60	1	1	*	2
	89%	-%	89%	92%	21%	100%	98%	43%
25-49%	4	-	4	2	2	-	*	2
	5%	-%	5%	2%	79%	-%	2%	57%
50-74%	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	4	-	4	4	-	-	-	-
	5%	-%	5%	5%	-%	-%	-%	-%
Answered	69	-	69	65	3	1	*	4
Mean Score	8.4	-	8.4	7.4	28.4	13.1	9.2	24.0
Standard error	.90	-	.90	.85	5.52	-	-	3.20
Standard deviation	7.45	-	7.45	5.81	14.59	-	-	14.67

Columns Tested:: a,b - a,b,c,d,e

Table 173 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Business Size 2								
Total base		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	g	*h	*i
Unweighted Base	68	22	19	6	5	6	10	47	7	14
Effective base	34	16	13	5	3	5	7	31	3	6
Weighted Base	69	39	20	6	3	1	*	65	3	1
0-24%	62	37	18	4	*	1	*	60	1	1
	89%	95%	93%	75%	15%	100%	98%	92%	21%	100%
25-49%	4	*	1	-	2	-	*	2	2	*
	5%	*%	7%	-%	85%	-%	2%	2%	79%	*%
50-74%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	4	2	-	1	-	-	-	4	-	-
	5%	5%	-%	25%	-%	-%	-%	5%	-%	-%
Answered	69	39	20	6	3	1	*	65	3	1
Mean Score	8.4	7.0	9.4	3.6	29.3	14.0	9.2	7.4	28.4	12.2
Standard error	.90	.80	1.97	1.61	6.65	32.74	-	.85	5.52	7.54
Standard deviation	7.45	3.75	8.57	3.95	14.87	80.19	-	5.81	14.59	28.22

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 173 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	*c	*d	*e
Unweighted Base	68	34	13	7	4	10	34	12	3	7	11
Effective base	34	24	11	3	3	7	23	9	2	2	4
Weighted Base	69	55	11	3	1	*	52	11	1	1	3
0-24%	62	52	8	1	1	*	48	10	1	1	1
	89%	96%	72%	21%	100%	98%	93%	87%	100%	100%	32%
25-49%	4	*	1	2	-	*	2	-	-	-	2
	5%	*%	14%	79%	-%	2%	3%	-%	-%	-%	68%
50-74%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	4	2	1	-	-	-	2	1	-	-	-
	5%	4%	14%	-%	-%	-%	4%	13%	-%	-%	-%
Answered	69	55	11	3	1	*	52	11	1	1	3
Mean Score	8.4	7.4	7.6	28.4	13.1	9.2	8.0	4.5	5.8	10.7	26.8
Standard error	.90	.80	2.82	5.52	-	-	1.04	1.20	1.74	5.98	4.22
Standard deviation	7.45	4.69	10.18	14.59	-	-	6.04	4.16	3.01	15.82	13.99

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 173 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	68	7	7	14	3	6	10	1	2	5
Effective base	34	5	5	8	2	4	7	1	2	2
Weighted Base	69	12	9	13	*	7	19	*	3	3
0-24%	62	12	5	12	*	7	17	*	3	3
	89%	100%	60%	89%	100%	100%	88%	100%	100%	100%
25-49%	4	-	-	1	-	-	2	-	-	-
	5%	-%	-%	11%	-%	-%	12%	-%	-%	-%
50-74%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	4	-	4	-	-	-	-	-	-	-
	5%	-%	40%	-%	-%	-%	-%	-%	-%	-%
Answered	69	12	9	13	*	7	19	*	3	3
Mean Score	8.4	7.5	3.0	11.3	12.9	5.6	11.0	10.0	5.9	9.8
Standard error	.90	.97	.94	2.61	-	1.34	3.02	-	4.34	.92
Standard deviation	7.45	2.56	2.50	9.76	-	3.29	9.55	-	6.14	2.06

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 173 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		*a	*b	*c	d	*e	*f	*g	*h
Significance Level: 95%									
Unweighted Base	68	14	16	25	55	13	4	5	4
Effective base	34	6	12	14	32	5	2	3	2
Weighted Base	69	10	23	32	66	3	1	1	1
0-24%	62	10	20	29	59	3	1	1	1
	89%	100%	85%	89%	89%	99%	100%	100%	97%
25-49%	4	-	-	4	4	*	-	-	*
	5%	-%	-%	11%	6%	1%	-%	-%	3%
50-74%	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	4	-	4	-	4	-	-	-	-
	5%	-%	15%	-%	5%	-%	-%	-%	-%
Answered	69	10	23	32	66	3	1	1	1
Mean Score	8.4	7.1	5.6	11.1	8.5	4.8	6.7	7.4	1.7
Standard error	.90	1.03	.90	1.89	1.01	1.64	3.00	-	4.35
Standard deviation	7.45	3.84	3.58	9.44	7.51	5.93	6.00	-	8.71

Columns Tested:: a,b,c,d,e,f,g,h

Table 173 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	*i
Unweighted Base	68	2	4	-	4	4	33	1	2	22
Effective base	34	2	3	-	3	1	16	1	1	14
Weighted Base	69	2	2	-	2	1	31	*	1	31
0-24%	62	2	2	-	2	1	27	*	-	28
	89%	100%	100%	-%	100%	100%	89%	100%	-%	91%
25-49%	4	-	-	-	-	-	2	-	1	1
	5%	-%	-%	-%	-%	-%	6%	-%	100%	2%
50-74%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	4	-	-	-	-	-	1	-	-	2
	5%	-%	-%	-%	-%	-%	5%	-%	-%	7%
Answered	69	2	2	-	2	1	31	*	1	31
Mean Score	8.4	5.2	4.8	-	4.8	2.3	7.4	20.0	40.0	8.7
Standard error	.90	4.76	3.04	-	3.04	4.68	1.13	-	1.04	1.25
Standard deviation	7.45	6.73	6.07	-	6.07	9.35	6.49	-	1.47	5.84

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 173 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	a	*b	*c	a	*b	a	*b
Unweighted Base	68	10	33	25	60	8	-	62	6	66	2
Effective base	34	6	16	15	29	5	-	34	2	34	2
Weighted Base	69	6	31	33	57	12	-	68	1	68	1
0-24%	62	6	27	29	52	10	-	61	1	61	1
	89%	100%	89%	88%	91%	82%	-%	89%	100%	89%	100%
25-49%	4	-	2	2	4	*	-	4	-	4	-
	5%	-%	6%	6%	6%	*%	-%	5%	-%	5%	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	4	-	1	2	1	2	-	4	-	4	-
	5%	-%	5%	6%	3%	18%	-%	5%	-%	5%	-%
Answered	69	6	31	33	57	12	-	68	1	68	1
Mean Score	8.4	4.3	7.4	10.0	9.1	4.7	-	8.4	6.9	8.4	8.8
Standard error	.90	1.69	1.13	1.66	1.02	.87	-	.95	-	.92	-
Standard deviation	7.45	5.35	6.49	8.32	7.93	2.45	-	7.50	-	7.49	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 173 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	c
Unweighted Base	68	14	14	40
Effective base	34	10	6	19
Weighted Base	69	16	16	36
0-24%	62	12	14	35
	89%	76%	88%	96%
25-49%	4	2	2	*
	5%	11%	12%	*%
50-74%	-	-	-	-
	-%	-%	-%	-%
75-100%	-	-	-	-
	-%	-%	-%	-%
Don't know	4	2	-	1
	5%	13%	-%	4%
Answered	69	16	16	36
Mean Score	8.4	8.2	12.4	6.6
Standard error	.90	2.07	2.92	.67
Standard deviation	7.45	7.76	10.94	4.24

Columns Tested:: a,b,c

Table 173 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k
Significance Level: 95%												
Unweighted Base	68	29	15	10	5	2	3	2	2	44	24	14
Effective base	34	19	7	5	1	2	1	1	1	26	8	5
Weighted Base	69	39	12	12	1	2	2	1	*	51	18	6
0-24%	62	32	12	12	1	1	2	1	*	44	17	5
	89%	83%	100%	100%	100%	57%	100%	100%	83%	87%	96%	87%
25-49%	4	3	*	-	-	1	-	-	*	3	1	1
	5%	8%	*%	-%	-%	43%	-%	-%	17%	6%	4%	13%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	4	4	-	-	-	-	-	-	-	4	-	-
	5%	9%	-%	-%	-%	-%	-%	-%	-%	7%	-%	-%
Answered	69	39	12	12	1	2	2	1	*	51	18	6
Mean Score	8.4	9.7	4.5	7.9	9.3	14.0	4.2	5.5	21.7	8.5	8.0	8.2
Standard error	.90	1.54	1.04	1.41	-	15.02	3.29	-	-	1.18	1.33	2.71
Standard deviation	7.45	8.32	4.03	4.46	-	21.24	5.69	-	-	7.82	6.49	10.12

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 173 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Unweighted Base	68	7	22	39	66	68	68	68	53	35	1	35	7	9	1	8	7
Effective base	34	6	14	15	34	34	34	34	27	15	1	21	4	4	1	4	3
Weighted Base	69	10	29	30	68	69	69	69	48	20	1	46	4	9	1	4	3
0-24%	62	7	25	29	61	62	62	62	44	17	1	41	3	9	1	4	3
	89%	78%	85%	97%	89%	89%	89%	89%	91%	84%	100%	88%	77%	100%	100%	83%	100%
25-49%	4	-	3	1	4	4	4	4	3	2	-	2	1	-	-	1	*
	5%	-%	10%	3%	5%	5%	5%	5%	6%	9%	-%	4%	23%	-%	-%	17%	*%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	4	2	1	-	4	4	4	4	1	1	-	4	-	-	-	-	-
	5%	22%	5%	-%	5%	5%	5%	5%	3%	7%	-%	8%	-%	-%	-%	-%	-%
Answered	69	10	29	30	68	69	69	69	48	20	1	46	4	9	1	4	3
Mean Score	8.4	7.4	10.5	6.6	8.3	8.4	8.4	8.4	8.9	9.2	10.0	7.9	7.3	10.4	5.0	13.0	4.3
Standard error	.90	1.29	1.98	.93	.92	.90	.90	.90	1.12	1.43	-	1.22	4.28	2.33	-	3.32	2.37
Standard deviation	7.45	3.41	9.30	5.82	7.50	7.45	7.45	7.45	8.13	8.49	-	7.23	11.33	6.98	-	9.39	6.28

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 173 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g
Unweighted Base	68	39	5	6	4	5	4	3	34	10	6	6	4	7	1
Effective base	34	25	2	4	2	3	2	2	20	4	5	3	1	4	1
Weighted Base	69	55	2	4	2	2	2	*	39	11	6	7	1	4	1
0-24%	62	48	2	4	2	2	2	*	34	11	5	7	1	3	1
	89%	87%	100%	100%	100%	100%	100%	94%	86%	100%	82%	100%	100%	82%	100%
25-49%	4	4	-	-	-	-	-	*	2	-	1	-	-	1	-
	5%	7%	-%	-%	-%	-%	-%	6%	5%	-%	18%	-%	-%	18%	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	4	4	-	-	-	-	-	-	4	-	-	-	-	-	-
	5%	6%	-%	-%	-%	-%	-%	-%	9%	-%	-%	-%	-%	-%	-%
Answered	69	55	2	4	2	2	2	*	39	11	6	7	1	4	1
Mean Score	8.4	8.8	8.9	5.9	2.6	9.1	7.1	10.6	7.5	8.6	9.0	11.8	5.4	12.5	-
Standard error	.90	1.28	1.21	2.01	1.80	2.60	3.48	-	1.33	1.25	3.71	3.13	-	3.77	-
Standard deviation	7.45	8.00	2.70	4.93	3.60	5.82	6.96	-	7.73	3.94	9.10	7.66	-	9.97	-

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 173 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	68	31	9	7	7	5	4	5	12	13	17	18	8
Effective base	34	21	3	4	3	4	3	2	7	6	10	9	4
Weighted Base	69	41	10	8	2	3	2	4	11	15	19	21	3
0-24%	62	35	10	7	2	2	2	4	8	13	17	21	3
	89%	86%	100%	87%	100%	76%	100%	100%	73%	85%	89%	100%	100%
25-49%	4	2	*	1	-	1	-	-	1	1	2	-	*
	5%	5%	*%	13%	-%	24%	-%	-%	7%	5%	11%	-%	*%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	4	4	-	-	-	-	-	-	2	1	-	-	-
	5%	9%	-%	-%	-%	-%	-%	-%	20%	10%	-%	-%	-%
Answered	69	41	10	8	2	3	2	4	11	15	19	21	3
Mean Score	8.4	8.2	7.8	10.6	6.7	14.0	6.6	3.6	7.9	8.3	11.8	5.8	5.9
Standard error	.90	1.47	1.57	2.47	1.27	5.03	1.80	2.82	2.14	1.85	2.44	1.01	.83
Standard deviation	7.45	8.19	4.70	6.53	3.35	11.25	3.60	6.31	7.40	6.67	10.08	4.28	2.33

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 173 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	68	20	14	15	10	7	16	14	14	18	6
Effective base	34	11	9	7	5	4	10	7	8	9	2
Weighted Base	69	27	15	12	11	3	17	15	15	21	1
0-24%	62	23	14	10	11	3	13	13	14	21	1
	89%	87%	90%	81%	100%	100%	75%	87%	93%	100%	100%
25-49%	4	2	-	2	-	*	1	2	1	-	*
	5%	6%	-%	19%	-%	*%	4%	13%	7%	-%	*%
50-74%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	4	2	1	-	-	-	4	-	-	-	-
	5%	8%	10%	-%	-%	-%	21%	-%	-%	-%	-%
Answered	69	27	15	12	11	3	17	15	15	21	1
Mean Score	8.4	8.0	4.7	15.4	7.4	5.9	9.4	11.3	7.3	6.1	7.6
Standard error	.90	1.44	.98	2.95	1.62	.89	1.95	2.84	1.72	.96	-
Standard deviation	7.45	6.45	3.66	11.44	5.11	2.35	7.80	10.61	6.45	4.09	-

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 173 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		*a	*b	*c	*d	*e	a	*b	*c	a	*b	a	*b
Significance Level: 95%													
Unweighted Base	68	12	13	15	21	6	56	1	11	60	8	59	7
Effective base	34	9	6	8	11	2	25	1	9	31	3	30	4
Weighted Base	69	15	10	18	23	1	53	1	15	64	5	63	6
0-24%	62	12	9	15	23	1	49	-	13	57	5	56	5
	89%	78%	100%	82%	97%	99%	92%	-%	86%	89%	100%	90%	87%
25-49%	4	1	*	2	1	*	3	1	-	4	-	3	1
	5%	8%	*%	10%	3%	1%	5%	100%	-%	6%	-%	5%	13%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	4	2	-	1	-	-	1	-	2	4	-	4	-
	5%	14%	-%	8%	-%	-%	3%	-%	14%	6%	-%	6%	-%
Answered	69	15	10	18	23	1	53	1	15	64	5	63	6
Mean Score	8.4	9.8	10.0	9.2	6.5	10.1	8.8	25.0	5.7	8.5	7.2	8.2	10.0
Standard error	.90	2.84	2.14	1.83	1.32	-	1.05	-	1.01	.99	1.59	.96	3.54
Standard deviation	7.45	9.84	7.71	7.07	6.03	-	7.89	-	3.35	7.65	4.50	7.38	9.38

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 173 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	a	*b	a	*b	a	*b	a	*b
Unweighted Base	68	58	10	45	23	59	7	57	11	47	21
Effective base	34	31	4	27	7	31	3	30	5	25	9
Weighted Base	69	63	5	57	12	64	4	61	7	54	15
0-24%	62	56	5	51	11	57	4	56	5	51	11
	89%	89%	100%	90%	86%	89%	100%	92%	70%	95%	71%
25-49%	4	4	*	2	2	4	-	3	1	1	3
	5%	6%	*%	3%	14%	6%	-%	5%	10%	1%	19%
50-74%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	4	4	-	4	-	4	-	2	1	2	1
	5%	6%	-%	6%	-%	6%	-%	3%	20%	4%	10%
Answered	69	63	5	57	12	64	4	61	7	54	15
Mean Score	8.4	8.5	7.2	8.3	8.8	8.5	5.4	8.4	8.1	7.8	10.4
Standard error	.90	1.01	1.31	1.08	1.82	.99	1.43	.97	2.74	.80	2.64
Standard deviation	7.45	7.69	4.14	7.23	8.73	7.64	3.77	7.32	9.09	5.50	12.09

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 173 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	68	54	56	55	-	56	54	48	-	64	55	59	-
Effective base	34	27	29	29	-	29	27	24	-	32	28	29	-
Weighted Base	69	54	61	59	-	61	56	47	-	66	57	56	-
0-24%	62	47	56	52	-	55	51	43	-	60	52	51	-
	89%	88%	92%	89%	-%	89%	93%	93%	-%	90%	91%	91%	-%
25-49%	4	3	4	3	-	3	3	2	-	3	4	4	-
	5%	6%	6%	5%	-%	5%	5%	4%	-%	5%	6%	7%	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	4	4	1	4	-	4	1	1	-	4	1	1	-
	5%	7%	2%	6%	-%	6%	3%	3%	-%	5%	3%	3%	-%
Answered	69	54	61	59	-	61	56	47	-	66	57	56	-
Mean Score	8.4	8.5	8.8	8.5	-	8.2	8.9	8.1	-	8.1	8.8	7.9	-
Standard error	.90	1.07	1.03	1.01	-	.99	1.03	1.14	-	.90	1.07	1.00	-
Standard deviation	7.45	7.90	7.70	7.52	-	7.40	7.57	7.86	-	7.23	7.92	7.70	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 173 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	b	c	d	*e
Significance Level: 95%												
Unweighted Base	68	64	66	68	53	48	11	52	49	62	68	29
Effective base	34	33	33	34	25	27	5	27	24	32	34	14
Weighted Base	69	66	65	69	48	53	5	56	49	59	69	32
0-24%	62	59	60	62	43	49	5	50	43	54	62	32
	89%	89%	91%	89%	89%	94%	100%	89%	88%	90%	89%	100%
25-49%	4	4	4	4	3	2	-	3	2	2	4	-
	5%	6%	6%	5%	6%	3%	-%	5%	5%	4%	5%	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	4	4	2	4	2	1	-	4	4	4	4	-
	5%	5%	3%	5%	4%	3%	-%	6%	7%	6%	5%	-%
Answered	69	66	65	69	48	53	5	56	49	59	69	32
Mean Score	8.4	8.6	8.7	8.4	8.2	7.8	5.6	8.5	7.9	7.7	8.4	7.0
Standard error	.90	.94	.92	.90	1.11	.87	1.42	1.06	.99	.91	.90	.72
Standard deviation	7.45	7.53	7.48	7.45	8.09	6.02	4.70	7.63	6.92	7.20	7.45	3.87

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 173 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	68	17	5	5	4	58	46	61	57	52	53	58	37	-	59	2
Effective base	34	7	4	2	3	28	24	30	30	24	27	29	17	-	30	1
Weighted Base	69	13	5	3	5	58	50	60	63	51	53	58	31	-	55	5
0-24%	62	12	5	3	3	51	45	54	55	48	48	51	25	-	48	5
	89%	94%	100%	100%	70%	89%	89%	89%	88%	93%	90%	88%	81%	-%	88%	100%
25-49%	4	1	*	-	-	3	2	3	4	2	2	4	2	-	3	-
	5%	6%	*%	-%	-%	5%	4%	5%	6%	4%	3%	6%	7%	-%	5%	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	4	-	-	-	1	4	4	4	4	1	4	4	4	-	4	-
	5%	-%	-%	-%	30%	6%	7%	6%	6%	3%	7%	6%	12%	-%	7%	-%
Answered	69	13	5	3	5	58	50	60	63	51	53	58	31	-	55	5
Mean Score	8.4	7.9	4.5	5.2	2.5	8.8	8.1	8.7	8.5	7.7	7.6	8.3	8.3	-	8.1	10.9
Standard error	.90	1.66	2.17	1.59	1.05	.97	1.00	.94	1.02	.96	.82	.97	1.38	-	1.02	2.00
Standard deviation	7.45	6.86	4.86	3.56	2.10	7.38	6.78	7.32	7.71	6.90	5.97	7.39	8.41	-	7.80	2.82

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 173 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	*a	*b	*a	b	*c	*a	*b	c
Unweighted Base	68	48	20	46	2	25	26	21	36	11	24	13	31
Effective base	34	22	14	21	2	12	14	9	20	7	13	5	17
Weighted Base	69	50	19	34	3	18	25	20	35	14	22	9	38
0-24%	62	45	17	29	3	16	22	19	30	12	20	8	34
	89%	90%	88%	87%	100%	88%	91%	96%	86%	89%	90%	92%	88%
25-49%	4	2	2	3	-	1	2	1	3	-	*	1	3
	5%	3%	12%	9%	-%	4%	9%	4%	8%	-%	*%	8%	8%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	4	4	-	1	-	1	-	-	2	1	2	-	1
	5%	7%	-%	4%	-%	8%	-%	-%	6%	11%	10%	-%	4%
Answered	69	50	19	34	3	18	25	20	35	14	22	9	38
Mean Score	8.4	7.8	9.8	9.1	8.4	7.1	9.2	8.0	8.7	8.1	5.2	6.8	10.6
Standard error	.90	.92	2.21	1.39	2.07	1.25	1.94	1.33	1.41	2.08	.72	2.35	1.48
Standard deviation	7.45	6.34	9.88	9.42	2.93	6.24	9.90	6.08	8.47	6.89	3.54	8.46	8.24

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 173 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		*a	b
Unweighted Base	68	25	43
Effective base	34	11	24
Weighted Base	69	19	50
0-24%	62	16	46
	89%	85%	91%
25-49%	4	1	3
	5%	4%	6%
50-74%	-	-	-
	-%	-%	-%
75-100%	-	-	-
	-%	-%	-%
Don't know	4	2	1
	5%	11%	3%
Answered	69	19	50
Mean Score	8.4	8.7	8.2
Standard error	.90	1.56	1.13
Standard deviation	7.45	7.79	7.40

Columns Tested:: a,b

Table 173 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	68	3	10	7	4	8	4	1	3	8	6	5	9
Effective base	34	2	7	6	2	5	2	1	3	4	5	3	4
Weighted Base	69	*	12	8	1	12	3	*	5	4	6	8	10
0-24%	62	*	12	5	1	12	3	*	5	2	6	8	8
	89%	100%	100%	56%	100%	100%	100%	100%	100%	43%	100%	100%	85%
25-49%	4	-	*	1	-	-	-	-	-	2	-	-	-
	5%	-%	*%	18%	-%	-%	-%	-%	-%	57%	-%	-%	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	4	-	-	2	-	-	-	-	-	-	-	-	1
	5%	-%	-%	26%	-%	-%	-%	-%	-%	-%	-%	-%	15%
Answered	69	*	12	8	1	12	3	*	5	4	6	8	10
Mean Score	8.4	17.0	5.4	9.0	10.9	9.7	8.2	1.0	8.6	22.1	4.9	8.2	6.5
Standard error	.90	-	1.04	4.13	-	2.37	1.57	-	2.21	5.78	1.61	2.23	1.58
Standard deviation	7.45	-	3.30	10.91	-	6.69	3.14	-	3.83	16.35	3.94	4.98	4.73

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 173 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		*a	*b	*c	*d	a	b
Unweighted Base	68	20	16	12	20	36	32
Effective base	34	12	8	6	10	20	15
Weighted Base	69	21	16	9	23	37	32
0-24%	62	17	16	7	22	33	29
	89%	83%	100%	75%	94%	90%	89%
25-49%	4	1	-	2	-	1	2
	5%	7%	-%	25%	-%	4%	7%
50-74%	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Don't know	4	2	-	-	1	2	1
	5%	10%	-%	-%	6%	6%	5%
Answered	69	21	16	9	23	37	32
Mean Score	8.4	6.9	9.5	14.3	6.6	8.0	8.7
Standard error	.90	1.64	1.48	3.65	1.03	1.13	1.45
Standard deviation	7.45	7.35	5.93	12.65	4.61	6.80	8.23

Columns Tested:: a,b,c,d - a,b

Table 175

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	*b	*c	*d	*e
Unweighted Base	65	1	64	52	7	1	5	13
Effective base	33	1	33	32	4	1	4	6
Weighted Base	77	*	77	76	1	*	*	1
0-24%	70	-	70	69	1	*	*	1
	91%	-%	91%	91%	93%	100%	100%	95%
25-49%	2	-	2	2	-	-	-	-
	2%	-%	2%	2%	-%	-%	-%	-%
50-74%	2	-	2	2	-	-	-	-
	3%	-%	3%	3%	-%	-%	-%	-%
75-100%	3	-	3	3	-	-	-	-
	4%	-%	4%	4%	-%	-%	-%	-%
Don't know	1	*	1	1	*	-	-	*
	1%	100%	1%	1%	7%	-%	-%	5%
Answered	77	*	77	76	1	*	*	1
Mean Score	11.1	-	11.2	11.2	7.8	20.0	6.6	8.6
Standard error	2.24	-	2.26	2.52	-	-	-	15.87
Standard deviation	18.05	-	18.06	18.16	-	-	-	57.21

Columns Tested:: a,b - a,b,c,d,e

Table 175 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	g	*h	*i
Unweighted Base	65	27	21	4	5	3	5	52	7	6
Effective base	33	17	13	3	3	3	4	32	4	4
Weighted Base	77	46	27	4	1	*	*	76	1	*
0-24%	70	40	27	3	1	*	*	69	1	*
	91%	86%	100%	82%	100%	72%	100%	91%	93%	100%
25-49%	2	2	-	-	-	-	-	2	-	-
	2%	3%	-%	-%	-%	-%	-%	2%	-%	-%
50-74%	2	2	-	-	-	-	-	2	-	-
	3%	4%	-%	-%	-%	-%	-%	3%	-%	-%
75-100%	3	3	-	-	-	-	-	3	-	-
	4%	6%	-%	-%	-%	-%	-%	4%	-%	-%
Don't know	1	-	-	1	-	*	-	1	*	-
	1%	-%	-%	18%	-%	28%	-%	1%	7%	-%
Answered	77	46	27	4	1	*	*	76	1	*
Mean Score	11.1	15.6	4.5	4.7	8.9	8.8	6.6	11.2	7.8	11.1
Standard error	2.24	4.28	.79	1.56	-	-	-	2.52	-	-
Standard deviation	18.05	22.25	3.62	3.12	-	-	-	18.16	-	-

Columns Tested: a,b,c,d,e,f,g,h,i

Table 175 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	*c	*d	*e
Unweighted Base	65	39	13	7	1	5	42	6	4	4	7
Effective base	33	26	10	4	1	4	27	4	2	3	6
Weighted Base	77	67	9	1	*	*	64	3	2	2	*
0-24%	70	61	9	1	*	*	57	2	2	2	*
	91%	91%	93%	93%	100%	100%	90%	78%	100%	100%	85%
25-49%	2	2	-	-	-	-	2	-	-	-	-
	2%	2%	-%	-%	-%	-%	2%	-%	-%	-%	-%
50-74%	2	2	-	-	-	-	2	-	-	-	-
	3%	3%	-%	-%	-%	-%	3%	-%	-%	-%	-%
75-100%	3	3	-	-	-	-	3	-	-	-	-
	4%	4%	-%	-%	-%	-%	4%	-%	-%	-%	-%
Don't know	1	-	1	*	-	-	-	1	-	-	*
	1%	-%	7%	7%	-%	-%	-%	22%	-%	-%	15%
Answered	77	67	9	1	*	*	64	3	2	2	*
Mean Score	11.1	11.9	5.7	7.8	20.0	6.6	12.8	2.8	4.2	8.6	11.4
Standard error	2.24	3.08	.77	-	-	-	3.00	1.43	.48	1.48	-
Standard deviation	18.05	19.25	2.77	-	-	-	19.47	3.50	.97	2.96	-

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 175 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%										
Unweighted Base	65	8	4	6	4	4	11	3	2	7
Effective base	33	4	3	4	2	2	7	2	2	7
Weighted Base	77	6	4	11	3	4	21	8	3	12
0-24%	70	6	3	11	3	4	17	8	3	10
	91%	100%	83%	100%	100%	100%	80%	100%	100%	84%
25-49%	2	-	-	-	-	-	2	-	-	-
	2%	-%	-%	-%	-%	-%	7%	-%	-%	-%
50-74%	2	-	-	-	-	-	-	-	-	2
	3%	-%	-%	-%	-%	-%	-%	-%	-%	16%
75-100%	3	-	-	-	-	-	3	-	-	-
	4%	-%	-%	-%	-%	-%	13%	-%	-%	-%
Don't know	1	-	1	-	-	-	-	-	-	-
	1%	-%	17%	-%	-%	-%	-%	-%	-%	-%
Answered	77	6	4	11	3	4	21	8	3	12
Mean Score	11.1	11.9	4.7	4.1	3.0	3.4	20.6	4.5	3.2	15.4
Standard error	2.24	1.64	1.33	.62	1.40	1.69	8.47	2.49	1.30	7.81
Standard deviation	18.05	4.65	2.66	1.53	2.81	3.39	28.09	4.32	1.84	20.66

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 175 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	d	*e	*f	*g	*h
Unweighted Base	65	15	14	20	49	16	4	8	4
Effective base	33	11	9	13	29	7	2	3	3
Weighted Base	77	19	12	41	72	5	2	3	1
0-24%	70	17	11	36	65	5	2	3	1
	91%	90%	95%	89%	90%	99%	100%	100%	93%
25-49%	2	-	-	2	2	-	-	-	-
	2%	-%	-%	4%	2%	-%	-%	-%	-%
50-74%	2	2	-	-	2	-	-	-	-
	3%	10%	-%	-%	3%	-%	-%	-%	-%
75-100%	3	-	-	3	3	-	-	-	-
	4%	-%	-%	7%	4%	-%	-%	-%	-%
Don't know	1	-	1	-	1	*	-	-	*
	1%	-%	5%	-%	1%	1%	-%	-%	7%
Answered	77	19	12	41	72	5	2	3	1
Mean Score	11.1	11.1	7.6	12.7	11.4	7.6	7.2	8.0	6.8
Standard error	2.24	4.51	1.41	4.85	2.67	1.04	2.27	1.81	-
Standard deviation	18.05	17.48	5.29	21.67	18.68	4.16	4.53	5.13	-

Columns Tested: a,b,c,d,e,f,g,h

Table 175 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	65	3	7	-	7	1	25	1	-	28
Effective base	33	3	1	-	1	1	13	1	-	17
Weighted Base	77	3	4	-	4	1	25	1	-	44
0-24%	70	3	4	-	4	1	23	1	-	40
	91%	100%	100%	-%	100%	100%	91%	100%	-%	89%
25-49%	2	-	-	-	-	-	2	-	-	-
	2%	-%	-%	-%	-%	-%	6%	-%	-%	-%
50-74%	2	-	-	-	-	-	-	-	-	2
	3%	-%	-%	-%	-%	-%	-%	-%	-%	4%
75-100%	3	-	-	-	-	-	-	-	-	3
	4%	-%	-%	-%	-%	-%	-%	-%	-%	6%
Don't know	1	-	-	-	-	-	1	-	-	*
	1%	-%	-%	-%	-%	-%	3%	-%	-%	*%
Answered	77	3	4	-	4	1	25	1	-	44
Mean Score	11.1	7.6	3.6	-	3.6	10.0	8.5	10.0	-	13.5
Standard error	2.24	2.12	.78	-	.78	-	1.31	-	-	4.36
Standard deviation	18.05	3.68	2.05	-	2.05	-	6.56	-	-	23.09

Columns Tested: a,b,c,d,e,f,g,h,i

Table 175 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	a	*b	*c	a	*b	a	*b
Unweighted Base	65	11	25	29	59	6	-	59	6	62	3
Effective base	33	4	13	17	31	3	-	31	2	33	1
Weighted Base	77	7	25	45	68	9	-	74	3	77	1
0-24%	70	7	23	40	61	9	-	67	3	70	1
	91%	100%	91%	89%	90%	99%	-%	91%	100%	91%	100%
25-49%	2	-	2	-	2	-	-	2	-	2	-
	2%	-%	6%	-%	2%	-%	-%	2%	-%	2%	-%
50-74%	2	-	-	2	2	-	-	2	-	2	-
	3%	-%	-%	4%	3%	-%	-%	3%	-%	3%	-%
75-100%	3	-	-	3	3	-	-	3	-	3	-
	4%	-%	-%	6%	4%	-%	-%	4%	-%	4%	-%
Don't know	1	-	1	*	1	*	-	1	-	1	-
	1%	-%	3%	*%	1%	1%	-%	1%	-%	1%	-%
Answered	77	7	25	45	68	9	-	74	3	77	1
Mean Score	11.1	5.7	8.5	13.5	12.3	3.0	-	11.4	4.2	11.2	8.5
Standard error	2.24	1.04	1.31	4.26	2.46	1.74	-	2.39	1.58	2.30	-
Standard deviation	18.05	3.44	6.56	22.96	18.93	4.26	-	18.36	3.88	18.13	-

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 175 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	c
Unweighted Base	65	16	14	35
Effective base	33	7	7	20
Weighted Base	77	21	16	41
0-24%	70	21	13	36
	91%	100%	84%	89%
25-49%	2	-	-	2
	2%	-%	-%	4%
50-74%	2	-	2	-
	3%	-%	12%	-%
75-100%	3	-	-	3
	4%	-%	-%	7%
Don't know	1	-	1	*
	1%	-%	4%	*%
Answered	77	21	16	41
Mean Score	11.1	4.4	13.3	13.7
Standard error	2.24	.83	4.89	3.64
Standard deviation	18.05	3.32	18.28	21.52

Columns Tested: a,b,c

Table 175 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k
Significance Level: 95%												
Unweighted Base	65	35	17	7	3	1	-	1	1	52	13	6
Effective base	33	22	8	2	2	1	-	1	1	29	5	4
Weighted Base	77	56	11	7	2	1	-	1	*	67	10	4
0-24%	70	50	10	7	2	1	-	1	*	60	10	3
	91%	90%	86%	100%	97%	100%	-%	100%	100%	90%	99%	99%
25-49%	2	-	2	-	-	-	-	-	-	2	-	-
	2%	-%	14%	-%	-%	-%	-%	-%	-%	2%	-%	-%
50-74%	2	2	-	-	-	-	-	-	-	2	-	-
	3%	4%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%
75-100%	3	3	-	-	-	-	-	-	-	3	-	-
	4%	5%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%
Don't know	1	1	-	-	*	-	-	-	-	1	*	*
	1%	1%	-%	-%	3%	-%	-%	-%	-%	1%	1%	1%
Answered	77	56	11	7	2	1	-	1	*	67	10	4
Mean Score	11.1	12.0	9.1	9.7	9.7	7.0	-	5.0	5.0	11.5	9.1	7.9
Standard error	2.24	3.53	2.19	1.68	1.53	-	-	-	-	2.68	1.08	1.10
Standard deviation	18.05	20.86	9.01	4.44	2.66	-	-	-	-	19.35	3.89	2.69

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 175 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	c	a	b	c	d	e	*f	*a	b	*c	*d	*e	*f	*g
Unweighted Base	65	10	25	30	60	63	63	65	43	27	2	42	3	4	4	5	3
Effective base	33	6	16	12	30	31	31	33	20	9	2	23	1	2	2	4	1
Weighted Base	77	12	44	22	70	72	72	77	41	18	2	54	2	2	4	4	5
0-24%	70	12	39	20	63	65	65	70	36	18	2	51	*	2	1	4	5
	91%	100%	88%	93%	90%	90%	90%	91%	88%	96%	100%	95%	18%	100%	32%	99%	100%
25-49%	2	-	-	2	2	2	2	2	2	-	-	-	2	-	-	-	-
	2%	-%	-%	7%	2%	2%	2%	2%	4%	-%	-%	-%	82%	-%	-%	-%	-%
50-74%	2	-	2	-	2	2	2	2	-	-	-	2	-	-	-	-	-
	3%	-%	4%	-%	3%	3%	3%	3%	-%	-%	-%	4%	-%	-%	-%	-%	-%
75-100%	3	-	3	-	3	3	3	3	3	-	-	-	-	-	3	-	-
	4%	-%	6%	-%	4%	4%	4%	4%	7%	-%	-%	-%	-%	-%	68%	-%	-%
Don't know	1	-	1	*	1	1	1	1	1	1	-	1	-	-	-	*	-
	1%	-%	1%	*%	1%	1%	1%	1%	2%	4%	-%	1%	-%	-%	-%	1%	-%
Answered	77	12	44	22	70	72	72	77	41	18	2	54	2	2	4	4	5
Mean Score	11.1	8.4	12.9	9.1	11.3	11.2	11.2	11.1	12.4	6.0	7.0	8.1	21.7	9.3	62.0	7.2	5.4
Standard error	2.24	.98	4.68	1.26	2.44	2.35	2.35	2.24	3.29	.61	2.50	1.71	6.09	1.99	23.61	1.38	.80
Standard deviation	18.05	3.10	23.40	6.88	18.91	18.67	18.67	18.05	21.55	3.16	3.54	11.09	10.56	3.97	47.23	3.08	1.38

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 175 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g
Unweighted Base	65	41	6	3	3	5	1	1	41	6	6	3	3	2	2
Effective base	33	24	1	2	1	3	1	1	22	3	4	2	2	2	1
Weighted Base	77	57	5	2	1	5	1	*	50	9	4	2	1	2	5
0-24%	70	52	5	2	1	2	1	*	47	6	3	2	1	2	5
	91%	93%	100%	100%	100%	46%	100%	100%	95%	69%	65%	100%	95%	100%	100%
25-49%	2	2	-	-	-	-	-	-	-	-	2	-	-	-	-
	2%	3%	-%	-%	-%	-%	-%	-%	-%	-%	35%	-%	-%	-%	-%
50-74%	2	2	-	-	-	-	-	-	2	-	-	-	-	-	-
	3%	3%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%	-%	-%	-%
75-100%	3	-	-	-	-	3	-	-	-	3	-	-	-	-	-
	4%	-%	-%	-%	-%	53%	-%	-%	-%	31%	-%	-%	-%	-%	-%
Don't know	1	1	-	-	-	*	-	-	1	-	-	-	*	-	-
	1%	1%	-%	-%	-%	1%	-%	-%	1%	-%	-%	-%	5%	-%	-%
Answered	77	57	5	2	1	5	1	*	50	9	4	2	1	2	5
Mean Score	11.1	8.8	1.8	9.9	1.4	51.4	9.0	5.0	7.8	34.6	12.7	10.0	5.6	6.3	5.0
Standard error	2.24	1.72	1.21	2.03	2.78	20.32	-	-	1.79	16.17	4.50	-	-	2.02	-
Standard deviation	18.05	11.02	2.96	3.52	4.81	45.43	-	-	11.45	39.61	11.03	-	-	2.86	-

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 175 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	65	45	7	1	6	2	4	-	13	11	18	18	3
Effective base	33	26	3	1	5	2	1	-	9	6	11	7	2
Weighted Base	77	63	8	*	4	2	1	-	14	19	24	14	1
0-24%	70	57	6	-	4	2	1	-	12	18	21	13	1
	91%	91%	80%	-%	100%	100%	100%	-%	86%	97%	89%	89%	100%
25-49%	2	-	2	-	-	-	-	-	-	-	-	2	-
	2%	-%	20%	-%	-%	-%	-%	-%	-%	-%	-%	11%	-%
50-74%	2	2	-	-	-	-	-	-	2	-	-	-	-
	3%	3%	-%	-%	-%	-%	-%	-%	14%	-%	-%	-%	-%
75-100%	3	3	-	-	-	-	-	-	-	-	3	-	-
	4%	4%	-%	-%	-%	-%	-%	-%	-%	-%	11%	-%	-%
Don't know	1	1	-	*	-	-	-	-	-	1	-	*	-
	1%	1%	-%	100%	-%	-%	-%	-%	-%	3%	-%	*%	-%
Answered	77	63	8	*	4	2	1	-	14	19	24	14	1
Mean Score	11.1	11.4	13.1	-	5.8	8.7	8.8	-	13.5	5.8	14.7	10.7	6.7
Standard error	2.24	2.96	2.66	-	1.75	2.93	-	-	5.56	1.00	6.57	1.73	2.33
Standard deviation	18.05	19.87	7.05	-	4.28	4.14	-	-	20.05	3.31	27.86	7.33	4.03

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 175 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	65	24	11	12	11	2	16	12	18	15	2
Effective base	33	13	7	7	3	2	9	6	11	7	1
Weighted Base	77	28	16	18	7	1	19	19	19	14	1
0-24%	70	26	15	13	7	1	16	19	17	13	1
	91%	93%	96%	76%	99%	100%	86%	100%	86%	89%	100%
25-49%	2	-	-	2	-	-	-	-	-	2	-
	2%	-%	-%	9%	-%	-%	-%	-%	-%	11%	-%
50-74%	2	2	-	-	-	-	2	-	-	-	-
	3%	7%	-%	-%	-%	-%	10%	-%	-%	-%	-%
75-100%	3	-	-	3	-	-	-	-	3	-	-
	4%	-%	-%	16%	-%	-%	-%	-%	14%	-%	-%
Don't know	1	-	1	-	*	-	1	-	-	*	-
	1%	-%	4%	-%	1%	-%	3%	-%	-%	-%	-%
Answered	77	28	16	18	7	1	19	19	19	14	1
Mean Score	11.1	10.0	6.7	19.1	8.8	6.7	10.0	6.0	18.1	10.7	8.8
Standard error	2.24	2.98	.88	9.29	1.44	2.95	4.45	.90	7.15	1.88	-
Standard deviation	18.05	14.58	2.93	32.20	4.77	4.17	17.80	3.13	30.35	7.29	-

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 175 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		*a	*b	*c	*d	*e	a	*b	*c	a	*b	a	*b
Significance Level: 95%													
Unweighted Base	65	20	12	16	16	1	52	-	13	60	5	57	3
Effective base	33	12	6	8	8	1	27	-	6	32	2	29	1
Weighted Base	77	27	10	23	16	1	63	-	15	76	2	69	1
0-24%	70	25	7	23	14	1	56	-	15	69	2	63	1
	91%	93%	67%	100%	90%	100%	89%	-%	100%	91%	100%	90%	100%
25-49%	2	-	-	-	2	-	2	-	-	2	-	2	-
	2%	-%	-%	-%	10%	-%	2%	-%	-%	2%	-%	2%	-%
50-74%	2	2	-	-	-	-	2	-	-	2	-	2	-
	3%	7%	-%	-%	-%	-%	3%	-%	-%	3%	-%	3%	-%
75-100%	3	-	3	-	-	-	3	-	-	3	-	3	-
	4%	-%	26%	-%	-%	-%	4%	-%	-%	4%	-%	4%	-%
Don't know	1	-	1	-	*	-	1	-	-	1	-	1	-
	1%	-%	6%	-%	*%	-%	1%	-%	-%	1%	-%	1%	-%
Answered	77	27	10	23	16	1	63	-	15	76	2	69	1
Mean Score	11.1	9.4	27.8	6.5	10.0	9.0	12.8	-	4.3	11.2	9.9	11.4	9.7
Standard error	2.24	3.35	11.31	.77	1.80	-	2.73	-	1.14	2.36	.56	2.52	-
Standard deviation	18.05	14.99	39.19	3.06	7.21	-	19.66	-	4.12	18.27	1.26	19.04	-

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 175 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	a	*b	a	*b	a	*b	a	*b
Unweighted Base	65	56	7	48	17	56	4	56	7	52	13
Effective base	33	29	4	28	5	29	3	29	4	30	5
Weighted Base	77	69	3	66	11	68	2	69	3	72	5
0-24%	70	62	3	59	11	61	2	62	3	65	5
	91%	90%	100%	89%	100%	90%	100%	90%	100%	90%	100%
25-49%	2	2	-	2	-	2	-	2	-	2	-
	2%	2%	-%	2%	-%	2%	-%	2%	-%	2%	-%
50-74%	2	2	-	2	-	2	-	2	-	2	-
	3%	3%	-%	3%	-%	3%	-%	3%	-%	3%	-%
75-100%	3	3	-	3	-	3	-	3	-	3	-
	4%	4%	-%	4%	-%	4%	-%	4%	-%	4%	-%
Don't know	1	1	-	1	-	1	-	1	-	1	-
	1%	1%	-%	1%	-%	1%	-%	1%	-%	1%	-%
Answered	77	69	3	66	11	68	2	69	3	72	5
Mean Score	11.1	11.4	7.5	12.0	6.2	11.4	9.3	11.4	7.7	11.5	5.9
Standard error	2.24	2.55	1.30	2.80	.57	2.56	1.24	2.55	1.33	2.58	.69
Standard deviation	18.05	19.09	3.44	19.38	2.35	19.18	2.49	19.06	3.52	18.60	2.49

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 175 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	65	44	58	48	-	42	57	43	-	53	57	53	-
Effective base	33	22	29	24	-	23	28	23	-	28	30	28	-
Weighted Base	77	55	70	57	-	52	67	49	-	63	73	64	-
0-24%	70	48	63	52	-	46	61	45	-	59	66	58	-
	91%	87%	90%	91%	-%	88%	90%	91%	-%	92%	91%	90%	-%
25-49%	2	2	2	2	-	2	2	2	-	2	2	2	-
	2%	3%	2%	3%	-%	3%	2%	3%	-%	2%	2%	2%	-%
50-74%	2	2	2	-	-	2	2	-	-	-	2	2	-
	3%	4%	3%	-%	-%	4%	3%	-%	-%	-%	3%	3%	-%
75-100%	3	3	3	3	-	3	3	3	-	3	3	3	-
	4%	5%	4%	5%	-%	5%	4%	6%	-%	4%	4%	4%	-%
Don't know	1	1	1	1	-	-	1	*	-	1	*	*	-
	1%	1%	1%	1%	-%	-%	1%	*%	-%	1%	*%	*%	-%
Answered	77	55	70	57	-	52	67	49	-	63	73	64	-
Mean Score	11.1	12.6	11.4	10.7	-	13.7	11.6	11.9	-	10.7	11.7	12.8	-
Standard error	2.24	3.18	2.50	2.70	-	3.31	2.55	3.04	-	2.43	2.45	2.66	-
Standard deviation	18.05	21.11	19.01	18.70	-	21.44	19.24	19.95	-	17.72	18.51	19.34	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 175 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	65	60	62	65	47	47	8	60	41	50	47	65
Effective base	33	30	31	33	22	24	5	32	23	25	27	33
Weighted Base	77	70	71	77	52	50	5	76	54	57	61	77
0-24%	70	63	64	70	50	47	5	69	51	52	56	70
	91%	90%	90%	91%	96%	95%	100%	91%	96%	93%	92%	91%
25-49%	2	2	2	2	2	-	-	2	2	2	2	2
	2%	2%	2%	2%	3%	-%	-%	2%	3%	3%	3%	2%
50-74%	2	2	2	2	-	2	-	2	-	2	-	2
	3%	3%	3%	3%	-%	4%	-%	3%	-%	3%	-%	3%
75-100%	3	3	3	3	-	-	-	3	-	-	3	3
	4%	4%	4%	4%	-%	-%	-%	4%	-%	-%	4%	4%
Don't know	1	1	1	1	1	1	-	1	1	1	1	1
	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	1%	1%
Answered	77	70	71	77	52	50	5	76	54	57	61	77
Mean Score	11.1	11.3	11.3	11.1	6.0	8.8	5.8	11.2	7.2	8.2	10.7	11.1
Standard error	2.24	2.44	2.39	2.24	.77	1.63	1.37	2.35	.83	1.56	2.62	2.24
Standard deviation	18.05	18.91	18.80	18.05	5.31	11.15	3.88	18.21	5.33	11.01	17.95	18.05

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 175 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	65	9	8	6	2	56	44	58	53	53	44	57	34	-	51	5
Effective base	33	7	5	2	2	29	22	30	26	26	22	29	17	-	25	3
Weighted Base	77	9	7	8	3	70	55	71	63	64	53	70	37	-	49	11
0-24%	70	9	6	7	3	64	52	65	58	59	48	64	34	-	42	11
	91%	100%	78%	91%	100%	92%	95%	92%	91%	92%	90%	92%	92%	-%	86%	100%
25-49%	2	-	2	-	-	-	-	-	-	-	-	-	-	-	2	-
	2%	-%	22%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%
50-74%	2	-	-	-	-	2	2	2	2	2	2	2	-	-	2	-
	3%	-%	-%	-%	-%	3%	4%	3%	3%	3%	4%	3%	-%	-%	4%	-%
75-100%	3	-	-	-	-	3	-	3	3	3	3	3	3	-	3	-
	4%	-%	-%	-%	-%	4%	-%	4%	4%	4%	5%	4%	7%	-%	6%	-%
Don't know	1	-	-	1	-	1	1	1	1	1	1	1	*	-	1	-
	1%	-%	-%	9%	-%	1%	1%	1%	1%	1%	1%	1%	*%	-%	1%	-%
Answered	77	9	7	8	3	70	55	71	63	64	53	70	37	-	49	11
Mean Score	11.1	8.1	10.7	4.6	3.3	11.0	7.9	11.0	11.7	11.3	12.2	11.0	12.9	-	14.5	7.6
Standard error	2.24	.86	3.02	.61	1.75	2.52	1.67	2.46	2.71	2.70	3.22	2.50	3.87	-	3.07	1.59
Standard deviation	18.05	2.58	8.53	1.50	2.48	18.88	11.07	18.76	19.72	19.64	21.38	18.87	22.56	-	21.96	3.55

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 175 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	*a	*b	*a	b	*c	*a	*b	*c
Unweighted Base	65	42	23	32	3	13	26	17	40	8	25	14	26
Effective base	33	22	11	16	3	6	13	8	20	5	13	11	11
Weighted Base	77	56	21	26	8	15	25	19	44	14	29	19	30
0-24%	70	50	20	24	8	15	21	19	39	12	28	13	30
	91%	90%	93%	94%	100%	100%	83%	100%	89%	86%	98%	67%	100%
25-49%	2	-	2	2	-	-	2	-	2	-	-	2	-
	2%	-%	7%	6%	-%	-%	6%	-%	4%	-%	-%	8%	-%
50-74%	2	2	-	-	-	-	-	-	-	2	-	2	-
	3%	3%	-%	-%	-%	-%	-%	-%	-%	14%	-%	10%	-%
75-100%	3	3	-	-	-	-	3	-	3	-	-	3	-
	4%	5%	-%	-%	-%	-%	11%	-%	6%	-%	-%	14%	-%
Don't know	1	1	-	-	-	-	-	-	1	-	1	-	-
	1%	1%	-%	-%	-%	-%	-%	-%	2%	-%	2%	-%	-%
Answered	77	56	21	26	8	15	25	19	44	14	29	19	30
Mean Score	11.1	12.2	8.5	6.0	7.3	6.9	15.1	7.9	12.5	11.4	5.3	25.8	7.4
Standard error	2.24	3.23	1.20	.99	1.53	.72	5.40	.97	3.30	7.33	.61	8.60	.83
Standard deviation	18.05	20.91	5.74	5.61	2.66	2.61	27.56	3.99	20.89	20.74	3.06	32.18	4.21

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 175 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		*a	b
Unweighted Base	65	24	41
Effective base	33	10	24
Weighted Base	77	24	53
0-24%	70	22	49
	91%	89%	92%
25-49%	2	-	2
	2%	-%	3%
50-74%	2	2	-
	3%	8%	-%
75-100%	3	-	3
	4%	-%	5%
Don't know	1	1	-
	1%	3%	-%
Answered	77	24	53
Mean Score	11.1	8.2	12.5
Standard error	2.24	3.24	2.96
Standard deviation	18.05	15.86	18.96

Columns Tested: a,b

Table 175 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	65	2	8	7	6	10	3	1	9	3	6	1	9
Effective base	33	1	7	5	5	9	1	1	4	2	4	1	3
Weighted Base	77	*	13	7	2	18	2	*	15	1	5	4	9
0-24%	70	*	13	7	2	12	2	*	15	1	5	4	9
	91%	18%	100%	100%	100%	66%	100%	100%	96%	100%	100%	100%	100%
25-49%	2	-	-	-	-	2	-	-	-	-	-	-	-
	2%	-%	-%	-%	-%	9%	-%	-%	-%	-%	-%	-%	-%
50-74%	2	-	-	-	-	2	-	-	-	-	-	-	-
	3%	-%	-%	-%	-%	11%	-%	-%	-%	-%	-%	-%	-%
75-100%	3	-	-	-	-	3	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	15%	-%	-%	-%	-%	-%	-%	-%
Don't know	1	*	-	-	-	-	-	-	1	-	-	-	-
	1%	82%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%	-%
Answered	77	*	13	7	2	18	2	*	15	1	5	4	9
Mean Score	11.1	.9	3.9	8.1	10.7	28.7	2.2	20.0	3.8	5.0	4.8	12.0	7.1
Standard error	2.24	-	1.17	1.06	1.88	9.83	.96	-	.99	-	1.20	-	1.16
Standard deviation	18.05	-	3.31	2.79	4.61	31.09	1.66	-	2.98	-	2.94	-	3.47

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 175 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		*a	*b	*c	*d	a	*b
Unweighted Base	65	17	19	13	16	36	29
Effective base	33	12	12	5	7	24	11
Weighted Base	77	20	23	16	19	42	35
0-24%	70	20	16	16	19	36	34
	91%	100%	72%	96%	100%	85%	98%
25-49%	2	-	2	-	-	2	-
	2%	-%	7%	-%	-%	4%	-%
50-74%	2	-	2	-	-	2	-
	3%	-%	9%	-%	-%	5%	-%
75-100%	3	-	3	-	-	3	-
	4%	-%	12%	-%	-%	6%	-%
Don't know	1	*	-	1	-	*	1
	1%	*%	-%	4%	-%	*%	2%
Answered	77	20	23	16	19	42	35
Mean Score	11.1	5.3	24.4	3.9	7.6	15.5	5.9
Standard error	2.24	.89	6.70	.86	.96	3.89	.73
Standard deviation	18.05	3.69	29.19	3.10	3.84	23.33	3.92

Columns Tested:: a,b,c,d - a,b

Table 177

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	b	a	*b	*c	*d	*e
Significance Level: 95%								
Unweighted Base	76	-	76	54	11	4	7	22
Effective base	34	-	34	31	5	3	6	8
Weighted Base	81	-	81	77	3	1	*	4
0-24%	66	-	66	62	3	1	*	4
	82%	-%	82%	81%	100%	100%	100%	100%
25-49%	6	-	6	6	-	-	-	-
	7%	-%	7%	7%	-%	-%	-%	-%
50-74%	5	-	5	5	-	-	-	-
	6%	-%	6%	7%	-%	-%	-%	-%
75-100%	3	-	3	3	-	-	-	-
	4%	-%	4%	4%	-%	-%	-%	-%
Don't know	1	-	1	1	-	-	-	-
	1%	-%	1%	1%	-%	-%	-%	-%
Answered	81	-	81	77	3	1	*	4
Mean Score	15.1	-	15.1	15.3	9.5	16.2	8.9	10.9
Standard error	2.07	-	2.07	2.50	1.61	-	-	1.25
Standard deviation	18.02	-	18.02	18.40	5.34	-	-	5.88

Columns Tested:: a,b - a,b,c,d,e

Table 177 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Business Size 2								
Total base		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	g	*h	*i
Unweighted Base	76	28	20	6	9	6	7	54	11	11
Effective base	34	18	10	5	4	5	6	31	5	5
Weighted Base	81	49	23	5	2	1	*	77	3	1
0-24%	66	41	19	2	2	1	*	62	3	1
	82%	83%	82%	53%	100%	100%	100%	81%	100%	100%
25-49%	6	3	1	2	-	-	-	6	-	-
	7%	7%	3%	34%	-%	-%	-%	7%	-%	-%
50-74%	5	5	-	-	-	-	-	5	-	-
	6%	10%	-%	-%	-%	-%	-%	7%	-%	-%
75-100%	3	-	3	-	-	-	-	3	-	-
	4%	-%	15%	-%	-%	-%	-%	4%	-%	-%
Don't know	1	-	-	1	-	-	-	1	-	-
	1%	-%	-%	14%	-%	-%	-%	1%	-%	-%
Answered	81	49	23	5	2	1	*	77	3	1
Mean Score	15.1	12.6	20.5	17.9	9.0	16.2	8.9	15.3	9.5	14.6
Standard error	2.07	2.77	5.44	7.54	1.49	30.90	-	2.50	1.61	16.89
Standard deviation	18.02	14.66	24.34	18.48	4.47	75.70	-	18.40	5.34	56.03

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 177 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	*c	*d	*e
Unweighted Base	76	42	12	11	4	7	43	12	2	6	10
Effective base	34	26	8	5	3	6	24	6	2	2	4
Weighted Base	81	68	9	3	1	*	61	8	2	1	2
0-24%	66	56	6	3	1	*	47	8	2	1	2
	82%	82%	73%	100%	100%	100%	77%	92%	100%	100%	100%
25-49%	6	4	2	-	-	-	6	-	-	-	-
	7%	6%	19%	-%	-%	-%	9%	-%	-%	-%	-%
50-74%	5	5	-	-	-	-	5	-	-	-	-
	6%	7%	-%	-%	-%	-%	8%	-%	-%	-%	-%
75-100%	3	3	-	-	-	-	3	-	-	-	-
	4%	5%	-%	-%	-%	-%	6%	-%	-%	-%	-%
Don't know	1	-	1	-	-	-	-	1	-	-	-
	1%	-%	8%	-%	-%	-%	-%	8%	-%	-%	-%
Answered	81	68	9	3	1	*	61	8	2	1	2
Mean Score	15.1	15.6	13.2	9.5	16.2	8.9	17.2	6.1	2.8	10.3	12.7
Standard error	2.07	2.92	4.16	1.61	-	-	3.06	1.39	.52	6.98	1.86
Standard deviation	18.02	18.91	14.40	5.34	-	-	20.05	4.81	.74	17.10	5.88

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 177 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%										
Unweighted Base	76	11	7	10	6	4	11	4	5	3
Effective base	34	7	5	5	2	3	8	1	4	1
Weighted Base	81	15	8	13	3	1	24	5	6	2
0-24%	66	12	7	10	3	1	20	5	6	*
	82%	79%	92%	74%	100%	94%	81%	100%	100%	5%
25-49%	6	3	-	-	-	*	-	-	-	2
	7%	21%	-%	-%	-%	6%	-%	-%	-%	95%
50-74%	5	-	-	-	-	-	4	-	-	-
	6%	-%	-%	-%	-%	-%	19%	-%	-%	-%
75-100%	3	-	-	3	-	-	-	-	-	-
	4%	-%	-%	26%	-%	-%	-%	-%	-%	-%
Don't know	1	-	1	-	-	-	-	-	-	-
	1%	-%	8%	-%	-%	-%	-%	-%	-%	-%
Answered	81	15	8	13	3	1	24	5	6	2
Mean Score	15.1	11.6	5.6	24.2	6.5	8.8	16.8	14.7	5.8	38.5
Standard error	2.07	2.25	1.23	10.00	3.39	-	5.21	.97	1.68	6.60
Standard deviation	18.02	7.46	3.25	31.62	8.30	-	17.27	1.95	3.76	11.43

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 177 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		*a	*b	*c	d	*e	*f	*g	*h
Significance Level: 95%									
Unweighted Base	76	13	23	25	61	15	2	10	3
Effective base	34	4	16	14	31	8	1	7	2
Weighted Base	81	5	29	42	76	4	1	2	1
0-24%	66	3	25	34	63	3	*	2	1
	82%	66%	87%	81%	82%	72%	2%	79%	97%
25-49%	6	2	3	-	5	1	1	-	*
	7%	34%	11%	-%	6%	17%	98%	-%	3%
50-74%	5	-	-	4	4	1	-	1	-
	6%	-%	-%	11%	6%	12%	-%	21%	-%
75-100%	3	-	-	3	3	-	-	-	-
	4%	-%	-%	8%	5%	-%	-%	-%	-%
Don't know	1	-	1	-	1	-	-	-	-
	1%	-%	2%	-%	1%	-%	-%	-%	-%
Answered	81	5	29	42	76	4	1	2	1
Mean Score	15.1	17.9	8.8	18.9	15.0	17.7	34.5	20.2	3.9
Standard error	2.07	5.13	1.36	4.36	2.28	6.06	-	9.95	5.19
Standard deviation	18.02	18.51	6.54	21.82	17.84	23.48	-	31.46	9.00

Columns Tested: a,b,c,d,e,f,g,h

Table 177 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	*i
Unweighted Base	76	3	11	-	11	3	34	1	-	24
Effective base	34	3	4	-	4	2	16	1	-	12
Weighted Base	81	3	14	-	14	1	32	*	-	31
0-24%	66	3	10	-	10	*	31	*	-	21
	82%	100%	75%	-%	75%	24%	98%	100%	-%	68%
25-49%	6	-	-	-	-	1	*	-	-	5
	7%	-%	-%	-%	-%	76%	*%	-%	-%	16%
50-74%	5	-	-	-	-	-	-	-	-	5
	6%	-%	-%	-%	-%	-%	-%	-%	-%	16%
75-100%	3	-	3	-	3	-	-	-	-	-
	4%	-%	25%	-%	25%	-%	-%	-%	-%	-%
Don't know	1	-	-	-	-	-	1	-	-	-
	1%	-%	-%	-%	-%	-%	2%	-%	-%	-%
Answered	81	3	14	-	14	1	32	*	-	31
Mean Score	15.1	5.0	25.1	-	25.1	29.7	8.8	10.0	-	17.7
Standard error	2.07	2.24	9.18	-	9.18	-	.95	-	-	3.64
Standard deviation	18.02	3.88	30.44	-	30.44	-	5.55	-	-	17.81

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 177 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	a	*b	*c	a	*b	a	*b
Unweighted Base	76	17	34	25	61	15	-	68	8	74	2
Effective base	34	7	16	12	26	8	-	32	3	33	2
Weighted Base	81	18	32	31	61	20	-	77	3	80	1
0-24%	66	14	31	22	50	16	-	62	3	65	1
	82%	77%	98%	69%	82%	81%	-%	81%	100%	82%	100%
25-49%	6	1	*	5	2	3	-	6	-	6	-
	7%	4%	*%	15%	4%	16%	-%	7%	-%	7%	-%
50-74%	5	-	-	5	4	1	-	5	-	5	-
	6%	-%	-%	16%	7%	3%	-%	7%	-%	6%	-%
75-100%	3	3	-	-	3	-	-	3	-	3	-
	4%	19%	-%	-%	6%	-%	-%	4%	-%	4%	-%
Don't know	1	-	1	-	1	-	-	1	-	1	-
	1%	-%	2%	-%	1%	-%	-%	1%	-%	1%	-%
Answered	81	18	32	31	61	20	-	77	3	80	1
Mean Score	15.1	22.0	8.8	17.6	16.0	12.3	-	15.6	5.0	15.2	7.3
Standard error	2.07	6.78	.95	3.55	2.52	3.03	-	2.22	1.28	2.10	-
Standard deviation	18.02	27.95	5.55	17.77	19.65	11.72	-	18.29	3.62	18.08	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 177 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	c
Unweighted Base	76	15	14	47
Effective base	34	6	6	22
Weighted Base	81	18	12	50
0-24%	66	13	8	45
	82%	72%	66%	89%
25-49%	6	1	-	5
	7%	4%	-%	10%
50-74%	5	4	-	1
	6%	25%	-%	1%
75-100%	3	-	3	-
	4%	-%	29%	-%
Don't know	1	-	1	-
	1%	-%	5%	-%
Answered	81	18	12	50
Mean Score	15.1	19.2	25.4	11.2
Standard error	2.07	4.91	8.82	1.50
Standard deviation	18.02	19.04	33.01	10.27

Columns Tested:: a,b,c

Table 177 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k
Significance Level: 95%												
Unweighted Base	76	34	20	11	4	1	2	2	2	54	22	11
Effective base	34	20	7	4	2	1	1	1	2	26	7	4
Weighted Base	81	48	16	12	1	1	2	1	*	64	17	5
0-24%	66	37	16	8	1	1	2	1	*	52	14	5
	82%	77%	97%	72%	100%	100%	100%	100%	100%	82%	81%	100%
25-49%	6	2	*	3	-	-	-	-	-	2	3	-
	7%	5%	*%	28%	-%	-%	-%	-%	-%	4%	19%	-%
50-74%	5	4	1	-	-	-	-	-	-	5	-	-
	6%	9%	3%	-%	-%	-%	-%	-%	-%	8%	-%	-%
75-100%	3	3	-	-	-	-	-	-	-	3	-	-
	4%	7%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%
Don't know	1	1	-	-	-	-	-	-	-	1	-	-
	1%	1%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%
Answered	81	48	16	12	1	1	2	1	*	64	17	5
Mean Score	15.1	17.6	12.1	13.2	9.3	5.0	6.0	3.2	9.6	16.2	11.0	6.1
Standard error	2.07	3.73	2.58	2.63	4.77	-	3.63	-	-	2.68	1.74	1.16
Standard deviation	18.02	21.74	11.53	8.71	9.54	-	5.13	-	-	19.73	8.14	3.86

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 177 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	*b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	76	10	24	42	73	73	75	76	58	36	3	40	5	10	3	9	5
Effective base	34	6	14	14	32	32	33	34	25	12	2	19	3	4	2	5	1
Weighted Base	81	17	30	33	77	73	78	81	56	27	7	46	3	8	4	6	5
0-24%	66	9	28	29	62	63	64	66	53	26	2	39	3	4	4	6	5
	82%	50%	92%	89%	81%	86%	81%	82%	95%	98%	35%	86%	85%	58%	100%	100%	100%
25-49%	6	1	2	3	6	6	6	6	2	-	-	2	-	3	-	-	-
	7%	4%	5%	10%	7%	8%	7%	7%	3%	-%	-%	5%	-%	42%	-%	-%	-%
50-74%	5	4	-	1	5	1	5	5	1	-	4	-	1	-	-	-	-
	6%	26%	-%	2%	7%	1%	6%	6%	1%	-%	65%	-%	15%	-%	-%	-%	-%
75-100%	3	3	-	-	3	3	3	3	-	-	-	3	-	-	-	-	-
	4%	20%	-%	-%	4%	5%	4%	4%	-%	-%	-%	8%	-%	-%	-%	-%	-%
Don't know	1	-	1	-	1	1	1	1	1	1	-	1	-	-	-	-	-
	1%	-%	2%	-%	1%	1%	1%	1%	1%	2%	-%	1%	-%	-%	-%	-%	-%
Answered	81	17	30	33	77	73	78	81	56	27	7	46	3	8	4	6	5
Mean Score	15.1	34.8	7.7	11.6	15.2	12.9	15.0	15.1	9.9	8.8	34.6	14.0	21.6	14.7	6.8	9.7	5.5
					ef		f	ef									
Standard error	2.07	8.47	1.77	1.51	2.15	1.94	2.11	2.07	1.14	1.00	13.28	3.08	9.99	3.14	2.40	1.26	1.34
Standard deviation	18.02	26.77	8.68	9.80	18.40	16.60	18.26	18.02	8.72	6.03	22.99	19.51	22.34	9.92	4.16	3.77	3.00

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 177 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g
Unweighted Base	76	48	5	3	6	7	2	2	36	10	8	8	5	4	2
Effective base	34	24	3	2	3	3	2	2	17	5	6	3	3	2	1
Weighted Base	81	63	3	2	3	5	1	*	38	13	6	7	3	3	5
0-24%	66	48	3	2	3	5	1	*	31	13	6	3	3	3	5
	82%	77%	100%	100%	100%	100%	100%	100%	83%	100%	92%	52%	100%	100%	100%
25-49%	6	6	-	-	-	-	-	-	2	-	-	3	-	-	-
	7%	9%	-%	-%	-%	-%	-%	-%	6%	-%	-%	48%	-%	-%	-%
50-74%	5	5	-	-	-	-	-	-	-	-	1	-	-	-	-
	6%	8%	-%	-%	-%	-%	-%	-%	-%	-%	8%	-%	-%	-%	-%
75-100%	3	3	-	-	-	-	-	-	3	-	-	-	-	-	-
	4%	5%	-%	-%	-%	-%	-%	-%	9%	-%	-%	-%	-%	-%	-%
Don't know	1	1	-	-	-	-	-	-	1	-	-	-	-	-	-
	1%	1%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%
Answered	81	63	3	2	3	5	1	*	38	13	6	7	3	3	5
Mean Score	15.1	16.7	9.5	9.9	6.8	9.1	8.3	9.6	14.8	9.1	14.9	15.4	8.2	10.7	5.0
Standard error	2.07	2.88	1.39	2.03	2.17	1.53	-	-	3.56	1.02	6.20	3.65	1.82	3.03	-
Standard deviation	18.02	19.96	3.11	3.52	5.31	4.05	-	-	21.39	3.24	17.53	10.31	4.08	6.07	-

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 177 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	76	33	12	8	8	4	7	4	15	14	20	19	7
Effective base	34	16	6	4	5	3	2	2	7	6	11	8	4
Weighted Base	81	41	15	8	4	3	6	4	21	16	19	19	3
0-24%	66	32	10	8	4	2	6	4	11	15	18	16	3
	82%	77%	67%	100%	100%	82%	100%	100%	52%	96%	97%	83%	100%
25-49%	6	1	5	-	-	-	-	-	2	*	-	3	-
	7%	2%	33%	-%	-%	-%	-%	-%	11%	*%	-%	17%	-%
50-74%	5	4	-	-	-	1	-	-	4	-	1	-	-
	6%	11%	-%	-%	-%	18%	-%	-%	21%	-%	3%	-%	-%
75-100%	3	3	-	-	-	-	-	-	3	-	-	-	-
	4%	8%	-%	-%	-%	-%	-%	-%	16%	-%	-%	-%	-%
Don't know	1	1	-	-	-	-	-	-	-	1	-	-	-
	1%	2%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%
Answered	81	41	15	8	4	3	6	4	21	16	19	19	3
Mean Score	15.1	17.5	16.6	8.8	5.2	17.4	13.8	7.7	32.5	4.5	8.8	11.4	7.5
Standard error	2.07	4.01	3.25	1.05	1.60	13.98	1.42	2.04	6.50	1.18	2.35	1.79	1.39
Standard deviation	18.02	23.03	11.24	2.96	4.53	27.95	3.76	4.09	25.17	4.40	10.52	7.81	3.69

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 177 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	76	30	13	13	11	6	17	12	19	19	6
Effective base	34	15	5	6	4	4	8	5	9	9	3
Weighted Base	81	40	14	10	9	3	20	14	17	20	3
0-24%	66	26	13	10	9	3	14	14	16	17	3
	82%	65%	95%	100%	100%	100%	68%	100%	97%	84%	100%
25-49%	6	6	*	-	-	-	2	*	-	3	-
	7%	14%	*%	-%	-%	-%	12%	*%	-%	16%	-%
50-74%	5	5	-	-	-	-	-	-	1	-	-
	6%	12%	-%	-%	-%	-%	-%	-%	3%	-%	-%
75-100%	3	3	-	-	-	-	3	-	-	-	-
	4%	9%	-%	-%	-%	-%	17%	-%	-%	-%	-%
Don't know	1	-	1	-	-	-	1	-	-	-	-
	1%	-%	5%	-%	-%	-%	3%	-%	-%	-%	-%
Answered	81	40	14	10	9	3	20	14	17	20	3
Mean Score	15.1	21.8	6.1	10.5	8.4	7.6	24.8	4.1	8.5	11.1	8.9
Standard error	2.07	4.24	1.14	1.39	1.33	1.51	6.13	1.11	2.54	1.80	1.10
Standard deviation	18.02	23.23	4.11	5.01	4.42	3.70	25.26	3.85	11.08	7.83	2.69

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 177 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*c	a	*b	a	*b
Unweighted Base	76	11	17	19	22	6	63	3	10	68	8	66	7
Effective base	34	7	6	8	12	2	27	2	6	31	3	29	3
Weighted Base	81	18	10	20	25	7	65	1	14	71	10	72	5
0-24%	66	9	9	19	20	7	55	1	9	56	10	57	5
	82%	52%	93%	97%	80%	100%	85%	100%	64%	79%	100%	80%	100%
25-49%	6	1	*	-	5	-	5	-	1	6	-	6	-
	7%	4%	1%	-%	20%	-%	8%	-%	5%	8%	-%	8%	-%
50-74%	5	4	-	1	-	-	1	-	4	5	-	5	-
	6%	25%	-%	3%	-%	-%	1%	-%	31%	7%	-%	7%	-%
75-100%	3	3	-	-	-	-	3	-	-	3	-	3	-
	4%	19%	-%	-%	-%	-%	5%	-%	-%	5%	-%	5%	-%
Don't know	1	-	1	-	-	-	1	-	-	1	-	1	-
	1%	-%	7%	-%	-%	-%	1%	-%	-%	1%	-%	1%	-%
Answered	81	18	10	20	25	7	65	1	14	71	10	72	5
Mean Score	15.1	34.4	8.2	6.9	11.8	12.9	13.7	7.9	22.3	15.7	11.1	15.7	7.8
Standard error	2.07	7.97	1.11	2.43	2.31	1.41	2.19	3.83	6.49	2.31	1.69	2.32	1.12
Standard deviation	18.02	26.42	4.59	10.59	10.82	3.44	17.37	6.63	20.53	19.07	4.77	18.88	2.96

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 177 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	a	*b	a	*b	a	*b	a	*b
Unweighted Base	76	60	13	51	25	67	6	61	12	50	26
Effective base	34	28	6	27	7	30	2	28	5	25	8
Weighted Base	81	66	7	59	21	73	3	67	7	61	19
0-24%	66	56	7	50	16	58	3	56	7	53	13
	82%	85%	100%	85%	74%	80%	100%	85%	100%	86%	68%
25-49%	6	6	-	*	6	6	-	6	-	*	6
	7%	8%	-%	*%	26%	8%	-%	8%	-%	*%	29%
50-74%	5	1	-	5	-	5	-	1	-	4	1
	6%	1%	-%	8%	-%	7%	-%	1%	-%	7%	3%
75-100%	3	3	-	3	-	3	-	3	-	3	-
	4%	5%	-%	6%	-%	5%	-%	5%	-%	6%	-%
Don't know	1	1	-	1	-	1	-	1	-	1	-
	1%	1%	-%	1%	-%	1%	-%	1%	-%	1%	-%
Answered	81	66	7	59	21	73	3	67	7	61	19
Mean Score	15.1	13.5	7.6	15.2	14.8	15.6	6.8	13.4	7.4	14.3	17.8
Standard error	2.07	2.24	1.32	2.80	2.24	2.29	1.36	2.21	1.35	2.72	2.65
Standard deviation	18.02	17.34	4.75	19.97	11.22	18.72	3.34	17.29	4.67	19.23	13.52

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 177 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	76	60	60	54	-	63	54	50	-	74	55	63	-
Effective base	34	25	29	25	-	28	24	22	-	33	25	28	-
Weighted Base	81	61	71	62	-	65	59	54	-	80	64	70	-
0-24%	66	52	57	53	-	57	49	48	-	65	54	57	-
	82%	85%	80%	86%	-%	88%	84%	89%	-%	82%	84%	81%	-%
25-49%	6	*	6	*	-	4	6	6	-	6	6	5	-
	7%	*%	8%	*%	-%	6%	9%	10%	-%	7%	9%	7%	-%
50-74%	5	5	4	4	-	1	-	1	-	5	4	5	-
	6%	8%	6%	7%	-%	1%	-%	1%	-%	6%	7%	7%	-%
75-100%	3	3	3	3	-	3	3	-	-	3	-	3	-
	4%	6%	5%	6%	-%	5%	6%	-%	-%	4%	-%	5%	-%
Don't know	1	1	1	1	-	-	1	-	-	1	-	-	-
	1%	1%	1%	1%	-%	-%	1%	-%	-%	1%	-%	-%	-%
Answered	81	61	71	62	-	65	59	54	-	80	64	70	-
Mean Score	15.1	15.5	15.6	14.9	-	13.2	14.0	10.5	-	15.1	13.2	15.9	-
Standard error	2.07	2.51	2.37	2.56	-	2.11	2.37	1.46	-	2.10	1.77	2.38	-
Standard deviation	18.02	19.46	18.34	18.81	-	16.75	17.42	10.32	-	18.07	13.15	18.93	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 177 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	76	72	70	76	60	53	11	53	57	71	76	35
Effective base	34	31	30	34	26	27	5	25	25	31	34	16
Weighted Base	81	74	70	81	56	67	4	63	62	68	81	38
0-24%	66	60	60	66	47	55	4	53	49	62	66	35
	82%	80%	85%	82%	83%	81%	100%	84%	79%	91%	82%	92%
25-49%	6	6	6	6	6	4	-	5	4	5	6	2
	7%	8%	8%	7%	10%	6%	-%	8%	6%	7%	7%	6%
50-74%	5	5	1	5	-	4	-	4	5	1	5	-
	6%	7%	1%	6%	-%	7%	-%	7%	8%	1%	6%	-%
75-100%	3	3	3	3	3	3	-	-	3	-	3	-
	4%	5%	5%	4%	6%	5%	-%	-%	5%	-%	4%	-%
Don't know	1	1	1	1	1	1	-	1	1	1	1	1
	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	1%	2%
Answered	81	74	70	81	56	67	4	63	62	68	81	38
Mean Score	15.1	15.6	13.3	15.1	13.6	14.6	5.4	12.8	16.8	9.9	15.1	9.3
Standard error	2.07	2.18	2.02	2.07	2.33	2.56	1.79	1.81	2.57	1.10	2.07	1.59
Standard deviation	18.02	18.53	16.90	18.02	18.02	18.67	5.92	13.15	19.44	9.27	18.02	9.39

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 177 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	76	15	7	9	6	69	54	71	66	62	62	69	37	-	66	3
Effective base	34	7	4	2	3	30	24	31	30	27	27	31	14	-	29	2
Weighted Base	81	13	5	7	10	69	59	70	70	65	61	71	30	-	63	9
0-24%	66	9	4	5	10	58	50	60	61	55	52	61	30	-	54	9
	82%	74%	70%	82%	100%	85%	85%	85%	88%	84%	86%	86%	97%	-%	84%	100%
25-49%	6	3	2	-	-	6	4	6	4	6	4	6	1	-	1	-
	7%	26%	30%	-%	-%	8%	7%	8%	6%	9%	7%	8%	3%	-%	1%	-%
50-74%	5	-	-	1	-	1	1	1	1	1	1	1	-	-	5	-
	6%	-%	-%	8%	-%	1%	1%	1%	1%	1%	1%	1%	-%	-%	8%	-%
75-100%	3	-	-	-	-	3	3	3	3	3	3	3	-	-	3	-
	4%	-%	-%	-%	-%	5%	6%	5%	5%	5%	6%	5%	-%	-%	5%	-%
Don't know	1	-	-	1	-	1	1	1	1	1	1	1	-	-	1	-
	1%	-%	-%	10%	-%	1%	1%	1%	1%	1%	1%	1%	-%	-%	1%	-%
Answered	81	13	5	7	10	69	59	70	70	65	61	71	30	-	63	9
Mean Score	15.1	12.9	18.8	9.5	9.7	13.6	13.2	13.5	12.5	13.6	13.2	13.2	8.2	-	15.4	8.1
Standard error	2.07	2.15	6.30	5.87	2.36	2.05	2.41	2.00	2.03	2.22	2.22	2.02	.98	-	2.40	2.24
Standard deviation	18.02	8.32	16.66	17.61	5.78	17.01	17.70	16.82	16.51	17.51	17.48	16.80	5.98	-	19.47	3.87

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 177 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	*a	*b	*a	b	*c	a	*b	*c
Unweighted Base	76	53	23	47	1	25	28	26	34	16	32	17	27
Effective base	34	22	11	18	1	10	12	11	15	10	13	9	12
Weighted Base	81	51	29	37	4	26	23	24	40	17	34	17	30
0-24%	66	41	25	31	4	26	17	23	32	11	28	13	25
	82%	80%	85%	84%	100%	100%	74%	98%	79%	67%	82%	77%	85%
25-49%	6	6	-	6	-	-	6	-	*	6	2	4	-
	7%	11%	-%	15%	-%	-%	24%	-%	*%	33%	5%	23%	-%
50-74%	5	1	4	1	-	-	1	1	4	-	1	-	4
	6%	1%	15%	1%	-%	-%	2%	2%	11%	-%	2%	-%	15%
75-100%	3	3	-	-	-	-	-	-	3	-	3	-	-
	4%	7%	-%	-%	-%	-%	-%	-%	9%	-%	10%	-%	-%
Don't know	1	1	-	-	-	-	-	-	1	-	1	-	-
	1%	1%	-%	-%	-%	-%	-%	-%	2%	-%	2%	-%	-%
Answered	81	51	29	37	4	26	23	24	40	17	34	17	30
Mean Score	15.1	14.7	15.9	12.4	5.0	8.0	13.8	10.5	17.7	15.4	16.8	13.1	14.3
Standard error	2.07	2.65	3.29	1.73	-	.93	2.69	2.00	3.90	3.08	4.04	2.18	3.04
Standard deviation	18.02	19.32	15.80	11.86	-	4.66	14.24	10.18	22.72	12.34	22.85	8.98	15.82

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 177 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		*a	b
Unweighted Base	76	27	49
Effective base	34	10	23
Weighted Base	81	25	55
0-24%	66	22	44
	82%	88%	79%
25-49%	6	2	3
	7%	9%	6%
50-74%	5	-	5
	6%	-%	9%
75-100%	3	-	3
	4%	-%	6%
Don't know	1	1	-
	1%	3%	-%
Answered	81	25	55
Mean Score	15.1	10.6	17.2
Standard error	2.07	1.98	2.91
Standard deviation	18.02	10.28	20.35

Columns Tested: a,b

Table 177 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	76	4	5	7	7	8	4	1	11	9	2	5	13
Effective base	34	1	4	5	4	7	2	1	6	5	2	2	4
Weighted Base	81	2	7	12	4	15	3	*	19	3	*	7	9
0-24%	66	2	7	8	3	11	3	*	18	3	*	7	3
	82%	100%	100%	71%	71%	78%	100%	100%	96%	99%	100%	100%	35%
25-49%	6	-	-	-	1	3	-	-	*	*	-	-	2
	7%	-%	-%	-%	17%	22%	-%	-%	*%	1%	-%	-%	17%
50-74%	5	-	-	-	1	-	-	-	-	-	-	-	4
	6%	-%	-%	-%	12%	-%	-%	-%	-%	-%	-%	-%	48%
75-100%	3	-	-	3	-	-	-	-	-	-	-	-	-
	4%	-%	-%	29%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	1	-	-	-	-	-	-	-	1	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%	-%
Answered	81	2	7	12	4	15	3	*	19	3	*	7	9
Mean Score	15.1	9.9	4.1	28.2	19.1	13.4	4.8	1.0	7.5	10.0	5.0	9.7	32.6
Standard error	2.07	.57	1.65	12.01	8.89	2.55	2.10	-	1.71	1.74	-	1.58	6.04
Standard deviation	18.02	1.13	3.70	31.76	23.51	7.22	4.20	-	5.68	5.21	-	3.54	21.78

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 177 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		*a	*b	*c	*d	a	b
Unweighted Base	76	16	19	21	20	35	41
Effective base	34	10	11	8	6	22	13
Weighted Base	81	20	21	22	17	42	39
0-24%	66	17	17	21	11	34	32
	82%	83%	79%	97%	64%	81%	82%
25-49%	6	-	4	*	2	4	2
	7%	-%	18%	*%	9%	9%	4%
50-74%	5	-	1	-	4	1	4
	6%	-%	2%	-%	27%	1%	12%
75-100%	3	3	-	-	-	3	-
	4%	17%	-%	-%	-%	8%	-%
Don't know	1	-	-	1	-	-	1
	1%	-%	-%	3%	-%	-%	2%
Answered	81	20	21	22	17	42	39
Mean Score	15.1	18.7	13.5	7.8	22.5	16.0	14.2
Standard error	2.07	6.65	2.71	1.22	4.45	3.43	2.41
Standard deviation	18.02	26.61	11.80	5.59	19.90	20.31	15.40

Columns Tested:: a,b,c,d - a,b

Table 179

QV6d2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	*b	*a	*b	*c	*d	*e
Unweighted Base	28	1	27	20	5	1	2	8
Effective base	14	1	13	13	3	1	2	4
Weighted Base	32	*	32	31	1	*	*	1
0-24%	31	-	31	31	*	*	*	1
	97%	-%	97%	98%	70%	100%	100%	81%
25-49%	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	*	-	*	*	*	-	-	*
	1%	-%	1%	*%	21%	-%	-%	13%
75-100%	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	1	*	1	1	*	-	-	*
	2%	100%	2%	2%	9%	-%	-%	6%
Answered	32	*	32	31	1	*	*	1
Mean Score	7.2	-	7.3	7.0	15.3	20.0	5.0	16.2
Standard error	1.26	-	1.29	1.37	-	-	-	-
Standard deviation	6.69	-	6.69	6.12	-	-	-	-

Columns Tested:: a,b - a,b,c,d,e

Table 179 (continuation)

QV6d2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Business Size 2								
Total base		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	28	11	5	4	3	3	2	20	5	3
Effective base	14	7	4	2	2	2	2	13	3	1
Weighted Base	32	21	6	5	*	*	*	31	1	*
0-24%	31	21	6	4	*	*	*	31	*	*
	97%	100%	100%	86%	75%	86%	100%	98%	70%	100%
25-49%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	*	*	-	-	*	-	-	*	*	-
	1%	*%	-%	-%	25%	-%	-%	*%	21%	-%
75-100%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	1	-	-	1	-	*	-	1	*	-
	2%	-%	-%	14%	-%	14%	-%	2%	9%	-%
Answered	32	21	6	5	*	*	*	31	1	*
Mean Score	7.2	9.0	3.0	3.4	18.3	14.9	5.0	7.0	15.3	17.9
Standard error	1.26	1.99	.92	1.13	-	-	-	1.37	-	-
Standard deviation	6.69	6.61	2.05	2.26	-	-	-	6.12	-	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 179 (continuation)

QV6d2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	28	13	7	5	1	2	16	4	1	5	2
Effective base	14	9	5	3	1	2	10	2	1	2	1
Weighted Base	32	24	7	1	*	*	26	4	*	2	*
0-24%	31	24	7	*	*	*	26	3	*	2	*
	97%	100%	91%	70%	100%	100%	100%	79%	100%	100%	83%
25-49%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	*	*	-	*	-	-	*	*	-	-	-
	1%	*%	-%	21%	-%	-%	*%	3%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	1	-	1	*	-	-	-	1	-	-	*
	2%	-%	9%	9%	-%	-%	-%	18%	-%	-%	17%
Answered	32	24	7	1	*	*	26	4	*	2	*
Mean Score	7.2	7.9	4.0	15.3	20.0	5.0	7.5	5.6	7.0	5.0	16.6
Standard error	1.26	1.85	.73	-	-	-	1.63	4.84	-	-	-
Standard deviation	6.69	6.69	1.92	-	-	-	6.53	9.68	-	-	-

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 179 (continuation)

QV6d2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	28	3	2	4	2	1	5	2	1	3
Effective base	14	2	2	2	1	1	4	1	1	2
Weighted Base	32	3	2	7	1	*	11	1	2	4
0-24%	31	3	1	7	1	*	11	1	2	4
	97%	100%	60%	100%	100%	100%	100%	100%	100%	97%
25-49%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	*	-	-	-	-	-	-	-	-	*
	1%	-%	-%	-%	-%	-%	-%	-%	-%	3%
75-100%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	1	-	1	-	-	-	-	-	-	-
	2%	-%	40%	-%	-%	-%	-%	-%	-%	-%
Answered	32	3	2	7	1	*	11	1	2	4
Mean Score	7.2	7.3	1.2	3.8	5.0	5.0	10.1	7.7	4.0	8.7
Standard error	1.26	2.38	1.10	1.13	-	-	3.58	7.34	-	5.01
Standard deviation	6.69	4.11	1.56	2.25	-	-	8.00	10.38	-	8.67

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 179 (continuation)

QV6d2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h
Unweighted Base	28	6	6	11	23	5	1	2	2
Effective base	14	3	5	7	13	2	1	2	2
Weighted Base	32	5	7	20	31	1	*	1	*
0-24%	31	5	6	20	30	1	*	1	-
	97%	98%	90%	100%	98%	91%	100%	100%	-%
25-49%	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	*	*	-	-	*	*	-	-	*
	1%	2%	-%	-%	*%	5%	-%	-%	52%
75-100%	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	1	-	1	-	1	*	-	-	*
	2%	-%	10%	-%	2%	5%	-%	-%	48%
Answered	32	5	7	20	31	1	*	1	*
Mean Score	7.2	8.2	5.0	7.7	7.2	9.4	5.0	7.5	28.5
Standard error	1.26	3.25	1.59	2.09	1.35	13.35	-	10.68	-
Standard deviation	6.69	7.96	3.90	6.94	6.47	29.86	-	15.11	-

Columns Tested: a,b,c,d,e,f,g,h

Table 179 (continuation)

QV6d2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	28	1	-	-	-	1	11	1	-	14
Effective base	14	1	-	-	-	1	5	1	-	8
Weighted Base	32	1	-	-	-	*	13	1	-	18
0-24%	31	1	-	-	-	*	12	1	-	18
	97%	100%	-%	-%	-%	100%	95%	100%	-%	99%
25-49%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	*	-	-	-	-	-	-	-	-	*
	1%	-%	-%	-%	-%	-%	-%	-%	-%	1%
75-100%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	1	-	-	-	-	-	1	-	-	*
	2%	-%	-%	-%	-%	-%	5%	-%	-%	*%
Answered	32	1	-	-	-	*	13	1	-	18
Mean Score	7.2	5.0	-	-	-	5.0	9.1	10.0	-	5.9
Standard error	1.26	-	-	-	-	-	2.37	-	-	1.56
Standard deviation	6.69	-	-	-	-	-	7.85	-	-	5.83

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 179 (continuation)

QV6d2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*a	*b	*a	*b
Unweighted Base	28	2	11	15	26	2	-	25	3	26	2
Effective base	14	1	5	8	13	1	-	13	1	13	1
Weighted Base	32	1	13	18	32	1	-	32	1	32	1
0-24%	31	1	12	18	31	1	-	31	1	31	1
	97%	100%	95%	99%	97%	91%	-%	98%	83%	97%	91%
25-49%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	*	-	-	*	*	-	-	*	*	*	*
	1%	-%	-%	1%	1%	-%	-%	*%	17%	*%	9%
75-100%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	1	-	1	*	1	*	-	1	-	1	-
	2%	-%	5%	*%	2%	9%	-%	2%	-%	2%	-%
Answered	32	1	13	18	32	1	-	32	1	32	1
Mean Score	7.2	5.0	9.1	6.0	7.2	9.1	-	7.2	9.8	7.3	6.1
Standard error	1.26	-	2.37	1.49	1.32	-	-	1.23	-	1.25	-
Standard deviation	6.69	-	7.85	5.79	6.73	-	-	6.17	-	6.38	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 179 (continuation)

QV6d2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*c
Unweighted Base	28	8	6	14
Effective base	14	5	4	6
Weighted Base	32	13	4	15
0-24%	31	13	4	15
	97%	100%	83%	100%
25-49%	-	-	-	-
	-%	-%	-%	-%
50-74%	*	*	*	-
	1%	*%	3%	-%
75-100%	-	-	-	-
	-%	-%	-%	-%
Don't know	1	-	1	*
	2%	-%	15%	*%
Answered	32	13	4	15
Mean Score	7.2	6.2	6.3	8.5
Standard error	1.26	1.67	3.83	2.02
Standard deviation	6.69	4.73	9.38	7.58

Columns Tested: a,b,c

Table 179 (continuation)

QV6d2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Significance Level: 95%												
Unweighted Base	28	13	5	5	3	1	-	1	-	18	10	5
Effective base	14	8	3	3	1	1	-	1	-	9	4	3
Weighted Base	32	19	3	8	1	1	-	1	-	21	11	3
0-24%	31	18	3	8	1	1	-	1	-	20	11	3
	97%	96%	100%	99%	94%	100%	-%	100%	-%	97%	98%	98%
25-49%	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	*	*	-	*	-	-	-	-	-	*	*	-
	1%	*%	-%	1%	-%	-%	-%	-%	-%	*%	1%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	1	1	-	-	*	-	-	-	-	1	*	*
	2%	4%	-%	-%	6%	-%	-%	-%	-%	3%	*%	2%
Answered	32	19	3	8	1	1	-	1	-	21	11	3
Mean Score	7.2	5.2	5.7	13.7	4.7	2.0	-	2.0	-	5.2	11.1	3.0
Standard error	1.26	1.23	2.93	3.67	-	-	-	-	-	1.06	2.71	.83
Standard deviation	6.69	4.42	6.54	8.22	-	-	-	-	-	4.52	8.56	1.85

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 179 (continuation)

QV6d2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	28	6	7	15	27	26	27	28	22	15	1	17	-	3	-	4	2
Effective base	14	4	4	6	13	12	13	14	9	5	1	8	-	1	-	3	1
Weighted Base	32	8	10	14	30	28	30	32	23	12	2	19	-	1	-	3	5
0-24%	31	8	10	13	29	27	29	31	23	11	2	18	-	1	-	3	5
	97%	99%	94%	99%	97%	97%	97%	97%	96%	93%	100%	96%	-%	100%	-%	98%	100%
25-49%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	*	*	-	*	*	*	*	*	*	*	-	*	-	-	-	-	-
	1%	1%	-%	1%	1%	1%	1%	1%	1%	1%	-%	1%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	1	-	1	*	1	1	1	1	1	1	-	1	-	-	-	*	-
	2%	-%	6%	*%	2%	3%	2%	2%	3%	6%	-%	3%	-%	-%	-%	2%	-%
Answered	32	8	10	14	30	28	30	32	23	12	2	19	-	1	-	3	5
Mean Score	7.2	6.8	3.9	10.1	7.7	7.5	7.7	7.2	8.4	4.1	10.0	7.7	-	22.5	-	4.1	4.6
Standard error	1.26	2.44	.82	2.14	1.29	1.36	1.29	1.26	1.54	1.47	-	1.70	-	1.16	-	.89	.98
Standard deviation	6.69	5.97	2.18	8.28	6.71	6.91	6.71	6.69	7.22	5.70	-	6.99	-	2.01	-	1.79	1.39

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 179 (continuation)

QV6d2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	28	19	2	1	1	3	1	-	15	3	2	1	2	2	1
Effective base	14	10	1	1	1	2	1	-	8	2	1	1	1	2	1
Weighted Base	32	26	*	1	*	2	1	-	12	7	1	1	1	2	4
0-24%	31	26	*	1	*	2	1	-	11	7	1	1	1	2	4
	97%	97%	100%	100%	100%	97%	100%	-%	93%	100%	100%	100%	93%	100%	100%
25-49%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	*	*	-	-	-	-	-	-	*	-	-	-	-	-	-
	1%	1%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	1	1	-	-	-	*	-	-	1	-	-	-	*	-	-
	2%	2%	-%	-%	-%	3%	-%	-%	6%	-%	-%	-%	7%	-%	-%
Answered	32	26	*	1	*	2	1	-	12	7	1	1	1	2	4
Mean Score	7.2	7.3	17.3	23.0	20.0	3.5	1.0	-	5.4	11.5	22.5	5.0	1.9	3.7	5.0
Standard error	1.26	1.38	-	-	-	1.49	-	-	1.76	3.38	1.41	-	-	2.02	-
Standard deviation	6.69	6.01	-	-	-	2.58	-	-	6.82	5.85	1.99	-	-	2.86	-

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 179 (continuation)

QV6d2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	28	16	4	3	2	2	1	-	7	6	5	6	3
Effective base	14	9	2	2	1	2	1	-	5	2	3	3	3
Weighted Base	32	21	7	*	1	2	1	-	10	7	3	9	2
0-24%	31	20	7	*	1	2	1	-	10	6	3	9	2
	97%	97%	100%	61%	100%	100%	100%	-%	99%	88%	100%	99%	100%
25-49%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	*	*	-	*	-	-	-	-	*	*	-	-	-
	1%	*%	-%	27%	-%	-%	-%	-%	1%	2%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	1	1	-	*	-	-	-	-	-	1	-	*	-
	2%	3%	-%	12%	-%	-%	-%	-%	-%	10%	-%	1%	-%
Answered	32	21	7	*	1	2	1	-	10	7	3	9	2
Mean Score	7.2	5.0	11.2	25.7	5.2	15.1	1.0	-	6.4	8.7	6.4	9.9	2.7
Standard error	1.26	1.05	2.89	-	-	10.26	-	-	2.03	4.11	2.42	2.57	2.08
Standard deviation	6.69	4.18	5.78	-	-	14.51	-	-	5.36	10.07	5.41	6.31	3.60

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 179 (continuation)

QV6d2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	28	10	6	3	5	3	7	7	3	7	2
Effective base	14	6	2	2	2	3	5	2	2	3	2
Weighted Base	32	11	7	2	8	2	9	7	2	9	1
0-24%	31	11	7	2	8	2	8	7	2	9	1
	97%	98%	91%	100%	99%	100%	92%	98%	100%	99%	100%
25-49%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	*	*	-	-	-	-	*	*	-	-	-
	1%	2%	-%	-%	-%	-%	1%	2%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	1	-	1	-	*	-	1	-	-	*	-
	2%	-%	9%	-%	1%	-%	7%	-%	-%	1%	-%
Answered	32	11	7	2	8	2	9	7	2	9	1
Mean Score	7.2	6.8	7.6	6.9	10.2	2.7	5.2	9.6	5.1	9.3	3.2
Standard error	1.26	2.21	3.12	4.02	2.86	2.08	2.13	3.69	.97	2.43	-
Standard deviation	6.69	6.99	7.65	6.96	6.39	3.60	5.64	9.76	1.68	6.43	-

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 179 (continuation)

QV6d2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted Base	28	10	6	3	8	1	23	-	5	24	4	25	2
Effective base	14	7	2	2	3	1	11	-	3	12	2	12	2
Weighted Base	32	14	2	6	10	1	27	-	5	28	4	29	1
0-24%	31	14	2	6	10	1	26	-	5	27	4	28	1
	97%	99%	70%	100%	99%	100%	97%	-%	100%	97%	100%	97%	100%
25-49%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	*	*	-	-	-	-	*	-	-	*	-	*	-
	1%	1%	-%	-%	-%	-%	1%	-%	-%	1%	-%	1%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	1	-	1	-	*	-	1	-	-	1	-	1	-
	2%	-%	30%	-%	1%	-%	3%	-%	-%	3%	-%	2%	-%
Answered	32	14	2	6	10	1	27	-	5	28	4	29	1
Mean Score	7.2	5.8	15.4	5.0	9.2	1.0	7.2	-	7.6	7.6	5.2	7.8	5.6
Standard error	1.26	2.07	5.74	-	2.24	-	1.47	-	2.23	1.45	.31	1.37	1.73
Standard deviation	6.69	6.53	14.06	-	6.32	-	7.03	-	4.99	7.12	.62	6.83	2.44

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 179 (continuation)

QV6d2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted Base	28	23	3	19	9	25	2	23	3	22	6
Effective base	14	11	2	11	3	12	2	11	2	12	2
Weighted Base	32	27	1	23	9	29	1	27	1	28	4
0-24%	31	26	1	22	9	28	1	26	1	27	4
	97%	97%	100%	97%	99%	97%	100%	97%	100%	97%	97%
25-49%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	*	*	-	*	*	*	-	*	-	*	*
	1%	1%	-%	*%	1%	1%	-%	1%	-%	*%	3%
75-100%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	1	1	-	1	-	1	-	1	-	1	-
	2%	3%	-%	3%	-%	2%	-%	3%	-%	3%	-%
Answered	32	27	1	23	9	29	1	27	1	28	4
Mean Score	7.2	7.5	8.5	8.0	5.4	7.8	5.6	7.6	5.5	7.3	6.7
Standard error	1.26	1.45	11.07	1.64	1.78	1.37	1.73	1.47	1.29	1.36	3.97
Standard deviation	6.69	6.94	19.18	7.14	5.35	6.83	2.44	7.05	2.24	6.39	9.71

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 179 (continuation)

QV6d2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted Base	28	23	24	24	-	19	23	19	-	23	24	26	-
Effective base	14	10	12	11	-	7	9	8	-	10	12	12	-
Weighted Base	32	26	29	26	-	19	25	21	-	26	30	30	-
0-24%	31	26	28	25	-	19	24	21	-	25	30	30	-
	97%	97%	97%	97%	-%	99%	96%	99%	-%	97%	100%	99%	-%
25-49%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	*	*	*	*	-	*	*	*	-	*	*	*	-
	1%	1%	*%	1%	-%	1%	1%	*%	-%	1%	*%	1%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	1	1	1	1	-	-	1	*	-	1	*	*	-
	2%	2%	2%	3%	-%	-%	3%	*%	-%	3%	*%	*%	-%
Answered	32	26	29	26	-	19	25	21	-	26	30	30	-
Mean Score	7.2	7.6	7.7	7.7	-	8.1	7.2	7.7	-	7.7	7.4	7.6	-
Standard error	1.26	1.48	1.26	1.46	-	1.54	1.33	1.30	-	1.55	1.27	1.34	-
Standard deviation	6.69	7.11	6.17	7.13	-	6.73	6.38	5.67	-	7.41	6.21	6.81	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 179 (continuation)

QV6d2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		*a	*b	*c	*a	*b	*c	*a	*b	*c	*d	*e
Significance Level: 95%												
Unweighted Base	28	27	26	28	18	23	7	23	19	27	19	28
Effective base	14	13	12	14	6	12	4	11	9	13	8	14
Weighted Base	32	30	28	32	14	29	3	27	22	31	21	32
0-24%	31	29	27	31	13	28	3	27	22	30	20	31
	97%	97%	97%	97%	94%	97%	96%	97%	96%	97%	97%	97%
25-49%	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	*	*	*	*	*	*	*	*	*	*	*	*
	1%	1%	1%	1%	1%	*%	4%	*%	1%	1%	*%	1%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	1	1	1	1	1	1	-	1	1	1	1	1
	2%	2%	3%	2%	5%	2%	-%	3%	3%	2%	3%	2%
Answered	32	30	28	32	14	29	3	27	22	31	21	32
Mean Score	7.2	7.7	7.5	7.2	6.5	6.9	7.2	7.4	7.6	7.3	8.1	7.2
Standard error	1.26	1.29	1.36	1.26	1.51	1.12	4.31	1.35	1.77	1.31	1.66	1.26
Standard deviation	6.69	6.71	6.91	6.69	6.41	5.36	11.41	6.50	7.70	6.81	7.22	6.69

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 179 (continuation)

QV6d2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b
Significance Level: 95%																
Unweighted Base	28	5	1	4	-	26	22	26	27	24	22	25	16	-	23	4
Effective base	14	3	1	2	-	13	11	13	13	11	10	13	6	-	13	3
Weighted Base	32	3	1	7	-	32	29	32	32	28	22	31	17	-	22	10
0-24%	31	3	1	7	-	31	28	31	31	27	21	31	17	-	21	10
	97%	100%	100%	91%	-%	98%	98%	98%	97%	97%	96%	98%	100%	-%	96%	100%
25-49%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	*	-	-	-	-	-	-	-	*	*	*	-	-	-	*	-
	1%	-%	-%	-%	-%	-%	-%	-%	1%	*%	1%	-%	-%	-%	1%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	1	-	-	1	-	1	1	1	1	1	1	1	*	-	1	-
	2%	-%	-%	9%	-%	2%	2%	2%	2%	3%	3%	2%	*%	-%	3%	-%
Answered	32	3	1	7	-	32	29	32	32	28	22	31	17	-	22	10
Mean Score	7.2	5.3	2.0	3.3	-	7.0	7.4	7.0	7.3	6.7	5.1	7.1	8.1	-	6.2	9.4
Standard error	1.26	.64	-	1.12	-	1.14	1.24	1.14	1.29	1.15	1.19	1.18	1.37	-	1.46	2.83
Standard deviation	6.69	1.43	-	2.24	-	5.84	5.81	5.84	6.72	5.64	5.56	5.91	5.49	-	7.02	5.67

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 179 (continuation)

QV6d2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base	28	17	11	13	1	9	7	7	18	3	13	4	11
Effective base	14	8	7	6	1	3	3	3	9	2	6	2	6
Weighted Base	32	22	10	8	4	10	6	6	23	4	17	3	12
0-24%	31	21	10	8	4	10	6	6	22	4	16	3	12
	97%	96%	99%	99%	100%	99%	100%	100%	97%	97%	95%	98%	100%
25-49%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	*	*	*	*	-	*	-	-	*	*	*	*	-
	1%	1%	1%	1%	-%	1%	-%	-%	*%	3%	1%	2%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	1	1	-	-	-	-	-	-	1	-	1	-	-
	2%	3%	-%	-%	-%	-%	-%	-%	3%	-%	4%	-%	-%
Answered	32	22	10	8	4	10	6	6	23	4	17	3	12
Mean Score	7.2	7.4	7.0	5.4	5.0	5.7	4.3	2.8	8.6	6.0	4.6	12.7	9.3
Standard error	1.26	1.47	2.50	2.09	-	1.90	1.69	1.74	1.52	5.34	1.35	6.21	1.82
Standard deviation	6.69	6.04	8.30	7.53	-	5.70	4.48	4.61	6.44	9.25	4.86	12.43	6.04

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 179 (continuation)

QV6d2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		*a	*b
Unweighted Base	28	9	19
Effective base	14	3	11
Weighted Base	32	9	23
0-24%	31	8	23
	97%	91%	100%
25-49%	-	-	-
	-%	-%	-%
50-74%	*	*	*
	1%	1%	*%
75-100%	-	-	-
	-%	-%	-%
Don't know	1	1	-
	2%	8%	-%
Answered	32	9	23
Mean Score	7.2	5.0	8.1
Standard error	1.26	1.90	1.60
Standard deviation	6.69	5.70	6.95

Columns Tested:: a,b

Table 179 (continuation)

QV6d2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	28	3	2	5	2	5	-	-	4	-	2	2	3
Effective base	14	2	2	4	2	4	-	-	2	-	2	1	1
Weighted Base	32	*	1	7	1	7	-	-	7	-	*	4	3
0-24%	31	*	1	7	1	7	-	-	7	-	*	4	3
	97%	45%	100%	100%	100%	100%	-%	-%	91%	-%	50%	100%	96%
25-49%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	*	-	-	-	-	-	-	-	-	-	*	-	*
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	50%	-%	4%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	1	*	-	-	-	-	-	-	1	-	-	-	-
	2%	55%	-%	-%	-%	-%	-%	-%	9%	-%	-%	-%	-%
Answered	32	*	1	7	1	7	-	-	7	-	*	4	3
Mean Score	7.2	2.3	3.3	2.1	7.5	7.8	-	-	7.2	-	30.1	16.0	7.8
Standard error	1.26	-	2.07	.77	10.68	1.17	-	-	3.91	-	-	.18	6.25
Standard deviation	6.69	-	2.93	1.71	15.11	2.61	-	-	7.82	-	-	.26	10.83

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 179 (continuation)

QV6d2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		*a	*b	*c	*d	*a	*b
Unweighted Base	28	10	7	4	7	17	11
Effective base	14	5	5	2	2	11	5
Weighted Base	32	9	8	7	8	17	15
0-24%	31	9	8	7	7	17	14
	97%	99%	100%	91%	98%	100%	94%
25-49%	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
50-74%	*	-	-	-	*	-	*
	1%	-%	-%	-%	2%	-%	1%
75-100%	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Don't know	1	*	-	1	-	*	1
	2%	1%	-%	9%	-%	*%	4%
Answered	32	9	8	7	8	17	15
Mean Score	7.2	2.3	7.7	7.2	12.6	4.9	9.9
Standard error	1.26	.55	.98	3.91	3.29	.85	2.55
Standard deviation	6.69	1.75	2.60	7.82	8.70	3.52	8.47

Columns Tested:: a,b,c,d - a,b

Table 181

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	831	32	799	587	123	36	85	244
Effective base	350	8	342	323	51	15	44	68
Standard	48.2	61.7	47.9	48.4	43.7	53.7	32.8	44.2
Signed For	20.5	.2	20.9	d	d	d	d	d
Special Delivery Guaranteed by 1pm	3.4	-	a	20.5	22.8	7.7	22.9	21.2
Special Delivery Guaranteed by 9am	.7	-	a	c	c	c	c	c
Parcelforce Worldwide	1.9	-	3.5	3.4	4.5	2.5	9.6	4.6
Royal Mail Tracked 24 Hours	6.9	-	.7	.7	1.0	1.6	ae	ae
Royal Mail Tracked 48 Hours	9.7	-	1.9	1.9	1.5	1.3	2.4	1.5
International Tracked (previously Airsure)	1.0	-	6.6	6.8	8.4	11.8	7.1	8.7
International Signed	.7	-	b	b	5.4	5.6	8.2	5.5
International Standard Mail (previously Airmail)	1.0	-	9.6	9.9	be	.7	5.6	1.2
International Tracked and Signed	1.4	-	1.0	1.0	1.0	1.0	ae	ae
International Economy	.3	-	.7	.6	2.6	2.6	1.1	2.5
			1.0	1.1	a	a	a	a
			1.5	.2	.4	.5	.2	.2
			1.5	1.5	.8	3.2	.9	1.1
			.3	.3	bde	1.3	.1	.4
			.3	.3	a	a		

Columns Tested: a,b - a,b,c,d,e

Table 181 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	831	260	245	82	71	88	85	587	123	121
Effective base	350	164	129	37	33	31	44	323	51	31
Standard	48.2	49.9	46.4	47.3	40.7	51.8	32.8	48.4	43.7	46.7
Signed For	20.5	f	f	f	f	f	f	f	f	f
Special Delivery Guaranteed by 1pm	3.4	19.8	21.3	20.9	24.3	15.8	22.9	20.5	22.8	12.8
Special Delivery Guaranteed by 9am	.7	i	i	i	i	i	i	i	i	i
Parcelforce Worldwide	1.9	3.5	3.6	1.0	6.0	1.5	9.6	3.4	4.5	4.9
Royal Mail Tracked 24 Hours	6.9	.3	1.1	.7	1.0	1.1	5.5	.7	1.0	2.9
Royal Mail Tracked 48 Hours	9.7	a	a	a	a	a	a	a	a	a
International Tracked (previously Airsure)	1.0	1.3	2.8	1.3	1.8	1.0	2.4	1.9	1.5	1.6
International Signed	.7	5.2	8.7	8.0	9.1	8.3	7.1	6.8	8.4	10.2
International Standard Mail (previously Airmail)	1.0	8.9	10.9	11.9	3.7	8.1	8.2	9.9	5.4	6.5
International Tracked and Signed	1.4	1.0	.9	1.3	.6	1.6	5.6	1.0	1.0	2.4
International Economy	.3	.6	.6	.4	3.5	1.1	1.1	.6	2.6	2.1
		1.6	.4	.3	abceg	.1	.5	1.1	abcg	abcg
		b		b	.3			.2		.4
		1.4	1.5	1.6	1.0	1.2	.9	1.5	.8	2.4
		.4	.1	.3	.4	.4	.1	.3	.3	.9
		b		b						bg

Columns Tested: a,b,c,d,e,f,g,h,i

Table 181 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	831	375	212	123	36	85	384	143	63	45	105
Effective base	350	241	106	51	15	44	223	63	19	13	23
Standard	48.2	48.9	46.1	43.7	53.7	32.8	47.9	46.0	35.6	49.1	45.5
Signed For	20.5	e	e	e	e	e	c	c	c	c	e
Special Delivery Guaranteed by 1pm	3.4	d	d	d	d	d	d	acd	d	d	d
Special Delivery Guaranteed by 9am	.7	3.7	2.0	4.5	2.5	9.6	3.2	4.2	7.6	7.3	1.6
Parcelforce Worldwide	1.9	.6	.8	1.0	1.6	5.5	.3	.7	6.3	6.4	.7
Royal Mail Tracked 24 Hours	6.9	1.9	2.1	1.5	1.3	2.4	1.5	1.1	2.7	8.0	1.4
Royal Mail Tracked 48 Hours	9.7	6.6	7.4	8.4	11.8	7.1	7.2	5.3	7.6	7.6	8.9
International Tracked (previously Airsure)	1.0	9.6	11.2	5.4	5.6	8.2	10.6	9.1	5.7	7.4	9.6
International Signed	.7	c	c	c	c	c	c	c	c	c	c
International Standard Mail (previously Airmail)	1.0	1.0	1.1	1.0	.7	5.6	1.0	.5	4.2	2.1	.4
International Tracked and Signed	1.4	.6	.6	2.6	2.6	1.1	.7	.5	.2	.6	3.9
International Economy	.3	.6	.6	ab	ab	1.1	.7	.5	.2	.6	3.9
		1.2	.4	.2	.4	.5	1.4	.1	.2	1.1	.2
		1.6	.8	.8	3.2	.9	b	.5	.1	bce	1.2
		.3	.2	.3	1.3	.1	1.8	.5	.1	.6	c
		.3	.2	.3	1.3	.1	.3	.2	.1	.4	.2
					ab						

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 181 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	831	71	47	84	36	65	84	57	54	58
Effective base	350	44	31	47	17	33	52	32	28	28
Standard	48.2	44.7	34.1	42.2	58.2	51.8	44.3	59.9	51.4	55.9
Signed For	20.5	20.3	15.4	22.5	14.5	16.8	28.3	17.4	27.4	12.9
Special Delivery Guaranteed by 1pm	3.4	1.3	11.8	6.7	.7	6.6	1.8	1.0	1.7	1.6
Special Delivery Guaranteed by 9am	.7	.4	adfg	1.2	.1	2.6	.2	.3	.2	.5
Parcelforce Worldwide	1.9	2.0	2.8	1.5	1.5	1.3	1.3	2.6	5.4	.4
Royal Mail Tracked 24 Hours	6.9	10.2	8.6	9.3	13.3	4.0	3.8	5.5	4.1	5.7
Royal Mail Tracked 48 Hours	9.7	10.8	14.6	10.3	10.8	5.0	9.9	11.0	5.3	8.1
International Tracked (previously Airsure)	1.0	2.7	1.0	1.1	.1	.4	1.1	.3	1.0	.4
International Signed	.7	.9	.5	1.2	.2	.4	1.3	*	.3	.4
International Standard Mail (previously Airmail)	1.0	.7	.3	.4	.2	.2	2.8	.4	.2	2.9
International Tracked and Signed	1.4	1.8	.8	2.5	.4	.1	2.6	.8	.6	1.0
International Economy	.3	.3	*	.2	.1	*	.7	.1	.1	.5

Columns Tested: a,b,c,d,e,f,g,h,i

Table 181 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	831	159	172	225	556	275	88	102	85
Effective base	350	78	101	130	304	88	31	33	29
Standard	48.2	54.5	43.9	47.3	48.2	48.4	35.3	62.6	46.5
Signed For	20.5	bf	f	f	f	f		bcdefh	
Special Delivery Guaranteed by 1pm	3.4	15.0	21.0	23.7	20.8	17.0	21.0	10.9	21.6
Special Delivery Guaranteed by 9am	.7	g	aeg	ag	ag	g			g
Parcelforce Worldwide	1.9	3.7	4.1	3.3	3.6	1.1	1.1	.9	1.5
Royal Mail Tracked 24 Hours	6.9	e	eg	e	eg				
Royal Mail Tracked 48 Hours	9.7	1.4	.3	.6	.7	.7	1.0	.1	1.6
International Tracked (previously Airsure)	1.0	bg	3.2	1.6	1.9	1.8	1.1	2.4	2.0
International Signed	.7	1.0	a						
International Standard Mail (previously Airmail)	1.0	6.5	8.1	6.1	6.7	8.3	14.5	3.6	4.8
International Tracked and Signed	1.4	7.3	10.3	10.3	9.5	11.5	abcdgh	7.1	11.3
International Economy	.3	.4	1.8	.9	1.0	.9	15.8	2.1	.3
		f	a	f	.7	.2	adg	*	
		.4	.6	1.0	.7	.2	.3	.2	.2
		e	e	e	e				
		1.1	.4	1.4	1.1	.6	.4	1.0	.4
		.4	1.2	2.1	1.5	1.2	.9	1.8	.4
		a							
		.2	.2	.4	.3	.2	*	.3	.2

Columns Tested: a,b,c,d,e,f,g,h

Table 181 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	g	h	i
Unweighted Base	831	29	65	4	69	80	232	31	30	359
Effective base	350	19	20	3	22	31	105	12	12	161
Standard	48.2	56.1	37.3	40.0	37.5	50.9	41.2	54.8	55.8	51.1
Signed For	20.5	10.5	14.8	31.2	16.0	22.8	20.2	8.2	23.4	22.2
Special Delivery Guaranteed by 1pm	3.4	2.0	11.4	-	10.6	5.5	4.0	.2	2.4	2.1
Special Delivery Guaranteed by 9am	.7	1.0	3.9	-	3.6	1.6	.4	-	1.5	.3
Parcelforce Worldwide	1.9	2.5	9.5	-	8.8	1.6	2.1	1.4	1.8	.9
Royal Mail Tracked 24 Hours	6.9	7.5	5.0	28.8	6.7	8.5	4.0	6.8	9.0	7.8
Royal Mail Tracked 48 Hours	9.7	9.8	7.4	-	6.9	7.9	17.2	23.9	2.9	6.2
International Tracked (previously Airsure)	1.0	2.6	1.1	-	1.0	-	2.4	-	-	.6
International Signed	.7	.3	.2	-	.2	*	1.1	.1	2.9	.6
International Standard Mail (previously Airmail)	1.0	.7	.3	-	.3	.1	1.1	.2	-	1.4
International Tracked and Signed	1.4	.5	6.7	-	6.3	.3	1.4	.1	-	1.3
International Economy	.3	.1	-	-	-	*	.6	.2	-	.2

Columns Tested: a,b,c,d,e,f,g,h,i

Table 181 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	831	178	232	421	718	113	-	709	122	808	23
Effective base	350	68	105	182	296	54	-	326	27	341	9
Standard	48.2	47.5	41.2	51.4	47.4	51.7	-	47.7	56.5	47.8	66.6
Signed For	20.5	18.6	20.2	21.3	20.3	21.3	-	20.4	22.7	20.7	12.7
Special Delivery Guaranteed by 1pm	3.4	6.5	4.0	2.0	3.8	1.6	-	3.4	3.6	3.4	4.8
Special Delivery Guaranteed by 9am	.7	c 2.1	c .4	.3	.8	.4	-	.7	.8	.7	*
Parcelforce Worldwide	1.9	bc 4.0	2.1	1.0	1.7	2.9	-	2.0	.6	1.9	.4
Royal Mail Tracked 24 Hours	6.9	bc 7.8	c 4.0	.7	7.1	5.9	-	6.7	8.9	6.9	4.1
Royal Mail Tracked 48 Hours	9.7	b 7.9	b 17.2	7.1	10.2	7.4	-	10.1	2.8	9.7	7.0
International Tracked (previously Airsure)	1.0	.7	ac 2.4	.5	1.1	.7	-	1.0	.5	1.0	.2
International Signed	.7	.1	ac 1.1	.7	.7	.4	-	.7	.1	.7	.3
International Standard Mail (previously Airmail)	1.0	.2	a 1.1	1.3	1.2	.2	-	1.1	.3	1.0	.3
International Tracked and Signed	1.4	2.2	a 1.4	1.2	1.4	1.7	-	1.5	.4	1.5	.3
International Economy	.3	*	.6 ac	.2	.3	*	-	.3	.1	.3	.2

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 181 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	831	417	167	247
Effective base	350	181	61	108
Standard	48.2	54.5	47.0	37.5
Signed For	20.5	bc	c	
Special Delivery Guaranteed by 1pm	3.4	21.8	19.0	19.0
		1.9	5.3	5.1
			a	a
Special Delivery Guaranteed by 9am	.7	.1	.8	1.7
			a	a
Parcelforce Worldwide	1.9	1.1	2.2	3.1
				a
Royal Mail Tracked 24 Hours	6.9	6.4	7.6	7.3
Royal Mail Tracked 48 Hours	9.7	6.7	8.4	15.6
				ab
International Tracked (previously Airsure)	1.0	.2	1.4	2.2
			a	a
International Signed	.7	.3	1.5	.9
			a	a
International Standard Mail (previously Airmail)	1.0	.2	1.5	2.2
			a	a
International Tracked and Signed	1.4	.8	2.2	2.2
			a	a
International Economy	.3	.2	.2	.5
				a

Columns Tested: a,b,c

Table 181 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	831	561	172	45	20	19	7	3	4	733	98	53
Effective base	350	266	59	14	6	6	1	1	1	324	25	12
Standard	48.2	51.9	41.1	13.1	17.0	74.0	3.1	18.8	1.5	50.0	24.3	40.4
Signed For	20.5	bcj	cj							bcj		cj
		21.3	20.6	14.1	10.8	9.9	.3	19.2	2.3	21.2	11.6	8.0
		jk	jk							jk		
Special Delivery Guaranteed by 1pm	3.4	2.8	4.0	8.8	4.5	2.2	74.1	5.4	1.4	3.0	9.2	9.8
				abi							abi	abi
Special Delivery Guaranteed by 9am	.7	.2	1.3	6.3	8.3	-	3.0	5.1	-	.4	4.6	2.1
			ai	abik							abi	ai
Parcelforce Worldwide	1.9	1.1	4.3	6.8	4.2	1.9	3.1	5.4	.1	1.7	5.0	2.3
			ai	aik							aik	
Royal Mail Tracked 24 Hours	6.9	6.3	6.6	8.2	10.2	3.2	3.6	5.1	92.4	6.3	13.5	21.2
											abi	abci
Royal Mail Tracked 48 Hours	9.7	8.1	14.1	23.0	28.0	1.6	3.4	21.1	2.0	9.1	16.8	7.7
			ai	aik							ai	
International Tracked (previously Airsure)	1.0	.4	2.7	3.9	7.8	3.0	-	4.7	-	.8	3.6	3.2
			ai	ai							ai	ai
International Signed	.7	.6	.4	2.7	1.8	2.0	3.9	5.3	.1	.6	2.4	1.9
				abi							abi	abi
International Standard Mail (previously Airmail)	1.0	1.0	.8	1.8	3.3	.6	-	4.7	.1	1.0	1.5	1.1
International Tracked and Signed	1.4	1.3	1.5	4.3	2.0	.4	5.4	3.2	.2	1.3	3.0	1.3
				abik							abi	
International Economy	.3	.1	.1	3.2	.9	.2	-	1.9	-	.1	2.0	.3
				abik							abik	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 181 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Unweighted Base	831	247	314	270	744	721	776	831	525	339	77	489	37	61	35	53	24
Effective base	350	135	131	84	306	301	325	350	207	111	40	228	12	16	11	13	7
Standard	48.2	56.7	46.5	35.8	47.0	48.9	47.8	48.2	44.5	42.7	43.4	51.3	17.9	42.3	28.4	43.6	51.8
Signed For	20.5	bc	c			f		f			c	ce		c		c	
Special Delivery Guaranteed by 1pm	3.4	19.1	23.8	17.8	20.7	19.3	20.5	20.5	19.9	23.9	26.8	18.4	58.0	14.5	24.4	11.0	13.8
Special Delivery Guaranteed by 9am	.7	c								b	bdf	abdef		f			
Parcelforce Worldwide	1.9	1.3	4.4	5.6	3.7	3.8	3.6	3.4	4.6	5.9	1.5	2.8	3.1	11.4	2.7	16.3	7.7
Royal Mail Tracked 24 Hours	6.9	a								abcd				abce		abce	
Royal Mail Tracked 48 Hours	9.7	.1	.3	2.3	.8	.8	.7	.7	1.1	1.7	.2	.6	1.0	2.4	1.1	2.0	.7
International Tracked (previously Airsure)	1.0	.5	1.8	4.5	1.9	2.0	1.9	1.9	2.7	3.0	1.5	2.1	2.1	1.0	.1	1.8	2.3
International Signed	.7	a								abcd				ab		ab	
International Standard Mail (previously Airmail)	1.0	6.7	5.8	8.7	6.9	6.4	6.7	6.9	7.7	8.5	7.5	6.3	5.5	9.7	7.3	6.1	7.7
International Tracked and Signed	1.4	7.6	8.7	14.9	9.7	9.2	9.6	9.7	9.4	b	12.4	9.0	5.5	9.5	14.1	9.2	10.5
International Economy	.3	.2	.7	3.0	1.1	1.1	1.1	1.0	1.1	.9	.9	1.1	.3	.9	1.6	3.3	.5
		.2	1.0	1.0	.8	.8	.7	.7	.8	.7	.1	.7	1.2	2.3	.2	bcd	.7
		a												abe		abe	
		.3	1.8	1.0	1.1	1.1	1.0	1.0	1.0	.4	.1	.8	1.5	.4	10.5	1.1	1.5
		a											a	abdf		a	
		1.8	.8	2.0	1.5	1.3	1.5	1.4	1.1	.9	2.4	1.1	2.8	2.7	1.2	2.4	1.6
		.2	.1	.7	.3	.3	.3	.3	.4	.2	.2	.3	-	.8	-	.5	1.3
				ab													

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 181 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	e	*f	*g
Unweighted Base	831	527	64	42	45	28	27	11	487	98	41	36	30	18	11
Effective base	350	251	19	13	9	8	5	3	230	33	15	14	6	9	4
Standard	48.2	48.1	40.3	42.0	37.0	23.6	48.8	83.7	54.4	31.2	25.9	29.7	28.5	35.7	45.0
Signed For	20.5	20.8	27.4	20.8	13.9	10.8	8.2	8.1	19.1	18.7	30.3	7.0	38.7	19.3	16.1
Special Delivery Guaranteed by 1pm	3.4	2.9	1.4	12.3	2.9	3.7	31.8	1.9	2.3	10.6	3.2	7.1	5.8	12.7	3.2
Special Delivery Guaranteed by 9am	.7	.5	1.4	2.6	3.3	3.2	.9	.5	.4	2.8	1.4	1.5	1.1	1.4	.3
Parcelforce Worldwide	1.9	2.1	.2	.8	2.0	3.1	1.4	.6	1.8	2.9	3.4	2.2	1.1	1.7	2.1
Royal Mail Tracked 24 Hours	6.9	6.7	7.3	7.2	15.6	9.2	3.1	2.8	6.0	5.8	11.2	12.6	4.7	2.7	11.5
Royal Mail Tracked 48 Hours	9.7	9.2	16.9	9.3	12.4	9.5	2.2	2.2	7.1	17.4	4.8	20.0	14.2	12.6	15.6
International Tracked (previously Airsure)	1.0	1.0	.4	2.1	.5	3.8	1.7	-	.7	2.8	1.0	1.9	3.1	3.0	-
International Signed	.7	.8	.4	.7	.4	1.7	.9	.1	.5	1.0	2.9	3.7	.3	5.8	-
International Standard Mail (previously Airmail)	1.0	.8	.2	.5	.1	24.7	.4	*	.7	3.2	3.2	.8	.4	1.2	2.1
International Tracked and Signed	1.4	1.7	.5	.5	1.3	4.2	.4	.1	1.0	1.2	5.2	4.6	1.6	3.0	2.1
International Economy	.3	.3	.1	.8	*	.5	*	-	.1	.8	1.9	.2	.1	.7	2.1

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 181 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	*f	*g	a	b	c	d	e
Unweighted Base	831	558	98	59	40	30	24	22	232	168	199	127	50
Effective base	350	262	33	19	17	10	6	9	125	74	79	33	15
Standard	48.2	54.7	20.6	47.7	19.6	23.1	47.9	26.6	49.2	47.1	53.7	38.0	30.6
Signed For	20.5	bde		bde					de	e	de		
Special Delivery Guaranteed by 1pm	3.4	20.4	33.7	8.5	22.7	15.3	7.2	10.9	24.9	21.4	15.8	12.1	17.6
		c	ace		c				cd	d			
Special Delivery Guaranteed by 9am	.7	1.9	5.6	8.5	5.4	5.0	4.2	23.1	3.0	3.4	2.2	9.8	3.8
		a	a	a	a							abce	
Parcelforce Worldwide	1.9	.1	1.1	1.0	3.3	5.5	1.4	9.9	.4	.9	.6	2.1	.7
		a	a	abc	abc							abc	
Royal Mail Tracked 24 Hours	6.9	1.3	1.3	.4	2.3	8.8	12.5	8.5	1.3	2.6	2.1	2.3	2.7
		c	abcd		c	abcd							
Royal Mail Tracked 48 Hours	9.7	6.5	8.7	5.6	6.7	8.1	9.6	8.9	5.2	7.1	5.9	8.8	16.1
		a	a	a	a	a						a	abcd
International Tracked (previously Airsure)	1.0	6.4	22.5	16.0	22.9	23.8	7.2	9.3	6.4	10.9	12.0	13.3	11.2
		a	a	a	a	a				a	a	a	
International Signed	1.0	.6	.6	3.5	4.9	1.9	4.4	.4	.3	.9	1.8	2.8	1.0
		ab	ab	b							a	ab	
International Standard Mail (previously Airmail)	.7	.5	.8	1.5	.8	2.0	.6	.7	.3	.7	1.2	1.7	.4
		a	a			a					a	abe	
International Tracked and Signed	1.0	1.1	1.1	-	1.3	.8	.3	-	.6	.7	1.9	2.1	.2
		abe	abe			abe						abe	
International Economy	1.4	1.2	2.7	1.3	1.1	2.3	4.6	1.6	2.1	.4	.9	3.0	.6
		b				bce						bce	
		.2	.9	.2	.2	1.4	*	-	.2	.3	.1	1.2	.1
		a	a			a						abc	

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 181 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	831	287	152	162	102	41	286	142	165	92	32
Effective base	350	150	66	58	21	12	148	54	60	29	10
Standard	48.2	46.5	45.3	56.9	33.6	40.5	54.4	47.0	48.9	33.8	24.1
Signed For	20.5	d	d	abde			de	de	de		
Special Delivery Guaranteed by 1pm	3.4	23.6	21.8	15.8	13.7	11.4	21.3	20.3	16.0	13.3	19.4
Special Delivery Guaranteed by 9am	.7	cde	cde				d	d			
Parcelforce Worldwide	1.9	3.4	3.0	2.3	10.0	4.8	3.2	4.2	1.6	10.5	4.7
Royal Mail Tracked 24 Hours	6.9	.5	.9	.7	abc					abc	
Royal Mail Tracked 48 Hours	9.7	.7	.7	.7	2.8	1.0	.4	1.5	.4	2.4	.8
International Tracked (previously Airsure)	1.0	1.4	3.2	1.7	abc			ac		ac	
International Signed	.7	a	a	a	2.0	3.8	1.5	3.5	2.1	2.5	.3
International Standard Mail (previously Airmail)	1.0	6.8	7.4	6.3	a	a	4.4	8.5	6.3	7.7	17.9
International Tracked and Signed	1.4	2.3	.5	.8	a	a	5.6	a	15.4	a	abcd
International Economy	.3	.7	.7	2.4	a	.3	.5	.9	2.7	a	11.1
		a	a	a	2.9	1.4	.5	1.0	2.2	3.0	.7
		abc	abc		abc				a	ab	
		.6	.5	1.3	1.7	.6	.5	1.3	.8	2.0	.2
		a	a	a	ab			a		ace	
		.7	.7	2.4	1.2	.3	.5	.9	2.7	2.4	.2
		a	a	a	a			a		abe	
		2.3	.5	.8	1.5	.9	1.4	.4	1.1	3.4	.7
		b	b	b	b			b		abce	
		.2	.4	.1	1.6	.1	.1	.5	.1	1.4	.1
					abce					ac	

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 181 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base	831	363	136	166	114	39	484	56	289	778	53	720	24
Effective base	350	181	50	67	36	10	203	20	125	329	21	298	8
Standard	48.2	57.3	46.6	39.6	31.2	27.8	42.1	39.1	59.6	49.3	30.0	47.3	38.4
Signed For	20.5	20.9	19.9	22.2	14.7	8.9	19.7	27.5	20.3	20.8	15.1	20.9	11.6
Special Delivery Guaranteed by 1pm	3.4	1.7	5.2	2.9	6.2	1.9	4.0	12.0	1.2	2.9	11.0	3.4	14.3
Special Delivery Guaranteed by 9am	.7	.1	1.8	.7	2.1	1.7	1.0	2.0	.1	.5	4.1	.6	5.0
Parcelforce Worldwide	1.9	.7	4.7	2.0	2.7	6.8	2.7	2.9	.5	1.5	8.1	1.8	4.8
Royal Mail Tracked 24 Hours	6.9	5.4	8.2	6.2	9.3	25.3	6.5	7.2	7.4	6.9	5.4	6.9	8.2
Royal Mail Tracked 48 Hours	9.7	6.4	7.6	14.5	20.3	13.1	13.5	3.4	4.5	9.3	16.4	9.7	10.2
International Tracked (previously Airsure)	1.0	.2	.9	2.0	3.2	3.3	1.4	.7	.4	.9	2.9	1.0	2.9
International Signed	.7	.3	.8	1.1	1.8	.3	.9	.5	.3	.7	.7	.7	2.4
International Standard Mail (previously Airmail)	1.0	.6	2.4	1.0	1.9	.2	1.6	-	.2	1.1	.3	1.1	.4
International Tracked and Signed	1.4	1.4	.7	.9	3.4	3.5	1.8	.2	1.0	1.4	2.1	1.5	1.6
International Economy	.3	.2	.3	.2	1.1	*	.4	-	.1	.3	.4	.3	.3

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 181 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	831	661	60	665	166	726	18	660	61	666	165
Effective base	350	287	15	289	62	300	6	282	19	288	62
Standard	48.2	50.1	28.0	51.4	35.8	47.3	37.7	49.3	43.6	51.1	36.5
Signed For	20.5	b		b						b	
		19.6	13.7	20.8	19.4	21.0	9.9	19.9	11.9	20.5	20.4
Special Delivery Guaranteed by 1pm	3.4	3.4	11.5	3.1	4.8	3.4	13.6	3.4	10.1	3.4	3.6
Special Delivery Guaranteed by 9am	.7	.4	8.0	.2	2.5	.6	6.1	.4	6.0	.2	2.5
Parcelforce Worldwide	1.9	1.7	8.1	.9	5.6	1.8	5.4	1.6	7.6	1.0	5.3
Royal Mail Tracked 24 Hours	6.9	6.3	6.6	6.4	8.7	6.8	11.2	6.4	5.8	6.3	9.2
Royal Mail Tracked 48 Hours	9.7	8.7	17.7	8.0	16.2	9.7	9.9	9.4	5.9	8.4	14.8
International Tracked (previously Airsure)	1.0	1.0	2.3	1.0	.9	1.0	2.9	1.1	2.0	1.0	.9
International Signed	.7	.8	1.0	.7	.6	.7	.9	.8	1.3	.6	.9
International Standard Mail (previously Airmail)	1.0	1.2	.7	1.2	.4	1.1	.9	1.2	.5	1.2	.2
International Tracked and Signed	1.4	1.3	1.5	1.4	1.8	1.6	1.1	1.3	1.1	1.3	2.0
International Economy	.3	.3	.3	.3	.3	.3	.3	.3	.1	.3	.2

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 181 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	831	480	589	165	1	471	516	129	3	615	506	167	-
Effective base	350	188	249	69	1	188	220	56	3	252	223	70	-
Standard	48.2	36.3	51.1	33.7	-	36.2	55.9	32.5	8.2	36.3	60.2	33.2	-
Signed For	20.5	23.7	17.8	14.4	40.0	23.7	14.3	12.8	49.5	25.3	12.4	14.0	-
Special Delivery Guaranteed by 1pm	3.4	5.5	2.9	5.7	-	5.8	2.6	5.3	1.4	4.7	2.2	4.3	-
Special Delivery Guaranteed by 9am	.7	1.1	.6	2.1	-	1.2	.8	1.9	-	1.0	.6	1.4	-
Parcelforce Worldwide	1.9	1.9	2.2	4.8	10.0	2.4	2.1	5.9	-	2.0	2.1	4.3	-
Royal Mail Tracked 24 Hours	6.9	9.0	5.8	8.6	10.0	8.7	5.8	10.6	2.3	9.4	4.9	10.1	-
Royal Mail Tracked 48 Hours	9.7	12.7	8.7	11.5	40.0	12.0	6.7	12.2	38.7	12.7	6.3	11.0	-
International Tracked (previously Airsure)	1.0	1.5	1.2	4.0	-	1.7	1.1	3.2	-	1.4	.9	3.9	-
International Signed	.7	1.0	.9	2.9	-	1.1	1.0	2.9	-	.9	1.0	2.8	-
International Standard Mail (previously Airmail)	1.0	1.5	1.3	3.6	-	1.6	1.5	4.4	-	1.1	1.7	5.1	-
International Tracked and Signed	1.4	2.0	1.9	5.4	-	1.9	1.6	4.3	-	2.0	1.6	7.0	-
International Economy	.3	.4	.4	1.2	-	.3	.3	1.2	-	.3	.4	1.4	-
				ab				ab				ab	

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 181 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	831	698	668	831	581	486	37	600	479	459	124	75
Effective base	350	290	281	350	233	212	11	266	197	184	59	38
Standard	48.2	47.7	49.6	48.2	46.8	50.8	23.1	64.2	34.8	31.5	27.3	41.7
Signed For	20.5	20.4	19.2	20.5	22.2	16.2	16.7	11.4	34.9	17.3	17.0	14.3
Special Delivery Guaranteed by 1pm	3.4	3.4	3.3	3.4	4.2	3.7	12.3	1.5	4.0	6.4	5.2	1.9
Special Delivery Guaranteed by 9am	.7	.8	.8	.7	1.0	.8	8.3	.6	1.0	1.3	1.3	1.0
Parcelforce Worldwide	1.9	1.9	2.0	1.9	2.1	2.3	10.7	1.8	2.3	3.6	4.5	2.9
Royal Mail Tracked 24 Hours	6.9	6.7	6.0	6.9	8.0	4.3	12.5	5.6	7.3	12.9	7.6	6.1
Royal Mail Tracked 48 Hours	9.7	9.5	9.5	9.7	8.5	11.4	10.1	5.1	7.7	18.2	9.5	7.9
International Tracked (previously Airsure)	1.0	1.1	1.2	1.0	.7	1.1	2.5	.8	.8	1.5	6.4	4.1
International Signed	.7	.8	.8	.7	.7	.8	1.1	.8	.8	1.0	4.3	2.6
International Standard Mail (previously Airmail)	1.0	1.1	1.2	1.0	.5	.9	1.1	1.3	.8	1.0	4.9	9.9
International Tracked and Signed	1.4	1.6	1.4	1.4	1.3	1.9	.8	1.3	2.1	1.5	9.2	4.1
International Economy	.3	.3	.3	.3	.2	.4	.9	.3	.3	.5	1.3	2.7
						a	a				abc	abcd

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 181 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	831	115	53	44	32	724	506	753	585	475	471	687	132	-	697	47
Effective base	350	48	22	18	15	303	209	316	243	195	194	292	53	-	281	25
Standard	48.2	47.7	36.8	39.0	24.5	49.2	46.5	48.4	45.5	45.2	39.3	48.1	38.5	-	48.0	46.1
Signed For	20.5	18.9	23.6	17.8	21.0	19.4	20.0	19.4	18.2	21.1	21.9	19.8	16.7	-	20.4	23.5
Special Delivery Guaranteed by 1pm	3.4	3.2	6.4	9.1	13.6	3.4	2.7	3.4	3.9	3.2	5.1	3.3	2.8	-	3.8	1.2
Special Delivery Guaranteed by 9am	.7	.6	1.4	1.4	3.0	.7	.8	.8	.5	.9	1.2	.8	1.4	-	.8	*
Parcelforce Worldwide	1.9	2.1	3.0	3.8	5.6	2.1	2.4	2.0	2.3	2.3	2.4	2.2	4.9	-	1.7	3.3
Royal Mail Tracked 24 Hours	6.9	6.8	9.5	5.2	13.6	6.5	8.0	7.3	8.0	7.9	9.3	6.8	10.3	-	7.1	5.2
Royal Mail Tracked 48 Hours	9.7	15.3	10.3	12.7	5.7	9.6	9.5	9.7	11.8	10.8	12.1	9.7	7.7	-	9.3	6.8
International Tracked (previously Airsure)	1.0	1.1	1.0	1.6	1.0	1.0	1.3	1.0	1.3	1.5	1.3	1.1	3.9	-	1.2	.8
International Signed	.7	.9	.5	.3	.3	.7	.8	.7	.9	.9	.8	.7	2.1	-	.7	.8
International Standard Mail (previously Airmail)	1.0	.6	1.6	.8	.2	1.1	.9	1.0	1.3	1.6	1.4	1.1	4.0	-	1.1	1.3
International Tracked and Signed	1.4	1.4	2.1	1.4	2.6	1.3	1.6	1.3	1.5	1.9	1.7	1.4	2.1	-	1.5	1.1
International Economy	.3	.1	*	.5	-	.3	.4	.3	.4	.4	.2	.3	1.2	-	.2	1.4
				ab									ab			a

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 181 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	831	389	442	267	10	135	180	142	527	156	143	182	495
Effective base	350	169	181	106	7	51	80	58	222	67	61	74	211
Standard	48.2	41.7	54.2	40.1	25.4	28.8	44.8	35.9	50.3	53.1	41.6	39.3	53.6
Signed For	20.5	19.9	21.1	19.5	18.9	22.2	15.8	21.9	20.9	17.7	14.3	29.2	18.7
Special Delivery Guaranteed by 1pm	3.4	5.6	1.4	3.4	2.5	4.6	3.3	3.4	2.0	7.9	4.1	ac	3.4
Special Delivery Guaranteed by 9am	.7	b 1.0	.4	1.7	.4	1.8	1.7	.8	.6	.4	.9	.4	.6
Parcelforce Worldwide	1.9	b 1.9	1.9	3.2	2.0	5.2	3.2	2.6	1.6	1.9	3.8	2.0	1.3
Royal Mail Tracked 24 Hours	6.9	b 7.3	6.4	8.5	20.7	9.0	8.6	6.5	6.9	7.1	7.8	11.5	5.2
Royal Mail Tracked 48 Hours	9.7	b 12.6	7.0	14.1	22.7	17.5	13.7	18.3	8.8	4.9	17.8	7.6	8.2
International Tracked (previously Airsure)	1.0	b 1.5	.5	1.6	1.2	3.3	.6	2.7	.7	.5	1.4	1.0	.9
International Signed	.7	b 1.0	.4	1.2	1.1	1.1	1.1	1.1	.6	.7	.8	.4	.8
International Standard Mail (previously Airmail)	1.0	b 1.7	.4	.6	2.9	.8	1.9	1.1	1.0	1.0	1.0	2.8	.4
International Tracked and Signed	1.4	b 1.8	1.1	1.8	1.1	1.7	1.6	1.7	1.3	1.6	3.9	1.3	.8
International Economy	.3	b .4	.2	.2	1.1	.5	.1	.1	.4	.1	.5	.2	.2

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 181 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	831	340	491
Effective base	350	123	227
Standard	48.2	46.9	48.9
Signed For	20.5	20.3	20.6
Special Delivery Guaranteed by 1pm	3.4	6.3	1.8
		b	
Special Delivery Guaranteed by 9am	.7	1.4	.3
		b	
Parcelforce Worldwide	1.9	3.0	1.3
		b	
Royal Mail Tracked 24 Hours	6.9	9.2	5.5
		b	
Royal Mail Tracked 48 Hours	9.7	7.1	11.2
			a
International Tracked (previously Airsure)	1.0	.5	1.3
			a
International Signed	.7	.5	.8
International Standard Mail (previously Airmail)	1.0	.6	1.2
International Tracked and Signed	1.4	.9	1.8
International Economy	.3	.1	.4

Columns Tested: a,b

Table 181 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	831	50	109	68	69	91	39	36	87	57	68	45	112
Effective base	350	19	53	44	22	72	24	8	38	25	16	22	39
Standard	48.2	50.1	46.6	52.3	51.6	51.1	66.8	50.6	52.5	37.4	40.0	33.5	46.1
Signed For	20.5	19.0	24.4	18.1	18.2	22.2	12.6	21.2	14.9	28.4	35.8	22.5	17.1
Special Delivery Guaranteed by 1pm	3.4	2.7	2.9	4.6	.4	1.9	1.7	.2	6.5	2.5	1.6	3.1	4.5
Special Delivery Guaranteed by 9am	.7	.2	.2	1.5	.1	.4	-	-	.3	.5	.2	*	2.3
Parcelforce Worldwide	1.9	2.8	1.5	1.8	6.5	.9	.3	.5	2.2	2.1	.1	4.1	1.9
Royal Mail Tracked 24 Hours	6.9	6.5	7.2	6.0	4.5	6.3	5.8	1.5	5.7	13.1	3.7	11.8	6.0
Royal Mail Tracked 48 Hours	9.7	10.7	8.7	7.3	7.7	8.2	6.7	22.6	8.0	10.0	10.6	15.2	12.3
International Tracked (previously Airture)	1.0	1.9	1.0	1.0	.8	1.1	.4	*	1.7	.1	1.4	.8	.7
International Signed	.7	.1	.7	.8	.3	.8	.6	*	.3	1.6	.8	1.0	.5
International Standard Mail (previously Airmail)	1.0	*	.5	.6	1.0	3.6	.1	.1	.5	.1	.6	.7	.5
International Tracked and Signed	1.4	.7	.3	3.7	3.2	1.3	.3	*	1.1	.6	*	1.1	2.5
International Economy	.3	j	*	bj	bj	bj	-	-	bj	-	.1	1.0	.2
												b	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 181 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	831	227	199	180	225	426	405
Effective base	350	113	113	66	76	226	142
Standard	48.2	49.5	54.2	48.1	41.4	51.8	44.5
Signed For	20.5	d	d			b	
Special Delivery Guaranteed by 1pm	3.4	21.0	19.9	19.1	21.8	20.5	20.6
		3.6	1.7	5.0	3.6	2.6	4.2
Special Delivery Guaranteed by 9am	.7	.8	.3	.4	1.3	.5	.8
					bc		
Parcellforce Worldwide	1.9	1.8	1.4	2.1	2.3	1.6	2.2
Royal Mail Tracked 24 Hours	6.9	6.6	6.0	7.5	7.3	6.3	7.4
Royal Mail Tracked 48 Hours	9.7	8.3	7.8	9.4	12.9	8.1	11.3
					ab		a
International Tracked (previously Airsure)	1.0	1.1	.9	1.2	.9	1.0	1.0
International Signed	.7	.7	.7	.7	.7	.7	.7
International Standard Mail (previously Airmail)	1.0	.5	2.6	.3	.6	1.6	.5
			acd			b	
International Tracked and Signed	1.4	1.8	1.4	.9	1.7	1.6	1.3
International Economy	.3	.1	.3	.3	.4	.2	.4

Columns Tested: a,b,c,d - a,b

Table 194

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	831	32	799	587	123	36	85	244
Effective base	350	8	342	323	51	15	44	68
Standard	64.2	89.2	63.8	64.3	61.0	74.7	50.4	62.0
Signed For	34.9	48.4	34.9	d				
Special Delivery Guaranteed by 1pm	22.5	-	22.5	35.0	35.0	17.8	37.8	33.9
Special Delivery Guaranteed by 9am	10.8	-	10.8	22.7	19.7	14.6	25.2	19.8
Parcelforce Worldwide	14.1	-	14.1	10.6	11.5	10.7	46.4	13.8
Royal Mail Tracked 24 Hours	22.0	74.9	21.3	14.4	8.6	13.3	16.1	9.3
Royal Mail Tracked 48 Hours	31.3	82.7	30.8	e				
International Tracked (previously Airsure)	13.1	-	13.1	21.8	25.7	31.7	20.7	26.2
International Signed	8.4	-	8.4	31.6	21.6	24.5	23.9	22.0
International Standard Mail (previously Airmail)	11.1	-	11.2	e				
International Tracked and Signed	15.1	-	15.1	12.9	18.3	10.0	52.3	20.6
International Economy	7.2	-	7.3	7.4	28.4	13.1	9.2	24.0
				11.2	7.8	20.0	6.6	8.6
				15.3	9.5	16.2	8.9	10.9
				7.0	15.3	20.0	5.0	16.2

Columns Tested: a,b - a,b,c,d,e

Table 194 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	831	260	245	82	71	88	85	587	123	121
Effective base	350	164	129	37	33	31	44	323	51	31
Standard	64.2	64.0	65.2	62.0	61.1	64.7	50.4	64.3	61.0	67.0
Signed For	34.9	f	f					f		f
		35.7	33.1	42.6	40.3	23.8	37.8	35.0	35.0	26.2
		ei		ei	ei			ei	e	
Special Delivery Guaranteed by 1pm	22.5	24.9	21.0	13.4	21.4	11.7	25.2	22.7	19.7	20.2
Special Delivery Guaranteed by 9am	10.8	6.7	14.3	8.1	11.0	11.8	46.4	10.6	11.5	21.1
Parcelforce Worldwide	14.1	11.6	18.2	9.0	8.5	10.2	16.1	14.4	8.6	14.5
Royal Mail Tracked 24 Hours	22.0	18.8	25.1	23.1	27.6	24.7	20.7	21.8	25.7	28.2
										a
Royal Mail Tracked 48 Hours	31.3	30.8	32.4	33.3	15.8	30.9	23.9	31.6	21.6	24.2
			h							
International Tracked (previously Airsure)	13.1	14.0	10.4	23.5	9.5	33.0	52.3	12.9	18.3	28.2
International Signed	8.4	7.0	9.4	3.6	29.3	14.0	9.2	7.4	28.4	12.2
International Standard Mail (previously Airmail)	11.1	15.6	4.5	4.7	8.9	8.8	6.6	11.2	7.8	11.1
International Tracked and Signed	15.1	12.6	20.5	17.9	9.0	16.2	8.9	15.3	9.5	14.6
International Economy	7.2	9.0	3.0	3.4	18.3	14.9	5.0	7.0	15.3	17.9

Columns Tested: a,b,c,d,e,f,g,h,i

Table 194 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	831	375	212	123	36	85	384	143	63	45	105
Effective base	350	241	106	51	15	44	223	63	19	13	23
Standard	64.2	64.7	62.7	61.0	74.7	50.4	63.2	69.2	46.4	66.1	62.8
Signed For	34.9	e 33.8	e 40.5	e 35.0	e 17.8	e 37.8	c 33.4	c 42.8	c 26.1	c 14.9	c 46.7
Special Delivery Guaranteed by 1pm	22.5	24.0	15.8	19.7	14.6	25.2	d 24.8	acd 22.0	d 18.4	acd 20.4	acd 11.3
Special Delivery Guaranteed by 9am	10.8	11.1	8.9	11.5	10.7	46.4	6.9	5.8	19.9	25.7	12.4
Parcelforce Worldwide	14.1	14.1	16.1	8.6	13.3	16.1	13.5	7.2	8.8	18.9	8.5
Royal Mail Tracked 24 Hours	22.0	21.9	21.5	25.7	31.7	20.7	22.2	23.6	12.9	15.5	25.1
Royal Mail Tracked 48 Hours	31.3	31.6	31.9	21.6	24.5	23.9	32.3	28.8	16.7	33.4	40.8
International Tracked (previously Airsure)	13.1	12.2	16.6	18.3	10.0	52.3	12.3	29.7	16.4	21.7	23.2
International Signed	8.4	7.4	7.6	28.4	13.1	9.2	8.0	4.5	5.8	10.7	26.8
International Standard Mail (previously Airmail)	11.1	11.9	5.7	7.8	20.0	6.6	12.8	2.8	4.2	8.6	11.4
International Tracked and Signed	15.1	15.6	13.2	9.5	16.2	8.9	17.2	6.1	2.8	10.3	12.7
International Economy	7.2	7.9	4.0	15.3	20.0	5.0	7.5	5.6	7.0	5.0	16.6

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 194 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	831	71	47	84	36	65	84	57	54	58
Effective base	350	44	31	47	17	33	52	32	28	28
Standard	64.2	60.7	53.2	59.0	73.2	65.2	64.4	73.4	68.3	62.1
Signed For	34.9	36.0	29.2	29.2	22.9	29.2	47.5	33.2	42.8	25.9
Special Delivery Guaranteed by 1pm	22.5	8.3	52.0	27.9	8.8	29.8	21.9	8.6	9.9	14.1
Special Delivery Guaranteed by 9am	10.8	4.0	1.0	14.8	3.6	12.1	15.3	9.5	14.9	12.5
Parcelforce Worldwide	14.1	16.3	10.4	9.2	8.9	10.3	13.9	27.9	23.6	4.9
Royal Mail Tracked 24 Hours	22.0	33.4	20.1	19.4	30.1	11.6	17.7	24.9	17.7	18.8
Royal Mail Tracked 48 Hours	31.3	23.3	29.9	30.8	39.7	15.6	50.2	37.8	21.0	26.3
International Tracked (previously Airsure)	13.1	30.2	10.7	17.2	10.0	4.2	9.9	5.0	20.0	4.7
International Signed	8.4	7.5	3.0	11.3	12.9	5.6	11.0	10.0	5.9	9.8
International Standard Mail (previously Airmail)	11.1	11.9	4.7	4.1	3.0	3.4	20.6	4.5	3.2	15.4
International Tracked and Signed	15.1	11.6	5.6	24.2	6.5	8.8	16.8	14.7	5.8	38.5
International Economy	7.2	7.3	1.2	3.8	5.0	5.0	10.1	7.7	4.0	8.7

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 194 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	831	159	172	225	556	275	88	102	85
Effective base	350	78	101	130	304	88	31	33	29
Standard	64.2	65.7	61.2	65.0	64.2	64.7	59.2	72.3	56.3
Signed For	34.9	26.8	36.5	37.1	34.6	40.9	41.6	34.4	49.1
Special Delivery Guaranteed by 1pm	22.5	23.9	22.9	22.6	23.0	12.3	14.2	18.3	7.4
Special Delivery Guaranteed by 9am	10.8	11.8	3.8	14.1	10.3	20.9	20.7	8.1	27.6
Parcellforce Worldwide	14.1	8.8	16.6	14.3	14.0	16.0	21.6	20.0	8.6
Royal Mail Tracked 24 Hours	22.0	18.5	25.5	19.8	21.0	40.8	55.1	28.4	20.1
Royal Mail Tracked 48 Hours	31.3	23.6	24.9	38.6	30.1	49.7	56.0	37.0	56.1
International Tracked (previously Airsure)	13.1	4.5	22.4	11.2	12.6	28.2	7.5	32.6	8.8
International Signed	8.4	7.1	5.6	11.1	8.5	4.8	6.7	7.4	1.7
International Standard Mail (previously Airmail)	11.1	11.1	7.6	12.7	11.4	7.6	7.2	8.0	6.8
International Tracked and Signed	15.1	17.9	8.8	18.9	15.0	17.7	34.5	20.2	3.9
International Economy	7.2	8.2	5.0	7.7	7.2	9.4	5.0	7.5	28.5

Columns Tested.: a,b,c,d,e,f,g,h

Table 194 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	g	h	i
Unweighted Base	831	29	65	4	69	80	232	31	30	359
Effective base	350	19	20	3	22	31	105	12	12	161
Standard	64.2	62.1	63.4	56.9	62.8	74.0	58.8	82.1	61.3	64.2
Signed For	34.9	25.2	21.9	38.4	23.3	32.0	33.1	25.0	34.4	39.5
Special Delivery Guaranteed by 1pm	22.5	15.4	35.6	-	35.6	31.9	27.7	11.3	12.5	15.0
Special Delivery Guaranteed by 9am	10.8	14.6	24.0	-	24.0	10.4	8.5	-	13.0	5.8
Parcelforce Worldwide	14.1	14.0	30.7	-	30.7	14.2	11.4	9.8	11.2	10.5
Royal Mail Tracked 24 Hours	22.0	21.1	11.7	41.9	15.0	21.2	14.4	27.9	24.1	26.9
Royal Mail Tracked 48 Hours	31.3	21.6	21.7	-	21.7	35.6	40.2	60.9	25.0	23.6
International Tracked (previously Airsure)	13.1	18.6	5.9	-	5.9	-	16.8	-	-	10.5
International Signed	8.4	5.2	4.8	-	4.8	2.3	7.4	20.0	40.0	8.7
International Standard Mail (previously Airmail)	11.1	7.6	3.6	-	3.6	10.0	8.5	10.0	-	13.5
International Tracked and Signed	15.1	5.0	25.1	-	25.1	29.7	8.8	10.0	-	17.7
International Economy	7.2	5.0	-	-	-	5.0	9.1	10.0	-	5.9

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 194 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	831	178	232	421	718	113	-	709	122	808	23
Effective base	350	68	105	182	296	54	-	326	27	341	9
Standard	64.2	68.4	58.8	64.9	63.8	66.3	-	63.9	70.4	63.9	76.4
Signed For	34.9	b 28.4	33.1	38.7	34.5	37.2	-	35.0	33.2	35.3	18.9
Special Delivery Guaranteed by 1pm	22.5	31.8	27.7	14.8	23.9	13.6	-	22.8	18.9	22.2	43.9
Special Delivery Guaranteed by 9am	10.8	c 15.4	8.5	6.4	13.3	3.7	-	10.8	10.4	10.9	1.0
Parcelforce Worldwide	14.1	22.6	11.4	10.5	13.3	17.1	-	14.3	7.8	14.2	9.4
Royal Mail Tracked 24 Hours	22.0	19.0	14.4	26.8	22.2	21.0	-	22.0	22.2	22.5	8.8
Royal Mail Tracked 48 Hours	31.3	27.2	40.2	26.8	32.6	25.0	-	31.9	14.2	31.8	15.5
International Tracked (previously Airsure)	13.1	9.7	16.8	10.5	14.6	7.6	-	13.0	23.8	13.2	6.8
International Signed	8.4	4.3	7.4	10.0	9.1	4.7	-	8.4	6.9	8.4	8.8
International Standard Mail (previously Airmail)	11.1	5.7	8.5	13.5	12.3	3.0	-	11.4	4.2	11.2	8.5
International Tracked and Signed	15.1	22.0	8.8	17.6	16.0	12.3	-	15.6	5.0	15.2	7.3
International Economy	7.2	5.0	9.1	6.0	7.2	9.1	-	7.2	9.8	7.3	6.1

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 194 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	831	417	167	247
Effective base	350	181	61	108
Standard	64.2	69.9	64.1	53.2
Signed For	34.9	c	c	c
Special Delivery Guaranteed by 1pm	22.5	38.8	34.9	29.0
Special Delivery Guaranteed by 9am	10.8	c	c	c
Parcelforce Worldwide	14.1	20.7	30.2	20.8
Royal Mail Tracked 24 Hours	22.0	5.6	9.3	12.4
Royal Mail Tracked 48 Hours	31.3	15.3	14.1	13.5
International Tracked (previously Airsure)	13.1	24.7	27.1	17.3
International Signed	8.4	c	c	c
International Standard Mail (previously Airmail)	11.1	32.6	27.2	31.7
International Tracked and Signed	15.1	8.4	15.5	13.7
International Economy	7.2	8.2	12.4	6.6
		4.4	13.3	13.7
		19.2	25.4	11.2
		6.2	6.3	8.5

Columns Tested: a,b,c

Table 194 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	831	561	172	45	20	19	7	3	4	733	98	53
Effective base	350	266	59	14	6	6	1	1	1	324	25	12
Standard	64.2	67.9	56.4	25.0	25.6	79.0	19.6	20.0	1.5	66.0	37.6	49.4
Signed For	34.9	bcjk 37.0	cj 32.2	21.2	13.6	42.3	15.0	19.6	2.3	bcjk 36.1	19.6	c 16.4
Special Delivery Guaranteed by 1pm	22.5	j 24.3	j 21.9	17.3	7.2	26.1	86.0	5.5	1.4	j 23.7	18.7	20.8
Special Delivery Guaranteed by 9am	10.8	6.9	10.1	17.3	19.0	-	3.3	5.2	-	8.4	15.3	10.2
Parcelforce Worldwide	14.1	12.3	20.5	12.4	10.9	12.7	3.4	5.5	21.7	15.0	11.4	8.4
Royal Mail Tracked 24 Hours	22.0	23.7	14.5	15.6	15.1	20.8	24.5	5.2	94.0	21.3	27.6	48.5
Royal Mail Tracked 48 Hours	31.3	b 30.6	30.6	48.1	40.7	21.9	22.7	21.9	2.0	b 30.6	b 37.6	19.4
International Tracked (previously Airsure)	13.1	9.7	16.7	12.1	20.8	34.0	-	5.0	-	12.8	14.3	21.4
International Signed	8.4	9.7	4.5	7.9	9.3	14.0	4.2	5.5	21.7	8.5	8.0	8.2
International Standard Mail (previously Airmail)	11.1	12.0	9.1	9.7	9.7	7.0	-	5.0	5.0	11.5	9.1	7.9
International Tracked and Signed	15.1	17.6	12.1	13.2	9.3	5.0	6.0	3.2	9.6	16.2	11.0	6.1
International Economy	7.2	5.2	5.7	13.7	4.7	2.0	-	2.0	-	5.2	11.1	3.0

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 194 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	831	247	314	270	744	721	776	831	525	339	77	489	37	61	35	53	24
Effective base	350	135	131	84	306	301	325	350	207	111	40	228	12	16	11	13	7
Standard	64.2	70.6	64.5	51.0	62.6	63.4	63.1	64.2	59.8	62.6	62.3	65.6	41.2	51.9	45.2	61.1	57.3
Signed For	34.9	c	c		34.3	32.0	34.2	34.9	31.9	36.9	47.7	31.6	69.6	21.1	39.1	17.0	23.6
Special Delivery Guaranteed by 1pm	22.5	20.5	25.9	20.1	22.7	23.1	22.5	22.5	24.9	27.6	bdf	df					
Special Delivery Guaranteed by 9am	10.8	12.4	6.0	12.8	10.8	10.8	10.8	10.8	11.4	13.0	14.3	22.5	17.7	28.8	15.3	28.9	16.7
Parcelforce Worldwide	14.1	10.5	13.1	16.1	13.5	13.4	13.9	14.1	14.7	16.7	10.0	12.3	21.5	8.8	17.1	5.9	8.2
Royal Mail Tracked 24 Hours	22.0	28.8	19.3	18.8	21.5	19.4	21.1	22.0	20.5	21.4	36.3	14.0	11.2	17.6	3.1	4.6	12.6
Royal Mail Tracked 48 Hours	31.3	bc			30.3	28.5	30.2	31.3	26.9	25.9	37.1	20.7	26.6	17.8	21.1	11.0	14.0
International Tracked (previously Airsure)	13.1	41.8	24.2	32.8	13.0	12.5	13.1	13.1	13.8	12.6	43.0	30.8	35.3	16.3	33.0	23.3	19.2
International Signed	8.4	b			8.3	8.4	8.4	8.4	8.9	9.2	31.0	12.3	3.9	11.3	32.1	12.7	5.8
International Standard Mail (previously Airmail)	11.1	10.6	9.4	15.7	11.3	11.2	11.2	11.1	12.4	6.0	10.0	7.9	7.3	10.4	5.0	13.0	4.3
International Tracked and Signed	15.1	7.4	10.5	6.6	15.2	12.9	15.0	15.1	9.9	8.8	7.0	8.1	21.7	9.3	62.0	7.2	5.4
International Economy	7.2	8.4	12.9	9.1	ef		f	ef			34.6	14.0	21.6	14.7	6.8	9.7	5.5
		6.8	3.9	10.1	7.7	7.5	7.7	7.2	8.4	4.1	10.0	7.7	-	22.5	-	4.1	4.6

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 194 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	e	*f	*g	
Unweighted Base	831	527	64	42	45	28	27	11	487	98	41	36	30	18	11	
Effective base	350	251	19	13	9	8	5	3	230	33	15	14	6	9	4	
Standard	64.2	63.2	67.8	57.0	43.3	28.3	76.6	83.7	67.1	53.6	38.6	34.4	58.2	57.4	46.5	
Signed For	34.9	d	d	d	16.3	17.0	12.1	44.7	bc	31.9	31.5	42.6	13.1	58.7	29.6	22.2
Special Delivery Guaranteed by 1pm	22.5	21.6	8.5	31.6	17.9	11.0	38.3	11.1	20.7	35.6	14.9	14.1	18.7	36.0	6.3	
Special Delivery Guaranteed by 9am	10.8	11.8	9.5	19.9	9.6	11.4	1.8	30.0	9.9	12.3	18.5	6.3	13.7	7.2	29.8	
Parcelforce Worldwide	14.1	14.5	7.0	15.8	12.9	9.6	2.8	5.9	13.9	12.9	9.2	14.2	8.8	10.3	20.0	
Royal Mail Tracked 24 Hours	22.0	23.1	22.6	15.3	20.8	13.0	5.5	10.0	20.2	14.3	25.6	25.9	16.4	12.0	15.9	
Royal Mail Tracked 48 Hours	31.3	31.2	39.7	21.1	19.2	21.2	13.6	8.2	26.1	38.3	18.6	35.6	22.2	24.2	21.9	
International Tracked (previously Airsure)	13.1	12.8	10.5	19.3	5.2	14.3	12.9	-	a	9.8	24.1	5.4	18.3	13.7	8.1	-
International Signed	8.4	8.8	8.9	5.9	2.6	9.1	7.1	10.6	7.5	8.6	9.0	11.8	5.4	12.5	-	
International Standard Mail (previously Airmail)	11.1	8.8	1.8	9.9	1.4	51.4	9.0	5.0	7.8	34.6	12.7	10.0	5.6	6.3	5.0	
International Tracked and Signed	15.1	16.7	9.5	9.9	6.8	9.1	8.3	9.6	14.8	9.1	14.9	15.4	8.2	10.7	5.0	
International Economy	7.2	7.3	17.3	23.0	20.0	3.5	1.0	-	5.4	11.5	22.5	5.0	1.9	3.7	5.0	

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 194 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	831	558	98	59	40	30	24	22	232	168	199	127	50
Effective base	350	262	33	19	17	10	6	9	125	74	79	33	15
Standard	64.2	68.0	44.0	72.4	31.6	36.2	52.5	40.3	64.3	65.7	69.8	50.4	37.6
Signed For	34.9	b	b	b	b	b	b	b	de	de	de	de	de
Special Delivery Guaranteed by 1pm	22.5	c	ac	c	c	c	c	c	cde	d	d	d	d
Special Delivery Guaranteed by 9am	10.8	17.7	28.7	39.1	14.6	14.6	20.4	34.7	27.2	23.9	19.8	25.1	9.4
Parcelforce Worldwide	14.1	3.5	9.0	5.0	17.4	18.3	11.9	19.8	10.2	18.3	12.5	9.1	4.3
Royal Mail Tracked 24 Hours	14.1	14.3	9.3	2.8	7.5	16.8	26.8	21.0	13.4	22.1	13.1	8.7	11.2
Royal Mail Tracked 48 Hours	22.0	24.4	28.5	12.3	12.5	13.4	22.0	12.9	23.6	22.2	15.9	19.6	29.4
International Tracked (previously Airsure)	31.3	26.8	45.1	32.7	34.7	44.4	17.6	20.2	29.7	34.8	31.6	27.3	21.0
International Signed	13.1	11.2	9.3	42.7	17.1	6.4	11.5	5.0	6.7	15.2	17.8	14.2	9.7
International Standard Mail (previously Airmail)	8.4	8.2	7.8	10.6	6.7	14.0	6.6	3.6	7.9	8.3	11.8	5.8	5.9
International Tracked and Signed	11.1	11.4	13.1	-	5.8	8.7	8.8	-	13.5	5.8	14.7	10.7	6.7
International Economy	15.1	17.5	16.6	8.8	5.2	17.4	13.8	7.7	32.5	4.5	8.8	11.4	7.5
	7.2	5.0	11.2	25.7	5.2	15.1	1.0	-	6.4	8.7	6.4	9.9	2.7

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 194 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	831	287	152	162	102	41	286	142	165	92	32
Effective base	350	150	66	58	21	12	148	54	60	29	10
Standard	64.2	62.6	65.0	68.9	47.7	45.1	67.8	63.1	67.1	45.4	31.1
Signed For	34.9	de bcde	de de	de de	20.2	17.8	d d	d d	d d	19.8	24.4
Special Delivery Guaranteed by 1pm	22.5	23.1	31.7	17.4	24.1	13.7	28.1	23.7	17.5	25.1	9.3
Special Delivery Guaranteed by 9am	10.8	8.6	17.3	12.3	12.7	4.3	9.1	19.6	11.4	9.0	4.1
Parcelforce Worldwide	14.1	12.0	18.7	14.0	8.6	11.2	14.7	20.8	10.9	8.5	2.0
Royal Mail Tracked 24 Hours	22.0	27.1	20.3	17.1	17.4	11.9	17.8	21.9	16.2	16.6	37.2
Royal Mail Tracked 48 Hours	31.3	28.8	33.2	30.5	33.6	21.0	25.8	26.8	35.7	27.7	21.3
International Tracked (previously Airsure)	13.1	12.4	13.3	12.6	16.4	9.7	9.6	12.4	15.4	13.0	8.5
International Signed	8.4	8.0	4.7	15.4	7.4	5.9	9.4	11.3	7.3	6.1	7.6
International Standard Mail (previously Airmail)	11.1	10.0	6.7	19.1	8.8	6.7	10.0	6.0	18.1	10.7	8.8
International Tracked and Signed	15.1	21.8	6.1	10.5	8.4	7.6	24.8	4.1	8.5	11.1	8.9
International Economy	7.2	6.8	7.6	6.9	10.2	2.7	5.2	9.6	5.1	9.3	3.2

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 194 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	*b
Significance Level: 95%													
Unweighted Base	831	363	136	166	114	39	484	56	289	778	53	720	24
Effective base	350	181	50	67	36	10	203	20	125	329	21	298	8
Standard	64.2	72.5	63.6	54.8	46.9	29.3	57.6	60.2	74.5	65.3	45.4	62.2	78.6
Signed For	34.9	bcd	cd						ab	b			
		d		d						b			
Special Delivery Guaranteed by 1pm	22.5	21.1	27.5	18.8	16.9	5.2	21.0	40.8	17.7	22.1	24.3	22.5	23.9
Special Delivery Guaranteed by 9am	10.8	5.0	23.1	9.4	8.5	17.9	11.6	17.5	2.3	10.4	11.5	11.1	9.5
Parcelforce Worldwide	14.1	14.1	20.9	12.3	7.7	28.8	16.4	20.7	5.5	13.3	17.5	14.6	7.1
Royal Mail Tracked 24 Hours	22.0	25.1	19.3	18.9	16.5	37.7	20.4	17.1	26.2	23.2	11.0	22.0	13.5
		d											
Royal Mail Tracked 48 Hours	31.3	34.0	24.0	32.6	35.1	19.8	32.6	16.9	28.8	30.8	36.1	30.2	33.8
International Tracked (previously Airsure)	13.1	6.3	10.6	20.8	13.3	11.7	14.0	7.1	11.7	13.6	11.1	13.5	9.4
International Signed	8.4	9.8	10.0	9.2	6.5	10.1	8.8	25.0	5.7	8.5	7.2	8.2	10.0
International Standard Mail (previously Airmail)	11.1	9.4	27.8	6.5	10.0	9.0	12.8	-	4.3	11.2	9.9	11.4	9.7
International Tracked and Signed	15.1	34.4	8.2	6.9	11.8	12.9	13.7	7.9	22.3	15.7	11.1	15.7	7.8
International Economy	7.2	5.8	15.4	5.0	9.2	1.0	7.2	-	7.6	7.6	5.2	7.8	5.6

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 194 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail		
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b		
Unweighted Base	831	661	60	665	166	726	18	660	61	666	165		
Effective base	350	287	15	289	62	300	6	282	19	288	62		
Standard	64.2	63.7	55.2	66.4	54.3	62.4	72.5	63.6	60.8	66.1	55.3		
Signed For	34.9	32.5	23.4	b	37.9	26.4	35.0	14.1	33.2	17.4	b	37.4	27.6
Special Delivery Guaranteed by 1pm	22.5	23.1	23.0	b	23.9	19.8	22.6	23.3	23.0	23.3	b	23.5	19.4
Special Delivery Guaranteed by 9am	10.8	8.0	15.5	a	8.5	11.9	12.0	7.9	9.9	11.9	a	9.3	11.5
Parcelforce Worldwide	14.1	13.2	14.2	a	11.3	16.9	14.6	7.1	13.2	14.1	a	12.3	16.0
Royal Mail Tracked 24 Hours	22.0	20.2	11.4	a	24.1	17.8	22.2	12.8	20.5	10.5	a	24.0	18.0
Royal Mail Tracked 48 Hours	31.3	27.2	48.0	b	29.7	34.8	30.7	21.2	29.3	17.2	b	30.4	33.4
International Tracked (previously Airsure)	13.1	13.0	9.3	a	13.6	11.4	13.4	9.5	13.0	9.5	a	14.0	10.3
International Signed	8.4	8.5	7.2	a	8.3	8.8	8.5	5.4	8.4	8.1	a	7.8	10.4
International Standard Mail (previously Airmail)	11.1	11.4	7.5	a	12.0	6.2	11.4	9.3	11.4	7.7	a	11.5	5.9
International Tracked and Signed	15.1	13.5	7.6	a	15.2	14.8	15.6	6.8	13.4	7.4	a	14.3	17.8
International Economy	7.2	7.5	8.5	a	8.0	5.4	7.8	5.6	7.6	5.5	a	7.3	6.7

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 194 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	831	480	589	165	1	471	516	129	3	615	506	167	-
Effective base	350	188	249	69	1	188	220	56	3	252	223	70	-
Standard	64.2	52.8	62.4	42.2	-	51.7	63.7	39.6	18.0	53.2	65.2	40.7	-
Signed For	34.9	c	ac			c	ac			c	ac		
Special Delivery Guaranteed by 1pm	22.5	34.4	30.2	21.5	40.0	31.8	24.9	19.2	49.5	34.6	23.8	21.0	-
Special Delivery Guaranteed by 9am	10.8	c	c			bc				bc			
Parcelforce Worldwide	14.1	25.1	20.7	18.6	-	24.6	16.6	15.4	3.0	23.3	15.0	13.8	-
Royal Mail Tracked 24 Hours	22.0	bc				bc				bc			
Royal Mail Tracked 48 Hours	31.3	13.0	9.6	15.9	-	10.5	10.7	12.9	-	10.9	8.4	11.0	-
International Tracked (previously Airsure)	13.1	14.1	14.4	13.0	10.0	11.7	14.5	13.6	-	12.2	13.8	11.1	-
International Signed	8.4	22.0	18.7	19.8	10.0	19.1	18.7	20.5	5.0	22.1	18.3	22.8	-
International Standard Mail (previously Airmail)	11.1	31.3	27.0	24.2	40.0	28.1	22.2	23.0	65.3	30.8	22.0	23.3	-
International Tracked and Signed	15.1	b				b				bc			
International Economy	7.2	12.1	14.3	11.8	-	12.6	11.3	9.7	-	13.0	9.9	11.8	-
		8.5	8.8	8.5	-	8.2	8.9	8.1	-	8.1	8.8	7.9	-
		11.1	11.4	10.7	-	13.7	11.6	11.9	-	10.7	11.7	12.8	-
		15.1	15.6	14.9	-	13.2	14.0	10.5	-	15.1	13.2	15.9	-
		7.2	7.7	7.7	-	8.1	7.2	7.7	-	7.7	7.4	7.6	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 194 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	831	698	668	831	581	486	37	600	479	459	124	75
Effective base	350	290	281	350	233	212	11	266	197	184	59	38
Standard	64.2	62.0	62.8	64.2	60.9	63.1	29.1	64.2	50.5	46.6	34.9	45.0
Signed For	34.9	33.2	31.0	34.9	c	c		bcde	d	d		d
Special Delivery Guaranteed by 1pm	22.5	20.7	19.7	22.5	b				acde	a		
Special Delivery Guaranteed by 9am	10.8	10.6	11.2	10.8	21.2	21.4	21.5	11.3	19.4	22.5	16.5	6.6
Parcelforce Worldwide	14.1	13.5	13.7	14.1	10.9	9.0	18.2	8.3	10.6	10.8	9.6	11.4
Royal Mail Tracked 24 Hours	22.0	20.7	18.0	22.0	14.0	14.5	16.0	14.0	13.1	14.1	10.7	7.8
Royal Mail Tracked 48 Hours	31.3	29.2	28.5	31.3	e			e		e		
International Tracked (previously Airsure)	13.1	13.1	12.5	13.1	b			18.6	17.8	22.0	16.7	17.6
International Signed	8.4	8.6	8.7	8.4	b			18.6	21.1	31.3	20.1	18.6
International Standard Mail (previously Airmail)	11.1	11.3	11.3	11.1	26.8	29.0	17.2			abde		
International Tracked and Signed	15.1	15.6	13.3	15.1	9.6	12.9	8.9	10.6	8.2	12.6	13.1	9.7
International Economy	7.2	7.7	7.5	7.2	8.2	7.8	5.6	8.5	7.9	7.7	8.4	7.0
					6.0	8.8	5.8	11.2	7.2	8.2	10.7	11.1
					13.6	14.6	5.4	12.8	16.8	9.9	15.1	9.3
					6.5	6.9	7.2	7.4	7.6	7.3	8.1	7.2

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 194 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	831	115	53	44	32	724	506	753	585	475	471	687	132	-	697	47
Effective base	350	48	22	18	15	303	209	316	243	195	194	292	53	-	281	25
Standard	64.2	66.5	56.3	56.2	36.7	63.3	60.0	63.1	60.5	61.5	55.0	61.7	45.5	-	62.8	61.1
Signed For	34.9	31.9	39.7	25.9	30.6	32.9	31.5	32.7	31.1	33.4	c	ac			34.1	39.0
Special Delivery Guaranteed by 1pm	22.5	18.7	25.0	41.4	49.4	22.0	14.4	21.0	22.4	19.0	22.9	21.5	11.0	-	23.4	10.8
Special Delivery Guaranteed by 9am	10.8	9.0	14.9	10.3	12.9	b	10.0	b	b	10.7	c	c			12.8	1.4
Parcelforce Worldwide	14.1	14.4	12.4	20.5	17.7	14.4	14.6	14.2	14.0	12.0	13.6	15.3	11.7	-	14.4	18.7
Royal Mail Tracked 24 Hours	22.0	22.3	31.2	17.7	28.2	20.4	22.1	22.1	22.0	20.8	21.4	20.8	20.3	-	22.3	19.3
Royal Mail Tracked 48 Hours	31.3	35.4	34.8	25.6	14.8	30.1	26.5	30.3	31.2	29.1	28.9	29.2	17.1	-	29.9	31.8
International Tracked (previously Airsure)	13.1	13.3	9.9	24.0	7.0	14.5	12.9	14.0	14.4	13.4	13.4	13.5	14.3	-	13.7	11.8
International Signed	8.4	7.9	4.5	5.2	2.5	8.8	8.1	8.7	8.5	7.7	7.6	8.3	8.3	-	8.1	10.9
International Standard Mail (previously Airmail)	11.1	8.1	10.7	4.6	3.3	11.0	7.9	11.0	11.7	11.3	12.2	11.0	12.9	-	14.5	7.6
International Tracked and Signed	15.1	12.9	18.8	9.5	9.7	13.6	13.2	13.5	12.5	13.6	13.2	13.2	8.2	-	15.4	8.1
International Economy	7.2	5.3	2.0	3.3	-	7.0	7.4	7.0	7.3	6.7	5.1	7.1	8.1	-	6.2	9.4

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 194 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	831	389	442	267	10	135	180	142	527	156	143	182	495
Effective base	350	169	181	106	7	51	80	58	222	67	61	74	211
Standard	64.2	60.1	67.6	54.5	41.7	45.2	57.8	53.0	67.4	62.8	57.6	56.2	68.3
Signed For	34.9	32.9	36.9	27.4	26.4	30.8	22.9	34.5	37.1	28.5	22.6	42.4	34.8
Special Delivery Guaranteed by 1pm	22.5	26.5	14.4	14.8	6.2	16.6	14.9	27.2	c	28.4	21.8	ac	a
Special Delivery Guaranteed by 9am	10.8	11.2	10.0	11.2	10.0	11.1	11.1	14.9	11.5	4.7	10.4	9.8	9.9
Parcelforce Worldwide	14.1	11.0	19.4	14.0	10.0	14.2	14.8	13.2	17.7	9.9	16.4	13.3	13.5
Royal Mail Tracked 24 Hours	22.0	21.7	22.4	20.1	27.9	18.0	20.6	16.1	23.4	26.9	18.9	31.3	19.6
Royal Mail Tracked 48 Hours	31.3	31.8	30.5	28.8	30.5	33.3	28.0	35.0	a	a	35.2	24.5	31.7
International Tracked (previously Airsure)	13.1	13.1	13.2	13.4	8.4	16.3	10.2	c	c	15.9	b		
International Signed	8.4	7.8	9.8	9.1	8.4	7.1	9.2	8.0	8.7	8.1	5.2	6.8	10.6
International Standard Mail (previously Airmail)	11.1	12.2	8.5	6.0	7.3	6.9	15.1	7.9	12.5	11.4	5.3	25.8	7.4
International Tracked and Signed	15.1	14.7	15.9	12.4	5.0	8.0	13.8	10.5	17.7	15.4	16.8	13.1	14.3
International Economy	7.2	7.4	7.0	5.4	5.0	5.7	4.3	2.8	8.6	6.0	4.6	12.7	9.3

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 194 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	831	340	491
Effective base	350	123	227
Standard	64.2	65.4	63.6
Signed For	34.9	32.0	36.9
Special Delivery Guaranteed by 1pm	22.5	26.0	17.7
		b	
Special Delivery Guaranteed by 9am	10.8	12.4	7.9
Parcelforce Worldwide	14.1	16.5	11.9
Royal Mail Tracked 24 Hours	22.0	25.2	19.7
Royal Mail Tracked 48 Hours	31.3	23.6	35.6
		a	
International Tracked (previously Airsure)	13.1	7.3	15.6
International Signed	8.4	8.7	8.2
International Standard Mail (previously Airmail)	11.1	8.2	12.5
International Tracked and Signed	15.1	10.6	17.2
International Economy	7.2	5.0	8.1

Columns Tested: a,b

Table 194 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	831	50	109	68	69	91	39	36	87	57	68	45	112
Effective base	350	19	53	44	22	72	24	8	38	25	16	22	39
Standard	64.2	68.0	57.9	72.9	74.4	60.9	81.8	53.6	69.0	64.1	62.7	50.3	62.0
Signed For	34.9	37.0	37.7	30.5	41.0	38.4	28.3	49.0	24.1	47.4	58.0	33.9	30.1
Special Delivery Guaranteed by 1pm	22.5	31.5	15.8	21.3	10.0	17.7	14.4	82.0	31.1	22.8	29.1	19.1	24.2
Special Delivery Guaranteed by 9am	10.8	9.7	12.7	11.0	10.3	7.4	-	-	4.1	22.2	18.8	.5	14.7
Parcelforce Worldwide	14.1	18.3	10.3	9.7	27.0	15.5	5.7	3.0	21.9	10.6	14.0	18.1	11.2
Royal Mail Tracked 24 Hours	22.0	34.9	23.6	20.2	14.1	23.7	29.9	9.6	14.3	28.3	24.1	40.7	16.6
Royal Mail Tracked 48 Hours	31.3	34.3	29.4	36.2	32.0	26.1	23.1	59.1	25.8	37.1	28.2	37.4	35.0
International Tracked (previously Airsure)	13.1	88.4	7.8	12.9	9.3	11.9	14.8	2.0	22.8	5.2	15.7	12.0	8.6
International Signed	8.4	17.0	5.4	9.0	10.9	9.7	8.2	1.0	8.6	22.1	4.9	8.2	6.5
International Standard Mail (previously Airmail)	11.1	.9	3.9	8.1	10.7	28.7	2.2	20.0	3.8	5.0	4.8	12.0	7.1
International Tracked and Signed	15.1	9.9	4.1	28.2	19.1	13.4	4.8	1.0	7.5	10.0	5.0	9.7	32.6
International Economy	7.2	2.3	3.3	2.1	7.5	7.8	-	-	7.2	-	30.1	16.0	7.8

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 194 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	831	227	199	180	225	426	405
Effective base	350	113	113	66	76	226	142
Standard	64.2	65.3	66.3	66.7	58.8	65.8	62.5
Signed For	34.9	34.6	37.0	31.8	36.1	35.8	34.1
Special Delivery Guaranteed by 1pm	22.5	19.5	16.6	29.6	23.0	18.4	26.1
Special Delivery Guaranteed by 9am	10.8	11.1	7.5	6.3	14.6	9.7	11.5
Parcelforce Worldwide	14.1	10.9	18.4	15.7	14.1	13.4	14.8
Royal Mail Tracked 24 Hours	22.0	23.0	23.2	18.8	23.9	23.1	21.2
Royal Mail Tracked 48 Hours	31.3	32.5	26.1	31.1	34.6	29.0	33.2
International Tracked (previously Airsure)	13.1	12.0	11.8	21.3	10.8	11.9	14.7
International Signed	8.4	6.9	9.5	14.3	6.6	8.0	8.7
International Standard Mail (previously Airmail)	11.1	5.3	24.4	3.9	7.6	15.5	5.9
International Tracked and Signed	15.1	18.7	13.5	7.8	22.5	16.0	14.2
International Economy	7.2	2.3	7.7	7.2	12.6	4.9	9.9

Columns Tested:: a,b,c,d - a,b

Table 207

QD10A_1. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Method		Business Size 1					
		CATI	CAWI	0-9	10-49	50-99	100-249	10+	
		a	b	a	b	c	d	e	
Significance Level: 95%									
Unweighted Base	831	32	799	587	123	36	85	244	
Effective base	350	8	342	323	51	15	44	68	
Weighted Base	844	16	828	808	31	4	2	37	
Not at all important	(-2)	5	*	5	4	1	-	-	1
		1%	*%	1%	1%	2%	-%	-%	2%
Not very important	(-1)	20	*	20	17	2	-	-	2
		2%	*%	2%	2%	7%	-%	-%	6%
Neither important nor unimportant	(0)	81	5	76	79	1	*	*	2
		10%	30%	9%	10%	4%	6%	8%	5%
Important	(1)	404	1	403	389	13	2	1	16
		48%	7%	49%	48%	42%	42%	48%	42%
Very important	(2)	329	10	318	312	13	2	1	16
		39%	63%	38%	39%	44%	52%	44%	45%
Don't know		6	-	6	6	*	-	-	*
		1%	-%	1%	1%	1%	-%	-%	1%
NET Important		733	12	721	701	26	4	2	32
		87%	70%	87%	87%	85%	94%	92%	87%
NET Not Important		24	*	24	22	3	-	-	3
		3%	*%	3%	3%	9%	-%	-%	7%
Answered	838	16	822	802	30	4	2	36	
Mean Score	1.2	1.3	1.2	1.2	1.2	1.5	1.4	1.2	
Standard error	.03	.17	.03	.03	.09	.12	.09	.06	
Standard deviation	.76	.94	.76	.75	.97	.71	.87	.92	

Columns Tested:: a,b - a,b,c,d,e

Table 207 (continuation)

QD10A_1. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		831	260	245	82	71	88	85	587	123	121
Effective base		350	164	129	37	33	31	44	323	51	31
Weighted Base		844	440	315	53	22	13	2	808	31	6
Not at all important	(-2)	5 1%	3 1%	1 *%	- -%	1 3%	- -%	- -%	4 1%	1 2%	- -%
Not very important	(-1)	20 2%	4 1%	14 4%	* *%	2 10% afgi	* *%	- -%	17 2%	2 7% a	- -%
Neither important nor unimportant	(0)	81 10%	34 8%	45 14% c	1 2%	1 4%	1 5%	* 8%	79 10%	1 4%	* 7%
Important	(1)	404 48%	226 51%	128 41%	34 64% bdh	8 38%	6 48%	1 48%	389 48%	13 42%	3 44%
Very important	(2)	329 39%	173 39%	121 39%	18 33% bdh	10 45%	6 44%	1 44%	312 39%	13 44%	3 49%
Don't know		6 1%	- -%	6 2%	- -%	- -%	* 3%	- -%	6 1%	* 1%	- -%
NET Important		733 87%	400 91%	249 79%	52 98% bdg	18 83%	12 92%	2 92%	701 87%	26 85%	6 93%
NET Not Important		24 3%	6 1%	15 5%	* *% bdg	3 13% acefgi	* *%	- -%	22 3%	3 9% ag	- -%
Answered		838	440	309	53	22	13	2	802	30	6
Mean Score		1.2	1.3	1.1	1.3	1.1	1.4	1.4	1.2	1.2	1.4
Standard error		.03	.04	.06	.06	.13	.07	.09	.03	.09	.06
Standard deviation		.76	.69	.86	.52	1.08	.61	.87	.75	.97	.68

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 207 (continuation)

QD10A_1. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size 3					Turnover					
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +	
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e	
Unweighted Base	831	375	212	123	36	85	384	143	63	45	105	
Effective base	350	241	106	51	15	44	223	63	19	13	23	
Weighted Base	844	663	145	31	4	2	593	108	33	18	22	
Not at all important	(-2)	5	3	1	1	-	3	1	1	1	-	
		1%	*%	1%	2%	-%	-%	*%	1%	2%	5%	-%
Not very important	(-1)	20	5	13	2	-	15	3	-	1	2	
		2%	1%	9%	7%	-%	-%	2%	3%	-%	3%	7%
			ae	a								
Neither important nor unimportant	(0)	81	67	13	1	*	37	21	4	2	*	
		10%	10%	9%	4%	6%	8%	6%	19%	13%	11%	2%
								ae				
Important	(1)	404	323	66	13	2	290	48	19	7	13	
		48%	49%	45%	42%	42%	48%	49%	45%	57%	41%	58%
Very important	(2)	329	260	52	13	2	243	35	9	7	7	
		39%	39%	36%	44%	52%	44%	41%	33%	28%	40%	33%
Don't know		6	6	-	*	-	6	-	-	-	-	
		1%	1%	-%	1%	-%	-%	1%	-%	-%	-%	
NET Important		733	583	118	26	4	533	84	28	14	20	
		87%	88%	82%	85%	94%	92%	90%	78%	85%	81%	91%
								b				
NET Not Important		24	7	14	3	-	17	3	1	1	2	
		3%	1%	10%	9%	-%	-%	3%	3%	2%	8%	7%
				ae	a							
Answered		838	657	145	30	4	587	108	33	18	22	
Mean Score		1.2	1.3	1.1	1.2	1.5	1.4	1.3	1.1	1.1	1.1	1.2
			b					b				
Standard error		.03	.04	.06	.09	.12	.09	.04	.07	.10	.16	.08
Standard deviation		.76	.70	.94	.97	.71	.87	.73	.82	.76	1.06	.80

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 207 (continuation)

QD10A_1. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		831	71	47	84	36	65	84	57	54	58
Effective base		350	44	31	47	17	33	52	32	28	28
Weighted Base		844	98	54	128	40	88	155	90	59	65
Not at all important	(-2)	5 1%	- -%	3 5%	- -%	* 1%	- -%	- -%	- -%	1 2%	- -%
Not very important	(-1)	20 2%	6 6%	- -%	1 1%	2 4%	- -%	3 2%	5 5%	2 3%	- -%
Neither important nor unimportant	(0)	81 10%	11 12%	1 2%	13 10%	6 14%	2 2%	27 17% bei	7 7%	9 15% i	* *%
Important	(1)	404 48%	37 38%	26 48%	73 57% d	10 26%	50 56% d	79 51%	50 55% d	23 39%	30 46%
Very important	(2)	329 39%	43 44%	25 45%	39 31%	22 55% f	36 41%	43 28%	29 32%	24 40%	35 54% cf
Don't know		6 1%	- -%	- -%	2 1%	- -%	- -%	4 3%	- -%	* 1%	- -%
NET Important		733 87%	80 82%	51 93%	113 88%	32 81%	86 98% adfh	121 78%	78 87%	47 80%	65 100% adfh
NET Not Important		24 3%	6 6%	3 5%	1 1%	2 5%	- -%	3 2%	5 5%	3 4%	- -%
Answered		838	98	54	127	40	88	151	90	59	65
Mean Score		1.2	1.2	1.3	1.2	1.3	1.4 f	1.1	1.1	1.2	1.5 cfgh
Standard error		.03	.10	.13	.07	.15	.07	.08	.10	.12	.07
Standard deviation		.76	.88	.92	.64	.92	.53	.73	.77	.90	.51

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 207 (continuation)

QD10A_1. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		831	159	172	225	556	275	88	102	85
Effective base		350	78	101	130	304	88	31	33	29
Weighted Base		844	193	211	373	777	67	28	27	12
Not at all important	(-2)	5 1%	* *%	4 2%	- -%	4 *%	1 1%	1 3%	- -%	* *%
Not very important	(-1)	20 2%	2 1%	8 4%	8 2%	17 2%	2 3%	* *%	2 8%	* 1%
Neither important nor unimportant	(0)	81 10%	8 4%	21 10%	47 13%	76 10%	5 7%	2 9%	* 1%	2 16%
Important	(1)	404 48%	90 47%	86 41%	202 54%	377 49%	27 40%	10 36%	12 46%	4 35%
Very important	(2)	329 39%	93 48%	92 44%	111 30%	296 38%	33 49%	15 53%	12 45%	6 49%
Don't know		6 1%	- -%	* *%	6 2%	6 1%	- -%	- -%	- -%	- -%
NET Important		733 87%	183 95%	178 84%	312 84%	674 87%	59 89%	24 88%	25 91%	10 84%
NET Not Important		24 3%	2 1%	11 5%	8 2%	21 3%	3 5%	1 3%	2 8%	* 1%
Answered		838	193	211	368	771	67	28	27	12
Mean Score		1.2	1.4	1.2	1.1	1.2	1.3	1.3	1.3	1.3
Standard error		.03	cd	.07	.05	.03	.05	.10	.08	.09
Standard deviation		.76	.63	.89	.71	.75	.85	.90	.85	.79

Columns Tested:: a,b,c,d,e,f,g,h

Table 207 (continuation)

QD10A_1. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Industry									
		Total base	Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%			*a	b	*c	d	e	f	g	h	i
Unweighted Base		831	29	65	4	69	80	232	31	30	359
Effective base		350	19	20	3	22	31	105	12	12	161
Weighted Base		844	29	51	4	55	91	202	27	17	423
Not at all important	(-2)	5 1%	- -%	1 1%	- -%	1 1%	- -%	* *%	1 3%	- -%	3 1%
Not very important	(-1)	20 2%	2 6%	1 2%	- -%	1 2%	2 2%	1 *%	- -%	- -%	14 3%
Neither important nor unimportant	(0)	81 10%	4 13%	2 4%	- -%	2 4%	13 14%	8 4%	* 2%	* 1%	53 13%
Important	(1)	404 48%	11 39%	39 77%	2 39%	41 74%	52 57%	81 40%	15 56%	10 60%	194 46%
Very important	(2)	329 39%	12 42%	8 16%	2 61%	11 20%	24 26%	106 52%	11 39%	6 39%	159 37%
Don't know		6 1%	- -%	- -%	- -%	- -%	- -%	6 3%	- -%	- -%	* *%
NET Important		733 87%	23 81%	48 93%	4 100%	52 94%	76 83%	187 93%	26 95%	16 99%	353 83%
NET Not Important		24 3%	2 6%	2 3%	- -%	2 3%	2 2%	1 *%	1 3%	- -%	17 4%
Answered		838	29	51	4	55	91	196	27	17	423
Mean Score		1.2	1.2	1.1	1.6	1.1	1.1	1.5 bdei	1.3	1.4	1.2
Standard error		.03	.17	.08	.28	.08	.08	.04 bdei	.14	.10	.04
Standard deviation		.76	.90	.62	.57	.63	.70	.60	.80	.53	.82

Columns Tested: a,b,c,d,e,f,g,h,i

Table 207 (continuation)

QD10A_1. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	831	178	232	421	718	113	-	709	122	808	23
Effective base	350	68	105	182	296	54	-	326	27	341	9
Weighted Base	844	175	202	468	699	145	-	800	44	826	18
Not at all important (-2)	5 1%	1 *%	* *%	4 1%	4 1%	1 1%	- -%	5 1%	* *%	5 1%	- -%
Not very important (-1)	20 2%	5 3%	1 *%	14 3%	17 2%	3 2%	- -%	20 2%	- -%	20 2%	- -%
Neither important nor unimportant (0)	81 10%	19 11%	8 4%	54 12%	59 8%	22 15%	- -%	79 10%	2 5%	81 10%	* 1%
Important (1)	404 48%	104 60%	81 40%	219 47%	338 48%	66 45%	- -%	384 48%	20 46%	399 48%	6 30%
Very important (2)	329 39%	46 27%	106 52%	177 38%	275 39%	54 37%	- -%	308 38%	21 47%	316 38%	13 69%
Don't know	6 1%	- -%	6 3%	* *%	6 1%	- -%	- -%	6 1%	* 1%	6 1%	- -%
NET Important	733 87%	150 86%	187 93%	396 85%	613 88%	120 82%	- -%	692 86%	41 94%	715 87%	18 99%
NET Not Important	24 3%	5 3%	1 *%	18 4%	21 3%	4 3%	- -%	24 3%	* *%	24 3%	- -%
Answered	838	175	196	468	693	145	-	795	44	820	18
Mean Score	1.2	1.1	1.5 ac	1.2	1.2	1.2	-	1.2	1.4	1.2	1.7
Standard error	.03	.05	.04	.04	.03	.07	-	.03	.05	.03	.10
Standard deviation	.76	.71	.60	.81	.75	.79	-	.77	.60	.76	.49

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 207 (continuation)

QD10A_1. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		831	417	167	247
Effective base		350	181	61	108
Weighted Base		844	452	138	255
Not at all important	(-2)	5 1%	4 1%	1 *%	- -%
Not very important	(-1)	20 2%	10 2%	10 7% c	* *%
Neither important nor unimportant	(0)	81 10%	53 12% c	19 14% c	9 4%
Important	(1)	404 48%	235 52%	56 41%	114 45%
Very important	(2)	329 39%	150 33%	52 38%	126 50%
Don't know		6 1%	* *%	- -%	6 2%
NET Important		733 87%	385 85%	108 79%	240 94% ab
NET Not Important		24 3%	14 3%	11 8% c	* *%
Answered		838	452	138	249
Mean Score		1.2	1.1	1.1	1.5 ab
Standard error		.03	.04	.07	.04
Standard deviation		.76	.77	.92	.57

Columns Tested: a,b,c

Table 207 (continuation)

QD10A_1. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	831	561	172	45	20	19	7	3	4	733	98	53
Effective base	350	266	59	14	6	6	1	1	1	324	25	12
Weighted Base	844	650	134	36	5	12	2	1	5	784	61	25
Not at all important	(-2)	5	4	*	*	-	-	-	-	4	*	-
		1%	1%	*%	1%	-%	-%	-%	-%	1%	1%	-%
Not very important	(-1)	20	8	11	*	-	1	-	-	19	1	1
		2%	1%	8%	*%	-%	6%	-%	-%	2%	1%	3%
				ai								
Neither important nor unimportant	(0)	81	67	10	1	*	2	-	-	78	3	2
		10%	10%	8%	3%	4%	15%	-%	-%	10%	5%	8%
Important	(1)	404	328	49	17	2	5	2	*	377	27	9
		48%	50%	37%	48%	43%	41%	90%	6%	48%	44%	38%
Very important	(2)	329	240	63	13	3	5	*	1	303	26	13
		39%	37%	47%	36%	53%	38%	10%	94%	39%	42%	51%
Don't know		6	2	-	4	-	-	-	-	2	4	-
		1%	*%	-%	12%	-%	-%	-%	-%	*%	7%	-%
				abi							ai	
NET Important		733	569	112	30	5	10	2	1	681	52	22
		87%	87%	84%	84%	96%	79%	100%	100%	87%	86%	89%
NET Not Important		24	12	11	*	-	1	-	-	23	1	1
		3%	2%	8%	1%	-%	6%	-%	-%	3%	2%	3%
				a								
Answered		838	648	134	32	5	12	2	1	782	57	25
Mean Score		1.2	1.2	1.2	1.3	1.5	1.1	1.1	1.9	1.2	1.4	1.4
Standard error		.03	.03	.07	.10	.14	.21	.14	-	.03	.07	.11
Standard deviation		.76	.73	.92	.68	.64	.91	.38	-	.76	.71	.77

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 207 (continuation)

QD10A_1. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Unweighted Base	831	247	314	270	744	721	776	831	525	339	77	489	37	61	35	53	24
Effective base	350	135	131	84	306	301	325	350	207	111	40	228	12	16	11	13	7
Weighted Base	844	343	307	194	757	718	792	844	509	277	100	558	27	42	24	23	18
Not at all important (-2)	5 1%	4 1%	* *%	1 *%	5 1%	5 1%	5 1%	5 1%	4 1%	3 1%	- -%	4 1%	- -%	* 1%	- -%	- -%	- -%
Not very important (-1)	20 2%	3 1%	5 2%	12 6% a	20 3%	20 3%	20 2%	20 2%	20 4%	11 4%	- -%	10 2%	5 19% ab	4 10% b	- -%	1 3%	- -%
Neither important nor unimportant (0)	81 10%	34 10%	34 11%	14 7%	74 10%	62 9%	74 9%	81 10%	42 8%	30 11%	12 12%	53 9%	* *% ab	2 6% b	* 1%	6 26%	1 5%
Important (1)	404 48%	184 54%	144 47%	76 39%	380 50%	352 49%	390 49%	404 48%	271 53%	134 48%	43 43%	292 52%	14 54%	13 31%	10 44%	8 33%	9 47%
Very important (2)	329 39%	118 34%	123 40%	88 45%	272 36%	273 38%	298 38%	329 39%	166 33%	95 34%	45 45%	195 35%	7 26%	22 52%	13 55%	7 32%	9 48%
Don't know	6 1%	* *%	2 1%	4 2%	6 1%	6 1%	6 1%	6 1%	6 1%	4 2%	- -%	5 1%	- -%	- -%	- -%	2 7%	- -%
NET Important	733 87%	302 88%	267 87%	164 84%	652 86%	626 87%	688 87%	733 87%	437 86%	229 82%	88 88%	487 87%	21 81% f	35 83%	24 99% f	15 64%	17 95%
NET Not Important	24 3%	7 2%	5 2%	12 6%	24 3%	24 3%	24 3%	24 3%	23 5%	14 5%	- -%	14 2%	5 19% ab	5 11%	- -%	1 3%	- -%
Answered	838	343	305	190	751	712	786	838	503	273	100	554	27	42	24	22	18
Mean Score	1.2	1.2	1.3	1.3	1.2	1.2	1.2	1.2	1.1	1.1	1.3	1.2	.9	1.2	1.5	1.0	1.4
Standard error	.03	.05	.04	.05	.03	.03	.03	.03	.03	.05	.08	.03	.17	.13	.09	.12	.12
Standard deviation	.76	.74	.72	.86	.76	.77	.76	.76	.79	.85	.68	.74	1.03	1.02	.52	.89	.60

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 207 (continuation)

QD10A_1. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	e	*f	*g
Unweighted Base	831	527	64	42	45	28	27	11	487	98	41	36	30	18	11
Effective base	350	251	19	13	9	8	5	3	230	33	15	14	6	9	4
Weighted Base	844	622	54	34	16	11	13	7	548	96	18	22	15	9	11
Not at all important	(-2)	5	5	-	-	-	-	-	4	*	-	*	-	-	-
		1%	1%	-%	-%	-%	-%	-%	1%	*%	-%	2%	-%	-%	-%
Not very important	(-1)	20	11	5	-	4	-	-	7	10	1	-	-	1	-
		2%	2%	9%	-%	26%	-%	-%	1%	11%	6%	-%	-%	8%	-%
Neither important nor unimportant	(0)	81	60	5	2	2	-	5	52	7	*	*	2	1	-
		10%	10%	9%	6%	11%	-%	41%	9%	8%	1%	1%	12%	10%	-%
Important	(1)	404	322	28	18	3	1	6	274	42	11	9	6	4	7
		48%	52%	52%	53%	20%	11%	47%	50%	44%	63%	41%	42%	43%	61%
Very important	(2)	329	220	15	14	7	10	2	211	31	5	13	7	2	4
		39%	35%	27%	42%	43%	89%	12%	38%	33%	30%	56%	46%	21%	39%
Don't know		6	5	2	-	-	-	-	*	4	-	-	-	2	-
		1%	1%	3%	-%	-%	-%	-%	*%	4%	-%	-%	-%	17%	-%
NET Important		733	542	43	32	10	11	8	485	73	17	22	13	6	11
		87%	87%	80%	94%	63%	100%	59%	88%	77%	93%	97%	88%	64%	100%
NET Not Important		24	15	5	-	4	-	-	12	11	1	*	-	1	-
		3%	2%	9%	-%	26%	-%	-%	2%	11%	6%	2%	-%	8%	-%
Answered		838	617	53	34	16	11	13	548	92	18	22	15	7	11
Mean Score		1.2	1.2	1.0	1.4	.8	1.9	.7	1.2	1.0	1.2	1.5	1.3	.9	1.4
Standard error		.03	.03	.11	.09	.19	.06	.13	.03	.10	.11	.12	.13	.23	.15
Standard deviation		.76	.74	.86	.60	1.28	.33	.70	.74	.95	.73	.70	.70	.95	.51

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 207 (continuation)

QD10A_1. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	b	c	d	e	*f	*g	a	b	c	d	e	
Significance Level: 95%														
Unweighted Base	831	558	98	59	40	30	24	22	232	168	199	127	50	
Effective base	350	262	33	19	17	10	6	9	125	74	79	33	15	
Weighted Base	844	621	92	53	20	21	18	19	324	168	187	73	41	
Not at all important	(-2)	5 1%	1 *%	3 3%	* *%	- -%	* 2%	- -%	- -%	1 *%	1 1%	3 2%	- -%	- -%
Not very important	(-1)	20 2%	7 1%	4 4%	7 14%	* 1%	1 3%	- -%	- -%	6 2%	8 5%	1 1%	5 7%	* *%
Neither important nor unimportant	(0)	81 10%	61 10%	3 4%	5 10%	2 10%	2 10%	5 30%	1 7%	37 11%	15 9%	15 8%	1 2%	6 15%
Important	(1)	404 48%	302 49%	42 46%	20 38%	11 57%	9 40%	11 61%	8 45%	183 56%	85 51%	85 46%	23 32%	13 32%
Very important	(2)	329 39%	249 40%	39 43%	14 27%	7 32%	10 45%	2 9%	9 48%	97 30%	58 35%	79 42%	42 58%	22 53%
Don't know		6 1%	* *%	- -%	6 11%	- -%	- -%	- -%	- -%	* *%	- -%	4 2%	2 2%	- -%
NET Important		733 87%	551 89%	81 89%	35 65%	18 89%	18 85%	13 70%	17 93%	280 86%	144 85%	164 88%	65 89%	35 85%
NET Not Important		24 3%	9 1%	7 7%	8 14%	* 1%	1 5%	- -%	- -%	7 2%	9 5%	4 2%	5 7%	* *%
Answered		838	621	92	47	20	21	18	19	324	168	182	71	41
Mean Score		1.2	1.3	1.2	.9	1.2	1.2	.8	1.4	1.1	1.1	1.3	1.4	1.4
Standard error		.03	.03	.09	.14	.10	.17	.12	.14	.05	.06	.05	.07	.11
Standard deviation		.76	.70	.93	1.04	.65	.91	.60	.64	.70	.81	.77	.84	.74

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 207 (continuation)

QD10A_1. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	831	287	152	162	102	41	286	142	165	92	32
Effective base	350	150	66	58	21	12	148	54	60	29	10
Weighted Base	844	386	153	138	51	29	360	133	130	64	31
Not at all important	(-2)	5	1	1	3	-	4	*	*	-	-
		1%	*%	*%	2%	-%	1%	*%	*%	-%	-%
Not very important	(-1)	20	8	5	1	5	9	4	1	5	-
		2%	2%	3%	1%	10%	3%	3%	1%	8%	-%
Neither important nor unimportant	(0)	81	41	13	13	1	38	9	9	1	6
		10%	11%	8%	9%	2%	10%	7%	7%	2%	19%
Important	(1)	404	213	76	65	16	197	67	54	22	12
		48%	55%	50%	47%	32%	55%	50%	41%	35%	39%
Very important	(2)	329	121	58	53	27	111	52	62	34	13
		39%	31%	38%	38%	53%	31%	39%	48%	53%	42%
Don't know		6	*	-	4	2	*	-	4	2	-
		1%	*%	-%	3%	3%	*%	-%	3%	2%	-%
NET Important		733	334	134	118	43	309	119	116	56	25
		87%	87%	88%	85%	85%	86%	90%	89%	88%	81%
NET Not Important		24	10	6	4	5	13	5	1	5	-
		3%	3%	4%	3%	10%	4%	4%	1%	8%	-%
Answered		838	385	153	134	49	359	133	126	62	31
Mean Score		1.2	1.2	1.2	1.2	1.3	1.1	1.2	1.4	1.4	1.2
Standard error		.03	.04	.06	.06	.09	.05	.06	a	.09	.13
Standard deviation		.76	.72	.77	.82	.93	.78	.75	.67	.87	.76

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 207 (continuation)

QD10A_1. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	*b	
Significance Level: 95%														
Unweighted Base		831	363	136	166	114	39	484	56	289	778	53	720	24
Effective base		350	181	50	67	36	10	203	20	125	329	21	298	8
Weighted Base		844	446	119	154	85	25	491	47	305	794	50	733	23
Not at all important	(-2)	5	1	3	*	*	-	1	3	1	4	*	5	-
		1%	1%	2%	1%	1%	0%	1%	7%	1%	1%	1%	1%	0%
									ac					
Not very important	(-1)	20	11	-	3	6	-	11	1	7	20	-	19	1
		2%	2%	0%	2%	7%	0%	2%	2%	2%	2%	0%	3%	3%
Neither important nor unimportant	(0)	81	50	8	8	10	2	26	3	53	76	5	69	5
		10%	11%	6%	5%	11%	8%	5%	5%	17%	10%	9%	9%	20%
										a				
Important	(1)	404	224	59	78	24	12	215	30	159	381	23	366	14
		48%	50%	49%	51%	29%	49%	44%	65%	52%	48%	45%	50%	60%
Very important	(2)	329	159	50	61	43	11	233	10	84	308	21	269	2
		39%	36%	42%	39%	51%	43%	47%	21%	28%	39%	42%	37%	11%
Don't know		6	*	-	4	2	-	6	-	*	5	2	5	2
		1%	1%	0%	3%	2%	0%	1%	0%	1%	1%	3%	1%	7%
NET Important		733	383	109	139	68	23	448	40	243	689	44	636	17
		87%	86%	91%	90%	80%	92%	91%	86%	80%	87%	87%	87%	71%
NET Not Important		24	12	3	4	6	-	12	4	8	24	*	24	1
		3%	3%	2%	2%	7%	0%	2%	9%	3%	3%	1%	3%	3%
Answered		838	445	119	150	83	25	485	47	305	790	49	729	22
Mean Score		1.2	1.2	1.3	1.3	1.3	1.4	1.4	.9	1.0	1.2	1.3	1.2	.8
Standard error		.03	.04	.07	.05	.09	.10	.03	.13	.04	.03	.10	.03	.14
Standard deviation		.76	.75	.78	.69	.93	.64	.71	.97	.76	.76	.71	.77	.67

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 207 (continuation)

QD10A_1. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
		a	b	a	b	a	*b	a	b	a	b	
Significance Level: 95%												
Unweighted Base	831	661	60	665	166	726	18	660	61	666	165	
Effective base	350	287	15	289	62	300	6	282	19	288	62	
Weighted Base	844	681	38	670	174	736	21	671	48	675	169	
Not at all important	(-2)	5	4	*	5	-	5	-	4	*	4	*
		1%	1%	1%	1%	-%	1%	-%	1%	1%	1%	-%
Not very important	(-1)	20	20	-	9	11	15	4	15	5	9	11
		2%	3%	-%	1%	6%	2%	20%	2%	11%	1%	7%
						a			a		a	
Neither important nor unimportant	(0)	81	57	5	72	9	69	4	57	5	71	10
		10%	8%	13%	11%	5%	9%	21%	9%	10%	10%	6%
Important	(1)	404	335	17	325	79	370	11	328	25	329	75
		48%	49%	45%	49%	45%	50%	51%	49%	52%	49%	44%
Very important	(2)	329	263	10	258	71	270	2	262	11	258	71
		39%	39%	26%	38%	41%	37%	7%	39%	23%	38%	42%
Don't know		6	*	6	2	4	6	-	5	2	5	2
		1%	-%	15%	-%	2%	1%	-%	1%	3%	1%	1%
				a								
NET Important		733	599	27	583	150	640	12	590	36	587	146
		87%	88%	71%	87%	86%	87%	58%	88%	75%	87%	86%
NET Not Important		24	24	*	13	11	20	4	19	5	13	11
		3%	4%	1%	2%	6%	3%	20%	3%	11%	2%	7%
				a							a	
Answered		838	680	32	668	170	730	21	666	46	671	168
Mean Score		1.2	1.2	1.1	1.2	1.2	1.2	.5	1.2	.9	1.2	1.2
Standard error		.03	.03	.10	.03	.06	.03	.22	.03	.12	.03	.07
Standard deviation		.76	.77	.76	.74	.83	.75	.92	.75	.93	.74	.85

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 207 (continuation)

QD10A_1. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	831	480	589	165	1	471	516	129	3	615	506	167	-
Effective base	350	188	249	69	1	188	220	56	3	252	223	70	-
Weighted Base	844	472	592	170	4	449	511	132	4	612	511	160	-
Not at all important (-2)	5 1%	4 1%	2 *%	- -%	- -%	4 1%	2 *%	- -%	- -%	3 1%	1 *%	* *%	- -%
Not very important (-1)	20 2%	11 2%	16 3%	2 1%	- -%	12 3%	10 2%	1 *%	2 41%	11 2%	13 3%	3 2%	- -%
Neither important nor unimportant (0)	81 10%	49 10%	58 10%	16 10%	- -%	38 8%	41 8%	6 5%	- -%	55 9%	40 8%	15 9%	- -%
Important (1)	404 48%	228 48%	302 51%	84 49%	- -%	216 48%	252 49%	56 42%	2 45%	296 48%	235 46%	73 46%	- -%
Very important (2)	329 39%	173 37%	211 36%	67 39%	4 100%	174 39%	204 40%	69 53%	1 14%	241 39%	220 43%	68 43%	- -%
Don't know	6 1%	6 1%	2 *%	2 1%	- -%	6 1%	2 *%	- -%	- -%	6 1%	2 *%	- -%	- -%
NET Important	733 87%	402 85%	513 87%	150 89%	4 100%	390 87%	456 89%	125 95%	2 59%	538 88%	454 89%	142 88%	- -%
NET Not Important	24 3%	15 3%	18 3%	2 1%	- -%	15 3%	12 2%	1 *%	2 41%	14 2%	15 3%	4 2%	- -%
Answered	838	466	590	168	4	443	509	132	4	606	509	160	-
Mean Score	1.2	1.2	1.2	1.3	2.0	1.2	1.3	1.5	.3	1.3	1.3	1.3	-
Standard error	.03	.04	.03	.05	-	.04	.03	a .05	.76	.03	.03	.06	-
Standard deviation	.76	.78	.75	.67	-	.78	.72	.61	1.32	.74	.75	.74	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 207 (continuation)

QD10A_1. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	
		a	b	c	a	b	c	a	b	c	d	e	
Significance Level: 95%													
Unweighted Base		831	698	668	831	581	486	37	600	479	459	124	75
Effective base		350	290	281	350	233	212	11	266	197	184	59	38
Weighted Base		844	721	674	844	589	508	25	633	496	449	133	87
Not at all important	(-2)	5	5	4	5	4	2	*	2	3	3	*	-
		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Not very important	(-1)	20	13	17	20	17	12	-	12	16	9	3	-
		2%	2%	3%	2%	3%	2%	-	2%	3%	2%	2%	2%
Neither important nor unimportant	(0)	81	72	60	81	65	41	1	54	57	29	8	9
		10%	10%	9%	10%	11%	8%	4%	9%	12%	7%	6%	10%
Important	(1)	404	361	322	404	307	231	9	306	225	210	66	36
		48%	50%	48%	48%	52%	46%	36%	48%	45%	47%	50%	41%
Very important	(2)	329	264	265	329	196	216	15	258	193	192	54	42
		39%	37%	39%	39%	33%	43%	58%	41%	39%	43%	41%	49%
Don't know		6	6	6	6	*	6	-	*	2	6	2	-
		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET Important		733	625	586	733	503	447	24	565	417	402	120	78
		87%	87%	87%	87%	85%	88%	94%	89%	84%	90%	90%	90%
NET Not Important		24	18	22	24	21	14	*	14	19	12	3	-
		3%	3%	3%	3%	3%	3%	1%	2%	4%	3%	2%	2%
Answered		838	715	668	838	588	502	25	633	494	443	131	87
Mean Score		1.2	1.2	1.2	1.2	1.1	1.3	1.5	1.3	1.2	1.3	1.3	1.4
Standard error		.03	.03	.03	.03	.03	.03	.12	.03	.04	.03	.06	.08
Standard deviation		.76	.75	.77	.76	.77	.75	.73	.72	.81	.74	.71	.66

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 207 (continuation)

QD10A_1. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	831	115	53	44	32	724	506	753	585	475	471	687	132	-	697	47
Effective base	350	48	22	18	15	303	209	316	243	195	194	292	53	-	281	25
Weighted Base	844	112	47	46	37	723	495	757	575	456	478	693	120	-	635	68
Not at all important (-2)	5 1%	* %	3 6%	- -%	* 1%	5 1%	* %	5 1%	4 1%	2 %	3 1%	2 %	- -%	- -%	4 1%	* 1%
Not very important (-1)	20 2%	3 3%	1 1%	- -%	- -%	20 3%	15 3%	20 3%	11 2%	7 2%	12 2%	17 3%	2 1%	- -%	17 3%	2 3%
Neither important nor unimportant (0)	81 10%	1 1%	8 16% a	3 6%	3 8%	70 10%	52 10%	72 9%	47 8%	55 12%	43 9%	62 9%	10 8%	- -%	54 8%	- -%
Important (1)	404 48%	38 33%	17 36%	22 48%	20 55%	345 48%	218 44%	362 48%	265 46%	186 41%	231 48%	330 48%	40 33%	- -%	305 48%	37 55%
Very important (2)	329 39%	65 58%	19 41%	21 46%	13 36%	279 39%	205 41%	293 39%	243 42%	202 44%	184 38%	279 40%	69 57% ab	- -%	249 39%	28 41%
Don't know	6 1%	6 5%	- -%	- -%	- -%	5 1%	6 1%	6 1%	6 1%	5 1%	6 1%	2 %	- -%	- -%	6 1%	- -%
NET Important	733 87%	103 92%	36 77%	44 94%	34 91%	624 86%	422 85%	655 86%	508 88%	388 85%	414 87%	609 88%	109 91%	- -%	554 87%	65 96%
NET Not Important	24 3%	3 3%	3 7%	- -%	* 1%	24 3%	15 3%	24 3%	14 2%	9 2%	15 3%	19 3%	2 1%	- -%	22 3%	3 4%
Answered	838	107	47	46	37	718	489	751	569	451	472	691	120	-	629	68
Mean Score	1.2	1.5 b	1.1	1.4	1.3	1.2	1.3	1.2	1.3	1.3	1.2	1.3	1.5 a	-	1.2	1.3
Standard error	.03	.06	.15	.09	.12	.03	.03	.03	.03	.04	.04	.03	.06	-	.03	.10
Standard deviation	.76	.67	1.07	.60	.69	.78	.77	.77	.75	.77	.77	.75	.70	-	.77	.70

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 207 (continuation)

QD10A_1. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	831	389	442	267	10	135	180	142	527	156	143	182	495
Effective base	350	169	181	106	7	51	80	58	222	67	61	74	211
Weighted Base	844	406	439	259	21	123	203	143	537	157	145	174	512
Not at all important (-2)	5 1%	3 1%	1 *%	- -%	- -%	* *%	- -%	3 2%	1 *%	1 *%	* *%	3 2%	1 *%
Not very important (-1)	20 2%	7 2%	13 3%	11 4%	- -%	1 1%	10 5%	1 1%	17 3%	2 1%	3 2%	1 *%	12 2%
Neither important nor unimportant (0)	81 10%	37 9%	44 10%	26 10%	1 4%	17 14%	14 7%	14 10%	49 9%	16 10%	7 5%	19 11%	53 10%
Important (1)	404 48%	177 44%	227 52%	104 40%	16 77%	66 53%	74 37%	54 38%	276 51%	69 44%	62 43%	80 46%	255 50%
Very important (2)	329 39%	175 43%	153 35%	113 43%	4 19%	39 32%	98 48%	67 47%	193 36%	69 44%	68 47%	71 41%	189 37%
Don't know	6 1%	6 1%	* *%	6 2%	- -%	- -%	6 3%	4 3%	2 *%	- -%	4 3%	- -%	2 *%
NET Important	733 87%	353 87%	380 87%	217 83%	20 96%	105 85%	172 85%	121 85%	468 87%	138 88%	130 90%	151 87%	444 87%
NET Not Important	24 3%	10 3%	14 3%	11 4%	- -%	1 1%	10 5%	4 3%	18 3%	3 2%	4 2%	4 2%	13 3%
Answered	838	400	438	254	21	123	197	139	535	157	141	174	510
Mean Score	1.2	1.3	1.2	1.3	1.1	1.2	1.3	1.3	1.2	1.3	1.4	1.2	1.2
Standard error	.03	.04	.04	.05	.15	.06	.06	.07	.03	.06	.06	.06	.03
Standard deviation	.76	.77	.75	.81	.47	.70	.83	.85	.75	.74	.71	.79	.74

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 207 (continuation)

QD10A_1. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		831	340	491
Effective base		350	123	227
Weighted Base		844	309	535
Not at all important	(-2)	5 1%	* *%	4 1%
Not very important	(-1)	20 2%	6 2%	14 3%
Neither important nor unimportant	(0)	81 10%	48 16%	33 6%
Important	(1)	404 48%	149 48%	255 48%
Very important	(2)	329 39%	106 34%	223 42%
Don't know		6 1%	- -%	6 1%
NET Important		733 87%	255 82%	478 89%
NET Not Important		24 3%	6 2%	18 3%
Answered		838	309	529
Mean Score		1.2	1.1	1.3
Standard error		.03	.04	.03
Standard deviation		.76	.75	.76

Columns Tested:: a,b

Table 207 (continuation)

QD10A_1. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	831	50	109	68	69	91	39	36	87	57	68	45	112
Effective base	350	19	53	44	22	72	24	8	38	25	16	22	39
Weighted Base	844	26	93	91	25	146	41	11	128	55	39	67	122
Not at all important (-2)	5 1%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	3 4%	1 1%
Not very important (-1)	20 2%	2 6%	* *%	1 1%	- -%	1 *%	1 1%	- -%	6 5%	1 2%	5 13% b	- -%	4 3%
Neither important nor unimportant (0)	81 10%	4 14%	9 9%	10 11%	1 3%	13 9%	4 9%	* 3%	14 11%	5 8%	6 15%	5 7%	12 10%
Important (1)	404 48%	10 37%	44 47%	38 42%	14 55%	64 44%	15 36%	8 66%	87 68%	24 44%	16 42%	19 28%	66 55%
Very important (2)	329 39%	11 43%	40 42%	42 46%	10 39%	68 46%	22 53%	4 31%	21 17%	25 46%	12 30%	40 61%	35 28%
Don't know	6 1%	- -%	- -%	- -%	* 2%	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	4 3%
NET Important	733 87%	21 79%	84 89%	80 88%	24 95%	131 90%	37 89%	11 97%	108 85%	49 90%	28 72%	59 89%	101 83%
NET Not Important	24 3%	2 6%	1 1%	1 1%	- -%	1 *%	1 1%	- -%	6 5%	1 2%	5 13%	3 4%	5 4%
Answered	838	26	93	91	24	145	41	11	128	55	39	67	118
Mean Score	1.2	1.2	1.3	1.3	1.4	1.4	1.4	1.3	1.0	1.3	.9	1.4	1.1
Standard error	.03	.13	.07	.09	.07	.07	.12	.09	.07	.09	.12	.14	.07
Standard deviation	.76	.91	.73	.71	.56	.66	.72	.53	.68	.71	.99	.94	.78

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 207 (continuation)

QD10A_1. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter				Half		
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023	
Significance Level: 95%		a	b	c	d	a	b	
Unweighted Base	831	227	199	180	225	426	405	
Effective base	350	113	113	66	76	226	142	
Weighted Base	844	211	212	194	227	423	421	
Not at all important	(-2)	5	1	-	*	4	1	4
		1%	*%	-%	*%	2%	*%	1%
Not very important	(-1)	20	2	1	7	9	4	16
		2%	1%	1%	4%	4%	1%	4%
Neither important nor unimportant	(0)	81	23	17	18	22	40	41
		10%	11%	8%	10%	10%	10%	10%
Important	(1)	404	92	93	118	102	184	220
		48%	43%	44%	61%	45%	44%	52%
Very important	(2)	329	93	99	50	87	192	137
		39%	44%	47%	26%	38%	45%	32%
Don't know		6	c	c			b	
		1%	-	2	-	4	2	4
			-%	1%	-%	2%	*%	1%
NET Important		733	185	192	168	188	376	357
		87%	87%	90%	87%	83%	89%	85%
NET Not Important		24	3	1	7	13	5	20
		3%	2%	1%	4%	6%	1%	5%
								a
Answered	838	211	210	194	223	421	417	
Mean Score	1.2	1.3	1.4	1.1	1.2	1.3	1.1	
			c			b		
Standard error	.03	.05	.05	.05	.06	.03	.04	
Standard deviation	.76	.74	.66	.70	.88	.70	.80	

Columns Tested: a,b,c,d - a,b

Table 208

QD10A_2. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	831	32	799	587	123	36	85	244
Effective base	350	8	342	323	51	15	44	68
Weighted Base	844	16	828	808	31	4	2	37
Not at all important	(-2)	4	*	4	4	-	-	-
		%	%	%	%	%	%	%
Not very important	(-1)	9	-	9	8	1	-	*
		1%	-%	1%	1%	3%	-%	1%
Neither important nor unimportant	(0)	97	4	93	95	1	*	*
		11%	25%	11%	12%	4%	4%	11%
Important	(1)	363	2	361	346	13	2	1
		43%	12%	44%	43%	44%	54%	37%
Very important	(2)	372	10	362	355	15	2	1
		44%	63%	44%	44%	49%	41%	49%
Don't know		*	-	*	-	-	-	*
		%	-%	%	-%	-%	-%	3%
							a	
NET Important	735	12	723	701	29	4	2	34
		87%	75%	87%	87%	93%	96%	86%
NET Not Important	12	*	12	11	1	-	*	1
		1%	%	1%	1%	3%	-%	1%
Answered	844	16	828	808	31	4	2	37
Mean Score	1.3	1.4	1.3	1.3	1.4	1.4	1.4	1.4
Standard error	.03	.16	.03	.03	.07	.11	.11	.05
Standard deviation	.74	.89	.74	.74	.72	.65	1.01	.71

Columns Tested:: a,b - a,b,c,d,e

Table 208 (continuation)

QD10A_2. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		831	260	245	82	71	88	85	587	123	121
Effective base		350	164	129	37	33	31	44	323	51	31
Weighted Base		844	440	315	53	22	13	2	808	31	6
Not at all important	(-2)	4	3	1	*	-	-	-	4	-	-
		*%	1%	*%	*%	-%	-%	-%	*%	-%	-%
Not very important	(-1)	9	5	3	*	1	*	*	8	1	*
		1%	1%	1%	*%	4%	1%	1%	1%	3%	*%
Neither important nor unimportant	(0)	97	47	45	3	1	*	*	95	1	*
		11%	11%	14%	5%	5%	2%	11%	12%	4%	7%
Important	(1)	363	181	136	29	9	7	1	346	13	3
		43%	41%	43%	54%	42%	50%	37%	43%	44%	49%
Very important	(2)	372	204	129	21	11	6	1	355	15	3
		44%	46%	41%	40%	49%	47%	49%	44%	49%	44%
Don't know		*	-	-	-	-	-	*	-	-	*
		*%	-%	-%	-%	-%	-%	3%	-%	-%	1%
NET Important		735	385	266	50	20	13	2	701	29	6
		87%	88%	84%	94%	91%	97%	86%	87%	93%	92%
NET Not Important		12	8	4	*	1	*	*	11	1	*
		1%	2%	1%	1%	4%	1%	1%	1%	3%	*%
Answered		844	440	315	53	22	13	2	808	31	6
Mean Score		1.3	1.3	1.2	1.3	1.4	1.4	1.4	1.3	1.4	1.4
Standard error		.03	.05	.05	.07	.09	.06	.11	.03	.07	.06
Standard deviation		.74	.76	.74	.62	.78	.61	1.01	.74	.72	.68

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 208 (continuation)

QD10A_2. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	831	375	212	123	36	85	384	143	63	45	105
Effective base	350	241	106	51	15	44	223	63	19	13	23
Weighted Base	844	663	145	31	4	2	593	108	33	18	22
Not at all important	(-2)	4	3	1	-	-	1	2	-	-	-
		3%	2%	1%	0%	0%	1%	2%	0%	0%	0%
Not very important	(-1)	9	6	1	1	-	3	5	-	1	*
		1%	1%	1%	3%	0%	3%	5%	0%	4%	1%
Neither important nor unimportant	(0)	97	81	14	1	*	74	14	1	2	*
		11%	12%	10%	4%	4%	12%	13%	4%	10%	1%
Important	(1)	363	281	65	13	2	268	44	14	4	10
		43%	42%	45%	44%	54%	45%	40%	42%	21%	43%
Very important	(2)	372	292	63	15	2	246	43	18	11	13
		44%	44%	44%	49%	41%	42%	40%	53%	64%	56%
Don't know	*	-	-	-	-	*	-	-	-	-	*
		0%	0%	0%	0%	3%	0%	0%	0%	0%	1%
NET Important		735	572	128	29	4	515	87	31	15	22
		87%	86%	89%	93%	96%	87%	80%	96%	86%	99%
NET Not Important		12	9	2	1	-	4	7	-	1	*
		1%	1%	1%	3%	0%	1%	7%	0%	4%	1%
Answered	844	663	145	31	4	2	593	108	33	18	22
Mean Score	1.3	1.3	1.3	1.4	1.4	1.4	1.3	1.1	1.5	1.5	1.6
Standard error	.03	.04	.05	.07	.11	.11	.04	.08	.07	.13	.05
Standard deviation	.74	.75	.73	.72	.65	1.01	.71	.95	.59	.86	.53

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 208 (continuation)

QD10A_2. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		831	71	47	84	36	65	84	57	54	58
Effective base		350	44	31	47	17	33	52	32	28	28
Weighted Base		844	98	54	128	40	88	155	90	59	65
Not at all important	(-2)	4	-	2	-	-	-	-	-	-	1
		*%	-%	4%	-%	-%	-%	-%	-%	-%	1%
Not very important	(-1)	9	1	-	2	*	*	4	-	-	*
		1%	1%	-%	2%	1%	1%	3%	-%	-%	*%
Neither important nor unimportant	(0)	97	12	*	19	7	9	10	16	10	8
		11%	13%	1%	14%	17%	10%	6%	18%	17%	13%
					b				b	b	
Important	(1)	363	48	16	44	12	46	86	42	28	17
		43%	50%	29%	34%	31%	53%	55%	47%	46%	26%
			i				i	bci			
Very important	(2)	372	36	36	64	20	32	56	32	21	39
		44%	37%	66%	50%	51%	37%	36%	35%	36%	60%
				aefgh							f
Don't know		*	-	-	-	-	-	-	-	*	-
		*%	-%	-%	-%	-%	-%	-%	-%	*%	-%
NET Important		735	84	52	108	33	78	141	74	49	56
		87%	86%	95%	84%	82%	89%	91%	82%	82%	86%
NET Not Important		12	1	2	2	*	*	4	-	-	1
		1%	1%	4%	2%	1%	1%	3%	-%	-%	1%
Answered		844	98	54	128	40	88	155	90	59	65
Mean Score		1.3	1.2	1.5	1.3	1.3	1.3	1.2	1.2	1.2	1.4
Standard error		.03	.08	.13	.08	.13	.08	.07	.09	.10	.11
Standard deviation		.74	.70	.86	.78	.78	.66	.69	.71	.71	.81

Columns Tested: a,b,c,d,e,f,g,h,i

Table 208 (continuation)

QD10A_2. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		a	b	c	d	e	f	g	h	
Significance Level: 95%										
Unweighted Base		831	159	172	225	556	275	88	102	85
Effective base		350	78	101	130	304	88	31	33	29
Weighted Base		844	193	211	373	777	67	28	27	12
Not at all important	(-2)	4	1	2	-	3	1	1	*	*
		%	%	1%	-%	%	1%	2%	1%	%
Not very important	(-1)	9	1	1	6	8	1	*	*	1
		1%	%	%	2%	1%	1%	%	1%	6%
Neither important nor unimportant	(0)	97	24	23	44	91	6	2	3	1
		11%	12%	11%	12%	12%	9%	7%	9%	9%
Important	(1)	363	76	92	172	339	23	6	13	4
		43%	39%	43%	46%	44%	35%	20%	49%	36%
Very important	(2)	372	91	93	151	336	36	19	11	6
		44%	47%	44%	41%	43%	54%	70%	40%	49%
Don't know		*	-	*	-	*	-	-	-	-
		%	-%	%	-%	%	-%	-%	-%	-%
NET Important		735	167	185	323	675	60	25	24	11
		87%	87%	88%	87%	87%	89%	91%	90%	84%
NET Not Important		12	2	3	6	11	2	1	*	1
		1%	1%	1%	2%	1%	2%	2%	1%	6%
Answered		844	193	211	373	777	67	28	27	12
Mean Score		1.3	1.3	1.3	1.3	1.3	1.4	1.6	1.3	1.3
Standard error		.03	.06	.06	.05	.03	.05	.09	.07	.10
Standard deviation		.74	.74	.76	.72	.74	.79	.81	.71	.91

Columns Tested:: a,b,c,d,e,f,g,h

Table 208 (continuation)

QD10A_2. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	g	h	i
Unweighted Base	831	29	65	4	69	80	232	31	30	359
Effective base	350	19	20	3	22	31	105	12	12	161
Weighted Base	844	29	51	4	55	91	202	27	17	423
Not at all important	(-2)	4	-	-	-	-	2	-	-	1
		*%	-%	-%	-%	-%	1%	-%	-%	*%
Not very important	(-1)	9	1	-	-	3	1	1	-	3
		1%	3%	-%	-%	4%	*%	3%	-%	1%
Neither important nor unimportant	(0)	97	2	6	1	7	8	4	*	55
		11%	9%	12%	21%	12%	9%	14%	*%	13%
Important	(1)	363	12	23	-	23	40	9	5	188
		43%	41%	44%	-%	41%	44%	33%	31%	44%
Very important	(2)	372	14	23	3	26	39	14	11	176
		44%	48%	44%	79%	47%	43%	50%	69%	41%
Don't know		*	-	*	-	*	-	-	-	-
		*%	-%	*%	-%	*%	-%	-%	-%	-%
NET Important		735	25	45	3	48	79	23	17	364
		87%	88%	88%	79%	88%	87%	83%	100%	86%
NET Not Important		12	1	-	-	-	3	1	-	4
		1%	3%	-%	-%	-%	4%	3%	-%	1%
Answered		844	29	51	4	55	91	27	17	423
Mean Score		1.3	1.3	1.3	1.6	1.3	1.3	1.3	1.7	1.3
Standard error		.03	.14	.08	.47	.08	.09	.15	.09	.04
Standard deviation		.74	.77	.68	.94	.69	.78	.83	.49	.73

Columns Tested: a,b,c,d,e,f,g,h,i

Table 208 (continuation)

QD10A_2. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	831	178	232	421	718	113	-	709	122	808	23
Effective base	350	68	105	182	296	54	-	326	27	341	9
Weighted Base	844	175	202	468	699	145	-	800	44	826	18
Not at all important (-2)	4 *%	- -%	2 1%	1 *%	1 *%	2 1%	- -%	4 *%	* *%	4 *%	- -%
Not very important (-1)	9 1%	4 2%	1 *%	4 1%	9 1%	- -%	- -%	9 1%	* *%	9 1%	* 1%
Neither important nor unimportant (0)	97 11%	18 10%	20 10%	59 13%	77 11%	20 14%	- -%	96 12%	1 3%	96 12%	1 3%
Important (1)	363 43%	74 43%	86 42%	202 43%	291 42%	72 49%	- -%	346 43%	17 38%	356 43%	6 35%
Very important (2)	372 44%	78 45%	93 46%	201 43%	321 46%	52 36%	- -%	346 43%	26 59%	361 44%	11 62%
Don't know	* *%	* *%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	* *%	- -%
NET Important	735 87%	153 87%	178 88%	404 86%	611 87%	124 85%	- -%	692 87%	43 97%	717 87%	18 96%
NET Not Important	12 1%	4 2%	3 2%	5 1%	10 1%	2 1%	- -%	12 2%	* *%	12 1%	* 1%
Answered	844	175	202	468	699	145	-	800	44	826	18
Mean Score	1.3	1.3	1.3	1.3	1.3	1.2	-	1.3	1.6	1.3	1.6
Standard error	.03	.06	.05	.04	.03	.07	-	.03	.05	.03	.13
Standard deviation	.74	.75	.76	.73	.73	.77	-	.75	.58	.74	.61

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 208 (continuation)

QD10A_2. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		831	417	167	247
Effective base		350	181	61	108
Weighted Base		844	452	138	255
Not at all important	(-2)	4 *%	1 *%	2 2%	1 *%
Not very important	(-1)	9 1%	8 2%	* *%	1 *%
Neither important nor unimportant	(0)	97 11%	53 12%	25 18%	19 7%
Important	(1)	363 43%	210 46%	44 32%	109 43%
Very important	(2)	372 44%	180 40%	66 48%	126 49%
Don't know		* *%	- -%	* *%	- -%
NET Important		735 87%	390 86%	110 80%	235 92%
NET Not Important		12 1%	9 2%	2 2%	1 1%
Answered		844	452	138	255
Mean Score		1.3	1.2	1.3	1.4
Standard error		.03	.04	.07	.04
Standard deviation		.74	.74	.86	.66

Columns Tested: a,b,c

Table 208 (continuation)

QD10A_2. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	831	561	172	45	20	19	7	3	4	733	98	53
Effective base	350	266	59	14	6	6	1	1	1	324	25	12
Weighted Base	844	650	134	36	5	12	2	1	5	784	61	25
Not at all important	(-2)	4	1	-	-	-	2	-	-	1	2	2
		*%	*%	-%	-%	-%	84%	-%	-%	*%	3%	8%
											i	ai
Not very important	(-1)	9	8	*	*	*	-	-	-	9	*	*
		1%	1%	*%	*%	2%	-%	-%	-%	1%	*%	*%
Neither important nor unimportant	(0)	97	71	24	*	*	2	*	-	95	2	2
		11%	11%	18%	1%	*%	15%	1%	-%	12%	4%	7%
Important	(1)	363	289	48	17	2	2	*	*	337	26	8
		43%	44%	36%	48%	33%	17%	*%	2%	43%	42%	33%
Very important	(2)	372	281	61	18	3	8	*	1	342	31	13
		44%	43%	46%	51%	65%	68%	15%	98%	44%	51%	51%
Don't know		*	-	*	-	-	-	-	-	*	-	-
		*%	-%	*%	-%	-%	-%	-%	-%	*%	-%	-%
NET Important		735	569	109	36	5	10	*	1	679	56	21
		87%	88%	82%	99%	97%	85%	15%	100%	87%	93%	84%
NET Not Important		12	10	*	*	*	-	2	-	10	2	2
		1%	1%	*%	*%	2%	-%	84%	-%	1%	4%	9%
Answered		844	650	134	36	5	12	2	1	783	61	25
Mean Score		1.3	1.3	1.3	1.5	1.6	1.5	-1.4	2.0	1.3	1.4	1.2
Standard error		.03	.03	.06	.08	.15	.18	.70	-	.07	.03	.16
Standard deviation		.74	.73	.76	.54	.68	.77	1.86	-	.73	.86	1.17

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 208 (continuation)

QD10A_2. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Unweighted Base	831	247	314	270	744	721	776	831	525	339	77	489	37	61	35	53	24
Effective base	350	135	131	84	306	301	325	350	207	111	40	228	12	16	11	13	7
Weighted Base	844	343	307	194	757	718	792	844	509	277	100	558	27	42	24	23	18
Not at all important (-2)	4 *%	1 *%	1 *%	2 1%	3 *%	3 *%	4 *%	4 *%	3 1%	2 1%	1 1%	3 *%	- -%	- -%	- -%	- -%	- -%
Not very important (-1)	9 1%	8 2%	1 *%	1 *%	8 1%	8 1%	8 1%	9 1%	7 1%	* *%	* *%	7 1%	* *%	- -%	- -%	* *%	- -%
Neither important nor unimportant (0)	97 11%	44 13%	27 9%	26 13%	82 11%	70 10%	85 11%	97 11%	48 9%	24 9%	17 17%	52 9%	6 24%	5 13%	- -%	5 20%	* *%
Important (1)	363 43%	159 46%	130 42%	74 38%	341 45%	326 45%	357 45%	363 43%	237 47%	118 42%	42 42%	272 49%	13 49%	12 28%	2 9%	9 39%	7 39%
Very important (2)	372 44%	131 38%	149 49%	92 47%	323 43%	312 43%	339 43%	372 44%	214 42%	133 48%	41 40%	224 40%	7 26%	25 59%	22 91%	9 41%	11 61%
Don't know	* *%	- -%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	* *%	- -%	- -%	- -%	- -%	- -%
NET Important	735 87%	290 85%	279 91%	166 85%	664 88%	638 89%	696 88%	735 87%	451 89%	251 90%	82 82%	496 89%	20 75%	37 87%	24 100%	18 80%	18 100%
NET Not Important	12 1%	9 2%	1 *%	3 1%	11 1%	11 2%	12 1%	12 1%	10 2%	2 1%	1 1%	10 2%	* *%	- -%	- -%	* *%	- -%
Answered	844	343	307	194	757	718	792	844	509	277	100	558	27	42	24	23	18
Mean Score	1.3	1.2	1.4	1.3	1.3	1.3	1.3	1.3	1.3	1.4	1.2	1.3	1.0	1.5	1.9	1.2	1.6
Standard error	.03	.05	.04	.05	.03	.03	.03	.03	.03	.04	.09	.03	.12	.09	.05	.11	.10
Standard deviation	.74	.77	.67	.79	.73	.72	.73	.74	.73	.71	.80	.72	.74	.72	.29	.77	.50

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 208 (continuation)

QD10A_2. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	e	*f	*g
Unweighted Base	831	527	64	42	45	28	27	11	487	98	41	36	30	18	11
Effective base	350	251	19	13	9	8	5	3	230	33	15	14	6	9	4
Weighted Base	844	622	54	34	16	11	13	7	548	96	18	22	15	9	11
Not at all important	(-2)	4	3	-	-	-	-	-	1	2	-	-	-	-	-
		*%	*%	-%	-%	-%	-%	-%	*%	2%	-%	-%	-%	-%	-%
Not very important	(-1)	9	8	*	-	-	*	-	7	*	-	-	*	-	-
		1%	1%	*%	-%	-%	*%	-%	1%	*%	-%	-%	*%	-%	-%
Neither important nor unimportant	(0)	97	71	4	2	1	5	-	47	17	2	3	*	*	-
		11%	11%	8%	5%	4%	35%	-%	9%	17%	13%	14%	1%	*%	-%
Important	(1)	363	296	19	12	1	2	6	259	45	8	5	2	5	1
		43%	48%	36%	35%	8%	20%	43%	47%	47%	45%	21%	15%	58%	13%
Very important	(2)	372	245	30	20	14	9	3	233	32	7	14	12	4	9
		44%	39%	56%	60%	88%	80%	22%	42%	33%	42%	64%	84%	41%	87%
Don't know		*	*	-	-	-	-	-	*	-	-	-	-	-	-
		*%	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
NET Important		735	540	50	32	16	11	8	492	77	15	19	14	9	11
		87%	87%	92%	95%	96%	100%	65%	90%	80%	87%	86%	99%	100%	100%
NET Not Important		12	11	*	-	-	-	*	9	2	-	-	*	-	-
		1%	2%	*%	-%	-%	-%	*%	2%	2%	-%	-%	*%	-%	-%
Answered		844	622	54	34	16	11	13	548	96	18	22	15	9	11
Mean Score		1.3	1.2	1.5	1.5	1.8	1.8	.9	1.3	1.1	1.3	1.5	1.8	1.4	1.9
Standard error		.03	.03	.08	.09	.07	.08	.15	.03	.08	.11	.12	.08	.12	.11
Standard deviation		.74	.74	.65	.60	.49	.42	.77	.70	.84	.71	.75	.42	.53	.36

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 208 (continuation)

QD10A_2. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	831	558	98	59	40	30	24	22	232	168	199	127	50
Effective base	350	262	33	19	17	10	6	9	125	74	79	33	15
Weighted Base	844	621	92	53	20	21	18	19	324	168	187	73	41
Not at all important	(-2)	4	1	-	-	-	-	2	1	-	-	2	-
		*%	*%	-%	-%	-%	-%	11%	*%	-%	-%	3%	-%
Not very important	(-1)	9	8	-	*	*	-	-	7	*	*	*	*
		1%	1%	-%	1%	1%	-%	-%	2%	*%	*%	1%	*%
Neither important nor unimportant	(0)	97	73	5	7	4	4	-	46	17	14	*	8
		11%	12%	5%	13%	21%	19%	22%	14%	10%	8%	*%	20%
Important	(1)	363	274	46	20	8	4	8	144	81	88	26	18
		43%	44%	50%	37%	38%	21%	45%	45%	48%	47%	36%	43%
Very important	(2)	372	264	41	26	8	13	6	126	70	85	44	15
		44%	42%	45%	49%	41%	60%	33%	39%	42%	45%	60%	36%
Don't know		*	*	-	-	-	-	-	*	-	-	-	-
		*%	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
NET Important		735	538	87	46	16	17	14	270	151	172	70	33
		87%	87%	95%	86%	78%	81%	78%	83%	90%	92%	96%	79%
NET Not Important		12	10	-	*	*	-	2	8	*	*	3	*
		1%	2%	-%	1%	1%	-%	11%	3%	*%	*%	3%	*%
Answered		844	621	92	53	20	21	18	324	168	187	73	41
Mean Score		1.3	1.3	1.4	1.3	1.2	1.4	1.1	1.2	1.3	1.4	1.5	1.2
Standard error		.03	.03	.06	.10	.13	.15	.15	.05	.05	.04	.07	.11
Standard deviation		.74	.74	.58	.74	.80	.81	.76	.79	.66	.63	.80	.75

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 208 (continuation)

QD10A_2. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	831	287	152	162	102	41	286	142	165	92	32
Effective base	350	150	66	58	21	12	148	54	60	29	10
Weighted Base	844	386	153	138	51	29	360	133	130	64	31
Not at all important	(-2)	4	3	-	-	-	1	-	-	2	-
		%	1%	-%	-%	-%	%	-%	-%	3%	-%
Not very important	(-1)	9	7	*	*	*	7	-	*	*	*
		1%	2%	%	%	1%	2%	-%	%	1%	%
Neither important nor unimportant	(0)	97	45	16	12	*	44	13	7	*	4
		11%	12%	11%	9%	%	12%	10%	6%	%	15%
Important	(1)	363	166	78	68	17	170	60	56	25	14
		43%	43%	51%	49%	33%	47%	45%	43%	39%	47%
Very important	(2)	372	165	58	58	33	137	61	66	36	12
		44%	43%	38%	42%	65%	38%	45%	51%	56%	38%
Don't know		*	*	-	-	-	*	-	-	-	-
		%	%	-%	-%	-%	%	-%	-%	-%	-%
NET Important		735	331	136	126	50	307	120	123	61	26
		87%	86%	89%	91%	99%	85%	90%	94%	96%	85%
NET Not Important		12	10	*	*	*	8	-	*	3	*
		1%	3%	%	%	1%	2%	-%	%	4%	%
Answered		844	386	153	138	51	360	133	130	64	31
Mean Score		1.3	1.3	1.3	1.3	1.6	1.2	1.4	1.5	1.4	1.2
Standard error		.03	.05	.05	.05	.05	.04	.06	.05	.09	.13
Standard deviation		.74	.79	.65	.64	.55	.76	.66	.61	.84	.71

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 208 (continuation)

QD10A_2. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	*b
Significance Level: 95%													
Unweighted Base	831	363	136	166	114	39	484	56	289	778	53	720	24
Effective base	350	181	50	67	36	10	203	20	125	329	21	298	8
Weighted Base	844	446	119	154	85	25	491	47	305	794	50	733	23
Not at all important (-2)	4 *%	1 *%	1 *%	- -%	- -%	- -%	1 *%	- -%	3 1%	1 *%	2 4%	1 *%	2 9%
Not very important (-1)	9 1%	5 1%	* *%	- -%	* 1%	* *%	1 *%	* *%	8 3%	9 1%	- -%	8 1%	* *%
Neither important nor unimportant (0)	97 11%	63 14%	11 10%	14 9%	9 10%	* *%	42 9%	9 20%	46 15%	92 12%	5 10%	78 11%	4 19%
Important (1)	363 43%	202 45%	55 46%	62 40%	28 33%	13 51%	214 44%	21 46%	126 41%	346 44%	17 33%	338 46%	2 10%
Very important (2)	372 44%	175 39%	52 44%	79 51%	48 56%	12 49%	234 48%	16 34%	123 40%	346 44%	27 53%	309 42%	14 62%
Don't know	* *%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	* *%	- -%
NET Important	735 87%	377 85%	107 90%	140 91%	76 89%	25 99%	447 91%	37 80%	249 82%	692 87%	43 86%	647 88%	17 72%
NET Not Important	12 1%	6 1%	1 *%	- -%	* 1%	* *%	2 *%	* *%	11 3%	10 1%	2 4%	9 1%	2 9%
Answered	844	446	119	154	85	25	491	47	305	794	50	733	23
Mean Score	1.3	1.2	1.3	1.4	1.5	1.5	1.4	1.1	1.2	1.3	1.3	1.3	1.2
Standard error	.03	.04	.06	.05	.07	.09	.03	.10	.05	.03	.13	.03	.26
Standard deviation	.74	.74	.69	.65	.70	.54	.66	.74	.84	.73	.96	.70	1.29

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 208 (continuation)

QD10A_2. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	831	661	60	665	166	726	18	660	61	666	165
Effective base	350	287	15	289	62	300	6	282	19	288	62
Weighted Base	844	681	38	670	174	736	21	671	48	675	169
Not at all important (-2)	4 *%	1 *%	2 5% a	1 *%	2 1%	1 *%	2 10%	1 *%	2 4% a	1 *%	2 1%
Not very important (-1)	9 1%	7 1%	* *%	9 1%	* *%	8 1%	- -%	7 1%	* *%	9 1%	* *%
Neither important nor unimportant (0)	97 11%	60 9%	9 24%	80 12%	17 10%	78 11%	4 21%	61 9%	9 18%	80 12%	17 10%
Important (1)	363 43%	315 46%	11 30%	300 45%	63 36%	340 46%	1 5%	314 47%	12 26%	304 45%	59 35%
Very important (2)	372 44%	297 44%	15 40%	280 42%	92 53%	310 42%	13 64%	287 43%	25 52%	281 42%	91 54%
Don't know	* *%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%
NET Important	735 87%	611 90%	26 70%	580 86%	155 89%	649 88%	14 69%	601 90%	37 77%	585 87%	150 89%
NET Not Important	12 1%	9 1%	2 6%	10 2%	2 1%	9 1%	2 10%	9 1%	2 5%	10 1%	2 1%
Answered	844	681	38	670	174	736	21	671	48	675	169
Mean Score	1.3	1.3	1.0	1.3	1.4	1.3	1.1	1.3	1.2	1.3	1.4
Standard error	.03	.03	.14	.03	.06	.03	.32	.03	.13	.03	.06
Standard deviation	.74	.70	1.08	.73	.76	.70	1.35	.70	1.04	.73	.77

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 208 (continuation)

QD10A_2. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	831	480	589	165	1	471	516	129	3	615	506	167	-
Effective base	350	188	249	69	1	188	220	56	3	252	223	70	-
Weighted Base	844	472	592	170	4	449	511	132	4	612	511	160	-
Not at all important (-2)	4	3	3	2	-	2	1	3	-	3	3	3	-
	*%	1%	*%	1%	-%	*%	*%	2%	-%	*%	1%	2%	-%
Not very important (-1)	9	3	8	2	-	3	5	*	-	3	6	*	-
	1%	1%	1%	1%	-%	1%	1%	*%	-%	1%	1%	*%	-%
Neither important nor unimportant (0)	97	48	54	12	-	37	36	12	-	51	50	7	-
	11%	10%	9%	7%	-%	8%	7%	9%	-%	8%	10%	4%	-%
Important (1)	363	197	278	65	-	184	261	46	-	245	238	69	-
	43%	42%	47%	38%	-%	41%	51%	35%	-%	40%	47%	43%	-%
Very important (2)	372	221	249	89	4	224	207	71	4	311	214	81	-
	44%	47%	42%	53%	100%	50%	41%	54%	100%	51%	42%	51%	-%
Don't know	*	-	*	-	-	*	-	-	-	*	-	-	-
	*%	-%	*%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%
NET Important	735	418	527	154	4	408	468	117	4	556	452	150	-
	87%	89%	89%	91%	100%	91%	92%	89%	100%	91%	89%	94%	-%
NET Not Important	12	6	11	4	-	5	6	3	-	6	9	3	-
	1%	1%	2%	2%	-%	1%	1%	2%	-%	1%	2%	2%	-%
Answered	844	472	592	170	4	449	511	132	4	612	511	160	-
Mean Score	1.3	1.3	1.3	1.4	2.0	1.4	1.3	1.4	2.0	1.4	1.3	1.4	-
Standard error	.03	.03	.03	.06	-	.03	.03	.07	-	.03	.03	.06	-
Standard deviation	.74	.73	.72	.77	-	.70	.67	.83	-	.70	.73	.74	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 208 (continuation)

QD10A_2. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	
		a	b	c	a	b	c	a	b	c	d	e	
Significance Level: 95%													
Unweighted Base		831	698	668	831	581	486	37	600	479	459	124	75
Effective base		350	290	281	350	233	212	11	266	197	184	59	38
Weighted Base		844	721	674	844	589	508	25	633	496	449	133	87
Not at all important	(-2)	4	3	1	4	3	4	-	1	1	3	3	1
		*%	*%	*%	*%	*%	1%	-%	*%	*%	1%	2%	1%
Not very important	(-1)	9	8	8	9	5	7	*	5	7	3	2	2
		1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%
Neither important nor unimportant	(0)	97	74	65	97	59	57	4	81	35	26	7	7
		11%	10%	10%	11%	10%	11%	17%	13%	7%	6%	5%	8%
Important	(1)	363	329	310	363	256	246	7	283	210	182	52	31
		43%	46%	46%	43%	44%	49%	28%	45%	42%	41%	39%	35%
Very important	(2)	372	307	290	372	266	193	13	263	243	235	69	47
		44%	43%	43%	44%	45%	38%	53%	41%	49%	52%	52%	54%
Don't know		*	*	*	*	*	-	-	-	*	-	-	-
		*%	*%	*%	*%	*%	-%	-%	-%	*%	-%	-%	-%
NET Important		735	636	600	735	522	440	20	545	452	417	121	78
		87%	88%	89%	87%	89%	87%	81%	86%	91%	93%	91%	89%
NET Not Important		12	11	9	12	8	10	*	6	8	6	5	2
		1%	1%	1%	1%	1%	2%	2%	1%	2%	1%	3%	3%
Answered		844	721	674	844	589	508	25	633	496	449	133	87
Mean Score		1.3	1.3	1.3	1.3	1.3	1.2	1.3	1.3	1.4	1.4	1.4	1.4
Standard error		.03	.03	.03	.03	.03	.03	.14	.03	.03	.03	.07	.09
Standard deviation		.74	.72	.70	.74	.72	.75	.84	.73	.70	.69	.83	.79

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 208 (continuation)

QD10A_2. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base	831	115	53	44	32	724	506	753	585	475	471	687	132	-	697	47	
Effective base	350	48	22	18	15	303	209	316	243	195	194	292	53	-	281	25	
Weighted Base	844	112	47	46	37	723	495	757	575	456	478	693	120	-	635	68	
Not at all important	(-2)	4	-	-	-	2	1	*	1	3	3	2	1	-	3	*	
		*%	-%	-%	-%	6%	*%	*%	*%	*%	1%	*%	*%	-%	-%	1%	*%
Not very important	(-1)	9	-	-	*	-	9	7	9	3	7	2	9	2	5	-	
		1%	-%	-%	*%	-%	1%	1%	1%	*%	1%	*%	1%	1%	1%	-%	-%
Neither important nor unimportant	(0)	97	8	3	4	*	90	50	94	55	38	35	78	7	58	12	
		11%	7%	5%	8%	1%	12%	10%	12%	10%	8%	7%	11%	6%	9%	17%	
Important	(1)	363	50	19	19	14	318	224	330	262	178	203	305	49	278	30	
		43%	44%	40%	41%	37%	44%	45%	44%	46%	39%	42%	44%	41%	44%	45%	
Very important	(2)	372	54	26	23	21	305	213	323	253	231	236	300	63	291	26	
		44%	48%	55%	51%	56%	42%	43%	43%	44%	51%	49%	43%	52%	46%	38%	
Don't know		*	-	-	-	*	*	*	*	-	*	-	-	-	*	-	
		*%	-%	-%	-%	*%	*%	*%	*%	-%	*%	-%	-%	-%	*%	-%	
NET Important		735	104	45	42	34	623	438	653	514	409	439	604	112	569	56	
		87%	93%	95%	91%	93%	86%	88%	86%	89%	90%	92%	87%	93%	90%	83%	
NET Not Important		12	-	-	*	2	10	7	10	6	10	4	10	2	9	*	
		1%	-%	-%	*%	6%	1%	1%	1%	1%	2%	1%	1%	1%	1%	*%	
Answered		844	112	47	46	37	723	495	757	575	456	478	693	120	635	68	
Mean Score		1.3	1.4	1.5	1.4	1.4	1.3	1.3	1.3	1.3	1.4	1.4	1.3	1.4	1.3	1.2	
Standard error		.03	.06	.08	.10	.18	.03	.03	.03	.03	.03	.03	.03	.06	.03	.11	
Standard deviation		.74	.63	.60	.66	.98	.74	.71	.74	.71	.75	.68	.73	.67	.72	.73	

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 208 (continuation)

QD10A_2. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	831	389	442	267	10	135	180	142	527	156	143	182	495
Effective base	350	169	181	106	7	51	80	58	222	67	61	74	211
Weighted Base	844	406	439	259	21	123	203	143	537	157	145	174	512
Not at all important (-2)	4 *%	2 1%	1 *%	1 *%	- -%	2 2%	1 *%	2 1%	1 *%	* *%	2 1%	- -%	1 *%
Not very important (-1)	9 1%	1 *%	8 2%	* *%	- -%	* *%	- -%	* *%	8 1%	* *%	* *%	* *%	8 2%
Neither important nor unimportant (0)	97 11%	44 11%	53 12%	22 8%	- -%	12 10%	21 10%	13 9%	55 10%	27 17%	7 5%	19 11%	65 13%
Important (1)	363 43%	168 42%	194 44%	99 38%	5 22%	49 40%	75 37%	44 31%	259 48%	59 37%	54 37%	73 42%	235 46%
Very important (2)	372 44%	190 47%	182 42%	138 53%	16 78%	60 49%	106 52%	83 58%	214 40%	71 45%	81 56%	82 47%	202 40%
Don't know	* *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	- -%
NET Important	735 87%	358 88%	377 86%	237 91%	21 100%	109 89%	181 89%	127 89%	473 88%	130 83%	136 94%	155 89%	437 85%
NET Not Important	12 1%	3 1%	10 2%	1 *%	- -%	2 2%	1 *%	3 2%	9 2%	1 *%	3 2%	* *%	10 2%
Answered	844	406	439	259	21	123	203	143	537	157	145	174	512
Mean Score	1.3	1.3	1.2	1.4	1.8	1.3	1.4	1.4	1.3	1.3	1.5	1.4	1.2
Standard error	.03	.04	.04	.04	.13	.07	.05	.07	.03	.06	.06	.05	.03
Standard deviation	.74	.72	.76	.67	.42	.79	.70	.79	.72	.75	.73	.68	.75

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 208 (continuation)

QD10A_2. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		831	340	491
Effective base		350	123	227
Weighted Base		844	309	535
Not at all important	(-2)	4	3	1
		*%	1%	*%
Not very important	(-1)	9	5	4
		1%	2%	1%
Neither important nor unimportant	(0)	97	40	57
		11%	13%	11%
Important	(1)	363	123	239
		43%	40%	45%
Very important	(2)	372	139	234
		44%	45%	44%
Don't know		*	-	*
		*%	-%	*%
NET Important		735	262	473
		87%	85%	88%
NET Not Important		12	7	5
		1%	2%	1%
Answered		844	309	535
Mean Score		1.3	1.3	1.3
Standard error		.03	.04	.03
Standard deviation		.74	.80	.70

Columns Tested: a,b

Table 208 (continuation)

QD10A_2. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Month												
		Total base	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
			a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%														
Unweighted Base		831	50	109	68	69	91	39	36	87	57	68	45	112
Effective base		350	19	53	44	22	72	24	8	38	25	16	22	39
Weighted Base		844	26	93	91	25	146	41	11	128	55	39	67	122
Not at all important	(-2)	4	-	*	2	-	-	-	-	*	-	1	-	-
		*%	-%	*%	2%	-%	-%	-%	-%	*%	-%	3%	-%	-%
Not very important	(-1)	9	-	1	4	*	-	1	-	*	-	3	*	-
		1%	-%	1%	4%	2%	-%	1%	-%	*%	-%	7%	1%	-%
Neither important nor unimportant	(0)	97	2	9	11	2	22	9	*	5	9	10	*	18
		11%	9%	10%	12%	8%	15%	21%	*%	4%	16%	26%	*%	14%
Important	(1)	363	7	36	45	12	60	19	6	61	13	14	34	54
		43%	27%	39%	50%	49%	41%	47%	50%	48%	24%	36%	52%	45%
Very important	(2)	372	17	47	29	10	65	13	6	61	33	11	32	50
		44%	64%	50%	32%	41%	44%	31%	50%	48%	60%	28%	47%	41%
Don't know		*	-	-	-	-	-	-	-	*	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
NET Important		735	24	83	74	22	124	32	11	123	46	25	66	104
		87%	91%	89%	82%	90%	85%	78%	100%	96%	84%	64%	99%	86%
NET Not Important		12	-	1	6	*	-	1	-	*	-	4	*	-
		1%	-%	1%	6%	2%	-%	1%	-%	*%	-%	10%	1%	-%
Answered		844	26	93	91	25	146	41	11	128	55	39	67	122
Mean Score		1.3	1.5	1.4	1.0	1.3	1.3	1.1	1.5	1.4	1.4	.8	1.5	1.3
Standard error		.03	cfj	cj		j		cfj	j	cfj	j	cfj	cj	
Standard deviation		.74	.67	.72	.90	.71	.72	.77	.52	.58	.76	1.05	.54	.70

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 208 (continuation)

QD10A_2. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	831	227	199	180	225	426	405
Effective base	350	113	113	66	76	226	142
Weighted Base	844	211	212	194	227	423	421
Not at all important	(-2)	4	2	-	*	1	2
		%	1%	-%	%	1%	1%
Not very important	(-1)	9	5	1	*	3	6
		1%	2%	1%	%	1%	1%
Neither important nor unimportant	(0)	97	23	33	14	28	56
		11%	11%	15%	7%	12%	13%
Important	(1)	363	88	91	80	103	179
		43%	42%	43%	41%	45%	42%
Very important	(2)	372	93	88	100	92	180
		44%	44%	41%	51%	41%	43%
Don't know		*	-	-	*	-	-
		%	-%	-%	%	-%	-%
NET Important		735	181	179	180	195	360
		87%	86%	84%	93%	86%	85%
NET Not Important		12	7	1	*	4	8
		1%	3%	1%	%	2%	2%
Answered		844	211	212	194	227	423
Mean Score		1.3	1.3	1.2	1.4	1.2	1.3
Standard error		.03	.05	.05	.05	.04	.04
Standard deviation		.74	.82	.73	.63	.76	.71

Columns Tested:: a,b,c,d - a,b

Table 209

QD10A_3. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	831	32	799	587	123	36	85	244
Effective base	350	8	342	323	51	15	44	68
Weighted Base	844	16	828	808	31	4	2	37
Not at all important	(-2)	11	11	11	-	-	-	-
	1%	*%	1%	1%	-%	-%	-%	-%
Not very important	(-1)	22	22	21	1	-	*	1
	3%	*%	3%	3%	2%	-%	4%	2%
Neither important nor unimportant	(0)	108	106	107	1	*	*	2
	13%	15%	13%	13%	4%	8%	4%	5%
Important	(1)	361	361	343	16	2	1	19
	43%	6%	44%	42%	51%	58%	50%	51%
Very important	(2)	341	328	326	13	1	1	15
	40%	80%	40%	40%	42%	34%	41%	41%
Don't know		*	*	-	*	-	-	*
	*%	-%	*%	-%	1%	-%	-%	1%
NET Important	702	14	688	668	29	4	2	34
	83%	85%	83%	83%	93%	92%	92%	93%
NET Not Important	33	*	33	33	1	-	*	1
	4%	*%	4%	4%	2%	-%	4%	2%
Answered	844	16	828	808	31	4	2	37
Mean Score	1.2	1.6	1.2	1.2	1.3	1.3	1.3	1.3
Standard error	.03	.13	.03	.04	.06	.11	.11	.04
Standard deviation	.85	.75	.85	.86	.66	.68	1.03	.66

Columns Tested: a,b - a,b,c,d,e

Table 209 (continuation)

QD10A_3. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		831	260	245	82	71	88	85	587	123	121
Effective base		350	164	129	37	33	31	44	323	51	31
Weighted Base		844	440	315	53	22	13	2	808	31	6
Not at all important	(-2)	11 1%	5 1%	6 2%	- -%	- -%	- -%	- -%	11 1%	- -%	- -%
Not very important	(-1)	22 3%	14 3%	5 1%	2 5%	* 1%	* 2%	* 4%	21 3%	1 2%	* 1%
Neither important nor unimportant	(0)	108 13%	58 13%	44 14%	4 8%	1 4%	1 6%	* 4%	107 13%	1 4%	* 6%
Important	(1)	361 43%	187 43%	131 42%	24 45%	11 49%	7 56%	1 50%	343 42%	16 51%	3 56%
Very important	(2)	341 40%	175 40%	128 41%	22 42%	10 45%	5 36%	1 41%	326 40%	13 42%	2 36%
Don't know		* *%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* 1%	- -%
NET Important		702 83%	362 82%	259 82%	46 87%	20 93%	12 92%	2 92%	668 83%	29 93%	6 92%
NET Not Important		33 4%	20 4%	11 3%	2 5%	* 1%	* 2%	* 4%	33 4%	1 2%	* 1%
Answered		844	440	315	53	21	13	2	808	31	6
Mean Score		1.2	1.2	1.2	1.2	1.4	1.3	1.3	1.2	1.3	1.3
Standard error		.03	.05	.06	.09	.08	.07	.11	.04	.06	.06
Standard deviation		.85	.86	.87	.80	.64	.68	1.03	.86	.66	.71

Columns Tested: a,b,c,d,e,f,g,h,i

Table 209 (continuation)

QD10A_3. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	831	375	212	123	36	85	384	143	63	45	105
Effective base	350	241	106	51	15	44	223	63	19	13	23
Weighted Base	844	663	145	31	4	2	593	108	33	18	22
Not at all important	(-2)	11	11	*	-	-	9	2	-	-	-
		1%	2%	*%	-%	-%	2%	2%	-%	-%	-%
Not very important	(-1)	22	17	5	1	-	15	4	3	-	*
		3%	2%	3%	2%	-%	3%	4%	8%	-%	*%
Neither important nor unimportant	(0)	108	92	14	1	*	79	19	2	2	1
		13%	14%	10%	4%	8%	13%	18%	6%	11%	3%
Important	(1)	361	284	58	16	2	261	45	13	3	14
		43%	43%	40%	51%	58%	44%	41%	40%	19%	61% d
Very important	(2)	341	258	67	13	1	227	38	15	13	8
		40%	39%	47%	42%	34%	38%	36%	47%	70%	36% abe
Don't know		*	-	-	*	-	*	*	-	-	-
		*%	-%	-%	1%	-%	*%	*%	-%	-%	-%
NET Important		702	543	126	29	4	488	83	28	16	21
		83%	82%	87%	93%	92%	82%	77%	86%	89%	96% b
NET Not Important		33	28	5	1	-	25	6	3	-	*
		4%	4%	3%	2%	-%	4%	6%	8%	-%	*%
Answered		844	663	145	31	4	592	108	33	18	22
Mean Score		1.2	1.1	1.3	1.3	1.3	1.1	1.1	1.2	1.6	1.3
Standard error		.03	.05	.05	.06	.11	.04	.08	.11	.10	.05
Standard deviation		.85	.87	.78	.66	.68	.86	.92	.90	.70	.56

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 209 (continuation)

QD10A_3. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		831	71	47	84	36	65	84	57	54	58
Effective base		350	44	31	47	17	33	52	32	28	28
Weighted Base		844	98	54	128	40	88	155	90	59	65
Not at all important	(-2)	11	2	2	-	1	-	-	3	-	-
		1%	2%	4%	-%	3%	-%	-%	3%	-%	-%
Not very important	(-1)	22	7	*	*	*	4	6	1	1	1
		3%	8%	1%	*%	1%	4%	4%	1%	2%	1%
Neither important nor unimportant	(0)	108	8	3	12	7	6	21	13	13	15
		13%	8%	6%	9%	17%	7%	14%	14%	21%	24%
Important	(1)	361	37	23	67	16	43	59	47	23	27
		43%	38%	43%	52%	39%	48%	38%	52%	39%	42%
Very important	(2)	341	43	25	49	16	35	69	26	22	22
		40%	44%	46%	39%	41%	40%	44%	29%	38%	33%
Don't know		*	-	-	-	-	*	-	-	-	-
		*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
NET Important		702	81	49	116	32	78	128	73	45	49
		83%	83%	89%	91%	80%	88%	82%	82%	77%	75%
NET Not Important		33	9	2	*	1	4	6	4	1	1
		4%	9%	4%	*%	3%	4%	4%	4%	2%	1%
			c								
Answered		844	98	54	128	40	88	155	90	59	65
Mean Score		1.2	1.2	1.3	1.3	1.1	1.2	1.2	1.0	1.1	1.1
Standard error		.03	.12	.13	.07	.15	.10	.09	.12	.11	.10
Standard deviation		.85	.98	.91	.63	.92	.77	.84	.88	.81	.78

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 209 (continuation)

QD10A_3. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		a	b	c	d	e	f	g	h	
Significance Level: 95%										
Unweighted Base		831	159	172	225	556	275	88	102	85
Effective base		350	78	101	130	304	88	31	33	29
Weighted Base		844	193	211	373	777	67	28	27	12
Not at all important	(-2)	11 1%	1 1%	4 2%	3 1%	8 1%	4 6%	- -%	4 14%	* *%
						cd		abcdfh		
Not very important	(-1)	22 3%	5 2%	9 4%	8 2%	21 3%	1 1%	* *%	- -%	1 6%
Neither important nor unimportant	(0)	108 13%	28 15%	24 11%	46 12%	98 13%	10 15%	3 10%	6 22%	2 13%
Important	(1)	361 43%	85 44%	84 40%	173 46%	342 44%	20 29%	7 25%	8 29%	5 40%
			e		ef	ef				
Very important	(2)	341 40%	73 38%	91 43%	145 39%	309 40%	32 48%	18 65%	9 35%	5 40%
							abcdg			
Don't know		* *%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%
NET Important		702 83%	158 82%	175 83%	317 85%	650 84%	52 78%	25 90%	17 64%	10 80%
			g	g	g	g	g	g		
NET Not Important		33 4%	6 3%	13 6%	10 3%	29 4%	5 7%	* *%	4 14%	1 6%
								acdf		
Answered		844	192	211	373	777	67	28	27	12
Mean Score		1.2	1.2	1.2	1.2	1.2	1.1	1.6	.7	1.1
			g	g	g	g	g	abcdeg		
Standard error		.03	.06	.07	.05	.04	.07	.07	.13	.10
Standard deviation		.85	.81	.92	.79	.83	1.10	.68	1.36	.92

Columns Tested:: a,b,c,d,e,f,g,h

Table 209 (continuation)

QD10A_3. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	g	h	i
Unweighted Base	831	29	65	4	69	80	232	31	30	359
Effective base	350	19	20	3	22	31	105	12	12	161
Weighted Base	844	29	51	4	55	91	202	27	17	423
Not at all important	(-2)	11	-	-	-	2	3	3	-	3
	1%	-%	-%	-%	-%	2%	2%	10%	-%	1%
								i		
Not very important	(-1)	22	-	*	-	3	1	1	1	16
	3%	-%	*%	-%	*%	4%	1%	3%	5%	4%
Neither important nor unimportant	(0)	108	1	7	-	7	20	2	*	57
	13%	2%	13%	-%	12%	22%	11%	6%	1%	13%
Important	(1)	361	17	25	2	26	31	12	10	182
	43%	60%	48%	39%	47%	34%	41%	43%	62%	43%
Very important	(2)	341	11	20	2	22	35	10	5	165
	40%	38%	39%	61%	40%	39%	45%	38%	32%	39%
Don't know	*	-	*	-	*	*	-	-	-	-
	*%	-%	*%	-%	*%	*%	-%	-%	-%	-%
NET Important	702	28	44	4	48	66	175	22	16	348
	83%	98%	87%	100%	87%	72%	87%	81%	94%	82%
NET Not Important	33	-	*	-	*	5	5	4	1	19
	4%	-%	*%	-%	*%	6%	2%	13%	5%	5%
Answered	844	29	51	4	55	91	202	27	17	423
Mean Score	1.2	1.4	1.3	1.6	1.3	1.0	1.3	1.0	1.2	1.2
Standard error	.03	.10	.09	.28	.08	.11	.05	.22	.13	.04
Standard deviation	.85	.53	.68	.57	.68	.98	.81	1.23	.73	.85

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 209 (continuation)

QD10A_3. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	831	178	232	421	718	113	-	709	122	808	23
Effective base	350	68	105	182	296	54	-	326	27	341	9
Weighted Base	844	175	202	468	699	145	-	800	44	826	18
Not at all important (-2)	11 1%	2 1%	3 2%	6 1%	8 1%	4 3%	- -%	11 1%	* *%	11 1%	- -%
Not very important (-1)	22 3%	3 2%	1 1%	17 4%	16 2%	6 4%	- -%	21 3%	1 1%	22 3%	- -%
Neither important nor unimportant (0)	108 13%	27 15%	23 11%	59 13%	87 12%	22 15%	- -%	106 13%	2 5%	107 13%	1 7%
Important (1)	361 43%	74 42%	83 41%	205 44%	290 41%	72 49%	- -%	342 43%	19 43%	352 43%	9 49%
Very important (2)	341 40%	68 39%	91 45%	181 39%	299 43%	42 29%	- -%	319 40%	22 50%	333 40%	8 43%
Don't know	* *%	* *%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	* *%	- -%
NET Important	702 83%	142 81%	175 87%	386 82%	588 84%	114 78%	- -%	661 83%	41 93%	685 83%	17 93%
NET Not Important	33 4%	5 3%	5 2%	24 5%	24 3%	10 7%	- -%	33 4%	1 1%	33 4%	- -%
Answered	844	174	202	468	699	145	-	800	44	826	18
Mean Score	1.2	1.2	1.3	1.1	1.2	1.0	-	1.2	1.4	1.2	1.4
Standard error	.03	.06	.05	.04	.03	.09	-	.03	.06	.03	.13
Standard deviation	.85	.84	.81	.87	.83	.92	-	.86	.67	.86	.63

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 209 (continuation)

QD10A_3. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		831	417	167	247
Effective base		350	181	61	108
Weighted Base		844	452	138	255
Not at all important	(-2)	11 1%	9 2%	2 2%	- -%
Not very important	(-1)	22 3%	17 4%	3 2%	1 *%
Neither important nor unimportant	(0)	108 13%	64 14%	13 9%	32 12%
Important	(1)	361 43%	209 46%	51 37%	101 40%
Very important	(2)	341 40%	153 34%	68 49%	121 47%
Don't know		* *%	- -%	* *%	- -%
NET Important		702 83%	362 80%	119 86%	222 87%
NET Not Important		33 4%	27 6%	5 4%	1 *%
Answered		844	452	137	255
Mean Score		1.2	1.1	1.3	1.3
Standard error		.03	.04	.07	.05
Standard deviation		.85	.90	.86	.71

Columns Tested: a,b,c

Table 209 (continuation)

QD10A_3. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	831	561	172	45	20	19	7	3	4	733	98	53
Effective base	350	266	59	14	6	6	1	1	1	324	25	12
Weighted Base	844	650	134	36	5	12	2	1	5	784	61	25
Not at all important	(-2)	11	7	2	-	-	2	-	-	9	2	2
		1%	1%	2%	-%	-%	84%	-%	-%	1%	3%	8%
Not very important	(-1)	22	21	1	*	-	-	-	-	22	*	-
		3%	3%	1%	*%	-%	-%	-%	-%	3%	*%	-%
Neither important nor unimportant	(0)	108	91	15	*	*	2	*	-	106	2	2
		13%	14%	11%	1%	3%	15%	6%	-%	14%	4%	8%
Important	(1)	361	296	52	8	3	3	*	*	348	13	5
		43%	46%	39%	21%	51%	22%	7%	2%	44%	22%	22%
Very important	(2)	341	235	63	28	2	8	*	1	298	43	15
		40%	36%	47%	78% abi	46%	64%	2%	98%	38%	71% abi	62%
Don't know		*	-	*	-	-	-	-	-	*	-	-
		*%	-%	*%	-%	-%	-%	-%	-%	*%	-%	-%
NET Important		702	531	115	36	5	10	*	1	646	56	21
		83%	82%	86%	99%	97%	85%	10%	100%	82%	93%	83%
NET Not Important		33	28	3	*	-	-	2	-	31	2	2
		4%	4%	2%	*%	-%	-%	84%	-%	4%	4%	8%
Answered	844	650	133	36	5	12	2	1	5	783	61	25
Mean Score	1.2	1.1	1.3	1.8 abi	1.4	1.5	-1.6	2.0	2.0	1.2	1.6 ai	1.3
Standard error	.03	.04	.06	.07	.14	.18	.51	-	.06	.03	.09	.16
Standard deviation	.85	.85	.83	.46	.62	.77	1.35	-	.12	.84	.87	1.19

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 209 (continuation)

QD10A_3. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Unweighted Base	831	247	314	270	744	721	776	831	525	339	77	489	37	61	35	53	24
Effective base	350	135	131	84	306	301	325	350	207	111	40	228	12	16	11	13	7
Weighted Base	844	343	307	194	757	718	792	844	509	277	100	558	27	42	24	23	18
Not at all important (-2)	11 1%	4 1%	3 1%	4 2%	9 1%	8 1%	9 1%	11 1%	4 1%	4 1%	1 1%	8 1%	- -%	- -%	- -%	- -%	- -%
Not very important (-1)	22 3%	14 4%	7 2%	1 1%	21 3%	18 3%	21 3%	22 3%	6 1%	8 3%	3 3%	14 3%	- -%	- -%	- -%	4 18%	- -%
Neither important nor unimportant (0)	108 13%	59 17%	31 10%	17 9%	95 13%	89 12%	101 13%	108 13%	57 11%	28 10%	17 17%	75 13%	* 1%	3 6%	* %	5 23%	- -%
Important (1)	361 43%	165 48%	132 43%	65 33%	331 44%	307 43%	350 44%	361 43%	215 42%	106 38%	57 57%	254 45%	13 48%	10 24%	6 26%	3 15%	7 38%
Very important (2)	341 40%	101 29%	134 44%	106 55%	301 40%	295 41%	311 39%	341 40%	226 44%	131 47%	23 23%	207 37%	13 51%	29 69%	17 73%	10 43%	11 62%
Don't know	* *%	- -%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	- -%	- -%	- -%	* 1%	* 1%	- -%
NET Important	702 83%	266 78%	265 86%	171 88%	632 83%	603 84%	662 83%	702 83%	441 87%	237 85%	79 79%	461 83%	26 99%	40 94%	24 99%	13 58%	18 100%
NET Not Important	33 4%	18 5%	10 3%	5 3%	30 4%	26 4%	30 4%	33 4%	10 2%	13 5%	4 4%	22 4%	- -%	- -%	- -%	4 18%	- -%
Answered	844	343	307	194	756	718	792	844	509	277	100	558	27	42	24	23	18
Mean Score	1.2	1.0	1.3	1.4	1.2	1.2	1.2	1.2	1.3	1.3	1.0	1.1	1.5	1.6	1.7	.8	1.6
Standard error	.03	.05	.05	.05	.03	.03	.03	.03	.03	.05	.09	.04	.09	.08	.08	.17	.10
Standard deviation	.85	.86	.82	.85	.84	.83	.83	.85	.78	.87	.78	.84	.53	.60	.46	1.20	.50

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 209 (continuation)

QD10A_3. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	e	*f	*g
Unweighted Base	831	527	64	42	45	28	27	11	487	98	41	36	30	18	11
Effective base	350	251	19	13	9	8	5	3	230	33	15	14	6	9	4
Weighted Base	844	622	54	34	16	11	13	7	548	96	18	22	15	9	11
Not at all important (-2)	11 1%	9 1%	- -%	- -%	- -%	- -%	- -%	- -%	3 1%	4 4%	- -%	- -%	- -%	- -%	- -%
Not very important (-1)	22 3%	18 3%	- -%	- -%	- -%	- -%	3 24%	- -%	14 3%	3 3%	- -%	* *%	- -%	1 13%	- -%
Neither important nor unimportant (0)	108 13%	87 14%	* 1%	2 6%	1 5%	* 2%	5 38%	- -%	77 14%	12 12%	- -%	* 1%	* 2%	- -%	- -%
Important (1)	361 43%	280 45%	30 55%	10 30%	2 15%	3 30%	1 7%	5 68%	261 48%	25 26%	7 39%	8 37%	3 18%	2 18%	2 22%
Very important (2)	341 40%	228 37%	24 45%	22 65%	13 81%	7 65%	4 31%	2 32%	194 35%	51 54%	11 61%	13 60%	12 80%	6 68%	8 78%
Don't know	* *%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	* *%	- -%	* 1%	- -%	- -%	- -%
NET Important	702 83%	508 82%	54 99%	32 94%	16 95%	10 95%	5 38%	7 100%	454 83%	76 80%	18 100%	22 98%	14 98%	8 87%	11 100%
NET Not Important	33 4%	27 4%	- -%	- -%	- -%	- -%	3 24%	- -%	17 3%	7 8%	- -%	* *%	- -%	1 13%	- -%
Answered	844	622	54	34	16	11	13	7	548	96	18	22	15	9	11
Mean Score	1.2	1.1	1.4	1.6	1.8	1.7	.5	1.3	1.1	1.2	1.6	1.6	1.8	1.4	1.8
Standard error	.03	.04	.06	.09	.08	.11	.23	.15	.04	.11	.08	.09	.09	.25	.13
Standard deviation	.85	.86	.52	.60	.54	.54	1.21	.51	.79	1.07	.50	.55	.48	1.08	.43

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 209 (continuation)

QD10A_3. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	831	558	98	59	40	30	24	22	232	168	199	127	50
Effective base	350	262	33	19	17	10	6	9	125	74	79	33	15
Weighted Base	844	621	92	53	20	21	18	19	324	168	187	73	41
Not at all important	(-2)	11	7	-	2	-	-	2	1	2	3	2	-
		1%	1%	-%	4%	-%	-%	11%	*%	1%	2%	3%	-%
Not very important	(-1)	22	19	-	3	*	-	-	15	5	2	*	*
		3%	3%	-%	6%	*%	-%	-%	4%	3%	1%	*%	*%
Neither important nor unimportant	(0)	108	95	5	4	2	1	*	43	18	26	4	9
		13%	15%	6%	8%	10%	5%	2%	13%	11%	14%	5%	23%
Important	(1)	361	291	27	15	8	10	7	159	69	87	23	12
		43%	47%	30%	29%	41%	47%	39%	49%	41%	47%	32%	29%
Very important	(2)	341	210	59	28	10	10	11	106	74	68	44	20
		40%	34%	64%	52%	49%	48%	58%	33%	44%	36%	60%	48%
Don't know		*	-	*	-	-	-	*	-	-	*	-	-
		*%	-%	*%	-%	-%	-%	1%	-%	-%	*%	-%	-%
NET Important		702	501	86	43	18	20	18	265	143	155	67	32
		83%	81%	94%	81%	90%	95%	97%	82%	85%	83%	92%	77%
NET Not Important		33	26	-	5	*	-	2	16	7	5	2	*
		4%	4%	-%	10%	*%	-%	11%	5%	4%	3%	3%	*%
Answered		844	621	91	53	20	21	18	324	168	186	73	41
Mean Score		1.2	1.1	1.6	1.2	1.4	1.4	1.6	1.1	1.2	1.1	1.5	1.2
			a								a		
Standard error		.03	.04	.06	.14	.11	.11	.12	.05	.07	.06	.07	.12
Standard deviation		.85	.84	.60	1.09	.68	.61	.56	.81	.85	.83	.84	.82

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 209 (continuation)

QD10A_3. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	831	287	152	162	102	41	286	142	165	92	32
Effective base	350	150	66	58	21	12	148	54	60	29	10
Weighted Base	844	386	153	138	51	29	360	133	130	64	31
Not at all important (-2)	11 1%	7 2%	- -%	2 1%	- -%	- -%	- -%	2 2%	3 3%	2 3%	- -%
Not very important (-1)	22 3%	15 4%	5 3%	2 1%	* *%	* *%	13 4%	3 2%	2 1%	* *%	* *%
Neither important nor unimportant (0)	108 13%	41 11%	22 14%	21 15%	1 2%	9 33% ad	48 13%	12 9%	17 13%	4 6%	9 31% d
Important (1)	361 43%	167 43%	72 47%	67 49%	13 26%	11 37%	184 51% de	51 38%	53 41% e	17 27%	3 9%
Very important (2)	341 40%	155 40%	55 36%	46 33%	36 72% abce	9 30%	115 32%	66 49% a	54 42% ac	41 64% ac	19 60%
Don't know	* *%	* *%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%
NET Important	702 83%	323 84%	127 83%	113 82%	50 98% e	19 67%	299 83%	117 87%	108 83%	58 91%	21 69%
NET Not Important	33 4%	22 6%	5 3%	3 2%	* *%	* *%	13 4%	5 4%	5 4%	2 3%	* *%
Answered	844	386	153	138	51	29	360	133	130	64	31
Mean Score	1.2	1.2	1.2	1.1	1.7 abce	1.0	1.1	1.3	1.2	1.5 a	1.3
Standard error	.03	.05	.06	.06	.05 abce	.13	.05	.07	.07	.09 a	.16
Standard deviation	.85	.89	.78	.80	.51	.81	.77	.85	.90	.88	.93

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 209 (continuation)

QD10A_3. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	*b	
Significance Level: 95%														
Unweighted Base		831	363	136	166	114	39	484	56	289	778	53	720	24
Effective base		350	181	50	67	36	10	203	20	125	329	21	298	8
Weighted Base		844	446	119	154	85	25	491	47	305	794	50	733	23
Not at all important	(-2)	11	7	-	2	-	-	4	1	6	9	2	7	2
		1%	2%	-%	1%	-%	-%	1%	2%	2%	1%	4%	1%	9%
Not very important	(-1)	22	19	-	-	*	*	2	3	16	22	-	21	-
		3%	4%	-%	-%	*%	*%	1%	7%	5%	3%	-%	3%	-%
								a	a					
Neither important nor unimportant	(0)	108	63	16	19	5	2	43	8	57	103	6	90	5
		13%	14%	13%	13%	6%	6%	9%	17%	19%	13%	11%	12%	19%
								a	a					
Important	(1)	361	223	43	59	23	12	210	20	132	345	16	328	2
		43%	50%	36%	38%	27%	46%	43%	43%	43%	43%	33%	45%	10%
								d						
Very important	(2)	341	133	60	73	57	12	231	14	94	315	26	286	15
		40%	30%	51%	47%	67%	47%	47%	31%	31%	40%	52%	39%	62%
				a	a	a		c						
Don't know		*	-	*	*	-	-	*	-	-	*	-	*	-
		*%	-%	*%	*%	-%	-%	*%	-%	-%	*%	-%	*%	-%
NET Important		702	357	104	132	80	24	441	34	226	660	43	615	17
		83%	80%	87%	86%	94%	94%	90%	73%	74%	83%	85%	84%	72%
						a		bc						
NET Not Important		33	26	-	2	*	*	6	4	23	31	2	28	2
		4%	6%	-%	1%	*%	*%	1%	9%	7%	4%	4%	4%	9%
								a	a					
Answered		844	446	119	154	85	25	491	47	305	794	50	733	23
Mean Score		1.2	1.0	1.4	1.3	1.6	1.4	1.3	.9	1.0	1.2	1.3	1.2	1.2
				a	a	ac		bc						
Standard error		.03	.05	.06	.06	.10		.03	.13	.06	.03	.13	.03	.26
Standard deviation		.85	.87	.71	.80	.60	.63	.73	1.00	.95	.84	.97	.82	1.28

Table 209 (continuation)

QD10A_3. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	*b	a	b	a	b
Significance Level: 95%											
Unweighted Base		831	661 60	665 166		726 18		660 61		666 165	
Effective base		350	287 15	289 62		300 6		282 19		288 62	
Weighted Base		844	681 38	670 174		736 21		671 48		675 169	
Not at all important	(-2)	11 1%	6 1% 2 5%	9 1% 2 1%		7 1% 2 10%		6 1% 2 4%		9 1% 2 1%	
Not very important	(-1)	22 3%	18 3% * 1%	22 3% - -%		21 3% - -%		18 3% * 1%		22 3% * *%	
Neither important nor unimportant	(0)	108 13%	85 12% 5 12%	90 13% 18 11%		90 12% 4 21%		83 12% 6 14%		90 13% 19 11%	
Important	(1)	361 43%	291 43% 16 43%	291 43% 70 40%		330 45% 1 6%		293 44% 15 31%		298 44% 63 37%	
Very important	(2)	341 40%	281 41% 15 39%	257 38% 83 48%		288 39% 13 63%		271 40% 24 51%		256 38% 85 50%	
Don't know		* *%	* *% *	* *% *		* *% *		* *% *		* *% *	- -%
NET Important		702 83%	572 84% 31 81%	549 82% 154 88%		617 84% 14 68%		564 84% 39 81%		554 82% 148 88%	
NET Not Important		33 4%	24 3% 2 6%	31 5% 2 1%		28 4% 2 10%		24 4% 2 5%		31 5% 2 1%	
Answered		844	680 38	670 174		736 21		671 48		675 169	
Mean Score		1.2	1.2 1.1	1.1 1.3		1.2 1.1		1.2 1.2		1.1 1.4	
Standard error		.03	.03 .13	.03 .06		.03 .33		.03 .13		.03 .06	
Standard deviation		.85	.82 1.02	.87 .76		.82 1.35		.82 1.01		.86 .78	

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 209 (continuation)

QD10A_3. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	831	480	589	165	1	471	516	129	3	615	506	167	-
Effective base	350	188	249	69	1	188	220	56	3	252	223	70	-
Weighted Base	844	472	592	170	4	449	511	132	4	612	511	160	-
Not at all important (-2)	11 1%	4 1%	7 1%	2 1%	- -%	4 1%	3 1%	2 2%	- -%	4 1%	9 2%	2 1%	- -%
Not very important (-1)	22 3%	5 1%	15 2%	1 1%	- -%	5 1%	12 2%	1 1%	- -%	5 1%	15 3%	1 1%	- -%
Neither important nor unimportant (0)	108 13%	45 10%	80 13%	15 9%	- -%	25 5%	79 15%	10 8%	- -%	45 7%	90 18%	16 10%	- -%
Important (1)	361 43%	185 39%	276 47%	56 33%	- -%	183 41%	225 44%	43 33%	1 14%	260 43%	216 42%	52 33%	- -%
Very important (2)	341 40%	232 49%	215 36%	95 56%	4 100%	232 52%	191 37%	76 57%	3 86%	298 49%	180 35%	89 56%	- -%
Don't know	* *%	* *%	* *%	* *%	- -%	* *%	* *%	- -%	- -%	* *%	* *%	- -%	- -%
NET Important	702 83%	417 88%	491 83%	151 89%	4 100%	415 92%	416 82%	119 90%	4 100%	559 91%	396 78%	141 88%	- -%
NET Not Important	33 4%	9 2%	21 4%	3 2%	- -%	9 2%	15 3%	3 2%	- -%	9 1%	25 5%	3 2%	- -%
Answered	844	472	592	170	4	449	511	132	4	612	510	160	-
Mean Score	1.2	1.3	1.1	1.4	2.0	1.4	1.2	1.4	1.9	1.4	1.1	1.4	-
Standard error	.03	.04	.03	.06	-	.03	.04	.07	.23	.03	.04	.06	-
Standard deviation	.85	.77	.82	.78	-	.73	.81	.80	.40	.71	.90	.80	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 209 (continuation)

QD10A_3. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	
		a	b	c	a	b	c	a	b	c	d	e	
Significance Level: 95%													
Unweighted Base		831	698	668	831	581	486	37	600	479	459	124	75
Effective base		350	290	281	350	233	212	11	266	197	184	59	38
Weighted Base		844	721	674	844	589	508	25	633	496	449	133	87
Not at all important	(-2)	11	7	3	11	5	6	-	9	-	2	2	-
		1%	1%	1%	1%	1%	1%	-%	1%	-%	*%	2%	-%
Not very important	(-1)	22	18	15	22	11	13	1	19	1	3	-	1
		3%	3%	2%	3%	2%	2%	5%	3%	*%	1%	-%	1%
Neither important nor unimportant	(0)	108	93	88	108	70	80	*	103	43	32	14	13
		13%	13%	13%	13%	12%	16%	*%	16%	9%	7%	10%	15%
Important	(1)	361	317	294	361	267	221	9	291	211	187	43	32
		43%	44%	44%	43%	45%	44%	36%	46%	43%	42%	32%	37%
Very important	(2)	341	286	274	341	236	188	15	211	240	224	74	41
		40%	40%	41%	40%	40%	37%	59%	33%	48%	50%	56%	47%
Don't know		*	*	*	*	*	*	-	*	*	*	*	-
		*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	-%
NET Important		702	603	567	702	503	409	24	502	451	411	117	73
		83%	84%	84%	83%	85%	81%	95%	79%	91%	92%	88%	84%
NET Not Important		33	25	19	33	16	18	1	28	1	5	2	1
		4%	3%	3%	4%	3%	4%	5%	4%	*%	1%	2%	1%
Answered		844	720	674	844	589	508	25	633	495	448	133	87
Mean Score		1.2	1.2	1.2	1.2	1.2	1.1	1.5	1.1	1.4	1.4	1.4	1.3
Standard error		.03	.03	.03	.03	.03	.04	.12	.04	.03	.03	.07	.09
Standard deviation		.85	.82	.79	.85	.79	.84	.75	.86	.65	.69	.80	.77

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 209 (continuation)

QD10A_3. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base	831	115	53	44	32	724	506	753	585	475	471	687	132	-	697	47	
Effective base	350	48	22	18	15	303	209	316	243	195	194	292	53	-	281	25	
Weighted Base	844	112	47	46	37	723	495	757	575	456	478	693	120	-	635	68	
Not at all important	(-2)	11	2	-	2	2	9	6	9	8	6	6	5	-	3	6	
		1%	2%	-%	4%	6%	1%	1%	1%	1%	1%	1%	1%	-%	-%	10%	
Not very important	(-1)	22	1	*	3	-	22	11	22	14	10	8	22	2	-	15	1
		3%	1%	-%	7%	-%	3%	2%	3%	2%	2%	2%	3%	2%	-%	2%	2%
Neither important nor unimportant	(0)	108	13	3	1	2	93	69	98	66	56	33	90	4	-	66	12
		13%	11%	6%	3%	4%	13%	14%	13%	11%	12%	7%	13%	4%	-%	10%	18%
Important	(1)	361	48	24	19	12	314	192	324	223	175	213	290	44	-	284	11
		43%	43%	50%	42%	31%	43%	39%	43%	39%	38%	45%	42%	37%	-%	45%	16%
Very important	(2)	341	48	21	21	22	284	217	304	264	210	217	286	69	-	266	37
		40%	43%	44%	45%	59%	39%	44%	40%	46%	46%	45%	41%	57%	-%	42%	55%
Don't know		*	-	-	*	-	*	*	*	*	-	*	*	*	-	*	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		702	96	44	40	33	598	409	628	487	384	431	576	113	-	550	48
		83%	86%	94%	87%	90%	83%	83%	83%	85%	84%	90%	83%	94%	-%	87%	71%
NET Not Important		33	4	*	5	2	31	17	31	22	16	14	26	2	-	18	8
		4%	3%	-%	10%	6%	4%	3%	4%	4%	4%	3%	4%	2%	-%	3%	11%
Answered		844	112	47	46	37	723	495	757	575	456	478	692	120	-	635	68
Mean Score		1.2	1.2	1.4	1.2	1.4	1.2	1.2	1.2	1.3	1.3	1.3	1.2	1.5	-	1.3	1.0
Standard error		.03	.08	.08	.16	.18	.03	.04	.03	.04	.04	.04	.03	.06	-	.03	.19
Standard deviation		.85	.84	.61	1.03	1.01	.86	.86	.85	.86	.86	.78	.83	.67	-	.78	1.30

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 209 (continuation)

QD10A_3. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	831	389	442	267	10	135	180	142	527	156	143	182	495
Effective base	350	169	181	106	7	51	80	58	222	67	61	74	211
Weighted Base	844	406	439	259	21	123	203	143	537	157	145	174	512
Not at all important (-2)	11 1%	10 3%	1 *%	- -%	- -%	2 2%	- -%	2 1%	6 1%	4 2%	4 3%	1 1%	6 1%
Not very important (-1)	22 3%	11 3%	11 2%	* *%	- -%	* *%	* *%	3 2%	11 2%	8 5%	* *%	4 2%	18 4%
Neither important nor unimportant (0)	108 13%	34 8%	75 17%	12 5%	2 9%	11 9%	15 7%	7 5%	82 15%	17 11%	11 8%	17 10%	78 15%
Important (1)	361 43%	150 37%	212 48%	125 48%	4 21%	49 40%	94 47%	54 38%	228 42%	78 50%	58 40%	78 45%	219 43%
Very important (2)	341 40%	200 49%	141 32%	121 47%	14 69%	60 49%	93 46%	77 54%	210 39%	50 32%	71 49%	75 43%	190 37%
Don't know	* *%	* *%	* *%	* *%	- -%	* *%	- -%	* *%	* *%	- -%	- -%	* *%	* *%
NET Important	702 83%	350 86%	352 80%	247 95%	19 91%	109 89%	188 93%	131 92%	438 82%	128 81%	129 89%	152 88%	409 80%
NET Not Important	33 4%	22 5%	12 3%	* *%	- -%	2 2%	* *%	5 3%	17 3%	12 8%	4 3%	5 3%	24 5%
Answered	844	405	439	259	21	123	203	143	537	157	145	174	512
Mean Score	1.2	1.3	1.1	1.4	1.6	1.3	1.4	1.4	1.2	1.0	1.3	1.3	1.1
Standard error	.03	b	.04	.04	.21	.07	.05	bc	.04	.07	.07	.06	.04
Standard deviation	.85	.92	.78	.59	.67	.79	.62	.79	.84	.92	.85	.77	.87

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 209 (continuation)

QD10A_3. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		831	340	491
Effective base		350	123	227
Weighted Base		844	309	535
Not at all important	(-2)	11	8	4
		1%	2%	1%
Not very important	(-1)	22	7	15
		3%	2%	3%
Neither important nor unimportant	(0)	108	33	76
		13%	11%	14%
Important	(1)	361	135	227
		43%	44%	42%
Very important	(2)	341	127	213
		40%	41%	40%
Don't know		*	-	*
		*%	-%	*%
NET Important		702	262	440
		83%	85%	82%
NET Not Important		33	14	19
		4%	5%	4%
Answered		844	309	535
Mean Score		1.2	1.2	1.2
Standard error		.03	.05	.04
Standard deviation		.85	.89	.83

Columns Tested: a,b

Table 209 (continuation)

QD10A_3. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Month												
		Total base	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base		831	50	109	68	69	91	39	36	87	57	68	45	112
Effective base		350	19	53	44	22	72	24	8	38	25	16	22	39
Weighted Base		844	26	93	91	25	146	41	11	128	55	39	67	122
Not at all important	(-2)	11 1%	- -%	- -%	4 4%	- -%	1 1%	3 7%	- -%	* *%	- -%	2 5%	- -%	2 2%
								b						
Not very important	(-1)	22 3%	2 6%	2 2%	3 3%	- -%	8 5%	1 3%	- -%	3 3%	* *%	1 3%	3 4%	* *%
Neither important nor unimportant	(0)	108 13%	1 5%	5 5%	14 15%	6 24%	28 19%	5 13%	1 6%	4 3%	12 21%	3 8%	4 5%	26 21%
					h	bh	bh				bh			bh
Important	(1)	361 43%	12 44%	44 48%	40 44%	7 27%	55 38%	21 50%	7 60%	73 57%	14 25%	23 60%	23 35%	42 34%
										dil	di			
Very important	(2)	341 40%	12 45%	42 45%	31 34%	12 49%	54 37%	11 27%	4 34%	47 37%	29 53%	10 25%	37 56%	52 42%
Don't know		* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET Important		702 83%	24 89%	86 93%	71 78%	19 76%	109 75%	32 77%	11 94%	121 95%	43 79%	33 85%	61 91%	93 77%
				cef						cdefl				
NET Not Important		33 4%	2 6%	2 2%	6 7%	- -%	9 6%	4 10%	- -%	3 3%	* *%	3 7%	3 4%	2 2%
Answered		844	26	93	91	25	146	41	11	128	55	39	67	122
Mean Score		1.2	1.3	1.4	1.0	1.2	1.0	.9	1.3	1.3	1.3	1.0	1.4	1.2
				cef									f	
Standard error		.03	.12	.07	.12	.10	.10	.17	.10	.07	.11	.11	.11	.08
Standard deviation		.85	.83	.69	.99	.83	.92	1.06	.59	.65	.81	.93	.77	.88

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 209 (continuation)

QD10A_3. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter				Half		
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023	
Significance Level: 95%		a	b	c	d	a	b	
Unweighted Base	831	227	199	180	225	426	405	
Effective base	350	113	113	66	76	226	142	
Weighted Base	844	211	212	194	227	423	421	
Not at all important	(-2)	11	4	4	*	4	8	4
		1%	2%	2%	*%	2%	2%	1%
Not very important	(-1)	22	6	9	3	4	15	7
		3%	3%	4%	2%	2%	4%	2%
Neither important nor unimportant	(0)	108	20	40	16	33	60	48
		13%	10%	19%	8%	14%	14%	11%
Important	(1)	361	96	83	94	88	179	182
		43%	46%	39%	49%	39%	42%	43%
Very important	(2)	341	84	77	81	99	162	179
		40%	40%	36%	42%	43%	38%	43%
Don't know		*	-	-	-	*	-	*
		*%	-%	-%	-%	*%	-%	*%
NET Important		702	181	160	175	187	341	362
		83%	86%	75%	90%	82%	81%	86%
NET Not Important		33	10	13	3	7	23	11
		4%	5%	6%	2%	3%	5%	3%
Answered		844	211	212	194	227	423	421
Mean Score		1.2	1.2	1.0	1.3	1.2	1.1	1.3
Standard error		.03	.06	.07	.05	.06	.04	.04
Standard deviation		.85	.86	.94	.69	.87	.90	.79

Columns Tested:: a,b,c,d - a,b

Table 210

QD10A_4. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	831	32	799	587	123	36	85	244
Effective base	350	8	342	323	51	15	44	68
Weighted Base	844	16	828	808	31	4	2	37
Not at all important	(-2) 21	2	20	21	*	-	*	*
	3%	10%	2%	3%	2%	-%	-%	1%
Not very important	(-1) 44	*	44	43	1	*	-	2
	5%	1%	5%	5%	5%	1%	-%	4%
Neither important nor unimportant	(0) 179	1	178	173	5	1	*	6
	21%	7%	21%	21%	15%	13%	18%	15%
Important	(1) 373	2	371	357	13	2	1	16
	44%	15%	45%	44%	43%	50%	56%	44%
Very important	(2) 226	11	215	213	11	1	1	13
	27%	67%	26%	26%	35%	34%	26%	34%
Don't know	1	-	1	1	*	*	-	*
	-%	-%	-%	-%	1%	3%	-%	1%
NET Important	599	13	585	570	24	3	2	29
	71%	82%	71%	71%	78%	84%	82%	79%
NET Not Important	65	2	64	63	2	*	*	2
	8%	11%	8%	8%	6%	1%	-%	5%
Answered	843	16	827	807	31	4	2	37
Mean Score	.9	1.3	.9	.9	1.1	1.2	1.1	1.1
Standard error	.03	.23	.03	.04	.08	.13	.10	.06
Standard deviation	.95	1.30	.94	.95	.93	.79	.93	.89

Columns Tested:: a,b - a,b,c,d,e

Table 210 (continuation)

QD10A_4. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		831	260	245	82	71	88	85	587	123	121
Effective base		350	164	129	37	33	31	44	323	51	31
Weighted Base		844	440	315	53	22	13	2	808	31	6
Not at all important	(-2)	21 3%	9 2%	9 3%	3 5%	* 2%	* 1%	* *%	21 3%	* 2%	* *%
Not very important	(-1)	44 5%	29 7%	11 3%	3 5%	1 3%	1 7%	- -%	43 5%	1 5%	* *%
Neither important nor unimportant	(0)	179 21%	104 24%	57 18%	13 24%	4 19%	1 7%	* 18%	173 21%	5 15%	1 14%
Important	(1)	373 44%	200 45%	142 45%	15 28%	9 43%	6 45%	1 56%	357 44%	13 43%	3 52%
Very important	(2)	226 27%	97 22%	96 31%	20 37%	7 33%	5 37%	1 26%	213 26%	11 35%	2 32%
Don't know		1 *%	* *%	- -%	* 1%	- -%	* 3%	- -%	1 *%	* 1%	* 2%
NET Important		599 71%	297 68%	238 76%	35 66%	16 76%	11 82%	2 82%	570 71%	24 78%	5 83%
NET Not Important		65 8%	38 9%	20 6%	5 10%	1 4%	1 8%	* *%	63 8%	2 6%	* *%
Answered		843	439	315	53	22	13	2	807	31	6
Mean Score		.9	.8	1.0	.9	1.0	1.1	1.1	.9	1.1	1.2
Standard error		.03	.06	.06	.13	.11	.10	.10	.04	.08	.07
Standard deviation		.95	.93	.95	1.13	.91	.93	.93	.95	.93	.74

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 210 (continuation)

QD10A_4. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	831	375	212	123	36	85	384	143	63	45	105
Effective base	350	241	106	51	15	44	223	63	19	13	23
Weighted Base	844	663	145	31	4	2	593	108	33	18	22
Not at all important (-2)	21 3%	17 3%	4 3%	* 2%	- -%	* -%	17 3%	4 3%	1 2%	- -%	- -%
Not very important (-1)	44 5%	37 6%	6 4%	1 5%	* 1%	- -%	35 6%	4 4%	5 15%	- -%	1 2%
Neither important nor unimportant (0)	179 21%	145 22%	28 20%	5 15%	1 13%	* 18%	139 23%	25 23%	4 11%	3 15%	4 17%
Important (1)	373 44%	302 46%	55 38%	13 43%	2 50%	1 56%	270 46%	48 45%	11 35%	8 45%	10 43%
Very important (2)	226 27%	162 25%	51 35%	11 35%	1 34%	1 26%	131 22%	27 25%	12 37%	7 39%	8 38%
Don't know	1 *%	* *%	* *%	* 1%	* 3%	- -%	1 *%	* *%	* *%	- -%	- -%
NET Important	599 71%	464 70%	106 73%	24 78%	3 84%	2 82%	401 68%	75 70%	24 72%	15 85%	18 81%
NET Not Important	65 8%	54 8%	10 7%	2 6%	* 1%	* *%	52 9%	7 7%	5 16%	- -%	1 2%
Answered	843	662	144	31	4	2	592	108	33	18	22
Mean Score	.9	.8	1.0	1.1	1.2	1.1	.8	.8	.9	1.2	1.2
Standard error	.03	.05	.07	.08	.13	.10	.05	.08	.14	.11	.08
Standard deviation	.95	.94	.98	.93	.79	.93	.95	.95	1.13	.72	.80

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 210 (continuation)

QD10A_4. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		831	71	47	84	36	65	84	57	54	58
Effective base		350	44	31	47	17	33	52	32	28	28
Weighted Base		844	98	54	128	40	88	155	90	59	65
Not at all important	(-2)	21 3%	5 5%	- -%	2 2%	- -%	4 4%	- -%	3 3%	3 4%	1 1%
Not very important	(-1)	44 5%	18 19%	1 2%	2 2%	* 1%	1 1%	4 2%	6 6%	2 3%	7 11%
Neither important nor unimportant	(0)	179 21%	10 10%	10 19%	25 19%	20 50%	23 26%	35 22%	18 20%	11 19%	10 15%
Important	(1)	373 44%	40 41%	22 40%	66 51%	12 30%	34 38%	79 51%	42 47%	27 45%	28 43%
Very important	(2)	226 27%	25 26%	21 38%	33 26%	8 19%	27 30%	38 24%	21 23%	17 29%	19 29%
Don't know		1 *%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%	* *%	- -%
NET Important		599 71%	64 66%	43 78%	99 77%	20 49%	60 69%	117 75%	63 70%	44 74%	47 72%
NET Not Important		65 8%	23 24%	1 2%	5 4%	* 1%	5 5%	4 2%	8 9%	4 7%	8 13%
Answered		843	98	54	128	40	88	155	89	59	65
Mean Score		.9	.6	1.2	1.0	.7	.9	1.0	.8	.9	.9
Standard error		.03	.14	.12	.09	.13	.12	.08	.13	.14	.13
Standard deviation		.95	1.19	.81	.83	.80	.99	.75	.97	.99	1.01

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 210 (continuation)

QD10A_4. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		831	159	172	225	556	275	88	102	85
Effective base		350	78	101	130	304	88	31	33	29
Weighted Base		844	193	211	373	777	67	28	27	12
Not at all important	(-2)	21 3%	4 2%	7 3%	5 1%	17 2%	4 7%	1 5%	3 11%	* *%
Not very important	(-1)	44 5%	9 5%	21 10% c	11 3%	41 5%	3 5%	1 4%	2 6%	* 2%
Neither important nor unimportant	(0)	179 21%	53 27%	31 15%	77 21%	161 21%	17 26%	7 24%	8 29%	3 26%
Important	(1)	373 44%	74 38%	88 42%	187 50%	349 45%	24 36%	9 34%	10 38%	5 39%
Very important	(2)	226 27%	53 28%	63 30%	92 25%	208 27%	18 26%	9 34%	4 15%	4 33%
Don't know		1 *%	- -%	1 *%	* *%	1 *%	* *%	* *%	- -%	- -%
NET Important		599 71%	127 66%	151 71%	279 75%	557 72%	42 63%	19 67%	14 53%	9 72%
NET Not Important		65 8%	13 7%	28 13% c	17 4%	58 7%	7 11%	2 8%	5 18% cdh	* 2%
Answered		843	193	211	373	776	67	27	27	12
Mean Score		.9	.8	.8	.9	.9	.7	.9	.4	1.0
Standard error		.03	.08	.08	.06	.04	.07	.12	.12	.09
Standard deviation		.95	.96	1.07	.84	.93	1.11	1.08	1.19	.86

Columns Tested: a,b,c,d,e,f,g,h

Table 210 (continuation)

QD10A_4. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry									
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
Significance Level: 95%		*a	b	*c	d	e	f	g	h	i	
Unweighted Base	831	29	65	4	69	80	232	31	30	359	
Effective base	350	19	20	3	22	31	105	12	12	161	
Weighted Base	844	29	51	4	55	91	202	27	17	423	
Not at all important	(-2)	21	-	*	-	*	2	6	3	-	10
		3%	-%	1%	-%	1%	2%	3%	10%	-%	2%
Not very important	(-1)	44	1	3	1	4	4	13	4	1	18
		5%	3%	7%	21%	8%	4%	6%	15%	4%	4%
Neither important nor unimportant	(0)	179	5	9	-	9	27	40	7	3	89
		21%	16%	17%	-%	16%	30%	20%	27%	16%	21%
Important	(1)	373	17	29	1	30	37	87	8	9	185
		44%	58%	57%	19%	54%	41%	43%	30%	53%	44%
Very important	(2)	226	6	10	2	12	21	55	5	4	121
		27%	23%	19%	61%	22%	23%	27%	18%	26%	29%
Don't know		1	-	-	-	-	-	1	-	*	*
		^%	-%	-%	-%	-%	-%	^%	-%	1%	^%
NET Important		599	23	39	3	42	58	142	13	13	306
		71%	81%	76%	79%	76%	64%	71%	48%	80%	72%
NET Not Important		65	1	4	1	5	6	19	7	1	28
		8%	3%	7%	21%	8%	6%	9%	25%	4%	7%
Answered		843	29	51	4	55	91	201	27	16	423
Mean Score		.9	1.0	.9	1.2	.9	.8	.9	.3	1.0	.9
Standard error		.03	.13	.10	.68	.10	.10	.07	.22	.15	.05
Standard deviation		.95	.72	.83	1.37	.86	.92	.99	1.24	.78	.94

Columns Tested: a,b,c,d,e,f,g,h,i

Table 210 (continuation)

QD10A_4. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	831	178	232	421	718	113	-	709	122	808	23
Effective base	350	68	105	182	296	54	-	326	27	341	9
Weighted Base	844	175	202	468	699	145	-	800	44	826	18
Not at all important (-2)	21 3%	2 1%	6 3%	13 3%	19 3%	2 2%	- -%	21 3%	* *%	21 3%	* 2%
Not very important (-1)	44 5%	9 5%	13 6%	22 5%	29 4%	15 10%	- -%	42 5%	2 5%	43 5%	1 7%
Neither important nor unimportant (0)	179 21%	40 23%	40 20%	99 21%	129 18%	50 35%	- -%	176 22%	3 6%	174 21%	5 28%
Important (1)	373 44%	84 48%	87 43%	202 43%	324 46%	49 34%	- -%	356 45%	17 38%	370 45%	3 17%
Very important (2)	226 27%	40 23%	55 27%	131 28%	196 28%	29 20%	- -%	204 25%	22 50%	217 26%	8 46%
Don't know	1 *%	- -%	1 *%	1 *%	1 *%	- -%	- -%	1 *%	* 1%	1 *%	- -%
NET Important	599 71%	123 71%	142 71%	333 71%	521 75%	78 54%	- -%	560 70%	39 88%	587 71%	11 63%
NET Not Important	65 8%	11 6%	19 9%	35 8%	48 7%	17 12%	- -%	63 8%	2 5%	64 8%	2 9%
Answered	843	175	201	467	698	145	-	799	44	825	18
Mean Score	.9	.9	.9	.9	.9	.6	-	.8	1.3	.9	1.0
Standard error	.03	.07	.07	.05	.04	.09	-	.04	.07	.03	.24
Standard deviation	.95	.87	.99	.96	.94	.97	-	.95	.82	.95	1.13

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 210 (continuation)

QD10A_4. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		831	417	167	247
Effective base		350	181	61	108
Weighted Base		844	452	138	255
Not at all important	(-2)	21 3%	14 3%	1 *%	7 3%
Not very important	(-1)	44 5%	25 5%	6 5%	13 5%
Neither important nor unimportant	(0)	179 21%	93 21%	31 22%	55 22%
Important	(1)	373 44%	207 46%	53 39%	113 44%
Very important	(2)	226 27%	112 25%	46 34%	67 26%
Don't know		1 *%	* *%	1 *%	* *%
NET Important		599 71%	319 71%	100 72%	180 71%
NET Not Important		65 8%	39 9%	7 5%	20 8%
Answered		843	452	137	254
Mean Score		.9	.8	1.0	.9
Standard error		.03	.05	.07	.06
Standard deviation		.95	.97	.89	.95

Columns Tested: a,b,c

Table 210 (continuation)

QD10A_4. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Total base	Annual postal spend										
			<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k	
Significance Level: 95%													
Unweighted Base		831	561	172	45	20	19	7	3	4	733	98	53
Effective base		350	266	59	14	6	6	1	1	1	324	25	12
Weighted Base		844	650	134	36	5	12	2	1	5	784	61	25
Not at all important	(-2)	21	15	6	*	*	-	-	-	-	21	*	*
		3%	2%	4%	1%	2%	-%	-%	-%	-%	3%	1%	*%
Not very important	(-1)	44	41	3	*	*	-	-	-	-	44	*	*
		5%	6%	3%	*%	1%	-%	-%	-%	-%	6%	*%	*%
Neither important nor unimportant	(0)	179	141	34	2	*	2	*	*	-	175	4	2
		21%	22%	26%	5%	3%	15%	1%	2%	-%	22%	6%	8%
				j									
Important	(1)	373	300	49	15	2	5	2	*	-	349	24	9
		44%	46%	37%	41%	41%	38%	97%	3%	-%	45%	39%	36%
Very important	(2)	226	153	40	19	3	6	*	1	5	193	33	14
		27%	23%	30%	53%	53%	47%	2%	94%	100%	25%	54%	55%
				ai							abi	ai	
Don't know		1	1	*	-	-	-	-	-	-	1	-	-
		*%	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%
NET Important		599	452	90	34	5	10	2	1	5	542	57	23
		71%	70%	67%	94%	94%	85%	99%	98%	100%	69%	93%	92%
				b							abi		
NET Not Important		65	56	9	*	*	-	-	-	-	65	1	*
		8%	9%	7%	1%	3%	-%	-%	-%	-%	8%	1%	1%
Answered		843	649	133	36	5	12	2	1	5	782	61	25
Mean Score		.9	.8	.9	1.4	1.4	1.3	1.0	1.9	2.0	.8	1.4	1.5
				abi							abi	ai	
Standard error		.03	.04	.08	.10	.19	.17	.08	-	-	.04	.07	.10
Standard deviation		.95	.94	1.02	.70	.87	.75	.22	-	-	.95	.69	.70

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 210 (continuation)

QD10A_4. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Unweighted Base	831	247	314	270	744	721	776	831	525	339	77	489	37	61	35	53	24
Effective base	350	135	131	84	306	301	325	350	207	111	40	228	12	16	11	13	7
Weighted Base	844	343	307	194	757	718	792	844	509	277	100	558	27	42	24	23	18
Not at all important (-2)	21 3%	9 3%	6 2%	6 3%	13 2%	15 2%	15 2%	21 3%	3 1%	1 *%	3 3%	12 2%	* *%	* 1%	- -%	- -%	- -%
Not very important (-1)	44 5%	16 5%	25 8%	4 2%	37 5%	40 6%	42 5%	44 5%	19 4%	10 4%	6 6%	33 6%	* *%	2 6%	* 1%	- -%	- -%
Neither important nor unimportant (0)	179 21%	88 26%	53 17%	38 20%	156 21%	147 20%	170 21%	179 21%	94 18%	32 12%	35 34%	115 21%	9 35%	3 8%	* *%	8 33%	* *%
Important (1)	373 44%	161 47%	138 45%	73 38%	353 47%	332 46%	360 45%	373 44%	246 48%	134 48%	31 31%	261 47%	11 41%	22 53%	17 71%	8 36%	9 49%
Very important (2)	226 27%	69 20%	84 27%	73 38% a	197 26%	184 26%	205 26%	226 27%	146 29%	100 36% bc	25 25%	137 25%	6 23%	14 33%	7 28%	7 29%	9 51%
Don't know	1 *%	* *%	1 *%	* *%	1 *%	1 *%	1 *%	1 *%	1 *%	* *%	* *%	1 *%	- -%	- -%	- -%	* 1%	- -%
NET Important	599 71%	230 67%	222 72%	146 75%	550 73%	516 72%	565 71%	599 71%	392 77%	234 84% abcd	56 56%	399 71%	17 65%	36 85%	24 99%	15 65%	18 100%
NET Not Important	65 8%	25 7%	31 10%	10 5%	49 7%	55 8%	57 7%	65 8%	23 4%	11 4%	9 9%	44 8%	* 1%	3 7%	* 1%	- -%	- -%
Answered Mean Score	843 .9	343 .8	306 .9	194 1.0 a	755 .9	718 .9	791 .9	843 .9	508 1.0	277 1.2 abcd	100 .7	558 .9	27 .9	42 1.1	24 1.3	23 1.0	18 1.5
Standard error	.03	.06	.05	.06	.03	.03	.03	.03	.04	.04	.12	.04	.13	.11	.08	.11	.11
Standard deviation	.95	.91	.97	.97	.90	.92	.92	.95	.83	.80	1.01	.93	.79	.85	.50	.81	.52

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 210 (continuation)

QD10A_4. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	e	*f	*g
Unweighted Base	831	527	64	42	45	28	27	11	487	98	41	36	30	18	11
Effective base	350	251	19	13	9	8	5	3	230	33	15	14	6	9	4
Weighted Base	844	622	54	34	16	11	13	7	548	96	18	22	15	9	11
Not at all important	(-2)	21	12	*	-	-	-	-	14	*	*	*	-	-	-
		3%	2%	*%	-%	-%	-%	-%	3%	*%	*%	2%	-%	-%	-%
Not very important	(-1)	44	36	-	*	1	*	-	37	1	*	2	-	-	-
		5%	6%	-%	*%	4%	1%	-%	7%	1%	*%	8%	-%	-%	-%
Neither important nor unimportant	(0)	179	129	15	4	*	*	8	118	23	5	*	*	*	-
		21%	21%	27%	13%	*%	1%	59%	22%	24%	30%	1%	1%	*%	-%
											d				
Important	(1)	373	294	23	20	3	8	1	247	46	5	13	12	4	4
		44%	47%	42%	59%	21%	75%	8%	45%	48%	31%	58%	83%	46%	42%
													c		
Very important	(2)	226	149	17	9	12	2	4	132	25	7	7	2	5	6
		27%	24%	31%	27%	75%	23%	31%	24%	26%	39%	31%	16%	54%	58%
					abc										
Don't know		1	1	-	-	-	-	*	*	1	-	-	-	-	-
		*%	*%	-%	-%	-%	-%	2%	*%	1%	-%	-%	-%	-%	-%
NET Important		599	443	39	29	16	11	5	379	71	12	20	15	9	11
		71%	71%	73%	87%	96%	97%	39%	69%	74%	70%	89%	99%	100%	100%
NET Not Important		65	49	*	*	1	*	-	51	1	*	2	-	-	-
		8%	8%	*%	*%	4%	1%	-%	9%	1%	*%	10%	-%	-%	-%
Answered		843	621	54	34	16	11	13	548	95	18	22	15	9	11
Mean Score		.9	.9	1.0	1.1	1.7	1.2	.7	.8	1.0	1.1	1.1	1.2	1.5	1.6
					ab										
Standard error		.03	.04	.10	.10	.10	.10	.19	.04	.08	.13	.15	.07	.13	.16
Standard deviation		.95	.92	.78	.64	.69	.54	.95	.96	.76	.85	.91	.39	.54	.52

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 210 (continuation)

QD10A_4. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	b	c	d	e	*f	*g	a	b	c	d	e	
Significance Level: 95%														
Unweighted Base	831	558	98	59	40	30	24	22	232	168	199	127	50	
Effective base	350	262	33	19	17	10	6	9	125	74	79	33	15	
Weighted Base	844	621	92	53	20	21	18	19	324	168	187	73	41	
Not at all important	(-2)	21	19	*	1	*	1	-	-	4	4	5	2	*
		3%	3%	*%	1%	1%	6%	-%	-%	1%	2%	3%	3%	*%
Not very important	(-1)	44	40	4	-	*	*	-	-	15	10	13	3	*
		5%	6%	4%	-%	*%	*%	-%	-%	5%	6%	7%	5%	*%
Neither important nor unimportant	(0)	179	135	20	16	4	4	1	-	94	22	44	5	6
		21%	22%	21%	30%	22%	18%	3%	-%	29%	13%	23%	7%	14%
										bd	d			
Important	(1)	373	281	37	10	13	9	12	11	149	85	69	33	24
		44%	45%	41%	19%	63%	40%	64%	62%	46%	51%	37%	45%	58%
			c		c									
Very important	(2)	226	145	30	27	3	8	6	7	62	48	55	29	11
		27%	23%	33%	50%	14%	36%	33%	38%	19%	28%	29%	40%	28%
					ad								a	
Don't know		1	*	1	*	-	-	-	-	*	-	*	*	-
		*%	*%	1%	*%	-%	-%	-%	-%	*%	-%	*%	*%	-%
NET Important		599	427	67	36	16	16	18	19	211	133	124	62	35
		71%	69%	73%	69%	77%	76%	97%	100%	65%	79%	66%	85%	86%
										a		ac		
NET Not Important		65	60	4	1	*	1	-	-	19	14	19	6	*
		8%	10%	4%	1%	1%	6%	-%	-%	6%	8%	10%	8%	*%
Answered		843	621	91	53	20	21	18	19	324	168	186	72	41
Mean Score		.9	.8	1.0	1.2	.9	1.0	1.3	1.4	.8	1.0	.8	1.2	1.1
										a		.09	.09	
Standard error		.03	.04	.09	.13	.10	.19	.11	.11	.06	.07	.07	.09	.09
Standard deviation		.95	.97	.85	.95	.65	1.06	.54	.50	.85	.92	1.02	.95	.66

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 210 (continuation)

QD10A_4. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	831	287	152	162	102	41	286	142	165	92	32
Effective base	350	150	66	58	21	12	148	54	60	29	10
Weighted Base	844	386	153	138	51	29	360	133	130	64	31
Not at all important (-2)	21 3%	5 1%	3 2%	4 3%	* 1%	* *%	8 2%	1 *%	3 3%	2 3%	* *%
Not very important (-1)	44 5%	16 4%	13 9%	7 5%	* *%	* *%	17 5%	10 8%	9 7%	3 5%	- -%
Neither important nor unimportant (0)	179 21%	97 25%	24 16%	28 20%	1 2%	6 20%	82 23%	20 15%	35 27%	5 8%	4 15%
Important (1)	373 44%	182 47%	73 48%	57 41%	25 49%	17 58%	180 50%	60 45%	46 36%	30 48%	16 51%
Very important (2)	226 27%	85 22%	40 26%	42 30%	24 48%	6 22%	72 20%	42 31%	36 28%	23 36%	10 34%
Don't know	1 *%	* *%	- -%	* *%	* 1%	- -%	* *%	* *%	- -%	* *%	- -%
NET Important	599 71%	267 69%	112 74%	99 71%	49 97%	23 79%	252 70%	102 76%	83 64%	53 83%	26 85%
NET Not Important	65 8%	21 6%	17 11%	11 8%	1 1%	* *%	26 7%	11 8%	13 10%	6 9%	* *%
Answered	843	385	153	138	50	29	360	133	130	64	31
Mean Score	.9	.8	.9	.9	1.4 abc	1.0	.8	1.0	.8	1.1	1.2
Standard error	.03	.05	.08	.08	.06 abc	.11	.05	.08	.08	.10	.12
Standard deviation	.95	.86	.97	.97	.63	.69	.89	.90	1.02	.98	.71

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 210 (continuation)

QD10A_4. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	*b
Significance Level: 95%													
Unweighted Base	831	363	136	166	114	39	484	56	289	778	53	720	24
Effective base	350	181	50	67	36	10	203	20	125	329	21	298	8
Weighted Base	844	446	119	154	85	25	491	47	305	794	50	733	23
Not at all important (-2)	21 3%	14 3%	3 2%	1 1%	3 3%	* 2%	11 2%	2 4%	9 3%	21 3%	1 1%	12 2%	* *%
Not very important (-1)	44 5%	22 5%	12 10%	9 6%	2 2%	* *%	21 4%	- -%	23 8%	44 6%	- -%	37 5%	- -%
Neither important nor unimportant (0)	179 21%	107 24%	14 12%	35 22%	13 15%	4 15%	92 19%	7 16%	79 26%	173 22%	6 12%	151 21%	4 19%
Important (1)	373 44%	210 47%	50 42%	62 40%	34 41%	10 41%	229 47%	17 37%	125 41%	351 44%	23 45%	345 47%	8 34%
Very important (2)	226 27%	92 21%	41 35%	47 31%	32 38%	11 42%	136 28%	20 44%	69 23%	205 26%	21 41%	186 25%	11 46%
Don't know	1 *%	* *%	* *%	* *%	* *%	- -%	1 *%	- -%	- -%	1 *%	- -%	1 *%	* 1%
NET Important	599 71%	302 68%	91 76%	109 71%	67 79%	21 83%	365 74%	38 81%	194 64%	555 70%	43 86%	531 72%	19 80%
NET Not Important	65 8%	36 8%	14 12%	10 7%	5 6%	* 2%	32 7%	2 4%	32 10%	65 8%	1 1%	49 7%	* *%
Answered	843	445	119	153	85	25	490	47	305	793	50	732	23
Mean Score	.9	.8	1.0	.9	1.1	1.2	.9	1.2	.7	.9	1.3	.9	1.3
Standard error	.03	.05	.09	.07	.09	.13	.04	.13	.06	.03	.11	.03	.17
Standard deviation	.95	.94	1.03	.92	.97	.84	.92	.95	.99	.96	.77	.90	.81

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 210 (continuation)

QD10A_4. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Total base		a	b	a	b	a	*b	a	b	a	b
Significance Level: 95%											
Unweighted Base		831	661 60	665 166		726 18		660 61		666 165	
Effective base		350	287 15	289 62		300 6		282 19		288 62	
Weighted Base		844	681 38	670 174		736 21		671 48		675 169	
Not at all important	(-2)	21 3%	14 2% * 1%	16 2% 5 3%		13 2% - -%		14 2% * 1%		17 2% 5 3%	
Not very important	(-1)	44 5%	40 6% * *%	39 6% 5 3%		37 5% - -%		40 6% * *%		39 6% 5 3%	
Neither important nor unimportant	(0)	179 21%	141 21% 6 15%	150 22% 29 16%		151 21% 4 21%		142 21% 5 10%		151 22% 28 16%	
Important	(1)	373 44%	316 46% 16 42%	295 44% 78 45%		350 48% 3 16%		310 46% 22 46%		297 44% 76 45%	
Very important	(2)	226 27%	168 25% 16 42%	169 25% 57 33%		184 25% 13 63%		164 24% 21 43%		170 25% 56 33%	
Don't know		1 *%	1 *% - -%	1 *% * *%		1 *% - -%		1 *% - -%		1 *% * *%	
NET Important		599 71%	485 71% 32 84%	464 69% 135 78%		534 73% 16 79%		474 71% 42 88%		467 69% 131 78%	
NET Not Important		65 8%	54 8% * 1%	55 8% 10 6%		49 7% - -%		54 8% * 1%		56 8% 10 6%	
Answered		843	680 38	669 174		735 21		670 48		674 169	
Mean Score		.9	.9 1.2	.8 1.0		.9 1.4		.9 1.3		.8 1.0	
Standard error		.03	.04 .10	.04 .07		.03 .20		.04 .10		.04 .07	
Standard deviation		.95	.93 .80	.95 .94		.89 .84		.93 .74		.95 .93	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 210 (continuation)

QD10A_4. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	831	480	589	165	1	471	516	129	3	615	506	167	-
Effective base	350	188	249	69	1	188	220	56	3	252	223	70	-
Weighted Base	844	472	592	170	4	449	511	132	4	612	511	160	-
Not at all important (-2)	21 3%	4 1%	13 2%	* *%	- -%	1 *%	15 3%	1 1%	- -%	5 1%	17 3%	2 1%	- -%
Not very important (-1)	44 5%	13 3%	32 5%	9 6%	- -%	14 3%	34 7%	9 7%	- -%	19 3%	35 7%	7 4%	- -%
Neither important nor unimportant (0)	179 21%	77 16%	119 20%	22 13%	4 100%	76 17%	96 19%	16 12%	1 14%	105 17%	112 22%	23 14%	- -%
Important (1)	373 44%	224 47%	282 48%	76 45%	- -%	213 47%	238 47%	60 45%	3 86%	289 47%	214 42%	68 43%	- -%
Very important (2)	226 27%	152 32%	147 25%	62 36%	- -%	144 32%	129 25%	46 35%	- -%	193 32%	133 26%	61 38%	- -%
Don't know	1 *%	1 *%	1 *%	- -%	- -%	1 *%	* *%	- -%	- -%	1 *%	1 *%	* *%	- -%
NET Important	599 71%	376 80%	428 72%	138 81%	- -%	357 79%	367 72%	106 80%	3 86%	482 79%	346 68%	129 80%	- -%
NET Not Important	65 8%	18 4%	44 7%	10 6%	- -%	16 3%	48 9%	10 8%	- -%	24 4%	52 10%	9 5%	- -%
Answered	843	471	591	170	4	449	511	132	4	612	510	160	-
Mean Score	.9	1.1	.9	1.1	-	1.1	.8	1.1	.9	1.1	.8	1.1	-
Standard error	.03	b	.04	.07	-	.04	.04	.08	.23	.03	.05	.07	-
Standard deviation	.95	b	.83	.92	.85	.80	.97	.90	.40	.83	1.01	.88	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 210 (continuation)

QD10A_4. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	
		a	b	c	a	b	c	a	b	c	d	e	
Significance Level: 95%													
Unweighted Base		831	698	668	831	581	486	37	600	479	459	124	75
Effective base		350	290	281	350	233	212	11	266	197	184	59	38
Weighted Base		844	721	674	844	589	508	25	633	496	449	133	87
Not at all important	(-2)	21	13	14	21	8	14	1	18	7	4	1	1
		3%	2%	2%	3%	1%	3%	3%	3%	1%	1%	1%	1%
Not very important	(-1)	44	37	40	44	27	30	-	41	16	19	10	7
		5%	5%	6%	5%	5%	6%	-%	7%	3%	4%	7%	9%
Neither important nor unimportant	(0)	179	139	134	179	110	117	*	134	88	71	15	10
		21%	19%	20%	21%	19%	23%	1%	21%	18%	16%	12%	11%
Important	(1)	373	345	313	373	276	236	15	279	228	193	63	36
		44%	48%	46%	44%	47%	46%	61%	44%	46%	43%	48%	42%
Very important	(2)	226	186	172	226	167	110	9	160	155	161	43	33
		27%	26%	26%	27%	28%	22%	35%	25%	31%	36%	32%	37%
Don't know		1	1	1	1	1	1	-	1	*	1	*	-
		*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	-%
NET Important		599	531	485	599	442	346	24	439	384	354	106	69
		71%	74%	72%	71%	75%	68%	96%	69%	77%	79%	80%	79%
NET Not Important		65	49	54	65	35	44	1	59	23	23	11	8
		8%	7%	8%	8%	6%	9%	3%	9%	5%	5%	8%	9%
Answered		843	720	673	843	588	507	25	632	495	448	133	87
Mean Score		.9	.9	.9	.9	1.0	.8	1.2	.8	1.0	1.1	1.0	1.1
Standard error		.03	.03	.04	.03	b	.04	.13	.04	a	a	.08	.11
Standard deviation		.95	.90	.93	.95	.88	.95	.79	.97	.87	.87	.91	.96

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 210 (continuation)

QD10A_4. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	831	115	53	44	32	724	506	753	585	475	471	687	132	-	697	47
Effective base	350	48	22	18	15	303	209	316	243	195	194	292	53	-	281	25
Weighted Base	844	112	47	46	37	723	495	757	575	456	478	693	120	-	635	68
Not at all important (-2)	21 3%	* *%	1 2%	2 4%	* 1%	17 2%	15 3%	19 2%	16 3%	12 3%	5 1%	16 2%	3 2%	- -%	11 2%	8 12% a
Not very important (-1)	44 5%	16 14%	2 4%	* 1%	1 3%	36 5%	20 4%	36 5%	26 5%	21 5%	14 3%	36 5%	4 3%	- -%	30 5%	4 6%
Neither important nor unimportant (0)	179 21%	18 16%	3 5%	14 31% bd	* *%	153 21%	85 17%	158 21%	100 17%	75 16%	74 15%	147 21%	15 13%	- -%	118 19%	7 10%
Important (1)	373 44%	56 50%	18 39%	21 44%	19 51%	324 45%	226 46%	333 44%	262 46%	207 45%	233 49%	308 44%	54 45%	- -%	280 44%	39 58%
Very important (2)	226 27%	22 20%	23 49% a	9 19%	17 45%	192 27%	149 30%	210 28%	170 29%	141 31%	152 32%	185 27%	44 37%	- -%	195 31%	9 14%
Don't know	1 *%	- -%	* 1%	* 1%	- -%	1 *%	* *%	1 *%	1 *%	- -%	1 *%	1 *%	* *%	- -%	1 *%	- -%
NET Important	599 71%	78 70%	42 88%	30 64%	35 96% ac	516 71%	375 76%	544 72%	432 75%	348 76%	385 80%	493 71%	98 82%	- -%	475 75%	49 72%
NET Not Important	65 8%	16 14%	3 6%	2 5%	2 4%	53 7%	35 7%	55 7%	42 7%	34 7%	19 4%	52 7%	6 5%	- -%	41 6%	12 18% a
Answered Mean Score	843 .9	112 .8	47 1.3 a	46 .8 ac	37 1.4 ac	722 .9	495 1.0	756 .9	574 .9	456 1.0	477 1.1 b	692 .9	120 1.1	- -	634 1.0 b	68 .6
Standard error	.03	.09	.12 a	.14 ac	.13 ac	.03	.04	.03	.04	.04	.04 b	.04	.08	-	.03 b	.17
Standard deviation	.95	.94	.90	.92	.75	.94	.95	.94	.95	.95	.82	.94	.90	-	.92	1.18

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 210 (continuation)

QD10A_4. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	831	389	442	267	10	135	180	142	527	156	143	182	495
Effective base	350	169	181	106	7	51	80	58	222	67	61	74	211
Weighted Base	844	406	439	259	21	123	203	143	537	157	145	174	512
Not at all important (-2)	21 3%	13 3%	8 2%	4 1%	- -%	* *%	7 3%	2 1%	14 3%	5 3%	3 2%	2 1%	16 3%
Not very important (-1)	44 5%	21 5%	23 5%	4 2%	4 19%	10 8%	1 1%	12 8%	21 4%	11 7%	10 7%	8 5%	26 5%
Neither important nor unimportant (0)	179 21%	81 20%	98 22%	39 15%	- -%	16 13%	33 16%	18 13%	129 24%	30 19%	27 19%	31 18%	115 23%
Important (1)	373 44%	174 43%	199 45%	126 49%	8 39%	57 46%	95 47%	51 36%	250 47%	71 45%	59 41%	80 46%	232 45%
Very important (2)	226 27%	116 29%	110 25%	86 33%	9 42%	40 32%	66 33%	59 41%	122 23%	41 26%	45 31%	53 30%	123 24%
Don't know	1 *%	1 *%	* *%	* *%	- -%	* *%	- -%	1 1%	* *%	- -%	* *%	- -%	* *%
NET Important	599 71%	290 72%	309 70%	212 82%	17 81%	96 78%	161 80%	110 77%	372 69%	111 71%	104 72%	133 76%	354 69%
NET Not Important	65 8%	34 8%	32 7%	8 3%	4 19%	11 9%	8 4%	14 10%	36 7%	16 10%	14 9%	10 6%	41 8%
Answered	843	405	438	259	21	123	203	142	537	157	145	174	511
Mean Score	.9	.9	.9	1.1	1.0	1.0	1.1	1.1	.8	.8	.9	1.0	.8
Standard error	.03	.05	.04	.05	.35	.08	.07	.08	.04	.08	.08	.07	.04
Standard deviation	.95	.98	.92	.82	1.10	.91	.90	1.01	.92	.99	1.00	.89	.96

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 210 (continuation)

QD10A_4. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		831	340	491
Effective base		350	123	227
Weighted Base		844	309	535
Not at all important	(-2)	21	6	15
		3%	2%	3%
Not very important	(-1)	44	15	29
		5%	5%	5%
Neither important nor unimportant	(0)	179	50	129
		21%	16%	24%
Important	(1)	373	146	227
		44%	47%	43%
Very important	(2)	226	93	133
		27%	30%	25%
Don't know		1	-	1
		*%	-%	*%
NET Important		599	238	360
		71%	77%	67%
NET Not Important		65	21	44
		8%	7%	8%
Answered		843	309	534
Mean Score		.9	1.0	.8
Standard error		.03	.05	.04
Standard deviation		.95	.91	.97

Columns Tested: a,b

Table 210 (continuation)

QD10A_4. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	831	50	109	68	69	91	39	36	87	57	68	45	112
Effective base	350	19	53	44	22	72	24	8	38	25	16	22	39
Weighted Base	844	26	93	91	25	146	41	11	128	55	39	67	122
Not at all important (-2)	21 3%	1 2%	1 1%	4 4%	1 3%	4 3%	3 7%	- -%	1 1%	3 6%	3 7%	1 1%	* *%
Not very important (-1)	44 5%	2 9%	4 5%	2 2%	1 5%	23 16% bcfhl	- -%	* 1%	* *%	2 4%	1 3%	7 10%	1 1%
Neither important nor unimportant (0)	179 21%	3 13%	20 22%	14 15%	4 18%	21 14%	13 31% k	5 41%	28 22%	18 32% k	19 49% abcdek	5 7%	30 25%
Important (1)	373 44%	15 58% i	34 36%	58 64% beijl	10 40%	60 41%	18 43%	5 41%	73 57% i	14 26%	12 31%	32 48%	43 35%
Very important (2)	226 27%	5 18%	34 36% cj	14 15%	8 34%	39 27%	8 19%	2 17%	25 20%	18 32%	4 10%	23 34%	47 39% cj
Don't know	1 *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	* 1%	- -%	* *%
NET Important	599 71%	20 76% j	68 72% j	71 78% j	18 74% j	99 68%	25 62%	7 58%	98 77% j	32 57%	16 41%	54 82% j	90 74% j
NET Not Important	65 8%	3 11%	6 6%	6 6%	2 8%	27 18% bhl	3 7%	* 1%	1 1%	6 10%	4 10%	8 11% l	1 1%
Answered	843	26	93	91	25	146	41	11	127	55	38	67	122
Mean Score	.9	.8	1.0	.8	1.0	.7	.7	.7	.9	.7	.3	1.0	1.1
Standard error	.03	.13	.09 j	.10	.12 j	.12	.17	.13	.08 j	.15	.12	.15 j	.08 efj
Standard deviation	.95	.92	.94	.85	1.00	1.10	1.03	.78	.72	1.14	.96	.98	.82

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 210 (continuation)

QD10A_4. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	831	227	199	180	225	426	405
Effective base	350	113	113	66	76	226	142
Weighted Base	844	211	212	194	227	423	421
Not at all important	(-2) 21 3%	5 3%	8 4%	5 2%	4 2%	13 3%	8 2%
Not very important	(-1) 44 5%	9 4%	24 11%	3 1%	9 4%	33 8%	11 3%
Neither important nor unimportant	(0) 179 21%	38 18%	38 18%	50 26%	53 24%	75 18%	104 25%
Important	(1) 373 44%	107 51%	88 41%	91 47%	87 38%	195 46%	178 42%
Very important	(2) 226 27%	52 25%	55 26%	45 23%	74 32%	107 25%	118 28%
Don't know	1 *%	- -%	* *%	* *%	1 *%	* *%	1 *%
NET Important	599 71%	159 75%	143 67%	136 70%	160 71%	302 71%	297 70%
NET Not Important	65 8%	14 7%	32 15%	7 4%	13 6%	46 11%	20 5%
Answered	843	211	212	194	226	423	420
Mean Score	.9	.9	.7	.9	1.0	.8	.9
Standard error	.03	.06	.08	.06	.06	.05	.04
Standard deviation	.95	.90	1.07	.86	.93	1.00	.90

Columns Tested:: a,b,c,d - a,b

Table 211

QD10A_5. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	831	32	799	587	123	36	85	244
Effective base	350	8	342	323	51	15	44	68
Weighted Base	844	16	828	808	31	4	2	37
Not at all important	(-2)	48	42	47	1	-	*	1
	6%	36%	5%	6%	2%	-%	5%	2%
		b						
Not very important	(-1)	101	99	98	2	*	*	3
	12%	10%	12%	12%	8%	3%	6%	7%
Neither important nor unimportant	(0)	239	237	233	5	1	*	6
	28%	16%	29%	29%	16%	13%	22%	16%
				e				
Important	(1)	303	301	285	15	2	1	18
	36%	10%	36%	35%	49%	55%	38%	49%
								a
Very important	(2)	153	148	144	7	1	1	9
	18%	28%	18%	18%	23%	29%	28%	24%
Don't know		1	1	-	1	-	-	1
	*%	-%	*%	-%	2%	-%	-%	1%
					a			
NET Important		456	449	429	22	3	1	27
	54%	38%	54%	53%	72%	84%	67%	73%
					a	a		a
NET Not Important		149	142	146	3	*	*	4
	18%	46%	17%	18%	11%	3%	11%	10%
		b						
Answered		844	827	808	30	4	2	36
Mean Score		.5	.5	.5	.8	1.1	.8	.9
					a	a		a
Standard error		.04	.04	.05	.09	.14	.17	.06
Standard deviation		1.09	1.08	1.10	.98	.83	1.52	.96

Columns Tested: a,b - a,b,c,d,e

Table 211 (continuation)

QD10A_5. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		831	260	245	82	71	88	85	587	123	121
Effective base		350	164	129	37	33	31	44	323	51	31
Weighted Base		844	440	315	53	22	13	2	808	31	6
Not at all important	(-2)	48	18	25	4	1	*	*	47	1	*
		6%	4%	8%	8%	3%	1%	5%	6%	2%	2%
Not very important	(-1)	101	60	30	8	1	1	*	98	2	*
		12%	14%	10%	15%	6%	10%	6%	12%	8%	4%
Neither important nor unimportant	(0)	239	132	91	11	3	2	*	233	5	1
		28%	30%	29%	20%	15%	18%	22%	29%	16%	16%
			h								
Important	(1)	303	146	114	25	10	7	1	285	15	3
		36%	33%	36%	47%	48%	51%	38%	35%	49%	50%
									a		
Very important	(2)	153	83	55	5	6	2	1	144	7	2
		18%	19%	18%	10%	28%	17%	28%	18%	23%	29%
						c		c			
Don't know		1	-	-	-	*	*	-	-	1	-
		*%	-%	-%	-%	*%	3%	-%	-%	2%	-%
							g			g	
NET Important		456	229	169	30	16	9	1	429	22	5
		54%	52%	54%	57%	76%	68%	67%	53%	72%	78%
						abg				abg	abg
NET Not Important		149	78	55	12	2	1	*	146	3	*
		18%	18%	17%	23%	9%	11%	11%	18%	11%	6%
					i						
Answered		844	440	315	53	22	13	2	808	30	6
Mean Score		.5	.5	.5	.3	.9	.7	.8	.5	.8	1.0
						abcg				abcg	abcg
Standard error		.04	.07	.07	.12	.12	.10	.17	.05	.09	.09
Standard deviation		1.09	1.07	1.13	1.11	.98	.93	1.52	1.10	.98	.96

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 211 (continuation)

QD10A_5. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	831	375	212	123	36	85	384	143	63	45	105
Effective base	350	241	106	51	15	44	223	63	19	13	23
Weighted Base	844	663	145	31	4	2	593	108	33	18	22
Not at all important (-2)	48 6%	40 6%	8 5%	1 2%	- -%	* 5%	37 6%	5 5%	* 1%	1 7%	* 1%
Not very important (-1)	101 12%	84 13%	14 10%	2 8%	* 3%	* 6%	75 13%	15 14%	8 23%	* 1%	2 7%
Neither important nor unimportant (0)	239 28%	201 30%	32 22%	5 16%	1 13%	* 22%	173 29%	36 34%	3 9%	4 20%	4 16%
Important (1)	303 36%	227 34%	58 40%	15 49%	2 55%	1 38%	212 36%	37 34%	11 34%	4 23%	12 55%
Very important (2)	153 18%	110 17%	34 23%	7 23%	1 29%	1 28%	95 16%	15 14%	11 33%	9 49%	5 21%
Don't know	1 *%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%	* *%	- -%	- -%
NET Important	456 54%	337 51%	92 63%	22 72%	3 84%	1 67%	308 52%	52 48%	22 66%	13 72%	17 75%
NET Not Important	149 18%	124 19%	21 15%	3 11%	* 3%	* 11%	112 19%	20 18%	8 24%	1 8%	2 8%
Answered	844	663	145	30	4	2	593	108	33	18	22
Mean Score	.5	.4	.7	.8	1.1	.8	.4	.4	.7	1.1	.9
Standard error	.04	.06	.08	.09	.14	.17	.06	.09	.15	.18	.08
Standard deviation	1.09	1.09	1.10	.98	.83	1.52	1.09	1.04	1.18	1.19	.87

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 211 (continuation)

QD10A_5. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	GOR (QC3)									
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	
		a	b	c	d	e	f	g	h	i	
Significance Level: 95%											
Unweighted Base	831	71	47	84	36	65	84	57	54	58	
Effective base	350	44	31	47	17	33	52	32	28	28	
Weighted Base	844	98	54	128	40	88	155	90	59	65	
Not at all important	(-2)	48	5	2	7	2	5	8	5	4	5
		6%	5%	4%	6%	4%	5%	5%	6%	6%	7%
Not very important	(-1)	101	19	2	11	2	8	19	13	5	9
		12%	20%	4%	9%	5%	9%	12%	14%	9%	14%
			b								
Neither important nor unimportant	(0)	239	24	17	47	17	24	33	28	17	13
		28%	25%	31%	36%	43%	28%	22%	32%	29%	19%
Important	(1)	303	31	22	39	8	20	72	35	28	27
		36%	32%	40%	30%	21%	23%	46%	39%	47%	42%
							e				
Very important	(2)	153	17	12	24	10	31	22	8	5	12
		18%	18%	22%	19%	26%	35%	14%	9%	8%	18%
							fg				
Don't know		1	-	-	-	-	-	-	-	*	-
		*%	-%	-%	-%	-%	-%	-%	-%	1%	-%
NET Important		456	49	34	63	19	51	94	43	33	39
		54%	50%	62%	49%	47%	58%	61%	48%	55%	60%
NET Not Important		149	25	4	19	4	12	27	18	9	13
		18%	25%	8%	15%	10%	14%	18%	20%	15%	21%
Answered		844	98	54	128	40	88	155	90	59	65
Mean Score		.5	.4	.7	.5	.6	.7	.5	.3	.4	.5
Standard error		.04	.14	.14	.12	.18	.15	.11	.14	.14	.15
Standard deviation		1.09	1.15	.99	1.07	1.08	1.19	1.05	1.03	.99	1.15

Columns Tested: a,b,c,d,e,f,g,h,i

Table 211 (continuation)

QD10A_5. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		a	b	c	d	e	f	g	h	
Significance Level: 95%										
Unweighted Base		831	159	172	225	556	275	88	102	85
Effective base		350	78	101	130	304	88	31	33	29
Weighted Base		844	193	211	373	777	67	28	27	12
Not at all important	(-2)	48	11	11	21	44	5	2	3	*
		6%	6%	5%	6%	6%	7%	5%	11%	1%
Not very important	(-1)	101	19	27	44	89	12	4	5	2
		12%	10%	13%	12%	11%	18%	16%	19%	19%
Neither important nor unimportant	(0)	239	54	58	109	221	18	6	7	5
		28%	28%	28%	29%	28%	27%	22%	28%	39%
Important	(1)	303	56	81	146	282	20	9	8	3
		36%	29%	38%	39%	36%	31%	34%	30%	26%
Very important	(2)	153	53	34	54	141	12	6	3	2
		18%	28%	16%	14%	18%	17%	23%	12%	15%
Don't know		1	-	*	-	*	*	-	*	-
		*%	-%	*%	-%	*%	*%	-%	*%	-%
NET Important		456	109	115	200	424	32	16	11	5
		54%	56%	54%	54%	54%	48%	57%	42%	41%
NET Not Important		149	30	38	65	132	17	6	8	3
		18%	15%	18%	17%	17%	25%	22%	30%	20%
Answered		844	193	211	373	777	67	28	27	12
Mean Score		.5	.6	.5	.5	.5	.3	.5	.1	.3
Standard error		.04	.09	.08	.07	.05	.07	.13	.12	.11
Standard deviation		1.09	1.15	1.07	1.06	1.09	1.17	1.19	1.21	1.04

Columns Tested:: a,b,c,d,e,f,g,h

Table 211 (continuation)

QD10A_5. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry									
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
Significance Level: 95%		*a	b	*c	d	e	f	g	h	i	
Unweighted Base	831	29	65	4	69	80	232	31	30	359	
Effective base	350	19	20	3	22	31	105	12	12	161	
Weighted Base	844	29	51	4	55	91	202	27	17	423	
Not at all important	(-2)	48	*	-	*	2	17	3	-	27	
	6%	-%	*%	-%	*%	2%	8%	11%	-%	6%	
Not very important	(-1)	101	2	9	1	10	9	21	5	4	51
	12%	6%	18%	21%	18%	10%	10%	17%	21%	12%	
Neither important nor unimportant	(0)	239	7	13	1	13	37	59	11	1	112
	28%	23%	25%	19%	24%	41%	29%	39%	7%	26%	
Important	(1)	303	14	14	-	14	31	74	8	8	155
	36%	49%	27%	-%	25%	34%	37%	29%	47%	37%	
Very important	(2)	153	6	15	2	18	12	32	1	4	79
	18%	22%	30%	61%	32%	13%	16%	5%	25%	19%	
Don't know		1	-	*	-	*	-	-	-	-	*
	*%	-%	*%	-%	*%	-%	-%	-%	-%	*%	
NET Important		456	20	29	2	32	43	106	9	12	234
	54%	71%	57%	61%	57%	47%	52%	34%	72%	55%	
NET Not Important		149	2	9	1	10	11	37	7	4	78
	18%	6%	18%	21%	18%	12%	18%	27%	21%	18%	
Answered		844	29	51	4	55	91	202	27	17	423
Mean Score		.5	.9	.7	1.0	.7	.5	.4	*	.8	.5
Standard error		.04	.16	.14	.74	.14	.10	.07	.19	.20	.06
Standard deviation		1.09	.84	1.10	1.47	1.12	.93	1.12	1.05	1.08	1.12

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 211 (continuation)

QD10A_5. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	831	178	232	421	718	113	-	709	122	808	23
Effective base	350	68	105	182	296	54	-	326	27	341	9
Weighted Base	844	175	202	468	699	145	-	800	44	826	18
Not at all important (-2)	48 6%	2 1%	17 8%	30 6%	43 6%	5 3%	- -%	48 6%	* *%	48 6%	* 2%
Not very important (-1)	101 12%	21 12%	21 10%	59 13%	79 11%	22 15%	- -%	99 12%	2 4%	100 12%	1 3%
Neither important nor unimportant (0)	239 28%	57 33%	59 29%	124 26%	187 27%	52 36%	- -%	227 28%	12 27%	238 29%	1 7%
Important (1)	303 36%	58 33%	74 37%	171 36%	253 36%	50 34%	- -%	282 35%	21 47%	291 35%	12 63%
Very important (2)	153 18%	36 21%	32 16%	85 18%	136 19%	17 12%	- -%	143 18%	9 21%	148 18%	5 25%
Don't know	1 *%	* *%	- -%	* *%	1 *%	- -%	- -%	* *%	* 1%	1 *%	- -%
NET Important	456 54%	95 54%	106 52%	255 55%	389 56%	67 46%	- -%	426 53%	30 68%	440 53%	16 88%
NET Not Important	149 18%	23 13%	37 18%	89 19%	122 17%	27 19%	- -%	147 18%	2 4%	148 18%	1 6%
Answered	844	175	202	468	698	145	-	800	44	826	18
Mean Score	.5	.6	.4	.5	.5	.4	-	.5	.9	.5	1.0
Standard error	.04	.07	.07	.05	.04	.09	-	.04	.07	.04	.17
Standard deviation	1.09	.99	1.12	1.12	1.11	.99	-	1.10	.80	1.10	.83

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 211 (continuation)

QD10A_5. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		831	417	167	247
Effective base		350	181	61	108
Weighted Base		844	452	138	255
Not at all important	(-2)	48 6%	29 6%	3 2%	17 7%
Not very important	(-1)	101 12%	63 14%	11 8%	26 10%
Neither important nor unimportant	(0)	239 28%	138 30%	38 27%	64 25%
Important	(1)	303 36%	154 34%	55 40%	95 37%
Very important	(2)	153 18%	68 15%	31 22%	53 21%
Don't know		1 *%	* *%	* *%	- -%
NET Important		456 54%	222 49%	86 62%	148 58%
NET Not Important		149 18%	92 20%	14 10%	43 17%
Answered		844	452	138	255
Mean Score		.5	.4	.7	.6
Standard error		.04	.05	.08	.07
Standard deviation		1.09	1.10	.97	1.13

Columns Tested: a,b,c

Table 211 (continuation)

QD10A_5. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	831	561	172	45	20	19	7	3	4	733	98	53
Effective base	350	266	59	14	6	6	1	1	1	324	25	12
Weighted Base	844	650	134	36	5	12	2	1	5	784	61	25
Not at all important	(-2)	48	33	15	-	*	*	-	-	48	*	*
		6%	5%	11%	-%	2%	*%	-%	-%	6%	*%	*%
Not very important	(-1)	101	91	9	*	*	-	*	-	101	*	*
		12%	14%	7%	*%	2%	-%	1%	-%	13%	*%	*%
			j									
Neither important nor unimportant	(0)	239	202	32	1	*	2	*	-	234	5	4
		28%	31%	24%	3%	3%	16%	84%	2%	30%	8%	17%
			cj							cj		
Important	(1)	303	224	51	18	2	4	*	-	275	28	10
		36%	34%	38%	50%	31%	33%	7%	-%	35%	46%	41%
Very important	(2)	153	99	27	17	3	6	*	1	125	27	10
		18%	15%	20%	47%	62%	51%	9%	98%	16%	45%	41%
					abi						abi	ai
Don't know		1	1	-	-	-	-	-	-	1	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%
NET Important		456	323	78	35	5	10	*	1	400	55	20
		54%	50%	58%	97%	93%	84%	15%	98%	51%	91%	82%
					abi						abi	ai
NET Not Important		149	124	24	*	*	*	*	-	149	*	*
		18%	19%	18%	*%	4%	*%	1%	-%	19%	1%	1%
			j	j						j		
Answered		844	649	134	36	5	12	2	1	783	61	25
Mean Score		.5	.4	.5	1.4	1.5	1.3	.2	2.0	.4	1.4	1.2
					abi						abi	abi
Standard error		.04	.05	.09	.08	.20	.18	.30	-	.07	.04	.11
Standard deviation		1.09	1.07	1.21	.57	.90	.79	.78	-	1.09	.67	.78

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 211 (continuation)

QD10A_5. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Unweighted Base	831	247	314	270	744	721	776	831	525	339	77	489	37	61	35	53	24
Effective base	350	135	131	84	306	301	325	350	207	111	40	228	12	16	11	13	7
Weighted Base	844	343	307	194	757	718	792	844	509	277	100	558	27	42	24	23	18
Not at all important (-2)	48 6%	18 5%	15 5%	15 8%	32 4%	33 5%	38 5%	48 6%	17 3%	6 2%	10 10%	27 5%	- -%	- -%	- -%	1 5%	* -%
Not very important (-1)	101 12%	48 14%	44 14%	10 5%	89 12%	87 12%	93 12%	101 12%	52 10%	19 7%	8 8%	79 14%	4 15%	2 5%	* 1%	* %	* %
Neither important nor unimportant (0)	239 28%	c 36%	c 26%	c 19%	219 29%	198 28%	230 29%	239 28%	136 27%	61 22%	40 39%	172 31%	1 5%	5 13%	3 12%	5 21%	4 21%
Important (1)	303 36%	116 34%	108 35%	79 41%	273 36%	262 37%	285 36%	303 36%	194 38%	103 37%	31 31%	196 35%	17 66%	14 34%	10 41%	9 39%	7 39%
Very important (2)	153 18%	39 11%	60 20%	54 28% a	143 19%	138 19%	146 18%	153 18%	109 21%	89 32% abcde	12 12%	84 15%	4 14%	20 48% ab	11 46% ab	8 34%	7 41%
Don't know	1 *%	* *%	* *%	- -%	1 *%	1 *%	1 *%	1 *%	* *%	* *%	- -%	* *%	- -%	- -%	- -%	* *%	- -%
NET Important	456 54%	154 45%	168 55%	133 68% ab	416 55%	400 56%	431 54%	456 54%	303 60%	192 69% abcd	43 43%	280 50%	21 80% ab	35 82% ab	21 87% ab	17 73%	15 79%
NET Not Important	149 18%	66 19%	59 19%	25 13%	121 16%	120 17% f	131 17% f	149 18% f	70 14%	25 9%	18 18%	105 19%	4 15%	2 5%	* 1%	1 5%	* -%
Answered Mean Score	844 .5	343 .3	307 .5	194 .8 a	756 .5	718 .5	792 .5	844 .5	509 .6	277 .9 abcde	100 .3	558 .4	27 .8	42 1.3 ab	24 1.3 ab	23 1.0 a	18 1.2
Standard error	.04	.07	.06	.07	.04	.04	.04	.04	.05	.05	.12	.05	.14	.11	.12	.14	.16
Standard deviation	1.09	1.02	1.11	1.14	1.06	1.07	1.07	1.09	1.03	1.00	1.09	1.06	.88	.87	.73	1.04	.79

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 211 (continuation)

QD10A_5. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	e	*f	*g
Unweighted Base	831	527	64	42	45	28	27	11	487	98	41	36	30	18	11
Effective base	350	251	19	13	9	8	5	3	230	33	15	14	6	9	4
Weighted Base	844	622	54	34	16	11	13	7	548	96	18	22	15	9	11
Not at all important (-2)	48 6%	30 5%	2 4%	- -%	- -%	* *%	- -%	- -%	31 6%	1 1%	- -%	- -%	- -%	1 13%	* *%
Not very important (-1)	101 12%	86 14%	2 4%	* 1%	- -%	* 2%	* 1%	* *%	79 14%	2 2%	4 23%	2 8%	- -%	* *%	- -%
Neither important nor unimportant (0)	239 28%	181 29%	22 41%	4 11%	1 9%	3 26%	5 35%	4 56%	177 32%	18 19%	* 1%	2 10%	* 2%	* 1%	- -%
Important (1)	303 36%	222 36%	17 31%	17 50%	6 36%	4 41%	6 47%	1 17%	187 34%	45 47%	8 43%	9 39%	5 37%	5 59%	4 38%
Very important (2)	153 18%	102 16%	11 21%	13 39%	9 55%	3 30%	2 17%	2 27%	75 14%	29 31%	6 33%	10 43%	9 60%	2 27%	7 62%
Don't know	1 *%	* *%	- -%	- -%	- -%	* 1%	- -%	- -%	* *%	- -%	- -%	- -%	* 1%	- -%	- -%
NET Important	456 54%	324 52%	28 51%	30 88%	15 91%	8 71%	8 65%	3 44%	262 48%	74 77%	13 76%	18 82%	14 97%	8 86%	11 100%
NET Not Important	149 18%	116 19%	4 8%	* 1%	- -%	* 2%	* 1%	* *%	109 20%	3 3%	4 23%	2 8%	- -%	1 13%	* *%
Answered	844	621	54	34	16	11	13	7	548	96	18	22	15	9	11
Mean Score	.5	.5	.6	1.3	1.5	1.0	.8	.7	.4	1.0	.9	1.2	1.6	.9	1.6
Standard error	.04	.05	.12	.11	.10	.16	.14	.28	.05	.08	.18	.16	.10	.30	.16
Standard deviation	1.09	1.07	1.00	.69	.67	.85	.74	.94	1.06	.83	1.15	.94	.55	1.28	.54

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 211 (continuation)

QD10A_5. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
Significance Level: 95%		a	b	c	d	e	*f	*g	a	b	c	d	e	
Unweighted Base	831	558	98	59	40	30	24	22	232	168	199	127	50	
Effective base	350	262	33	19	17	10	6	9	125	74	79	33	15	
Weighted Base	844	621	92	53	20	21	18	19	324	168	187	73	41	
Not at all important	(-2)	48 6%	43 7%	- -%	1 1%	- -%	- -%	4 23%	- -%	15 5%	6 4%	13 7%	3 4%	- -%
Not very important	(-1)	101 12%	92 15%	3 3%	3 5%	2 12%	1 7%	- -%	- -%	50 15%	18 11%	17 9%	7 10%	2 5%
Neither important nor unimportant	(0)	239 28%	200 32%	22 24%	12 22%	3 14%	* 1%	* 11%	2 11%	106 33%	38 23%	70 37%	7 9%	9 22%
Important	(1)	303 36%	206 33%	47 51%	11 21%	11 54%	12 58%	9 51%	6 31%	106 33%	70 42%	55 29%	34 46%	20 49%
Very important	(2)	153 18%	79 13%	20 22%	27 51%	4 20%	7 34%	4 24%	11 57%	47 14%	35 21%	32 17%	22 31%	10 24%
Don't know		1 *%	* *%	- -%	- -%	- -%	- -%	* 1%		* *%	- -%	* *%	- -%	- -%
NET Important		456 54%	286 46%	67 73%	38 72%	15 74%	20 92%	14 76%	16 88%	152 47%	105 63%	87 47%	56 77%	30 73%
NET Not Important		149 18%	135 22%	3 3%	3 6%	2 12%	1 7%	4 23%	- -%	65 20%	24 14%	30 16%	10 14%	2 5%
Answered	844	621	92	53	20	21	18	18	324	168	187	73	41	
Mean Score	.5	.3	.9	1.1	.8	1.2	.5	1.5	.4	.7	.4	.9	.9	
Standard error	.04	.05	.08	.13	.14	.14	.31	.16	.07	.08	.08	.10	.11	
Standard deviation	1.09	1.09	.76	1.02	.91	.78	1.50	.71	1.06	1.04	1.09	1.08	.81	

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 211 (continuation)

QD10A_5. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent					
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e	
Unweighted Base	831	287	152	162	102	41	286	142	165	92	32	
Effective base	350	150	66	58	21	12	148	54	60	29	10	
Weighted Base	844	386	153	138	51	29	360	133	130	64	31	
Not at all important	(-2)	48 6%	16 4%	8 5%	7 5%	1 2%	- -%	18 5%	1 1%	12 9%	2 3%	- -%
Not very important	(-1)	101 12%	51 13%	19 13%	15 11%	2 4%	2 6%	51 14%	16 12%	12 10%	7 10%	1 4%
Neither important nor unimportant	(0)	239 28%	116 30%	41 27%	52 37%	2 3%	9 31%	119 33%	22 16%	41 32%	6 10%	9 29%
Important	(1)	303 36%	132 34%	58 38%	40 29%	31 61%	13 44%	125 35%	59 44%	39 30%	28 44%	12 39%
Very important	(2)	153 18%	70 18%	27 17%	25 18%	15 30%	5 18%	46 13%	36 27%	26 20%	21 33%	9 28%
Don't know		1 *%	* *%	- -%	* *%	- -%	- -%	* *%	* *%	- -%	- -%	- -%
NET Important		456 54%	202 52%	85 55%	65 47%	46 91%	18 62%	171 48%	95 71%	64 50%	49 77%	21 67%
NET Not Important		149 18%	68 18%	28 18%	21 15%	3 6%	2 6%	69 19%	17 13%	24 19%	9 14%	1 4%
Answered		844	385	153	138	51	29	359	133	130	64	31
Mean Score		.5	.5	.5	.4	1.1	.7	.4	.8	.4	.9	.9
Standard error		.04	.06	.09	.08	.08	.13	.06	.08	.09	.11	.15
Standard deviation		1.09	1.07	1.09	1.06	.83	.84	1.04	.98	1.18	1.07	.85

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 211 (continuation)

QD10A_5. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
Total base		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	*b
Significance Level: 95%													
Unweighted Base	831	363	136	166	114	39	484	56	289	778	53	720	24
Effective base	350	181	50	67	36	10	203	20	125	329	21	298	8
Weighted Base	844	446	119	154	85	25	491	47	305	794	50	733	23
Not at all important	(-2) 48	25	4	12	7	*	31	1	16	48	*	32	*
	6%	6%	3%	8%	8%	1%	6%	3%	5%	6%	1%	4%	***
Not very important	(-1) 101	65	12	16	4	*	43	12	44	101	*	89	*
	12%	15%	10%	10%	5%	1%	9%	25%	15%	13%	***	12%	***
Neither important nor unimportant	(0) 239	159	24	38	16	*	115	4	120	230	9	212	6
	28%	36%	20%	25%	19%	1%	23%	9%	39%	29%	17%	29%	28%
Important	(1) 303	145	51	52	35	17	196	17	90	279	24	268	5
	36%	33%	43%	34%	41%	67%	40%	37%	29%	35%	49%	37%	21%
Very important	(2) 153	51	29	36	22	8	107	12	34	136	17	131	12
	18%	11%	24%	24%	26%	31%	22%	25%	11%	17%	34%	18%	51%
Don't know	1	*	-	*	-	-	-	*	*	1	-	1	-
	***	***	-%	***	-%	-%	-%	***	***	***	-%	***	-%
NET Important	456	196	80	88	57	25	302	29	124	414	41	399	17
	54%	44%	67%	57%	67%	97%	62%	63%	41%	52%	82%	54%	72%
NET Not Important	149	90	15	28	12	*	74	13	60	149	*	121	*
	18%	20%	13%	18%	14%	2%	15%	28%	20%	19%	1%	17%	1%
Answered	844	445	119	154	85	25	491	46	305	794	50	733	23
Mean Score	.5	.3	.8	.5	.7	1.2	.6	.6	.3	.4	1.1	.5	1.2
Standard error	.04	.05	.09	.09	.11	.10	.05	.16	.06	.04	.10	.04	.18
Standard deviation	1.09	1.03	1.03	1.19	1.17	.63	1.11	1.20	1.02	1.10	.75	1.06	.89

Table 211 (continuation)

QD10A_5. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	*b	a	b	a	b
Significance Level: 95%											
Unweighted Base	831	661	60	665	166	726	18	660	61	666	165
Effective base	350	287	15	289	62	300	6	282	19	288	62
Weighted Base	844	681	38	670	174	736	21	671	48	675	169
Not at all important (-2)	48 6%	33 5%	* *%	42 6%	6 4%	32 4%	* *%	33 5%	* *%	42 6%	6 4%
Not very important (-1)	101 12%	86 13%	1 2%	89 13%	11 7%	89 12%	- -%	87 13%	* *%	90 13%	10 6%
Neither important nor unimportant (0)	239 28%	191 28%	7 18%	196 29%	43 25%	212 29%	6 31%	189 28%	9 18%	195 29%	44 26%
Important (1)	303 36%	252 37%	10 28%	236 35%	67 39%	269 37%	4 18%	248 37%	15 31%	232 34%	71 42%
Very important (2)	153 18%	118 17%	20 53% a	107 16%	46 26%	132 18%	11 51%	114 17%	24 51% a	114 17%	38 23%
Don't know	1 *%	1 *%	- -%	1 *%	- -%	1 *%	- -%	1 *%	- -%	1 *%	- -%
NET Important	456 54%	370 54%	30 81% a	342 51%	113 65% a	402 55%	14 69%	361 54%	39 82% a	347 51%	109 64%
NET Not Important	149 18%	119 18%	1 2%	131 20%	18 10%	121 16%	* *%	120 18% b	* *%	132 20%	17 10%
Answered	844	680	38	670	174	735	21	670	48	675	169
Mean Score	.5	.5	1.3 a	.4	.8 a	.5	1.2	.5	1.3 a	.4	.7 a
Standard error	.04	.04	.11	.04	.08	.04	.22	.04	.10	.04	.08
Standard deviation	1.09	1.07	.83	1.10	1.03	1.06	.91	1.07	.78	1.11	1.00

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 211 (continuation)

QD10A_5. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	831	480	589	165	1	471	516	129	3	615	506	167	-
Effective base	350	188	249	69	1	188	220	56	3	252	223	70	-
Weighted Base	844	472	592	170	4	449	511	132	4	612	511	160	-
Not at all important (-2)	48 6%	15 3%	26 4%	7 4%	- -%	10 2%	28 5%	7 6%	- -%	26 4%	29 6%	12 7%	- -%
Not very important (-1)	101 12%	49 10%	72 12%	12 7%	- -%	49 11%	57 11%	12 9%	2 41%	66 11%	61 12%	15 9%	- -%
Neither important nor unimportant (0)	239 28%	109 23%	173 29%	40 24%	4 100%	101 23%	145 28%	20 15%	- -%	147 24%	148 29%	34 21%	- -%
Important (1)	303 36%	202 43%	223 38%	76 45%	- -%	181 40%	192 37%	61 46%	2 59%	246 40%	186 36%	69 43%	- -%
Very important (2)	153 18%	96 20%	98 17%	35 20%	- -%	108 24%	88 17%	32 24%	- -%	128 21%	86 17%	31 19%	- -%
Don't know	1 *9%	1 *0%	* *%	- -%	- -%	1 *%	* *%	- -%	- -%	1 *%	* *%	- -%	- -%
NET Important	456 54%	298 63%	321 54%	110 65%	- -%	289 64%	280 55%	93 70%	2 59%	373 61%	273 53%	99 62%	- -%
NET Not Important	149 18%	64 14%	98 16%	19 11%	- -%	58 13%	85 17%	19 14%	2 41%	92 15%	90 18%	27 17%	- -%
Answered Mean Score	844 .5	471 .7	592 .5	170 .7	4 -	449 .7	510 .5	132 .7	4 .2	612 .6	510 .5	160 .6	- -
Standard error	.04	.05	.04	.08	-	.05	.05	.10	.65	.04	.05	.09	-
Standard deviation	1.09	1.02	1.04	1.00	-	1.01	1.07	1.09	1.13	1.06	1.08	1.13	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 211 (continuation)

QD10A_5. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	
		a	b	c	a	b	c	a	b	c	d	e	
Significance Level: 95%													
	Unweighted Base	831	698	668	831	581	486	37	600	479	459	124	75
	Effective base	350	290	281	350	233	212	11	266	197	184	59	38
	Weighted Base	844	721	674	844	589	508	25	633	496	449	133	87
	Not at all important (-2)	48	32	33	48	22	28	2	43	18	15	6	7
		6%	5%	5%	6%	4%	5%	7%	7%	4%	3%	5%	8%
	Not very important (-1)	101	87	84	101	69	67	*	79	60	46	15	17
		12%	12%	13%	12%	12%	13%	1%	12%	12%	10%	12%	20%
	Neither important nor unimportant (0)	239	208	192	239	159	143	*	185	115	105	25	20
		28%	29%	28%	28%	27%	28%	1%	29%	23%	23%	19%	23%
	Important (1)	303	255	243	303	226	171	11	224	207	187	59	29
		36%	35%	36%	36%	38%	34%	44%	35%	42%	42%	44%	34%
	Very important (2)	153	137	122	153	112	100	12	102	95	97	27	14
		18%	19%	18%	18%	19%	20%	49%	16%	19%	22%	21%	16%
	Don't know	1	1	1	1	1	-	-	*	1	-	-	-
		1%	1%	1%	1%	1%	0%	0%	1%	1%	0%	0%	0%
	NET Important	456	392	365	456	338	271	23	327	303	284	86	43
		54%	54%	54%	54%	57%	53%	92%	52%	61%	63%	65%	50%
	NET Not Important	149	119	117	149	91	94	2	121	78	60	21	24
		18%	17%	17%	18%	15%	19%	7%	19%	16%	13%	16%	27%
	Answered	844	720	673	844	588	508	25	633	495	449	133	87
	Mean Score	.5	.5	.5	.5	.6	.5	1.3	.4	.6	.7	.6	.3
	Standard error	.04	.04	.04	.04	.04	.05	.17	.05	.05	.05	.10	.14
	Standard deviation	1.09	1.07	1.08	1.09	1.04	1.11	1.05	1.11	1.04	1.02	1.07	1.18

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 211 (continuation)

QD10A_5. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		831	115	53	44	32	724	506	753	585	475	471	687	132	-	697	47
Effective base		350	48	22	18	15	303	209	316	243	195	194	292	53	-	281	25
Weighted Base		844	112	47	46	37	723	495	757	575	456	478	693	120	-	635	68
Not at all important	(-2)	48	5	3	3	1	37	31	39	33	25	8	37	5	-	33	11
		6%	5%	5%	6%	3%	5%	6%	5%	6%	5%	2%	5%	4%	-%	5%	16%
												a				a	
Not very important	(-1)	101	14	1	5	-	94	68	96	65	59	52	91	9	-	68	11
		12%	12%	2%	11%	-%	13%	14%	13%	11%	13%	11%	13%	7%	-%	11%	16%
Neither important nor unimportant	(0)	239	19	4	10	4	204	116	207	160	131	124	197	21	-	165	7
		28%	17%	8%	21%	11%	28%	24%	27%	28%	29%	26%	29%	17%	-%	26%	11%
Important	(1)	303	39	24	16	20	259	193	275	218	156	188	248	58	-	238	29
		36%	35%	52%	35%	54%	36%	39%	36%	38%	34%	39%	36%	48%	-%	37%	43%
Very important	(2)	153	35	15	13	12	129	86	140	98	85	105	119	28	-	130	9
		18%	31%	32%	27%	32%	18%	17%	18%	17%	19%	22%	17%	23%	-%	20%	14%
Don't know		1	-	*	-	-	1	1	1	1	*	1	*	-	-	1	-
		*%	-%	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%
NET Important		456	74	40	29	32	388	279	414	316	241	293	367	86	-	368	39
		54%	66%	83%	62%	86%	54%	56%	55%	55%	53%	61%	53%	71%	-%	58%	57%
														b			
NET Not Important		149	19	4	8	1	130	100	135	99	84	60	128	14	-	101	22
		18%	17%	8%	17%	3%	18%	20%	18%	17%	18%	13%	18%	11%	-%	16%	32%
																a	
Answered		844	112	47	46	37	722	495	757	575	456	478	692	120	-	635	68
Mean Score		.5	.8	1.0	.7	1.1	.5	.5	.5	.5	.5	.7	.5	.8	-	.6	.2
												b		b			
Standard error		.04	.11	.14	.18	.15	.04	.05	.04	.04	.05	.05	.04	.09	-	.04	.19
Standard deviation		1.09	1.17	1.00	1.18	.85	1.08	1.12	1.09	1.08	1.10	.99	1.08	1.01	-	1.09	1.32

Columns Tested.: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 211 (continuation)

QD10A_5. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	831	389	442	267	10	135	180	142	527	156	143	182	495
Effective base	350	169	181	106	7	51	80	58	222	67	61	74	211
Weighted Base	844	406	439	259	21	123	203	143	537	157	145	174	512
Not at all important (-2)	48 6%	30 7%	18 4%	11 4%	4 19%	4 3%	13 7%	12 8%	31 6%	6 4%	11 7%	7 4%	31 6%
Not very important (-1)	101 12%	48 12%	53 12%	16 6%	- -%	10 8%	13 6%	17 12%	52 10%	32 20%	22 16%	17 10%	61 12%
Neither important nor unimportant (0)	239 28%	104 26%	135 31%	54 21%	- -%	21 17%	48 24%	21 15%	171 32%	45 28%	28 19%	38 22%	171 33%
Important (1)	303 36%	138 34%	165 38%	110 42%	12 60%	56 45%	82 41%	53 37%	188 35%	60 38%	48 33%	73 42%	176 34%
Very important (2)	153 18%	85 21%	67 15%	67 26%	4 22%	33 26%	46 23%	39 27%	94 18%	15 10%	36 25%	39 22%	73 14%
Don't know	1 *%	* *%	* *%	* *%	- -%	* *%	- -%	- -%	1 *%	- -%	- -%	* *%	* *%
NET Important	456 54%	224 55%	232 53%	177 68%	17 81%	88 72%	128 63%	92 65%	283 53%	75 48%	84 58%	112 64%	249 49%
NET Not Important	149 18%	78 19%	71 16%	28 11%	4 19%	14 11%	26 13%	29 20%	83 15%	37 24%	33 23%	24 14%	92 18%
Answered	844	405	438	259	21	123	203	143	536	157	145	174	511
Mean Score	.5	.5	.5	.8	.7	.8	.7	.6	.5	.3	.5	.7	.4
Standard error	.04	.06	.05	.06	.43	.09	.08	.10	.05	.08	.10	.08	.05
Standard deviation	1.09	1.16	1.03	1.04	1.37	1.01	1.10	1.24	1.07	1.01	1.23	1.05	1.06

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 211 (continuation)

QD10A_5. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		831	340	491
Effective base		350	123	227
Weighted Base		844	309	535
Not at all important	(-2)	48	11	38
		6%	3%	7%
Not very important	(-1)	101	45	56
		12%	15%	10%
Neither important nor unimportant	(0)	239	81	158
		28%	26%	30%
Important	(1)	303	105	198
		36%	34%	37%
Very important	(2)	153	67	85
		18%	22%	16%
Don't know		1	-	1
		*%	-%	*%
NET Important		456	173	283
		54%	56%	53%
NET Not Important		149	56	93
		18%	18%	17%
Answered		844	309	534
Mean Score		.5	.6	.4
Standard error		.04	.06	.05
Standard deviation		1.09	1.09	1.10

Columns Tested: a,b

Table 211 (continuation)

QD10A_5. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	831	50	109	68	69	91	39	36	87	57	68	45	112
Effective base	350	19	53	44	22	72	24	8	38	25	16	22	39
Weighted Base	844	26	93	91	25	146	41	11	128	55	39	67	122
Not at all important (-2)	48 6%	2 9%	7 7%	4 5%	1 2%	11 7%	6 14%	- h	* %	3 6%	9 23%	1 1%	5 4%
Not very important (-1)	101 12%	2 6%	16 17%	18 19%	2 10%	21 14%	2 6%	3 27%	12 10%	6 12%	2 6%	8 12%	8 7%
Neither important nor unimportant (0)	239 28%	5 18%	18 20%	27 30%	8 31%	46 32%	16 40%	6 50%	40 31%	12 22%	8 21%	22 34%	31 25%
Important (1)	303 36%	13 50%	35 38%	23 25%	12 47%	43 29%	13 32%	1 10%	47 37%	25 45%	15 40%	23 35%	53 43%
Very important (2)	153 18%	5 18%	17 19%	19 21%	2 8%	26 18%	3 8%	1 13%	28 22%	9 16%	4 11%	12 18%	25 21%
Don't know	1 *%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET Important	456 54%	18 67%	53 57%	42 46%	14 55%	69 47%	16 40%	3 23%	76 59%	33 60%	19 50%	35 53%	78 64%
NET Not Important	149 18%	4 15%	22 24%	22 24%	3 12%	31 21%	8 20%	3 27%	12 10%	9 17%	11 29%	9 13%	13 11%
Answered	844	26	93	91	24	146	41	11	128	55	39	67	122
Mean Score	.5	.6	.4	.4	.5	.4	.1	.1	.7 f	.5	.1	.6	.7 f
Standard error	.04	.16	.11	.14	.11	.12	.18	.16	.10	.14	.16	.14	.09
Standard deviation	1.09	1.13	1.18	1.16	.89	1.15	1.14	.98	.92	1.07	1.35	.97	1.00

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 211 (continuation)

QD10A_5. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	831	227	199	180	225	426	405
Effective base	350	113	113	66	76	226	142
Weighted Base	844	211	212	194	227	423	421
Not at all important	(-2)	48	13	17	3	14	18
		6%	6%	8%	2%	6%	4%
Not very important	(-1)	101	35	25	22	19	41
		12%	16%	12%	11%	8%	10%
Neither important nor unimportant	(0)	239	50	70	58	61	119
		28%	24%	33%	30%	27%	28%
Important	(1)	303	71	67	73	91	164
		36%	34%	32%	38%	40%	39%
Very important	(2)	153	42	32	38	41	79
		18%	20%	15%	20%	18%	19%
Don't know		1	-	1	-	1	-
		*%	-%	*%	-%	*%	-%
NET Important		456	113	99	111	132	244
		54%	54%	47%	57%	58%	58%
NET Not Important		149	48	43	25	33	58
		18%	23%	20%	13%	15%	14%
Answered		844	211	212	194	227	421
Mean Score		.5	.4	.3	.6	.6	.6
Standard error		.04	.08	.08	.07	.06	.05
Standard deviation		1.09	1.16	1.12	.98	1.08	1.03

Columns Tested:: a,b,c,d - a,b

Table 212

QD10A_6. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	831	32	799	587	123	36	85	244
Effective base	350	8	342	323	51	15	44	68
Weighted Base	844	16	828	808	31	4	2	37
Not at all important	(-2)	3	2	2	*	-	-	*
		*%	*%	*%	*%	-%	-%	*%
Not very important	(-1)	22	22	22	1	-	*	1
		3%	3%	3%	2%	-%	3%	2%
Neither important nor unimportant	(0)	67	62	66	1	*	*	2
		8%	7%	8%	4%	6%	9%	4%
Important	(1)	421	419	404	15	2	1	17
		50%	51%	50%	47%	44%	49%	47%
Very important	(2)	331	322	314	15	2	1	17
		39%	39%	39%	47%	51%	39%	47%
Don't know		-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%
NET Important		752	741	718	29	4	2	35
		89%	90%	89%	94%	94%	88%	94%
NET Not Important		25	25	24	1	-	*	1
		3%	3%	3%	2%	-%	3%	2%
Answered	844	16	828	808	31	4	2	37
Mean Score	1.3	1.2	1.3	1.2	1.4	1.5	1.2	1.4
Standard error	.03	.17	.03	.03	.06	.12	.11	.04
Standard deviation	.74	.94	.73	.74	.66	.69	1.02	.66

Columns Tested:: a,b - a,b,c,d,e

Table 212 (continuation)

QD10A_6. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2										
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)	
			a	b	c	d	e	f	g	h	i	
Significance Level: 95%												
Unweighted Base		831	260	245	82	71	88	85	587	123	121	
Effective base		350	164	129	37	33	31	44	323	51	31	
Weighted Base		844	440	315	53	22	13	2	808	31	6	
Not at all important		(-2)	3	2	*	-	-	*	-	2	*	-
			*%	1%	*%	-%	-%	*%	-%	*%	*%	-%
Not very important		(-1)	22	16	5	1	*	*	*	22	1	*
			3%	4%	2%	1%	1%	2%	3%	3%	2%	1%
Neither important nor unimportant		(0)	67	31	31	4	1	1	*	66	1	*
			8%	7%	10%	7%	4%	4%	9%	8%	4%	7%
Important		(1)	421	240	141	23	9	7	1	404	15	3
			50%	54%	45%	44%	42%	56%	49%	50%	47%	46%
Very important		(2)	331	151	137	25	11	5	1	314	15	3
			39%	34%	44%	47%	53%	38%	39%	39%	47%	47%
Don't know			-	-	-	-	-	-	-	-	-	-
			-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		752	391	278	49	20	12	2	718	29	6	
			89%	89%	88%	91%	95%	94%	88%	89%	94%	92%
NET Not Important		25	18	5	1	*	*	*	24	1	*	
			3%	4%	2%	1%	1%	2%	3%	3%	2%	1%
Answered		844	440	315	53	22	13	2	808	31	6	
Mean Score		1.3	1.2	1.3	1.4	1.5	1.3	1.2	1.2	1.4	1.4	
Standard error		.03	.05	.05	.08	.08	.07	.11	.03	.06	.07	
Standard deviation		.74	.76	.72	.69	.65	.67	1.02	.74	.66	.72	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 212 (continuation)

QD10A_6. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	831	375	212	123	36	85	384	143	63	45	105
Effective base	350	241	106	51	15	44	223	63	19	13	23
Weighted Base	844	663	145	31	4	2	593	108	33	18	22
Not at all important	(-2)	3	2	*	*	-	2	-	*	-	-
		%	%	%	%	%	%	%	1%	%	%
Not very important	(-1)	22	21	1	1	-	17	3	3	*	-
		3%	3%	%	2%	%	3%	3%	8%	%	%
Neither important nor unimportant	(0)	67	52	13	1	*	45	12	2	2	1
		8%	8%	9%	4%	6%	8%	11%	6%	10%	4%
Important	(1)	421	346	58	15	2	313	51	13	4	8
		50%	52%	40%	47%	44%	53%	47%	38%	23%	38%
Very important	(2)	331	241	73	15	2	217	42	16	12	13
		39%	36%	50%	47%	51%	37%	39%	48%	66%	58%
Don't know		-	-	-	-	-	-	-	-	-	-
		%	%	%	%	%	%	%	%	%	%
NET Important		752	587	131	29	4	529	93	28	16	21
		89%	89%	90%	94%	94%	89%	86%	86%	89%	96%
NET Not Important		25	23	1	1	-	19	3	3	*	-
		3%	4%	1%	2%	%	3%	3%	8%	%	%
Answered		844	663	145	31	4	593	108	33	18	22
Mean Score		1.3	1.2	1.4	1.4	1.5	1.2	1.2	1.2	1.6	1.5
Standard error		.03	.04	.05	.06	.12	.04	.06	.12	.11	.06
Standard deviation		.74	.75	.69	.66	.69	.73	.76	.93	.71	.59

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 212 (continuation)

QD10A_6. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		831	71	47	84	36	65	84	57	54	58
Effective base		350	44	31	47	17	33	52	32	28	28
Weighted Base		844	98	54	128	40	88	155	90	59	65
Not at all important	(-2)	3	-	-	-	-	-	-	-	2	*
		*%	-%	-%	-%	-%	-%	-%	-%	3%	*%
Not very important	(-1)	22	7	2	*	*	2	-	3	*	2
		3%	8%	4%	*%	1%	2%	-%	3%	1%	4%
			f								
Neither important nor unimportant	(0)	67	13	2	8	6	5	10	4	6	10
		8%	14%	3%	6%	14%	5%	7%	4%	10%	16%
Important	(1)	421	39	22	68	21	40	88	52	32	32
		50%	40%	41%	53%	52%	45%	57%	58%	54%	49%
Very important	(2)	331	38	28	52	13	42	57	31	19	20
		39%	39%	52%	41%	33%	47%	37%	34%	32%	31%
Don't know		-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		752	77	50	120	34	81	145	83	51	52
		89%	79%	92%	94%	85%	93%	93%	93%	86%	80%
			a					a			
NET Not Important		25	7	2	*	*	2	-	3	2	3
		3%	8%	4%	*%	1%	2%	-%	3%	4%	4%
			f								
Answered		844	98	54	128	40	88	155	90	59	65
Mean Score		1.3	1.1	1.4	1.3	1.2	1.4	1.3	1.2	1.1	1.1
Standard error		.03	.11	.11	.07	.12	.09	.06	.09	.11	.10
Standard deviation		.74	.91	.76	.60	.69	.69	.59	.67	.84	.80

Columns Tested: a,b,c,d,e,f,g,h,i

Table 212 (continuation)

QD10A_6. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		a	b	c	d	e	f	g	h	
Significance Level: 95%										
Unweighted Base		831	159	172	225	556	275	88	102	85
Effective base		350	78	101	130	304	88	31	33	29
Weighted Base		844	193	211	373	777	67	28	27	12
Not at all important	(-2)	3	*	2	-	2	1	*	1	-
		*%	*%	1%	-%	*%	1%	1%	2%	-%
Not very important	(-1)	22	5	10	3	18	5	-	3	2
		3%	2%	5%	1%	2%	7%	-%	11%	14%
						cd			cd	acdf
Neither important nor unimportant	(0)	67	21	21	22	63	4	3	1	1
		8%	11%	10%	6%	8%	6%	9%	2%	6%
Important	(1)	421	92	93	209	395	26	8	14	4
		50%	48%	44%	56%	51%	39%	29%	53%	32%
				efh	f					
Very important	(2)	331	75	85	140	300	31	17	9	6
		39%	39%	40%	37%	39%	47%	61%	32%	48%
							abcdg			
Don't know		-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		752	167	178	349	694	58	25	23	10
		89%	87%	84%	93%	89%	86%	90%	85%	80%
				bh						
NET Not Important		25	5	12	3	19	5	*	3	2
		3%	2%	6%	1%	3%	8%	1%	13%	14%
				c			cd		acd	acd
Answered		844	193	211	373	777	67	28	27	12
Mean Score		1.3	1.2	1.2	1.3	1.3	1.2	1.5	1.0	1.1
							g			
Standard error		.03	.06	.07	.04	.03	.06	.08	.10	.12
Standard deviation		.74	.74	.86	.61	.72	.93	.74	1.00	1.08

Columns Tested:: a,b,c,d,e,f,g,h

Table 212 (continuation)

QD10A_6. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Industry									
		Total base	Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
			*a	b	*c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		831	29	65	4	69	80	232	31	30	359
Effective base		350	19	20	3	22	31	105	12	12	161
Weighted Base		844	29	51	4	55	91	202	27	17	423
Not at all important	(-2)	3	-	-	-	-	-	2	-	-	1
		*%	-%	-%	-%	-%	-%	1%	-%	-%	*%
Not very important	(-1)	22	-	-	-	-	4	3	6	*	9
		3%	-%	-%	-%	-%	5%	1%	24%	1%	2%
									bdfi		
Neither important nor unimportant	(0)	67	3	5	2	7	8	17	2	*	30
		8%	12%	11%	39%	13%	9%	8%	7%	*%	7%
Important	(1)	421	7	25	-	25	41	89	8	11	241
		50%	23%	50%	-%	46%	45%	44%	31%	64%	57%
											f
Very important	(2)	331	19	20	2	23	38	91	11	6	143
		39%	65%	40%	61%	41%	42%	45%	39%	35%	34%
Don't know		-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		752	25	46	2	48	79	180	19	16	384
		89%	88%	89%	61%	87%	86%	89%	69%	99%	91%
											g
NET Not Important		25	-	-	-	-	4	5	6	*	9
		3%	-%	-%	-%	-%	5%	2%	24%	1%	2%
									bdfi		
Answered		844	29	51	4	55	91	202	27	17	423
Mean Score		1.3	1.5	1.3	1.2	1.3	1.2	1.3	.8	1.3	1.2
Standard error		.03	.13	.08	.57	.08	.09	.05	.22	.10	.04
Standard deviation		.74	.71	.65	1.13	.68	.80	.76	1.20	.57	.68

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 212 (continuation)

QD10A_6. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	831	178	232	421	718	113	-	709	122	808	23
Effective base	350	68	105	182	296	54	-	326	27	341	9
Weighted Base	844	175	202	468	699	145	-	800	44	826	18
Not at all important (-2)	3	-	2	1	2	1	-	3	-	3	-
	*%	-%	1%	*%	*%	*%	-%	*%	-%	*%	-%
Not very important (-1)	22	4	3	15	12	11	-	22	-	22	-
	3%	2%	1%	3%	2%	7%	-%	3%	-%	3%	-%
Neither important nor unimportant (0)	67	18	17	32	48	20	-	66	1	67	*
	8%	11%	8%	7%	7%	13%	-%	8%	2%	8%	1%
Important (1)	421	73	89	260	359	62	-	403	18	415	6
	50%	42%	44%	55%	51%	43%	-%	50%	41%	50%	31%
Very important (2)	331	79	91	160	279	52	-	306	25	319	12
	39%	45%	45%	34%	40%	36%	-%	38%	56%	39%	68%
Don't know	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important	752	152	180	420	638	115	-	709	43	734	18
	89%	87%	89%	90%	91%	79%	-%	89%	98%	89%	99%
NET Not Important	25	4	5	16	14	11	-	25	-	25	-
	3%	2%	2%	3%	2%	8%	-%	3%	-%	3%	-%
Answered	844	175	202	468	699	145	-	800	44	826	18
Mean Score	1.3	1.3	1.3	1.2	1.3	1.1	-	1.2	1.5	1.2	1.7
Standard error	.03	.06	.05	.03	.03	.09	-	.03	.05	.03	.10
Standard deviation	.74	.75	.76	.72	.69	.91	-	.74	.55	.74	.49

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 212 (continuation)

QD10A_6. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		831	417	167	247
Effective base		350	181	61	108
Weighted Base		844	452	138	255
Not at all important	(-2)	3 *%	1 *%	* *%	2 1%
Not very important	(-1)	22 3%	17 4%	5 4%	* *%
			c		
Neither important nor unimportant	(0)	67 8%	42 9%	11 8%	14 6%
Important	(1)	421 50%	242 53%	61 44%	118 46%
Very important	(2)	331 39%	150 33%	60 44%	120 47%
			a		
Don't know		- -%	- -%	- -%	- -%
NET Important		752 89%	392 87%	122 88%	238 94%
NET Not Important		25 3%	18 4%	5 4%	2 1%
Answered		844	452	138	255
Mean Score		1.3	1.2	1.3	1.4
			a		
Standard error		.03	.04	.06	.04
Standard deviation		.74	.75	.77	.66

Columns Tested: a,b,c

Table 212 (continuation)

QD10A_6. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	831	561	172	45	20	19	7	3	4	733	98	53
Effective base	350	266	59	14	6	6	1	1	1	324	25	12
Weighted Base	844	650	134	36	5	12	2	1	5	784	61	25
Not at all important	(-2)	3	1	2	*	-	-	-	-	2	*	-
		*%	*%	1%	*%	-%	-%	-%	-%	*%	*%	-%
Not very important	(-1)	22	18	2	-	-	2	-	-	20	2	2
		3%	3%	2%	-%	-%	84%	-%	-%	3%	3%	8%
Neither important nor unimportant	(0)	67	51	15	*	*	2	*	-	65	2	2
		8%	8%	11%	*%	2%	15%	1%	-%	8%	3%	8%
Important	(1)	421	361	52	6	1	1	*	*	413	8	2
		50%	56%	39%	16%	15%	10%	13%	2%	53%	13%	9%
			bcjk	jk						cjk		
Very important	(2)	331	219	63	30	4	9	*	1	282	49	19
		39%	34%	47%	84%	83%	75%	3%	98%	100%	36%	80%
					abi						abi	ai
Don't know		-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		752	580	115	36	5	10	*	1	695	57	21
		89%	89%	86%	100%	98%	85%	15%	100%	100%	89%	93%
NET Not Important		25	19	4	*	-	-	2	-	23	2	2
		3%	3%	3%	*%	-%	-%	84%	-%	3%	3%	8%
Answered		844	650	134	36	5	12	2	1	784	61	25
Mean Score		1.3	1.2	1.3	1.8	1.8	1.6	-7	2.0	2.0	1.2	1.7
					abi						abi	
Standard error		.03	.03	.06	.06	.11	.17	.39	-	.03	.07	.13
Standard deviation		.74	.70	.83	.38	.50	.76	1.04	-	.73	.70	.97

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 212 (continuation)

QD10A_6. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Unweighted Base	831	247	314	270	744	721	776	831	525	339	77	489	37	61	35	53	24
Effective base	350	135	131	84	306	301	325	350	207	111	40	228	12	16	11	13	7
Weighted Base	844	343	307	194	757	718	792	844	509	277	100	558	27	42	24	23	18
Not at all important (-2)	3 *%	1 *%	- -%	2 1%	1 *%	2 *%	2 *%	3 *%	* *%	1 *%	2 2%	1 *%	- -%	- -%	- -%	- -%	- -%
Not very important (-1)	22 3%	11 3%	7 2%	4 2%	16 2%	16 2%	16 2%	22 3%	8 2%	6 2%	* *%	16 3%	- -%	- -%	- -%	- -%	- -%
Neither important nor unimportant (0)	67 8%	34 10%	16 5%	17 9%	59 8%	52 7%	60 8%	67 8%	37 7%	18 6%	10 10%	42 8%	- -%	4 9%	* *%	5 20%	* *%
Important (1)	421 50%	192 56%	169 55%	60 31%	388 51%	361 50%	404 51%	421 50%	256 50%	131 47%	52 52%	305 55%	11 40%	16 37%	6 25%	8 33%	7 37%
Very important (2)	331 39%	104 30%	115 37%	112 58% ab	293 39%	286 40%	310 39%	331 39%	209 41%	122 44%	37 37%	194 35%	16 60%	23 54%	18 75%	11 47%	12 63%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET Important	752 89%	297 86%	284 92%	172 88%	681 90%	648 90%	713 90%	752 89%	464 91%	253 91%	89 89%	499 89%	27 100%	38 91%	24 100%	18 80%	18 100%
NET Not Important	25 3%	12 3%	7 2%	6 3%	17 2%	19 3%	19 2%	25 3%	8 2%	7 2%	2 2%	17 3%	- -%	- -%	- -%	- -%	- -%
Answered	844	343	307	194	757	718	792	844	509	277	100	558	27	42	24	23	18
Mean Score	1.3	1.1	1.3	1.4 a	1.3	1.3	1.3	1.3	1.3	1.3	1.2	1.2	1.6	1.4	1.7 ab	1.3	1.6
Standard error	.03	.05	.04	.05 a	.03	.03	.03	.03	.03	.04	.09	.03	.08	.09	.07 ab	.11	.10
Standard deviation	.74	.73	.66	.81	.70	.72	.71	.74	.68	.72	.76	.71	.50	.66	.44	.79	.50

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 212 (continuation)

QD10A_6. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	e	*f	*g
Unweighted Base	831	527	64	42	45	28	27	11	487	98	41	36	30	18	11
Effective base	350	251	19	13	9	8	5	3	230	33	15	14	6	9	4
Weighted Base	844	622	54	34	16	11	13	7	548	96	18	22	15	9	11
Not at all important	(-2)	3	1	-	-	-	-	-	2	*	-	-	-	-	-
		*%	*%	-%	-%	-%	-%	-%	*%	*%	-%	-%	-%	-%	-%
Not very important	(-1)	22	16	*	-	-	-	-	12	4	-	-	-	-	-
		3%	3%	*%	-%	-%	-%	-%	2%	5%	-%	-%	-%	-%	-%
Neither important nor unimportant	(0)	67	50	*	3	1	*	4	44	8	-	*	*	*	-
		8%	8%	1%	9%	5%	*%	34%	8%	8%	-%	1%	1%	1%	-%
Important	(1)	421	337	26	11	4	2	2	296	36	8	10	3	6	1
		50%	54%	49%	34%	25%	18%	16%	54%	37%	46%	45%	21%	72%	12%
Very important	(2)	331	217	27	19	12	9	7	194	47	10	12	11	2	9
		39%	35%	51%	57%	71%	82%	50%	35%	49%	54%	54%	78%	28%	88%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		752	555	54	31	16	11	9	491	83	18	22	14	9	11
		89%	89%	99%	91%	95%	100%	66%	89%	87%	100%	99%	99%	99%	100%
NET Not Important		25	17	*	-	-	-	-	14	5	-	-	-	-	-
		3%	3%	*%	-%	-%	-%	-%	3%	5%	-%	-%	-%	-%	-%
Answered		844	622	54	34	16	11	13	548	96	18	22	15	9	11
Mean Score		1.3	1.2	1.5	1.5	1.7	1.8	1.2	1.2	1.3	1.5	1.5	1.8	1.3	1.9
Standard error		.03	.03	.07	.10	.09	.08	.18	.03	.08	.08	.09	.08	.12	.10
Standard deviation		.74	.71	.53	.66	.58	.42	.94	.71	.83	.51	.53	.46	.49	.34

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 212 (continuation)

QD10A_6. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	831	558	98	59	40	30	24	22	232	168	199	127	50
Effective base	350	262	33	19	17	10	6	9	125	74	79	33	15
Weighted Base	844	621	92	53	20	21	18	19	324	168	187	73	41
Not at all important (-2)	3 *%	2 *%	- -%	* *%	* *%	- -%	- -%	- -%	1 *%	* *%	- -%	2 2%	- -%
Not very important (-1)	22 3%	18 3%	- -%	2 4%	* *%	- -%	- -%	2 11%	7 2%	3 2%	4 2%	2 3%	* *%
Neither important nor unimportant (0)	67 8%	55 9%	1 1%	5 9%	2 9%	* 1%	4 22%	* *%	23 7%	15 9%	10 6%	1 2%	10 25%
Important (1)	421 50%	340 55%	34 37%	17 32%	7 35%	11 52%	9 50%	3 16%	204 63%	71 42%	88 47%	27 37%	14 33%
Very important (2)	331 39%	206 33%	56 61%	29 54%	11 55%	10 47%	5 28%	13 73%	89 27%	79 47%	84 45%	41 56%	17 42%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET Important	752 89%	546 88%	91 99%	46 87%	18 90%	21 99%	14 78%	16 89%	293 90%	150 89%	173 93%	68 93%	31 75%
NET Not Important	25 3%	20 3%	- -%	3 5%	* 1%	- -%	- -%	2 11%	8 3%	4 2%	4 2%	4 5%	* *%
Answered	844	621	92	53	20	21	18	19	324	168	187	73	41
Mean Score	1.3	1.2	1.6	1.4	1.4	1.5	1.1	1.5	1.1	1.3	1.4	1.4	1.2
Standard error	.03	.03	a	.11	.11	.10	.15	.21	.04	.06	a	.08	.11
Standard deviation	.74	.73	.52	.85	.70	.53	.73	.99	.66	.73	.68	.85	.81

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 212 (continuation)

QD10A_6. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	831	287	152	162	102	41	286	142	165	92	32
Effective base	350	150	66	58	21	12	148	54	60	29	10
Weighted Base	844	386	153	138	51	29	360	133	130	64	31
Not at all important	(-2) 3	1	*	-	-	-	1	*	-	2	-
	*%	*%	*%	-%	-%	-%	*%	*%	-%	3%	-%
Not very important	(-1) 22	12	1	4	-	*	10	4	-	2	-
	3%	3%	1%	3%	-%	*%	3%	3%	-%	3%	-%
Neither important nor unimportant	(0) 67	22	18	7	1	10	21	11	9	1	9
	8%	6%	12%	5%	2%	35%	6%	9%	7%	2%	29%
Important	(1) 421	223	63	73	18	11	214	63	54	22	8
	50%	58%	41%	52%	36%	37%	60%	47%	42%	34%	25%
Very important	(2) 331	128	71	55	31	8	113	55	66	37	14
	39%	33%	46%	40%	62%	27%	32%	41%	51%	58%	46%
Don't know	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important	752	351	133	128	50	19	328	118	121	59	22
	89%	91%	87%	92%	98%	64%	91%	88%	93%	92%	71%
NET Not Important	25	12	1	4	-	*	11	4	-	4	-
	3%	3%	1%	3%	-%	*%	3%	3%	-%	6%	-%
Answered	844	386	153	138	51	29	360	133	130	64	31
Mean Score	1.3	1.2	1.3	1.3	1.6	.9	1.2	1.3	1.4	1.4	1.2
Standard error	.03	.04	.06	.05	.05	.13	.04	.06	.05	.09	.15
Standard deviation	.74	.70	.72	.68	.53	.81	.68	.75	.62	.90	.86

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 212 (continuation)

QD10A_6. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	*b	
Significance Level: 95%														
Unweighted Base		831	363	136	166	114	39	484	56	289	778	53	720	24
Effective base		350	181	50	67	36	10	203	20	125	329	21	298	8
Weighted Base		844	446	119	154	85	25	491	47	305	794	50	733	23
Not at all important	(-2)	3	2	*	-	*	-	2	-	1	2	*	1	-
		*%	1%	*%	-%	*%	-%	*%	-%	*%	*%	*%	*%	-%
Not very important	(-1)	22	16	2	2	-	-	5	*	17	18	4	14	2
		3%	4%	2%	1%	-%	-%	1%	1%	6%	2%	9%	2%	9%
Neither important nor unimportant		67	36	12	7	11	-	32	3	32	63	5	54	4
	(0)	8%	8%	10%	5%	13%	-%	7%	7%	10%	8%	9%	7%	19%
Important	(1)	421	256	55	70	22	15	230	20	169	406	15	385	3
		50%	58%	46%	45%	26%	58%	47%	43%	55%	51%	31%	53%	11%
Very important		331	135	50	74	52	11	222	23	87	305	26	279	14
	(2)	39%	30%	42%	48%	61%	42%	45%	49%	28%	38%	51%	38%	61%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		752	391	105	144	74	25	452	43	256	711	41	664	17
		89%	88%	88%	94%	87%	100%	92%	92%	84%	90%	81%	91%	72%
NET Not Important		25	18	2	2	*	-	7	*	17	20	5	15	2
		3%	4%	2%	1%	*%	-%	1%	1%	6%	3%	9%	2%	9%
Answered		844	446	119	154	85	25	491	47	305	794	50	733	23
Mean Score		1.3	1.1	1.3	1.4	1.5	1.4	1.4	1.4	1.1	1.3	1.2	1.3	1.2
Standard error		.03	.04	.06	.05	.07	.08	.03	.09	.05	.03	.13	.03	.22
Standard deviation		.74	.75	.73	.65	.72	.50	.69	.66	.79	.72	.98	.69	1.07

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 212 (continuation)

QD10A_6. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	*b	a	b	a	b
Significance Level: 95%											
Unweighted Base		831	661 60	665 166		726 18		660 61		666 165	
Effective base		350	287 15	289 62		300 6		282 19		288 62	
Weighted Base		844	681 38	670 174		736 21		671 48		675 169	
Not at all important	(-2)	3	2 -	1 2		1 -		2 -		1 2	
		*%	*% -%	*% 1%		*% -%		*% -%		*% 1%	
Not very important	(-1)	22	14 2	18 4		14 2		14 2		18 5	
		3%	2% 6%	3% 3%		2% 10%		2% 5%		3% 3%	
Neither important nor unimportant	(0)	67	48 5	57 10		54 4		48 5		57 10	
		8%	7% 12%	8% 6%		7% 21%		7% 9%		8% 6%	
Important	(1)	421	349 12	348 73		388 *		348 13		349 72	
		50%	51% 31%	52% 42%		53% *%		52% 28%		52% 43%	
Very important	(2)	331	267 19	247 84		279 14		259 27		251 80	
		39%	39% 51%	37% 48%		38% 69%		39% 57%		37% 47%	
Don't know		-	- -	- -		- -		- -		- -	
		-%	-% -%	-% -%		-% -%		-% -%		-% -%	
NET Important		752	617 31	595 158		666 14		607 41		600 152	
		89%	91% 82%	89% 90%		91% 69%		90% 86%		89% 90%	
NET Not Important		25	16 2	19 6		15 2		16 2		18 7	
		3%	2% 6%	3% 4%		2% 10%		2% 5%		3% 4%	
Answered		844	681 38	670 174		736 21		671 48		675 169	
Mean Score		1.3	1.3 1.3	1.2 1.3		1.3 1.3		1.3 1.4		1.2 1.3	
Standard error		.03	.03 .12	.03 .06		.03 .27		.03 .11		.03 .06	
Standard deviation		.74	.71 .91	.72 .79		.69 1.13		.71 .86		.72 .80	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 212 (continuation)

QD10A_6. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	831	480	589	165	1	471	516	129	3	615	506	167	-
Effective base	350	188	249	69	1	188	220	56	3	252	223	70	-
Weighted Base	844	472	592	170	4	449	511	132	4	612	511	160	-
Not at all important (-2)	3	*	1	-	-	*	2	-	-	*	2	-	-
	*%	*%	*%	-%	-%	*%	*%	-%	-%	*%	*%	-%	-%
Not very important (-1)	22	4	11	3	-	5	9	3	-	9	15	3	-
	3%	1%	2%	2%	-%	1%	2%	2%	-%	1%	3%	2%	-%
Neither important nor unimportant (0)	67	35	40	10	-	22	38	11	-	31	45	10	-
	8%	7%	7%	6%	-%	5%	7%	8%	-%	5%	9%	7%	-%
Important (1)	421	210	317	57	4	205	274	43	2	290	262	55	-
	50%	44%	53%	34%	100%	46%	54%	32%	45%	47%	51%	35%	-%
Very important (2)	331	222	224	100	-	217	188	76	2	282	186	91	-
	39%	47%	38%	59%	-%	48%	37%	58%	55%	46%	36%	57%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important	752	432	540	157	4	422	462	119	4	572	448	147	-
	89%	92%	91%	92%	100%	94%	90%	90%	100%	93%	88%	91%	-%
NET Not Important	25	5	12	3	-	5	11	3	-	9	17	3	-
	3%	1%	2%	2%	-%	1%	2%	2%	-%	1%	3%	2%	-%
Answered	844	472	592	170	4	449	511	132	4	612	511	160	-
Mean Score	1.3	1.4	1.3	1.5	1.0	1.4	1.2	1.5	1.5	1.4	1.2	1.5	-
		b	b	b	b	b	b	b	b	b	b	b	b
Standard error	.03	.03	.03	.05	-	.03	.03	.06	.33	.03	.03	.06	-
Standard deviation	.74	.67	.68	.68	-	.64	.70	.73	.57	.65	.76	.71	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 212 (continuation)

QD10A_6. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	
		a	b	c	a	b	c	a	b	c	d	e	
Significance Level: 95%													
Unweighted Base		831	698	668	831	581	486	37	600	479	459	124	75
Effective base		350	290	281	350	233	212	11	266	197	184	59	38
Weighted Base		844	721	674	844	589	508	25	633	496	449	133	87
Not at all important	(-2)	3	1	2	3	-	2	-	2	2	*	-	-
		*%	*%	*%	*%	-%	*%	-%	*%	*%	*%	-%	-%
Not very important	(-1)	22	14	12	22	10	12	-	18	3	4	2	1
		3%	2%	2%	3%	2%	2%	-%	3%	1%	1%	2%	1%
Neither important nor unimportant	(0)	67	54	49	67	37	42	*	63	24	23	10	7
		8%	7%	7%	8%	6%	8%	1%	10%	5%	5%	8%	8%
Important	(1)	421	376	346	421	309	251	9	328	247	207	46	30
		50%	52%	51%	50%	52%	49%	34%	52%	50%	46%	35%	35%
Very important	(2)	331	275	264	331	233	200	16	222	220	214	74	49
		39%	38%	39%	39%	40%	39%	65%	35%	44%	48%	56%	57%
									a	a	a	a	a
Don't know		-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		752	652	610	752	542	451	25	549	467	421	121	79
		89%	90%	91%	89%	92%	89%	99%	87%	94%	94%	91%	91%
									a	a	a	a	a
NET Not Important		25	15	15	25	10	15	-	21	5	4	2	1
		3%	2%	2%	3%	2%	3%	-%	3%	1%	1%	2%	1%
Answered		844	721	674	844	589	508	25	633	496	449	133	87
Mean Score		1.3	1.3	1.3	1.3	1.3	1.2	1.6	1.2	1.4	1.4	1.4	1.5
									a	a	a	a	a
Standard error		.03	.03	.03	.03	.03	.03	.08	.03	.03	.03	.06	.08
Standard deviation		.74	.69	.70	.74	.66	.75	.50	.75	.64	.64	.71	.67

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 212 (continuation)

QD10A_6. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
Total base		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		831	115	53	44	32	724	506	753	585	475	471	687	132	-	697	47
Effective base		350	48	22	18	15	303	209	316	243	195	194	292	53	-	281	25
Weighted Base		844	112	47	46	37	723	495	757	575	456	478	693	120	-	635	68
Not at all important (-2)		3	-	*	-	-	1	2	3	2	1	*	3	2	-	2	*
		*%	-%	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	*%
Not very important (-1)		22	4	*	-	2	20	8	20	7	8	6	15	1	-	12	5
		3%	4%	*%	-%	6%	3%	2%	3%	1%	2%	1%	2%	*%	-%	2%	7%
Neither important nor unimportant (0)		67	7	3	*	*	63	45	65	49	37	20	59	5	-	43	11
		8%	6%	7%	1%	*%	9%	9%	9%	8%	8%	4%	9%	4%	-%	7%	16%
Important (1)		421	49	17	27	13	359	221	370	277	218	235	339	46	-	308	26
		50%	44%	37%	59%	34%	50%	45%	49%	48%	48%	49%	49%	38%	-%	49%	39%
Very important (2)		331	52	27	19	22	280	219	300	240	191	218	277	67	-	269	26
		39%	46%	56%	40%	60%	39%	44%	40%	42%	42%	45%	40%	56%	-%	42%	38%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		752	101	44	46	35	639	440	670	517	410	452	616	113	-	577	52
		89%	90%	93%	99%	94%	88%	89%	88%	90%	90%	95%	89%	94%	-%	91%	77%
NET Not Important		25	4	*	-	2	21	11	23	9	9	6	18	2	-	15	5
		3%	4%	*%	-%	6%	3%	2%	3%	2%	2%	1%	3%	2%	-%	2%	7%
Answered Mean Score		844	112	47	46	37	723	495	757	575	456	478	693	120	-	635	68
		1.3	1.3	1.5	1.4	1.5	1.2	1.3	1.2	1.3	1.3	1.4	1.3	1.5	-	1.3	1.1
Standard error		.03	.07	.09	.08	.14	.03	.03	.03	.03	.03	.03	.03	.06	-	.03	.13
Standard deviation		.74	.75	.64	.51	.78	.73	.74	.75	.71	.71	.63	.73	.73	-	.72	.92

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 212 (continuation)

QD10A_6. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	831	389	442	267	10	135	180	142	527	156	143	182	495
Effective base	350	169	181	106	7	51	80	58	222	67	61	74	211
Weighted Base	844	406	439	259	21	123	203	143	537	157	145	174	512
Not at all important (-2)	3 *%	2 1%	* *%	2 1%	- -%	- -%	2 1%	* *%	2 *%	1 *%	2 1%	* *%	1 *%
Not very important (-1)	22 3%	9 2%	13 3%	3 1%	- -%	5 4%	- -%	5 3%	11 2%	7 4%	4 3%	2 1%	16 3%
Neither important nor unimportant (0)	67 8%	26 6%	41 9%	8 3%	- -%	9 7%	9 5%	9 6%	41 8%	16 10%	9 6%	9 5%	47 9%
Important (1)	421 50%	178 44%	243 55%	129 50%	5 26%	56 45%	94 47%	48 34%	287 53%	85 54%	56 39%	98 56%	265 52%
Very important (2)	331 39%	190 47%	141 32%	119 46%	15 74%	54 44%	97 48%	81 57%	196 37%	49 31%	74 51%	64 37%	184 36%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET Important	752 89%	368 91%	384 88%	247 95%	21 100%	110 89%	191 95%	129 91%	483 90%	134 85%	130 90%	163 93%	448 88%
NET Not Important	25 3%	11 3%	13 3%	4 2%	- -%	5 4%	2 1%	5 3%	13 2%	7 5%	6 4%	3 2%	16 3%
Answered	844	406	439	259	21	123	203	143	537	157	145	174	512
Mean Score	1.3	1.3	1.2	1.4	1.7	1.3	1.4	1.4	1.2	1.1	1.4	1.3	1.2
Standard error		b						c					
Standard deviation	.03 .74	.04 .75	.03 .72	.04 .67	.14 .45	.07 .76	.05 .67	.06 .75	.03 .71	.06 .78	.07 .82	.05 .64	.03 .74

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 212 (continuation)

QD10A_6. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		831	340	491
Effective base		350	123	227
Weighted Base		844	309	535
Not at all important	(-2)	3	1	2
		*%	*%	*%
Not very important	(-1)	22	11	12
		3%	3%	2%
Neither important nor unimportant	(0)	67	23	44
		8%	8%	8%
Important	(1)	421	158	263
		50%	51%	49%
Very important	(2)	331	117	214
		39%	38%	40%
Don't know		-	-	-
		-%	-%	-%
NET Important		752	275	477
		89%	89%	89%
NET Not Important		25	11	14
		3%	4%	3%
Answered		844	309	535
Mean Score		1.3	1.2	1.3
Standard error		.03	.04	.03
Standard deviation		.74	.75	.73

Columns Tested: a,b

Table 212 (continuation)

QD10A_6. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	831	50	109	68	69	91	39	36	87	57	68	45	112
Effective base	350	19	53	44	22	72	24	8	38	25	16	22	39
Weighted Base	844	26	93	91	25	146	41	11	128	55	39	67	122
Not at all important (-2)	3 *%	1 2%	* *%	2 2%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%
Not very important (-1)	22 3%	2 9%	* 1%	4 4%	1 2%	6 4%	3 7%	- -%	* *%	1 1%	1 2%	3 4%	2 2%
Neither important nor unimportant (0)	67 8%	1 3%	7 8%	5 5%	5 21%	17 11%	3 8%	* 1%	* *%	6 12%	3 9%	4 6%	15 12%
Important (1)	421 50%	15 57%	46 49%	50 55%	9 37%	83 57%	22 52%	5 46%	76 60%	22 40%	20 53%	24 36%	48 39%
Very important (2)	331 39%	8 29%	39 42%	30 33%	10 40%	41 28%	13 32%	6 53%	51 40%	25 46%	14 36%	36 54%	57 46%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET Important	752 89%	23 86%	85 91%	81 88%	19 77%	124 85%	35 85%	11 99%	127 100%	48 87%	34 89%	60 90%	105 86%
NET Not Important	25 3%	3 11%	1 1%	6 6%	1 2%	6 4%	3 7%	- -%	* *%	1 1%	1 2%	3 4%	2 2%
Answered	844	26	93	91	25	146	41	11	128	55	39	67	122
Mean Score	1.3	1.0	1.3	1.1	1.2	1.1	1.1	1.5	1.4	1.3	1.2	1.4	1.3
Standard error	.03	.13	.06	.10	.10	.08	.13	.09	.05	.10	.08	.12	.07
Standard deviation	.74	.95	.66	.84	.84	.74	.83	.55	.51	.74	.70	.79	.75

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 212 (continuation)

QD10A_6. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	831	227	199	180	225	426	405
Effective base	350	113	113	66	76	226	142
Weighted Base	844	211	212	194	227	423	421
Not at all important (-2)	3	2	-	*	*	2	*
	3%	1%	0%	1%	1%	1%	1%
Not very important (-1)	22	7	9	1	6	16	7
	3%	3%	4%	1%	2%	4%	2%
Neither important nor unimportant (0)	67	13	25	7	23	38	29
	8%	6%	12%	3%	10%	9%	7%
Important (1)	421	111	114	104	93	225	196
	50%	53%	54%	53%	41%	53%	47%
Very important (2)	331	78	64	83	106	142	189
	39%	37%	30%	43%	47%	34%	45%
Don't know	-	-	-	-	-	-	-
	0%	0%	0%	0%	0%	0%	0%
NET Important	752	189	178	186	199	367	385
	89%	89%	84%	96%	88%	87%	91%
NET Not Important	25	9	9	1	6	18	7
	3%	4%	4%	1%	2%	4%	2%
Answered	844	211	212	194	227	423	421
Mean Score	1.3	1.2	1.1	1.4	1.3	1.2	1.3
Standard error	.03	.05	.05	.04	.05	.04	.03
Standard deviation	.74	.79	.76	.58	.75	.78	.68

Columns Tested: a,b,c,d - a,b

Table 213

QD10A_7. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	831	32	799	587	123	36	85	244
Effective base	350	8	342	323	51	15	44	68
Weighted Base	844	16	828	808	31	4	2	37
Not at all important	(-2)	*	11	11	*	*	*	*
	12	1%	1%	1%	%	3%	2%	1%
Not very important	(-1)	*	23	20	3	*	*	3
	23	%	3%	3%	9%	4%	6%	8%
	3%				a			a
Neither important nor unimportant	(0)	*	114	113	1	1	*	2
	114	%	14%	14%	3%	15%	12%	5%
	14%			be				
Important	(1)	3	381	366	15	2	1	18
	384	21%	46%	45%	49%	48%	42%	49%
Very important	(2)	12	297	297	11	1	1	13
	310	76%	36%	37%	36%	30%	39%	35%
	37%	b						
Don't know		*	1	*	1	-	-	1
	1	2%	%	%	2%	-%	-%	2%
	%				a			
NET Important	694	16	678	663	26	3	2	31
	82%	97%	82%	82%	85%	78%	81%	84%
NET Not Important	35	*	35	32	3	*	*	3
	4%	1%	4%	4%	9%	7%	8%	9%
Answered	843	16	827	807	30	4	2	36
Mean Score	1.1	1.7	1.1	1.1	1.1	1.0	1.1	1.1
Standard error	.03	b						
Standard deviation	.85	.10	.03	.03	.08	.18	.14	.06
		.58	.85	.85	.89	1.06	1.33	.90

Columns Tested: a,b - a,b,c,d,e

Table 213 (continuation)

QD10A_7. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		831	260	245	82	71	88	85	587	123	121
Effective base		350	164	129	37	33	31	44	323	51	31
Weighted Base		844	440	315	53	22	13	2	808	31	6
Not at all important	(-2)	12 1%	7 2%	4 1%	* 1%	* *%	* 1%	* 2%	11 1%	* *%	* 2%
Not very important	(-1)	23 3%	10 2%	9 3%	1 3%	2 9%	1 8%	* 6%	20 3%	3 9%	* 4%
Neither important nor unimportant	(0)	114 14%	54 12%	47 15%	12 23%	1 4%	1 6%	* 12%	113 14%	1 3%	1 14%
Important	(1)	384 46%	211 48%	136 43%	19 36%	9 44%	8 58%	1 42%	366 45%	15 49%	3 46%
Very important	(2)	310 37%	158 36%	118 38%	20 38%	9 42%	3 24%	1 39%	297 37%	11 36%	2 33%
Don't know		1 *%	* *%	- -%	- -%	* 2%	* 3%	- -%	* *%	1 2%	- -%
NET Important		694 82%	369 84%	255 81%	39 74%	19 86%	11 81%	2 81%	663 82%	26 85%	5 79%
NET Not Important		35 4%	17 4%	13 4%	2 3%	2 9%	1 9%	* 8%	32 4%	3 9%	* 7%
Answered		843	439	315	53	21	13	2	807	30	6
Mean Score		1.1	1.1	1.1	1.1	1.2	1.0	1.1	1.1	1.1	1.0
Standard error		.03	.05	.05	.10	.11	.10	.14	.03	.08	.09
Standard deviation		.85	.84	.85	.89	.91	.90	1.33	.85	.89	1.02

Columns Tested: a,b,c,d,e,f,g,h,i

Table 213 (continuation)

QD10A_7. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	831	375	212	123	36	85	384	143	63	45	105
Effective base	350	241	106	51	15	44	223	63	19	13	23
Weighted Base	844	663	145	31	4	2	593	108	33	18	22
Not at all important (-2)	12 1%	11 2%	1 *	* *%	* 3%	* 2%	11 2%	- -%	1 2%	- -%	* *%
Not very important (-1)	23 3%	16 2%	4 3%	3 9%	* 4%	* 6%	12 2%	4 4%	3 9%	1 4%	4 17%
Neither important nor unimportant (0)	114 14%	82 12%	30 21%	1 3%	1 15%	* 12%	72 12%	25 23%	3 11%	3 14%	2 10%
Important (1)	384 46%	308 47%	58 40%	15 49%	2 48%	1 42%	284 48%	50 46%	16 50%	6 36%	6 27%
Very important (2)	310 37%	245 37%	52 36%	11 36%	1 30%	1 39%	215 36%	29 27%	9 29%	8 46%	10 44%
Don't know	1 *%	* *%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%
NET Important	694 82%	553 84%	110 76%	26 85%	3 78%	2 81%	498 84%	79 73%	26 78%	15 82%	16 71%
NET Not Important	35 4%	27 4%	5 3%	3 9%	* 7%	* 8%	22 4%	4 4%	4 11%	1 4%	4 17%
Answered	843	662	145	30	4	2	593	108	33	18	22
Mean Score	1.1	1.1	1.1	1.1	1.0	1.1	1.1	1.0	.9	1.2	1.0
Standard error	.03	.04	.06	.08	.18	.14	.04	.07	.12	.13	.11
Standard deviation	.85	.85	.85	.89	1.06	1.33	.84	.81	.97	.86	1.15

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 213 (continuation)

QD10A_7. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		831	71	47	84	36	65	84	57	54	58
Effective base		350	44	31	47	17	33	52	32	28	28
Weighted Base		844	98	54	128	40	88	155	90	59	65
Not at all important	(-2)	12	*	1	3	-	1	-	3	-	1
		1%	*%	1%	2%	-%	1%	-%	3%	-%	1%
Not very important	(-1)	23	9	2	1	-	2	2	5	2	*
		3%	9%	3%	1%	-%	2%	1%	6%	3%	*%
Neither important nor unimportant	(0)	114	13	5	18	1	5	29	17	8	14
		14%	13%	8%	14%	3%	6%	18%	19%	13%	21%
Important	(1)	384	33	22	59	11	41	85	46	31	25
		46%	34%	41%	46%	28%	47%	55%	51%	52%	39%
Very important	(2)	310	43	25	47	27	39	40	18	19	25
		37%	44%	47%	37%	69%	45%	26%	20%	32%	38%
Don't know		1	g	g		cfghi	g		*	*	-
		*%	-%	-%	-%	-%	-%	-%	*%	1%	-%
NET Important		694	76	48	107	39	80	125	64	50	50
		82%	78%	87%	83%	97%	91%	80%	72%	84%	77%
NET Not Important		35	9	2	4	-	3	2	8	2	1
		4%	9%	4%	3%	-%	3%	1%	9%	3%	2%
Answered		843	98	54	128	40	88	155	89	59	65
Mean Score		1.1	1.1	1.3	1.1	1.7	1.3	1.0	.8	1.1	1.1
Standard error		.03	.11	.12	.09	.09	.10	.08	.13	.10	.11
Standard deviation		.85	.97	.84	.84	.53	.78	.70	.94	.74	.84

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 213 (continuation)

QD10A_7. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
Total base		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		a	b	c	d	e	f	g	h	
Significance Level: 95%										
Unweighted Base	831	159	172	225	556	275	88	102	85	
Effective base	350	78	101	130	304	88	31	33	29	
Weighted Base	844	193	211	373	777	67	28	27	12	
Not at all important	(-2)	12 1%	2 1%	1 *%	5 1%	8 1%	4 5%	* 1%	3 12%	* 1%
						d		abcd		
Not very important	(-1)	23 3%	2 1%	13 6%	8 2%	23 3%	1 1%	* 1%	* 2%	* *%
				e						
Neither important nor unimportant	(0)	114 14%	20 10%	25 12%	64 17%	108 14%	6 9%	2 6%	2 7%	3 21%
Important	(1)	384 46%	77 40%	86 41%	190 51%	353 45%	31 46%	12 43%	14 52%	5 41%
Very important	(2)	310 37%	92 48%	87 41%	105 28%	284 37%	26 38%	14 50%	7 27%	4 35%
			cg	c			c			
Don't know		1 *%	- -%	* *%	* *%	1 *%	* *%	- -%	- -%	* 2%
NET Important		694 82%	169 88%	173 82%	296 79%	638 82%	56 84%	26 93%	21 79%	9 76%
NET Not Important		35 4%	4 2%	13 6%	14 4%	31 4%	4 6%	* 1%	4 14%	* 1%
								acd		
Answered	843	193	211	373	777	67	28	27	12	
Mean Score	1.1	1.3	1.2	1.0	1.1	1.1	1.4	.8	1.1	
		cg			g		cg			
Standard error	.03	.06	.07	.05	.04	.06	.08	.12	.09	
Standard deviation	.85	.78	.88	.82	.83	1.00	.70	1.24	.84	

Columns Tested: a,b,c,d,e,f,g,h

Table 213 (continuation)

QD10A_7. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Industry									
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
		*a	b	*c	d	e	f	g	h	i	
Significance Level: 95%											
Unweighted Base	831	29	65	4	69	80	232	31	30	359	
Effective base	350	19	20	3	22	31	105	12	12	161	
Weighted Base	844	29	51	4	55	91	202	27	17	423	
Not at all important	(-2)	12	1	*	-	*	2	*	3	-	6
		1%	2%	1%	-%	1%	2%	*%	10%	-%	1%
								fi			
Not very important	(-1)	23	1	1	-	1	1	6	3	1	11
		3%	3%	2%	-%	2%	1%	3%	10%	4%	3%
Neither important nor unimportant	(0)	114	6	4	-	4	18	19	*	2	64
		14%	23%	8%	-%	8%	20%	9%	2%	11%	15%
Important	(1)	384	9	24	2	25	44	94	17	9	185
		46%	31%	46%	39%	46%	49%	47%	63%	53%	44%
Very important	(2)	310	12	22	2	24	25	82	4	5	157
		37%	41%	42%	61%	43%	28%	41%	16%	33%	37%
Don't know		1	-	-	-	-	-	*	-	-	1
		*%	-%	-%	-%	-%	-%	*%	-%	-%	*%
NET Important		694	21	45	4	49	69	176	21	14	342
		82%	72%	88%	100%	89%	76%	87%	78%	85%	81%
NET Not Important		35	1	2	-	2	3	6	6	1	16
		4%	5%	3%	-%	3%	3%	3%	20%	4%	4%
								fi			
Answered	843	29	51	4	55	91	201	27	17	423	
Mean Score	1.1	1.1	1.3	1.6	1.3	1.0	1.3	.6	1.1	1.1	
Standard error	.03	.18	.10	.28	.09	.10	.05	.21	.14	.05	
Standard deviation	.85	.98	.79	.57	.78	.86	.75	1.19	.78	.85	

Columns Tested: a,b,c,d,e,f,g,h,i

Table 213 (continuation)

QD10A_7. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	831	178	232	421	718	113	-	709	122	808	23
Effective base	350	68	105	182	296	54	-	326	27	341	9
Weighted Base	844	175	202	468	699	145	-	800	44	826	18
Not at all important (-2)	12 1%	3 2%	* *%	8 2%	10 1%	2 1%	- -%	11 1%	* *%	12 1%	- -%
Not very important (-1)	23 3%	3 2%	6 3%	14 3%	18 3%	5 4%	- -%	21 3%	2 5%	23 3%	- -%
Neither important nor unimportant (0)	114 14%	29 17%	19 9%	66 14%	73 10%	41 28%	- -%	111 14%	3 7%	113 14%	2 9%
Important (1)	384 46%	78 45%	94 47%	211 45%	336 48%	48 33%	- -%	365 46%	20 45%	378 46%	6 31%
Very important (2)	310 37%	61 35%	82 41%	167 36%	261 37%	49 34%	- -%	291 36%	19 43%	299 36%	11 60%
Don't know	1 *%	- -%	* *%	1 *%	1 *%	- -%	- -%	1 *%	* 1%	1 *%	- -%
NET Important	694 82%	139 80%	176 87%	379 81%	597 85%	97 67%	- -%	655 82%	39 87%	677 82%	17 91%
NET Not Important	35 4%	6 4%	6 3%	22 5%	28 4%	7 5%	- -%	33 4%	2 5%	35 4%	- -%
Answered	843	175	201	467	698	145	-	800	44	825	18
Mean Score	1.1	1.1	1.3	1.1	1.2	.9	-	1.1	1.3	1.1	1.5
Standard error	.03	.06	.05	.04	.03	.09	-	.03	.07	.03	.14
Standard deviation	.85	.86	.75	.88	.83	.93	-	.85	.81	.85	.67

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 213 (continuation)

QD10A_7. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		831	417	167	247
Effective base		350	181	61	108
Weighted Base		844	452	138	255
Not at all important	(-2)	12 1%	10 2%	1 *%	1 *%
Not very important	(-1)	23 3%	13 3%	6 4%	5 2%
Neither important nor unimportant	(0)	114 14%	70 15%	24 17%	21 8%
Important	(1)	384 46%	219 49%	55 40%	110 43%
Very important	(2)	310 37%	140 31%	53 38%	117 46%
Don't know		1 *%	1 *%	- -%	* *%
NET Important		694 82%	359 79%	108 78%	227 89%
NET Not Important		35 4%	23 5%	6 5%	6 2%
Answered		843	451	138	254
Mean Score		1.1	1.0	1.1	1.3
Standard error		.03	.04	.07	.05
Standard deviation		.85	.88	.87	.75

Columns Tested: a,b,c

Table 213 (continuation)

QD10A_7. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	831	561	172	45	20	19	7	3	4	733	98	53
Effective base	350	266	59	14	6	6	1	1	1	324	25	12
Weighted Base	844	650	134	36	5	12	2	1	5	784	61	25
Not at all important	(-2)	12	9	3	*	*	-	-	-	11	*	*
		1%	1%	2%	*%	1%	-%	-%	-%	1%	*%	*%
Not very important	(-1)	23	19	2	1	1	-	-	-	21	2	1
		3%	3%	1%	4%	21%	-%	-%	-%	3%	4%	4%
Neither important nor unimportant	(0)	114	91	17	2	*	2	2	*	108	6	4
		14%	14%	13%	6%	3%	15%	84%	-%	14%	10%	16%
Important	(1)	384	319	50	12	1	*	*	*	370	15	3
		46%	49%	38%	33%	30%	7%	6%	1%	47%	24%	12%
			jk							jk		
Very important	(2)	310	211	62	21	2	9	*	1	273	37	17
		37%	32%	47%	57%	46%	73%	9%	94%	98%	61%	67%
			a							35%	ai	ai
Don't know		1	1	-	-	*	-	-	-	1	*	*
		*%	*%	-%	-%	3%	-%	-%	-%	*%	1%	1%
NET Important		694	530	112	32	4	10	*	1	642	52	19
		82%	82%	84%	90%	76%	82%	16%	100%	99%	82%	78%
NET Not Important		35	28	4	1	1	-	-	-	32	3	1
		4%	4%	3%	4%	22%	-%	-%	-%	4%	4%	4%
Answered		843	649	134	36	5	12	2	1	783	61	24
Mean Score		1.1	1.1	1.3	1.4	1.0	1.6	.2	1.9	2.0	1.1	1.4
Standard error		.03	.04	.07	.12	.29	.18	.29	-	.13	.03	.09
Standard deviation		.85	.84	.88	.80	1.32	.77	.78	-	.25	.84	.85

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 213 (continuation)

QD10A_7. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	831	247	314	270	744	721	776	831	525	339	77	489	37	61	35	53	24
Effective base	350	135	131	84	306	301	325	350	207	111	40	228	12	16	11	13	7
Weighted Base	844	343	307	194	757	718	792	844	509	277	100	558	27	42	24	23	18
Not at all important (-2)	12 1%	6 2%	3 1%	3 1%	8 1%	8 1%	9 1%	12 1%	3 1%	3 1%	1 1%	7 1%	- -%	- -%	- -%	* *%	- -%
Not very important (-1)	23 3%	8 2%	11 4%	4 2%	23 3%	23 3%	23 3%	23 3%	13 3%	8 3%	* *%	20 4%	1 4%	1 3%	* *%	1 4%	* *%
Neither important nor unimportant (0)	114 14%	59 17%	32 11%	23 12%	112 15%	89 12%	113 14%	114 14%	62 12%	26 9%	26 26%	74 13%	5 21%	3 8%	* 1%	5 20%	* *%
Important (1)	384 46%	170 50%	149 49%	65 33%	356 47%	333 46%	365 46%	384 46%	238 47%	110 40%	38 38%	279 50%	3 11%	17 41%	10 42%	10 45%	7 37%
Very important (2)	310 37%	99 29%	111 36%	99 51%	257 34%	265 37%	281 35%	310 37%	193 38%	130 47%	35 35%	177 32%	17 65%	20 49%	14 57%	7 29%	11 63%
Don't know	1 *%	* *%	* *%	* *%	1 *%	1 *%	1 *%	1 *%	1 *%	- -%	- -%	1 *%	- -%	- -%	- -%	* 1%	- -%
NET Important	694 82%	270 79%	260 85%	164 84%	612 81%	598 83%	646 82%	694 82%	431 85%	240 86%	73 73%	456 82%	20 76%	38 90%	24 99%	17 74%	18 100%
NET Not Important	35 4%	14 4%	14 5%	7 4%	31 4%	31 4%	32 4%	35 4%	16 3%	11 4%	2 2%	27 5%	1 4%	1 3%	* *%	1 4%	* *%
Answered Mean Score	843 1.1	343 1.0	307 1.2	194 1.3	756 1.1	717 1.1	791 1.1	843 1.1	508 1.2	277 1.3	100 1.0	558 1.1	27 1.4	42 1.4	24 1.6	23 1.0	18 1.6
Standard error	.03	.05	.05	.05	.03	.03	.03	.03	.03	.05	.10	.04	.16	.10	.09	.12	.10
Standard deviation	.85	.84	.82	.87	.83	.84	.84	.85	.78	.84	.86	.84	.95	.74	.52	.84	.51

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 213 (continuation)

QD10A_7. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	e	*f	*g
Unweighted Base	831	527	64	42	45	28	27	11	487	98	41	36	30	18	11
Effective base	350	251	19	13	9	8	5	3	230	33	15	14	6	9	4
Weighted Base	844	622	54	34	16	11	13	7	548	96	18	22	15	9	11
Not at all important	(-2)	12	8	*	-	-	*	-	6	2	-	-	*	-	-
		1%	1%	*%	-%	-%	*%	-%	1%	2%	-%	-%	*%	-%	-%
Not very important	(-1)	23	21	1	1	*	*	-	20	*	1	1	-	1	-
		3%	3%	2%	2%	*%	*%	-%	4%	*%	5%	5%	-%	10%	-%
Neither important nor unimportant	(0)	114	97	6	4	*	*	5	74	13	1	*	*	-	*
		14%	16%	11%	13%	1%	1%	35%	13%	13%	8%	1%	1%	-%	*%
Important	(1)	384	297	28	12	2	6	5	259	47	3	9	7	6	1
		46%	48%	53%	34%	15%	55%	38%	47%	50%	17%	42%	45%	63%	13%
Very important	(2)	310	198	18	17	14	5	3	189	33	12	11	8	2	9
		37%	32%	34%	50%	84%	44%	24%	34%	35%	69%	50%	54%	27%	87%
					ab						ab				
Don't know		1	1	-	-	-	*	-	1	-	-	*	-	-	-
		*%	*%	-%	-%	-%	3%	-%	*%	-%	-%	1%	-%	-%	-%
NET Important		694	495	47	29	16	11	8	448	81	15	21	14	8	11
		82%	80%	87%	85%	98%	99%	62%	82%	84%	86%	93%	99%	90%	100%
NET Not Important		35	29	1	1	*	*	*	26	2	1	1	*	1	-
		4%	5%	2%	2%	*%	*%	*%	5%	2%	5%	5%	*%	10%	-%
Answered		843	621	54	34	16	11	13	548	96	18	22	15	9	11
Mean Score		1.1	1.1	1.2	1.3	1.8	1.4	.9	1.1	1.2	1.5	1.4	1.5	1.1	1.9
					ab										
Standard error		.03	.04	.09	.12	.07	.10	.16	.04	.08	.14	.13	.10	.20	.11
Standard deviation		.85	.85	.72	.80	.45	.53	.82	.84	.81	.89	.76	.56	.86	.37

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 213 (continuation)

QD10A_7. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	831	558	98	59	40	30	24	22	232	168	199	127	50
Effective base	350	262	33	19	17	10	6	9	125	74	79	33	15
Weighted Base	844	621	92	53	20	21	18	19	324	168	187	73	41
Not at all important	(-2)	12	9	*	2	*	-	-	5	2	1	*	*
		1%	1%	1%	4%	*%	-%	-%	2%	1%	*%	*%	1%
Not very important	(-1)	23	20	-	1	*	*	*	6	8	6	2	1
		3%	3%	-%	2%	5%	1%	3%	2%	5%	3%	2%	2%
Neither important nor unimportant	(0)	114	94	10	5	2	1	*	50	28	22	9	5
		14%	15%	10%	9%	9%	6%	1%	15%	17%	12%	12%	11%
Important	(1)	384	287	53	14	9	7	8	157	73	83	34	17
		46%	46%	58%	26%	44%	35%	46%	49%	43%	45%	47%	42%
Very important	(2)	310	210	29	31	8	13	9	105	57	74	28	18
		37%	34%	31%	58%	41%	59%	50%	32%	34%	40%	38%	44%
Don't know		1	1	-	-	-	-	*	*	-	-	1	-
		*%	*%	-%	-%	-%	-%	2%	*%	-%	-%	1%	-%
NET Important		694	497	82	45	17	20	17	262	129	157	62	35
		82%	80%	89%	84%	85%	93%	96%	81%	77%	84%	85%	85%
NET Not Important		35	29	*	3	1	*	*	11	10	7	2	1
		4%	5%	1%	6%	5%	1%	3%	4%	6%	4%	2%	3%
Answered		843	621	92	53	20	21	18	324	168	187	72	41
Mean Score		1.1	1.1	1.2	1.3	1.2	1.5	1.4	1.1	1.0	1.2	1.2	1.2
Standard error		.03	.04	.07	.13	.13	.12	.14	.05	.07	.06	.07	.12
Standard deviation		.85	.86	.66	1.02	.85	.65	.68	.83	.90	.80	.75	.83

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 213 (continuation)

QD10A_7. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	831	287	152	162	102	41	286	142	165	92	32
Effective base	350	150	66	58	21	12	148	54	60	29	10
Weighted Base	844	386	153	138	51	29	360	133	130	64	31
Not at all important	(-2)	12	7	*	1	*	5	2	*	*	*
		1%	2%	%	%	%	1%	2%	%	%	1%
Not very important	(-1)	23	6	9	6	2	15	4	2	2	1
		3%	2%	6%	4%	3%	4%	3%	1%	2%	3%
Neither important nor unimportant	(0)	114	53	31	17	7	50	13	18	3	5
		14%	14%	20%	12%	13%	14%	10%	14%	5%	15%
Important	(1)	384	195	62	61	26	170	65	52	33	12
		46%	51%	41%	44%	50%	47%	49%	40%	52%	39%
Very important	(2)	310	125	51	54	16	120	48	58	26	13
		37%	32%	33%	39%	32%	33%	36%	45%	40%	42%
Don't know		1	*	-	-	1	*	-	*	*	-
		%	%	-%	-%	1%	%	-%	%	%	-%
NET Important		694	320	113	115	42	290	114	110	59	25
		82%	83%	74%	83%	83%	81%	85%	85%	92%	81%
NET Not Important		35	13	9	6	2	20	6	2	2	1
		4%	3%	6%	4%	3%	6%	5%	1%	2%	4%
Answered		843	385	153	138	50	359	133	130	63	31
Mean Score		1.1	1.1	1.0	1.2	1.1	1.1	1.2	1.3	1.3	1.2
Standard error		.03	.05	.07	.07	.08	.05	.07	.06	.07	.16
Standard deviation		.85	.82	.88	.83	.77	.88	.85	.75	.69	.90

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 213 (continuation)

QD10A_7. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	*b	
Significance Level: 95%														
Unweighted Base		831	363	136	166	114	39	484	56	289	778	53	720	24
Effective base		350	181	50	67	36	10	203	20	125	329	21	298	8
Weighted Base		844	446	119	154	85	25	491	47	305	794	50	733	23
Not at all important	(-2)	12	8	*	3	*	-	6	1	4	12	-	8	-
		1%	2%	*%	2%	*%	-%	1%	3%	1%	1%	-%	1%	-%
Not very important	(-1)	23	19	*	2	2	*	8	1	14	21	3	23	-
		3%	4%	*%	1%	2%	2%	2%	3%	4%	3%	5%	3%	-%
Neither important nor unimportant	(0)	114	81	12	13	6	*	42	9	64	108	7	106	7
		14%	18%	10%	9%	7%	1%	9%	19%	21%	14%	13%	14%	28%
										a				
Important	(1)	384	200	54	67	42	9	222	20	141	363	21	348	8
		46%	45%	45%	43%	50%	37%	45%	43%	46%	46%	41%	47%	33%
Very important	(2)	310	137	53	69	35	15	212	15	83	290	20	247	9
		37%	31%	44%	45%	41%	60%	43%	33%	27%	36%	40%	34%	39%
					a			c						
Don't know		1	*	-	-	1	-	1	-	*	1	-	1	-
		*%	*%	-%	-%	1%	-%	*%	-%	*%	*%	-%	*%	-%
NET Important		694	337	107	136	77	24	433	35	223	653	41	595	17
		82%	76%	90%	88%	90%	97%	88%	76%	73%	82%	82%	81%	72%
				a	a	a		c						
NET Not Important		35	27	*	5	2	*	15	2	18	32	3	31	-
		4%	6%	*%	3%	2%	2%	3%	5%	6%	4%	5%	4%	-%
Answered		843	445	119	154	84	25	490	47	305	793	50	732	23
Mean Score		1.1	1.0	1.3	1.3	1.3	1.5	1.3	1.0	.9	1.1	1.2	1.1	1.1
			a	a	a	a		c						
Standard error		.03	.05	.06	.06	.07	.10	.04	.12	.05	.03	.12	.03	.17
Standard deviation		.85	.91	.67	.83	.70	.64	.79	.93	.88	.85	.86	.83	.83

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 213 (continuation)

QD10A_7. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	*b	a	b	a	b
Significance Level: 95%											
Unweighted Base		831	661 60	665 166		726 18		660 61		666 165	
Effective base		350	287 15	289 62		300 6		282 19		288 62	
Weighted Base		844	681 38	670 174		736 21		671 48		675 169	
Not at all important	(-2)	12 1%	8 1% -	12 2% *	* *%	8 1% -	- -%	8 1% -	- -%	12 2% *	* *%
Not very important	(-1)	23 3%	23 3% -	19 3% 5	5 3%	23 3% -	- -%	22 3% 1	1 2%	20 3% 4	4 2%
Neither important nor unimportant	(0)	114 14%	82 12% 7	94 14% 20	20 12%	106 14% 6	6 31%	82 12% 7	7 14%	94 14% 20	20 12%
Important	(1)	384 46%	319 47% 14	303 45% 81	81 46%	351 48% 5	5 24%	314 47% 19	19 39%	298 44% 86	86 51%
Very important	(2)	310 37%	248 36% 17	241 36% 69	69 39%	247 34% 9	9 45%	244 36% 22	22 46%	251 37% 59	59 35%
Don't know		1 *%	1 *% -	1 *% -	- -%	1 *% -	- -%	1 *% -	- -%	1 *% -	- -%
NET Important		694 82%	567 83% 31	544 81% 150	150 86%	598 81% 14	14 69%	558 83% 40	40 85%	549 81% 145	145 86%
NET Not Important		35 4%	31 5% -	30 5% 5	5 3%	31 4% -	- -%	30 4% 1	1 2%	31 5% 4	4 2%
Answered		843	680 38	669 174		735 21		670 48		674 169	
Mean Score		1.1	1.1 1.3	1.1 1.2		1.1 1.1		1.1 1.3		1.1 1.2	
Standard error		.03	.03 .10	.03 .06		.03 .21		.03 .10		.03 .06	
Standard deviation		.85	.84 .75	.87 .75		.83 .88		.84 .77		.88 .73	

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 213 (continuation)

QD10A_7. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	831	480	589	165	1	471	516	129	3	615	506	167	-
Effective base	350	188	249	69	1	188	220	56	3	252	223	70	-
Weighted Base	844	472	592	170	4	449	511	132	4	612	511	160	-
Not at all important (-2)	12 1%	5 1%	5 1%	3 2%	- -%	3 1%	6 1%	1 1%	- -%	5 1%	9 2%	4 3%	- -%
Not very important (-1)	23 3%	6 1%	22 4%	- -%	- -%	3 1%	19 4%	- -%	2 41%	15 2%	15 3%	2 1%	- -%
Neither important nor unimportant (0)	114 14%	63 13%	91 15%	11 6%	- -%	33 7%	66 13%	10 8%	- -%	57 9%	68 13%	10 6%	- -%
Important (1)	384 46%	232 49%	286 48%	76 45%	- -%	223 50%	236 46%	49 37%	- -%	285 46%	225 44%	68 43%	- -%
Very important (2)	310 37%	165 35%	187 32%	80 47%	4 100%	188 42%	182 36%	72 54%	2 59%	250 41%	193 38%	76 47%	- -%
Don't know	1 *%	* *%	1 *%	- -%	- -%	* *%	1 *%	- -%	- -%	1 *%	1 *%	- -%	- -%
NET Important	694 82%	397 84%	473 80%	156 92%	4 100%	411 91%	418 82%	121 92%	2 59%	535 87%	418 82%	145 90%	- -%
NET Not Important	35 4%	11 2%	27 5%	3 2%	- -%	5 1%	25 5%	1 1%	2 41%	20 3%	24 5%	6 4%	- -%
Answered	843	471	591	170	4	449	510	132	4	612	510	160	-
Mean Score	1.1	1.2	1.1	1.4	2.0	1.3	1.1	1.4	.8	1.2	1.1	1.3	-
Standard error	.03	.04	.03	.06	-	.03	.04	.06	.98	.03	.04	.07	-
Standard deviation	.85	.78	.83	.75	-	.69	.86	.72	1.70	.79	.88	.85	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 213 (continuation)

QD10A_7. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	
		a	b	c	a	b	c	a	b	c	d	e	
Significance Level: 95%													
Unweighted Base		831	698	668	831	581	486	37	600	479	459	124	75
Effective base		350	290	281	350	233	212	11	266	197	184	59	38
Weighted Base		844	721	674	844	589	508	25	633	496	449	133	87
Not at all important	(-2)	12	6	6	12	1	5	-	11	4	3	2	3
		1%	1%	1%	1%	*%	1%	-%	2%	1%	1%	1%	4%
Not very important	(-1)	23	22	22	23	19	19	*	18	6	7	*	-
		3%	3%	3%	3%	3%	4%	2%	3%	1%	2%	*%	-%
Neither important nor unimportant	(0)	114	106	85	114	90	64	1	85	54	38	8	5
		14%	15%	13%	14%	15%	13%	5%	13%	11%	8%	6%	6%
Important	(1)	384	338	315	384	261	232	14	295	224	211	62	40
		46%	47%	47%	46%	44%	46%	57%	47%	45%	47%	46%	46%
Very important	(2)	310	248	245	310	218	187	9	223	207	190	61	38
		37%	34%	36%	37%	37%	37%	36%	35%	42%	42%	46%	44%
Don't know		1	1	1	1	1	*	-	1	1	-	-	-
		*%	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%	-%
NET Important		694	585	560	694	478	419	23	518	431	401	122	78
		82%	81%	83%	82%	81%	83%	93%	82%	87%	89%	92%	90%
NET Not Important		35	28	28	35	20	24	*	29	10	10	2	3
		4%	4%	4%	4%	3%	5%	2%	5%	2%	2%	2%	4%
Answered		843	720	673	843	588	507	25	632	495	449	133	87
Mean Score		1.1	1.1	1.1	1.1	1.1	1.1	1.3	1.1	1.3	1.3	1.3	1.3
Standard error		.03	.03	.03	.03	.03	.04	.11	.04	.03	.03	.07	.10
Standard deviation		.85	.82	.82	.85	.80	.85	.65	.87	.76	.74	.73	.87

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 213 (continuation)

QD10A_7. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	831	115	53	44	32	724	506	753	585	475	471	687	132	-	697	47
Effective base	350	48	22	18	15	303	209	316	243	195	194	292	53	-	281	25
Weighted Base	844	112	47	46	37	723	495	757	575	456	478	693	120	-	635	68
Not at all important (-2)	12 1%	2 2%	* *	2 5%	- -%	11 2%	7 1%	11 2%	9 2%	8 2%	7 1%	7 1%	1 1%	- -%	5 1%	6 9%
Not very important (-1)	23 3%	6 5%	- -%	1 3%	1 2%	21 3%	17 3%	22 3%	17 3%	14 3%	6 1%	23 3%	3 3%	- -%	22 3%	- -%
Neither important nor unimportant (0)	114 14%	3 3%	2 4%	* *	11 29% abc	94 13%	63 13%	100 13%	64 11%	47 10%	48 10%	87 13%	8 7%	- -%	74 12%	* *
Important (1)	384 46%	53 47%	19 39%	20 43%	16 43%	345 48%	216 44%	350 46%	272 47%	215 47%	234 49%	327 47%	52 43%	- -%	282 44%	33 49%
Very important (2)	310 37%	48 43%	27 56%	23 49%	9 25%	251 35%	190 38%	273 36%	213 37%	170 37%	184 38%	248 36%	56 46%	- -%	251 40%	28 42%
Don't know	1 *%	- -%	- -%	- -%	- -%	1 *%	1 *%	1 *%	1 *%	1 *%	* *%	1 *%	- -%	- -%	1 *%	- -%
NET Important	694 82%	101 90% d	45 96% d	43 92%	25 68%	595 82%	407 82%	622 82%	484 84%	385 85%	418 87%	574 83%	108 90%	- -%	533 84%	62 91%
NET Not Important	35 4%	8 7%	* *	3 7%	1 2%	33 5%	24 5%	34 4%	26 4%	22 5%	12 3%	30 4%	4 4%	- -%	27 4%	6 9%
Answered Mean Score	843 1.1	112 1.2	47 1.5	46 1.3	37 .9	722 1.1	494 1.1	756 1.1	574 1.2	455 1.2	478 1.2	692 1.1	120 1.3	- -	634 1.2	68 1.2
Standard error	.03	.08	.08	.15	.14	.03	.04	.03	.04	.04	.04	.03	.07	-	.03	.16
Standard deviation	.85	.90	.59	.99	.81	.85	.87	.86	.85	.86	.78	.83	.80	-	.83	1.10

Columns Tested.: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 213 (continuation)

QD10A_7. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	831	389	442	267	10	135	180	142	527	156	143	182	495
Effective base	350	169	181	106	7	51	80	58	222	67	61	74	211
Weighted Base	844	406	439	259	21	123	203	143	537	157	145	174	512
Not at all important (-2)	12 1%	9 2%	2 1%	3 1%	- -%	- -%	3 2%	2 2%	6 1%	3 2%	4 3%	1 1%	6 1%
Not very important (-1)	23 3%	8 2%	15 3%	6 2%	1 5%	2 2%	5 3%	4 3%	15 3%	4 3%	4 3%	2 1%	17 3%
Neither important nor unimportant (0)	114 14%	30 7%	84 19%	18 7%	4 18%	15 12%	14 7%	9 6%	86 16%	18 11%	3 2%	29 17%	76 15%
Important (1)	384 46%	175 43%	209 48%	121 47%	6 27%	56 46%	91 45%	46 32%	258 48%	79 51%	52 36%	80 46%	250 49%
Very important (2)	310 37%	183 45%	127 29%	111 43%	10 49%	50 41%	89 44%	82 57%	171 32%	52 33%	81 56%	62 35%	161 31%
Don't know	1 *%	- -%	1 *%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	1 *%
NET Important	694 82%	358 88%	336 77%	232 90%	16 77%	106 86%	181 89%	128 89%	429 80%	132 84%	133 92%	142 81%	411 80%
NET Not Important	35 4%	18 4%	17 4%	9 4%	1 5%	2 2%	8 4%	7 5%	21 4%	7 5%	8 6%	3 2%	24 5%
Answered	843	406	438	259	21	123	203	143	536	157	145	174	511
Mean Score	1.1	1.3	1.0	1.3	1.2	1.2	1.3	1.4	1.1	1.1	1.4	1.1	1.1
Standard error	.03	.04	.04	.05	.30	.06	.06	.07	.04	.07	.08	.06	.04
Standard deviation	.85	.86	.82	.79	.94	.74	.82	.86	.83	.85	.90	.78	.84

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 213 (continuation)

QD10A_7. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		831	340	491
Effective base		350	123	227
Weighted Base		844	309	535
Not at all important	(-2)	12	3	8
		1%	1%	2%
Not very important	(-1)	23	7	16
		3%	2%	3%
Neither important nor unimportant	(0)	114	34	80
		14%	11%	15%
Important	(1)	384	150	234
		46%	48%	44%
Very important	(2)	310	115	195
		37%	37%	36%
Don't know		1	-	1
		*%	-%	*%
NET Important		694	265	429
		82%	86%	80%
NET Not Important		35	11	24
		4%	3%	5%
Answered		843	309	534
Mean Score		1.1	1.2	1.1
Standard error		.03	.04	.04
Standard deviation		.85	.80	.88

Columns Tested: a,b

Table 213 (continuation)

QD10A_7. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	831	50	109	68	69	91	39	36	87	57	68	45	112
Effective base	350	19	53	44	22	72	24	8	38	25	16	22	39
Weighted Base	844	26	93	91	25	146	41	11	128	55	39	67	122
Not at all important (-2)	12 1%	1 5%	* %	2 2%	* %	- -%	3 7%	- -%	2 1%	* 1%	1 2%	- -%	2 2%
Not very important (-1)	23 3%	2 6%	1 1%	5 5%	1 3%	2 1%	3 8%	- -%	2 2%	1 2%	* %	4 6%	2 2%
Neither important nor unimportant (0)	114 14%	6 24%	14 15%	9 10%	1 4%	21 15%	1 3%	1 7%	8 7%	3 6%	15 40%	7 10%	27 22%
Important (1)	384 46%	9 33%	38 41%	45 50%	14 54%	67 46%	15 37%	8 68%	69 54%	20 36%	13 34%	24 36%	63 51%
Very important (2)	310 37%	9 33%	40 43%	30 33%	9 37%	56 39%	18 45%	3 25%	46 36%	30 54%	9 23%	32 48%	28 23%
Don't know	1 *%	- -%	* %	* %	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET Important	694 82%	17 65%	78 84%	75 82%	23 91%	123 84%	34 82%	11 93%	115 90%	50 90%	22 58%	56 84%	90 74%
NET Not Important	35 4%	3 11%	1 1%	7 8%	1 3%	2 1%	6 15%	- -%	4 3%	2 3%	1 3%	4 6%	4 4%
Answered	843	26	93	91	24	146	41	11	128	55	39	67	122
Mean Score	1.1	.8	1.3	1.1	1.3	1.2	1.1	1.2	1.2	1.4	.8	1.3	.9
Standard error	.03	.16	.07	.11	.09	.08	.19	.09	.08	.10	.11	.13	.08
Standard deviation	.85	1.12	.76	.93	.72	.73	1.20	.56	.76	.78	.90	.87	.83

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 213 (continuation)

QD10A_7. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter				Half		
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023	
Significance Level: 95%		a	b	c	d	a	b	
Unweighted Base	831	227	199	180	225	426	405	
Effective base	350	113	113	66	76	226	142	
Weighted Base	844	211	212	194	227	423	421	
Not at all important	(-2)	12	4	3	2	3	6	5
		1%	2%	1%	1%	1%	2%	1%
Not very important	(-1)	23	8	6	4	6	13	10
		3%	4%	3%	2%	3%	3%	2%
Neither important nor unimportant	(0)	114	29	24	13	50	52	62
		14%	14%	11%	7%	22%	12%	15%
Important	(1)	384	92	96	96	100	188	196
		46%	44%	45%	50%	44%	44%	47%
Very important	(2)	310	78	84	79	68	162	148
		37%	37%	40%	41%	30%	38%	35%
Don't know		1	1	*	-	-	1	-
		*%	*%	*%	-%	-%	*%	-%
NET Important		694	171	180	176	168	350	344
		82%	81%	85%	91%	74%	83%	82%
NET Not Important		35	11	9	6	9	20	15
		4%	5%	4%	3%	4%	5%	4%
Answered	843	210	212	194	227	422	421	
Mean Score	1.1	1.1	1.2	1.3	1.0	1.2	1.1	
Standard error	.03	.06	.06	.06	.06	.04	.04	
Standard deviation	.85	.89	.84	.76	.87	.87	.83	

Columns Tested:: a,b,c,d - a,b

Table 214

QD10A_8. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	831	32	799	587	123	36	85	244
Effective base	350	8	342	323	51	15	44	68
Weighted Base	844	16	828	808	31	4	2	37
Not at all important (-2)	70 8%	1 5%	69 8%	68 8%	2 7%	- -%	- -%	2 6%
Not very important (-1)	101 12%	- -%	101 12%	100 12%	2 5%	* 1%	* *%	2 4%
Neither important nor unimportant (0)	222 26%	6 37%	216 26%	217 27%	4 14%	* 12%	* 11%	5 14%
Important (1)	279 33%	2 11%	277 33%	262 32%	13 43%	2 61%	1 54%	17 46%
Very important (2)	167 20%	7 43%	160 19%	157 19%	9 29%	1 23%	1 35%	11 29%
Don't know	4 1%	1 4%	4 *%	4 *%	* 1%	* 3%	- -%	1 1%
NET Important	446 53%	9 53%	437 53%	419 52%	22 72%	3 84%	2 89%	27 74%
NET Not Important	172 20%	1 5%	171 21%	168 21%	4 12%	* 1%	* *%	4 10%
Answered	840	16	824	804	30	4	2	36
Mean Score	.4	.9	.4	.4	.8	1.1	1.2	.9
Standard error	.04	.22	.04	.05	.10	.13	.10	.07
Standard deviation	1.18	1.18	1.18	1.18	1.15	.74	.89	1.08

Columns Tested:: a,b - a,b,c,d,e

Table 214 (continuation)

QD10A_8. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		831	260	245	82	71	88	85	587	123	121
Effective base		350	164	129	37	33	31	44	323	51	31
Weighted Base		844	440	315	53	22	13	2	808	31	6
Not at all important	(-2)	70 8%	31 7%	31 10%	6 12%	2 9%	* 2%	- %	68 8%	2 7%	- %
Not very important	(-1)	101 12%	60 14%	31 10%	9 16%	1 4%	1 6%	* %	100 12%	2 5%	* 1%
Neither important nor unimportant	(0)	222 26%	118 27%	92 29%	8 15%	3 15%	2 13%	* 11%	217 27%	4 14%	1 12%
Important	(1)	279 33%	138 31%	105 33%	19 36%	10 46%	6 43%	1 54%	262 32%	13 43%	4 58%
Very important	(2)	167 20%	90 21%	55 18%	11 21%	6 26%	4 32%	1 35%	157 19%	9 29%	2 27%
Don't know		4 1%	3 1%	1 %	- -%	- -%	1 4%	- -%	4 %	* 1%	* 2%
NET Important		446 53%	228 52%	160 51%	30 57%	16 72%	10 75%	2 89%	419 52%	22 72%	5 86%
NET Not Important		172 20%	91 21%	62 20%	15 28%	3 13%	1 8%	* %	168 21%	4 12%	* 1%
Answered		840	437	314	53	22	13	2	804	30	6
Mean Score		.4	.5	.4	.4	.8	1.0	1.2	.4	.8	1.1
Standard error		.04	.07	.08	.14	.14	.11	.10	.05	.10	.06
Standard deviation		1.18	1.17	1.18	1.31	1.18	.98	.89	1.18	1.15	.70

Columns Tested: a,b,c,d,e,f,g,h,i

Table 214 (continuation)

QD10A_8. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	831	375	212	123	36	85	384	143	63	45	105
Effective base	350	241	106	51	15	44	223	63	19	13	23
Weighted Base	844	663	145	31	4	2	593	108	33	18	22
Not at all important (-2)	70 8%	58 9% e	10 7%	2 7%	- -%	- -%	53 9%	14 13% e	2 6%	- -%	* *%
Not very important (-1)	101 12%	89 13% e	11 8%	2 5%	* 1%	* *%	80 14%	10 9%	8 23% e	1 7%	* 2%
Neither important nor unimportant (0)	222 26%	176 26% e	42 29% ce	4 14%	* 12%	* 11%	159 27%	34 32% c	3 8%	4 21%	4 20%
Important (1)	279 33%	216 33%	46 31%	13 43%	2 61% ab	1 54% ab	197 33%	30 28%	13 41%	5 30%	11 48%
Very important (2)	167 20%	122 18%	35 24%	9 29%	1 23%	1 35% a	102 17%	17 16%	7 22%	8 42% ab	7 30%
Don't know	4 1%	3 *%	1 1%	* 1%	* 3%	- -%	1 *%	2 2%	* *%	- -%	- -%
NET Important	446 53%	338 51%	81 56%	22 72% ab	3 84% ab	2 89% abc	299 50%	47 44%	21 62%	13 72%	17 78% ab
NET Not Important	172 20%	146 22% e	21 15% e	4 12% e	* 1%	* *%	134 23% e	24 22% e	10 29% e	1 7%	1 2%
Answered	840	660	144	30	4	2	592	106	33	18	22
Mean Score	.4	.4	.6	.8 a	1.1 a	1.2 ab	.4	.2	.5	1.1 ab	1.1 ab
Standard error	.04	.06	.08	.10	.13	.10	.06	.10	.16	.15	.08
Standard deviation	1.18	1.18	1.15	1.15	.74	.89	1.18	1.23	1.25	.98	.80

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 214 (continuation)

QD10A_8. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		831	71	47	84	36	65	84	57	54	58
Effective base		350	44	31	47	17	33	52	32	28	28
Weighted Base		844	98	54	128	40	88	155	90	59	65
Not at all important	(-2)	70	9	3	10	1	8	17	8	3	2
		8%	9%	6%	8%	3%	9%	11%	9%	6%	3%
Not very important	(-1)	101	19	6	7	7	11	22	12	4	9
		12%	19%	11%	5%	19%	12%	14%	13%	7%	14%
			c								
Neither important nor unimportant	(0)	222	30	11	37	17	15	24	31	21	21
		26%	30%	20%	29%	42%	18%	15%	35%	35%	33%
			f			f			f	f	
Important	(1)	279	22	19	50	7	28	66	26	22	18
		33%	22%	35%	39%	17%	31%	42%	29%	37%	28%
			a								
Very important	(2)	167	19	14	24	7	26	26	13	8	15
		20%	19%	25%	19%	17%	30%	17%	14%	14%	22%
Don't know		4	-	2	-	1	-	-	-	*	-
		1%	-%	4%	-%	2%	-%	-%	-%	1%	-%
NET Important		446	40	33	75	13	54	92	39	30	32
		53%	41%	60%	58%	34%	61%	59%	43%	51%	50%
NET Not Important		172	28	9	17	9	19	39	20	8	11
		20%	28%	17%	13%	22%	21%	25%	22%	13%	17%
Answered		840	98	52	128	39	88	155	90	59	65
Mean Score		.4	.2	.6	.6	.3	.6	.4	.3	.5	.5
Standard error		.04	.15	.17	.12	.18	.16	.14	.15	.14	.14
Standard deviation		1.18	1.22	1.17	1.10	1.07	1.28	1.24	1.13	1.02	1.09

Columns Tested: a,b,c,d,e,f,g,h,i

Table 214 (continuation)

QD10A_8. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		a	b	c	d	e	f	g	h	
Significance Level: 95%										
Unweighted Base		831	159	172	225	556	275	88	102	85
Effective base		350	78	101	130	304	88	31	33	29
Weighted Base		844	193	211	373	777	67	28	27	12
Not at all important	(-2)	70	11	15	35	62	8	5	3	*
		8%	6%	7%	9%	8%	12%	17%	12%	1%
Not very important	(-1)	101	27	29	41	97	4	1	2	1
		12%	14%	14%	11%	13%	6%	5%	7%	6%
Neither important nor unimportant	(0)	222	53	61	92	207	16	3	9	4
		26%	28%	29%	25%	27%	24%	10%	35%	28%
Important	(1)	279	52	63	142	257	22	9	8	4
		33%	27%	30%	38%	33%	32%	34%	30%	33%
Very important	(2)	167	47	40	63	151	16	9	4	4
		20%	25%	19%	17%	19%	25%	33%	13%	29%
Don't know		4	1	2	-	3	1	*	*	*
		1%	*%	1%	-%	*%	1%	*%	2%	2%
NET Important		446	100	103	205	408	38	18	12	8
		53%	52%	49%	55%	53%	57%	67%	44%	62%
NET Not Important		172	39	44	76	159	12	6	5	1
		20%	20%	21%	20%	20%	19%	22%	20%	7%
Answered		840	192	209	373	774	66	27	27	12
Mean Score		.4	.5	.4	.4	.4	.5	.6	.3	.8
Standard error		.04	.09	.09	.08	.05	.08	.16	.12	.11
Standard deviation		1.18	1.18	1.16	1.17	1.17	1.28	1.46	1.19	1.00

Columns Tested:: a,b,c,d,e,f,g,h

Table 214 (continuation)

QD10A_8. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry									
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
Significance Level: 95%		*a	b	*c	d	e	f	g	h	i	
Unweighted Base	831	29	65	4	69	80	232	31	30	359	
Effective base	350	19	20	3	22	31	105	12	12	161	
Weighted Base	844	29	51	4	55	91	202	27	17	423	
Not at all important	(-2)	70 8%	1 2%	1 1%	- -%	1 1%	6 6%	21 10%	6 20%	1 3%	36 9%
Not very important	(-1)	101 12%	- -%	12 23%	- -%	12 22%	5 5%	22 11%	6 23%	1 4%	55 13%
Neither important nor unimportant	(0)	222 26%	7 24%	9 18%	- -%	9 17%	31 34%	48 24%	8 29%	1 9%	118 28%
Important	(1)	279 33%	16 55%	12 24%	2 39%	14 25%	32 36%	63 31%	7 25%	11 65%	136 32%
Very important	(2)	167 20%	5 19%	17 33%	2 61%	19 35%	16 18%	46 23%	1 3%	3 18%	77 18%
Don't know		4 1%	- -%	- -%	- -%	- -%	1 1%	2 1%	- -%	* 1%	1 *%
NET Important		446 53%	21 74%	29 57%	4 100%	33 60%	49 53%	109 54%	7 28%	14 83%	213 50%
NET Not Important		172 20%	1 2%	13 25%	- -%	13 23%	11 12%	43 21%	12 44%	1 7%	92 22%
Answered	840	29	51	4	55	90	200	27	16	422	
Mean Score	.4	.9	.6	1.6	.7	.5	.5	-.3	.9	.4	
Standard error	.04	.14	.15	.28	.14	.12	.08	.21	.16	.06	
Standard deviation	1.18	.78	1.20	.57	1.19	1.06	1.25	1.15	.88	1.18	

Columns Tested: a,b,c,d,e,f,g,h,i

Table 214 (continuation)

QD10A_8. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	831	178	232	421	718	113	-	709	122	808	23
Effective base	350	68	105	182	296	54	-	326	27	341	9
Weighted Base	844	175	202	468	699	145	-	800	44	826	18
Not at all important (-2)	70 8%	7 4%	21 10%	42 9%	57 8%	13 9%	- -%	70 9%	* 1%	70 8%	* 2%
Not very important (-1)	101 12%	17 10%	22 11%	62 13%	84 12%	17 12%	- -%	99 12%	3 6%	97 12%	5 27%
Neither important nor unimportant (0)	222 26%	47 27%	48 24%	128 27%	166 24%	57 39%	- -%	213 27%	9 20%	220 27%	3 16%
Important (1)	279 33%	62 35%	63 31%	153 33%	238 34%	41 28%	- -%	264 33%	15 34%	274 33%	5 28%
Very important (2)	167 20%	41 23%	46 23%	81 17%	151 22%	16 11%	- -%	152 19%	16 36%	162 20%	5 27%
Don't know	4 1%	1 1%	2 1%	1 *%	2 *%	2 1%	- -%	3 *%	1 3%	4 1%	- -%
NET Important	446 53%	103 59%	109 54%	234 50%	389 56%	57 39%	- -%	415 52%	31 70%	436 53%	10 55%
NET Not Important	172 20%	24 14%	43 21%	105 22%	142 20%	30 21%	- -%	169 21%	3 7%	166 20%	5 29%
Answered	840	174	200	467	697	143	-	797	43	822	18
Mean Score	.4	.7	.5	.4	.5	.2	-	.4	1.0	.4	.5
Standard error	.04	.08	.08	.06	.04	.10	-	.04	.09	.04	.26
Standard deviation	1.18	1.07	1.25	1.18	1.19	1.08	-	1.18	.96	1.18	1.25

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 214 (continuation)

QD10A_8. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		831	417	167	247
Effective base		350	181	61	108
Weighted Base		844	452	138	255
Not at all important	(-2)	70 8%	49 11%	6 4%	15 6%
Not very important	(-1)	101 12%	48 11%	13 10%	40 16%
Neither important nor unimportant	(0)	222 26%	134 30%	35 26%	53 21%
Important	(1)	279 33%	155 34%	32 23%	92 36%
Very important	(2)	167 20%	64 14%	48 35%	55 22%
Don't know		4 1%	* *%	3 2%	1 *%
NET Important		446 53%	220 49%	80 58%	146 57%
NET Not Important		172 20%	97 22%	19 14%	55 22%
Answered		840	452	135	254
Mean Score		.4	.3	.8	.5
Standard error		.04	.06	.09	.07
Standard deviation		1.18	1.17	1.17	1.16

Columns Tested:: a,b,c

Table 214 (continuation)

QD10A_8. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	831	561	172	45	20	19	7	3	4	733	98	53
Effective base	350	266	59	14	6	6	1	1	1	324	25	12
Weighted Base	844	650	134	36	5	12	2	1	5	784	61	25
Not at all important	(-2)	70	57	12	-	*	-	-	-	70	*	*
		8%	9%	9%	-%	1%	4%	-%	-%	9%	1%	2%
Not very important	(-1)	101	82	15	*	-	-	-	5	97	5	5
		12%	13%	11%	*%	-%	-%	-%	98%	12%	7%	18%
Neither important nor unimportant	(0)	222	178	39	4	*	2	*	*	217	6	2
		26%	27%	29%	10%	4%	15%	1%	2%	28%	9%	8%
			j	j						j		
Important	(1)	279	217	38	19	2	2	*	-	255	24	5
		33%	33%	28%	52%	47%	20%	7%	-%	33%	39%	20%
Very important	(2)	167	114	29	14	2	7	*	1	143	25	11
		20%	18%	22%	38%	48%	62%	9%	98%	18%	41%	44%
			ai	ai						ai	ai	ai
Don't know		4	2	*	-	-	2	-	-	2	2	2
		1%	*%	*%	-%	-%	84%	-%	-%	*%	3%	8%
												ai
NET Important		446	331	67	32	5	10	*	1	398	48	16
		53%	51%	50%	90%	95%	81%	15%	98%	51%	79%	63%
					abi						abi	
NET Not Important		172	139	27	*	*	*	-	5	167	5	5
		20%	21%	20%	*%	1%	4%	-%	98%	21%	8%	20%
Answered		840	648	133	36	5	12	*	1	781	59	23
Mean Score		.4	.4	.4	1.3	1.4	1.4	1.5	2.0	.4	1.1	.9
					abi						abi	
Standard error		.04	.05	.09	.10	.16	.24	-	-	.04	.10	.18
Standard deviation		1.18	1.17	1.21	.64	.71	1.03	-	.39	1.18	.94	1.27

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 214 (continuation)

QD10A_8. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Unweighted Base	831	247	314	270	744	721	776	831	525	339	77	489	37	61	35	53	24
Effective base	350	135	131	84	306	301	325	350	207	111	40	228	12	16	11	13	7
Weighted Base	844	343	307	194	757	718	792	844	509	277	100	558	27	42	24	23	18
Not at all important (-2)	70 8%	40 12%	17 6%	13 7%	58 8%	55 8%	60 8%	70 8%	27 5%	16 6%	7 7%	51 9%	2 6%	- -%	- -%	* *%	- -%
Not very important (-1)	101 12%	35 10%	47 15%	19 10%	92 12%	87 12%	97 12%	101 12%	50 10%	21 8%	13 13%	75 13%	2 9%	* *%	5 19%	1 5%	- -%
Neither important nor unimportant (0)	222 26%	100 29%	77 25%	45 23%	201 27%	185 26%	211 27%	222 26%	117 23%	49 18%	36 36%	153 27%	10 38%	5 11%	* *%	6 25%	1 6%
Important (1)	279 33%	124 36%	93 30%	61 32%	253 33%	240 33%	266 34%	279 33%	193 38%	106 38%	33 33%	176 31%	7 26%	23 55%	8 35%	7 28%	12 66%
Very important (2)	167 20%	43 13%	71 23%	54 28%	149 20%	148 21%	155 19%	167 20%	119 23%	83 30%	11 11%	99 18%	5 20%	14 33%	11 45%	10 41%	5 28%
Don't know	4 1%	1 *%	1 *%	2 1%	4 1%	4 1%	4 *%	4 1%	4 1%	3 1%	- -%	4 1%	- -%	- -%	- -%	- -%	- -%
NET Important	446 53%	167 49%	164 53%	115 59%	402 53%	388 54%	420 53%	446 53%	312 61%	189 68%	43 43%	275 49%	12 47%	37 88%	19 80%	16 70%	17 94%
NET Not Important	172 20%	74 22%	65 21%	32 17%	150 20%	142 20%	157 20%	172 20%	77 15%	36 13%	21 21%	127 23%	4 15%	* *%	5 19%	1 5%	- -%
Answered Mean Score	840 .4	342 .3	306 .5	192 .6	753 .5	715 .5	789 .5	840 .4	506 .6	274 .8	100 .3	554 .4	27 .5	42 1.2	24 1.1	23 1.1	18 1.2
Standard error	.04	.07	.07	.07	.04	.04	.04	.04	.05	.06	.12	.05	.18	.08	.19	.13	.11
Standard deviation	1.18	1.17	1.17	1.18	1.16	1.17	1.16	1.18	1.11	1.12	1.06	1.19	1.11	.65	1.13	.96	.55

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 214 (continuation)

QD10A_8. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	e	*f	*g
Unweighted Base	831	527	64	42	45	28	27	11	487	98	41	36	30	18	11
Effective base	350	251	19	13	9	8	5	3	230	33	15	14	6	9	4
Weighted Base	844	622	54	34	16	11	13	7	548	96	18	22	15	9	11
Not at all important (-2)	70 8%	55 9%	3 5%	- -%	- -%	- -%	* *%	- -%	53 10%	* *%	2 9%	- -%	* *%	- -%	- -%
Not very important (-1)	101 12%	87 14%	- -%	* *%	* 1%	5 43%	- -%	- -%	79 14%	4 4%	2 13%	- -%	- -%	1 13%	- -%
Neither important nor unimportant (0)	222 26%	169 27%	19 35%	6 19%	1 7%	* *%	5 42%	* 2%	155 28%	25 26%	1 4%	2 11%	* 3%	2 20%	* 1%
Important (1)	279 33%	201 32%	23 43%	14 43%	3 17%	2 23%	4 28%	6 82%	172 31%	36 38%	6 31%	11 49%	6 40%	2 18%	7 69%
Very important (2)	167 20%	106 17%	9 17%	13 38%	12 75%	4 34%	4 30%	1 16%	88 16%	28 29%	8 42%	9 40%	8 56%	4 49%	3 30%
Don't know	4 1%	4 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	3 3%	- -%	- -%	- -%	- -%	- -%
NET Important	446 53%	307 49%	32 60%	27 81%	15 92%	6 57%	8 58%	7 98%	260 47%	64 67%	13 74%	20 89%	14 96%	6 67%	11 99%
NET Not Important	172 20%	142 23%	3 5%	* *%	* 1%	5 43%	* *%	- -%	133 24%	4 4%	4 22%	- -%	* *%	1 13%	- -%
Answered	840	618	54	34	16	11	13	7	548	93	18	22	15	9	11
Mean Score	.4	.3	.7	1.2	1.7	.5	.9	1.1	.3	.9	.9	1.3	1.5	1.0	1.3
Standard error	.04	.05	.12	.12	.10	.27	.17	.13	.05	.09	.21	.11	.11	.28	.15
Standard deviation	1.18	1.18	.95	.75	.67	1.40	.88	.43	1.19	.87	1.37	.66	.61	1.17	.50

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 214 (continuation)

QD10A_8. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	831	558	98	59	40	30	24	22	232	168	199	127	50
Effective base	350	262	33	19	17	10	6	9	125	74	79	33	15
Weighted Base	844	621	92	53	20	21	18	19	324	168	187	73	41
Not at all important	(-2)	70	65	3	1	1	-	-	33	13	10	4	*
		8%	11%	3%	2%	3%	-%	-%	10%	8%	5%	6%	1%
Not very important	(-1)	101	98	1	*	2	-	-	38	24	26	3	6
		12%	16%	1%	*%	12%	-%	-%	12%	15%	14%	3%	15%
Neither important nor unimportant	(0)	222	172	26	12	2	5	5	89	51	54	7	10
		26%	28%	28%	22%	12%	22%	30%	28%	30%	29%	10%	25%
Important	(1)	279	195	37	20	9	3	8	110	50	62	31	13
		33%	31%	40%	38%	46%	16%	41%	34%	30%	33%	42%	31%
Very important	(2)	167	90	24	20	6	13	5	53	29	35	26	12
		20%	14%	27%	37%	28%	62%	29%	16%	17%	19%	35%	28%
Don't know		4	1	1	-	-	-	2	*	1	-	2	-
		1%	*%	1%	-%	-%	-%	11%	*%	1%	-%	3%	-%
NET Important		446	284	61	40	15	17	13	163	79	97	57	24
		53%	46%	67%	75%	73%	78%	70%	50%	47%	52%	78%	59%
NET Not Important		172	163	4	1	3	-	-	71	37	35	7	7
		20%	26%	4%	2%	15%	-%	-%	22%	22%	19%	9%	16%
Answered		840	620	91	53	20	21	18	324	167	187	70	41
Mean Score		.4	.2	.9	1.1	.8	1.4	1.0	.3	.3	.5	1.0	.7
Standard error		.04	.05	.10	.12	.17	.15	.16	.08	.09	.08	.10	.15
Standard deviation		1.18	1.19	.94	.90	1.09	.84	.79	1.19	1.15	1.10	1.09	1.07

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 214 (continuation)

QD10A_8. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	831	287	152	162	102	41	286	142	165	92	32
Effective base	350	150	66	58	21	12	148	54	60	29	10
Weighted Base	844	386	153	138	51	29	360	133	130	64	31
Not at all important	(-2) 70 8%	37 9%	11 7%	10 7%	1 1%	* 1%	42 12%	4 3%	4 3%	4 6%	* 1%
Not very important	(-1) 101 12%	50 13%	16 11%	22 16%	1 3%	2 6%	37 10%	22 17%	21 16%	2 3%	5 15%
Neither important nor unimportant	(0) 222 26%	106 28%	44 29%	38 28%	2 5%	10 35%	108 30%	30 22%	35 27%	7 11%	5 16%
Important	(1) 279 33%	123 32%	53 35%	48 34%	22 43%	7 25%	117 33%	42 31%	40 31%	30 48%	10 33%
Very important	(2) 167 20%	66 17%	29 19%	21 15%	24 48%	9 32%	55 15%	34 26%	29 23%	18 28%	11 35%
Don't know	4 1%	3 1%	- -%	- -%	* 1%	- -%	* *%	1 1%	- -%	2 4%	- -%
NET Important	446 53%	189 49%	82 53%	68 49%	46 90%	17 58%	172 48%	76 57%	70 54%	48 76%	21 68%
NET Not Important	172 20%	87 22%	27 18%	32 23%	2 4%	2 7%	79 22%	26 20%	25 20%	6 9%	5 16%
Answered	840	382	153	138	50	29	359	132	130	61	31
Mean Score	.4	.3	.5	.3	1.3	.8	.3	.6	.5	.9	.9
Standard error	.04	.07	.09	.09	.08	.16	.07	.10	.09	.11	.19
Standard deviation	1.18	1.19	1.13	1.13	.81	1.01	1.20	1.14	1.11	1.05	1.10

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 214 (continuation)

QD10A_8. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	*b	
Significance Level: 95%														
Unweighted Base		831	363	136	166	114	39	484	56	289	778	53	720	24
Effective base		350	181	50	67	36	10	203	20	125	329	21	298	8
Weighted Base		844	446	119	154	85	25	491	47	305	794	50	733	23
Not at all important	(-2)	70	48	6	6	5	*	35	3	33	69	1	58	*
		8%	11%	5%	4%	6%	1%	7%	5%	11%	9%	2%	8%	1%
Not very important	(-1)	101	57	19	21	*	5	57	*	43	97	4	92	-
		12%	13%	16%	14%	*%	18%	12%	*%	14%	12%	8%	12%	-%
			d	d	d	d	d							
Neither important nor unimportant	(0)	222	146	16	38	21	1	117	15	90	215	7	196	5
		26%	33%	14%	25%	25%	2%	24%	33%	29%	27%	14%	27%	22%
			be											
Important	(1)	279	126	47	57	31	10	163	19	97	263	16	249	4
		33%	28%	40%	37%	36%	38%	33%	41%	32%	33%	32%	34%	16%
Very important	(2)	167	66	31	32	27	10	118	9	40	147	20	137	12
		20%	15%	26%	21%	31%	41%	24%	19%	13%	19%	40%	19%	52%
					a	a	a	c				a		
Don't know		4	1	*	-	*	-	1	1	2	2	2	2	2
		1%	*%	*%	-%	*%	-%	*%	2%	1%	*%	4%	*%	9%
												a		
NET Important		446	193	78	89	57	20	282	28	137	410	36	386	16
		53%	43%	65%	58%	68%	79%	57%	59%	45%	52%	72%	53%	68%
				a	a	a	a	c						
NET Not Important		172	105	25	27	6	5	91	3	76	167	5	150	*
		20%	24%	21%	18%	7%	19%	19%	6%	25%	21%	10%	20%	1%
			d											
Answered		840	444	119	154	84	25	490	46	302	792	48	731	21
Mean Score		.4	.2	.7	.6	.9	1.0	.6	.7	.2	.4	1.1	.4	1.3
			a	a	a	a	a	c				a		
Standard error		.04	.06	.10	.08	.10	.18	.05	.13	.07	.04	.14	.04	.20
Standard deviation		1.18	1.18	1.17	1.09	1.08	1.14	1.18	.98	1.18	1.18	1.04	1.16	.95

Table 214 (continuation)

QD10A_8. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	831	661	60	665	166	726	18	660	61	666	165
Effective base	350	287	15	289	62	300	6	282	19	288	62
Weighted Base	844	681	38	670	174	736	21	671	48	675	169
Not at all important	(-2) 70 8%	55 8%	* 1%	66 10%	4 3%	58 8%	* 2%	55 8%	1 1%	66 10%	4 3%
Not very important	(-1) 101 12%	86 13%	* 1%	87 13%	15 9%	92 12%	- -%	87 13%	- -%	89 13%	12 7%
Neither important nor unimportant	(0) 222 26%	174 26%	10 27%	174 26%	48 28%	197 27%	5 23%	173 26%	12 25%	171 25%	52 31%
Important	(1) 279 33%	230 34%	10 27%	214 32%	65 37%	249 34%	4 20%	231 34%	9 19%	224 33%	55 32%
Very important	(2) 167 20%	134 20%	15 39%	128 19%	40 23%	139 19%	10 46%	124 19%	24 50%	124 18%	44 26%
Don't know	4 1%	2 *%	2 5% a	2 *%	2 1%	2 *%	2 10%	2 *%	2 4% a	2 *% a	2 1%
NET Important	446 53%	363 53%	25 65%	342 51%	105 60%	388 53%	14 66%	355 53%	33 69%	348 52%	98 58%
NET Not Important	172 20%	141 21%	1 2%	152 23% b	19 11%	150 20%	* 2%	141 21% b	1 1%	155 23% b	17 10%
Answered	840	679	36	668	172	734	19	669	46	673	167
Mean Score	.4	.4	1.1 a	.4	.7 a	.4	1.2	.4	1.2 a	.4	.7 a
Standard error	.04	.05	.12	.05	.08	.04	.23	.05	.12	.05	.08
Standard deviation	1.18	1.18	.91	1.21	1.00	1.16	.96	1.17	.93	1.21	1.02

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 214 (continuation)

QD10A_8. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	831	480	589	165	1	471	516	129	3	615	506	167	-
Effective base	350	188	249	69	1	188	220	56	3	252	223	70	-
Weighted Base	844	472	592	170	4	449	511	132	4	612	511	160	-
Not at all important (-2)	70 8%	35 7%	43 7%	12 7%	- -%	27 6%	42 8%	5 4%	1 14%	44 7%	44 9%	12 7%	- -%
Not very important (-1)	101 12%	49 10%	79 13%	24 14%	- -%	50 11%	71 14%	23 17%	2 41%	72 12%	75 15%	25 15%	- -%
Neither important nor unimportant (0)	222 26%	107 23%	164 28%	31 18%	4 100%	96 21%	133 26%	26 20%	- -%	140 23%	126 25%	35 22%	- -%
Important (1)	279 33%	170 36%	195 33%	57 33%	- -%	167 37%	165 32%	42 32%	- -%	217 35%	160 31%	51 32%	- -%
Very important (2)	167 20%	106 23%	108 18%	43 26%	- -%	106 24%	100 20%	34 26%	2 45%	135 22%	102 20%	35 22%	- -%
Don't know	4 1%	4 1%	3 *%	2 1%	- -%	3 1%	1 *%	2 2%	- -%	4 1%	3 1%	2 1%	- -%
NET Important	446 53%	277 59%	303 51%	100 59%	- -%	273 61%	265 52%	77 58%	2 45%	352 58%	262 51%	87 54%	- -%
NET Not Important	172 20%	85 18%	122 21%	37 22%	- -%	76 17%	112 22%	27 21%	2 55%	116 19%	120 23%	37 23%	- -%
Answered	840	468	589	168	4	446	510	130	4	609	508	158	-
Mean Score	.4	.6	.4	.6	-	.6	.4	.6	.2	.5	.4	.5	-
Standard error	.04	.05	.05	.10	-	.05	.05	.10	1.10	.05	.05	.09	-
Standard deviation	1.18	1.17	1.15	1.23	-	1.14	1.19	1.16	1.91	1.17	1.21	1.21	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 214 (continuation)

QD10A_8. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	
		a	b	c	a	b	c	a	b	c	d	e	
Significance Level: 95%													
Unweighted Base		831	698	668	831	581	486	37	600	479	459	124	75
Effective base		350	290	281	350	233	212	11	266	197	184	59	38
Weighted Base		844	721	674	844	589	508	25	633	496	449	133	87
Not at all important	(-2)	70	58	55	70	49	39	-	57	40	27	11	8
		8%	8%	8%	8%	8%	8%	-%	9%	8%	6%	8%	10%
Not very important	(-1)	101	91	86	101	81	56	1	83	66	51	14	14
		12%	13%	13%	12%	14%	11%	5%	13%	13%	11%	10%	16%
Neither important nor unimportant	(0)	222	188	175	222	144	144	4	165	116	117	25	30
		26%	26%	26%	26%	25%	28%	17%	26%	23%	26%	19%	35%
Important	(1)	279	240	221	279	195	162	10	212	169	148	51	20
		33%	33%	33%	33%	33%	32%	42%	34%	34%	33%	38%	23%
Very important	(2)	167	139	136	167	116	105	9	114	105	103	31	14
		20%	19%	20%	20%	20%	21%	37%	18%	21%	23%	23%	17%
Don't know		4	4	1	4	4	2	-	2	*	3	2	-
		1%	1%	*%	1%	1%	*%	-%	*%	*%	1%	2%	-%
NET Important		446	379	357	446	311	267	20	326	274	251	82	34
		53%	53%	53%	53%	53%	53%	79%	52%	55%	56%	61%	39%
NET Not Important		172	150	141	172	130	94	1	140	106	78	24	22
		20%	21%	21%	20%	22%	19%	5%	22%	21%	17%	18%	26%
Answered		840	717	673	840	585	505	25	631	495	446	131	87
Mean Score		.4	.4	.4	.4	.4	.5	1.1	.4	.5	.6	.6	.2
Standard error		.04	.04	.05	.04	.05	.05	.14	.05	.05	.05	.11	.14
Standard deviation		1.18	1.17	1.18	1.18	1.19	1.16	.86	1.19	1.20	1.14	1.19	1.19

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 214 (continuation)

QD10A_8. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	831	115	53	44	32	724	506	753	585	475	471	687	132	-	697	47
Effective base	350	48	22	18	15	303	209	316	243	195	194	292	53	-	281	25
Weighted Base	844	112	47	46	37	723	495	757	575	456	478	693	120	-	635	68
Not at all important (-2)	70	6	2	6	-	62	45	65	47	40	25	61	11	-	52	11
	8%	6%	3%	13%	-%	9%	9%	9%	8%	9%	5%	9%	9%	-%	8%	16%
Not very important (-1)	101	15	-	5	-	89	66	93	77	69	59	93	21	-	82	6
	12%	13%	-%	12%	-%	12%	13%	12%	13%	15%	12%	13%	17%	-%	13%	9%
Neither important nor unimportant (0)	222	22	8	7	4	199	136	201	148	115	123	184	28	-	142	13
	26%	19%	17%	15%	12%	28%	27%	27%	26%	25%	26%	27%	23%	-%	22%	19%
Important (1)	279	41	25	16	23	238	145	250	182	144	161	216	35	-	209	31
	33%	37%	53%	34%	63%	33%	29%	33%	32%	32%	34%	31%	29%	-%	33%	46%
Very important (2)	167	27	13	12	8	132	102	145	117	85	107	136	26	-	147	7
	20%	24%	27%	26%	20%	18%	21%	19%	20%	19%	22%	20%	21%	-%	23%	10%
Don't know	4	1	-	-	2	2	1	2	3	3	3	2	*	-	3	-
	1%	1%	-%	-%	6%	%	%	%	1%	1%	1%	%	%	-%	%	-%
NET Important	446	68	38	28	31	371	247	396	300	229	267	352	61	-	356	38
	53%	61%	79%	60%	83%	51%	50%	52%	52%	50%	56%	51%	50%	-%	56%	57%
NET Not Important	172	21	2	12	-	151	111	158	124	109	84	155	32	-	134	17
	20%	19%	3%	25%	-%	21%	22%	21%	22%	24%	18%	22%	26%	-%	21%	24%
				bd												
Answered	840	111	47	46	35	721	494	755	572	453	475	690	120	-	632	68
Mean Score	.4	.6	1.0	.5	1.1	.4	.4	.4	.4	.4	.6	.4	.4	-	.5	.3
Standard error	.04	.11	.12	.20	.10	.04	.05	.04	.05	.06	.05	.05	.11	-	.05	.18
Standard deviation	1.18	1.16	.87	1.36	.58	1.17	1.21	1.18	1.19	1.20	1.13	1.20	1.25	-	1.21	1.24

Columns Tested.: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 214 (continuation)

QD10A_8. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	831	389	442	267	10	135	180	142	527	156	143	182	495
Effective base	350	169	181	106	7	51	80	58	222	67	61	74	211
Weighted Base	844	406	439	259	21	123	203	143	537	157	145	174	512
Not at all important (-2)	70 8%	30 7%	40 9%	11 4%	- -%	3 3%	10 5%	8 6%	51 9%	11 7%	14 10%	11 6%	45 9%
Not very important (-1)	101 12%	57 14%	44 10%	27 10%	- -%	6 5%	27 13%	17 12%	66 12%	19 12%	18 12%	19 11%	65 13%
Neither important nor unimportant (0)	222 26%	88 22%	134 31%	68 26%	3 13%	26 21%	60 29%	25 18%	147 27%	49 31%	27 18%	38 22%	152 30%
Important (1)	279 33%	144 35%	135 31%	81 31%	16 78%	48 39%	59 29%	48 34%	168 31%	62 40%	40 28%	73 42%	164 32%
Very important (2)	167 20%	84 21%	84 19%	72 28%	2 9%	38 31%	46 23%	43 30%	104 19%	16 10%	44 30%	33 19%	85 17%
Don't know	4 1%	3 1%	1 *%	- -%	- -%	2 2%	- -%	2 1%	2 *%	- -%	2 1%	1 1%	1 *%
NET Important	446 53%	228 56%	219 50%	153 59%	18 87%	86 70%	106 52%	91 64%	272 51%	78 50%	84 58%	105 61%	249 49%
NET Not Important	172 20%	87 21%	85 19%	38 15%	- -%	10 8%	37 18%	25 17%	117 22%	30 19%	32 22%	30 17%	110 21%
Answered	840	402	438	259	21	121	203	141	535	157	143	173	511
Mean Score	.4	.5	.4	.7	1.0	.9	.5	.7	.4	.3	.6	.6	.4
Standard error	.04	.06	.06	.07	.15	.09	.08	.10	.05	.08	.11	.08	.05
Standard deviation	1.18	1.18	1.18	1.12	.48	.99	1.13	1.18	1.20	1.05	1.31	1.10	1.16

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 214 (continuation)

QD10A_8. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		831	340	491
Effective base		350	123	227
Weighted Base		844	309	535
Not at all important	(-2)	70	20	50
		8%	6%	9%
Not very important	(-1)	101	34	68
		12%	11%	13%
Neither important nor unimportant	(0)	222	88	134
		26%	28%	25%
Important	(1)	279	100	179
		33%	32%	33%
Very important	(2)	167	64	103
		20%	21%	19%
Don't know		4	3	1
		1%	1%	*%
NET Important		446	164	282
		53%	53%	53%
NET Not Important		172	54	118
		20%	17%	22%
Answered		840	306	534
Mean Score		.4	.5	.4
Standard error		.04	.06	.05
Standard deviation		1.18	1.13	1.20

Columns Tested: a,b

Table 214 (continuation)

QD10A_8. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	831	50	109	68	69	91	39	36	87	57	68	45	112
Effective base	350	19	53	44	22	72	24	8	38	25	16	22	39
Weighted Base	844	26	93	91	25	146	41	11	128	55	39	67	122
Not at all important (-2)	70 8%	1 3%	11 12%	20 22%	3 13%	7 5%	9 21%	3 25%	2 1%	4 7%	7 19%	2 2%	1 1%
			l	ae hkl			ehkl	hl			hl		
Not very important (-1)	101 12%	6 23%	9 10%	12 13%	* 2%	19 13%	2 4%	1 6%	14 11%	13 24%	2 6%	17 26%	6 5%
		dl								dl		df l	
Neither important nor unimportant (0)	222 26%	5 19%	17 18%	14 15%	4 15%	49 33%	11 27%	4 36%	40 31%	15 28%	14 37%	7 10%	43 35%
						bck							ck
Important (1)	279 33%	5 19%	30 32%	19 20%	11 44%	48 33%	13 31%	2 21%	49 38%	13 23%	12 31%	30 45%	47 39%
												c	
Very important (2)	167 20%	9 33%	25 27%	24 27%	6 24%	23 16%	7 17%	1 11%	23 18%	10 18%	3 7%	11 16%	25 21%
		j											
Don't know	4 1%	1 4%	1 1%	2 2%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET Important	446 53%	14 52%	55 59%	43 47%	17 68%	71 49%	20 48%	4 33%	72 57%	23 41%	15 38%	41 61%	72 59%
NET Not Important	172 20%	7 26%	21 22%	32 35%	4 15%	26 18%	10 25%	4 31%	16 12%	17 31%	10 25%	19 28%	7 6%
		l	l	ehl			l	l		l		l	
Answered	840	26	93	89	24	146	41	11	128	55	39	67	122
Mean Score	.4	.6	.5	.2	.7	.4	.2	-.1	.6	.2	*	.5	.7
													cf gij
Standard error	.04	.18	.13	.19	.16	.11	.22	.23	.10	.16	.15	.17	.08
Standard deviation	1.18	1.28	1.33	1.53	1.27	1.06	1.37	1.37	.95	1.20	1.20	1.12	.88

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 214 (continuation)

QD10A_8. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter				Half		
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023	
Significance Level: 95%		a	b	c	d	a	b	
Unweighted Base	831	227	199	180	225	426	405	
Effective base	350	113	113	66	76	226	142	
Weighted Base	844	211	212	194	227	423	421	
Not at all important	(-2)	70	33	19	8	10	51	19
		8%	15%	9%	4%	4%	12%	4%
			cd				b	
Not very important	(-1)	101	27	21	28	25	48	53
		12%	13%	10%	14%	11%	11%	13%
Neither important nor unimportant	(0)	222	36	64	59	64	99	123
		26%	17%	30%	30%	28%	24%	29%
			a	a				
Important	(1)	279	54	72	64	89	125	153
		33%	25%	34%	33%	39%	30%	36%
						a		
Very important	(2)	167	58	36	34	39	94	73
		20%	28%	17%	18%	17%	22%	17%
Don't know		4	4	1	-	-	4	-
		1%	2%	*%	-%	-%	1%	-%
NET Important		446	112	108	99	128	220	226
		53%	53%	51%	51%	56%	52%	54%
NET Not Important		172	60	40	36	35	100	72
		20%	28%	19%	19%	16%	24%	17%
			d					
Answered		840	207	212	194	227	419	421
Mean Score		.4	.4	.4	.5	.5	.4	.5
Standard error		.04	.09	.08	.08	.07	.06	.05
Standard deviation		1.18	1.42	1.15	1.08	1.04	1.29	1.06

Columns Tested: a,b,c,d - a,b

Table 215

QD10A_9. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	831	32	799	587	123	36	85	244
Effective base	350	8	342	323	51	15	44	68
Weighted Base	844	16	828	808	31	4	2	37
Not at all important	(-2)	17	17	17	-	-	-	-
	2%	*%	2%	2%	-%	-%	-%	-%
Not very important	(-1)	32	32	30	2	-	*	2
	4%	-%	4%	4%	6%	-%	1%	5%
Neither important nor unimportant	(0)	116	114	111	4	*	*	5
	14%	13%	14%	14%	14%	12%	14%	14%
Important	(1)	463	458	445	15	2	1	17
	55%	30%	55%	55%	47%	52%	37%	47%
Very important	(2)	216	206	204	10	1	1	12
	26%	57%	25%	25%	31%	32%	48%	32%
Don't know		1	1	-	*	*	-	1
	*%	-%	*%	-%	1%	4%	-%	2%
NET Important		14	664	649	24	3	2	29
	80%	87%	80%	80%	79%	84%	85%	80%
NET Not Important		49	49	47	2	-	*	2
	6%	*%	6%	6%	6%	-%	1%	5%
Answered	844	16	827	808	30	4	2	36
Mean Score	1.0	1.4	1.0	1.0	1.1	1.2	1.3	1.1
Standard error	.03	.13	.03	.04	.08	.13	.11	.05
Standard deviation	.85	.74	.85	.86	.85	.75	1.05	.83

Columns Tested: a,b - a,b,c,d,e

Table 215 (continuation)

QD10A_9. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2								
Total base		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	831	260	245	82	71	88	85	587	123	121
Effective base	350	164	129	37	33	31	44	323	51	31
Weighted Base	844	440	315	53	22	13	2	808	31	6
Not at all important	(-2)	17	7	10	1	-	-	17	-	-
		2%	2%	3%	1%	-%	-%	2%	-%	-%
Not very important	(-1)	32	17	13	-	2	-	30	2	*
		4%	4%	4%	-%	8%	-%	4%	6%	*%
Neither important nor unimportant	(0)	116	56	43	12	3	1	111	4	1
		14%	13%	14%	23%	16%	11%	14%	14%	13%
Important	(1)	463	243	173	29	10	7	445	15	3
		55%	55%	55%	55%	44%	54%	55%	47%	47%
			f	f				f		
Very important	(2)	216	117	76	11	7	4	204	10	2
		26%	27%	24%	21%	31%	31%	25%	31%	38%
							abcg			
Don't know		1	-	-	-	1	-	-	*	*
		*%	-%	-%	-%	4%	-%	-%	1%	2%
						abg				g
NET Important		678	360	249	41	16	11	649	24	5
		80%	82%	79%	76%	76%	85%	80%	79%	84%
NET Not Important		49	24	23	1	2	-	47	2	*
		6%	5%	7%	1%	8%	-%	6%	6%	*%
Answered		844	440	315	53	22	13	808	30	6
Mean Score		1.0	1.0	.9	1.0	1.0	1.2	1.0	1.1	1.2
							abg			
Standard error		.03	.05	.06	.08	.11	.07	.04	.08	.07
Standard deviation		.85	.83	.91	.73	.92	.66	1.05	.86	.75

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 215 (continuation)

QD10A_9. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	831	375	212	123	36	85	384	143	63	45	105
Effective base	350	241	106	51	15	44	223	63	19	13	23
Weighted Base	844	663	145	31	4	2	593	108	33	18	22
Not at all important (-2)	17 2%	16 2%	1 1%	- -%	- -%	- -%	10 2%	6 6%	1 2%	- -%	- -%
Not very important (-1)	32 4%	26 4%	4 3%	2 6%	- -%	* 1%	20 3%	7 6%	* *%	1 3%	* *%
Neither important nor unimportant (0)	116 14%	88 13%	23 16%	4 14%	* 12%	* 14%	72 12%	22 20%	6 19%	2 10%	6 26%
Important (1)	463 55%	371 56%	75 52%	15 47%	2 52%	1 37%	342 58%	50 46%	17 51%	6 33%	9 42%
Very important (2)	216 26%	162 24%	41 29%	10 31%	1 32%	1 48% ab	148 25%	23 22%	9 28%	10 54% ab	7 32%
Don't know	1 *%	- -%	- -%	* 1%	* 4%	- -%	* *%	- -%	- -%	- -%	- -%
NET Important	678 80%	533 80%	116 80%	24 79%	3 84%	2 85%	490 83%	73 68%	26 80%	15 86%	16 74%
NET Not Important	49 6%	42 6%	6 4%	2 6%	- -%	* 1%	30 5%	13 12%	1 2%	1 3%	* *%
Answered	844	663	145	30	4	2	592	108	33	18	22
Mean Score	1.0	1.0	1.0	1.1	1.2	1.3	1.0	.7	1.0	1.4	1.0
Standard error	.03	.04	.06	.08	.13	.11	.04	.09	.10	.12	.08
Standard deviation	.85	.87	.81	.85	.75	1.05	.82	1.06	.80	.82	.79

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 215 (continuation)

QD10A_9. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		831	71	47	84	36	65	84	57	54	58
Effective base		350	44	31	47	17	33	52	32	28	28
Weighted Base		844	98	54	128	40	88	155	90	59	65
Not at all important	(-2)	17	1	-	4	-	1	6	5	-	1
		2%	1%	-%	3%	-%	1%	4%	6%	-%	1%
Not very important	(-1)	32	7	3	3	*	*	6	4	5	2
		4%	7%	6%	2%	1%	*%	4%	5%	8%	3%
Neither important nor unimportant	(0)	116	6	6	17	9	10	22	19	9	10
		14%	6%	10%	13%	24%	12%	14%	21%	16%	15%
Important	(1)	463	55	25	72	17	36	104	50	38	36
		55%	57%	45%	56%	43%	40%	67%	56%	64%	55%
Very important	(2)	216	29	21	33	13	41	17	12	7	16
		26%	30%	38%	26%	32%	47%	11%	13%	12%	25%
Don't know		1	f	fgh		f	fgh				
		*%	-%	-%	-%	-%	-%	-%	-%	*	*
NET Important		678	84	46	105	30	77	121	62	45	52
		80%	86%	84%	82%	76%	87%	78%	69%	76%	81%
NET Not Important		49	7	3	7	*	1	12	9	5	3
		6%	8%	6%	5%	1%	1%	8%	10%	8%	4%
Answered		844	98	54	128	40	88	155	90	59	65
Mean Score		1.0	1.1	1.2	1.0	1.1	1.3	.8	.7	.8	1.0
			g	fg			fgh				
Standard error		.03	.10	.12	.10	.13	.09	.09	.13	.10	.11
Standard deviation		.85	.83	.84	.88	.77	.76	.85	.96	.75	.80

Columns Tested: a,b,c,d,e,f,g,h,i

Table 215 (continuation)

QD10A_9. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		a	b	c	d	e	f	g	h	
Significance Level: 95%										
Unweighted Base		831	159	172	225	556	275	88	102	85
Effective base		350	78	101	130	304	88	31	33	29
Weighted Base		844	193	211	373	777	67	28	27	12
Not at all important	(-2)	17 2%	2 1%	1 *%	15 4%	17 2%	* *%	- -%	- -%	* *%
Not very important	(-1)	32 4%	2 1%	15 7%	13 4%	30 4%	2 3%	1 5%	* 1%	- -%
Neither important nor unimportant	(0)	116 14%	30 15%	21 10%	57 15%	108 14%	9 13%	2 7%	6 21%	1 8%
Important	(1)	463 55%	89 46%	118 56%	226 60%	432 56%	31 46%	11 41%	13 49%	6 50%
Very important	(2)	216 26%	70 37%	57 27%	62 17%	190 24%	26 39%	13 47%	8 29%	5 41%
Don't know		1 *%	* *%	* *%	- -%	1 *%	- -%	- -%	- -%	- -%
NET Important		678 80%	159 83%	175 83%	288 77%	622 80%	57 84%	24 88%	21 78%	11 92%
NET Not Important		49 6%	4 2%	15 7%	28 8%	47 6%	2 3%	1 5%	* 1%	* *%
Answered		844	193	211	373	777	67	28	27	12
Mean Score		1.0	1.2	1.0	.8	1.0	1.2	1.3	1.1	1.3
Standard error		.03	.06	.06	.06	.04	.05	.09	.08	.07
Standard deviation		.85	.79	.82	.89	.86	.77	.82	.76	.65

Columns Tested:: a,b,c,d,e,f,g,h

Table 215 (continuation)

QD10A_9. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Industry								
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	g	h	i
Unweighted Base	831	29	65	4	69	80	232	31	30	359
Effective base	350	19	20	3	22	31	105	12	12	161
Weighted Base	844	29	51	4	55	91	202	27	17	423
Not at all important	(-2)	17	-	-	-	3	4	3	-	8
	2%	-%	-%	-%	-%	4%	2%	10%	-%	2%
Not very important	(-1)	32	1	1	-	1	3	13	3	* 10
	4%	3%	3%	-%	2%	4%	6%	10%	2%	2%
Neither important nor unimportant	(0)	116	7	6	1	7	16	25	8	* 52
	14%	23%	12%	21%	12%	18%	13%	31%	1%	12%
Important	(1)	463	10	31	-	31	50	99	12	12 249
	55%	37%	60%	-%	55%	55%	49%	45%	70%	59%
Very important	(2)	216	11	13	3	16	18	61	1	5 104
	26%	37%	26%	79%	30%	20%	30%	4%	27%	25%
Don't know		1	-	-	-	-	-	-	-	1
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%
NET Important		678	21	44	3	47	68	160	13	16 353
	80%	74%	86%	79%	85%	75%	79%	49%	97%	83%
NET Not Important		49	1	1	-	1	7	16	6	* 18
	6%	3%	3%	-%	2%	8%	8%	20%	2%	4%
Answered		844	29	51	4	55	91	202	27	17 423
Mean Score		1.0	1.1	1.1	1.6	1.1	.8	1.0	.2	1.2 1.0
Standard error		.03	.16	.09	.47	.09	.10	.06	.19	.10 .04
Standard deviation		.85	.86	.69	.94	.71	.92	.92	1.05	.57 .79

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 215 (continuation)

QD10A_9. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	831	178	232	421	718	113	-	709	122	808	23
Effective base	350	68	105	182	296	54	-	326	27	341	9
Weighted Base	844	175	202	468	699	145	-	800	44	826	18
Not at all important (-2)	17 2%	3 2%	4 2%	10 2%	17 2%	- -%	- -%	17 2%	* *%	17 2%	- -%
Not very important (-1)	32 4%	6 3%	13 6%	13 3%	23 3%	8 6%	- -%	30 4%	1 3%	32 4%	- -%
Neither important nor unimportant (0)	116 14%	29 17%	25 13%	61 13%	91 13%	26 18%	- -%	112 14%	4 10%	115 14%	2 9%
Important (1)	463 55%	91 52%	99 49%	273 58%	375 54%	88 60%	- -%	446 56%	17 38%	456 55%	7 39%
Very important (2)	216 26%	45 26%	61 30%	110 23%	192 27%	24 17%	- -%	194 24%	21 48%	206 25%	9 51%
Don't know	1 *%	- -%	- -%	1 *%	1 *%	- -%	- -%	- -%	1 1%	1 *%	- -%
NET Important	678 80%	136 78%	160 79%	382 82%	567 81%	112 77%	- -%	641 80%	38 86%	662 80%	17 91%
NET Not Important	49 6%	9 5%	16 8%	24 5%	41 6%	8 6%	- -%	48 6%	1 3%	49 6%	- -%
Answered	844	175	202	467	698	145	-	800	44	825	18
Mean Score	1.0	1.0	1.0	1.0	1.0	.9	-	1.0	1.3 a	1.0	1.4
Standard error	.03	.06	.06	.04	.03	.07	-	.03	.07	.03	.14
Standard deviation	.85	.86	.92	.83	.87	.75	-	.85	.79	.86	.68

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 215 (continuation)

QD10A_9. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		831	417	167	247
Effective base		350	181	61	108
Weighted Base		844	452	138	255
Not at all important	(-2)	17 2%	16 4%	1 *%	1 *%
Not very important	(-1)	32 4%	16 4%	11 8%	5 2%
Neither important nor unimportant	(0)	116 14%	75 17%	12 9%	29 11%
Important	(1)	463 55%	256 57%	73 53%	133 52%
Very important	(2)	216 26%	88 19%	41 30%	87 34%
Don't know		1 *%	* *%	- -%	* *%
NET Important		678 80%	344 76%	114 83%	220 86%
NET Not Important		49 6%	32 7%	11 8%	6 2%
Answered		844	452	138	254
Mean Score		1.0	.9	1.0	1.2
Standard error		.03	.04	.07	.05
Standard deviation		.85	.90	.86	.73

Columns Tested: a,b,c

Table 215 (continuation)

QD10A_9. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	831	561	172	45	20	19	7	3	4	733	98	53
Effective base	350	266	59	14	6	6	1	1	1	324	25	12
Weighted Base	844	650	134	36	5	12	2	1	5	784	61	25
Not at all important	(-2)	17	1	-	-	-	-	-	-	17	-	-
	2%	3%	*%	-%	-%	-%	-%	-%	-%	2%	-%	-%
Not very important	(-1)	32	2	-	*	*	2	-	-	30	2	2
	4%	4%	1%	-%	1%	*%	84%	-%	-%	4%	4%	9%
Neither important nor unimportant	(0)	116	13	1	1	2	*	-	-	113	4	3
	14%	15%	9%	2%	21%	15%	7%	-%	-%	14%	6%	12%
Important	(1)	463	67	20	1	3	*	1	-	438	24	4
	55%	57%	50%	56%	17%	21%	6%	98%	-%	56%	40%	17%
		k	k	k						k		
Very important	(2)	216	51	15	3	8	*	*	5	185	31	15
	26%	21%	38%	42%	61%	64%	3%	2%	100%	24%	50%	62%
		ai	ai	ai						ai	ai	ai
Don't know		1	-	-	-	-	-	-	-	1	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
NET Important		678	119	35	4	10	*	1	5	623	55	20
	80%	78%	89%	98%	78%	85%	9%	100%	100%	80%	91%	79%
NET Not Important		49	3	-	*	*	2	-	-	47	2	2
	6%	7%	2%	-%	1%	*%	84%	-%	-%	6%	4%	9%
Answered	844	649	134	36	5	12	2	1	5	783	61	25
Mean Score	1.0	.9	1.2	1.4	1.4	1.5	-.7	1.0	2.0	.9	1.4	1.3
			ai	ai							ai	
Standard error	.03	.04	.05	.08	.21	.18	.34	-	-	.03	.08	.14
Standard deviation	.85	.87	.72	.53	.95	.78	.90	-	-	.85	.76	1.01

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 215 (continuation)

QD10A_9. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Unweighted Base	831	247	314	270	744	721	776	831	525	339	77	489	37	61	35	53	24
Effective base	350	135	131	84	306	301	325	350	207	111	40	228	12	16	11	13	7
Weighted Base	844	343	307	194	757	718	792	844	509	277	100	558	27	42	24	23	18
Not at all important (-2)	17 2%	16 5%	1 *%	1 *%	14 2%	14 2%	15 2%	17 2%	10 2%	2 1%	1 1%	13 2%	- -%	- -%	- -%	- -%	- -%
Not very important (-1)	32 4%	12 4%	15 5%	4 2%	31 4%	31 4%	31 4%	32 4%	22 4%	7 3%	1 1%	30 5%	* 1%	* *%	- -%	- -%	* *%
Neither important nor unimportant (0)	116 14%	61 18%	39 13%	16 8%	105 14%	92 13%	113 14%	116 14%	55 11%	32 11%	25 25%	71 13%	6 24%	3 8%	2 8%	5 20%	* 1%
Important (1)	463 55%	195 57%	176 57%	92 47%	422 56%	395 55%	437 55%	463 55%	290 57%	142 51%	54 54%	318 57%	16 61%	24 57%	9 37%	8 35%	8 42%
Very important (2)	216 26%	58 17%	75 25%	82 42% ab	184 24%	186 26%	196 25%	216 26%	131 26%	95 34% a	19 19%	125 22%	4 14%	15 34%	13 55%	10 44%	11 57% abc
Don't know	1 *%	* *%	* *%	- -%	1 *%	1 *%	1 *%	1 *%	1 *%	* *%	- -%	* *%	- -%	* *%	- -%	- -%	- -%
NET Important	678 80%	254 74%	251 82%	174 89% a	606 80%	581 81%	633 80%	678 80%	421 83%	236 85%	73 73%	443 79%	20 75%	39 92%	22 92%	18 80%	18 99%
NET Not Important	49 6%	28 8%	16 5%	5 2%	45 6%	45 6%	46 6%	49 6%	33 6%	10 3%	2 2%	43 8%	* 1%	* *%	- -%	- -%	* *%
Answered Mean Score	844 1.0	343 .8	307 1.0	194 1.3	756 1.0	718 1.0	792 1.0	844 1.0	509 1.0	277 1.1	100 .9	558 .9	27 .9	42 1.3	24 1.5	23 1.2	18 1.6
Standard error	.03	.06	.04	.04	.03	.03	.03	.03	.04	.04	.09	.04	.11	.08	.11	.11	.11
Standard deviation	.85	.93	.78	.73	.84	.86	.85	.85	.85	.78	.76	.88	.65	.61	.65	.78	.53

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 215 (continuation)

QD10A_9. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	e	*f	*g
Unweighted Base	831	527	64	42	45	28	27	11	487	98	41	36	30	18	11
Effective base	350	251	19	13	9	8	5	3	230	33	15	14	6	9	4
Weighted Base	844	622	54	34	16	11	13	7	548	96	18	22	15	9	11
Not at all important	(-2)	17	14	-	-	-	-	-	14	-	-	-	-	-	-
		2%	2%	-%	-%	-%	-%	-%	3%	-%	-%	-%	-%	-%	-%
Not very important	(-1)	32	29	2	-	-	*	-	27	3	*	*	-	-	*
		4%	5%	4%	-%	-%	*%	-%	5%	3%	2%	*%	-%	-%	*%
Neither important nor unimportant	(0)	116	78	16	6	*	-	4	77	8	4	3	*	*	*
		14%	13%	30%	17%	3%	-%	35%	14%	8%	23%	15%	2%	*%	1%
Important	(1)	463	356	27	16	5	8	4	305	64	8	11	2	3	2
		55%	57%	49%	47%	33%	71%	33%	56%	67%	43%	51%	13%	34%	23%
Very important	(2)	216	144	9	12	11	3	4	125	21	6	8	12	6	8
		26%	23%	17%	35%	64%	28%	32%	23%	22%	32%	34%	85%	65%	76%
Don't know		1	*	-	*	-	-	-	*	-	*	-	-	-	-
		*%	*%	-%	*%	-%	-%	-%	*%	-%	1%	-%	-%	-%	-%
NET Important		678	500	36	28	16	11	7	429	85	13	19	14	9	11
		80%	80%	66%	82%	97%	100%	98%	78%	89%	74%	85%	98%	100%	99%
NET Not Important		49	43	2	-	-	*	-	42	3	*	*	-	-	*
		6%	7%	4%	-%	-%	*%	-%	8%	3%	2%	*%	-%	-%	*%
Answered		844	621	54	34	16	11	13	548	96	18	22	15	9	11
Mean Score		1.0	.9	.8	1.2	1.6	1.3	1.0	.9	1.1	1.1	1.2	1.8	1.7	1.7
Standard error		.03	.04	.10	.11	.08	.09	.16	.04	.07	.13	.12	.08	.12	.15
Standard deviation		.85	.86	.77	.72	.55	.49	.85	.89	.65	.81	.70	.43	.51	.50

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 215 (continuation)

QD10A_9. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	831	558	98	59	40	30	24	22	232	168	199	127	50
Effective base	350	262	33	19	17	10	6	9	125	74	79	33	15
Weighted Base	844	621	92	53	20	21	18	19	324	168	187	73	41
Not at all important	(-2)	17	17	-	1	-	-	-	12	-	3	-	-
		2%	3%	-%	1%	-%	-%	-%	4%	-%	2%	-%	-%
Not very important	(-1)	32	28	1	1	*	*	2	12	11	5	3	-
		4%	4%	1%	2%	2%	-%	*%	4%	7%	3%	4%	-%
Neither important nor unimportant	(0)	116	93	8	8	5	2	*	52	18	32	4	6
		14%	15%	9%	14%	27%	10%	1%	16%	11%	17%	5%	16%
Important	(1)	463	343	58	23	11	10	12	187	93	92	47	19
		55%	55%	63%	43%	52%	45%	66%	58%	55%	49%	64%	45%
Very important	(2)	216	141	25	21	4	10	6	60	46	54	20	16
		26%	23%	27%	39%	19%	45%	33%	19%	27%	29%	27%	39%
Don't know		1	*	-	*	-	-	-	*	-	*	-	-
		*%	*%	-%	*%	-%	-%	-%	*%	-%	*%	-%	-%
NET Important		678	483	83	44	14	19	18	248	138	146	67	35
		80%	78%	91%	82%	71%	90%	99%	76%	82%	78%	91%	84%
NET Not Important		49	45	1	2	*	-	*	24	11	8	3	-
		6%	7%	1%	3%	2%	-%	*%	7%	7%	4%	4%	-%
Answered		844	621	92	53	20	21	18	324	168	186	73	41
Mean Score		1.0	.9	1.2	1.2	.9	1.3	1.3	.8	1.0	1.0	1.1	1.2
Standard error		.03	.04	.06	.11	.12	.12	.10	.06	.06	.06	.06	.10
Standard deviation		.85	.89	.60	.83	.74	.67	.51	.89	.81	.85	.67	.71

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 215 (continuation)

QD10A_9. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent					
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e	
Unweighted Base	831	287	152	162	102	41	286	142	165	92	32	
Effective base	350	150	66	58	21	12	148	54	60	29	10	
Weighted Base	844	386	153	138	51	29	360	133	130	64	31	
Not at all important	(-2)	17 2%	11 3%	- -%	3 2%	- -%	- -%	14 4%	- -%	- -%	- -%	- -%
Not very important	(-1)	32 4%	14 4%	13 9%	4 3%	* *%	- -%	15 4%	8 6%	5 4%	3 4%	- -%
Neither important nor unimportant	(0)	116 14%	53 14%	19 12%	25 18%	4 8%	5 16%	61 17%	6 5%	15 12%	3 5%	6 21%
Important	(1)	463 55%	218 56%	86 56%	71 52%	29 58%	17 60%	207 58%	72 54%	66 51%	41 64%	9 28%
Very important	(2)	216 26%	89 23%	36 23%	35 25%	17 34%	7 24%	61 17%	47 36%	43 33%	17 26%	16 51%
Don't know		1 *%	* *%	- -%	* *%	- -%	- -%	* *%	- -%	* *%	- -%	- -%
NET Important		678 80%	307 80%	121 79%	106 77%	47 92%	24 84%	269 75%	119 90%	110 84%	58 90%	24 79%
NET Not Important		49 6%	25 6%	13 9%	7 5%	* *%	- -%	29 8%	8 6%	5 4%	3 4%	- -%
Answered		844	385	153	138	51	29	359	133	130	64	31
Mean Score		1.0	.9	.9	.9	1.3	1.1	.8	1.2	1.1	1.1	1.3
Standard error		.03	.05	.07	.07	.06	.10	.05	.06	.06	.07	.14
Standard deviation		.85	.88	.84	.87	.60	.64	.91	.77	.77	.69	.80

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 215 (continuation)

QD10A_9. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	*b	
Significance Level: 95%														
Unweighted Base		831	363	136	166	114	39	484	56	289	778	53	720	24
Effective base		350	181	50	67	36	10	203	20	125	329	21	298	8
Weighted Base		844	446	119	154	85	25	491	47	305	794	50	733	23
Not at all important	(-2)	17	13	-	1	-	-	6	-	11	17	-	14	-
		2%	3%	-%	*%	-%	-%	1%	-%	4%	2%	-%	2%	-%
Not very important	(-1)	32	23	4	1	1	-	10	1	21	29	3	29	2
		4%	5%	3%	1%	1%	-%	2%	2%	7%	4%	6%	4%	9%
										a				
Neither important nor unimportant	(0)	116	79	8	19	9	2	47	6	64	110	6	101	4
		14%	18%	6%	13%	10%	7%	9%	13%	21%	14%	12%	14%	19%
			b							a				
Important	(1)	463	256	70	75	47	12	278	25	158	441	22	416	5
		55%	57%	59%	48%	56%	46%	57%	54%	52%	55%	44%	57%	22%
Very important	(2)	216	74	38	58	28	12	150	14	51	197	19	172	12
		26%	17%	32%	38%	33%	47%	31%	31%	17%	25%	38%	24%	50%
				a	a	a	a	c						
Don't know		1	*	-	*	-	-	*	-	*	1	-	1	-
		*%	*%	-%	*%	-%	-%	*%	-%	*%	*%	-%	*%	-%
NET Important		678	330	108	133	75	23	428	39	209	637	41	589	17
		80%	74%	90%	86%	89%	93%	87%	85%	68%	80%	82%	80%	72%
				a	a	a		c						
NET Not Important		49	37	4	2	1	-	16	1	32	46	3	43	2
		6%	8%	3%	1%	1%	-%	3%	2%	11%	6%	6%	6%	9%
			c							a				
Answered		844	445	119	154	85	25	491	47	305	794	50	733	23
Mean Score		1.0	.8	1.2	1.2	1.2	1.4	1.1	1.1	.7	1.0	1.1	1.0	1.1
			a	a	a	a	a	c						
Standard error		.03	.05	.06	.06	.06	.10	.03	.10	.06	.03	.12	.03	.21
Standard deviation		.85	.89	.70	.72	.66	.64	.76	.72	.95	.85	.85	.84	1.04

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 215 (continuation)

QD10A_9. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	*b	a	b	a	b
Significance Level: 95%											
Unweighted Base		831	661 60	665 166		726 18		660 61		666 165	
Effective base		350	287 15	289 62		300 6		282 19		288 62	
Weighted Base		844	681 38	670 174		736 21		671 48		675 169	
Not at all important	(-2)	17 2%	14 2% -	17 3% -	- -%	14 2% -	- -%	14 2% -	- -%	17 3% -	- -%
Not very important	(-1)	32 4%	28 4% 2 6%	29 4% 2 1%		29 4% 2 10%		28 4% 2 5%		30 4% 2 1%	
Neither important nor unimportant	(0)	116 14%	87 13% 5 13%	106 16% 10 6%		101 14% 4 21%		87 13% 5 10%		106 16% 10 6%	
Important	(1)	463 55%	379 56% 16 43%	360 54% 103 59%		418 57% 4 19%		381 57% 14 29%		366 54% 97 57%	
Very important	(2)	216 26%	171 25% 14 38%	157 23% 59 34%		174 24% 10 50%		159 24% 27 56% a		155 23% 60 36% a	
Don't know		1 *%	1 *% -	1 *% -	- -%	1 *% -	- -%	1 *% -	- -%	1 *% -	- -%
NET Important		678 80%	550 81% 31 81%	517 77% 162 93% a		591 80% 14 69%		540 81% 40 85%		522 77% 157 93% a	
NET Not Important		49 6%	43 6% 2 6%	47 7% 2 1%		43 6% 2 10%		42 6% 2 5%		47 7% 2 1%	
Answered		844	680 38	670 174		735 21		670 48		675 169	
Mean Score		1.0	1.0 1.1	.9 1.2 a		1.0 1.1		1.0 1.4		.9 1.3 a	
Standard error		.03	.03 .11	.03 .05		.03 .25		.03 .11		.03 .05	
Standard deviation		.85	.86 .86	.89 .62		.84 1.07		.85 .87		.89 .63	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 215 (continuation)

QD10A_9. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	831	480	589	165	1	471	516	129	3	615	506	167	-
Effective base	350	188	249	69	1	188	220	56	3	252	223	70	-
Weighted Base	844	472	592	170	4	449	511	132	4	612	511	160	-
Not at all important (-2)	17 2%	8 2%	6 1%	- -%	- -%	8 2%	6 1%	1 1%	- -%	6 1%	12 2%	1 *%	- -%
Not very important (-1)	32 4%	21 4%	28 5%	11 6%	- -%	18 4%	18 4%	5 4%	2 41%	24 4%	22 4%	5 3%	- -%
Neither important nor unimportant (0)	116 14%	58 12%	74 12%	14 8%	- -%	47 10%	65 13%	6 5%	2 45%	73 12%	57 11%	11 7%	- -%
Important (1)	463 55%	258 55%	337 57%	79 46%	- -%	235 52%	281 55%	62 47%	- -%	320 52%	282 55%	85 53%	- -%
Very important (2)	216 26%	126 27%	148 25%	66 39%	4 100%	141 31%	140 27%	58 44%	1 14%	190 31%	137 27%	59 37%	- -%
Don't know	1 *9%	1 *%	1 *%	- -%	- -%	1 *%	1 *%	- -%	- -%	1 *%	1 *%	- -%	- -%
NET Important	678 80%	384 81%	485 82%	145 85%	4 100%	376 84%	420 82%	120 91%	1 14%	510 83%	419 82%	144 90%	- -%
NET Not Important	49 6%	29 6%	33 6%	11 6%	- -%	26 6%	25 5%	6 4%	2 41%	29 5%	34 7%	6 4%	- -%
Answered	844	471	592	170	4	449	510	132	4	612	510	160	-
Mean Score	1.0	1.0	1.0	1.2	2.0	1.1	1.0	1.3	-1	1.1	1.0	1.2	-
Standard error	.03	.04	.03	.07	-	.04	.04	b	.65	.03	.04	.06	-
Standard deviation	.85	.85	.80	.84	-	.86	.81	.78	1.12	.81	.87	.75	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 215 (continuation)

QD10A_9. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	
		a	b	c	a	b	c	a	b	c	d	e	
Significance Level: 95%													
Unweighted Base		831	698	668	831	581	486	37	600	479	459	124	75
Effective base		350	290	281	350	233	212	11	266	197	184	59	38
Weighted Base		844	721	674	844	589	508	25	633	496	449	133	87
Not at all important	(-2)	17	14	14	17	10	11	-	13	9	6	1	1
		2%	2%	2%	2%	2%	2%	-%	2%	2%	1%	1%	1%
Not very important	(-1)	32	31	28	32	20	23	-	26	20	14	5	5
		4%	4%	4%	4%	3%	4%	-%	4%	4%	3%	3%	5%
Neither important nor unimportant	(0)	116	100	87	116	82	64	*	94	61	51	8	11
		14%	14%	13%	14%	14%	13%	2%	15%	12%	11%	6%	13%
Important	(1)	463	399	373	463	320	284	17	341	261	232	75	42
		55%	55%	55%	55%	54%	56%	68%	54%	53%	52%	56%	49%
Very important	(2)	216	176	171	216	156	126	8	158	145	147	44	27
		26%	24%	25%	26%	26%	25%	30%	25%	29%	33%	33%	32%
Don't know		1	1	1	1	1	-	-	1	1	*	-	-
		.*%	.*%	.*%	.*%	.*%	-%	-%	.*%	.*%	.*%	-%	-%
NET Important		678	575	544	678	476	409	25	500	405	379	119	70
		80%	80%	81%	80%	81%	81%	98%	79%	82%	84%	90%	80%
NET Not Important		49	45	42	49	30	34	-	39	29	20	5	6
		6%	6%	6%	6%	5%	7%	-%	6%	6%	4%	4%	6%
Answered		844	720	673	844	588	508	25	633	495	449	133	87
Mean Score		1.0	1.0	1.0	1.0	1.0	1.0	1.3	1.0	1.0	1.1	1.2	1.0
Standard error		.03	.03	.03	.03	.03	.04	.08	.04	.04	.04	.07	.10
Standard deviation		.85	.85	.86	.85	.84	.87	.50	.86	.86	.81	.75	.87

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 215 (continuation)

QD10A_9. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base	831	115	53	44	32	724	506	753	585	475	471	687	132	-	697	47	
Effective base	350	48	22	18	15	303	209	316	243	195	194	292	53	-	281	25	
Weighted Base	844	112	47	46	37	723	495	757	575	456	478	693	120	-	635	68	
Not at all important	(-2)	17	2	-	-	17	14	17	11	10	1	14	1	-	11	3	
		2%	2%	-%	-%	2%	3%	2%	2%	2%	*%	2%	1%	-%	2%	4%	
Not very important	(-1)	32	3	*	2	3	28	20	28	23	21	28	4	-	26	1	
		4%	2%	*%	5%	9%	4%	4%	4%	4%	5%	4%	4%	3%	-%	4%	
Neither important nor unimportant	(0)	116	8	6	2	5	91	67	94	70	56	54	86	7	-	86	4
		14%	7%	13%	4%	13%	13%	14%	12%	12%	12%	11%	12%	6%	-%	13%	6%
Important	(1)	463	56	27	24	21	396	261	408	317	242	261	371	54	-	332	48
		55%	50%	57%	53%	56%	55%	53%	54%	55%	53%	55%	54%	45%	-%	52%	71%
Very important	(2)	216	43	14	18	8	191	133	208	153	126	145	193	55	-	180	12
		26%	39%	30%	38%	22%	26%	27%	27%	27%	28%	30%	28%	45%	-%	28%	18%
				ab													
Don't know		1	-	*	-	-	1	1	1	1	1	1	1	-	1	-	
		*%	-%	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%
NET Important		678	100	41	42	29	586	394	616	470	368	406	563	109	-	512	60
		80%	89%	87%	91%	78%	81%	80%	81%	82%	81%	85%	81%	90%	-%	81%	89%
NET Not Important		49	5	*	2	3	45	34	46	35	31	18	43	5	-	37	4
		6%	4%	*%	5%	9%	6%	7%	6%	6%	7%	4%	6%	4%	-%	6%	5%
Answered		844	112	47	46	37	722	495	757	574	455	478	692	120	-	635	68
Mean Score		1.0	1.2	1.2	1.2	.9	1.0	1.0	1.0	1.0	1.0	1.1	1.0	1.3	-	1.0	1.0
														b			
Standard error		.03	.08	.09	.11	.15	.03	.04	.03	.04	.04	.03	.03	.07	-	.03	.12
Standard deviation		.85	.83	.64	.76	.84	.87	.91	.87	.85	.89	.76	.87	.79	-	.86	.81

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 215 (continuation)

QD10A_9. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	831	389	442	267	10	135	180	142	527	156	143	182	495
Effective base	350	169	181	106	7	51	80	58	222	67	61	74	211
Weighted Base	844	406	439	259	21	123	203	143	537	157	145	174	512
Not at all important (-2)	17 2%	4 1%	14 3%	1 *	- -%	- -%	1 *	- -%	15 3%	2 1%	- -%	- -%	17 3%
Not very important (-1)	32 4%	17 4%	15 3%	5 2%	- -%	2 2%	5 2%	10 7%	16 3%	6 4%	6 4%	6 3%	20 4%
Neither important nor unimportant (0)	116 14%	54 13%	62 14%	17 6%	7 33%	14 12%	14 7%	11 8%	81 15%	22 14%	12 8%	19 11%	84 16%
Important (1)	463 55%	219 54%	244 56%	140 54%	8 41%	69 56%	108 53%	64 45%	297 55%	100 64%	67 47%	109 63%	279 55%
Very important (2)	216 26%	112 28%	103 24%	97 37%	5 26%	38 30%	75 37%	58 41%	126 23%	27 17%	60 41%	40 23%	111 22%
Don't know	1 *%	* *%	* *%	* *%	- -%	- -%	* *%	- -%	1 *%	- -%	- -%	* *%	* *%
NET Important	678 80%	331 82%	347 79%	237 91%	14 67%	107 87%	183 90%	122 86%	423 79%	127 81%	127 88%	149 86%	390 76%
NET Not Important	49 6%	20 5%	29 7%	5 2%	- -%	2 2%	6 3%	10 7%	32 6%	8 5%	6 4%	6 3%	38 7%
Answered	844	405	438	259	21	123	202	143	536	157	145	174	511
Mean Score	1.0	1.0	.9	1.3	.9	1.2	1.2	1.2	.9	.9	1.3	1.1	.9
Standard error	.03	.04	.04	.04	.25	.06	.05	.07	.04	.06	.06	.05	.04
Standard deviation	.85	.81	.89	.68	.78	.69	.72	.85	.87	.76	.77	.69	.91

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 215 (continuation)

QD10A_9. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		831	340	491
Effective base		350	123	227
Weighted Base		844	309	535
Not at all important	(-2)	17	6	12
		2%	2%	2%
Not very important	(-1)	32	15	16
		4%	5%	3%
Neither important nor unimportant	(0)	116	45	71
		14%	15%	13%
Important	(1)	463	161	302
		55%	52%	56%
Very important	(2)	216	82	134
		26%	26%	25%
Don't know		1	-	1
		*%	-%	*%
NET Important		678	243	435
		80%	79%	81%
NET Not Important		49	21	28
		6%	7%	5%
Answered		844	309	534
Mean Score		1.0	1.0	1.0
Standard error		.03	.05	.04
Standard deviation		.85	.88	.84

Columns Tested: a,b

Table 215 (continuation)

QD10A_9. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	831	50	109	68	69	91	39	36	87	57	68	45	112
Effective base	350	19	53	44	22	72	24	8	38	25	16	22	39
Weighted Base	844	26	93	91	25	146	41	11	128	55	39	67	122
Not at all important (-2)	17 2%	- -%	- -%	6 6%	3 11%	- -%	3 7%	- -%	* *%	1 2%	5 13%	- -%	- -%
Not very important (-1)	32 4%	2 6%	7 8%	7 8%	* *%	12 8%	1 1%	* 1%	* *%	* *%	2 4%	1 2%	* *%
Neither important nor unimportant (0)	116 14%	2 9%	12 13%	15 16%	2 10%	19 13%	9 22%	1 5%	29 23%	12 21%	3 7%	1 1%	11 9%
Important (1)	463 55%	18 68%	51 55%	45 50%	14 55%	81 55%	18 43%	9 82%	63 49%	16 30%	25 64%	45 68%	77 63%
Very important (2)	216 26%	4 17%	23 24%	18 20%	5 22%	34 23%	11 27%	1 11%	35 28%	25 46%	5 12%	19 29%	33 27%
Don't know	1 *%	- -%	* *%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET Important	678 80%	22 85%	74 79%	64 70%	19 77%	115 79%	29 70%	11 94%	98 77%	42 76%	29 76%	65 97%	110 91%
NET Not Important	49 6%	2 6%	7 8%	13 14%	3 11%	12 8%	3 8%	* 1%	* *%	1 3%	7 17%	1 2%	* *%
Answered Mean Score	844 1.0	26 1.0	93 1.0	91 .7	24 .8	146 .9	41 .8	11 1.0	128 1.0	55 1.2	39 .6	67 1.2	122 1.2
Standard error	.03	.10	.08	.13	.14	.09	.17	.08	.08	.12	.14	.09	.06
Standard deviation	.85	.72	.82	1.08	1.16	.83	1.07	.46	.72	.94	1.17	.57	.58

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 215 (continuation)

QD10A_9. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter				Half		
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023	
Significance Level: 95%		a	b	c	d	a	b	
Unweighted Base	831	227	199	180	225	426	405	
Effective base	350	113	113	66	76	226	142	
Weighted Base	844	211	212	194	227	423	421	
Not at all important	(-2)	17	6	6	1	5	11	6
		2%	3%	3%	1%	2%	3%	1%
Not very important	(-1)	32	16	13	*	3	29	3
		4%	8%	6%	*%	1%	7%	1%
			cd	c			b	
Neither important nor unimportant	(0)	116	29	31	42	15	60	57
		14%	14%	14%	21%	7%	14%	13%
				d				
Important	(1)	463	115	112	89	147	227	236
		55%	54%	53%	46%	65%	54%	56%
						c		
Very important	(2)	216	46	51	62	57	96	119
		26%	22%	24%	32%	25%	23%	28%
Don't know		1	*	*	-	-	1	-
		*%	*%	*%	-%	-%	*%	-%
NET Important		678	160	163	151	204	323	355
		80%	76%	77%	78%	90%	76%	84%
					abc			
NET Not Important		49	22	18	2	8	40	9
		6%	10%	9%	1%	3%	9%	2%
			c	c			b	
Answered	844	211	212	194	227	423	421	
Mean Score	1.0	.8	.9	1.1	1.1	.9	1.1	
					a		a	
Standard error	.03	.06	.07	.06	.05	.05	.04	
Standard deviation	.85	.94	.92	.77	.75	.93	.76	

Columns Tested:: a,b,c,d - a,b

Table 216

QD10A_10. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Method		Business Size 1					
		CATI	CAWI	0-9	10-49	50-99	100-249	10+	
		a	b	a	b	c	d	e	
Significance Level: 95%									
Unweighted Base	831	32	799	587	123	36	85	244	
Effective base	350	8	342	323	51	15	44	68	
Weighted Base	844	16	828	808	31	4	2	37	
Not at all important	(-2)	12	*	12	12	1	*	-	1
		1%	1%	1%	1%	2%	3%	-%	2%
Not very important	(-1)	41	-	41	41	1	-	*	1
		5%	-%	5%	5%	2%	-%	4%	2%
Neither important nor unimportant	(0)	133	1	131	129	4	*	*	4
		16%	9%	16%	16%	12%	10%	17%	12%
Important	(1)	392	6	385	377	12	2	1	15
		46%	39%	47%	47%	39%	52%	40%	40%
Very important	(2)	265	8	257	250	13	1	1	16
		31%	51%	31%	31%	44%	36%	39%	43%
Don't know		*	-	*	-	*	-	-	*
		*%	-%	*%	-%	1%	-%	-%	1%
NET Important		657	15	642	627	25	3	2	30
		78%	90%	78%	78%	82%	87%	79%	83%
NET Not Important		54	*	54	52	1	*	*	2
		6%	1%	6%	6%	4%	3%	4%	4%
Answered		844	16	828	808	30	4	2	36
Mean Score		1.0	1.4	1.0	1.0	1.2	1.2	1.1	1.2
Standard error		.03	.14	.03	.04	.08	.16	.13	.06
Standard deviation		.90	.77	.90	.90	.91	.95	1.18	.90

Columns Tested:: a,b - a,b,c,d,e

Table 216 (continuation)

QD10A_10. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		831	260	245	82	71	88	85	587	123	121
Effective base		350	164	129	37	33	31	44	323	51	31
Weighted Base		844	440	315	53	22	13	2	808	31	6
Not at all important	(-2)	12 1%	4 1%	7 2%	1 2%	1 3%	* 1%	- -%	12 1%	1 2%	* 2%
Not very important	(-1)	41 5%	24 6%	14 4%	3 5%	1 3%	* 1%	* 4%	41 5%	1 2%	* 1%
Neither important nor unimportant	(0)	133 16%	67 15%	56 18%	5 10%	3 15%	1 5%	* 17%	129 16%	4 12%	1 12%
Important	(1)	392 46%	220 50%	132 42%	25 47%	7 32%	7 54%	1 40%	377 47%	12 39%	3 48%
Very important	(2)	265 31%	125 28%	106 34%	19 36%	10 47%	5 36%	1 39%	250 31%	13 44%	2 37%
Don't know		* *%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	* 1%	- -%
NET Important		657 78%	345 78%	238 76%	44 82%	17 79%	12 90%	2 79%	627 78%	25 82%	5 84%
NET Not Important		54 6%	28 6%	21 7%	4 8%	1 6%	* 2%	* 4%	52 6%	1 4%	* 3%
Answered		844	440	315	53	22	13	2	808	30	6
Mean Score		1.0	1.0	1.0	1.1	1.2	1.3	1.1	1.0	1.2	1.2
Standard error		.03	.05	.06	.10	.12	.08	.13	.04	.08	.08
Standard deviation		.90	.86	.94	.94	1.01	.71	1.18	.90	.91	.91

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 216 (continuation)

QD10A_10. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	831	375	212	123	36	85	384	143	63	45	105
Effective base	350	241	106	51	15	44	223	63	19	13	23
Weighted Base	844	663	145	31	4	2	593	108	33	18	22
Not at all important	(-2)	12	8	4	1	*	10	1	-	1	1
		1%	1%	3%	2%	3%	2%	1%	-%	3%	4%
Not very important	(-1)	41	36	5	1	-	30	7	4	1	*
		5%	5%	3%	2%	-%	5%	6%	12%	4%	*%
Neither important nor unimportant	(0)	133	105	23	4	*	93	24	3	2	1
		16%	16%	16%	12%	10%	16%	22%	10%	11%	6%
Important	(1)	392	316	61	12	2	289	46	14	4	10
		46%	48%	42%	39%	52%	49%	43%	41%	23%	47%
Very important	(2)	265	198	52	13	1	170	30	12	11	10
		31%	30%	36%	44%	36%	29%	28%	37%	59%	44%
										ab	
Don't know	*	-	-	*	-	-	-	-	-	-	-
		*%	-%	-%	1%	-%	-%	-%	-%	-%	-%
NET Important	657	513	113	25	3	2	459	77	26	15	20
		78%	77%	78%	82%	87%	77%	71%	78%	82%	91%
											b
NET Not Important	54	44	9	1	*	*	40	8	4	1	1
		6%	7%	6%	4%	3%	7%	7%	12%	7%	4%
Answered	844	663	145	30	4	2	593	108	33	18	22
Mean Score	1.0	1.0	1.1	1.2	1.2	1.1	1.0	.9	1.0	1.3	1.3
Standard error	.03	.05	.06	.08	.16	.13	.05	.08	.12	.16	.09
Standard deviation	.90	.88	.95	.91	.95	1.18	.89	.92	.98	1.05	.88

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 216 (continuation)

QD10A_10. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		831	71	47	84	36	65	84	57	54	58
Effective base		350	44	31	47	17	33	52	32	28	28
Weighted Base		844	98	54	128	40	88	155	90	59	65
Not at all important	(-2)	12	2	-	-	-	-	5	4	-	1
		1%	2%	-%	-%	-%	-%	3%	4%	-%	1%
Not very important	(-1)	41	11	2	*	1	4	15	-	3	1
		5%	11%	4%	*%	3%	5%	10%	-%	6%	2%
			cg					c			
Neither important nor unimportant	(0)	133	9	2	33	4	7	15	33	10	9
		16%	10%	4%	25%	10%	8%	10%	36%	17%	15%
					bef				abef		
Important	(1)	392	36	25	66	16	48	85	24	29	33
		46%	37%	46%	51%	41%	54%	55%	26%	48%	51%
					g		g	g			
Very important	(2)	265	40	25	30	18	29	35	29	17	20
		31%	41%	45%	23%	45%	33%	23%	33%	29%	31%
				cf							
Don't know		*	-	-	-	-	-	-	-	*	-
		*%	-%	-%	-%	-%	-%	-%	-%	1%	-%
NET Important		657	76	50	96	34	77	120	53	46	53
		78%	77%	91%	75%	86%	87%	77%	59%	77%	82%
				g			g				
NET Not Important		54	13	2	*	1	4	20	4	3	2
		6%	13%	4%	*%	3%	5%	13%	4%	6%	3%
			c					c			
Answered		844	98	54	128	40	88	155	90	59	65
Mean Score		1.0	1.0	1.3	1.0	1.3	1.2	.8	.8	1.0	1.1
				cfg							
Standard error		.03	.13	.11	.08	.13	.10	.11	.14	.11	.11
Standard deviation		.90	1.05	.76	.70	.79	.77	1.00	1.03	.83	.81

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 216 (continuation)

QD10A_10. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)									
		Net: North		Net: Midlands		Net: South		Net: England		Net: Scotland, Wales and Northern Ireland	
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
			a	b	c	d	e	f	g	h	
Significance Level: 95%											
Unweighted Base		831	159	172	225	556	275	88	102	85	
Effective base		350	78	101	130	304	88	31	33	29	
Weighted Base		844	193	211	373	777	67	28	27	12	
Not at all important	(-2)	12 1%	1 *%	2 1%	9 2%	12 1%	1 1%	1 2%	- -%	* 1%	
Not very important	(-1)	41 5%	7 4%	17 8%	15 4%	39 5%	3 4%	* *%	3 10%	* 1%	
Neither important nor unimportant	(0)	133 16%	20 10%	22 10%	80 22%	122 16%	11 16%	4 13%	5 18%	2 19%	
Important	(1)	392 46%	97 50%	89 42%	174 47%	361 46%	31 46%	13 47%	13 48%	5 38%	
Very important	(2)	265 31%	67 35%	82 39%	94 25%	243 31%	22 33%	10 38%	7 24%	5 41%	
Don't know		* *%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	- -%	
NET Important		657 78%	165 85%	171 81%	269 72%	604 78%	53 79%	23 85%	20 73%	10 79%	
NET Not Important		54 6%	8 4%	18 9%	24 6%	50 6%	4 5%	1 3%	3 10%	* 2%	
Answered		844	193	211	373	777	67	28	27	12	
Mean Score		1.0	1.2	1.1	.9	1.0	1.0	1.2	.9	1.2	
Standard error		.03	.06	.07	.06	.04	.05	.09	.09	.10	
Standard deviation		.90	.79	.93	.92	.90	.88	.85	.91	.90	

Columns Tested: a,b,c,d,e,f,g,h

Table 216 (continuation)

QD10A_10. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Industry								
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		*a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	831	29	65	4	69	80	232	31	30	359
Effective base	350	19	20	3	22	31	105	12	12	161
Weighted Base	844	29	51	4	55	91	202	27	17	423
Not at all important	(-2)	12	-	-	-	-	*	3	1	9
		1%	-%	-%	-%	-%	-%	10%	4%	2%
								f		
Not very important	(-1)	41	-	1	1	2	10	*	1	27
		5%	-%	3%	21%	4%	5%	1%	4%	6%
Neither important nor unimportant	(0)	133	5	5	-	5	17	7	3	80
		16%	18%	11%	-%	10%	18%	8%	25%	17%
										f
Important	(1)	392	16	21	1	22	41	100	8	194
		46%	55%	42%	19%	40%	45%	50%	36%	49%
Very important	(2)	265	8	23	2	26	32	76	4	113
		31%	27%	45%	61%	46%	35%	38%	27%	26%
Don't know		*	-	-	-	-	-	-	-	*
		-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		657	23	44	3	48	73	176	12	307
		78%	82%	87%	79%	86%	80%	87%	75%	72%
								gi		
NET Not Important		54	-	1	1	2	2	10	3	36
		6%	-%	3%	21%	4%	2%	5%	11%	8%
Answered		844	29	51	4	55	91	202	17	423
Mean Score		1.0	1.1	1.3	1.2	1.3	1.1	1.2	.7	.9
								i		
Standard error		.03	.13	.10	.68	.10	.09	.05	.22	.19
Standard deviation		.90	.68	.77	1.37	.81	.77	.79	1.20	1.02

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 216 (continuation)

QD10A_10. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	831	178	232	421	718	113	-	709	122	808	23
Effective base	350	68	105	182	296	54	-	326	27	341	9
Weighted Base	844	175	202	468	699	145	-	800	44	826	18
Not at all important (-2)	12 1%	- -%	* *%	12 3%	12 2%	- -%	- -%	12 2%	* *%	12 2%	- -%
Not very important (-1)	41 5%	4 2%	10 5%	28 6%	33 5%	8 6%	- -%	41 5%	1 1%	41 5%	- -%
Neither important nor unimportant (0)	133 16%	27 16%	16 8%	90 19%	106 15%	27 18%	- -%	128 16%	5 10%	132 16%	1 7%
Important (1)	392 46%	79 45%	100 50%	213 45%	323 46%	69 47%	- -%	379 47%	13 30%	382 46%	10 55%
Very important (2)	265 31%	65 37%	76 38%	125 27%	224 32%	41 28%	- -%	240 30%	25 57%	258 31%	7 38%
Don't know	* *%	- -%	- -%	* *%	* *%	- -%	- -%	- -%	* 1%	* *%	- -%
NET Important	657 78%	144 82%	176 87%	337 72%	547 78%	110 76%	- -%	619 77%	38 87%	640 77%	17 93%
NET Not Important	54 6%	4 2%	10 5%	40 9%	46 7%	8 6%	- -%	53 7%	1 2%	54 7%	- -%
Answered	844	175	202	468	698	145	-	800	44	826	18
Mean Score	1.0	1.2	1.2	.9	1.0	1.0	-	1.0	1.4	1.0	1.3
Standard error	.03	.06	.05	.05	.03	.08	-	.03	.07	.03	.13
Standard deviation	.90	.77	.79	.96	.91	.84	-	.90	.76	.90	.62

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 216 (continuation)

QD10A_10. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		831	417	167	247
Effective base		350	181	61	108
Weighted Base		844	452	138	255
Not at all important	(-2)	12 1%	10 2%	1 1%	2 1%
Not very important	(-1)	41 5%	26 6%	8 6%	7 3%
Neither important nor unimportant	(0)	133 16%	95 21%	18 13%	20 8%
Important	(1)	392 46%	221 49%	61 44%	109 43%
Very important	(2)	265 31%	100 22%	50 36%	116 46%
Don't know		* *%	* *%	- -%	- -%
NET Important		657 78%	321 71%	110 80%	225 89%
NET Not Important		54 6%	36 8%	9 6%	9 4%
Answered		844	452	138	255
Mean Score		1.0	.8	1.1	1.3
Standard error		.03	.04	.07	.05
Standard deviation		.90	.91	.88	.80

Columns Tested:: a,b,c

Table 216 (continuation)

QD10A_10. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	831	561	172	45	20	19	7	3	4	733	98	53
Effective base	350	266	59	14	6	6	1	1	1	324	25	12
Weighted Base	844	650	134	36	5	12	2	1	5	784	61	25
Not at all important	(-2)	12	11	1	1	*	-	-	-	12	1	*
		1%	2%	1%	2%	1%	-%	-%	-%	1%	1%	*%
Not very important	(-1)	41	39	2	*	*	-	-	-	41	*	*
		5%	6%	2%	1%	2%	-%	-%	-%	5%	1%	*%
Neither important nor unimportant	(0)	133	113	17	1	*	2	*	-	129	3	2
		16%	17%	13%	3%	1%	18%	7%	-%	17%	6%	10%
Important	(1)	392	310	61	15	1	2	2	*	371	21	6
		46%	48%	45%	42%	28%	18%	91%	6%	47%	35%	24%
Very important	(2)	265	177	53	19	3	8	*	1	230	35	16
		31%	27%	40%	51%	67%	64%	2%	94%	29%	57%	66%
											ai	ai
Don't know		*	*	-	-	-	-	-	-	*	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%
NET Important		657	487	114	34	5	10	2	5	601	56	22
		78%	75%	85%	94%	96%	82%	93%	100%	77%	92%	90%
											a	
NET Not Important		54	49	3	1	*	-	-	-	53	1	*
		6%	8%	3%	3%	3%	-%	-%	-%	7%	2%	1%
Answered		844	650	134	36	5	12	2	5	783	61	25
Mean Score		1.0	.9	1.2	1.4	1.6	1.5	1.0	1.9	1.0	1.5	1.6
			a								ai	ai
Standard error		.03	.04	.06	.12	.17	.19	.15	-	.06	.03	.08
Standard deviation		.90	.91	.79	.79	.78	.81	.39	-	.12	.90	.76

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 216 (continuation)

QD10A_10. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Unweighted Base	831	247	314	270	744	721	776	831	525	339	77	489	37	61	35	53	24
Effective base	350	135	131	84	306	301	325	350	207	111	40	228	12	16	11	13	7
Weighted Base	844	343	307	194	757	718	792	844	509	277	100	558	27	42	24	23	18
Not at all important (-2)	12 1%	8 2%	3 1%	2 1%	9 1%	10 1%	10 1%	12 1%	6 1%	3 1%	1 1%	7 1%	- -%	- -%	- -%	2 9%	- -%
Not very important (-1)	41 5%	21 6%	17 6%	3 1%	41 5%	36 5%	41 5%	41 5%	18 4%	6 2%	3 3%	35 6%	* *%	* 1%	- -%	* *%	4 21%
Neither important nor unimportant (0)	133 16%	85 25%	28 9%	20 10%	127 17%	110 15%	128 16%	133 16%	72 14%	23 8%	19 19%	95 17%	5 19%	3 7%	* *%	5 23%	1 4%
Important (1)	392 46%	164 48%	146 48%	82 42%	345 46%	329 46%	365 46%	392 46%	228 45%	123 44%	54 54%	264 47%	7 25%	22 52%	4 17%	8 34%	7 36%
Very important (2)	265 31%	65 19%	113 37%	88 45%	235 31%	234 33%	248 31%	265 31%	184 36%	122 44%	24 24%	157 28%	15 56%	17 41%	20 83%	8 34%	7 39%
Don't know	* *%	* *%	- -%	- -%	* *%	* *%	* *%	* *%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%
NET Important	657 78%	229 67%	259 84%	170 87%	579 77%	563 78%	613 77%	657 78%	413 81%	245 88%	78 78%	421 75%	21 81%	39 92%	24 100%	16 69%	14 75%
NET Not Important	54 6%	29 8%	20 7%	5 2%	50 7%	46 6%	51 6%	54 6%	24 5%	9 3%	3 3%	41 7%	* *%	* 1%	- -%	2 9%	4 21%
Answered Mean Score	844 1.0	343 .7	307 1.1	194 1.3	756 1.0	718 1.0	792 1.0	844 1.0	509 1.1	277 1.3	100 1.0	558 1.0	27 1.4	42 1.3	24 1.8	23 .9	18 .9
Standard error	.03	.06	.05	.05	.03	.03	.03	.03	.04	.04	.09	.04	.13	.08	.07	.16	.23
Standard deviation	.90	.91	.87	.79	.89	.89	.89	.90	.86	.80	.78	.90	.81	.65	.39	1.18	1.15

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 216 (continuation)

QD10A_10. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	e	*f	*g
Unweighted Base	831	527	64	42	45	28	27	11	487	98	41	36	30	18	11
Effective base	350	251	19	13	9	8	5	3	230	33	15	14	6	9	4
Weighted Base	844	622	54	34	16	11	13	7	548	96	18	22	15	9	11
Not at all important	(-2)	12	8	-	-	-	1	-	8	-	-	1	*	1	-
		1%	1%	-%	-%	-%	6%	-%	1%	-%	-%	3%	*%	13%	-%
Not very important	(-1)	41	33	4	-	-	-	4	35	*	*	*	-	*	-
		5%	5%	6%	-%	-%	-%	56%	6%	*%	*%	2%	-%	1%	-%
Neither important nor unimportant	(0)	133	104	15	2	1	5	1	94	15	*	1	*	*	*
		16%	17%	27%	6%	6%	38%	11%	17%	15%	2%	3%	2%	*%	*%
Important	(1)	392	299	21	16	3	4	*	254	47	7	9	3	3	6
		46%	48%	38%	46%	20%	28%	1%	46%	49%	37%	40%	20%	29%	60%
Very important	(2)	265	177	15	16	12	8	2	157	34	11	11	11	5	4
		31%	28%	28%	48%	75%	74%	32%	29%	35%	61%	52%	77%	57%	40%
					ab						a		a		
Don't know		*	*	-	-	-	-	-	*	-	-	-	-	-	-
		*%	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
NET Important		657	476	36	32	16	11	7	411	81	17	20	14	8	11
		78%	77%	66%	94%	94%	99%	56%	75%	85%	98%	92%	98%	86%	100%
											a				
NET Not Important		54	41	4	-	-	1	4	43	*	*	1	*	1	-
		6%	7%	6%	-%	-%	6%	56%	8%	*%	*%	5%	*%	14%	-%
Answered		844	621	54	34	16	11	7	548	96	18	22	15	9	11
Mean Score		1.0	1.0	.9	1.4	1.7	1.7	.7	.9	1.2	1.6	1.4	1.7	1.2	1.4
					ab						a		a		
Standard error		.03	.04	.11	.09	.09	.21	.45	.04	.07	.09	.15	.10	.33	.16
Standard deviation		.90	.89	.90	.61	.59	1.10	1.48	.92	.69	.55	.91	.53	1.41	.52

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 216 (continuation)

QD10A_10. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	831	558	98	59	40	30	24	22	232	168	199	127	50
Effective base	350	262	33	19	17	10	6	9	125	74	79	33	15
Weighted Base	844	621	92	53	20	21	18	19	324	168	187	73	41
Not at all important	(-2)	12	12	1	-	-	-	-	6	-	3	1	-
		1%	2%	1%	-%	-%	-%	-%	2%	-%	2%	1%	-%
Not very important	(-1)	41	41	-	-	*	*	*	23	9	9	1	*
		5%	7%	-%	-%	1%	2%	-%	7%	5%	5%	1%	-%
Neither important nor unimportant	(0)	133	113	11	5	2	*	*	69	29	22	3	5
		16%	18%	12%	10%	10%	-%	2%	21%	17%	12%	4%	13%
Important	(1)	392	299	44	20	8	6	10	154	69	83	42	17
		46%	48%	48%	38%	38%	27%	36%	48%	41%	45%	58%	40%
Very important	(2)	265	156	36	27	10	15	11	72	62	69	26	19
		31%	25%	39%	52%	51%	71%	62%	22%	37%	37%	35%	47%
				a	a	a				a	a		a
Don't know		*	*	-	-	-	-	-	*	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		657	455	80	48	18	21	18	226	130	153	68	36
		78%	73%	87%	90%	89%	98%	98%	70%	78%	82%	93%	87%
												ab	
NET Not Important		54	53	1	-	*	*	-	28	9	12	2	*
		6%	8%	1%	-%	1%	2%	-%	9%	5%	6%	3%	-%
Answered		844	621	92	53	20	21	18	324	168	187	73	41
Mean Score		1.0	.9	1.2	1.4	1.4	1.7	1.6	.8	1.1	1.1	1.3	1.3
				a	a	a	a			a	a	a	a
Standard error		.03	.04	.07	.09	.11	.11	.11	.06	.07	.06	.06	.10
Standard deviation		.90	.92	.73	.68	.71	.59	.55	.92	.87	.90	.71	.71

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 216 (continuation)

QD10A_10. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	831	287	152	162	102	41	286	142	165	92	32
Effective base	350	150	66	58	21	12	148	54	60	29	10
Weighted Base	844	386	153	138	51	29	360	133	130	64	31
Not at all important (-2)	12 1%	5 1%	- -%	3 2%	1 2%	- -%	6 2%	* *%	3 2%	1 1%	- -%
Not very important (-1)	41 5%	28 7%	3 2%	9 6%	1 2%	* 1%	22 6%	8 6%	7 5%	- -%	* *%
Neither important nor unimportant (0)	133 16%	71 18%	29 19%	21 15%	2 4%	5 18%	84 23%	8 6%	10 8%	2 4%	5 16%
Important (1)	392 46%	172 45%	64 42%	64 46%	30 60%	15 53%	157 44%	73 55%	55 42%	35 55%	8 27%
Very important (2)	265 31%	110 29%	57 38%	43 31%	17 33%	8 28%	91 25%	45 33%	55 42%	25 40%	18 57%
Don't know	* *%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%
NET Important	657 78%	282 73%	121 79%	106 77%	47 92%	23 82%	248 69%	118 88%	110 85%	60 95%	26 83%
NET Not Important	54 6%	33 9%	3 2%	12 8%	2 4%	* 1%	27 8%	8 6%	9 7%	1 1%	* *%
Answered	844	385	153	138	51	29	359	133	130	64	31
Mean Score	1.0	.9	1.1	1.0	1.2	1.1	.9	1.2	1.2	1.3	1.4
Standard error	.03	.06	.06	.07	.07	.11	.05	a	a	a	.14
Standard deviation	.90	.93	.79	.95	.75	.70	.92	.78	.94	.67	.78

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 216 (continuation)

QD10A_10. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	*b	
Significance Level: 95%														
Unweighted Base		831	363	136	166	114	39	484	56	289	778	53	720	24
Effective base		350	181	50	67	36	10	203	20	125	329	21	298	8
Weighted Base		844	446	119	154	85	25	491	47	305	794	50	733	23
Not at all important	(-2)	12	11	1	-	1	-	3	-	10	12	-	9	-
		1%	2%	*%	-%	1%	-%	1%	-%	3%	2%	-%	1%	-%
Not very important	(-1)	41	30	1	10	*	*	11	7	24	41	*	41	*
		5%	7%	1%	7%	*%	*%	2%	15%	8%	5%	1%	6%	*%
								a	a					
Neither important nor unimportant	(0)	133	104	8	8	7	1	59	9	65	128	5	123	4
		16%	23%	7%	5%	9%	4%	12%	18%	21%	16%	9%	17%	19%
			bcd							a				
Important	(1)	392	206	59	70	48	2	225	15	150	372	20	341	4
		46%	46%	50%	46%	56%	7%	46%	32%	49%	47%	40%	47%	16%
			e	e	e	e								
Very important	(2)	265	94	50	65	29	22	193	16	56	240	25	219	15
		31%	21%	42%	42%	34%	88%	39%	35%	18%	30%	50%	30%	65%
				a	a		abcd	c						
Don't know		*	*	-	-	-	-	-	-	*	*	-	*	-
		*%	*%	-%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%
NET Important		657	300	110	135	77	24	418	31	205	612	45	561	19
		78%	67%	92%	88%	90%	95%	85%	67%	67%	77%	90%	76%	81%
				a	a	a		bc						
NET Not Important		54	41	2	10	1	*	13	7	34	54	*	49	*
		6%	9%	1%	7%	1%	*%	3%	15%	11%	7%	1%	7%	*%
								a	a					
Answered		844	445	119	154	85	25	491	47	305	794	50	733	23
Mean Score		1.0	.8	1.3	1.2	1.2	1.8	1.2	.9	.7	1.0	1.4	1.0	1.4
				a	a	a	abcd	c			a			
Standard error		.03	.05	.06	.06	.06	.08	.04	.14	.06	.03	.09	.03	.17
Standard deviation		.90	.94	.69	.83	.69	.51	.78	1.06	.96	.90	.69	.89	.83

Table 216 (continuation)

QD10A_10. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
		a	b	a	b	a	*b	a	b	a	b	
Significance Level: 95%												
Unweighted Base	831	661	60	665	166	726	18	660	61	666	165	
Effective base	350	287	15	289	62	300	6	282	19	288	62	
Weighted Base	844	681	38	670	174	736	21	671	48	675	169	
Not at all important	(-2)	12	10	-	12	-	9	-	10	-	12	-
		1%	1%	-%	2%	-%	1%	-%	1%	-%	2%	-%
Not very important	(-1)	41	36	*	40	1	41	-	36	*	40	2
		5%	5%	1%	6%	1%	6%	-%	5%	1%	6%	1%
Neither important nor unimportant	(0)	133	105	5	108	25	123	4	105	5	108	24
		16%	15%	12%	16%	14%	17%	21%	16%	10%	16%	14%
Important	(1)	392	313	16	315	76	342	3	313	16	325	66
		46%	46%	42%	47%	44%	47%	12%	47%	33%	48%	39%
Very important	(2)	265	217	17	193	72	221	14	207	27	189	77
		31%	32%	44%	29%	41%	30%	67%	31%	56%	28%	45%
Don't know		*	*	-	*	-	*	-	*	-	*	-
		*%	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%
NET Important		657	530	33	508	149	563	16	520	43	514	143
		78%	78%	86%	76%	85%	77%	79%	78%	89%	76%	85%
NET Not Important		54	45	*	53	1	50	-	45	*	52	2
		6%	7%	1%	8%	1%	7%	-%	7%	1%	8%	1%
Answered		844	680	38	670	174	735	21	670	48	675	169
Mean Score		1.0	1.0	1.3	.9	1.3	1.0	1.5	1.0	1.4	.9	1.3
Standard error		.03	.04	.10	.04	.06	.03	.20	.03	.09	.04	.06
Standard deviation		.90	.90	.74	.93	.72	.89	.84	.90	.72	.92	.74

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 216 (continuation)

QD10A_10. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	831	480	589	165	1	471	516	129	3	615	506	167	-
Effective base	350	188	249	69	1	188	220	56	3	252	223	70	-
Weighted Base	844	472	592	170	4	449	511	132	4	612	511	160	-
Not at all important (-2)	12 1%	5 1%	6 1%	2 1%	- -%	4 1%	7 1%	3 2%	- -%	3 *%	12 2%	2 1%	- -%
Not very important (-1)	41 5%	14 3%	35 6%	4 3%	- -%	9 2%	30 6%	* *%	- -%	17 3%	32 6%	8 5%	- -%
Neither important nor unimportant (0)	133 16%	77 16%	99 17%	21 13%	- -%	62 14%	75 15%	13 10%	- -%	83 14%	73 14%	13 8%	- -%
Important (1)	392 46%	207 44%	275 46%	70 42%	- -%	197 44%	242 47%	58 44%	2 41%	269 44%	253 49%	69 43%	- -%
Very important (2)	265 31%	168 36%	177 30%	71 42%	4 100%	177 39%	157 31%	58 44%	2 59%	240 39%	140 27%	69 43%	- -%
Don't know	* *%	* *%	* *%	- -%	- -%	* *%	* *%	- -%	- -%	* *%	* *%	- -%	- -%
NET Important	657 78%	376 80%	452 76%	142 84%	4 100%	374 83%	399 78%	116 88%	4 100%	509 83%	393 77%	138 86%	- -%
NET Not Important	54 6%	19 4%	41 7%	6 4%	- -%	13 3%	37 7%	3 2%	- -%	20 3%	44 9%	10 6%	- -%
Answered	844	471	592	170	4	449	510	132	4	612	510	160	-
Mean Score	1.0	1.1	1.0	1.2	2.0	1.2	1.0	1.3	1.6	1.2	.9	1.2	-
Standard error	.03	.04	.04	.07	-	.04	.04	.07	.33	.03	.04	.07	-
Standard deviation	.90	.85	.89	.85	-	.81	.90	.81	.57	.80	.94	.88	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 216 (continuation)

QD10A_10. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	
		a	b	c	a	b	c	a	b	c	d	e	
Significance Level: 95%													
Unweighted Base		831	698	668	831	581	486	37	600	479	459	124	75
Effective base		350	290	281	350	233	212	11	266	197	184	59	38
Weighted Base		844	721	674	844	589	508	25	633	496	449	133	87
Not at all important	(-2)	12	9	10	12	5	6	1	12	1	2	1	2
		1%	1%	1%	1%	1%	1%	5%	2%	*%	*%	1%	2%
Not very important	(-1)	41	37	36	41	32	19	*	37	13	11	6	6
		5%	5%	5%	5%	6%	4%	1%	6%	3%	2%	5%	7%
Neither important nor unimportant	(0)	133	121	108	133	102	86	*	104	79	57	11	14
		16%	17%	16%	16%	17%	17%	1%	16%	16%	13%	8%	17%
Important	(1)	392	331	308	392	267	242	12	305	209	200	54	35
		46%	46%	46%	46%	45%	48%	48%	48%	42%	45%	41%	40%
Very important	(2)	265	222	213	265	182	155	11	174	192	179	61	29
		31%	31%	32%	31%	31%	31%	45%	28%	39%	40%	46%	34%
Don't know		*	*	*	*	*	-	-	*	*	-	-	-
		*%	*%	*%	*%	*%	-%	-%	*%	*%	-%	-%	-%
NET Important		657	553	521	657	449	397	23	479	401	379	116	64
		78%	77%	77%	78%	76%	78%	93%	76%	81%	85%	87%	74%
NET Not Important		54	46	45	54	37	25	2	49	15	13	7	8
		6%	6%	7%	6%	6%	5%	6%	8%	3%	3%	5%	9%
Answered		844	720	673	844	588	508	25	633	495	449	133	87
Mean Score		1.0	1.0	1.0	1.0	1.0	1.0	1.3	.9	1.2	1.2	1.3	1.0
Standard error		.03	.03	.03	.03	.04	.04	.16	.04	.04	.04	.08	.12
Standard deviation		.90	.89	.90	.90	.88	.86	.95	.92	.81	.78	.84	1.00

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 216 (continuation)

QD10A_10. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base	831	115	53	44	32	724	506	753	585	475	471	687	132	-	697	47	
Effective base	350	48	22	18	15	303	209	316	243	195	194	292	53	-	281	25	
Weighted Base	844	112	47	46	37	723	495	757	575	456	478	693	120	-	635	68	
Not at all important	(-2)	12	1	-	2	-	12	7	12	8	9	3	10	3	-	7	6
		1%	1%	-%	4%	-%	2%	2%	2%	1%	2%	1%	1%	2%	-%	1%	8%
																	a
Not very important	(-1)	41	4	-	*	2	38	24	38	27	21	25	38	-	-	33	2
		5%	3%	-%	*%	5%	5%	5%	5%	5%	5%	5%	5%	-%	-%	5%	3%
Neither important nor unimportant	(0)	133	11	7	*	3	123	85	127	71	60	61	115	14	-	90	3
		16%	10%	14%	*%	8%	17%	17%	17%	12%	13%	13%	17%	12%	-%	14%	4%
Important	(1)	392	45	19	28	11	337	209	345	278	207	214	323	52	-	293	30
		46%	40%	39%	60%	29%	47%	42%	46%	48%	45%	45%	47%	44%	-%	46%	45%
Very important	(2)	265	52	22	16	21	212	169	235	189	158	175	207	51	-	212	27
		31%	46%	46%	36%	58%	29%	34%	31%	33%	35%	37%	30%	42%	-%	33%	40%
Don't know		*	-	-	-	-	*	*	*	*	*	*	*	-	-	*	-
		*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%
NET Important		657	97	41	44	32	549	378	580	468	366	389	530	103	-	505	57
		78%	86%	86%	96%	87%	76%	76%	77%	81%	80%	81%	77%	86%	-%	80%	85%
NET Not Important		54	5	-	2	2	50	31	50	36	30	27	47	3	-	40	8
		6%	4%	-%	4%	5%	7%	6%	7%	6%	7%	6%	7%	2%	-%	6%	11%
Answered		844	112	47	46	37	722	495	757	575	456	478	692	120	-	635	68
Mean Score		1.0	1.3	1.3	1.2	1.4	1.0	1.0	1.0	1.1	1.1	1.1	1.0	1.2	-	1.1	1.0
Standard error		.03	.08	.10	.12	.15	.03	.04	.03	.04	.04	.04	.03	.07	-	.03	.17
Standard deviation		.90	.85	.72	.80	.86	.91	.92	.91	.88	.92	.86	.90	.83	-	.88	1.15

Columns Tested.: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 216 (continuation)

QD10A_10. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	831	389	442	267	10	135	180	142	527	156	143	182	495
Effective base	350	169	181	106	7	51	80	58	222	67	61	74	211
Weighted Base	844	406	439	259	21	123	203	143	537	157	145	174	512
Not at all important (-2)	12 1%	8 2%	5 1%	1 *	- -%	- -%	1 *	* -%	10 2%	3 2%	- -%	1 *	12 2%
Not very important (-1)	41 5%	14 3%	27 6%	3 1%	- -%	* -%	3 1%	8 6%	25 5%	8 5%	3 2%	11 6%	28 5%
Neither important nor unimportant (0)	133 16%	37 9%	96 22%	28 11%	- -%	8 6%	27 13%	6 4%	89 17%	36 23%	3 2%	28 16%	96 19%
Important (1)	392 46%	192 47%	199 45%	115 44%	6 30%	46 37%	95 47%	48 33%	281 52%	62 40%	76 53%	74 42%	239 47%
Very important (2)	265 31%	155 38%	111 25%	112 43%	14 70%	69 56%	77 38%	81 57%	132 25%	48 30%	63 43%	61 35%	137 27%
Don't know	* *%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%
NET Important	657 78%	347 86%	310 71%	228 88%	21 100%	115 93%	172 85%	129 90%	413 77%	110 70%	139 96%	135 77%	376 73%
NET Not Important	54 6%	22 5%	32 7%	4 1%	- -%	* *%	4 2%	8 6%	35 7%	11 7%	3 2%	12 7%	39 8%
Answered	844	406	438	259	21	123	203	143	537	157	145	174	511
Mean Score	1.0	1.2	.9	1.3	1.7	1.5	1.2	1.4	.9	.9	1.4	1.1	.9
Standard error	.03	.04	.04	.04	.15	.05	.06	.07	.04	.08	.05	.07	.04
Standard deviation	.90	.87	.90	.73	.47	.63	.75	.82	.87	.94	.63	.90	.93

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 216 (continuation)

QD10A_10. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		831	340	491
Effective base		350	123	227
Weighted Base		844	309	535
Not at all important	(-2)	12	3	9
		1%	1%	2%
Not very important	(-1)	41	12	30
		5%	4%	6%
Neither important nor unimportant	(0)	133	56	77
		16%	18%	14%
Important	(1)	392	137	255
		46%	44%	48%
Very important	(2)	265	102	163
		31%	33%	31%
Don't know		*	-	*
		*%	-%	*%
NET Important		657	239	418
		78%	77%	78%
NET Not Important		54	15	39
		6%	5%	7%
Answered		844	309	535
Mean Score		1.0	1.0	1.0
Standard error		.03	.05	.04
Standard deviation		.90	.87	.91

Columns Tested: a,b

Table 216 (continuation)

QD10A_10. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Month												
		Total base	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base		831	50	109	68	69	91	39	36	87	57	68	45	112
Effective base		350	19	53	44	22	72	24	8	38	25	16	22	39
Weighted Base		844	26	93	91	25	146	41	11	128	55	39	67	122
Not at all important	(-2)	12 1%	- -%	* *%	2 3%	3 12%	1 1%	5 11%	- -%	* *%	- -%	1 3%	- -%	* *%
					bl			behl						
Not very important	(-1)	41 5%	2 6%	4 4%	4 4%	1 3%	8 5%	- -%	* 1%	2 1%	1 1%	3 8%	7 11%	11 9%
Neither important nor unimportant	(0)	133 16%	4 14%	9 9%	21 23%	3 13%	23 16%	3 8%	1 12%	31 25%	3 6%	17 43%	7 10%	11 9%
												bdefikl		
Important	(1)	392 46%	10 40%	47 51%	41 45%	12 50%	72 49%	24 57%	8 68%	60 47%	21 38%	14 35%	14 21%	70 57%
				k			k	k	k	k				k
Very important	(2)	265 31%	11 40%	33 36%	24 26%	5 21%	43 29%	10 23%	2 18%	35 27%	30 55%	4 10%	39 58%	30 25%
			j	j							cdefhjl		cdefhjl	
Don't know		* *%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET Important		657 78%	21 80%	81 86%	64 71%	18 71%	114 78%	33 81%	10 86%	95 74%	51 93%	17 45%	53 79%	100 82%
			j	j		j	j	j		j	cj		j	j
NET Not Important		54 6%	2 6%	4 4%	6 7%	4 15%	9 6%	5 11%	* 1%	2 1%	1 1%	4 12%	7 11%	11 9%
Answered		844	26	93	91	24	146	41	11	128	55	39	67	122
Mean Score		1.0	1.1	1.2	.9	.7	1.0	.8	1.0	1.0	1.5	.4	1.3	1.0
			j	dj		j			j		cdefhjl		j	j
Standard error		.03	.13	.07	.11	.15	.09	.18	.10	.08	.09	.11	.15	.08
Standard deviation		.90	.89	.78	.94	1.22	.86	1.14	.62	.76	.67	.91	1.03	.85

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 216 (continuation)

QD10A_10. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter				Half		
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023	
Significance Level: 95%		a	b	c	d	a	b	
Unweighted Base	831	227	199	180	225	426	405	
Effective base	350	113	113	66	76	226	142	
Weighted Base	844	211	212	194	227	423	421	
Not at all important	(-2)	12	3	9	*	1	11	1
		1%	1%	4%	*%	1%	3%	*%
Not very important	(-1)	41	9	8	2	22	17	24
		5%	4%	4%	1%	10%	4%	6%
					c			
Neither important nor unimportant	(0)	133	33	30	36	34	63	70
		16%	16%	14%	19%	15%	15%	17%
Important	(1)	392	98	108	89	97	206	186
		46%	47%	51%	46%	43%	49%	44%
Very important	(2)	265	68	58	67	73	125	140
		31%	32%	27%	35%	32%	30%	33%
Don't know		*	-	*	-	-	*	-
		*%	-%	*%	-%	-%	*%	-%
NET Important		657	166	165	156	170	331	326
		78%	79%	78%	80%	75%	78%	77%
NET Not Important		54	12	17	2	23	29	25
		6%	5%	8%	1%	10%	7%	6%
				c		c		
Answered	844	211	212	194	227	423	421	
Mean Score	1.0	1.0	.9	1.1	1.0	1.0	1.0	
Standard error	.03	.06	.07	.06	.06	.04	.04	
Standard deviation	.90	.87	.97	.75	.95	.92	.87	

Columns Tested:: a,b,c,d - a,b

Table 217

QD10A_11. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	831	32	799	587	123	36	85	244
Effective base	350	8	342	323	51	15	44	68
Weighted Base	844	16	828	808	31	4	2	37
Not at all important	(-2)	12	*	12	12	-	-	-
	1%	*%	1%	1%	-%	-%	-%	-%
Not very important	(-1)	22	*	22	21	1	*	*
	3%	*%	3%	3%	3%	7%	1%	4%
Neither important nor unimportant	(0)	91	1	91	87	3	1	*
	11%	3%	11%	11%	10%	20%	6%	11%
Important	(1)	387	3	383	372	12	2	1
	46%	20%	46%	46%	40%	43%	51%	41%
Very important	(2)	332	13	320	316	14	1	1
	39%	77%	39%	39%	46%	31%	41%	44%
Don't know		b						
	*	-	*	-	*	-	-	*
	*%	-%	*%	-%	1%	-%	-%	1%
NET Important	719	16	703	688	26	3	2	31
	85%	96%	85%	85%	85%	73%	92%	84%
NET Not Important	34	*	34	32	1	*	*	1
	4%	*%	4%	4%	3%	7%	1%	4%
Answered	844	16	828	808	30	4	2	36
Mean Score	1.2	1.7	1.2	1.2	1.3	1.0	1.3	1.3
Standard error	.03	.10	.03	.03	.07	.17	.10	.05
Standard deviation	.83	.54	.84	.84	.80	1.02	.91	.81

Columns Tested:: a,b - a,b,c,d,e

Table 217 (continuation)

QD10A_11. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		831	260	245	82	71	88	85	587	123	121
Effective base		350	164	129	37	33	31	44	323	51	31
Weighted Base		844	440	315	53	22	13	2	808	31	6
Not at all important	(-2)	12 1%	4 1%	8 2%	- -%	- -%	- -%	- -%	12 1%	- -%	- -%
Not very important	(-1)	22 3%	9 2%	12 4%	* *%	1 5%	* 2%	* 1%	21 3%	1 3%	* 5%
Neither important nor unimportant	(0)	91 11%	27 6%	48 15%	12 22%	3 12%	1 9%	* 6%	87 11%	3 10%	1 15%
Important	(1)	387 46%	222 50%	128 41%	22 41%	7 32%	7 54%	1 51%	372 46%	12 40%	3 45%
Very important	(2)	332 39%	178 40%	119 38%	20 37%	11 51%	4 32%	1 41%	316 39%	14 46%	2 34%
Don't know		* *%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	* 1%	- -%
NET Important		719 85%	400 91%	247 78%	41 78%	18 83%	11 85%	2 92%	688 85%	26 85%	5 80%
NET Not Important		34 4%	13 3%	19 6%	* *%	1 5%	* 2%	* 1%	32 4%	1 3%	* 5%
Answered		844	440	315	53	22	13	2	808	30	6
Mean Score		1.2	1.3	1.1	1.1	1.3	1.2	1.3	1.2	1.3	1.1
Standard error		.03	.05	.06	.09	.10	.08	.10	.03	.07	.08
Standard deviation		.83	.74	.95	.77	.88	.72	.91	.84	.80	.90

Columns Tested: a,b,c,d,e,f,g,h,i

Table 217 (continuation)

QD10A_11. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	831	375	212	123	36	85	384	143	63	45	105
Effective base	350	241	106	51	15	44	223	63	19	13	23
Weighted Base	844	663	145	31	4	2	593	108	33	18	22
Not at all important (-2)	12 1%	11 2%	1 *	- -%	- -%	- -%	11 2%	1 1%	- -%	- -%	- -%
Not very important (-1)	22 3%	16 2%	4 3%	1 3%	* 7%	* 1%	14 2%	4 4%	3 8%	1 3%	* 1%
Neither important nor unimportant (0)	91 11%	61 9%	27 18%	3 10%	1 20%	* 6%	48 8%	27 25%	4 12%	2 11%	4 17%
Important (1)	387 46%	311 47%	60 42%	12 40%	2 43%	1 51%	283 48%	43 39%	18 54%	9 53%	8 36%
Very important (2)	332 39%	263 40%	53 37%	14 46%	1 31%	1 41%	236 40%	33 31%	8 25%	6 33%	10 46%
Don't know	* *%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET Important	719 85%	575 87%	113 78%	26 85%	3 73%	2 92%	520 88%	76 70%	26 79%	15 86%	18 82%
NET Not Important	34 4%	27 4%	5 3%	1 3%	* 7%	* 1%	25 4%	5 4%	3 8%	1 3%	* 1%
Answered	844	663	145	30	4	2	593	108	33	18	22
Mean Score	1.2	1.2	1.1	1.3	1.0	1.3	1.2	1.0	1.0	1.2	1.3
Standard error	.03	.04	.06	.07	.17	.10	.04	.07	.11	.11	.08
Standard deviation	.83	.83	.84	.80	1.02	.91	.84	.88	.85	.76	.79

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 217 (continuation)

QD10A_11. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		831	71	47	84	36	65	84	57	54	58
Effective base		350	44	31	47	17	33	52	32	28	28
Weighted Base		844	98	54	128	40	88	155	90	59	65
Not at all important	(-2)	12 1%	- -%	- -%	- -%	- -%	- -%	7 5%	3 3%	2 3%	- -%
Not very important	(-1)	22 3%	3 3%	2 4%	3 3%	3 7%	1 1%	7 5%	1 1%	1 2%	1 2%
Neither important nor unimportant	(0)	91 11%	17 17%	2 4%	17 13%	5 12%	5 6%	14 9%	12 14%	12 20%	3 5%
Important	(1)	387 46%	46 47%	23 42%	69 53%	12 29%	49 56%	73 47%	36 40%	24 40%	34 52%
Very important	(2)	332 39%	32 33%	27 50%	39 31%	20 52%	33 38%	54 34%	38 43%	21 35%	27 41%
Don't know		* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%
NET Important		719 85%	78 80%	50 92%	108 84%	32 81%	82 94%	127 82%	74 82%	44 75%	61 93%
NET Not Important		34 4%	3 3%	2 4%	3 3%	3 7%	1 1%	15 9%	3 4%	3 4%	1 2%
Answered		844	98	54	128	40	88	155	90	59	65
Mean Score		1.2	1.1	1.4	1.1	1.3	1.3	1.0	1.2	1.0	1.3
Standard error		.03	.09	.11	.08	.16	.08	.11	.12	.13	.09
Standard deviation		.83	.78	.75	.73	.94	.61	1.02	.92	.94	.66

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 217 (continuation)

QD10A_11. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		831	159	172	225	556	275	88	102	85
Effective base		350	78	101	130	304	88	31	33	29
Weighted Base		844	193	211	373	777	67	28	27	12
Not at all important	(-2)	12 1%	- -%	2 1%	10 3%	12 2%	* *%	- -%	- -%	* *%
Not very important	(-1)	22 3%	5 2%	6 3%	11 3%	22 3%	1 1%	* 1%	* 1%	* 3%
Neither important nor unimportant	(0)	91 11%	13 7%	31 15%	43 12%	87 11%	4 6%	2 7%	2 6%	* 4%
Important	(1)	387 46%	94 49%	93 44%	178 48%	365 47%	22 33%	5 19%	12 44%	5 39%
Very important	(2)	332 39%	81 42%	80 38%	131 35%	292 38%	40 60%	20 74%	13 49%	7 55%
Don't know		* *%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	- -%
NET Important		719 85%	175 91%	173 82%	309 83%	657 84%	62 93%	25 92%	25 93%	12 94%
NET Not Important		34 4%	5 2%	7 3%	21 6%	33 4%	1 1%	* 1%	* 1%	* 3%
Answered		844	193	211	373	777	67	28	27	12
Mean Score		1.2	1.3	1.2	1.1	1.2	1.5 abcd	1.7 abcd	1.4 c	1.5 c
Standard error		.03	.06	.06	.06	.04	.04	.07	.06	.08
Standard deviation		.83	.70	.83	.91	.84	.66	.65	.64	.72

Columns Tested:: a,b,c,d,e,f,g,h

Table 217 (continuation)

QD10A_11. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Industry								
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	g	h	i
Unweighted Base	831	29	65	4	69	80	232	31	30	359
Effective base	350	19	20	3	22	31	105	12	12	161
Weighted Base	844	29	51	4	55	91	202	27	17	423
Not at all important	(-2)	12	-	-	-	-	1	3	-	8
		1%	-%	-%	-%	-%	1%	10%	-%	2%
							f			
Not very important	(-1)	22	*	*	-	*	*	6	*	16
		3%	1%	*%	-%	*%	3%	*%	2%	4%
Neither important nor unimportant	(0)	91	4	8	-	8	18	1	3	47
		11%	15%	15%	-%	14%	19%	3%	17%	11%
						f				
Important	(1)	387	16	24	1	24	53	15	8	185
		46%	56%	46%	21%	44%	58%	56%	46%	44%
Very important	(2)	332	8	20	3	23	20	8	6	167
		39%	28%	39%	79%	42%	22%	31%	35%	39%
							e			
Don't know		*	-	-	-	-	-	-	-	*
		*%	-%	-%	-%	-%	-%	-%	-%	*%
NET Important		719	24	44	4	48	73	24	13	352
		85%	84%	85%	100%	86%	80%	87%	81%	83%
NET Not Important		34	*	*	-	*	*	3	*	23
		4%	1%	*%	-%	*%	3%	10%	2%	6%
Answered		844	29	51	4	55	91	27	17	423
Mean Score		1.2	1.1	1.2	1.8	1.3	1.0	1.0	1.1	1.2
							e			
Standard error		.03	.13	.09	.23	.08	.07	.05	.14	.05
Standard deviation		.83	.68	.71	.47	.71	.66	.76	1.14	.89

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 217 (continuation)

QD10A_11. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	831	178	232	421	718	113	-	709	122	808	23
Effective base	350	68	105	182	296	54	-	326	27	341	9
Weighted Base	844	175	202	468	699	145	-	800	44	826	18
Not at all important (-2)	12 1%	- -%	1 1%	11 2%	12 2%	- -%	- -%	12 1%	* *%	12 1%	- -%
Not very important (-1)	22 3%	* *%	6 3%	16 3%	17 2%	5 3%	- -%	21 3%	1 3%	22 3%	* 1%
Neither important nor unimportant (0)	91 11%	30 17%	11 5%	51 11%	70 10%	21 14%	- -%	86 11%	5 11%	90 11%	1 8%
Important (1)	387 46%	93 53%	85 42%	208 44%	321 46%	65 45%	- -%	371 46%	15 34%	381 46%	5 28%
Very important (2)	332 39%	52 30%	99 49%	182 39%	278 40%	55 37%	- -%	310 39%	22 50%	321 39%	12 63%
Don't know	* *%	- -%	- -%	* *%	* *%	- -%	- -%	- -%	* 1%	* *%	- -%
NET Important	719 85%	145 83%	184 91%	390 83%	599 86%	120 82%	- -%	682 85%	37 85%	702 85%	17 91%
NET Not Important	34 4%	* *%	7 3%	26 6%	29 4%	5 3%	- -%	32 4%	1 3%	34 4%	* 1%
Answered	844	175	202	468	698	145	-	800	44	826	18
Mean Score	1.2	1.1	1.4	1.1	1.2	1.2	-	1.2	1.3	1.2	1.5
Standard error	.03	.05	ac	.05	.03	.07	-	.03	.07	.03	.14
Standard deviation	.83	.68	.76	.90	.84	.79	-	.84	.81	.84	.69

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 217 (continuation)

QD10A_11. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		831	417	167	247
Effective base		350	181	61	108
Weighted Base		844	452	138	255
Not at all important	(-2)	12 1%	11 2%	* *%	1 *%
Not very important	(-1)	22 3%	9 2%	8 6%	5 2%
Neither important nor unimportant	(0)	91 11%	59 13%	21 16%	11 4%
Important	(1)	387 46%	231 51%	54 39%	102 40%
Very important	(2)	332 39%	143 32%	54 39%	136 53%
Don't know		* *%	* *%	- -%	- -%
NET Important		719 85%	373 83%	108 78%	238 93%
NET Not Important		34 4%	20 4%	8 6%	6 2%
Answered		844	452	138	255
Mean Score		1.2	1.1	1.1	1.4
Standard error		.03	.04	.07	.05
Standard deviation		.83	.86	.88	.71

Columns Tested:: a,b,c

Table 217 (continuation)

QD10A_11. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	831	561	172	45	20	19	7	3	4	733	98	53
Effective base	350	266	59	14	6	6	1	1	1	324	25	12
Weighted Base	844	650	134	36	5	12	2	1	5	784	61	25
Not at all important	(-2)	12	11	1	-	-	-	-	-	12	-	-
		1%	2%	1%	-%	-%	-%	-%	-%	1%	-%	-%
Not very important	(-1)	22	19	1	*	-	*	2	-	20	2	2
		3%	3%	1%	*%	-%	*%	84%	-%	3%	3%	8%
Neither important nor unimportant	(0)	91	75	14	1	*	2	-	-	89	2	2
		11%	12%	10%	1%	*%	15%	-%	-%	11%	4%	7%
Important	(1)	387	305	49	22	4	6	*	*	355	32	10
		46%	47%	37%	62%	72%	47%	13%	2%	45%	52%	39%
Very important	(2)	332	239	69	13	1	5	*	1	308	25	11
		39%	37%	51%	37%	27%	38%	3%	98%	99%	39%	46%
				a								
Don't know		*	*	-	-	-	-	-	-	*	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%
NET Important		719	544	118	36	5	10	*	1	662	56	21
		85%	84%	88%	99%	100%	85%	16%	100%	100%	85%	93%
NET Not Important		34	30	2	*	-	*	2	-	32	2	2
		4%	5%	1%	*%	-%	*%	84%	-%	4%	3%	8%
Answered		844	650	134	36	5	12	2	1	783	61	25
Mean Score		1.2	1.1	1.4	1.4	1.3	1.2	-.7	2.0	1.2	1.3	1.2
Standard error		.03	.04	.06	.08	.11	.17	.40	-	.06	.03	.13
Standard deviation		.83	.85	.76	.52	.51	.73	1.06	-	.84	.71	.92

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 217 (continuation)

QD10A_11. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Unweighted Base	831	247	314	270	744	721	776	831	525	339	77	489	37	61	35	53	24
Effective base	350	135	131	84	306	301	325	350	207	111	40	228	12	16	11	13	7
Weighted Base	844	343	307	194	757	718	792	844	509	277	100	558	27	42	24	23	18
Not at all important (-2)	12 1%	11 3%	* *%	1 1%	8 1%	9 1%	9 1%	12 1%	3 1%	- -%	1 1%	8 1%	- -%	- -%	- -%	- -%	- -%
Not very important (-1)	22 3%	4 1%	15 5%	3 1%	21 3%	20 3%	21 3%	22 3%	16 3%	3 1%	2 2%	19 3%	- -%	* *%	* 1%	- -%	* *%
Neither important nor unimportant (0)	91 11%	51 15%	24 8%	16 8%	91 12%	76 11%	91 11%	91 11%	64 13%	29 10%	15 15%	59 10%	3 10%	8 19%	* 1%	6 27%	- -%
Important (1)	387 46%	179 52%	127 41%	81 42%	359 47%	334 47%	370 47%	387 46%	250 49%	138 50%	41 41%	267 48%	10 40%	24 57%	13 56%	8 34%	6 32%
Very important (2)	332 39%	98 29%	141 46%	93 48%	277 37%	280 39%	301 38%	332 39%	175 34%	107 38%	41 41%	205 37%	13 51%	10 24%	10 43%	9 39%	13 68%
Don't know	* *%	* *%	- -%	- -%	* *%	* *%	* *%	* *%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%
NET Important	719 85%	277 81%	267 87%	175 90%	637 84%	614 85%	671 85%	719 85%	425 84%	245 88%	82 82%	472 85%	24 90%	34 81%	24 99%	17 73%	18 100%
NET Not Important	34 4%	14 4%	15 5%	4 2%	29 4%	28 4%	30 4%	34 4%	20 4%	3 1%	3 3%	27 5%	- -%	* *%	* 1%	- -%	* *%
Answered	844	343	307	194	756	718	792	844	509	277	100	558	27	42	24	23	18
Mean Score	1.2	1.0	1.3	1.4	1.2	1.2	1.2	1.2	1.1	1.3	1.2	1.2	1.4	1.0	1.4	1.1	1.7
Standard error	.03	.06	.05	.05	.03	.03	.03	.03	.03	.04	.10	.04	.11	.09	.09	.11	.10
Standard deviation	.83	.87	.81	.74	.82	.82	.82	.83	.80	.69	.84	.84	.67	.67	.55	.82	.49

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 217 (continuation)

QD10A_11. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	e	*f	*g
Unweighted Base	831	527	64	42	45	28	27	11	487	98	41	36	30	18	11
Effective base	350	251	19	13	9	8	5	3	230	33	15	14	6	9	4
Weighted Base	844	622	54	34	16	11	13	7	548	96	18	22	15	9	11
Not at all important	(-2)	12	8	-	-	-	-	-	9	-	-	-	-	-	-
		1%	1%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%
Not very important	(-1)	22	21	*	*	-	*	-	17	2	*	-	-	-	*
		3%	3%	*%	*%	-%	2%	-%	3%	2%	1%	-%	-%	-%	*%
Neither important nor unimportant	(0)	91	73	3	4	6	*	5	60	12	*	2	2	*	-
		11%	12%	6%	12%	35%	*%	37%	11%	12%	1%	8%	11%	1%	-%
Important	(1)	387	298	25	20	4	6	5	240	55	10	16	6	3	3
		46%	48%	47%	59%	24%	51%	38%	44%	58%	54%	72%	42%	34%	32%
Very important	(2)	332	222	26	10	7	5	3	221	27	8	4	7	6	7
		39%	36%	47%	29%	41%	48%	24%	40%	28%	44%	19%	47%	65%	68%
Don't know		*	*	-	-	-	-	-	*	-	-	-	-	-	-
		*%	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
NET Important		719	520	51	30	11	11	8	462	82	17	20	13	9	11
		85%	84%	94%	88%	65%	98%	63%	84%	86%	98%	92%	89%	99%	100%
NET Not Important		34	29	*	*	-	*	-	26	2	*	-	-	-	*
		4%	5%	*%	*%	-%	2%	-%	5%	2%	1%	-%	-%	-%	*%
Answered		844	621	54	34	16	11	13	548	96	18	22	15	9	11
Mean Score		1.2	1.1	1.4	1.2	1.1	1.4	.9	1.2	1.1	1.4	1.1	1.4	1.6	1.7
Standard error		.03	.04	.08	.10	.13	.12	.16	.04	.07	.09	.09	.13	.12	.15
Standard deviation		.83	.84	.62	.63	.90	.61	.81	.87	.70	.59	.53	.70	.52	.51

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 217 (continuation)

QD10A_11. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	831	558	98	59	40	30	24	22	232	168	199	127	50
Effective base	350	262	33	19	17	10	6	9	125	74	79	33	15
Weighted Base	844	621	92	53	20	21	18	19	324	168	187	73	41
Not at all important	(-2)	12	12	-	-	-	-	-	3	5	-	1	-
		1%	2%	-%	-%	-%	-%	-%	1%	3%	-%	2%	-%
Not very important	(-1)	22	18	2	-	*	*	2	9	4	6	3	*
		3%	3%	2%	-%	*%	*%	11%	3%	2%	3%	4%	*%
Neither important nor unimportant	(0)	91	72	7	9	2	*	1	36	24	17	7	6
		11%	12%	7%	17%	10%	*%	8%	11%	14%	9%	9%	15%
Important	(1)	387	285	34	23	13	13	8	177	64	79	32	19
		46%	46%	37%	43%	65%	58%	42%	54%	38%	42%	44%	45%
Very important	(2)	332	235	48	21	5	9	10	99	71	85	30	16
		39%	38%	53%	40%	24%	41%	55%	31%	42%	45%	41%	39%
Don't know		*	*	-	-	-	-	-	*	-	-	-	-
		*%	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
NET Important		719	520	83	44	18	21	17	276	135	164	62	35
		85%	84%	90%	83%	90%	100%	96%	85%	80%	88%	85%	85%
NET Not Important		34	29	2	-	*	*	2	11	9	6	4	*
		4%	5%	2%	-%	*%	*%	11%	4%	5%	3%	5%	*%
Answered		844	621	92	53	20	21	18	324	168	187	73	41
Mean Score		1.2	1.1	1.4	1.2	1.1	1.4	1.5	1.1	1.1	1.3	1.2	1.2
Standard error		.03	.04	.07	.09	.09	.09	.13	.05	.07	.05	.08	.10
Standard deviation		.83	.87	.73	.73	.59	.51	.63	.77	.96	.76	.88	.71

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 217 (continuation)

QD10A_11. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	831	287	152	162	102	41	286	142	165	92	32
Effective base	350	150	66	58	21	12	148	54	60	29	10
Weighted Base	844	386	153	138	51	29	360	133	130	64	31
Not at all important	(-2)	12	3	5	-	-	8	-	-	1	-
		1%	1%	3%	-%	-%	2%	-%	-%	2%	-%
Not very important	(-1)	22	11	5	5	1	9	2	6	3	-
		3%	3%	3%	3%	1%	2%	2%	4%	4%	-%
Neither important nor unimportant	(0)	91	40	24	16	5	46	7	11	7	6
		11%	10%	16%	11%	10%	13%	5%	8%	10%	19%
Important	(1)	387	198	60	63	23	184	60	48	32	10
		46%	51%	39%	45%	44%	51%	45%	37%	50%	33%
Very important	(2)	332	134	59	55	23	113	65	65	21	15
		39%	35%	38%	40%	45%	31%	49%	50%	33%	47%
Don't know		*	*	-	-	-	*	-	-	-	-
		*%	*%	-%	-%	-%	*%	-%	-%	-%	-%
NET Important		719	332	119	118	45	297	124	113	53	25
		85%	86%	78%	85%	89%	83%	93%	87%	83%	81%
NET Not Important		34	14	10	5	1	17	2	6	4	-
		4%	4%	7%	3%	1%	5%	2%	4%	6%	-%
Answered		844	385	153	138	51	359	133	130	64	31
Mean Score		1.2	1.2	1.1	1.2	1.3	1.1	1.4	1.3	1.1	1.3
Standard error		.03	.05	.08	.06	.07	.05	.06	.06	.09	.14
Standard deviation		.83	.77	.99	.78	.71	.86	.67	.81	.88	.78

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 217 (continuation)

QD10A_11. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
Total base		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	831	363	136	166	114	39	484	56	289	778	53	720	24
Effective base	350	181	50	67	36	10	203	20	125	329	21	298	8
Weighted Base	844	446	119	154	85	25	491	47	305	794	50	733	23
Not at all important	(-2)	12	11	-	1	-	2	-	10	12	-	8	-
		1%	2%	-%	1%	-%	*%	-%	3%	1%	-%	1%	-%
									a				
Not very important	(-1)	22	13	2	5	*	3	6	14	20	2	19	2
		3%	3%	2%	3%	*%	1%	12%	5%	3%	5%	3%	9%
									a				
Neither important nor unimportant	(0)	91	56	14	5	11	26	8	58	85	6	86	5
		11%	13%	11%	3%	13%	5%	16%	19%	11%	12%	12%	20%
									a				
Important	(1)	387	225	48	66	34	219	13	154	371	16	350	9
		46%	51%	40%	43%	40%	45%	28%	51%	47%	31%	48%	39%
Very important	(2)	332	141	56	77	40	241	20	69	306	26	270	8
		39%	32%	47%	50%	47%	49%	43%	23%	39%	52%	37%	32%
				a	a		c	c					
Don't know		*	*	-	-	-	-	-	*	*	-	*	-
		*%	*%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%
NET Important		719	366	103	143	74	461	33	223	677	42	620	17
		85%	82%	87%	93%	87%	94%	72%	73%	85%	83%	85%	71%
					a		bc						
NET Not Important		34	23	2	6	*	4	6	24	32	2	27	2
		4%	5%	2%	4%	*%	1%	12%	8%	4%	5%	4%	9%
								a	a				
Answered		844	445	119	154	85	491	47	305	794	50	733	23
Mean Score		1.2	1.1	1.3	1.4	1.3	1.4	1.0	.8	1.2	1.3	1.2	.9
					a		bc						
Standard error		.03	.05	.06	.06	.07	.03	.14	.06	.03	.12	.03	.20
Standard deviation		.83	.87	.76	.76	.71	.65	1.05	.93	.83	.86	.81	.96

Table 217 (continuation)

QD10A_11. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b	
Unweighted Base	831	661	60	665	166	726	18	660	61	666	165	
Effective base	350	287	15	289	62	300	6	282	19	288	62	
Weighted Base	844	681	38	670	174	736	21	671	48	675	169	
Not at all important	(-2)	12	9	-	12	-	8	-	9	-	12	-
		1%	1%	-%	2%	-%	1%	-%	1%	-%	2%	-%
Not very important	(-1)	22	17	2	19	3	19	2	17	2	20	2
		3%	3%	6%	3%	2%	3%	10%	3%	5%	3%	1%
Neither important nor unimportant	(0)	91	71	5	74	17	82	9	67	9	72	20
		11%	10%	13%	11%	10%	11%	42%	10%	19%	11%	12%
Important	(1)	387	314	20	297	89	354	5	313	21	308	79
		46%	46%	54%	44%	51%	48%	25%	47%	45%	46%	47%
Very important	(2)	332	270	10	267	65	273	5	265	15	264	69
		39%	40%	27%	40%	37%	37%	23%	39%	32%	39%	41%
Don't know		*	*	-	*	-	*	-	*	-	*	-
		*%	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%
NET Important		719	583	31	564	154	627	10	578	36	571	147
		85%	86%	81%	84%	89%	85%	48%	86%	76%	85%	87%
NET Not Important		34	26	2	31	3	27	2	26	2	32	2
		4%	4%	6%	5%	2%	4%	10%	4%	5%	5%	1%
Answered		844	680	38	670	174	735	21	670	48	675	169
Mean Score		1.2	1.2	1.0	1.2	1.2	1.2	.6	1.2	1.0	1.2	1.3
Standard error		.03	.03	.11	.03	.05	.03	.23	.03	.11	.03	.06
Standard deviation		.83	.82	.82	.87	.69	.81	.97	.82	.85	.86	.71

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 217 (continuation)

QD10A_11. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	831	480	589	165	1	471	516	129	3	615	506	167	-
Effective base	350	188	249	69	1	188	220	56	3	252	223	70	-
Weighted Base	844	472	592	170	4	449	511	132	4	612	511	160	-
Not at all important (-2)	12 1%	3 1%	5 1%	- -%	- -%	9 2%	6 1%	1 1%	- -%	6 1%	12 2%	1 1%	- -%
Not very important (-1)	22 3%	15 3%	17 3%	2 1%	- -%	10 2%	13 3%	2 2%	- -%	16 3%	17 3%	2 1%	- -%
Neither important nor unimportant (0)	91 11%	51 11%	72 12%	13 8%	- -%	41 9%	51 10%	9 7%	2 41%	61 10%	46 9%	10 6%	- -%
Important (1)	387 46%	205 43%	297 50%	69 41%	- -%	205 46%	236 46%	46 35%	2 45%	276 45%	226 44%	56 35%	- -%
Very important (2)	332 39%	197 42%	200 34%	85 50%	4 100%	183 41%	204 40%	73 56%	1 14%	254 41%	209 41%	91 57%	- -%
Don't know	* *%	* *%	* *%	- -%	- -%	* *%	* *%	- -%	- -%	* *%	* *%	- -%	- -%
NET Important	719 85%	402 85%	497 84%	155 91%	4 100%	388 86%	440 86%	119 90%	2 59%	529 86%	436 85%	147 92%	- -%
NET Not Important	34 4%	19 4%	22 4%	2 1%	- -%	19 4%	19 4%	3 2%	- -%	22 4%	29 6%	3 2%	- -%
Answered	844	471	592	170	4	449	510	132	4	612	510	160	-
Mean Score	1.2	1.2	1.1	1.4	2.0	1.2	1.2	1.4	.7	1.2	1.2	1.5	-
Standard error	.03	.04	.03	.05	-	.04	.04	.07	.46	.03	.04	.06	-
Standard deviation	.83	.82	.80	.69	-	.85	.82	.77	.79	.80	.90	.73	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 217 (continuation)

QD10A_11. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	
		a	b	c	a	b	c	a	b	c	d	e	
Significance Level: 95%													
Unweighted Base		831	698	668	831	581	486	37	600	479	459	124	75
Effective base		350	290	281	350	233	212	11	266	197	184	59	38
Weighted Base		844	721	674	844	589	508	25	633	496	449	133	87
Not at all important	(-2)	12	8	9	12	6	5	-	12	6	1	1	1
		1%	1%	1%	1%	1%	1%	-%	2%	1%	*%	1%	1%
Not very important	(-1)	22	21	17	22	20	17	-	14	6	16	2	-
		3%	3%	3%	3%	3%	3%	-%	2%	1%	3%	2%	-%
Neither important nor unimportant	(0)	91	88	73	91	77	51	*	76	59	48	10	4
		11%	12%	11%	11%	13%	10%	*%	12%	12%	11%	8%	5%
Important	(1)	387	338	308	387	278	234	15	298	219	189	50	31
		46%	47%	46%	46%	47%	46%	62%	47%	44%	42%	37%	35%
Very important	(2)	332	265	266	332	207	202	10	233	204	195	70	51
		39%	37%	40%	39%	35%	40%	38%	37%	41%	43%	53%	59%
												a	ab
Don't know		*	*	*	*	*	-	-	*	*	-	-	-
		*%	*%	*%	*%	*%	-%	-%	*%	*%	-%	-%	-%
NET Important		719	603	574	719	485	435	25	531	424	384	120	82
		85%	84%	85%	85%	82%	86%	100%	84%	85%	86%	90%	94%
NET Not Important		34	29	26	34	26	22	-	26	13	17	3	1
		4%	4%	4%	4%	4%	4%	-%	4%	3%	4%	2%	1%
Answered		844	720	673	844	588	508	25	633	495	449	133	87
Mean Score		1.2	1.2	1.2	1.2	1.1	1.2	1.4	1.1	1.2	1.3	1.4	1.5
												a	a
Standard error		.03	.03	.03	.03	.03	.04	.08	.03	.04	.04	.07	.08
Standard deviation		.83	.83	.83	.83	.84	.82	.50	.85	.80	.80	.77	.71

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 217 (continuation)

QD10A_11. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		831	115	53	44	32	724	506	753	585	475	471	687	132	-	697	47
Effective base		350	48	22	18	15	303	209	316	243	195	194	292	53	-	281	25
Weighted Base		844	112	47	46	37	723	495	757	575	456	478	693	120	-	635	68
Not at all important	(-2)	12	-	4	-	-	11	7	11	3	3	4	8	-	-	9	3
		1%	-%	9%	-%	-%	1%	1%	1%	*%	1%	1%	1%	-%	-%	1%	4%
			a														
Not very important	(-1)	22	*	*	1	2	18	10	18	13	10	11	17	1	-	22	*
		3%	*%	*%	1%	6%	2%	2%	2%	2%	2%	2%	3%	1%	-%	3%	*%
Neither important nor unimportant	(0)	91	5	3	1	4	80	65	86	56	57	45	72	6	-	74	1
		11%	4%	6%	2%	10%	11%	13%	11%	10%	13%	9%	10%	5%	-%	12%	1%
Important	(1)	387	49	16	24	14	348	213	358	257	184	236	316	53	-	278	34
		46%	44%	34%	52%	39%	48%	43%	47%	45%	40%	49%	46%	44%	-%	44%	50%
Very important	(2)	332	58	24	21	17	266	199	285	246	202	182	279	61	-	252	31
		39%	51%	50%	45%	45%	37%	40%	38%	43%	44%	38%	40%	50%	-%	40%	45%
Don't know		*	-	-	-	-	*	*	*	*	*	*	*	-	-	*	-
		*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%
NET Important		719	107	40	45	31	614	413	642	503	385	418	595	114	-	530	64
		85%	95%	84%	97%	84%	85%	83%	85%	87%	85%	87%	86%	94%	-%	83%	95%
NET Not Important		34	*	5	1	2	28	17	28	16	13	15	25	1	-	31	3
		4%	*%	10%	1%	6%	4%	3%	4%	3%	3%	3%	4%	1%	-%	5%	4%
			a														
Answered		844	112	47	46	37	722	495	757	575	456	478	692	120	-	635	68
Mean Score		1.2	1.5	1.2	1.4	1.2	1.2	1.2	1.2	1.3	1.3	1.2	1.2	1.4	-	1.2	1.3
Standard error		.03	.06	.16	.09	.15	.03	.04	.03	.03	.04	.04	.03	.05	-	.03	.13
Standard deviation		.83	.60	1.20	.60	.86	.83	.84	.82	.77	.81	.78	.81	.62	-	.87	.86

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 217 (continuation)

QD10A_11. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	831	389	442	267	10	135	180	142	527	156	143	182	495
Effective base	350	169	181	106	7	51	80	58	222	67	61	74	211
Weighted Base	844	406	439	259	21	123	203	143	537	157	145	174	512
Not at all important (-2)	12 1%	4 1%	8 2%	- -%	- -%	- -%	- -%	- -%	11 2%	1 *%	- -%	6 3%	6 1%
Not very important (-1)	22 3%	10 3%	12 3%	4 1%	- -%	5 4%	1 *%	7 5%	14 3%	1 *%	3 2%	11 6%	8 2%
Neither important nor unimportant (0)	91 11%	29 7%	63 14%	16 6%	4 18%	13 11%	12 6%	7 5%	58 11%	25 16%	6 4%	13 8%	70 14%
Important (1)	387 46%	177 44%	210 48%	128 49%	8 41%	55 44%	99 49%	46 32%	277 52%	62 39%	60 42%	79 45%	241 47%
Very important (2)	332 39%	186 46%	146 33%	111 43%	8 40%	51 41%	90 45%	83 58%	176 33%	69 44%	76 52%	65 38%	186 36%
Don't know	* *%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%
NET Important	719 85%	363 89%	356 81%	239 92%	17 82%	105 85%	190 94%	129 90%	453 84%	131 83%	136 94%	144 83%	427 83%
NET Not Important	34 4%	14 3%	20 4%	4 1%	- -%	5 4%	1 *%	7 5%	25 5%	1 1%	3 2%	16 9%	15 3%
Answered	844	406	438	259	21	123	203	143	537	157	145	174	511
Mean Score	1.2	1.3	1.1	1.3	1.2	1.2	1.4	1.4	1.1	1.3	1.4	1.1	1.2
Standard error	.03	.04	.04	.04	.24	.07	.05	.07	.04	.06	.06	.07	.04
Standard deviation	.83	.79	.86	.66	.75	.80	.61	.80	.85	.76	.67	.99	.81

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 217 (continuation)

QD10A_11. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		831	340	491
Effective base		350	123	227
Weighted Base		844	309	535
Not at all important	(-2)	12 1%	* *%	12 2%
Not very important	(-1)	22 3%	6 2%	16 3%
Neither important nor unimportant	(0)	91 11%	52 17%	40 7%
			b	
Important	(1)	387 46%	139 45%	248 46%
Very important	(2)	332 39%	113 36%	219 41%
Don't know		* *%	- -%	* *%
NET Important		719 85%	252 81%	467 87%
NET Not Important		34 4%	6 2%	28 5%
Answered		844	309	535
Mean Score		1.2	1.2	1.2
Standard error		.03	.04	.04
Standard deviation		.83	.77	.87

Columns Tested:: a,b

Table 217 (continuation)

QD10A_11. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	831	50	109	68	69	91	39	36	87	57	68	45	112
Effective base	350	19	53	44	22	72	24	8	38	25	16	22	39
Weighted Base	844	26	93	91	25	146	41	11	128	55	39	67	122
Not at all important (-2)	12 1%	- -%	1 1%	- -%	3 11%	1 1%	3 7%	- -%	4 4%	- -%	- -%	- -%	- -%
Not very important (-1)	22 3%	- -%	1 2%	4 5%	* 1%	2 2%	3 8%	* 1%	2 1%	- -%	* 1%	4 6%	5 4%
Neither important nor unimportant (0)	91 11%	3 13%	10 11%	16 17%	1 5%	21 14%	1 3%	1 7%	11 9%	9 17%	4 10%	- -%	13 11%
Important (1)	387 46%	13 47%	48 51%	43 48%	6 26%	74 50%	16 38%	4 35%	59 46%	21 38%	22 56%	22 32%	59 49%
Very important (2)	332 39%	10 39%	34 36%	28 30%	14 56%	48 33%	18 44%	6 57%	51 40%	25 45%	13 33%	41 62%	45 37%
Don't know	* *%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET Important	719 85%	23 87%	81 87%	71 78%	20 82%	122 83%	34 82%	10 91%	110 86%	46 83%	34 89%	63 94%	104 85%
NET Not Important	34 4%	- -%	2 2%	4 5%	3 12%	3 2%	6 15%	* 1%	6 5%	- -%	* 1%	4 6%	5 4%
Answered	844	26	93	91	24	146	41	11	128	55	39	67	122
Mean Score	1.2	1.3	1.2	1.0	1.2	1.1	1.0	1.5	1.2	1.3	1.2	1.5	1.2
Standard error	.03	.10	.07	.10	.16	.08	.19	.12	.10	.10	.08	.12	.07
Standard deviation	.83	.69	.74	.82	1.30	.77	1.19	.72	.91	.74	.66	.78	.77

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 217 (continuation)

QD10A_11. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	831	227	199	180	225	426	405
Effective base	350	113	113	66	76	226	142
Weighted Base	844	211	212	194	227	423	421
Not at all important	(-2)	12	7	4	-	7	4
		1%	*%	3%	2%	-%	2%
Not very important	(-1)	22	6	6	2	9	11
		3%	3%	3%	1%	4%	3%
Neither important nor unimportant	(0)	91	29	23	21	17	53
		11%	14%	11%	11%	8%	12%
Important	(1)	387	104	96	84	103	200
		46%	49%	45%	43%	45%	47%
Very important	(2)	332	72	80	82	98	152
		39%	34%	38%	42%	43%	36%
Don't know		*	-	*	-	*	-
		*%	-%	*%	-%	*%	-%
NET Important		719	176	176	166	201	352
		85%	83%	83%	86%	89%	83%
NET Not Important		34	6	12	6	9	19
		4%	3%	6%	3%	4%	4%
Answered		844	211	212	194	227	423
Mean Score		1.2	1.1	1.1	1.2	1.3	1.1
Standard error		.03	.05	.07	.06	.05	.04
Standard deviation		.83	.77	.93	.86	.77	.81

Columns Tested:: a,b,c,d - a,b

Table 218

QD10A_12. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	831	32	799	587	123	36	85	244
Effective base	350	8	342	323	51	15	44	68
Weighted Base	844	16	828	808	31	4	2	37
Not at all important	(-2)	8	8	8	*	-	-	*
	1%	-%	1%	1%	1%	-%	-%	1%
Not very important	(-1)	15	15	15	*	*	-	*
	2%	*%	2%	2%	*%	1%	-%	*%
Neither important nor unimportant	(0)	75	75	72	3	*	*	3
	9%	4%	9%	9%	10%	5%	13%	9%
Important	(1)	363	362	350	10	2	1	13
	43%	6%	44%	43%	32%	56%	55%	36%
			a				be	
Very important	(2)	382	367	363	17	1	1	19
	45%	90%	44%	45%	54%	36%	32%	50%
		b			d			
Don't know		2	2	*	1	*	-	1
	*%	-%	*%	*%	3%	3%	-%	3%
			a		a	a		a
NET Important		745	729	713	26	4	2	32
	88%	96%	88%	88%	85%	92%	87%	86%
NET Not Important		23	23	22	*	*	-	1
	3%	*%	3%	3%	2%	1%	-%	1%
Answered		843	826	807	30	4	2	36
Mean Score		1.3	1.3	1.3	1.4	1.3	1.2	1.4
		b						
Standard error		.03	.03	.03	.07	.12	.10	.05
Standard deviation		.78	.78	.78	.81	.71	.90	.78

Columns Tested: a,b - a,b,c,d,e

Table 218 (continuation)

QD10A_12. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2								
Total base		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	831	260	245	82	71	88	85	587	123	121
Effective base	350	164	129	37	33	31	44	323	51	31
Weighted Base	844	440	315	53	22	13	2	808	31	6
Not at all important	(-2)	8	3	4	-	*	-	8	*	-
		1%	1%	1%	-%	2%	-%	1%	1%	-%
Not very important	(-1)	15	10	4	*	-	*	15	*	*
		2%	2%	1%	*%	-%	*%	2%	*%	1%
Neither important nor unimportant	(0)	75	40	26	6	2	1	72	3	*
		9%	9%	8%	11%	11%	6%	9%	10%	7%
Important	(1)	363	178	143	29	6	6	350	10	3
		43%	41%	45%	54%	29%	44%	43%	32%	55%
					dh			dh		dh
Very important	(2)	382	208	137	18	12	6	363	17	2
		45%	47%	43%	35%	56%	44%	45%	54%	35%
					f			f		f
Don't know		2	-	*	-	*	1	*	1	*
		*%	-%	*%	-%	2%	6%	*%	3%	2%
						abg		ag		
NET Important		745	386	280	47	18	12	713	26	5
		88%	88%	89%	88%	85%	88%	88%	85%	90%
NET Not Important		23	14	9	*	*	*	22	*	*
		3%	3%	3%	*%	2%	*%	3%	2%	1%
Answered		843	440	314	53	21	12	807	30	6
Mean Score		1.3	1.3	1.3	1.2	1.4	1.4	1.3	1.4	1.3
Standard error		.03	.05	.05	.07	.10	.07	.03	.07	.06
Standard deviation		.78	.79	.79	.65	.87	.65	.78	.81	.68

Columns Tested: a,b,c,d,e,f,g,h,i

Table 218 (continuation)

QD10A_12. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	831	375	212	123	36	85	384	143	63	45	105
Effective base	350	241	106	51	15	44	223	63	19	13	23
Weighted Base	844	663	145	31	4	2	593	108	33	18	22
Not at all important	(-2)	8	8	-	*	-	8	-	*	-	-
		1%	1%	-%	1%	-%	1%	-%	1%	-%	-%
Not very important	(-1)	15	13	2	*	*	11	1	3	-	-
		2%	2%	1%	*%	1%	2%	1%	8%	-%	-%
Neither important nor unimportant	(0)	75	57	15	3	*	40	23	3	2	2
		9%	9%	10%	10%	5%	7%	21%	9%	14%	7%
Important	(1)	363	285	65	10	2	268	49	9	4	11
		43%	43%	45%	32%	56%	45%	45%	28%	25%	51%
Very important	(2)	382	300	63	17	1	266	36	17	11	9
		45%	45%	43%	54%	36%	45%	33%	53%	62%	42%
Don't know		2	-	*	1	*	1	-	*	-	-
		*%	-%	*%	3%	3%	*%	-%	1%	-%	-%
NET Important		745	586	127	26	4	534	84	26	15	21
		88%	88%	88%	85%	92%	90%	78%	80%	86%	93%
NET Not Important		23	20	2	*	*	19	1	3	-	-
		3%	3%	1%	2%	1%	3%	1%	10%	-%	-%
Answered		843	663	144	30	4	592	108	32	18	22
Mean Score		1.3	1.3	1.3	1.4	1.3	1.3	1.1	1.2	1.5	1.3
Standard error		.03	.04	.05	.07	.12	.04	.06	.13	.11	.06
Standard deviation		.78	.79	.71	.81	.71	.78	.75	1.03	.74	.62

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 218 (continuation)

QD10A_12. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		831	71	47	84	36	65	84	57	54	58
Effective base		350	44	31	47	17	33	52	32	28	28
Weighted Base		844	98	54	128	40	88	155	90	59	65
Not at all important	(-2)	8 1%	2 2%	- -%	- -%	1 3%	- -%	* *%	3 3%	- -%	- -%
Not very important	(-1)	15 2%	8 8%	- -%	- -%	- -%	* *%	5 3%	1 1%	- -%	1 1%
Neither important nor unimportant	(0)	75 9%	2 2%	4 8%	20 16%	- -%	12 13%	12 8%	4 4%	10 18%	5 8%
Important	(1)	363 43%	40 41%	17 31%	47 36%	15 39%	33 37%	78 51%	53 59%	29 48%	25 39%
Very important	(2)	382 45%	46 47%	33 60%	61 48%	23 58%	43 49%	59 38%	29 32%	19 33%	33 51%
Don't know		2 *%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	1 1%	* 1%
NET Important		745 88%	86 88%	50 91%	108 84%	39 97%	76 87%	137 88%	82 91%	48 81%	59 90%
NET Not Important		23 3%	9 9%	- -%	- -%	1 3%	* *%	5 4%	4 4%	- -%	1 1%
Answered		843	98	54	128	40	88	155	90	58	65
Mean Score		1.3	1.2	1.5	1.3	1.5	1.4	1.2	1.2	1.2	1.4
Standard error		.03	.11	.10	.08	.13	.09	.08	.11	.10	.09
Standard deviation		.78	.95	.65	.73	.77	.71	.75	.82	.70	.69

Columns Tested: a,b,c,d,e,f,g,h,i

Table 218 (continuation)

QD10A_12. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)									
		Net: North		Net: Midlands		Net: South		Net: England		Net: Scotland, Wales and Northern Ireland	
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
			a	b	c	d	e	f	g	h	
Significance Level: 95%											
Unweighted Base		831	159	172	225	556	275	88	102	85	
Effective base		350	78	101	130	304	88	31	33	29	
Weighted Base		844	193	211	373	777	67	28	27	12	
Not at all important	(-2)	8 1%	1 1%	2 1%	3 1%	6 1%	2 3%	- -%	2 8%	- -%	
									cd		
Not very important	(-1)	15 2%	1 *%	8 4%	6 2%	15 2%	* *%	* *%	- -%	* 1%	
Neither important nor unimportant	(0)	75 9%	17 9%	17 8%	37 10%	71 9%	5 7%	1 4%	2 9%	1 8%	
Important	(1)	363 43%	74 38%	86 41%	178 48%	338 43%	25 38%	8 28%	13 47%	5 39%	
Very important	(2)	382 45%	100 52%	98 46%	149 40%	347 45%	35 52%	19 67%	10 36%	6 51%	
								bcdg			
Don't know		2 *%	* *%	1 *%	- -%	2 *%	* *%	* *%	- -%	- -%	
NET Important		745 88%	174 90%	184 87%	327 88%	685 88%	60 90%	26 96%	22 83%	11 90%	
NET Not Important		23 3%	2 1%	9 4%	9 3%	20 3%	2 3%	* *%	2 8%	* 1%	
Answered		843	192	210	373	776	67	27	27	12	
Mean Score		1.3	1.4	1.3	1.2	1.3	1.4	1.6	1.0	1.4	
			g					bcdg			
Standard error		.03	.06	.06	.05	.03	.05	.06	.11	.08	
Standard deviation		.78	.71	.83	.76	.77	.87	.57	1.09	.73	

Columns Tested:: a,b,c,d,e,f,g,h

Table 218 (continuation)

QD10A_12. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Industry									
		Total base	Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
			*a	b	*c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		831	29	65	4	69	80	232	31	30	359
Effective base		350	19	20	3	22	31	105	12	12	161
Weighted Base		844	29	51	4	55	91	202	27	17	423
Not at all important	(-2)	8 1%	- -%	- -%	- -%	- -%	3 3%	1 1%	3 10% fi	- -%	2 *
Not very important	(-1)	15 2%	- -%	* *%	- -%	* *%	- -%	1 *%	- -%	- -%	14 3%
Neither important nor unimportant	(0)	75 9%	4 15%	10 19%	- -%	10 17%	11 12%	11 5%	1 4%	* 1%	38 9%
Important	(1)	363 43%	15 51%	22 43%	2 39%	24 43%	37 41%	85 42%	7 27%	8 45%	187 44%
Very important	(2)	382 45%	10 34%	19 37%	2 61%	21 39%	40 44%	103 51%	16 59%	9 52%	183 43%
Don't know		2 *%	- -%	* 1%	- -%	* 1%	- -%	* *%	- -%	* 2%	* *%
NET Important		745 88%	24 85%	41 80%	4 100%	45 82%	77 85%	189 94%	23 86%	16 97%	369 87%
NET Not Important		23 3%	- -%	* *%	- -%	* *%	3 3%	2 1%	3 10% f	- -%	16 4%
Answered		843	29	51	4	55	91	201	27	16	423
Mean Score		1.3	1.2	1.2	1.6	1.2	1.2	1.4	1.2	1.5	1.3
Standard error		.03	.13	.09	.28	.09	.10	.04	.22	.10	.04
Standard deviation		.78	.68	.74	.57	.74	.88	.66	1.24	.53	.79

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 218 (continuation)

QD10A_12. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	831	178	232	421	718	113	-	709	122	808	23
Effective base	350	68	105	182	296	54	-	326	27	341	9
Weighted Base	844	175	202	468	699	145	-	800	44	826	18
Not at all important (-2)	8 1%	3 1%	1 1%	4 1%	8 1%	- -%	- -%	8 1%	- -%	8 1%	- -%
Not very important (-1)	15 2%	* *%	1 *%	14 3%	9 1%	6 4%	- -%	14 2%	1 1%	15 2%	- -%
Neither important nor unimportant (0)	75 9%	25 14%	11 5%	39 8%	60 9%	15 10%	- -%	73 9%	2 4%	73 9%	2 12%
Important (1)	363 43%	76 43%	85 42%	202 43%	289 41%	74 51%	- -%	347 43%	16 35%	358 43%	5 26%
Very important (2)	382 45%	71 40%	103 51%	208 44%	331 47%	51 35%	- -%	356 44%	26 58%	370 45%	12 63%
Don't know	2 *%	* *%	* *%	1 *%	2 *%	- -%	- -%	1 *%	* 1%	2 *%	- -%
NET Important	745 88%	146 84%	189 94%	410 88%	620 89%	125 86%	- -%	704 88%	41 94%	729 88%	16 88%
NET Not Important	23 3%	3 2%	2 1%	18 4%	17 2%	6 4%	- -%	22 3%	1 1%	23 3%	- -%
Answered	843	174	201	467	697	145	-	799	44	824	18
Mean Score	1.3	1.2	1.4	1.3	1.3	1.2	-	1.3	1.5	1.3	1.5
Standard error	.03	.06	.04	.04	.03	.07	-	.03	.06	.03	.15
Standard deviation	.78	.80	.66	.81	.78	.77	-	.78	.65	.78	.72

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 218 (continuation)

QD10A_12. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		831	417	167	247
Effective base		350	181	61	108
Weighted Base		844	452	138	255
Not at all important	(-2)	8 1%	8 2%	* *%	- -%
Not very important	(-1)	15 2%	11 2%	3 2%	1 1%
Neither important nor unimportant	(0)	75 9%	52 11%	13 10%	10 4%
Important	(1)	363 43%	213 47%	51 37%	99 39%
Very important	(2)	382 45%	168 37%	70 51%	144 57%
Don't know		2 *%	* *%	1 1%	* *%
NET Important		745 88%	382 84%	120 87%	243 95%
NET Not Important		23 3%	18 4%	3 2%	1 1%
Answered		843	452	137	254
Mean Score		1.3	1.2	1.4	1.5
Standard error		.03	.04	.06	.04
Standard deviation		.78	.84	.76	.60

Columns Tested:: a,b,c

Table 218 (continuation)

QD10A_12. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	831	561	172	45	20	19	7	3	4	733	98	53
Effective base	350	266	59	14	6	6	1	1	1	324	25	12
Weighted Base	844	650	134	36	5	12	2	1	5	784	61	25
Not at all important	(-2)	8	5	2	-	-	*	-	-	8	*	*
		1%	1%	2%	-%	-%	4%	-%	-%	1%	1%	2%
Not very important	(-1)	15	13	1	*	-	-	-	-	15	*	-
		2%	2%	1%	*%	-%	-%	-%	-%	2%	*%	-%
Neither important nor unimportant	(0)	75	67	6	*	*	2	*	-	73	2	2
		9%	10%	5%	*%	5%	16%	1%	-%	9%	4%	9%
Important	(1)	363	290	46	16	3	5	2	*	336	27	10
		43%	45%	34%	46%	51%	45%	97%	2%	43%	44%	42%
Very important	(2)	382	273	78	19	2	4	*	1	351	31	12
		45%	42%	59%	53%	44%	35%	3%	98%	45%	50%	47%
Don't know		2	1	*	*	-	-	-	-	1	*	-
		*%	*%	*%	1%	-%	-%	-%	-%	*%	1%	-%
NET Important		745	563	124	36	5	10	2	1	687	58	22
		88%	87%	93%	98%	95%	80%	99%	100%	88%	95%	89%
NET Not Important		23	19	3	*	-	*	-	-	22	1	*
		3%	3%	2%	*%	-%	4%	-%	-%	3%	1%	2%
Answered		843	649	133	36	5	12	2	1	782	60	25
Mean Score		1.3	1.3	1.5	1.5	1.4	1.1	1.0	2.0	1.3	1.4	1.3
Standard error		.03	.03	.06	.08	.14	.22	.09	-	.07	.07	.11
Standard deviation		.78	.79	.77	.52	.65	.96	.24	-	.14	.65	.80

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 218 (continuation)

QD10A_12. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	831	247	314	270	744	721	776	831	525	339	77	489	37	61	35	53	24
Effective base	350	135	131	84	306	301	325	350	207	111	40	228	12	16	11	13	7
Weighted Base	844	343	307	194	757	718	792	844	509	277	100	558	27	42	24	23	18
Not at all important (-2)	8 1%	4 1%	2 1%	3 1%	5 1%	4 1%	5 1%	8 1%	3 *	3 1%	1 1%	4 1%	- -%	- -%	- -%	- -%	- -%
Not very important (-1)	15 2%	11 3%	3 1%	1 1%	15 2%	12 2%	15 2%	15 2%	2 *	4 1%	3 3%	11 2%	- -%	* %	- -%	1 5%	- -%
Neither important nor unimportant (0)	75 9%	49 14%	17 6%	9 4%	73 10%	64 9%	75 9%	75 9%	43 8%	28 10%	13 13%	52 9%	1 3%	3 6%	2 8%	5 21%	* %
Important (1)	363 43%	164 48%	126 41%	73 37%	339 45%	309 43%	348 44%	363 43%	241 47%	115 41%	45 45%	259 46%	8 30%	13 31%	9 37%	7 29%	8 43%
Very important (2)	382 45%	115 33%	158 52%	109 56%	324 43%	329 46%	348 44%	382 45%	220 43%	127 46%	38 38%	232 42%	18 67%	26 62%	13 56%	10 44%	10 57%
Don't know	2 *%	1 *%	* *%	* *%	1 *%	1 *%	1 *%	2 *%	1 *%	1 *%	- -%	1 *%	- -%	* 1%	- -%	- -%	- -%
NET Important	745 88%	279 81%	285 93%	182 93%	663 88%	638 89%	697 88%	745 88%	461 91%	242 87%	83 83%	491 88%	26 97%	39 93%	22 92%	17 73%	18 100%
NET Not Important	23 3%	14 4%	5 1%	4 2%	20 3%	16 2%	20 2%	23 3%	4 1%	7 2%	4 4%	14 3%	- -%	* *%	- -%	1 5%	- -%
Answered	843	342	307	194	756	717	791	843	508	277	100	557	27	42	24	23	18
Mean Score	1.3	1.1	1.4	1.5	1.3	1.3	1.3	1.3	1.3	1.3	1.2	1.3	1.6	1.6	1.5	1.1	1.6
Standard error	.03	.05	.04	.04	.03	.03	.03	.03	.03	.04	.10	.03	.09	.08	.11	.13	.10
Standard deviation	.78	.83	.69	.73	.77	.75	.76	.78	.68	.78	.84	.76	.55	.62	.65	.94	.51

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 218 (continuation)

QD10A_12. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	e	*f	*g
Unweighted Base	831	527	64	42	45	28	27	11	487	98	41	36	30	18	11
Effective base	350	251	19	13	9	8	5	3	230	33	15	14	6	9	4
Weighted Base	844	622	54	34	16	11	13	7	548	96	18	22	15	9	11
Not at all important	(-2)	8	5	-	-	-	-	-	2	2	-	-	-	-	-
		1%	1%	-%	-%	-%	-%	-%	*%	2%	-%	-%	-%	-%	-%
Not very important	(-1)	15	15	-	-	*	-	-	11	-	-	-	-	1	-
		2%	2%	-%	-%	*%	-%	-%	2%	-%	-%	-%	-%	13%	-%
Neither important nor unimportant	(0)	75	63	1	2	1	2	5	54	9	*	*	*	*	-
		9%	10%	2%	5%	4%	18%	37%	10%	9%	2%	1%	2%	*%	-%
Important	(1)	363	284	24	16	3	3	2	236	46	4	8	9	3	2
		43%	46%	44%	49%	21%	29%	19%	43%	48%	23%	37%	59%	35%	23%
Very important	(2)	382	254	30	16	12	6	6	245	39	13	14	6	5	8
		45%	41%	55%	46%	75%	53%	44%	45%	40%	75%	61%	40%	51%	77%
Don't know		2	1	-	-	-	-	-	1	*	-	*	-	-	-
		*%	*%	-%	-%	-%	-%	-%	*%	*%	-%	2%	-%	-%	-%
NET Important		745	538	53	32	16	9	8	481	85	17	22	14	8	11
		88%	86%	98%	95%	96%	82%	63%	88%	89%	98%	98%	98%	87%	100%
NET Not Important		23	19	-	-	*	-	-	12	2	-	-	-	1	-
		3%	3%	-%	-%	*%	-%	-%	2%	2%	-%	-%	-%	13%	-%
Answered		843	621	54	34	16	11	13	548	95	18	22	15	9	11
Mean Score		1.3	1.2	1.5	1.4	1.7	1.3	1.1	1.3	1.2	1.7	1.6	1.4	1.2	1.8
Standard error		.03	.03	.07	.09	.08	.15	.18	.03	.08	.08	.09	.10	.25	.13
Standard deviation		.78	.79	.54	.60	.56	.81	.94	.75	.80	.49	.52	.54	1.05	.44

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 218 (continuation)

QD10A_12. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	831	558	98	59	40	30	24	22	232	168	199	127	50
Effective base	350	262	33	19	17	10	6	9	125	74	79	33	15
Weighted Base	844	621	92	53	20	21	18	19	324	168	187	73	41
Not at all important	8 1%	5 1%	* *%	2 4%	- -%	- -%	- -%	- -%	1 *%	2 1%	2 1%	- -%	- -%
Not very important	15 2%	15 2%	- -%	- -%	* *%	- -%	- -%	- -%	13 4%	* *%	1 1%	* *%	- -%
Neither important nor unimportant	75 9%	64 10%	4 4%	5 9%	2 10%	* 1%	- -%	* 1%	34 10%	15 9%	13 7%	3 4%	11 27% cd
Important	363 43%	271 44%	40 44%	13 25%	10 50%	10 45%	13 70%	6 33%	158 49%	68 40%	76 41%	31 43%	14 35%
Very important	382 45%	265 43%	47 52%	33 62%	8 40%	11 52%	5 30%	12 66%	117 36%	83 49%	94 50%	38 53%	16 39%
Don't know	2 *%	1 *%	- -%	* *%	- -%	* 2%	- -%	- -%	* *%	1 *%	- -%	* *%	- -%
NET Important	745 88%	536 86%	87 95%	46 87%	18 90%	21 97%	18 100%	18 99%	276 85%	151 90%	171 91%	70 96%	30 73%
NET Not Important	23 3%	20 3%	* *%	2 4%	* *%	- -%	- -%	- -%	14 4%	2 1%	3 2%	* *%	- -%
Answered	843	620	92	53	20	21	18	19	324	167	187	73	41
Mean Score	1.3	1.2	1.5	1.4	1.3	1.5	1.3	1.7	1.2	1.4	1.4	1.5	1.1
Standard error	.03	.03	.06	.13	.11	.10	.10	.11	.05	.06	.05	.05	.11
Standard deviation	.78	.80	.63	.96	.67	.53	.47	.50	.80	.75	.73	.58	.81

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 218 (continuation)

QD10A_12. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	831	287	152	162	102	41	286	142	165	92	32
Effective base	350	150	66	58	21	12	148	54	60	29	10
Weighted Base	844	386	153	138	51	29	360	133	130	64	31
Not at all important	8 1%	3 1%	- -%	2 1%	- -%	- -%	- -%	2 2%	2 1%	- -%	- -%
Not very important	15 2%	13 3%	* *%	1 1%	* *%	- -%	10 3%	* *%	1 1%	- -%	- -%
Neither important nor unimportant	75 9%	35 9%	14 9%	13 9%	1 2%	11 38%	44 12%	5 4%	3 2%	2 4%	9 30%
Important	363 43%	174 45%	74 48%	57 41%	23 45%	11 39%	173 48%	46 35%	51 40%	29 45%	8 28%
Very important	382 45%	160 41%	65 43%	65 47%	27 53%	7 23%	132 37%	79 59%	73 56%	32 51%	13 42%
Don't know	2 *%	1 *%	* *%	- -%	* *%	- -%	* *%	* *%	- -%	* *%	- -%
NET Important	745 88%	334 86%	139 91%	123 88%	49 97%	18 62%	305 85%	125 94%	124 96%	61 96%	22 70%
NET Not Important	23 3%	16 4%	* *%	3 2%	* *%	- -%	10 3%	2 2%	3 2%	- -%	- -%
Answered	843	385	153	138	51	29	359	133	130	64	31
Mean Score	1.3	1.2	1.3	1.3	1.5	.9	1.2	1.5	1.5	1.5	1.1
Standard error	.03	.05	.05	.06	.06	.12	.04	.06	.06	.06	.15
Standard deviation	.78	.82	.64	.78	.56	.78	.76	.73	.71	.57	.86

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 218 (continuation)

QD10A_12. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
Total base		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	*b
Significance Level: 95%													
Unweighted Base	831	363	136	166	114	39	484	56	289	778	53	720	24
Effective base	350	181	50	67	36	10	203	20	125	329	21	298	8
Weighted Base	844	446	119	154	85	25	491	47	305	794	50	733	23
Not at all important	(-2) 8	6	-	2	-	-	3	1	4	8	*	5	-
	1%	1%	-%	1%	-%	-%	1%	2%	1%	1%	1%	1%	-%
Not very important	(-1) 15	15	*	-	*	-	2	*	13	15	-	15	-
	2%	3%	*%	-%	*%	-%	*%	*%	4%	2%	-%	2%	-%
Neither important nor unimportant	(0) 75	50	10	7	5	*	25	5	45	69	6	68	5
	9%	11%	8%	4%	5%	1%	5%	10%	15%	9%	11%	9%	23%
Important	(1) 363	214	45	60	26	16	198	21	141	345	18	332	7
	43%	48%	37%	39%	30%	64%	40%	46%	46%	43%	35%	45%	28%
Very important	(2) 382	160	65	85	54	9	262	18	101	356	26	312	11
	45%	36%	54%	55%	64%	35%	53%	40%	33%	45%	52%	43%	49%
Don't know	2	1	-	*	*	-	*	1	1	1	*	1	-
	*%	*%	-%	*%	*%	-%	*%	1%	*%	*%	1%	*%	-%
NET Important	745	374	110	145	80	25	461	40	242	701	44	645	18
	88%	84%	92%	94%	94%	99%	94%	86%	79%	88%	87%	88%	77%
NET Not Important	23	21	*	2	*	-	5	1	17	22	*	20	-
	3%	5%	*%	1%	*%	-%	1%	3%	6%	3%	1%	3%	-%
Answered	843	445	119	154	85	25	491	46	304	793	50	732	23
Mean Score	1.3	1.1	1.5	1.5	1.6	1.3	1.5	1.2	1.1	1.3	1.4	1.3	1.3
Standard error	.03	.04	.06	.06	.06	.08	.03	.11	.05	.03	.11	.03	.17
Standard deviation	.78	.84	.65	.71	.60	.50	.66	.84	.88	.78	.76	.76	.82

Table 218 (continuation)

QD10A_12. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	*b	a	b	a	b
Significance Level: 95%											
Unweighted Base		831	661 60	665 166		726 18		660 61		666 165	
Effective base		350	287 15	289 62		300 6		282 19		288 62	
Weighted Base		844	681 38	670 174		736 21		671 48		675 169	
Not at all important	(-2)	8 1%	4 1% -	8 1% -	- -%	5 1% -	- -%	4 1% -	- -%	8 1% -	- -%
Not very important	(-1)	15 2%	12 2% -	15 2% *	* -%	15 2% -	- -%	12 2% -	- -%	15 2% *	* -%
Neither important nor unimportant	(0)	75 9%	58 8% 6 15%	65 10% 10 6%	10 6%	69 9% 4 21%	4 21%	59 9% 5 10%	5 10%	66 10% 10 6%	10 6%
Important	(1)	363 43%	292 43% 17 46%	292 44% 71 41%	71 41%	335 46% 3 16%	3 16%	286 43% 23 47%	23 47%	296 44% 67 40%	67 40%
Very important	(2)	382 45%	315 46% 14 37%	289 43% 93 53%	93 53%	311 42% 13 62%	13 62%	309 46% 20 42%	20 42%	291 43% 91 54%	91 54%
Don't know		2 *%	1 *% 1 2%	2 *% - -%	- -%	1 *% - -%	- -%	1 *% 1 1%	1 1%	1 *% 1 *%	1 *%
NET Important		745 88%	607 89% 31 83%	580 87% 164 94%	164 94%	646 88% 16 79%	16 79%	596 89% 43 89%	43 89%	586 87% 159 94%	159 94%
NET Not Important		23 3%	16 2% - -%	23 3% * -%	* -%	20 3% - -%	- -%	16 2% - -%	- -%	23 3% * -%	* -%
Answered		843	680 37	668 174	174	735 21	21	670 47	47	674 168	168
Mean Score		1.3	1.3 1.2	1.3 1.5	1.5	1.3 1.4	1.4	1.3 1.3	1.3	1.3 1.5	1.5
Standard error		.03	.03 .09	.03 .05	.05	.03 .20	.20	.03 .08	.08	.03 .05	.05
Standard deviation		.78	.75 .71	.81 .61	.61	.76 .84	.84	.75 .65	.65	.81 .61	.61

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 218 (continuation)

QD10A_12. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	831	480	589	165	1	471	516	129	3	615	506	167	-
Effective base	350	188	249	69	1	188	220	56	3	252	223	70	-
Weighted Base	844	472	592	170	4	449	511	132	4	612	511	160	-
Not at all important (-2)	8 1%	2 *% *%	3 *%	- -%	- -%	2 *%	2 *%	- -%	- -%	3 *%	5 1%	- -%	- -%
Not very important (-1)	15 2%	* *%	11 2%	1 1%	- -%	* *%	9 2%	1 1%	- -%	* *%	11 2%	1 1%	- -%
Neither important nor unimportant (0)	75 9%	34 7%	60 10%	5 3%	- -%	25 5%	50 10%	1 1%	- -%	32 5%	51 10%	8 5%	- -%
Important (1)	363 43%	210 45%	274 46%	63 37%	- -%	184 41%	223 44%	51 38%	2 45%	263 43%	217 42%	56 35%	- -%
Very important (2)	382 45%	224 48%	242 41%	100 59%	4 100%	237 53%	227 44%	79 60%	2 55%	313 51%	225 44%	94 59%	- -%
Don't know	2 *%	1 *%	1 *%	- -%	- -%	1 *%	1 *%	- -%	- -%	1 *%	1 *%	* *%	- -%
NET Important	745 88%	435 92%	517 87%	163 96%	4 100%	421 94%	450 88%	130 98%	4 100%	576 94%	442 87%	151 94%	- -%
NET Not Important	23 3%	2 *%	14 2%	1 1%	- -%	2 *%	10 2%	1 1%	- -%	3 *%	17 3%	1 1%	- -%
Answered	843	471	591	170	4	448	510	132	4	611	510	160	-
Mean Score	1.3	1.4 b	1.3	1.5 b	2.0	1.5 b	1.3	1.6 b	1.5	1.4 b	1.3	1.5 b	-
Standard error	.03	.03	.03	.05	-	.03	.03	.05	.33	.03	.04	.05	-
Standard deviation	.78	.66	.75	.60	-	.65	.74	.56	.57	.64	.81	.63	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 218 (continuation)

QD10A_12. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	
		a	b	c	a	b	c	a	b	c	d	e	
Significance Level: 95%													
Unweighted Base		831	698	668	831	581	486	37	600	479	459	124	75
Effective base		350	290	281	350	233	212	11	266	197	184	59	38
Weighted Base		844	721	674	844	589	508	25	633	496	449	133	87
Not at all important	(-2)	8	3	2	8	3	2	-	8	*	-	-	-
		1%	*%	*%	1%	*%	*%	-%	1%	*%	-%	-%	-%
Not very important	(-1)	15	15	12	15	8	10	1	15	*	*	*	1
		2%	2%	2%	2%	1%	2%	5%	2%	*%	*%	*%	1%
Neither important nor unimportant	(0)	75	71	61	75	53	50	-	59	38	16	4	2
		9%	10%	9%	9%	9%	10%	-%	9%	8%	4%	3%	2%
Important	(1)	363	327	288	363	269	212	11	289	206	188	53	35
		43%	45%	43%	43%	46%	42%	43%	46%	41%	42%	40%	41%
Very important	(2)	382	303	311	382	255	234	13	262	251	244	76	49
		45%	42%	46%	45%	43%	46%	51%	41%	51%	54%	57%	56%
Don't know		2	1	1	2	1	*	*	1	1	1	*	-
		*%	*%	*%	*%	*%	*%	1%	*%	*%	*%	*%	-%
NET Important		745	631	598	745	524	446	23	551	456	431	129	84
		88%	88%	89%	88%	89%	88%	94%	87%	92%	96%	97%	97%
NET Not Important		23	17	13	23	11	11	1	22	1	*	*	1
		3%	2%	2%	3%	2%	2%	5%	3%	*%	*%	*%	1%
Answered		843	720	673	843	588	507	25	632	495	448	133	87
Mean Score		1.3	1.3	1.3	1.3	1.3	1.3	1.4	1.2	1.4	1.5	1.5	1.5
Standard error		.03	.03	.03	.03	.03	.03	.12	.03	.03	.03	.05	.07
Standard deviation		.78	.75	.73	.78	.73	.75	.74	.81	.64	.57	.56	.61

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 218 (continuation)

QD10A_12. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	831	115	53	44	32	724	506	753	585	475	471	687	132	-	697	47
Effective base	350	48	22	18	15	303	209	316	243	195	194	292	53	-	281	25
Weighted Base	844	112	47	46	37	723	495	757	575	456	478	693	120	-	635	68
Not at all important	(-2)	8	3	-	2	-	8	4	8	4	5	4	3	-	2	6
		1%	2%	-%	4%	-%	1%	1%	1%	1%	1%	1%	3%	-%	3%	10%
															a	
Not very important	(-1)	15	1	*	*	-	15	8	15	9	5	3	15	1	8	1
		2%	1%	3%	3%	-%	2%	2%	2%	2%	1%	1%	2%	1%	1%	2%
Neither important nor unimportant	(0)	75	2	5	*	2	67	44	71	41	38	26	60	3	50	6
		9%	2%	11%	1%	5%	9%	9%	9%	7%	8%	5%	9%	3%	8%	9%
Important	(1)	363	47	20	14	20	311	202	321	252	173	208	287	45	264	26
		43%	41%	42%	31%	53%	43%	41%	42%	44%	38%	44%	41%	37%	42%	38%
Very important	(2)	382	60	22	30	15	321	237	342	269	234	237	327	71	311	28
		45%	53%	47%	64%	41%	44%	48%	45%	47%	51%	50%	47%	59%	49%	41%
Don't know		2	*	-	-	*	1	*	1	1	1	1	1	*	1	*
		3%	3%	-%	-%	1%	3%	3%	3%	3%	3%	3%	3%	3%	3%	1%
NET Important		745	106	42	44	35	632	439	663	521	407	445	614	116	574	54
		88%	95%	89%	95%	94%	87%	89%	88%	91%	89%	93%	89%	96%	90%	79%
NET Not Important		23	4	*	2	-	22	12	22	13	10	7	17	1	10	8
		3%	3%	3%	4%	-%	3%	2%	3%	2%	2%	1%	3%	1%	2%	11%
															a	
Answered		843	112	47	46	37	721	495	756	575	455	477	691	120	634	67
Mean Score		1.3	1.4	1.4	1.5	1.4	1.3	1.3	1.3	1.3	1.4	1.4	1.3	1.5	1.4	1.0
															b	
Standard error		.03	.07	.09	.13	.10	.03	.03	.03	.03	.04	.03	.03	.05	.03	.18
Standard deviation		.78	.79	.68	.85	.58	.80	.78	.79	.74	.77	.69	.76	.61	.71	1.21

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 218 (continuation)

QD10A_12. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	831	389	442	267	10	135	180	142	527	156	143	182	495
Effective base	350	169	181	106	7	51	80	58	222	67	61	74	211
Weighted Base	844	406	439	259	21	123	203	143	537	157	145	174	512
Not at all important (-2)	8 1%	7 2%	1 *%	* *%	- -%	* *%	- -%	- -%	4 1%	4 2%	3 2%	1 1%	4 1%
Not very important (-1)	15 2%	6 2%	8 2%	* *%	- -%	- -%	* *%	3 2%	8 2%	4 3%	* *%	3 2%	12 2%
Neither important nor unimportant (0)	75 9%	22 5%	54 12%	11 4%	- -%	6 5%	9 4%	4 3%	56 11%	12 8%	8 6%	11 6%	54 11%
Important (1)	363 43%	157 39%	206 47%	100 39%	8 40%	62 50%	71 35%	45 31%	249 46%	68 43%	48 33%	88 50%	225 44%
Very important (2)	382 45%	213 53%	169 38%	148 57%	12 60%	54 44%	122 60%	91 64%	218 41%	69 44%	86 59%	71 41%	216 42%
Don't know	2 *%	1 *%	1 *%	* *%	- -%	1 1%	- -%	* *%	1 *%	* *%	* *%	* *%	1 *%
NET Important	745 88%	370 91%	375 85%	248 96%	21 100%	116 94%	193 95%	135 95%	467 87%	137 87%	134 92%	159 91%	441 86%
NET Not Important	23 3%	13 3%	9 2%	1 *%	- -%	* *%	* *%	3 2%	12 2%	8 5%	3 2%	4 2%	16 3%
Answered	843	405	438	259	21	123	203	142	536	157	144	174	511
Mean Score	1.3	1.4	1.2	1.5	1.6	1.4	1.6	1.6	1.2	1.2	1.5	1.3	1.2
Standard error	.03	b	.04	.04	.16	.05	.04	bc	.03	.07	c	.05	.04
Standard deviation	.78	.80	.75	.60	.50	.62	.59	.65	.77	.88	.76	.72	.80

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 218 (continuation)

QD10A_12. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		831	340	491
Effective base		350	123	227
Weighted Base		844	309	535
Not at all important	(-2)	8	4	4
		1%	1%	1%
Not very important	(-1)	15	4	11
		2%	1%	2%
Neither important nor unimportant	(0)	75	25	50
		9%	8%	9%
Important	(1)	363	131	232
		43%	42%	43%
Very important	(2)	382	145	236
		45%	47%	44%
Don't know		2	1	1
		*%	*%	*%
NET Important		745	276	469
		88%	89%	88%
NET Not Important		23	8	15
		3%	2%	3%
Answered		843	309	534
Mean Score		1.3	1.3	1.3
Standard error		.03	.04	.04
Standard deviation		.78	.78	.78

Columns Tested: a,b

Table 218 (continuation)

QD10A_12. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Month												
		Total base	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
			a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%														
Unweighted Base		831	50	109	68	69	91	39	36	87	57	68	45	112
Effective base		350	19	53	44	22	72	24	8	38	25	16	22	39
Weighted Base		844	26	93	91	25	146	41	11	128	55	39	67	122
Not at all important	(-2)	8	-	-	2	-	1	3	-	-	-	-	-	3
		1%	-%	-%	2%	-%	1%	7%	-%	-%	-%	-%	-%	2%
								b						
Not very important	(-1)	15	2	1	2	*	7	-	*	*	*	-	3	*
		2%	6%	1%	2%	-%	5%	-%	1%	-%	-%	-%	4%	-%
Neither important nor unimportant	(0)	75	*	3	16	5	13	3	*	10	4	5	4	15
		9%	1%	3%	18%	20%	9%	6%	-%	8%	6%	12%	5%	12%
					ab	b								
Important	(1)	363	13	40	41	10	60	18	5	60	18	17	21	61
		43%	48%	43%	45%	39%	41%	43%	45%	47%	33%	44%	32%	50%
Very important	(2)	382	12	50	30	10	65	18	6	58	33	17	40	44
		45%	45%	53%	33%	39%	44%	44%	54%	46%	60%	44%	59%	36%
				c							c		c	
Don't know		2	-	1	-	1	*	-	-	-	-	-	-	-
		-%	-%	1%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		745	25	89	71	19	125	36	11	118	51	34	61	105
		88%	93%	96%	78%	78%	85%	87%	99%	92%	93%	88%	91%	86%
				cde										
NET Not Important		23	2	1	4	*	8	3	*	*	*	-	3	3
		3%	6%	1%	4%	-%	6%	7%	1%	-%	-%	-%	4%	2%
Answered		843	26	93	91	24	146	41	11	128	55	39	67	122
Mean Score		1.3	1.3	1.5	1.0	1.2	1.2	1.2	1.5	1.4	1.5	1.3	1.5	1.2
				cl						c	c			
Standard error		.03	.11	.06	.11	.09	.09	.17	.10	.07	.08	.08	.11	.08
Standard deviation		.78	.79	.59	.88	.77	.86	1.05	.59	.63	.64	.69	.77	.80

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 218 (continuation)

QD10A_12. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter				Half		
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023	
		a	b	c	d	a	b	
Significance Level: 95%								
Unweighted Base	831	227	199	180	225	426	405	
Effective base	350	113	113	66	76	226	142	
Weighted Base	844	211	212	194	227	423	421	
Not at all important	(-2)	8	2	4	-	3	5	3
		1%	1%	2%	-%	1%	1%	1%
Not very important	(-1)	15	4	7	*	3	12	3
		2%	2%	3%	*%	1%	3%	1%
Neither important nor unimportant	(0)	75	19	20	13	23	39	36
		9%	9%	9%	7%	10%	9%	9%
Important	(1)	363	94	88	83	99	181	182
		43%	44%	41%	43%	44%	43%	43%
Very important	(2)	382	92	92	98	100	184	198
		45%	43%	44%	50%	44%	43%	47%
Don't know		2	1	1	-	-	2	-
		*%	*%	*%	-%	-%	*%	-%
NET Important		745	185	180	180	199	365	380
		88%	88%	85%	93%	88%	86%	90%
NET Not Important		23	6	11	*	5	17	6
		3%	3%	5%	*%	2%	4%	1%
Answered		843	210	211	194	227	422	421
Mean Score		1.3	1.3	1.2	1.4	1.3	1.2	1.4
Standard error		.03	.05	.06	.05	.05	.04	.04
Standard deviation		.78	.78	.89	.63	.78	.84	.72

Columns Tested:: a,b,c,d - a,b

Table 219

QD10A_13. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	831	32	799	587	123	36	85	244
Effective base	350	8	342	323	51	15	44	68
Weighted Base	844	16	828	808	31	4	2	37
Not at all important	(-2)	7	7	7	-	-	-	-
	1%	1%	1%	1%	-%	-%	-%	-%
Not very important	(-1)	19	19	18	1	-	-	1
	2%	*%	2%	2%	2%	-%	-%	2%
Neither important nor unimportant	(0)	65	65	63	2	*	*	2
	8%	3%	8%	8%	5%	8%	11%	6%
Important	(1)	358	357	346	10	2	1	12
	42%	7%	43%	43%	32%	42%	39%	34%
Very important	(2)	390	375	369	18	2	1	21
	46%	90%	45%	46%	60%	51%	50%	58%
Don't know		5	5	5	-	-	-	-
	1%	-%	1%	1%	-%	-%	-%	-%
NET Important		748	732	714	28	4	2	34
	89%	96%	88%	88%	92%	92%	89%	92%
NET Not Important		26	26	25	1	-	-	1
	3%	1%	3%	3%	2%	-%	-%	2%
Answered	839	16	823	802	31	4	2	37
Mean Score	1.3	1.8	1.3	1.3	1.5	1.4	1.4	1.5
Standard error	.03	.09	.03	.03	.06	.12	.10	.05
Standard deviation	.78	.53	.78	.78	.72	.73	.95	.71

Columns Tested:: a,b - a,b,c,d,e

Table 219 (continuation)

QD10A_13. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		831	260	245	82	71	88	85	587	123	121
Effective base		350	164	129	37	33	31	44	323	51	31
Weighted Base		844	440	315	53	22	13	2	808	31	6
Not at all important	(-2)	7 1%	3 1%	4 1%	- -%	- -%	- -%	- -%	7 1%	- -%	- -%
Not very important	(-1)	19 2%	14 3%	3 1%	2 3%	* 2%	* 3%	- -%	18 2%	1 2%	- -%
Neither important nor unimportant	(0)	65 8%	39 9%	21 7%	3 6%	1 5%	1 6%	* 11%	63 8%	2 5%	1 9%
Important	(1)	358 42%	187 43%	132 42%	26 49%	8 35%	4 31%	1 39%	346 43%	10 32%	2 41%
Very important	(2)	390 46%	192 44%	154 49%	22 41%	13 58%	8 60%	1 50%	369 46%	18 60%	3 50%
Don't know		5 1%	5 1%	- -%	- -%	- -%	- -%	- -%	5 1%	- -%	- -%
NET Important		748 89%	380 86%	286 91%	48 90%	20 93%	12 91%	2 89%	714 88%	28 92%	6 91%
NET Not Important		26 3%	16 4%	7 2%	2 3%	* 2%	* 3%	- -%	25 3%	1 2%	- -%
Answered		839	435	315	53	22	13	2	802	31	6
Mean Score		1.3	1.3	1.4	1.3	1.5	1.5	1.4	1.3	1.5	1.4
Standard error		.03	.05	.05	.08	.08	.08	.10	.03	.06	.06
Standard deviation		.78	.80	.77	.73	.69	.76	.95	.78	.72	.71

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 219 (continuation)

QD10A_13. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	831	375	212	123	36	85	384	143	63	45	105
Effective base	350	241	106	51	15	44	223	63	19	13	23
Weighted Base	844	663	145	31	4	2	593	108	33	18	22
Not at all important	(-2)	7	7	*	-	-	7	-	-	-	-
	1%	1%	*%	-%	-%	-%	1%	-%	-%	-%	-%
Not very important	(-1)	19	16	2	1	-	16	2	*	-	*
	2%	2%	2%	2%	-%	-%	3%	2%	1%	-%	*%
Neither important nor unimportant	(0)	65	53	10	2	*	44	14	1	2	1
	8%	8%	7%	5%	8%	11%	7%	13%	4%	11%	4%
Important	(1)	358	286	60	10	2	261	46	18	5	8
	42%	43%	41%	32%	42%	39%	44%	43%	55%	25%	35%
Very important	(2)	390	296	72	18	2	261	43	13	11	14
	46%	45%	50%	60%	51%	50%	44%	40%	40%	64%	61%
Don't know		5	5	-	-	-	3	2	-	-	-
	1%	1%	-%	-%	-%	-%	1%	2%	-%	-%	-%
NET Important		748	582	132	28	4	523	89	31	16	21
	89%	88%	91%	92%	92%	89%	88%	83%	95%	89%	96%
NET Not Important		26	23	2	1	-	23	2	*	-	*
	3%	3%	2%	2%	-%	-%	4%	2%	1%	-%	*%
Answered		839	658	145	31	4	590	106	33	18	22
Mean Score		1.3	1.3	1.4	1.5	1.4	1.3	1.2	1.3	1.5	1.6
											b
Standard error		.03	.04	.05	.06	.12	.04	.06	.08	.11	.06
Standard deviation		.78	.80	.70	.72	.73	.81	.76	.62	.71	.59

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 219 (continuation)

QD10A_13. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		831	71	47	84	36	65	84	57	54	58
Effective base		350	44	31	47	17	33	52	32	28	28
Weighted Base		844	98	54	128	40	88	155	90	59	65
Not at all important	(-2)	7	2	-	-	-	-	3	3	-	-
		1%	2%	-%	-%	-%	-%	2%	3%	-%	-%
Not very important	(-1)	19	7	*	*	1	*	6	-	1	1
		2%	7%	*%	*%	3%	*%	4%	-%	1%	1%
Neither important nor unimportant	(0)	65	3	2	9	-	7	9	8	13	7
		8%	3%	3%	7%	-%	8%	6%	9%	21%	11%
										abdf	
Important	(1)	358	42	13	69	17	34	85	29	20	28
		42%	43%	25%	54%	43%	38%	55%	33%	33%	42%
					b			b			
Very important	(2)	390	44	37	50	21	44	52	49	26	30
		46%	45%	68%	39%	54%	50%	33%	55%	44%	45%
				cf							
Don't know		5	-	2	-	-	3	-	-	-	-
		1%	-%	4%	-%	-%	3%	-%	-%	-%	-%
NET Important		748	86	50	119	39	78	137	79	46	57
		89%	88%	92%	93%	97%	88%	88%	88%	77%	88%
NET Not Important		26	8	*	*	1	*	9	3	1	1
		3%	8%	*%	*%	3%	*%	6%	3%	1%	1%
			c								
Answered		839	98	52	128	40	85	155	90	59	65
Mean Score		1.3	1.2	1.7	1.3	1.5	1.4	1.1	1.4	1.2	1.3
				acfhi							
Standard error		.03	.11	.08	.07	.11	.08	.09	.12	.11	.09
Standard deviation		.78	.92	.57	.61	.65	.65	.84	.89	.83	.72

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 219 (continuation)

QD10A_13. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)									
		Net: Scotland, Wales and Northern Ireland									
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland		
		a	b	c	d	e	f	g	h		
Significance Level: 95%											
Unweighted Base		831	159	172	225	556	275	88	102	85	
Effective base		350	78	101	130	304	88	31	33	29	
Weighted Base		844	193	211	373	777	67	28	27	12	
Not at all important	(-2)	7	-	2	6	7	*	-	-	*	
		1%	-%	1%	1%	1%	*%	-%	-%	1%	
Not very important	(-1)	19	2	8	6	16	3	*	2	1	
		2%	1%	4%	2%	2%	4%	*%	8%	7%	
Neither important nor unimportant	(0)	65	14	17	27	59	6	2	4	1	
		8%	7%	8%	7%	8%	10%	6%	14%	7%	
Important	(1)	358	78	75	183	337	21	6	11	4	
		42%	41%	36%	49%	43%	31%	20%	42%	30%	
Very important	(2)	390	f	107	bef	353	ef	37	20	10	7
		46%	49%	51%	40%	45%	55%	73%	36%	55%	
Don't know		5	3	2	-	5	-	-	-	-	
		1%	2%	1%	-%	1%	-%	-%	-%	-%	
NET Important		748	174	182	335	691	58	26	21	11	
		89%	90%	86%	90%	89%	86%	94%	78%	85%	
NET Not Important		26	2	9	12	23	3	*	2	1	
		3%	1%	4%	3%	3%	4%	*%	8%	7%	
Answered		839	190	209	373	772	67	28	27	12	
Mean Score		1.3	1.4	1.3	1.3	1.3	1.4	1.7	1.1	1.3	
Standard error		.03	g	.06	.05	.03	.05	bcdg	.09	.10	
Standard deviation		.78	.67	.84	.78	.78	.84	.60	.91	.96	

Columns Tested:: a,b,c,d,e,f,g,h

Table 219 (continuation)

QD10A_13. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Industry									
		Total base	Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
			*a	b	*c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		831	29	65	4	69	80	232	31	30	359
Effective base		350	19	20	3	22	31	105	12	12	161
Weighted Base		844	29	51	4	55	91	202	27	17	423
Not at all important	(-2)	7 1%	- -%	- -%	- -%	- -%	- -%	* *%	3 fi 10%	- -%	4 1%
Not very important	(-1)	19 2%	- -%	* 1%	- -%	* 1%	2 2%	2 1%	1 3%	* 1%	13 3%
Neither important nor unimportant	(0)	65 8%	1 2%	5 10%	1 21%	6 10%	8 9%	21 11%	3 10%	2 13%	25 6%
Important	(1)	358 42%	16 56%	19 36%	1 19%	19 35%	50 fg 55%	71 35%	2 7%	4 23%	195 46%
Very important	(2)	390 46%	12 42%	27 53%	2 61%	30 54%	27 30%	105 e 52%	19 e 70%	10 62%	186 44%
Don't know		5 1%	- -%	- -%	- -%	- -%	3 3%	2 1%	- -%	- -%	- -%
NET Important		748 89%	28 98%	46 90%	3 79%	49 89%	78 86%	176 87%	21 77%	14 85%	381 90%
NET Not Important		26 3%	- -%	* 1%	- -%	* 1%	2 2%	2 1%	4 13%	* 1%	17 4%
Answered		839	29	51	4	55	88	200	27	17	423
Mean Score		1.3	1.4	1.4	1.4	1.4	1.2	1.4	1.2	1.5	1.3
Standard error		.03	.10	.09	.47	.09	.08	.05	.24	.15	.04
Standard deviation		.78	.54	.70	.93	.71	.69	.73	1.35	.80	.79

Columns Tested: a,b,c,d,e,f,g,h,i

Table 219 (continuation)

QD10A_13. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	831	178	232	421	718	113	-	709	122	808	23
Effective base	350	68	105	182	296	54	-	326	27	341	9
Weighted Base	844	175	202	468	699	145	-	800	44	826	18
Not at all important (-2)	7 1%	- -%	* *%	7 2%	7 1%	- -%	- -%	7 1%	* *%	7 1%	- -%
Not very important (-1)	19 2%	3 2%	2 1%	14 3%	16 2%	3 2%	- -%	18 2%	1 1%	19 2%	- -%
Neither important nor unimportant (0)	65 8%	14 8%	21 11%	30 6%	53 8%	12 8%	- -%	63 8%	2 5%	63 8%	2 10%
Important (1)	358 42%	86 49%	71 35%	202 43%	295 42%	63 43%	- -%	346 43%	12 27%	352 43%	6 32%
Very important (2)	390 46%	69 40%	105 52%	216 46%	325 46%	65 45%	- -%	361 45%	29 66%	379 46%	11 59%
Don't know	5 1%	3 2%	2 1%	- -%	3 *%	2 1%	- -%	5 1%	- -%	5 1%	- -%
NET Important	748 89%	155 89%	176 87%	417 89%	620 89%	128 88%	- -%	707 88%	41 93%	732 89%	17 90%
NET Not Important	26 3%	3 2%	2 1%	21 4%	23 3%	3 2%	- -%	25 3%	1 2%	26 3%	- -%
Answered	839	172	200	468	696	143	-	795	44	821	18
Mean Score	1.3	1.3	1.4	1.3	1.3	1.3	-	1.3	1.6	1.3	1.5
Standard error	.03	.05	.05	.04	.03	.07	-	.03	.06	.03	.14
Standard deviation	.78	.68	.73	.83	.79	.72	-	.78	.68	.78	.69

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 219 (continuation)

QD10A_13. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		831	417	167	247
Effective base		350	181	61	108
Weighted Base		844	452	138	255
Not at all important	(-2)	7 1%	7 2%	- -%	* *%
Not very important	(-1)	19 2%	18 4%	1 *%	* *%
Neither important nor unimportant	(0)	65 8%	31 7%	16 12%	18 7%
Important	(1)	358 42%	223 49%	36 26%	100 39%
Very important	(2)	390 46%	170 38%	84 61%	136 54%
Don't know		5 1%	3 1%	2 2%	- -%
NET Important		748 89%	393 87%	119 86%	236 93%
NET Not Important		26 3%	25 6%	1 *%	* *%
Answered		839	449	136	255
Mean Score		1.3	1.2	1.5	1.5
Standard error		.03	.04	.06	.04
Standard deviation		.78	.85	.72	.63

Columns Tested:: a,b,c

Table 219 (continuation)

QD10A_13. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Total base	Annual postal spend										
			<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
			a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%													
Unweighted Base		831	561	172	45	20	19	7	3	4	733	98	53
Effective base		350	266	59	14	6	6	1	1	1	324	25	12
Weighted Base		844	650	134	36	5	12	2	1	5	784	61	25
Not at all important	(-2)	7	7	-	-	-	-	-	-	-	7	-	-
		1%	1%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%
Not very important	(-1)	19	16	2	*	-	-	-	-	-	18	*	-
		2%	2%	2%	1%	-%	-%	-%	-%	-%	2%	1%	-%
Neither important nor unimportant	(0)	65	46	12	6	*	2	-	-	-	57	8	2
		8%	7%	9%	16%	4%	16%	-%	-%	-%	7%	13%	8%
Important	(1)	358	294	49	11	2	1	*	*	*	344	15	3
		42%	45%	37%	31%	40%	9%	1%	1%	2%	44%	24%	13%
Very important	(2)	390	284	70	19	3	9	*	1	5	354	36	17
		46%	44%	53%	51%	56%	75%	15%	98%	100%	45%	59%	70%
Don't know		5	3	-	-	-	-	2	-	-	3	2	2
		1%	*%	-%	-%	-%	-%	84%	-%	-%	*%	3%	8%
NET Important		748	578	120	30	5	10	*	1	5	698	51	21
		89%	89%	90%	83%	96%	84%	16%	100%	100%	89%	83%	83%
NET Not Important		26	23	2	*	-	-	-	-	-	26	*	-
		3%	4%	2%	1%	-%	-%	-%	-%	-%	3%	1%	-%
Answered		839	647	134	36	5	12	*	1	5	780	59	23
Mean Score		1.3	1.3	1.4	1.3	1.5	1.6	1.9	2.0	2.0	1.3	1.5	1.7
Standard error		.03	.03	.05	.12	.14	.18	-	-	.04	.03	.08	.09
Standard deviation		.78	.79	.72	.79	.64	.78	-	-	.08	.78	.75	.65

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 219 (continuation)

QD10A_13. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Unweighted Base	831	247	314	270	744	721	776	831	525	339	77	489	37	61	35	53	24
Effective base	350	135	131	84	306	301	325	350	207	111	40	228	12	16	11	13	7
Weighted Base	844	343	307	194	757	718	792	844	509	277	100	558	27	42	24	23	18
Not at all important (-2)	7 1%	6 2%	2 1%	- -%	4 1%	4 1%	4 1%	7 1%	3 1%	- -%	- -%	4 1%	- -%	- -%	- -%	- -%	- -%
Not very important (-1)	19 2%	14 4%	2 1%	3 1%	18 2%	14 2%	18 2%	19 2%	5 1%	8 3%	4 4%	14 2%	- -%	* 1%	- -%	* *%	- -%
Neither important nor unimportant (0)	65 8%	31 9%	14 5%	20 10%	60 8%	56 8%	62 8%	65 8%	40 8%	28 10%	8 8%	44 8%	* 1%	4 9%	* *%	6 26%	* *%
Important (1)	358 42%	173 50%	121 40%	64 33%	330 44%	308 43%	346 44%	358 42%	229 45%	110 40%	52 52%	257 46%	4 14%	17 40%	3 14%	4 18%	8 44%
Very important (2)	390 46%	119 35%	164 54%	106 55%	339 45%	331 46%	357 45%	390 46%	227 45%	126 45%	36 36%	237 42%	23 85%	21 50%	21 86%	10 43%	10 56%
Don't know	5 1%	- -%	3 1%	2 1%	5 1%	5 1%	5 1%	5 1%	5 1%	5 2%	- -%	2 *%	- -%	- -%	- -%	3 13%	- -%
NET Important	748 89%	292 85%	286 93%	170 88%	669 88%	639 89%	703 89%	748 89%	456 90%	236 85%	88 88%	495 89%	26 99%	38 90%	24 100%	14 61%	18 100%
NET Not Important	26 3%	19 6%	4 1%	3 1%	22 3%	18 3%	22 3%	26 3%	8 2%	8 3%	4 4%	18 3%	- -%	* 1%	- -%	* *%	- -%
Answered	839	343	304	192	752	713	787	839	504	272	100	556	27	42	24	20	18
Mean Score	1.3	1.1	1.5	1.4	1.3	1.3	1.3	1.3	1.3	1.3	1.2	1.3	1.8	1.4	1.9	1.2	1.6
Standard error	.03	.05	.04	.04	.03	.03	.03	.03	.03	.04	.09	.04	.07	.09	.06	.12	.10
Standard deviation	.78	.86	.67	.73	.77	.76	.76	.78	.71	.77	.75	.77	.42	.70	.36	.90	.51

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 219 (continuation)

QD10A_13. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	e	*f	*g
Unweighted Base	831	527	64	42	45	28	27	11	487	98	41	36	30	18	11
Effective base	350	251	19	13	9	8	5	3	230	33	15	14	6	9	4
Weighted Base	844	622	54	34	16	11	13	7	548	96	18	22	15	9	11
Not at all important (-2)	7 1%	4 1%	- -%	- -%	- -%	- -%	- -%	- -%	4 1%	- -%	- -%	- -%	- -%	- -%	- -%
Not very important (-1)	19 2%	18 3%	- -%	- -%	* *%	- -%	* *%	- -%	11 2%	2 2%	- -%	* 2%	- -%	- -%	- -%
Neither important nor unimportant (0)	65 8%	50 8%	2 3%	3 9%	1 4%	* 2%	5 35%	* *%	38 7%	15 15%	1 8%	* 2%	* 1%	1 13%	- -%
Important (1)	358 42%	289 47%	20 37%	13 39%	1 7%	3 24%	1 11%	3 41%	246 45%	39 41%	3 17%	9 39%	3 18%	2 23%	6 60%
Very important (2)	390 46%	258 42%	33 60%	17 52%	15 89%	8 74%	4 31%	4 59%	249 45%	34 36%	13 75%	13 57%	12 81%	6 63%	4 40%
Don't know	5 1%	2 *%	- -%	- -%	- -%	- -%	3 23%	- -%	- -%	5 5%	- -%	- -%	- -%	- -%	- -%
NET Important	748 89%	548 88%	53 97%	31 91%	16 95%	11 98%	5 42%	7 100%	494 90%	73 77%	16 92%	21 96%	14 99%	8 87%	11 100%
NET Not Important	26 3%	22 4%	- -%	- -%	* *%	- -%	* *%	- -%	16 3%	2 2%	- -%	* 2%	- -%	- -%	- -%
Answered	839	620	54	34	16	11	10	7	548	91	18	22	15	9	11
Mean Score	1.3	1.3	1.6	1.4	1.8	1.7	.9	1.6	1.3	1.2	1.7	1.5	1.8	1.5	1.4
Standard error	.03	.03	.07	.10	.07	.10	.19	.16	.03	.08	.10	.11	.08	.18	.15
Standard deviation	.78	.78	.55	.66	.50	.53	.98	.54	.76	.79	.63	.64	.44	.76	.51

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 219 (continuation)

QD10A_13. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	*f	*g	a	b	c	d	e
Unweighted Base	831	558	98	59	40	30	24	22	232	168	199	127	50
Effective base	350	262	33	19	17	10	6	9	125	74	79	33	15
Weighted Base	844	621	92	53	20	21	18	19	324	168	187	73	41
Not at all important	7 1%	7 1%	- -%	- -%	- -%	- -%	- -%	- -%	3 1%	- -%	2 1%	- -%	- -%
Not very important	19 2%	16 3%	* *%	2 4%	* *%	* 2%	- -%	- -%	13 4%	3 2%	2 1%	- -%	- -%
Neither important nor unimportant	65 8%	47 8%	1 1%	9 17%	3 13%	5 23%	* 2%	- -%	22 7%	10 6%	14 8%	3 4%	13 32%
Important	358 42%	289 47%	35 38%	14 27%	7 36%	3 14%	3 17%	6 32%	156 48%	76 46%	73 39%	33 46%	6 15%
Very important	390 46%	261 42%	55 61%	25 46%	10 51%	13 61%	15 81%	11 57%	130 40%	75 45%	96 51%	35 48%	22 53%
Don't know	5 1%	- -%	- -%	3 6%	- -%	- -%	- -%	2 11%	- -%	3 2%	- -%	2 3%	- -%
NET Important	748 89%	551 89%	91 99%	39 73%	18 87%	16 75%	18 98%	16 89%	287 88%	151 90%	169 91%	68 93%	28 68%
NET Not Important	26 3%	23 4%	* *%	2 4%	* *%	* 2%	- -%	- -%	16 5%	3 2%	3 2%	- -%	- -%
Answered	839	621	92	50	20	21	18	16	324	165	187	71	41
Mean Score	1.3	1.3	1.6	1.2	1.4	1.3	1.8	1.6	1.2	1.4	1.4	1.4	1.2
Standard error	.03	.03	.05	.12	.11	.17	.10	.11	.05	.05	.05	.05	.13
Standard deviation	.78	.80	.52	.91	.72	.92	.48	.50	.81	.69	.74	.58	.91

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 219 (continuation)

QD10A_13. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	831	287	152	162	102	41	286	142	165	92	32
Effective base	350	150	66	58	21	12	148	54	60	29	10
Weighted Base	844	386	153	138	51	29	360	133	130	64	31
Not at all important	(-2)	7	3	-	2	-	3	-	2	-	-
		1%	1%	-%	1%	-%	1%	-%	1%	-%	-%
Not very important	(-1)	19	15	1	2	-	10	4	-	-	-
		2%	4%	1%	1%	-%	3%	3%	-%	-%	-%
Neither important nor unimportant	(0)	65	22	12	12	1	24	10	10	3	9
		8%	6%	8%	9%	2%	7%	7%	8%	4%	30%
Important	(1)	358	178	65	60	23	176	51	45	31	4
		42%	46%	42%	43%	45%	49%	39%	34%	49%	14%
Very important	(2)	390	166	72	63	27	147	65	73	28	17
		46%	43%	47%	46%	52%	41%	49%	56%	43%	56%
Don't know		5	2	3	-	-	-	3	-	2	-
		1%	1%	2%	-%	-%	-%	2%	-%	3%	-%
NET Important		748	344	137	123	50	323	116	118	59	22
		89%	89%	90%	89%	98%	90%	87%	91%	92%	70%
NET Not Important		26	18	1	3	-	12	4	2	-	-
		3%	5%	1%	2%	-%	3%	3%	1%	-%	-%
Answered		839	384	150	138	51	360	130	130	62	31
Mean Score		1.3	1.3	1.4	1.3	1.5	1.3	1.4	1.4	1.4	1.3
Standard error		.03	.05	.05	.06	.05	.05	.06	.06	.06	.16
Standard deviation		.78	.80	.66	.78	.55	.76	.76	.75	.58	.90

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 219 (continuation)

QD10A_13. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
Total base		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	*b
Significance Level: 95%													
Unweighted Base	831	363	136	166	114	39	484	56	289	778	53	720	24
Effective base	350	181	50	67	36	10	203	20	125	329	21	298	8
Weighted Base	844	446	119	154	85	25	491	47	305	794	50	733	23
Not at all important	(-2)	7	7	-	-	-	*	-	7	7	-	4	-
		1%	2%	-%	-%	-%	*%	-%	2%	1%	-%	1%	-%
									a				
Not very important	(-1)	19	16	*	2	*	3	2	14	18	*	18	-
		2%	4%	*%	2%	*%	1%	4%	5%	2%	1%	2%	-%
									a				
Neither important nor unimportant	(0)	65	33	7	16	5	38	2	25	61	5	55	5
		8%	7%	6%	10%	6%	8%	4%	8%	8%	9%	8%	19%
Important	(1)	358	223	43	53	30	193	21	143	344	14	328	2
		42%	50%	36%	35%	36%	39%	45%	47%	43%	27%	45%	9%
				c									
Very important	(2)	390	166	68	83	49	258	19	114	361	29	324	15
		46%	37%	57%	54%	58%	52%	41%	37%	45%	59%	44%	63%
				a	a	a	c						
Don't know		5	-	-	-	-	-	3	2	3	2	3	2
		1%	-%	-%	-%	-%	-%	6%	1%	*%	4%	*%	9%
								a			a		
NET Important		748	389	112	136	80	450	40	256	705	43	652	17
		89%	87%	94%	88%	94%	92%	86%	84%	89%	86%	89%	72%
							c						
NET Not Important		26	23	*	2	*	3	2	21	26	*	22	-
		3%	5%	*%	2%	*%	1%	4%	7%	3%	1%	3%	-%
									a				
Answered		839	446	119	154	85	491	44	303	791	48	730	21
Mean Score		1.3	1.2	1.5	1.4	1.5	1.4	1.3	1.1	1.3	1.5	1.3	1.5
				a		a	c						
Standard error		.03	.04	.05	.06	.08	.03	.10	.05	.03	.10	.03	.18
Standard deviation		.78	.84	.62	.74	.62	.66	.74	.92	.78	.71	.76	.84

Table 219 (continuation)

QD10A_13. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
		a	b	a	b	a	*b	a	b	a	b	
Significance Level: 95%												
Unweighted Base	831	661	60	665	166	726	18	660	61	666	165	
Effective base	350	287	15	289	62	300	6	282	19	288	62	
Weighted Base	844	681	38	670	174	736	21	671	48	675	169	
Not at all important	(-2)	7	4	-	7	-	4	-	4	-	7	-
		1%	1%	-%	1%	-%	1%	-%	1%	-%	1%	-%
Not very important	(-1)	19	13	1	19	-	18	-	13	1	18	1
		2%	2%	2%	3%	-%	2%	-%	2%	1%	3%	*%
Neither important nor unimportant	(0)	65	43	13	48	17	55	5	46	11	52	13
		8%	6%	34%	7%	10%	8%	22%	7%	22%	8%	8%
Important	(1)	358	301	6	298	60	328	2	300	8	304	54
		42%	44%	17%	44%	35%	45%	10%	45%	16%	45%	32%
Very important	(2)	390	315	16	295	95	327	12	304	27	290	100
		46%	46%	42%	44%	54%	44%	58%	45%	56%	43%	59%
Don't know		5	3	2	3	2	3	2	3	2	3	2
		1%	*%	5%	*%	1%	*%	10%	*%	4%	*%	1%
NET Important		748	616	22	593	155	655	14	604	34	595	154
		89%	91%	59%	88%	89%	89%	68%	90%	72%	88%	91%
NET Not Important		26	18	1	26	-	22	-	18	1	25	1
		3%	3%	2%	4%	-%	3%	-%	3%	1%	4%	*%
Answered		839	678	36	667	172	733	19	668	46	672	167
Mean Score		1.3	1.3	1.0	1.3	1.5	1.3	1.4	1.3	1.3	1.3	1.5
Standard error		.03	.03	.12	.03	.05	.03	.21	.03	.11	.03	.05
Standard deviation		.78	.74	.95	.80	.67	.76	.88	.75	.88	.80	.65

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 219 (continuation)

QD10A_13. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	831	480	589	165	1	471	516	129	3	615	506	167	-
Effective base	350	188	249	69	1	188	220	56	3	252	223	70	-
Weighted Base	844	472	592	170	4	449	511	132	4	612	511	160	-
Not at all important (-2)	7 1%	3 1%	2 *%	- -%	- -%	3 1%	2 *%	- -%	- -%	* *%	7 1%	- -%	- -%
Not very important (-1)	19 2%	4 1%	12 2%	- -%	- -%	4 1%	8 2%	- -%	- -%	6 1%	11 2%	* *%	- -%
Neither important nor unimportant (0)	65 8%	32 7%	46 8%	10 6%	- -%	25 6%	37 7%	8 6%	- -%	31 5%	45 9%	9 5%	- -%
Important (1)	358 42%	181 38%	270 46%	49 29%	- -%	173 38%	241 47%	44 34%	- -%	247 40%	220 43%	46 29%	- -%
Very important (2)	390 46%	248 53%	260 44%	108 64%	4 100%	240 53%	223 44%	78 59%	4 100%	323 53%	226 44%	103 64%	- -%
Don't know	5 1%	5 1%	2 *%	2 1%	- -%	5 1%	- -%	2 2%	- -%	5 1%	2 *%	2 1%	- -%
NET Important	748 89%	429 91%	530 90%	158 93%	4 100%	412 92%	464 91%	122 93%	4 100%	571 93%	445 87%	149 93%	- -%
NET Not Important	26 3%	7 1%	14 2%	- -%	- -%	7 2%	10 2%	- -%	- -%	6 1%	18 4%	* *%	- -%
Answered	839	467	590	168	4	444	511	130	4	607	509	158	-
Mean Score	1.3	1.4	1.3	1.6	2.0	1.4	1.3	1.5	2.0	1.5	1.3	1.6	-
Standard error	.03	.03	.03	.05	-	.03	.03	.05	-	.03	.04	.05	-
Standard deviation	.78	.71	.73	.60	-	.70	.71	.61	-	.64	.82	.61	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 219 (continuation)

QD10A_13. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	
		a	b	c	a	b	c	a	b	c	d	e	
Significance Level: 95%													
Unweighted Base		831	698	668	831	581	486	37	600	479	459	124	75
Effective base		350	290	281	350	233	212	11	266	197	184	59	38
Weighted Base		844	721	674	844	589	508	25	633	496	449	133	87
Not at all important	(-2)	7	4	4	7	2	2	-	7	-	*	-	-
		1%	1%	1%	1%	*%	*%	-%	1%	-%	*%	-%	-%
Not very important	(-1)	19	16	12	19	10	8	*	17	*	2	*	-
		2%	2%	2%	2%	2%	2%	1%	3%	*%	1%	*%	-%
Neither important nor unimportant	(0)	65	58	53	65	39	54	5	56	27	21	5	9
		8%	8%	8%	8%	7%	11%	21%	9%	6%	5%	3%	10%
Important	(1)	358	322	294	358	262	220	10	291	204	171	45	30
		42%	45%	44%	42%	44%	43%	41%	46%	41%	38%	34%	34%
Very important	(2)	390	319	311	390	274	222	9	262	263	249	81	48
		46%	44%	46%	46%	47%	44%	37%	41%	53%	56%	61%	56%
Don't know		5	2	-	5	2	2	-	-	-	5	2	-
		1%	*%	-%	1%	*%	*%	-%	-%	-%	1%	2%	-%
NET Important		748	641	605	748	536	442	19	553	468	421	126	78
		89%	89%	90%	89%	91%	87%	78%	87%	94%	94%	95%	90%
NET Not Important		26	20	16	26	12	9	*	24	*	2	*	-
		3%	3%	2%	3%	2%	2%	1%	4%	*%	1%	*%	-%
Answered		839	719	674	839	587	506	25	633	496	444	131	87
Mean Score		1.3	1.3	1.3	1.3	1.4	1.3	1.1	1.2	1.5	1.5	1.6	1.5
Standard error		.03	.03	.03	.03	.03	.03	.13	.03	.03	.03	.05	.08
Standard deviation		.78	.76	.75	.78	.71	.74	.80	.81	.60	.61	.58	.67

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 219 (continuation)

QD10A_13. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		831	115	53	44	32	724	506	753	585	475	471	687	132	-	697	47
Effective base		350	48	22	18	15	303	209	316	243	195	194	292	53	-	281	25
Weighted Base		844	112	47	46	37	723	495	757	575	456	478	693	120	-	635	68
Not at all important	(-2)	7	-	-	2	-	7	4	7	4	4	2	4	-	-	3	4
		1%	-%	-%	4%	-%	1%	1%	1%	1%	1%	*%	1%	-%	-%	*%	6% a
Not very important	(-1)	19	4	*	-	*	19	6	19	9	7	7	16	1	-	9	2
		2%	4%	*%	-%	1%	3%	1%	2%	2%	2%	1%	2%	1%	-%	1%	4%
Neither important nor unimportant	(0)	65	9	4	4	2	61	51	64	41	26	26	49	9	-	34	8
		8%	8%	8%	9%	5%	8%	10%	9%	7%	6%	5%	7%	7%	-%	5%	12%
Important	(1)	358	44	19	14	13	312	199	319	237	168	197	295	40	-	255	30
		42%	39%	40%	30%	35%	43%	40%	42%	41%	37%	41%	43%	34%	-%	40%	45%
Very important	(2)	390	56	24	24	20	321	234	345	278	248	241	324	70	-	329	23
		46%	49%	52%	51%	54%	44%	47%	46%	48%	54% ac	50%	47%	58%	-%	52%	34%
Don't know		5	-	-	3	2	3	-	3	5	2	5	3	-	-	5	-
		1%	-%	-%	7%	6%	*%	-%	*%	1%	*%	1%	*%	-%	-%	1%	-%
NET Important		748	99	43	38	33	633	434	664	516	416	438	619	110	-	584	53
		89%	88%	92%	81%	89%	88%	88%	88%	90%	91%	92%	89%	92%	-%	92%	78%
NET Not Important		26	4	*	2	*	26	11	26	14	12	9	21	1	-	12	7
		3%	4%	*%	4%	1%	4%	2%	3%	2%	3%	2%	3%	1%	-%	2%	10% a
Answered		839	112	47	43	35	720	495	754	570	454	473	690	120	-	630	68
Mean Score		1.3	1.3	1.4	1.3	1.5	1.3	1.3	1.3	1.4	1.4	1.4	1.3	1.5	-	1.4	1.0
										a					b		
Standard error		.03	.07	.09	.14	.12	.03	.03	.03	.03	.03	.03	.03	.06	-	.03	.16
Standard deviation		.78	.78	.65	.94	.65	.80	.78	.80	.75	.76	.70	.77	.68	-	.70	1.09

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 219 (continuation)

QD10A_13. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	831	389	442	267	10	135	180	142	527	156	143	182	495
Effective base	350	169	181	106	7	51	80	58	222	67	61	74	211
Weighted Base	844	406	439	259	21	123	203	143	537	157	145	174	512
Not at all important (-2)	7 1%	4 1%	3 1%	- -%	- -%	- -%	- -%	- -%	6 1%	2 1%	- -%	- -%	7 1%
Not very important (-1)	19 2%	11 3%	8 2%	* *%	- -%	1 1%	* *%	* *%	12 2%	6 4%	2 2%	4 2%	12 2%
Neither important nor unimportant (0)	65 8%	25 6%	40 9%	11 4%	- -%	10 8%	12 6%	7 5%	44 8%	13 8%	8 5%	11 6%	45 9%
Important (1)	358 42%	158 39%	200 46%	97 37%	6 30%	45 37%	74 37%	31 22%	258 48%	67 43%	43 30%	85 49%	226 44%
Very important (2)	390 46%	202 50%	188 43%	151 58%	14 70%	66 53%	116 58%	102 72%	217 40%	66 42%	89 62%	74 43%	218 43%
Don't know	5 1%	5 1%	- -%	- -%	- -%	2 2%	- -%	2 1%	- -%	3 2%	2 1%	- -%	3 1%
NET Important	748 89%	361 89%	387 88%	248 96%	21 100%	111 90%	190 94%	134 94%	475 88%	133 85%	133 92%	159 91%	445 87%
NET Not Important	26 3%	15 4%	11 2%	* *%	- -%	1 1%	* *%	* *%	18 3%	8 5%	2 2%	4 2%	19 4%
Answered	839	400	439	259	21	121	203	141	537	154	143	174	509
Mean Score	1.3	1.4	1.3	1.5	1.7	1.5	1.5	1.7	1.2	1.2	1.5	1.3	1.3
Standard error	.03	.04	.04	.04	.15	.06	.05	bc	.03	.07	c	.05	.04
Standard deviation	.78	.80	.76	.59	.47	.66	.61	.57	.78	.85	.68	.70	.82

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 219 (continuation)

QD10A_13. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		831	340	491
Effective base		350	123	227
Weighted Base		844	309	535
Not at all important	(-2)	7	2	6
		1%	1%	1%
Not very important	(-1)	19	8	11
		2%	2%	2%
Neither important nor unimportant	(0)	65	24	41
		8%	8%	8%
Important	(1)	358	126	232
		42%	41%	43%
Very important	(2)	390	145	245
		46%	47%	46%
Don't know		5	5	-
		1%	2%	-%
NET Important		748	271	477
		89%	88%	89%
NET Not Important		26	9	17
		3%	3%	3%
Answered		839	304	535
Mean Score		1.3	1.3	1.3
Standard error		.03	.04	.04
Standard deviation		.78	.77	.79

Columns Tested: a,b

Table 219 (continuation)

QD10A_13. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Month												
Total base		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	
		a	b	c	d	e	f	g	h	i	j	k	l	
Significance Level: 95%														
Unweighted Base	831	50	109	68	69	91	39	36	87	57	68	45	112	
Effective base	350	19	53	44	22	72	24	8	38	25	16	22	39	
Weighted Base	844	26	93	91	25	146	41	11	128	55	39	67	122	
Not at all important	(-2)	7	-	*	2	3	-	3	-	-	-	-	-	
		1%	-%	*%	2%	11%	-%	7%	-%	-%	-%	-%	-%	
					bel			be						
Not very important	(-1)	19	2	1	4	-	8	1	*	*	-	1	-	2
		2%	6%	1%	4%	-%	5%	3%	*%	*%	-%	2%	-%	2%
Neither important nor unimportant	(0)	65	1	3	13	3	10	6	1	2	2	1	1	21
		8%	3%	3%	14%	12%	7%	16%	8%	2%	4%	3%	2%	17%
					bh			bh					bh	
Important	(1)	358	10	41	33	10	64	11	5	68	23	21	20	51
		42%	38%	44%	36%	40%	44%	26%	43%	54%	42%	56%	30%	42%
									f					
Very important	(2)	390	14	48	38	9	64	20	6	54	30	15	45	48
		46%	53%	51%	42%	36%	44%	49%	49%	42%	54%	39%	67%	40%
													dl	
Don't know		5	-	-	2	-	-	-	-	3	-	-	-	-
		1%	-%	-%	2%	-%	-%	-%	-%	2%	-%	-%	-%	-%
NET Important		748	24	89	71	19	129	31	11	122	53	37	65	99
		89%	91%	95%	78%	76%	88%	75%	92%	96%	96%	95%	98%	81%
				cdf						cdf	cf		cf	
NET Not Important		26	2	1	6	3	8	4	*	*	-	1	-	2
		3%	6%	1%	6%	11%	5%	10%	*%	*%	-%	2%	-%	2%
								h						
Answered		839	26	93	89	25	146	41	11	125	55	39	67	122
Mean Score		1.3	1.4	1.4	1.1	.9	1.3	1.1	1.4	1.4	1.5	1.3	1.7	1.2
				d					d	d			cdefl	
Standard error		.03	.12	.06	.12	.15	.08	.19	.11	.06	.08	.08	.08	.07
Standard deviation		.78	.83	.64	.95	1.24	.81	1.18	.67	.54	.58	.65	.52	.78

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 219 (continuation)

QD10A_13. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	831	227	199	180	225	426	405
Effective base	350	113	113	66	76	226	142
Weighted Base	844	211	212	194	227	423	421
Not at all important	(-2) 7 1%	2 1%	6 3%	- -%	- -%	7 2%	- -%
Not very important	(-1) 19 2%	7 3%	9 4%	* *%	3 1%	16 4%	3 1%
Neither important nor unimportant	(0) 65 8%	17 8%	20 9%	5 3%	23 10%	36 9%	29 7%
Important	(1) 358 42%	84 40%	85 40%	96 50%	92 41%	170 40%	189 45%
Very important	(2) 390 46%	99 47%	93 44%	89 46%	108 48%	192 45%	198 47%
Don't know	5 1%	2 1%	- -%	3 2%	- -%	2 *%	3 1%
NET Important	748 89%	184 87%	178 84%	185 96%	201 88%	362 86%	386 92%
NET Not Important	26 3%	8 4%	14 7%	* *%	3 1%	23 5%	3 1%
Answered	839	209	212	191	227	421	418
Mean Score	1.3	1.3	1.2	1.4 b	1.3	1.2	1.4
Standard error	.03	.05	.07	.04 b	.05	.04	.03
Standard deviation	.78	.82	.95	.56 c	.72	.89	.65

Columns Tested:: a,b,c,d - a,b

Table 220

QD10A_14. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	831	32	799	587	123	36	85	244
Effective base	350	8	342	323	51	15	44	68
Weighted Base	844	16	828	808	31	4	2	37
Not at all important	(-2)	5	*	5	5	-	-	-
		1%	2%	1%	1%	-%	-%	-%
Not very important	(-1)	4	-	4	4	-	-	*
		*%	-%	*%	*%	-%	-%	1%
Neither important nor unimportant	(0)	43	1	41	41	1	*	*
		5%	8%	5%	5%	5%	2%	10%
Important	(1)	330	6	324	318	9	2	1
		39%	35%	39%	39%	30%	49%	43%
Very important	(2)	462	9	453	438	20	2	1
		55%	53%	55%	54%	66%	49%	46%
Don't know		1	*	1	1	-	-	-
		*%	2%	*%	*%	-%	-%	-%
NET Important		792	15	777	756	29	4	2
		94%	89%	94%	94%	95%	98%	90%
NET Not Important		9	*	8	9	-	-	*
		1%	2%	1%	1%	-%	-%	1%
Answered		843	16	827	806	31	4	2
Mean Score		1.5	1.4	1.5	1.5	1.6	1.5	1.3
Standard error		.02	.15	.02	.03	.05	.10	.10
Standard deviation		.67	.81	.67	.67	.58	.62	.96

Columns Tested:: a,b - a,b,c,d,e

Table 220 (continuation)

QD10A_14. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		831	260	245	82	71	88	85	587	123	121
Effective base		350	164	129	37	33	31	44	323	51	31
Weighted Base		844	440	315	53	22	13	2	808	31	6
Not at all important	(-2)	5 1%	5 1%	* *%	- -%	- -%	- -%	- -%	5 1%	- -%	- -%
Not very important	(-1)	4 *%	- -%	1 *%	2 4%	- -%	- -%	* 1%	4 *%	- -%	* *%
Neither important nor unimportant	(0)	43 5%	14 3%	27 8%	* *%	1 4%	1 5%	* 10%	41 5%	1 5%	* 5%
Important	(1)	330 39%	167 38%	130 41%	20 38%	6 26%	5 41%	1 43%	318 39%	9 30%	3 47%
Very important	(2)	462 55%	252 57%	156 50%	30 56%	15 70%	7 54%	1 46%	438 54%	20 66%	3 48%
Don't know		1 *%	1 *%	- -%	* 1%	- -%	- -%	- -%	1 *%	- -%	- -%
NET Important		792 94%	419 95%	287 91%	50 94%	21 96%	13 95%	2 90%	756 94%	29 95%	6 95%
NET Not Important		9 1%	5 1%	1 *%	2 4%	- -%	- -%	* 1%	9 1%	- -%	* *%
Answered		843	439	315	53	22	13	2	806	31	6
Mean Score		1.5	1.5	1.4	1.5	1.7	1.5	1.3	1.5	1.6	1.4
Standard error		.02	.04	.04	.08	.07	.07	.10	.03	.05	.06
Standard deviation		.67	.68	.66	.73	.56	.61	.96	.67	.58	.65

Columns Tested: a,b,c,d,e,f,g,h,i

Table 220 (continuation)

QD10A_14. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	831	375	212	123	36	85	384	143	63	45	105
Effective base	350	241	106	51	15	44	223	63	19	13	23
Weighted Base	844	663	145	31	4	2	593	108	33	18	22
Not at all important	(-2)	5	*	-	-	-	5	-	-	-	-
	1%	1%	%	%	%	%	1%	%	%	%	%
Not very important	(-1)	4	4	-	-	*	-	3	*	-	*
	%	%	2%	%	%	1%	%	3%	%	%	%
		a						a			
Neither important nor unimportant	(0)	43	12	1	*	*	27	13	*	2	*
	5%	4%	8%	5%	2%	10%	5%	12%	%	10%	2%
		a						a			
Important	(1)	330	54	9	2	1	237	42	14	4	9
	39%	40%	37%	30%	49%	43%	40%	39%	42%	24%	40%
Very important	(2)	462	75	20	2	1	322	50	19	12	13
	55%	55%	52%	66%	49%	46%	54%	46%	58%	65%	58%
Don't know		1	*	-	-	-	1	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%
NET Important		792	129	29	4	2	560	92	33	16	22
	94%	95%	89%	95%	98%	90%	94%	85%	99%	90%	98%
		b						b			
NET Not Important		9	4	-	-	*	5	3	*	-	*
	1%	1%	2%	%	%	1%	1%	3%	%	%	%
Answered	843	662	144	31	4	2	591	108	33	18	22
Mean Score	1.5	1.5	1.4	1.6	1.5	1.3	1.5	1.3	1.6	1.6	1.6
Standard error	.02	.03	.05	.05	.10	.10	.03	.07	.07	.10	.05
Standard deviation	.67	.66	.75	.58	.62	.96	.67	.80	.53	.69	.55

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 220 (continuation)

QD10A_14. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		831	71	47	84	36	65	84	57	54	58
Effective base		350	44	31	47	17	33	52	32	28	28
Weighted Base		844	98	54	128	40	88	155	90	59	65
Not at all important	(-2)	5 1%	- -%	- -%	3 2%	- -%	- -%	- -%	- -%	- -%	- -%
Not very important	(-1)	4 *%	- -%	- -%	1 1%	- -%	- -%	2 1%	- -%	- -%	- -%
Neither important nor unimportant	(0)	43 5%	4 4%	- -%	10 7%	2 5%	1 2%	9 6%	7 8%	8 13%	* 1%
Important	(1)	330 39%	42 43%	14 26%	54 42%	18 45%	29 33%	60 38%	34 38%	27 45%	27 42%
Very important	(2)	462 55%	52 53%	40 74% ch	61 48%	20 50%	58 66%	85 54%	48 54%	25 42%	38 58%
Don't know		1 *%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%
NET Important		792 94%	94 96%	54 100%	115 89%	38 95%	87 98%	144 93%	82 91%	52 87%	65 99%
NET Not Important		9 1%	- -%	- -%	4 3%	- -%	- -%	2 1%	- -%	- -%	- -%
Answered		843	98	54	128	40	88	155	89	59	65
Mean Score		1.5	1.5	1.7 cfh	1.3	1.5	1.6 ch	1.5	1.5	1.3	1.6
Standard error		.02	.07	.06	.09	.10	.06	.07	.09	.09	.07
Standard deviation		.67	.57	.45	.83	.60	.52	.67	.64	.69	.51

Columns Tested: a,b,c,d,e,f,g,h,i

Table 220 (continuation)

QD10A_14. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		a	b	c	d	e	f	g	h	
Significance Level: 95%										
Unweighted Base		831	159	172	225	556	275	88	102	85
Effective base		350	78	101	130	304	88	31	33	29
Weighted Base		844	193	211	373	777	67	28	27	12
Not at all important	(-2)	5 1%	- -%	- -%	3 1%	3 *%	2 4%	- -%	2 9%	* *%
						d		abcd		
Not very important	(-1)	4 *%	- -%	- -%	3 1%	3 *%	* *%	* *%	* 1%	* 1%
Neither important nor unimportant	(0)	43 5%	4 2%	11 5%	26 7%	41 5%	2 3%	1 3%	* 1%	1 6%
Important	(1)	330 39%	74 38%	83 39%	147 39%	304 39%	26 39%	8 28%	13 48%	5 41%
Very important	(2)	462 55%	115 60%	117 55%	194 52%	426 55%	36 53%	18 67%	11 41%	6 51%
Don't know		1 *%	- -%	- -%	* *%	* *%	1 1%	1 2%	- -%	* 2%
							d			
NET Important		792 94%	189 98%	200 95%	341 91%	730 94%	62 92%	26 95%	24 89%	11 91%
			c							
NET Not Important		9 1%	- -%	- -%	6 2%	6 1%	3 4%	* *%	3 9%	* 1%
								abcd		
Answered		843	193	211	373	777	66	27	27	12
Mean Score		1.5	1.6	1.5	1.4	1.5	1.4	1.7	1.1	1.4
			g	g	g	g	g	g		
Standard error		.02	.04	.05	.05	.03	.05	.06	.11	.07
Standard deviation		.67	.53	.60	.72	.65	.87	.55	1.13	.68

Columns Tested:: a,b,c,d,e,f,g,h

Table 220 (continuation)

QD10A_14. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Industry								
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		*a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	831	29	65	4	69	80	232	31	30	359
Effective base	350	19	20	3	22	31	105	12	12	161
Weighted Base	844	29	51	4	55	91	202	27	17	423
Not at all important	(-2)	5	-	-	-	2	*	-	-	3
		1%	-%	-%	-%	2%	*%	-%	-%	1%
Not very important	(-1)	4	2	-	-	1	-	-	-	*
		*%	8%	-%	-%	1%	-%	-%	-%	*%
Neither important nor unimportant	(0)	43	4	3	-	3	5	8	-	23
		5%	13%	6%	-%	6%	5%	4%	-%	5%
Important	(1)	330	11	22	2	23	45	57	14	173
		39%	38%	42%	39%	42%	49%	28%	50%	41%
						f				f
Very important	(2)	462	12	26	2	29	38	136	14	224
		55%	42%	52%	61%	52%	42%	67%	50%	55%
								ei		53%
Don't know		1	-	-	-	-	-	*	1	1
		*%	-%	-%	-%	-%	-%	-%	4%	*%
NET Important		792	23	48	4	52	83	193	27	397
		94%	80%	94%	100%	94%	91%	96%	100%	94%
NET Not Important		9	2	-	-	3	*	-	-	3
		1%	8%	-%	-%	4%	*%	-%	-%	1%
Answered		843	29	51	4	55	91	202	27	423
Mean Score		1.5	1.1	1.5	1.6	1.5	1.3	1.6	1.5	1.5
								ei		
Standard error		.02	.17	.08	.28	.07	.09	.04	.09	.10
Standard deviation		.67	.93	.61	.57	.61	.81	.58	.51	.66

Columns Tested: a,b,c,d,e,f,g,h,i

Table 220 (continuation)

QD10A_14. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	831	178	232	421	718	113	-	709	122	808	23
Effective base	350	68	105	182	296	54	-	326	27	341	9
Weighted Base	844	175	202	468	699	145	-	800	44	826	18
Not at all important (-2)	5 1%	2 1%	* *%	3 1%	5 1%	- -%	- -%	5 1%	* *%	5 1%	- -%
Not very important (-1)	4 *%	3 2%	- -%	* *%	1 *%	2 2%	- -%	4 *%	- -%	4 *%	- -%
Neither important nor unimportant (0)	43 5%	11 6%	8 4%	23 5%	35 5%	8 6%	- -%	41 5%	1 3%	41 5%	1 7%
Important (1)	330 39%	79 45%	57 28%	194 41%	271 39%	59 40%	- -%	310 39%	20 46%	325 39%	5 28%
Very important (2)	462 55%	79 45%	136 67%	247 53%	385 55%	77 53%	- -%	439 55%	23 51%	450 54%	12 65%
Don't know	1 *%	- -%	- -%	1 *%	1 *%	- -%	- -%	1 *%	* *%	1 *%	- -%
NET Important	792 94%	158 90%	193 96%	440 94%	656 94%	135 93%	- -%	749 94%	43 97%	775 94%	17 93%
NET Not Important	9 1%	5 3%	* *%	3 1%	7 1%	2 2%	- -%	9 1%	* *%	9 1%	- -%
Answered	843	175	202	467	697	145	-	799	44	825	18
Mean Score	1.5	1.3	1.6	1.5	1.5	1.4	-	1.5	1.5	1.5	1.6
Standard error	.02	.06	ac	.03	.03	.06	-	.03	.05	.02	.13
Standard deviation	.67	.78	.58	.65	.67	.67	-	.68	.56	.67	.63

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 220 (continuation)

QD10A_14. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		831	417	167	247
Effective base		350	181	61	108
Weighted Base		844	452	138	255
Not at all important	(-2)	5 1%	5 1%	* *%	* *%
Not very important	(-1)	4 *%	* *%	3 2%	- -%
Neither important nor unimportant	(0)	43 5%	18 4%	19 14%	6 2%
Important	(1)	330 39%	202 45% b	41 29%	88 34%
Very important	(2)	462 55%	227 50%	75 54%	159 63%
Don't know		1 *%	* *%	- -%	1 *%
NET Important		792 94%	429 95% b	116 84%	247 97% b
NET Not Important		9 1%	5 1%	3 2%	* *%
Answered		843	452	138	254
Mean Score		1.5	1.4	1.4	1.6
Standard error		.02	.03	.06	.04
Standard deviation		.67	.68	.81	.55

Columns Tested:: a,b,c

Table 220 (continuation)

QD10A_14. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	831	561	172	45	20	19	7	3	4	733	98	53
Effective base	350	266	59	14	6	6	1	1	1	324	25	12
Weighted Base	844	650	134	36	5	12	2	1	5	784	61	25
Not at all important	(-2)	5	3	2	-	-	-	-	-	5	-	-
		1%	*%	2%	-%	-%	-%	-%	-%	1%	-%	-%
Not very important	(-1)	4	4	-	*	-	-	-	-	4	*	-
		*%	1%	-%	*%	-%	-%	-%	-%	*%	*%	-%
Neither important nor unimportant	(0)	43	26	14	*	*	2	*	-	40	2	2
		5%	4%	11%	1%	3%	15%	6%	-%	5%	4%	8%
			a									
Important	(1)	330	275	40	11	1	2	*	-	315	15	4
		39%	42%	30%	31%	29%	17%	8%	-%	40%	24%	15%
Very important	(2)	462	341	77	25	3	8	2	1	418	44	19
		55%	53%	57%	69%	68%	68%	86%	100%	53%	72%	76%
Don't know		1	1	-	-	-	-	-	-	1	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%
NET Important		792	616	117	36	5	10	2	1	733	59	23
		94%	95%	87%	99%	97%	85%	94%	100%	94%	96%	92%
			b									
NET Not Important		9	6	2	*	-	-	-	-	9	*	-
		1%	1%	2%	*%	-%	-%	-%	-%	1%	*%	-%
Answered	843	649	134	36	5	12	2	1	5	782	61	25
Mean Score	1.5	1.5	1.4	1.7	1.6	1.5	1.8	2.0	2.0	1.5	1.7	1.7
Standard error	.02	.03	.06	.07	.14	.18	.26	-	.07	.03	.06	.09
Standard deviation	.67	.64	.82	.49	.61	.77	.69	-	.15	.68	.55	.64

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 220 (continuation)

QD10A_14. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Unweighted Base	831	247	314	270	744	721	776	831	525	339	77	489	37	61	35	53	24
Effective base	350	135	131	84	306	301	325	350	207	111	40	228	12	16	11	13	7
Weighted Base	844	343	307	194	757	718	792	844	509	277	100	558	27	42	24	23	18
Not at all important (-2)	5 1%	- %	3 1%	2 1%	5 1%	5 1%	5 1%	5 1%	5 1%	5 2%	- %	5 1%	- %	- %	- %	- %	- %
Not very important (-1)	4 *% %	* *% %	3 1% %	* *% %	1 *% %	1 *% %	1 *% %	4 *% %	3 1% %	1 *% %	* *% %	* *% %	1 4% %	- -% %	- -% %	* *% %	- -% %
Neither important nor unimportant (0)	43 5%	15 4%	11 3%	17 9%	41 5%	41 6%	41 5%	43 5%	32 6%	18 6%	* *% %	24 4% %	4 15% %	6 15% %	2 10% %	5 21% %	* 2% %
Important (1)	330 39%	166 48% bc	108 35% %	55 28% %	306 40% %	280 39% %	313 39% %	330 39% %	218 43% %	92 33% %	39 39% %	231 41% %	10 37% %	18 43% %	2 9% %	10 42% %	3 16% %
Very important (2)	462 55%	161 47% %	180 59% %	120 62% a	402 53% %	390 54% %	431 54% %	462 55% %	250 49% %	161 58% %	61 61% %	298 53% %	11 41% %	18 42% %	19 81% df	8 37% %	15 83% %
Don't know	1 *% %	- -% %	1 *% %	- -% %	1 *% %	1 *% %	1 *% %	1 *% %	1 *% %	1 *% %	- -% %	1 *% %	1 3% %	- -% %	- -% %	- -% %	- -% %
NET Important	792 94%	328 95% %	289 94% %	175 90% %	708 94% %	670 93% %	743 94% %	792 94% %	468 92% %	253 91% %	100 100% cdf	529 95% cf	21 78% %	36 85% %	22 90% %	18 79% %	18 98% %
NET Not Important	9 1%	* *% %	6 2% %	2 1% %	6 1% %	6 1% %	6 1% %	9 1% %	8 2% %	6 2% %	* *% %	5 1% %	1 4% %	- -% %	- -% %	* *% %	- -% %
Answered Mean Score	843 1.5	343 1.4	305 1.5	194 1.5	755 1.5	717 1.5	791 1.5	843 1.5	508 1.4	277 1.5	100 1.6 cf	557 1.5	26 1.2	42 1.3	24 1.7	23 1.2	18 1.8
Standard error	.02	.04	.04	.05	.02	.03	.02	.02	.03	.04	.06	.03	.14	.09	.11	.10	.09
Standard deviation	.67	.58	.70	.76	.67	.68	.66	.67	.72	.78	.50	.66	.87	.71	.64	.76	.44

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 220 (continuation)

QD10A_14. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	e	*f	*g
Unweighted Base	831	527	64	42	45	28	27	11	487	98	41	36	30	18	11
Effective base	350	251	19	13	9	8	5	3	230	33	15	14	6	9	4
Weighted Base	844	622	54	34	16	11	13	7	548	96	18	22	15	9	11
Not at all important (-2)	5 1%	5 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 5%	- -%	- -%	- -%	- -%	- -%
Not very important (-1)	4 *% a	* *% a	- -% a	1 3% a	- -%	- -%	* *% a	- -%	1 *% a	- -%	- -%	- -%	* *% a	- -%	- -%
Neither important nor unimportant (0)	43 5%	23 4%	4 8%	9 25% a	* 1%	* 1%	5 37%	* 2%	23 4%	15 16% a	* *% a	- -%	2 16%	* 2%	* 1%
Important (1)	330 39%	258 41%	28 51%	7 22%	4 24%	3 30%	5 35%	1 16%	220 40%	31 32%	8 42%	13 61%	3 19%	4 42%	1 13%
Very important (2)	462 55%	334 54%	22 41%	17 50%	12 75%	8 69%	4 28%	6 83%	303 55%	44 46%	10 54%	9 39%	9 64%	5 56%	9 86%
Don't know	1 *% a	1 *% a	- -%	- -%	- -%	- -%	- -%	- -%	* *% a	* 1%	* 4% a	- -%	- -%	- -%	- -%
NET Important	792 94%	592 95% c	50 92%	24 71%	16 99%	11 99%	8 63%	7 98%	524 95% b	75 78%	17 96%	22 100%	12 83%	9 98%	11 99%
NET Not Important	9 1%	5 1%	- -%	1 3%	- -%	- -%	* *% a	- -%	1 *% a	5 5%	- -%	- -%	* *% a	- -%	- -%
Answered	843	620	54	34	16	11	13	7	548	95	17	22	15	9	11
Mean Score	1.5	1.5	1.3	1.2	1.7	1.7	.9	1.8	1.5	1.2	1.6	1.4	1.5	1.5	1.8
Standard error	.02	.03	.08	.14	.07	.10	.16	.14	.03	.11	.08	.08	.14	.13	.12
Standard deviation	.67	.65	.62	.94	.47	.51	.83	.46	.59	1.04	.51	.50	.79	.56	.41

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 220 (continuation)

QD10A_14. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	b	c	d	e	*f	*g	a	b	c	d	e	
Significance Level: 95%														
Unweighted Base	831	558	98	59	40	30	24	22	232	168	199	127	50	
Effective base	350	262	33	19	17	10	6	9	125	74	79	33	15	
Weighted Base	844	621	92	53	20	21	18	19	324	168	187	73	41	
Not at all important	(-2)	5 1%	* 3%	3 4%	2 4%	- -	- -	- -	- -	5 3%	- -	- -	- -	
			a	a										
Not very important	(-1)	4 *%	1 *%	- -	2 4%	- -	- -	- -	- -	- -	- -	1 2%	* *%	
				a										
Neither important nor unimportant	(0)	43 5%	26 4%	9 10%	5 9%	3 15%	- -	* 1%	* 1%	10 3%	16 9%	4 2%	6 8%	5 12%
					a						c			
Important	(1)	330 39%	260 42%	29 31%	14 26%	5 23%	7 34%	13 71%	3 15%	148 46%	57 34%	73 39%	22 30%	13 31%
Very important	(2)	462 55%	334 54%	51 55%	30 57%	12 62%	14 66%	5 29%	15 80%	166 51%	89 53%	109 58%	44 60%	23 56%
Don't know		1 *%	* *%	* 1%	- -	- -	- -	1 4%	- -	1 *%	* *%	* *%	- -	
NET Important		792 94%	594 96%	80 87%	44 83%	17 85%	21 100%	18 99%	18 95%	314 97%	147 87%	182 98%	65 90%	36 88%
			bc							b	b			
NET Not Important		9 1%	2 *%	3 3%	4 8%	- -	- -	- -	- -	5 3%	- -	1 2%	* *%	
				a										
Answered	843	621	91	53	20	21	18	18	324	167	186	73	41	
Mean Score	1.5	1.5	1.4	1.3	1.5	1.7	1.3	1.8	1.5	1.4	1.6	1.5	1.4	
Standard error	.02	.03	.09	.14	.12	.09	.10	.09	.04	.07	.04	.06	.10	
Standard deviation	.67	.59	.89	1.06	.76	.49	.48	.44	.56	.88	.54	.72	.71	

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 220 (continuation)

QD10A_14. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent					
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e	
Unweighted Base	831	287	152	162	102	41	286	142	165	92	32	
Effective base	350	150	66	58	21	12	148	54	60	29	10	
Weighted Base	844	386	153	138	51	29	360	133	130	64	31	
Not at all important	(-2)	5 1%	2 1%	3 2%	- -%	- -%	- -%	5 4%	- -%	- -%	- -%	- -%
Not very important	(-1)	4 *% *	* *% -	- -% -	- -% -	1 2% *	* *% -	- -% 1	1 1% *	* *% -	- -% -	- -% -
Neither important nor unimportant	(0)	43 5%	10 3%	16 10%	4 3%	6 12%	5 17%	23 6%	5 4%	3 2%	6 10%	4 15%
Important	(1)	330 39%	173 45%	51 33%	62 45%	8 16%	12 40%	157 44%	50 37%	42 32%	21 33%	10 32%
Very important	(2)	462 55%	199 52%	84 55%	72 52%	35 70%	12 42%	180 50%	73 54%	84 64%	36 57%	17 54%
Don't know		1 *% -	1 *% -%	- -% *	* *% %	* 1% -%	- -% -	1 1% -%	- -% *	* *% -%	- -% -	- -% -
NET Important		792 94%	373 97%	134 88%	134 97%	43 85%	24 82%	337 94%	122 92%	126 97%	57 90%	26 85%
NET Not Important		9 1%	2 1%	3 2%	- -%	1 2%	* *%	5 4%	1 1%	* *%	- -%	- -%
Answered	843	385	153	138	51	29	360	132	130	63	31	
Mean Score	1.5	1.5	1.4	1.5	1.5	1.2	1.4	1.4	1.6	1.5	1.4	
Standard error	.02	.04	.07	.04	.08	.12	.04	.07	.05	.07	.13	
Standard deviation	.67	.61	.82	.56	.80	.75	.61	.87	.58	.67	.74	

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 220 (continuation)

QD10A_14. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	*b	
Significance Level: 95%														
Unweighted Base		831	363	136	166	114	39	484	56	289	778	53	720	24
Effective base		350	181	50	67	36	10	203	20	125	329	21	298	8
Weighted Base		844	446	119	154	85	25	491	47	305	794	50	733	23
Not at all important	(-2)	5	*	3	2	-	*	2	-	3	5	-	5	-
		1%	*%	2%	1%	-%	1%	*%	-%	1%	1%	-%	1%	-%
Not very important	(-1)	4	*	*	2	1	-	3	-	*	4	-	1	-
		*%	*%	*%	1%	1%	-%	1%	-%	*%	*%	-%	*%	-%
Neither important nor unimportant	(0)	43	23	5	3	11	1	18	3	22	38	5	37	5
		5%	5%	4%	2%	12%	2%	4%	6%	7%	5%	9%	5%	20%
Important	(1)	330	202	44	44	23	14	159	22	149	316	14	303	3
		39%	45%	36%	29%	27%	54%	32%	46%	49%	40%	29%	41%	11%
Very important	(2)	462	220	68	101	50	11	307	22	131	430	31	386	16
		55%	49%	57%	65%	59%	43%	62%	47%	43%	54%	62%	53%	69%
Don't know		1	*	-	1	*	-	1	-	*	1	-	1	-
		*%	*%	-%	1%	*%	-%	*%	-%	*%	*%	-%	*%	-%
NET Important		792	422	112	145	73	24	466	44	280	746	45	689	19
		94%	95%	94%	94%	86%	97%	95%	94%	92%	94%	91%	94%	80%
NET Not Important		9	*	3	4	1	*	6	-	3	9	-	6	-
		1%	*%	2%	3%	1%	1%	1%	-%	1%	1%	-%	1%	-%
Answered		843	446	119	153	85	25	490	47	305	793	50	732	23
Mean Score		1.5	1.4	1.5	1.6	1.4	1.4	1.6	1.4	1.3	1.5	1.5	1.5	1.5
Standard error		.02	.03	.07	.06	.07	.11	.03	.08	.04	.02	.09	.02	.17
Standard deviation		.67	.60	.78	.74	.76	.66	.65	.61	.69	.67	.67	.66	.83

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 220 (continuation)

QD10A_14. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
		a	b	a	b	a	*b	a	b	a	b	
Significance Level: 95%												
Unweighted Base	831	661	60	665	166	726	18	660	61	666	165	
Effective base	350	287	15	289	62	300	6	282	19	288	62	
Weighted Base	844	681	38	670	174	736	21	671	48	675	169	
Not at all important	(-2)	5	5	-	5	-	5	-	5	-	5	-
		1%	1%	-%	1%	-%	1%	-%	1%	-%	1%	-%
Not very important	(-1)	4	1	-	4	*	1	-	1	*	4	*
		*%	*%	-%	1%	*%	*%	-%	*%	*%	1%	*%
Neither important nor unimportant	(0)	43	36	5	32	10	37	4	36	5	32	10
		5%	5%	13%	5%	6%	5%	21%	5%	11%	5%	6%
Important	(1)	330	272	8	271	59	304	1	269	11	271	59
		39%	40%	21%	40%	34%	41%	5%	40%	23%	40%	35%
Very important	(2)	462	365	25	357	105	387	15	358	32	362	100
		55%	54%	65%	53%	60%	53%	74%	53%	67%	54%	59%
Don't know		1	1	-	1	-	1	-	1	-	1	-
		*%	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%
NET Important		792	637	33	628	164	691	16	627	43	633	159
		94%	94%	87%	94%	94%	94%	79%	93%	89%	94%	94%
NET Not Important		9	6	-	9	*	6	-	6	*	9	*
		1%	1%	-%	1%	*%	1%	-%	1%	*%	1%	*%
Answered		843	679	38	669	174	734	21	669	48	674	169
Mean Score		1.5	1.5	1.5	1.5	1.5	1.5	1.5	1.5	1.6	1.5	1.5
Standard error		.02	.03	.09	.03	.05	.02	.20	.03	.09	.03	.05
Standard deviation		.67	.67	.73	.68	.61	.66	.84	.67	.69	.68	.61

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 220 (continuation)

QD10A_14. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	831	480	589	165	1	471	516	129	3	615	506	167	-
Effective base	350	188	249	69	1	188	220	56	3	252	223	70	-
Weighted Base	844	472	592	170	4	449	511	132	4	612	511	160	-
Not at all important (-2)	5 1%	2 *%	3 *%	- -%	- -%	2 *%	3 1%	- -%	- -%	5 1%	* *%	- -%	- -%
Not very important (-1)	4 *%	1 *%	1 *%	1 1%	- -%	1 *%	1 *%	* *%	- -%	3 1%	4 1%	1 1%	- -%
Neither important nor unimportant (0)	43 5%	25 5%	26 4%	3 2%	- -%	25 6%	25 5%	4 3%	- -%	24 4%	23 5%	4 2%	- -%
Important (1)	330 39%	188 40%	245 41%	51 30%	- -%	172 38%	206 40%	37 28%	- -%	227 37%	203 40%	51 32%	- -%
Very important (2)	462 55%	255 54%	315 53%	114 67%	4 100%	248 55%	274 54%	90 68%	4 100%	352 57%	280 55%	104 65%	- -%
Don't know	1 *%	1 *%	1 *%	1 *%	- -%	1 *%	1 *%	1 1%	- -%	1 *%	1 *%	1 *%	- -%
NET Important	792 94%	443 94%	561 95%	164 97%	4 100%	420 93%	481 94%	128 97%	4 100%	578 94%	483 95%	155 97%	- -%
NET Not Important	9 1%	3 1%	4 1%	1 1%	- -%	3 1%	4 1%	* *%	- -%	8 1%	4 1%	1 1%	- -%
Answered	843	471	591	169	4	448	510	131	4	611	510	160	-
Mean Score	1.5	1.5	1.5	1.6	2.0	1.5	1.5	1.7	2.0	1.5	1.5	1.6	-
Standard error	.02	.03	.03	.04	-	.03	.03	.05	-	.03	.03	.04	-
Standard deviation	.67	.65	.64	.56	-	.66	.66	.53	-	.68	.63	.57	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 220 (continuation)

QD10A_14. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	
		a	b	c	a	b	c	a	b	c	d	e	
Significance Level: 95%													
Unweighted Base		831	698	668	831	581	486	37	600	479	459	124	75
Effective base		350	290	281	350	233	212	11	266	197	184	59	38
Weighted Base		844	721	674	844	589	508	25	633	496	449	133	87
Not at all important	(-2)	5	3	3	5	3	-	-	5	3	3	-	-
		1%	*%	*%	1%	*%	-%	-%	1%	1%	1%	-%	-%
Not very important	(-1)	4	1	1	4	1	*	-	2	*	3	1	-
		*%	*%	*%	*%	*%	*%	-%	*%	*%	1%	1%	-%
Neither important nor unimportant	(0)	43	34	37	43	32	34	*	30	32	16	4	2
		5%	5%	6%	5%	5%	7%	*%	5%	6%	4%	3%	2%
Important	(1)	330	295	259	330	225	187	7	266	184	169	48	22
		39%	41%	38%	39%	38%	37%	27%	42%	37%	38%	36%	26%
Very important	(2)	462	387	372	462	327	286	18	328	277	256	81	62
		55%	54%	55%	55%	56%	56%	73%	52%	56%	57%	61%	72%
Don't know		1	1	1	1	1	1	-	1	1	1	-	-
		*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%	-%
NET Important		792	681	631	792	551	473	25	594	461	425	128	85
		94%	95%	94%	94%	94%	93%	100%	94%	93%	95%	96%	98%
NET Not Important		9	4	4	9	4	*	-	7	3	6	1	-
		1%	1%	1%	1%	1%	*%	-%	1%	1%	1%	1%	-%
Answered		843	720	672	843	587	507	25	632	495	448	133	87
Mean Score		1.5	1.5	1.5	1.5	1.5	1.5	1.7	1.4	1.5	1.5	1.6	1.7
Standard error		.02	.02	.03	.02	.03	.03	.07	.03	.03	.03	.05	.06
Standard deviation		.67	.63	.65	.67	.65	.62	.45	.68	.67	.67	.60	.51

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 220 (continuation)

QD10A_14. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	831	115	53	44	32	724	506	753	585	475	471	687	132	-	697	47
Effective base	350	48	22	18	15	303	209	316	243	195	194	292	53	-	281	25
Weighted Base	844	112	47	46	37	723	495	757	575	456	478	693	120	-	635	68
Not at all important	(-2)	5	2	-	-	5	*	5	3	3	5	3	-	-	*	2
		1%	2%	-%	-%	1%	*%	1%	1%	1%	1%	*%	-%	-%	*%	3%
																a
Not very important	(-1)	4	1	-	*	2	3	4	3	1	3	2	*	-	3	*
		*%	1%	-%	*%	*%	1%	*%	1%	*%	1%	*%	*%	-%	1%	*%
Neither important nor unimportant	(0)	43	6	9	1	41	31	43	20	14	20	33	4	-	32	*
		5%	5%	19%	3%	6%	6%	6%	4%	3%	4%	5%	3%	-%	5%	*%
Important	(1)	330	37	7	17	292	196	300	226	181	177	274	34	-	244	31
		39%	33%	15%	37%	40%	40%	40%	39%	40%	37%	40%	28%	-%	38%	45%
Very important	(2)	462	66	31	28	381	264	405	321	257	272	379	82	-	354	35
		55%	59%	65%	60%	53%	53%	53%	56%	56%	57%	55%	69%	-%	56%	51%
Don't know		1	1	*	-	1	1	1	1	*	1	1	-	-	1	-
		*%	1%	1%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%
NET Important		792	103	38	45	673	459	704	547	438	449	653	117	-	598	66
		94%	91%	80%	97%	93%	93%	93%	95%	96%	94%	94%	97%	-%	94%	97%
NET Not Important		9	3	-	*	8	4	9	6	4	8	6	*	-	4	2
		1%	3%	-%	*%	1%	1%	1%	1%	1%	2%	1%	*%	-%	1%	3%
Answered	843	112	47	46	37	721	494	756	574	456	477	691	120	-	634	68
Mean Score	1.5	1.5	1.5	1.6	1.7	1.4	1.5	1.4	1.5	1.5	1.5	1.5	1.7	-	1.5	1.4
Standard error	.02	.08	.11	.08	.08	.03	.03	.03	.03	.03	.03	.02	.05	-	.02	.12
Standard deviation	.67	.80	.80	.56	.47	.68	.65	.69	.65	.64	.71	.65	.54	-	.62	.80

Columns Tested.: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 220 (continuation)

QD10A_14. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	831	389	442	267	10	135	180	142	527	156	143	182	495
Effective base	350	169	181	106	7	51	80	58	222	67	61	74	211
Weighted Base	844	406	439	259	21	123	203	143	537	157	145	174	512
Not at all important (-2)	5 1%	5 1%	* *%	- -%	- -%	- -%	- -%	* *%	3 1%	2 1%	2 1%	- -%	3 1%
Not very important (-1)	4 *%	3 1%	* *%	* *%	- -%	* *%	- -%	1 1%	2 *%	* *%	- -%	1 1%	2 *%
Neither important nor unimportant (0)	43 5%	19 5%	24 5%	8 3%	- -%	6 5%	7 4%	3 2%	32 6%	6 4%	3 2%	7 4%	26 5%
Important (1)	330 39%	133 33%	197 45%	95 37%	2 12%	43 35%	66 33%	35 25%	236 44%	58 37%	37 25%	76 43%	216 42%
Very important (2)	462 55%	245 60%	217 49%	156 60%	18 88%	74 60%	129 64%	102 72%	264 49%	90 58%	103 71%	89 51%	263 51%
Don't know	1 *%	1 *%	* *%	- -%	- -%	- -%	- -%	1 1%	* *%	- -%	- -%	1 *%	* *%
NET Important	792 94%	378 93%	414 94%	251 97%	21 100%	117 95%	195 96%	138 96%	500 93%	148 94%	140 97%	165 95%	480 94%
NET Not Important	9 1%	8 2%	1 *%	* *%	- -%	* *%	- -%	1 1%	5 1%	2 1%	2 1%	1 1%	5 1%
Answered	843	404	439	259	21	123	203	142	537	157	145	173	512
Mean Score	1.5	1.5	1.4	1.6	1.9	1.6	1.6	1.7	1.4	1.5	1.6	1.5	1.4
Standard error	.02	.04	.03	.03	.10	.05	.04	.05	.03	.06	.06	.05	.03
Standard deviation	.67	.73	.61	.56	.33	.59	.56	.57	.67	.71	.67	.61	.67

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 220 (continuation)

QD10A_14. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		831	340	491
Effective base		350	123	227
Weighted Base		844	309	535
Not at all important	(-2)	5 1%	5 2%	- -%
Not very important	(-1)	4 *%	3 1%	* *%
Neither important nor unimportant	(0)	43 5%	18 6%	25 5%
Important	(1)	330 39%	129 42%	201 38%
Very important	(2)	462 55%	154 50%	307 57%
Don't know		1 *%	- -%	1 *%
NET Important		792 94%	283 91%	509 95%
NET Not Important		9 1%	9 3%	* *%
			b	
Answered		843	309	534
Mean Score		1.5	1.4	1.5
Standard error		.02	.04	.03
Standard deviation		.67	.78	.59

Columns Tested:: a,b

Table 220 (continuation)

QD10A_14. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	831	50	109	68	69	91	39	36	87	57	68	45	112
Effective base	350	19	53	44	22	72	24	8	38	25	16	22	39
Weighted Base	844	26	93	91	25	146	41	11	128	55	39	67	122
Not at all important (-2)	5 1%	- -%	- -%	- -%	- -%	3 2%	* 1%	- -%	* *%	- -%	- -%	- -%	2 2%
Not very important (-1)	4 *%	- -%	* *%	1 1%	* *%	- -%	- -%	* 1%	2 2%	- -%	- -%	- -%	- -%
Neither important nor unimportant (0)	43 5%	* 1%	1 1%	8 9%	1 3%	8 5%	1 3%	* 4%	6 5%	1 2%	5 14%	- -%	11 9%
Important (1)	330 39%	9 36%	40 43%	36 39%	10 42%	62 42%	21 52%	2 18%	52 41%	20 36%	17 44%	15 23%	45 37%
Very important (2)	462 55%	17 63%	51 55%	46 51%	14 55%	74 50%	18 45%	9 77%	67 53%	34 61%	16 41%	52 77%	64 53%
Don't know	1 *%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%
NET Important	792 94%	26 99%	92 98%	82 90%	24 97%	136 93%	40 97%	11 95%	119 93%	54 98%	33 85%	67 100%	109 89%
NET Not Important	9 1%	- -%	* *%	1 1%	* *%	3 2%	* 1%	* 1%	2 2%	- -%	- -%	- -%	2 2%
Answered	843	26	92	91	25	146	41	11	128	55	38	67	122
Mean Score	1.5	1.6	1.5	1.4	1.5	1.4	1.4	1.7	1.4	1.6	1.3	1.8	1.4
Standard error	.02	.07	.05	.09	.07	.08	.10	.10	.07	.07	.09	.06	.07
Standard deviation	.67	.51	.52	.70	.57	.76	.62	.62	.67	.54	.70	.42	.79

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 220 (continuation)

QD10A_14. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter				Half		
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023	
Significance Level: 95%		a	b	c	d	a	b	
Unweighted Base	831	227	199	180	225	426	405	
Effective base	350	113	113	66	76	226	142	
Weighted Base	844	211	212	194	227	423	421	
Not at all important	(-2)	5	-	3	*	2	3	2
		1%	-%	1%	*%	1%	1%	*%
Not very important	(-1)	4	1	*	2	-	1	2
		*%	1%	*%	1%	-%	*%	1%
Neither important nor unimportant	(0)	43	9	10	8	16	18	24
		5%	4%	5%	4%	7%	4%	6%
Important	(1)	330	86	94	74	77	179	151
		39%	41%	44%	38%	34%	42%	36%
Very important	(2)	462	114	106	110	131	220	241
		55%	54%	50%	57%	58%	52%	57%
Don't know		1	1	-	-	*	1	*
		*%	*%	-%	-%	*%	*%	*%
NET Important		792	200	200	184	208	400	392
		94%	95%	94%	95%	92%	94%	93%
NET Not Important		9	1	3	2	2	4	4
		1%	1%	1%	1%	1%	1%	1%
Answered		843	210	212	194	227	422	421
Mean Score		1.5	1.5	1.4	1.5	1.5	1.5	1.5
Standard error		.02	.04	.05	.05	.05	.03	.03
Standard deviation		.67	.61	.71	.64	.71	.66	.68

Columns Tested:: a,b,c,d - a,b

Table 221

QD10A_15. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	831	32	799	587	123	36	85	244
Effective base	350	8	342	323	51	15	44	68
Weighted Base	844	16	828	808	31	4	2	37
Not at all important	(-2)	50	48	48	1	-	-	1
		6%	6%	6%	4%	-%	-%	4%
Not very important	(-1)	65	65	63	1	*	*	2
		8%	8%	8%	5%	2%	3%	4%
Neither important nor unimportant	(0)	164	163	160	3	1	*	4
		19%	20%	20%	11%	18%	13%	12%
Important	(1)	315	313	299	13	1	1	15
		37%	38%	37%	43%	24%	43%	41%
Very important	(2)	248	236	234	11	2	1	14
		29%	29%	29%	35%	56%	42%	37%
Don't know		4	2	3	*	-	-	*
		.*%	.*%	.*%	2%	-%	-%	1%
NET Important		12	550	533	24	3	2	29
		75%	66%	66%	78%	79%	84%	79%
NET Not Important		1	113	111	3	*	*	3
		9%	14%	14%	9%	2%	3%	8%
Answered	841	15	825	804	30	4	2	36
Mean Score	.8	1.3	.8	.8	1.0	1.3	1.2	1.1
Standard error	.04	.24	.04	.05	.10	.16	.12	.07
Standard deviation	1.13	1.30	1.13	1.13	1.05	.99	1.10	1.02

Columns Tested:: a,b - a,b,c,d,e

Table 221 (continuation)

QD10A_15. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		831	260	245	82	71	88	85	587	123	121
Effective base		350	164	129	37	33	31	44	323	51	31
Weighted Base		844	440	315	53	22	13	2	808	31	6
Not at all important	(-2)	50 6%	14 3%	28 9%	6 12%	1 6%	- -%	- -%	48 6%	1 4%	- -%
				af	ae fi						
Not very important	(-1)	65 8%	40 9%	19 6%	3 6%	1 5%	* 3%	* 3%	63 8%	1 5%	* 3%
Neither important nor unimportant	(0)	164 19%	85 19%	66 21%	9 17%	2 11%	2 13%	* 13%	160 20%	3 11%	1 16%
Important	(1)	315 37%	175 40%	105 34%	19 36%	8 36%	6 49%	1 43%	299 37%	13 43%	2 30%
Very important	(2)	248 29%	123 28%	96 30%	15 29%	9 40%	4 31%	1 42%	234 29%	11 35%	3 51%
											abg
Don't know		4 *%	3 1%	* *%	- -%	* *%	* 3%	- -%	3 *%	* 2%	- -%
NET Important		562 67%	298 68%	201 64%	34 65%	17 77%	11 80%	2 84%	533 66%	24 78%	5 81%
								abcg			
NET Not Important		114 14%	54 12%	47 15%	10 18%	2 11%	* 3%	* 3%	111 14%	3 9%	* 3%
				fi	efi				f		
Answered		841	437	314	53	22	13	2	804	30	6
Mean Score		.8	.8	.7	.6	1.0	1.1	1.2	.8	1.0	1.3
								abcg			abcg
Standard error		.04	.07	.08	.14	.14	.09	.12	.05	.10	.08
Standard deviation		1.13	1.05	1.21	1.30	1.16	.79	1.10	1.13	1.05	.91

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 221 (continuation)

QD10A_15. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	831	375	212	123	36	85	384	143	63	45	105
Effective base	350	241	106	51	15	44	223	63	19	13	23
Weighted Base	844	663	145	31	4	2	593	108	33	18	22
Not at all important (-2)	50 6%	40 6%	9 6%	1 4%	- -%	- -%	36 6%	8 7%	2 6%	1 4%	* 2%
Not very important (-1)	65 8%	55 8%	8 5%	1 5%	* 2%	* 3%	52 9%	4 4%	5 16%	1 3%	* 2%
Neither important nor unimportant (0)	164 19%	128 19%	32 22%	3 11%	1 18%	* 13%	125 21%	25 23%	2 6%	3 17%	5 25%
Important (1)	315 37%	253 38%	46 32%	13 43%	1 24%	1 43%	211 36%	53 49%	13 39%	3 18%	10 44%
Very important (2)	248 29%	183 28%	51 35%	11 35%	2 56%	1 42%	166 28%	19 17%	11 33%	10 58%	6 28%
Don't know	4 *%	3 *%	* *%	* 2%	- -%	- -%	2 *%	- -%	* *%	- -%	- -%
NET Important	562 67%	436 66%	97 67%	24 78%	3 79%	2 84%	377 64%	72 67%	24 72%	14 76%	16 72%
NET Not Important	114 14%	95 14%	16 11%	3 9%	* 2%	* 3%	89 15%	12 11%	7 22%	1 7%	1 3%
Answered	841	660	145	30	4	2	591	108	33	18	22
Mean Score	.8	.7	.8	1.0	1.3	1.2	.7	.7	.8	1.2	.9
Standard error	.04	.06	.08	.10	.16	.12	.06	.09	.16	.16	.09
Standard deviation	1.13	1.13	1.14	1.05	.99	1.10	1.15	1.04	1.26	1.11	.88

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 221 (continuation)

QD10A_15. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		831	71	47	84	36	65	84	57	54	58
Effective base		350	44	31	47	17	33	52	32	28	28
Weighted Base		844	98	54	128	40	88	155	90	59	65
Not at all important	(-2)	50	6	2	8	-	6	7	9	4	4
		6%	7%	4%	6%	-%	7%	4%	10%	7%	6%
Not very important	(-1)	65	17	-	8	4	5	7	2	3	9
		8%	17%	-%	6%	11%	6%	5%	2%	5%	14%
			bfq								b
Neither important nor unimportant	(0)	164	20	8	28	5	9	34	25	14	11
		19%	20%	15%	22%	12%	10%	22%	28%	24%	17%
Important	(1)	315	23	26	49	16	40	58	42	24	21
		37%	24%	48%	38%	40%	45%	37%	47%	40%	32%
			a						a		
Very important	(2)	248	30	18	36	15	29	49	13	13	20
		29%	30%	33%	28%	37%	33%	32%	14%	22%	31%
Don't know		4	2	-	-	-	-	-	-	*	-
		*%	2%	-%	-%	-%	-%	-%	-%	1%	-%
NET Important		562	53	44	85	31	68	107	54	37	41
		67%	54%	81%	66%	77%	78%	69%	60%	63%	63%
			a				a				
NET Not Important		114	23	2	15	4	11	14	10	7	13
		14%	24%	4%	12%	11%	13%	9%	12%	12%	20%
			bf								
Answered		841	96	54	128	40	88	155	90	59	65
Mean Score		.8	.6	1.1	.8	1.0	.9	.9	.5	.7	.7
			g								
Standard error		.04	.15	.13	.12	.16	.14	.11	.14	.15	.16
Standard deviation		1.13	1.28	.92	1.11	.98	1.13	1.05	1.08	1.11	1.22

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 221 (continuation)

QD10A_15. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)									
		Net: North		Net: Midlands		Net: South		Net: England		Net: Scotland, Wales and Northern Ireland	
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
			a	b	c	d	e	f	g	h	
Significance Level: 95%											
Unweighted Base		831	159	172	225	556	275	88	102	85	
Effective base		350	78	101	130	304	88	31	33	29	
Weighted Base		844	193	211	373	777	67	28	27	12	
Not at all important	(-2)	50 6%	10 5%	13 6%	23 6%	46 6%	4 6%	1 4%	2 9%	* 4%	
Not very important	(-1)	65 8%	19 10%	20 9%	17 4%	55 7%	10 15%	1 4%	7 24%	2 17%	
Neither important nor unimportant	(0)	164 19%	24 13%	42 20%	88 23%	154 20%	10 15%	4 14%	4 16%	2 18%	
Important	(1)	315 37%	76 40%	73 35%	148 40%	298 38%	16 24%	8 29%	5 20%	3 23%	
Very important	(2)	248 29%	64 33%	61 29%	98 26%	222 29%	26 38%	13 48%	7 28%	5 38%	
Don't know		4 *%	- -%	2 1%	- -%	2 *%	1 2%	- -%	1 4%	* *%	
NET Important		562 67%	140 73%	134 64%	246 66%	520 67%	42 62%	21 78%	13 47%	8 61%	
NET Not Important		114 14%	29 15%	33 15%	40 11%	101 13%	14 20%	2 9%	9 33%	3 20%	
Answered		841	193	209	373	775	66	28	26	12	
Mean Score		.8	.9	.7	.8	.8	.8	1.1	.4	.7	
Standard error		.04	.09	.09	.07	.05	.08	.12	.14	.14	
Standard deviation		1.13	1.13	1.16	1.08	1.12	1.28	1.10	1.38	1.28	

Columns Tested: a,b,c,d,e,f,g,h

Table 221 (continuation)

QD10A_15. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Industry								
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	g	h	i
Unweighted Base	831	29	65	4	69	80	232	31	30	359
Effective base	350	19	20	3	22	31	105	12	12	161
Weighted Base	844	29	51	4	55	91	202	27	17	423
Not at all important	(-2)	50	3	-	3	3	17	6	-	21
	6%	-%	6%	-%	6%	3%	8%	22%	-%	5%
								i		
Not very important	(-1)	65	4	-	4	6	11	2	2	40
	8%	-%	7%	-%	6%	7%	5%	8%	14%	9%
Neither important nor unimportant	(0)	164	11	-	11	23	45	8	1	75
	19%	8%	22%	-%	20%	26%	22%	28%	5%	18%
Important	(1)	315	20	1	21	37	63	10	9	162
	37%	42%	38%	21%	37%	41%	31%	38%	57%	38%
Very important	(2)	248	14	3	17	21	67	1	4	122
	29%	50%	27%	79%	30%	23%	33%	4%	24%	29%
							g			
Don't know		4	*	-	*	-	-	-	-	4
	*%	-%	*%	-%	*%	-%	-%	-%	-%	1%
NET Important		562	33	4	37	59	129	12	13	285
	67%	92%	65%	100%	68%	64%	64%	43%	80%	67%
NET Not Important		114	7	-	7	9	28	8	2	61
	14%	-%	13%	-%	12%	10%	14%	29%	14%	14%
Answered		841	51	4	55	91	202	27	17	420
Mean Score	.8	1.4	.7	1.8	.8	.7	.8	*	.9	.8
					g	g	g		g	g
Standard error	.04	.12	.14	.23	.14	.11	.08	.22	.17	.06
Standard deviation	1.13	.64	1.13	.47	1.12	1.00	1.21	1.25	.95	1.12

Columns Tested: a,b,c,d,e,f,g,h,i

Table 221 (continuation)

QD10A_15. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	831	178	232	421	718	113	-	709	122	808	23
Effective base	350	68	105	182	296	54	-	326	27	341	9
Weighted Base	844	175	202	468	699	145	-	800	44	826	18
Not at all important (-2)	50 6%	6 4%	17 8%	26 6%	44 6%	6 4%	- -%	49 6%	1 3%	50 6%	- -%
Not very important (-1)	65 8%	10 5%	11 5%	44 9%	50 7%	15 10%	- -%	62 8%	2 5%	60 7%	4 24%
Neither important nor unimportant (0)	164 19%	37 21%	45 22%	83 18%	129 18%	36 25%	- -%	159 20%	5 12%	162 20%	2 11%
Important (1)	315 37%	70 40%	63 31%	182 39%	264 38%	50 35%	- -%	296 37%	18 42%	310 38%	5 25%
Very important (2)	248 29%	53 30%	67 33%	128 27%	209 30%	39 27%	- -%	231 29%	17 38%	241 29%	7 38%
Don't know	4 *%	* *%	- -%	4 1%	3 *%	* *%	- -%	3 *%	* 1%	3 *%	* 2%
NET Important	562 67%	122 70%	129 64%	310 66%	473 68%	89 61%	- -%	527 66%	35 79%	551 67%	11 63%
NET Not Important	114 14%	16 9%	28 14%	71 15%	94 13%	20 14%	- -%	111 14%	3 8%	110 13%	4 24%
Answered	841	175	202	465	696	145	-	797	44	823	18
Mean Score	.8	.9	.8	.7	.8	.7	-	.8	1.1	.8	.8
Standard error	.04	.08	.08	.06	.04	.10	-	.04	.09	.04	.26
Standard deviation	1.13	1.02	1.21	1.13	1.14	1.09	-	1.14	.98	1.13	1.24

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 221 (continuation)

QD10A_15. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		831	417	167	247
Effective base		350	181	61	108
Weighted Base		844	452	138	255
Not at all important	(-2)	50 6%	31 7%	4 3%	16 6%
Not very important	(-1)	65 8%	42 9%	12 9%	11 4%
Neither important nor unimportant	(0)	164 19%	90 20%	28 21%	46 18%
Important	(1)	315 37%	178 39%	44 32%	92 36%
Very important	(2)	248 29%	109 24%	49 36%	89 35%
Don't know		4 *%	3 1%	- -%	1 *%
NET Important		562 67%	287 63%	94 68%	182 71%
NET Not Important		114 14%	72 16%	16 11%	27 10%
Answered		841	449	138	254
Mean Score		.8	.7	.9	.9
Standard error		.04	.06	.08	.07
Standard deviation		1.13	1.14	1.07	1.12

Columns Tested: a,b,c

Table 221 (continuation)

QD10A_15. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	831	561	172	45	20	19	7	3	4	733	98	53
Effective base	350	266	59	14	6	6	1	1	1	324	25	12
Weighted Base	844	650	134	36	5	12	2	1	5	784	61	25
Not at all important	(-2)	50	35	14	*	-	-	-	-	49	*	-
		6%	5%	11%	1%	-%	-%	-%	-%	6%	1%	-%
Not very important	(-1)	65	55	10	*	-	*	-	-	64	*	*
		8%	8%	7%	*%	2%	-%	1%	-%	8%	*%	*%
Neither important nor unimportant	(0)	164	123	36	1	*	3	2	-	159	6	5
		19%	19%	27%	2%	2%	23%	84%	-%	20%	9%	20%
				c								
Important	(1)	315	267	36	5	1	5	*	-	303	12	6
		37%	41%	27%	15%	26%	39%	13%	-%	39%	19%	26%
			bj									
Very important	(2)	248	167	38	30	3	5	*	1	5	204	43
		29%	26%	28%	82%	70%	38%	2%	100%	98%	26%	71%
				abi								abi
				abi								ai
Don't know		4	4	*	-	-	-	-	-	4	-	-
		*%	1%	*%	-%	-%	-%	-%	-%	*%	-%	-%
NET Important		562	434	73	35	5	9	*	1	507	55	20
		67%	67%	55%	97%	96%	77%	15%	100%	65%	90%	80%
				abi							abi	
NET Not Important		114	90	24	*	*	-	*	-	114	*	*
		14%	14%	18%	1%	2%	-%	1%	-%	15%	1%	*%
				j						j		
Answered		841	646	134	36	5	12	2	1	5	780	61
Mean Score		.8	.7	.5	1.8	1.6	1.1	.2	2.0	2.0	.7	1.6
				abi							abi	b
Standard error		.04	.05	.10	.09	.16	.18	.22	-	.07	.04	.07
Standard deviation		1.13	1.10	1.27	.59	.70	.80	.58	-	.14	1.13	.72

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 221 (continuation)

QD10A_15. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	831	247	314	270	744	721	776	831	525	339	77	489	37	61	35	53	24
Effective base	350	135	131	84	306	301	325	350	207	111	40	228	12	16	11	13	7
Weighted Base	844	343	307	194	757	718	792	844	509	277	100	558	27	42	24	23	18
Not at all important (-2)	50 6%	21 6%	14 5%	14 7%	40 5%	40 6%	43 5%	50 6%	23 5%	8 3%	7 7%	34 6%	2 6%	* 1%	* 1%	- -	- -
Not very important (-1)	65 8%	32 9%	23 8%	10 5%	61 8%	56 8%	61 8%	65 8%	25 5%	15 5%	6 6%	55 10%	* 1%	* *	* *	- -	* *
Neither important nor unimportant (0)	164 19%	71 21%	51 17%	42 22%	152 20%	140 20%	155 20%	164 19%	102 20%	42 15%	18 18%	112 20%	9 35%	4 9%	4 18%	6 28%	1 5%
Important (1)	315 37%	146 42%	122 40%	47 24%	281 37%	267 37%	298 38%	315 37%	205 40%	108 39%	41 41%	204 36%	8 28%	26 63%	9 39%	4 17%	6 34%
Very important (2)	248 29%	71 21%	96 31%	81 42%	221 29%	213 30%	232 29%	248 29%	151 30%	104 37%	28 28%	151 27%	8 30%	11 27%	10 42%	13 55%	11 61%
Don't know	4 *%	3 1%	1 *%	* *%	3 *%	2 *%	3 *%	4 *%	2 *%	- -%	* *%	2 *%	- -%	- -%	- -%	- -%	- -%
NET Important	562 67%	216 63%	218 71%	128 66%	502 66%	480 67%	530 67%	562 67%	357 70%	212 76%	69 69%	354 63%	15 58%	38 90%	19 81%	17 72%	17 94%
NET Not Important	114 14%	53 15%	37 12%	24 13%	100 13%	95 13%	104 13%	114 14%	48 9%	23 8%	13 13%	89 16%	2 7%	* 1%	* 1%	- -%	* *%
Answered Mean Score	841 .8	340 .6	306 .9	194 .9	754 .8	716 .8	790 .8	841 .8	507 .9	277 1.0	100 .8	556 .7	27 .8	42 1.2	24 1.2	23 1.3	18 1.6
Standard error	.04	.07	.06	.07	.04	.04	.04	.04	.05	.05	.13	.05	.18	.08	.13	.12	.13
Standard deviation	1.13	1.10	1.09	1.22	1.11	1.12	1.12	1.13	1.05	1.01	1.13	1.15	1.09	.66	.80	.89	.62

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 221 (continuation)

QD10A_15. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	e	*f	*g
Unweighted Base	831	527	64	42	45	28	27	11	487	98	41	36	30	18	11
Effective base	350	251	19	13	9	8	5	3	230	33	15	14	6	9	4
Weighted Base	844	622	54	34	16	11	13	7	548	96	18	22	15	9	11
Not at all important (-2)	50 6%	37 6%	3 5%	- -%	- -%	* 1%	- -%	- -%	38 7%	- -%	2 9%	* 2%	- -%	- -%	- -%
Not very important (-1)	65 8%	60 10%	1 1%	* *%	* *%	- -%	* *%	- -%	51 9%	4 4%	* *%	- -%	- -%	* *%	- -%
Neither important nor unimportant (0)	164 19%	121 19%	18 34%	7 19%	1 6%	* *%	5 35%	1 15%	110 20%	22 23%	1 5%	- -%	4 30%	2 18%	1 9%
Important (1)	315 37%	234 38%	13 24%	20 59%	5 32%	3 30%	2 12%	4 59%	207 38%	30 31%	11 60%	10 46%	4 30%	3 38%	1 12%
Very important (2)	248 29%	168 27%	19 36%	7 21%	10 61%	7 68%	7 53%	2 26%	140 25%	39 41%	5 26%	12 52%	6 40%	4 43%	8 79%
Don't know	4 *%	3 *%	- -%	- -%	- -%	- -%	- -%	- -%	2 *%	- -%	- -%	- -%	- -%	- -%	- -%
NET Important	562 67%	402 65%	32 60%	27 80%	15 94%	11 99%	8 65%	6 85%	347 63%	69 72%	15 86%	22 98%	10 70%	7 82%	10 91%
NET Not Important	114 14%	96 16%	4 7%	* *%	* *%	* 1%	* *%	- -%	89 16%	4 4%	2 9%	* 2%	- -%	* *%	- -%
Answered Mean Score	841 .8	619 .7	54 .8	34 1.0	16 1.5	11 1.6	13 1.2	7 1.1	546 .7	96 1.1	18 .9	22 1.5	15 1.1	9 1.2	11 1.7
Standard error	.04	.05	.14	.10	.09	.12	.19	.21	.05	.09	.17	.11	.16	.19	.20
Standard deviation	1.13	1.14	1.11	.65	.63	.66	.96	.68	1.16	.91	1.08	.69	.86	.80	.66

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 221 (continuation)

QD10A_15. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	b	c	d	e	*f	*g	a	b	c	d	e	
Significance Level: 95%														
Unweighted Base	831	558	98	59	40	30	24	22	232	168	199	127	50	
Effective base	350	262	33	19	17	10	6	9	125	74	79	33	15	
Weighted Base	844	621	92	53	20	21	18	19	324	168	187	73	41	
Not at all important	(-2)	50 6%	47 8%	2 2%	1 1%	- -	* 2%	- -	- -9%	14 4%	10 6%	13 7%	6 8%	- -
Not very important	(-1)	65 8%	59 9%	3 4%	2 4%	* 2%	- -	* -	- -9%	30 9%	15 9%	16 8%	1 1%	* %
Neither important nor unimportant	(0)	164 19%	123 20%	21 23%	10 19%	2 12%	4 20%	* %	3 16%	73 23%	27 16%	33 17%	7 10%	15 36%
Important	(1)	315 37%	244 39%	25 27%	16 31%	8 42%	3 14%	12 65%	6 33%	134 41%	49 29%	76 41%	30 41%	9 23%
Very important	(2)	248 29%	144 23%	41 45%	24 45%	9 45%	14 64%	6 34%	9 50%	71 22%	67 40%	49 26%	29 40%	17 40%
Don't know		4 *%	4 1%	- -	- -	- -	- -	- -	- -	2 1%	* *%	- -	- -	- -
NET Important		562 67%	388 62%	66 72%	40 76%	17 87%	17 78%	18 100%	15 84%	204 63%	116 69%	125 67%	59 81%	26 63%
NET Not Important		114 14%	106 17%	5 5%	3 5%	* 2%	* 2%	* *%	- -9%	44 14%	25 15%	29 15%	6 9%	* %
Answered		841	618	92	53	20	21	18	19	322	168	187	73	41
Mean Score	.8	.6	1.1	1.2	1.3	1.4	1.3	1.3	.7	.9	.7	1.0	1.0	
Standard error	.04	.05	a	a	a	a	a	a	.07	.09	.08	.10	.13	
Standard deviation	1.13	1.16	.98	.94	.76	.95	.50	.77	1.06	1.21	1.15	1.12	.90	

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 221 (continuation)

QD10A_15. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	831	287	152	162	102	41	286	142	165	92	32
Effective base	350	150	66	58	21	12	148	54	60	29	10
Weighted Base	844	386	153	138	51	29	360	133	130	64	31
Not at all important (-2)	50 6%	17 4%	10 7%	11 8%	1 3%	- -%	24 7%	3 2%	8 6%	4 7%	- -%
Not very important (-1)	65 8%	34 9%	12 8%	14 10%	* *%	* 1%	29 8%	15 11%	11 8%	1 1%	* *%
Neither important nor unimportant (0)	164 19%	88 23%	26 17%	26 18%	2 4%	11 37%	83 23%	17 12%	24 18%	7 11%	10 31%
Important (1)	315 37%	152 39%	44 29%	54 39%	23 46%	8 28%	136 38%	50 37%	50 38%	24 38%	8 25%
Very important (2)	248 29%	92 24%	61 40%	34 25%	24 47%	10 34%	85 24%	49 37%	37 29%	28 43%	13 43%
Don't know	4 *%	2 1%	* *%	- -%	- -%	- -%	2 1%	- -%	- -%	- -%	- -%
NET Important	562 67%	244 63%	104 68%	88 64%	47 93%	18 62%	221 61%	99 74%	87 67%	52 81%	21 68%
NET Not Important	114 14%	51 13%	22 14%	25 18%	2 3%	* 1%	53 15%	18 14%	19 15%	5 8%	* *%
Answered	841	383	152	138	51	29	357	133	130	64	31
Mean Score	.8	.7	.9	.6	1.3	1.0	.6	1.0	.7	1.1	1.1
Standard error	.04	.06	.10	.09	.08	.14	.07	.09	.09	.11	.16
Standard deviation	1.13	1.07	1.21	1.19	.82	.87	1.13	1.07	1.15	1.10	.88

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 221 (continuation)

QD10A_15. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	*b	
Significance Level: 95%														
Unweighted Base		831	363	136	166	114	39	484	56	289	778	53	720	24
Effective base		350	181	50	67	36	10	203	20	125	329	21	298	8
Weighted Base		844	446	119	154	85	25	491	47	305	794	50	733	23
Not at all important	(-2)	50	31	6	9	4	*	26	1	23	48	2	40	-
		6%	7%	5%	6%	5%	1%	5%	2%	8%	6%	4%	5%	-%
Not very important	(-1)	65	45	10	7	1	*	32	4	29	64	*	60	*
		8%	10%	8%	5%	1%	*%	7%	8%	9%	8%	*%	8%	*%
Neither important nor unimportant	(0)	164	102	16	26	11	*	92	7	65	152	13	144	8
		19%	23%	13%	17%	13%	*%	19%	16%	21%	19%	25%	20%	35%
Important	(1)	315	168	52	62	21	10	174	16	122	298	17	272	9
		37%	38%	44%	40%	25%	41%	35%	35%	40%	38%	33%	37%	37%
Very important	(2)	248	97	35	49	47	14	166	19	62	229	18	214	7
		29%	22%	29%	32%	56%	57%	34%	40%	20%	29%	37%	29%	28%
Don't know		4	2	1	*	-	-	*	-	3	4	-	3	-
		*%	1%	1%	*%	-%	-%	*%	-%	1%	*%	-%	*%	-%
NET Important		562	266	87	111	69	25	341	35	185	527	35	486	15
		67%	60%	73%	72%	81%	98%	69%	74%	61%	66%	70%	66%	65%
NET Not Important		114	76	16	16	5	*	58	4	52	112	2	100	*
		14%	17%	13%	11%	6%	2%	12%	9%	17%	14%	4%	14%	*%
Answered		841	443	118	154	85	25	491	47	302	791	50	730	23
Mean Score		.8	.6	.9	.9	1.3	1.5	.9	1.0	.6	.8	1.0	.8	.9
Standard error		.04	.06	.09	.09	.10	.11	.05	.14	.07	.04	.14	.04	.17
Standard deviation		1.13	1.14	1.09	1.10	1.05	.66	1.12	1.02	1.15	1.14	1.00	1.12	.82

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 221 (continuation)

QD10A_15. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	*b	a	b	a	b
Significance Level: 95%											
Unweighted Base		831	661 60	665 166		726 18		660 61		666 165	
Effective base		350	287 15	289 62		300 6		282 19		288 62	
Weighted Base		844	681 38	670 174		736 21		671 48		675 169	
Not at all important	(-2)	50 6%	39 6% * 1%	43 6% 6 4%		40 5% - -%		39 6% * 1%		45 7% 5 3%	
Not very important	(-1)	65 8%	55 8% * *%	58 9% 6 4%		61 8% - -%		55 8% * *%		59 9% 6 3%	
Neither important nor unimportant	(0)	164 19%	126 19% 14 37%	127 19% 38 22%		145 20% 6 31%		125 19% 15 32%		122 18% 43 25%	
Important	(1)	315 37%	261 38% 6 15%	250 37% 64 37%		277 38% 4 20%		255 38% 12 25%		254 38% 60 36%	
Very important	(2)	248 29%	196 29% 17 46%	188 28% 60 34%		211 29% 10 49%		194 29% 20 42%		193 29% 55 32%	
Don't know		4 *%	2 *% - -%	4 1% - -%		3 *% - -%		2 *% - -%		4 1% - -%	
NET Important		562 67%	457 67% 23 61%	438 65% 124 71%		487 66% 14 69%		448 67% 32 67%		447 66% 115 68%	
NET Not Important		114 14%	95 14% * 1%	102 15% 13 7%		100 14% - -%		95 14% * 1%		103 15% 11 6%	
Answered		841	678 38	667 174		733 21		668 48		672 169	
Mean Score		.8	.8 1.1	.7 .9		.8 1.2		.8 1.1		.7 .9	
Standard error		.04	.04 .13	.04 .08		.04 .21		.04 .12		.05 .08	
Standard deviation		1.13	1.13 .98	1.15 1.02		1.12 .90		1.13 .91		1.16 .99	

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 221 (continuation)

QD10A_15. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	831	480	589	165	1	471	516	129	3	615	506	167	-
Effective base	350	188	249	69	1	188	220	56	3	252	223	70	-
Weighted Base	844	472	592	170	4	449	511	132	4	612	511	160	-
Not at all important (-2)	50 6%	20 4%	30 5%	5 3%	- -%	17 4%	32 6%	5 4%	- -%	29 5%	31 6%	6 4%	- -%
Not very important (-1)	65 8%	44 9%	50 8%	18 10%	- -%	36 8%	51 10%	12 9%	1 14%	51 8%	41 8%	12 8%	- -%
Neither important nor unimportant (0)	164 19%	75 16%	118 20%	25 15%	4 100%	78 17%	97 19%	25 19%	- -%	108 18%	82 16%	26 16%	- -%
Important (1)	315 37%	179 38%	220 37%	53 31%	- -%	165 37%	180 35%	37 28%	- -%	222 36%	198 39%	46 29%	- -%
Very important (2)	248 29%	151 32%	172 29%	66 39%	- -%	151 34%	149 29%	52 39%	3 86%	199 32%	156 31%	67 42%	- -%
Don't know	4 *%	2 1%	3 *%	2 1%	- -%	2 1%	2 *%	2 2%	- -%	3 *%	3 1%	2 2%	- -%
NET Important	562 67%	331 70%	392 66%	119 70%	- -%	315 70%	329 64%	89 67%	3 86%	421 69%	354 69%	113 70%	- -%
NET Not Important	114 14%	63 13%	79 13%	23 14%	- -%	53 12%	83 16%	17 13%	1 14%	81 13%	72 14%	19 12%	- -%
Answered	841	469	589	167	4	447	508	130	4	610	507	158	-
Mean Score	.8	.8	.8	.9	-	.9	.7	.9	1.6	.8	.8	1.0	-
Standard error	.04	.05	.05	.09	-	.05	.05	.10	.69	.05	.05	.09	-
Standard deviation	1.13	1.10	1.11	1.12	-	1.08	1.17	1.13	1.20	1.12	1.14	1.13	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 221 (continuation)

QD10A_15. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	
		a	b	c	a	b	c	a	b	c	d	e	
Significance Level: 95%													
Unweighted Base		831	698	668	831	581	486	37	600	479	459	124	75
Effective base		350	290	281	350	233	212	11	266	197	184	59	38
Weighted Base		844	721	674	844	589	508	25	633	496	449	133	87
Not at all important	(-2)	50	40	39	50	36	26	*	42	25	20	7	5
		6%	6%	6%	6%	6%	5%	1%	7%	5%	4%	5%	6%
Not very important	(-1)	65	58	53	65	48	43	*	55	36	35	9	8
		8%	8%	8%	8%	8%	8%	*%	9%	7%	8%	7%	9%
Neither important nor unimportant	(0)	164	141	131	164	120	98	4	111	97	80	17	14
		19%	20%	19%	19%	20%	19%	17%	18%	20%	18%	13%	16%
Important	(1)	315	270	251	315	211	190	11	250	188	159	54	22
		37%	37%	37%	37%	36%	37%	44%	39%	38%	35%	40%	26%
Very important	(2)	248	208	197	248	172	148	9	171	146	154	44	35
		29%	29%	29%	29%	29%	29%	37%	27%	29%	34%	33%	41%
Don't know		4	3	2	4	3	2	-	4	2	2	2	2
		*%	*%	*%	*%	*%	*%	-%	1%	*%	*%	2%	2%
NET Important		562	478	448	562	382	337	20	421	334	312	97	58
		67%	66%	66%	67%	65%	66%	81%	67%	67%	70%	73%	67%
NET Not Important		114	98	93	114	84	70	*	97	62	54	16	13
		14%	14%	14%	14%	14%	14%	2%	15%	12%	12%	12%	15%
Answered		841	718	671	841	586	505	25	630	493	447	131	85
Mean Score		.8	.8	.8	.8	.7	.8	1.2	.7	.8	.9	.9	.9
Standard error		.04	.04	.04	.04	.05	.05	.14	.05	.05	.05	.10	.14
Standard deviation		1.13	1.12	1.13	1.13	1.15	1.12	.83	1.15	1.10	1.10	1.11	1.23

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 221 (continuation)

QD10A_15. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	831	115	53	44	32	724	506	753	585	475	471	687	132	-	697	47
Effective base	350	48	22	18	15	303	209	316	243	195	194	292	53	-	281	25
Weighted Base	844	112	47	46	37	723	495	757	575	456	478	693	120	-	635	68
Not at all important (-2)	50 6%	3 3%	2 3%	5 11%	* 1%	42 6%	31 6%	44 6%	34 6%	24 5%	13 3%	41 6%	4 4%	- -%	37 6%	10 14%
Not very important (-1)	65 8%	19 17%	2 5%	3 6%	3 8%	63 9%	48 10%	63 8%	47 8%	40 9%	40 8%	60 9%	12 10%	- -%	50 8%	10 14%
Neither important nor unimportant (0)	164 19%	15 14%	5 10%	13 28%	8 22%	140 19%	91 18%	148 20%	101 18%	85 19%	77 16%	133 19%	18 15%	- -%	102 16%	3 5%
Important (1)	315 37%	33 29%	17 37%	10 21%	19 51%	261 36%	168 34%	275 36%	215 37%	159 35%	193 40%	241 35%	40 33%	- -%	247 39%	24 35%
Very important (2)	248 29%	42 37%	21 45%	15 33%	7 18%	214 30%	153 31%	224 30%	175 30%	144 32%	152 32%	213 31%	44 36%	- -%	197 31%	21 31%
Don't know	4 *%	- -%	- -%	- -%	- -%	4 *%	4 1%	4 *%	4 1%	4 1%	3 1%	4 1%	2 2%	- -%	3 *%	- -%
NET Important	562 67%	75 67%	39 82%	25 54%	25 69%	474 66%	321 65%	499 66%	389 68%	303 67%	345 72%	454 66%	84 70%	- -%	444 70%	45 67%
NET Not Important	114 14%	22 20%	4 8%	8 17%	3 9%	105 15%	80 16%	106 14%	81 14%	64 14%	54 11%	102 15%	16 14%	- -%	86 14%	19 29%
Answered	841	112	47	46	37	719	492	754	571	452	475	689	118	-	632	68
Mean Score	.8	.8	1.2	.6	.8	.8	.7	.8	.8	.8	.9	.8	.9	-	.8	.6
Standard error	.04	.11	.14	.20	.16	.04	.05	.04	.05	.05	.05	.04	.10	-	.04	.21
Standard deviation	1.13	1.19	1.02	1.32	.88	1.14	1.18	1.14	1.14	1.14	1.03	1.16	1.12	-	1.13	1.43

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 221 (continuation)

QD10A_15. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	831	389	442	267	10	135	180	142	527	156	143	182	495
Effective base	350	169	181	106	7	51	80	58	222	67	61	74	211
Weighted Base	844	406	439	259	21	123	203	143	537	157	145	174	512
Not at all important (-2)	50 6%	21 5%	29 7%	11 4%	- -%	2 2%	11 5%	4 3%	34 6%	12 8%	6 4%	8 5%	36 7%
Not very important (-1)	65 8%	36 9%	29 6%	16 6%	2 9%	9 7%	12 6%	14 10%	38 7%	13 8%	19 13%	10 6%	35 7%
Neither important nor unimportant (0)	164 19%	71 17%	94 21%	41 16%	2 9%	21 17%	37 18%	19 13%	114 21%	30 19%	22 15%	34 19%	103 20%
Important (1)	315 37%	137 34%	178 41%	101 39%	10 47%	54 44%	69 34%	40 28%	208 39%	65 42%	44 30%	68 39%	202 39%
Very important (2)	248 29%	142 35%	106 24%	90 35%	7 34%	37 30%	73 36%	66 47%	139 26%	38 24%	54 37%	54 31%	133 26%
Don't know	4 *% %	* *% %	4 1% %	- -% %	- -% %	- -% %	- -% %	- -% %	4 1% %	- -% %	* *% %	- -% %	3 1% %
NET Important	562 67%	278 69%	284 65%	192 74%	17 81%	92 74%	142 70%	106 75%	347 65%	103 66%	97 67%	122 70%	335 65%
NET Not Important	114 14%	57 14%	58 13%	27 10%	2 9%	11 9%	23 12%	17 12%	72 13%	25 16%	25 17%	18 11%	71 14%
Answered	841	405	435	259	21	123	203	143	533	157	144	174	509
Mean Score	.8	.8	.7	.9	1.1	.9	.9	1.1	.7	.7	.8	.9	.7
Standard error	.04	.06	.05	.06	.29	.08	.08	.09	.05	.09	.10	.08	.05
Standard deviation	1.13	1.15	1.11	1.06	.91	.96	1.13	1.10	1.12	1.15	1.18	1.07	1.14

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 221 (continuation)

QD10A_15. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		831	340	491
Effective base		350	123	227
Weighted Base		844	309	535
Not at all important	(-2)	50	13	37
		6%	4%	7%
Not very important	(-1)	65	24	41
		8%	8%	8%
Neither important nor unimportant	(0)	164	60	104
		19%	19%	19%
Important	(1)	315	112	203
		37%	36%	38%
Very important	(2)	248	100	147
		29%	32%	28%
Don't know		4	1	3
		*%	*%	1%
NET Important		562	212	350
		67%	69%	65%
NET Not Important		114	37	78
		14%	12%	15%
Answered		841	309	532
Mean Score		.8	.9	.7
Standard error		.04	.06	.05
Standard deviation		1.13	1.09	1.15

Columns Tested: a,b

Table 221 (continuation)

QD10A_15. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	831	50	109	68	69	91	39	36	87	57	68	45	112
Effective base	350	19	53	44	22	72	24	8	38	25	16	22	39
Weighted Base	844	26	93	91	25	146	41	11	128	55	39	67	122
Not at all important (-2)	50 6%	1 2%	10 10%	7 8%	3 12%	7 5%	7 18%	* ehl	1 1%	4 8%	7 19%	1 1%	2 2%
Not very important (-1)	65 8%	* 1%	9 10%	12 13%	1 6%	10 7%	3 6%	* 4%	6 5%	10 19%	3 8%	7 11%	2 2%
Neither important nor unimportant (0)	164 19%	5 19%	19 20%	18 20%	3 12%	34 23%	7 17%	3 22%	20 16%	10 18%	12 31%	11 16%	23 19%
Important (1)	315 37%	11 41%	32 34%	30 33%	9 34%	52 36%	18 43%	2 14%	52 41%	16 29%	13 35%	18 26%	62 51%
Very important (2)	248 29%	10 36%	23 25%	24 26%	8 34%	41 28%	6 15%	7 60%	48 38%	14 26%	3 8%	30 46%	32 26%
Don't know	4 *%	* *%	* *%	* *%	1 3%	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET Important	562 67%	21 78%	55 59%	54 59%	17 68%	94 64%	24 59%	8 74%	100 79%	30 55%	16 43%	48 72%	95 78%
NET Not Important	114 14%	1 3%	19 20%	19 21%	4 18%	16 11%	10 24%	* 4%	7 6%	15 27%	10 27%	8 12%	4 3%
Answered	841	26	93	91	24	144	41	11	128	55	39	67	122
Mean Score	.8	1.1	.5	.6	.8	.8	.3	1.3	1.1	.5	.1	1.0	1.0
Standard error	.04	fj	.12	.15	.16	.11	.21	fj	bcfij	.17	.15	.16	.08
Standard deviation	1.13	.90	1.26	1.23	1.34	1.08	1.32	1.00	.90	1.29	1.24	1.08	.82

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 221 (continuation)

QD10A_15. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter				Half		
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023	
		a	b	c	d	a	b	
Significance Level: 95%								
Unweighted Base	831	227	199	180	225	426	405	
Effective base	350	113	113	66	76	226	142	
Weighted Base	844	211	212	194	227	423	421	
Not at all important	(-2)	50	17	17	6	10	34	16
		6%	8%	8%	3%	4%	8%	4%
Not very important	(-1)	65	21	14	17	13	35	30
		8%	10%	7%	9%	6%	8%	7%
Neither important nor unimportant	(0)	164	42	44	32	46	86	78
		19%	20%	21%	17%	20%	20%	19%
Important	(1)	315	73	79	70	93	152	163
		37%	35%	37%	36%	41%	36%	39%
Very important	(2)	248	57	56	69	66	112	135
		29%	27%	26%	36%	29%	27%	32%
Don't know		4	1	3	-	-	4	-
		*%	*%	1%	-%	-%	1%	-%
NET Important		562	130	135	139	159	264	298
		67%	61%	63%	72%	70%	62%	71%
NET Not Important		114	38	31	23	23	69	45
		14%	18%	14%	12%	10%	16%	11%
Answered		841	210	210	194	227	420	421
Mean Score		.8	.6	.7	.9	.8	.7	.9
Standard error		.04	.08	.08	.08	.07	.06	.05
Standard deviation		1.13	1.21	1.17	1.07	1.04	1.19	1.05

Columns Tested:: a,b,c,d - a,b

Table 222

QD10A_16. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	831	32	799	587	123	36	85	244
Effective base	350	8	342	323	51	15	44	68
Weighted Base	844	16	828	808	31	4	2	37
Not at all important	(-2)	51	* 51	50	1	*	*	1
	6%	*%	6%	6%	3%	*%	7%	3%
Not very important	(-1)	49	1 48	45	4	*	*	4
	6%	5%	6%	6%	12%	1%	2%	10%
Neither important nor unimportant	(0)	261	2 259	255	6	1	*	6
	31%	11%	31%	32%	18%	14%	12%	17%
				bde				
Important	(1)	316	6 310	302	11	2	1	14
	37%	35%	38%	37%	37%	46%	53%	39%
							a	
Very important	(2)	164	8 156	153	9	2	1	11
	19%	49%	19%	19%	29%	38%	26%	30%
		b						
Don't know		2	- 2	2	*	-	-	*
	*%	-%	*%	*%	1%	-%	-%	1%
NET Important		480	14 466	455	20	3	2	25
	57%	84%	56%	56%	65%	84%	79%	68%
						a	a	
NET Not Important		100	1 100	96	5	*	*	5
	12%	5%	12%	12%	15%	2%	9%	13%
Answered		842	16 825	805	30	4	2	36
Mean Score		.6	1.3 .6	.6	.8	1.2	.9	.8
						a		
Standard error		.04	.16 .04	.04	.10	.15	.16	.07
Standard deviation		1.06	.88 1.06	1.06	1.11	.88	1.44	1.08

Columns Tested:: a,b - a,b,c,d,e

Table 222 (continuation)

QD10A_16. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		831	260	245	82	71	88	85	587	123	121
Effective base		350	164	129	37	33	31	44	323	51	31
Weighted Base		844	440	315	53	22	13	2	808	31	6
Not at all important	(-2)	51	17	30	3	1	*	*	50	1	*
		6%	4%	9%	6%	4%	1%	7%	6%	3%	3%
Not very important	(-1)	49	22	19	4	4	*	*	45	4	*
		6%	5%	6%	8%	17%	1%	2%	6%	12%	2%
					abefgi						
Neither important nor unimportant	(0)	261	134	103	18	3	3	*	255	6	1
		31%	31%	33%	33%	15%	21%	12%	32%	18%	14%
			fi	fhi	f				fhi		
Important	(1)	316	176	108	18	9	4	1	302	11	3
		37%	40%	34%	33%	40%	34%	53%	37%	37%	48%
							bg				
Very important	(2)	164	88	55	10	5	5	1	153	9	2
		19%	20%	17%	19%	24%	40%	26%	19%	29%	34%
							abg				
Don't know		2	2	-	-	-	*	-	2	*	-
		*%	*%	-%	-%	-%	3%	-%	*%	1%	-%
							g				
NET Important		480	265	163	28	14	10	2	455	20	5
		57%	60%	52%	52%	64%	74%	79%	56%	65%	82%
							b	abcg			abcg
NET Not Important		100	39	49	8	5	*	*	96	5	*
		12%	9%	16%	15%	21%	2%	9%	12%	15%	4%
				e	e	aei				e	
Answered		842	438	315	53	22	13	2	805	30	6
Mean Score		.6	.7	.4	.5	.6	1.1	.9	.6	.8	1.1
							abcdg		b		abcg
Standard error		.04	.06	.07	.12	.14	.10	.16	.04	.10	.09
Standard deviation		1.06	.98	1.14	1.10	1.16	.89	1.44	1.06	1.11	.96

Columns Tested: a,b,c,d,e,f,g,h,i

Table 222 (continuation)

QD10A_16. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	831	375	212	123	36	85	384	143	63	45	105
Effective base	350	241	106	51	15	44	223	63	19	13	23
Weighted Base	844	663	145	31	4	2	593	108	33	18	22
Not at all important (-2)	51 6%	41 6%	10 7%	1 3%	* *%	* 7%	41 7%	8 7%	- -%	1 8%	* 1%
Not very important (-1)	49 6%	39 6%	6 4%	4 12%	* 1%	* 2%	30 5%	8 8%	4 13%	- -%	2 10%
Neither important nor unimportant (0)	261 31%	205 31%	49 34%	6 18%	1 14%	* 12%	188 32%	38 35%	11 33%	3 18%	3 15%
Important (1)	316 37%	252 38%	50 35%	11 37%	2 46%	1 53%	217 37%	42 39%	9 28%	6 34%	9 41%
Very important (2)	164 19%	124 19%	29 20%	9 29%	2 38%	1 26%	115 19%	12 11%	8 25%	7 40%	7 33%
Don't know	2 *%	2 *%	- -%	* 1%	- -%	- -%	2 *%	- -%	- -%	- -%	- -%
NET Important	480 57%	376 57%	79 55%	20 65%	3 84%	2 79%	331 56%	54 50%	18 54%	13 74%	16 74%
NET Not Important	100 12%	79 12%	16 11%	5 15%	* 2%	* 9%	71 12%	16 15%	4 13%	1 8%	3 11%
Answered	842	661	145	30	4	2	591	108	33	18	22
Mean Score	.6	.6	.6	.8	1.2	.9	.6	.4	.7	1.0	.9
Standard error	.04	.05	.07	.10	.15	.16	.05	.09	.13	.17	.10
Standard deviation	1.06	1.05	1.07	1.11	.88	1.44	1.08	1.03	1.01	1.17	1.02

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 222 (continuation)

QD10A_16. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		831	71	47	84	36	65	84	57	54	58
Effective base		350	44	31	47	17	33	52	32	28	28
Weighted Base		844	98	54	128	40	88	155	90	59	65
Not at all important	(-2)	51	11	1	18	1	5	-	3	3	7
		6%	12%	1%	14%	2%	6%	-%	3%	6%	11%
			f		f						f
Not very important	(-1)	49	5	8	2	1	3	13	6	3	6
		6%	5%	15%	2%	3%	4%	8%	7%	5%	9%
				c							
Neither important nor unimportant	(0)	261	19	10	36	23	32	44	40	21	17
		31%	19%	18%	28%	59%	36%	29%	45%	36%	27%
						abcfi			ab		
Important	(1)	316	31	21	50	10	27	78	30	20	26
		37%	31%	39%	39%	25%	31%	50%	34%	34%	41%
Very important	(2)	164	30	15	22	4	21	20	10	11	9
		19%	31%	27%	18%	11%	24%	13%	11%	19%	13%
			fg								
Don't know		2	2	-	-	-	-	-	-	*	-
		*%	2%	-%	-%	-%	-%	-%	-%	1%	-%
NET Important		480	61	36	72	14	48	98	41	31	35
		57%	62%	66%	56%	36%	55%	63%	45%	53%	54%
NET Not Important		100	16	9	20	2	8	13	9	6	13
		12%	16%	16%	16%	5%	9%	8%	10%	10%	20%
Answered		842	96	54	128	40	88	155	90	59	65
Mean Score		.6	.7	.8	.4	.4	.6	.7	.4	.6	.4
Standard error		.04	.16	.15	.13	.13	.13	.09	.12	.14	.15
Standard deviation		1.06	1.30	1.06	1.22	.80	1.07	.80	.90	1.04	1.15

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 222 (continuation)

QD10A_16. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		a	b	c	d	e	f	g	h	
Significance Level: 95%										
Unweighted Base		831	159	172	225	556	275	88	102	85
Effective base		350	78	101	130	304	88	31	33	29
Weighted Base		844	193	211	373	777	67	28	27	12
Not at all important	(-2)	51 6%	13 7%	15 7%	21 6%	49 6%	3 4%	* 1%	2 9%	- -%
Not very important	(-1)	49 6%	10 5%	16 7%	21 6%	47 6%	2 3%	1 3%	1 3%	1 4%
Neither important nor unimportant	(0)	261 31%	72 37%	50 24%	121 32%	243 31%	19 28%	7 24%	8 29%	4 34%
Important	(1)	316 37%	64 33%	72 34%	158 42%	293 38%	23 34%	10 36%	9 33%	4 33%
Very important	(2)	164 19%	34 18%	56 27%	53 14%	143 18%	21 31%	10 36%	7 27%	4 29%
Don't know		2 *%	- -%	2 1%	- -%	2 *%	- -%	- -%	- -%	- -%
NET Important		480 57%	98 51%	128 61%	211 57%	436 56%	44 65%	20 73%	16 60%	8 62%
NET Not Important		100 12%	23 12%	31 15%	42 11%	96 12%	5 7%	1 4%	3 11%	1 4%
Answered		842	193	209	373	775	67	28	27	12
Mean Score		.6	.5	.7	.5	.6	.9	1.0	.7	.9
Standard error		.04	.08	.09	.07	.04	acd	acd	.12	.10
Standard deviation		1.06	1.05	1.17	.99	1.06	1.03	.91	1.18	.92

Columns Tested:: a,b,c,d,e,f,g,h

Table 222 (continuation)

QD10A_16. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry									
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
Significance Level: 95%		*a	b	*c	d	e	f	g	h	i	
Unweighted Base	831	29	65	4	69	80	232	31	30	359	
Effective base	350	19	20	3	22	31	105	12	12	161	
Weighted Base	844	29	51	4	55	91	202	27	17	423	
Not at all important	(-2)	51	3	4	-	4	11	14	3	5	11
	6%	10%	8%	-%	7%	12%	7%	10%	31%	3%	
					i			fi			
Not very important	(-1)	49	-	2	1	2	6	22	4	1	15
	6%	-%	3%	21%	4%	6%	11%	14%	4%	4%	
							i				
Neither important nor unimportant	(0)	261	6	12	-	12	32	51	15	2	143
	31%	20%	24%	-%	22%	36%	25%	54%	12%	34%	
								fh			
Important	(1)	316	13	22	1	22	31	77	2	6	164
	37%	46%	42%	19%	41%	34%	38%	7%	35%	39%	
			g	g	g	g	g	g	g	g	
Very important	(2)	164	7	12	2	14	11	37	4	3	88
	19%	24%	23%	61%	26%	12%	18%	15%	19%	21%	
Don't know		2	-	-	-	-	-	-	-	-	2
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%
NET Important		480	20	34	3	37	42	115	6	9	252
	57%	70%	66%	79%	67%	46%	57%	22%	53%	59%	
			g	g	g	g	g	g	g	g	
NET Not Important		100	3	6	1	6	17	36	6	6	26
	12%	10%	11%	21%	12%	19%	18%	24%	34%	6%	
						i	i	i	i	i	
Answered		842	29	51	4	55	91	202	27	17	421
Mean Score		.6	.7	.7	1.2	.7	.3	.5	*	.1	.7
											egh
Standard error		.04	.21	.14	.68	.14	.13	.07	.20	.29	.05
Standard deviation		1.06	1.15	1.11	1.37	1.12	1.14	1.13	1.12	1.58	.92

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 222 (continuation)

QD10A_16. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	831	178	232	421	718	113	-	709	122	808	23
Effective base	350	68	105	182	296	54	-	326	27	341	9
Weighted Base	844	175	202	468	699	145	-	800	44	826	18
Not at all important (-2)	51 6%	18 10%	14 7%	19 4%	38 5%	13 9%	- -%	42 5%	10 22% a	51 6%	* 1%
Not very important (-1)	49 6%	8 5%	22 11% c	19 4%	43 6%	6 4%	- -%	48 6%	1 3%	49 6%	- -%
Neither important nor unimportant (0)	261 31%	50 29%	51 25%	160 34%	205 29%	56 39%	- -%	257 32% b	5 10%	254 31%	7 37%
Important (1)	316 37%	67 38%	77 38%	172 37%	271 39%	46 31%	- -%	301 38%	15 35%	309 37%	7 40%
Very important (2)	164 19%	32 18%	37 18%	95 20%	140 20%	24 17%	- -%	151 19%	13 29%	160 19%	4 23%
Don't know	2 *%	- -%	- -%	2 1%	2 *%	- -%	- -%	2 *%	* 1%	2 *%	- -%
NET Important	480 57%	98 56%	115 57%	267 57%	410 59%	70 48%	- -%	452 57%	28 64%	469 57%	11 63%
NET Not Important	100 12%	26 15%	36 18% c	38 8%	81 12%	19 13%	- -%	89 11% a	11 25%	100 12%	* 1%
Answered	842	175	202	466	696	145	-	798	44	824	18
Mean Score	.6	.5	.5	.7	.6	.4	-	.6	.5	.6	.8
Standard error	.04	.09	.07	.05	.04	.10	-	.04	.14	.04	.17
Standard deviation	1.06	1.16	1.13	.98	1.05	1.10	-	1.03	1.51	1.06	.82

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 222 (continuation)

QD10A_16. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		831	417	167	247
Effective base		350	181	61	108
Weighted Base		844	452	138	255
Not at all important	(-2)	51 6%	33 7%	7 5%	11 5%
Not very important	(-1)	49 6%	22 5%	7 5%	20 8%
Neither important nor unimportant	(0)	261 31%	139 31%	43 31%	80 31%
Important	(1)	316 37%	179 40%	46 33%	91 36%
Very important	(2)	164 19%	76 17%	36 26%	52 20%
Don't know		2 *%	2 1%	- -%	- -%
NET Important		480 57%	255 56%	82 59%	143 56%
NET Not Important		100 12%	55 12%	13 10%	32 12%
Answered		842	450	138	255
Mean Score		.6	.5	.7	.6
Standard error		.04	.05	.08	.07
Standard deviation		1.06	1.06	1.06	1.04

Columns Tested: a,b,c

Table 222 (continuation)

QD10A_16. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	831	561	172	45	20	19	7	3	4	733	98	53
Effective base	350	266	59	14	6	6	1	1	1	324	25	12
Weighted Base	844	650	134	36	5	12	2	1	5	784	61	25
Not at all important	(-2)	51	39	12	*	*	-	-	-	51	*	*
		6%	6%	9%	*%	2%	-%	-%	-%	7%	*%	*%
Not very important	(-1)	49	44	3	1	*	-	2	*	46	3	2
		6%	7%	2%	2%	1%	-%	84%	2%	6%	5%	9%
Neither important nor unimportant	(0)	261	202	50	5	1	2	*	-	253	9	3
		31%	31%	38%	14%	24%	18%	1%	-%	32%	14%	14%
			j									
Important	(1)	316	261	33	15	1	6	*	-	294	22	7
		37%	40%	25%	42%	21%	47%	13%	-%	38%	36%	28%
			b									
Very important	(2)	164	102	35	15	3	4	*	1	5	137	27
		19%	16%	26%	42%	53%	35%	2%	98%	98%	17%	45%
				ai							ai	ai
Don't know		2	2	-	-	-	-	-	-	2	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%
NET Important		480	363	68	30	4	10	*	1	5	431	49
		57%	56%	51%	84%	73%	82%	15%	98%	100%	55%	81%
				abi							abi	
NET Not Important		100	82	15	1	*	-	2	*	-	98	3
		12%	13%	11%	2%	2%	-%	84%	2%	-%	12%	5%
Answered		842	647	134	36	5	12	2	1	5	781	61
Mean Score		.6	.5	.6	1.2	1.2	1.2	-.7	1.9	2.0	.5	1.2
				abi							abi	ai
Standard error		.04	.04	.09	.12	.24	.17	.39	-	.07	.04	.09
Standard deviation		1.06	1.03	1.17	.78	1.06	.74	1.02	-	.14	1.05	.87

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 222 (continuation)

QD10A_16. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	831	247	314	270	744	721	776	831	525	339	77	489	37	61	35	53	24
Effective base	350	135	131	84	306	301	325	350	207	111	40	228	12	16	11	13	7
Weighted Base	844	343	307	194	757	718	792	844	509	277	100	558	27	42	24	23	18
Not at all important (-2)	51 6%	31 9%	8 3%	13 6%	44 6%	38 5%	45 6%	51 6%	18 4%	12 4%	8 8%	37 7%	* 1%	- -%	- -%	- -%	- -%
Not very important (-1)	49 6%	21 6%	22 7%	6 3%	43 6%	44 6%	46 6%	49 6%	33 6%	14 5%	5 5%	35 6%	1 4%	2 6%	- -%	3 12%	- -%
Neither important nor unimportant (0)	261 31%	117 34%	85 28%	59 30%	239 32%	223 31%	253 32%	261 31%	137 27%	57 21%	38 38%	178 32%	11 42%	12 27%	5 20%	5 22%	4 25%
Important (1)	316 37%	130 38%	131 43%	56 29%	285 38%	267 37%	294 37%	316 37%	203 40%	113 41%	36 36%	214 38%	7 28%	11 25%	13 53%	10 43%	3 19%
Very important (2)	164 19%	41 12%	61 20%	62 32% a	144 19%	145 20%	152 19%	164 19%	116 23%	81 29% abcd	13 13%	92 17%	7 25%	17 41% ab	6 27%	5 23%	10 57%
Don't know	2 *%	2 1%	- -%	- -%	2 *%	2 *%	2 *%	2 *%	2 *%	- -%	- -%	2 *%	- -%	- -%	- -%	- -%	- -%
NET Important	480 57%	171 50%	192 62% a	117 60%	429 57%	411 57%	446 56%	480 57%	319 63%	194 70% abcd	49 49%	307 55%	14 53%	28 67%	19 80%	15 66%	14 75%
NET Not Important	100 12%	52 15%	30 10%	18 9%	87 11%	82 11%	91 12%	100 12%	51 10%	26 10%	13 13%	71 13%	1 5%	2 6%	- -%	3 12%	- -%
Answered Mean Score	842 .6	341 .4	307 .7	194 .8	754 .6	716 .6	790 .6	842 .6	507 .7	277 .9 abcd	100 .4	556 .5	27 .7	42 1.0	24 1.1	23 .8	18 1.3
Standard error	.04	.07	.05	.07	.04	.04	.04	.04	.04	.06	.12	.05	.15	.12	.12	.13	.18
Standard deviation	1.06	1.07	.95	1.13	1.04	1.04	1.04	1.06	1.00	1.04	1.05	1.05	.93	.97	.70	.96	.87

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 222 (continuation)

QD10A_16. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	e	*f	*g
Unweighted Base	831	527	64	42	45	28	27	11	487	98	41	36	30	18	11
Effective base	350	251	19	13	9	8	5	3	230	33	15	14	6	9	4
Weighted Base	844	622	54	34	16	11	13	7	548	96	18	22	15	9	11
Not at all important (-2)	51 6%	44 7%	* *%	- -%	- -%	- -%	- -%	- -%	36 7%	2 2%	- -%	- -%	- -%	- -%	- -%
Not very important (-1)	49 6%	39 6%	4 8%	* *%	* *%	- -%	- -%	- -%	36 6%	2 2%	1 6%	2 11%	* *%	3 31%	- -%
Neither important nor unimportant (0)	261 31%	189 30%	27 50%	7 22%	1 5%	5 45%	5 39%	4 67%	187 34%	26 27%	5 30%	5 21%	* 1%	* *%	- -%
Important (1)	316 37%	246 40%	13 23%	11 34%	6 36%	3 30%	4 34%	1 18%	199 36%	38 39%	4 22%	10 43%	11 75%	3 36%	2 22%
Very important (2)	164 19%	102 16%	10 18%	15 44%	10 58%	3 26%	4 28%	1 16%	89 16%	28 29%	7 42%	6 25%	4 24%	3 33%	8 78%
Don't know	2 *%	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	2 *%	- -%	- -%	- -%	- -%	- -%	- -%
NET Important	480 57%	348 56%	22 41%	26 78%	16 94%	6 55%	8 61%	2 33%	288 52%	66 68%	11 64%	15 68%	14 99%	6 69%	11 100%
NET Not Important	100 12%	82 13%	5 8%	* *%	* *%	- -%	- -%	- -%	71 13%	4 5%	1 6%	2 11%	* *%	3 31%	- -%
Answered	842	619	54	34	16	11	13	7	546	96	18	22	15	9	11
Mean Score	.6	.5	.5	1.2	1.5	.8	.9	.5	.5	.9	1.0	.8	1.2	.7	1.8
Standard error	.04	.05	.11	.12	.09	.16	.16	.25	.05	.09	.16	.16	.09	.30	.13
Standard deviation	1.06	1.06	.90	.80	.63	.86	.84	.82	1.05	.93	1.00	.95	.47	1.29	.43

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 222 (continuation)

QD10A_16. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	831	558	98	59	40	30	24	22	232	168	199	127	50
Effective base	350	262	33	19	17	10	6	9	125	74	79	33	15
Weighted Base	844	621	92	53	20	21	18	19	324	168	187	73	41
Not at all important	(-2)	51	49	*	2	*	-	*	20	11	11	3	-
		6%	8%	*%	4%	*%	-%	*%	6%	6%	6%	4%	-%
Not very important	(-1)	49	40	3	4	-	*	2	16	7	16	6	*
		6%	6%	3%	7%	-%	2%	1%	5%	4%	9%	9%	1%
Neither important nor unimportant	(0)	261	205	31	8	6	6	1	110	48	67	16	11
		31%	33%	34%	15%	30%	26%	4%	34%	29%	36%	22%	27%
Important	(1)	316	228	37	17	9	6	16	130	60	56	32	17
		37%	37%	40%	31%	45%	26%	87%	40%	36%	30%	43%	41%
Very important	(2)	164	96	21	22	5	10	1	46	42	36	15	13
		19%	16%	23%	42%	25%	46%	7%	14%	25%	19%	21%	32%
Don't know		2	2	-	-	-	-	-	2	-	-	-	-
		*%	*%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%
NET Important		480	325	57	39	14	15	17	176	102	92	47	30
		57%	52%	63%	74%	70%	72%	94%	54%	61%	49%	65%	72%
NET Not Important		100	89	3	6	*	*	*	36	18	28	9	*
		12%	14%	3%	11%	*%	2%	2%	11%	11%	15%	13%	1%
Answered		842	619	92	53	20	21	18	322	168	187	73	41
Mean Score		.6	.5	.8	1.0	.9	1.2	1.0	.5	.7	.5	.7	1.0
Standard error		.04	.05	.08	.15	.12	.16	.10	.07	.08	.08	.09	.11
Standard deviation		1.06	1.08	.82	1.12	.76	.90	.47	1.00	1.09	1.09	1.04	.79

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 222 (continuation)

QD10A_16. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	831	287	152	162	102	41	286	142	165	92	32
Effective base	350	150	66	58	21	12	148	54	60	29	10
Weighted Base	844	386	153	138	51	29	360	133	130	64	31
Not at all important	(-2) 51 6%	23 6%	12 8%	8 6%	1 2%	- -%	24 7%	3 3%	9 7%	2 4%	- -%
Not very important	(-1) 49 6%	20 5%	7 4%	14 10%	3 5%	* 1%	21 6%	5 4%	11 8%	6 10%	* 1%
Neither important nor unimportant	(0) 261 31%	124 32%	45 29%	51 37%	8 16%	11 38%	127 35%	30 23%	46 35%	14 23%	5 15%
Important	(1) 316 37%	153 40%	58 38%	40 29%	25 49%	9 33%	129 36%	56 42%	42 32%	25 39%	14 45%
Very important	(2) 164 19%	63 16%	31 20%	27 19%	14 28%	8 28%	55 15%	38 29%	23 18%	16 24%	12 39%
Don't know	2 *%	2 1%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%	- -%	- -%
NET Important	480 57%	217 56%	89 58%	66 48%	39 77%	17 61%	185 51%	95 71%	65 50%	41 64%	26 84%
NET Not Important	100 12%	43 11%	19 12%	21 16%	3 6%	* 1%	45 13%	9 6%	19 15%	9 14%	* 1%
Answered	842	383	153	138	51	29	357	133	130	64	31
Mean Score	.6	.6	.6	.5	1.0	.9	.5	.9	.5	.7	1.2
Standard error	.04	.06	.09	.09	.09	.13	.06	.08	.08	.11	.13
Standard deviation	1.06	1.02	1.11	1.08	.89	.84	1.04	.95	1.08	1.07	.74

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 222 (continuation)

QD10A_16. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	*b	
Significance Level: 95%														
Unweighted Base		831	363	136	166	114	39	484	56	289	778	53	720	24
Effective base		350	181	50	67	36	10	203	20	125	329	21	298	8
Weighted Base		844	446	119	154	85	25	491	47	305	794	50	733	23
Not at all important	(-2)	51	38	1	9	5	-	27	*	25	51	1	44	-
		6%	8%	*%	6%	5%	-%	5%	*%	8%	6%	1%	6%	-%
			b											
Not very important	(-1)	49	31	5	7	4	*	20	4	25	44	6	39	4
		6%	7%	4%	4%	5%	*%	4%	8%	8%	5%	11%	5%	17%
Neither important nor unimportant	(0)	261	150	28	52	23	3	135	12	113	248	13	231	8
		31%	34%	24%	34%	27%	14%	28%	27%	37%	31%	26%	32%	32%
Important	(1)	316	165	51	47	33	13	196	12	107	299	17	279	5
		37%	37%	42%	30%	39%	50%	40%	26%	35%	38%	34%	38%	23%
Very important	(2)	164	59	35	39	20	9	113	18	33	150	14	137	6
		19%	13%	29%	26%	24%	37%	23%	40%	11%	19%	28%	19%	27%
			a	a	a	a	a	c	c					
Don't know		2	2	-	-	-	-	-	-	2	2	-	2	-
		*%	1%	-%	-%	-%	-%	-%	-%	1%	*%	-%	*%	-%
NET Important		480	224	86	86	53	22	309	30	139	449	31	417	12
		57%	50%	72%	56%	63%	86%	63%	65%	46%	57%	62%	57%	51%
			a	a	a	a	a	c	c					
NET Not Important		100	69	5	15	9	*	47	4	50	94	6	83	4
		12%	15%	4%	10%	10%	*%	10%	8%	16%	12%	12%	11%	17%
			b											
Answered		842	443	119	154	85	25	491	47	303	792	50	731	23
Mean Score		.6	.4	1.0	.7	.7	1.2	.7	1.0	.3	.6	.8	.6	.6
			a	a	a	a	a	c	c					
Standard error		.04	.06	.07	.08	.10	.11	.05	.14	.06	.04	.14	.04	.22
Standard deviation		1.06	1.08	.86	1.08	1.06	.69	1.04	1.01	1.05	1.06	1.03	1.04	1.08

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 222 (continuation)

QD10A_16. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	*b	a	b	a	b
Significance Level: 95%											
Unweighted Base		831	661 60	665 166		726 18		660 61		666 165	
Effective base		350	287 15	289 62		300 6		282 19		288 62	
Weighted Base		844	681 38	670 174		736 21		671 48		675 169	
Not at all important	(-2)	51 6%	38 6% - -%	40 6% 12 7%		44 6% - -%		36 5% 2 4%		40 6% 12 7%	
Not very important	(-1)	49 6%	40 6% 4 11%	38 6% 11 6%		41 6% 2 11%		40 6% 4 9%		38 6% 11 6%	
Neither important nor unimportant	(0)	261 31%	214 31% 9 23%	201 30% 60 34%		231 31% 8 37%		214 32% 9 18%		201 30% 60 36%	
Important	(1)	316 37%	260 38% 7 18%	261 39% 55 32%		284 39% 1 7%		254 38% 13 26%		260 38% 56 33%	
Very important	(2)	164 19%	126 19% 18 48% a	127 19% 37 21%		134 18% 9 45%		124 19% 20 42% a		134 20% 30 18%	
Don't know		2 *9%	2 *% - -%	2 *% - -%		2 *% - -%		2 *% - -%		2 *9% - -%	
NET Important		480 57%	386 57% 25 66%	388 58% 92 53%		418 57% 11 52%		378 56% 33 69%		394 58% 86 51%	
NET Not Important		100 12%	78 11% 4 11%	78 12% 22 13%		85 11% 2 11%		76 11% 6 13%		78 12% 22 13%	
Answered		842	678 38	668 174		733 21		668 48		673 169	
Mean Score		.6	.6 1.0	.6 .5		.6 .9		.6 .9		.6 .5	
Standard error		.04	.04 .14	.04 .09		.04 .27		.04 .15		.04 .08	
Standard deviation		1.06	1.04 1.08	1.05 1.10		1.04 1.15		1.03 1.17		1.05 1.07	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 222 (continuation)

QD10A_16. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	831	480	589	165	1	471	516	129	3	615	506	167	-
Effective base	350	188	249	69	1	188	220	56	3	252	223	70	-
Weighted Base	844	472	592	170	4	449	511	132	4	612	511	160	-
Not at all important (-2)	51 6%	35 7%	35 6%	11 7%	- -%	26 6%	27 5%	9 7%	- -%	40 7%	23 4%	9 6%	- -%
Not very important (-1)	49 6%	26 6%	39 7%	16 9%	- -%	27 6%	32 6%	7 5%	- -%	39 6%	32 6%	11 7%	- -%
Neither important nor unimportant (0)	261 31%	131 28%	185 31%	39 23%	4 100%	120 27%	161 31%	34 26%	2 41%	165 27%	165 32%	37 23%	- -%
Important (1)	316 37%	173 37%	234 40%	59 35%	- -%	154 34%	192 38%	37 28%	2 45%	220 36%	195 38%	64 40%	- -%
Very important (2)	164 19%	104 22%	96 16%	43 25%	- -%	120 27%	96 19%	42 32%	1 14%	147 24%	93 18%	38 24%	- -%
Don't know	2 *%	2 1%	2 *%	2 1%	- -%	2 1%	2 *%	2 2%	- -%	2 *%	2 *%	2 1%	- -%
NET Important	480 57%	277 59%	330 56%	102 60%	- -%	274 61%	288 56%	79 60%	2 59%	366 60%	288 56%	102 64%	- -%
NET Not Important	100 12%	61 13%	74 13%	27 16%	- -%	53 12%	60 12%	16 12%	- -%	79 13%	55 11%	19 12%	- -%
Answered	842	469	590	168	4	447	508	130	4	610	508	158	-
Mean Score	.6	.6	.5	.6	-	.7	.6	.7	.7	.6	.6	.7	-
Standard error	.04	.05	.04	.09	-	.05	.05	.10	.46	.04	.04	.08	-
Standard deviation	1.06	1.11	1.03	1.16	-	1.10	1.04	1.18	.79	1.11	1.00	1.08	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 222 (continuation)

QD10A_16. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	
		a	b	c	a	b	c	a	b	c	d	e	
Significance Level: 95%													
Unweighted Base		831	698	668	831	581	486	37	600	479	459	124	75
Effective base		350	290	281	350	233	212	11	266	197	184	59	38
Weighted Base		844	721	674	844	589	508	25	633	496	449	133	87
Not at all important	(-2)	51	42	36	51	36	27	1	37	35	20	11	9
		6%	6%	5%	6%	6%	5%	5%	6%	7%	5%	8%	10%
Not very important	(-1)	49	43	41	49	33	30	2	39	26	27	13	6
		6%	6%	6%	6%	6%	6%	6%	6%	5%	6%	10%	7%
Neither important nor unimportant	(0)	261	222	214	261	182	166	8	210	137	129	28	30
		31%	31%	32%	31%	31%	33%	32%	33%	28%	29%	21%	34%
Important	(1)	316	271	241	316	210	188	7	234	180	154	50	27
		37%	38%	36%	37%	36%	37%	27%	37%	36%	34%	38%	31%
Very important	(2)	164	141	139	164	126	94	7	111	115	117	29	13
		19%	20%	21%	19%	21%	18%	30%	18%	23%	26%	22%	15%
Don't know		2	2	2	2	2	2	-	2	2	2	2	2
		*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	2%	2%
NET Important		480	412	380	480	335	282	14	345	296	271	79	40
		57%	57%	56%	57%	57%	56%	57%	54%	60%	60%	59%	46%
NET Not Important		100	85	78	100	69	58	3	76	61	47	24	15
		12%	12%	12%	12%	12%	11%	11%	12%	12%	11%	18%	17%
Answered		842	718	671	842	586	506	25	631	493	447	131	85
Mean Score		.6	.6	.6	.6	.6	.6	.7	.5	.6	.7	.6	.4
Standard error		.04	.04	.04	.04	.04	.05	.18	.04	.05	.05	.11	.13
Standard deviation		1.06	1.05	1.05	1.06	1.07	1.03	1.12	1.04	1.11	1.06	1.18	1.15

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 222 (continuation)

QD10A_16. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
	Unweighted Base	831	115	53	44	32	724	506	753	585	475	471	687	132	-	697	47
	Effective base	350	48	22	18	15	303	209	316	243	195	194	292	53	-	281	25
	Weighted Base	844	112	47	46	37	723	495	757	575	456	478	693	120	-	635	68
	Not at all important (-2)	51 6%	6 6%	* %	2 5%	- -%	45 6%	31 6%	46 6%	28 5%	28 6%	25 5%	41 6%	5 4%	- -%	26 4%	11 17% a
	Not very important (-1)	49 6%	13 12%	2 4%	- -%	5 13%	39 5%	34 7%	43 6%	37 6%	33 7%	31 7%	43 6%	7 6%	- -%	37 6%	6 9%
	Neither important nor unimportant (0)	261 31%	16 14%	16 34%	15 33%	11 30%	223 31%	147 30%	231 31%	156 27%	141 31%	130 27%	212 31%	30 25%	- -%	190 30%	9 14%
	Important (1)	316 37%	44 39%	17 36%	20 44%	14 38%	263 36%	165 33%	275 36%	221 39%	171 37%	167 35%	253 36%	37 31%	- -%	233 37%	30 44%
	Very important (2)	164 19%	33 30%	12 26%	9 19%	7 20%	150 21%	116 23%	159 21%	130 23%	81 18%	122 26%	141 20%	39 32%	- -%	148 23%	11 16%
	Don't know	2 *%	- -%	- -%	- -%	- -%	2 *%	2 *%	2 *%	2 *%	2 1%	2 1%	2 *%	2 2%	- -%	2 *%	- -%
	NET Important	480 57%	77 69%	29 62%	29 63%	21 58%	412 57%	281 57%	435 57%	351 61%	252 55%	289 60%	394 57%	76 64%	- -%	380 60%	41 61%
	NET Not Important	100 12%	19 17%	2 4%	2 5%	5 13%	85 12%	65 13%	89 12%	65 11%	61 13%	57 12%	84 12%	12 10%	- -%	62 10%	18 26% a
	Answered	842	112	47	46	37	720	493	755	573	454	476	690	118	-	633	68
	Mean Score	.6	.8	.8	.7	.6	.6	.6	.6	.7	.5	.7	.6	.8	-	.7	.3
	Standard error	.04	.11	.12	.14	.17	.04	.05	.04	.04	.05	.05	.04	.10	-	.04	.19
	Standard deviation	1.06	1.17	.87	.93	.95	1.07	1.11	1.07	1.05	1.06	1.09	1.06	1.09	-	1.02	1.33

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 222 (continuation)

QD10A_16. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	831	389	442	267	10	135	180	142	527	156	143	182	495
Effective base	350	169	181	106	7	51	80	58	222	67	61	74	211
Weighted Base	844	406	439	259	21	123	203	143	537	157	145	174	512
Not at all important (-2)	51 6%	27 7%	24 5%	13 5%	2 9%	3 3%	14 7%	10 7%	29 5%	13 8%	8 6%	10 6%	33 6%
Not very important (-1)	49 6%	27 7%	22 5%	14 5%	2 9%	7 5%	12 6%	13 9%	26 5%	11 7%	12 8%	7 4%	30 6%
Neither important nor unimportant (0)	261 31%	113 28%	148 34%	65 25%	9 43%	26 21%	67 33%	22 15%	178 33%	59 38%	30 21%	60 35%	164 32%
Important (1)	316 37%	159 39%	158 36%	110 42%	3 17%	55 44%	71 35%	61 42%	199 37%	55 35%	58 40%	60 34%	197 38%
Very important (2)	164 19%	79 20%	85 19%	57 22%	4 22%	33 26%	38 19%	38 26%	103 19%	19 12%	37 25%	36 21%	86 17%
Don't know	2 *%	- -%	2 1%	- -%	- -%	- -%	- -%	- -%	2 *%	- -%	- -%	- -%	2 *%
NET Important	480 57%	238 59%	242 55%	167 64%	8 39%	87 71%	109 54%	98 69%	302 56%	74 47%	95 65%	96 55%	282 55%
NET Not Important	100 12%	54 13%	46 11%	27 10%	4 19%	10 8%	26 13%	22 16%	55 10%	24 15%	20 14%	17 10%	63 12%
Answered	842	406	436	259	21	123	203	143	535	157	145	174	509
Mean Score	.6	.6	.6	.7	.3	.9	.5	.7	.6	.4	.7	.6	.5
Standard error	.04	.05	.05	.06	.38	.08	.08	.10	.04	.08	.09	.08	.05
Standard deviation	1.06	1.08	1.03	1.03	1.22	.96	1.08	1.15	1.02	1.05	1.11	1.05	1.05

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 222 (continuation)

QD10A_16. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		831	340	491
Effective base		350	123	227
Weighted Base		844	309	535
Not at all important	(-2)	51	10	41
		6%	3%	8%
Not very important	(-1)	49	22	28
		6%	7%	5%
Neither important nor unimportant	(0)	261	100	161
		31%	32%	30%
Important	(1)	316	107	210
		37%	34%	39%
Very important	(2)	164	71	93
		19%	23%	17%
Don't know		2	-	2
		*%	-%	*%
NET Important		480	177	303
		57%	57%	57%
NET Not Important		100	32	68
		12%	10%	13%
Answered		842	309	533
Mean Score		.6	.7	.5
Standard error		.04	.05	.05
Standard deviation		1.06	1.01	1.08

Columns Tested: a,b

Table 222 (continuation)

QD10A_16. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	831	50	109	68	69	91	39	36	87	57	68	45	112
Effective base	350	19	53	44	22	72	24	8	38	25	16	22	39
Weighted Base	844	26	93	91	25	146	41	11	128	55	39	67	122
Not at all important (-2)	51 6%	1 5%	6 6%	6 6%	* *%	13 9%	7 16%	* *%	* *%	3 6%	- -%	10 15%	5 4%
Not very important (-1)	49 6%	* 1%	10 11%	11 12%	1 5%	15 11%	1 2%	* *%	4 3%	3 6%	* 1%	3 4%	* *%
Neither important nor unimportant (0)	261 31%	3 11%	23 25%	20 22%	8 32%	40 27%	14 34%	4 39%	53 41%	25 46%	19 49%	12 18%	40 33%
Important (1)	316 37%	11 40%	35 37%	39 42%	10 39%	56 38%	11 26%	3 26%	48 38%	13 24%	16 43%	28 42%	47 39%
Very important (2)	164 19%	11 43%	19 20%	16 18%	6 23%	20 14%	9 22%	4 35%	23 18%	10 18%	3 8%	13 20%	30 24%
Don't know	2 *%	- -%	- -%	- -%	* 2%	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET Important	480 57%	22 83%	54 57%	55 60%	15 62%	76 52%	20 48%	7 61%	71 55%	23 43%	19 50%	42 62%	77 63%
NET Not Important	100 12%	1 5%	16 18%	16 18%	1 5%	28 19%	7 18%	* *%	4 3%	7 12%	* 1%	13 19%	5 4%
Answered	842	26	93	91	24	144	41	11	128	55	39	67	122
Mean Score	.6	1.2	.5	.5	.8	.4	.4	1.0	.7	.4	.6	.5	.8
Standard error	.04	.14	.11	.13	.11	.12	.21	.15	.09	.14	.08	.19	.09
Standard deviation	1.06	1.01	1.13	1.11	.88	1.13	1.32	.91	.80	1.06	.65	1.30	.95

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 222 (continuation)

QD10A_16. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	831	227	199	180	225	426	405
Effective base	350	113	113	66	76	226	142
Weighted Base	844	211	212	194	227	423	421
Not at all important (-2)	51 6%	13 6%	20 9%	4 2%	15 7%	33 8%	19 4%
Not very important (-1)	49 6%	22 10%	17 8%	7 4%	3 1%	39 9%	10 2%
Neither important nor unimportant (0)	261 31%	46 22%	62 29%	82 42%	71 31%	108 25%	153 36%
Important (1)	316 37%	84 40%	76 36%	64 33%	92 40%	160 38%	156 37%
Very important (2)	164 19%	47 22%	35 16%	37 19%	46 20%	81 19%	83 20%
Don't know	2 *%	- -%	2 1%	- -%	- -%	2 1%	- -%
NET Important	480 57%	130 62%	111 52%	101 52%	138 61%	242 57%	239 57%
NET Not Important	100 12%	34 16%	37 17%	11 6%	18 8%	71 17%	29 7%
Answered	842	211	210	194	227	421	421
Mean Score	.6	.6	.4	.6	.7	.5	.7
Standard error	.04	.07	.08	.07	.07	.06	.05
Standard deviation	1.06	1.12	1.14	.89	1.03	1.13	.97

Columns Tested: a,b,c,d - a,b

Table 223

QD10A_17. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Method		Business Size 1					
		CATI	CAWI	0-9	10-49	50-99	100-249	10+	
		a	b	a	b	c	d	e	
Significance Level: 95%									
Unweighted Base	831	32	799	587	123	36	85	244	
Effective base	350	8	342	323	51	15	44	68	
Weighted Base	844	16	828	808	31	4	2	37	
Not at all important	(-2)	80	*	80	75	4	*	*	5
		9%	2%	10%	9%	14%	3%	7%	12%
Not very important	(-1)	109	*	108	106	2	*	*	3
		13%	2%	13%	13%	8%	6%	5%	8%
Neither important nor unimportant	(0)	252	2	250	244	7	1	*	8
		30%	15%	30%	30%	24%	13%	10%	22%
Important	(1)	268	2	266	256	11	1	1	13
		32%	14%	32%	32%	34%	25%	50%	34%
								a	
Very important	(2)	132	11	121	124	6	2	1	8
		16%	68%	15%	15%	18%	53%	28%	22%
			b				abe	a	
Don't know		3	-	3	3	*	-	-	*
		*%	-%	*%	*%	1%	-%	-%	1%
NET Important		400	13	387	379	16	3	2	21
		47%	82%	47%	47%	52%	79%	78%	57%
			b				a	abe	
NET Not Important		189	1	188	181	7	*	*	7
		22%	4%	23%	22%	22%	8%	12%	20%
Answered		841	16	825	805	30	4	2	36
Mean Score		.3	1.4	.3	.3	.4	1.2	.9	.5
			b				abe	a	
Standard error		.04	.17	.04	.05	.12	.20	.16	.08
Standard deviation		1.17	.98	1.16	1.16	1.29	1.21	1.52	1.28

Columns Tested:: a,b - a,b,c,d,e

Table 223 (continuation)

QD10A_17. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		831	260	245	82	71	88	85	587	123	121
Effective base		350	164	129	37	33	31	44	323	51	31
Weighted Base		844	440	315	53	22	13	2	808	31	6
Not at all important	(-2)	80 9%	34 8%	36 11%	5 10%	4 19%	* 2%	* 7%	75 9%	4 14%	* 4%
Not very important	(-1)	109 13%	51 12%	47 15%	8 14%	2 11%	* 3%	* 5%	106 13%	2 8%	* 6%
Neither important nor unimportant	(0)	252 30%	135 31%	91 29%	18 34%	5 21%	3 26%	* 10%	244 30%	7 24%	1 12%
Important	(1)	268 32%	142 32%	96 31%	17 33%	7 31%	5 38%	1 50%	256 32%	11 34%	2 34%
Very important	(2)	132 16%	76 17%	43 14%	5 9%	4 18%	4 29%	1 28%	124 15%	6 18%	3 45%
Don't know		3 *%	2 *%	1 *%	- -%	- -%	* 3%	- -%	3 *%	* 1%	- -%
NET Important		400 47%	218 50%	139 44%	22 42%	11 49%	9 67%	2 78%	379 47%	16 52%	5 79%
NET Not Important		189 22%	85 19%	83 26%	13 24%	7 30%	1 4%	* 12%	181 22%	7 22%	1 10%
Answered		841	438	314	53	22	13	2	805	30	6
Mean Score		.3	.4	.2	.2	.2	.9	.9	.3	.4	1.1
Standard error		.04	.07	.08	.12	.17	.10	.16	.05	.12	.11
Standard deviation		1.17	1.14	1.20	1.11	1.40	.95	1.52	1.16	1.29	1.17

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 223 (continuation)

QD10A_17. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	831	375	212	123	36	85	384	143	63	45	105
Effective base	350	241	106	51	15	44	223	63	19	13	23
Weighted Base	844	663	145	31	4	2	593	108	33	18	22
Not at all important	(-2)	80	65	10	4	*	62	7	4	2	3
		9%	10%	7%	14%	3%	7%	11%	7%	11%	14%
Not very important	(-1)	109	85	20	2	*	69	18	5	1	1
		13%	13%	14%	8%	6%	5%	12%	17%	17%	4%
Neither important nor unimportant	(0)	252	194	50	7	1	184	40	3	4	8
		30%	29%	35%	24%	13%	10%	31%	37%	11%	20%
			e	e				c			
Important	(1)	268	215	41	11	1	184	34	13	4	7
		32%	32%	28%	34%	25%	50%	31%	32%	39%	22%
						ab					
Very important	(2)	132	101	23	6	2	91	9	7	7	3
		16%	15%	16%	18%	53%	28%	15%	8%	22%	41%
					abc	a				ab	15%
Don't know		3	2	1	*	-	3	-	-	-	-
		*%	*%	1%	1%	-%	-%	*%	-%	-%	-%
NET Important		400	316	63	16	3	275	43	20	11	11
		47%	48%	44%	52%	79%	78%	46%	40%	61%	63%
						ab	abc				
NET Not Important		189	151	30	7	*	131	25	9	3	4
		22%	23%	21%	22%	8%	12%	22%	23%	28%	17%
Answered		841	661	144	30	4	590	108	33	18	22
Mean Score		.3	.3	.3	.4	1.2	.9	.3	.2	.4	.8
						abc	ab				
Standard error		.04	.06	.08	.12	.20	.16	.06	.09	.17	.21
Standard deviation		1.17	1.17	1.11	1.29	1.21	1.52	1.18	1.02	1.33	1.38

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 223 (continuation)

QD10A_17. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		831	71	47	84	36	65	84	57	54	58
Effective base		350	44	31	47	17	33	52	32	28	28
Weighted Base		844	98	54	128	40	88	155	90	59	65
Not at all important	(-2)	80	9	7	4	6	14	11	12	4	3
		9%	10%	12%	3%	16%	16%	7%	14%	6%	5%
Not very important	(-1)	109	15	7	4	5	8	30	19	6	6
		13%	16%	12%	3%	12%	9%	19%	22%	10%	10%
			c					c	c		
Neither important nor unimportant	(0)	252	22	15	55	17	18	35	27	23	25
		30%	23%	28%	43%	43%	21%	22%	30%	38%	39%
					aef						
Important	(1)	268	29	13	42	7	27	67	24	15	23
		32%	30%	24%	33%	18%	31%	43%	27%	26%	36%
Very important	(2)	132	20	13	23	4	21	13	7	11	7
		16%	21%	24%	18%	9%	24%	8%	8%	18%	11%
Don't know		3	1	-	-	1	-	-	-	*	-
		*%	1%	-%	-%	2%	-%	-%	-%	1%	-%
NET Important		400	50	26	65	11	48	80	31	26	30
		47%	51%	47%	50%	27%	55%	51%	35%	44%	47%
NET Not Important		189	25	13	8	11	21	41	32	10	9
		22%	25%	25%	7%	28%	24%	26%	35%	17%	14%
			c	c		c	c	c	c		
Answered		841	96	54	128	39	88	155	90	59	65
Mean Score		.3	.4	.3	.6	-.1	.4	.3	-.1	.4	.4
					dg						
Standard error		.04	.15	.19	.10	.20	.17	.12	.15	.15	.13
Standard deviation		1.17	1.25	1.31	.93	1.17	1.36	1.08	1.17	1.10	.97

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 223 (continuation)

QD10A_17. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)							
		Net: Scotland, Wales and Northern Ireland							
Total base		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	831	159	172	225	556	275	88	102	85
Effective base	350	78	101	130	304	88	31	33	29
Weighted Base	844	193	211	373	777	67	28	27	12
Not at all important	(-2)	80	23	20	27	70	10	4	*
		9%	12%	9%	7%	9%	15%	21%	15%
						h	cdh	h	
Not very important	(-1)	109	19	28	54	101	8	5	1
		13%	10%	13%	14%	13%	11%	6%	19%
								6%	6%
Neither important nor unimportant	(0)	252	61	60	117	238	15	7	3
		30%	31%	29%	31%	31%	22%	18%	26%
								26%	22%
Important	(1)	268	58	57	133	248	20	6	6
		32%	30%	27%	36%	32%	30%	29%	22%
									50%
									bdeg
Very important	(2)	132	32	44	42	118	14	7	5
		16%	16%	21%	11%	15%	21%	26%	18%
				c			c		
Don't know		3	1	2	-	3	1	-	-
		*%	*%	1%	-%	*%	1%	-%	-%
									6%
									cd
NET Important		400	89	101	176	366	34	15	11
		47%	46%	48%	47%	47%	51%	55%	40%
									65%
									g
NET Not Important		189	42	48	81	171	18	7	9
		22%	22%	23%	22%	22%	26%	27%	35%
				h	h	h	h	h	h
									6%
Answered		841	192	210	373	775	66	28	27
Mean Score		.3	.3	.4	.3	.3	.3	.3	.1
									.8
									acd
Standard error		.04	.10	.09	.07	.05	.08	.16	.13
Standard deviation		1.17	1.21	1.22	1.08	1.15	1.34	1.48	1.35
									.09
									.85

Columns Tested: a,b,c,d,e,f,g,h

Table 223 (continuation)

QD10A_17. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Industry									
		Total base	Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%			*a	b	*c	d	e	f	g	h	i
Unweighted Base		831	29	65	4	69	80	232	31	30	359
Effective base		350	19	20	3	22	31	105	12	12	161
Weighted Base		844	29	51	4	55	91	202	27	17	423
Not at all important	(-2)	80	1	3	-	3	4	18	8	1	46
		9%	2%	5%	-%	5%	4%	9%	29%	7%	11%
								def			
Not very important	(-1)	109	2	3	1	4	13	23	*	2	64
		13%	7%	6%	21%	7%	15%	12%	1%	10%	15%
Neither important nor unimportant	(0)	252	9	21	-	21	23	64	10	5	119
		30%	31%	41%	-%	38%	26%	32%	38%	30%	28%
Important	(1)	268	12	12	-	12	40	73	7	6	116
		32%	43%	24%	-%	23%	44%	36%	27%	39%	27%
Very important	(2)	132	5	12	3	15	9	22	1	2	77
		16%	18%	23%	79%	27%	10%	11%	2%	14%	18%
Don't know		3	-	-	-	-	1	1	1	-	*
		*%	-%	-%	-%	-%	1%	1%	3%	-%	*%
NET Important		400	17	24	3	27	50	96	8	9	194
		47%	61%	47%	79%	49%	55%	47%	29%	53%	46%
NET Not Important		189	2	6	1	7	17	41	8	3	110
		22%	9%	12%	21%	12%	19%	20%	30%	17%	26%
Answered		841	29	51	4	55	90	201	26	17	423
Mean Score		.3	.7	.5	1.4	.6	.4	.3	-.3	.4	.3
						g					
Standard error		.04	.17	.13	.70	.13	.11	.07	.23	.20	.07
Standard deviation		1.17	.92	1.08	1.40	1.12	1.00	1.10	1.24	1.11	1.23

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 223 (continuation)

QD10A_17. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	831	178	232	421	718	113	-	709	122	808	23
Effective base	350	68	105	182	296	54	-	326	27	341	9
Weighted Base	844	175	202	468	699	145	-	800	44	826	18
Not at all important (-2)	80 9%	7 4%	18 9%	55 12%	60 9%	20 14%	- -%	79 10%	1 3%	80 10%	- -%
Not very important (-1)	109 13%	19 11%	23 12%	66 14%	84 12%	24 17%	- -%	104 13%	5 12%	108 13%	1 6%
Neither important nor unimportant (0)	252 30%	53 31%	64 32%	135 29%	197 28%	55 38%	- -%	242 30%	10 23%	246 30%	7 36%
Important (1)	268 32%	65 37%	73 36%	130 28%	228 33%	40 28%	- -%	249 31%	20 44%	261 32%	7 38%
Very important (2)	132 16%	29 17%	22 11%	80 17%	126 18%	6 4%	- -%	125 16%	6 15%	128 16%	4 20%
Don't know	3 *%	1 1%	1 1%	1 *%	3 *%	- -%	- -%	2 *%	1 3%	3 *%	- -%
NET Important	400 47%	94 54%	96 47%	210 45%	354 51%	46 32%	- -%	374 47%	26 59%	390 47%	11 57%
NET Not Important	189 22%	26 15%	41 20%	121 26%	144 21%	44 30%	- -%	182 23%	6 15%	187 23%	1 6%
Answered	841	174	201	467	696	145	-	798	43	823	18
Mean Score	.3	.5	.3	.2	.4	-.1	-	.3	.6	.3	.7
Standard error	.04	.08	.07	.06	.04	.10	-	.04	.09	.04	.18
Standard deviation	1.17	1.03	1.10	1.23	1.17	1.07	-	1.17	.99	1.17	.88

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 223 (continuation)

QD10A_17. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		831	417	167	247
Effective base		350	181	61	108
Weighted Base		844	452	138	255
Not at all important	(-2)	80 9%	61 14% bc	6 4%	13 5%
Not very important	(-1)	109 13%	61 13%	23 17%	25 10%
Neither important nor unimportant	(0)	252 30%	127 28%	35 26%	90 35%
Important	(1)	268 32%	145 32%	38 28%	85 33%
Very important	(2)	132 16%	57 13%	34 25% a	41 16%
Don't know		3 *%	1 *%	1 1%	1 *%
NET Important		400 47%	202 45%	72 53%	126 49%
NET Not Important		189 22%	122 27% c	29 21%	37 15%
Answered		841	451	137	253
Mean Score		.3	.2	.5 a	.5 a
Standard error		.04	.06	.09	.07
Standard deviation		1.17	1.22	1.16	1.04

Columns Tested:: a,b,c

Table 223 (continuation)

QD10A_17. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	831	561	172	45	20	19	7	3	4	733	98	53
Effective base	350	266	59	14	6	6	1	1	1	324	25	12
Weighted Base	844	650	134	36	5	12	2	1	5	784	61	25
Not at all important	(-2)	80	67	13	*	*	-	-	-	80	*	*
		9%	10%	9%	*%	2%	*%	-%	-%	10%	*%	1%
Not very important	(-1)	109	95	13	1	*	*	-	*	-	108	1
		13%	15%	10%	2%	1%	*%	-%	2%	-%	14%	1%
Neither important nor unimportant	(0)	252	192	51	7	*	2	-	-	-	243	9
		30%	30%	38%	19%	2%	15%	-%	-%	-%	31%	15%
				jk								8%
Important	(1)	268	215	24	19	3	7	*	1	-	239	30
		32%	33%	18%	52%	59%	56%	14%	98%	-%	30%	49%
			b	b	b						b	b
Very important	(2)	132	79	32	10	2	3	2	-	5	110	22
		16%	12%	24%	27%	36%	29%	86%	-%	100%	14%	35%
				a								ai
Don't know		3	2	1	-	-	-	-	-	-	3	-
		*%	*%	1%	-%	-%	-%	-%	-%	-%	*%	-%
NET Important		400	294	55	28	5	10	2	1	5	349	51
		47%	45%	41%	79%	95%	85%	100%	98%	100%	45%	84%
				abi	abi						abi	abi
NET Not Important		189	162	26	1	*	*	-	*	-	188	1
		22%	25%	19%	2%	3%	*%	-%	2%	-%	24%	1%
			cj	j							j	
Answered		841	648	132	36	5	12	2	1	5	780	61
Mean Score		.3	.2	.4	1.0	1.3	1.1	1.9	1.0	2.0	.2	1.2
				ai	ai						abi	abi
Standard error		.04	.05	.09	.11	.18	.16	.17	-	-	.04	.08
Standard deviation		1.17	1.15	1.22	.75	.82	.69	.45	-	-	1.17	.74

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 223 (continuation)

QD10A_17. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Unweighted Base	831	247	314	270	744	721	776	831	525	339	77	489	37	61	35	53	24
Effective base	350	135	131	84	306	301	325	350	207	111	40	228	12	16	11	13	7
Weighted Base	844	343	307	194	757	718	792	844	509	277	100	558	27	42	24	23	18
Not at all important (-2)	80 9%	47 14%	21 7%	13 7%	74 10%	64 9%	76 10%	80 9%	45 9%	16 6%	13 13%	60 11%	2 6%	1 1%	- -%	- -%	* *%
Not very important (-1)	109 13%	37 11%	57 19%	14 7%	104 14%	95 13%	108 14%	109 13%	49 10%	22 8%	17 17%	86 15%	1 5%	1 2%	2 7%	1 5%	* *%
Neither important nor unimportant (0)	252 30%	114 33%	78 25%	60 31%	225 30%	218 30%	238 30%	252 30%	125 25%	52 19%	29 29%	176 31%	8 29%	10 24%	3 13%	8 33%	5 28%
Important (1)	268 32%	117 34%	98 32%	53 27%	239 32%	226 31%	251 32%	268 32%	191 37%	116 42%	32 31%	168 30%	7 27%	13 30%	15 65%	9 39%	7 38%
Very important (2)	132 16%	26 8%	53 17%	53 27%	111 15%	113 16%	117 15%	132 16%	99 19%	71 25%	10 10%	66 12%	9 32%	18 43%	4 15%	5 22%	6 34%
Don't know	3 *%	2 1%	- -%	1 1%	3 *%	3 *%	3 *%	3 *%	1 *%	1 *%	- -%	3 *%	- -%	- -%	- -%	- -%	- -%
NET Important	400 47%	143 42%	151 49%	106 55%	350 46%	339 47%	368 46%	400 47%	289 57%	186 67%	41 41%	234 42%	16 60%	31 73%	19 80%	14 61%	13 72%
NET Not Important	189 22%	84 25%	78 25%	27 14%	179 24%	159 22%	184 23%	189 22%	94 18%	38 14%	30 30%	146 26%	3 12%	1 3%	2 7%	1 5%	* *%
Answered	841	341	307	193	754	716	790	841	508	276	100	556	27	42	24	23	18
Mean Score	.3	.1	.3	.6 a	.3	.3	.3	.3	.5 ac	.7 abcd	.1	.2	.7	1.1 ab	.9 ab	.8 a	1.1
Standard error	.04	.07	.07	.07	.04	.04	.04	.04	.05	.06	.14	.05	.19	.12	.13	.12	.17
Standard deviation	1.17	1.14	1.16	1.15	1.17	1.16	1.16	1.17	1.17	1.10	1.19	1.16	1.17	.93	.76	.87	.82

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 223 (continuation)

QD10A_17. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	e	*f	*g
Unweighted Base	831	527	64	42	45	28	27	11	487	98	41	36	30	18	11
Effective base	350	251	19	13	9	8	5	3	230	33	15	14	6	9	4
Weighted Base	844	622	54	34	16	11	13	7	548	96	18	22	15	9	11
Not at all important (-2)	80 9%	71 11%	3 6%	- -%	1 4%	* *%	- -%	- -%	63 11%	* *%	2 9%	- -%	- -%	- -%	* *%
Not very important (-1)	109 13%	95 15%	6 12%	2 5%	* 1%	2 16%	* *%	* *%	89 16%	4 4%	* 2%	* 1%	- -%	1 13%	- -%
Neither important nor unimportant (0)	252 30%	185 30%	19 36%	10 28%	3 16%	* 1%	5 35%	4 66%	182 33%	21 22%	2 13%	7 32%	3 19%	2 19%	1 6%
Important (1)	268 32%	196 31%	14 26%	8 25%	5 31%	7 63%	7 54%	2 30%	150 27%	39 41%	9 54%	10 43%	9 64%	4 47%	4 37%
Very important (2)	132 16%	73 12%	11 21%	14 42% a	8 48% a	2 20%	1 11%	* 3%	63 11%	30 32% a	4 24%	5 23%	3 17%	2 21%	6 57%
Don't know	3 *%	3 *%	- -%	- -%	- -%	- -%	- -%	- -%	2 *%	1 1%	- -%	- -%	- -%	- -%	- -%
NET Important	400 47%	269 43%	26 47%	23 67%	13 79% a	9 83%	8 65%	2 33%	213 39%	69 72% a	14 77% a	15 66% a	12 81% a	6 68%	10 94%
NET Not Important	189 22%	165 27%	9 17%	2 5%	1 4%	2 16%	* *%	* *%	152 28% bd	4 4%	2 10%	* 1%	- -%	1 13%	* *%
Answered	841	619	54	34	16	11	13	7	547	95	18	22	15	9	11
Mean Score	.3	.2	.5	1.0	1.2	.9	.7	.4	.1	1.0	.8	.9	1.0	.8	1.5
Standard error	.04	.05	.14	.15	.15	.18	.13	.18	.05	.09	.17	.13	.11	.23	.20
Standard deviation	1.17	1.17	1.12	.96	1.01	.97	.67	.60	1.16	.85	1.12	.79	.62	.99	.67

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 223 (continuation)

QD10A_17. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
Significance Level: 95%		a	b	c	d	e	*f	*g	a	b	c	d	e	
Unweighted Base	831	558	98	59	40	30	24	22	232	168	199	127	50	
Effective base	350	262	33	19	17	10	6	9	125	74	79	33	15	
Weighted Base	844	621	92	53	20	21	18	19	324	168	187	73	41	
Not at all important	(-2)	80 9%	77 12%	2 2%	1 2%	1 4%	- -%	* *%	- -%	37 11%	13 7%	22 12%	4 6%	* *%
Not very important	(-1)	109 13%	104 17%	1 1%	3 6%	- -%	* 1%	* 1%	- -%	48 15%	22 13%	34 18%	3 4%	2 4%
Neither important nor unimportant	(0)	252 30%	195 31%	26 29%	15 29%	5 24%	4 17%	5 28%	2 11%	113 35%	35 21%	60 32%	15 20%	15 36%
Important	(1)	268 32%	173 28%	39 43%	19 36%	11 55%	9 41%	8 43%	9 48%	93 29%	60 36%	50 27%	31 43%	16 39%
Very important	(2)	132 16%	70 11%	22 25%	14 27%	4 18%	9 41%	5 28%	8 41%	32 10%	38 22%	20 11%	19 26%	8 20%
Don't know		3 *%	2 *%	1 1%	- -%	- -%	- -%	- -%	- -%	* *%	1 1%	- -%	1 2%	- -%
NET Important		400 47%	243 39%	62 68%	33 63%	15 73%	18 82%	13 70%	16 89%	126 39%	97 58%	71 38%	50 69%	24 59%
NET Not Important		189 22%	180 29%	2 3%	4 8%	1 4%	* 1%	* 2%	- -%	85 26%	34 21%	56 30%	7 10%	2 5%
Answered		841	619	91	53	20	21	18	19	324	167	187	72	41
Mean Score	.3	.1	.9	.8	.8	1.2	1.0	1.3	.1	.5	.1	.8	.7	
Standard error	.04	.05	.09	.13	.14	.14	.17	.14	.07	.09	.08	.09	.12	
Standard deviation	1.17	1.18	.85	.98	.88	.77	.81	.68	1.13	1.19	1.17	1.07	.85	

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 223 (continuation)

QD10A_17. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	831	287	152	162	102	41	286	142	165	92	32
Effective base	350	150	66	58	21	12	148	54	60	29	10
Weighted Base	844	386	153	138	51	29	360	133	130	64	31
Not at all important (-2)	80 9%	42 11%	15 9%	16 12%	1 2%	* *%	39 11%	7 5%	14 11%	4 7%	* *%
Not very important (-1)	109 13%	60 16%	16 10%	25 18%	2 4%	2 6%	52 14%	15 11%	26 20%	2 2%	* *%
Neither important nor unimportant (0)	252 30%	129 33%	37 24%	37 27%	8 17%	13 45%	125 35%	22 16%	44 34%	14 22%	13 42%
Important (1)	268 32%	103 27%	61 40%	41 30%	24 47%	10 36%	110 31%	47 35%	31 24%	28 44%	10 31%
Very important (2)	132 16%	49 13%	24 16%	19 14%	15 30%	3 12%	34 9%	41 31%	15 11%	15 24%	8 27%
Don't know	3 *%	3 1%	- -%	- -%	- -%	- -%	* *%	1 1%	- -%	1 2%	- -%
NET Important	400 47%	152 39%	86 56%	60 43%	39 77%	14 48%	144 40%	88 66%	46 35%	43 68%	18 58%
NET Not Important	189 22%	102 27%	30 20%	41 30%	3 7%	2 7%	91 25%	23 17%	40 31%	6 9%	* 1%
Answered	841	383	153	138	51	29	359	132	130	63	31
Mean Score	.3	.1	.4	.2	1.0	.5	.1	.7	*	.8	.8
Standard error	.04	.07	.09	.10	.09	.13	.07	.10	.09	.11	.15
Standard deviation	1.17	1.17	1.16	1.22	.93	.81	1.11	1.17	1.15	1.06	.85

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 223 (continuation)

QD10A_17. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	*b	
Significance Level: 95%														
Unweighted Base		831	363	136	166	114	39	484	56	289	778	53	720	24
Effective base		350	181	50	67	36	10	203	20	125	329	21	298	8
Weighted Base		844	446	119	154	85	25	491	47	305	794	50	733	23
Not at all important	(-2)	80	58	4	15	3	*	32	7	41	79	1	71	3
		9%	13%	4%	10%	3%	2%	7%	15%	13%	10%	2%	10%	14%
										a				
Not very important	(-1)	109	71	11	21	2	*	52	8	46	105	3	104	-
		13%	16%	9%	14%	2%	*%	11%	18%	15%	13%	6%	14%	-%
			d											
Neither important nor unimportant	(0)	252	146	21	47	29	9	144	7	102	240	13	219	6
		30%	33%	18%	30%	34%	36%	29%	14%	34%	30%	25%	30%	27%
			b											
Important	(1)	268	131	51	46	26	7	158	18	92	250	18	234	5
		32%	29%	42%	30%	31%	28%	32%	38%	30%	32%	36%	32%	22%
Very important	(2)	132	37	33	26	23	9	104	6	22	117	15	102	9
		16%	8%	27%	17%	28%	34%	21%	13%	7%	15%	30%	14%	37%
				a		a	a	c						
Don't know		3	2	-	-	1	-	1	1	1	3	-	3	-
		*%	*%	-%	-%	1%	-%	*%	2%	*%	*%	-%	*%	-%
NET Important		400	168	83	72	50	16	262	24	114	367	33	336	14
		47%	38%	70%	47%	59%	62%	53%	52%	38%	46%	66%	46%	59%
				ac		a		c						
NET Not Important		189	129	15	36	5	1	85	15	87	184	4	176	3
		22%	29%	13%	23%	6%	2%	17%	32%	29%	23%	9%	24%	14%
			bd		d			a						
Answered		841	444	119	154	84	25	490	46	304	791	50	731	23
Mean Score		.3	*	.8	.3	.8	.9	.5	.2	*	.3	.8	.3	.7
				ac		ac	a	c			a			
Standard error		.04	.06	.09	.09	.09	.15	.05	.18	.07	.04	.14	.04	.28
Standard deviation		1.17	1.15	1.05	1.19	1.00	.94	1.13	1.31	1.13	1.17	1.01	1.16	1.37

Table 223 (continuation)

QD10A_17. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
		a	b	a	b	a	*b	a	b	a	b	
Significance Level: 95%												
Unweighted Base	831	661	60	665	166	726	18	660	61	666	165	
Effective base	350	287	15	289	62	300	6	282	19	288	62	
Weighted Base	844	681	38	670	174	736	21	671	48	675	169	
Not at all important	(-2)	80	64	*	64	15	71	3	64	*	63	17
		9%	9%	*%	10%	9%	10%	16%	10%	*%	9%	10%
Not very important	(-1)	109	95	-	97	12	104	-	95	-	100	9
		13%	14%	-%	14%	7%	14%	-%	14%	-%	15%	5%
Neither important nor unimportant	(0)	252	211	7	209	44	221	5	211	7	203	49
		30%	31%	18%	31%	25%	30%	23%	31%	15%	30%	29%
Important	(1)	268	209	17	201	67	237	2	206	20	206	62
		32%	31%	44%	30%	39%	32%	10%	31%	42%	31%	37%
Very important	(2)	132	99	14	96	36	100	11	92	20	100	32
		16%	14%	38%	14%	21%	14%	52%	14%	43%	15%	19%
Don't know		3	3	-	3	-	3	-	3	-	3	-
		*%	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%
NET Important		400	308	31	297	103	337	13	298	41	306	95
		47%	45%	82%	44%	59%	46%	62%	44%	85%	45%	56%
NET Not Important		189	159	*	161	27	176	3	159	*	163	25
		22%	23%	*%	24%	16%	24%	16%	24%	*%	24%	15%
Answered		841	678	38	667	174	733	21	668	48	672	169
Mean Score		.3	.3	1.2	.3	.6	.3	.8	.3	1.3	.3	.5
Standard error		.04	.05	.10	.05	.09	.04	.35	.04	.09	.05	.09
Standard deviation		1.17	1.16	.75	1.16	1.16	1.15	1.49	1.15	.73	1.16	1.16

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 223 (continuation)

QD10A_17. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	831	480	589	165	1	471	516	129	3	615	506	167	-
Effective base	350	188	249	69	1	188	220	56	3	252	223	70	-
Weighted Base	844	472	592	170	4	449	511	132	4	612	511	160	-
Not at all important (-2)	80 9%	45 10%	53 9%	15 9%	- -%	35 8%	42 8%	12 9%	2 41%	51 8%	45 9%	14 9%	- -%
Not very important (-1)	109 13%	55 12%	90 15%	24 14%	- -%	42 9%	79 15%	6 5%	- -%	68 11%	80 16%	16 10%	- -%
Neither important nor unimportant (0)	252 30%	118 25%	189 32%	50 29%	4 100%	113 25%	164 32%	43 33%	2 45%	154 25%	158 31%	52 33%	- -%
Important (1)	268 32%	172 36%	181 31%	43 26%	- -%	160 36%	138 27%	33 25%	1 14%	221 36%	138 27%	40 25%	- -%
Very important (2)	132 16%	80 17%	78 13%	38 22%	- -%	97 21%	86 17%	37 28%	- -%	116 19%	87 17%	38 23%	- -%
Don't know	3 *%	1 *%	2 *%	- -%	- -%	3 1%	2 *%	1 1%	- -%	3 *%	2 *%	1 1%	- -%
NET Important	400 47%	252 53%	259 44%	81 48%	- -%	256 57%	224 44%	69 52%	1 14%	336 55%	226 44%	77 48%	- -%
NET Not Important	189 22%	101 21%	143 24%	39 23%	- -%	77 17%	121 24%	19 14%	2 41%	120 20%	125 24%	30 18%	- -%
Answered Mean Score	841 .3	471 .4	591 .2	170 .4	4 -	447 .5	509 .3	131 .6	4 -.7	610 .5	508 .3	159 .4	- -
Standard error	.04	.05	.05	.10	-	.05	.05	.11	.76	.05	.05	.09	-
Standard deviation	1.17	1.18	1.14	1.22	-	1.16	1.16	1.21	1.32	1.17	1.18	1.20	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 223 (continuation)

QD10A_17. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	
		a	b	c	a	b	c	a	b	c	d	e	
Significance Level: 95%													
Unweighted Base		831	698	668	831	581	486	37	600	479	459	124	75
Effective base		350	290	281	350	233	212	11	266	197	184	59	38
Weighted Base		844	721	674	844	589	508	25	633	496	449	133	87
Not at all important	(-2)	80	71	61	80	58	35	*	70	42	38	10	6
		9%	10%	9%	9%	10%	7%	2%	11%	9%	8%	7%	7%
Not very important	(-1)	109	102	93	109	85	66	1	85	58	45	11	17
		13%	14%	14%	13%	14%	13%	5%	13%	12%	10%	8%	20%
Neither important nor unimportant	(0)	252	208	213	252	169	167	2	199	147	120	50	26
		30%	29%	32%	30%	29%	33%	6%	31%	30%	27%	37%	30%
Important	(1)	268	230	208	268	180	162	14	181	161	156	35	22
		32%	32%	31%	32%	31%	32%	55%	29%	33%	35%	26%	25%
Very important	(2)	132	107	97	132	94	77	8	96	85	89	28	15
		16%	15%	14%	16%	16%	15%	32%	15%	17%	20%	21%	17%
Don't know		3	3	2	3	3	1	-	3	2	1	-	1
		*%	*%	*%	*%	*%	*%	-%	1%	*%	*%	-%	1%
NET Important		400	337	305	400	274	238	22	277	247	245	63	36
		47%	47%	45%	47%	47%	47%	87%	44%	50%	54%	47%	42%
NET Not Important		189	174	154	189	143	101	2	154	100	83	21	24
		22%	24%	23%	22%	24%	20%	7%	24%	20%	19%	16%	27%
Answered		841	718	672	841	586	506	25	630	494	448	133	86
Mean Score		.3	.3	.3	.3	.3	.4	1.1	.2	.4	.5	.5	.2
Standard error		.04	.04	.04	.04	.05	.05	.14	.05	.05	.05	.10	.14
Standard deviation		1.17	1.17	1.15	1.17	1.19	1.10	.87	1.19	1.15	1.17	1.13	1.17

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 223 (continuation)

QD10A_17. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		831	115	53	44	32	724	506	753	585	475	471	687	132	-	697	47
Effective base		350	48	22	18	15	303	209	316	243	195	194	292	53	-	281	25
Weighted Base		844	112	47	46	37	723	495	757	575	456	478	693	120	-	635	68
Not at all important	(-2)	80	9	5	6	-	73	53	76	60	46	33	67	16	-	56	18
		9%	8%	11%	12%	-%	10%	11%	10%	11%	10%	7%	10%	13%	-%	9%	26%
																a	
Not very important	(-1)	109	13	1	5	3	100	76	100	67	67	57	97	13	-	81	4
		13%	12%	2%	11%	7%	14%	15%	13%	12%	15%	12%	14%	11%	-%	13%	6%
Neither important nor unimportant	(0)	252	26	6	5	9	213	143	218	155	136	124	215	28	-	189	13
		30%	23%	13%	11%	25%	29%	29%	29%	27%	30%	26%	31%	23%	-%	30%	18%
Important	(1)	268	37	22	23	18	229	144	243	191	139	180	200	29	-	197	17
		32%	33%	46%	50%	48%	32%	29%	32%	33%	31%	38%	29%	24%	-%	31%	25%
												b					
Very important	(2)	132	26	13	7	7	105	78	117	99	66	82	111	33	-	110	17
		16%	23%	28%	16%	20%	15%	16%	15%	17%	14%	17%	16%	28%	-%	17%	24%
													b				
Don't know		3	1	-	-	-	3	2	3	2	2	3	3	1	-	2	-
		*%	1%	-%	-%	-%	*%	*%	*%	*%	1%	1%	*%	1%	-%	*%	-%
NET Important		400	62	35	31	25	334	222	360	290	205	261	311	62	-	307	34
		47%	55%	74%	66%	68%	46%	45%	48%	50%	45%	55%	45%	52%	-%	48%	49%
												b					
NET Not Important		189	23	6	11	3	173	128	176	128	113	90	163	29	-	137	22
		22%	20%	13%	23%	7%	24%	26%	23%	22%	25%	19%	24%	24%	-%	22%	32%
Answered		841	111	47	46	37	720	493	754	573	454	476	689	119	-	633	68
Mean Score		.3	.5	.8	.5	.8	.3	.2	.3	.4	.2	.5	.3	.4	-	.4	.2
Standard error		.04	.11	.17	.19	.15	.04	.05	.04	.05	.05	.05	.05	.12	-	.04	.22
Standard deviation		1.17	1.21	1.22	1.24	.84	1.17	1.20	1.18	1.20	1.18	1.12	1.18	1.36	-	1.17	1.53

Columns Tested.: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 223 (continuation)

QD10A_17. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	831	389	442	267	10	135	180	142	527	156	143	182	495
Effective base	350	169	181	106	7	51	80	58	222	67	61	74	211
Weighted Base	844	406	439	259	21	123	203	143	537	157	145	174	512
Not at all important (-2)	80 9%	34 8%	46 10%	14 5%	5 25%	10 8%	16 8%	8 6%	52 10%	19 12%	20 14%	6 4%	53 10%
Not very important (-1)	109 13%	51 13%	57 13%	19 7%	- -%	1 1%	18 9%	21 14%	67 12%	21 13%	10 7%	27 15%	71 14%
Neither important nor unimportant (0)	252 30%	105 26%	148 34%	74 29%	2 9%	31 25%	61 30%	31 22%	171 32%	48 31%	39 27%	46 27%	159 31%
Important (1)	268 32%	146 36%	123 28%	100 39%	6 31%	55 45%	68 34%	41 29%	177 33%	49 31%	37 25%	69 40%	162 32%
Very important (2)	132 16%	68 17%	64 15%	52 20%	7 35%	26 21%	39 19%	42 30%	66 12%	19 12%	38 26%	24 14%	66 13%
Don't know	3 *%	2 1%	1 *%	- -%	- -%	- -%	- -%	- -%	3 1%	- -%	- -%	2 1%	1 *%
NET Important	400 47%	214 53%	186 42%	152 59%	14 66%	81 66%	108 53%	83 58%	243 45%	68 43%	75 52%	93 53%	227 44%
NET Not Important	189 22%	85 21%	103 24%	33 13%	5 25%	11 9%	34 17%	29 20%	119 22%	41 26%	31 21%	33 19%	125 24%
Answered	841	403	438	259	21	123	203	143	534	157	145	172	511
Mean Score	.3	.4	.2	.6	.5	.7	.5	.6	.3	.2	.4	.4	.2
Standard error	.04	.06	.06	.06	.51	.09	.09	.10	.05	.09	.11	.08	.05
Standard deviation	1.17	1.16	1.17	1.06	1.60	1.06	1.14	1.22	1.13	1.19	1.33	1.03	1.16

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 223 (continuation)

QD10A_17. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		831	340	491
Effective base		350	123	227
Weighted Base		844	309	535
Not at all important	(-2)	80	33	47
		9%	11%	9%
Not very important	(-1)	109	37	72
		13%	12%	13%
Neither important nor unimportant	(0)	252	70	183
		30%	23%	34%
			a	
Important	(1)	268	106	162
		32%	34%	30%
Very important	(2)	132	63	69
		16%	20%	13%
Don't know		3	1	2
		*%	*%	*%
NET Important		400	169	231
		47%	55%	43%
			b	
NET Not Important		189	70	119
		22%	23%	22%
Answered		841	308	533
Mean Score		.3	.4	.3
Standard error		.04	.07	.05
Standard deviation		1.17	1.24	1.12

Columns Tested:: a,b

Table 223 (continuation)

QD10A_17. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	831	50	109	68	69	91	39	36	87	57	68	45	112
Effective base	350	19	53	44	22	72	24	8	38	25	16	22	39
Weighted Base	844	26	93	91	25	146	41	11	128	55	39	67	122
Not at all important (-2)	80 9%	3 13%	9 10%	10 11%	3 13%	8 5%	5 12%	4 31%	9 7%	9 16%	8 21%	11 16%	1 1%
Not very important (-1)	109 13%	2 6%	15 16%	16 18%	3 12%	26 17%	4 10%	1 8%	11 8%	3 6%	8 20%	6 9%	14 11%
Neither important nor unimportant (0)	252 30%	7 26%	30 32%	18 20%	4 18%	49 34%	14 34%	4 31%	50 39%	19 34%	16 42%	14 21%	29 23%
Important (1)	268 32%	9 33%	31 33%	29 32%	8 33%	47 32%	16 38%	2 19%	35 27%	13 24%	5 13%	21 31%	52 43%
Very important (2)	132 16%	5 19%	9 9%	17 18%	5 21%	16 11%	2 6%	1 11%	24 19%	10 19%	* 1%	15 22%	26 21%
Don't know	3 *%	1 4%	- -%	- -%	* 2%	1 1%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%
NET Important	400 47%	14 52%	40 43%	46 51%	14 55%	63 43%	18 44%	3 30%	59 46%	24 43%	5 14%	36 54%	79 64%
NET Not Important	189 22%	5 19%	24 26%	27 29%	6 26%	33 23%	9 22%	4 39%	19 15%	12 22%	16 42%	17 26%	15 12%
Answered	841	26	93	91	24	145	41	11	128	55	38	67	122
Mean Score	.3	.4	.2	.3	.4	.3	.2	-.3	.4	.2	-.5	.3	.7
Standard error	.04	.18	.11	.15	.16	.11	.18	.24	.12	.17	.12	.20	.09
Standard deviation	1.17	1.27	1.12	1.28	1.35	1.05	1.10	1.43	1.10	1.30	1.02	1.37	.95

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 223 (continuation)

QD10A_17. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	831	227	199	180	225	426	405
Effective base	350	113	113	66	76	226	142
Weighted Base	844	211	212	194	227	423	421
Not at all important	(-2)	80	23	16	21	39	41
		9%	11%	7%	11%	9%	10%
Not very important	(-1)	109	33	33	15	28	43
		13%	16%	15%	8%	12%	10%
Neither important nor unimportant	(0)	252	54	68	72	59	130
		30%	26%	32%	37%	26%	31%
Important	(1)	268	69	70	50	78	129
		32%	33%	33%	26%	34%	31%
Very important	(2)	132	31	24	35	41	77
		16%	15%	11%	18%	18%	18%
Don't know		3	1	2	-	1	1
		*%	*%	1%	-%	*%	*%
NET Important		400	100	95	86	120	206
		47%	47%	45%	44%	53%	49%
NET Not Important		189	56	49	36	48	84
		22%	26%	23%	19%	21%	20%
Answered		841	210	211	194	226	420
Mean Score		.3	.2	.3	.3	.4	.4
Standard error		.04	.08	.08	.09	.08	.06
Standard deviation		1.17	1.20	1.09	1.19	1.18	1.18

Columns Tested:: a,b,c,d - a,b

Table 224

QD10A_18. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	831	32	799	587	123	36	85	244
Effective base	350	8	342	323	51	15	44	68
Weighted Base	844	16	828	808	31	4	2	37
Not at all important	(-2)	69	68	66	2	*	*	2
		8%	8%	8%	7%	3%	2%	6%
Not very important	(-1)	84	84	83	1	*	*	1
		10%	10%	10%	3%	6%	3%	3%
Neither important nor unimportant	(0)	223	221	217	6	1	*	6
		26%	27%	27%	18%	14%	13%	17%
Important	(1)	307	306	290	15	2	1	17
		36%	37%	36%	47%	49%	43%	47%
Very important	(2)	148	136	139	7	1	1	9
		18%	16%	17%	23%	28%	39%	25%
Don't know		13	13	13	*	-	-	*
		2%	2%	2%	1%	-%	-%	1%
NET Important		455	442	429	22	3	2	26
		54%	53%	53%	70%	77%	82%	72%
NET Not Important		152	152	149	3	*	*	4
		18%	18%	18%	10%	8%	5%	10%
Answered	831	16	815	795	30	4	2	36
Mean Score	.5	1.5	.4	.4	.8	.9	1.1	.8
Standard error	.04	b	.04	.05	.10	.18	.14	.07
Standard deviation	1.14	1.03	1.13	1.14	1.09	1.09	1.26	1.07

Columns Tested: a,b - a,b,c,d,e

Table 224 (continuation)

QD10A_18. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		831	260	245	82	71	88	85	587	123	121
Effective base		350	164	129	37	33	31	44	323	51	31
Weighted Base		844	440	315	53	22	13	2	808	31	6
Not at all important	(-2)	69	32	29	5	2	*	*	66	2	*
		8%	7%	9%	10%	10%	1%	2%	8%	7%	2%
Not very important	(-1)	84	45	33	5	1	1	*	83	1	*
		10%	10%	10%	10%	3%	5%	3%	10%	3%	5%
Neither important nor unimportant	(0)	223	114	86	17	4	2	*	217	6	1
		26%	26%	27%	31%	19%	16%	13%	27%	18%	14%
					f				f		
Important	(1)	307	160	113	17	10	7	1	290	15	3
		36%	36%	36%	31%	45%	52%	43%	36%	47%	47%
Very important	(2)	148	81	50	9	5	3	1	139	7	2
		18%	18%	16%	17%	24%	24%	39%	17%	23%	32%
								abcg			
Don't know		13	8	4	1	-	*	-	13	*	-
		2%	2%	1%	1%	-%	3%	-%	2%	1%	-%
NET Important		455	241	163	25	15	10	2	429	22	5
		54%	55%	52%	48%	69%	76%	82%	53%	70%	79%
							abcg	abcg		abcg	abcg
NET Not Important		152	77	62	10	3	1	*	149	3	*
		18%	17%	20%	19%	13%	5%	5%	18%	10%	7%
			f	f					f		
Answered		831	432	311	53	22	13	2	795	30	6
Mean Score		.5	.5	.4	.4	.7	1.0	1.1	.4	.8	1.0
							abcg	abcg		b	abcg
Standard error		.04	.07	.07	.13	.14	.09	.14	.05	.10	.09
Standard deviation		1.14	1.13	1.16	1.18	1.19	.86	1.26	1.14	1.09	1.02

Columns Tested: a,b,c,d,e,f,g,h,i

Table 224 (continuation)

QD10A_18. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	831	375	212	123	36	85	384	143	63	45	105
Effective base	350	241	106	51	15	44	223	63	19	13	23
Weighted Base	844	663	145	31	4	2	593	108	33	18	22
Not at all important (-2)	69 8%	59 9%	7 5%	2 7%	* 3%	* 2%	56 9%	9 8%	* 1%	1 3%	1 2%
Not very important (-1)	84 10%	68 10%	14 10%	1 3%	* 6%	* 3%	65 11%	8 7%	4 11%	3 15%	1 4%
Neither important nor unimportant (0)	223 26%	172 26%	45 31%	6 18%	1 14%	* 13%	154 26%	39 36%	6 17%	3 17%	6 29%
Important (1)	307 36%	239 36%	51 35%	15 47%	2 49%	1 43%	225 38%	34 31%	12 36%	5 26%	10 47%
Very important (2)	148 18%	113 17%	26 18%	7 23%	1 28%	1 39%	81 14%	19 17%	11 33%	7 39%	4 18%
Don't know	13 2%	12 2%	1 1%	* 1%	- -%	- -%	12 2%	- -%	1 2%	- -%	- -%
NET Important	455 54%	352 53%	77 53%	22 70%	3 77%	2 82%	306 52%	53 49%	23 69%	12 65%	15 65%
NET Not Important	152 18%	127 19%	22 15%	3 10%	* 8%	* 5%	121 20%	17 16%	4 12%	3 18%	1 6%
Answered	831	651	144	30	4	2	581	108	32	18	22
Mean Score	.5	.4	.5	.8	.9	1.1	.4	.4	.9	.8	.7
Standard error	.04	.06	.07	.10	.18	.14	.06	.09	.13	.18	.09
Standard deviation	1.14	1.16	1.06	1.09	1.09	1.26	1.15	1.11	1.05	1.23	.90

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 224 (continuation)

QD10A_18. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		831	71	47	84	36	65	84	57	54	58
Effective base		350	44	31	47	17	33	52	32	28	28
Weighted Base		844	98	54	128	40	88	155	90	59	65
Not at all important	(-2)	69 8%	6 6%	3 5%	10 8%	1 2%	11 13%	11 7%	17 19%	4 6%	2 3%
Not very important	(-1)	84 10%	19 20%	7 13%	12 9%	1 3%	6 7%	15 10%	7 8%	4 6%	10 15%
Neither important nor unimportant	(0)	223 26%	10 10%	11 20%	41 32%	16 39%	25 28%	38 24%	30 34%	22 38%	9 14%
Important	(1)	307 36%	40 41%	20 36%	46 36%	19 48%	22 25%	62 40%	29 32%	19 33%	28 42%
Very important	(2)	148 18%	19 19%	14 25%	15 12%	3 8%	25 28%	29 19%	7 8%	8 14%	14 21%
Don't know		13 2%	3 3%	* 1%	3 3%	- -%	- -%	1 *%	- -%	2 3%	3 5%
NET Important		455 54%	59 61%	33 61%	61 48%	22 56%	46 53%	91 58%	36 40%	27 46%	41 63%
NET Not Important		152 18%	25 26%	9 17%	22 17%	2 5%	17 19%	26 17%	24 26%	7 12%	12 18%
Answered		831	94	54	125	40	88	154	90	57	62
Mean Score		.5	.5	.6	.4	.6	.5	.5	*	.4	.7
Standard error		.04	.14	.17	.12	.13	.16	.12	.16	.14	.15
Standard deviation		1.14	1.20	1.14	1.08	.78	1.31	1.13	1.21	1.02	1.09

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 224 (continuation)

QD10A_18. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		a	b	c	d	e	f	g	h	
Significance Level: 95%										
Unweighted Base		831	159	172	225	556	275	88	102	85
Effective base		350	78	101	130	304	88	31	33	29
Weighted Base		844	193	211	373	777	67	28	27	12
Not at all important	(-2)	69 8%	14 7%	12 6%	38 10%	64 8%	4 6%	1 2%	3 12%	* 3%
Not very important	(-1)	84 10%	17 9%	30 14%	34 9%	80 10%	3 5%	1 2%	3 10%	* 2%
Neither important nor unimportant	(0)	223 26%	49 26%	44 21%	109 29%	202 26%	22 32%	12 43%	7 28%	2 17%
Important	(1)	307 36%	68 35%	80 38%	137 37%	285 37%	23 34%	7 27%	9 34%	6 49%
Very important	(2)	148 18%	41 21%	41 19%	51 14%	133 17%	15 23%	7 26%	5 17%	4 28%
Don't know		13 2%	3 2%	6 3%	4 1%	13 2%	- -%	- -%	- -%	- -%
NET Important		455 54%	109 57%	120 57%	188 50%	417 54%	38 57%	15 53%	14 51%	10 77%
NET Not Important		152 18%	31 16%	42 20%	72 19%	145 19%	8 11%	1 4%	6 22%	1 5%
Answered		831	189	206	369	764	67	28	27	12
Mean Score		.5	.6	.5	.3	.4	.6	.7	.3	1.0
Standard error		.04	.09	.09	.08	.05	.07	.10	.12	.10
Standard deviation		1.14	1.14	1.14	1.15	1.15	1.09	.96	1.24	.95

Columns Tested:: a,b,c,d,e,f,g,h

Table 224 (continuation)

QD10A_18. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry									
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
Significance Level: 95%		*a	b	*c	d	e	f	g	h	i	
Unweighted Base	831	29	65	4	69	80	232	31	30	359	
Effective base	350	19	20	3	22	31	105	12	12	161	
Weighted Base	844	29	51	4	55	91	202	27	17	423	
Not at all important	(-2)	69 8%	1 2%	1 2%	- -%	1 2%	- -%	18 9%	10 37%	2 14%	37 9%
								bdefi	e		
Not very important	(-1)	84 10%	- -%	8 15%	1 21%	9 16%	13 14%	20 10%	5 19%	1 4%	37 9%
Neither important nor unimportant	(0)	223 26%	5 18%	8 15%	1 19%	8 15%	43 47%	54 27%	4 15%	2 14%	106 25%
							bdfhi				
Important	(1)	307 36%	12 42%	19 38%	- -%	19 35%	22 25%	68 33%	7 27%	9 53%	170 40%
Very important	(2)	148 18%	11 38%	12 24%	2 61%	15 26%	13 14%	40 20%	1 2%	2 15%	66 16%
Don't know		13 2%	- -%	3 7%	- -%	3 6%	- -%	2 1%	- -%	- -%	7 2%
NET Important		455 54%	23 80%	31 61%	2 61%	34 61%	35 39%	108 53%	8 29%	11 68%	235 56%
NET Not Important		152 18%	1 2%	9 17%	1 21%	10 17%	13 14%	37 19%	15 56%	3 18%	74 18%
								bdefi			
Answered	831	29	48	4	52	91	199	27	17	416	
Mean Score	.5	1.1	.7	1.0	.7	.4	.5	-.6	.5	.5	
			g	g	g	g	g	g	g	g	
Standard error	.04	.16	.14	.74	.13	.10	.08	.23	.23	.06	
Standard deviation	1.14	.85	1.09	1.47	1.11	.90	1.18	1.31	1.25	1.13	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 224 (continuation)

QD10A_18. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	831	178	232	421	718	113	-	709	122	808	23
Effective base	350	68	105	182	296	54	-	326	27	341	9
Weighted Base	844	175	202	468	699	145	-	800	44	826	18
Not at all important (-2)	69 8%	1 1%	18 9%	50 11%	59 8%	10 7%	- -%	68 9%	* 1%	69 8%	- -%
Not very important (-1)	84 10%	21 12%	20 10%	43 9%	63 9%	21 14%	- -%	83 10%	1 3%	83 10%	1 5%
Neither important nor unimportant (0)	223 26%	57 32%	54 27%	113 24%	175 25%	48 33%	- -%	212 26%	12 27%	223 27%	* 1%
Important (1)	307 36%	54 31%	68 33%	186 40%	255 37%	52 36%	- -%	291 36%	16 37%	298 36%	9 47%
Very important (2)	148 18%	38 22%	40 20%	70 15%	134 19%	15 10%	- -%	134 17%	14 32%	140 17%	8 46%
Don't know	13 2%	3 2%	2 1%	7 2%	13 2%	- -%	- -%	13 2%	* 1%	13 2%	- -%
NET Important	455 54%	92 53%	108 53%	256 55%	389 56%	66 46%	- -%	425 53%	31 69%	438 53%	17 93%
NET Not Important	152 18%	23 13%	37 19%	92 20%	122 17%	31 21%	- -%	151 19%	1 3%	152 18%	1 5%
Answered	831	171	199	461	686	145	-	787	44	813	18
Mean Score	.5	.6	.5	.4	.5	.3	-	.4	1.0	.4	1.3
Standard error	.04	.07	.08	.06	.04	.10	-	.04	.08	.04	.16
Standard deviation	1.14	.99	1.18	1.17	1.16	1.05	-	1.15	.88	1.14	.78

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 224 (continuation)

QD10A_18. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		831	417	167	247
Effective base		350	181	61	108
Weighted Base		844	452	138	255
Not at all important	(-2)	69 8%	48 11%	12 8%	9 3%
			c		
Not very important	(-1)	84 10%	39 9%	17 12%	28 11%
Neither important nor unimportant	(0)	223 26%	144 32%	23 16%	57 22%
			b		
Important	(1)	307 36%	154 34%	45 33%	109 43%
Very important	(2)	148 18%	61 14%	36 26%	51 20%
				a	
Don't know		13 2%	6 1%	6 4%	1 *
NET Important		455 54%	215 48%	81 59%	160 63%
				a	
NET Not Important		152 18%	87 19%	29 21%	37 15%
Answered		831	446	132	253
Mean Score		.5	.3	.6	.6
				a	
Standard error		.04	.06	.10	.07
Standard deviation		1.14	1.15	1.26	1.03

Columns Tested: a,b,c

Table 224 (continuation)

QD10A_18. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	831	561	172	45	20	19	7	3	4	733	98	53
Effective base	350	266	59	14	6	6	1	1	1	324	25	12
Weighted Base	844	650	134	36	5	12	2	1	5	784	61	25
Not at all important	(-2)	69	62	6	*	*	-	-	-	68	*	*
		8%	10%	5%	1%	1%	-%	-%	-%	9%	1%	*%
Not very important	(-1)	84	74	8	*	-	2	-	-	82	2	2
		10%	11%	6%	1%	-%	15%	-%	-%	10%	3%	7%
Neither important nor unimportant	(0)	223	179	42	1	1	*	*	-	221	2	1
		26%	28%	31%	3%	23%	*%	1%	-%	28%	4%	5%
			cj	cj						cj		
Important	(1)	307	229	47	23	1	2	*	*	276	31	8
		36%	35%	35%	63% ai	25%	20%	7%	6%	35%	51%	34%
Very important	(2)	148	94	29	12	3	8	2	1	123	25	13
		18%	14%	22%	32%	52%	65%	92%	94%	16%	41% ai	54% abi
Don't know		13	12	1	-	-	-	-	-	13	-	-
		2%	2%	1%	-%	-%	-%	-%	-%	2%	-%	-%
NET Important		455	323	76	34	4	10	2	1	399	56	22
		54%	50%	57%	95% abi	76%	85%	99%	100%	51%	92% abi	88% abi
NET Not Important		152	136	14	1	*	2	-	-	150	3	2
		18%	21% j	11%	2%	1%	15%	-%	-%	19%	4%	7%
Answered		831	638	132	36	5	12	2	1	770	61	25
Mean Score		.5	.3	.6	1.2 abi	1.3	1.4	1.9	1.9	.4	1.3 abi	1.3 abi
Standard error		.04	.05	.08	.10	.22	.25	.15	-	.04	.08	.12
Standard deviation		1.14	1.16	1.04	.67	.98	1.10	.39	-	.09	.76	.90

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 224 (continuation)

QD10A_18. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Unweighted Base	831	247	314	270	744	721	776	831	525	339	77	489	37	61	35	53	24
Effective base	350	135	131	84	306	301	325	350	207	111	40	228	12	16	11	13	7
Weighted Base	844	343	307	194	757	718	792	844	509	277	100	558	27	42	24	23	18
Not at all important (-2)	69 8%	40 12%	22 7%	7 3%	62 8%	53 7%	62 8%	69 8%	29 6%	9 3%	6 6%	52 9%	* 1%	* 1%	- -%	- -%	4 21%
Not very important (-1)	84 10%	28 8%	46 15%	10 5%	74 10%	74 10%	76 10%	84 10%	31 6%	22 8%	5 5%	62 11%	1 4%	3 7%	2 7%	3 13%	- -%
Neither important nor unimportant (0)	223 26%	115 33%	64 21%	44 23%	205 27%	185 26%	220 28%	223 26%	127 25%	53 19%	48 48%	150 27%	12 47%	2 5%	2 8%	6 25%	* *%
Important (1)	307 36%	110 32%	119 39%	78 40%	285 38%	273 38%	294 37%	307 36%	223 44%	121 44%	29 29%	210 38%	11 40%	20 47%	8 35%	6 27%	9 51%
Very important (2)	148 18%	40 12%	53 17%	54 28% a	120 16%	123 17%	129 16%	148 18%	94 19%	73 26% abcd	12 12%	73 13%	2 8%	17 39%	12 50%	8 34%	5 28% b
Don't know	13 2%	9 3%	3 1%	1 1%	11 1%	11 2%	11 1%	13 2%	4 1%	- -%	- -%	11 2%	- -%	- -%	- -%	- -%	- -%
NET Important	455 54%	151 44%	172 56% a	133 68% a	404 53%	395 55%	423 53%	455 54%	318 62% ac	194 70% abcd	42 42%	283 51%	13 48%	36 86% abc	20 85% ab	14 62%	15 79%
NET Not Important	152 18%	68 20% c	68 22% c	17 9%	136 18%	127 18%	139 18%	152 18% e	60 12%	31 11%	11 11%	115 21%	1 5%	4 8%	2 7%	3 13%	4 21%
Answered Mean Score	831 .5	334 .2	304 .4	193 .8 ab	746 .4	707 .5	781 .4	831 .5	505 .6 ac	277 .8 abcd	100 .4	547 .3	27 .5	42 1.2 abc	24 1.3 abc	23 .8	18 .7
Standard error	.04	.07	.07	.06	.04	.04	.04	.04	.05	.06	.11	.05	.12	.12	.15	.15	.30
Standard deviation	1.14	1.15	1.16	1.00	1.13	1.12	1.12	1.14	1.03	1.01	.97	1.14	.76	.91	.91	1.07	1.46

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 224 (continuation)

QD10A_18. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	e	*f	*g
Unweighted Base	831	527	64	42	45	28	27	11	487	98	41	36	30	18	11
Effective base	350	251	19	13	9	8	5	3	230	33	15	14	6	9	4
Weighted Base	844	622	54	34	16	11	13	7	548	96	18	22	15	9	11
Not at all important (-2)	69 8%	52 8%	7 13%	- -%	- -%	- -%	- -%	4 56%	52 10%	* *%	- -%	* 2%	- -%	- -%	- -%
Not very important (-1)	84 10%	63 10%	2 3%	4 12%	* *%	2 16%	3 23%	- -%	67 12%	6 7%	- -%	* *%	* *%	- -%	- -%
Neither important nor unimportant (0)	223 26%	176 28%	18 33%	6 17%	1 4%	* *%	5 35%	- -%	160 29%	17 18%	4 22%	3 14%	* 1%	1 13%	- -%
Important (1)	307 36%	238 38%	20 37%	9 28%	7 43%	5 50%	2 15%	3 43%	188 34%	48 50%	9 48%	13 58%	5 33%	3 28%	8 72%
Very important (2)	148 18%	82 13%	7 13%	14 43%	9 52%	4 33%	4 27%	* 1%	70 13%	24 25%	5 30%	6 25%	10 66%	5 59%	3 28%
Don't know	13 2%	11 2%	- -%	- -%	- -%	- -%	- -%	- -%	11 2%	- -%	- -%	- -%	- -%	- -%	- -%
NET Important	455 54%	320 51%	27 51%	24 71%	16 96%	9 83%	5 42%	3 44%	258 47%	72 75%	14 78%	19 83%	14 99%	8 87%	11 100%
NET Not Important	152 18%	115 18%	9 16%	4 12%	* *%	2 16%	3 23%	4 56%	120 22%	6 7%	- -%	1 2%	* *%	- -%	- -%
Answered	831	611	54	34	16	11	13	7	537	96	18	22	15	9	11
Mean Score	.5	.4	.3	1.0	1.5	1.0	.5	-.7	.3	.9	1.1	1.0	1.6	1.5	1.3
Standard error	.04	.05	.15	.16	.09	.20	.22	.49	.05	.09	.12	.13	.10	.18	.14
Standard deviation	1.14	1.11	1.17	1.06	.61	1.04	1.17	1.63	1.14	.85	.74	.78	.53	.76	.47

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 224 (continuation)

QD10A_18. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
Significance Level: 95%		a	b	c	d	e	*f	*g	a	b	c	d	e	
Unweighted Base	831	558	98	59	40	30	24	22	232	168	199	127	50	
Effective base	350	262	33	19	17	10	6	9	125	74	79	33	15	
Weighted Base	844	621	92	53	20	21	18	19	324	168	187	73	41	
Not at all important	(-2)	69	63	5	*	*	*	-	-	35	17	9	1	-
		8%	10%	5%	1%	*%	2%	-%	-%	11%	10%	5%	1%	-%
					d									
Not very important	(-1)	84	74	5	3	2	-	-	-	28	22	17	6	3
		10%	12%	5%	6%	9%	-%	-%	-%	9%	13%	9%	9%	8%
Neither important nor unimportant	(0)	223	189	19	9	4	2	*	-	109	41	57	7	6
		26%	30%	20%	17%	20%	9%	1%	-%	33%	24%	31%	10%	16%
					d						d			
Important	(1)	307	216	46	10	9	11	9	6	105	63	72	34	20
		36%	35%	50%	20%	45%	49%	48%	31%	32%	38%	39%	47%	48%
				c										
Very important	(2)	148	65	17	30	5	9	9	13	38	25	31	23	11
		18%	10%	19%	56%	26%	40%	50%	69%	12%	15%	17%	32%	26%
				ab			a					a		
Don't know		13	13	-	-	-	-	-	-	9	-	-	1	1
		2%	2%	-%	-%	-%	-%	-%	-%	3%	-%	-%	2%	2%
NET Important		455	281	64	40	14	19	18	19	143	88	103	57	31
		54%	45%	69%	76%	71%	89%	99%	100%	44%	52%	55%	79%	74%
				a	a	a	a					abc	a	
NET Not Important		152	137	9	3	2	*	-	-	63	39	26	7	3
		18%	22%	10%	7%	9%	2%	-%	-%	20%	23%	14%	9%	8%
Answered		831	608	92	53	20	21	18	19	315	168	187	72	40
Mean Score		.5	.2	.7	1.3	.9	1.3	1.5	1.7	.3	.3	.5	1.0	.9
				a	a	a	a					abc	a	
Standard error		.04	.05	.10	.13	.15	.14	.11	.10	.08	.09	.07	.08	.13
Standard deviation		1.14	1.13	.99	1.00	.93	.78	.54	.47	1.14	1.19	1.03	.93	.88

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 224 (continuation)

QD10A_18. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent					
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e	
Unweighted Base	831	287	152	162	102	41	286	142	165	92	32	
Effective base	350	150	66	58	21	12	148	54	60	29	10	
Weighted Base	844	386	153	138	51	29	360	133	130	64	31	
Not at all important	(-2)	69 8%	42 11%	14 9%	5 4%	1 1%	- -%	38 11%	8 6%	6 5%	1 1%	- -%
Not very important	(-1)	84 10%	32 8%	25 17%	11 8%	2 5%	3 12%	33 9%	18 13%	18 14%	4 6%	* 1%
Neither important nor unimportant	(0)	223 26%	121 31%	37 24%	37 27%	5 10%	5 16%	113 32%	25 19%	34 26%	7 10%	6 21%
Important	(1)	307 36%	133 35%	51 33%	64 46%	23 45%	14 48%	122 34%	55 41%	49 38%	32 51%	14 46%
Very important	(2)	148 18%	48 12%	25 17%	21 15%	20 39%	6 21%	44 12%	28 21%	22 17%	18 29%	10 32%
Don't know		13 2%	10 3%	- -%	- -%	- -%	1 3%	9 3%	- -%	- -%	2 3%	- -%
NET Important		455 54%	181 47%	76 50%	85 61%	43 84%	20 70%	166 46%	82 62%	72 55%	51 80%	24 78%
NET Not Important		152 18%	74 19%	40 26%	17 12%	3 6%	3 12%	71 20%	26 20%	24 19%	4 7%	* 1%
Answered		831	375	153	138	51	28	351	133	130	62	31
Mean Score	.5	.3	.3	.6	1.2	.8		.3	.6	.5	1.0	1.1
Standard error	.04	.07	.10	.08	.09	.15		.07	.10	.08	.09	.14
Standard deviation	1.14	1.14	1.20	.98	.87	.93		1.14	1.15	1.08	.86	.77

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 224 (continuation)

QD10A_18. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	*b	
Significance Level: 95%														
Unweighted Base		831	363	136	166	114	39	484	56	289	778	53	720	24
Effective base		350	181	50	67	36	10	203	20	125	329	21	298	8
Weighted Base		844	446	119	154	85	25	491	47	305	794	50	733	23
Not at all important	(-2)	69	52	5	8	3	*	37	*	30	68	*	62	-
		8%	12%	4%	5%	4%	1%	7%	1%	10%	9%	1%	9%	-%
Not very important	(-1)	84	49	12	12	8	*	41	6	36	81	3	74	-
		10%	11%	10%	8%	9%	*%	8%	14%	12%	10%	5%	10%	-%
Neither important nor unimportant	(0)	223	148	21	37	11	2	93	14	117	215	8	200	5
		26%	33%	18%	24%	13%	8%	19%	29%	38%	27%	16%	27%	21%
			bd						a					
Important	(1)	307	134	52	70	32	18	203	13	91	291	16	280	5
		36%	30%	44%	45%	38%	71%	41%	29%	30%	37%	32%	38%	20%
					a		a		c					
Very important	(2)	148	51	30	27	28	5	110	11	27	126	23	106	14
		18%	11%	25%	17%	33%	20%	22%	24%	9%	16%	45%	14%	59%
				a		a		c	c			a		
Don't know		13	11	-	-	2	-	7	2	5	13	-	11	-
		2%	3%	-%	-%	2%	-%	1%	4%	2%	2%	-%	2%	-%
NET Important		455	185	82	96	61	23	313	25	117	416	39	386	18
		54%	41%	68%	63%	71%	91%	64%	53%	38%	52%	78%	53%	79%
				a	a	a	a	c				a		
NET Not Important		152	102	16	20	11	*	78	7	66	149	3	136	-
		18%	23%	14%	13%	13%	1%	16%	15%	22%	19%	6%	19%	-%
Answered		831	434	119	154	83	25	484	45	300	781	50	722	23
Mean Score		.5	.2	.8	.6	.9	1.1	.6	.6	.2	.4	1.2	.4	1.4
			a	a	a	a	a	c				a		
Standard error		.04	.06	.09	.08	.10	.10	.05	.14	.06	.04	.13	.04	.17
Standard deviation		1.14	1.16	1.06	1.03	1.10	.63	1.15	1.04	1.07	1.14	.94	1.12	.83

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 224 (continuation)

QD10A_18. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
		a	b	a	b	a	*b	a	b	a	b	
Significance Level: 95%												
Unweighted Base	831	661	60	665	166	726	18	660	61	666	165	
Effective base	350	287	15	289	62	300	6	282	19	288	62	
Weighted Base	844	681	38	670	174	736	21	671	48	675	169	
Not at all important	(-2)	69	53	*	66	3	62	-	53	*	66	2
		8%	8%	1%	10%	2%	8%	-%	8%	1%	10%	1%
					b					b		
Not very important	(-1)	84	73	*	74	10	74	-	73	*	71	13
		10%	11%	1%	11%	6%	10%	-%	11%	*%	10%	8%
Neither important nor unimportant	(0)	223	180	5	180	43	200	4	181	4	180	43
		26%	26%	13%	27%	25%	27%	21%	27%	9%	27%	26%
Important	(1)	307	257	16	227	80	280	5	257	15	239	68
		36%	38%	41%	34%	46%	38%	22%	38%	32%	35%	40%
Very important	(2)	148	106	17	112	37	108	12	95	27	107	42
		18%	16%	44%	17%	21%	15%	57%	14%	57%	16%	25%
				a						a		
Don't know		13	11	-	12	1	11	-	11	-	12	1
		2%	2%	-%	2%	*%	2%	-%	2%	-%	2%	*%
NET Important		455	363	32	338	117	388	16	353	43	346	109
		54%	53%	85%	50%	67%	53%	79%	53%	89%	51%	65%
				a		a				a		
NET Not Important		152	126	1	139	13	136	-	126	1	137	16
		18%	19%	2%	21%	8%	19%	-%	19%	1%	20%	9%
				b						b		
Answered		831	670	38	658	174	725	21	660	48	663	168
Mean Score		.5	.4	1.3	.4	.8	.4	1.4	.4	1.4	.4	.8
				a		a				a		
Standard error		.04	.04	.10	.05	.07	.04	.20	.04	.10	.05	.07
Standard deviation		1.14	1.12	.80	1.18	.90	1.12	.83	1.11	.75	1.17	.95

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 224 (continuation)

QD10A_18. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	831	480	589	165	1	471	516	129	3	615	506	167	-
Effective base	350	188	249	69	1	188	220	56	3	252	223	70	-
Weighted Base	844	472	592	170	4	449	511	132	4	612	511	160	-
Not at all important (-2)	69 8%	38 8%	44 7%	13 8%	- -%	30 7%	34 7%	2 2%	2 41%	45 7%	40 8%	9 6%	- -%
Not very important (-1)	84 10%	36 8%	59 10%	13 7%	- -%	42 9%	55 11%	15 11%	- -%	58 9%	57 11%	18 11%	- -%
Neither important nor unimportant (0)	223 26%	118 25%	162 27%	34 20%	- -%	87 19%	135 27%	24 18%	2 45%	130 21%	130 26%	28 18%	- -%
Important (1)	307 36%	189 40%	231 39%	72 42%	4 100%	186 41%	198 39%	63 48%	1 14%	245 40%	188 37%	66 41%	- -%
Very important (2)	148 18%	81 17%	86 14%	33 19%	- -%	95 21%	78 15%	25 19%	- -%	125 20%	87 17%	31 19%	- -%
Don't know	13 2%	10 2%	11 2%	5 3%	- -%	9 2%	11 2%	3 2%	- -%	10 2%	8 2%	9 5%	- -%
NET Important	455 54%	270 57%	316 53%	104 62%	4 100%	281 63%	276 54%	88 67%	1 14%	370 60%	275 54%	96 60%	- -%
NET Not Important	152 18%	74 16%	103 17%	26 15%	- -%	72 16%	89 17%	17 13%	2 41%	103 17%	97 19%	27 17%	- -%
Answered	831	462	581	164	4	440	500	129	4	602	503	152	-
Mean Score	.5	.5	.4	.6	1.0	.6	.5	.7	-.7	.6	.4	.6	-
Standard error	.04	.05	.05	.09	-	.05	.05	.09	.76	.05	.05	.09	-
Standard deviation	1.14	1.12	1.10	1.13	-	1.13	1.09	.96	1.32	1.14	1.14	1.12	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 224 (continuation)

QD10A_18. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	831	698	668	831	581	486	37	600	479	459	124	75
Effective base	350	290	281	350	233	212	11	266	197	184	59	38
Weighted Base	844	721	674	844	589	508	25	633	496	449	133	87
Not at all important (-2)	69 8%	59 8%	53 8%	69 8%	45 8%	42 8%	1 3%	53 8%	35 7%	23 5%	11 8%	10 12%
Not very important (-1)	84 10%	69 10%	69 10%	84 10%	61 10%	47 9%	- -%	67 11%	51 10%	43 10%	16 12%	17 20%
Neither important nor unimportant (0)	223 26%	191 27%	176 26%	223 26%	162 27%	132 26%	1 5%	173 27%	131 26%	100 22%	22 16%	18 20%
Important (1)	307 36%	276 38%	256 38%	307 36%	210 36%	186 37%	12 49%	226 36%	180 36%	188 42%	53 40%	28 32%
Very important (2)	148 18%	114 16%	111 16%	148 18%	101 17%	91 18%	11 43%	104 17%	89 18%	89 20%	26 19%	8 9%
Don't know	13 2%	11 2%	11 2%	13 2%	9 2%	10 2%	- -%	8 1%	10 2%	6 1%	5 4%	5 6%
NET Important	455 54%	390 54%	366 54%	455 54%	312 53%	276 54%	23 91%	331 52%	269 54%	277 62%	79 59%	36 42%
NET Not Important	152 18%	128 18%	121 18%	152 18%	107 18%	89 18%	1 3%	121 19%	87 17%	66 15%	27 20%	28 32%
Answered	831	710	663	831	580	498	25	625	486	443	128	82
Mean Score	.5	.4	.5	.5	.5	.5	1.3	.4	.5	.6	.5	.1
Standard error	.04	.04	.04	.04	.05	.05	.14	.05	.05	.05	.11	.14
Standard deviation	1.14	1.12	1.13	1.14	1.13	1.15	.86	1.14	1.13	1.07	1.19	1.22

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 224 (continuation)

QD10A_18. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base	831	115	53	44	32	724	506	753	585	475	471	687	132	-	697	47	
Effective base	350	48	22	18	15	303	209	316	243	195	194	292	53	-	281	25	
Weighted Base	844	112	47	46	37	723	495	757	575	456	478	693	120	-	635	68	
Not at all important	(-2)	69	6	1	4	*	61	51	62	56	41	32	57	9	-	50	10
		8%	6%	1%	9%	1%	9%	10%	8%	10%	9%	7%	8%	8%	-%	8%	15%
Not very important	(-1)	84	12	4	5	2	75	47	78	57	51	49	75	6	-	60	6
		10%	10%	8%	10%	4%	10%	10%	10%	10%	11%	10%	11%	5%	-%	9%	9%
Neither important nor unimportant	(0)	223	19	8	11	7	179	115	186	132	116	104	176	20	-	154	9
		26%	17%	17%	24%	20%	25%	23%	25%	23%	26%	22%	25%	17%	-%	24%	13%
Important	(1)	307	54	16	18	13	271	180	283	220	157	187	251	57	-	219	38
		36%	48%	34%	40%	36%	37%	36%	37%	38%	34%	39%	36%	48%	-%	35%	55%
																a	
Very important	(2)	148	21	19	8	14	124	92	135	97	78	96	120	23	-	140	6
		18%	19%	40%	17%	39%	17%	19%	18%	17%	17%	20%	17%	19%	-%	22%	8%
Don't know		13	-	-	-	-	13	10	13	12	13	10	13	4	-	12	-
		2%	-%	-%	-%	-%	2%	2%	2%	2%	3%	2%	2%	3%	-%	2%	-%
NET Important		455	75	35	26	28	395	272	417	317	235	283	371	81	-	359	43
		54%	67%	74%	57%	75%	55%	55%	55%	55%	52%	59%	54%	67%	-%	57%	64%
NET Not Important		152	18	4	9	2	137	98	141	114	92	81	133	15	-	110	16
		18%	16%	9%	19%	5%	19%	20%	19%	20%	20%	17%	19%	13%	-%	17%	23%
Answered		831	112	47	46	37	710	485	744	563	443	469	679	116	-	623	68
Mean Score		.5	.6	1.0	.5	1.1	.5	.4	.5	.4	.4	.6	.4	.7	-	.5	.3
Standard error		.04	.10	.14	.18	.16	.04	.05	.04	.05	.05	.05	.04	.10	-	.04	.18
Standard deviation		1.14	1.08	1.01	1.17	.93	1.15	1.21	1.15	1.18	1.18	1.13	1.15	1.10	-	1.17	1.21

Columns Tested.: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 224 (continuation)

QD10A_18. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	831	389	442	267	10	135	180	142	527	156	143	182	495
Effective base	350	169	181	106	7	51	80	58	222	67	61	74	211
Weighted Base	844	406	439	259	21	123	203	143	537	157	145	174	512
Not at all important (-2)	69 8%	39 10%	30 7%	8 3%	- -%	2 2%	8 4%	12 8%	42 8%	15 9%	8 5%	4 2%	57 11%
Not very important (-1)	84 10%	40 10%	44 10%	19 7%	4 19%	13 11%	16 8%	20 14%	44 8%	18 11%	17 12%	18 10%	47 9%
Neither important nor unimportant (0)	223 26%	87 21%	136 31%	57 22%	7 32%	24 20%	48 24%	12 8%	160 30%	52 33%	28 19%	41 24%	149 29%
Important (1)	307 36%	153 38%	154 35%	121 46%	9 42%	51 42%	94 46%	52 36%	196 36%	59 37%	53 36%	88 51%	164 32%
Very important (2)	148 18%	76 19%	72 16%	54 21%	1 4%	31 25%	37 18%	48 33%	85 16%	11 7%	36 25%	19 11%	88 17%
Don't know	13 2%	10 3%	3 1%	1 *%	1 4%	1 1%	1 *%	- -%	10 2%	3 2%	3 2%	4 2%	6 1%
NET Important	455 54%	229 57%	226 52%	175 67%	9 45%	83 67%	131 65%	99 70%	281 52%	70 44%	89 61%	107 62%	253 49%
NET Not Important	152 18%	79 19%	73 17%	27 10%	4 19%	15 12%	23 12%	32 22%	86 16%	33 21%	25 17%	22 13%	104 20%
Answered	831	395	436	259	20	123	202	143	527	154	141	170	506
Mean Score	.5	.5	.4	.8	.3	.8	.7	.7	.5	.2	.7	.6	.4
Standard error	.04	.06	.05	.06	.28	.09	.07	.11	.05	.09	.10	.07	.05
Standard deviation	1.14	1.20	1.09	.97	.84	1.01	.99	1.29	1.10	1.06	1.14	.91	1.20

Columns Tested: a, b - a, b - a, b - a, b, c - a, b, c

Table 224 (continuation)

QD10A_18. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		831	340	491
Effective base		350	123	227
Weighted Base		844	309	535
Not at all important	(-2)	69	16	52
		8%	5%	10%
Not very important	(-1)	84	35	49
		10%	11%	9%
Neither important nor unimportant	(0)	223	79	144
		26%	26%	27%
Important	(1)	307	113	194
		36%	37%	36%
Very important	(2)	148	62	87
		18%	20%	16%
Don't know		13	4	9
		2%	1%	2%
NET Important		455	175	280
		54%	57%	52%
NET Not Important		152	51	101
		18%	17%	19%
Answered		831	305	526
Mean Score		.5	.6	.4
Standard error		.04	.06	.05
Standard deviation		1.14	1.10	1.16

Columns Tested: a,b

Table 224 (continuation)

QD10A_18. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Month												
		Total base	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base		831	50	109	68	69	91	39	36	87	57	68	45	112
Effective base		350	19	53	44	22	72	24	8	38	25	16	22	39
Weighted Base		844	26	93	91	25	146	41	11	128	55	39	67	122
Not at all important	(-2)	69 8%	3 10%	9 10%	12 13% e	5 18% e	4 3%	10 24% ehl	* 3%	5 4%	4 7%	6 16%	7 10%	4 4%
Not very important	(-1)	84 10%	4 16%	11 12%	8 9%	2 7%	28 19% hi	5 12%	* 1%	7 5%	1 1%	2 6%	7 10%	9 7%
Neither important nor unimportant	(0)	223 26%	3 13%	38 41% ade	20 22%	3 13%	32 22%	8 20%	6 55% ad	38 30%	15 28%	16 41%	15 22%	27 23%
Important	(1)	307 36%	13 49% b	22 24%	25 27%	9 35%	56 38%	13 31%	3 30%	47 37%	25 46% b	12 31%	27 41%	56 46% b
Very important	(2)	148 18%	3 12%	11 12%	22 24%	6 25%	21 14%	6 14%	1 12%	31 24%	10 18%	2 5%	11 16%	25 21%
Don't know		13 2%	- -%	2 2%	4 5%	* 2%	6 4%	- -%	- -%	1 1%	- -%	* 1%	- -%	- -%
NET Important		455 54%	16 61%	33 35%	47 51%	15 60%	77 52%	18 44%	5 41%	77 60% b	35 64% b	14 36%	38 57%	81 66% bj
NET Not Important		152 18%	7 26%	20 22%	20 22%	6 25%	32 22%	15 36% hil	* 4%	12 9%	5 8%	8 22%	14 20%	14 11%
Answered		831	26	92	87	24	141	41	11	127	55	38	67	122
Mean Score		.5	.4	.2	.4	.4	.4	*	.5	.7 bfj	.7	*	.4	.7 bfj
Standard error		.04	.17	.11	.16	.18	.11	.23	.14	.11	.14	.14	.18	.09
Standard deviation		1.14	1.20	1.11	1.33	1.45	1.05	1.41	.86	1.02	1.03	1.12	1.19	1.00

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 224 (continuation)

QD10A_18. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter				Half		
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023	
Significance Level: 95%		a	b	c	d	a	b	
Unweighted Base	831	227	199	180	225	426	405	
Effective base	350	113	113	66	76	226	142	
Weighted Base	844	211	212	194	227	423	421	
Not at all important	(-2)	69	24	18	9	17	42	27
		8%	11%	9%	5%	8%	10%	6%
Not very important	(-1)	84	24	35	7	18	58	26
		10%	11%	16%	4%	8%	14%	6%
			c			b		
Neither important nor unimportant	(0)	223	62	44	60	58	106	118
		26%	29%	20%	31%	26%	25%	28%
Important	(1)	307	60	77	75	95	137	170
		36%	28%	36%	39%	42%	32%	40%
Very important	(2)	148	36	33	41	38	69	79
		18%	17%	15%	21%	17%	16%	19%
Don't know		13	6	6	1	*	12	1
		2%	3%	3%	*%	*%	3%	*%
NET Important		455	96	110	117	133	206	250
		54%	45%	52%	60%	58%	49%	59%
							a	
NET Not Important		152	47	53	17	36	100	52
		18%	22%	25%	9%	16%	24%	12%
			c	c		b		
Answered	831	205	206	193	227	411	420	
Mean Score	.5	.3	.3	.7	.5	.3	.6	
				ab			a	
Standard error	.04	.08	.09	.08	.07	.06	.05	
Standard deviation	1.14	1.22	1.19	1.01	1.10	1.20	1.06	

Columns Tested: a,b,c,d - a,b

Table 225

QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
SUMMARY TABLE

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Factors													
		Low cost	Guarantee that the parcel will arrive on time	Ability to track the delivery	Ability to choose an express or next day service	Ability to select a specific date/time for delivery	Fast delivery	Convenient options for me to drop the parcel off	Convenient options for the operator to pick the parcel up from me	Convenient options for the recipient to accept the delivery	Insurance against damage or loss	Same price to send to anywhere within the UK	Proof of postage/dispatch	Proof of receipt/delivery	Delivery to recipient's door
Unweighted Base		831	831	831	831	831	831	831	831	831	831	831	831	831	831
Effective base		350	350	350	350	350	350	350	350	350	350	350	350	350	350
Weighted Base		844	844	844	844	844	844	844	844	844	844	844	844	844	844
Not at all important	(-2.00)	5 1%	4 *%	11 1%	21 3%	48 6%	3 *%	12 1%	70 8%	17 2%	12 1%	12 1%	8 1%	7 1%	5 1%
Not very important	(-1.00)	20 2%	9 1%	22 3%	44 5%	101 12%	22 3%	23 3%	101 12%	32 4%	41 5%	22 3%	15 2%	19 2%	4 *%
Neither important nor unimportant	(0.00)	81 10%	97 11%	108 13%	179 21%	239 28%	67 8%	114 14%	222 26%	116 14%	133 16%	91 11%	75 9%	65 8%	43 5%
Important	(1.00)	404 48%	363 43%	361 43%	373 44%	303 36%	421 50%	384 46%	279 33%	463 55%	392 46%	387 46%	363 43%	358 42%	330 39%
Very important	(2.00)	329 39%	372 44%	341 40%	226 27%	153 18%	331 39%	310 37%	167 20%	216 26%	265 31%	332 39%	382 45%	390 46%	462 55%
Don't know		6 1%	* *%	* *%	1 *%	1 *%	- -%	1 *%	4 1%	1 *%	* *%	* *%	2 *%	5 1%	1 *%
NET Important		733 87%	735 87%	702 83%	599 71%	456 54%	752 89%	694 82%	446 53%	678 80%	657 78%	719 85%	745 88%	748 89%	792 94%
NET Not Important		24 3%	12 1%	33 4%	65 8%	149 18%	25 3%	35 4%	172 20%	49 6%	54 6%	34 4%	23 3%	26 3%	9 1%
Answered		838	844	844	843	844	844	843	840	844	844	844	843	839	843
Mean Score		1.2	1.3	1.2	.9	.5	1.3	1.1	.4	1.0	1.0	1.2	1.3	1.3	1.5
Standard error		.03	.03	.03	.03	.04	.03	.03	.04	.03	.03	.03	.03	.03	.02
Standard deviation		.76	.74	.85	.95	1.09	.74	.85	1.18	.85	.90	.83	.78	.78	.67

Table 225 (continuation)

QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
SUMMARY TABLE

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Factors			
		Daily collection service	Parcel provider operates in an environmentally responsible way	Option to deliver items to a location other than the home(e.g. a local shop or locker)	Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability
		a	b	c	d
Significance Level: 95%					
Unweighted Base		831	831	831	831
Effective base		350	350	350	350
Weighted Base		844	844	844	844
Not at all important	(-2.00)	50 6%	51 6%	80 9%	69 8%
Not very important	(-1.00)	65 8%	49 6%	109 13%	84 10%
Neither important nor unimportant	(0.00)	164 19%	261 31%	252 30%	223 26%
Important	(1.00)	315 37%	316 37%	268 32%	307 36%
Very important	(2.00)	248 29%	164 19%	132 16%	148 18%
Don't know		4 *%	2 *%	3 *%	13 2%
NET Important		562 67%	480 57%	400 47%	455 54%
NET Not Important		114 14%	100 12%	189 22%	152 18%
Answered		841	842	841	831

Columns Tested: a,b,c,d

Table 225 (continuation)

QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:

SUMMARY TABLE

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Significance Level: 95%

Unweighted Base

Effective base

Weighted Base

Mean Score

Standard error

Standard deviation

Factors				
Daily collection service	Parcel provider operates in an environmentally responsible way	Option to deliver items to a location other than the home(e.g. a local shop or locker)	Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability	
a	b	c	d	
831	831	831	831	831
350	350	350	350	350
844	844	844	844	844
.8	.6	.3	.5	
bcd	c			
.04	.04	.04	.04	.04
1.13	1.06	1.17	1.14	

Columns Tested: a,b,c,d

Table 226

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1181	142	1039	786	214	49	132	395
Effective base	443	39	412	402	91	28	68	119
Weighted Base	1092	53	1039	1035	49	5	3	57
Royal Mail signed for 1st Class	656	6	650	617	34	3	2	39
	60%	11%	63%	60%	70%	71%	54%	69%
			a		d			d
Royal Mail Signed for 2nd Class	279	2	277	262	15	1	1	17
	26%	4%	27%	25%	31%	22%	29%	30%
			a					
Special delivery - Next Day (by 9am)	187	2	186	174	12	1	1	14
	17%	3%	18%	17%	24%	30%	21%	24%
			a					
Special delivery - Next Day (by 1pm)	354	5	349	337	14	2	1	18
	32%	9%	34%	33%	30%	40%	39%	31%
			a					
Royal Mail Tracked	454	8	446	428	23	2	2	27
	42%	15%	43%	41%	47%	48%	47%	47%
			a					
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	4	-	4	3	1	-	-	1
	1%	0%	1%	1%	2%	0%	0%	2%
			a		a			
Refused	2	-	2	2	-	-	-	-
	1%	0%	1%	1%	0%	0%	0%	0%
			a		a			
None of these	64	35	29	63	1	*	*	1
	6%	66%	3%	6%	1%	2%	7%	2%
		b		e			be	
Don't know	13	3	10	12	1	*	*	1
	1%	5%	1%	1%	2%	3%	2%	2%

Columns Tested: a,b - a,b,c,d,e

Table 226 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1181	303	360	123	127	136	132	786	214	181
Effective base	443	185	177	52	58	54	68	402	91	65
Weighted Base	1092	512	450	73	34	19	3	1035	49	8
Royal Mail signed for 1st Class	656 60%	290 57%	283 63%	45 62%	24 71% af	13 67%	2 54%	617 60%	34 70% af	5 64%
Royal Mail Signed for 2nd Class	279 26%	155 30%	88 19%	20 27%	10 29%	6 30%	1 29%	262 25%	15 31%	2 25%
Special delivery - Next Day (by 9am)	187 17%	61 12%	97 21%	15 21%	8 23%	5 27%	1 21%	174 17%	12 24%	2 26%
Special delivery - Next Day (by 1pm)	354 32%	146 28%	164 36%	27 38%	13 37%	4 19%	1 39%	337 33%	14 30%	3 39%
Royal Mail Tracked	454 42%	238 46%	168 37%	22 30%	13 39%	12 62%	2 47%	428 41%	23 47%	4 48%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	4 *%	3 1%	- -%	- -%	1 4% bg	- -%	- -%	3 *%	1 2% bg	- -%
Refused	2 *%	* *%	2 *%	- -%	- -%	- -%	- -%	2 *%	- -%	- -%
None of these	64 6%	39 8% dh	21 5%	3 5%	* 1%	* 2%	* 7% h	63 6%	1 1%	* 4%
Don't know	13 1%	4 1%	7 2%	1 1%	1 2%	* 3%	* 2%	12 1%	1 2%	* 2%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 226 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1181	469	317	214	49	132	468	214	87	53	155
Effective base	443	291	149	91	28	68	253	85	30	16	29
Weighted Base	1092	836	199	49	5	3	699	168	45	21	31
Royal Mail signed for 1st Class	656	498	119	34	3	2	423	107	30	12	23
	60%	60%	60%	70%	71%	54%	60%	63%	66%	58%	73%
				e							
Royal Mail Signed for 2nd Class	279	210	52	15	1	1	190	46	7	5	10
	26%	25%	26%	31%	22%	29%	27%	27%	15%	22%	34%
Special delivery - Next Day (by 9am)	187	129	44	12	1	1	98	36	23	8	9
	17%	15%	22%	24%	30%	21%	14%	21%	50%	37%	28%
									ab	a	
Special delivery - Next Day (by 1pm)	354	262	74	14	2	1	224	54	18	10	7
	32%	31%	37%	30%	40%	39%	32%	32%	40%	50%	24%
Royal Mail Tracked	454	359	68	23	2	2	329	49	23	7	12
	42%	43%	34%	47%	48%	47%	47%	29%	50%	35%	38%
							b		b		
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	4	3	-	1	-	-	3	-	-	-	1
	1%	1%	0%	2%	0%	0%	1%	0%	0%	0%	4%
Refused	2	2	-	-	-	-	2	-	-	-	-
	1%	1%	0%	0%	0%	0%	1%	0%	0%	0%	0%
None of these	64	57	7	1	*	*	28	1	3	*	1
	6%	7%	3%	1%	2%	7%	4%	1%	6%	1%	3%
		c				c					
Don't know	13	7	5	1	*	*	6	1	1	-	*
	1%	1%	2%	2%	3%	2%	1%	1%	2%	0%	1%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 226 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1181	88	64	127	42	75	115	82	74	73
Effective base	443	48	35	66	18	35	68	44	37	33
Weighted Base	1092	109	72	181	44	88	200	131	92	78
Royal Mail signed for 1st Class	656 60%	69 63%	38 53%	103 57%	19 43%	64 72%	118 59%	81 61%	72 78%	48 61%
						d			bcd	
Royal Mail Signed for 2nd Class	279 26%	22 21%	23 32%	51 28%	12 28%	18 20%	42 21%	37 28%	24 26%	27 35%
Special delivery - Next Day (by 9am)	187 17%	17 16%	7 10%	45 25%	7 15%	31 36%	34 17%	13 10%	8 9%	8 11%
				gh		abfghi				
Special delivery - Next Day (by 1pm)	354 32%	51 47%	24 34%	73 40%	15 34%	29 33%	58 29%	41 32%	23 25%	21 27%
		fh								
Royal Mail Tracked	454 42%	49 45%	37 52%	56 31%	14 32%	50 57%	78 39%	52 40%	44 48%	33 43%
			c			c				
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	4 *%	- -%	- -%	3 2%	- -%	- -%	1 1%	- -%	- -%	- -%
Refused	2 *%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%
None of these	64 6%	4 4%	- -%	11 6%	5 11%	2 2%	15 7%	6 4%	- -%	5 6%
Don't know	13 1%	2 2%	1 2%	1 *%	1 2%	- -%	2 1%	- -%	* *%	2 3%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 226 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1181	190	226	324	740	441	154	152	135
Effective base	443	86	118	178	379	116	49	38	52
Weighted Base	1092	210	273	512	995	97	48	33	16
Royal Mail signed for 1st Class	656 60%	130 62%	179 65%	302 59%	611 61%	46 47%	21 44%	16 49%	8 51%
		ef	ef	e	ef				
Royal Mail Signed for 2nd Class	279 26%	57 27%	70 26%	130 25%	256 26%	22 23%	9 19%	10 31%	3 20%
Special delivery - Next Day (by 9am)	187 17%	46 22%	33 12%	92 18%	171 17%	16 17%	7 14%	7 21%	3 17%
Special delivery - Next Day (by 1pm)	354 32%	65 31%	99 36%	172 34%	336 34%	19 19%	4 9%	9 26%	6 37%
		ef	ef	ef	ef			f	ef
Royal Mail Tracked	454 42%	97 46%	130 48%	186 36%	414 42%	41 42%	24 50%	10 32%	6 38%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	4 *%	- -%	- -%	4 1%	4 *%	- -%	- -%	- -%	- -%
Refused	2 *%	1 1%	1 *%	- -%	2 *%	* *%	- -%	* 1%	- -%
None of these	64 6%	11 5%	4 2%	31 6%	47 5%	17 18%	11 24%	4 12%	2 12%
						abcd	abcd	b	bd
Don't know	13 1%	3 2%	3 1%	3 1%	10 1%	3 3%	* 1%	2 6%	1 5%
							d		cd

Columns Tested: a,b,c,d,e,f,g,h

Table 226 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1181	48	104	11	115	130	308	33	54	492
Effective base	443	25	31	5	37	51	125	11	16	190
Weighted Base	1092	35	82	13	94	144	253	27	26	511
Royal Mail signed for 1st Class	656	26	50	10	59	86	131	18	13	323
	60%	73%	61%	76%	63%	60%	52%	66%	49%	63%
Royal Mail Signed for 2nd Class	279	11	20	3	24	25	72	5	8	134
	26%	31%	25%	28%	25%	17%	29%	20%	31%	26%
Special delivery - Next Day (by 9am)	187	9	26	*	27	28	37	3	5	78
	17%	24%	32%	2%	28%	20%	15%	13%	18%	15%
Special delivery - Next Day (by 1pm)	354	9	39	1	40	30	82	7	9	175
	32%	27%	48%	7%	43%	21%	32%	27%	35%	34%
Royal Mail Tracked	454	8	32	3	35	55	116	10	5	225
	42%	23%	39%	23%	37%	38%	46%	37%	21%	44%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	4	-	1	-	1	-	-	-	-	3
	*%	-%	1%	-%	1%	-%	-%	-%	-%	1%
Refused	2	-	-	-	-	-	2	-	-	*
	*%	-%	-%	-%	-%	-%	1%	-%	-%	*%
None of these	64	4	3	1	4	10	17	-	2	28
	6%	11%	4%	6%	4%	7%	7%	-%	6%	5%
Don't know	13	-	*	-	*	1	2	-	-	10
	1%	-%	*%	-%	*%	1%	1%	-%	-%	2%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 226 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1181	293	308	580	1043	138	-	982	199	1149	32
Effective base	443	107	125	215	379	65	-	397	51	433	11
Weighted Base	1092	273	253	565	907	184	-	1005	86	1072	20
Royal Mail signed for 1st Class	656	171	131	354	524	133	-	597	59	642	14
	60%	63%	52%	63%	58%	72%	-%	59%	68%	60%	72%
Royal Mail Signed for 2nd Class	279	59	72	147	235	44	-	265	14	270	9
	26%	22%	29%	26%	26%	24%	-%	26%	16%	25%	45%
Special delivery - Next Day (by 9am)	187	64	37	86	160	27	-	167	21	185	2
	17%	23%	15%	15%	18%	15%	-%	17%	24%	17%	9%
Special delivery - Next Day (by 1pm)	354	79	82	193	291	63	-	327	27	352	3
	32%	29%	32%	34%	32%	34%	-%	33%	31%	33%	13%
Royal Mail Tracked	454	97	116	241	395	59	-	424	30	446	8
	42%	36%	46%	43%	44%	32%	-%	42%	35%	42%	42%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	4	1	-	3	4	-	-	3	1	4	-
	*%	*%	-%	*%	*%	-%	-%	*%	1%	*%	-%
Refused	2	-	2	*	2	*	-	1	1	2	-
	*%	-%	1%	*%	*%	*%	-%	*%	1%	*%	-%
None of these	64	18	17	29	63	1	-	63	2	62	3
	6%	7%	7%	5%	7%	1%	-%	6%	2%	6%	13%
Don't know	13	1	2	10	11	3	-	12	1	12	1
	1%	1%	1%	2%	1%	1%	-%	1%	1%	1%	3%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 226 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	1181	598	261	316
Effective base	443	235	86	121
Weighted Base	1092	592	196	297
Royal Mail signed for 1st Class	656	374	121	156
	60%	63%	62%	53%
Royal Mail Signed for 2nd Class	279	128	56	95
	26%	22%	28%	32%
				a
Special delivery - Next Day (by 9am)	187	85	36	66
	17%	14%	18%	22%
Special delivery - Next Day (by 1pm)	354	173	69	112
	32%	29%	35%	38%
Royal Mail Tracked	454	215	88	152
	42%	36%	45%	51%
				a
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	4	4	-	-
	*%	1%	-%	-%
Refused	2	*	1	1
	*%	*%	*%	*%
None of these	64	41	14	9
	6%	7%	7%	3%
Don't know	13	5	1	6
	1%	1%	1%	2%

Columns Tested:: a,b,c

Table 226 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1181	795	231	73	28	27	14	6	7	1026	155	82
Effective base	443	333	75	20	10	8	3	1	1	406	37	18
Weighted Base	1092	847	160	45	8	20	7	1	5	1006	86	41
Royal Mail signed for 1st Class	656 60%	510 60%	87 54%	27 59%	8 96%	15 77%	4 61%	1 84%	5 94%	597 59%	59 69%	33 80%
Royal Mail Signed for 2nd Class	279 26%	193 23%	61 38% ai	12 28%	6 70%	4 21%	2 32%	1 86%	* *%	254 25%	25 30%	13 32%
Special delivery - Next Day (by 9am)	187 17%	113 13%	34 21%	18 40% ai	4 51%	9 45%	4 63%	1 93%	5 90%	147 15%	41 47% abi	23 56% abi
Special delivery - Next Day (by 1pm)	354 32%	262 31%	53 33%	22 49%	3 39%	6 28%	2 33%	1 89%	5 97%	316 31%	39 45%	17 41%
Royal Mail Tracked	454 42%	333 39%	84 53% a	21 47%	4 47%	6 32%	* 5%	1 95%	5 90%	417 41%	37 43%	16 39%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	4 *%	4 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 *%	- -%	- -%
Refused	2 *%	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 *%	- -%	- -%
None of these	64 6%	55 6%	7 5%	2 5%	- -%	- -%	* *%	- -%	- -%	62 6%	2 3%	* *%
Don't know	13 1%	11 1%	1 1%	1 2%	- -%	- -%	- -%	- -%	- -%	12 1%	1 1%	- -%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 226 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1181	336	459	386	1102	1029	1134	1034	689	536	122	672	69	94	63	70	44
Effective base	443	164	169	112	402	376	421	392	258	170	58	273	21	25	16	17	12
Weighted Base	1092	433	414	245	1003	933	1046	965	658	418	142	698	47	63	36	35	25
Royal Mail signed for 1st Class	656	282	228	146	625	564	639	574	408	255	85	426	25	40	23	20	20
	60%	65%	55%	60%	62%	60%	61%	60%	62%	61%	60%	61%	54%	62%	63%	59%	82%
Royal Mail Signed for 2nd Class	279	93	100	86	256	256	269	254	181	102	24	177	19	20	8	12	9
	26%	21%	24%	35%	26%	27%	26%	26%	28%	24%	17%	25%	41%	31%	23%	35%	38%
Special delivery - Next Day (by 9am)	187	46	68	74	185	171	185	177	147	114	14	98	4	27	8	22	12
	17%	11%	16%	30%	18%	18%	18%	18%	22%	27%	10%	14%	9%	43%	21%	62%	47%
				ab						abcd				abc		abce	abc
Special delivery - Next Day (by 1pm)	354	128	134	92	342	317	344	313	222	125	28	236	11	36	9	15	9
	32%	30%	32%	38%	34%	34%	33%	32%	34%	30%	20%	34%	24%	57%	25%	43%	35%
												a		abce			
Royal Mail Tracked	454	161	172	121	424	398	439	403	267	170	55	288	23	28	20	16	9
	42%	37%	42%	49%	42%	43%	42%	42%	41%	41%	39%	41%	50%	44%	55%	47%	36%
				a													
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	4	-	4	-	1	4	4	4	4	3	-	4	-	-	-	-	-
	%	%	1%	%	%	%	%	%	1%	1%	%	1%	%	%	%	%	%
Refused	2	*	2	-	2	2	2	2	1	1	-	1	-	-	-	-	1
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	3%
None of these	64	29	26	10	48	41	52	56	25	10	11	36	2	1	*	1	1
	6%	7%	6%	4%	5%	4%	5%	6%	4%	2%	8%	5%	5%	2%	1%	2%	5%
Don't know	13	2	10	2	13	13	13	11	7	3	-	10	1	1	-	*	1
	1%	%	2%	1%	1%	1%	1%	1%	1%	1%	%	1%	3%	2%	%	%	3%

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 226 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	1181	753	105	76	69	35	43	21	632	165	90	54	38	29	21
Effective base	443	313	32	22	14	12	9	4	265	51	24	20	8	12	7
Weighted Base	1092	794	80	56	27	15	23	8	662	143	44	30	25	13	15
Royal Mail signed for 1st Class	656	491	54	32	17	10	15	6	412	72	22	21	17	6	14
	60%	62%	68%	57%	62%	66%	63%	78%	62%	50%	49%	70%	69%	45%	93%
Royal Mail Signed for 2nd Class	279	196	21	17	9	5	7	1	164	45	18	10	7	4	8
	26%	25%	27%	30%	34%	31%	30%	14%	25%	32%	41%	33%	26%	29%	53%
Special delivery - Next Day (by 9am)	187	113	15	17	9	10	15	5	90	39	12	12	6	4	7
	17%	14%	19%	31%	34%	65%	66%	58%	14%	27%	27%	42%	26%	31%	45%
				a	a	ab	ab			a	a				
Special delivery - Next Day (by 1pm)	354	261	27	18	18	8	9	1	220	48	17	12	10	4	7
	32%	33%	34%	33%	64%	54%	39%	15%	33%	33%	39%	39%	38%	32%	45%
				a											
Royal Mail Tracked	454	333	29	27	15	11	7	1	275	66	17	13	12	6	8
	42%	42%	37%	48%	56%	71%	29%	17%	42%	47%	38%	44%	49%	47%	52%
						ab									
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	4	1	-	-	-	-	-	-	1	3	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	*%	2%	-%	-%	-%	-%	-%
Refused	2	1	-	-	-	-	-	1	1	-	-	-	-	-	1
	*%	*%	-%	-%	-%	-%	-%	10%	*%	-%	-%	-%	-%	-%	6%
None of these	64	42	2	2	*	-	2	-	32	6	2	*	-	1	-
	6%	5%	3%	3%	1%	-%	8%	-%	5%	4%	5%	1%	-%	10%	-%
Don't know	13	9	1	1	*	-	*	1	9	3	1	-	-	-	-
	1%	1%	2%	2%	*%	-%	1%	8%	1%	2%	2%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 226 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1181	617	132	100	65	43	38	39	350	251	289	165	78
Effective base	443	262	47	29	23	13	9	14	161	99	102	38	22
Weighted Base	1092	648	126	71	34	25	25	35	427	233	245	87	54
Royal Mail signed for 1st Class	656	405	66	40	19	12	18	14	268	152	137	48	35
	60%	63%	53%	57%	55%	49%	72%	39%	63%	65%	56%	55%	64%
Royal Mail Signed for 2nd Class	279	151	36	30	12	8	5	11	101	54	62	35	18
	26%	23%	29%	43%	35%	32%	20%	31%	24%	23%	25%	40%	33%
Special delivery - Next Day (by 9am)	187	93	17	19	15	9	4	19	52	37	49	26	20
	17%	14%	14%	27%	44%	35%	17%	55%	12%	16%	20%	30%	36%
				a	ab	a		ab				a	ab
Special delivery - Next Day (by 1pm)	354	208	41	20	13	9	2	20	136	54	93	46	15
	32%	32%	32%	29%	38%	36%	7%	58%	32%	23%	38%	52%	28%
								f			b	ab	
Royal Mail Tracked	454	256	61	36	12	13	9	16	154	97	116	43	29
	42%	39%	48%	50%	36%	51%	37%	45%	36%	42%	47%	49%	53%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	4	1	3	-	-	-	-	-	3	1	-	-	-
	*%	*%	2%	-%	-%	-%	-%	-%	1%	1%	-%	-%	-%
Refused	2	1	-	-	-	-	-	1	1	1	-	-	-
	*%	*%	-%	-%	-%	-%	-%	2%	*%	*%	-%	-%	-%
None of these	64	41	5	1	*	3	5	-	15	16	15	1	5
	6%	6%	4%	2%	1%	12%	19%	-%	4%	7%	6%	1%	9%
Don't know	13	8	*	1	1	-	-	-	9	3	*	1	-
	1%	1%	*%	2%	3%	-%	-%	-%	2%	1%	*%	2%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 226 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1181	435	226	243	136	60	397	211	228	131	53
Effective base	443	192	85	83	28	16	177	77	72	34	15
Weighted Base	1092	504	198	195	68	37	467	184	162	75	40
Royal Mail signed for 1st Class	656 60%	321 64%	131 66%	115 59%	35 52%	22 59%	291 62%	123 67%	79 49%	46 61%	23 58%
Royal Mail Signed for 2nd Class	279 26%	120 24%	47 24%	46 23%	27 40%	17 46%	121 26%	42 23%	51 31%	29 39%	13 32%
Special delivery - Next Day (by 9am)	187 17%	71 14%	35 18%	43 22%	19 29%	15 41%	68 15%	37 20%	26 16%	25 34%	13 33%
Special delivery - Next Day (by 1pm)	354 32%	177 35%	53 27%	70 36%	34 50%	9 23%	156 33%	53 29%	54 33%	41 55%	13 32%
Royal Mail Tracked	454 42%	193 38%	91 46%	90 46%	35 52%	15 40%	172 37%	80 43%	85 53%	40 53%	20 52%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	4 *%	- -%	1 1%	- -%	- -%	- -%	4 1%	- -%	- -%	- -%	- -%
Refused	2 *%	2 *%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%
None of these	64 6%	15 3%	16 8%	11 6%	1 1%	5 13%	16 3%	4 2%	15 10%	1 1%	5 12%
Don't know	13 1%	9 2%	3 1%	* *%	1 2%	- -%	9 2%	3 1%	* *%	1 2%	- -%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 226 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1181	388	185	227	146	72	637	95	297	1037	144	1062	40
Effective base	443	175	60	85	47	20	251	28	110	388	55	388	14
Weighted Base	1092	455	147	195	110	44	603	70	285	962	130	963	39
Royal Mail signed for 1st Class	656	288	92	105	64	20	348	39	183	583	73	600	24
	60%	63%	62%	54%	58%	47%	58%	57%	64%	61%	56%	62%	61%
Royal Mail Signed for 2nd Class	279	110	29	60	42	10	185	21	47	228	51	241	15
	26%	24%	20%	31%	39%	22%	31%	31%	16%	24%	40%	25%	39%
Special delivery - Next Day (by 9am)	187	63	31	27	30	22	96	19	62	150	37	167	18
	17%	14%	21%	14%	28%	50%	16%	27%	22%	16%	28%	17%	45%
Special delivery - Next Day (by 1pm)	354	136	55	49	54	17	192	13	105	308	46	319	23
	32%	30%	37%	25%	49%	38%	32%	19%	37%	32%	35%	33%	58%
Royal Mail Tracked	454	157	77	88	50	24	289	26	88	395	59	414	10
	42%	34%	53%	45%	46%	54%	48%	37%	31%	41%	45%	43%	26%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	4	4	-	-	-	-	1	-	3	3	1	1	-
	*%	1%	-%	-%	-%	-%	*%	-%	1%	*%	1%	*%	-%
Refused	2	-	-	1	-	1	1	1	*	2	-	2	-
	*%	-%	-%	1%	-%	2%	*%	1%	*%	*%	-%	*%	-%
None of these	64	24	7	18	6	1	41	5	10	60	5	48	-
	6%	5%	5%	9%	5%	2%	7%	7%	3%	6%	4%	5%	-%
Don't know	13	7	*	1	1	1	10	*	*	13	*	13	-
	1%	2%	*%	1%	1%	2%	2%	1%	*%	1%	*%	1%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 226 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1181	901	128	661	373	1069	33	890	139	664	370
Effective base	443	344	32	266	128	391	11	337	39	267	126
Weighted Base	1092	843	90	624	341	972	31	833	100	632	332
Royal Mail signed for 1st Class	656	501	64	372	202	608	17	493	71	373	202
	60%	59%	71%	60%	59%	63%	54%	59%	71%	59%	61%
Royal Mail Signed for 2nd Class	279	222	34	153	100	239	17	211	45	156	97
	26%	26%	38%	25%	29%	25%	55%	25%	45%	25%	29%
Special delivery - Next Day (by 9am)	187	143	28	85	92	168	16	138	33	93	84
	17%	17%	32%	14%	27%	17%	53%	17%	33%	15%	25%
			a		a		a		a		a
Special delivery - Next Day (by 1pm)	354	288	29	183	130	322	20	278	39	185	128
	32%	34%	32%	29%	38%	33%	65%	33%	39%	29%	38%
			a		a		a		a		a
Royal Mail Tracked	454	365	33	241	162	413	11	365	33	255	148
	42%	43%	36%	39%	47%	42%	36%	44%	33%	40%	45%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	4	1	3	3	1	1	-	1	3	3	1
	*%	*%	3%	*%	*%	*%	-%	*%	3%	*%	*%
			a		a		a		a		a
Refused	2	2	-	2	-	2	-	2	-	2	-
	*%	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%
None of these	64	41	-	39	16	48	-	41	-	39	16
	6%	5%	-%	6%	5%	5%	-%	5%	-%	6%	5%
Don't know	13	13	-	7	4	13	-	13	-	7	4
	1%	2%	-%	1%	1%	1%	-%	2%	-%	1%	1%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 226 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	1181	890	763	224	1	821	622	178	2	955	471	216	-
Effective base	443	316	292	83	1	294	231	68	2	365	184	83	-
Weighted Base	1092	787	710	216	4	727	546	166	2	882	429	195	-
Royal Mail signed for 1st Class	656	501	439	132	4	463	332	110	1	531	265	122	-
	60%	64%	62%	61%	100%	64%	61%	66%	24%	60%	62%	63%	-%
Royal Mail Signed for 2nd Class	279	203	183	73	4	205	150	70	-	223	153	65	-
	26%	26%	26%	34%	100%	28%	27%	42%	-%	25%	36%	33%	-%
Special delivery - Next Day (by 9am)	187	163	119	66	-	156	107	44	-	165	88	61	-
	17%	21%	17%	30%	-%	21%	20%	27%	-%	19%	20%	32%	-%
Special delivery - Next Day (by 1pm)	354	270	277	117	-	276	217	87	-	290	170	110	-
	32%	34%	39%	54%	-%	38%	40%	52%	-%	33%	40%	57%	-%
Royal Mail Tracked	454	350	321	128	4	328	264	105	2	386	214	112	-
	42%	45%	45%	59%	100%	45%	48%	63%	100%	44%	50%	57%	-%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	4	-	1	-	-	-	4	-	-	4	1	1	-
	*%	-%	*%	-%	-%	-%	1%	-%	-%	*%	*%	1%	-%
Refused	2	2	1	1	-	2	1	1	-	2	1	1	-
	*%	*%	*%	1%	-%	*%	*%	1%	-%	*%	*%	1%	-%
None of these	64	31	44	4	-	11	33	*	-	49	22	5	-
	6%	4%	6%	2%	-%	2%	6%	*%	-%	6%	5%	3%	-%
Don't know	13	11	9	3	-	7	8	1	-	11	6	1	-
	1%	1%	1%	1%	-%	1%	2%	*%	-%	1%	1%	*%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 226 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1181	1014	906	716	919	612	51	431	450	452	121	65
Effective base	443	371	336	285	327	240	13	188	183	181	58	34
Weighted Base	1092	938	837	691	833	586	32	453	461	440	131	79
Royal Mail signed for 1st Class	656	595	507	417	571	349	24	286	322	265	80	43
	60%	63%	61%	60%	69%	60%	76%	63%	70%	60%	61%	54%
Royal Mail Signed for 2nd Class	279	239	235	194	179	228	10	147	155	148	53	44
	26%	26%	28%	28%	21%	39%	32%	32%	34%	34%	40%	55%
Special delivery - Next Day (by 9am)	187	164	156	115	165	95	20	85	88	99	31	24
	17%	18%	19%	17%	20%	16%	61%	19%	19%	22%	24%	31%
Special delivery - Next Day (by 1pm)	354	329	300	239	297	203	20	167	190	197	84	53
	32%	35%	36%	35%	36%	35%	64%	37%	41%	45%	64%	67%
Royal Mail Tracked	454	415	386	315	355	272	29	233	235	248	84	54
	42%	44%	46%	46%	43%	46%	91%	51%	51%	56%	64%	68%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	4	1	1	1	1	1	-	1	-	-	-	-
	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	-%	-%
Refused	2	1	1	1	-	-	-	-	-	1	-	-
	*%	*%	*%	*%	-%	-%	-%	-%	-%	*%	-%	-%
None of these	64	48	40	45	41	32	-	19	2	17	1	1
	6%	5%	5%	7%	5%	5%	-%	4%	*%	4%	1%	2%
Don't know	13	13	13	9	7	9	-	5	1	1	-	-
	1%	1%	2%	1%	1%	1%	-%	1%	*%	*%	-%	-%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 226 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1181	157	118	84	45	1012	752	1081	794	703	722	932	176	-	971	77
Effective base	443	58	40	33	18	378	266	404	291	248	266	355	65	-	355	34
Weighted Base	1092	150	96	81	43	923	637	990	698	586	656	880	160	-	841	94
Royal Mail signed for 1st Class	656	85	54	37	26	565	391	602	407	337	426	531	114	-	523	46
	60%	57%	56%	46%	60%	61%	61%	61%	58%	58%	65%	60%	71%	-%	62%	49%
Royal Mail Signed for 2nd Class	279	44	22	31	10	235	188	249	187	136	192	220	50	-	216	24
	26%	29%	23%	39%	23%	25%	29%	25%	27%	23%	29%	25%	31%	-%	26%	25%
Special delivery - Next Day (by 9am)	187	19	37	21	9	157	137	180	120	124	156	153	45	-	139	24
	17%	13%	38%	26%	21%	17%	21%	18%	17%	21%	24%	17%	28%	-%	17%	25%
			a								b	b				
Special delivery - Next Day (by 1pm)	354	48	25	33	19	318	216	339	245	235	252	314	81	-	273	29
	32%	32%	26%	41%	43%	34%	34%	34%	35%	40%	38%	36%	51%	-%	33%	31%
													b			
Royal Mail Tracked	454	60	30	34	17	400	311	427	322	275	325	414	111	-	365	35
	42%	40%	31%	42%	39%	43%	49%	43%	46%	47%	49%	47%	69%	-%	43%	37%
													ab			
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	4	-	-	3	-	4	4	4	4	4	3	4	4	-	1	3
	*%	-%	-%	3%	-%	*%	1%	*%	1%	1%	*%	*%	2%	-%	*%	3%
															a	
Refused	2	-	-	-	-	1	1	1	1	1	-	1	-	-	-	*
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	-%	*%	-%	-%	-%	*%
None of these	64	7	2	6	1	64	53	64	60	40	18	64	3	-	45	10
	6%	4%	2%	7%	2%	7%	8%	7%	9%	7%	3%	7%	2%	-%	5%	11%
												a				
Don't know	13	*	*	-	1	12	10	12	12	8	4	9	-	-	7	1
	1%	*%	*%	-%	1%	1%	2%	1%	2%	1%	1%	1%	-%	-%	1%	1%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 226 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1181	582	599	471	21	245	313	208	724	237	235	283	641
Effective base	443	224	219	169	12	87	120	79	268	92	83	110	243
Weighted Base	1092	549	542	433	34	213	319	198	678	205	200	274	597
Royal Mail signed for 1st Class	656	320	337	271	14	122	199	120	424	108	98	176	372
	60%	58%	62%	63%	42%	57%	63%	61%	63%	52%	49%	64%	62%
												a	a
Royal Mail Signed for 2nd Class	279	142	137	114	14	64	86	59	170	49	66	62	146
	26%	26%	25%	26%	39%	30%	27%	30%	25%	24%	33%	23%	24%
Special delivery - Next Day (by 9am)	187	120	68	100	7	50	75	47	101	34	34	51	95
	17%	22%	12%	23%	19%	24%	23%	24%	15%	16%	17%	19%	16%
		b											
Special delivery - Next Day (by 1pm)	354	208	146	173	19	76	134	62	200	88	68	87	195
	32%	38%	27%	40%	56%	36%	42%	32%	29%	43%	34%	32%	33%
		b								b			
Royal Mail Tracked	454	227	227	202	12	89	153	104	274	69	100	95	248
	42%	41%	42%	47%	35%	42%	48%	53%	40%	34%	50%	35%	42%
								c			b		
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	4	3	1	4	-	3	1	-	1	3	4	-	-
	*%	1%	*%	1%	-%	1%	*%	-%	*%	1%	2%	-%	-%
											c		
Refused	2	2	-	-	-	-	1	-	2	-	-	1	1
	*%	*%	-%	-%	-%	-%	*%	-%	*%	-%	-%	*%	*%
None of these	64	17	48	21	2	9	19	11	41	13	23	11	30
	6%	3%	9%	5%	6%	4%	6%	5%	6%	6%	12%	4%	5%
			a								bc		
Don't know	13	5	8	3	-	*	4	1	8	3	2	5	4
	1%	1%	1%	1%	-%	*%	1%	1%	1%	1%	1%	2%	1%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 226 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1181	588	593
Effective base	443	184	259
Weighted Base	1092	463	628
Royal Mail signed for 1st Class	656	262	394
	60%	57%	63%
Royal Mail Signed for 2nd Class	279	91	188
	26%	20%	30%
		a	
Special delivery - Next Day (by 9am)	187	103	84
	17%	22%	13%
		b	
Special delivery - Next Day (by 1pm)	354	175	179
	32%	38%	28%
		b	
Royal Mail Tracked	454	158	296
	42%	34%	47%
		a	
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	4	4	-
	*%	1%	-%
Refused	2	1	1
	*%	*%	*%
None of these	64	38	27
	6%	8%	4%
Don't know	13	6	7
	1%	1%	1%

Columns Tested: a,b

Table 226 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	1181	74	141	102	100	111	64	65	120	87	101	59	157
Effective base	443	21	62	63	31	79	34	10	48	34	21	27	55
Weighted Base	1092	28	107	126	34	164	57	17	163	90	51	79	178
Royal Mail signed for 1st Class	656	17	69	72	18	96	31	10	97	53	33	47	114
	60%	59%	65%	57%	52%	59%	54%	60%	60%	59%	64%	59%	64%
Royal Mail Signed for 2nd Class	279	5	35	39	6	36	8	5	59	21	20	9	36
	26%	17%	33%	31%	16%	22%	15%	32%	36%	23%	40%	11%	20%
			k	k				fk		fk			
Special delivery - Next Day (by 9am)	187	7	22	20	5	24	4	6	30	11	8	19	32
	17%	25%	20%	16%	16%	15%	7%	33%	18%	12%	16%	24%	18%
Special delivery - Next Day (by 1pm)	354	11	32	42	12	62	13	6	82	13	7	24	50
	32%	41%	30%	33%	36%	38%	24%	38%	50%	14%	13%	31%	28%
		ij		i	i	ij		bfijl					
Royal Mail Tracked	454	10	47	37	17	68	19	8	72	34	21	48	75
	42%	35%	44%	30%	50%	42%	34%	46%	44%	37%	42%	60%	42%
												cf	
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	4	-	-	-	-	3	-	-	-	1	-	-	-
	*%	-%	-%	-%	-%	2%	-%	-%	-%	1%	-%	-%	-%
Refused	2	-	-	-	-	1	-	-	*	1	-	-	-
	*%	-%	-%	-%	-%	1%	-%	-%	*%	1%	-%	-%	-%
None of these	64	-	1	4	3	4	12	1	3	12	2	8	13
	6%	-%	1%	3%	9%	2%	21%	7%	2%	14%	4%	10%	7%
							abcehjl			beh		b	
Don't know	13	*	7	-	*	-	1	1	*	3	*	-	1
	1%	*%	6%	-%	1%	-%	2%	4%	*%	3%	*%	-%	1%
			e										

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 226 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1181	317	275	272	317	592	589
Effective base	443	144	138	88	102	282	190
Weighted Base	1092	260	254	270	308	514	578
Royal Mail signed for 1st Class	656	158	145	160	194	302	354
	60%	61%	57%	59%	63%	59%	61%
Royal Mail Signed for 2nd Class	279	79	50	85	65	129	150
	26%	30%	20%	32%	21%	25%	26%
		b		b			
Special delivery - Next Day (by 9am)	187	48	33	47	59	82	106
	17%	19%	13%	17%	19%	16%	18%
Special delivery - Next Day (by 1pm)	354	85	88	101	80	173	181
	32%	33%	35%	37%	26%	34%	31%
Royal Mail Tracked	454	93	104	113	144	198	257
	42%	36%	41%	42%	47%	38%	44%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	4	-	3	1	-	3	1
	*%	-%	1%	*%	-%	1%	*%
Refused	2	-	1	1	-	1	1
	*%	-%	*%	*%	-%	*%	*%
None of these	64	5	19	17	23	24	40
	6%	2%	8%	6%	7%	5%	7%
		a		a			
Don't know	13	7	2	3	1	8	5
	1%	3%	1%	1%	*%	2%	1%

Columns Tested: a,b,c,d - a,b

Table 228

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2030	481	1549	1429	331	76	194	601
Effective base	766	113	660	706	138	33	83	180
Weighted Base	1863	208	1655	1782	69	7	5	80
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	198	1	196	189	7	1	*	8
	11%	1%	12% a	11%	10%	18%	9%	11%
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	114	2	112	106	7	1	*	8
	6%	1%	7% a	6%	10%	8%	8%	10%
Switched from Royal Mail to other postal service providers	93	9	84	89	4	*	*	4
	5%	4%	5%	5%	5%	3%	4%	5%
Switched from other postal service providers to Royal Mail	47	1	46	45	2	-	*	3
	3%	*%	3%	3%	3%	-%	10%	3%
							abe	
Or has not changed mail in the last 12 months?	1272	175	1097	1219	45	5	3	53
	68%	84%	66%	68%	66%	66%	63%	66%
		b						
Don't Know (DO NOT READ OUT)	139	20	118	134	4	*	*	4
	7%	10%	7%	8%	6%	4%	6%	5%

Columns Tested: a,b - a,b,c,d,e

Table 228 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2030	623	599	207	201	206	194	1429	331	270
Effective base	766	360	282	82	92	79	83	706	138	75
Weighted Base	1863	997	661	125	50	26	5	1782	69	12
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	198 11%	102 10%	77 12%	11 8%	4 9%	4 14%	* 9%	189 11%	7 10%	2 15%
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	114 6%	43 4%	53 8%	10 8%	4 8%	4 14%	* 8%	106 6%	7 10%	1 8%
Switched from Royal Mail to other postal service providers	93 5%	60 6%	24 4%	6 4%	3 5%	1 4%	* 4%	89 5%	4 5%	* 3%
Switched from other postal service providers to Royal Mail	47 3%	15 1%	23 4%	6 5%	2 4%	* *% abegh	* 10%	45 3%	2 3%	* 4%
Or has not changed mail in the last 12 months?	1272 68%	708 71%	427 65%	84 67%	34 68%	16 62%	3 63%	1219 68%	45 66%	8 65%
Don't Know (DO NOT READ OUT)	139 7%	69 7%	56 9%	9 7%	3 5%	1 5%	* 6%	134 8%	4 6%	1 5%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 228 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2030	881	548	331	76	194	748	325	117	80	210
Effective base	766	523	243	138	33	83	425	137	36	27	36
Weighted Base	1863	1459	324	69	7	5	1176	252	64	32	54
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	198 11%	157 11%	32 10%	7 10%	1 18%	* 9%	139 12%	33 13%	10 16%	4 13%	1 2%
								e	e		
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	114 6%	84 6%	22 7%	7 10%	1 8%	* 8%	74 6%	23 9%	5 8%	2 8%	7 12%
Switched from Royal Mail to other postal service providers	93 5%	74 5%	15 5%	4 5%	* 3%	* 4%	60 5%	15 6%	3 4%	1 2%	2 4%
Switched from other postal service providers to Royal Mail	47 3%	34 2%	11 3%	2 3%	- -%	* 10%	21 2%	11 4%	5 8%	* 2%	1 2%
						abc			a		
Or has not changed mail in the last 12 months?	1272 68%	1002 69%	217 67%	45 66%	5 66%	3 63%	814 69%	155 61%	34 52%	23 73%	42 78%
							c				c
Don't Know (DO NOT READ OUT)	139 7%	107 7%	27 8%	4 6%	* 4%	* 6%	66 6%	16 6%	8 12%	1 3%	1 3%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 228 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2030	138	95	192	67	129	161	130	117	112
Effective base	766	78	53	107	32	66	100	78	64	55
Weighted Base	1863	177	122	294	72	168	295	231	159	130
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	198 11%	30 17% be	6 5%	36 12%	9 12%	10 6%	27 9%	30 13%	19 12%	17 13%
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	114 6%	4 2%	11 9%	22 7%	3 5%	8 5%	27 9% a	15 6%	9 6%	8 6%
Switched from Royal Mail to other postal service providers	93 5%	11 6%	8 7%	20 7% f	7 9% fi	21 12% fji	3 1%	5 2%	13 8% fi	1 1%
Switched from other postal service providers to Royal Mail	47 3%	3 2%	10 8% ci	3 1%	2 3%	4 2%	8 3%	8 4%	4 2%	- -%
Or has not changed mail in the last 12 months?	1272 68%	121 68%	77 63%	182 62%	47 66%	106 63%	208 71%	161 70%	103 65%	99 76%
Don't Know (DO NOT READ OUT)	139 7%	7 4%	9 8%	31 10%	4 5%	20 12%	21 7%	11 5%	12 7%	6 4%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 228 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2030	308	350	483	1141	889	313	299	277
Effective base	766	153	195	285	627	235	92	82	110
Weighted Base	1863	371	459	820	1649	214	104	73	37
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	198 11%	36 10%	56 12% efh	94 11% efh	186 11% efh	12 6%	4 4%	7 9%	2 4%
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	114 6%	19 5%	24 5%	64 8% e	106 6%	8 4%	4 4%	2 2%	2 4%
Switched from Royal Mail to other postal service providers	93 5%	28 8% efg	32 7% eg	28 3%	88 5% e	5 2%	2 2%	1 1%	2 5%
Switched from other postal service providers to Royal Mail	47 3%	6 2%	17 4%	20 2%	43 3%	5 2%	1 1%	3 4%	* 1%
Or has not changed mail in the last 12 months?	1272 68%	252 68%	302 66%	551 67%	1105 67%	167 78% abcd	85 82% abcd	54 74%	28 76%
Don't Know (DO NOT READ OUT)	139 7%	30 8%	28 6%	63 8%	121 7%	18 8%	7 7%	7 9%	4 10%

Columns Tested: a,b,c,d,e,f,g,h

Table 228 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2030	93	154	16	170	205	475	86	97	901
Effective base	766	35	45	6	51	88	188	27	27	356
Weighted Base	1863	80	105	18	124	237	389	60	56	916
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	198	10	9	7	16	35	51	4	6	74
	11%	13%	9%	39%	13%	15%	13%	7%	11%	8%
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	114	5	12	3	15	14	24	4	1	51
	6%	6%	11%	16%	12%	6%	6%	6%	2%	6%
Switched from Royal Mail to other postal service providers	93	*	11	1	12	14	37	*	1	29
	5%	*%	11%	7%	10%	6%	10%	*%	1%	3%
			i		i		i			
Switched from other postal service providers to Royal Mail	47	5	5	1	6	10	10	3	*	13
	3%	6%	5%	3%	5%	4%	3%	5%	*%	1%
Or has not changed mail in the last 12 months?	1272	49	61	6	68	137	251	42	45	680
	68%	62%	58%	35%	55%	58%	64%	71%	79%	74%
									de	bdef
Don't Know (DO NOT READ OUT)	139	10	7	*	7	27	15	6	4	69
	7%	13%	6%	*%	5%	11%	4%	10%	7%	8%
		f				f				

Columns Tested: a,b,c,d,e,f,g,h,i

Table 228 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2030	468	475	1087	1769	261	-	1688	342	1958	72
Effective base	766	173	188	410	653	116	-	684	88	738	27
Weighted Base	1863	440	389	1034	1539	324	-	1704	159	1799	64
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	198 11%	62 14% c	51 13%	85 8%	164 11%	34 10%	- -%	182 11%	16 10%	188 10%	10 16%
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	114 6%	33 8%	24 6%	57 5%	109 7% b	6 2%	- -%	98 6%	16 10%	112 6%	2 3%
Switched from Royal Mail to other postal service providers	93 5%	26 6%	37 10% c	29 3%	83 5%	10 3%	- -%	86 5%	7 4%	92 5%	1 1%
Switched from other postal service providers to Royal Mail	47 3%	20 5% c	10 3%	16 2%	31 2%	16 5%	- -%	41 2%	6 4%	47 3%	1 1%
Or has not changed mail in the last 12 months?	1272 68%	254 58%	251 64%	767 74% ab	1047 68%	225 69%	- -%	1181 69% b	91 57%	1231 68%	42 65%
Don't Know (DO NOT READ OUT)	139 7%	44 10% b	15 4%	80 8%	105 7%	34 10%	- -%	116 7%	23 14% a	130 7%	9 14%

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 228 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2030	1191	409	413
Effective base	766	475	129	157
Weighted Base	1863	1188	285	374
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	198	95	40	62
	11%	8%	14%	17%
			a	a
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	114	50	37	27
	6%	4%	13%	7%
			a	
Switched from Royal Mail to other postal service providers	93	43	21	29
	5%	4%	7%	8%
				a
Switched from other postal service providers to Royal Mail	47	24	7	16
	3%	2%	2%	4%
Or has not changed mail in the last 12 months?	1272	880	170	219
	68%	74%	60%	59%
		bc		
Don't Know (DO NOT READ OUT)	139	96	11	20
	7%	8%	4%	5%

Columns Tested: a,b,c

Table 228 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2030	1558	298	81	30	32	16	7	8	1856	174	93
Effective base	766	638	90	20	8	8	3	1	1	726	39	19
Weighted Base	1863	1581	188	45	11	20	11	1	5	1769	94	49
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	198 11%	149 9%	26 14%	11 24%	5 43%	7 36%	* 2%	- -	* 3%	175 10%	23 25%	12 25%
				ai	abi	ai					ai	ai
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	114 6%	75 5%	18 9%	2 5%	1 12%	8 41%	9 74%	1 93%	* 6%	93 5%	21 23%	19 40%
						abci					abi	abci
Switched from Royal Mail to other postal service providers	93 5%	66 4%	24 13%	2 4%	* 1%	1 5%	* 1%	- -	* 1%	90 5%	3 3%	1 3%
			ai									
Switched from other postal service providers to Royal Mail	47 3%	29 2%	11 6%	3 7%	* 1%	2 10%	2 18%	- -	- -	40 2%	7 8%	4 9%
			ai								ai	a
Or has not changed mail in the last 12 months?	1272 68%	1142 72%	96 51%	23 50%	5 42%	2 8%	* 4%	* 7%	5 89%	1238 70%	34 36%	11 23%
		bcej	ek	e						bejk		
Don't Know (DO NOT READ OUT)	139 7%	120 8%	13 7%	5 12%	* %	* %	* %	- -	* %	133 8%	5 6%	* %

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 228 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2030	851	707	472	1779	1479	1837	1370	843	702	353	1027	100	126	80	100	51
Effective base	766	391	249	129	662	547	693	530	326	231	159	420	26	35	19	22	13
Weighted Base	1863	1012	569	281	1632	1330	1699	1279	827	558	392	1051	56	83	40	47	30
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	198 11%	66 6%	83 15%	49 17%	185 11%	175 13%	193 11%	153 12%	112 14%	100 18%	25 6%	113 11%	13 24%	14 17%	16 41%	8 18%	3 9%
			a	a						acd			ab	a	abg		
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	114 6%	39 4%	37 6%	39 14%	94 6%	92 7%	101 6%	93 7%	82 10%	84 15%	14 4%	51 5%	6 11%	10 12%	3 8%	9 18%	9 29%
				ab					ac	abcd				a		ab	ab
Switched from Royal Mail to other postal service providers	93 5%	23 2%	43 8%	27 10%	74 5%	85 6%	85 5%	88 7%	64 8%	50 9%	4 1%	58 6%	4 7%	3 3%	3 8%	8 17%	6 19%
			a	a					a	ac		a				ab	ab
Switched from other postal service providers to Royal Mail	47 3%	14 1%	15 3%	18 6%	46 3%	43 3%	47 3%	45 4%	40 5%	35 6%	5 1%	30 3%	* *%	8 10%	2 4%	1 3%	* *%
				a						ac				ab			
Or has not changed mail in the last 12 months?	1272 68%	793 78%	349 61%	130 46%	1123 69%	846 64%	1159 68%	796 62%	465 56%	256 46%	317 81%	730 69%	26 47%	42 51%	15 38%	16 33%	13 43%
			bc	c	def	ef	def	f	f		bcdefg	cdefg					
Don't Know (DO NOT READ OUT)	139 7%	78 8%	42 7%	18 7%	110 7%	88 7%	114 7%	104 8%	64 8%	34 6%	27 7%	69 7%	6 11%	6 7%	1 2%	5 10%	* *%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 228 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	2030	1292	153	106	92	51	61	24	990	203	109	69	49	37	22
Effective base	766	546	42	30	18	12	11	5	415	58	30	25	11	15	7
Weighted Base	1863	1364	97	70	41	21	26	12	1019	156	52	37	34	16	15
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	198 11%	145 11%	16 16%	17 24%	2 4%	5 24%	* 2%	* 3%	105 10%	28 18%	11 22%	10 27%	15 43%	5 29%	2 14%
			a								a	a	a		
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	114 6%	61 4%	7 7%	10 14%	3 8%	3 14%	6 22%	5 38%	42 4%	23 14%	11 22%	3 9%	7 20%	1 5%	5 33%
			a			a				a	a	a			
Switched from Royal Mail to other postal service providers	93 5%	57 4%	6 6%	1 2%	3 6%	1 5%	5 21%	1 9%	47 5%	21 13%	5 10%	3 9%	1 2%	2 14%	6 36%
						ac				a					
Switched from other postal service providers to Royal Mail	47 3%	34 2%	3 3%	7 10%	2 4%	* *%	* 1%	* 1%	28 3%	10 6%	3 6%	1 4%	* *%	1 6%	* 1%
			a												
Or has not changed mail in the last 12 months?	1272 68%	981 72%	51 53%	33 47%	30 73%	12 57%	9 36%	6 50%	728 71%	63 40%	20 37%	15 40%	11 33%	7 45%	2 16%
		bcf		f					bcdef						
Don't Know (DO NOT READ OUT)	139 7%	86 6%	15 16%	3 4%	2 4%	* *%	5 19%	* *%	70 7%	12 8%	1 3%	4 11%	* *%	- -%	* 1%
			a												

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 228 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2030	898	156	115	69	47	45	40	736	365	418	222	92
Effective base	766	387	53	33	24	14	10	14	333	143	146	50	25
Weighted Base	1863	932	138	84	35	26	28	35	872	329	326	106	64
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	198 11%	78 8%	30 22%	21 25%	6 18%	5 21%	6 23%	6 17%	54 6%	46 14%	62 19%	23 22%	9 13%
			a	a						a	a	a	
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	114 6%	38 4%	16 11%	10 12%	9 27%	4 14%	6 20%	10 29%	24 3%	25 8%	28 8%	13 12%	11 16%
			a	a	a		a	a		a	a	a	a
Switched from Royal Mail to other postal service providers	93 5%	38 4%	21 15%	14 17%	1 3%	8 30%	1 5%	5 14%	28 3%	16 5%	21 7%	8 7%	13 20%
			a	a		ad							abc
Switched from other postal service providers to Royal Mail	47 3%	19 2%	8 6%	3 3%	4 12%	* 1%	5 18%	6 17%	19 2%	14 4%	6 2%	8 7%	1 2%
				a	a		a	a					
Or has not changed mail in the last 12 months?	1272 68%	675 72%	57 41%	28 34%	14 39%	4 16%	10 34%	8 23%	673 77%	215 66%	189 58%	53 50%	26 41%
		bcdefg							bcde	e			
Don't Know (DO NOT READ OUT)	139 7%	84 9%	7 5%	8 9%	* 1%	5 18%	* %	* %	75 9%	12 4%	20 6%	2 2%	5 8%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 228 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2030	817	339	360	188	70	656	278	312	157	64
Effective base	766	362	129	119	36	18	295	98	96	40	18
Weighted Base	1863	949	294	262	80	46	761	227	202	86	47
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	198 11%	86 9%	38 13%	39 15%	20 25%	2 5%	54 7%	45 20%	53 26%	14 17%	8 18%
					a			a	a	a	
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	114 6%	31 3%	21 7%	25 10%	6 8%	10 21%	41 5%	17 8%	13 6%	18 21%	2 5%
				a		a				abc	
Switched from Royal Mail to other postal service providers	93 5%	27 3%	19 7%	15 6%	4 5%	9 19%	30 4%	23 10%	17 8%	6 6%	9 19%
						ac		a			a
Switched from other postal service providers to Royal Mail	47 3%	22 2%	13 4%	5 2%	6 7%	* 1%	24 3%	6 3%	4 2%	8 9%	1 2%
Or has not changed mail in the last 12 months?	1272 68%	708 75%	191 65%	159 61%	42 53%	20 44%	549 72%	123 54%	109 54%	39 46%	21 45%
		bcde					bcde				
Don't Know (DO NOT READ OUT)	139 7%	74 8%	11 4%	18 7%	2 2%	4 10%	62 8%	12 5%	6 3%	2 2%	5 10%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 228 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2030	628	219	263	158	78	764	119	478	1863	167	1735	44
Effective base	766	280	75	96	50	22	304	37	185	700	66	648	15
Weighted Base	1863	701	181	214	114	48	718	85	468	1714	149	1590	42
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	198 11%	44 6%	32 18% a	35 17% a	30 26% a	7 14%	115 16% c	14 16% c	24 5%	181 11%	17 11%	175 11%	9 23%
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	114 6%	25 4%	21 11% a	24 11% a	14 12% a	10 20% a	60 8%	10 12%	23 5%	102 6%	13 8%	82 5%	12 28% a
Switched from Royal Mail to other postal service providers	93 5%	23 3%	15 8%	29 13% a	5 5%	13 26% abd	69 10% c	6 7%	13 3%	67 4%	26 17% a	72 5%	2 5%
Switched from other postal service providers to Royal Mail	47 3%	14 2%	6 3%	10 5%	6 6%	6 13% a	27 4%	1 2%	17 4%	33 2%	14 9% a	42 3%	4 10%
Or has not changed mail in the last 12 months?	1272 68%	520 74% bcde	95 53% e	110 51% e	53 47%	12 26%	399 56%	46 53%	345 74% ab	1208 71% b	64 43%	1117 70% b	6 13%
Don't Know (DO NOT READ OUT)	139 7%	76 11% c	12 6%	6 3%	6 5%	* 1%	48 7%	8 9%	45 10%	123 7%	16 11%	102 6%	9 20% a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 228 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2030	1343	136	956	414	1741	38	1331	148	960	410
Effective base	766	512	36	388	143	649	13	503	44	390	141
Weighted Base	1863	1234	96	906	373	1597	35	1222	108	916	363
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	198 11%	158 13%	17 18%	110 12%	43 12%	182 11%	3 9%	155 13%	20 19%	113 12%	40 11%
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	114 6%	77 6%	15 15% a	55 6%	38 10%	84 5%	10 29% a	73 6%	19 18% a	59 6%	34 9%
Switched from Royal Mail to other postal service providers	93 5%	74 6%	11 12%	36 4%	52 14% a	73 5%	1 2%	70 6%	15 14% a	42 5%	46 13% a
Switched from other postal service providers to Royal Mail	47 3%	39 3%	5 5%	23 3%	22 6%	41 3%	5 14% a	36 3%	7 7%	21 2%	24 7% a
Or has not changed mail in the last 12 months?	1272 68%	807 65%	40 41%	603 66%	193 52%	1115 70%	8 22%	809 66%	37 35%	600 66%	196 54%
Don't Know (DO NOT READ OUT)	139 7%	79 6%	9 9%	80 9%	24 6%	102 6%	9 24% a	79 6%	9 8%	80 9%	24 7%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 228 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2030	890	1411	260	1	821	1049	202	4	955	789	240	1
Effective base	766	316	539	93	1	294	392	74	3	365	313	91	1
Weighted Base	1863	787	1302	240	4	727	903	181	5	882	710	208	2
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	198 11%	116 15% b	133 10%	37 15%	- -%	125 17% b	105 12%	27 15%	2 52%	123 14%	70 10%	27 13%	- -%
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	114 6%	78 10% b	49 4%	19 8%	- -%	78 11% b	40 4%	19 10% b	- -%	83 9%	40 6%	21 10%	- -%
Switched from Royal Mail to other postal service providers	93 5%	48 6%	65 5%	23 9%	- -%	41 6%	61 7%	19 11%	1 12%	74 8%	50 7%	24 11%	- -%
Switched from other postal service providers to Royal Mail	47 3%	38 5%	34 3%	16 7% b	- -%	34 5%	27 3%	12 7%	- -%	41 5%	21 3%	19 9% b	- -%
Or has not changed mail in the last 12 months?	1272 68%	462 59%	947 73% ac	142 59%	4 100%	399 55%	621 69% ac	98 54%	2 36%	494 56%	486 68% ac	102 49%	2 100%
Don't Know (DO NOT READ OUT)	139 7%	44 6%	75 6%	4 2%	- -%	50 7%	50 5%	6 3%	- -%	68 8%	43 6%	15 7%	- -%

Columns Tested.: a,b,c,d - a,b,c,d - a,b,c,d

Table 228 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2030	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	766	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	1863	1550	1175	912	1213	1042	34	633	496	449	133	87
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	198 11%	171 11%	150 13%	114 12%	133 11%	143 14%	5 14%	81 13%	67 13%	64 14%	21 16%	9 10%
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	114 6%	69 4%	77 7%	47 5%	77 6%	46 4%	10 30% ab	31 5%	28 6%	30 7%	10 7%	7 8%
Switched from Royal Mail to other postal service providers	93 5%	60 4%	68 6%	53 6%	61 5%	46 4%	4 12%	32 5%	32 6%	32 7%	9 7%	10 11%
Switched from other postal service providers to Royal Mail	47 3%	42 3%	35 3%	37 4%	38 3%	31 3%	6 17% ab	25 4%	25 5%	25 6%	12 9%	3 3%
Or has not changed mail in the last 12 months?	1272 68%	1105 71% c	774 66%	592 65%	817 67% c	706 68% c	5 14%	427 67%	297 60%	265 59%	76 57%	56 65%
Don't Know (DO NOT READ OUT)	139 7%	102 7%	71 6%	69 8%	88 7%	69 7%	5 13%	38 6%	46 9%	32 7%	5 4%	2 2%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 228 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2030	201	131	98	50	1775	1241	1852	1282	1190	830	1685	219	-	1640	120
Effective base	766	81	46	39	20	656	420	686	444	400	312	630	82	-	604	56
Weighted Base	1863	198	114	93	47	1569	967	1644	1038	912	756	1519	188	-	1417	139
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	198 11%	198 100%	- -%	- -%	- -%	166 11%	108 11%	177 11%	119 11%	95 10%	116 15%	147 10%	31 17%	- -%	143 10%	29 21%
		bcd									b				a	
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	114 6%	- -%	114 100%	- -%	- -%	69 4%	57 6%	88 5%	50 5%	47 5%	69 9%	64 4%	14 8%	- -%	86 6%	10 7%
			acd								b					
Switched from Royal Mail to other postal service providers	93 5%	- -%	- -%	93 100%	- -%	73 5%	57 6%	83 5%	72 7%	62 7%	66 9%	77 5%	22 12%	- -%	54 4%	17 13%
				abd							b		b		a	
Switched from other postal service providers to Royal Mail	47 3%	- -%	- -%	- -%	47 100%	33 2%	34 3%	41 2%	33 3%	31 3%	33 4%	35 2%	5 2%	- -%	42 3%	* -%
				abc												
Or has not changed mail in the last 12 months?	1272 68%	- -%	- -%	- -%	- -%	1113 71%	647 67%	1137 69%	715 69%	617 68%	433 57%	1087 72%	101 54%	- -%	1004 71%	69 50%
											ac			b		
Don't Know (DO NOT READ OUT)	139 7%	- -%	- -%	- -%	- -%	114 7%	65 7%	118 7%	50 5%	61 7%	39 5%	109 7%	14 7%	- -%	89 6%	13 9%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 228 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	2030	769	1261	529	24	265	370	249	1319	429	317	350	1304
Effective base	766	310	455	197	13	97	146	91	510	156	106	138	503
Weighted Base	1863	759	1104	489	36	233	371	224	1264	354	245	344	1227
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	198 11%	144 19%	54 5%	66 14%	8 22%	48 21%	39 11%	60 27%	86 7%	51 14%	47 19%	59 17%	91 7%
		b				b		bc		b	c	c	
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	114 6%	81 11%	33 3%	42 9%	5 14%	36 16%	20 5%	38 17%	58 5%	16 4%	18 8%	56 16%	36 3%
		b				b		bc			c	ac	
Switched from Royal Mail to other postal service providers	93 5%	72 9%	21 2%	55 11%	5 15%	33 14%	35 9%	24 11%	46 4%	23 7%	51 21%	25 7%	17 1%
		b				b		b			bc	c	
Switched from other postal service providers to Royal Mail	47 3%	31 4%	17 2%	28 6%	5 13%	21 9%	14 4%	10 5%	27 2%	10 3%	14 6%	13 4%	21 2%
		b				b					c		
Or has not changed mail in the last 12 months?	1272 68%	391 52%	881 80%	268 55%	13 36%	80 35%	239 64%	81 36%	956 76%	232 66%	104 43%	166 48%	979 80%
			a				a		ac	a			ab
Don't Know (DO NOT READ OUT)	139 7%	40 5%	98 9%	30 6%	- -%	14 6%	24 6%	10 4%	91 7%	22 6%	10 4%	25 7%	82 7%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 228 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2030	1069	961
Effective base	766	331	434
Weighted Base	1863	814	1048
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	198	110	88
	11%	14%	8%
		b	
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	114	63	51
	6%	8%	5%
Switched from Royal Mail to other postal service providers	93	61	32
	5%	8%	3%
		b	
Switched from other postal service providers to Royal Mail	47	25	22
	3%	3%	2%
Or has not changed mail in the last 12 months?	1272	484	788
	68%	59%	75%
			a
Don't Know (DO NOT READ OUT)	139	71	68
	7%	9%	6%

Columns Tested: a,b

Table 228 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2030	118	239	187	177	210	116	119	213	137	167	121	226
Effective base	766	35	112	111	57	141	67	16	83	56	35	43	83
Weighted Base	1863	50	195	217	60	300	106	32	288	147	85	118	264
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	198	2	18	32	3	26	4	1	21	18	8	28	35
	11%	5%	9%	15%	6%	9%	4%	4%	7%	12%	9%	24%	13%
				f								abdefh	
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	114	2	11	8	4	16	5	*	17	13	2	14	23
	6%	4%	5%	4%	7%	5%	4%	1%	6%	9%	3%	12%	9%
Switched from Royal Mail to other postal service providers	93	4	11	12	2	14	2	2	13	11	*	6	16
	5%	9%	6%	6%	3%	5%	1%	6%	5%	7%	*%	5%	6%
Switched from other postal service providers to Royal Mail	47	3	4	3	*	15	1	*	7	1	*	-	13
	3%	5%	2%	1%	1%	5%	1%	1%	3%	1%	*%	-%	5%
Or has not changed mail in the last 12 months?	1272	33	145	144	44	199	91	27	207	91	65	66	160
	68%	66%	74%	67%	74%	67%	86%	84%	72%	61%	76%	56%	61%
			kl				acehikl	k					
Don't Know (DO NOT READ OUT)	139	5	6	17	6	29	4	1	23	15	10	5	18
	7%	11%	3%	8%	10%	10%	4%	2%	8%	10%	11%	4%	7%
					b								

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 228 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2030	544	503	469	514	1047	983
Effective base	766	256	250	151	158	506	309
Weighted Base	1863	462	465	468	468	927	936
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	198	53	34	41	71	86	111
	11%	11%	7%	9%	15%	9%	12%
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	114	21	24	30	39	45	69
	6%	4%	5%	6%	8%	5%	7%
Switched from Royal Mail to other postal service providers	93	28	18	26	22	45	48
	5%	6%	4%	6%	5%	5%	5%
Switched from other postal service providers to Royal Mail	47	10	16	9	13	26	21
	3%	2%	3%	2%	3%	3%	2%
Or has not changed mail in the last 12 months?	1272	322	335	324	291	657	615
	68%	70%	72%	69%	62%	71%	66%
Don't Know (DO NOT READ OUT)	139	28	39	39	32	68	71
	7%	6%	8%	8%	7%	7%	8%

Columns Tested: a,b,c,d - a,b

Table 229

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	d	e
Unweighted Base	480	30	450	308	90	25	57	172
Effective base	186	6	180	169	38	14	31	51
Weighted Base	452	13	440	429	19	2	1	23
Price increases	294	7	288	282	10	2	1	12
	65%	52%	65%	66%	51%	89%	48%	54%
Better quality of service	155	2	153	146	8	1	*	9
	34%	14%	35%	34%	43%	27%	33%	40%
Changes in the type of mail sent	86	5	82	81	5	*	*	6
	19%	37%	19%	19%	27%	14%	32%	26%
Due to internal cost cutting	74	*	74	69	4	1	*	6
	16%	2%	17%	16%	22%	53%	22%	25%
Convenience	64	3	61	61	3	1	*	3
	14%	27%	14%	14%	13%	32%	13%	15%
Became more aware of alternatives	58	*	58	53	3	1	*	4
	13%	*%	13%	12%	16%	36%	27%	18%
							a	
Other (PLEASE SPECIFY)	38	5	34	38	*	-	-	*
	8%	36%	8%	9%	1%	-%	-%	1%
		b		e				
Don't Know (DO NOT READ OUT)	*	-	*	*	*	-	*	*
	*%	-%	*%	*%	1%	-%	4%	1%
							a	

Columns Tested: a,b - a,b,c,d,e

Table 229 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	480	129	134	45	50	65	57	308	90	82
Effective base	186	83	69	20	23	27	31	169	38	32
Weighted Base	452	219	178	32	13	8	1	429	19	4
Price increases	294	147	115	20	5	6	1	282	10	3
	65%	67%	64%	63%	42%	75%	48%	66%	51%	73%
		d				dfh		d		df
Better quality of service	155	60	73	12	6	3	*	146	8	1
	34%	27%	41%	38%	44%	36%	33%	34%	43%	29%
Changes in the type of mail sent	86	37	28	15	4	2	*	81	5	1
	19%	17%	16%	47%	29%	20%	32%	19%	27%	21%
				abegi						
Due to internal cost cutting	74	38	25	6	4	2	*	69	4	1
	16%	17%	14%	18%	27%	22%	22%	16%	22%	41%
										abg
Convenience	64	28	24	9	2	1	*	61	3	1
	14%	13%	14%	28%	17%	12%	13%	14%	13%	24%
Became more aware of alternatives	58	36	15	3	2	2	*	53	3	1
	13%	16%	8%	8%	17%	18%	27%	12%	16%	32%
							bg			bcg
Other (PLEASE SPECIFY)	38	23	12	3	-	*	-	38	*	-
	8%	11%	7%	9%	-%	3%	-%	9%	1%	-%
		i								
Don't Know (DO NOT READ OUT)	*	-	-	*	*	-	*	*	*	*
	*%	-%	-%	1%	1%	-%	4%	*%	1%	2%
						g				

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 229 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	c	*d	e
Unweighted Base	480	194	114	90	25	57	220	95	40	22	58
Effective base	186	124	62	38	14	31	113	38	13	9	7
Weighted Base	452	350	79	19	2	1	295	82	23	8	11
Price increases	294	238	43	10	2	1	207	44	10	4	5
	65%	68%	54%	51%	89%	48%	70%	54%	42%	45%	45%
Better quality of service	155	112	34	8	1	*	86	31	11	4	8
	34%	32%	43%	43%	27%	33%	29%	37%	47%	48%	75%
Changes in the type of mail sent	86	52	28	5	*	*	40	26	9	4	*
	19%	15%	36%	27%	14%	32%	13%	32%	39%	54%	5%
Due to internal cost cutting	74	52	16	4	1	*	54	10	2	2	1
	16%	15%	21%	22%	53%	22%	18%	13%	10%	23%	8%
Convenience	64	47	14	3	1	*	36	11	8	1	1
	14%	13%	18%	13%	32%	13%	12%	14%	35%	11%	10%
Became more aware of alternatives	58	46	8	3	1	*	40	7	1	2	5
	13%	13%	10%	16%	36%	27%	13%	9%	5%	30%	46%
Other (PLEASE SPECIFY)	38	32	6	*	-	-	25	7	1	-	-
	8%	9%	7%	1%	-%	-%	8%	9%	3%	-%	-%
Don't Know (DO NOT READ OUT)	*	-	*	*	-	*	-	*	-	-	*
	*%	-%	*%	1%	-%	4%	-%	*%	-%	-%	1%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 229 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	*b	c	*d	e	f	g	h	*i
Significance Level: 95%										
Unweighted Base	480	40	29	64	23	35	34	32	36	28
Effective base	186	20	18	34	9	16	22	19	19	13
Weighted Base	452	49	36	82	21	42	66	58	45	25
Price increases	294	39	22	43	9	31	40	45	30	18
	65%	80%	63%	53%	43%	73%	61%	78%	66%	70%
Better quality of service	155	12	13	25	12	15	28	19	14	8
	34%	24%	36%	30%	58%	35%	43%	32%	31%	33%
Changes in the type of mail sent	86	5	9	24	2	9	11	12	7	4
	19%	10%	26%	30%	10%	21%	16%	21%	16%	15%
Due to internal cost cutting	74	16	10	13	3	5	16	1	5	1
	16%	33%	28%	16%	14%	12%	25%	2%	11%	2%
		g					g			
Convenience	64	7	9	14	1	6	8	8	10	*
	14%	14%	26%	17%	5%	13%	12%	14%	21%	*%
Became more aware of alternatives	58	12	9	11	3	8	6	1	6	1
	13%	24%	24%	14%	15%	18%	9%	1%	14%	2%
		g								
Other (PLEASE SPECIFY)	38	5	5	5	2	2	4	7	2	3
	8%	10%	13%	6%	9%	6%	6%	12%	5%	14%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 229 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	480	86	105	130	321	159	49	55	55
Effective base	186	38	57	73	166	44	18	14	24
Weighted Base	452	89	129	206	423	29	12	12	5
Price increases	294	58	91	129	278	16	6	8	2
	65%	65%	71%	63%	66%	57%	48%	69%	48%
Better quality of service	155	35	38	72	145	10	4	4	2
	34%	40%	30%	35%	34%	34%	33%	35%	33%
Changes in the type of mail sent	86	15	21	47	84	3	*	2	1
	19%	17%	17%	23%	20%	9%	1%	13%	18%
Due to internal cost cutting	74	9	31	30	70	4	1	2	1
	16%	10%	24%	15%	17%	15%	11%	19%	14%
Convenience	64	6	26	30	62	2	1	1	*
	14%	7%	20%	15%	15%	7%	10%	5%	3%
Became more aware of alternatives	58	11	27	18	56	2	*	1	1
	13%	13%	21%	9%	13%	6%	3%	5%	15%
Other (PLEASE SPECIFY)	38	8	12	16	35	3	2	1	*
	8%	9%	9%	8%	8%	10%	14%	9%	6%
Don't Know (DO NOT READ OUT)	*	-	-	*	*	*	*	-	*
	*%	-%	-%	*%	*%	1%	1%	-%	3%
									d

Columns Tested: a,b,c,d,e,f,g,h

Table 229 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	*h	i
Unweighted Base	480	26	45	8	53	57	133	18	17	175
Effective base	186	13	14	5	18	25	57	6	3	67
Weighted Base	452	20	37	12	49	72	123	11	8	167
Price increases	294	14	28	7	34	46	86	5	2	106
	65%	71%	74%	55%	70%	64%	70%	42%	20%	64%
Better quality of service	155	9	24	6	30	11	38	7	6	53
	34%	43%	65% efi	52%	62% efi	15%	31%	58%	77%	32%
Changes in the type of mail sent	86	5	8	10	18	16	20	1	1	27
	19%	23%	22%	83%	37%	22%	16%	7%	7%	16%
Due to internal cost cutting	74	5	5	2	7	10	29	2	1	21
	16%	24%	12%	16%	13%	13%	24%	22%	7%	13%
Convenience	64	3	6	2	8	9	23	3	-	18
	14%	16%	15%	16%	15%	12%	19%	27%	-%	11%
Became more aware of alternatives	58	5	5	3	9	4	13	*	*	27
	13%	25%	14%	27%	18%	5%	11%	1%	3%	16%
Other (PLEASE SPECIFY)	38	*	-	-	-	3	10	1	1	24
	8%	1%	-%	-%	-%	3%	8%	8%	7%	14%
Don't Know (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	*
	*%	1%	-%	-%	-%	-%	-%	-%	-%	*%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 229 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	480	136	133	211	435	45	-	388	92	467	13
Effective base	186	54	57	76	164	23	-	164	23	181	5
Weighted Base	452	142	123	187	387	65	-	407	45	439	13
Price increases	294	95	86	113	245	50	-	266	28	287	7
	65%	67%	70%	60%	63%	76%	-%	65%	63%	65%	57%
Better quality of service	155	50	38	67	135	20	-	131	24	149	6
	34%	35%	31%	36%	35%	30%	-%	32%	53%	34%	48%
									a		
Changes in the type of mail sent	86	39	20	28	79	8	-	77	9	83	3
	19%	27%	16%	15%	20%	12%	-%	19%	20%	19%	25%
Due to internal cost cutting	74	21	29	24	63	11	-	67	7	73	1
	16%	15%	24%	13%	16%	17%	-%	17%	15%	17%	11%
Convenience	64	19	23	21	55	9	-	62	2	63	1
	14%	14%	19%	11%	14%	14%	-%	15%	5%	14%	8%
Became more aware of alternatives	58	17	13	27	53	4	-	51	7	58	-
	13%	12%	11%	14%	14%	7%	-%	13%	15%	13%	-%
Other (PLEASE SPECIFY)	38	3	10	25	36	3	-	38	1	38	*
	8%	2%	8%	14%	9%	4%	-%	9%	2%	9%	3%
				a							
Don't Know (DO NOT READ OUT)	*	*	-	*	*	*	-	*	-	*	-
	*%	*%	-%	*%	*%	*%	-%	*%	-%	*%	-%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 229 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Unweighted Base	480	198	145	134
Effective base	186	87	47	52
Weighted Base	452	213	104	135
Price increases	294	128	64	102
	65%	60%	62%	75%
Better quality of service	155	59	43	53
	34%	28%	41%	39%
Changes in the type of mail sent	86	41	33	12
	19%	19%	32%	9%
			c	
Due to internal cost cutting	74	30	20	24
	16%	14%	20%	18%
Convenience	64	20	17	27
	14%	10%	16%	20%
Became more aware of alternatives	58	26	25	7
	13%	12%	24%	5%
			c	
Other (PLEASE SPECIFY)	38	23	4	11
	8%	11%	4%	8%
Don't Know (DO NOT READ OUT)	*	*	*	*
	*%	*%	*%	*%

Columns Tested: a,b,c

Table 229 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	480	285	97	37	16	23	12	4	6	382	98	61
Effective base	186	128	34	9	7	7	3	1	2	162	24	15
Weighted Base	452	319	78	18	6	19	11	1	1	397	55	37
Price increases	294	205	62	10	4	10	3	1	*	267	27	17
	65%	64%	79%	58%	66%	51%	23%	91%	4%	67%	50%	46%
			jk									
Better quality of service	155	86	47	4	3	11	4	1	*	132	23	19
	34%	27%	60%	23%	50%	58%	36%	98%	5%	33%	41%	50%
			ai									
Changes in the type of mail sent	86	58	8	3	2	9	7	-	*	66	21	18
	19%	18%	10%	18%	27%	50%	60%	-%	10%	17%	38%	47%
											abi	abi
Due to internal cost cutting	74	59	7	6	1	1	*	-	*	66	9	2
	16%	19%	8%	36%	15%	5%	1%	-%	58%	17%	16%	6%
			b									
Convenience	64	40	17	2	1	*	4	-	*	57	7	6
	14%	13%	21%	9%	17%	*%	41%	-%	14%	14%	13%	15%
Became more aware of alternatives	58	36	11	2	2	*	6	1	*	47	11	9
	13%	11%	14%	12%	30%	1%	53%	96%	37%	12%	20%	24%
Other (PLEASE SPECIFY)	38	30	8	1	-	-	-	-	-	37	1	-
	8%	9%	10%	4%	-%	-%	-%	-%	-%	9%	1%	-%
Don't Know (DO NOT READ OUT)	*	-	*	-	-	-	-	-	-	*	-	-
	*%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 229 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	480	109	176	195	441	422	456	422	326	314	39	225	34	50	36	47	25
Effective base	186	55	73	58	166	164	176	161	126	110	19	102	9	16	9	14	6
Weighted Base	452	141	178	133	399	395	426	379	298	269	48	252	24	35	24	26	17
Price increases	294	91	114	89	258	262	279	238	181	153	30	170	19	24	8	15	11
	65%	65%	64%	67%	65%	66%	65%	63%	61%	57%	63%	68%	80%	69%	34%	59%	68%
Better quality of service	155	39	46	69	144	149	153	147	128	113	10	87	5	12	14	16	9
	34%	28%	26%	52%	36%	38%	36%	39%	43%	42%	21%	35%	23%	33%	57%	60%	53%
				ab												a	
Changes in the type of mail sent	86	26	32	29	74	72	81	77	73	75	11	43	2	8	2	13	2
	19%	19%	18%	21%	18%	18%	19%	20%	25%	28%	24%	17%	9%	22%	7%	48%	11%
																bce	
Due to internal cost cutting	74	19	40	15	71	69	74	64	45	42	8	46	*	5	5	4	5
	16%	13%	23%	11%	18%	17%	17%	17%	15%	15%	17%	18%	2%	13%	22%	17%	32%
Convenience	64	20	21	24	49	50	54	58	45	44	9	31	*	4	*	3	6
	14%	14%	12%	18%	12%	13%	13%	15%	15%	16%	20%	12%	2%	12%	1%	12%	38%
Became more aware of alternatives	58	14	22	22	53	50	53	55	51	45	3	25	5	7	1	3	9
	13%	10%	12%	16%	13%	13%	12%	14%	17%	17%	7%	10%	20%	21%	6%	12%	51%
Other (PLEASE SPECIFY)	38	16	14	8	31	31	32	30	16	12	3	16	5	-	2	2	4
	8%	11%	8%	6%	8%	8%	8%	8%	5%	4%	6%	6%	21%	-%	7%	9%	27%
Don't Know (DO NOT READ OUT)	*	-	-	*	*	*	*	*	*	*	-	*	-	*	-	*	-
	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	-%	*%	-%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 229 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	480	264	53	35	32	23	21	13	188	90	55	30	24	21	14
Effective base	186	119	15	13	11	12	4	2	92	30	16	12	7	7	5
Weighted Base	452	297	31	35	9	9	12	6	221	81	31	18	23	9	13
Price increases	294	205	22	14	4	5	7	1	152	51	20	12	12	5	11
	65%	69%	70%	41%	43%	58%	59%	21%	69%	63%	64%	65%	55%	54%	87%
Better quality of service	155	95	4	21	5	6	7	6	79	27	12	6	15	4	5
	34%	32%	14%	61%	48%	72%	62%	94%	36%	34%	37%	34%	68%	45%	42%
Changes in the type of mail sent	86	47	6	5	*	5	9	1	31	24	6	3	5	1	2
	19%	16%	19%	15%	5%	54%	79%	18%	14%	29%	19%	17%	24%	8%	14%
Due to internal cost cutting	74	55	10	*	1	3	2	*	43	8	4	3	5	*	5
	16%	18%	32%	1%	16%	33%	16%	1%	19%	10%	14%	16%	24%	3%	42%
Convenience	64	39	2	4	*	2	*	1	35	5	*	3	*	1	6
	14%	13%	7%	11%	1%	28%	2%	19%	16%	6%	1%	14%	*%	7%	49%
Became more aware of alternatives	58	37	1	7	*	4	*	4	19	14	8	4	1	*	5
	13%	12%	3%	19%	3%	41%	3%	66%	9%	17%	24%	24%	5%	4%	38%
Other (PLEASE SPECIFY)	38	29	-	-	2	-	-	-	17	-	5	2	-	2	4
	8%	10%	-%	-%	17%	-%	-%	-%	8%	-%	16%	9%	-%	29%	35%
Don't Know (DO NOT READ OUT)	*	*	*	-	-	-	*	-	-	*	*	*	-	-	-
	*%	*%	1%	-%	-%	-%	*%	-%	-%	*%	1%	*%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 229 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	480	170	68	61	44	24	26	29	104	116	122	64	49
Effective base	186	76	27	22	13	10	7	10	51	44	46	20	16
Weighted Base	452	173	74	48	21	17	19	27	124	101	116	51	33
Price increases	294	110	56	28	8	10	9	16	84	61	85	29	20
	65%	64%	75%	59%	37%	60%	50%	60%	68%	60%	73%	58%	59%
Better quality of service	155	61	18	12	12	9	14	21	48	25	30	32	18
	34%	35%	24%	26%	56%	55%	74%	77%	39%	25%	26%	63%	55%
					b							bc	bc
Changes in the type of mail sent	86	24	16	15	5	3	4	10	17	25	24	12	3
	19%	14%	21%	31%	25%	19%	19%	36%	13%	25%	21%	23%	8%
Due to internal cost cutting	74	32	14	12	3	*	1	2	20	20	24	5	5
	16%	18%	19%	24%	15%	2%	7%	6%	16%	20%	21%	9%	14%
Convenience	64	31	8	5	4	-	5	5	20	16	8	6	4
	14%	18%	11%	10%	20%	-%	26%	18%	16%	16%	7%	12%	13%
Became more aware of alternatives	58	21	10	4	5	8	4	3	8	15	15	6	9
	13%	12%	13%	8%	24%	45%	23%	11%	6%	15%	13%	12%	28%
													a
Other (PLEASE SPECIFY)	38	19	2	3	-	3	*	2	10	11	9	*	2
	8%	11%	2%	7%	-%	19%	3%	8%	8%	10%	8%	1%	7%
Don't Know (DO NOT READ OUT)	*	*	-	*	-	-	*	-	-	-	*	-	*
	*%	*%	-%	*%	-%	-%	1%	-%	-%	-%	*%	-%	*%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 229 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	480	165	103	91	46	34	129	98	104	53	34
Effective base	186	70	38	35	13	10	62	38	34	18	12
Weighted Base	452	167	91	84	36	21	150	92	87	45	21
Price increases	294	112	54	61	21	11	96	61	62	28	15
	65%	67%	59%	73%	58%	52%	64%	67%	72%	61%	71%
Better quality of service	155	59	22	20	27	16	56	22	36	29	6
	34%	35%	25%	24%	75%	77%	37%	24%	41%	63%	30%
					abc	abc				b	
Changes in the type of mail sent	86	28	17	19	7	2	27	18	16	10	1
	19%	17%	19%	23%	20%	9%	18%	20%	18%	22%	4%
Due to internal cost cutting	74	27	24	15	5	*	25	17	21	2	5
	16%	16%	27%	18%	13%	%	16%	18%	24%	4%	22%
Convenience	64	18	16	6	5	3	21	10	10	6	3
	14%	11%	18%	7%	15%	17%	14%	11%	11%	14%	13%
Became more aware of alternatives	58	16	12	13	2	9	13	19	7	9	1
	13%	10%	13%	15%	6%	43%	9%	21%	9%	20%	6%
						abd					
Other (PLEASE SPECIFY)	38	15	11	4	-	2	9	10	9	*	2
	8%	9%	12%	4%	-%	8%	6%	11%	11%	1%	10%
Don't Know (DO NOT READ OUT)	*	-	*	*	-	*	-	-	*	-	*
	*%	-%	*%	*%	-%	*%	-%	-%	*%	-%	*%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 229 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	480	105	89	100	66	51	299	53	69	399	81	409	32
Effective base	186	49	29	40	23	17	116	15	30	155	32	154	13
Weighted Base	452	106	74	97	55	35	271	32	77	383	70	371	28
Price increases	294	60	52	65	38	14	204	7	27	239	55	247	12
	65%	57%	71%	67%	70%	41%	75%	23%	35%	62%	79%	67%	42%
Better quality of service	155	42	17	35	30	23	103	10	35	121	34	129	15
	34%	40%	23%	36%	54%	66%	38%	30%	45%	32%	49%	35%	54%
Changes in the type of mail sent	86	19	15	20	8	8	47	16	13	71	15	65	8
	19%	18%	20%	21%	15%	22%	18%	51%	17%	19%	22%	18%	30%
Due to internal cost cutting	74	13	16	20	8	2	52	2	10	67	7	67	4
	16%	12%	22%	21%	14%	5%	19%	6%	13%	18%	10%	18%	15%
Convenience	64	16	11	17	6	8	38	2	18	43	21	48	1
	14%	15%	15%	18%	11%	21%	14%	6%	23%	11%	30%	13%	5%
Became more aware of alternatives	58	15	9	19	5	4	41	6	8	50	8	42	10
	13%	14%	12%	20%	10%	11%	15%	20%	10%	13%	11%	11%	37%
Other (PLEASE SPECIFY)	38	6	4	12	3	4	23	-	8	32	7	31	-
	8%	6%	6%	13%	5%	12%	8%	-%	10%	8%	10%	8%	-%
Don't Know (DO NOT READ OUT)	*	-	*	-	-	*	*	*	-	*	-	*	-
	*%	-%	*%	-%	-%	1%	*%	*%	-%	*%	-%	*%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 229 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	480	336	86	248	174	418	23	325	97	255	167
Effective base	186	141	23	100	62	157	10	133	32	102	60
Weighted Base	452	348	48	224	155	380	19	334	61	235	144
Price increases	294	235	28	132	106	248	10	227	36	144	94
	65%	68%	58%	59%	68%	65%	55%	68%	58%	61%	66%
Better quality of service	155	126	23	77	71	139	5	115	34	79	68
	34%	36%	49%	34%	45%	37%	28%	34%	55%	34%	47%
Changes in the type of mail sent	86	60	12	46	31	66	8	55	17	46	31
	19%	17%	26%	20%	20%	17%	41%	16%	28%	19%	21%
Due to internal cost cutting	74	59	9	32	31	69	2	56	12	39	25
	16%	17%	20%	15%	20%	18%	11%	17%	20%	17%	17%
Convenience	64	44	6	17	42	48	1	44	5	21	37
	14%	13%	12%	7%	27%	13%	6%	13%	9%	9%	26%
Became more aware of alternatives	58	36	15	26	29	46	7	32	19	35	20
	13%	10%	31%	11%	19%	12%	37%	10%	30%	15%	14%
Other (PLEASE SPECIFY)	38	30	1	16	15	31	-	30	1	20	10
	8%	9%	1%	7%	9%	8%	-%	9%	1%	9%	7%
Don't Know (DO NOT READ OUT)	*	*	-	*	-	*	-	*	-	*	-
	*%	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%

Columns Tested: a, b - a, b - a, b - a, b - a, b

Table 229 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	480	323	286	98	-	316	232	86	3	359	198	105	-
Effective base	186	111	122	38	-	111	98	32	2	135	82	41	-
Weighted Base	452	280	281	94	-	278	232	77	3	320	181	91	-
Price increases	294	171	191	76	-	176	173	69	1	207	126	69	-
	65%	61%	68%	81%	-%	63%	74%	89%	19%	65%	70%	76%	-%
				a				a					
Better quality of service	155	116	97	42	-	120	83	34	2	134	64	43	-
	34%	41%	35%	45%	-%	43%	35%	45%	62%	42%	35%	47%	-%
Changes in the type of mail sent	86	60	43	15	-	61	31	13	-	71	27	14	-
	19%	21%	15%	17%	-%	22%	13%	17%	-%	22%	15%	16%	-%
Due to internal cost cutting	74	49	63	22	-	46	47	14	1	53	38	17	-
	16%	17%	23%	23%	-%	16%	20%	18%	19%	17%	21%	18%	-%
Convenience	64	42	36	17	-	39	34	14	-	53	39	24	-
	14%	15%	13%	19%	-%	14%	15%	19%	-%	16%	21%	26%	-%
Became more aware of alternatives	58	49	45	28	-	43	30	23	1	50	34	24	-
	13%	17%	16%	29%	-%	16%	13%	29%	19%	16%	19%	27%	-%
				b				b					
Other (PLEASE SPECIFY)	38	19	25	8	-	18	25	12	1	23	20	14	-
	8%	7%	9%	9%	-%	7%	11%	15%	19%	7%	11%	16%	-%
Don't Know (DO NOT READ OUT)	*	*	*	-	-	*	*	-	-	*	*	-	-
	*%	*%	*%	-%	-%	*%	*%	-%	-%	*%	*%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 229 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	b	c	d	*e
Significance Level: 95%												
Unweighted Base	480	365	335	255	329	272	28	158	147	161	59	29
Effective base	186	140	133	105	120	110	10	75	58	62	26	15
Weighted Base	452	343	331	251	308	266	25	168	152	151	52	29
Price increases	294	242	230	172	208	193	21	124	111	111	42	22
	65%	71%	69%	69%	68%	73%	86%	73%	73%	74%	82%	75%
Better quality of service	155	128	125	90	127	85	23	65	61	55	17	8
	34%	37%	38%	36%	41%	32%	91%	39%	40%	37%	32%	28%
Changes in the type of mail sent	86	49	62	39	63	37	9	19	18	26	3	1
	19%	14%	19%	15%	20%	14%	37%	12%	12%	17%	6%	3%
Due to internal cost cutting	74	67	63	52	53	61	2	35	39	41	14	6
	16%	20%	19%	21%	17%	23%	9%	21%	26%	27%	27%	21%
Convenience	64	48	46	39	47	34	6	28	29	32	14	6
	14%	14%	14%	15%	15%	13%	24%	17%	19%	21%	26%	20%
Became more aware of alternatives	58	43	42	40	42	43	7	26	24	36	14	10
	13%	13%	13%	16%	14%	16%	27%	16%	16%	24%	26%	36%
Other (PLEASE SPECIFY)	38	31	30	23	23	25	*	15	11	16	12	10
	8%	9%	9%	9%	7%	10%	1%	9%	7%	11%	24%	35%
Don't Know (DO NOT READ OUT)	*	*	*	*	*	*	-	*	*	-	-	-
	*%	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 229 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	480	201	131	98	50	362	284	417	292	258	325	327	85	-	360	51
Effective base	186	81	46	39	20	142	106	161	113	98	120	132	30	-	136	22
Weighted Base	452	198	114	93	47	342	255	389	274	233	284	323	72	-	324	57
Price increases	294	159	52	57	27	245	167	265	178	153	179	234	52	-	204	37
	65%	80%	45%	62%	56%	72%	66%	68%	65%	65%	63%	72%	72%	-%	63%	65%
		bcd														
Better quality of service	155	34	59	34	28	119	97	131	111	83	125	104	33	-	111	22
	34%	17%	51%	37%	59%	35%	38%	34%	41%	35%	44%	32%	45%	-%	34%	38%
			a	a	a											
Changes in the type of mail sent	86	28	33	14	12	49	52	68	52	46	57	48	14	-	78	3
	19%	14%	29%	15%	24%	14%	20%	17%	19%	20%	20%	15%	19%	-%	24%	6%
			a													
Due to internal cost cutting	74	53	5	12	5	68	43	70	54	61	53	63	20	-	53	16
	16%	27%	4%	13%	10%	20%	17%	18%	20%	26%	19%	20%	28%	-%	16%	28%
		b														
Convenience	64	4	18	21	20	45	46	53	48	48	46	51	10	-	46	12
	14%	2%	16%	23%	43%	13%	18%	14%	18%	20%	16%	16%	13%	-%	14%	22%
			a	a	ab											
Became more aware of alternatives	58	15	19	19	5	39	36	49	39	44	47	38	20	-	37	10
	13%	8%	17%	20%	10%	11%	14%	13%	14%	19%	16%	12%	27%	-%	12%	17%
				a									b			
Other (PLEASE SPECIFY)	38	8	5	24	1	35	21	35	27	24	20	35	12	-	18	11
	8%	4%	4%	26%	3%	10%	8%	9%	10%	10%	7%	11%	16%	-%	5%	20%
				abd											a	a
Don't Know (DO NOT READ OUT)	*	-	*	*	*	*	*	*	*	-	*	-	-	-	*	*
	*%	-%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	-%	*%	*%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 229 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	480	355	125	215	14	161	105	135	234	107	149	159	166
Effective base	186	135	51	82	8	60	43	53	88	43	53	62	69
Weighted Base	452	327	125	191	23	138	108	132	217	100	130	153	165
Price increases	294	198	96	126	14	73	87	83	143	68	89	93	112
	65%	61%	77%	66%	61%	53%	80%	63%	66%	69%	69%	61%	68%
Better quality of service	155	120	35	86	7	62	44	52	77	25	48	56	50
	34%	37%	28%	45%	29%	45%	41%	39%	36%	25%	37%	36%	30%
Changes in the type of mail sent	86	68	19	31	5	35	13	32	35	18	21	33	31
	19%	21%	15%	16%	22%	26%	12%	24%	16%	18%	16%	21%	19%
Due to internal cost cutting	74	55	20	31	5	29	16	28	26	20	32	16	26
	16%	17%	16%	16%	23%	21%	15%	21%	12%	20%	25%	11%	16%
Convenience	64	44	21	38	9	29	21	12	32	20	30	17	17
	14%	13%	16%	20%	40%	21%	20%	9%	15%	20%	23%	11%	11%
Became more aware of alternatives	58	47	11	27	5	31	13	22	33	3	26	25	7
	13%	14%	9%	14%	24%	22%	12%	16%	15%	3%	20%	16%	4%
Other (PLEASE SPECIFY)	38	29	9	16	6	15	10	10	20	8	17	2	19
	8%	9%	7%	8%	28%	11%	9%	8%	9%	8%	13%	1%	11%
Don't Know (DO NOT READ OUT)	*	*	*	-	-	-	-	-	*	-	-	*	*
	*%	*%	*%	-%	-%	-%	-%	-%	*%	-%	-%	*%	*%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 229 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	480	283	197
Effective base	186	101	85
Weighted Base	452	259	193
Price increases	294	160	134
	65%	62%	70%
Better quality of service	155	97	58
	34%	37%	30%
Changes in the type of mail sent	86	61	26
	19%	23%	13%
Due to internal cost cutting	74	42	32
	16%	16%	17%
Convenience	64	42	22
	14%	16%	12%
Became more aware of alternatives	58	32	25
	13%	12%	13%
Other (PLEASE SPECIFY)	38	18	21
	8%	7%	11%
Don't Know (DO NOT READ OUT)	*	*	*
	*%	*%	*%

Columns Tested: a,b

Table 229 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		*a	b	c	d	e	*f	*g	h	i	j	k	l
Unweighted Base	480	26	56	42	40	49	16	20	41	39	33	32	86
Effective base	186	8	25	28	17	36	7	6	17	15	4	16	30
Weighted Base	452	11	44	56	10	71	11	4	58	42	11	48	86
Price increases	294	6	22	35	4	48	6	2	37	28	9	38	59
	65%	55%	50%	64%	41%	67%	56%	39%	63%	66%	89%	79%	68%
Better quality of service	155	2	12	21	3	24	1	1	20	19	3	14	36
	34%	19%	27%	38%	34%	33%	5%	22%	34%	44%	25%	30%	42%
Changes in the type of mail sent	86	1	10	7	2	12	3	1	12	13	*	7	19
	19%	7%	22%	13%	16%	17%	25%	21%	21%	32%	1%	15%	22%
Due to internal cost cutting	74	*	8	3	2	9	4	1	17	3	1	13	12
	16%	4%	17%	6%	22%	13%	35%	23%	30%	7%	5%	28%	14%
Convenience	64	2	*	3	2	6	1	2	19	11	1	2	15
	14%	15%	*%	6%	20%	9%	11%	39%	33%	25%	13%	4%	17%
Became more aware of alternatives	58	2	6	10	1	15	3	*	7	*	2	4	9
	13%	17%	14%	17%	7%	21%	24%	5%	12%	1%	14%	9%	10%
Other (PLEASE SPECIFY)	38	5	4	9	1	3	2	2	4	1	4	-	3
	8%	39%	10%	16%	11%	4%	14%	39%	8%	2%	42%	-%	4%
Don't Know (DO NOT READ OUT)	*	-	*	-	-	-	*	*	-	-	-	-	-
	*%	-%	*%	-%	-%	-%	1%	3%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 229 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	480	124	105	100	151	229	251
Effective base	186	61	52	34	51	112	85
Weighted Base	452	111	92	105	145	202	250
Price increases	294	63	58	66	106	121	173
	65%	57%	63%	63%	73%	60%	69%
Better quality of service	155	35	28	39	53	63	92
	34%	32%	30%	37%	37%	31%	37%
Changes in the type of mail sent	86	18	16	26	26	34	53
	19%	16%	18%	25%	18%	17%	21%
Due to internal cost cutting	74	11	15	22	26	26	48
	16%	10%	17%	21%	18%	13%	19%
Convenience	64	5	9	32	18	15	50
	14%	5%	10%	30%	12%	7%	20%
				abd			a
Became more aware of alternatives	58	18	18	8	14	36	22
	13%	16%	20%	7%	10%	18%	9%
Other (PLEASE SPECIFY)	38	18	5	7	8	23	15
	8%	16%	6%	7%	5%	11%	6%
Don't Know (DO NOT READ OUT)	*	*	*	*	-	*	*
	*%	*%	*%	*%	-%	*%	*%

Columns Tested:: a,b,c,d - a,b

Table 230

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	*c	d	e
Unweighted Base	332	17	315	212	63	20	37	120
Effective base	127	7	125	115	24	12	18	33
Weighted Base	312	3	309	295	14	2	1	16
Changed FROM a meter to a different method of payment	45 15%	1 30%	45 14%	42 14%	2 15%	1 46%	* 47% abe	3 20%
Changed TO a meter from a different method of payment	43 14%	- -%	43 14%	39 13%	3 25%	* 13%	* 33% a	4 24%
Neither	212 68%	2 66%	210 68%	204 69% de	7 53% d	1 42%	* 20%	8 50% d
Don't know	11 4%	* 4%	11 4%	10 3%	1 7%	- -%	* *%	1 6%

Columns Tested: a,b - a,b,c,d,e

Table 230 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	332	88	94	30	32	51	37	212	63	57
Effective base	127	54	50	14	13	21	18	115	24	21
Weighted Base	312	145	130	20	9	7	1	295	14	3
Changed FROM a meter to a different method of payment	45 15%	18 12%	23 18%	1 7%	1 14%	2 25%	* 47%	42 14%	2 15%	1 46%
Changed TO a meter from a different method of payment	43 14%	25 17%	10 8%	4 19%	1 17%	2 31%	* 33%	39 13%	3 25%	1 18%
Neither	212 68%	102 70%	88 67%	14 72%	5 62%	3 38%	* 20%	204 69%	7 53%	1 35%
Don't know	11 4%	* *%	9 7%	* 2%	1 8%	* 5%	* *%	10 3%	1 7%	* *%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 230 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	*c	*d	e
Unweighted Base	332	132	80	63	20	37	156	64	28	16	38
Effective base	127	84	48	24	12	18	80	24	10	7	4
Weighted Base	312	242	54	14	2	1	214	56	15	7	8
Changed FROM a meter to a different method of payment	45 15%	29 12%	13 24%	2 15%	1 46%	* 47% ac	22 10%	13 24%	9 56%	1 14%	* 2%
Changed TO a meter from a different method of payment	43 14%	30 13%	9 17%	3 25%	* 13%	* 33% a	25 12%	9 16%	1 4%	3 43%	5 63% a
Neither	212 68%	173 72% e	31 57% e	7 53% e	1 42%	* 20%	157 74%	32 57%	6 39%	3 43%	3 33%
Don't know	11 4%	9 4%	1 3%	1 7%	- -%	* *%	9 4%	2 3%	* 1%	- -%	* 2%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 230 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	c	*d	*e	*f	*g	*h	*i
Unweighted Base	332	29	14	45	15	18	27	25	23	26
Effective base	127	14	7	25	5	8	17	15	13	12
Weighted Base	312	34	17	58	12	18	55	45	28	25
Changed FROM a meter to a different method of payment	45 15%	4 11%	3 18%	12 21%	* *%	2 9%	3 5%	14 32%	2 6%	2 8%
Changed TO a meter from a different method of payment	43 14%	4 10%	1 3%	5 8%	7 59%	5 29%	9 17%	1 1%	5 18%	3 13%
Neither	212 68%	27 79%	14 79%	37 64%	5 39%	11 61%	38 69%	30 66%	20 73%	19 79%
Don't know	11 4%	- -%	- -%	4 7%	* 1%	* 1%	5 9%	* 1%	1 4%	* *%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 230 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	332	59	66	97	222	110	32	39	39
Effective base	127	25	34	55	113	29	12	10	17
Weighted Base	312	55	79	158	292	20	8	8	3
Changed FROM a meter to a different method of payment	45 15%	4 7%	9 11%	29 18%	41 14%	4 22%	2 23%	2 27%	* 4%
Changed TO a meter from a different method of payment	43 14%	16 29%	9 11%	15 9%	39 13%	4 20%	3 34%	* 1%	1 31%
Neither	212 68%	c 35 64%	61 77%	105 66%	201 69%	11 58%	3 42%	6 72%	2 62%
Don't know	11 4%	* 1%	1 1%	9 6%	11 4%	* 1%	* 1%	- -%	* 4%

Columns Tested:: a,b,c,d,e,f,g,h

Table 230 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	e	f	*g	*h	i
Unweighted Base	332	21	24	5	29	39	86	15	13	128
Effective base	127	10	8	3	11	18	35	5	2	49
Weighted Base	312	15	21	10	31	49	76	8	7	125
Changed FROM a meter to a different method of payment	45 15%	6 42%	3 13%	* 3%	3 10%	13 27%	14 18%	* *%	1 14%	7 6%
Changed TO a meter from a different method of payment	43 14%	2 15%	5 25%	4 44%	10 31%	2 3%	7 10%	* 2%	6 81%	16 13%
Neither	212 68%	7 43%	13 60%	5 53%	18 58%	30 62%	54 71%	8 96%	* 5%	95 76%
Don't know	11 4%	- -%	* 2%	- -%	* 1%	4 8%	* *%	* 2%	- -%	6 5%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 230 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	332	89	86	157	301	31	-	267	65	323	9
Effective base	127	37	35	56	112	15	-	111	16	123	4
Weighted Base	312	95	76	141	273	39	-	280	32	300	12
Changed FROM a meter to a different method of payment	45 15%	22 23% c	14 18%	9 6%	44 16%	2 5%	- -%	36 13%	9 28%	42 14%	3 28%
Changed TO a meter from a different method of payment	43 14%	14 14%	7 10%	22 16%	43 16%	* *%	- -%	36 13%	7 21%	43 14%	* *%
Neither	212 68%	55 57%	54 71%	104 73%	175 64%	37 95%	- -%	196 70%	16 50%	204 68%	8 71%
Don't know	11 4%	4 5%	* *%	6 4%	11 4%	- -%	- -%	11 4%	* 1%	11 4%	* 1%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 230 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	332	142	100	88
Effective base	127	60	33	34
Weighted Base	312	145	77	90
Changed FROM a meter to a different method of payment	45 15%	22 15%	11 15%	12 13%
Changed TO a meter from a different method of payment	43 14%	18 12%	18 23%	7 8%
Neither	212 68%	95 65%	48 62%	70 78%
Don't know	11 4%	10 7%	* *%	1 1%

Columns Tested:: a,b,c

Table 230 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	332	203	58	25	12	17	9	4	4	261	71	46
Effective base	127	90	20	5	6	6	2	1	2	110	17	12
Weighted Base	312	224	43	13	6	16	9	1	*	267	45	32
Changed FROM a meter to a different method of payment	45 15%	28 12%	6 14%	1 5%	3 49%	8 49%	* 4%	* 9%	- -%	34 13%	12 26%	11 35%
												ai
Changed TO a meter from a different method of payment	43 14%	24 11%	5 12%	1 10%	2 36%	2 12%	8 94%	- -%	* 71%	29 11%	14 31%	13 40%
												ai
Neither	212 68%	162 72%	32 73%	10 81%	1 15%	6 39%	- -%	1 91%	* 29%	194 73%	18 41%	8 25%
		jk	k							jk		
Don't know	11 4%	10 5%	- -%	* 4%	* 1%	* *%	* 2%	- -%	- -%	10 4%	1 2%	* 1%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 230 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	*c	d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	332	81	122	129	305	288	316	283	218	218	32	149	21	37	27	29	21
Effective base	127	39	51	37	114	110	121	106	85	75	17	67	7	11	7	9	5
Weighted Base	312	104	120	88	279	267	294	246	194	183	39	164	19	24	20	17	11
Changed FROM a meter to a different method of payment	45 15%	12 11%	16 13%	18 20%	34 12%	31 12%	37 13%	36 15%	30 15%	40 22%	7 17%	14 9%	2 12%	1 4%	6 32%	2 11%	5 42%
Changed TO a meter from a different method of payment	43 14%	11 10%	13 11%	19 22%	37 13%	37 14%	39 13%	35 14%	34 18%	41 23%	4 10%	16 9%	4 20%	4 15%	7 33%	2 9%	4 35%
Neither	212 68%	72 69%	90 75%	50 57%	197 71%	193 72%	207 70%	169 69%	128 66%	100 55%	24 63%	128 78%	13 67%	20 81%	7 33%	13 78%	2 21%
Don't know	11 4%	9 9%	1 1%	1 1%	11 4%	7 3%	11 4%	7 3%	2 1%	2 1%	4 10%	6 4%	* 1%	* *%	* 1%	* 2%	* 1%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 230 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Unweighted Base	332	177	38	25	23	19	13	10	124	61	39	21	17	16	10
Effective base	127	81	12	10	8	10	2	2	61	19	10	8	6	6	5
Weighted Base	312	206	22	27	5	8	6	5	147	50	23	13	22	5	7
Changed FROM a meter to a different method of payment	45	20	4	6	1	2	*	*	11	6	2	2	5	1	5
	15%	10%	19%	22%	21%	30%	3%	1%	7%	12%	8%	15%	22%	15%	65%
Changed TO a meter from a different method of payment	43	20	1	9	1	1	1	4	8	12	9	2	6	*	*
	14%	10%	7%	34%	10%	15%	12%	75%	5%	25%	38%	15%	26%	1%	5%
Neither	212	156	15	12	3	4	5	1	122	31	12	9	11	4	2
	68%	76%	70%	44%	65%	50%	82%	24%	83%	62%	54%	70%	52%	75%	30%
Don't know	11	9	1	-	*	*	*	*	5	1	*	*	-	1	-
	4%	4%	5%	-%	4%	5%	3%	*%	4%	1%	1%	*%	-%	10%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 230 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	332	118	46	38	30	16	16	19	70	84	87	42	32
Effective base	127	51	17	13	10	8	5	5	32	32	35	13	9
Weighted Base	312	116	45	31	16	9	12	16	78	71	90	36	19
Changed FROM a meter to a different method of payment	45 15%	10 8%	6 14%	6 18%	5 34%	1 10%	4 36%	3 21%	7 9%	11 16%	16 17%	2 7%	1 7%
Changed TO a meter from a different method of payment	43 14%	8 7%	2 5%	8 25%	7 46%	1 8%	4 32%	5 32%	4 5%	13 18%	8 9%	8 23%	6 29%
Neither	212 68%	94 81%	36 79%	18 57%	3 19%	7 81%	4 32%	7 43%	63 81%	42 59%	65 73%	25 70%	12 64%
Don't know	11 4%	5 5%	1 2%	- -%	* *%	* 1%	- -%	1 3%	4 5%	5 8%	1 1%	* *%	* *%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 230 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	*d	*e	a	b	c	d	*e
Unweighted Base	332	117	68	66	29	23	86	70	74	35	20
Effective base	127	48	25	26	9	7	39	29	25	12	5
Weighted Base	312	117	59	64	26	12	95	62	66	32	11
Changed FROM a meter to a different method of payment	45	14	7	10	2	1	6	11	11	1	1
	15%	12%	11%	16%	9%	6%	7%	18%	16%	4%	12%
Changed TO a meter from a different method of payment	43	13	7	7	5	5	9	11	7	8	1
	14%	11%	12%	11%	17%	42%	9%	18%	11%	24%	13%
Neither	212	86	40	46	19	6	75	39	47	23	8
	68%	73%	68%	71%	74%	52%	78%	64%	72%	72%	75%
Don't know	11	4	5	1	*	-	6	1	1	*	*
	4%	4%	9%	2%	*%	-%	6%	1%	1%	*%	1%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 230 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base	332	75	58	69	43	32	199	37	47	291	41	282	23
Effective base	127	31	20	28	17	10	78	11	18	112	15	105	9
Weighted Base	312	69	52	59	44	16	175	24	47	282	30	257	21
Changed FROM a meter to a different method of payment	45 15%	3 4%	10 19%	17 28% a	6 14%	* 3%	29 17%	6 26% c	* *%	42 15%	3 11%	28 11%	7 31%
Changed TO a meter from a different method of payment	43 14%	5 7%	4 8%	11 18%	7 16%	7 45% ab	21 12%	13 55% ac	* 1%	37 13%	6 20%	29 11%	8 37%
Neither	212 68%	56 81% c	38 73%	31 53%	31 70%	8 49%	122 70%	5 19%	42 89%	192 68%	20 67%	190 74%	7 32%
Don't know	11 4%	6 8%	* *%	* 1%	* *%	* 3%	2 1%	- -%	5 10%	10 4%	1 2%	11 4%	- -%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 230 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	332	232	56	182	101	291	14	226	62	189	94
Effective base	127	95	15	72	34	108	6	90	21	74	32
Weighted Base	312	235	32	165	81	266	13	228	39	172	74
Changed FROM a meter to a different method of payment	45 15%	25 11%	6 18%	30 18%	6 7%	32 12%	2 14%	21 9%	10 25% a	31 18%	5 6%
Changed TO a meter from a different method of payment	43 14%	26 11%	11 34% a	21 13%	14 17%	30 11%	7 57%	22 10%	15 37% a	26 15%	9 12%
Neither	212 68%	177 75%	15 48%	109 66%	60 74%	193 73%	4 29%	178 78%	15 37%	110 64%	58 79%
Don't know	11 4%	7 3%	* *%	5 3%	2 2%	11 4%	- -%	7 3%	* *%	5 3%	2 2%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 230 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	332	227	188	66	-	226	155	57	2	244	133	58	-
Effective base	127	76	80	25	-	80	63	22	2	88	56	23	-
Weighted Base	312	194	182	55	-	203	145	46	2	205	110	48	-
Changed FROM a meter to a different method of payment	45 15%	27 14%	19 10%	8 14%	- -%	31 15%	6 4%	6 12%	- -%	36 17%	8 8%	8 16%	- -%
Changed TO a meter from a different method of payment	43 14%	34 17%	12 7%	1 2%	- -%	33 16%	9 6%	5 10%	- -%	27 13%	10 9%	9 18%	- -%
Neither	212 68%	127 66%	145 80%	46 83%	- -%	132 65%	124 86%	35 76%	2 100%	136 66%	87 79%	31 64%	- -%
Don't know	11 4%	6 3%	6 3%	* 1%	- -%	7 3%	5 4%	1 1%	- -%	7 3%	5 5%	1 1%	- -%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 230 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	b	c	d	*e
Significance Level: 95%												
Unweighted Base	332	255	239	173	229	198	20	118	102	108	36	19
Effective base	127	96	92	71	81	78	7	56	37	41	20	12
Weighted Base	312	240	228	161	210	190	15	112	95	94	31	16
Changed FROM a meter to a different method of payment	45	25	20	24	25	15	1	14	11	13	6	2
	15%	10%	9%	15%	12%	8%	6%	13%	12%	14%	18%	12%
Changed TO a meter from a different method of payment	43	18	29	8	26	26	2	6	4	4	1	1
	14%	7%	13%	5%	12%	14%	11%	6%	4%	4%	3%	5%
Neither	212	187	171	124	148	143	12	86	76	76	24	13
	68%	78%	75%	77%	71%	75%	83%	77%	80%	81%	78%	82%
Don't know	11	10	7	5	11	5	*	5	5	1	*	-
	4%	4%	3%	3%	5%	3%	*%	5%	5%	1%	1%	-%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 230 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	*c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	332	201	131	-	-	254	194	293	189	168	221	221	56	-	256	32
Effective base	127	81	46	-	-	98	69	110	70	62	78	86	20	-	94	14
Weighted Base	312	198	114	-	-	236	165	265	168	141	185	211	45	-	228	39
Changed FROM a meter to a different method of payment	45	26	20	-	-	34	14	37	20	15	26	21	4	-	40	4
	15%	13%	17%	-%	-%	15%	8%	14%	12%	11%	14%	10%	9%	-%	18%	11%
Changed TO a meter from a different method of payment	43	13	30	-	-	11	19	24	14	15	30	10	1	-	34	2
	14%	7%	27%	-%	-%	4%	12%	9%	9%	11%	16%	5%	2%	-%	15%	5%
Neither	212	157	55	-	-	180	126	192	133	109	124	169	40	-	143	33
	68%	79%	48%	-%	-%	76%	77%	72%	79%	77%	67%	80%	88%	-%	63%	84%
Don't know	11	2	9	-	-	11	5	11	1	2	5	11	*	-	11	-
	4%	1%	8%	-%	-%	5%	3%	4%	1%	1%	3%	5%	1%	-%	5%	-%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 230 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	332	241	91	128	9	104	60	95	160	74	85	113	129
Effective base	127	89	38	46	5	38	23	38	59	28	29	44	52
Weighted Base	312	225	87	108	13	85	59	98	144	67	65	115	128
Changed FROM a meter to a different method of payment	45 15%	38 17%	7 8%	14 13%	* *%	14 16%	2 3%	21 21%	15 10%	10 15%	15 22%	16 14%	15 12%
Changed TO a meter from a different method of payment	43 14%	41 18%	3 3%	11 10%	- -%	18 21%	* *%	14 14%	19 13%	8 13%	7 11%	22 19%	11 9%
Neither	212 68%	144 64%	68 79%	82 76%	12 97%	51 61%	57 97%	63 64%	101 70%	48 72%	43 66%	72 63%	97 76%
Don't know	11 4%	2 1%	9 10%	1 1%	* 3%	2 2%	* *%	1 1%	10 7%	* *%	* *%	5 5%	5 4%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 230 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	332	201	131
Effective base	127	70	57
Weighted Base	312	173	139
Changed FROM a meter to a different method of payment	45 15%	33 19%	12 9%
Changed TO a meter from a different method of payment	43 14%	27 16%	16 11%
Neither	212 68%	111 64%	102 73%
Don't know	11 4%	2 1%	9 7%

Columns Tested: a,b

Table 230 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		*a	b	c	*d	*e	*f	*g	h	*i	*j	*k	l
Unweighted Base	332	19	37	31	28	28	12	11	32	25	26	27	56
Effective base	127	9	16	20	11	22	5	5	11	10	4	14	21
Weighted Base	312	4	29	41	7	42	9	2	37	31	10	42	58
Changed FROM a meter to a different method of payment	45	*	2	12	*	5	2	*	5	2	2	4	11
	15%	7%	7%	31%	5%	11%	23%	1%	13%	5%	21%	9%	19%
Changed TO a meter from a different method of payment	43	1	2	5	3	4	2	*	6	4	2	-	13
	14%	25%	8%	12%	46%	9%	26%	24%	16%	14%	15%	-%	23%
Neither	212	3	24	23	3	32	4	1	22	21	6	38	34
	68%	67%	85%	57%	47%	77%	50%	38%	59%	67%	58%	91%	58%
Don't know	11	-	-	-	*	1	-	1	4	4	1	-	*
	4%	-%	-%	-%	1%	2%	-%	37%	12%	13%	6%	-%	*%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 230 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	332	87	68	68	109	155	177
Effective base	127	40	33	23	39	73	62
Weighted Base	312	73	58	70	110	131	181
Changed FROM a meter to a different method of payment	45 15%	15 20%	7 12%	7 9%	17 15%	22 17%	24 13%
Changed TO a meter from a different method of payment	43 14%	8 11%	9 16%	11 15%	15 14%	18 13%	26 14%
Neither	212 68%	51 69%	40 70%	44 62%	78 70%	91 69%	121 67%
Don't know	11 4%	- -%	1 2%	9 13%	1 1%	1 1%	10 6%

Columns Tested: a,b,c,d - a,b

Table 231

QV7b. And why is this?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	b	a	*b	*c	*d	e
Unweighted Base	123	2	121	62	25	11	25	61
Effective base	41	1	41	35	13	8	13	21
Weighted Base	89	1	88	81	5	1	1	7
Price increases	36	*	36	32	3	1	*	4
	40%	5%	41%	39%	47%	94%	61%	55%
Changes in the type of mail sent	34	-	34	32	2	*	*	2
	38%	-%	39%	39%	33%	1%	14%	26%
Better quality of service	21	-	21	18	2	1	*	3
	24%	-%	24%	22%	45%	46%	55%	46%
Became more aware of alternatives	23	-	23	22	*	1	*	1
	26%	-%	26%	27%	4%	50%	33%	14%
Due to internal cost cutting	7	-	7	6	1	*	*	2
	8%	-%	8%	7%	22%	28%	10%	22%
Cost implications	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	5	1	4	5	*	*	*	1
	6%	95%	5%	6%	5%	24%	31%	10%
Other	1	-	1	1	-	-	-	-
	1%	-%	1%	1%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c,d,e

Table 231 (continuation)

QV7b. And why is this?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	b	*c	*d	*e	*f	g	*h	i
Unweighted Base	123	24	30	8	13	23	25	62	25	36
Effective base	41	16	17	5	7	11	13	35	13	15
Weighted Base	89	43	33	5	3	4	1	81	5	2
Price increases	36 40%	18 41%	12 35%	2 42%	1 43%	3 63%	* 61%	32 39%	3 47%	1 83%
Changes in the type of mail sent	34 38%	15 35%	14 42%	3 57%	1 38%	1 21%	* 14%	32 39%	2 33%	* 6%
Better quality of service	21 24%	7 15%	9 28%	2 44%	1 33%	2 53%	* 55%	18 22%	2 45%	1 49%
Became more aware of alternatives	23 26%	15 34%	8 23%	- -	* 4%	1 17%	* 33%	22 27%	* 4%	1 44%
Due to internal cost cutting	7 8%	* 1%	5 17%	- -	* 13%	1 29%	* 10%	6 7%	1 22%	* 22%
Cost implications	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
First class is not much quicker than second	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Depends on what stamp is available / available in shop	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Convenience	5 6%	2 6%	1 5%	1 12%	* 4%	* 11%	* 31%	5 6%	* 5%	* 27%
Other	1 1%	1 3%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 231 (continuation)

QV7b. And why is this?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	*c	*d	*e	a	*b	*c	*d	*e
Significance Level: 95%											
Unweighted Base	123	32	30	25	11	25	48	29	13	8	20
Effective base	41	22	21	13	8	13	19	14	5	3	2
Weighted Base	89	60	22	5	1	1	47	23	9	4	5
Price increases	36	26	6	3	1	*	22	8	3	*	1
	40%	44%	26%	47%	94%	61%	47%	36%	38%	9%	26%
Changes in the type of mail sent	34	22	10	2	*	*	13	8	7	2	4
	38%	36%	47%	33%	1%	14%	28%	37%	74%	45%	72%
Better quality of service	21	8	10	2	1	*	9	6	3	1	1
	24%	13%	46%	45%	46%	55%	20%	28%	32%	24%	22%
		a									
Became more aware of alternatives	23	15	8	*	1	*	13	6	*	3	1
	26%	24%	35%	4%	50%	33%	28%	26%	2%	91%	11%
Due to internal cost cutting	7	4	2	1	*	*	*	2	*	*	5
	8%	6%	9%	22%	28%	10%	1%	10%	*%	2%	90%
Cost implications	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	5	2	2	*	*	*	4	1	*	-	*
	6%	4%	10%	5%	24%	31%	8%	6%	1%	-%	8%
Other	1	1	-	-	-	-	1	-	-	-	-
	1%	2%	-%	-%	-%	-%	2%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested.: a,b,c,d,e - a,b,c,d,e

Table 231 (continuation)

QV7b. And why is this?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%										
Unweighted Base	123	12	5	20	6	9	7	9	6	11
Effective base	41	7	2	10	2	3	4	5	3	4
Weighted Base	89	7	4	17	7	7	12	15	7	5
Price increases	36	3	*	5	3	3	5	9	2	1
	40%	41%	13%	27%	35%	40%	45%	62%	25%	22%
Changes in the type of mail sent	34	3	3	9	*	4	4	4	4	1
	38%	47%	72%	55%	2%	61%	37%	27%	57%	25%
Better quality of service	21	4	1	5	2	1	2	2	1	3
	24%	49%	28%	30%	25%	12%	17%	11%	11%	50%
Became more aware of alternatives	23	2	3	5	5	1	7	-	1	*
	26%	34%	72%	27%	64%	9%	60%	-%	8%	5%
Due to internal cost cutting	7	*	-	2	*	4	-	-	1	-
	8%	*%	-%	12%	2%	62%	-%	-%	11%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	5	1	-	1	*	-	2	-	*	1
	6%	7%	-%	6%	4%	-%	13%	-%	6%	13%
Other	1	-	-	-	-	-	-	-	1	-
	1%	-%	-%	-%	-%	-%	-%	-%	17%	-%
Don't know	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 231 (continuation)

QV7b. And why is this?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		*a	*b	c	d	e	*f	*g	*h
Significance Level: 95%									
Unweighted Base	123	26	23	36	85	38	15	8	15
Effective base	41	8	10	18	36	8	6	1	6
Weighted Base	89	19	18	44	81	8	5	2	1
Price increases	36	7	5	19	31	5	2	2	*
	40%	34%	29%	44%	38%	58%	47%	93%	32%
Changes in the type of mail sent	34	6	10	18	33	1	*	*	*
	38%	29%	56%	41%	41%	7%	3%	5%	33%
Better quality of service	21	5	5	9	19	2	1	*	*
	24%	27%	30%	20%	24%	26%	32%	6%	45%
Became more aware of alternatives	23	6	6	12	23	*	*	*	*
	26%	28%	32%	27%	29%	2%	3%	*%	*%
Due to internal cost cutting	7	5	1	2	7	*	*	*	*
	8%	23%	4%	5%	9%	2%	1%	3%	1%
Cost implications	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	5	1	1	3	4	1	1	*	-
	6%	5%	5%	6%	5%	11%	19%	*%	-%
Other	1	-	1	-	1	-	-	-	-
	1%	-%	7%	-%	1%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h

Table 231 (continuation)

QV7b. And why is this?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		*a	*b	*c	*d	*e	*f	*g	*h	i
Significance Level: 95%										
Unweighted Base	123	13	9	3	12	18	28	3	9	39
Effective base	41	8	3	2	5	7	12	2	2	10
Weighted Base	89	9	8	5	13	15	21	*	7	23
Price increases	36	3	2	1	3	6	15	*	1	9
	40%	29%	26%	15%	22%	38%	70%	1%	15%	38%
Changes in the type of mail sent	34	3	4	4	7	8	3	*	*	11
	38%	39%	45%	79%	58%	58%	14%	39%	4%	45%
Better quality of service	21	4	*	*	*	3	6	*	1	6
	24%	50%	1%	6%	3%	20%	29%	60%	20%	26%
Became more aware of alternatives	23	4	2	-	2	1	1	-	5	10
	26%	50%	22%	-%	14%	8%	5%	-%	64%	45%
Due to internal cost cutting	7	-	4	-	4	1	1	-	-	2
	8%	-%	44%	-%	28%	8%	5%	-%	-%	7%
Cost implications	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	5	*	1	-	1	-	3	*	-	2
	6%	5%	7%	-%	4%	-%	13%	60%	-%	7%
Other	1	-	-	-	-	-	1	-	-	-
	1%	-%	-%	-%	-%	-%	5%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 231 (continuation)

QV7b. And why is this?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	*b	c	a	*b	*c	a	b	a	*b
Unweighted Base	123	43	28	52	119	4	-	93	30	121	2
Effective base	41	17	12	13	40	2	-	35	7	40	1
Weighted Base	89	36	21	31	87	2	-	73	16	85	3
Price increases	36	11	15	10	35	1	-	26	10	36	*
	40%	30%	70%	32%	40%	48%	-%	36%	61%	42%	1%
Changes in the type of mail sent	34	19	3	12	34	-	-	29	5	30	3
	38%	53%	14%	37%	39%	-%	-%	40%	29%	36%	100%
Better quality of service	21	8	6	8	20	2	-	19	3	21	*
	24%	21%	29%	24%	23%	92%	-%	26%	17%	25%	1%
Became more aware of alternatives	23	7	1	15	23	-	-	23	*	23	-
	26%	20%	5%	48%	27%	-%	-%	31%	2%	27%	-%
Due to internal cost cutting	7	5	1	2	7	1	-	3	5	7	-
	8%	13%	5%	5%	8%	40%	-%	3%	31%	9%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	5	1	3	2	5	-	-	5	*	5	-
	6%	3%	13%	5%	6%	-%	-%	7%	2%	6%	-%
Other	1	-	1	-	1	-	-	1	-	1	-
	1%	-%	5%	-%	1%	-%	-%	2%	-%	1%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 231 (continuation)

QV7b. And why is this?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	*c
Unweighted Base	123	50	47	25
Effective base	41	19	13	9
Weighted Base	89	40	29	19
Price increases	36	21	6	8
	40%	54%	20%	42%
Changes in the type of mail sent	34	16	16	2
	38%	41%	54%	9%
Better quality of service	21	8	9	5
	24%	21%	30%	23%
Became more aware of alternatives	23	5	12	7
	26%	12%	40%	34%
Due to internal cost cutting	7	4	2	1
	8%	11%	8%	4%
Cost implications	-	-	-	-
	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-
	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-
	-%	-%	-%	-%
Convenience	5	1	3	1
	6%	2%	12%	5%
Other	1	-	-	1
	1%	-%	-%	6%
Don't know	-	-	-	-
	-%	-%	-%	-%

Columns Tested: a,b,c

Table 231 (continuation)

QV7b. And why is this?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	*b	*c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	123	64	15	9	9	13	8	2	3	79	44	35
Effective base	41	24	8	3	5	4	2	2	1	31	11	9
Weighted Base	89	52	12	2	5	10	9	*	*	63	26	24
Price increases	36	23	6	*	2	4	*	*	*	29	7	6
	40%	44%	56%	5%	43%	44%	*%	79%	7%	46%	26%	27%
Changes in the type of mail sent	34	16	1	1	3	5	8	*	-	17	17	16
	38%	30%	7%	50%	56%	55%	95%	21%	-%	26%	67%	69%
											ai	ai
Better quality of service	21	14	2	1	3	*	*	-	*	16	5	4
	24%	26%	21%	64%	63%	1%	5%	-%	100%	25%	21%	18%
Became more aware of alternatives	23	10	5	*	2	2	4	*	*	15	8	8
	26%	19%	44%	6%	35%	19%	52%	79%	7%	24%	32%	35%
Due to internal cost cutting	7	3	*	*	*	-	4	-	-	4	4	4
	8%	7%	2%	5%	*%	-%	42%	-%	-%	6%	14%	15%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	5	3	2	1	*	*	*	*	-	4	1	*
	6%	5%	14%	28%	2%	*%	1%	79%	-%	7%	3%	1%
Other	1	-	1	-	-	-	-	-	-	1	-	-
	1%	-%	10%	-%	-%	-%	-%	-%	-%	2%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 231 (continuation)

QV7b. And why is this?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	123	21	43	59	115	113	118	115	100	117	6	44	10	15	17	12	14
Effective base	41	10	14	18	37	36	40	38	34	37	5	19	4	5	5	5	4
Weighted Base	89	23	29	37	71	68	76	70	64	81	10	30	6	5	13	3	9
Price increases	36	11	11	13	24	25	28	27	23	31	4	11	4	2	3	1	4
	40%	50%	39%	35%	34%	37%	37%	38%	36%	38%	39%	36%	59%	33%	23%	33%	49%
Changes in the type of mail sent	34	7	9	18	29	26	29	26	26	34	3	15	*	1	4	2	4
	38%	29%	31%	49%	41%	38%	39%	37%	40%	42%	32%	52%	*%	20%	29%	51%	50%
Better quality of service	21	6	8	8	20	20	21	18	18	19	4	11	3	1	2	2	*
	24%	26%	27%	21%	28%	29%	28%	25%	28%	23%	36%	36%	41%	14%	15%	47%	2%
Became more aware of alternatives	23	3	6	13	19	19	19	19	18	23	-	4	4	2	6	2	1
	26%	15%	22%	36%	26%	28%	25%	26%	29%	28%	-%	15%	62%	43%	44%	54%	9%
Due to internal cost cutting	7	*	3	4	7	7	7	7	7	7	-	1	1	*	*	1	4
	8%	1%	11%	11%	10%	11%	10%	10%	11%	9%	-%	5%	18%	7%	2%	21%	41%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	5	2	1	3	4	3	4	4	3	4	2	1	1	*	*	1	*
	6%	9%	3%	7%	6%	4%	6%	5%	4%	5%	15%	2%	18%	3%	2%	17%	1%
Other	1	-	-	1	-	1	1	1	-	-	1	-	-	-	-	-	-
	1%	-%	-%	3%	-%	2%	2%	2%	-%	-%	11%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 231 (continuation)

QV7b. And why is this?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*a	b	*c	*d	*e	*f	*g
Unweighted Base	123	48	19	15	9	11	8	5	28	30	21	11	8	7	8
Effective base	41	22	9	6	4	5	2	1	14	11	5	6	3	2	3
Weighted Base	89	41	6	15	2	4	1	4	19	18	10	4	10	1	5
Price increases	36	17	2	2	1	1	1	*	8	6	5	1	1	*	4
	40%	43%	37%	13%	61%	30%	99%	2%	41%	31%	47%	31%	11%	33%	83%
Changes in the type of mail sent	34	18	2	4	*	2	*	4	7	9	4	2	3	*	1
	38%	44%	33%	26%	2%	54%	1%	98%	36%	47%	41%	54%	33%	1%	15%
Better quality of service	21	12	3	3	1	1	1	*	9	5	2	2	1	*	*
	24%	29%	49%	18%	40%	28%	78%	1%	48%	30%	21%	39%	12%	1%	2%
Became more aware of alternatives	23	7	1	9	*	2	*	*	4	3	3	2	6	*	1
	26%	18%	11%	57%	16%	47%	20%	4%	23%	17%	28%	44%	55%	1%	15%
Due to internal cost cutting	7	1	1	1	*	*	1	4	2	*	4	*	*	*	-
	8%	2%	20%	8%	1%	5%	80%	96%	12%	2%	43%	9%	*%	3%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	5	3	1	*	*	1	*	-	*	1	1	*	-	1	*
	6%	7%	11%	1%	14%	20%	5%	-%	2%	5%	8%	1%	-%	66%	2%
Other	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	6%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 231 (continuation)

QV7b. And why is this?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	*b	*c	*d	*e	*f	*g	*a	b	c	*d	*e
Significance Level: 95%													
Unweighted Base	123	30	19	25	16	5	9	11	17	40	32	10	18
Effective base	41	13	7	8	7	2	3	3	8	15	11	4	3
Weighted Base	89	17	9	13	13	2	8	9	11	24	23	10	7
Price increases	36	10	3	4	5	1	1	3	9	10	6	2	2
	40%	57%	39%	32%	41%	43%	11%	33%	87%	40%	25%	18%	25%
Changes in the type of mail sent	34	3	4	9	3	-	7	*	*	7	15	2	4
	38%	16%	41%	65%	27%	-%	88%	2%	3%	31%	63%	17%	65%
Better quality of service	21	6	3	4	3	*	*	1	2	9	6	4	1
	24%	36%	37%	32%	25%	4%	2%	8%	17%	36%	25%	40%	14%
Became more aware of alternatives	23	2	3	1	7	*	*	5	*	2	10	7	*
	26%	11%	41%	7%	59%	*%	*%	54%	2%	7%	41%	65%	3%
Due to internal cost cutting	7	2	2	*	*	*	4	-	*	1	*	1	5
	8%	12%	18%	1%	*%	*%	45%	-%	3%	4%	2%	11%	68%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	5	1	1	*	*	1	*	1	*	2	1	-	1
	6%	4%	7%	1%	*%	54%	3%	13%	*%	9%	6%	-%	12%
Other	1	1	-	-	-	-	-	-	-	1	-	-	-
	1%	7%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 231 (continuation)

QV7b. And why is this?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	*b	*c	*d	*e	*a	b	*c	*d	*e
Unweighted Base	123	47	27	21	6	13	23	35	29	10	13
Effective base	41	18	8	8	2	2	10	12	8	4	6
Weighted Base	89	27	14	17	7	6	15	22	18	9	3
Price increases	36	16	2	6	*	1	7	11	3	2	2
	40%	58%	13%	34%	1%	18%	45%	52%	16%	22%	60%
Changes in the type of mail sent	34	9	6	9	-	4	3	7	9	6	*
	38%	34%	46%	53%	-%	72%	20%	33%	49%	65%	15%
Better quality of service	21	7	5	5	2	1	4	6	5	3	1
	24%	26%	34%	28%	34%	15%	29%	29%	26%	34%	33%
Became more aware of alternatives	23	1	3	7	7	*	5	3	10	1	*
	26%	4%	24%	43%	99%	3%	30%	13%	55%	13%	7%
Due to internal cost cutting	7	2	*	*	1	4	*	1	2	4	1
	8%	6%	2%	*%	17%	75%	2%	4%	9%	40%	39%
Cost implications	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	5	1	2	*	-	1	1	-	1	-	1
	6%	3%	18%	2%	-%	12%	5%	-%	8%	-%	29%
Other	1	-	-	-	-	-	-	1	-	-	-
	1%	-%	-%	-%	-%	-%	-%	5%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 231 (continuation)

QV7b. And why is this?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		*a	*b	c	*d	*e	a	*b	*c	a	*b	a	*b
Significance Level: 95%													
Unweighted Base	123	19	26	37	14	15	85	27	3	106	17	100	15
Effective base	41	10	8	14	5	4	31	8	1	35	9	32	6
Weighted Base	89	7	14	28	13	8	51	20	*	80	9	57	14
Price increases	36	6	8	12	*	1	23	4	*	32	4	19	6
	40%	76%	54%	45%	1%	14%	45%	21%	15%	40%	40%	33%	39%
Changes in the type of mail sent	34	*	5	13	1	7	19	7	*	29	5	21	8
	38%	1%	34%	46%	9%	85%	37%	36%	85%	36%	53%	37%	57%
Better quality of service	21	3	4	4	5	1	15	2	-	18	4	18	2
	24%	34%	31%	15%	42%	14%	30%	13%	-%	22%	40%	32%	11%
Became more aware of alternatives	23	1	4	6	8	*	10	9	-	21	2	15	4
	26%	9%	27%	23%	60%	5%	19%	46%	-%	26%	23%	26%	27%
Due to internal cost cutting	7	-	1	*	1	4	7	*	*	7	*	3	5
	8%	-%	8%	1%	10%	55%	14%	*%	85%	9%	4%	5%	33%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	5	1	*	2	1	*	4	*	*	4	1	4	1
	6%	15%	2%	6%	6%	2%	7%	1%	3%	5%	11%	6%	6%
Other	1	-	-	-	1	-	1	-	-	1	-	-	-
	1%	-%	-%	-%	9%	-%	2%	-%	-%	1%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 231 (continuation)

QV7b. And why is this?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	123	73	40	73	42	106	9	69	44	80	35
Effective base	41	26	11	26	12	32	5	23	14	29	8
Weighted Base	89	51	17	51	20	62	9	43	25	57	14
Price increases	36	22	3	20	7	21	4	17	8	24	3
	40%	43%	18%	38%	38%	33%	41%	40%	32%	41%	25%
Changes in the type of mail sent	34	17	9	15	11	26	3	12	14	19	7
	38%	33%	55%	30%	55%	42%	38%	27%	58%	33%	54%
Better quality of service	21	12	8	12	5	16	4	13	7	12	5
	24%	23%	48%	24%	28%	26%	42%	30%	28%	22%	40%
Became more aware of alternatives	23	16	3	13	6	14	4	13	6	17	1
	26%	31%	17%	25%	31%	23%	48%	30%	24%	31%	9%
Due to internal cost cutting	7	3	4	2	5	7	1	2	5	3	4
	8%	6%	26%	4%	28%	11%	8%	5%	21%	5%	33%
Cost implications	-	-	-	-	a	-	-	-	-	-	a
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	5	1	2	2	2	4	-	1	2	3	1
	6%	2%	10%	4%	9%	7%	-%	3%	7%	5%	7%
Other	1	1	-	1	-	-	-	1	-	1	-
	1%	2%	-%	2%	-%	-%	-%	3%	-%	2%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 231 (continuation)

QV7b. And why is this?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	*c	*d	a	b	*c	*d	a	b	*c	*d
Unweighted Base	123	102	45	24	-	103	37	22	-	106	42	21	-
Effective base	41	32	15	10	-	34	10	8	-	36	11	7	-
Weighted Base	89	61	30	9	-	64	15	10	-	63	18	17	-
Price increases	36	21	10	3	-	23	6	5	-	24	7	6	-
	40%	34%	33%	35%	-%	35%	40%	50%	-%	38%	42%	35%	-%
Changes in the type of mail sent	34	26	13	4	-	26	6	3	-	26	6	3	-
	38%	42%	42%	40%	-%	41%	41%	33%	-%	42%	36%	17%	-%
Better quality of service	21	17	10	7	-	17	7	4	-	16	6	7	-
	24%	27%	32%	70%	-%	26%	50%	40%	-%	25%	35%	39%	-%
Became more aware of alternatives	23	19	7	5	-	19	4	6	-	14	4	11	-
	26%	31%	24%	53%	-%	29%	25%	58%	-%	23%	22%	69%	-%
Due to internal cost cutting	7	7	6	2	-	7	7	*	-	7	6	2	-
	8%	12%	20%	24%	-%	12%	47%	4%	-%	11%	35%	11%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	5	3	3	*	-	2	1	1	-	4	1	*	-
	6%	5%	9%	2%	-%	4%	8%	8%	-%	6%	8%	1%	-%
Other	1	-	-	-	-	1	-	1	-	1	-	1	-
	1%	-%	-%	-%	-%	2%	-%	11%	-%	2%	-%	7%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 231 (continuation)

QV7b. And why is this?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	b	c	*d	*e
Significance Level: 95%												
Unweighted Base	123	77	85	54	89	61	7	35	30	35	11	4
Effective base	41	24	25	20	26	19	4	11	10	12	6	3
Weighted Base	89	43	49	32	51	41	3	21	14	17	6	3
Price increases	36	13	18	13	15	12	1	10	7	5	*	-
	40%	30%	36%	40%	31%	28%	36%	48%	45%	29%	3%	-%
Changes in the type of mail sent	34	16	19	10	22	19	2	6	5	5	2	2
	38%	38%	38%	30%	44%	46%	64%	27%	35%	28%	26%	60%
Better quality of service	21	16	14	8	16	13	2	6	3	6	4	2
	24%	37%	28%	26%	31%	31%	63%	27%	23%	38%	67%	69%
Became more aware of alternatives	23	14	16	9	14	10	2	4	4	7	4	2
	26%	32%	32%	29%	27%	25%	69%	22%	28%	42%	63%	58%
Due to internal cost cutting	7	3	7	1	7	6	1	*	*	1	1	-
	8%	8%	15%	5%	14%	14%	31%	2%	1%	7%	19%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	5	4	2	2	3	3	*	1	1	2	*	-
	6%	10%	3%	7%	5%	7%	4%	7%	4%	10%	2%	-%
Other	1	-	1	1	-	-	-	-	-	1	1	-
	1%	-%	2%	4%	-%	-%	-%	-%	-%	7%	18%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 231 (continuation)

QV7b. And why is this?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	*c	*d	a	b	c	d	e	a	b	*c	*d	a	*b
Significance Level: 95%																
Unweighted Base	123	54	69	-	-	73	68	100	52	56	95	53	16	-	98	9
Effective base	41	17	24	-	-	25	21	32	15	18	29	15	6	-	32	4
Weighted Base	89	39	50	-	-	45	33	62	34	30	56	31	5	-	74	6
Price increases	36	16	19	-	-	28	8	28	11	7	18	17	1	-	28	4
	40%	42%	39%	-%	-%	61%	24%	46%	31%	23%	32%	53%	14%	-%	38%	70%
Changes in the type of mail sent	34	18	16	-	-	12	13	22	12	12	22	9	1	-	32	*
	38%	47%	31%	-%	-%	26%	39%	36%	35%	38%	40%	28%	22%	-%	43%	1%
Better quality of service	21	6	16	-	-	10	14	16	8	12	17	8	3	-	16	2
	24%	15%	31%	-%	-%	22%	41%	25%	22%	41%	30%	26%	61%	-%	22%	30%
Became more aware of alternatives	23	9	14	-	-	6	6	10	17	9	15	8	2	-	21	*
	26%	23%	28%	-%	-%	13%	19%	17%	48%	29%	27%	25%	40%	-%	28%	*%
Due to internal cost cutting	7	3	5	-	-	2	7	7	2	6	7	2	*	-	7	-
	8%	7%	9%	-%	-%	5%	21%	12%	4%	20%	13%	6%	1%	-%	10%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	5	1	4	-	-	3	3	3	4	5	4	2	*	-	3	2
	6%	2%	9%	-%	-%	7%	8%	5%	11%	16%	7%	6%	1%	-%	4%	25%
Other	1	1	-	-	-	1	1	1	1	1	1	1	1	-	1	-
	1%	3%	-%	-%	-%	3%	3%	2%	3%	4%	2%	4%	22%	-%	2%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 231 (continuation)

QV7b. And why is this?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	a	*b	a	b	*c	a	b	*c
Unweighted Base	123	106	17	54	1	60	9	46	57	17	47	46	27
Effective base	41	35	6	17	1	19	3	16	16	8	16	15	11
Weighted Base	89	79	10	25	*	32	2	34	33	19	22	38	26
Price increases	36	29	6	10	-	11	*	10	19	7	11	10	14
	40%	37%	66%	41%	-%	34%	14%	28%	57%	38%	48%	27%	55%
Changes in the type of mail sent	34	33	1	12	-	16	-	19	5	9	10	14	9
	38%	42%	7%	49%	-%	52%	-%	54%	15%	51%	47%	37%	35%
Better quality of service	21	20	2	8	*	10	*	9	8	5	4	11	6
	24%	25%	20%	30%	100%	31%	6%	25%	25%	25%	20%	30%	22%
Became more aware of alternatives	23	23	*	6	-	6	*	7	9	5	3	15	3
	26%	29%	4%	24%	-%	19%	*%	22%	26%	28%	14%	41%	11%
Due to internal cost cutting	7	7	*	2	-	6	-	5	*	2	2	5	1
	8%	9%	*%	7%	-%	17%	-%	16%	1%	9%	7%	13%	4%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	5	3	2	2	-	2	1	2	2	2	3	*	2
	6%	4%	19%	9%	-%	6%	80%	6%	5%	9%	13%	1%	8%
Other	1	-	1	1	-	1	-	-	1	-	-	-	1
	1%	-%	12%	5%	-%	4%	-%	-%	3%	-%	-%	-%	4%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 231 (continuation)

QV7b. And why is this?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	123	93	30
Effective base	41	27	14
Weighted Base	89	61	28
Price increases	36	23	12
	40%	38%	44%
Changes in the type of mail sent	34	25	9
	38%	41%	31%
Better quality of service	21	12	9
	24%	20%	33%
Became more aware of alternatives	23	16	7
	26%	26%	26%
Due to internal cost cutting	7	3	5
	8%	4%	17%
Cost implications	-	-	-
	-%	-%	-%
First class is not much quicker than second	-	-	-
	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-
	-%	-%	-%
Convenience	5	4	2
	6%	6%	6%
Other	1	-	1
	1%	-%	4%
Don't know	-	-	-
	-%	-%	-%

Columns Tested: a,b

Table 231 (continuation)

QV7b. And why is this?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	123	6	16	17	7	6	7	4	13	9	11	2	25
Effective base	41	3	7	10	4	4	2	1	3	2	3	2	9
Weighted Base	89	1	4	17	4	9	4	*	11	6	4	4	24
Price increases	36	*	3	5	1	7	2	*	2	1	3	1	10
	40%	26%	78%	32%	24%	76%	53%	*%	15%	12%	90%	32%	40%
Changes in the type of mail sent	34	1	*	8	1	1	-	*	8	4	*	3	8
	38%	36%	6%	49%	18%	10%	-%	100%	76%	62%	2%	68%	33%
Better quality of service	21	1	2	9	2	*	2	*	2	*	2	-	2
	24%	50%	44%	54%	60%	1%	47%	*%	16%	2%	42%	-%	8%
Became more aware of alternatives	23	*	*	5	-	3	*	*	5	-	*	3	7
	26%	21%	2%	28%	-%	32%	1%	2%	46%	-%	6%	68%	30%
Due to internal cost cutting	7	-	1	1	*	-	-	-	1	-	*	-	4
	8%	-%	19%	9%	2%	-%	-%	-%	10%	-%	7%	-%	16%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	5	-	1	1	2	-	-	-	*	2	*	-	*
	6%	-%	16%	3%	41%	-%	-%	-%	4%	25%	6%	-%	1%
Other	1	-	-	-	-	1	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	13%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 231 (continuation)

QV7b. And why is this?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	*b	*c	d	a	b
Unweighted Base	123	39	20	26	38	59	64
Effective base	41	17	9	6	13	26	19
Weighted Base	89	23	17	17	32	40	49
Price increases	36	9	10	2	14	19	17
	40%	40%	59%	14%	45%	48%	34%
Changes in the type of mail sent	34	9	2	12	11	11	23
	38%	40%	9%	71%	33%	27%	47%
Better quality of service	21	12	4	2	3	16	5
	24%	52%	26%	11%	11%	41%	11%
		d				b	
Became more aware of alternatives	23	5	3	5	10	8	15
	26%	23%	17%	29%	32%	20%	31%
Due to internal cost cutting	7	2	*	1	4	2	5
	8%	10%	*%	6%	13%	6%	10%
Cost implications	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Convenience	5	1	2	2	1	3	3
	6%	6%	9%	12%	2%	7%	5%
Other	1	-	1	-	-	1	-
	1%	-%	7%	-%	-%	3%	-%
Don't know	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b

Table 232

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	365 18%	1 1%	363 21% a	333 17%	26 34% a	4 42% a	2 39% a	32 35% a
Advertising and promotional material, such as catalogues, brochures and direct mail	218 11%	1 *%	217 12% a	200 10%	12 16%	4 39% abe	2 32% abe	17 19% a
Publications, such as magazines, periodicals, customer newsletters	129 6%	10 4%	120 7%	120 6%	7 9%	2 26% abe	1 20% abe	10 11% a
Other	55 3%	* *%	54 3% a	53 3%	1 2%	* 3%	* *%	2 2%
None of these	1374 69%	229 95% b	1145 65%	1332 70% bcde	38 49% d	3 34%	2 36%	42 47%
NET: Send bulk mail	626 31%	12 5%	614 35% a	578 30%	38 51% a	6 66% a	3 64% ab	48 53% a

Columns Tested:: a,b - a,b,c,d,e

Table 232 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	365 18%	133 13%	170 24%	30 22%	16 29%	13 46%	2 39%	333 17%	26 34%	6 41%
			ag	a	ag	abcdg	abcg	a	abg	abcg
Advertising and promotional material, such as catalogues, brochures and direct mail	218 11%	92 9%	86 12%	22 17%	10 18%	6 19%	2 32%	200 10%	12 16%	5 37%
				a	ag	ag	abcdegh		a	abcdegh
Publications, such as magazines, periodicals, customer newsletters	129 6%	65 6%	46 6%	8 6%	5 9%	4 12%	1 20%	120 6%	7 9%	3 24%
						ag	abcdegh			abcdegh
Other	55 3%	15 1%	33 5%	4 3%	1 2%	* 1%	* *%	53 3%	1 2%	* 2%
			af							
None of these	1374 69%	810 76%	439 62%	82 62%	29 52%	12 40%	2 36%	1332 70%	38 49%	5 35%
		bcdefghi	efhi	efi	fi			bdefhi	fi	
NET: Send bulk mail	626 31%	254 24%	274 38%	50 38%	27 48%	18 60%	3 64%	578 30%	38 51%	9 65%
			ag	a	ag	abcg	abcdegh	a	abg	abcdegh

Columns Tested: a,b,c,d,e,f,g,h,i

Table 232 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	365 18%	248 16%	85 24%	26 34%	4 42%	2 39%	202 17%	96 33%	25 34%	8 20%	15 27%
			a	ab	ab	ab		a	a		
Advertising and promotional material, such as catalogues, brochures and direct mail	218 11%	143 9%	57 16%	12 16%	4 39%	2 32%	116 9%	53 18%	11 15%	11 29%	10 17%
			a	a	abc	abc		a		a	
Publications, such as magazines, periodicals, customer newsletters	129 6%	88 6%	32 9%	7 9%	2 26%	1 20%	65 5%	37 13%	8 11%	5 12%	7 12%
					abc	abc		a			
Other	55 3%	43 3%	10 3%	1 2%	* 3%	* *%	35 3%	5 2%	4 6%	* *%	1 2%
None of these	1374 69%	1123 72%	209 59%	38 49%	3 34%	2 36%	865 71%	154 53%	35 48%	21 53%	29 51%
		bcd	cde	e			bce				
NET: Send bulk mail	626 31%	435 28%	143 41%	38 51%	6 66%	3 64%	359 29%	134 47%	38 52%	19 47%	27 49%
			a	ab	ab	abc		a	a		a

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 232 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	365 18%	37 20%	28 22%	76 23%	12 15%	41 22%	58 18%	38 16%	25 15%	26 19%
Advertising and promotional material, such as catalogues, brochures and direct mail	218 11%	21 11%	22 17%	68 21%	3 4%	20 11%	19 6%	20 8%	13 8%	14 10%
			f	dfgh						
Publications, such as magazines, periodicals, customer newsletters	129 6%	14 8%	15 12%	20 6%	5 6%	13 7%	12 4%	12 5%	15 9%	8 6%
Other	55 3%	1 1%	4 3%	11 3%	- -%	4 2%	15 5%	6 3%	6 4%	4 3%
None of these	1374 69%	128 68%	78 60%	198 60%	61 77%	119 65%	213 68%	173 74%	114 71%	98 71%
NET: Send bulk mail	626 31%	61 32%	51 40%	131 40%	19 23%	63 35%	103 32%	62 26%	48 29%	41 29%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 232 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	365 18%	79 20% eg	90 19% eg	172 20% eg	340 19% egh	24 10%	14 12%	5 7%	5 12%
Advertising and promotional material, such as catalogues, brochures and direct mail	218 11%	37 9%	56 12%	107 12% e	200 11% e	17 7%	8 6%	7 9%	3 7%
Publications, such as magazines, periodicals, customer newsletters	129 6%	27 7%	44 9%	44 5%	115 7%	15 6%	7 6%	5 6%	3 7%
Other	55 3%	8 2%	12 3%	32 4% eh	52 3%	3 1%	1 1%	2 2%	* *%
None of these	1374 69%	278 69%	320 67%	584 66%	1182 67%	192 80% abcd	97 81% abcd	64 80% bcd	31 77% bcd
NET: Send bulk mail	626 31%	122 31% ef	160 33% efgh	296 34% efgh	578 33% efgh	48 20%	23 19%	16 20%	9 23%

Columns Tested: a,b,c,d,e,f,g,h

Table 232 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	365 18%	20 22%	23 20%	10 42%	33 23%	94 35%	59 14%	5 9%	15 24%	139 15%
Advertising and promotional material, such as catalogues, brochures and direct mail	218 11%	15 17%	19 16%	6 26%	25 18%	50 19%	38 9%	3 5%	5 8%	81 8%
Publications, such as magazines, periodicals, customer newsletters	129 6%	7 8%	16 14%	3 14%	19 14%	11 4%	19 5%	2 3%	8 13%	62 7%
Other	55 3%	- -%	5 4%	- -%	5 3%	4 2%	19 5%	1 1%	6 10%	20 2%
None of these	1374 69%	63 70%	71 61%	10 41%	81 58%	131 49%	308 73%	51 84%	39 63%	700 73%
NET: Send bulk mail	626 31%	27 30%	46 39%	14 59%	60 42%	138 51%	112 27%	10 16%	23 37%	255 27%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 232 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	365 18%	146 29% bc	59 14%	159 15%	317 19%	48 14%	- -%	319 17%	46 27% a	358 19%	6 9%
Advertising and promotional material, such as catalogues, brochures and direct mail	218 11%	90 18% bc	38 9%	89 8%	188 11%	30 9%	- -%	182 10%	36 21% a	216 11%	2 2%
Publications, such as magazines, periodicals, customer newsletters	129 6%	37 7%	19 5%	73 7%	113 7%	16 5%	- -%	114 6%	15 9%	129 7%	* 1%
Other	55 3%	9 2%	19 5%	27 2%	41 2%	14 4%	- -%	48 3%	6 4%	50 3%	4 6%
None of these	1374 69%	275 55%	308 73% a	792 73% a	1131 68%	243 73%	- -%	1299 71% b	75 45%	1313 68%	61 83%
NET: Send bulk mail	626 31%	225 45% bc	112 27%	288 27%	536 32%	89 27%	- -%	532 29%	94 55% a	613 32%	13 17%

Columns Tested.: a,b,c - a,b,c - a,b - a,b

Table 232 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	365 18%	189 15%	107 34% ac	68 17%
Advertising and promotional material, such as catalogues, brochures and direct mail	218 11%	115 9%	52 16% a	45 11%
Publications, such as magazines, periodicals, customer newsletters	129 6%	44 3%	44 14% a	41 10% a
Other	55 3%	20 2%	14 4%	21 5% a
None of these	1374 69%	929 74% b	151 47%	280 69% b
NET: Send bulk mail	626 31%	325 26%	170 53% ac	126 31%

Columns Tested: a,b,c

Table 232 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	365 18%	259 15%	60 29%	17 33%	6 51%	18 66%	4 31%	* 12%	* 8%	320 17%	45 42%	28 49%
			ai	ai	ai	abi					ai	ai
Advertising and promotional material, such as catalogues, brochures and direct mail	218 11%	148 9%	35 17%	11 21%	6 53%	16 59%	* 2%	1 94%	* 4%	183 10%	35 32%	24 41%
			ai	a	abi	abci					abi	abi
Publications, such as magazines, periodicals, customer newsletters	129 6%	78 5%	21 10%	7 13%	4 39%	8 30%	10 81%	* 20%	* 1%	99 5%	30 28%	23 41%
			ai		abi	ai					abi	abci
Other	55 3%	34 2%	20 10%	- -%	- -%	1 4%	- -%	- -%	- -%	54 3%	1 1%	1 2%
			aij									
None of these	1374 69%	1231 73%	108 52%	27 51%	3 29%	1 2%	* 4%	* 2%	5 89%	1339 71%	35 32%	9 15%
		bcdejk	ejk	ek						bcdejk	e	
NET: Send bulk mail	626 31%	451 27%	101 48%	25 49%	8 71%	27 98%	12 96%	1 98%	1 11%	552 29%	74 68%	49 85%
			ai	ai	ai	abcij					abi	abci

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 232 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	365 18%	124 12%	135 22%	106 33%	352 20%	304 22%	355 20%	311 22%	267 30%	365 58%	51 12%	197 18%	18 26%	31 35%	20 42%	25 50%	14 36%
			a	ab					abcd	abcde			a	ab	ab	ab	a
Advertising and promotional material, such as catalogues, brochures and direct mail	218 11%	73 7%	75 12%	69 22%	195 11%	187 13%	208 12%	185 13%	163 18%	218 35%	27 6%	107 10%	9 13%	23 26%	13 29%	19 38%	10 27%
			a	ab					abcd	abcde				ab	ab	abc	ab
Publications, such as magazines, periodicals, customer newsletters	129 6%	25 2%	53 8%	51 16%	122 7%	112 8%	125 7%	105 8%	88 10%	129 21%	4 1%	57 5%	11 15%	18 20%	9 19%	16 34%	9 25%
			a	ab						abcde		a	ab	ab	ab	ab	ab
Other	55 3%	10 1%	23 4%	21 7%	46 3%	39 3%	48 3%	41 3%	30 3%	55 9%	11 3%	25 2%	1 1%	5 5%	2 4%	4 9%	* *%
			a	a						abcde							
None of these	1374 69%	841 80%	389 62%	143 45%	1142 66%	905 64%	1200 67%	883 63%	470 52%	- -%	322 78%	771 71%	38 54%	29 32%	18 38%	14 29%	9 25%
		bc	c		ef	ef	ef	ef	f		cdefg	defg					
NET: Send bulk mail	626 31%	215 20%	236 38%	174 55%	580 34%	505 36%	597 33%	511 37%	430 48%	626 100%	90 22%	323 29%	32 46%	61 68%	29 62%	34 71%	28 75%
			a	ab					abcd	abcde			a	ab	ab	ab	ab

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 232 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	365 18%	249 17%	23 21%	35 47%	16 34%	11 50%	15 53%	2 14%	155 15%	79 43%	19 33%	14 32%	21 55%	4 27%	11 55%
				ab		ab	ab			a	a	a	a		
Advertising and promotional material, such as catalogues, brochures and direct mail	218 11%	126 9%	17 16%	20 26%	6 14%	7 32%	15 54%	4 26%	89 9%	58 32%	8 14%	10 22%	13 34%	3 17%	6 28%
				a		a	abd			a		a	a		
Publications, such as magazines, periodicals, customer newsletters	129 6%	63 4%	10 9%	16 22%	8 17%	6 29%	12 46%	6 41%	47 4%	28 16%	9 15%	8 19%	11 29%	5 30%	4 18%
				a	a	a	ab	ab		a	a	a	a	a	
Other	55 3%	34 2%	1 1%	2 2%	5 10%	4 20%	- -%	* *%	27 3%	6 3%	* *%	2 4%	4 12%	- -%	- -%
						ab									
None of these	1374 69%	1017 71%	67 62%	25 34%	15 32%	7 30%	6 23%	4 29%	778 74%	57 31%	31 52%	19 44%	11 27%	8 51%	2 11%
		cdefg	cdef						bcde		b				
NET: Send bulk mail	626 31%	410 29%	41 38%	49 66%	32 68%	16 70%	21 77%	11 71%	273 26%	126 69%	29 48%	24 56%	28 73%	8 49%	18 89%
				ab	ab	ab	ab	a		ac	a	a	a		

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 232 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	365 18%	150 15%	38 25%	59 56%	20 43%	20 60%	10 33%	15 38%	106 12%	90 24%	91 26%	38 34%	30 40%
				ab	a	ab		a		a	a	a	a
Advertising and promotional material, such as catalogues, brochures and direct mail	218 11%	91 9%	21 13%	30 29%	17 36%	8 25%	5 16%	14 36%	54 6%	71 19%	40 12%	22 19%	20 27%
				a	ab	a		ab		a	a	a	ac
Publications, such as magazines, periodicals, customer newsletters	129 6%	31 3%	18 12%	20 19%	6 14%	4 11%	7 25%	18 48%	28 3%	34 9%	24 7%	21 19%	18 24%
			a	a	a		a	abcde		a		ac	abc
Other	55 3%	28 3%	3 2%	* *%	- -%	6 17%	5 15%	- -%	15 2%	6 2%	14 4%	2 2%	11 14%
						abcd	ac						abcd
None of these	1374 69%	727 74%	85 56%	30 28%	17 38%	9 26%	8 29%	6 16%	711 79%	196 53%	211 61%	58 51%	25 33%
		bcdefg	ceg						bcde		e		
NET: Send bulk mail	626 31%	260 26%	68 44%	76 72%	29 62%	25 74%	21 71%	32 84%	184 21%	173 47%	132 39%	56 49%	50 67%
			a	ab	a	ab	a	ab		a	a	a	ac

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 232 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	365 18%	140 14%	74 23%	80 30%	34 41%	23 49%	128 16%	74 29%	48 22%	30 33%	23 40%
			a	a	ab	ab		a		a	a
Advertising and promotional material, such as catalogues, brochures and direct mail	218 11%	77 8%	51 16%	34 12%	21 25%	12 26%	61 8%	59 23%	27 13%	20 22%	18 33%
			a		a	a		ac		a	ac
Publications, such as magazines, periodicals, customer newsletters	129 6%	41 4%	30 9%	22 8%	18 21%	11 23%	31 4%	29 11%	20 9%	18 19%	14 24%
			a		ac	ac		a	a	a	a
Other	55 3%	15 2%	4 1%	14 5%	4 4%	8 18%	19 2%	9 4%	2 1%	1 1%	7 12%
				a		abc					acd
None of these	1374 69%	754 76%	186 58%	153 56%	36 42%	13 27%	580 74%	113 45%	143 66%	46 50%	19 33%
		bcde	e	e			bde	be			
NET: Send bulk mail	626 31%	240 24%	136 42%	119 44%	48 58%	34 73%	205 26%	139 55%	74 34%	46 50%	38 67%
			a	a	a	abc		ac		a	ac

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 232 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	365 18%	124 17%	50 25%	78 31%	37 28%	19 36%	179 23%	35 30%	98 20%	279 16%	85 30%	289 18%	62 47%
				a	a	a					a		a
Advertising and promotional material, such as catalogues, brochures and direct mail	218 11%	65 9%	39 19%	45 18%	26 20%	7 13%	128 16%	24 21%	33 7%	161 9%	56 20%	158 10%	37 28%
			a	a	a		c	c			a		a
Publications, such as magazines, periodicals, customer newsletters	129 6%	26 4%	23 11%	22 9%	22 17%	9 17%	67 9%	19 16%	19 4%	93 5%	37 13%	96 6%	27 20%
			a	a	a	a	c	c			a		a
Other	55 3%	15 2%	6 3%	10 4%	4 3%	6 12%	26 3%	- -%	16 3%	48 3%	6 2%	46 3%	- -%
					a								
None of these	1374 69%	540 73%	106 53%	132 52%	74 57%	18 34%	483 61%	44 38%	348 72%	1218 71%	157 55%	1105 70%	37 28%
		bcde					b		ab	b		b	
NET: Send bulk mail	626 31%	196 27%	95 47%	121 48%	57 43%	35 66%	303 39%	72 62%	135 28%	496 29%	130 45%	485 30%	95 72%
			a	a	a	a	c	ac			a		a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 232 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	365 18%	228 18%	76 43% a	152 17%	159 33% a	289 18%	62 50% a	220 18%	84 44% a	167 18%	144 30% a
Advertising and promotional material, such as catalogues, brochures and direct mail	218 11%	135 11%	52 29% a	92 10%	93 19% a	156 10%	39 31% a	129 11%	57 30% a	99 11%	87 18% a
Publications, such as magazines, periodicals, customer newsletters	129 6%	74 6%	38 22% a	47 5%	58 12% a	101 6%	21 17% a	71 6%	41 22% a	49 5%	56 12% a
Other	55 3%	34 3%	4 2%	25 3%	16 3%	46 3%	- -%	34 3%	4 2%	25 3%	16 3%
None of these	1374 69%	849 69%	56 32% b	642 71% b	241 49% b	1109 69% b	33 26% b	850 70% b	55 29% b	634 69% b	249 52% b
NET: Send bulk mail	626 31%	385 31%	120 68% a	265 29% a	246 51% a	488 31% a	92 74% a	372 30% a	133 71% a	282 31% a	229 48% a

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 232 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	365 18%	235 28% b	252 19%	74 29% b	- -%	210 27% b	180 19%	55 28%	2 40%	241 25%	160 21%	60 27%	- -%
Advertising and promotional material, such as catalogues, brochures and direct mail	218 11%	145 17% b	110 8%	34 13%	- -%	157 20% b	83 9%	30 15%	2 52%	166 17% b	50 6%	31 14% b	- -%
Publications, such as magazines, periodicals, customer newsletters	129 6%	91 11% b	75 6%	24 9%	- -%	89 11% b	56 6%	25 13% b	- -%	90 9% b	39 5%	28 12% b	- -%
Other	55 3%	23 3%	42 3%	13 5%	- -%	24 3%	26 3%	12 6%	2 52%	34 4%	22 3%	12 6%	- -%
None of these	1374 69%	465 55%	966 71% ac	153 60%	5 100%	417 53%	679 71% ac	113 58%	2 36%	564 58%	542 71% ac	132 59%	2 100%
NET: Send bulk mail	626 31%	381 45% b	391 29%	101 40% b	- -%	368 47% b	272 29%	84 42% b	3 64%	411 42% b	223 29%	92 41% b	- -%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 232 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	365 18%	281 18%	233 20%	185 20%	260 21%	193 19%	27 79% ab	139 22%	125 25%	111 25%	30 22%	11 13%
Advertising and promotional material, such as catalogues, brochures and direct mail	218 11%	153 10%	139 12%	92 10%	144 12% b	81 8%	14 42% ab	60 9%	57 12%	65 14%	13 10%	7 8%
Publications, such as magazines, periodicals, customer newsletters	129 6%	99 6%	79 7%	51 6%	86 7%	68 7%	12 35% ab	33 5%	35 7%	32 7%	9 7%	4 5%
Other	55 3%	46 3%	38 3%	29 3%	35 3%	33 3%	4 11%	23 4%	21 4%	22 5%	11 9%	5 6%
None of these	1374 69%	1089 70%	797 68%	632 69%	804 66% c	747 72% c	2 5%	444 70%	316 64%	287 64%	89 67%	68 78%
NET: Send bulk mail	626 31%	461 30%	378 32%	280 31%	409 34%	295 28%	32 95% ab	189 30%	179 36%	161 36%	44 33%	19 22%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 232 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	365 18%	46 23%	50 44%	32 34%	26 55%	275 17%	207 20%	317 18%	197 18%	211 21%	238 29%	252 16%	61 30%	- -%	254 18%	22 16%
Advertising and promotional material, such as catalogues, brochures and direct mail	218 11%	45 23%	36 32%	12 12%	9 20%	189 11%	123 12%	202 12%	130 12%	101 10%	144 17%	149 9%	39 19%	- -%	143 10%	27 19%
Publications, such as magazines, periodicals, customer newsletters	129 6%	21 10%	27 24%	10 11%	6 13%	94 6%	75 7%	105 6%	86 8%	76 8%	84 10%	83 5%	29 14%	- -%	87 6%	15 11%
Other	55 3%	6 3%	1 1%	6 7%	5 10%	47 3%	30 3%	48 3%	28 3%	31 3%	29 4%	46 3%	9 5%	- -%	38 3%	9 6%
None of these	1374 69%	98 50%	30 26%	43 46%	12 26%	1174 71%	697 68%	1207 69%	772 70%	671 68%	442 54%	1177 73%	117 58%	- -%	994 70%	75 54%
NET: Send bulk mail	626 31%	100 50%	84 74%	50 54%	35 74%	479 29%	335 32%	539 31%	336 30%	323 32%	381 46%	427 27%	85 42%	- -%	423 30%	63 46%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 232 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	365 18%	197 26% b	129 12%	178 29%	15 36%	121 41% b	90 20%	82 31% bc	231 17%	47 13%	69 23% c	114 30% c	172 14%
Advertising and promotional material, such as catalogues, brochures and direct mail	218 11%	117 15% b	72 7%	92 15%	8 20%	78 26% b	43 10%	61 23% bc	112 8%	42 11%	48 16% c	64 17% c	101 8%
Publications, such as magazines, periodicals, customer newsletters	129 6%	78 10% b	37 3%	48 8%	2 4%	46 16% b	24 5%	49 19% bc	62 5%	19 5%	23 8%	45 12% c	60 5%
Other	55 3%	33 4%	22 2%	19 3%	2 4%	16 5%	10 2%	14 5%	35 3%	6 2%	14 5%	15 4%	24 2%
None of these	1374 69%	420 55%	884 80% a	342 56%	22 53%	105 36%	310 70% a	122 46%	960 71% a	278 75% a	181 61% b	180 47% b	979 77% ab
NET: Send bulk mail	626 31%	338 45% b	220 20%	265 44%	19 47%	190 64% b	136 30%	140 54% bc	384 29%	94 25%	117 39% c	202 53% ac	289 23%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 232 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	365 18%	196 22% b	168 15%
Advertising and promotional material, such as catalogues, brochures and direct mail	218 11%	144 16% b	73 7%
Publications, such as magazines, periodicals, customer newsletters	129 6%	64 7%	65 6%
Other	55 3%	20 2%	34 3%
None of these	1374 69%	546 61%	828 75% a
NET: Send bulk mail	626 31%	347 39% b	279 25%

Columns Tested:: a,b

Table 232 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	365 18%	13 24%	34 17%	53 22%	9 14%	50 16%	17 14%	3 8%	65 21%	19 12%	6 7%	24 19%	72 25%
		j		j					j				j
Advertising and promotional material, such as catalogues, brochures and direct mail	218 11%	3 5%	18 9%	29 12%	5 7%	38 12%	9 7%	3 7%	12 4%	17 11%	8 9%	13 10%	64 23%
				h		h							abcdefh
Publications, such as magazines, periodicals, customer newsletters	129 6%	3 5%	9 4%	22 9%	3 5%	14 5%	4 4%	1 4%	13 4%	7 5%	3 3%	14 11%	35 12%
													beh
Other	55 3%	1 1%	8 4%	3 1%	5 8%	4 1%	1 1%	1 2%	21 7%	- -%	1 1%	1 1%	7 3%
					cei				ei				
None of these	1374 69%	37 70%	144 71%	169 70%	47 71%	223 72%	94 76%	29 83%	213 68%	116 75%	73 82%	77 60%	151 53%
			l	l	l	l	l	l	l	l	kl		
NET: Send bulk mail	626 31%	16 30%	59 29%	74 30%	19 29%	87 28%	29 24%	6 17%	98 32%	38 25%	15 18%	50 40%	133 47%
												j	bcdefghij

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 232 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	365 18%	100 20%	76 15%	86 17%	102 20%	176 18%	189 19%
Advertising and promotional material, such as catalogues, brochures and direct mail	218 11%	49 10%	51 10%	32 6%	85 17% abc	101 10%	117 12%
Publications, such as magazines, periodicals, customer newsletters	129 6%	34 7%	22 4%	21 4%	52 10% bc	56 6%	73 7%
Other	55 3%	13 3%	11 2%	22 4%	10 2%	23 2%	31 3%
None of these	1374 69%	351 70% d	365 73% d	358 72% d	301 60%	715 72%	659 66%
NET: Send bulk mail	626 31%	149 30%	135 27%	142 28%	199 40% abc	285 28%	341 34%

Columns Tested: a,b,c,d - a,b

Table 233

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	798	35	763	428	172	66	132	370
Effective base	260	6	254	225	79	38	67	115
Weighted Base	628	12	616	580	38	6	3	48
Royal Mail unsorted bulk mail	107	3	104	94	10	2	1	13
	17%	23%	17%	16%	25%	36%	32%	27%
						a	a	a
Royal Mail sorted bulk mail	141	1	140	130	8	2	1	11
	22%	6%	23%	22%	21%	30%	42%	23%
							abe	
Royal Mail Wholesale Access	63	-	63	57	5	1	1	6
	10%	-%	10%	10%	12%	15%	20%	13%
							a	
Bulk mail product from a different provider (please specify)	*	-	*	-	-	-	*	*
	*%	-%	*%	-%	-%	-%	*%	*%
Do not use a specific product for bulk mail	395	8	386	371	20	2	1	23
	63%	71%	63%	64%	53%	39%	25%	49%
				cde	d			d

Columns Tested: a,b - a,b,c,d,e

Table 233 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	798	137	212	79	105	133	132	428	172	198
Effective base	260	87	111	37	53	52	67	225	79	77
Weighted Base	628	254	274	51	27	18	3	580	38	9
Royal Mail unsorted bulk mail	107 17%	52 21%	35 13%	6 12%	7 25%	5 30%	1 32%	94 16%	10 25%	3 35%
						bcg	bcg		b	abcg
Royal Mail sorted bulk mail	141 22%	60 24%	61 22%	9 18%	5 19%	5 26%	1 42%	130 22%	8 21%	3 34%
							abcdgh			g
Royal Mail Wholesale Access	63 10%	24 9%	31 11%	3 6%	3 11%	3 14%	1 20%	57 10%	5 12%	2 17%
							cg			
Bulk mail product from a different provider (please specify)	* *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* *%
Do not use a specific product for bulk mail	395 63%	153 60%	181 66%	37 72%	14 54%	8 47%	1 25%	371 64%	20 53%	3 34%
		fi	efi	efhi	fi	f		efi	fi	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 233 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	798	228	200	172	66	132	265	168	78	49	146
Effective base	260	146	109	79	38	67	129	63	22	13	24
Weighted Base	628	435	145	38	6	3	361	134	38	19	27
Royal Mail unsorted bulk mail	107 17%	71 16%	23 16%	10 25%	2 36%	1 32%	44 12%	37 28%	8 22%	1 3%	9 32%
					ab	ab		a			ad
Royal Mail sorted bulk mail	141 22%	92 21%	38 26%	8 21%	2 30%	1 42%	67 19%	35 26%	12 32%	8 43%	9 34%
					abc					a	
Royal Mail Wholesale Access	63 10%	38 9%	19 13%	5 12%	1 15%	1 20%	22 6%	25 18%	6 16%	4 24%	5 19%
					a			a		a	
Bulk mail product from a different provider (please specify)	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%
Do not use a specific product for bulk mail	395 63%	285 65%	86 60%	20 53%	2 39%	1 25%	254 70%	63 47%	20 53%	8 42%	13 48%
		de	de	e			bde				

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 233 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	*d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	798	57	50	100	25	56	65	49	44	45
Effective base	260	27	25	48	9	24	36	23	18	20
Weighted Base	628	61	51	131	19	63	103	62	49	41
Royal Mail unsorted bulk mail	107	13	8	29	3	11	9	10	8	3
	17%	22%	16%	22%	19%	17%	9%	16%	17%	8%
Royal Mail sorted bulk mail	141	10	9	28	11	14	24	10	18	7
	22%	16%	18%	21%	57%	22%	23%	16%	36%	16%
Royal Mail Wholesale Access	63	9	9	14	2	7	5	1	5	5
	10%	14%	17%	11%	12%	12%	5%	2%	11%	13%
Bulk mail product from a different provider (please specify)	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Do not use a specific product for bulk mail	395	43	34	77	6	41	71	41	24	30
	63%	70%	67%	59%	31%	65%	69%	67%	50%	74%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 233 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	798	126	151	214	491	307	106	94	107
Effective base	260	51	70	106	226	81	34	24	37
Weighted Base	628	123	161	296	579	48	23	16	9
Royal Mail unsorted bulk mail	107	18	30	48	96	11	5	5	1
	17%	14%	19%	16%	17%	23%	20%	31%	15%
Royal Mail sorted bulk mail	141	31	37	62	130	11	6	2	2
	22%	25%	23%	21%	22%	23%	28%	15%	25%
Royal Mail Wholesale Access	63	15	22	20	57	6	4	2	1
	10%	12%	14%	7%	10%	13%	17%	10%	8%
Bulk mail product from a different provider (please specify)	*	-	-	-	-	*	-	*	-
	*%	-%	-%	-%	-%	*%	-%	*%	-%
Do not use a specific product for bulk mail	395	77	101	189	367	27	12	9	6
	63%	63%	63%	64%	63%	57%	54%	56%	65%

Columns Tested:: a,b,c,d,e,f,g,h

Table 233 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	*g	h	i
Unweighted Base	798	32	73	14	87	111	174	28	42	323
Effective base	260	19	18	6	24	47	58	8	10	103
Weighted Base	628	27	47	14	61	138	113	10	23	255
Royal Mail unsorted bulk mail	107	9	7	3	10	35	13	1	4	34
	17%	33%	15%	21%	16%	25%	12%	12%	17%	13%
		fi								
Royal Mail sorted bulk mail	141	9	20	2	22	19	29	*	8	53
	22%	34%	43%	13%	36%	14%	26%	4%	35%	21%
			ei		e					
Royal Mail Wholesale Access	63	7	8	6	14	13	14	*	5	10
	10%	26%	17%	41%	23%	10%	13%	1%	21%	4%
		i	i		i		i		i	
Bulk mail product from a different provider (please specify)	*	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Do not use a specific product for bulk mail	395	11	22	5	27	94	71	8	11	173
	63%	38%	47%	38%	45%	68%	63%	83%	47%	68%
						a				ad

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 233 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	798	230	174	394	716	82	-	604	194	782	16
Effective base	260	85	58	120	229	32	-	215	46	254	6
Weighted Base	628	226	113	288	538	89	-	534	94	615	13
Royal Mail unsorted bulk mail	107	54	13	39	93	14	-	93	14	107	*
	17%	24%	12%	14%	17%	16%	-%	17%	15%	17%	*%
Royal Mail sorted bulk mail	141	50	29	62	126	15	-	117	24	141	*
	22%	22%	26%	21%	23%	17%	-%	22%	26%	23%	1%
Royal Mail Wholesale Access	63	34	14	15	56	7	-	48	16	63	*
	10%	15%	13%	5%	10%	8%	-%	9%	17%	10%	1%
		c									
Bulk mail product from a different provider (please specify)	*	-	-	*	*	-	-	-	*	*	-
	*%	-%	-%	*%	*%	-%	-%	-%	*%	*%	-%
Do not use a specific product for bulk mail	395	131	71	192	325	69	-	337	57	382	13
	63%	58%	63%	67%	60%	77%	-%	63%	61%	62%	99%

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 233 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	798	362	261	170
Effective base	260	134	81	47
Weighted Base	628	326	170	127
Royal Mail unsorted bulk mail	107	49	34	19
	17%	15%	20%	15%
Royal Mail sorted bulk mail	141	45	50	41
	22%	14%	29%	33%
			a	a
Royal Mail Wholesale Access	63	16	28	19
	10%	5%	17%	15%
			a	a
Bulk mail product from a different provider (please specify)	*	-	*	-
	*%	-%	*%	-%
Do not use a specific product for bulk mail	395	239	79	76
	63%	73%	47%	60%
		b		

Columns Tested: a,b,c

Table 233 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	798	473	170	58	27	36	17	9	8	643	155	97
Effective base	260	184	44	11	9	10	4	2	3	228	32	21
Weighted Base	628	452	102	25	8	27	12	1	1	554	74	49
Royal Mail unsorted bulk mail	107	61	19	3	1	15	6	1	*	80	27	23
	17%	14%	18%	14%	18%	54%	50%	77%	64%	14%	36%	48%
						abci					ai	abi
Royal Mail sorted bulk mail	141	76	31	13	5	8	5	1	*	108	33	20
	22%	17%	31%	53%	67%	31%	40%	93%	70%	19%	45%	41%
			a	ai							ai	ai
Royal Mail Wholesale Access	63	32	10	4	3	5	7	1	1	43	21	17
	10%	7%	10%	15%	42%	18%	58%	85%	92%	8%	28%	35%
											abi	abi
Bulk mail product from a different provider (please specify)	*	*	-	-	-	-	-	-	-	*	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Do not use a specific product for bulk mail	395	320	58	9	2	1	5	*	-	377	17	8
	63%	71%	56%	36%	28%	5%	38%	1%	-%	68%	23%	17%
		cej	ejk							cej		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 233 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	798	173	300	325	763	690	775	656	549	792	73	373	61	85	60	74	49
Effective base	260	84	101	76	242	214	250	207	174	259	35	137	17	23	13	15	11
Weighted Base	628	215	236	176	582	507	599	513	431	626	90	323	32	61	29	34	29
Royal Mail unsorted bulk mail	107	25	36	45	99	100	104	100	98	106	4	48	7	10	10	12	14
	17%	11%	15%	26%	17%	20%	17%	19%	23%	17%	4%	15%	23%	16%	33%	35%	47%
				a											a	a	ab
Royal Mail sorted bulk mail	141	35	41	65	136	132	139	132	126	140	10	71	7	14	11	16	10
	22%	16%	17%	37%	23%	26%	23%	26%	29%	22%	11%	22%	22%	23%	37%	48%	36%
				ab												ab	
Royal Mail Wholesale Access	63	15	17	31	63	63	63	62	61	63	*	29	6	7	3	11	7
	10%	7%	7%	18%	11%	12%	11%	12%	14%	10%	*%	9%	19%	11%	10%	32%	24%
				b									a			ab	a
Bulk mail product from a different provider (please specify)	*	-	*	-	*	*	*	*	*	*	-	-	*	-	-	-	-
	*%	-%	*%	-%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	-%	-%	-%
Do not use a specific product for bulk mail	395	160	160	75	362	290	370	296	222	394	77	216	14	36	8	10	8
	63%	74%	68%	43%	62%	57%	62%	58%	52%	63%	86%	67%	45%	58%	28%	30%	29%
		c	c		e		e			e	bcdefg	efg					

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 233 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	798	433	86	71	61	43	41	28	321	150	85	41	40	27	26
Effective base	260	169	22	20	12	9	8	5	118	46	22	16	9	11	7
Weighted Base	628	411	41	49	33	16	21	11	273	126	29	24	28	8	19
Royal Mail unsorted bulk mail	107	58	8	10	7	2	9	5	29	36	8	6	9	1	9
	17%	14%	20%	21%	20%	15%	45%	43%	11%	29%	29%	25%	32%	17%	47%
							a			a	a				
Royal Mail sorted bulk mail	141	81	12	14	4	6	13	7	53	37	14	9	13	3	3
	22%	20%	28%	28%	13%	37%	60%	66%	19%	30%	49%	38%	45%	37%	16%
							ad				a				
Royal Mail Wholesale Access	63	33	6	7	2	4	7	4	15	27	10	5	3	1	3
	10%	8%	15%	14%	6%	25%	34%	36%	5%	21%	35%	20%	11%	7%	15%
							a			a	a	a			
Bulk mail product from a different provider (please specify)	*	-	-	*	-	-	-	-	*	-	-	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
Do not use a specific product for bulk mail	395	284	22	20	22	8	3	2	199	57	8	10	5	3	7
	63%	69%	54%	40%	65%	51%	15%	22%	73%	45%	28%	42%	19%	45%	37%
		cf			f				bcde						

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 233 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	798	293	106	89	52	39	34	43	166	195	201	134	75
Effective base	260	102	33	27	15	12	8	13	72	72	62	25	19
Weighted Base	628	260	68	76	29	25	21	34	184	174	132	57	50
Royal Mail unsorted bulk mail	107	27	18	25	9	6	8	6	26	36	18	7	17
	17%	10%	27%	33%	31%	23%	41%	18%	14%	21%	14%	13%	34%
		a	a	a	a	a	a						
Royal Mail sorted bulk mail	141	39	16	20	11	16	8	21	30	38	25	24	20
	22%	15%	24%	27%	38%	64%	40%	63%	16%	22%	19%	43%	41%
				a	a	abc		abc				abc	a
Royal Mail Wholesale Access	63	11	8	22	9	4	4	4	9	23	12	7	12
	10%	4%	11%	28%	32%	15%	20%	13%	5%	13%	9%	12%	24%
				a	a								a
Bulk mail product from a different provider (please specify)	*	-	*	-	-	-	-	-	-	-	*	-	-
	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Do not use a specific product for bulk mail	395	203	34	35	7	3	8	7	133	97	94	25	20
	63%	78%	50%	46%	23%	11%	38%	19%	73%	56%	71%	44%	41%
		bcdefg	e	e					bde		de		

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 233 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	798	243	171	180	113	51	205	170	161	94	52
Effective base	260	95	59	55	21	12	84	57	41	19	14
Weighted Base	628	240	137	119	49	34	205	140	74	47	38
Royal Mail unsorted bulk mail	107 17%	48 20%	25 18%	11 10%	3 6%	12 36% cd	32 16%	30 21%	14 19%	11 23%	12 31%
Royal Mail sorted bulk mail	141 22%	49 20%	28 20%	19 16%	23 47% abc	16 46% c	39 19%	36 26%	24 33%	21 45% a	11 29%
Royal Mail Wholesale Access	63 10%	28 12%	8 6%	11 9%	5 10%	11 33% bc	18 9%	18 13%	11 15%	8 17%	7 19%
Bulk mail product from a different provider (please specify)	* *%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%
Do not use a specific product for bulk mail	395 63%	151 63%	81 59%	92 78% bde	22 46%	14 41%	136 66%	76 54%	38 51%	19 42%	19 49%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 233 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	798	187	136	167	88	64	405	95	153	619	179	639	124
Effective base	260	75	38	53	22	17	129	29	49	206	55	205	38
Weighted Base	628	196	96	121	57	35	305	72	135	498	130	487	95
Royal Mail unsorted bulk mail	107	25	16	34	12	7	63	23	13	68	39	59	40
	17%	13%	16%	28%	21%	20%	21%	32%	9%	14%	30%	12%	42%
				a				c			a		a
Royal Mail sorted bulk mail	141	30	25	30	35	11	93	24	15	92	49	89	47
	22%	16%	26%	25%	62%	31%	30%	34%	11%	18%	38%	18%	49%
					abc		c	c			a		a
Royal Mail Wholesale Access	63	8	9	21	14	8	34	21	7	36	27	33	30
	10%	4%	9%	17%	24%	23%	11%	30%	5%	7%	21%	7%	32%
				a	a	a		ac			a		a
Bulk mail product from a different provider (please specify)	*	-	*	-	-	-	-	-	*	*	-	*	-
	*%	-%	*%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%
Do not use a specific product for bulk mail	395	148	59	49	19	19	163	21	112	346	49	343	19
	63%	76%	62%	41%	33%	55%	54%	29%	83%	70%	37%	70%	20%
		cd	cd				b	ab		b		b	

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 233 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	798	498	192	341	315	646	117	486	204	349	307
Effective base	260	162	52	114	94	207	36	154	60	117	90
Weighted Base	628	387	121	265	248	490	92	374	133	283	230
Royal Mail unsorted bulk mail	107	54	46	54	46	65	34	47	53	56	44
	17%	14%	38%	20%	19%	13%	37%	13%	39%	20%	19%
Royal Mail sorted bulk mail	141	78	55	52	80	93	43	71	61	58	74
	22%	20%	45%	20%	32%	19%	47%	19%	46%	21%	32%
Royal Mail Wholesale Access	63	29	34	23	38	38	25	25	37	26	36
	10%	8%	28%	9%	16%	8%	27%	7%	28%	9%	16%
Bulk mail product from a different provider (please specify)	*	*	-	*	-	*	-	*	-	*	-
	*%	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%
Do not use a specific product for bulk mail	395	257	33	162	134	339	22	258	32	173	123
	63%	66%	27%	61%	54%	69%	24%	69%	24%	61%	54%
		b				b		b			

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 233 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	798	516	511	152	-	495	395	126	3	535	317	142	-
Effective base	260	156	168	43	-	152	119	35	2	168	96	41	-
Weighted Base	628	383	393	102	-	370	274	85	3	412	225	93	-
Royal Mail unsorted bulk mail	107	84	50	13	-	87	39	16	1	88	38	17	-
	17%	22%	13%	12%	-%	24%	14%	18%	19%	21%	17%	18%	-%
Royal Mail sorted bulk mail	141	122	59	33	-	119	50	31	-	116	41	32	-
	22%	32%	15%	33%	-%	32%	18%	37%	-%	28%	18%	34%	-%
Royal Mail Wholesale Access	63	60	24	14	-	57	20	10	-	54	25	13	-
	10%	16%	6%	13%	-%	15%	7%	12%	-%	13%	11%	13%	-%
Bulk mail product from a different provider (please specify)	*	*	-	-	-	-	*	-	-	*	*	-	-
	*%	*%	-%	-%	-%	-%	*%	-%	-%	*%	*%	-%	-%
Do not use a specific product for bulk mail	395	193	287	56	-	182	188	38	2	222	152	46	-
	63%	50%	73%	55%	-%	49%	68%	45%	81%	54%	68%	50%	-%
			ac				ac				ac		

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 233 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	798	600	503	356	527	384	55	238	213	209	61	33
Effective base	260	189	153	114	163	128	14	79	68	64	21	10
Weighted Base	628	463	380	282	411	297	34	191	181	163	46	19
Royal Mail unsorted bulk mail	107	52	45	41	55	43	2	28	20	28	4	1
	17%	11%	12%	15%	13%	15%	7%	14%	11%	17%	9%	7%
Royal Mail sorted bulk mail	141	91	96	55	97	66	23	27	43	43	16	6
	22%	20%	25%	20%	24%	22%	66%	14%	24%	26%	35%	33%
							ab				a	
Royal Mail Wholesale Access	63	34	38	26	39	30	6	18	18	22	10	5
	10%	7%	10%	9%	10%	10%	18%	9%	10%	14%	21%	28%
Bulk mail product from a different provider (please specify)	*	*	*	*	*	*	-	*	*	*	-	-
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%	-%
Do not use a specific product for bulk mail	395	335	246	192	277	198	9	143	125	101	26	12
	63%	72%	65%	68%	67%	67%	25%	75%	69%	62%	57%	63%
					c	c						

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 233 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	798	119	100	60	36	633	463	704	464	445	502	561	127	-	588	45
Effective base	260	42	34	21	14	206	140	230	142	136	162	180	37	-	183	21
Weighted Base	628	100	85	50	35	480	336	541	338	323	381	429	85	-	425	63
Royal Mail unsorted bulk mail	107	21	20	13	9	65	42	83	42	65	70	46	9	-	56	12
	17%	21%	23%	25%	25%	14%	13%	15%	12%	20%	18%	11%	10%	-%	13%	19%
Royal Mail sorted bulk mail	141	23	38	13	5	80	82	111	81	80	103	77	30	-	89	9
	22%	23%	45% ad	25%	14%	17%	24%	21%	24%	25%	27%	18%	35% b	-%	21%	15%
Royal Mail Wholesale Access	63	13	17	3	7	35	42	54	32	38	55	23	7	-	36	1
	10%	13%	20%	5%	21%	7%	12%	10%	9%	12%	14%	5%	8%	-%	9%	1%
Bulk mail product from a different provider (please specify)	*	-	-	-	-	*	*	*	*	*	*	*	-	-	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%
Do not use a specific product for bulk mail	395	54	31	25	24	342	215	355	227	197	220	315	47	-	284	47
	63%	54%	36%	50%	68% b	71%	64%	66%	67%	61%	58%	73% ac	55%	-%	67%	74%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 233 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	798	394	314	362	16	248	178	185	479	127	164	239	379
Effective base	260	137	96	110	7	77	54	60	157	41	51	80	124
Weighted Base	628	340	220	266	19	190	137	142	384	94	119	202	289
Royal Mail unsorted bulk mail	107	67	15	48	3	58	6	44	41	21	46	32	29
	17%	20%	7%	18%	18%	31%	5%	31%	11%	22%	39%	16%	10%
		b				b		b			bc		
Royal Mail sorted bulk mail	141	93	22	75	3	73	25	37	86	13	29	60	41
	22%	27%	10%	28%	13%	38%	18%	26%	22%	14%	25%	30%	14%
		b				b						c	
Royal Mail Wholesale Access	63	42	6	29	2	35	7	30	20	12	17	27	17
	10%	12%	3%	11%	10%	19%	5%	21%	5%	12%	14%	14%	6%
		b				b		b					
Bulk mail product from a different provider (please specify)	*	-	*	-	-	-	-	-	-	*	-	-	*
	*%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%
Do not use a specific product for bulk mail	395	190	185	151	13	75	103	63	268	64	53	114	222
	63%	56%	84%	57%	65%	40%	76%	44%	70%	68%	45%	56%	77%
			a			a		a	a	a			ab

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 233 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	798	437	361
Effective base	260	135	126
Weighted Base	628	347	281
Royal Mail unsorted bulk mail	107	79	28
	17%	23%	10%
		b	
Royal Mail sorted bulk mail	141	97	44
	22%	28%	16%
		b	
Royal Mail Wholesale Access	63	40	23
	10%	12%	8%
Bulk mail product from a different provider (please specify)	*	-	*
	*%	-%	*%
Do not use a specific product for bulk mail	395	183	211
	63%	53%	75%
		a	

Columns Tested: a,b

Table 233 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	798	55	95	64	73	56	38	43	79	51	69	37	138
Effective base	260	17	33	38	19	41	18	12	28	17	11	19	45
Weighted Base	628	16	60	74	19	87	29	6	98	38	15	51	133
Royal Mail unsorted bulk mail	107	4	12	22	2	10	5	*	17	3	4	5	23
	17%	24%	19%	30%	12%	12%	15%	6%	18%	8%	26%	9%	17%
Royal Mail sorted bulk mail	141	3	11	24	4	14	8	3	17	2	1	3	50
	22%	18%	19%	33%	21%	16%	28%	44%	17%	6%	6%	7%	37%
				ijk				ijk					eijk
Royal Mail Wholesale Access	63	1	9	13	1	4	*	1	5	4	3	4	17
	10%	6%	15%	18%	6%	5%	*%	23%	5%	12%	22%	8%	12%
Bulk mail product from a different provider (please specify)	*	-	-	-	*	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%
Do not use a specific product for bulk mail	395	9	38	35	13	62	17	3	68	29	10	42	68
	63%	59%	63%	47%	68%	72%	56%	47%	69%	77%	68%	82%	51%
					c					c		cl	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 233 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	798	214	167	173	244	381	417
Effective base	260	83	73	47	72	156	118
Weighted Base	628	149	136	142	200	285	342
Royal Mail unsorted bulk mail	107	37	17	21	31	54	52
	17%	25%	12%	15%	16%	19%	15%
Royal Mail sorted bulk mail	141	39	26	22	54	65	76
	22%	26%	19%	15%	27%	23%	22%
Royal Mail Wholesale Access	63	23	6	10	24	29	35
	10%	15%	4%	7%	12%	10%	10%
		b					
Bulk mail product from a different provider (please specify)	*	-	*	-	-	*	-
	*%	-%	*%	-%	-%	*%	-%
Do not use a specific product for bulk mail	395	82	92	100	121	174	221
	63%	55%	68%	70%	60%	61%	64%

Columns Tested:: a,b,c,d - a,b

Table 234

QV8o. What types of mail do you use this for?: Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	b	a	b	*c	d	e
Significance Level: 95%								
Unweighted Base	172	10	162	72	41	20	39	100
Effective base	49	3	47	39	18	13	23	30
Weighted Base	107	3	104	94	10	2	1	13
Advertising and promotional material, such as catalogues, brochures and direct mail	62 58%	1 46%	61 59%	55 59%	5 48%	2 74%	* 39%	7 51%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	62 58%	* 11%	62 59%	55 59%	5 56%	1 32%	1 57%	7 52%
Publications, such as magazines, periodicals, customer newsletters	25 24%	1 43%	24 23%	20 22%	4 42%	1 38%	* 4%	5 38%
					d			d
Other	7 6%	- -%	7 6%	6 7%	- -%	- -%	* 5%	* *%
Don't know	2 2%	- -%	2 2%	2 2%	- -%	- -%	* 4%	* *%

Columns Tested: a,b - a,b,c,d,e

Table 234 (continuation)

QV8o. What types of mail do you use this for?: Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	b	*c	*d	e	f	g	h	i
Unweighted Base	172	27	34	11	24	37	39	72	41	59
Effective base	49	19	17	6	12	14	23	39	18	26
Weighted Base	107	52	35	6	7	5	1	94	10	3
Advertising and promotional material, such as catalogues, brochures and direct mail	62 58%	37 71%	17 49%	1 14%	3 42%	3 65%	* 39%	55 59%	5 48%	2 63%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	62 58%	30 57%	22 62%	4 66%	3 46%	3 58%	1 57%	55 59%	5 56%	1 40%
Publications, such as magazines, periodicals, customer newsletters	25 24%	11 21%	9 25%	1 13%	4 58%	1 21%	* 4%	20 22%	4 42%	1 27%
Other	7 6%	2 4%	4 13%	- -%	- -%	- -%	* 5%	6 7%	- -%	* 2%
Don't know	2 2%	- -%	1 3%	1 14%	- -%	- -%	* 4%	2 2%	- -%	* 1%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 234 (continuation)

QV8o. What types of mail do you use this for?: Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	*c	*d	e
Unweighted Base	172	37	35	41	20	39	55	36	17	8	42
Effective base	49	25	24	18	13	23	24	14	7	3	5
Weighted Base	107	71	23	10	2	1	44	37	8	1	9
Advertising and promotional material, such as catalogues, brochures and direct mail	62 58%	44 62%	12 51%	5 48%	2 74%	* 39%	26 58%	22 60%	5 62%	* 19%	3 30%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	62 58%	42 59%	13 58%	5 56%	1 32%	1 57%	21 48%	23 62%	5 62%	* 24%	7 78%
Publications, such as magazines, periodicals, customer newsletters	25 24%	17 24%	3 15%	4 42%	1 38%	* 4%	9 21%	11 29%	3 39%	* 70%	1 6%
Other	7 6%	6 9%	- -%	- -%	- -%	* 5%	2 4%	4 12%	- -%	- -%	* 1%
Don't know	2 2%	- -%	2 8%	- -%	- -%	* 4%	1 2%	1 2%	- -%	- -%	* %

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 234 (continuation)

QV8o. What types of mail do you use this for?: Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	172	16	8	24	8	13	14	9	7	10
Effective base	49	8	4	10	3	4	8	4	3	3
Weighted Base	107	13	8	29	3	11	9	10	8	3
Advertising and promotional material, such as catalogues, brochures and direct mail	62 58%	7 55%	5 61%	17 58%	* 7%	6 51%	5 53%	6 59%	6 69%	3 89%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	62 58%	6 42%	7 83%	20 69%	2 70%	5 50%	4 47%	4 41%	7 92%	2 75%
Publications, such as magazines, periodicals, customer newsletters	25 24%	5 40%	2 28%	10 35%	* 5%	* 3%	2 24%	* 2%	1 7%	* 4%
Other	7 6%	- -%	2 23%	4 15%	- -%	- -%	* 1%	- -%	- -%	- -%
Don't know	2 2%	- -%	- -%	1 3%	1 28%	- -%	- -%	* *%	- -%	- -%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 234 (continuation)

QV8o. What types of mail do you use this for?: Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	*f	*g	*h
Significance Level: 95%									
Unweighted Base	172	31	31	47	109	63	23	21	19
Effective base	49	9	14	19	41	13	7	4	6
Weighted Base	107	18	30	48	96	11	5	5	1
Advertising and promotional material, such as catalogues, brochures and direct mail	62	9	18	28	54	8	2	5	1
	58%	49%	60%	57%	57%	71%	50%	94%	58%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	62	10	20	28	59	3	2	1	*
	58%	58%	67%	59%	61%	31%	52%	13%	21%
Publications, such as magazines, periodicals, customer newsletters	25	1	8	13	22	4	3	1	*
	24%	3%	28%	27%	23%	35%	65%	11%	16%
Other	7	-	2	5	7	-	-	-	-
	6%	-%	7%	9%	7%	-%	-%	-%	-%
Don't know	2	1	-	1	2	*	-	*	*
	2%	5%	-%	2%	2%	1%	-%	*%	9%

Columns Tested:: a,b,c,d,e,f,g,h

Table 234 (continuation)

QV8o. What types of mail do you use this for?: Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	i
Unweighted Base	172	11	18	6	24	26	39	5	10	57
Effective base	49	6	3	4	5	11	10	3	5	17
Weighted Base	107	9	7	3	10	35	13	1	4	34
Advertising and promotional material, such as catalogues, brochures and direct mail	62 58%	5 59%	1 10%	* 4%	1 8%	25 71%	11 81%	1 61%	2 56%	17 51%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	62 58%	7 74%	7 94%	3 96%	9 95%	15 44%	8 62%	- -%	2 60%	20 59%
Publications, such as magazines, periodicals, customer newsletters	25 24%	2 22%	* 4%	1 28%	1 11%	14 40%	2 18%	* 39%	2 46%	4 11%
Other	7 6%	2 22%	* 1%	- -%	* 1%	4 13%	- -%	- -%	- -%	- -%
Don't know	2 2%	- -%	* *%	- -%	* *%	1 3%	- -%	- -%	- -%	1 3%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 234 (continuation)

QV8o. What types of mail do you use this for?: Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	*b	*c	a	b	a	*b
Unweighted Base	172	61	39	72	162	10	-	133	39	171	1
Effective base	49	21	10	21	47	4	-	41	9	49	1
Weighted Base	107	54	13	39	93	14	-	93	14	107	*
Advertising and promotional material, such as catalogues, brochures and direct mail	62 58%	31 57%	11 81%	20 52%	48 52%	14 99%	- -%	58 63%	4 27%	62 58%	* 100%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	62 58%	31 58%	8 62%	22 57%	51 55%	11 78%	- -%	53 57%	9 66%	62 58%	- -%
Publications, such as magazines, periodicals, customer newsletters	25 24%	17 32%	2 18%	6 15%	21 23%	5 32%	- -%	23 25%	2 14%	25 24%	- -%
Other	7 6%	7 12%	- -%	- -%	7 7%	- -%	- -%	7 7%	- -%	7 6%	- -%
Don't know	2 2%	1 2%	- -%	1 2%	2 2%	- -%	- -%	* *%	2 12%	2 2%	- -%

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 234 (continuation)

QV8o. What types of mail do you use this for?: Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	172	74	56	40
Effective base	49	25	16	8
Weighted Base	107	49	34	19
Advertising and promotional material, such as catalogues, brochures and direct mail	62 58%	28 57%	17 50%	12 64%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	62 58%	26 52%	19 58%	12 66%
Publications, such as magazines, periodicals, customer newsletters	25 24%	9 17%	6 17%	11 59% ab
Other	7 6%	- -%	6 19% a	* *% *
Don't know	2 2%	* *%	2 5%	* *%

Columns Tested: a,b,c

Table 234 (continuation)

QV8o. What types of mail do you use this for?: Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	172	83	34	14	9	16	7	4	5	117	55	41
Effective base	49	29	9	6	2	5	2	1	1	37	12	9
Weighted Base	107	61	19	3	1	15	6	1	*	80	27	23
Advertising and promotional material, such as catalogues, brochures and direct mail	62	33	12	1	1	11	2	*	*	46	16	15
	58%	55%	66%	38%	91%	76%	35%	9%	92%	57%	61%	64%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	62	35	13	2	1	4	6	1	*	47	15	12
	58%	57%	67%	71%	89%	27%	100%	91%	13%	60%	54%	52%
Publications, such as magazines, periodicals, customer newsletters	25	11	8	*	1	5	*	*	*	19	6	6
	24%	18%	45%	5%	88%	31%	3%	2%	2%	24%	23%	26%
Other	7	6	-	-	-	*	-	-	-	6	*	*
	6%	11%	-%	-%	-%	*%	-%	-%	-%	8%	*%	*%
Don't know	2	1	-	-	*	1	-	-	-	1	1	1
	2%	2%	-%	-%	2%	5%	-%	-%	-%	1%	3%	3%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 234 (continuation)

QV8o. What types of mail do you use this for?: Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	172	28	55	89	165	159	168	156	140	171	7	68	16	18	18	23	18
Effective base	49	12	17	20	45	45	48	45	43	49	2	25	4	8	3	5	4
Weighted Base	107	25	36	45	99	100	104	100	98	106	4	48	7	10	10	12	14
Advertising and promotional material, such as catalogues, brochures and direct mail	62 58%	16 64%	18 49%	29 63%	59 59%	58 58%	62 60%	58 58%	57 58%	62 58%	3 86%	31 64%	3 46%	6 62%	8 86%	10 83%	* 2%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	62 58%	16 64%	19 52%	27 60%	58 59%	60 60%	60 58%	61 61%	60 62%	62 58%	* 8%	29 61%	5 70%	5 49%	1 11%	6 53%	13 98%
Publications, such as magazines, periodicals, customer newsletters	25 24%	3 11%	8 22%	15 32%	25 25%	25 25%	25 24%	23 23%	23 24%	25 24%	* 6%	11 24%	1 9%	1 13%	6 59%	5 44%	* 2%
Other	7 6%	2 8%	4 12%	* *%	7 7%	7 7%	7 6%	7 7%	7 7%	6 6%	- -%	2 4%	- -%	- -%	- -%	* *%	4 33%
Don't know	2 2%	1 4%	* *%	1 2%	2 2%	2 2%	2 2%	2 2%	2 2%	2 2%	- -%	2 4%	- -%	* 1%	- -%	- -%	- -%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 234 (continuation)

QV8o. What types of mail do you use this for?: Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	b	*c	*d	*e	*f	*g
Unweighted Base	172	82	21	13	16	9	14	10	46	43	24	13	15	8	10
Effective base	49	29	5	5	2	4	3	2	16	15	4	6	3	2	3
Weighted Base	107	58	8	10	7	2	9	5	29	36	8	6	9	1	9
Advertising and promotional material, such as catalogues, brochures and direct mail	62	38	4	6	1	1	8	*	19	24	3	4	8	1	*
	58%	66%	43%	62%	21%	53%	90%	1%	64%	65%	31%	68%	85%	64%	3%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	62	33	6	3	5	1	5	5	21	18	7	3	1	*	9
	58%	57%	72%	34%	78%	45%	57%	100%	71%	51%	88%	50%	12%	37%	97%
Publications, such as magazines, periodicals, customer newsletters	25	15	2	2	*	1	4	*	6	10	1	2	4	*	*
	24%	26%	21%	18%	3%	64%	47%	1%	22%	29%	9%	38%	49%	*%	2%
Other	7	2	-	-	5	-	-	-	2	-	-	-	*	-	4
	6%	3%	-%	-%	69%	-%	-%	-%	7%	-%	-%	-%	1%	-%	50%
Don't know	2	2	-	-	*	-	-	-	-	2	-	*	-	-	-
	2%	3%	-%	-%	*%	-%	-%	-%	-%	5%	-%	2%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 234 (continuation)

QV8o. What types of mail do you use this for?: Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	*c	*d	*e	*f	*g	*a	b	c	*d	*e
Significance Level: 95%													
Unweighted Base	172	46	32	29	12	13	10	14	28	49	39	25	27
Effective base	49	13	12	9	3	5	3	4	11	16	12	6	6
Weighted Base	107	27	18	25	9	6	8	6	26	36	18	7	17
Advertising and promotional material, such as catalogues, brochures and direct mail	62	18	10	23	1	*	4	3	18	19	11	3	11
	58%	66%	53%	90%	6%	2%	45%	57%	70%	53%	61%	48%	63%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	62	22	8	8	9	6	4	5	16	18	10	5	11
	58%	79%	45%	31%	95%	98%	48%	84%	62%	49%	57%	74%	65%
Publications, such as magazines, periodicals, customer newsletters	25	5	3	14	*	1	*	*	3	8	3	1	10
	24%	17%	18%	55%	2%	13%	6%	*%	11%	23%	18%	9%	59%
Other	7	2	*	-	4	-	-	-	2	4	-	*	-
	6%	7%	*%	-%	50%	-%	-%	-%	8%	13%	-%	1%	-%
Don't know	2	-	1	-	-	*	1	*	*	1	1	-	-
	2%	-%	5%	-%	-%	*%	9%	2%	*%	3%	5%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 234 (continuation)

QV8o. What types of mail do you use this for?: Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	*c	*d	*e	a	b	c	*d	*e
Significance Level: 95%											
Unweighted Base	172	59	40	27	18	21	37	41	41	19	18
Effective base	49	20	12	9	6	4	14	14	11	5	4
Weighted Base	107	48	25	11	3	12	32	30	14	11	12
Advertising and promotional material, such as catalogues, brochures and direct mail	62	30	15	7	1	6	18	17	9	3	11
	58%	63%	59%	62%	33%	51%	56%	57%	62%	29%	92%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	62	28	10	8	1	11	23	14	7	9	6
	58%	59%	42%	70%	45%	88%	70%	48%	51%	86%	54%
Publications, such as magazines, periodicals, customer newsletters	25	13	3	2	1	6	3	9	4	1	9
	24%	28%	11%	20%	20%	48%	8%	28%	25%	6%	80%
Other	7	6	-	-	*	-	2	4	-	*	-
	6%	14%	-%	-%	2%	-%	6%	15%	-%	1%	-%
Don't know	2	2	-	-	-	-	*	1	1	-	-
	2%	4%	-%	-%	-%	-%	*%	3%	6%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 234 (continuation)

QV8o. What types of mail do you use this for?: Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	*d	*e	a	b	*c	a	b	a	b
Significance Level: 95%													
Unweighted Base	172	33	31	43	22	21	102	33	19	123	49	123	42
Effective base	49	12	10	14	4	3	29	10	5	36	15	37	13
Weighted Base	107	25	16	34	12	7	63	23	13	68	39	59	40
Advertising and promotional material, such as catalogues, brochures and direct mail	62 58%	18 72%	6 38%	19 56%	9 74%	* 7%	35 56%	10 44%	12 94%	38 56%	25 63%	34 58%	25 62%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	62 58%	13 53%	12 76%	19 56%	8 64%	7 93%	40 63%	14 61%	7 54%	38 57%	24 60%	35 59%	23 58%
Publications, such as magazines, periodicals, customer newsletters	25 24%	3 14%	2 14%	9 26%	9 71%	* 4%	13 21%	5 23%	5 38%	9 13%	17 43%	11 19%	14 34%
Other	7 6%	2 8%	- -%	4 13%	* *%	- -%	7 10%	- -%	- -%	2 3%	5 12%	2 3%	4 11%
Don't know	2 2%	1 4%	1 6%	* *%	* *%	- -%	* *%	2 7%	- -%	1 2%	1 2%	1 2%	1 2%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 234 (continuation)

QV8o. What types of mail do you use this for?: Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	172	93	66	82	74	128	37	87	72	83	73
Effective base	49	29	17	28	18	36	12	27	20	29	17
Weighted Base	107	54	46	54	46	65	34	47	53	56	44
Advertising and promotional material, such as catalogues, brochures and direct mail	62 58%	30 55%	29 62%	31 58%	27 58%	38 59%	20 60%	25 52%	34 64%	32 58%	26 59%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	62 58%	33 61%	27 59%	31 57%	30 65%	36 56%	22 64%	30 64%	30 56%	34 60%	27 62%
Publications, such as magazines, periodicals, customer newsletters	25 24%	7 13%	18 38%	6 11%	17 38%	10 16%	14 42%	7 15%	18 34%	7 12%	17 38%
Other	7 6%	2 4%	5 10%	2 4%	5 10%	2 3%	4 13%	2 4%	5 9%	2 4%	5 10%
Don't know	2 2%	1 2%	1 2%	1 2%	1 2%	1 2%	1 3%	1 2%	1 2%	1 2%	1 2%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 234 (continuation)

QV8o. What types of mail do you use this for?: Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	172	132	99	34	-	129	79	37	1	139	69	34	-
Effective base	49	36	24	7	-	37	18	10	1	39	17	10	-
Weighted Base	107	84	50	13	-	87	39	16	1	88	38	17	-
Advertising and promotional material, such as catalogues, brochures and direct mail	62 58%	50 60%	29 58%	6 50%	- -%	51 58%	20 50%	9 57%	1 100%	50 57%	20 52%	9 53%	- -%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	62 58%	51 61%	26 52%	8 62%	- -%	53 61%	23 60%	10 66%	- -%	57 65%	25 65%	11 64%	- -%
Publications, such as magazines, periodicals, customer newsletters	25 24%	23 28%	12 25%	1 10%	- -%	23 27%	11 29%	2 11%	- -%	19 22%	9 23%	3 15%	- -%
Other	7 6%	7 8%	7 13%	- -%	- -%	7 7%	7 17%	- -%	- -%	7 7%	7 17%	- -%	- -%
Don't know	2 2%	2 2%	* *%	* *%	- -%	2 2%	* *%	* 1%	- -%	2 2%	* *%	1 4%	- -%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 234 (continuation)

QV8o. What types of mail do you use this for?: Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	b	c	*d	*e
Significance Level: 95%												
Unweighted Base	172	113	96	79	112	77	12	52	42	59	14	4
Effective base	49	29	25	22	27	23	5	14	11	15	3	2
Weighted Base	107	52	45	41	55	43	2	28	20	28	4	1
Advertising and promotional material, such as catalogues, brochures and direct mail	62	36	22	28	28	31	1	21	12	19	3	*
	58%	69%	50%	68%	52%	71%	42%	77%	61%	66%	68%	15%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	62	32	33	23	41	25	1	14	16	20	3	1
	58%	61%	74%	56%	75%	57%	57%	52%	78%	71%	81%	85%
Publications, such as magazines, periodicals, customer newsletters	25	16	14	11	14	13	1	9	10	9	*	-
	24%	30%	30%	26%	26%	30%	35%	33%	49%	33%	8%	-%
Other	7	2	2	2	2	2	*	2	2	2	-	-
	6%	4%	4%	5%	4%	5%	2%	7%	10%	7%	-%	-%
Don't know	2	1	*	1	1	*	-	1	*	1	-	-
	2%	2%	*%	3%	2%	*%	-%	4%	*%	4%	-%	-%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 234 (continuation)

QV8o. What types of mail do you use this for?: Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	*b	*c	*d	a	b	c	d	e	a	b	*c	*d	a	*b
Significance Level: 95%																
Unweighted Base	172	39	28	16	11	127	93	146	87	99	118	101	27	-	117	11
Effective base	49	13	11	6	6	33	21	40	23	27	32	29	6	-	34	4
Weighted Base	107	21	20	13	9	65	42	83	42	65	70	46	9	-	56	12
Advertising and promotional material, such as catalogues, brochures and direct mail	62	13	6	7	8	43	26	50	32	37	47	30	7	-	30	10
	58%	63%	32%	53%	93%	66%	61%	61%	76%	57%	67%	66%	79%	-%	54%	86%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	62	8	16	6	5	32	22	42	24	44	37	20	3	-	33	6
	58%	40%	82%	47%	64%	50%	52%	50%	59%	68%	52%	43%	33%	-%	59%	52%
Publications, such as magazines, periodicals, customer newsletters	25	2	4	*	3	19	14	24	13	23	22	12	3	-	11	*
	24%	8%	19%	4%	34%	29%	34%	29%	31%	35%	32%	27%	30%	-%	19%	*%
Other	7	-	-	-	2	2	*	2	2	6	2	2	-	-	2	-
	6%	-%	-%	-%	23%	3%	*%	2%	5%	10%	3%	4%	-%	-%	4%	-%
Don't know	2	1	-	-	*	2	*	2	*	*	2	1	-	-	*	-
	2%	5%	-%	-%	2%	3%	*%	2%	*%	*%	3%	2%	-%	-%	*%	-%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 234 (continuation)

QV8o. What types of mail do you use this for?: Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	*b	a	b	*c	a	b	c
Unweighted Base	172	100	45	88	3	81	24	51	95	26	63	56	52
Effective base	49	31	18	22	1	23	7	16	29	9	20	15	15
Weighted Base	107	67	15	48	3	58	6	44	41	21	46	32	29
Advertising and promotional material, such as catalogues, brochures and direct mail	62 58%	40 60%	9 59%	30 63%	* *%	34 59%	5 75%	20 45%	24 59%	18 86%	29 64%	11 34%	22 77% b
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	62 58%	42 62%	7 50%	25 52%	3 100%	36 62%	3 44%	31 70%	23 56%	8 39%	23 49%	25 77%	15 52%
Publications, such as magazines, periodicals, customer newsletters	25 24%	12 17%	5 33%	13 27%	* *%	19 32%	* 6%	8 19%	10 23%	7 36%	12 26%	5 15%	8 30%
Other	7 6%	* *%	2 13% a	5 10%	- -%	5 8%	- -%	5 10%	2 5%	- -%	- -%	4 14%	2 7%
Don't know	2 2%	1 2%	* *%	1 2%	- -%	1 2%	- -%	1 2%	1 3%	- -%	1 2%	1 3%	- -%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 234 (continuation)

QV8o. What types of mail do you use this for?: Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	172	114	58
Effective base	49	34	17
Weighted Base	107	79	28
Advertising and promotional material, such as catalogues, brochures and direct mail	62 58%	48 61%	14 52%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	62 58%	43 55%	19 68%
Publications, such as magazines, periodicals, customer newsletters	25 24%	21 27%	4 16%
Other	7 6%	5 6%	2 7%
Don't know	2 2%	2 2%	- -%

Columns Tested: a,b

Table 234 (continuation)

QV8o. What types of mail do you use this for?: Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	l
Unweighted Base	172	10	27	20	15	7	10	10	16	10	12	4	31
Effective base	49	3	11	10	6	5	4	2	5	4	3	2	9
Weighted Base	107	4	12	22	2	10	5	*	17	3	4	5	23
Advertising and promotional material, such as catalogues, brochures and direct mail	62 58%	1 25%	7 64%	16 73%	1 32%	7 73%	* 1%	* 98%	13 72%	2 78%	2 44%	1 12%	12 52%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	62 58%	2 51%	7 60%	13 61%	1 54%	5 46%	3 72%	* 9%	5 26%	1 30%	2 58%	4 87%	19 82%
Publications, such as magazines, periodicals, customer newsletters	25 24%	* 1%	1 13%	6 27%	2 67%	2 19%	1 25%	* 2%	8 46%	2 70%	* 12%	* *%	3 11%
Other	7 6%	- -%	- -%	- -%	- -%	2 19%	* 1%	- -%	4 26%	- -%	- -%	- -%	- -%
Don't know	2 2%	1 25%	- -%	1 3%	* 6%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 234 (continuation)

QV8o. What types of mail do you use this for?: Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	172	57	32	36	47	89	83
Effective base	49	21	10	7	14	31	20
Weighted Base	107	37	17	21	31	54	52
Advertising and promotional material, such as catalogues, brochures and direct mail	62 58%	24 65%	8 48%	15 74%	14 45%	32 60%	30 57%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	62 58%	22 60%	9 54%	6 26%	25 80%	31 58%	31 58%
Publications, such as magazines, periodicals, customer newsletters	25 24%	7 20%	5 27%	10 49%	3 10%	12 22%	13 25%
Other	7 6%	- -%	2 12%	4 22%	- -%	2 4%	4 9%
Don't know	2 2%	2 5%	* 1%	* *%	- -%	2 3%	* *%

Columns Tested: a,b,c,d - a,b

Table 235

QV8p. What types of mail do you use this for?: Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	*c	d	e
Unweighted Base	212	5	207	97	42	22	51	115
Effective base	60	2	59	51	23	12	24	40
Weighted Base	141	1	140	130	8	2	1	11
Advertising and promotional material, such as catalogues, brochures and direct mail	66 47%	* 26%	66 47%	61 47%	3 33%	1 61%	1 56%	4 40%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	74 52%	* 5%	74 53%	67 52%	4 55%	1 70%	1 60%	6 58%
Publications, such as magazines, periodicals, customer newsletters	44 31%	* 68%	43 31%	41 32%	1 18%	1 52%	* 20%	3 23%
Other	2 2%	- -%	2 2%	2 2%	* 1%	- -%	* 4%	* 1%
Don't know	7 5%	- -%	7 5%	7 5%	1 9%	- -%	* 1%	1 7%

Columns Tested:: a,b - a,b,c,d,e

Table 235 (continuation)

QV8p. What types of mail do you use this for?: Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	b	*c	*d	e	f	g	h	i
Unweighted Base	212	27	53	17	26	38	51	97	42	73
Effective base	60	19	29	9	16	15	24	51	23	29
Weighted Base	141	60	61	9	5	5	1	130	8	3
Advertising and promotional material, such as catalogues, brochures and direct mail	66 47%	15 26%	42 70%	4 39%	2 30%	2 47%	1 56%	61 47%	3 33%	2 59%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	74 52%	38 64%	27 45%	2 20%	3 66%	2 47%	1 60%	67 52%	4 55%	2 65%
Publications, such as magazines, periodicals, customer newsletters	44 31%	21 36%	16 26%	4 44%	1 21%	1 28%	* 20%	41 32%	1 18%	1 38%
Other	2 2%	2 3%	- -%	* 3%	- -%	* 1%	* 4%	2 2%	* 1%	* 2%
Don't know	7 5%	4 8%	2 3%	* 1%	- -%	1 16%	* 1%	7 5%	1 9%	* *%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 235 (continuation)

QV8p. What types of mail do you use this for?: Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	*c	*d	e
Unweighted Base	212	44	53	42	22	51	61	54	17	16	48
Effective base	60	29	37	23	12	24	25	18	5	4	5
Weighted Base	141	92	38	8	2	1	67	35	12	8	9
Advertising and promotional material, such as catalogues, brochures and direct mail	66 47%	44 48%	17 46%	3 33%	1 61%	1 56%	23 34%	20 57%	7 58%	6 70%	8 86% a
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	74 52%	50 55%	17 46%	4 55%	1 70%	1 60%	37 56%	24 68% e	6 52%	4 50%	1 14%
Publications, such as magazines, periodicals, customer newsletters	44 31%	28 31%	13 34%	1 18%	1 52%	* 20%	18 26%	19 54% e	2 17%	2 27%	1 8%
Other	2 2%	2 2%	* 1%	* 1%	- -%	* 4%	2 3%	* 1%	- -%	- -%	* 1%
Don't know	7 5%	5 5%	2 6%	1 9%	- -%	* 1%	1 2%	1 3%	- -%	- -%	1 8%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 235 (continuation)

QV8p. What types of mail do you use this for?: Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	c	*d	*e	*f	*g	*h	*i
Unweighted Base	212	14	11	30	12	14	13	9	16	10
Effective base	60	5	6	11	4	5	8	3	7	5
Weighted Base	141	10	9	28	11	14	24	10	18	7
Advertising and promotional material, such as catalogues, brochures and direct mail	66 47%	6 59%	5 49%	15 54%	3 31%	12 84%	8 34%	7 73%	4 21%	* 1%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	74 52%	7 74%	7 72%	16 56%	7 67%	5 36%	8 33%	6 62%	6 36%	5 80%
Publications, such as magazines, periodicals, customer newsletters	44 31%	2 25%	4 48%	12 43%	1 8%	* 1%	10 43%	4 44%	4 21%	1 22%
Other	2 2%	- -%	2 21%	- -%	* 3%	- -%	* *%	- -%	- -%	- -%
Don't know	7 5%	- -%	- -%	- -%	1 9%	- -%	- -%	1 10%	5 29%	- -%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 235 (continuation)

QV8p. What types of mail do you use this for?: Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	*g	h
Significance Level: 95%									
Unweighted Base	212	36	41	52	129	83	30	22	31
Effective base	60	13	17	22	52	15	6	4	11
Weighted Base	141	31	37	62	130	11	6	2	2
Advertising and promotional material, such as catalogues, brochures and direct mail	66	15	14	30	60	6	4	2	1
	47%	48%	38%	49%	46%	55%	55%	79%	30%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	74	17	20	30	67	6	5	*	1
	52%	56%	55%	48%	52%	56%	80%	20%	28%
							h		
Publications, such as magazines, periodicals, customer newsletters	44	3	11	27	40	4	2	*	2
	31%	8%	29%	43%	31%	36%	33%	13%	66%
				a					ad
Other	2	*	2	*	2	*	-	-	*
	2%	1%	5%	*%	2%	1%	-%	-%	3%
Don't know	7	1	5	1	7	*	-	*	*
	5%	3%	14%	2%	6%	2%	-%	2%	6%

Columns Tested:: a,b,c,d,e,f,g,h

Table 235 (continuation)

QV8p. What types of mail do you use this for?: Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	d	*e	f	*g	*h	i
Unweighted Base	212	10	27	3	30	17	55	5	12	82
Effective base	60	8	6	2	7	7	20	3	2	20
Weighted Base	141	9	20	2	22	19	29	*	8	53
Advertising and promotional material, such as catalogues, brochures and direct mail	66 47%	8 92%	17 82%	1 48%	17 79%	8 42%	13 44%	* 77%	3 41%	16 30%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	74 52%	8 82%	7 35%	1 52%	8 37%	13 71%	18 63%	* 23%	8 99%	19 36%
Publications, such as magazines, periodicals, customer newsletters	44 31%	6 61%	6 29%	- -%	6 26%	6 34%	5 19%	* 41%	1 17%	18 35%
Other	2 2%	2 21%	* *%	- -%	* *%	- -%	* 1%	- -%	- -%	* *%
Don't know	7 5%	- -%	* *%	- -%	* *%	2 10%	* *%	- -%	- -%	5 10%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 235 (continuation)

QV8p. What types of mail do you use this for?: Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	*b	*c	a	b	a	*b
Unweighted Base	212	57	55	100	201	11	-	158	54	210	2
Effective base	60	20	20	24	56	5	-	47	13	60	2
Weighted Base	141	50	29	62	126	15	-	117	24	141	*
Advertising and promotional material, such as catalogues, brochures and direct mail	66 47%	34 67%	13 44%	19 31%	59 47%	7 48%	- -%	51 44%	15 62%	66 47%	* 62%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	74 52%	29 58%	18 63%	27 43%	65 52%	8 56%	- -%	68 58%	6 24%	74 52%	* 38%
Publications, such as magazines, periodicals, customer newsletters	44 31%	18 36%	5 19%	21 33%	37 30%	7 44%	- -%	40 34%	4 16%	44 31%	- -%
Other	2 2%	2 4%	* 1%	* *%	2 2%	- -%	- -%	2 2%	* 1%	2 2%	- -%
Don't know	7 5%	2 4%	* *%	5 9%	3 2%	4 30%	- -%	6 5%	2 7%	7 5%	- -%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 235 (continuation)

QV8p. What types of mail do you use this for?: Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	212	69	84	58
Effective base	60	21	26	15
Weighted Base	141	45	50	41
Advertising and promotional material, such as catalogues, brochures and direct mail	66 47%	20 44%	21 42%	25 61%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	74 52%	20 44%	24 49%	30 71%
Publications, such as magazines, periodicals, customer newsletters	44 31%	8 17%	18 37%	17 42%
Other	2 2%	* *%	2 4%	* *%
Don't know	7 5%	* *%	2 3%	1 3%

Columns Tested: a,b,c

Table 235 (continuation)

QV8p. What types of mail do you use this for?: Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	k
Unweighted Base	212	92	48	25	13	15	7	7	5	140	72	47
Effective base	60	33	12	5	6	3	2	2	2	46	14	9
Weighted Base	141	76	31	13	5	8	5	1	*	108	33	20
Advertising and promotional material, such as catalogues, brochures and direct mail	66 47%	22 29%	16 51%	12 90%	4 80%	7 86%	4 73%	* 23%	* 98%	38 35%	28 83%	16 78%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	74 52%	43 56%	16 50%	4 32%	4 80%	5 53%	1 26%	1 81%	* 87%	58 54%	15 47%	11 56%
Publications, such as magazines, periodicals, customer newsletters	44 31%	15 20%	18 56%	2 12%	3 55%	6 67%	* 1%	1 75%	* 84%	33 30%	11 34%	10 48%
Other	2 2%	2 3%	- -%	* *%	- -%	* 1%	- -%	- -%	- -%	2 2%	* *%	* *%
Don't know	7 5%	7 10%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	7 7%	* *%	- -%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 235 (continuation)

QV8p. What types of mail do you use this for?: Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	*a	b	*c	d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	212	31	61	120	208	201	210	198	185	210	9	83	21	30	21	28	18
Effective base	60	16	18	26	57	57	59	55	54	59	3	31	5	6	4	6	5
Weighted Base	141	35	41	65	136	132	139	132	126	140	10	71	7	14	11	16	10
Advertising and promotional material, such as catalogues, brochures and direct mail	66 47%	15 43%	7 18%	44 68% b	64 47%	64 48%	66 47%	61 46%	60 48%	66 47%	4 41%	31 43%	1 12%	7 47%	5 50%	13 81%	5 47%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	74 52%	12 34%	31 75% a	31 48%	69 51%	67 51%	72 52%	70 53%	65 51%	74 53%	8 81%	35 49%	4 55%	4 26%	9 81%	12 75%	1 9%
Publications, such as magazines, periodicals, customer newsletters	44 31%	10 27%	5 13%	29 45% b	43 31%	43 33%	44 32%	41 31%	41 32%	43 31%	1 15%	12 17%	3 45%	6 41%	4 34%	13 78%	5 47%
Other	2 2%	2 6%	* 1%	* *% c	2 2%	2 2%	2 2%	2 2%	2 2%	2 2%	- -%	2 3%	- -%	- -%	- -%	* *% c	- -%
Don't know	7 5%	7 19%	1 2%	* *% c	7 5%	7 6%	7 5%	7 6%	7 6%	7 5%	- -%	6 9%	* 1%	* 1%	- -%	1 4%	- -%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 235 (continuation)

QV8p. What types of mail do you use this for?: Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	b	*c	*d	*e	*f	*g
Unweighted Base	212	92	28	22	19	22	14	11	65	55	29	15	17	10	10
Effective base	60	33	13	4	6	9	4	3	24	14	8	6	4	5	3
Weighted Base	141	81	12	14	4	6	13	7	53	37	14	9	13	3	3
Advertising and promotional material, such as catalogues, brochures and direct mail	66 47%	33 40%	3 25%	6 43%	3 65%	4 69%	11 84%	5 68%	20 38%	23 62%	9 62%	3 33%	7 54%	* 10%	1 38%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	74 52%	38 47%	7 62%	9 63%	2 35%	5 83%	9 70%	* 3%	25 47%	20 55%	4 30%	4 47%	11 90%	1 26%	1 28%
Publications, such as magazines, periodicals, customer newsletters	44 31%	18 22%	4 37%	1 11%	2 55%	4 72%	10 81%	2 33%	13 25%	8 21%	5 36%	7 77%	6 52%	2 86%	1 41%
Other	2 2%	2 3%	- -%	- -%	* 1%	- -%	- -%	- -%	2 4%	* *%	- -%	- -%	* *%	- -%	- -%
Don't know	7 5%	7 8%	- -%	- -%	* *%	- -%	1 6%	- -%	6 10%	1 3%	1 6%	* 1%	- -%	- -%	- -%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 235 (continuation)

QV8p. What types of mail do you use this for?: Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	*d	*e	*f	*g	a	b	c	d	*e
Significance Level: 95%													
Unweighted Base	212	51	32	38	26	15	16	20	30	56	50	46	26
Effective base	60	16	8	9	8	6	4	7	11	18	19	8	7
Weighted Base	141	39	16	20	11	16	8	21	30	38	25	24	20
Advertising and promotional material, such as catalogues, brochures and direct mail	66 47%	11 27%	10 59%	10 49%	7 61%	6 37%	7 85%	11 53%	12 38%	18 49%	9 35%	16 65%	10 52%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	74 52%	21 53%	5 31%	16 80%	7 60%	7 45%	4 45%	10 47%	14 48%	17 45%	13 51%	16 66%	10 51%
Publications, such as magazines, periodicals, customer newsletters	44 31%	8 20%	1 6%	9 45%	7 64%	6 41%	* 4%	10 45%	9 29%	6 17%	11 45%	8 34%	9 45%
Other	2 2%	2 6%	* *%	- -%	- -%	- -%	- -%	- -%	2 7%	- -%	- -%	* *%	* *%
Don't know	7 5%	6 14%	2 10%	* *%	- -%	- -%	- -%	* 1%	5 15%	1 3%	1 5%	- -%	1 4%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 235 (continuation)

QV8p. What types of mail do you use this for?: Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	a	b	c	d	*e
Significance Level: 95%											
Unweighted Base	212	71	41	41	36	17	45	54	47	35	17
Effective base	60	20	14	14	8	5	15	17	14	7	4
Weighted Base	141	49	28	19	23	16	39	36	24	21	11
Advertising and promotional material, such as catalogues, brochures and direct mail	66 47%	20 40%	12 44%	6 32%	15 67%	9 60%	16 42%	14 39%	9 35%	17 82%	7 61%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	74 52%	20 41%	12 42%	11 58%	15 65%	10 62%	19 50%	16 44%	14 59%	11 51%	5 47%
Publications, such as magazines, periodicals, customer newsletters	44 31%	13 27%	8 29%	7 39%	8 35%	6 39%	9 25%	9 25%	8 35%	9 45%	7 68%
Other	2 2%	2 5%	- -%	- -%	* *%	- -%	2 6%	- -%	- -%	* *%	* 1%
Don't know	7 5%	6 12%	- -%	1 6%	- -%	1 5%	5 12%	1 3%	1 5%	- -%	1 7%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 235 (continuation)

QV8p. What types of mail do you use this for?: Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	*e	a	*b	*c	a	b	a	b
Significance Level: 95%													
Unweighted Base	212	38	47	51	34	26	154	26	16	152	60	154	54
Effective base	60	11	12	16	12	6	46	8	4	41	19	40	18
Weighted Base	141	30	25	30	35	11	93	24	15	92	49	89	47
Advertising and promotional material, such as catalogues, brochures and direct mail	66 47%	9 31%	17 66%	9 29%	20 57%	6 54%	51 55%	5 20%	5 33%	44 48%	22 45%	43 48%	21 46%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	74 52%	16 52%	9 36%	13 45%	27 78%	3 30%	43 47%	13 53%	14 89%	38 41%	36 73%	43 48%	26 56%
Publications, such as magazines, periodicals, customer newsletters	44 31%	7 22%	4 16%	14 48%	14 39%	3 24%	30 32%	6 24%	6 37%	24 26%	20 41%	27 30%	16 33%
Other	2 2%	2 7%	- -%	- -%	* *%	* 1%	2 3%	- -%	- -%	2 3%	* *%	2 3%	- -%
Don't know	7 5%	5 18%	* 1%	1 4%	* *%	1 7%	6 7%	1 4%	- -%	6 7%	1 2%	7 8%	* *%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 235 (continuation)

QV8p. What types of mail do you use this for?: Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	212	118	83	81	117	159	49	113	88	85	113
Effective base	60	34	23	22	33	41	17	30	27	26	30
Weighted Base	141	78	55	52	80	93	43	71	61	58	74
Advertising and promotional material, such as catalogues, brochures and direct mail	66 47%	36 46%	28 51%	24 46%	37 47%	48 51%	16 38%	31 43%	33 53%	28 48%	33 45%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	74 52%	36 46%	31 58%	22 41%	48 60%	41 44%	28 66%	34 48%	33 54%	25 42%	45 61%
Publications, such as magazines, periodicals, customer newsletters	44 31%	26 34%	17 31%	10 18%	32 40%	26 28%	16 38%	23 32%	20 33%	15 25%	27 36%
Other	2 2%	2 3%	* *%	2 4%	* *%	2 3%	- -%	2 3%	* *%	2 4%	* *%
Don't know	7 5%	7 9%	* *%	7 14%	* *%	7 8%	* *%	7 10%	* *%	7 12%	* *%
				b						b	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 235 (continuation)

QV8p. What types of mail do you use this for?: Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	212	174	108	53	-	166	94	47	-	175	87	51	-
Effective base	60	49	31	14	-	50	22	12	-	50	19	13	-
Weighted Base	141	122	59	33	-	119	50	31	-	116	41	32	-
Advertising and promotional material, such as catalogues, brochures and direct mail	66 47%	58 48%	27 46%	22 66%	- -%	59 49%	33 67%	18 58%	- -%	61 52%	19 46%	16 51%	- -%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	74 52%	65 53%	31 52%	20 59%	- -%	62 52%	23 46%	16 52%	- -%	59 51%	25 61%	19 61%	- -%
Publications, such as magazines, periodicals, customer newsletters	44 31%	38 31%	20 35%	15 43%	- -%	36 30%	19 38%	16 51%	- -%	36 31%	11 26%	16 49%	- -%
Other	2 2%	2 2%	2 3%	- -%	- -%	2 2%	2 4%	* *%	- -%	2 2%	2 5%	- -%	- -%
Don't know	7 5%	7 6%	1 2%	- -%	- -%	7 6%	2 4%	* *%	- -%	7 6%	2 4%	1 2%	- -%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 235 (continuation)

QV8p. What types of mail do you use this for?: Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	*d	*e
Significance Level: 95%												
Unweighted Base	212	142	136	92	141	99	32	49	58	65	29	16
Effective base	60	37	39	23	39	28	8	14	17	17	9	8
Weighted Base	141	91	96	55	97	66	23	27	43	43	16	6
Advertising and promotional material, such as catalogues, brochures and direct mail	66 47%	49 54%	53 55%	34 61%	56 58%	37 57%	14 62%	16 57%	31 72%	32 74%	11 71%	5 78%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	74 52%	46 51%	51 53%	30 54%	49 51%	31 47%	15 67%	21 78%	21 49%	23 54%	9 53%	5 87%
Publications, such as magazines, periodicals, customer newsletters	44 31%	31 34%	33 34%	19 34%	28 29%	26 39%	10 45%	15 55%	14 33%	14 34%	7 44%	4 59%
Other	2 2%	2 2%	2 2%	2 4%	2 2%	2 3%	* *%	2 7%	2 5%	2 5%	- -%	- -%
Don't know	7 5%	7 8%	2 2%	2 4%	7 7%	2 3%	1 3%	2 7%	1 2%	2 5%	- -%	- -%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 235 (continuation)

QV8p. What types of mail do you use this for?: Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	212	38	47	22	12	140	124	179	136	116	162	120	43	-	152	11
Effective base	60	10	17	7	4	37	35	50	35	32	43	33	11	-	42	3
Weighted Base	141	23	38	13	5	80	82	111	81	80	103	77	30	-	89	9
Advertising and promotional material, such as catalogues, brochures and direct mail	66	12	19	6	4	46	49	61	42	39	50	40	17	-	50	3
	47%	52%	50%	44%	77%	58%	60%	55%	52%	49%	48%	52%	56%	-%	57%	31%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	74	12	23	7	3	46	41	58	53	50	66	43	19	-	39	2
	52%	51%	59%	53%	67%	57%	50%	52%	65%	63%	64%	56%	65%	-%	44%	25%
Publications, such as magazines, periodicals, customer newsletters	44	3	16	2	4	32	29	39	33	26	32	26	16	-	32	1
	31%	15%	41%	18%	85%	40%	36%	35%	41%	32%	31%	34%	53%	-%	36%	6%
Other	2	-	*	*	2	2	*	2	2	2	2	2	-	-	2	-
	2%	-%	*%	2%	41%	3%	*%	2%	3%	2%	2%	3%	-%	-%	3%	-%
Don't know	7	1	1	*	*	3	2	3	*	6	2	2	-	-	2	4
	5%	4%	2%	*%	4%	3%	2%	2%	*%	7%	2%	2%	-%	-%	2%	48%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 235 (continuation)

QV8p. What types of mail do you use this for?: Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	*c	a	b	c
Unweighted Base	212	138	41	123	6	107	43	64	118	28	64	80	61
Effective base	60	37	13	34	3	32	10	17	36	7	16	25	16
Weighted Base	141	93	22	75	3	73	25	37	86	13	29	60	41
Advertising and promotional material, such as catalogues, brochures and direct mail	66 47%	48 52%	12 57%	29 39%	1 47%	30 42%	13 54%	24 65%	28 33%	9 71%	13 44%	18 30%	29 71%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	74 52%	47 50%	8 36%	47 63%	1 53%	42 57%	18 72%	21 57%	44 51%	8 60%	16 55%	35 59%	22 53%
Publications, such as magazines, periodicals, customer newsletters	44 31%	29 31%	8 39%	29 39%	- -%	25 34%	10 39%	13 36%	25 29%	6 44%	5 18%	18 30%	17 41%
Other	2 2%	* *%	2 9%	* *%	- -%	* *%	- -%	* *%	2 3%	- -%	* *%	- -%	2 6%
Don't know	7 5%	6 7%	1 5%	1 2%	- -%	* *%	1 4%	5 12%	2 2%	1 6%	5 18%	1 2%	1 3%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 235 (continuation)

QV8p. What types of mail do you use this for?: Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	212	136	76
Effective base	60	37	25
Weighted Base	141	97	44
Advertising and promotional material, such as catalogues, brochures and direct mail	66 47%	49 50%	17 38%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	74 52%	55 57%	19 43%
Publications, such as magazines, periodicals, customer newsletters	44 31%	21 22%	23 51%
		a	
Other	2 2%	* *%	2 4%
Don't know	7 5%	6 7%	1 2%

Columns Tested: a,b

Table 235 (continuation)

QV8p. What types of mail do you use this for?: Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	l
Unweighted Base	212	12	27	20	19	10	10	13	20	8	14	6	53
Effective base	60	5	9	11	5	7	4	4	5	5	6	4	17
Weighted Base	141	3	11	24	4	14	8	3	17	2	1	3	50
Advertising and promotional material, such as catalogues, brochures and direct mail	66 47%	* 14%	3 28%	18 75%	2 58%	5 39%	3 34%	1 56%	2 12%	1 32%	1 61%	1 40%	27 55%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	74 52%	2 54%	9 76%	12 51%	1 33%	5 37%	3 33%	* 17%	14 82%	1 47%	1 59%	* 1%	26 52%
Publications, such as magazines, periodicals, customer newsletters	44 31%	* 7%	5 47%	12 48%	2 39%	9 69%	3 33%	1 26%	* 3%	* 9%	* 9%	2 60%	9 19%
Other	2 2%	- -%	- -%	- -%	* 2%	2 14%	* 1%	- -%	- -%	* 13%	- -%	- -%	- -%
Don't know	7 5%	1 33%	- -%	- -%	* 3%	- -%	- -%	* 2%	1 4%	- -%	- -%	- -%	6 11%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 235 (continuation)

QV8p. What types of mail do you use this for?: Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	212	59	39	41	73	98	114
Effective base	60	22	14	8	19	35	27
Weighted Base	141	39	26	22	54	65	76
Advertising and promotional material, such as catalogues, brochures and direct mail	66 47%	22 57%	11 40%	4 19%	29 54%	32 50%	33 44%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	74 52%	23 58%	9 35%	15 71%	27 49%	32 49%	42 55%
Publications, such as magazines, periodicals, customer newsletters	44 31%	17 44%	14 53%	1 6%	12 21%	31 48%	13 17%
		c	c			b	
Other	2 2%	- -%	2 8%	* 1%	- -%	2 3%	* *%
Don't know	7 5%	1 2%	* 1%	1 3%	6 10%	1 2%	6 8%

Columns Tested: a,b,c,d - a,b

Table 236

QV8q. What types of mail do you use this for?: Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	b	a	*b	*c	*d	e
Significance Level: 95%								
Unweighted Base	104	-	104	49	22	8	25	55
Effective base	33	-	33	27	13	5	13	20
Weighted Base	63	-	63	57	5	1	1	6
Advertising and promotional material, such as catalogues, brochures and direct mail	33	-	33	31	1	1	*	2
	52%	-%	52%	54%	30%	74%	22%	35%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	38	-	38	35	2	*	1	3
	60%	-%	60%	61%	46%	49%	85%	50%
Publications, such as magazines, periodicals, customer newsletters	21	-	21	19	1	1	*	2
	33%	-%	33%	33%	19%	80%	7%	26%
Other	2	-	2	2	*	-	-	*
	4%	-%	4%	4%	5%	-%	-%	4%
Don't know	1	-	1	-	1	*	-	1
	1%	-%	1%	-%	16%	5%	-%	12%

Columns Tested:: a,b - a,b,c,d,e

Table 236 (continuation)

QV8q. What types of mail do you use this for?: Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	g	*h	i
Unweighted Base	104	16	28	5	15	15	25	49	22	33
Effective base	33	8	19	4	9	8	13	27	13	12
Weighted Base	63	24	31	3	3	3	1	57	5	2
Advertising and promotional material, such as catalogues, brochures and direct mail	33	13	17	2	1	1	*	31	1	1
	52%	53%	55%	55%	37%	37%	22%	54%	30%	52%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	38	19	15	1	2	1	1	35	2	1
	60%	81%	50%	19%	64%	26%	85%	61%	46%	64%
Publications, such as magazines, periodicals, customer newsletters	21	7	12	1	1	1	*	19	1	1
	33%	28%	38%	26%	20%	39%	7%	33%	19%	49%
Other	2	2	-	-	-	*	-	2	*	-
	4%	9%	-%	-%	-%	10%	-%	4%	5%	-%
Don't know	1	-	-	-	-	1	-	-	1	*
	1%	-%	-%	-%	-%	30%	-%	-%	16%	3%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 236 (continuation)

QV8q. What types of mail do you use this for?: Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*c	*d	*e
Unweighted Base	104	25	24	22	8	25	31	27	15	7	20
Effective base	33	15	17	13	5	13	10	13	4	4	2
Weighted Base	63	38	19	5	1	1	22	25	6	4	5
Advertising and promotional material, such as catalogues, brochures and direct mail	33	20	11	1	1	*	7	15	6	4	1
	52%	52%	57%	30%	74%	22%	34%	60%	94%	96%	14%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	38	27	8	2	*	1	14	13	4	3	4
	60%	71%	41%	46%	49%	85%	66%	53%	63%	59%	79%
Publications, such as magazines, periodicals, customer newsletters	21	10	9	1	1	*	5	11	1	3	*
	33%	25%	50%	19%	80%	7%	23%	43%	20%	57%	9%
Other	2	2	-	*	-	-	2	-	-	-	-
	4%	6%	-%	5%	-%	-%	11%	-%	-%	-%	-%
Don't know	1	-	-	1	*	-	-	-	*	-	1
	1%	-%	-%	16%	5%	-%	-%	-%	1%	-%	13%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 236 (continuation)

QV8q. What types of mail do you use this for?: Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	104	11	9	12	4	12	4	3	6	7
Effective base	33	4	5	6	2	4	3	1	2	4
Weighted Base	63	9	9	14	2	7	5	1	5	5
Advertising and promotional material, such as catalogues, brochures and direct mail	33	3	5	11	*	3	2	*	*	4
	52%	31%	61%	82%	20%	46%	35%	6%	7%	86%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	38	7	5	9	*	4	2	1	4	2
	60%	85%	58%	62%	19%	54%	40%	94%	79%	36%
Publications, such as magazines, periodicals, customer newsletters	21	4	2	9	2	-	1	-	-	1
	33%	44%	25%	66%	88%	-%	25%	-%	-%	13%
Other	2	-	2	-	-	-	-	-	*	-
	4%	-%	26%	-%	-%	-%	-%	-%	3%	-%
Don't know	1	-	-	-	-	-	-	-	1	-
	1%	-%	-%	-%	-%	-%	-%	-%	14%	-%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 236 (continuation)

QV8q. What types of mail do you use this for?: Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	d	e	*f	*g	*h
Unweighted Base	104	23	26	19	68	36	13	8	15
Effective base	33	8	10	10	28	6	3	2	4
Weighted Base	63	15	22	20	57	6	4	2	1
Advertising and promotional material, such as catalogues, brochures and direct mail	33	8	8	13	30	3	3	*	*
	52%	56%	37%	66%	52%	52%	78%	6%	19%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	38	6	16	12	34	4	2	1	*
	60%	43%	73%	58%	60%	61%	53%	86%	46%
Publications, such as magazines, periodicals, customer newsletters	21	3	6	10	19	2	1	*	1
	33%	17%	26%	52%	33%	31%	32%	9%	78%
Other	2	-	2	-	2	-	-	-	-
	4%	-%	11%	-%	4%	-%	-%	-%	-%
Don't know	1	-	1	-	1	*	-	-	*
	1%	-%	3%	-%	1%	1%	-%	-%	6%

Columns Tested: a,b,c,d,e,f,g,h

Table 236 (continuation)

QV8q. What types of mail do you use this for?: Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	i
Unweighted Base	104	10	10	6	16	14	24	2	6	32
Effective base	33	6	3	2	5	4	11	1	3	8
Weighted Base	63	7	8	6	14	13	14	*	5	10
Advertising and promotional material, such as catalogues, brochures and direct mail	33 52%	6 82%	2 28%	1 26%	4 27%	6 48%	9 63%	* 7%	4 95%	4 38%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	38 60%	6 81%	6 72%	5 83%	11 77%	11 82%	7 50%	* 93%	1 25%	2 24%
Publications, such as magazines, periodicals, customer newsletters	21 33%	7 96%	* *%	- -%	* *%	6 46%	1 7%	- -%	3 57%	4 41%
Other	2 4%	2 30%	- -%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%
Don't know	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 8%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 236 (continuation)

QV8q. What types of mail do you use this for?: Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	*b	c	a	*b	*c	a	*b	a	*b
Unweighted Base	104	40	24	40	101	3	-	75	29	102	2
Effective base	33	14	11	11	32	2	-	24	9	33	2
Weighted Base	63	34	14	15	56	7	-	48	16	63	*
Advertising and promotional material, such as catalogues, brochures and direct mail	33 52%	16 47%	9 63%	8 56%	28 50%	5 72%	- -%	31 64%	2 16%	33 52%	- -%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	38 60%	27 80%	7 50%	4 25%	32 56%	6 89%	- -%	28 59%	10 64%	38 60%	* 100%
Publications, such as magazines, periodicals, customer newsletters	21 33%	13 38%	1 7%	7 46%	16 29%	4 61%	- -%	18 37%	3 19%	21 33%	- -%
Other	2 4%	2 6%	- -%	* 2%	2 4%	- -%	- -%	2 5%	- -%	2 4%	- -%
Don't know	1 1%	- -%	- -%	1 5%	1 1%	- -%	- -%	* *%	1 5%	1 1%	- -%

Columns Tested.: a,b,c - a,b,c - a,b - a,b

Table 236 (continuation)

QV8q. What types of mail do you use this for?: Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	b	*c
Unweighted Base	104	26	52	25
Effective base	33	9	18	8
Weighted Base	63	16	28	19
Advertising and promotional material, such as catalogues, brochures and direct mail	33	7	15	11
	52%	46%	52%	58%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	38	10	15	14
	60%	59%	53%	72%
Publications, such as magazines, periodicals, customer newsletters	21	3	11	7
	33%	16%	38%	39%
Other	2	*	2	-
	4%	1%	8%	-%
Don't know	1	-	1	-
	1%	-%	3%	-%

Columns Tested: a,b,c

Table 236 (continuation)

QV8q. What types of mail do you use this for?: Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	*b	*c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	104	41	17	13	8	12	6	2	5	58	46	33
Effective base	33	17	4	3	4	3	3	1	2	21	13	10
Weighted Base	63	32	10	4	3	5	7	1	1	43	21	17
Advertising and promotional material, such as catalogues, brochures and direct mail	33	13	8	3	3	4	1	*	*	21	12	9
	52%	41%	74%	87%	89%	89%	16%	19%	1%	49%	58%	52%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	38	21	6	*	3	1	6	-	1	27	11	11
	60%	66%	57%	4%	95%	20%	84%	-%	99%	64%	52%	63%
Publications, such as magazines, periodicals, customer newsletters	21	8	7	*	3	1	*	1	*	15	6	5
	33%	25%	66%	11%	87%	23%	*%	100%	63%	35%	28%	32%
Other	2	2	-	-	-	-	-	-	*	2	*	*
	4%	7%	-%	-%	-%	-%	-%	-%	27%	5%	1%	1%
Don't know	1	1	-	-	-	*	-	-	-	1	*	*
	1%	2%	-%	-%	-%	1%	-%	-%	-%	2%	*%	*%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 236 (continuation)

QV8q. What types of mail do you use this for?: Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	*b	c	a	b	c	d	e	f	*a	*b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	104	13	28	63	103	99	103	100	97	104	3	29	13	14	11	19	14
Effective base	33	7	10	16	33	33	33	32	31	33	1	14	5	6	3	5	3
Weighted Base	63	15	17	31	63	63	63	62	61	63	*	29	6	7	3	11	7
Advertising and promotional material, such as catalogues, brochures and direct mail	33	8	5	20	33	33	33	33	32	33	-	15	3	5	2	7	1
	52%	52%	32%	64%	52%	53%	52%	54%	53%	52%	-%	51%	42%	75%	80%	67%	12%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	38	10	11	17	38	38	38	37	36	38	*	20	3	1	1	8	6
	60%	67%	65%	54%	60%	60%	60%	59%	60%	60%	94%	69%	42%	10%	20%	70%	88%
Publications, such as magazines, periodicals, customer newsletters	21	3	5	13	21	20	21	20	20	21	*	7	2	2	*	10	*
	33%	20%	30%	41%	33%	32%	33%	33%	33%	33%	90%	23%	36%	27%	-%	89%	-%
Other	2	2	*	*	2	2	2	2	2	2	-	2	-	-	-	-	*
	4%	13%	1%	-%	4%	4%	4%	4%	4%	4%	-%	8%	-%	-%	-%	-%	2%
Don't know	1	-	1	*	1	1	1	1	1	1	-	-	-	-	-	1	*
	1%	-%	4%	-%	1%	1%	1%	1%	1%	1%	-%	-%	-%	-%	-%	7%	1%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 236 (continuation)

QV8q. What types of mail do you use this for?: Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*a	b	*c	*d	*e	*f	*g
Unweighted Base	104	39	13	12	7	14	10	8	17	33	18	8	9	8	6
Effective base	33	16	7	5	3	6	2	1	9	11	5	5	4	3	2
Weighted Base	63	33	6	7	2	4	7	4	15	27	10	5	3	1	3
Advertising and promotional material, such as catalogues, brochures and direct mail	33	14	5	5	1	3	5	*	10	14	2	5	2	1	1
	52%	44%	84%	66%	59%	71%	64%	*%	67%	52%	16%	93%	63%	92%	22%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	38	24	1	1	*	3	5	4	8	19	6	2	1	*	2
	60%	73%	13%	18%	14%	80%	64%	99%	53%	70%	55%	40%	39%	61%	78%
Publications, such as magazines, periodicals, customer newsletters	21	7	1	2	1	4	6	*	4	9	2	2	2	*	-
	33%	22%	17%	32%	29%	90%	86%	*%	31%	35%	22%	50%	50%	63%	-%
Other	2	2	-	-	-	-	-	*	2	*	-	*	-	-	-
	4%	7%	-%	-%	-%	-%	-%	4%	13%	1%	-%	3%	-%	-%	-%
Don't know	1	-	-	-	-	-	1	*	-	-	1	-	-	-	-
	1%	-%	-%	-%	-%	-%	10%	1%	-%	-%	7%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 236 (continuation)

QV8q. What types of mail do you use this for?: Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	104	22	13	24	14	10	8	9	15	27	26	14	20
Effective base	33	9	5	8	7	4	1	3	7	11	9	5	4
Weighted Base	63	11	8	22	9	4	4	4	9	23	12	7	12
Advertising and promotional material, such as catalogues, brochures and direct mail	33	6	5	13	7	2	*	*	5	11	10	2	5
	52%	57%	61%	59%	74%	52%	9%	4%	54%	49%	83%	29%	41%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	38	8	2	14	6	*	4	3	8	12	4	4	10
	60%	72%	25%	64%	65%	7%	98%	60%	83%	51%	37%	61%	83%
Publications, such as magazines, periodicals, customer newsletters	21	4	1	6	4	3	*	2	2	4	5	4	6
	33%	39%	13%	28%	43%	83%	7%	37%	25%	18%	43%	51%	47%
Other	2	2	-	*	-	-	-	*	2	*	*	-	-
	4%	18%	-%	1%	-%	-%	-%	3%	21%	1%	1%	-%	-%
Don't know	1	-	1	-	-	-	-	-	-	-	-	-	1
	1%	-%	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 236 (continuation)

QV8q. What types of mail do you use this for?: Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Significance Level: 95%											
Unweighted Base	104	34	21	22	8	16	23	22	28	13	12
Effective base	33	14	7	8	4	4	12	8	13	3	2
Weighted Base	63	28	8	11	5	11	18	18	11	8	7
Advertising and promotional material, such as catalogues, brochures and direct mail	33	11	7	9	2	5	13	6	8	1	5
	52%	38%	81%	85%	40%	41%	73%	32%	72%	15%	68%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	38	22	1	3	2	9	8	12	6	6	6
	60%	77%	16%	31%	44%	85%	43%	65%	57%	75%	83%
Publications, such as magazines, periodicals, customer newsletters	21	5	3	4	4	5	4	4	7	1	5
	33%	16%	40%	38%	73%	47%	24%	20%	61%	10%	68%
Other	2	2	*	-	-	-	2	-	*	-	-
	4%	7%	3%	-%	-%	-%	11%	-%	1%	-%	-%
Don't know	1	-	-	-	-	1	-	-	-	-	1
	1%	-%	-%	-%	-%	6%	-%	-%	-%	-%	10%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 236 (continuation)

QV8q. What types of mail do you use this for?: Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	c	*d	*e	a	*b	*c	a	b	a	b
Unweighted Base	104	16	19	32	15	16	69	26	4	66	38	63	40
Effective base	33	7	5	12	5	4	24	9	2	21	13	21	13
Weighted Base	63	8	9	21	14	8	34	21	7	36	27	33	30
Advertising and promotional material, such as catalogues, brochures and direct mail	33 52%	5 60%	8 87%	12 58%	8 57%	1 7%	18 54%	10 49%	4 67%	16 43%	18 65%	17 52%	16 53%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	38 60%	5 61%	3 38%	10 46%	11 85%	5 65%	19 58%	11 50%	7 100%	19 53%	19 70%	18 56%	20 65%
Publications, such as magazines, periodicals, customer newsletters	21 33%	3 40%	1 13%	6 28%	8 61%	2 25%	13 39%	3 13%	4 67%	10 27%	11 41%	10 31%	11 35%
Other	2 4%	2 26%	- -%	- -%	- -%	* 2%	2 6%	* 1%	- -%	2 6%	* 1%	2 7%	- -%
Don't know	1 1%	- -%	- -%	- -%	- -%	1 9%	1 2%	- -%	- -%	1 2%	* *%	1 2%	* *%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 236 (continuation)

QV8q. What types of mail do you use this for?: Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	104	45	54	36	64	69	34	41	58	41	59
Effective base	33	17	16	13	19	22	11	14	18	16	17
Weighted Base	63	29	34	23	38	38	25	25	37	26	36
Advertising and promotional material, such as catalogues, brochures and direct mail	33	13	20	11	22	17	16	12	21	14	19
	52%	45%	59%	49%	56%	45%	63%	47%	56%	54%	53%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	38	14	23	12	24	22	16	12	25	14	22
	60%	49%	69%	53%	63%	57%	64%	49%	68%	55%	62%
Publications, such as magazines, periodicals, customer newsletters	21	8	12	6	14	11	10	5	15	8	12
	33%	27%	37%	26%	38%	29%	38%	22%	40%	32%	34%
Other	2	2	*	2	*	2	-	2	*	2	*
	4%	7%	1%	10%	*%	6%	-%	8%	1%	8%	1%
Don't know	1	1	-	1	-	1	*	1	-	1	-
	1%	2%	-%	3%	-%	2%	*%	3%	-%	3%	-%

Columns Tested:: a,b - a,b - a,b - a,b

Table 236 (continuation)

QV8q. What types of mail do you use this for?: Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	*c	*d	a	b	*c	*d
Significance Level: 95%													
Unweighted Base	104	95	48	32	-	85	43	27	-	88	46	29	-
Effective base	33	31	16	13	-	28	14	8	-	29	13	12	-
Weighted Base	63	60	24	14	-	57	20	10	-	54	25	13	-
Advertising and promotional material, such as catalogues, brochures and direct mail	33 52%	33 54%	12 49%	7 53%	- -%	30 53%	11 53%	7 67%	- -%	33 60%	9 36%	6 51%	- -%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	38 60%	36 60%	16 68%	8 56%	- -%	35 61%	13 66%	5 51%	- -%	31 56%	18 72%	8 62%	- -%
Publications, such as magazines, periodicals, customer newsletters	21 33%	20 33%	11 47%	7 51%	- -%	20 34%	8 42%	3 31%	- -%	20 36%	10 38%	6 48%	- -%
Other	2 4%	2 4%	2 8%	- -%	- -%	2 4%	2 10%	- -%	- -%	2 4%	2 8%	- -%	- -%
Don't know	1 1%	1 1%	- -%	* *%	- -%	1 1%	1 4%	- -%	- -%	- -%	1 3%	1 6%	- -%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 236 (continuation)

QV8q. What types of mail do you use this for?: Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	*a	*b	c	*d	*e
Significance Level: 95%												
Unweighted Base	104	59	60	43	66	52	13	28	28	37	19	8
Effective base	33	21	18	14	19	17	8	9	8	11	9	6
Weighted Base	63	34	38	26	39	30	6	18	18	22	10	5
Advertising and promotional material, such as catalogues, brochures and direct mail	33	22	19	20	21	16	5	16	16	17	5	4
	52%	63%	51%	76%	53%	52%	72%	87%	89%	77%	55%	85%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	38	22	24	17	25	23	3	13	12	15	7	3
	60%	65%	65%	63%	64%	75%	53%	70%	66%	69%	69%	55%
Publications, such as magazines, periodicals, customer newsletters	21	15	15	14	16	15	3	12	11	14	5	4
	33%	45%	41%	52%	41%	49%	52%	67%	65%	61%	52%	67%
Other	2	2	2	2	2	2	-	2	2	2	-	-
	4%	6%	6%	8%	6%	6%	-%	11%	13%	10%	-%	-%
Don't know	1	1	1	-	1	1	1	-	-	-	-	-
	1%	2%	2%	-%	2%	2%	11%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 236 (continuation)

QV8q. What types of mail do you use this for?: Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	a	b	c	d	e	a	b	*c	*d	a	*b
Significance Level: 95%																
Unweighted Base	104	22	28	6	12	63	59	85	54	69	86	50	20	-	63	7
Effective base	33	7	10	2	5	21	19	27	17	19	27	15	9	-	20	3
Weighted Base	63	13	17	3	7	35	42	54	32	38	55	23	7	-	36	1
Advertising and promotional material, such as catalogues, brochures and direct mail	33	5	8	*	5	25	20	28	23	22	30	15	6	-	17	*
	52%	36%	50%	4%	68%	71%	47%	53%	71%	56%	54%	63%	79%	-%	48%	43%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	38	11	8	*	5	19	28	33	22	28	35	16	4	-	23	1
	60%	82%	50%	13%	65%	55%	67%	62%	69%	72%	64%	68%	59%	-%	63%	57%
Publications, such as magazines, periodicals, customer newsletters	21	4	4	2	3	15	14	19	15	16	19	7	5	-	12	*
	33%	30%	26%	87%	39%	43%	34%	35%	46%	43%	35%	32%	66%	-%	33%	35%
Other	2	*	-	-	2	2	-	2	2	2	2	2	-	-	2	-
	4%	3%	-%	-%	27%	6%	-%	4%	6%	6%	4%	8%	-%	-%	6%	-%
Don't know	1	-	1	-	-	1	1	1	-	*	1	1	-	-	1	-
	1%	-%	4%	-%	-%	2%	2%	1%	-%	-%	1%	3%	-%	-%	2%	-%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 236 (continuation)

QV8q. What types of mail do you use this for?: Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	a	*b	a	b	*c	a	b	*c
Unweighted Base	104	71	9	63	3	61	17	45	39	18	31	47	21
Effective base	33	22	4	19	2	17	6	15	12	5	10	17	7
Weighted Base	63	42	6	29	2	35	7	30	20	12	17	27	17
Advertising and promotional material, such as catalogues, brochures and direct mail	33 52%	21 50%	4 65%	19 67%	1 49%	19 55%	5 76%	15 49%	8 40%	9 75%	10 58%	12 44%	10 57%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	38 60%	27 64%	3 56%	14 49%	* 7%	24 69%	1 19%	19 63%	13 66%	6 52%	8 49%	17 60%	13 77%
Publications, such as magazines, periodicals, customer newsletters	21 33%	15 36%	3 47%	10 36%	1 44%	15 42%	1 15%	9 32%	5 26%	6 52%	4 23%	9 34%	7 44%
Other	2 4%	* 1%	2 34%	* 1%	* 7%	* 1%	* 2%	- -%	2 10%	* 3%	- -%	* 1%	2 11%
Don't know	1 1%	1 2%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	1 6%	1 4%	- -%	- -%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 236 (continuation)

QV8q. What types of mail do you use this for?: Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	104	68	36
Effective base	33	20	13
Weighted Base	63	40	23
Advertising and promotional material, such as catalogues, brochures and direct mail	33	17	16
	52%	42%	70%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	38	26	12
	60%	65%	51%
Publications, such as magazines, periodicals, customer newsletters	21	15	6
	33%	37%	26%
Other	2	*	2
	4%	1%	8%
Don't know	1	1	-
	1%	2%	-%

Columns Tested: a,b

Table 236 (continuation)

QV8q. What types of mail do you use this for?: Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	l
Unweighted Base	104	5	18	10	7	5	3	6	5	3	9	2	31
Effective base	33	2	8	6	5	3	2	1	1	1	2	2	9
Weighted Base	63	1	9	13	1	4	*	1	5	4	3	4	17
Advertising and promotional material, such as catalogues, brochures and direct mail	33	*	7	8	*	4	*	*	-	1	*	4	9
	52%	19%	80%	63%	25%	81%	50%	*%	-%	11%	3%	100%	54%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	38	1	2	12	1	3	*	1	4	4	3	-	7
	60%	82%	23%	96%	96%	57%	87%	100%	84%	84%	88%	-%	43%
Publications, such as magazines, periodicals, customer newsletters	21	*	2	10	1	3	*	*	*	*	*	1	3
	33%	18%	23%	75%	51%	63%	13%	2%	1%	4%	12%	36%	19%
Other	2	-	*	-	-	2	-	-	*	-	-	-	-
	4%	-%	3%	-%	-%	44%	-%	-%	3%	-%	-%	-%	-%
Don't know	1	-	-	-	*	-	-	-	1	-	-	-	-
	1%	-%	-%	-%	4%	-%	-%	-%	15%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 236 (continuation)

QV8q. What types of mail do you use this for?: Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	*b	*c	d	a	b
Unweighted Base	104	33	15	14	42	48	56
Effective base	33	13	5	4	13	17	16
Weighted Base	63	23	6	10	24	29	35
Advertising and promotional material, such as catalogues, brochures and direct mail	33	15	4	1	13	19	14
	52%	67%	69%	5%	54%	68%	40%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	38	15	4	9	10	19	19
	60%	66%	65%	86%	42%	66%	55%
Publications, such as magazines, periodicals, customer newsletters	21	12	3	*	5	15	5
	33%	53%	59%	3%	21%	54%	15%
						b	
Other	2	*	2	*	-	2	*
	4%	1%	34%	1%	-%	8%	*%
Don't know	1	-	*	1	-	*	1
	1%	-%	1%	7%	-%	*%	2%

Columns Tested: a,b,c,d - a,b

Table 238

QV8o/p. What types of mail do you use this for?: NET Any Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	c	d	e
Unweighted Base	340	15	325	148	74	36	82	192
Effective base	97	5	94	79	35	22	41	59
Weighted Base	215	3	211	192	17	4	2	22
Advertising and promotional material, such as catalogues, brochures and direct mail	117 55%	1 42%	116 55%	107 55%	7 42%	2 70% b	1 49%	11 48%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	123 57%	* 10%	123 58%	111 57%	9 57%	2 48%	1 61%	12 56%
Publications, such as magazines, periodicals, customer newsletters	60 28%	2 48%	58 27%	53 27%	5 31%	1 42% d	* 14%	7 31%
Other	7 3%	- -%	7 3%	7 4%	* *%	- -%	* 2%	* 1%
Don't know	4 2%	- -%	4 2%	3 2%	1 4%	- -%	* 2%	1 3%

Columns Tested: a,b - a,b,c,d,e

Table 238 (continuation)

QV8o/p. What types of mail do you use this for?: NET Any Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	340	48	75	25	45	65	82	148	74	118
Effective base	97	33	39	14	24	24	41	79	35	48
Weighted Base	215	96	83	14	11	9	2	192	17	6
Advertising and promotional material, such as catalogues, brochures and direct mail	117 55%	46 48%	56 67% dh	4 33%	4 39%	5 57%	1 49%	107 55%	7 42%	4 62%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	123 57%	60 63%	46 55%	5 38%	6 56%	5 54%	1 61%	111 57%	9 57%	3 53%
Publications, such as magazines, periodicals, customer newsletters	60 28%	26 27%	22 27%	5 35%	4 40% f	2 23%	* 14%	53 27%	5 31%	2 31%
Other	7 3%	2 2%	4 5%	* 2%	- -%	* 1%	* 2%	7 4%	* *%	* 1%
Don't know	4 2%	- -%	2 2%	1 6%	- -%	1 8%	* 2%	3 2%	1 4%	* 1%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 238 (continuation)

QV80/p. What types of mail do you use this for?: NET Any Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	e
Unweighted Base	340	72	76	74	36	82	100	82	29	22	80
Effective base	97	48	51	35	22	41	41	29	9	5	11
Weighted Base	215	141	51	17	4	2	98	65	17	8	14
Advertising and promotional material, such as catalogues, brochures and direct mail	117	80	27	7	2	1	46	36	10	6	10
	55%	57%	52%	42%	70%	49%	46%	56%	62%	69%	73%
				c							
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	123	83	28	9	2	1	54	40	9	4	8
	57%	59%	54%	57%	48%	61%	55%	62%	56%	51%	58%
Publications, such as magazines, periodicals, customer newsletters	60	38	15	5	1	*	24	24	5	2	1
	28%	27%	30%	31%	42%	14%	24%	37%	31%	27%	9%
				e							
Other	7	6	*	*	-	*	2	5	-	-	*
	3%	5%	1%	*%	-%	2%	2%	7%	-%	-%	*%
Don't know	4	-	3	1	-	*	1	2	-	-	1
	2%	-%	6%	4%	-%	2%	1%	3%	-%	-%	5%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 238 (continuation)

QV8o/p. What types of mail do you use this for?: NET Any Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	c	*d	*e	*f	*g	*h	*i
Unweighted Base	340	24	17	50	17	24	25	16	20	18
Effective base	97	10	9	18	6	9	13	7	8	6
Weighted Base	215	16	15	49	13	21	32	20	20	8
Advertising and promotional material, such as catalogues, brochures and direct mail	117	12	8	26	3	17	13	13	9	3
	55%	77%	50%	53%	26%	82%	41%	67%	46%	37%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	123	12	12	30	9	10	11	10	13	6
	57%	76%	76%	62%	72%	49%	36%	52%	65%	73%
Publications, such as magazines, periodicals, customer newsletters	60	8	4	17	1	*	13	5	4	1
	28%	49%	29%	35%	8%	2%	39%	24%	18%	19%
Other	7	-	2	4	*	-	*	-	-	-
	3%	-%	13%	9%	2%	-%	*%	-%	-%	-%
Don't know	4	-	-	1	1	-	-	1	1	-
	2%	-%	-%	2%	7%	-%	-%	5%	3%	-%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 238 (continuation)

QV80/p. What types of mail do you use this for?: NET Any Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	340	59	61	91	211	129	47	37	45
Effective base	97	20	27	38	82	24	12	6	14
Weighted Base	215	42	52	101	195	20	10	7	3
Advertising and promotional material, such as catalogues, brochures and direct mail	117	24	29	52	105	12	5	6	1
	55%	56%	57%	52%	54%	61%	47%	91%	38%
								h	
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	123	25	37	52	115	8	6	1	1
	57%	61%	72%	51%	59%	42%	65%	15%	31%
		g	egh		g		g		
Publications, such as magazines, periodicals, customer newsletters	60	3	16	34	53	6	4	1	2
	28%	7%	31%	34%	27%	33%	41%	11%	56%
			a	a		a			ad
Other	7	*	2	5	7	*	-	-	*
	3%	1%	4%	5%	3%	*%	-%	-%	2%
Don't know	4	1	1	2	3	*	-	*	*
	2%	2%	1%	2%	2%	1%	-%	1%	4%

Columns Tested:: a,b,c,d,e,f,g,h

Table 238 (continuation)

QV8o/p. What types of mail do you use this for?: NET Any Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	*h	i
Unweighted Base	340	18	38	8	46	37	80	10	20	128
Effective base	97	11	8	5	10	15	26	5	4	35
Weighted Base	215	15	23	4	27	43	37	2	10	80
Advertising and promotional material, such as catalogues, brochures and direct mail	117 55%	12 81%	17 73%	1 25%	18 67%	28 66%	22 59%	1 65%	4 39%	32 40%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	123 57%	12 84%	14 59%	4 96%	17 64%	23 52%	24 67%	* 6%	9 85%	37 47%
Publications, such as magazines, periodicals, customer newsletters	60 28%	6 39%	6 26%	1 21%	7 25%	16 37%	6 17%	1 40%	2 18%	22 27%
Other	7 3%	2 13%	* *%	- -%	* *%	4 10%	* 1%	- -%	- -%	* *%
Don't know	4 2%	- -%	* *%	- -%	* *%	2 5%	- -%	- -%	- -%	2 2%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 238 (continuation)

QV80/p. What types of mail do you use this for?: NET Any Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	*b	*c	a	b	a	*b
Unweighted Base	340	101	80	159	321	19	-	254	86	338	2
Effective base	97	34	26	41	90	7	-	78	21	96	2
Weighted Base	215	85	37	93	194	20	-	182	33	215	*
Advertising and promotional material, such as catalogues, brochures and direct mail	117 55%	58 69% c	22 59%	37 40%	101 52%	17 83%	- -%	99 54%	19 57%	117 55%	* 100%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	123 57%	52 61%	24 67%	46 50%	108 55%	15 75%	- -%	108 60%	14 44%	123 57%	* 38%
Publications, such as magazines, periodicals, customer newsletters	60 28%	28 33%	6 17%	25 27%	53 27%	7 33%	- -%	54 30%	6 17%	60 28%	- -%
Other	7 3%	7 8%	* 1%	* *%	7 4%	- -%	- -%	7 4%	* 1%	7 3%	- -%
Don't know	4 2%	2 2%	- -%	2 2%	4 2%	- -%	- -%	1 1%	2 7%	4 2%	- -%

Columns Tested.: a,b,c - a,b,c - a,b - a,b

Table 238 (continuation)

QV8o/p. What types of mail do you use this for?: NET Any Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	340	128	126	84
Effective base	97	40	38	19
Weighted Base	215	83	78	49
Advertising and promotional material, such as catalogues, brochures and direct mail	117 55%	46 56%	35 44%	31 64%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	123 57%	43 52%	40 51%	35 72%
Publications, such as magazines, periodicals, customer newsletters	60 28%	15 19%	22 28%	22 46% a
Other	7 3%	* *%	7 9%	* *%
Don't know	4 2%	* *%	2 3%	1 2%

Columns Tested:: a,b,c

Table 238 (continuation)

QV8o/p. What types of mail do you use this for?: NET Any Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k
Unweighted Base	340	161	73	34	19	26	12	8	7	234	106	72
Effective base	97	56	19	7	6	7	3	2	2	75	22	15
Weighted Base	215	120	43	16	6	21	7	1	*	164	51	35
Advertising and promotional material, such as catalogues, brochures and direct mail	117	54	23	13	4	17	6	*	*	77	40	27
	55%	44%	54%	84%	79%	79%	79%	28%	92%	47%	79%	78%
										ai	ai	ai
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	123	72	23	7	4	8	7	1	*	95	28	21
	57%	60%	53%	43%	80%	40%	99%	76%	88%	58%	55%	60%
Publications, such as magazines, periodicals, customer newsletters	60	23	21	2	3	10	*	1	*	44	16	15
	28%	19%	48%	11%	55%	48%	3%	71%	81%	27%	32%	41%
			a									
Other	7	7	-	*	-	*	-	-	-	7	*	*
	3%	6%	-%	*%	-%	*%	-%	-%	-%	4%	*%	*%
Don't know	4	3	-	-	*	1	-	-	-	3	1	1
	2%	2%	-%	-%	1%	4%	-%	-%	-%	2%	2%	2%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 238 (continuation)

QV8o/p. What types of mail do you use this for?: NET Any Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	*a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	340	52	109	179	329	317	334	312	284	338	15	135	33	40	33	45	33
Effective base	97	24	32	40	90	90	94	88	85	96	5	47	8	11	7	9	8
Weighted Base	215	49	71	94	202	199	210	200	192	213	13	99	13	22	19	23	20
Advertising and promotional material, such as catalogues, brochures and direct mail	117 55%	29 59%	25 35%	64 68% b	112 55%	111 56%	117 56%	109 55%	107 56%	117 55%	7 52%	57 58%	3 26%	13 57%	13 69%	19 82%	5 25% cg
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	123 57%	23 48%	49 68%	51 54%	114 57%	114 57%	119 57%	118 59%	112 58%	123 58%	8 63%	58 58%	8 61%	8 36%	9 48%	14 58%	14 70%
Publications, such as magazines, periodicals, customer newsletters	60 28%	10 21%	12 17%	37 39% b	58 29%	59 29%	59 28%	55 28%	55 29%	59 27%	2 13%	20 20%	4 27%	6 28%	9 45%	14 59%	5 25% b
Other	7 3%	2 4%	5 7%	* *%	7 3%	7 3%	7 3%	7 3%	7 4%	7 3%	- -%	2 2%	- -%	- -%	- -%	* *%	4 22% b
Don't know	4 2%	2 4%	1 1%	1 1%	4 2%	4 2%	4 2%	4 2%	4 2%	4 2%	- -%	3 3%	* *%	* 1%	- -%	1 3%	- -%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 238 (continuation)

QV8o/p. What types of mail do you use this for?: NET Any Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Unweighted Base	340	155	41	33	32	25	25	18	102	82	47	24	26	18	18
Effective base	97	52	13	9	5	11	6	3	35	25	11	10	6	7	5
Weighted Base	215	117	18	24	11	7	18	8	70	61	18	14	21	4	12
Advertising and promotional material, such as catalogues, brochures and direct mail	117 55%	65 55%	6 36%	12 52%	4 39%	5 75%	15 83%	5 60%	35 50%	41 68%	11 60%	7 51%	15 71%	1 27%	1 12%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	123 57%	64 55%	12 68%	12 50%	6 60%	5 72%	10 56%	5 59%	41 59%	33 54%	11 61%	7 50%	12 56%	1 30%	9 79%
Publications, such as magazines, periodicals, customer newsletters	60 28%	29 25%	5 30%	3 14%	3 24%	5 77%	10 58%	2 30%	17 24%	12 20%	6 32%	9 62%	11 53%	2 59%	1 12%
Other	7 3%	2 2%	- -%	- -%	5 42%	- -%	- -%	- -%	2 3%	* *%	- -%	- -%	* *%	- -%	4 38%
Don't know	4 2%	3 2%	- -%	- -%	* *%	- -%	1 4%	- -%	1 1%	2 3%	1 4%	* 1%	- -%	- -%	- -%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 238 (continuation)

QV8o/p. What types of mail do you use this for?: NET Any Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	340	85	58	59	33	24	22	31	51	94	74	66	47
Effective base	97	24	17	15	9	8	5	9	19	30	25	12	10
Weighted Base	215	54	32	35	20	20	13	27	47	66	37	31	28
Advertising and promotional material, such as catalogues, brochures and direct mail	117	25	19	27	7	6	11	14	27	36	17	19	17
	55%	46%	61%	76%	36%	30%	83%	54%	59%	55%	46%	61%	60%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	123	38	12	19	15	12	7	15	27	33	21	21	16
	57%	70%	38%	53%	77%	61%	58%	55%	57%	50%	56%	68%	57%
		b											
Publications, such as magazines, periodicals, customer newsletters	60	9	4	17	7	7	1	10	9	13	14	9	14
	28%	16%	13%	49%	37%	37%	6%	36%	20%	20%	36%	28%	51%
				ab									
Other	7	2	*	-	4	-	-	-	2	4	-	*	*
	3%	4%	*%	-%	23%	-%	-%	-%	5%	7%	-%	*%	*%
				bc									
Don't know	4	1	2	*	-	*	1	*	*	1	2	-	1
	2%	2%	5%	*%	-%	*%	6%	*%	*%	1%	5%	-%	3%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 238 (continuation)

QV8o/p. What types of mail do you use this for?: NET Any Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	340	110	75	58	52	32	75	81	75	48	32
Effective base	97	33	25	20	9	7	27	26	20	11	7
Weighted Base	215	79	52	26	26	19	62	57	34	27	18
Advertising and promotional material, such as catalogues, brochures and direct mail	117	46	27	11	16	11	32	30	15	20	13
	55%	58%	52%	43%	64%	60%	52%	52%	45%	75%	71%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	123	42	22	17	16	15	38	27	21	19	7
	57%	54%	42%	67%	63%	82%	62%	48%	61%	71%	39%
Publications, such as magazines, periodicals, customer newsletters	60	24	10	9	9	7	10	15	11	10	12
	28%	30%	19%	33%	33%	39%	16%	27%	32%	37%	68%
Other	7	7	-	-	*	-	2	4	-	*	*
	3%	9%	-%	-%	*%	-%	4%	8%	-%	*%	*%
Don't know	4	2	-	1	-	1	*	1	2	-	1
	2%	2%	-%	4%	-%	4%	*%	2%	6%	-%	4%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 238 (continuation)

QV80/p. What types of mail do you use this for?: NET Any Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	340	62	70	84	47	41	226	50	33	245	95	246	83
Effective base	97	20	19	27	13	9	67	15	7	69	29	66	26
Weighted Base	215	46	36	60	37	14	136	40	23	140	75	131	71
Advertising and promotional material, such as catalogues, brochures and direct mail	117 55%	25 55%	23 63%	24 41%	25 66%	6 44%	81 60%	15 38%	12 53%	76 55%	41 55%	71 54%	41 59%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	123 57%	26 58%	18 50%	31 52%	30 79%	10 69%	76 56%	25 63%	16 68%	72 52%	51 68%	73 55%	42 59%
Publications, such as magazines, periodicals, customer newsletters	60 28%	7 16%	5 15%	21 36%	18 49%	3 20%	39 28%	10 26%	6 26%	29 20%	31 42%	34 26%	24 34%
Other	7 3%	2 5%	- -%	4 8%	* *%	* *%	7 5%	- -%	- -%	2 2%	5 6%	2 2%	4 6%
Don't know	4 2%	1 2%	1 2%	1 2%	* *%	1 5%	2 1%	2 4%	- -%	2 1%	2 2%	3 2%	1 1%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 238 (continuation)

QV8o/p. What types of mail do you use this for?: NET Any Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	340	191	126	147	165	254	75	181	136	150	162
Effective base	97	57	34	45	43	67	24	51	39	48	40
Weighted Base	215	118	82	94	106	137	65	105	94	101	99
Advertising and promotional material, such as catalogues, brochures and direct mail	117 55%	61 52%	50 62%	52 55%	58 54%	80 58%	32 50%	51 49%	60 64%	56 56%	53 53%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	123 57%	65 55%	50 61%	50 53%	68 64%	71 52%	43 66%	61 58%	53 56%	55 55%	63 63%
Publications, such as magazines, periodicals, customer newsletters	60 28%	31 26%	28 34%	13 13%	42 40%	33 24%	25 39%	27 26%	32 33%	18 18%	37 38%
Other	7 3%	2 2%	5 6%	2 2%	5 4%	2 2%	4 7%	2 2%	5 5%	2 2%	5 5%
Don't know	4 2%	3 2%	1 1%	3 3%	1 1%	3 2%	1 1%	3 3%	1 1%	3 3%	1 1%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 238 (continuation)

QV80/p. What types of mail do you use this for?: NET Any Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	340	264	190	77	-	257	155	73	1	273	141	78	-
Effective base	97	73	51	19	-	75	36	18	1	77	33	20	-
Weighted Base	215	174	100	45	-	175	81	44	1	175	68	46	-
Advertising and promotional material, such as catalogues, brochures and direct mail	117 55%	98 56%	54 54%	28 63%	- -%	100 57%	51 63%	26 60%	1 100%	101 58%	36 53%	25 55%	- -%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	123 57%	103 59%	53 53%	27 60%	- -%	103 59%	43 54%	24 55%	- -%	103 59%	46 68%	28 62%	- -%
Publications, such as magazines, periodicals, customer newsletters	60 28%	51 30%	30 30%	15 35%	- -%	50 29%	28 35%	18 40%	- -%	46 26%	17 25%	17 37%	- -%
Other	7 3%	7 4%	7 7%	- -%	- -%	7 4%	7 8%	* *%	- -%	7 4%	7 10%	- -%	- -%
Don't know	4 2%	4 2%	1 1%	* *%	- -%	4 2%	2 2%	* *%	- -%	3 2%	2 3%	1 3%	- -%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 238 (continuation)

QV8o/p. What types of mail do you use this for?: NET Any Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	*e
Significance Level: 95%												
Unweighted Base	340	222	209	150	219	153	40	88	86	105	38	18
Effective base	97	56	57	40	57	43	9	25	23	27	12	8
Weighted Base	215	123	126	85	128	92	24	45	53	60	19	7
Advertising and promotional material, such as catalogues, brochures and direct mail	117	76	66	54	75	58	15	29	35	43	14	5
	55%	62%	52%	63%	59%	63%	62%	65%	66%	71%	73%	76%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	123	68	75	44	81	46	16	27	28	33	11	6
	57%	55%	59%	51%	63%	50%	65%	60%	53%	56%	58%	87%
Publications, such as magazines, periodicals, customer newsletters	60	37	38	21	33	30	11	16	16	16	7	4
	28%	30%	31%	25%	26%	33%	46%	36%	30%	26%	39%	55%
Other	7	2	2	2	2	2	*	2	2	2	-	-
	3%	2%	2%	3%	2%	2%	*%	5%	4%	3%	-%	-%
Don't know	4	3	2	2	3	2	1	2	1	2	-	-
	2%	2%	1%	3%	2%	2%	3%	4%	2%	4%	-%	-%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 238 (continuation)

QV8o/p. What types of mail do you use this for?: NET Any Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	340	67	67	34	20	239	195	290	196	189	244	197	62	-	244	18
Effective base	97	19	24	11	8	63	51	81	51	51	64	53	15	-	68	6
Weighted Base	215	39	51	24	11	131	107	171	108	119	148	109	36	-	132	16
Advertising and promotional material, such as catalogues, brochures and direct mail	117	23	23	12	10	79	69	101	64	68	87	67	23	-	75	13
	55%	59%	46%	50%	92%	60%	65%	59%	59%	57%	59%	61%	64%	-%	57%	78%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	123	20	36	12	7	69	56	90	65	82	90	56	21	-	67	8
	57%	51%	70%	51%	64%	52%	52%	53%	61%	69%	61%	52%	59%	-%	51%	52%
Publications, such as magazines, periodicals, customer newsletters	60	5	18	3	4	42	38	54	37	40	46	34	18	-	38	1
	28%	13%	36%	11%	41%	32%	35%	32%	34%	33%	31%	31%	48%	-%	29%	3%
Other	7	-	*	*	2	2	*	2	2	6	2	2	-	-	2	-
	3%	-%	*%	1%	19%	2%	*%	1%	2%	5%	2%	2%	-%	-%	2%	-%
Don't know	4	1	1	-	*	3	2	3	*	1	3	2	-	-	2	-
	2%	2%	1%	-%	2%	3%	2%	2%	*%	1%	2%	2%	-%	-%	1%	-%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 238 (continuation)

QV8o/p. What types of mail do you use this for?: NET Any Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	340	208	79	186	8	162	60	102	188	48	112	120	101
Effective base	97	60	25	48	3	47	13	30	53	14	31	36	27
Weighted Base	215	138	33	108	6	110	30	70	112	28	62	82	60
Advertising and promotional material, such as catalogues, brochures and direct mail	117 55%	80 58%	19 58%	55 51%	1 20%	56 51%	18 60%	42 60%	48 43%	22 81% b	41 67% b	27 33%	43 71% b
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	123 57%	82 59%	12 37%	66 61%	5 80%	68 62%	20 66%	51 72%	60 54%	11 41%	36 59%	57 69%	29 48%
Publications, such as magazines, periodicals, customer newsletters	60 28%	34 24%	11 32%	39 36%	* *%	37 34%	10 33%	20 28%	32 28%	8 29%	17 28%	20 25%	19 31%
Other	7 3%	* *%	2 6%	5 4%	- -%	5 4%	- -%	5 7%	2 2%	- -%	* *%	4 5%	2 4%
Don't know	4 2%	2 1%	1 3%	2 2%	- -%	1 1%	1 3%	1 1%	2 2%	1 3%	1 2%	1 1%	1 2%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 238 (continuation)

QV8o/p. What types of mail do you use this for?: NET Any Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	340	218	122
Effective base	97	61	39
Weighted Base	215	152	63
Advertising and promotional material, such as catalogues, brochures and direct mail	117 55%	88 58%	29 46%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	123 57%	90 59%	33 53%
Publications, such as magazines, periodicals, customer newsletters	60 28%	36 24%	24 38%
Other	7 3%	5 3%	2 3%
Don't know	4 2%	3 2%	1 2%

Columns Tested: a,b

Table 238 (continuation)

QV8o/p. What types of mail do you use this for?: NET Any Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		*a	b	c	*d	*e	*f	*g	h	*i	*j	*k	l
Unweighted Base	340	20	46	33	29	16	19	21	34	16	24	10	72
Effective base	97	6	16	18	9	11	7	5	9	7	4	5	22
Weighted Base	215	6	19	37	6	22	13	3	31	5	5	8	61
Advertising and promotional material, such as catalogues, brochures and direct mail	117	1	11	29	3	11	3	2	15	3	2	2	36
	55%	23%	55%	79%	46%	49%	23%	61%	48%	67%	45%	24%	59%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	123	3	13	20	3	8	6	*	18	1	3	4	43
	57%	61%	67%	53%	44%	36%	47%	15%	60%	32%	59%	50%	71%
Publications, such as magazines, periodicals, customer newsletters	60	*	6	13	3	9	4	1	9	2	*	2	10
	28%	4%	30%	34%	53%	43%	31%	24%	28%	51%	10%	26%	17%
Other	7	-	-	-	*	2	*	-	4	*	-	-	-
	3%	-%	-%	-%	1%	9%	*%	-%	15%	6%	-%	-%	-%
Don't know	4	1	-	1	*	-	-	*	1	-	-	-	1
	2%	17%	-%	2%	2%	-%	-%	2%	2%	-%	-%	-%	2%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 238 (continuation)

QV8o/p. What types of mail do you use this for?: NET Any Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	340	99	64	71	106	163	177
Effective base	97	37	22	13	29	59	42
Weighted Base	215	62	41	38	74	103	112
Advertising and promotional material, such as catalogues, brochures and direct mail	117	41	16	19	40	58	60
	55%	66%	40%	51%	55%	56%	53%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	123	36	16	20	50	52	70
	57%	58%	40%	53%	68%	51%	63%
Publications, such as magazines, periodicals, customer newsletters	60	19	16	12	13	35	24
	28%	30%	41%	30%	18%	34%	22%
Other	7	-	2	5	-	2	5
	3%	-%	5%	13%	-%	2%	4%
Don't know	4	2	*	1	1	2	2
	2%	3%	*%	2%	1%	2%	2%

Columns Tested:: a,b,c,d - a,b

Table 239

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
Letters	1653	234	1419	1575	66	7	4	78
	83%	97%	81%	82%	87%	82%	84%	87%
		b						
Large letters	1032	217	815	976	48	5	4	56
	52%	90%	46%	51%	63%	54%	70%	62%
		b			a		a	a
Parcels and packets	1108	214	894	1054	45	6	3	54
	55%	89%	51%	55%	59%	67%	66%	60%
		b				a		
Advertising and promotional material, such as catalogues, brochures and direct mail	621	168	453	586	30	3	2	35
	31%	70%	26%	31%	39%	38%	43%	39%
		b			a		a	a
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	403	196	207	379	20	3	2	24
	20%	81%	12%	20%	26%	31%	35%	27%
		b				a		a
Other everyday correspondence, such as invoices, one off bills etc.	701	189	512	667	29	3	2	34
	35%	78%	29%	35%	38%	39%	31%	38%
		b						
Publications, such as magazines, periodicals, customer newsletters	425	112	313	401	20	3	1	24
	21%	47%	18%	21%	26%	28%	28%	26%
		b						
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c,d,e

Table 239 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	131	17	114	119	11	1	1	13
	7%	7%	6%	6%	14%	14%	11%	14%
					a	a		a
Refused	5	-	5	5	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%
None of these	118	*	118	116	2	*	*	2
	6%	*%	7%	6%	3%	1%	1%	3%
			a	d				
Other	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	12	-	12	12	*	-	*	*
	1%	-%	1%	1%	*%	-%	*%	*%
NET: Letters, large letters, packets and parcels	1804	237	1567	1719	72	9	5	85
	90%	98%	89%	90%	95%	97%	94%	95%
		b						a
NET: Letters, Large letters	1746	236	1511	1663	70	8	5	83
	87%	98%	86%	87%	92%	94%	92%	92%
		b						a

Columns Tested:: a,b - a,b,c,d,e

Table 239 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
Letters	1653 83%	854 80%	610 86%	110 83%	49 88%	25 85%	4 84%	1575 82%	66 87%	12 83%
Large letters	1032 52%	498 47%	404 57%	74 56%	31 57%	21 71%	4 70%	976 51%	48 63%	8 60%
Parcels and packets	1108 55%	567 53%	405 57%	83 62%	31 56%	19 65%	3 66%	1054 55%	45 59%	9 67%
Advertising and promotional material, such as catalogues, brochures and direct mail	621 31%	294 28%	243 34%	49 37%	23 42%	10 33%	2 43%	586 31%	30 39%	6 40%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	403 20%	227 21%	121 17%	30 23%	14 26%	8 28%	2 35%	379 20%	20 26%	5 33%
Other everyday correspondence, such as invoices, one off bills etc.	701 35%	360 34%	248 35%	59 45%	20 37%	12 41%	2 31%	667 35%	29 38%	5 36%
Publications, such as magazines, periodicals, customer newsletters	425 21%	209 20%	156 22%	36 27%	15 26%	8 26%	1 28%	401 21%	20 26%	4 28%
Goods / business supplies / large packets ordered via lorry	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Legal / accounts documents / tax forms	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 239 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
Order fulfilment (sending ordered goods to customers)	131 7%	49 5%	62 9%	8 6%	8 14%	4 13%	1 11%	119 6%	11 14%	2 13%
Refused	5 *%	5 *%	- -%	- -%	- -%	- -%	- -%	5 *%	- -%	- -%
None of these	118 6%	92 9%	22 3%	2 2%	2 3%	1 2%	* 1%	116 6%	2 3%	* 1%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	12 1%	7 1%	3 *%	1 1%	- -%	* 1%	* *%	12 1%	* *%	* *%
NET: Letters, large letters, packets and parcels	1804 90%	935 88%	664 93%	120 90%	52 94%	28 96%	5 94%	1719 90%	72 95%	13 96%
NET: Letters, Large letters	1746 87%	892 84%	657 92%	115 87%	51 91%	28 95%	5 92%	1663 87%	70 92%	13 93%
			a			ag	a	ag	a	ag
		bcefhi					bf			

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 239 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
Letters	1653	1278	297	66	7	4	988	235	61	26	48
	83%	82%	84%	87%	82%	84%	81%	82%	84%	65%	86%
											d
Large letters	1032	782	194	48	5	4	539	177	44	15	39
	52%	50%	55%	63%	54%	70%	44%	61%	60%	37%	69%
				a		ab		ad	a		ad
Parcels and packets	1108	845	210	45	6	3	637	151	37	17	32
	55%	54%	60%	59%	67%	66%	52%	53%	51%	44%	57%
						a					
Advertising and promotional material, such as catalogues, brochures and direct mail	621	454	131	30	3	2	295	109	23	8	19
	31%	29%	37%	39%	38%	43%	24%	38%	32%	21%	34%
			a	a		a		a			
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	403	301	78	20	3	2	132	62	17	5	11
	20%	19%	22%	26%	31%	35%	11%	22%	24%	13%	19%
						ab		a	a		
Other everyday correspondence, such as invoices, one off bills etc.	701	527	140	29	3	2	324	120	39	12	13
	35%	34%	40%	38%	39%	31%	26%	42%	55%	29%	24%
								ae	ade		
Publications, such as magazines, periodicals, customer newsletters	425	308	93	20	3	1	206	64	21	9	12
	21%	20%	27%	26%	28%	28%	17%	22%	29%	22%	21%
			a								
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 239 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	131	97	22	11	1	1	64	25	11	3	9
	7%	6%	6%	14%	14%	11%	5%	9%	15%	8%	15%
			ab	a					a		a
Refused	5	5	-	-	-	-	4	-	-	-	-
	*%	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
None of these	118	108	8	2	*	*	98	5	*	7	*
	6%	7%	2%	3%	1%	1%	8%	2%	*%	18%	*%
		be					be			bce	
Other	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	12	9	3	*	-	*	9	1	-	1	-
	1%	1%	1%	*%	-%	*%	1%	*%	-%	3%	-%
NET: Letters, large letters, packets and parcels	1804	1393	325	72	9	5	1090	261	68	31	56
	90%	89%	92%	95%	97%	94%	89%	91%	94%	79%	99%
			a								ad
NET: Letters, Large letters	1746	1347	316	70	8	5	1044	254	66	30	55
	87%	86%	90%	92%	94%	92%	85%	88%	91%	76%	98%
											abd

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 239 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
Letters	1653	157	112	282	51	149	252	209	117	102
	83%	83%	86%	85%	64%	82%	80%	89%	72%	74%
		d	d	dh		d		dhi		
Large letters	1032	106	58	144	39	97	160	118	80	61
	52%	56%	45%	44%	49%	53%	51%	50%	49%	44%
Parcels and packets	1108	110	74	161	41	109	168	114	84	69
	55%	58%	57%	49%	52%	60%	53%	49%	52%	50%
Advertising and promotional material, such as catalogues, brochures and direct mail	621	54	38	92	29	68	81	61	51	24
	31%	29%	30%	28%			26%	26%	31%	17%
					i	i				
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	403	30	17	69	18	30	50	20	28	29
	20%	16%	13%	21%	22%	17%	16%	9%	17%	21%
				g						g
Other everyday correspondence, such as invoices, one off bills etc.	701	54	46	102	23	58	105	73	50	61
	35%	28%	36%	31%	29%	32%	33%	31%	31%	44%
Publications, such as magazines, periodicals, customer newsletters	425	41	21	67	18	44	55	43	38	13
	21%	22%	16%	20%	23%	24%	17%	18%	24%	9%
						i			i	
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 239 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
Order fulfilment (sending ordered goods to customers)	131	11	15	22	3	20	13	15	6	12
	7%	6%	11%	7%	3%	11%	4%	6%	4%	8%
Refused	5	-	-	-	-	-	5	-	-	-
	*%	-%	-%	-%	-%	-%	2%	-%	-%	-%
None of these	118	8	7	15	12	7	18	6	23	18
	6%	4%	6%	5%	15%	4%	6%	3%	14%	13%
					ceg				aceg	ceg
Other	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	12	2	1	-	1	-	4	1	-	*
	1%	1%	1%	-%	1%	-%	1%	*%	-%	*%
NET: Letters, large letters, packets and parcels	1804	177	120	299	65	173	279	219	128	113
	90%	93%	93%	91%	82%	95%	88%	93%	79%	81%
		hi	h	h		dhi		hi		
NET: Letters, Large letters	1746	172	115	294	59	162	264	218	127	106
	87%	91%	89%	89%	75%	89%	83%	93%	79%	77%
		dhi		di				dfhi		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 239 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
Letters	1653 83%	302 75%	386 80%	742 84%	1430 81%	223 93%	110 91%	76 95%	38 94%
				a		abcd	abd	abcd	abcd
Large letters	1032 52%	197 49%	243 51%	422 48%	863 49%	169 70%	92 77%	50 62%	28 69%
						abcd	abcdg	acd	abcd
Parcels and packets	1108 55%	218 55%	268 56%	443 50%	929 53%	179 75%	94 78%	57 72%	28 70%
						abcd	abcd	abcd	abcd
Advertising and promotional material, such as catalogues, brochures and direct mail	621 31%	122 30%	143 30%	233 27%	498 28%	123 51%	64 53%	40 50%	19 47%
						abcd	abcd	abcd	abcd
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	403 20%	77 19%	76 16%	139 16%	292 17%	111 46%	59 50%	35 43%	17 41%
						abcd	abcd	abcd	abcd
Other everyday correspondence, such as invoices, one off bills etc.	701 35%	142 36%	150 31%	281 32%	573 33%	128 53%	66 55%	41 51%	21 53%
						abcd	abcd	abcd	abcd
Publications, such as magazines, periodicals, customer newsletters	425 21%	75 19%	99 21%	164 19%	338 19%	87 36%	49 41%	24 30%	14 35%
						abcd	abcd	acd	abcd

Columns Tested: a,b,c,d,e,f,g,h

Table 239 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	131	35	32	50	116	15	7	6	2
	7%	9%	7%	6%	7%	6%	6%	8%	6%
Refused	5	-	-	5	5	*	-	-	*
	*%	-%	-%	1%	*%	*%	-%	-%	*%
None of these	118	37	39	40	115	3	1	2	1
	6%	9%	8%	5%	7%	1%	1%	2%	2%
		cefg	efgh	ef	efh				
Other	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	12	1	3	5	10	2	2	*	*
	1%	*%	1%	1%	1%	1%	2%	*%	1%
NET: Letters, large letters, packets and parcels	1804	350	425	797	1572	232	116	78	38
	90%	88%	89%	91%	89%	97%	96%	98%	96%
						abcd	abcd	abcd	abd
NET: Letters, Large letters	1746	328	415	776	1519	227	113	76	38
	87%	82%	86%	88%	86%	95%	94%	96%	95%
						abcd	abd	abcd	abcd

Columns Tested: a,b,c,d,e,f,g,h

Table 239 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
Letters	1653	74	96	16	112	224	321	58	56	806
	83%	82%	82%	67%	80%	83%	77%	f	91%	84%
Large letters	1032	46	83	20	103	134	208	30	36	475
	52%	51%	70%	84%	73%	50%	49%	49%	57%	50%
			efi		aefgi					f
Parcels and packets	1108	43	85	16	101	146	260	40	33	483
	55%	47%	73%	67%	72%	54%	62%	65%	54%	51%
			aei		aei		i			
Advertising and promotional material, such as catalogues, brochures and direct mail	621	30	59	8	67	84	150	36	14	239
	31%	33%	50%	35%	48%	31%	36%	59%	23%	25%
			ehi		ehi		i	aephi		
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	403	30	30	7	37	56	90	14	11	165
	20%	33%	26%	28%	26%	21%	21%	23%	18%	17%
		i								
Other everyday correspondence, such as invoices, one off bills etc.	701	35	56	12	68	81	167	29	16	305
	35%	38%	48%	49%	48%	30%	40%	47%	26%	32%
			ei		ehi					
Publications, such as magazines, periodicals, customer newsletters	425	24	43	5	48	33	93	17	15	194
	21%	27%	36%	21%	34%	12%	22%	28%	25%	20%
		e	efi		ei		e	e		
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 239 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	131	9	24	5	29	15	36	4	1	37
	7%	10%	21%	23%	21%	5%	9%	6%	2%	4%
			efhi		efhi		i			
Refused	5	-	-	-	-	-	*	-	-	5
	*%	-%	-%	-%	-%	-%	*%	-%	-%	*%
None of these	118	9	1	*	1	6	38	1	-	63
	6%	10%	1%	*%	1%	2%	9%	2%	-%	7%
		bd					bde			
Other	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	12	-	-	-	-	3	7	-	-	2
	1%	-%	-%	-%	-%	1%	2%	-%	-%	*%
							i			
NET: Letters, large letters, packets and parcels	1804	81	114	22	136	251	361	58	61	854
	90%	89%	97%	92%	96%	93%	86%	96%	99%	89%
			f		f				f	
NET: Letters, Large letters	1746	81	113	21	133	243	340	58	57	832
	87%	89%	96%	88%	95%	90%	81%	96%	92%	87%
			f		f	f				f

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 239 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
Letters	1653	410	321	922	1365	288	-	1518	135	1599	54
	83%	82%	77%	85%	82%	87%	-%	83%	80%	83%	74%
			b								
Large letters	1032	282	208	542	864	168	-	953	78	1001	31
	52%	56%	49%	50%	52%	51%	-%	52%	46%	52%	42%
Parcels and packets	1108	290	260	558	922	186	-	1035	73	1077	31
	55%	58%	62%	52%	55%	56%	-%	57%	43%	56%	42%
			c					b			
Advertising and promotional material, such as catalogues, brochures and direct mail	621	181	150	290	529	92	-	576	44	602	19
	31%	36%	36%	27%	32%	28%	-%	31%	26%	31%	26%
		c	c								
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	403	122	90	191	337	66	-	375	28	378	25
	20%	24%	21%	18%	20%	20%	-%	20%	17%	20%	33%
Other everyday correspondence, such as invoices, one off bills etc.	701	183	167	351	571	130	-	657	44	671	30
	35%	37%	40%	32%	34%	39%	-%	36%	26%	35%	41%
Publications, such as magazines, periodicals, customer newsletters	425	104	93	227	346	78	-	398	27	412	13
	21%	21%	22%	21%	21%	24%	-%	22%	16%	21%	17%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 239 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	131	53	36	42	110	22	-	117	14	125	7
	7%	11%	9%	4%	7%	7%	-%	6%	8%	6%	9%
Refused	5	-	*	5	5	-	-	5	-	5	-
	*%	-%	*%	*%	*%	-%	-%	*%	-%	*%	-%
None of these	118	16	38	65	98	20	-	105	13	106	13
	6%	3%	9%	6%	6%	6%	-%	6%	8%	5%	17%
Other	-	-	a	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	12	3	7	2	8	4	-	11	1	10	2
	1%	1%	2%	*%	*%	1%	-%	1%	*%	1%	3%
NET: Letters, large letters, packets and parcels	1804	468	361	976	1503	301	-	1655	150	1749	55
	90%	94%	86%	90%	90%	91%	-%	90%	89%	91%	75%
NET: Letters, Large letters	1746	457	340	949	1451	295	-	1601	145	1692	54
	87%	91%	81%	88%	87%	89%	-%	87%	86%	88%	74%
		b	b	b						b	b

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 239 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
Letters	1653	1076	249	321
	83%	86%	78%	79%
		bc		
Large letters	1032	583	196	250
	52%	47%	61%	62%
			a	a
Parcels and packets	1108	628	189	286
	55%	50%	59%	70%
				ab
Advertising and promotional material, such as catalogues, brochures and direct mail	621	330	106	183
	31%	26%	33%	45%
				ab
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	403	206	77	114
	20%	16%	24%	28%
			a	a
Other everyday correspondence, such as invoices, one off bills etc.	701	383	118	198
	35%	31%	37%	49%
				ab
Publications, such as magazines, periodicals, customer newsletters	425	240	63	120
	21%	19%	20%	30%
				ab
Goods / business supplies / large packets ordered via lorry	-	-	-	-
	-%	-%	-%	-%

Columns Tested.: a,b,c

Table 239 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
Legal / accounts documents / tax forms	-	-	-	-
	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	131	43	30	59
	7%	3%	9%	14%
		a	a	a
Refused	5	5	-	-
	*%	*%	-%	-%
None of these	118	74	6	34
	6%	6%	2%	8%
		b	b	b
Other	-	-	-	-
	-%	-%	-%	-%
Don't know	12	11	*	*
	1%	1%	*%	*%
NET: Letters, large letters, packets and parcels	1804	1138	293	364
	90%	91%	91%	89%
NET: Letters, Large letters	1746	1112	279	349
	87%	89%	87%	86%

Columns Tested: a,b,c

Table 239 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
Letters	1653 83%	1408 84%	172 82%	44 85%	5 48%	21 77%	1 8%	1 80%	1 11%	1580 84%	73 67%	29 51%
		djk	djk	dk						djk		
Large letters	1032 52%	825 49%	141 67%	39 75%	5 49%	12 44%	4 34%	1 70%	5 96%	966 51%	66 61%	27 48%
			ai	ai								
Parcels and packets	1108 55%	901 54%	141 68%	36 69%	7 61%	11 40%	7 58%	1 94%	5 90%	1042 55%	67 61%	31 54%
			ai									
Advertising and promotional material, such as catalogues, brochures and direct mail	621 31%	494 29%	83 40%	25 48%	3 30%	8 31%	7 54%	1 86%	* 1%	576 30%	44 41%	20 34%
			a									
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	403 20%	316 19%	58 28%	16 30%	4 33%	6 23%	2 18%	1 87%	* 4%	374 20%	29 27%	14 24%
			a									
Other everyday correspondence, such as invoices, one off bills etc.	701 35%	565 34%	100 48%	25 49%	2 14%	6 21%	3 21%	1 68%	- -%	665 35%	36 33%	11 19%
			aik	k								
Publications, such as magazines, periodicals, customer newsletters	425 21%	349 21%	48 23%	16 30%	3 22%	6 24%	2 18%	1 73%	* *%	397 21%	28 25%	12 21%
Goods / business supplies / large packets ordered via lorry	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 239 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	131	81	20	18	1	6	4	1	*	101	30	12
	7%	5%	10%	35%	10%	23%	30%	86%	*%	5%	28%	21%
			a	abi		ai					abi	ai
Refused	5	5	-	-	-	-	-	-	-	5	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
None of these	118	107	8	*	3	-	-	*	-	115	3	3
	6%	6%	4%	1%	25%	-%	-%	1%	-%	6%	3%	5%
				abcij								
Other	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	12	12	-	-	-	-	*	-	-	12	*	*
	1%	1%	-%	-%	-%	-%	*%	-%	-%	1%	*%	*%
NET: Letters, large letters, packets and parcels	1804	1510	192	51	8	25	12	1	5	1702	102	51
	90%	90%	92%	99%	75%	92%	92%	99%	100%	90%	94%	89%
				d								
NET: Letters, Large letters	1746	1468	185	50	8	25	5	1	5	1653	94	43
	87%	87%	89%	97%	67%	91%	40%	80%	100%	87%	86%	76%
				dk								

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 239 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
Letters	1653 83%	896 85%	512 82%	245 77%	1449 84%	1159 82%	1489 83%	1136 81%	731 81%	479 76%	334 81%	940 86%	45 64%	74 82%	38 82%	38 79%	20 54%
Large letters	1032 52%	477 45%	348 56%	207 65%	894 52%	810 57%	924 51%	792 57%	506 56%	335 54%	116 28%	632 58%	37 53%	70 78%	16 35%	32 65%	22 58%
Parcels and packets	1108 55%	482 46%	419 67%	208 65%	948 55%	825 58%	985 55%	875 63%	556 62%	336 54%	162 39%	661 60%	33 48%	52 58%	26 56%	31 64%	20 53%
Advertising and promotional material, such as catalogues, brochures and direct mail	621 31%	246 23%	248 40%	127 40%	523 30%	443 31%	546 30%	468 34%	257 29%	188 30%	99 24%	342 31%	19 27%	31 35%	22 46%	15 30%	19 51%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	403 20%	157 15%	159 25%	87 27%	301 17%	239 17%	315 18%	282 20%	129 14%	125 20%	68 17%	179 16%	9 13%	18 20%	17 37%	15 30%	9 25%
Other everyday correspondence, such as invoices, one off bills etc.	701 35%	297 28%	268 43%	136 43%	588 34%	483 34%	607 34%	523 38%	277 31%	198 32%	116 28%	395 36%	13 18%	32 36%	15 31%	20 40%	16 42%
Publications, such as magazines, periodicals, customer newsletters	425 21%	198 19%	150 24%	76 24%	353 20%	301 21%	369 21%	310 22%	161 18%	131 21%	65 16%	243 22%	11 15%	18 20%	8 17%	12 25%	12 32%
Goods / business supplies / large packets ordered via lorry	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 239 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	131	37	44	51	112	102	120	119	82	59	25	69	2	3	3	10	9
	7%	3%	7%	16%	7%	7%	7%	9%	9%	9%	6%	6%	3%	3%	6%	20%	25%
		a	ab													abcd	abcd
Refused	5	5	-	-	5	*	5	5	*	-	5	*	-	-	-	-	-
	*%	*%	-%	-%	*%	*%	*%	*%	*%	-%	1%	*%	-%	-%	-%	-%	-%
											b						
None of these	118	74	33	11	78	78	98	61	25	15	35	48	10	2	-	3	1
	6%	7%	5%	4%	5%	6%	5%	4%	3%	2%	8%	4%	14%	2%	-%	6%	2%
						ef	ef						b				
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	12	8	4	*	10	10	12	6	5	-	3	7	1	-	1	*	-
	1%	1%	1%	*%	1%	1%	1%	*%	1%	-%	1%	1%	2%	-%	2%	*%	-%
NET: Letters, large letters, packets and parcels	1804	948	562	294	1582	1283	1631	1274	841	573	351	1019	54	86	45	44	31
	90%	90%	90%	93%	92%	91%	91%	91%	93%	92%	85%	93%	77%	96%	97%	90%	83%
												ac	c	c			
NET: Letters, Large letters	1746	929	538	279	1532	1244	1579	1224	812	539	343	989	52	86	39	42	27
	87%	88%	86%	88%	89%	88%	88%	88%	90%	86%	83%	90%	74%	96%	85%	87%	73%
												acg	acg				

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 239 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
Letters	1653	1213	93	57	37	20	25	4	903	131	38	34	29	11	13
	83%	85%	86%	77%	80%	89%	91%	25%	86%	71%	64%	79%	75%	73%	66%
		g	g	g	g	g	g		bc						
Large letters	1032	713	60	50	28	15	19	9	586	120	40	29	15	10	11
	52%	50%	55%	68%	60%	65%	68%	58%	56%	66%	67%	67%	39%	61%	54%
				a											
Parcels and packets	1108	770	64	46	28	13	21	7	631	97	31	27	14	14	11
	55%	54%	59%	62%	59%	58%	76%	45%	60%	53%	52%	63%	36%	87%	55%
														abce	
Advertising and promotional material, such as catalogues, brochures and direct mail	621	417	39	15	20	8	13	10	325	55	24	15	13	6	6
	31%	29%	36%	20%	42%	36%	49%	66%	31%	30%	40%	35%	33%	38%	29%
								ac							
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	403	238	18	10	16	8	10	1	161	28	13	14	12	5	5
	20%	17%	17%	13%	35%	34%	38%	7%	15%	15%	22%	33%	32%	33%	25%
				a			a					ab			
Other everyday correspondence, such as invoices, one off bills etc.	701	473	45	21	14	12	15	8	379	53	17	15	8	5	6
	35%	33%	41%	29%	29%	54%	56%	53%	36%	29%	28%	36%	21%	32%	30%
Publications, such as magazines, periodicals, customer newsletters	425	284	26	11	11	7	8	5	244	19	9	12	8	5	5
	21%	20%	24%	15%	23%	31%	31%	30%	23%	11%	15%	27%	20%	29%	23%
									b			b			
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 239 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Significance Level: 95%															
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
Order fulfilment (sending ordered goods to customers)	131	77	13	1	8	3	5	5	66	12	7	3	7	2	6
	7%	5%	12%	1%	17%	15%	19%	31%	6%	6%	12%	6%	17%	13%	28%
					ac		c	ac							
Refused	5	5	-	-	-	-	-	-	*	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
None of these	118	68	5	1	3	-	*	1	61	7	4	2	3	-	1
	6%	5%	5%	1%	6%	-%	*%	6%	6%	4%	7%	4%	7%	-%	4%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	12	9	1	-	-	*	-	-	8	1	-	-	1	-	-
	1%	1%	1%	-%	-%	*%	-%	-%	1%	1%	-%	-%	3%	-%	-%
NET: Letters, large letters, packets and parcels	1804	1310	102	70	40	22	25	14	961	166	50	41	35	16	15
	90%	92%	94%	94%	84%	100%	92%	89%	92%	91%	84%	96%	90%	100%	73%
NET: Letters, Large letters	1746	1274	98	64	39	21	25	10	938	157	49	41	30	14	15
	87%	89%	90%	87%	84%	94%	91%	64%	89%	86%	81%	95%	78%	92%	73%
		g													

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 239 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
Letters	1653	851	118	73	26	21	21	25	743	314	290	81	60
	83%	86%	77%	69%	55%	63%	74%	65%	83%	85%	85%	71%	81%
Large letters	1032	537	88	80	27	24	19	18	386	214	191	82	50
	52%	54%	57%	76%	58%	71%	64%	46%	43%	58%	56%	72%	67%
				ag						a	a	ac	a
Parcels and packets	1108	615	108	65	28	20	17	22	423	223	221	81	39
	55%	62%	70%	62%	60%	59%	59%	56%	47%	60%	64%	71%	52%
										a	a	a	
Advertising and promotional material, such as catalogues, brochures and direct mail	621	323	61	32	20	10	16	6	220	120	130	44	30
	31%	33%	39%	30%	43%	31%	56%	15%	25%	33%	38%	39%	40%
							g				a	a	
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	403	192	38	19	13	11	6	3	126	72	68	32	18
	20%	19%	24%	18%	29%	32%	20%	8%	14%	19%	20%	28%	24%
												a	
Other everyday correspondence, such as invoices, one off bills etc.	701	395	46	27	18	11	11	15	238	129	165	58	16
	35%	40%	30%	26%	38%	32%	37%	38%	27%	35%	48%	51%	22%
											abe	abe	
Publications, such as magazines, periodicals, customer newsletters	425	240	29	9	8	7	8	8	156	77	89	35	11
	21%	24%	19%	9%	18%	22%	29%	20%	17%	21%	26%	31%	15%
		c									a	a	
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 239 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	131	59	22	11	12	5	4	6	38	21	32	22	6
	7%	6%	14%	10%	25%	15%	15%	17%	4%	6%	9%	20%	8%
		a			a						a	ab	
Refused	5	5	-	-	-	-	-	-	5	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%
None of these	118	45	8	2	3	-	3	1	68	7	18	5	*
	6%	5%	5%	2%	5%	-%	9%	2%	8%	2%	5%	4%	*%
									b				
Other	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	12	5	-	-	1	-	*	-	12	-	*	-	*
	1%	1%	-%	-%	2%	-%	*%	-%	1%	-%	*%	-%	*%
NET: Letters, large letters, packets and parcels	1804	908	138	100	34	33	26	36	791	347	316	100	74
	90%	92%	90%	94%	73%	98%	90%	92%	89%	94%	92%	88%	99%
		d	d	d		d							
NET: Letters, Large letters	1746	877	134	96	32	30	25	29	766	341	306	91	73
	87%	89%	87%	91%	69%	91%	87%	74%	86%	93%	89%	80%	98%
		d	d	d						ad			d

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 239 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
Letters	1653	809	285	246	66	42	668	197	176	68	46
	83%	81%	89%	90%	79%	90%	85%	78%	81%	74%	82%
Large letters	1032	456	176	163	62	37	409	156	131	76	36
	52%	46%	55%	60%	74%	79%	52%	62%	60%	83%	65%
			a	a	ab	ab				abc	
Parcels and packets	1108	485	192	182	63	26	416	170	142	66	30
	55%	49%	60%	67%	75%	56%	53%	67%	65%	72%	54%
			a	a	a			a	a	a	
Advertising and promotional material, such as catalogues, brochures and direct mail	621	262	101	112	29	17	216	90	76	40	20
	31%	26%	31%	41%	34%	37%	27%	36%	35%	44%	35%
				a						a	
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	403	155	61	58	18	10	103	42	51	27	16
	20%	16%	19%	21%	21%	21%	13%	17%	23%	30%	28%
								a	a	a	
Other everyday correspondence, such as invoices, one off bills etc.	701	268	128	135	40	16	240	87	102	45	9
	35%	27%	40%	50%	48%	34%	31%	35%	47%	49%	15%
			a	a	a			ae	ae	ae	
Publications, such as magazines, periodicals, customer newsletters	425	168	74	77	24	10	160	53	53	29	6
	21%	17%	23%	28%	28%	21%	20%	21%	24%	31%	10%
				a							
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 239 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	131	47	20	23	18	4	37	24	21	19	1
	7%	5%	6%	8%	21%	10%	5%	9%	10%	21%	2%
					abc					a	
Refused	5	5	-	-	-	-	*	-	-	-	-
	*%	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
None of these	118	67	7	4	*	-	47	7	18	5	*
	6%	7%	2%	1%	*%	-%	6%	3%	8%	5%	*%
		bc									
Other	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	12	10	-	*	-	-	10	-	*	-	*
	1%	1%	-%	*%	-%	-%	1%	-%	*%	-%	1%
NET: Letters, large letters, packets and parcels	1804	889	305	262	77	46	717	223	196	85	56
	90%	89%	95%	96%	92%	100%	91%	88%	90%	92%	99%
				a							
NET: Letters, Large letters	1746	855	300	258	72	46	701	217	185	80	55
	87%	86%	93%	95%	85%	98%	89%	86%	85%	88%	98%
			a	a							

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 239 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
Letters	1653	646	152	186	103	34	635	65	430	1453	200	1374	76
	83%	88%	75%	74%	79%	65%	81%	56%	89%	85%	70%	86%	57%
		bce					b		ab	b		b	
Large letters	1032	398	111	144	96	35	475	59	256	879	153	832	62
	52%	54%	55%	57%	74%	66%	60%	51%	53%	51%	53%	52%	47%
					abc								
Parcels and packets	1108	436	135	160	104	33	535	59	279	937	171	887	61
	55%	59%	67%	63%	80%	62%	68%	51%	58%	55%	60%	56%	46%
					ac		bc						
Advertising and promotional material, such as catalogues, brochures and direct mail	621	232	51	100	54	18	273	33	162	513	107	471	52
	31%	31%	25%	40%	42%	35%	35%	29%	33%	30%	38%	30%	40%
				b	b								
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	403	135	45	50	39	5	177	18	84	327	76	266	35
	20%	18%	23%	20%	30%	10%	23%	16%	17%	19%	26%	17%	27%
					ae								
Other everyday correspondence, such as invoices, one off bills etc.	701	267	78	91	69	15	302	27	192	597	104	544	45
	35%	36%	39%	36%	53%	29%	38%	23%	40%	35%	36%	34%	34%
					ace		b		b				
Publications, such as magazines, periodicals, customer newsletters	425	177	35	50	37	9	170	12	129	364	61	340	12
	21%	24%	17%	20%	28%	17%	22%	10%	27%	21%	21%	21%	9%
									b			b	

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 239 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	131	36	15	35	24	9	99	8	13	84	47	85	27
	7%	5%	8%	14%	18%	18%	13%	7%	3%	5%	16%	5%	20%
				a	a	a	c				a		a
Refused	5	5	-	-	-	-	-	-	4	5	*	4	*
	*%	1%	-%	-%	-%	-%	-%	-%	1%	*%	*%	*%	*%
None of these	118	27	13	19	2	1	39	4	18	101	17	77	1
	6%	4%	6%	8%	1%	2%	5%	3%	4%	6%	6%	5%	1%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	12	5	*	1	*	-	3	*	2	12	-	10	-
	1%	1%	*%	*%	*%	-%	*%	*%	*%	1%	-%	1%	-%
NET: Letters, large letters, packets and parcels	1804	683	179	219	125	48	714	105	448	1552	252	1465	117
	90%	93%	89%	87%	96%	92%	91%	90%	93%	91%	88%	92%	88%
NET: Letters, Large letters	1746	663	173	207	115	47	687	91	439	1514	233	1430	102
	87%	90%	86%	82%	89%	90%	87%	79%	91%	88%	81%	90%	77%
		c							b	b		b	

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 239 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
Letters	1653	1040	120	747	389	1378	72	1033	126	757	379
	83%	84%	68%	82%	80%	86%	58%	85%	67%	83%	79%
Large letters	1032	707	103	497	295	832	62	707	104	503	289
	52%	57%	58%	55%	60%	52%	49%	58%	55%	55%	60%
Parcels and packets	1108	728	97	546	329	889	59	730	95	551	324
	55%	59%	55%	60%	67%	56%	47%	60%	51%	60%	68%
Advertising and promotional material, such as catalogues, brochures and direct mail	621	383	61	278	190	474	49	369	74	288	180
	31%	31%	34%	31%	39%	30%	39%	30%	39%	31%	38%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	403	196	42	172	110	265	36	196	43	173	109
	20%	16%	24%	19%	23%	17%	29%	16%	23%	19%	23%
Other everyday correspondence, such as invoices, one off bills etc.	701	430	52	332	192	545	44	428	55	335	188
	35%	35%	30%	37%	39%	34%	35%	35%	29%	37%	39%
Publications, such as magazines, periodicals, customer newsletters	425	281	20	198	112	341	12	277	24	199	111
	21%	23%	11%	22%	23%	21%	9%	23%	13%	22%	23%
		b				b		b			

Columns Tested.: a,b - a,b - a,b - a,b - a,b

Table 239 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	131	75	27	48	71	89	23	79	23	51	69
	7%	6%	15% a	5%	15% a	6%	18% a	6%	12%	6%	14% a
Refused	5	*	*	4	*	4	*	*	*	4	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
None of these	118	75	3	49	12	77	1	75	3	49	12
	6%	6%	2%	5%	2%	5%	1%	6%	2%	5%	3%
Other	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	12	10	-	6	*	10	-	10	-	6	*
	1%	1%	-%	1%	*%	1%	-%	1%	-%	1%	*%
NET: Letters, large letters, packets and parcels	1804	1120	163	820	454	1472	110	1115	168	824	449
	90%	91%	92%	90%	93%	92%	88%	91%	89%	90%	94%
NET: Letters, Large letters	1746	1091	153	790	434	1436	96	1087	157	797	427
	87%	88%	86%	87%	89%	90%	77%	89%	83%	87%	89%

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 239 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
Letters	1653	698	1188	212	5	639	813	157	5	805	635	182	2
	83%	83%	88%	83%	100%	81%	86%	80%	100%	83%	83%	81%	100%
Large letters	1032	507	708	173	5	485	579	126	2	581	456	144	-
	52%	60%	52%	68%	100%	62%	61%	64%	36%	60%	60%	64%	-%
Parcels and packets	1108	520	766	173	5	496	575	136	5	649	495	169	-
	55%	62%	56%	68%	100%	63%	60%	69%	100%	67%	65%	75%	-%
Advertising and promotional material, such as catalogues, brochures and direct mail	621	267	458	113	4	250	338	90	2	354	290	114	-
	31%	32%	34%	44%	74%	32%	36%	46%	48%	36%	38%	51%	-%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	403	147	264	59	-	142	180	49	-	213	170	67	-
	20%	17%	19%	23%	-%	18%	19%	25%	-%	22%	22%	30%	-%
Other everyday correspondence, such as invoices, one off bills etc.	701	312	513	139	5	284	359	103	2	386	325	126	-
	35%	37%	38%	55%	100%	36%	38%	52%	36%	40%	42%	56%	-%
Publications, such as magazines, periodicals, customer newsletters	425	174	314	87	4	155	248	77	2	240	200	85	-
	21%	21%	23%	34%	74%	20%	26%	39%	36%	25%	26%	38%	-%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 239 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	131	78	80	25	1	70	83	27	-	99	78	37	-
	7%	9%	6%	10%	26%	9%	9%	14%	-%	10%	10%	16%	-%
Refused	5	5	4	5	-	*	-	*	-	5	4	5	-
	*%	1%	*%	2%	-%	*%	-%	*%	-%	*%	1%	2%	-%
None of these	118	12	55	11	-	24	52	12	-	27	30	7	-
	6%	1%	4%	4%	-%	3%	5%	6%	-%	3%	4%	3%	-%
Other	-	-	a	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	12	1	9	-	-	1	8	-	-	3	3	-	-
	1%	*%	1%	-%	-%	*%	1%	-%	-%	*%	*%	-%	-%
NET: Letters, large letters, packets and parcels	1804	794	1258	237	5	736	872	178	5	902	701	209	2
	90%	94%	93%	93%	100%	94%	92%	91%	100%	92%	92%	93%	100%
NET: Letters, Large letters	1746	765	1230	230	5	706	858	172	5	874	678	196	2
	87%	90%	91%	90%	100%	90%	90%	87%	100%	90%	89%	87%	100%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 239 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
Letters	1653	1371	1011	787	1067	880	29	562	426	397	108	79
	83%	88%	86%	86%	88%	84%	85%	89%	86%	89%	81%	91%
Large letters	1032	820	736	550	674	578	31	384	314	303	95	64
	52%	53%	63%	60%	56%	55%	89%	61%	63%	68%	71%	73%
			a	a			ab					
Parcels and packets	1108	879	742	637	715	564	23	432	336	353	108	72
	55%	57%	63%	70%	59%	54%	67%	68%	68%	79%	82%	83%
			a	ab						ab	ab	
Advertising and promotional material, such as catalogues, brochures and direct mail	621	476	396	330	395	332	12	213	181	176	78	54
	31%	31%	34%	36%	33%	32%	35%	34%	37%	39%	59%	62%
											abc	abc
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	403	278	203	201	224	170	13	110	102	94	33	24
	20%	18%	17%	22%	18%	16%	39%	17%	21%	21%	25%	27%
							b					
Other everyday correspondence, such as invoices, one off bills etc.	701	544	437	392	437	371	21	269	209	212	80	58
	35%	35%	37%	43%	36%	36%	62%	43%	42%	47%	60%	67%
			a				ab				ab	abc
Publications, such as magazines, periodicals, customer newsletters	425	340	285	249	280	228	17	178	149	150	62	40
	21%	22%	24%	27%	23%	22%	49%	28%	30%	33%	46%	46%
							ab				ab	a
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 239 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	131	91	86	77	73	72	13	55	46	54	20	14
	7%	6%	7%	8%	6%	7%	39%	9%	9%	12%	15%	16%
Refused	5	4	*	4	*	4	-	4	4	-	4	-
	*%	*%	*%	*%	*%	*%	-%	1%	1%	-%	3%	-%
											c	
None of these	118	70	55	36	34	68	*	28	19	8	7	7
	6%	4%	5%	4%	3%	7%	*%	4%	4%	2%	5%	8%
						a						c
Other	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	12	10	9	4	9	8	-	2	2	1	-	-
	1%	1%	1%	*%	1%	1%	-%	*%	*%	*%	-%	-%
NET: Letters, large letters, packets and parcels	1804	1438	1091	850	1141	937	34	592	460	434	122	80
	90%	93%	93%	93%	94%	90%	100%	93%	93%	97%	92%	92%
					b							
NET: Letters, Large letters	1746	1414	1066	821	1117	919	34	581	449	422	115	80
	87%	91%	91%	90%	92%	88%	100%	92%	91%	94%	87%	92%
					b							

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 239 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
Letters	1653	166	69	73	33	1653	939	1653	1012	869	719	1524	182	-	1200	120
	83%	84%	61%	78%	70%	100%	91%	95%	91%	87%	87%	95%	90%	-%	85%	87%
		b				bcde		bde				a				
Large letters	1032	108	57	57	34	939	1032	1032	796	657	555	932	166	-	761	75
	52%	54%	50%	61%	71%	57%	100%	59%	72%	66%	67%	58%	82%	-%	54%	54%
							acde		ac	ac	b		ab			
Parcels and packets	1108	119	50	72	33	1012	796	1050	1108	720	657	1007	167	-	791	95
	55%	60%	44%	77%	70%	61%	77%	60%	100%	73%	80%	63%	83%	-%	56%	68%
				b	b		ac		abce	ac	b		b			
Advertising and promotional material, such as catalogues, brochures and direct mail	621	41	27	50	17	572	451	586	475	621	283	557	83	-	448	45
	31%	21%	23%	54%	35%	35%	44%	34%	43%	62%	34%	35%	41%	-%	32%	32%
				ab			ac		ac	abcd						
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	403	35	18	19	8	372	315	382	336	403	168	371	53	-	286	22
	20%	18%	16%	20%	18%	22%	31%	22%	30%	41%	20%	23%	26%	-%	20%	16%
							ac		ac	abcd						
Other everyday correspondence, such as invoices, one off bills etc.	701	70	28	34	24	637	518	655	547	701	351	631	116	-	535	39
	35%	35%	25%	36%	50%	39%	50%	38%	49%	71%	43%	39%	57%	-%	38%	28%
					b		ac		ac	abcd			ab			
Publications, such as magazines, periodicals, customer newsletters	425	38	14	29	13	393	330	403	355	425	224	394	87	-	311	27
	21%	19%	12%	31%	27%	24%	32%	23%	32%	43%	27%	25%	43%	-%	22%	19%
				b			ac		ac	abcd			ab			

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 239 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	131	22	17	8	6	107	83	119	101	131	91	102	31	-	87	8
	7%	11%	15%	9%	13%	6%	8%	7%	9%	13%	11%	6%	16%	-%	6%	6%
										abcd			b			
Refused	5	-	-	-	-	-	-	-	-	-	-	-	-	-	5	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%
None of these	118	8	5	2	1	-	-	-	-	-	-	-	-	-	67	5
	6%	4%	5%	2%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	4%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	12	-	-	-	-	-	-	-	-	-	-	-	-	-	2	3
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	2%
																a
NET: Letters, large letters, packets and parcels	1804	185	100	85	46	1653	1032	1746	1108	933	823	1604	202	-	1300	126
	90%	93%	88%	91%	97%	100%	100%	100%	100%	94%	100%	100%	100%	-%	92%	90%
						e	e	e	e							
NET: Letters, Large letters	1746	177	88	83	41	1653	1032	1746	1050	907	787	1577	200	-	1264	123
	87%	89%	77%	89%	87%	100%	100%	100%	95%	91%	96%	98%	99%	-%	89%	89%
						de	de	de	e			a				

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 239 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
Letters	1653	612	957	495	29	213	385	214	1106	322	241	288	1091
	83%	81%	87%	82%	71%	72%	86%	82%	82%	87%	81%	75%	86%
Large letters	1032	430	536	360	16	175	263	139	691	187	185	200	614
	52%	57%	49%	59%	38%	59%	59%	53%	51%	50%	62%	52%	48%
		b	a				a				c		b
Parcels and packets	1108	459	579	415	27	189	313	164	728	214	211	229	644
	55%	60%	52%	68%	66%	64%	70%	63%	54%	57%	71%	60%	51%
		b									c	c	
Advertising and promotional material, such as catalogues, brochures and direct mail	621	240	334	215	14	108	154	102	391	120	155	103	348
	31%	32%	30%	35%	35%	37%	34%	39%	29%	32%	52%	27%	27%
								b			bc		
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	403	142	216	137	3	67	98	77	250	67	108	83	191
	20%	19%	20%	23%	8%	23%	22%	29%	19%	18%	36%	22%	15%
								bc			bc		
Other everyday correspondence, such as invoices, one off bills etc.	701	280	378	247	16	96	193	103	447	142	137	139	406
	35%	37%	34%	41%	38%	33%	43%	39%	33%	38%	46%	36%	32%
											c		
Publications, such as magazines, periodicals, customer newsletters	425	170	238	135	8	51	108	53	277	87	94	71	243
	21%	22%	22%	22%	19%	17%	24%	20%	21%	23%	32%	19%	19%
											bc		

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 239 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	131	62	48	71	6	41	50	44	65	18	40	29	57
	7%	8%	4%	12%	15%	14%	11%	17%	5%	5%	13%	8%	5%
		b						bc			c		
Refused	5	-	5	-	-	-	*	-	5	-	-	-	5
	*%	-%	*%	-%	-%	-%	*%	-%	*%	-%	-%	-%	*%
None of these	118	25	83	15	4	7	19	12	91	12	19	8	88
	6%	3%	7%	2%	9%	2%	4%	5%	7%	3%	6%	2%	7%
			a										b
Other	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	12	9	3	-	-	-	*	-	7	3	1	*	5
	1%	1%	*%	-%	-%	-%	*%	-%	1%	1%	*%	*%	*%
NET: Letters, large letters, packets and parcels	1804	699	989	569	36	271	418	234	1205	348	265	354	1143
	90%	92%	90%	94%	87%	92%	94%	89%	90%	94%	89%	93%	90%
NET: Letters, Large letters	1746	668	976	543	35	254	405	230	1167	332	258	331	1118
	87%	88%	88%	90%	84%	86%	91%	88%	87%	89%	86%	87%	88%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 239 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
Letters	1653	774	879
	83%	87%	79%
		b	
Large letters	1032	512	520
	52%	57%	47%
		b	
Parcels and packets	1108	547	562
	55%	61%	51%
		b	
Advertising and promotional material, such as catalogues, brochures and direct mail	621	352	268
	31%	39%	24%
		b	
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	403	278	124
	20%	31%	11%
		b	
Other everyday correspondence, such as invoices, one off bills etc.	701	396	306
	35%	44%	28%
		b	
Publications, such as magazines, periodicals, customer newsletters	425	239	186
	21%	27%	17%
		b	
Goods / business supplies / large packets ordered via lorry	-	-	-
	-%	-%	-%

Columns Tested.: a,b

Table 239 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
Legal / accounts documents / tax forms	-	-	-
	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	131	58	73
	7%	7%	7%
Refused	5	-	5
	*%	-%	*%
None of these	118	14	105
	6%	2%	9%
		a	
Other	-	-	-
	-%	-%	-%
Don't know	12	4	8
	1%	*%	1%
NET: Letters, large letters, packets and parcels	1804	842	962
	90%	94%	87%
		b	
NET: Letters, Large letters	1746	817	929
	87%	91%	84%
		b	

Columns Tested:: a,b

Table 239 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
Letters	1653	45	163	217	58	259	108	33	244	138	78	101	210
	83%	84%	80%	89%	87%	83%	87%	96%	78%	90%	89%	79%	74%
				bhl			l	l		l			
Large letters	1032	32	95	137	33	129	71	20	152	111	47	62	144
	52%	60%	47%	56%	49%	42%	57%	59%	49%	72%	53%	48%	51%
		e		e			e			bcdehkl			
Parcels and packets	1108	31	98	129	39	159	85	23	155	113	32	71	173
	55%	59%	48%	53%	59%	51%	69%	67%	50%	73%	36%	56%	61%
					j		bcehj	j		bcehj			j
Advertising and promotional material, such as catalogues, brochures and direct mail	621	19	63	95	19	81	51	15	85	55	17	40	82
	31%	35%	31%	39%	28%	26%	41%	43%	27%	36%	19%	31%	29%
				ej			ej						
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	403	16	30	64	11	43	33	13	36	56	15	32	54
	20%	31%	15%	26%	16%	14%	27%	39%	12%	36%	17%	25%	19%
		beh		beh			beh	bdeh		bdehjl		h	
Other everyday correspondence, such as invoices, one off bills etc.	701	18	78	89	22	106	52	15	96	75	24	32	95
	35%	33%	38%	36%	33%	34%	42%	43%	31%	48%	27%	25%	33%
							k			hjk			
Publications, such as magazines, periodicals, customer newsletters	425	16	46	53	14	57	33	10	71	38	10	27	50
	21%	31%	23%	22%	22%	18%	27%	28%	23%	25%	11%	21%	17%
		j					j						
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 239 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	131	5	10	19	3	18	4	1	13	4	1	12	42
	7%	10%	5%	8%	5%	6%	3%	3%	4%	2%	1%	10%	15%
													bdefhij
Refused	5	-	-	-	-	-	-	-	-	-	*	-	4
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	2%
None of these	118	2	11	3	1	25	6	1	36	7	3	10	15
	6%	3%	5%	1%	1%	8%	5%	2%	12%	4%	4%	8%	5%
						cd			cd				c
Other	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	12	1	2	-	2	1	-	-	-	*	4	-	1
	1%	2%	1%	-%	3%	*%	-%	-%	-%	*%	5%	-%	*%
NET: Letters, large letters, packets and parcels	1804	49	179	234	63	281	117	33	262	145	80	117	244
	90%	92%	88%	96%	95%	91%	95%	97%	84%	94%	90%	92%	86%
				bhl	h		h						
NET: Letters, Large letters	1746	49	170	227	59	272	117	33	252	143	79	111	233
	87%	92%	83%	94%	89%	88%	95%	97%	81%	93%	90%	87%	82%
				bhl			bhl			h			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 239 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
Letters	1653	424	424	416	389	848	805
	83%	85%	85%	83%	78%	85%	80%
Large letters	1032	264	232	283	253	496	536
	52%	53%	46%	57%	51%	50%	54%
Parcels and packets	1108	258	283	291	276	541	567
	55%	52%	57%	58%	55%	54%	57%
Advertising and promotional material, such as catalogues, brochures and direct mail	621	177	151	155	138	328	293
	31%	35%	30%	31%	28%	33%	29%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	403	110	87	105	101	197	206
	20%	22%	17%	21%	20%	20%	21%
Other everyday correspondence, such as invoices, one off bills etc.	701	185	180	186	151	365	336
	35%	37%	36%	37%	30%	37%	34%
Publications, such as magazines, periodicals, customer newsletters	425	116	104	118	86	220	205
	21%	23%	21%	24%	17%	22%	20%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	131	34	25	17	56	58	73
	7%	7%	5%	3%	11%	6%	7%
				bc			

Columns Tested: a,b,c,d - a,b

Table 239 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
Refused	5	-	-	-	5	-	5
	*/%	-%	-%	-%	1%	-%	*/%
None of these	118	15	31	44	28	47	72
	6%	3%	6%	9%	6%	5%	7%
			a				
Other	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Don't know	12	3	3	*	5	6	6
	1%	1%	1%	*/%	1%	1%	1%
NET: Letters, large letters, packets and parcels	1804	462	461	440	441	923	881
	90%	92%	92%	88%	88%	92%	88%
						b	
NET: Letters, Large letters	1746	446	448	428	423	894	852
	87%	89%	90%	86%	85%	89%	85%

Columns Tested:: a,b,c,d - a,b

Table 240

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1913	533	1380	1329	327	78	179	584
Effective base	699	128	578	640	129	33	73	169
Weighted Base	1653	234	1419	1575	66	7	4	78
Urgent delivery - on the same day or a specific time the next day	157 9%	7 3%	150 11% a	140 9%	14 21% a	2 23% a	1 26% a	17 21% a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	333 20%	9 4%	325 23% a	307 19%	22 34% a	2 30%	2 39% a	26 34% a
Timed delivery (i.e. to arrive by specific time/day)	162 10%	6 3%	156 11% a	148 9%	12 18% a	1 13%	1 17% a	14 18% a
Standard delivery	1490 90%	230 98% b	1260 89%	1424 90% bde	56 84% d	7 92% d	3 73%	66 84% d
International delivery	121 7%	4 2%	117 8% a	108 7%	11 17% a	1 16%	1 14% a	13 17% a
Cross-Border Delivery (to ROI)	4 *%	1 *%	3 *%	4 *%	* *%	- -%	* *%	* *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	14 1%	1 1%	13 1%	14 1%	* 1%	- -%	- -%	* 1%
Don't Know (DO NOT READ OUT)	20 1%	- -%	20 1%	19 1%	1 1%	- -%	* 1%	1 1%

Columns Tested:: a,b - a,b,c,d,e

Table 240 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1913	564	570	195	198	207	179	1329	327	257
Effective base	699	317	265	76	86	78	73	640	129	71
Weighted Base	1653	854	610	110	49	25	4	1575	66	12
Urgent delivery - on the same day or a specific time the next day	157 9%	52 6%	81 13%	7 6%	11 23%	4 17%	1 26%	140 9%	14 21%	3 24%
			ag		abcg	acg	abcg		acg	abcg
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	333 20%	172 20%	114 19%	21 19%	15 31%	9 37%	2 39%	307 19%	22 34%	4 33%
					abg	abcg	abcg		abcg	abg
Timed delivery (i.e. to arrive by specific time/day)	162 10%	67 8%	66 11%	15 14%	10 21%	3 11%	1 17%	148 9%	12 18%	2 15%
					abg		ag		abg	
Standard delivery	1490 90%	786 92%	539 88%	99 90%	41 85%	21 85%	3 73%	1424 90%	56 84%	10 85%
		fh	f	f				fh	f	
International delivery	121 7%	58 7%	43 7%	7 7%	9 18%	4 15%	1 14%	108 7%	11 17%	2 15%
					abcg	abg	ag		abcg	abg
Cross-Border Delivery (to ROI)	4 *%	1 *%	2 *%	* *%	* *%	* 1%	* *%	4 *%	* *%	* *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	14 1%	9 1%	2 *%	2 2%	* 1%	- -%	- -%	14 1%	* 1%	- -%
Don't Know (DO NOT READ OUT)	20 1%	3 *%	16 3%	* *%	1 2%	- -%	* 1%	19 1%	1 1%	* *%
			a							

Columns Tested: a,b,c,d,e,f,g,h,i

Table 240 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1913	808	521	327	78	179	636	301	112	73	201
Effective base	699	469	224	129	33	73	360	127	40	21	36
Weighted Base	1653	1278	297	66	7	4	988	235	61	26	48
Urgent delivery - on the same day or a specific time the next day	157 9%	109 9%	31 10%	14 21%	2 23%	1 26%	81 8%	43 18%	15 25%	6 23%	4 9%
				ab	ab	ab		a	ae	a	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	333 20%	242 19%	65 22%	22 34%	2 30%	2 39%	207 21%	64 27%	17 28%	8 32%	16 33%
				ab		ab					
Timed delivery (i.e. to arrive by specific time/ day)	162 10%	118 9%	30 10%	12 18%	1 13%	1 17%	82 8%	46 20%	14 23%	8 30%	4 8%
				ab		a		a	a	ae	
Standard delivery	1490 90%	1162 91%	262 88%	56 84%	7 92%	3 73%	903 91%	190 81%	54 89%	20 77%	43 89%
			ce	e	e		bd				
International delivery	121 7%	86 7%	22 7%	11 17%	1 16%	1 14%	84 8%	19 8%	7 11%	2 6%	5 11%
				ab		a					
Cross-Border Delivery (to ROI)	4 *%	2 *%	2 1%	* *%	- -%	* *%	2 *%	* *%	1 1%	- -%	* *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	14 1%	11 1%	3 1%	* 1%	- -%	- -%	6 1%	4 2%	- -%	2 6%	* 1%
										a	
Don't Know (DO NOT READ OUT)	20 1%	15 1%	4 1%	1 1%	- -%	* 1%	11 1%	2 1%	1 1%	* *%	* *%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 240 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1913	122	83	178	57	117	143	117	99	93
Effective base	699	70	48	101	25	61	88	69	53	45
Weighted Base	1653	157	112	282	51	149	252	209	117	102
Urgent delivery - on the same day or a specific time the next day	157 9%	13 9%	14 12%	54 19%	2 4%	15 10%	18 7%	10 5%	11 9%	2 2%
			i	fgi						
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	333 20%	38 24%	27 24%	67 24%	3 6%	29 19%	70 28%	32 16%	21 18%	19 18%
		d	d	d			d			
Timed delivery (i.e. to arrive by specific time/day)	162 10%	8 5%	21 19%	55 19%	3 6%	14 9%	23 9%	12 6%	9 8%	6 6%
			agi	afgi						
Standard delivery	1490 90%	141 90%	95 85%	242 86%	49 96%	140 94%	231 92%	186 89%	107 91%	95 94%
International delivery	121 7%	12 8%	6 6%	26 9%	1 2%	13 9%	22 9%	13 6%	15 13%	3 3%
Cross-Border Delivery (to ROI)	4 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	14 1%	2 1%	2 1%	1 *%	- -%	* *%	- -%	2 1%	4 4%	1 1%
Don't Know (DO NOT READ OUT)	20 1%	3 2%	- -%	1 *%	- -%	- -%	3 1%	9 4%	- -%	3 2%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 240 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1913	267	304	438	1009	904	323	303	278
Effective base	699	130	171	258	552	244	97	85	110
Weighted Base	1653	302	386	742	1430	223	110	76	38
Urgent delivery - on the same day or a specific time the next day	157 9%	19 6%	38 10%	82 11%	139 10%	18 8%	7 6%	9 11%	2 6%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	333 20%	50 17%	86 22% eg	169 23% efg	306 21% eg	27 12%	15 13%	6 8%	6 17%
Timed delivery (i.e. to arrive by specific time/day)	162 10%	23 8% g	39 10% eg	90 12% egh	151 11% egh	11 5%	8 8%	1 2%	2 4%
Standard delivery	1490 90%	285 94%	343 89%	659 89%	1287 90%	203 91%	100 91%	67 89%	35 94%
International delivery	121 7%	17 6%	33 9%	61 8%	111 8%	10 5%	5 5%	3 4%	2 5%
Cross-Border Delivery (to ROI)	4 *%	- -%	- -%	- -%	- -%	4 2% d	- -%	- -%	4 11% abcdefg
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	14 1%	2 1%	8 2%	3 *%	13 1%	1 1%	1 1%	* *%	* 1%
Don't Know (DO NOT READ OUT)	20 1%	3 1%	3 1%	13 2%	18 1%	1 1%	1 1%	* *%	* *%

Columns Tested: a,b,c,d,e,f,g,h

Table 240 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1913	92	151	13	164	196	444	85	92	838
Effective base	699	33	46	6	51	83	161	26	30	322
Weighted Base	1653	74	96	16	112	224	321	58	56	806
Urgent delivery - on the same day or a specific time the next day	157	14	19	3	21	33	26	1	6	56
	9%	19%	19%	16%	19%	15%	8%	1%	11%	7%
		gi	fgi		fgi	i				
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	333	13	16	3	19	54	63	8	8	169
	20%	17%	17%	21%	17%	24%	19%	13%	15%	21%
Timed delivery (i.e. to arrive by specific time/ day)	162	8	16	7	23	25	42	3	6	55
	10%	10%	17%	41%	20%	11%	13%	6%	11%	7%
			i		i		i			
Standard delivery	1490	59	85	12	97	191	289	51	49	752
	90%	81%	88%	74%	86%	86%	90%	87%	87%	93%
										ae
International delivery	121	4	10	1	11	6	30	2	2	66
	7%	5%	11%	4%	10%	2%	9%	3%	4%	8%
							e			
Cross-Border Delivery (to ROI)	4	*	-	-	-	-	*	*	*	3
	*%	1%	-%	-%	-%	-%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	14	-	*	-	*	1	3	*	-	10
	1%	-%	*%	-%	*%	*%	1%	*%	-%	1%
Don't Know (DO NOT READ OUT)	20	1	1	*	1	3	2	3	2	9
	1%	1%	1%	1%	1%	1%	1%	5%	4%	1%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 240 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1913	452	444	1017	1666	247	-	1600	313	1852	61
Effective base	699	165	161	377	597	105	-	628	75	675	24
Weighted Base	1653	410	321	922	1365	288	-	1518	135	1599	54
Urgent delivery - on the same day or a specific time the next day	157 9%	68 17% bc	26 8%	63 7%	132 10%	24 8%	- -%	139 9%	18 13%	151 9%	6 10%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	333 20%	86 21%	63 19%	185 20%	277 20%	56 19%	- -%	313 21%	21 15%	319 20%	14 26%
Timed delivery (i.e. to arrive by specific time/day)	162 10%	55 13% c	42 13% c	65 7%	141 10%	21 7%	- -%	148 10%	14 10%	157 10%	5 10%
Standard delivery	1490 90%	348 85%	289 90%	853 93% a	1226 90%	263 92%	- -%	1374 91%	116 86%	1439 90%	51 93%
International delivery	121 7%	20 5%	30 9%	70 8%	113 8%	8 3%	- -%	116 8%	5 4%	121 8%	* *%
Cross-Border Delivery (to ROI)	4 *%	* *%	* *%	3 *%	2 *%	2 1%	- -%	4 *%	* *%	4 *%	- -%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	14 1%	1 *%	3 1%	10 1%	14 1%	* *%	- -%	14 1%	* *%	12 1%	2 4%
Don't Know (DO NOT READ OUT)	20 1%	4 1%	2 1%	14 1%	14 1%	5 2%	- -%	19 1%	* *%	20 1%	- -%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 240 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1913	1145	383	372
Effective base	699	441	120	137
Weighted Base	1653	1076	249	321
Urgent delivery - on the same day or a specific time the next day	157 9%	60 6%	42 17%	54 17%
			a	a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	333 20%	179 17%	68 27%	86 27%
			a	a
Timed delivery (i.e. to arrive by specific time/day)	162 10%	72 7%	32 13%	58 18%
			a	a
Standard delivery	1490 90%	977 91%	216 87%	290 90%
International delivery	121 7%	68 6%	23 9%	30 9%
Cross-Border Delivery (to ROI)	4 *%	2 *%	1 1%	1 *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	14 1%	12 1%	2 1%	* *%
Don't Know (DO NOT READ OUT)	20 1%	16 1%	1 1%	2 1%

Columns Tested: a,b,c

Table 240 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1913	1486	276	76	25	25	12	6	7	1762	151	75
Effective base	699	587	79	21	7	8	4	1	3	666	34	13
Weighted Base	1653	1408	172	44	5	21	1	1	1	1580	73	29
Urgent delivery - on the same day or a specific time the next day	157 9%	91 6%	32 19%	16 37%	3 57%	13 62%	* 5%	1 94%	* 39%	123 8%	34 46%	17 60%
			ai	ai							abi	abi
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	333 20%	247 18%	51 30%	20 45%	4 78%	9 43%	1 71%	1 89%	* 63%	298 19%	35 48%	15 52%
			ai	ai							ai	ai
Timed delivery (i.e. to arrive by specific time/ day)	162 10%	103 7%	28 16%	16 35%	4 77%	10 49%	* 6%	1 84%	- -%	131 8%	31 42%	15 53%
			ai	ai							abi	abi
Standard delivery	1490 90%	1292 92%	155 90%	34 78%	3 50%	3 15%	1 99%	1 95%	* 16%	1447 92%	42 58%	8 27%
			ai	ai							ai	ai
International delivery	121 7%	90 6%	21 12%	4 9%	* 6%	6 27%	* 5%	1 84%	* 3%	110 7%	11 15%	7 24%
												ai
Cross-Border Delivery (to ROI)	4 *%	3 *%	1 1%	* *%	* 1%	* *%	- -%	- -%	- -%	4 *%	* *%	* *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	14 1%	11 1%	1 *%	2 4%	- -%	- -%	- -%	- -%	- -%	12 1%	2 3%	- -%
Don't Know (DO NOT READ OUT)	20 1%	18 1%	1 1%	1 1%	* *%	- -%	- -%	- -%	- -%	19 1%	1 1%	* *%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 240 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	1913	810	676	427	1672	1355	1706	1283	765	628	325	967	93	114	76	86	45
Effective base	699	360	229	113	606	489	623	483	295	204	137	390	21	30	18	17	11
Weighted Base	1653	896	512	245	1449	1159	1489	1136	731	479	334	940	45	74	38	38	20
Urgent delivery - on the same day or a specific time the next day	157 9%	35 4%	56 11%	66 27%	138 9%	142 12%	150 10%	138 12%	123 17%	109 23%	17 5%	73 8%	7 15%	22 29%	9 23%	15 39%	8 40%
			a	ab					ac	abcd				ab	ab	ab	ab
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	333 20%	108 12%	140 27%	86 35%	316 22%	294 25%	327 22%	278 24%	210 29%	179 37%	41 12%	211 22%	11 25%	22 29%	18 47%	15 40%	9 45%
			a	a					ac	abcde		a		a	ab	a	a
Timed delivery (i.e. to arrive by specific time/day)	162 10%	58 6%	45 9%	59 24%	150 10%	146 13%	155 10%	138 12%	114 16%	106 22%	13 4%	96 10%	6 13%	8 11%	10 26%	15 38%	7 35%
				ab					ac	abcd		a		ab	abd	ab	ab
Standard delivery	1490 90%	829 93%	463 90%	198 81%	1300 90%	1020 88%	1336 90%	999 88%	614 84%	369 77%	318 95%	850 90%	37 84%	67 91%	27 69%	22 58%	14 70%
		c	c		ef	f	ef	f			efg	efg		f			
International delivery	121 7%	29 3%	61 12%	32 13%	110 8%	104 9%	113 8%	99 9%	78 11%	56 12%	12 4%	64 7%	6 13%	11 15%	8 21%	9 22%	5 23%
			a	a										a	ab	ab	ab
Cross-Border Delivery (to ROI)	4 *%	1 *%	2 *%	1 1%	4 *%	3 *%	4 *%	2 *%	1 *%	2 *%	1 *%	3 *%	* *%	* *%	* *%	* 1%	* *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	14 1%	10 1%	1 *%	3 1%	11 1%	4 *%	11 1%	7 1%	3 *%	1 *%	6 2%	4 *%	* *%	- -%	- -%	* *%	- -%
Don't Know (DO NOT READ OUT)	20 1%	9 1%	9 2%	2 1%	17 1%	17 1%	17 1%	18 2%	8 1%	4 1%	* *%	16 2%	1 2%	* *%	- -%	* *%	* 1%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 240 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	1913	1212	147	98	89	49	58	19	930	176	91	64	46	26	22
Effective base	699	500	40	25	17	11	11	5	379	49	25	22	9	11	6
Weighted Base	1653	1213	93	57	37	20	25	4	903	131	38	34	29	11	13
Urgent delivery - on the same day or a specific time the next day	157 9%	89 7%	9 9%	14 24% a	7 19%	5 23%	12 50% ab	2 59%	60 7%	44 34% a	8 21% a	9 26% a	12 41% a	3 24%	7 49%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	333 20%	234 19%	22 24%	23 40% a	12 33%	10 49% a	11 46% a	2 58%	194 21%	58 45% a	11 30%	14 41% a	7 25%	2 16%	7 55%
Timed delivery (i.e. to arrive by specific time/day)	162 10%	115 9%	8 8%	9 16%	2 5%	3 15%	13 50% abcd	1 29%	76 8%	40 30% a	5 13%	5 16%	11 38% a	3 26%	6 42%
Standard delivery	1490 90%	1103 91% f	80 86% f	51 88% f	34 91% f	17 85%	12 46%	3 68%	830 92% bde	96 74%	35 91% e	26 77%	15 51%	11 95%	8 57%
International delivery	121 7%	77 6%	3 4%	14 24% ab	4 10%	5 25% ab	6 25% ab	* 2%	60 7%	25 19% a	4 9%	4 12%	7 23%	2 13%	5 34%
Cross-Border Delivery (to ROI)	4 *%	3 *%	* *%	* *%	* 1%	* 1%	* 1%	* *%	2 *%	1 1%	* *%	- -%	* *%	* *%	- -%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	14 1%	10 1%	- -%	* *%	- -%	* *%	- -%	- -%	4 *%	- -%	- -%	- -%	* *%	- -%	- -%
Don't Know (DO NOT READ OUT)	20 1%	11 1%	5 6% a	* *%	* *%	- -%	- -%	- -%	16 2%	1 1%	- -%	- -%	* *%	- -%	* 1%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 240 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1913	866	147	96	58	44	38	34	679	345	389	206	84
Effective base	699	362	46	28	21	13	8	10	294	136	130	41	24
Weighted Base	1653	851	118	73	26	21	21	25	743	314	290	81	60
Urgent delivery - on the same day or a specific time the next day	157 9%	67 8%	11 9%	24 33%	10 38%	5 23%	3 14%	18 70%	26 4%	46 15%	35 12%	26 33%	16 27%
				ab	ab			abcef		a	a	abc	a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	333 20%	176 21%	29 25%	45 61%	8 31%	5 26%	7 33%	8 30%	102 14%	97 31%	82 28%	26 32%	19 32%
				abde						a	a	a	a
Timed delivery (i.e. to arrive by specific time/day)	162 10%	75 9%	11 10%	18 24%	6 24%	10 48%	3 16%	14 55%	39 5%	41 13%	32 11%	22 27%	22 37%
				a	a	ab		ab		a	a	abc	abc
Standard delivery	1490 90%	780 92%	109 93%	41 56%	19 75%	18 85%	16 75%	16 63%	700 94%	272 87%	248 85%	73 90%	42 69%
		cdg	cdg						bce	e		e	
International delivery	121 7%	70 8%	4 3%	8 11%	7 26%	6 29%	* 2%	5 18%	30 4%	25 8%	31 11%	19 23%	9 15%
					ab	ab					a	ab	a
Cross-Border Delivery (to ROI)	4 *%	1 *%	* *%	* 1%	- -%	- -%	- -%	- -%	1 *%	1 *%	1 *%	2 2%	* *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	14 1%	5 1%	* *%	- -%	2 7%	* *%	- -%	- -%	7 1%	1 *%	1 *%	- -%	2 3%
				a									
Don't Know (DO NOT READ OUT)	20 1%	18 2%	* *%	* *%	* *%	- -%	* *%	- -%	6 1%	4 1%	6 2%	* *%	* *%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 240 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1913	741	330	349	183	65	606	250	287	144	60
Effective base	699	319	124	114	34	17	268	88	85	31	17
Weighted Base	1653	809	285	246	66	42	668	197	176	68	46
Urgent delivery - on the same day or a specific time the next day	157 9%	43 5%	29 10%	32 13%	22 33%	11 27%	46 7%	34 17%	22 13%	25 37%	15 31%
				a	abc	a		a		abc	a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	333 20%	119 15%	87 30%	75 31%	21 31%	15 36%	128 19%	66 33%	61 35%	23 35%	15 33%
			a	a	a	a		a	a	a	
Timed delivery (i.e. to arrive by specific time/ day)	162 10%	57 7%	32 11%	27 11%	19 29%	14 34%	55 8%	34 17%	21 12%	21 31%	16 33%
					abc	abc		a		ac	ac
Standard delivery	1490 90%	747 92%	249 87%	212 86%	59 89%	31 75%	609 91%	169 86%	149 84%	60 88%	31 66%
		e					e	e			
International delivery	121 7%	35 4%	22 8%	28 11%	16 24%	9 21%	38 6%	31 16%	17 10%	16 24%	2 5%
				a	ab	a		a		ac	
Cross-Border Delivery (to ROI)	4 *%	1 *%	1 *%	1 *%	2 2%	* *%	1 *%	1 *%	1 1%	* *%	* *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	14 1%	7 1%	1 *%	1 1%	- -%	2 4%	3 1%	- -%	1 *%	- -%	* *%
Don't Know (DO NOT READ OUT)	20 1%	8 1%	3 1%	6 3%	* *%	* *%	14 2%	1 1%	1 1%	- -%	- -%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 240 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1913	613	195	238	148	71	707	98	471	1636	277	1547	125
Effective base	699	267	67	81	45	20	273	31	177	605	95	571	34
Weighted Base	1653	646	152	186	103	34	635	65	430	1453	200	1374	76
Urgent delivery - on the same day or a specific time the next day	157 9%	40 6%	22 15%	37 20%	35 34%	4 12%	87 14%	17 27%	33 8%	107 7%	50 25%	108 8%	29 39%
			a	a	ab		c	c			a		a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	333 20%	116 18%	55 36%	59 32%	33 33%	12 35%	168 26%	25 38%	84 19%	289 20%	44 22%	288 21%	28 36%
			a	a	a			c					a
Timed delivery (i.e. to arrive by specific time/day)	162 10%	38 6%	26 17%	37 20%	27 26%	10 28%	86 14%	10 15%	42 10%	115 8%	47 24%	120 9%	30 40%
			a	a	a	a					a		a
Standard delivery	1490 90%	599 93%	127 84%	148 80%	85 83%	28 82%	546 86%	47 72%	400 93%	1331 92%	159 79%	1257 92%	42 56%
		bcd					b	ab		b		b	
International delivery	121 7%	38 6%	20 13%	20 11%	20 19%	2 5%	63 10%	2 4%	34 8%	104 7%	17 8%	104 8%	6 7%
			a		a								
Cross-Border Delivery (to ROI)	4 *%	1 *%	1 *%	* *%	* *%	* *%	1 *%	* *%	1 *%	4 *%	* *%	4 *%	* *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	14 1%	5 1%	* *%	1 *%	1 1%	- -%	5 1%	2 3%	* *%	13 1%	1 1%	11 1%	- -%
								c					

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 240 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1913	613	195	238	148	71	707	98	471	1636	277	1547	125
Effective base	699	267	67	81	45	20	273	31	177	605	95	571	34
Weighted Base	1653	646	152	186	103	34	635	65	430	1453	200	1374	76
Don't Know (DO NOT READ OUT)	20	14	*	3	1	-	6	1	11	18	1	17	*
	1%	2%	*%	1%	1%	-%	1%	2%	3%	1%	1%	1%	*%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 240 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1913	1176	179	815	468	1553	119	1165	190	820	463
Effective base	699	439	49	330	154	572	33	433	56	333	151
Weighted Base	1653	1040	120	747	389	1378	72	1033	126	757	379
Urgent delivery - on the same day or a specific time the next day	157 9%	100 10%	41 35% a	57 8%	81 21% a	106 8%	31 44% a	91 9%	50 40% a	59 8%	78 21% a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	333 20%	236 23%	58 48% a	165 22%	113 29%	288 21%	28 39% a	233 23%	61 48% a	177 23%	101 27%
Timed delivery (i.e. to arrive by specific time/day)	162 10%	101 10%	45 37% a	51 7%	86 22% a	121 9%	29 40% a	98 9%	48 38% a	52 7%	85 23% a
Standard delivery	1490 90%	939 90%	81 68% b	668 89%	331 85%	1257 91%	43 60% b	932 90%	89 70% b	669 88%	330 87%
International delivery	121 7%	87 8%	17 14%	55 7%	44 11%	103 7%	7 9%	87 8%	17 14%	56 7%	44 12%
Cross-Border Delivery (to ROI)	4 *%	2 *%	1 1%	1 *%	1 *%	4 *%	* *%	3 *%	* *%	1 *%	1 *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	14 1%	4 *%	* *%	6 1%	1 *%	11 1%	- -%	4 *%	* *%	6 1%	1 *%

Columns Tested.: a,b - a,b - a,b - a,b - a,b

Table 240 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1913	1176	179	815	468	1553	119	1165	190	820	463
Effective base	699	439	49	330	154	572	33	433	56	333	151
Weighted Base	1653	1040	120	747	389	1378	72	1033	126	757	379
Don't Know (DO NOT READ OUT)	20	17	*	18	*	17	*	17	*	18	*
	1%	2%	*%	2%	*%	1%	*%	2%	*%	2%	*%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 240 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1913	816	1360	241	2	746	993	184	4	894	750	223	1
Effective base	699	287	503	85	2	260	363	67	3	338	286	85	1
Weighted Base	1653	698	1188	212	5	639	813	157	5	805	635	182	2
Urgent delivery - on the same day or a specific time the next day	157 9%	119 17%	83 7%	38 18%	1 26%	129 20%	77 9%	30 19%	- -%	133 17%	50 8%	31 17%	- -%
		b		b		b		b		b		b	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	333 20%	250 36%	232 20%	84 40%	1 26%	238 37%	181 22%	54 34%	2 52%	246 30%	151 24%	56 31%	- -%
		b		b		b		b					
Timed delivery (i.e. to arrive by specific time/day)	162 10%	128 18%	102 9%	60 28%	1 26%	123 19%	81 10%	41 26%	2 40%	125 15%	61 10%	37 20%	- -%
		b		ab		b		b		b		b	
Standard delivery	1490 90%	576 82%	1120 94%	185 87%	5 100%	518 81%	757 93%	138 87%	5 100%	689 86%	594 94%	159 87%	2 100%
			ac				a				a		
International delivery	121 7%	85 12%	91 8%	84 40%	1 26%	87 14%	74 9%	65 41%	- -%	87 11%	60 9%	54 30%	- -%
		b		ab				ab				ab	
Cross-Border Delivery (to ROI)	4 *%	2 *%	3 *%	3 1%	- -%	2 *%	2 *%	2 2%	- -%	2 *%	1 *%	2 1%	- -%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	14 1%	3 *%	10 1%	1 *%	- -%	3 *%	4 *%	1 *%	- -%	6 1%	2 *%	1 1%	- -%
Don't Know (DO NOT READ OUT)	20 1%	13 2%	14 1%	6 3%	- -%	10 2%	13 2%	1 1%	- -%	10 1%	13 2%	1 1%	- -%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 240 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1913	1539	1156	855	1217	936	49	541	427	396	105	65
Effective base	699	567	419	335	444	357	13	237	173	161	50	33
Weighted Base	1653	1371	1011	787	1067	880	29	562	426	397	108	79
Urgent delivery - on the same day or a specific time the next day	157 9%	111 8%	111 11%	79 10%	116 11%	64 7%	16 56% ab	65 12%	55 13%	62 16%	15 14%	5 7%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	333 20%	293 21%	258 26%	200 25%	257 24%	198 23%	11 38%	149 27%	150 35%	136 34%	35 33%	28 36%
Timed delivery (i.e. to arrive by specific time/day)	162 10%	127 9%	116 12%	76 10%	119 11%	73 8%	19 67% ab	62 11%	54 13%	64 16%	18 17%	11 14%
Standard delivery	1490 90%	1254 91%	916 91%	702 89%	970 91% c	818 93% c	21 73%	510 91%	391 92%	345 87%	100 93%	73 92%
International delivery	121 7%	104 8%	97 10%	74 9%	90 8%	76 9%	13 45% ab	61 11%	53 12%	53 13%	37 35% abc	29 37% abc
Cross-Border Delivery (to ROI)	4 *%	4 *%	3 *%	2 *%	3 *%	3 *%	* *%	1 *%	1 *%	1 *%	- -%	* *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	14 1%	11 1%	4 *%	5 1%	6 1%	6 1%	- -%	3 1%	5 1%	5 1%	1 1%	- -%
Don't Know (DO NOT READ OUT)	20 1%	17 1%	17 2%	18 2%	12 1%	7 1%	- -%	13 2%	6 1%	10 2%	- -%	4 6%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 240 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1913	169	85	76	32	1913	1259	1913	1303	1191	804	1736	222	-	1440	107
Effective base	699	69	29	30	14	699	419	699	444	390	301	639	83	-	518	50
Weighted Base	1653	166	69	73	33	1653	939	1653	1012	869	719	1524	182	-	1200	120
Urgent delivery - on the same day or a specific time the next day	157 9%	29 17%	31 45% ac	5 7%	9 28%	157 9%	100 11%	157 9%	111 11%	82 9%	157 22% b	110 7%	39 21% b	- -%	108 9%	12 10%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	333 20%	51 31%	27 39%	26 35%	5 14%	333 20%	257 27% ace	333 20%	254 25% ac	185 21%	333 46% b	275 18%	94 52% b	- -%	256 21%	24 20%
Timed delivery (i.e. to arrive by specific time/day)	162 10%	22 13%	29 42% ac	12 17%	7 22%	162 10%	119 13%	162 10%	114 11%	107 12%	162 23% b	117 8%	55 30% b	- -%	102 8%	19 16%
Standard delivery	1490 90%	138 83% b	43 63%	65 90% b	32 95% b	1490 90%	852 91%	1490 90%	923 91%	804 92%	582 81%	1490 98% ac	169 93% a	- -%	1102 92%	102 85%
International delivery	121 7%	15 9%	11 16%	18 25% a	3 9%	121 7%	95 10%	121 7%	105 10%	84 10%	98 14% b	117 8%	121 67% ab	- -%	80 7%	16 13%
Cross-Border Delivery (to ROI)	4 *%	1 *%	* *%	* *%	- -%	4 *%	3 *%	4 *%	2 *%	3 *%	3 *%	4 *%	4 2% b	- -%	3 *%	* *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	14 1%	1 *%	2 2%	- -%	- -%	14 1%	6 1%	14 1%	4 *%	6 1%	1 *%	5 *%	1 *%	- -%	9 1%	1 1%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 240 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	RM product changes:					Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%	Total base	a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1913	169	85	76	32	1913	1259	1913	1303	1191	804	1736	222	-	1440	107
Effective base	699	69	29	30	14	699	419	699	444	390	301	639	83	-	518	50
Weighted Base	1653	166	69	73	33	1653	939	1653	1012	869	719	1524	182	-	1200	120
Don't Know (DO NOT READ OUT)	20	-	-	-	-	20	17	20	16	12	7	9	-	-	4	5
	1%	-%	-%	-%	-%	1%	2%	1%	2%	1%	1%	1%	-%	-%	*%	4% a

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 240 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1913	628	1147	574	21	248	430	251	1217	419	330	321	1209
Effective base	699	251	405	206	10	89	157	91	455	148	106	122	456
Weighted Base	1653	612	957	495	29	213	385	214	1106	322	241	288	1091
Urgent delivery - on the same day or a specific time the next day	157 9%	76 12% b	57 6%	88 18%	3 12%	48 23%	57 15%	52 24% bc	76 7%	28 9%	33 14% c	52 18% c	67 6%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	333 20%	160 26% b	155 16%	149 30%	7 23%	74 35%	102 27%	70 33% bc	207 19%	56 17%	57 24%	97 34% c	172 16%
Timed delivery (i.e. to arrive by specific time/day)	162 10%	93 15% b	47 5%	77 15%	14 47%	60 28% b	51 13%	53 25% bc	83 7%	26 8%	39 16% c	37 13%	84 8%
Standard delivery	1490 90%	519 85%	908 95% a	435 88%	22 77%	161 76%	357 93% a	163 76%	1033 93% a	285 88% a	211 88%	260 90%	987 90%
International delivery	121 7%	57 9%	58 6%	53 11%	6 19%	31 15%	43 11%	24 11%	80 7%	17 5%	21 9%	34 12% c	65 6%
Cross-Border Delivery (to ROI)	4 *%	1 *%	3 *%	1 *%	* *%	1 *%	1 *%	* *%	3 *%	1 *%	* *%	* *%	3 *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	14 1%	5 1%	8 1%	2 *%	- -%	* *%	2 1%	1 1%	8 1%	5 2%	- -%	- -%	14 1%
Don't Know (DO NOT READ OUT)	20 1%	11 2%	8 1%	2 *%	- -%	* *%	3 1%	* *%	13 1%	7 2%	- -%	* *%	20 2%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 240 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1913	1064	849
Effective base	699	328	371
Weighted Base	1653	774	879
Urgent delivery - on the same day or a specific time the next day	157 9%	101 13% b	56 6%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	333 20%	135 17%	198 23%
Timed delivery (i.e. to arrive by specific time/day)	162 10%	99 13% b	63 7%
Standard delivery	1490 90%	684 88%	806 92%
International delivery	121 7%	64 8%	58 7%
Cross-Border Delivery (to ROI)	4 *%	2 *%	2 *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%
None of these (DO NOT READ OUT)	14 1%	8 1%	6 1%
Don't Know (DO NOT READ OUT)	20 1%	7 1%	13 1%

Columns Tested:: a,b

Table 240 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	1913	113	220	184	166	190	117	117	196	131	160	123	196
Effective base	699	34	96	107	55	121	68	17	71	53	33	39	69
Weighted Base	1653	45	163	217	58	259	108	33	244	138	78	101	210
Urgent delivery - on the same day or a specific time the next day	157 9%	5 11%	10 6%	27 12% f	6 10%	28 11% f	3 2%	5 16%	18 7%	11 8%	4 5%	8 8%	33 16% f
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	333 20%	8 18%	40 24% f	47 22% f	16 27% fg	51 20% f	8 8%	2 6%	64 26% f	17 12%	20 25% f	12 12%	49 23% f
Timed delivery (i.e. to arrive by specific time/day)	162 10%	2 4%	16 10%	27 12% f	6 10%	21 8%	3 3%	* *%	28 12%	14 10%	2 2%	12 12%	30 14% fj
Standard delivery	1490 90%	42 93%	149 91%	190 88%	51 88%	244 94%	97 90%	31 93%	222 91%	130 94%	67 86%	88 87%	180 86%
International delivery	121 7%	2 5%	14 9%	13 6%	11 20% cefgjh	15 6%	6 5%	* 1%	17 7%	12 9%	3 4%	7 7%	20 10%
Cross-Border Delivery (to ROI)	4 *%	1 2%	* *%	1 *%	1 1%	- -%	- -%	* *%	1 *%	1 *%	* *%	* *%	* *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	14 1%	- -%	6 3%	4 2%	* *%	1 *%	2 2%	- -%	1 *%	1 1%	- -%	- -%	* *%
Don't Know (DO NOT READ OUT)	20 1%	- -%	2 1%	2 1%	1 2%	2 1%	5 4%	* 1%	5 2%	* *%	- -%	- -%	3 1%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 240 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1913	517	473	444	479	990	923
Effective base	699	233	229	136	140	462	275
Weighted Base	1653	424	424	416	389	848	805
Urgent delivery - on the same day or a specific time the next day	157 9%	42 10%	36 9%	34 8%	45 11%	78 9%	79 10%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	333 20%	95 22%	75 18%	83 20%	81 21%	170 20%	163 20%
Timed delivery (i.e. to arrive by specific time/day)	162 10%	45 11%	30 7%	43 10%	43 11%	76 9%	86 11%
Standard delivery	1490 90%	380 90%	391 92%	383 92%	335 86%	771 91%	718 89%
International delivery	121 7%	29 7%	32 8%	29 7%	31 8%	61 7%	60 7%
Cross-Border Delivery (to ROI)	4 *%	2 *%	1 *%	1 *%	1 *%	2 *%	2 *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	14 1%	10 2%	2 1%	2 *%	* *%	12 1%	2 *%
Don't Know (DO NOT READ OUT)	20 1%	4 1%	8 2%	5 1%	3 1%	12 1%	8 1%

Columns Tested:: a,b,c,d - a,b

Table 241

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1364	481	883	906	248	59	151	458
Effective base	456	116	345	413	93	33	63	124
Weighted Base	1033	217	816	977	48	5	4	56
Urgent delivery - on the same day or a specific time the next day	120 12%	6 3%	114 14% a	106 11%	12 25% a	1 26% a	1 22% a	14 25% a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	266 26%	8 4%	258 32% a	245 25%	18 37% a	2 34%	1 41% a	21 37% a
Timed delivery (i.e. to arrive by specific time/day)	124 12%	6 3%	118 14% a	111 11%	11 24% a	1 23%	1 27% a	13 24% a
Standard delivery	856 83%	212 97% b	644 79%	811 83% d	39 82% d	4 73%	2 66%	45 80% d
International delivery	103 10%	7 3%	95 12% a	93 9%	9 18% a	1 15%	1 16%	10 18% a
Cross-Border Delivery (to ROI)	4 *%	1 *%	3 *%	4 *%	* 1%	- -%	* *%	* 1%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	10 1%	1 1%	9 1%	10 1%	* *%	- -%	- -%	* *%
Don't Know (DO NOT READ OUT)	26 2%	* *%	26 3% a	25 3%	1 1%	* 2%	* 1%	1 1%

Columns Tested:: a,b - a,b,c,d,e

Table 241 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1364	378	389	139	142	165	151	906	248	210
Effective base	456	195	174	53	56	61	63	413	93	78
Weighted Base	1033	498	404	74	31	21	4	977	48	8
Urgent delivery - on the same day or a specific time the next day	120 12%	37 7%	63 16%	6 8%	9 27%	4 21%	1 22%	106 11%	12 25%	2 24%
			a		abcg	ag	acg		acg	acg
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	266 26%	120 24%	107 26%	19 26%	11 36%	8 38%	1 41%	245 25%	18 37%	3 37%
					ag	abg			ag	ag
Timed delivery (i.e. to arrive by specific time/day)	124 12%	45 9%	52 13%	13 17%	8 25%	4 21%	1 27%	111 11%	11 24%	2 24%
					abg	ag	abg		abg	abg
Standard delivery	856 83%	428 86%	325 80%	59 80%	27 87%	15 73%	2 66%	811 83%	39 82%	6 70%
		efi	f		fi			fi	f	
International delivery	103 10%	55 11%	28 7%	9 12%	8 25%	1 6%	1 16%	93 9%	9 18%	1 16%
					abeg		b		beg	b
Cross-Border Delivery (to ROI)	4 *%	1 *%	2 1%	* 1%	* *%	* 1%	* *%	4 *%	* 1%	* *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	10 1%	5 1%	1 *%	4 5%	* *%	- -%	- -%	10 1%	* *%	- -%
				bghi						
Don't Know (DO NOT READ OUT)	26 2%	5 1%	18 5%	1 2%	1 2%	* 1%	* 1%	25 3%	1 1%	* 2%
			a							

Columns Tested: a,b,c,d,e,f,g,h,i

Table 241 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1364	541	365	248	59	151	377	213	77	54	163
Effective base	456	296	152	93	33	63	200	91	27	19	30
Weighted Base	1033	782	195	48	5	4	539	177	44	15	39
Urgent delivery - on the same day or a specific time the next day	120 12%	79 10%	27 14%	12 25%	1 26%	1 22%	55 10%	37 21%	17 39%	3 23%	5 12%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	266 26%	198 25%	47 24%	18 37%	2 34%	1 41%	165 31%	61 35%	12 27%	4 29%	17 45%
Timed delivery (i.e. to arrive by specific time/ day)	124 12%	82 11%	28 14%	11 24%	1 23%	1 27%	56 10%	39 22%	14 33%	6 40%	5 13%
Standard delivery	856 83%	655 84%	156 80%	39 82%	4 73%	2 66%	443 82%	129 73%	41 94%	8 55%	30 77%
International delivery	103 10%	73 9%	20 10%	9 18%	1 15%	1 16%	67 13%	13 7%	9 21%	3 17%	5 12%
Cross-Border Delivery (to ROI)	4 *%	2 *%	2 1%	* 1%	- -%	* *%	2 *%	* *%	1 1%	- -%	* *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	10 1%	6 1%	4 2%	* *%	- -%	- -%	4 1%	4 3%	- -%	- -%	* *%
Don't Know (DO NOT READ OUT)	26 2%	18 2%	7 3%	1 1%	* 2%	* 1%	15 3%	1 1%	- -%	* 1%	* *%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 241 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1364	83	53	102	39	86	97	77	64	58
Effective base	456	46	29	55	16	43	57	40	36	26
Weighted Base	1033	106	58	144	39	97	160	118	80	61
Urgent delivery - on the same day or a specific time the next day	120 12%	17 16%	10 16%	20 14%	5 12%	16 16%	17 11%	9 7%	11 14%	3 5%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	266 26%	41 39%	16 27%	40 28%	7 17%	26 27%	52 32%	28 24%	18 23%	15 25%
Timed delivery (i.e. to arrive by specific time/day)	124 12%	15 14%	10 17%	28 19%	8 20%	13 14%	13 8%	15 13%	10 12%	4 6%
Standard delivery	856 83%	97 92%	49 85%	105 73%	35 91%	81 84%	125 78%	88 74%	66 83%	53 86%
International delivery	103 10%	16 15%	4 7%	25 18%	1 3%	12 12%	13 8%	10 9%	7 8%	6 11%
Cross-Border Delivery (to ROI)	4 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	10 1%	- -%	- -%	- -%	- -%	1 1%	1 *%	6 5%	2 3%	- -%
Don't Know (DO NOT READ OUT)	26 2%	- -%	1 2%	- -%	- -%	4 5%	6 4%	13 11%	- -%	- -%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 241 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1364	183	200	276	659	705	260	223	222
Effective base	456	85	110	152	343	171	74	54	86
Weighted Base	1033	197	243	422	863	170	92	50	29
Urgent delivery - on the same day or a specific time the next day	120 12%	24 12%	37 15% e	46 11%	107 12%	13 8%	7 7%	4 8%	2 7%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	266 26%	48 24%	75 31% eg	120 29% efg	244 28% efg	22 13%	13 14%	4 7%	6 21% g
Timed delivery (i.e. to arrive by specific time/day)	124 12%	25 12% egh	34 14% egh	57 13% egh	115 13% egh	8 5%	7 7%	* 1% acd	1 4% c
Standard delivery	856 83%	169 86%	212 87% c	318 75%	699 81%	157 92% cd	84 91% cd	48 96% acd	26 90% c
International delivery	103 10%	19 10%	27 11% eg	48 11% eg	95 11% eg	8 5%	4 5%	1 2%	2 8%
Cross-Border Delivery (to ROI)	4 *%	- -%	- -%	- -%	- -%	4 2% d	- -%	- -%	4 14% abcdefg
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	10 1%	1 *%	2 1%	7 2%	10 1%	* *% be	* *% e	- -%	* *%
Don't Know (DO NOT READ OUT)	26 2%	4 2%	1 *%	19 5%	25 3%	1 *% be	* *% e	* *%	* 1%

Columns Tested: a,b,c,d,e,f,g,h

Table 241 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1364	69	128	14	142	137	309	50	73	582
Effective base	456	27	36	7	42	53	106	12	22	200
Weighted Base	1033	46	83	20	103	134	208	30	36	476
Urgent delivery - on the same day or a specific time the next day	120 12%	7 15%	18 21%	6 31%	24 23%	22 16%	16 8%	* 2%	6 18%	44 9%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	266 26%	12 25%	24 30%	4 19%	28 27%	38 28%	59 28%	5 17%	10 27%	115 24%
Timed delivery (i.e. to arrive by specific time/ day)	124 12%	9 20%	17 20%	6 30%	23 22%	16 12%	31 15%	* 1%	4 13%	40 8%
Standard delivery	856 83%	35 76%	66 80%	12 62%	78 76%	98 74%	182 88%	26 88%	31 87%	404 85%
International delivery	103 10%	6 12%	7 8%	1 3%	7 7%	1 1%	24 11%	1 4%	2 7%	61 13%
Cross-Border Delivery (to ROI)	4 *%	* 1%	- -%	- -%	- -%	- -%	* *%	* 1%	* 1%	3 1%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	10 1%	- -%	- -%	- -%	- -%	4 3%	3 1%	- -%	- -%	3 1%
Don't Know (DO NOT READ OUT)	26 2%	- -%	1 1%	- -%	1 *%	6 4%	* *%	3 9%	- -%	16 3%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 241 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1364	348	309	707	1201	163	-	1140	224	1325	39
Effective base	456	119	106	233	392	66	-	413	47	442	15
Weighted Base	1033	282	208	543	864	169	-	954	79	1002	31
Urgent delivery - on the same day or a specific time the next day	120 12%	53 19% bc	16 8%	51 9%	95 11%	26 15%	- -%	111 12%	9 11%	116 12%	4 13%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	266 26%	78 28%	59 28%	129 24%	223 26%	43 25%	- -%	246 26%	20 25%	254 25%	12 37%
Timed delivery (i.e. to arrive by specific time/day)	124 12%	48 17% c	31 15%	45 8%	109 13%	15 9%	- -%	115 12%	9 12%	118 12%	6 18%
Standard delivery	856 83%	212 75%	182 88% a	463 85% a	717 83%	139 82%	- -%	798 84%	59 75%	831 83%	25 82%
International delivery	103 10%	14 5%	24 11%	65 12% a	89 10%	14 8%	- -%	100 10%	3 3%	98 10%	5 16%
Cross-Border Delivery (to ROI)	4 *%	* *%	* *%	3 1%	2 *%	2 1%	- -%	4 *%	* *%	4 *%	- -%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	10 1%	4 1%	3 1%	3 1%	6 1%	4 2%	- -%	10 1%	- -%	10 1%	- -%
Don't Know (DO NOT READ OUT)	26 2%	6 2%	* *%	19 4%	21 2%	5 3%	- -%	26 3%	* *%	26 3%	- -%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 241 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1364	767	306	285
Effective base	456	259	92	104
Weighted Base	1033	584	196	250
Urgent delivery - on the same day or a specific time the next day	120 12%	35 6%	32 16%	53 21%
			a	a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	266 26%	121 21%	46 24%	98 39%
				ab
Timed delivery (i.e. to arrive by specific time/day)	124 12%	48 8%	29 15%	47 19%
				a
Standard delivery	856 83%	496 85%	147 75%	211 84%
		b		
International delivery	103 10%	51 9%	18 9%	34 14%
Cross-Border Delivery (to ROI)	4 *%	2 *%	1 1%	1 *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	10 1%	8 1%	1 *%	1 1%
Don't Know (DO NOT READ OUT)	26 2%	15 3%	9 5%	1 *%

Columns Tested: a,b,c

Table 241 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1364	1015	225	62	20	25	11	2	4	1240	124	62
Effective base	456	367	62	16	6	5	1	1	1	429	27	11
Weighted Base	1033	826	141	39	5	12	4	1	5	967	66	27
Urgent delivery - on the same day or a specific time the next day	120 12%	60 7%	34 24% ai	15 38% ai	4 70%	6 53%	* 3%	1 96%	* %	94 10%	26 39% ai	11 41% ai
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	266 26%	176 21%	52 37% ai	16 41%	5 97%	7 57%	4 99%	1 100%	5 100%	228 24%	38 57% ai	22 81% abci
Timed delivery (i.e. to arrive by specific time/day)	124 12%	70 8%	31 22% ai	14 37% ai	2 44%	6 47%	* 5%	1 100%	- -%	101 10%	23 35% ai	9 33% ai
Standard delivery	856 83%	692 84% jk	120 85% j	28 72%	5 86%	6 51%	* 6%	1 96%	5 93%	812 84% jk	44 67%	16 60%
International delivery	103 10%	68 8%	18 13%	9 24% ai	1 20%	2 15%	* 2%	- -%	5 93%	86 9%	17 25% ai	8 27% ai
Cross-Border Delivery (to ROI)	4 *%	3 *%	1 1%	* *% ai	* 1%	* *%	- -%	- -%	- -%	4 *% ai	* *% ai	* *% ai
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	10 1%	8 1%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	10 1%	- -%	- -%
Don't Know (DO NOT READ OUT)	26 2%	21 3%	4 3%	1 2%	- -%	- -%	- -%	- -%	- -%	25 3%	1 1%	- -%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 241 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1364	496	519	349	1193	1046	1217	962	553	463	150	710	85	99	57	82	34
Effective base	456	203	166	89	393	355	406	343	202	140	55	269	21	29	16	14	10
Weighted Base	1033	477	349	207	895	811	925	792	507	336	117	632	37	70	16	32	22
Urgent delivery - on the same day or a specific time the next day	120 12%	24 5%	35 10%	60 29% ab	109 12%	114 14%	118 13%	105 13%	93 18% a	84 25% abcd	9 8%	60 10%	9 23% b	20 28% ab	4 22%	14 45% ab	3 13%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	266 26%	77 16%	99 28% a	90 43% ab	248 28%	244 30%	259 28%	244 31%	180 36% a	138 41% abcd	21 18%	161 26%	18 49% ab	21 30%	9 54% ab	17 55% ab	11 52% a
Timed delivery (i.e. to arrive by specific time/day)	124 12%	32 7%	38 11%	54 26% ab	115 13%	118 15%	121 13%	110 14%	99 19% ac	77 23% abcd	6 5%	76 12%	9 24% a	13 19% a	5 32% ab	12 37% ab	1 5%
Standard delivery	856 83%	413 86%	279 80%	164 79%	734 82% ef	649 80% f	756 82% ef	630 80% f	371 73% f	210 63%	103 88% g	522 83% g	27 73%	55 79%	13 80%	23 72%	12 56%
International delivery	103 10%	30 6%	38 11%	35 17% a	92 10%	96 12%	98 11%	91 11%	67 13%	39 12%	4 4%	68 11%	3 7%	9 13%	3 15%	4 12%	7 34% ab
Cross-Border Delivery (to ROI)	4 *%	1 *%	2 1%	1 1%	4 *%	3 *%	4 *%	2 *%	1 *%	2 1%	1 1%	3 *%	* *%	* *%	* *%	* 1%	* *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	10 1%	8 2%	1 *%	1 1%	7 1%	3 *%	9 1%	8 1%	5 1%	6 2%	7 6% b	1 *% b	- -%	- -%	* 1%	* *%	- -%
Don't Know (DO NOT READ OUT)	26 2%	5 1%	16 5% a	5 2%	23 3%	23 3%	23 2%	26 3%	18 4%	6 2%	- -%	17 3%	4 11% ab	1 2%	* 1%	* *%	- -%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 241 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	1364	816	112	87	73	43	49	13	673	157	80	55	40	26	15
Effective base	456	308	30	23	14	8	7	4	261	42	25	18	5	11	4
Weighted Base	1033	714	60	50	28	15	19	9	587	120	40	29	15	10	11
Urgent delivery - on the same day or a specific time the next day	120 12%	62 9%	5 8%	16 33% ab	7 25% a	5 32% a	11 57% ab	2 25%	47 8%	40 34% a	10 26% a	6 21%	8 50% a	* 3%	3 25%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	266 26%	174 24%	20 33%	17 34%	12 41%	7 46%	12 63% a	7 79%	149 25%	48 40% a	21 53% a	11 38%	7 48%	3 30%	4 40%
Timed delivery (i.e. to arrive by specific time/day)	124 12%	81 11%	4 7%	13 25%	3 11%	5 36% ab	7 38% ab	1 12%	64 11%	31 26% a	12 29% a	7 23%	4 23%	* 3%	1 10%
Standard delivery	856 83%	601 84%	45 75%	40 79%	23 81%	10 68%	13 73%	2 22%	497 85% b	68 57%	32 80%	22 76%	13 87%	10 100%	7 67%
International delivery	103 10%	74 10%	1 2%	8 16%	1 5%	3 18%	2 10%	2 26%	68 12%	12 10%	2 6%	6 19%	2 14%	1 9%	4 42%
Cross-Border Delivery (to ROI)	4 *%	3 *%	* *%	* *%	* 1%	* 1%	* 1%	* *%	2 *%	1 1%	* *%	- -%	* *%	* *%	- -%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	10 1%	7 1%	- -%	- -%	- -%	* *%	- -%	- -%	2 *%	1 1%	- -%	- -%	* 2%	- -%	- -%
Don't Know (DO NOT READ OUT)	26 2%	13 2%	9 14% a	* *%	1 5%	- -%	- -%	- -%	17 3%	6 5%	* *%	- -%	* *%	- -%	- -%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 241 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1364	606	115	93	57	35	30	26	411	267	292	182	63
Effective base	456	243	32	29	22	11	6	7	161	96	93	41	18
Weighted Base	1033	537	88	80	27	24	19	18	386	215	192	83	50
Urgent delivery - on the same day or a specific time the next day	120 12%	40 8%	11 13%	24 30%	7 26%	8 34%	2 13%	12 67%	14 4%	41 19%	27 14%	26 31%	10 19%
				a	a	a				a	a	ac	a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	266 26%	137 26%	29 33%	46 57%	12 43%	7 28%	7 39%	7 42%	62 16%	72 34%	67 35%	34 41%	23 45%
				a	a	a				a	a	a	a
Timed delivery (i.e. to arrive by specific time/day)	124 12%	49 9%	12 13%	20 25%	10 36%	10 43%	1 5%	8 47%	28 7%	26 12%	29 15%	22 27%	17 34%
				a	ab	ab						ab	ab
Standard delivery	856 83%	458 85%	64 73%	47 58%	19 70%	17 71%	12 67%	12 69%	334 87%	166 77%	155 81%	70 85%	31 63%
			c						e				
International delivery	103 10%	60 11%	6 7%	6 8%	8 30%	6 27%	1 6%	3 18%	33 9%	16 7%	24 13%	14 17%	10 21%
					abc								
Cross-Border Delivery (to ROI)	4 *%	1 *%	* *%	* 1%	- -%	- -%	- -%	- -%	1 *%	1 *%	1 1%	2 2%	* *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	10 1%	2 *%	4 4%	- -%	1 4%	1 5%	- -%	- -%	5 1%	4 2%	- -%	* *%	- -%
			a		a								
Don't Know (DO NOT READ OUT)	26 2%	20 4%	5 6%	* *%	* *%	- -%	* *%	- -%	11 3%	1 *%	11 6%	* *%	* *%
											b		

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 241 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1364	481	238	262	159	51	407	222	233	132	46
Effective base	456	187	85	79	31	13	172	70	70	33	13
Weighted Base	1033	456	176	163	62	37	409	156	131	76	36
Urgent delivery - on the same day or a specific time the next day	120 12%	31 7%	25 14%	21 13%	22 35%	9 24%	31 8%	30 19%	21 16%	24 32%	8 21%
					abc	a		a		a	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	266 26%	98 21%	49 28%	56 35%	28 45%	16 44%	94 23%	53 34%	46 35%	35 47%	15 41%
				a	a					a	
Timed delivery (i.e. to arrive by specific time/ day)	124 12%	35 8%	29 17%	23 14%	16 25%	12 32%	41 10%	18 11%	30 23%	18 24%	11 30%
			a		a	a			a	a	a
Standard delivery	856 83%	384 84%	140 79%	131 81%	56 90%	24 65%	336 82%	119 76%	107 81%	63 83%	24 65%
					e						
International delivery	103 10%	43 9%	17 10%	19 12%	9 15%	3 9%	41 10%	18 12%	16 12%	13 17%	9 23%
Cross-Border Delivery (to ROI)	4 *%	1 *%	1 *%	1 *%	2 3%	* *%	1 *%	1 1%	1 1%	* *%	* *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	10 1%	3 1%	4 2%	- -%	- -%	- -%	2 1%	- -%	- -%	* *%	- -%
Don't Know (DO NOT READ OUT)	26 2%	11 2%	1 *%	11 7%	* *%	- -%	17 4%	1 1%	5 4%	- -%	* *%
				b							

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 241 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1364	426	157	189	123	54	540	85	333	1148	216	1087	106
Effective base	456	177	46	62	40	14	203	24	115	385	72	363	31
Weighted Base	1033	398	111	144	96	35	475	59	256	880	153	833	62
Urgent delivery - on the same day or a specific time the next day	120 12%	21 5%	19 17%	26 18%	35 36%	4 13%	62 13%	25 43%	18 7%	73 8%	47 31%	84 10%	24 39%
			a	a	abc			ac			a		a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	266 26%	94 23%	42 37%	46 32%	47 49%	16 45%	160 34%	26 45%	56 22%	211 24%	55 36%	219 26%	29 47%
					a		c	c			a		a
Timed delivery (i.e. to arrive by specific time/day)	124 12%	30 8%	18 16%	27 19%	23 24%	11 30%	59 12%	27 45%	24 9%	84 10%	40 26%	91 11%	23 38%
				a	a	a		ac			a		a
Standard delivery	856 83%	323 81%	90 81%	109 76%	78 81%	23 65%	375 79%	36 62%	216 84%	733 83%	123 80%	699 84%	35 57%
								b				b	
International delivery	103 10%	33 8%	18 16%	18 13%	15 16%	6 16%	51 11%	11 18%	29 11%	86 10%	17 11%	79 9%	13 21%
													a
Cross-Border Delivery (to ROI)	4 *%	1 *%	1 1%	* *%	* *%	* *%	1 *%	* *%	1 *%	4 *%	* *%	4 *%	* *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	10 1%	2 1%	4 3%	- -%	1 1%	1 3%	5 1%	- -%	4 1%	7 1%	2 2%	7 1%	* *%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 241 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1364	426	157	189	123	54	540	85	333	1148	216	1087	106
Effective base	456	177	46	62	40	14	203	24	115	385	72	363	31
Weighted Base	1033	398	111	144	96	35	475	59	256	880	153	833	62
Don't Know (DO NOT READ OUT)	26	22	1	2	*	-	14	-	12	25	1	23	*
	2%	6%	1%	1%	*%	-%	3%	-%	5%	3%	1%	3%	*%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 241 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1364	895	151	578	384	1089	104	891	155	578	384
Effective base	456	311	44	222	122	364	29	308	47	222	121
Weighted Base	1033	708	103	497	295	833	62	707	104	503	289
Urgent delivery - on the same day or a specific time the next day	120 12%	79 11%	35 34% a	35 7%	70 24% a	81 10%	28 45% a	71 10%	43 41% a	39 8%	66 23% a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	266 26%	191 27%	53 52% a	132 26%	113 38% a	217 26%	31 50% a	196 28%	49 47% a	138 27%	107 37% a
Timed delivery (i.e. to arrive by specific time/day)	124 12%	72 10%	46 45% a	50 10%	60 20% a	91 11%	24 39% a	75 11%	43 41% a	50 10%	60 21% a
Standard delivery	856 83%	591 84%	59 57%	410 82%	220 75%	695 83%	39 63%	583 82%	66 64%	408 81%	222 77%
International delivery	103 10%	74 10%	23 22% a	59 12%	32 11%	79 9%	13 22% a	71 10%	25 24% a	57 11%	34 12%
Cross-Border Delivery (to ROI)	4 *%	2 *%	1 1%	1 *%	1 *%	4 *%	* *%	3 *%	* *%	1 *%	1 *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	10 1%	3 *%	- -%	2 *%	6 2%	7 1%	* *%	3 *%	- -%	2 *%	6 2%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 241 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1364	895	151	578	384	1089	104	891	155	578	384
Effective base	456	311	44	222	122	364	29	308	47	222	121
Weighted Base	1033	708	103	497	295	833	62	707	104	503	289
Don't Know (DO NOT READ OUT)	26	23	*	20	6	23	*	23	*	20	6
	2%	3%	*%	4%	2%	3%	*%	3%	*%	4%	2%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 241 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1364	635	965	208	2	595	787	154	1	685	570	176	-
Effective base	456	211	326	70	2	204	268	54	1	248	205	63	-
Weighted Base	1033	507	709	174	5	485	580	126	2	581	456	144	-
Urgent delivery - on the same day or a specific time the next day	120 12%	92 18%	66 9%	36 20%	1 26%	105 22%	64 11%	30 23%	- -%	96 17%	51 11%	31 21%	- -%
		b		b		b		b				b	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	266 26%	192 38%	156 22%	54 31%	1 26%	208 43%	141 24%	52 41%	- -%	221 38%	119 26%	50 35%	- -%
		b				b		b		b			
Timed delivery (i.e. to arrive by specific time/day)	124 12%	93 18%	79 11%	47 27%	1 26%	98 20%	64 11%	31 24%	- -%	96 17%	57 13%	32 22%	- -%
		b		b		b		b					
Standard delivery	856 83%	379 75%	621 88%	147 85%	5 100%	348 72%	528 91%	115 91%	2 100%	440 76%	406 89%	134 93%	- -%
			a				a	a			a	a	
International delivery	103 10%	79 15%	66 9%	65 37%	1 26%	84 17%	63 11%	58 46%	- -%	79 14%	64 14%	50 35%	- -%
		b		ab		b		ab				ab	
Cross-Border Delivery (to ROI)	4 *%	2 *%	3 *%	3 2%	- -%	2 *%	2 *%	2 2%	- -%	2 *%	1 *%	2 1%	- -%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	10 1%	5 1%	7 1%	* *%	- -%	1 *%	3 *%	* *%	- -%	7 1%	1 *%	- -%	- -%
Don't Know (DO NOT READ OUT)	26 2%	17 3%	20 3%	8 5%	- -%	14 3%	12 2%	- -%	- -%	14 2%	19 4%	* *%	- -%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 241 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1364	1067	924	632	862	702	43	382	323	306	84	51
Effective base	456	357	316	239	287	247	12	162	129	122	40	25
Weighted Base	1033	821	736	550	675	579	31	384	314	303	95	64
Urgent delivery - on the same day or a specific time the next day	120 12%	91 11%	93 13%	58 10%	95 14%	65 11%	20 67% ab	48 12%	47 15%	51 17%	15 16%	5 7%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	266 26%	219 27%	216 29%	156 28%	198 29%	146 25%	14 45%	107 28%	122 39% a	114 38%	27 28%	15 24%
Timed delivery (i.e. to arrive by specific time/day)	124 12%	94 11%	93 13%	61 11%	89 13%	69 12%	19 62% ab	52 14%	37 12%	50 17%	18 19%	7 12%
Standard delivery	856 83%	701 85%	606 82%	468 85%	555 82%	510 88%	25 83%	332 86%	265 84%	250 82%	89 94%	56 88%
International delivery	103 10%	84 10%	83 11%	71 13%	76 11%	64 11%	8 26%	57 15%	59 19%	63 21%	38 40% abc	24 38% ab
Cross-Border Delivery (to ROI)	4 *%	4 *%	3 *%	2 *%	3 *%	3 1%	* *%	1 *%	1 *%	1 *%	- -%	* *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	10 1%	7 1%	3 *%	7 1%	5 1%	4 1%	- -%	3 1%	6 2%	6 2%	- -%	- -%
Don't Know (DO NOT READ OUT)	26 2%	19 2%	23 3%	23 4%	20 3%	11 2%	- -%	17 4%	14 4%	11 4%	- -%	4 7%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 241 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1364	120	75	62	28	1265	1358	1364	1093	974	649	1223	198	-	1026	76
Effective base	456	46	23	25	12	419	456	456	354	303	233	413	74	-	336	31
Weighted Base	1033	108	57	57	34	939	1032	1033	796	657	556	933	167	-	762	76
Urgent delivery - on the same day or a specific time the next day	120 12%	16 15%	19 33%	4 8%	6 17%	100 11%	120 12%	120 12%	88 11%	77 12%	120 22%	97 10%	45 27%	- -%	90 12%	3 3%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	266 26%	32 30%	39 69%	15 26%	5 14%	228 24%	266 26%	266 26%	208 26%	155 24%	266 48%	214 23%	67 40%	- -%	197 26%	21 27%
Timed delivery (i.e. to arrive by specific time/day)	124 12%	19 17%	14 24%	10 17%	7 22%	99 10%	124 12%	124 12%	90 11%	80 12%	124 22%	95 10%	50 30%	- -%	80 11%	5 7%
Standard delivery	856 83%	85 79%	28 48%	45 79%	27 81%	804 86%	856 83%	856 83%	681 86%	577 88%	398 72%	856 92%	145 87%	- -%	644 85%	58 76%
International delivery	103 10%	19 18%	3 5%	9 16%	3 9%	85 9%	103 10%	103 10%	83 10%	78 12%	92 16%	97 10%	103 61%	- -%	79 10%	8 11%
Cross-Border Delivery (to ROI)	4 *%	1 1%	* *%	* *%	- -%	4 *%	3 *%	4 *%	2 *%	3 *%	3 *%	4 *%	4 2%	- -%	3 *%	* *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	10 1%	- -%	1 2%	- -%	4 11%	5 *%	10 1%	10 1%	7 1%	6 1%	4 1%	2 *%	- -%	- -%	9 1%	- -%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 241 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	RM product changes:					Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%	a	b	c	*d		a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1364	120	75	62	28	1265	1358	1364	1093	974	649	1223	198	-	1026	76
Effective base	456	46	23	25	12	419	456	456	354	303	233	413	74	-	336	31
Weighted Base	1033	108	57	57	34	939	1032	1033	796	657	556	933	167	-	762	76
Don't Know (DO NOT READ OUT)	26	-	*	-	-	25	26	26	20	14	14	18	*	-	13	4
	2%	-%	1%	-%	-%	3%	2%	2%	3%	2%	2%	2%	*%	-%	2%	5%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 241 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1364	480	767	455	14	216	320	181	852	309	282	231	813
Effective base	456	182	240	154	6	75	113	59	298	94	85	86	273
Weighted Base	1033	431	537	360	16	175	263	139	692	187	185	200	615
Urgent delivery - on the same day or a specific time the next day	120 12%	61 14% b	40 8%	75 21%	- -%	39 22%	45 17%	33 23% bc	63 9%	20 11%	21 12%	25 12%	68 11%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	266 26%	136 32% b	105 20%	141 39%	4 24%	80 46% b	83 32%	56 40% bc	170 25%	39 21%	53 29%	79 40% c	128 21%
Timed delivery (i.e. to arrive by specific time/day)	124 12%	67 16% b	37 7%	64 18%	* 2%	45 26%	39 15%	27 19% c	79 11%	12 6%	19 10%	36 18% c	56 9%
Standard delivery	856 83%	328 76%	482 90% a	283 79%	11 71%	119 68%	221 84% a	104 75%	586 85%	154 82%	154 83%	143 72%	537 87% b
International delivery	103 10%	58 13% b	37 7%	52 15%	6 35%	33 19%	31 12%	20 14%	55 8%	20 11%	23 13%	22 11%	49 8%
Cross-Border Delivery (to ROI)	4 *%	1 *%	3 *%	1 *%	* *%	1 *%	1 *%	* *%	3 *%	1 *%	* *%	* *%	3 1%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	10 1%	5 1%	4 1%	2 1%	4 24%	5 3%	1 *%	1 1%	6 1%	3 1%	1 1%	4 2%	5 1%
Don't Know (DO NOT READ OUT)	26 2%	13 3%	13 2%	11 3%	- -%	* *%	11 4%	5 3%	16 2%	5 3%	1 1%	* *%	20 3%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 241 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1364	834	530
Effective base	456	233	223
Weighted Base	1033	513	520
Urgent delivery - on the same day or a specific time the next day	120 12%	74 15%	46 9%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	266 26%	101 20%	165 32%
			a
Timed delivery (i.e. to arrive by specific time/day)	124 12%	58 11%	66 13%
Standard delivery	856 83%	425 83%	431 83%
International delivery	103 10%	45 9%	57 11%
Cross-Border Delivery (to ROI)	4 *%	2 *%	2 *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%
None of these (DO NOT READ OUT)	10 1%	7 1%	3 *%
Don't Know (DO NOT READ OUT)	26 2%	14 3%	11 2%

Columns Tested.: a,b

Table 241 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1364	79	148	128	113	113	80	90	146	103	122	91	151
Effective base	456	21	58	73	39	66	45	12	48	43	24	25	48
Weighted Base	1033	32	95	137	33	129	71	20	152	111	47	62	144
Urgent delivery - on the same day or a specific time the next day	120 12%	3 9%	9 9%	19 14% f	4 14%	14 11%	1 2%	4 18%	14 9%	9 8%	4 9%	2 3%	37 26% befhik
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	266 26%	6 19%	29 31% f	31 23%	14 41% cfgi	40 31% f	7 10%	1 7%	41 27%	21 19%	12 26%	16 26%	47 33% f
Timed delivery (i.e. to arrive by specific time/day)	124 12%	2 6%	9 10%	19 14%	7 21% ej	8 6%	7 10%	* 1%	18 12%	10 9%	1 3%	6 10%	37 25% begij
Standard delivery	856 83%	28 88%	79 83%	108 79%	29 90%	108 84%	55 78%	20 97%	129 85%	97 87%	34 73%	53 86%	116 80%
International delivery	103 10%	6 19%	9 9%	13 10%	7 21%	12 9%	5 7%	* *%	15 10%	13 12%	2 5%	5 8%	15 10%
Cross-Border Delivery (to ROI)	4 *%	1 3%	* *%	1 *%	1 2%	- -%	- -%	* *%	1 *%	1 1%	* *%	* *%	* *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	10 1%	- -%	* *%	2 2%	- -%	1 1%	1 2%	- -%	1 1%	- -%	* *%	- -%	4 3%
Don't Know (DO NOT READ OUT)	26 2%	- -%	6 6%	1 *%	1 2%	- -%	3 4%	* *%	10 6%	- -%	4 9%	1 2%	1 1%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 241 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1364	355	306	339	364	661	703
Effective base	456	151	138	99	95	289	194
Weighted Base	1033	264	232	284	253	496	537
Urgent delivery - on the same day or a specific time the next day	120 12%	30 12%	20 8%	27 10%	43 17%	50 10%	70 13%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	266 26%	67 25%	60 26%	63 22%	75 30%	127 26%	139 26%
Timed delivery (i.e. to arrive by specific time/day)	124 12%	30 12%	22 9%	28 10%	44 17%	52 10%	72 13%
Standard delivery	856 83%	215 82%	193 83%	245 86%	203 80%	408 82%	448 83%
International delivery	103 10%	29 11%	24 10%	28 10%	22 9%	52 11%	51 9%
Cross-Border Delivery (to ROI)	4 *%	2 1%	1 *%	1 *%	1 *%	2 *%	2 *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	10 1%	2 1%	2 1%	1 *%	4 2%	5 1%	5 1%
Don't Know (DO NOT READ OUT)	26 2%	6 2%	3 1%	10 3%	6 3%	10 2%	16 3%

Columns Tested:: a,b,c,d - a,b

Table 242

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1429	487	942	967	247	63	152	462
Effective base	485	117	374	443	90	35	59	124
Weighted Base	1110	214	896	1056	45	6	3	54
Urgent delivery - on the same day or a specific time the next day	138 12%	9 4%	129 14% a	124 12%	11 25% a	2 32% a	1 24% a	14 26% a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	514 46%	14 6%	500 56% a	487 46%	23 51%	2 42%	2 48%	27 50%
Timed delivery (i.e. to arrive by specific time/day)	223 20%	7 3%	216 24% a	210 20%	11 25%	1 21%	1 30%	13 24%
Standard delivery	783 71%	206 96% b	577 64%	745 71%	32 73%	4 64%	2 67%	39 71%
International delivery	114 10%	6 3%	108 12% a	102 10%	11 24% a	1 19%	1 17%	12 23% a
Cross-Border Delivery (to ROI)	4 *%	1 *%	3 *%	4 *%	* 1%	- -%	* *%	* 1%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	12 1%	* *%	12 1%	12 1%	* *%	- -%	- -%	* *%
Don't Know (DO NOT READ OUT)	9 1%	1 *%	8 1%	8 1%	1 2%	- -%	* *%	1 1%

Columns Tested:: a,b - a,b,c,d,e

Table 242 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1429	417	400	150	143	167	152	967	247	215
Effective base	485	221	179	50	56	65	59	443	90	71
Weighted Base	1110	567	407	83	31	19	3	1056	45	9
Urgent delivery - on the same day or a specific time the next day	138 12%	56 10%	59 14%	9 11%	8 24%	6 29%	1 24%	124 12%	11 25%	3 29%
					ag	abcg	ag		abcg	abcg
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	514 46%	244 43%	207 51%	36 44%	17 53%	9 45%	2 48%	487 46%	23 51%	4 44%
Timed delivery (i.e. to arrive by specific time/day)	223 20%	78 14%	113 28%	20 24%	8 27%	4 20%	1 30%	210 20%	11 25%	2 24%
			ag	a	a	a	a	a	a	a
Standard delivery	783 71%	435 77%	257 63%	52 63%	23 73%	13 69%	2 67%	745 71%	32 73%	6 65%
		b								
International delivery	114 10%	54 10%	40 10%	8 10%	10 31%	2 11%	1 17%	102 10%	11 24%	2 19%
					abceg				abceg	ag
Cross-Border Delivery (to ROI)	4 *%	1 *%	2 1%	* 1%	* *%	* 1%	* *%	4 *%	* 1%	* *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	12 1%	10 2%	1 *%	* 1%	* *%	- -%	- -%	12 1%	* *%	- -%
Don't Know (DO NOT READ OUT)	9 1%	1 *%	7 2%	* *%	1 2%	- -%	* *%	8 1%	1 2%	* *%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 242 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1429	582	385	247	63	152	439	195	78	53	164
Effective base	485	320	156	90	35	59	239	80	33	21	25
Weighted Base	1110	846	210	45	6	3	639	151	37	17	32
Urgent delivery - on the same day or a specific time the next day	138 12%	91 11%	32 15%	11 25%	2 32%	1 24%	81 13%	29 19%	10 27%	2 14%	4 13%
				a	ab	a			a		
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	514 46%	387 46%	100 48%	23 51%	2 42%	2 48%	336 53%	94 62%	17 47%	6 36%	20 63%
								d			
Timed delivery (i.e. to arrive by specific time/ day)	223 20%	157 19%	53 25%	11 25%	1 21%	1 30%	132 21%	48 32%	14 37%	6 33%	5 15%
						a		a	ae		
Standard delivery	783 71%	608 72%	137 65%	32 73%	4 64%	2 67%	433 68%	92 61%	29 79%	12 69%	18 57%
International delivery	114 10%	80 9%	22 11%	11 24%	1 19%	1 17%	71 11%	24 16%	5 15%	2 14%	6 20%
				ab							
Cross-Border Delivery (to ROI)	4 *%	2 *%	2 1%	* 1%	- -%	* *%	2 *%	* *%	1 1%	- -%	* *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	12 1%	11 1%	1 *%	* *%	- -%	- -%	11 2%	* *%	- -%	- -%	* *%
Don't Know (DO NOT READ OUT)	9 1%	7 1%	* *%	1 2%	- -%	* *%	7 1%	* *%	- -%	* 1%	* *%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 242 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1429	84	70	110	40	84	99	74	63	67
Effective base	485	47	38	58	16	43	60	40	36	31
Weighted Base	1110	110	74	161	41	109	168	114	84	69
Urgent delivery - on the same day or a specific time the next day	138 12%	15 14%	18 24%	31 19%	8 19%	11 10%	12 7%	13 11%	9 11%	7 11%
			f							
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	514 46%	58 53%	48 65%	100 62%	16 39%	43 40%	77 46%	56 49%	41 49%	29 42%
			e	e						
Timed delivery (i.e. to arrive by specific time/day)	223 20%	27 25%	30 41%	48 30%	16 38%	14 13%	23 14%	27 24%	15 17%	11 16%
			efhi	ef	ef					
Standard delivery	783 71%	85 77%	41 56%	81 50%	22 54%	95 87%	108 64%	80 70%	66 79%	55 79%
		bc				bcdf			bc	bc
International delivery	114 10%	16 15%	10 14%	13 8%	7 18%	15 13%	18 11%	11 10%	9 11%	3 4%
Cross-Border Delivery (to ROI)	4 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	12 1%	2 2%	- -%	- -%	- -%	* *%	7 4%	- -%	1 1%	* 1%
Don't Know (DO NOT READ OUT)	9 1%	- -%	- -%	* *%	- -%	- -%	3 2%	3 3%	- -%	1 2%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 242 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1429	191	217	283	691	738	265	245	228
Effective base	485	90	120	158	364	191	81	64	87
Weighted Base	1110	218	268	443	929	181	94	57	30
Urgent delivery - on the same day or a specific time the next day	138 12%	26 12%	41 16%	56 13%	123 13%	14 8%	10 11%	2 3%	3 9%
		g	eg	g	g				
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	514 46%	88 40%	146 55%	234 53%	467 50%	47 26%	25 26%	15 26%	7 23%
		eh	aefgh	efgh	efgh				
Timed delivery (i.e. to arrive by specific time/day)	223 20%	41 19%	72 27%	98 22%	211 23%	13 7%	8 8%	3 5%	2 6%
		efgh	efgh	efgh	efgh				
Standard delivery	783 71%	171 78%	192 72%	268 60%	631 68%	152 84%	79 85%	48 84%	25 83%
		c				bcd	bcd	cd	cd
International delivery	114 10%	25 11%	36 14%	42 9%	103 11%	12 6%	5 5%	3 5%	4 12%
			e						
Cross-Border Delivery (to ROI)	4 *%	- -%	- -%	- -%	- -%	4 2%	- -%	- -%	4 14%
						d			abcdefg
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	12 1%	1 *%	3 1%	7 2%	11 1%	* *%	* *%	* *%	* *%
Don't Know (DO NOT READ OUT)	9 1%	1 1%	- -%	6 1%	7 1%	1 1%	1 1%	- -%	* *%

Columns Tested:: a,b,c,d,e,f,g,h

Table 242 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1429	68	136	11	147	140	369	59	61	583
Effective base	485	27	39	6	45	54	135	15	16	200
Weighted Base	1110	43	85	16	101	146	260	40	33	485
Urgent delivery - on the same day or a specific time the next day	138	12	19	3	21	19	29	4	5	48
	12%	28%	22%	16%	21%	13%	11%	11%	14%	10%
		fi	i		i					
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	514	18	49	4	52	64	127	14	6	233
	46%	41%	57%	24%	52%	44%	49%	34%	18%	48%
			h		h		h			h
Timed delivery (i.e. to arrive by specific time/ day)	223	11	17	6	23	32	49	7	9	92
	20%	26%	20%	37%	23%	22%	19%	17%	29%	19%
Standard delivery	783	30	63	13	75	92	170	26	23	367
	71%	70%	73%	79%	74%	63%	65%	64%	68%	76%
										f
International delivery	114	7	16	1	17	2	32	1	1	55
	10%	15%	19%	3%	17%	1%	12%	3%	4%	11%
		e	e		e		e			e
Cross-Border Delivery (to ROI)	4	*	-	-	-	-	*	*	*	3
	*%	1%	-%	-%	-%	-%	*%	1%	1%	1%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	12	-	-	-	-	3	7	-	2	*
	1%	-%	-%	-%	-%	2%	3%	-%	6%	*%
							i		i	
Don't Know (DO NOT READ OUT)	9	-	1	-	1	1	1	3	-	3
	1%	-%	1%	-%	1%	*%	1%	7%	-%	1%
								i		

Columns Tested: a,b,c,d,e,f,g,h,i

Table 242 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1429	355	369	705	1247	182	-	1192	237	1386	43
Effective base	485	122	135	232	415	72	-	442	49	470	15
Weighted Base	1110	290	260	559	922	187	-	1037	73	1079	31
Urgent delivery - on the same day or a specific time the next day	138 12%	52 18% c	29 11%	57 10%	112 12%	26 14%	- -%	129 12%	8 11%	133 12%	5 15%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	514 46%	134 46%	127 49%	253 45%	418 45%	96 51%	- -%	486 47%	28 38%	501 46%	13 42%
Timed delivery (i.e. to arrive by specific time/day)	223 20%	66 23%	49 19%	108 19%	180 20%	43 23%	- -%	212 20%	12 16%	217 20%	6 20%
Standard delivery	783 71%	197 68%	170 65%	416 74%	656 71%	127 68%	- -%	738 71%	45 61%	756 70%	27 89%
International delivery	114 10%	25 9%	32 12%	57 10%	103 11%	12 6%	- -%	105 10%	10 13%	111 10%	3 10%
Cross-Border Delivery (to ROI)	4 *% -%	* *% -%	* *% -%	3 1% -%	2 *% -%	2 1% -%	- -% -%	4 *% -%	* *% -%	4 *% -%	- -% -%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	12 1%	3 1%	7 3%	2 *% 1%	7 1%	5 2%	- -%	11 1%	* 1%	11 1%	* 2%
Don't Know (DO NOT READ OUT)	9 1%	1 *% 1%	1 1%	6 1%	9 1%	- -%	- -%	9 1%	* *% 1%	9 1%	- -%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 242 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1429	778	310	334
Effective base	485	268	95	121
Weighted Base	1110	629	189	286
Urgent delivery - on the same day or a specific time the next day	138 12%	57 9%	33 18%	46 16%
			a	a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	514 46%	249 40%	94 49%	171 60%
			a	a
Timed delivery (i.e. to arrive by specific time/day)	223 20%	107 17%	50 27%	66 23%
			a	a
Standard delivery	783 71%	447 71%	134 71%	196 69%
International delivery	114 10%	48 8%	17 9%	49 17%
			a	a
Cross-Border Delivery (to ROI)	4 *%	2 *%	1 1%	1 *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	12 1%	10 2%	- -%	1 *%
Don't Know (DO NOT READ OUT)	9 1%	7 1%	1 *%	1 *%

Columns Tested: a,b,c

Table 242 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1429	1059	241	65	23	22	10	6	3	1300	129	64
Effective base	485	389	68	17	8	5	2	2	1	456	29	12
Weighted Base	1110	902	141	36	7	11	7	1	5	1043	67	31
Urgent delivery - on the same day or a specific time the next day	138 12%	80 9%	33 23% ai	11 31% ai	4 57%	7 60%	2 30%	1 77%	- -%	113 11%	25 37% ai	13 44% ai
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	514 46%	383 42%	92 65% ai	17 48%	5 72%	9 84%	3 36%	1 93%	5 100%	475 45%	40 60%	22 73% a
Timed delivery (i.e. to arrive by specific time/ day)	223 20%	152 17%	43 30% ai	14 39% ai	4 58%	7 68%	2 29%	1 72%	* *%	195 19%	28 42% ai	14 46% ai
Standard delivery	783 71%	644 71%	95 67%	22 63%	3 50%	8 71%	5 66%	1 90%	5 100%	739 71%	44 66%	22 70%
International delivery	114 10%	68 8%	22 16% a	11 32% ai	1 21%	6 57%	1 8%	* 7%	5 99%	90 9%	24 37% abi	13 42% abi
Cross-Border Delivery (to ROI)	4 *%	3 *%	1 1%	* *%	* 1%	* *%	- -%	- -%	- -%	4 *%	* *%	* *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	12 1%	10 1%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	12 1%	- -%	- -%
Don't Know (DO NOT READ OUT)	9 1%	7 1%	1 1%	1 2%	* *%	- -%	- -%	- -%	- -%	8 1%	1 1%	* *%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 242 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1429	509	550	370	1226	1039	1255	1049	596	465	194	719	83	84	65	76	34
Effective base	485	202	187	97	411	359	427	378	219	142	72	279	21	20	14	15	9
Weighted Base	1110	482	420	208	949	826	987	875	556	337	162	662	33	52	26	31	20
Urgent delivery - on the same day or a specific time the next day	138 12%	36 7%	44 11%	57 28% ab	122 13%	119 14%	133 14%	122 14%	95 17%	68 20% a	16 10%	70 11%	10 29% ab	7 14%	9 33% ab	15 46% abd	7 34% b
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	514 46%	163 34%	220 52% a	131 63% a	483 51%	440 53%	497 50%	464 53%	320 57%	212 63% abcd	64 40%	348 53%	19 58%	23 43%	14 55%	20 62%	9 44%
Timed delivery (i.e. to arrive by specific time/day)	223 20%	65 13%	87 21%	71 34% ab	210 22%	198 24%	219 22%	205 23%	147 26%	108 32% acd	18 11%	139 21%	12 35% a	14 26%	10 39% a	15 49% ab	11 55% ab
Standard delivery	783 71%	356 74%	288 69%	139 67%	647 68% f	569 69% f	677 69% f	593 68% f	345 62%	195 58%	113 69%	451 68%	22 67%	44 84% e	13 50%	22 70%	12 59%
International delivery	114 10%	26 5%	42 10%	46 22% ab	98 10%	104 13%	109 11%	105 12%	77 14%	39 12%	16 10%	66 10%	3 9%	7 14%	8 30% b	9 27% b	1 4%
Cross-Border Delivery (to ROI)	4 *%	1 *%	2 *%	1 1%	4 *%	3 *%	4 *%	2 *%	1 *%	2 1%	1 *%	3 *%	* *%	* 1%	* *%	* 1%	* *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	12 1%	7 1%	3 1%	1 1%	10 1%	8 1%	12 1%	3 *%	4 1%	1 *%	4 3%	7 1%	- -%	- -%	* 1%	* *%	- -%
Don't Know (DO NOT READ OUT)	9 1%	4 1%	3 1%	2 1%	6 1%	5 1%	6 1%	9 1%	5 1%	1 *%	1 *%	5 1%	* *%	* *%	- -%	- -%	- -%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 242 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	1429	855	117	76	72	44	47	15	691	145	77	48	31	33	14
Effective base	485	330	31	19	13	12	8	3	274	36	20	16	4	13	4
Weighted Base	1110	771	64	46	28	13	21	7	632	97	31	27	14	14	11
Urgent delivery - on the same day or a specific time the next day	138 12%	74 10%	12 18%	6 12%	8 29%	5 39%	11 55%	6 83%	65 10%	27 27%	11 36%	6 24%	7 48%	2 17%	2 14%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	514 46%	397 51%	34 53%	17 36%	12 45%	10 74%	11 55%	1 18%	326 52%	60 62%	16 50%	16 61%	8 58%	6 43%	8 73%
Timed delivery (i.e. to arrive by specific time/day)	223 20%	147 19%	20 31%	13 28%	8 29%	4 34%	12 58%	5 74%	124 20%	33 34%	11 36%	9 34%	11 79%	3 24%	6 52%
Standard delivery	783 71%	510 66%	59 93%	32 69%	22 81%	7 54%	15 73%	2 28%	445 70%	57 59%	26 84%	16 59%	8 61%	10 71%	7 68%
International delivery	114 10%	71 9%	2 2%	9 19%	4 14%	6 48%	7 33%	* 2%	71 11%	18 18%	5 15%	3 9%	7 48%	1 9%	* 1%
Cross-Border Delivery (to ROI)	4 *%	3 *%	* *%	* *%	* 1%	* 1%	* 1%	* *%	2 *%	1 1%	* *%	- -%	* *%	* *%	- -%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	12 1%	10 1%	- -%	- -%	- -%	* *%	- -%	- -%	8 1%	- -%	- -%	- -%	* 2%	- -%	- -%
Don't Know (DO NOT READ OUT)	9 1%	6 1%	- -%	* *%	* *%	- -%	- -%	- -%	5 1%	* *%	- -%	- -%	- -%	- -%	- -%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 242 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1429	668	125	92	60	38	34	32	449	266	293	188	59
Effective base	485	269	40	26	23	13	7	8	177	96	99	40	15
Weighted Base	1110	616	108	65	28	20	17	22	423	223	221	82	39
Urgent delivery - on the same day or a specific time the next day	138 12%	63 10%	16 15%	18 27%	7 26%	7 33%	2 12%	10 45%	36 9%	36 16%	28 13%	23 28%	10 26%
				a	a	a		a				ac	a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	514 46%	299 48%	72 67%	47 72%	17 62%	12 59%	6 34%	12 55%	191 45%	112 50%	127 58%	43 52%	24 63%
			a	a							a		
Timed delivery (i.e. to arrive by specific time/day)	223 20%	127 21%	22 20%	21 32%	9 32%	9 48%	2 13%	14 64%	60 14%	55 25%	53 24%	36 44%	14 36%
						a	abf			a	a	abc	a
Standard delivery	783 71%	433 70%	70 65%	38 58%	21 76%	11 55%	11 66%	8 39%	285 68%	157 71%	152 69%	61 74%	22 56%
International delivery	114 10%	71 12%	11 10%	6 10%	7 26%	2 9%	3 20%	5 22%	30 7%	14 6%	32 14%	27 33%	7 18%
												abc	
Cross-Border Delivery (to ROI)	4 *%	1 *%	* *%	* 1%	- -%	- -%	- -%	- -%	1 *%	1 *%	1 1%	2 2%	* *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	12 1%	2 *%	- -%	- -%	- -%	1 6%	- -%	- -%	8 2%	3 1%	* *%	* *%	- -%
						a							
Don't Know (DO NOT READ OUT)	9 1%	8 1%	* *%	* *%	* *%	- -%	- -%	- -%	3 1%	2 1%	1 *%	* *%	* *%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 242 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1429	514	247	263	158	44	414	230	221	130	40
Effective base	485	202	86	84	30	10	174	76	66	31	12
Weighted Base	1110	485	192	182	64	26	416	170	143	66	30
Urgent delivery - on the same day or a specific time the next day	138 12%	51 10%	18 9%	26 14%	19 29%	8 31%	39 9%	36 21%	13 9%	22 33%	9 30%
					ab			ac		ac	a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	514 46%	237 49%	91 48%	108 60%	32 50%	14 54%	219 53%	89 53%	75 52%	38 57%	19 63%
Timed delivery (i.e. to arrive by specific time/ day)	223 20%	78 16%	48 25%	44 24%	26 41%	13 51%	81 19%	43 25%	38 27%	29 44%	8 25%
					a	a				a	
Standard delivery	783 71%	328 67%	138 72%	123 68%	47 73%	12 46%	273 66%	120 71%	104 73%	54 82%	17 57%
International delivery	114 10%	37 8%	11 6%	30 16%	19 29%	2 8%	36 9%	20 12%	18 13%	24 36%	6 19%
				ab	ab					abc	
Cross-Border Delivery (to ROI)	4 *%	1 *%	1 *%	1 *%	2 2%	* *%	1 *%	1 1%	1 1%	* *%	* *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	12 1%	7 2%	3 1%	* *%	- -%	- -%	8 2%	- -%	- -%	* *%	- -%
Don't Know (DO NOT READ OUT)	9 1%	4 1%	1 *%	1 *%	* *%	- -%	4 1%	1 1%	1 *%	- -%	* *%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 242 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1429	451	180	207	137	62	621	84	340	1168	261	1112	114
Effective base	485	186	59	69	44	15	233	24	120	399	88	381	30
Weighted Base	1110	436	135	160	104	33	535	59	279	938	171	889	61
Urgent delivery - on the same day or a specific time the next day	138 12%	40 9%	30 22%	16 10%	28 27%	6 19%	82 15%	10 17%	30 11%	99 11%	39 23%	101 11%	20 33%
			a		ac						a		a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	514 46%	204 47%	84 62%	90 56%	59 57%	24 74%	314 59%	29 50%	118 42%	414 44%	100 59%	451 51%	31 52%
			a			a	c				a		
Timed delivery (i.e. to arrive by specific time/day)	223 20%	83 19%	32 24%	39 25%	39 38%	9 27%	111 21%	23 39%	70 25%	179 19%	45 26%	188 21%	22 36%
					a			a					
Standard delivery	783 71%	295 68%	87 65%	115 72%	73 70%	19 58%	360 67%	41 70%	190 68%	672 72%	112 65%	610 69%	37 61%
International delivery	114 10%	37 9%	19 14%	12 7%	29 28%	8 24%	80 15%	2 3%	23 8%	85 9%	30 17%	92 10%	6 10%
					ac						a		
Cross-Border Delivery (to ROI)	4 *%	1 *%	1 1%	* *%	* *%	* *%	1 *%	* *%	1 *%	4 *%	* *%	4 *%	* *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	12 1%	2 *%	- -%	- -%	- -%	1 3%	1 *%	- -%	2 1%	10 1%	1 1%	10 1%	* *%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 242 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1429	451	180	207	137	62	621	84	340	1168	261	1112	114
Effective base	485	186	59	69	44	15	233	24	120	399	88	381	30
Weighted Base	1110	436	135	160	104	33	535	59	279	938	171	889	61
Don't Know (DO NOT READ OUT)	9	7	*	2	-	-	5	-	4	8	1	5	1
	1%	2%	*%	1%	-%	-%	1%	-%	1%	1%	*%	1%	1%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 242 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1429	886	153	627	422	1113	113	883	156	628	421
Effective base	485	317	42	244	135	382	30	313	46	243	136
Weighted Base	1110	729	97	547	329	890	59	731	95	551	324
Urgent delivery - on the same day or a specific time the next day	138 12%	85 12%	34 35% a	50 9%	72 22% a	98 11%	23 40% a	81 11%	38 40% a	51 9%	71 22% a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	514 46%	379 52%	61 63%	255 47%	209 64% a	447 50%	36 61%	378 52%	62 65%	262 47%	202 62% a
Timed delivery (i.e. to arrive by specific time/day)	223 20%	160 22%	39 40% a	107 20%	97 30% a	184 21%	26 43% a	159 22%	39 41% a	113 21%	91 28%
Standard delivery	783 71%	513 70%	56 58%	399 73% b	194 59%	612 69%	35 59%	507 69%	62 65%	396 72% b	197 61%
International delivery	114 10%	91 13%	13 13%	58 11%	47 14%	91 10%	6 11%	89 12%	15 16%	59 11%	46 14%
Cross-Border Delivery (to ROI)	4 *%	2 *%	1 1%	1 *%	1 *%	4 *%	* *%	3 *%	* *%	1 *%	1 *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	12 1%	8 1%	- -%	2 *%	1 *%	10 1%	* *%	8 1%	- -%	2 *%	1 *%

Columns Tested.: a,b - a,b - a,b - a,b - a,b

Table 242 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1429	886	153	627	422	1113	113	883	156	628	421
Effective base	485	317	42	244	135	382	30	313	46	243	136
Weighted Base	1110	729	97	547	329	890	59	731	95	551	324
Don't Know (DO NOT READ OUT)	9	5	*	7	1	5	1	5	*	7	1
	1%	1%	*%	1%	*%	1%	1%	1%	*%	1%	*%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 242 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1429	645	990	218	2	600	761	165	4	748	619	205	-
Effective base	485	218	345	74	2	206	265	60	3	275	225	75	-
Weighted Base	1110	521	767	175	5	496	576	137	5	650	495	169	-
Urgent delivery - on the same day or a specific time the next day	138 12%	95 18% b	90 12%	24 14%	1 26%	102 20% b	77 13%	23 17%	2 40%	114 18%	65 13%	31 18%	- -%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	514 46%	321 62% b	373 49%	119 68% b	5 100%	325 66% b	288 50%	101 74% b	2 52%	423 65% b	241 49%	110 65% b	- -%
Timed delivery (i.e. to arrive by specific time/day)	223 20%	147 28% b	156 20%	57 33% b	1 26%	150 30% b	126 22%	45 33%	1 12%	179 28%	112 23%	56 33%	- -%
Standard delivery	783 71%	319 61%	569 74% a	129 74%	1 26%	310 62%	458 79% a	99 72%	4 88%	396 61%	413 83% a	124 74% a	- -%
International delivery	114 10%	76 15%	75 10%	60 35% ab	1 26%	85 17%	79 14%	58 42% ab	- -%	97 15%	75 15%	70 41% ab	- -%
Cross-Border Delivery (to ROI)	4 *%	2 *%	3 *%	3 2%	- -%	2 *%	2 *%	2 2%	- -%	2 *%	1 *%	2 1%	- -%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	12 1%	6 1%	6 1%	3 2%	- -%	4 1%	4 1%	* *%	- -%	3 *%	2 *%	- -%	- -%
Don't Know (DO NOT READ OUT)	9 1%	4 1%	3 *%	1 1%	- -%	5 1%	2 *%	1 1%	- -%	6 1%	5 1%	1 1%	- -%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 242 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1429	1089	892	716	866	683	45	422	344	347	101	62
Effective base	485	374	315	276	297	247	11	185	139	141	50	30
Weighted Base	1110	881	743	638	717	565	23	433	337	353	108	72
Urgent delivery - on the same day or a specific time the next day	138 12%	104 12%	99 13%	81 13%	102 14%	65 11%	10 45% ab	63 15%	54 16%	64 18%	13 12%	8 11%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	514 46%	450 51%	398 54%	339 53%	376 52%	298 53%	17 72%	233 54%	250 74% a	243 69% a	84 77% a	52 71%
Timed delivery (i.e. to arrive by specific time/day)	223 20%	191 22%	171 23%	131 21%	178 25%	115 20%	15 67% ab	105 24%	77 23%	101 29%	35 32%	28 39%
Standard delivery	783 71%	608 69%	517 70%	454 71%	486 68%	417 74%	17 72%	331 76% c	234 69%	229 65%	80 74%	60 83%
International delivery	114 10%	93 11%	95 13%	78 12%	75 10%	67 12%	11 47% ab	69 16%	58 17%	62 17%	38 35% abc	27 38% abc
Cross-Border Delivery (to ROI)	4 *%	4 *%	3 *%	2 *%	3 *%	3 1%	* *%	1 *%	1 *%	1 *%	- -%	* *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	12 1%	10 1%	8 1%	3 1%	10 1%	11 2%	- -%	3 1%	2 1%	- -%	- -%	- -%
Don't Know (DO NOT READ OUT)	9 1%	5 1%	5 1%	7 1%	2 *%	2 *%	- -%	4 1%	1 *%	2 1%	- -%	- -%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 242 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1429	129	62	71	32	1311	1095	1359	1420	1029	732	1293	214	-	1064	81
Effective base	485	52	19	29	14	446	355	461	484	328	272	445	80	-	355	39
Weighted Base	1110	119	50	72	33	1013	797	1052	1108	721	658	1008	168	-	793	95
Urgent delivery - on the same day or a specific time the next day	138 12%	20 17%	14 29% c	2 3%	7 22% c	122 12%	88 11%	128 12%	138 12%	98 14%	138 21% b	110 11%	40 24% b	- -%	104 13%	6 6%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	514 46%	58 49%	25 50%	51 70%	24 71%	468 46%	367 46%	493 47%	514 46%	346 48%	514 78% b	453 45%	116 69% b	- -%	360 45%	46 49%
Timed delivery (i.e. to arrive by specific time/day)	223 20%	30 25%	27 55% ac	17 24%	7 21%	193 19%	156 20%	205 19%	223 20%	153 21%	223 34% b	182 18%	50 30% b	- -%	157 20%	22 23%
Standard delivery	783 71%	82 69%	30 61%	44 62%	18 54%	731 72%	606 76%	756 72%	783 71%	525 73%	353 54%	783 78% a	133 79% a	- -%	583 74% b	49 51%
International delivery	114 10%	9 8%	11 22%	7 10%	2 7%	104 10%	95 12%	112 11%	114 10%	83 11%	92 14%	111 11%	114 68% ab	- -%	88 11%	7 7%
Cross-Border Delivery (to ROI)	4 *%	1 1%	* *%	* *%	- -%	4 *%	3 *%	4 *%	2 *%	3 *%	3 *%	4 *%	4 2% b	- -%	3 *%	* *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	12 1%	3 2%	1 3%	- -%	- -%	10 1%	8 1%	12 1%	12 1%	5 1%	5 1%	10 1%	3 2%	- -%	2 *%	5 5% a

Columns Tested.: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 242 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	RM product changes:					Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1429	129	62	71	32	1311	1095	1359	1420	1029	732	1293	214	-	1064	81
Effective base	485	52	19	29	14	446	355	461	484	328	272	445	80	-	355	39
Weighted Base	1110	119	50	72	33	1013	797	1052	1108	721	658	1008	168	-	793	95
Don't Know (DO NOT READ OUT)	9	-	-	*	-	8	8	8	9	6	-	2	-	-	*	3
	1%	-%	-%	*%	-%	1%	1%	1%	1%	1%	-%	*%	-%	-%	*%	3% a

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 242 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1429	481	809	508	22	227	369	212	875	324	306	257	819
Effective base	485	190	256	176	9	80	131	73	309	102	96	95	281
Weighted Base	1110	459	581	415	27	188	313	164	729	214	211	229	645
Urgent delivery - on the same day or a specific time the next day	138 12%	56 12%	64 11%	79 19%	2 7%	39 20%	54 17%	35 22%	71 10%	31 15%	24 11%	36 16%	73 11%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	514 46%	274 60%	208 36%	266 64%	19 69%	129 69%	184 59%	108 66%	310 42%	95 44%	121 57%	129 56%	256 40%
Timed delivery (i.e. to arrive by specific time/day)	223 20%	109 24%	98 17%	105 25%	8 30%	62 33%	74 24%	45 27%	138 19%	40 19%	45 22%	51 22%	119 19%
Standard delivery	783 71%	291 63%	438 75%	271 65%	13 47%	97 52%	225 72%	110 67%	520 71%	151 71%	156 74%	142 62%	467 72%
International delivery	114 10%	60 13%	46 8%	59 14%	* 1%	19 10%	54 17%	25 15%	69 10%	20 9%	25 12%	24 11%	63 10%
Cross-Border Delivery (to ROI)	4 *%	1 *%	3 *%	1 *%	* *%	1 *%	1 *%	* *%	3 *%	1 *%	* *%	* *%	3 1%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	12 1%	3 1%	9 2%	4 1%	- -%	4 2%	- -%	* *%	9 1%	2 1%	1 1%	3 1%	8 1%
Don't Know (DO NOT READ OUT)	9 1%	5 1%	3 1%	* *%	- -%	1 *%	1 *%	* *%	8 1%	- -%	- -%	- -%	8 1%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 242 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1429	851	578
Effective base	485	241	244
Weighted Base	1110	547	563
Urgent delivery - on the same day or a specific time the next day	138 12%	63 11%	75 13%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	514 46%	209 38%	305 54%
			a
Timed delivery (i.e. to arrive by specific time/day)	223 20%	93 17%	130 23%
Standard delivery	783 71%	401 73%	382 68%
International delivery	114 10%	55 10%	60 11%
Cross-Border Delivery (to ROI)	4 *%	2 *%	2 *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%
None of these (DO NOT READ OUT)	12 1%	4 1%	8 1%
Don't Know (DO NOT READ OUT)	9 1%	1 *%	7 1%

Columns Tested.: a,b

Table 242 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	1429	81	157	126	121	132	88	90	142	111	118	96	167
Effective base	485	21	62	70	43	79	51	13	47	44	25	28	56
Weighted Base	1110	32	98	130	39	159	85	23	155	114	32	71	173
Urgent delivery - on the same day or a specific time the next day	138 12%	3 9%	12 12%	20 16% fi	6 15%	22 14%	4 4%	2 7%	23 15%	4 4%	3 8%	13 18%	27 15%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	514 46%	9 27%	57 58% afi	61 47% fi	25 63% afgjj	84 53% afi	18 21%	7 31%	92 59% afi	30 27%	12 38%	30 42%	91 53% afi
Timed delivery (i.e. to arrive by specific time/day)	223 20%	3 8%	20 20%	30 23% g	9 24%	33 21%	13 15%	* 2%	28 18%	27 24% g	5 15%	15 21%	41 24%
Standard delivery	783 71%	26 81%	75 77%	88 68%	24 62%	110 69%	63 74%	20 86%	104 67%	81 71%	25 77%	45 63%	124 72%
International delivery	114 10%	4 13%	11 12%	16 13%	9 24% efhi	15 9%	5 6%	1 6%	9 6%	8 7%	2 7%	14 19%	20 11%
Cross-Border Delivery (to ROI)	4 *%	1 3%	* *%	1 *%	1 2%	- -%	- -%	* *%	1 *%	1 1%	* *%	* *%	* *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	12 1%	- -%	* *%	- -%	- -%	2 1%	5 6% bcl	* *%	5 3%	- -%	* 1%	- -%	- -%
Don't Know (DO NOT READ OUT)	9 1%	- -%	2 2%	1 *%	1 3%	1 1%	3 3%	* 1%	1 *%	* *%	- -%	- -%	* *%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 242 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1429	364	341	343	381	705	724
Effective base	485	152	161	100	101	313	201
Weighted Base	1110	259	283	292	276	542	568
Urgent delivery - on the same day or a specific time the next day	138 12%	35 14%	32 11%	29 10%	42 15%	67 12%	71 12%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	514 46%	127 49%	126 45%	129 44%	133 48%	253 47%	262 46%
Timed delivery (i.e. to arrive by specific time/day)	223 20%	52 20%	55 19%	56 19%	60 22%	107 20%	116 20%
Standard delivery	783 71%	189 73%	197 70%	204 70%	194 70%	386 71%	397 70%
International delivery	114 10%	32 12%	29 10%	18 6%	35 13%	61 11%	53 9%
Cross-Border Delivery (to ROI)	4 *%	2 1%	1 *%	1 *%	1 *%	2 *%	2 *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	12 1%	* *%	7 2%	5 2%	* *%	7 1%	5 1%
Don't Know (DO NOT READ OUT)	9 1%	3 1%	5 2%	1 *%	* *%	8 1%	1 *%

Columns Tested:: a,b,c,d - a,b

Table 243

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Unweighted Base	2030	481	1549	1429	331	76	194	601
Effective base	766	113	660	706	138	33	83	180
Weighted Base	1863	208	1655	1782	69	7	5	80
6am - 8.59am	34 2%	3 2%	31 2%	28 2%	5 7%	1 9%	* 6%	6 7%
					a	a	a	a
9am - 11.59am	845 45%	118 57%	727 44%	801 45%	38 55%	4 50%	3 55%	44 55%
		b			a			a
12pm - 2.59pm	586 31%	55 26%	531 32%	568 32%	16 23%	1 20%	1 12%	18 22%
				bde				
3pm - 5.59pm	63 3%	2 1%	61 4%	62 3%	1 1%	* 1%	* 3%	1 1%
6pm - 5.59am	46 2%	* *%	46 3%	44 2%	2 3%	- -%	1 12%	2 3%
							abce	
Don't know	289 16%	30 14%	260 16%	280 16%	8 12%	1 20%	1 11%	10 12%
NET: AM delivery	922 49%	121 58%	801 48%	870 49%	44 65%	4 59%	3 73%	52 65%
					a		a	a
NET: PM delivery	652 35%	57 27%	595 36%	633 36%	16 24%	2 21%	1 16%	19 23%
				bde				

Columns Tested: a,b - a,b,c,d,e

Table 243 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2030	623	599	207	201	206	194	1429	331	270
Effective base	766	360	282	82	92	79	83	706	138	75
Weighted Base	1863	997	661	125	50	26	5	1782	69	12
6am - 8.59am	34 2%	16 2%	10 2%	2 1%	2 5%	3 13%	* 6%	28 2%	5 7%	1 8%
						abcg	abg		abg	abg
9am - 11.59am	845 45%	438 44%	293 44%	69 55%	28 57%	13 50%	3 55%	801 45%	38 55%	6 52%
					abg				abg	
12pm - 2.59pm	586 31%	347 35%	189 29%	32 26%	11 22%	6 23%	1 12%	568 32%	16 23%	2 17%
		defhi	fi	f				fhi		
3pm - 5.59pm	63 3%	35 4%	25 4%	2 1%	1 1%	* *%	* 3%	62 3%	1 1%	* 2%
6pm - 5.59am	46 2%	18 2%	22 3%	4 3%	1 2%	1 3%	1 12%	44 2%	2 3%	1 5%
							abcdegh			
Don't know	289 16%	142 14%	122 18%	16 13%	6 13%	3 11%	1 11%	280 16%	8 12%	2 17%
NET: AM delivery	922 49%	472 47%	323 49%	75 60%	32 64%	17 65%	3 73%	870 49%	44 65%	8 65%
				a	abg	abg	abg		abg	abg
NET: PM delivery	652 35%	383 38%	216 33%	34 27%	12 23%	6 24%	1 16%	633 36%	16 24%	2 19%
		defhi	fi					defhi		

Columns Tested: a,b,c,d,e,f,g,h,i

Table 243 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2030	881	548	331	76	194	748	325	117	80	210
Effective base	766	523	243	138	33	83	425	137	36	27	36
Weighted Base	1863	1459	324	69	7	5	1176	252	64	32	54
6am - 8.59am	34 2%	23 2%	5 2%	5 7%	1 9%	* 6%	23 2%	2 1%	2 4%	1 4%	3 5%
9am - 11.59am	845 45%	637 44%	164 51%	38 55%	4 50%	3 55%	500 43%	116 46%	35 54%	19 60%	24 44%
12pm - 2.59pm	586 31%	484 33%	85 26%	16 23%	1 20%	1 12%	403 34%	77 30%	15 24%	4 14%	15 28%
3pm - 5.59pm	63 3%	55 4%	7 2%	1 1%	* 1%	* 3%	47 4%	9 4%	1 1%	2 6%	4 7%
6pm - 5.59am	46 2%	29 2%	15 5%	2 3%	- -%	1 12%	19 2%	18 7%	2 3%	2 6%	1 2%
Don't know	289 16%	231 16%	48 15%	8 12%	1 20%	1 11%	185 16%	30 12%	10 16%	3 10%	8 14%
NET: AM delivery	922 49%	687 47%	183 56%	44 65%	4 59%	3 73%	540 46%	136 54%	39 60%	22 70%	27 51%
NET: PM delivery	652 35%	540 37%	93 29%	16 24%	2 21%	1 16%	451 38%	86 34%	16 24%	6 20%	19 35%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 243 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2030	138	95	192	67	129	161	130	117	112
Effective base	766	78	53	107	32	66	100	78	64	55
Weighted Base	1863	177	122	294	72	168	295	231	159	130
6am - 8.59am	34 2%	7 4%	2 2%	1 *%	1 1%	3 2%	5 2%	1 *%	5 3%	2 1%
9am - 11.59am	845 45%	86 49%	55 45%	138 47%	30 41%	56 33%	136 46%	109 47%	71 44%	56 43%
12pm - 2.59pm	586 31%	59 33%	45 37%	94 32%	23 32%	61 36%	87 30%	63 27%	54 34%	36 28%
3pm - 5.59pm	63 3%	5 3%	3 2%	4 1%	2 3%	6 4%	14 5%	19 8% ch	1 1%	4 3%
6pm - 5.59am	46 2%	1 1%	3 2%	10 3%	2 2%	4 2%	7 2%	7 3%	7 4%	3 2%
Don't know	289 16%	19 11%	15 12%	47 16%	14 20%	38 23%	45 15%	32 14%	23 14%	29 22%
NET: AM delivery	922 49%	95 53%	60 49%	146 50%	32 45%	63 37%	149 50%	118 51%	82 52%	60 46%
NET: PM delivery	652 35%	63 36%	47 39%	101 34%	25 35%	67 40%	102 34%	81 35%	54 34%	41 31%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 243 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2030	308	350	483	1141	889	313	299	277
Effective base	766	153	195	285	627	235	92	82	110
Weighted Base	1863	371	459	820	1649	214	104	73	37
6am - 8.59am	34 2%	6 1%	14 3%	7 1%	27 2%	7 3%	2 2%	3 4%	2 6% acd
9am - 11.59am	845 45%	142 38%	212 46%	383 47%	737 45%	108 51% a	51 49%	39 53% a	19 51% a
12pm - 2.59pm	586 31%	120 33%	157 34%	244 30%	522 32%	64 30%	34 33%	20 28%	10 27%
3pm - 5.59pm	63 3%	12 3%	8 2%	37 5%	58 3%	5 2%	2 2%	2 3%	1 2%
6pm - 5.59am	46 2%	9 2%	11 2%	24 3%	44 3%	2 1%	1 1%	* *%	1 2%
Don't know	289 16%	82 22% beh	56 12%	124 15%	262 16%	28 13%	14 14%	9 12%	4 12%
NET: AM delivery	922 49%	155 42%	237 52%	412 50%	804 49%	117 55% a	54 52%	42 57% a	21 59% a
NET: PM delivery	652 35%	134 36%	165 36%	284 35%	582 35%	69 32%	36 34%	23 31%	11 29%

Columns Tested: a,b,c,d,e,f,g,h

Table 243 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2030	93	154	16	170	205	475	86	97	901
Effective base	766	35	45	6	51	88	188	27	27	356
Weighted Base	1863	80	105	18	124	237	389	60	56	916
6am - 8.59am	34 2%	3 4%	1 1%	- -%	1 *%	11 4%	6 1%	3 4%	* *%	12 1%
9am - 11.59am	845 45%	50 63%	39 38%	11 61%	51 41%	86 36%	172 44%	22 36%	37 66%	427 47%
12pm - 2.59pm	586 31%	15 19%	38 36%	- -%	38 30%	77 33%	117 30%	18 30%	15 27%	306 33%
3pm - 5.59pm	63 3%	8 10%	8 8%	- -%	8 7%	10 4%	19 5%	* *%	2 4%	15 2%
6pm - 5.59am	46 2%	* *%	3 3%	2 12%	5 4%	15 6%	12 3%	1 1%	* *%	13 1%
Don't know	289 16%	3 4%	16 15%	5 26%	21 17%	39 16%	63 16%	17 28%	2 4%	143 16%
NET: AM delivery	922 49%	53 67%	43 41%	14 74%	57 46%	111 47%	188 48%	25 42%	37 66%	450 49%
NET: PM delivery	652 35%	23 29%	46 44%	- -%	46 37%	87 37%	137 35%	18 30%	17 30%	323 35%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 243 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2030	468	475	1087	1769	261	-	1688	342	1958	72
Effective base	766	173	188	410	653	116	-	684	88	738	27
Weighted Base	1863	440	389	1034	1539	324	-	1704	159	1799	64
6am - 8.59am	34 2%	14 3%	6 1%	14 1%	33 2%	1 *%	- -%	28 2%	6 4%	33 2%	1 1%
9am - 11.59am	845 45%	187 42%	172 44%	486 47%	712 46%	133 41%	- -%	775 45%	70 44%	817 45%	28 44%
12pm - 2.59pm	586 31%	130 30%	117 30%	338 33%	457 30%	129 40%	- -%	540 32%	46 29%	567 32%	19 30%
3pm - 5.59pm	63 3%	26 6%	19 5%	17 2%	50 3%	12 4%	- -%	53 3%	9 6%	62 3%	* *%
6pm - 5.59am	46 2%	21 5%	12 3%	14 1%	40 3%	6 2%	- -%	39 2%	8 5%	43 2%	3 5%
Don't know	289 16%	62 14%	63 16%	164 16%	246 16%	43 13%	- -%	269 16%	20 13%	277 15%	13 20%
NET: AM delivery	922 49%	221 50%	188 48%	512 50%	782 51%	140 43%	- -%	840 49%	82 52%	890 49%	32 50%
NET: PM delivery	652 35%	156 36%	137 35%	358 35%	511 33%	141 43%	- -%	595 35%	56 36%	633 35%	19 30%

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 243 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Unweighted Base	2030	1191	409	413
Effective base	766	475	129	157
Weighted Base	1863	1188	285	374
6am - 8.59am	34 2%	16 1%	10 4%	7 2%
9am - 11.59am	845 45%	529 44%	128 45%	187 50%
12pm - 2.59pm	586 31%	381 32%	81 28%	122 33%
3pm - 5.59pm	63 3%	51 4%	4 2%	8 2%
6pm - 5.59am	46 2%	15 1%	22 8%	6 2%
Don't know	289 16%	196 17%	39 14%	45 12%
NET: AM delivery	922 49%	559 47%	160 56%	197 53%
NET: PM delivery	652 35%	432 36%	85 30%	132 35%

Columns Tested: a,b,c

Table 243 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2030	1558	298	81	30	32	16	7	8	1856	174	93
Effective base	766	638	90	20	8	8	3	1	1	726	39	19
Weighted Base	1863	1581	188	45	11	20	11	1	5	1769	94	49
6am - 8.59am	34 2%	26 2%	5 3%	1 2%	1 10%	1 5%	* *%	* 11%	* *%	31 2%	3 3%	2 5%
9am - 11.59am	845 45%	714 45%	92 49%	23 52%	7 67%	4 18%	* 4%	* 4%	5 90%	805 46%	39 42%	16 33%
12pm - 2.59pm	586 31%	517 33%	49 26%	11 25%	1 13%	2 9%	5 41%	1 83%	- -%	566 32%	20 21%	9 18%
3pm - 5.59pm	63 3%	50 3%	3 1%	- -%	- -%	7 32%	4 31%	* 2%	- -%	52 3%	10 11%	10 21%
6pm - 5.59am	46 2%	30 2%	5 3%	* *%	1 9%	7 36%	3 24%	- -%	- -%	35 2%	11 12%	11 23%
Don't know	289 16%	245 16%	34 18%	10 22%	* 1%	* *%	* *%	- -%	* 10%	279 16%	10 11%	1 1%
NET: AM delivery	922 49%	767 48%	103 55%	24 54%	9 78%	12 58%	3 28%	* 15%	5 90%	869 49%	53 56%	28 58%
NET: PM delivery	652 35%	569 36%	51 27%	11 25%	2 21%	8 41%	8 72%	1 85%	- -%	621 35%	31 33%	20 41%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 243 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2030	851	707	472	1779	1479	1837	1370	843	702	353	1027	100	126	80	100	51
Effective base	766	391	249	129	662	547	693	530	326	231	159	420	26	35	19	22	13
Weighted Base	1863	1012	569	281	1632	1330	1699	1279	827	558	392	1051	56	83	40	47	30
6am - 8.59am	34 2%	19 2%	6 1%	8 3%	33 2%	29 2%	33 2%	29 2%	21 3%	17 3%	4 1%	23 2%	2 3%	1 2%	1 3%	1 3%	1 4%
9am - 11.59am	845 45%	468 46%	245 43%	131 47%	727 45%	577 43%	757 45%	570 45%	354 43%	231 41%	186 48%	459 44%	30 53%	43 51%	16 39%	18 37%	6 20%
12pm - 2.59pm	586 31%	315 31%	203 36%	68 24%	519 32%	435 33%	538 32%	397 31%	248 30%	144 26%	109 28%	365 35%	12 21%	18 21%	13 32%	8 17%	14 47%
3pm - 5.59pm	63 3%	36 4%	13 2%	13 5%	55 3%	47 3%	57 3%	40 3%	36 4%	32 6%	11 3%	32 3%	* 1%	3 4%	* *%	5 10%	6 19%
6pm - 5.59am	46 2%	11 1%	19 3%	16 6%	44 3%	44 3%	46 3%	45 4%	43 5%	43 8%	3 1%	23 2%	4 8%	4 5%	7 18%	3 6%	1 3%
Don't know	289 16%	162 16%	83 15%	44 16%	254 16%	198 15%	267 16%	198 16%	125 15%	90 16%	77 20%	149 14%	8 14%	14 17%	3 8%	13 27%	2 8%
NET: AM delivery	922 49%	497 49%	270 47%	155 55%	801 49%	648 49%	833 49%	641 50%	417 50%	288 52%	192 49%	503 48%	36 64%	48 58%	23 58%	22 47%	8 27%
NET: PM delivery	652 35%	353 35%	216 38%	82 29%	577 35%	483 36%	599 35%	439 34%	285 34%	180 32%	122 31%	398 38%	12 22%	21 25%	14 34%	13 27%	19 66%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 243 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	2030	1292	153	106	92	51	61	24	990	203	109	69	49	37	22
Effective base	766	546	42	30	18	12	11	5	415	58	30	25	11	15	7
Weighted Base	1863	1364	97	70	41	21	26	12	1019	156	52	37	34	16	15
6am - 8.59am	34 2%	26 2%	3 3%	* *%	1 2%	1 2%	1 3%	1 8%	17 2%	7 5%	2 3%	2 4%	* 1%	* 2%	1 7%
9am - 11.59am	845 45%	616 45%	36 37%	34 48%	22 53%	12 59%	6 24%	1 11%	442 43%	72 46%	17 32%	23 62%	16 46%	6 40%	2 10%
12pm - 2.59pm	586 31%	451 33%	29 30%	16 22%	8 20%	6 26%	4 14%	5 41%	364 36%	27 17%	19 37%	4 12%	8 24%	5 32%	8 51%
3pm - 5.59pm	63 3%	43 3%	1 1%	3 4%	* 1%	- -%	4 17%	4 30%	32 3%	5 3%	4 7%	* *%	5 14%	- -%	2 13%
6pm - 5.59am	46 2%	25 2%	4 4%	11 15%	* 1%	1 6%	3 10%	* 1%	15 1%	15 10%	5 10%	3 9%	4 11%	* *%	1 6%
Don't know	289 16%	202 15%	25 26%	7 11%	9 23%	1 6%	8 31%	1 9%	150 15%	31 20%	6 11%	5 13%	2 4%	4 25%	2 13%
NET: AM delivery	922 49%	667 49%	41 42%	44 63%	23 57%	13 63%	10 37%	2 20%	473 46%	94 60%	23 44%	28 75%	20 58%	7 43%	4 23%
NET: PM delivery	652 35%	496 36%	31 32%	19 26%	8 21%	6 31%	8 32%	9 71%	396 39%	31 20%	23 44%	4 12%	13 37%	5 32%	10 64%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 243 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2030	898	156	115	69	47	45	40	736	365	418	222	92
Effective base	766	387	53	33	24	14	10	14	333	143	146	50	25
Weighted Base	1863	932	138	84	35	26	28	35	872	329	326	106	64
6am - 8.59am	34 2%	17 2%	7 5%	3 3%	* 1%	1 2%	1 3%	1 3%	16 2%	12 4%	2 1%	* %	2 4%
9am - 11.59am	845 45%	427 46%	68 50%	33 39%	13 36%	9 34%	5 17%	15 43%	381 44%	129 39%	164 50%	54 51%	28 44%
12pm - 2.59pm	586 31%	310 33%	41 30%	20 23%	9 26%	6 22%	7 25%	3 8%	283 32%	125 38%	84 26%	32 30%	14 22%
3pm - 5.59pm	63 3%	21 2%	4 3%	5 6%	- -%	1 4%	4 14%	6 18%	32 4%	10 3%	7 2%	6 5%	4 6%
6pm - 5.59am	46 2%	14 2%	3 2%	7 8%	7 19%	3 13%	7 25%	4 11%	11 1%	10 3%	15 4%	8 7%	3 4%
Don't know	289 16%	144 15%	14 10%	17 21%	7 19%	7 25%	5 17%	6 16%	149 17%	44 13%	54 17%	6 6%	13 20%
NET: AM delivery	922 49%	456 49%	78 57%	42 50%	19 55%	13 49%	12 41%	20 57%	407 47%	149 45%	181 55%	62 59%	33 52%
NET: PM delivery	652 35%	332 36%	45 33%	24 29%	9 26%	7 26%	12 42%	9 27%	317 36%	136 41%	91 28%	38 35%	18 28%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 243 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2030	817	339	360	188	70	656	278	312	157	64
Effective base	766	362	129	119	36	18	295	98	96	40	18
Weighted Base	1863	949	294	262	80	46	761	227	202	86	47
6am - 8.59am	34 2%	24 3%	4 1%	2 1%	1 1%	2 4%	15 2%	9 4%	2 1%	* *%	2 5%
9am - 11.59am	845 45%	421 44%	113 39%	129 49%	42 53%	21 47%	311 41%	90 39%	111 55%	43 50%	17 37%
12pm - 2.59pm	586 31%	303 32%	117 40%	71 27%	22 27%	6 14%	266 35%	85 38%	48 24%	25 29%	11 24%
3pm - 5.59pm	63 3%	30 3%	9 3%	6 2%	6 7%	4 8%	30 4%	6 3%	1 1%	9 10%	- -%
6pm - 5.59am	46 2%	16 2%	11 4%	11 4%	5 6%	1 2%	17 2%	11 5%	9 4%	5 5%	3 6%
Don't know	289 16%	155 16%	40 14%	42 16%	4 5%	11 25%	123 16%	26 11%	32 16%	4 5%	13 27%
NET: AM delivery	922 49%	459 48%	127 43%	142 54%	48 60%	24 53%	342 45%	110 49%	121 60%	48 56%	22 48%
NET: PM delivery	652 35%	335 35%	127 43%	77 30%	27 34%	10 22%	297 39%	91 40%	49 24%	34 39%	11 24%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 243 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2030	628	219	263	158	78	764	119	478	1863	167	1735	44
Effective base	766	280	75	96	50	22	304	37	185	700	66	648	15
Weighted Base	1863	701	181	214	114	48	718	85	468	1714	149	1590	42
6am - 8.59am	34 2%	16 2%	2 1%	6 3%	3 3%	2 4%	20 3%	2 2%	7 2%	32 2%	2 2%	32 2%	1 1%
9am - 11.59am	845 45%	307 44%	83 46%	96 45%	57 50%	19 39%	315 44%	31 37%	222 47%	783 46%	62 42%	719 45%	8 19%
12pm - 2.59pm	586 31%	222 32%	65 36%	62 29%	30 27%	13 26%	228 32%	15 18%	151 32%	538 31%	47 32%	514 32%	5 12%
3pm - 5.59pm	63 3%	25 4%	5 3%	1 1%	6 5%	4 8%	19 3%	9 11%	12 3%	57 3%	5 4%	51 3%	4 9%
6pm - 5.59am	46 2%	11 2%	11 6%	13 6%	2 1%	5 11%	31 4%	11 12%	3 1%	42 2%	4 3%	33 2%	11 27%
Don't know	289 16%	122 17%	15 8%	35 16%	17 14%	5 11%	105 15%	18 21%	72 15%	262 15%	28 19%	241 15%	13 32%
NET: AM delivery	922 49%	332 47%	95 53%	114 53%	62 54%	26 55%	364 51%	42 50%	232 50%	853 50%	69 46%	782 49%	19 45%
NET: PM delivery	652 35%	248 35%	70 39%	64 30%	36 32%	16 34%	249 35%	25 30%	163 35%	599 35%	53 35%	567 36%	10 23%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 243 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2030	1343	136	956	414	1741	38	1331	148	960	410
Effective base	766	512	36	388	143	649	13	503	44	390	141
Weighted Base	1863	1234	96	906	373	1597	35	1222	108	916	363
6am - 8.59am	34 2%	27 2%	3 3%	23 3%	6 2%	32 2%	* 1%	26 2%	3 3%	23 3%	6 2%
9am - 11.59am	845 45%	539 44%	37 39%	424 47%	146 39%	719 45%	9 25%	536 44%	41 38%	421 46%	148 41%
12pm - 2.59pm	586 31%	414 34%	21 22%	264 29%	133 36%	515 32%	4 12%	412 34%	23 21%	266 29%	131 36%
3pm - 5.59pm	63 3%	38 3%	8 9%	19 2%	21 6%	55 3%	- -%	43 3%	4 3%	24 3%	16 4%
6pm - 5.59am	46 2%	36 3%	8 8%	28 3%	17 5%	36 2%	8 22% a	24 2%	19 18% a	35 4%	10 3%
Don't know	289 16%	180 15%	18 19%	149 16%	50 13%	240 15%	14 40% a	180 15%	18 17%	146 16%	52 14%
NET: AM delivery	922 49%	600 49%	48 50%	473 52%	168 45%	784 49%	17 47%	585 48%	63 59%	478 52%	163 45%
NET: PM delivery	652 35%	453 37%	30 31%	284 31%	155 42% a	573 36%	4 12%	456 37%	26 25%	291 32%	148 41%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 243 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	2030	890	1411	260	1	821	1049	202	4	955	789	240	1
Effective base	766	316	539	93	1	294	392	74	3	365	313	91	1
Weighted Base	1863	787	1302	240	4	727	903	181	5	882	710	208	2
6am - 8.59am	34 2%	19 2%	19 1%	3 1%	- -%	19 3%	16 2%	4 2%	- -%	20 2%	17 2%	3 2%	- -%
9am - 11.59am	845 45%	325 41%	609 47%	113 47%	- -%	310 43%	409 45%	79 44%	- -%	380 43%	321 45%	97 47%	- -%
12pm - 2.59pm	586 31%	233 30%	433 33%	77 32%	4 100%	211 29%	327 36%	65 36%	2 48%	272 31%	234 33%	67 32%	2 100%
3pm - 5.59pm	63 3%	31 4%	36 3%	9 4%	- -%	28 4%	28 3%	6 3%	- -%	32 4%	19 3%	6 3%	- -%
6pm - 5.59am	46 2%	33 4%	28 2%	6 3%	- -%	32 4%	10 1%	6 3%	2 40%	32 4%	19 3%	8 4%	- -%
Don't know	289 16%	146 19%	176 14%	32 13%	- -%	127 17%	113 13%	21 12%	1 12%	146 17%	100 14%	27 13%	- -%
NET: AM delivery	922 49%	375 48%	654 50%	122 51%	- -%	359 49%	435 48%	89 49%	2 40%	431 49%	357 50%	108 52%	- -%
NET: PM delivery	652 35%	266 34%	471 36%	86 36%	4 100%	240 33%	355 39%	71 39%	2 48%	306 35%	253 36%	72 35%	2 100%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 243 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2030	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	766	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	1863	1550	1175	912	1213	1042	34	633	496	449	133	87
6am - 8.59am	34 2%	27 2%	21 2%	16 2%	25 2%	14 1%	1 4%	13 2%	8 2%	6 1%	4 3%	2 2%
9am - 11.59am	845 45%	705 45%	519 44%	419 46%	541 45%	487 47%	16 47%	279 44%	231 47%	209 47%	50 37%	30 34%
12pm - 2.59pm	586 31%	509 33%	402 34%	294 32%	382 32%	347 33%	5 14%	220 35%	169 34%	148 33%	53 40%	37 42%
3pm - 5.59pm	63 3%	51 3%	45 4%	25 3%	49 4%	31 3%	5 13%	18 3%	12 2%	13 3%	* *%	* *%
6pm - 5.59am	46 2%	23 1%	25 2%	17 2%	31 3%	24 2%	2 5%	10 2%	5 1%	9 2%	4 3%	* *%
Don't know	289 16%	235 15%	163 14%	142 16%	185 15%	140 13%	6 17%	93 15%	70 14%	64 14%	22 17%	19 21%
NET: AM delivery	922 49%	752 49%	564 48%	449 49%	594 49%	524 50%	19 56%	302 48%	245 49%	223 50%	58 43%	32 36%
NET: PM delivery	652 35%	562 36%	449 38%	320 35%	434 36%	378 36%	9 27%	238 38%	181 37%	162 36%	53 40%	37 42%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 243 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2030	201	131	98	50	1775	1241	1852	1282	1190	830	1685	219	-	1640	120
Effective base	766	81	46	39	20	656	420	686	444	400	312	630	82	-	604	56
Weighted Base	1863	198	114	93	47	1569	967	1644	1038	912	756	1519	188	-	1417	139
6am - 8.59am	34 2%	4 2%	7 6%	1 1%	3 6%	30 2%	14 1%	33 2%	15 1%	15 2%	18 2%	23 2%	* *%	- -%	28 2%	3 2%
9am - 11.59am	845 45%	89 45%	25 22%	33 36%	19 40%	745 48%	471 49%	768 47%	486 47%	432 47%	322 43%	723 48%	79 42%	- -%	723 51%	31 22%
12pm - 2.59pm	586 31%	64 32%	17 15%	36 39%	18 38%	484 31%	280 29%	504 31%	347 33%	303 33%	252 33%	486 32%	72 39%	- -%	419 30%	46 33%
3pm - 5.59pm	63 3%	1 1%	21 18%	1 2%	- -%	56 4%	43 4%	60 4%	33 3%	31 3%	35 5%	47 3%	8 4%	- -%	41 3%	9 6%
6pm - 5.59am	46 2%	9 5%	19 17%	7 7%	3 7%	16 1%	16 2%	28 2%	12 1%	17 2%	22 3%	15 1%	3 2%	- -%	30 2%	2 1%
Don't know	289 16%	30 15%	25 22%	14 15%	4 9%	237 15%	142 15%	251 15%	146 14%	114 13%	107 14%	226 15%	25 13%	- -%	176 12%	49 36%
NET: AM delivery	922 49%	101 51%	50 44%	41 44%	25 52%	789 50%	500 52%	827 50%	512 49%	464 51%	360 48%	760 50%	82 44%	- -%	780 55%	34 25%
NET: PM delivery	652 35%	66 34%	39 34%	38 41%	18 38%	543 35%	324 33%	566 34%	381 37%	334 37%	290 38%	534 35%	81 43%	- -%	461 33%	55 40%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 243 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	2030	769	1261	529	24	265	370	249	1319	429	317	350	1304
Effective base	766	310	455	197	13	97	146	91	510	156	106	138	503
Weighted Base	1863	759	1104	489	36	233	371	224	1264	354	245	344	1227
6am - 8.59am	34 2%	12 2%	22 2%	7 1%	* *%	3 1%	5 1%	2 1%	26 2%	6 2%	9 4%	4 1%	20 2%
9am - 11.59am	845 45%	306 40%	538 49%	213 44%	11 30%	90 39%	161 43%	89 40%	604 48%	146 41%	101 41%	140 41%	586 48%
12pm - 2.59pm	586 31%	225 30%	361 33%	161 33%	17 48%	73 31%	136 37%	56 25%	395 31%	132 37%	76 31%	107 31%	395 32%
3pm - 5.59pm	63 3%	38 5%	24 2%	19 4%	- -%	4 2%	19 5%	14 6%	46 4%	3 1%	2 1%	21 6%	35 3%
6pm - 5.59am	46 2%	35 5%	11 1%	21 4%	3 7%	23 10%	4 1%	17 8%	22 2%	3 1%	14 6%	20 6%	8 1%
Don't know	289 16%	142 19%	148 13%	67 14%	5 14%	39 17%	46 12%	46 20%	172 14%	65 18%	43 17%	52 15%	183 15%
NET: AM delivery	922 49%	353 46%	569 52%	241 49%	13 37%	115 50%	169 46%	108 48%	649 51%	153 43%	123 50%	163 47%	613 50%
NET: PM delivery	652 35%	264 35%	387 35%	181 37%	17 48%	79 34%	155 42%	70 31%	443 35%	135 38%	79 32%	129 37%	431 35%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 243 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2030	1069	961
Effective base	766	331	434
Weighted Base	1863	814	1048
6am - 8.59am	34 2%	19 2%	15 1%
9am - 11.59am	845 45%	372 46%	473 45%
12pm - 2.59pm	586 31%	238 29%	348 33%
3pm - 5.59pm	63 3%	21 3%	41 4%
6pm - 5.59am	46 2%	29 4%	18 2%
Don't know	289 16%	136 17%	153 15%
NET: AM delivery	922 49%	417 51%	505 48%
NET: PM delivery	652 35%	261 32%	391 37%

Columns Tested: a,b

Table 243 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	2030	118	239	187	177	210	116	119	213	137	167	121	226
Effective base	766	35	112	111	57	141	67	16	83	56	35	43	83
Weighted Base	1863	50	195	217	60	300	106	32	288	147	85	118	264
6am - 8.59am	34 2%	* 1%	5 2%	6 3%	1 2%	3 1%	2 2%	1 3%	1 *%	1 *%	1 1%	* *%	12 5%
9am - 11.59am	845 45%	29 58%	77 39%	109 50%	27 44%	151 50%	50 47%	13 41%	110 38%	74 50%	39 45%	53 45%	115 44%
12pm - 2.59pm	586 31%	15 29%	70 36%	55 25%	15 26%	102 34%	40 38%	13 42%	111 38%	32 22%	23 27%	36 30%	74 28%
3pm - 5.59pm	63 3%	2 3%	4 2%	1 1%	- -%	6 2%	2 2%	2 5%	18 6%	2 1%	4 5%	4 4%	18 7%
6pm - 5.59am	46 2%	1 1%	7 4%	8 4%	1 2%	13 4%	* *%	* *%	2 1%	* *%	* *%	5 4%	10 4%
Don't know	289 16%	4 8%	33 17%	38 18%	15 25%	25 8%	12 12%	3 10%	47 16%	39 27%	19 22%	20 17%	35 13%
NET: AM delivery	922 49%	30 60%	89 45%	122 56%	29 49%	166 55%	52 49%	14 43%	112 39%	75 51%	39 46%	58 49%	136 52%
NET: PM delivery	652 35%	16 32%	74 38%	56 26%	15 26%	109 36%	42 39%	15 47%	130 45%	33 23%	27 32%	40 34%	93 35%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 243 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2030	544	503	469	514	1047	983
Effective base	766	256	250	151	158	506	309
Weighted Base	1863	462	465	468	468	927	936
6am - 8.59am	34 2%	11 2%	7 2%	3 1%	13 3%	18 2%	16 2%
9am - 11.59am	845 45%	214 46%	227 49%	197 42%	207 44%	441 48%	403 43%
12pm - 2.59pm	586 31%	140 30%	157 34%	156 33%	133 28%	297 32%	289 31%
3pm - 5.59pm	63 3%	7 1%	8 2%	21 5%	26 6% ab	15 2%	48 5% a
6pm - 5.59am	46 2%	16 3% c	14 3%	2 1%	15 3%	29 3%	17 2%
Don't know	289 16%	74 16%	53 11%	89 19% b	74 16%	127 14%	162 17%
NET: AM delivery	922 49%	241 52%	247 53% c	201 43%	234 50%	487 53%	434 46%
NET: PM delivery	652 35%	147 32%	166 36%	179 38%	161 34%	313 34%	339 36%

Columns Tested:: a,b,c,d - a,b

Table 244

QRM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2030	481	1549	1429	331	76	194	601
Effective base	766	113	660	706	138	33	83	180
Weighted Base	1863	208	1655	1782	69	7	5	80
Very Dissatisfied (-2)	49 3%	5 2%	45 3%	49 3%	* *%	- -%	- -%	* *%
Fairly Dissatisfied (-1)	90 5%	4 2%	86 5%	89 5%	1 2%	- -%	* 3%	1 1%
Neither Satisfied Nor Dissatisfied (0)	298 16%	23 11%	275 17%	291 16%	7 10%	* 4%	* 5%	8 9%
Fairly Satisfied (1)	828 44%	52 25%	776 47%	788 44%	34 49%	4 57%	2 41%	40 49%
Very Satisfied (2)	589 32%	124 60%	465 28%	559 31%	26 37%	3 38%	2 49%	31 38%
Don't Know (DO NOT READ OUT)	9 *%	1 *%	8 *%	8 *%	1 1%	- -%	* 2%	1 1%
NET: Satisfied	1417 76%	176 85%	1242 75%	1347 76%	59 87%	7 96%	4 90%	70 88%
NET: Dissatisfied	139 7%	9 4%	130 8%	137 8%	1 2%	- -%	* 3%	2 2%
Answered	1854	207	1647	1775	68	7	4	80
Mean Score	1.0	1.4	.9	1.0	1.2	1.3	1.4	1.2
Standard error	.02	b	.02	.03	a	a	a	a
Standard deviation	.95	.92	.95	.96	.74	.60	.83	.72

Columns Tested: a,b - a,b,c,d,e

Table 244 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2030	623	599	207	201	206	194	1429	331	270
Effective base		766	360	282	82	92	79	83	706	138	75
Weighted Base		1863	997	661	125	50	26	5	1782	69	12
Very Dissatisfied	(-2)	49 3%	27 3%	19 3%	2 2%	* *%	* 1%	- -%	49 3%	* *%	- -%
Fairly Dissatisfied	(-1)	90 5%	52 5%	32 5%	4 4%	1 2%	* 1%	* 3%	89 5%	1 2%	* 1%
Neither Satisfied Nor Dissatisfied	(0)	298 16%	165 17%	111 17%	15 12%	5 11%	2 8%	* 5%	291 16%	7 10%	1 5%
Fairly Satisfied	(1)	828 44%	444 45%	279 42%	65 52%	25 51%	13 49%	2 41%	788 44%	34 49%	6 51%
Very Satisfied	(2)	589 32%	304 31%	216 33%	39 31%	18 36%	11 41%	2 49%	559 31%	26 37%	5 42%
Don't Know (DO NOT READ OUT)		9 *%	4 *%	4 1%	- -%	1 1%	* 1%	* 2%	8 *%	1 1%	* 1%
NET: Satisfied		1417 76%	748 75%	495 75%	103 83%	43 86%	23 89%	4 90%	1347 76%	59 87%	11 93%
NET: Dissatisfied		139 7%	79 8%	52 8%	7 5%	1 2%	* 2%	* 3%	137 8%	1 2%	* 1%
Answered		1854	992	657	125	49	26	4	1775	68	12
Mean Score		1.0	1.0	1.0	1.1	1.2	1.3	1.4	1.0	1.2	1.4
Standard error		.02	.04	.04	.06	.05	.05	.06	.03	.04	.04
Standard deviation		.95	.96	.98	.85	.72	.74	.83	.96	.74	.66

Columns Tested: a,b,c,d,e,f,g,h,i

Table 244 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2030	881	548	331	76	194	748	325	117	80	210
Effective base	766	523	243	138	33	83	425	137	36	27	36
Weighted Base	1863	1459	324	69	7	5	1176	252	64	32	54
Very Dissatisfied (-2)	49 3%	43 3%	5 2%	* *%	- -%	- -%	29 2%	7 3%	1 1%	3 8%	* *%
Fairly Dissatisfied (-1)	90 5%	74 5%	14 4%	1 2%	- -%	* 3%	68 6%	6 2%	1 2%	1 2%	1 2%
Neither Satisfied Nor Dissatisfied (0)	298 16%	245 17%	45 14%	7 10%	* 4%	* 5%	206 18%	34 14%	8 13%	2 8%	6 11%
Fairly Satisfied (1)	828 44%	642 44%	147 45%	34 49%	4 57%	2 41%	545 46%	123 49%	26 40%	11 33%	27 50%
Very Satisfied (2)	589 32%	446 31%	113 35%	26 37%	3 38%	2 49%	324 28%	82 32%	28 44%	16 49%	19 36%
Don't Know (DO NOT READ OUT)	9 *%	8 1%	- -%	1 1%	- -%	* 2%	4 *%	- -%	* *%	- -%	- -%
NET: Satisfied	1417 76%	1088 75%	259 80%	59 87%	7 96%	4 90%	869 74%	205 81%	54 84%	26 82%	46 86%
NET: Dissatisfied	139 7%	118 8%	20 6%	1 2%	- -%	* 3%	96 8%	13 5%	2 3%	3 10%	1 3%
Answered	1854	1451	324	68	7	4	1171	252	64	32	54
Mean Score	1.0	.9	1.1	1.2	1.3	1.4	.9	1.1	1.2	1.1	1.2
Standard error	.02	.03	.04	a .04	a .07	ab .06	.03	.05	a .08	.13	.05
Standard deviation	.95	.97	.90	.74	.60	.83	.95	.90	.84	1.18	.76

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 244 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2030	138	95	192	67	129	161	130	117	112
Effective base		766	78	53	107	32	66	100	78	64	55
Weighted Base		1863	177	122	294	72	168	295	231	159	130
Very Dissatisfied	(-2)	49 3%	8 4%	1 *%	17 6%	2 2%	6 4%	4 1%	- -%	6 4%	1 1%
Fairly Dissatisfied	(-1)	90 5%	13 7%	7 6%	5 2%	2 3%	2 1%	23 8%	10 4%	11 7%	10 8%
Neither Satisfied Nor Dissatisfied	(0)	298 16%	33 19%	23 19%	46 16%	13 18%	31 19%	49 16%	30 13%	29 18%	16 13%
Fairly Satisfied	(1)	828 44%	74 42%	42 34%	137 47%	29 40%	76 45%	148 50%	128 55%	72 45%	50 38%
Very Satisfied	(2)	589 32%	50 28%	50 41%	88 30%	26 37%	53 32%	67 23%	62 27%	39 24%	53 40%
Don't Know (DO NOT READ OUT)		9 *%	- -%	* *%	1 *%	- -%	- -%	4 1%	- -%	3 2%	- -%
NET: Satisfied		1417 76%	124 70%	92 75%	225 76%	55 77%	129 76%	215 73%	190 82%	110 69%	103 79%
NET: Dissatisfied		139 7%	21 12%	7 6%	22 8%	4 5%	8 5%	27 9%	10 4%	17 11%	11 9%
Answered		1854	177	122	293	72	168	291	231	156	130
Mean Score		1.0	.8	1.1	.9	1.1	1.0	.9	1.0	.8	1.1
Standard error		.02	.09	.10	.07	.12	.08	.07	.07	.09	.09
Standard deviation		.95	1.06	.93	1.03	.94	.95	.91	.76	1.01	.95

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 244 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM.(QV4=1)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		2030	308	350	483	1141	889	313	299	277
Effective base		766	153	195	285	627	235	92	82	110
Weighted Base		1863	371	459	820	1649	214	104	73	37
Very Dissatisfied	(-2)	49 3%	9 2%	14 3%	21 3%	44 3%	5 2%	2 2%	3 3%	1 2%
Fairly Dissatisfied	(-1)	90 5%	15 4%	31 7%	39 5%	84 5%	5 2%	3 3%	1 2%	1 3%
Neither Satisfied Nor Dissatisfied	(0)	298 16%	61 16%	84 18%	125 15%	270 16%	28 13%	14 13%	11 15%	3 10%
Fairly Satisfied	(1)	828 44%	154 42%	187 41%	413 50%	754 46%	74 34%	29 28%	32 43%	13 35%
Very Satisfied	(2)	589 32%	132 36%	139 30%	217 27%	488 30%	101 47%	56 54%	27 36%	18 50%
Don't Know (DO NOT READ OUT)		9 *%	- -%	3 1%	5 1%	8 *%	1 *%	* *%	1 1%	* 1%
NET: Satisfied		1417 76%	286 77%	326 71%	630 77%	1243 75%	175 82%	85 82%	58 80%	31 85%
NET: Dissatisfied		139 7%	24 6%	45 10%	60 7%	128 8%	11 5%	5 5%	4 5%	2 5%
Answered		1854	371	456	815	1641	213	104	73	36
Mean Score		1.0	1.0	.9	.9	.9	1.2 bcd	1.3 abcd	1.1	1.3 abcd
Standard error		.02	.05	.05	.04	.03	.03	.05	.05	.05
Standard deviation		.95	.95	1.01	.92	.95	.94	.94	.95	.91

Columns Tested: a,b,c,d,e,f,g,h

Table 244 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2030	93	154	16	170	205	475	86	97	901
Effective base	766	35	45	6	51	88	188	27	27	356
Weighted Base	1863	80	105	18	124	237	389	60	56	916
Very Dissatisfied (-2)	49 3%	* *%	3 3%	- -%	3 3%	6 3%	16 4%	1 1%	6 10%	17 2%
Fairly Dissatisfied (-1)	90 5%	* *%	1 1%	- -%	1 1%	16 7%	23 6%	7 11%	1 1%	41 4%
Neither Satisfied Nor Dissatisfied (0)	298 16%	10 13%	16 15%	1 4%	16 13%	54 23%	44 11%	7 11%	2 4%	165 18%
Fairly Satisfied (1)	828 44%	47 59%	34 33%	10 57%	45 36%	103 44%	173 45%	17 29%	29 52%	412 45%
Very Satisfied (2)	589 32%	22 28%	50 48%	7 39%	58 47%	54 23%	127 33%	29 48%	18 33%	281 31%
Don't Know (DO NOT READ OUT)	9 *%	- -%	- -%	- -%	- -%	4 2%	5 1%	- -%	* *%	* *%
NET: Satisfied	1417 76%	69 87%	85 81%	18 96%	102 83%	157 66%	300 77%	46 77%	48 85%	693 76%
NET: Dissatisfied	139 7%	* *%	5 4%	- -%	5 4%	22 9%	39 10%	7 12%	7 12%	58 6%
Answered	1854	80	105	18	124	233	384	60	56	916
Mean Score	1.0	1.1	1.2	1.4	1.2	.8	1.0	1.1	1.0	1.0
Standard error	.02	.07	.08	.14	.07	.07	.05	.12	.12	.03
Standard deviation	.95	.64	.97	.57	.92	.96	1.03	1.07	1.16	.91

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 244 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2030	468	475	1087	1769	261	-	1688	342	1958	72
Effective base	766	173	188	410	653	116	-	684	88	738	27
Weighted Base	1863	440	389	1034	1539	324	-	1704	159	1799	64
Very Dissatisfied (-2)	49 3%	10 2%	16 4%	24 2%	40 3%	9 3%	- -%	46 3%	3 2%	49 3%	- -%
Fairly Dissatisfied (-1)	90 5%	17 4%	23 6%	49 5%	82 5%	8 2%	- -%	87 5%	3 2%	86 5%	3 5%
Neither Satisfied Nor Dissatisfied (0)	298 16%	80 18%	44 11%	173 17%	226 15%	72 22%	- -%	282 17%	16 10%	280 16%	18 29%
Fairly Satisfied (1)	828 44%	195 44%	173 45%	459 44%	686 45%	142 44%	- -%	759 45%	68 43%	804 45%	24 37%
Very Satisfied (2)	589 32%	134 30%	127 33%	329 32%	500 32%	89 27%	- -%	525 31%	64 40%	574 32%	15 24%
Don't Know (DO NOT READ OUT)	9 *%	4 1%	5 1%	* *%	5 *%	3 1%	- -%	5 *%	3 2%	6 *%	3 5%
NET: Satisfied	1417 76%	329 75%	300 77%	788 76%	1186 77%	231 71%	- -%	1284 75%	133 84%	1378 77%	39 61%
NET: Dissatisfied	139 7%	27 6%	39 10%	73 7%	122 8%	17 5%	- -%	133 8%	6 4%	136 8%	3 5%
Answered	1854	436	384	1034	1533	321	-	1699	155	1794	61
Mean Score	1.0	1.0	1.0	1.0	1.0	.9	-	1.0	1.2	1.0	.8
Standard error	.02	.04	.05	.03	.02	.06	-	.02	.05	.02	.10
Standard deviation	.95	.92	1.03	.94	.96	.93	-	.96	.86	.96	.87

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 244 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		2030	1191	409	413
Effective base		766	475	129	157
Weighted Base		1863	1188	285	374
Very Dissatisfied	(-2)	49 3%	29 2%	1 *%	13 3%
Fairly Dissatisfied	(-1)	90 5%	52 4%	20 7%	17 4%
Neither Satisfied Nor Dissatisfied	(0)	298 16%	201 17%	41 15%	55 15%
Fairly Satisfied	(1)	828 44%	563 47%	116 41%	145 39%
Very Satisfied	(2)	589 32%	336 28%	105 37%	144 39%
Don't Know (DO NOT READ OUT)		9 *%	5 *%	* *%	1 *%
NET: Satisfied		1417 76%	900 76%	222 78%	289 77%
NET: Dissatisfied		139 7%	82 7%	22 8%	29 8%
Answered		1854	1183	285	374
Mean Score		1.0	1.0	1.1	1.0
Standard error		.02	.03	.05	.05
Standard deviation		.95	.92	.92	1.01

Columns Tested: a,b,c

Table 244 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2030	1558	298	81	30	32	16	7	8	1856	174	93
Effective base	766	638	90	20	8	8	3	1	1	726	39	19
Weighted Base	1863	1581	188	45	11	20	11	1	5	1769	94	49
Very Dissatisfied	(-2)	49	40	8	-	1	-	-	*	48	1	1
		3%	3%	4%	-%	9%	-%	-%	-%	6%	3%	1%
Fairly Dissatisfied	(-1)	90	80	4	5	-	*	*	-	84	5	*
		5%	5%	2%	12%	-%	*%	*%	-%	5%	6%	*%
				b								
Neither Satisfied Nor Dissatisfied	(0)	298	262	29	5	*	2	*	-	291	8	2
		16%	17%	15%	12%	2%	9%	1%	-%	16%	8%	4%
Fairly Satisfied	(1)	828	722	74	19	1	6	1	*	796	32	13
		44%	46%	39%	42%	12%	31%	7%	10%	45%	34%	27%
Very Satisfied	(2)	589	469	72	15	9	12	10	1	542	47	32
		32%	30%	39%	34%	78%	59%	92%	90%	31%	50%	66%
					abci					ai		abci
Don't Know (DO NOT READ OUT)		9	9	-	-	-	*	-	-	9	*	*
		*%	1%	-%	-%	-%	*%	-%	-%	*%	*%	*%
NET: Satisfied		1417	1191	146	34	10	18	11	1	1338	80	45
		76%	75%	78%	76%	90%	91%	99%	100%	76%	85%	93%
NET: Dissatisfied		139	120	12	5	1	*	*	-	132	7	1
		7%	8%	7%	12%	9%	*%	*%	-%	7%	7%	3%
Answered		1854	1573	188	45	11	20	11	1	1760	94	49
Mean Score		1.0	1.0	1.1	1.0	1.5	1.5	1.9	1.9	1.0	1.3	1.5
										a		abi
Standard error		.02	.02	.06	.11	.22	.12	.09	-	.02	.07	.09
Standard deviation		.95	.95	1.01	.98	1.22	.68	.33	-	.95	.94	.82

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 244 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2030	851	707	472	1779	1479	1837	1370	843	702	353	1027	100	126	80	100	51
Effective base	766	391	249	129	662	547	693	530	326	231	159	420	26	35	19	22	13
Weighted Base	1863	1012	569	281	1632	1330	1699	1279	827	558	392	1051	56	83	40	47	30
Very Dissatisfied (-2)	49 3%	21 2%	18 3%	10 3%	45 3%	42 3%	48 3%	43 3%	30 4%	21 4%	5 1%	37 4%	1 2%	* *%	2 4%	2 5%	* *%
Fairly Dissatisfied (-1)	90 5%	40 4%	40 7%	9 3%	81 5%	73 6%	82 5%	73 6%	61 7%	43 8%	10 2%	50 5%	8 14%	8 10%	* *%	1 3%	5 17%
Neither Satisfied Nor Dissatisfied (0)	298 16%	164 16%	98 17%	37 13%	274 17%	214 16%	276 16%	192 15%	119 14%	72 13%	61 16%	190 18%	4 8%	13 15%	3 7%	5 11%	1 3%
Fairly Satisfied (1)	828 44%	466 46%	256 45%	106 38%	750 46%	599 45%	780 46%	591 46%	368 44%	229 41%	195 50%	485 46%	21 38%	29 35%	22 54%	14 29%	15 50%
Very Satisfied (2)	589 32%	313 31%	157 28%	120 43% ab	474 29%	393 30%	504 30%	376 29%	246 30%	194 35%	121 31%	282 27%	21 38%	33 40%	14 35%	25 53%	9 29% ab
Don't Know (DO NOT READ OUT)	9 *%	8 1%	1 *%	* *%	7 *%	8 1%	8 *%	4 *%	3 *%	* *%	1 *%	8 1%	- -%	- -%	- -%	* *%	- -%
NET: Satisfied	1417 76%	779 77%	413 73%	226 80%	1224 75%	992 75%	1284 76%	967 76%	613 74%	423 76%	316 81%	766 73%	43 76%	62 75%	36 89%	38 81%	23 79%
NET: Dissatisfied	139 7%	62 6%	58 10%	19 7%	126 8%	115 9%	130 8%	116 9%	92 11%	63 11%	15 4%	88 8%	9 16%	8 10%	2 4%	4 8%	5 18% a
Answered Mean Score	1854 1.0	1004 1.0	568 .9	281 1.1 b	1624 .9	1321 .9	1691 1.0	1275 .9	824 .9	558 1.0	391 1.1	1043 .9	56 1.0	83 1.0	40 1.1	47 1.2	30 .9
Standard error	.02	.03	.04	.05	.02	.03	.02	.03	.04	.04	.04	.03	.11	.09	.10	.11	.15
Standard deviation	.95	.91	1.00	.99	.95	.98	.95	.99	1.03	1.06	.82	.98	1.10	.99	.89	1.09	1.04

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 244 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM.(QV4=1)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	2030	1292	153	106	92	51	61	24	990	203	109	69	49	37	22
Effective base	766	546	42	30	18	12	11	5	415	58	30	25	11	15	7
Weighted Base	1863	1364	97	70	41	21	26	12	1019	156	52	37	34	16	15
Very Dissatisfied (-2)	49 3%	42 3%	1 1%	* *%	* *%	2 9%	- -%	* 1%	33 3%	6 4%	- -%	* 1%	- -%	2 14%	* 1%
Fairly Dissatisfied (-1)	90 5%	64 5%	6 6%	5 7%	6 15%	* *%	* *%	- -%	50 5%	14 9%	2 5%	* 1%	- -%	1 8%	5 34%
Neither Satisfied Nor Dissatisfied (0)	298 16%	239 18%	18 19%	8 11%	3 7%	* 2%	5 18%	1 7%	177 17%	24 15%	3 5%	8 21%	2 6%	* 1%	1 6%
Fairly Satisfied (1)	828 44%	644 47%	40 41%	35 49%	8 20%	7 35%	9 34%	7 59%	478 47%	58 37%	21 40%	11 29%	16 48%	9 60%	6 39%
Very Satisfied (2)	589 32%	367 27%	32 33%	23 33%	23 57%	11 53%	12 47%	4 34%	273 27%	54 35%	26 50%	18 49%	16 47%	3 17%	3 20%
Don't Know (DO NOT READ OUT)	9 *%	7 1%	- -%	- -%	- -%	* *%	- -%	- -%	8 1%	* *%	- -%	- -%	* *%	- -%	- -%
NET: Satisfied	1417 76%	1012 74%	72 74%	58 82%	31 77%	19 88%	21 82%	11 92%	751 74%	112 72%	47 91%	29 78%	32 94%	12 77%	9 60%
NET: Dissatisfied	139 7%	106 8%	7 7%	5 7%	6 16%	2 9%	* *%	* 1%	83 8%	20 13%	2 5%	1 2%	- -%	3 22%	5 34%
Answered	1854	1357	97	70	41	21	26	12	1011	156	52	37	34	16	15
Mean Score	1.0	.9	1.0	1.1	1.2	1.2	1.3	1.2	.9	.9	1.4	1.2	1.4	.6	.5
Standard error	.02	.03	.08	.08	.12	.17	.10	.14	.03	.08	.08	.10	.09	.21	.26
Standard deviation	.95	.95	.93	.84	1.14	1.18	.77	.67	.96	1.10	.79	.86	.61	1.30	1.21

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 244 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM.(QV4=1)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2030	898	156	115	69	47	45	40	736	365	418	222	92
Effective base	766	387	53	33	24	14	10	14	333	143	146	50	25
Weighted Base	1863	932	138	84	35	26	28	35	872	329	326	106	64
Very Dissatisfied (-2)	49 3%	33 4%	3 2%	3 4%	1 3%	- -%	1 3%	2 6%	32 4%	4 1%	11 3%	1 1%	1 1%
Fairly Dissatisfied (-1)	90 5%	61 7%	10 7%	1 1%	1 2%	* 1%	* %	1 2%	22 3%	30 9%	17 5%	7 7%	5 9%
Neither Satisfied Nor Dissatisfied (0)	298 16%	144 15%	24 17%	13 15%	2 6%	7 27%	* 1%	1 4%	148 17%	50 15%	57 18%	9 9%	11 17%
Fairly Satisfied (1)	828 44%	457 49%	67 49%	31 37%	13 36%	5 18%	7 24%	12 34%	410 47%	166 50%	129 39%	52 49%	24 37%
Very Satisfied (2)	589 32%	235 25%	34 25%	36 42%	19 53%	14 54%	20 72%	19 54%	253 29%	78 24%	112 35%	36 34%	24 37%
Don't Know (DO NOT READ OUT)	9 *%	4 *%	- -%	- -%	- -%	- -%	* *%	- -%	8 1%	1 *%	* *%	- -%	- -%
NET: Satisfied	1417 76%	691 74%	101 73%	67 80%	31 90%	19 72%	27 95%	31 87%	663 76%	243 74%	241 74%	88 83%	47 74%
NET: Dissatisfied	139 7%	94 10%	13 9%	4 5%	2 5%	* 1%	1 3%	3 8%	54 6%	34 10%	28 8%	8 8%	6 9%
Answered	1854	928	138	84	35	26	28	35	865	328	326	106	64
Mean Score	1.0	.9	.9	1.1	1.4	1.2	1.6	1.3	1.0	.9	1.0	1.1	1.0
Standard error	.02	.03	.08	.09	ab	.11	.12	.17	.03	.05	.05	.06	.10
Standard deviation	.95	.98	.94	.97	.91	.92	.81	1.10	.95	.93	1.01	.89	.98

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 244 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2030	817	339	360	188	70	656	278	312	157	64
Effective base	766	362	129	119	36	18	295	98	96	40	18
Weighted Base	1863	949	294	262	80	46	761	227	202	86	47
Very Dissatisfied (-2)	49 3%	31 3%	3 1%	11 4%	1 1%	- -%	28 4%	5 2%	7 3%	1 1%	1 1%
Fairly Dissatisfied (-1)	90 5%	29 3%	26 9%	13 5%	7 9%	5 12%	30 4%	23 10%	10 5%	5 6%	5 10%
Neither Satisfied Nor Dissatisfied (0)	298 16%	165 17%	53 18%	44 17%	2 3%	10 22%	129 17%	37 17%	31 15%	9 10%	7 14%
Fairly Satisfied (1)	828 44%	442 47%	150 51%	105 40%	41 52%	12 26%	353 46%	95 42%	93 46%	37 43%	19 42%
Very Satisfied (2)	589 32%	274 29%	63 21%	90 34%	28 35%	18 40%	214 28%	65 29%	61 30%	35 41%	15 33%
Don't Know (DO NOT READ OUT)	9 *%	7 1%	* *%	* *%	- -%	- -%	8 1%	1 *%	* *%	- -%	- -%
NET: Satisfied	1417 76%	716 75%	213 72%	195 74%	69 87%	30 66%	567 74%	160 71%	154 76%	72 83%	35 75%
NET: Dissatisfied	139 7%	60 6%	29 10%	23 9%	8 10%	5 12%	58 8%	29 13%	17 8%	6 7%	5 11%
Answered	1854	941	294	261	80	46	754	227	202	86	47
Mean Score	1.0	1.0	.8	1.0	1.1	.9	.9	.8	.9	1.2	1.0
Standard error	.02	.03	.05	.05	.07	.13	.04	.06	.06	.07	.12
Standard deviation	.95	.94	.90	1.03	.92	1.06	.97	1.03	.98	.90	.99

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 244 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
Total base		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base	2030	628	219	263	158	78	764	119	478	1863	167	1735	44	
Effective base	766	280	75	96	50	22	304	37	185	700	66	648	15	
Weighted Base	1863	701	181	214	114	48	718	85	468	1714	149	1590	42	
Very Dissatisfied	(-2)	49	29	*	10	1	2	18	3	22	43	6	44	1
		3%	4%	*%	5%	1%	5%	3%	4%	5%	3%	4%	3%	2%
Fairly Dissatisfied	(-1)	90	36	15	17	5	*	49	1	23	82	8	78	3
		5%	5%	8%	8%	4%	1%	7%	1%	5%	5%	5%	5%	8%
Neither Satisfied Nor Dissatisfied	(0)	298	117	18	30	20	3	100	15	77	286	12	269	5
		16%	17%	10%	14%	18%	6%	14%	17%	16%	17%	8%	17%	12%
Fairly Satisfied	(1)	828	353	84	86	46	14	313	30	244	785	43	736	15
		44%	50%	46%	40%	40%	29%	44%	36%	52%	46%	29%	46%	35%
Very Satisfied	(2)	589	162	63	70	42	29	237	33	102	508	81	455	18
		32%	23%	35%	33%	37%	60%	33%	38%	22%	30%	54%	29%	44%
Don't Know (DO NOT READ OUT)		9	3	1	-	*	-	1	3	-	8	1	7	-
		*%	*%	*%	-%	*%	-%	*%	4%	-%	*%	*%	*%	-%
NET: Satisfied		1417	516	147	156	88	43	551	63	346	1293	124	1191	33
		76%	74%	81%	73%	77%	89%	77%	74%	74%	75%	83%	75%	78%
NET: Dissatisfied		139	65	15	27	6	2	67	5	45	126	13	122	4
		7%	9%	8%	13%	5%	5%	9%	5%	10%	7%	9%	8%	10%
Answered		1854	698	180	214	114	48	717	82	468	1705	149	1582	42
Mean Score		1.0	.8	1.1	.9	1.1	1.4	1.0	1.1	.8	1.0	1.2	.9	1.1
			a	a	a	ac					a	a		
Standard error		.02	.04	.06	.07	.07	.11	.04	.09	.04	.02	.08	.02	.16
Standard deviation		.95	.98	.88	1.10	.89	.98	.98	1.01	.98	.94	1.06	.95	1.03

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 244 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	a	b	a	b	a	b	a	b	
Significance Level: 95%												
Unweighted Base	2030	1343	136	956	414	1741	38	1331	148	960	410	
Effective base	766	512	36	388	143	649	13	503	44	390	141	
Weighted Base	1863	1234	96	906	373	1597	35	1222	108	916	363	
Very Dissatisfied	(-2)	49 3%	3 3%	27 3%	16 4%	45 3%	- -%	39 3%	3 3%	27 3%	16 4%	
Fairly Dissatisfied	(-1)	90 5%	72 6%	2 2%	44 5%	29 8%	78 5%	3 9%	72 6%	2 1%	49 5%	25 7%
Neither Satisfied Nor Dissatisfied	(0)	298 16%	190 15%	23 24%	129 14%	63 17%	269 17%	5 15%	192 16%	21 20%	135 15%	57 16%
Fairly Satisfied	(1)	828 44%	557 45%	42 44%	465 51%	126 34%	745 47%	5 15%	559 46%	40 37%	454 50%	137 38%
Very Satisfied	(2)	589 32%	368 30%	26 27%	238 26%	138 37%	452 28%	21 61%	352 29%	42 39%	248 27%	128 35%
Don't Know (DO NOT READ OUT)		9 *%	8 1%	- -%	3 *%	1 *%	7 *%	- -%	8 1%	- -%	3 *%	1 *%
NET: Satisfied		1417 76%	925 75%	68 71%	703 78%	264 71%	1197 75%	27 76%	911 75%	81 76%	702 77%	265 73%
NET: Dissatisfied		139 7%	110 9%	5 5%	71 8%	45 12%	123 8%	3 9%	110 9%	5 5%	76 8%	40 11%
Answered		1854	1225	96	903	372	1589	35	1214	108	913	363
Mean Score		1.0	.9	.9	.9	.9	1.3	.9	1.1	.9	.9	
Standard error		.02	.03	.08	.03	.05	.02	.17	.03	.08	.03	.05
Standard deviation		.95	.98	.94	.93	1.11	.95	1.04	.98	.97	.95	1.08

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 244 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2030	890	1411	260	1	821	1049	202	4	955	789	240	1
Effective base	766	316	539	93	1	294	392	74	3	365	313	91	1
Weighted Base	1863	787	1302	240	4	727	903	181	5	882	710	208	2
Very Dissatisfied (-2)	49 3%	32 4%	25 2%	1 1%	- -%	28 4%	21 2%	1 1%	1 12%	34 4%	15 2%	1 *	- -%
Fairly Dissatisfied (-1)	90 5%	43 6%	71 5%	18 7%	- -%	40 6%	56 6%	15 8%	- -%	47 5%	50 7%	15 7%	- -%
Neither Satisfied Nor Dissatisfied (0)	298 16%	107 14%	210 16%	30 13%	4 100%	94 13%	137 15%	33 18%	- -%	118 13%	104 15%	27 13%	- -%
Fairly Satisfied (1)	828 44%	376 48%	614 47%	112 47%	- -%	343 47%	390 43%	61 34%	2 48%	398 45%	317 45%	82 40%	- -%
Very Satisfied (2)	589 32%	229 29%	378 29%	79 33%	- -%	222 31%	294 33%	71 39%	2 40%	285 32%	224 31%	83 40%	2 100%
Don't Know (DO NOT READ OUT)	9 *%	- -%	4 *%	- -%	- -%	* *%	5 1%	- -%	- -%	1 *%	1 *%	* *%	- -%
NET: Satisfied	1417 76%	604 77%	991 76%	191 79%	- -%	565 78%	685 76%	132 73%	4 88%	683 77%	541 76%	165 79%	2 100%
NET: Dissatisfied	139 7%	75 10%	96 7%	19 8%	- -%	68 9%	77 9%	17 9%	1 12%	81 9%	65 9%	16 8%	- -%
Answered	1854	787	1298	240	4	726	899	181	5	881	710	208	2
Mean Score	1.0	.9	1.0	1.0	-	1.0	1.0	1.0	1.0	1.0	1.0	1.1	2.0
Standard error	.02	.03	.02	.06	-	.03	.03	.07	.69	.03	.03	.06	-
Standard deviation	.95	1.00	.92	.90	-	1.00	.97	.99	1.37	1.01	.96	.92	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 244 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2030	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	766	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	1863	1550	1175	912	1213	1042	34	633	496	449	133	87
Very Dissatisfied (-2)	49 3%	41 3%	28 2%	21 2%	36 3%	17 2%	* *%	13 2%	9 2%	5 1%	- -%	1 1%
Fairly Dissatisfied (-1)	90 5%	77 5%	61 5%	56 6%	51 4%	56 5%	2 5%	38 6%	31 6%	26 6%	10 7%	11 12%
Neither Satisfied Nor Dissatisfied (0)	298 16%	268 17%	182 15%	148 16%	203 17%	171 16%	4 12%	97 15%	74 15%	69 15%	17 13%	18 20%
Fairly Satisfied (1)	828 44%	716 46%	544 46%	426 47%	548 45%	495 47%	8 23%	301 48%	239 48%	201 45%	59 44%	41 47%
Very Satisfied (2)	589 32%	444 29%	355 30%	262 29%	371 31%	298 29%	21 61%	184 29%	142 29%	148 33%	47 36%	17 20%
Don't Know (DO NOT READ OUT)	9 *%	4 *%	5 *%	- -%	5 *%	5 *%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	1417 76%	1160 75%	899 77%	687 75%	918 76%	793 76%	29 84%	485 77%	381 77%	349 78%	106 80%	58 67%
NET: Dissatisfied	139 7%	118 8%	89 8%	76 8%	87 7%	73 7%	2 5%	51 8%	41 8%	31 7%	10 7%	11 13%
Answered	1854	1546	1170	912	1208	1038	34	633	496	449	133	87
Mean Score	1.0	.9	1.0	.9	1.0	1.0	1.4	1.0	1.0	1.0	1.1	.7
Standard error	.02	.02	.03	.03	.03	.03	.12	.04	.04	.04	.08	.11
Standard deviation	.95	.95	.94	.95	.95	.91	.90	.93	.93	.90	.88	.94

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 244 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		2030	201	131	98	50	1775	1241	1852	1282	1190	830	1685	219	-	1640	120
Effective base		766	81	46	39	20	656	420	686	444	400	312	630	82	-	604	56
Weighted Base		1863	198	114	93	47	1569	967	1644	1038	912	756	1519	188	-	1417	139
Very Dissatisfied	(-2)	49 3%	10 5%	5 4%	9 9%	* *%	41 3%	25 3%	41 2%	32 3%	23 3%	28 4%	38 3%	3 2%	- -%	- -%	49 35%
Fairly Dissatisfied	(-1)	90 5%	20 10%	5 4%	9 9%	* 1%	80 5%	50 5%	82 5%	62 6%	49 5%	37 5%	70 5%	20 11% b	- -%	- -%	90 65% a
Neither Satisfied Nor Dissatisfied	(0)	298 16%	26 13%	19 17%	22 24%	5 10%	248 16%	130 13%	257 16%	152 15%	122 13%	109 14%	236 16%	23 12%	- -%	- -%	- -%
Fairly Satisfied	(1)	828 44%	98 50%	40 35%	32 35%	14 30%	696 44%	434 45%	732 44%	448 43%	398 44%	359 47%	683 45%	84 45%	- -%	828 58% b	- -%
Very Satisfied	(2)	589 32%	44 22%	45 40% a	21 23%	28 59% ac	504 32%	327 34%	532 32%	344 33%	319 35%	224 30%	492 32%	57 31%	- -%	589 42% b	- -%
Don't Know (DO NOT READ OUT)		9 *%	- -%	- -%	- -%	- -%	1 *%	1 *%	1 *%	1 *%	1 *%	- -%	1 *%	- -%	- -%	- -%	- -%
NET: Satisfied		1417 76%	143 72%	86 75%	54 58%	42 89% c	1200 76%	761 79%	1264 77%	791 76%	717 79%	582 77%	1175 77%	142 75%	- -%	1417 100% b	- -%
NET: Dissatisfied		139 7%	29 15%	10 9%	17 19%	* 1%	120 8%	75 8%	123 7%	95 9%	73 8%	65 9%	108 7%	23 12%	- -%	- -%	139 100% a
Answered		1854	198	114	93	47	1568	966	1643	1038	912	756	1519	188	-	1417	139
Mean Score		1.0	.7	1.0	.5	1.5	1.0	1.0	1.0	1.0	1.0	.9	1.0	.9	-	1.4	-1.4
Standard error		.02	.08	.09	.12	.10	.02	.03	.02	.03	.03	.03	.02	.07	-	.01	.04
Standard deviation		.95	1.07	1.06	1.21	.73	.96	.96	.95	1.00	.96	.98	.94	1.01	-	.49	.48

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 244 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	2030	769	1261	529	24	265	370	249	1319	429	317	350	1304
Effective base	766	310	455	197	13	97	146	91	510	156	106	138	503
Weighted Base	1863	759	1104	489	36	233	371	224	1264	354	245	344	1227
Very Dissatisfied (-2)	49 3%	43 6%	6 1%	16 3%	3 10%	9 4%	14 4%	16 7%	10 1%	23 6%	20 8%	11 3%	18 1%
Fairly Dissatisfied (-1)	90 5%	67 9%	23 2%	27 5%	8 24%	19 8%	22 6%	14 6%	57 5%	18 5%	15 6%	19 6%	54 4%
Neither Satisfied Nor Dissatisfied (0)	298 16%	148 20%	150 14%	64 13%	2 5%	24 10%	61 16%	28 13%	194 15%	70 20%	38 16%	57 16%	196 16%
Fairly Satisfied (1)	828 44%	351 46%	477 43%	211 43%	15 42%	108 46%	154 41%	83 37%	592 47%	148 42%	81 33%	178 52%	553 45%
Very Satisfied (2)	589 32%	145 19%	444 40%	171 35%	7 19%	72 31%	120 32%	82 37%	405 32%	95 27%	91 37%	80 23%	404 33%
Don't Know (DO NOT READ OUT)	9 *%	5 1%	4 *%	- -%	- -%	1 *%	* *%	- -%	5 *%	- -%	- -%	- -%	1 *%
NET: Satisfied	1417 76%	496 65%	921 83%	382 78%	22 61%	180 77%	273 74%	166 74%	997 79%	243 69%	171 70%	258 75%	957 78%
NET: Dissatisfied	139 7%	109 14%	29 3%	43 9%	12 34%	28 12%	36 10%	30 13%	67 5%	40 11%	35 14%	30 9%	72 6%
Answered	1854	754	1100	489	36	232	370	224	1259	354	245	344	1226
Mean Score	1.0	.6	1.2	1.0	.4	.9	.9	.9	1.1	.8	.8	.9	1.0
Standard error	.02	.04	.02	.04	.27	.06	.05	.07	.02	.05	.07	.05	.02
Standard deviation	.95	1.06	.80	1.00	1.31	1.05	1.03	1.18	.85	1.09	1.22	.94	.89

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 244 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		2030	1069	961
Effective base		766	331	434
Weighted Base		1863	814	1048
Very Dissatisfied	(-2)	49 3%	28 3%	22 2%
Fairly Dissatisfied	(-1)	90 5%	47 6%	43 4%
Neither Satisfied Nor Dissatisfied	(0)	298 16%	119 15%	179 17%
Fairly Satisfied	(1)	828 44%	343 42%	485 46%
Very Satisfied	(2)	589 32%	273 34%	316 30%
Don't Know (DO NOT READ OUT)		9 *%	5 1%	4 *%
NET: Satisfied		1417 76%	616 76%	801 76%
NET: Dissatisfied		139 7%	74 9%	65 6%
Answered		1854	810	1045
Mean Score		1.0	1.0	1.0
Standard error		.02	.03	.03
Standard deviation		.95	1.01	.91

Columns Tested: a,b

Table 244 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

		Month											
Total base		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	2030	118	239	187	177	210	116	119	213	137	167	121	226
Effective base	766	35	112	111	57	141	67	16	83	56	35	43	83
Weighted Base	1863	50	195	217	60	300	106	32	288	147	85	118	264
Very Dissatisfied (-2)	49 3%	- -%	5 3%	9 4%	1 3%	10 3%	3 3%	* *%	3 1%	6 4%	* *%	2 2%	9 3%
Fairly Dissatisfied (-1)	90 5%	1 2%	3 2%	6 3%	3 4%	10 3%	11 11%	1 2%	17 6%	5 4%	1 1%	21 18%	11 4%
Neither Satisfied Nor Dissatisfied (0)	298 16%	7 14%	34 18%	36 17%	10 17%	41 14%	9 9%	5 14%	62 21%	14 9%	22 26%	21 18%	36 14%
Fairly Satisfied (1)	828 44%	22 44%	90 46%	99 46%	23 38%	165 55%	45 43%	14 43%	102 36%	69 47%	32 37%	46 39%	121 46%
Very Satisfied (2)	589 32%	20 40%	62 32%	66 30%	22 38%	72 24%	37 35%	13 41%	104 36%	53 36%	26 30%	27 23%	87 33%
Don't Know (DO NOT READ OUT)	9 *%	- -%	- -%	1 *%	- -%	3 1%	- -%	* *%	1 *%	* *%	4 5%	- -%	* *%
NET: Satisfied	1417 76%	42 84%	152 78%	165 76%	45 76%	237 79%	82 78%	27 84%	206 72%	122 83%	57 67%	74 62%	208 79%
NET: Dissatisfied	139 7%	1 2%	9 4%	15 7%	4 7%	19 6%	14 14%	1 2%	20 7%	12 8%	2 2%	23 19%	20 8%
Answered	1854	50	195	216	60	297	106	32	288	147	81	118	264
Mean Score	1.0	1.2	1.0	1.0	1.0	.9	1.0	1.2	1.0	1.1	1.0	.6	1.0
Standard error	.02	.07	.06	.07	.07	.06	.10	.07	.07	.09	.06	.10	.06
Standard deviation	.95	.76	.90	.98	.98	.89	1.07	.77	.95	.99	.84	1.08	.97

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 244 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2030	544	503	469	514	1047	983
Effective base	766	256	250	151	158	506	309
Weighted Base	1863	462	465	468	468	927	936
Very Dissatisfied (-2)	49 3%	14 3%	14 3%	9 2%	11 2%	29 3%	21 2%
Fairly Dissatisfied (-1)	90 5%	10 2%	24 5%	23 5%	33 7%	34 4%	56 6%
Neither Satisfied Nor Dissatisfied (0)	298 16%	78 17%	60 13%	80 17%	80 17%	138 15%	160 17%
Fairly Satisfied (1)	828 44%	211 46%	233 50%	185 40%	199 43%	444 48%	384 41%
Very Satisfied (2)	589 32%	148 32%	131 28%	170 36%	140 30%	279 30%	310 33%
Don't Know (DO NOT READ OUT)	9 *%	1 *%	3 1%	1 *%	4 1%	4 *%	5 1%
NET: Satisfied	1417 76%	359 78%	364 78%	355 76%	339 72%	723 78%	694 74%
NET: Dissatisfied	139 7%	25 5%	38 8%	32 7%	44 10%	62 7%	76 8%
Answered	1854	461	462	467	464	923	931
Mean Score	1.0	1.0	1.0	1.0	.9	1.0	1.0
Standard error	.02	.04	.04	.04	.04	.03	.03
Standard deviation	.95	.93	.95	.95	.99	.94	.97

Columns Tested: a,b,c,d - a,b

Table 245

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2030	481	1549	1429	331	76	194	601
Effective base	766	113	660	706	138	33	83	180
Weighted Base	1863	208	1655	1782	69	7	5	80
Very Dissatisfied	(-2) 53 3%	6 3%	47 3%	52 3%	1 2%	* 3%	* 1%	1 2%
Fairly Dissatisfied	(-1) 149 8%	6 3%	143 9%	146 8%	3 4%	* 1%	* 4%	3 4%
Neither Satisfied Nor Dissatisfied	(0) 327 18%	42 20%	285 17%	321 18%	5 8%	* 2%	* 5%	6 7%
Fairly Satisfied	(1) 758 41%	54 26%	704 43%	721 40%	31 45%	4 54%	2 41%	37 46%
Very Satisfied	(2) 565 30%	98 47%	468 28%	533 30%	27 40%	3 40%	2 48%	33 40%
Don't Know (DO NOT READ OUT)	10 1%	2 1%	8 1%	9 1%	1 1%	- -%	* 1%	1 1%
NET: Satisfied	1323 71%	151 73%	1172 71%	1254 70%	59 85%	7 94%	4 89%	69 86%
NET: Dissatisfied	202 11%	12 6%	190 11%	198 11%	4 5%	* 4%	* 5%	4 5%
Answered	1853	206	1647	1773	68	7	4	80
Mean Score	.9	1.1	.9	.9	1.2	1.3	1.3	1.2
Standard error	.02	b	.03	.03	a	a	a	a
Standard deviation	1.02	1.03	1.02	1.03	.05 .87	.10 .86	.07 .94	.04 .86

Columns Tested: a,b - a,b,c,d,e

Table 245 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2030	623	599	207	201	206	194	1429	331	270
Effective base		766	360	282	82	92	79	83	706	138	75
Weighted Base		1863	997	661	125	50	26	5	1782	69	12
Very Dissatisfied	(-2)	53 3%	32 3%	18 3%	2 2%	1 2%	* 1%	* 1%	52 3%	1 2%	* 2%
Fairly Dissatisfied	(-1)	149 8%	67 7%	72 11%	7 6%	2 4%	1 3%	* 4%	146 8%	3 4%	* 2%
Neither Satisfied Nor Dissatisfied	(0)	327 18%	199 20%	104 16%	18 14%	3 6%	2 10%	* 5%	321 18%	5 8%	* 3%
Fairly Satisfied	(1)	758 41%	403 40%	261 39%	57 46%	23 46%	12 48%	2 41%	721 40%	31 45%	6 49%
Very Satisfied	(2)	565 30%	291 29%	202 31%	40 32%	21 41%	10 38%	2 48%	533 30%	27 40%	5 43%
Don't Know (DO NOT READ OUT)		10 1%	5 1%	4 1%	* *%	1 1%	* 1%	* 1%	9 1%	1 1%	* *%
NET: Satisfied		1323 71%	694 70%	463 70%	97 78%	43 87%	22 85%	4 89%	1254 70%	59 85%	11 92%
NET: Dissatisfied		202 11%	99 10%	90 14%	10 8%	3 6%	1 4%	* 5%	198 11%	4 5%	1 4%
Answered		1853	991	657	125	49	26	4	1773	68	12
Mean Score		.9	.9	.8	1.0	1.2	1.2	1.3	.9	1.2	1.3
Standard error		.02	.04	.04	.06	.06	.06	.07	.03	.05	.05
Standard deviation		1.02	1.02	1.06	.93	.89	.83	.94	1.03	.87	.85

Columns Tested: a,b,c,d,e,f,g,h,i

Table 245 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Delivery time**

Base: All using RM (QV4=1)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2030	881	548	331	76	194	748	325	117	80	210
Effective base	766	523	243	138	33	83	425	137	36	27	36
Weighted Base	1863	1459	324	69	7	5	1176	252	64	32	54
Very Dissatisfied	(-2)	53	45	7	1	*	37	1	*	-	*
	3%	3%	2%	2%	3%	1%	3%	*%	1%	-%	*%
Fairly Dissatisfied	(-1)	149	126	20	3	*	95	20	7	3	1
	8%	9%	6%	4%	1%	4%	8%	8%	11%	8%	1%
Neither Satisfied Nor Dissatisfied	(0)	327	269	52	5	*	217	40	7	4	6
	18%	18%	16%	8%	2%	5%	18%	16%	11%	11%	11%
Fairly Satisfied	(1)	758	586	134	31	4	503	106	20	11	29
	41%	40%	42%	45%	54%	41%	43%	42%	31%	34%	55%
Very Satisfied	(2)	565	425	108	27	3	318	86	29	15	16
	30%	29%	33%	40%	40%	48%	27%	34%	46%	47%	31%
Don't Know (DO NOT READ OUT)		10	7	2	1	-	6	*	-	-	1
	1%	*%	1%	1%	-%	1%	1%	*%	-%	-%	2%
NET: Satisfied		1323	1012	242	59	7	821	192	49	26	46
	71%	69%	75%	85%	94%	89%	70%	76%	77%	81%	85%
NET: Dissatisfied		202	171	27	4	*	132	21	8	3	1
	11%	12%	8%	5%	4%	5%	11%	8%	12%	8%	2%
Answered		1853	1452	321	68	7	1170	252	64	32	53
Mean Score		.9	.8	1.0	1.2	1.3	.8	1.0	1.1	1.2	1.2
Standard error		.02	.04	.04	.05	.10	.04	.05	.10	.11	.05
Standard deviation		1.02	1.04	.97	.87	.86	1.02	.93	1.05	.95	.70

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 245 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2030	138	95	192	67	129	161	130	117	112
Effective base		766	78	53	107	32	66	100	78	64	55
Weighted Base		1863	177	122	294	72	168	295	231	159	130
Very Dissatisfied	(-2)	53 3%	9 5%	2 2%	10 3%	- -%	6 4%	7 2%	4 2%	9 5%	- -%
Fairly Dissatisfied	(-1)	149 8%	14 8%	11 9%	36 12%	4 5%	9 6%	24 8%	9 4%	7 5%	25 19% egh
Neither Satisfied Nor Dissatisfied	(0)	327 18%	25 14%	22 18%	38 13%	20 ce 29%	21 12%	68 23%	42 18%	38 24%	17 13%
Fairly Satisfied	(1)	758 41%	66 37%	52 43%	128 43%	17 24%	74 44%	134 45%	104 45%	67 42%	45 35%
Very Satisfied	(2)	565 30%	60 34%	34 28%	82 28%	30 42%	58 35%	62 21%	69 30%	38 24%	43 33%
Don't Know (DO NOT READ OUT)		10 1%	3 2%	1 1%	1 *%	- -%	- -%	- -%	2 1%	* *%	1 1%
NET: Satisfied		1323 71%	126 71%	86 70%	210 71%	47 66%	132 78%	195 66%	172 75%	105 66%	88 68%
NET: Dissatisfied		202 11%	22 13%	13 11%	46 16%	4 5%	16 9%	31 11%	14 6%	16 10%	25 19%
Answered		1853	174	121	293	72	168	295	228	159	130
Mean Score		.9	.9	.9	.8	1.0	1.0	.7	1.0	.7	.8
Standard error		.02	.10	.10	.08	.12	.09	.08	.08	.10	.10
Standard deviation		1.02	1.12	.99	1.08	.96	1.02	.96	.91	1.05	1.09

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 245 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM. (QV4=1)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		2030	308	350	483	1141	889	313	299	277
Effective base		766	153	195	285	627	235	92	82	110
Weighted Base		1863	371	459	820	1649	214	104	73	37
Very Dissatisfied	(-2)	53 3%	6 2%	20 4%	22 3%	48 3%	5 2%	4 3%	1 1%	1 2%
Fairly Dissatisfied	(-1)	149 8%	38 10%	32 7%	70 9%	140 8%	9 4%	5 5%	3 4%	2 4%
Neither Satisfied Nor Dissatisfied	(0)	327 18%	58 16%	86 19%	148 18%	291 18%	36 17%	16 16%	15 20%	5 14%
Fairly Satisfied	(1)	758 41%	137 37%	185 40%	365 45%	687 42%	71 33%	34 32%	27 37%	10 28%
Very Satisfied	(2)	565 30%	131 35%	132 29%	213 26%	475 29%	90 42%	45 43%	27 36%	18 50%
Don't Know (DO NOT READ OUT)		10 1%	1 *	4 1%	3 *	8 *	2 1%	1 1%	1 2%	* 1%
NET: Satisfied		1323 71%	268 72%	317 69%	578 70%	1162 70%	161 75%	79 76%	54 73%	29 78%
NET: Dissatisfied		202 11%	44 12%	52 11%	91 11%	188 11%	15 7%	9 8%	4 5%	2 6%
Answered		1853	370	454	817	1641	212	103	72	36
Mean Score		.9	.9	.8	.8	.9	1.1	1.1	1.1	1.2
Standard error		.02	.06	.06	.05	.03	bcd	c		abcd
Standard deviation		1.02	1.04	1.06	1.00	1.02	1.00	1.05	.92	.99

Columns Tested: a,b,c,d,e,f,g,h

Table 245 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1)

		Industry								
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2030	93	154	16	170	205	475	86	97	901
Effective base	766	35	45	6	51	88	188	27	27	356
Weighted Base	1863	80	105	18	124	237	389	60	56	916
Very Dissatisfied	(-2)	53	3	5	9	5	12	5	2	21
		3%	*%	3%	29%	7%	2%	3%	8%	3%
Fairly Dissatisfied	(-1)	149	3	-	3	26	34	8	5	72
		8%	1%	3%	-%	3%	11%	9%	14%	9%
Neither Satisfied Nor Dissatisfied	(0)	327	9	*	19	40	66	7	2	183
		18%	12%	18%	1%	15%	17%	17%	11%	4%
Fairly Satisfied	(1)	758	40	20	11	31	110	19	26	385
		41%	51%	19%	59%	25%	46%	38%	31%	45%
Very Satisfied	(2)	565	29	59	2	61	55	126	21	250
		30%	36%	56%	11%	50%	23%	33%	35%	38%
Don't Know (DO NOT READ OUT)		10	-	-	-	1	3	*	*	6
		1%	-%	-%	-%	*%	1%	*%	*%	1%
NET: Satisfied		1323	69	79	13	92	166	40	47	635
		71%	87%	75%	70%	75%	70%	70%	66%	84%
NET: Dissatisfied		202	1	7	5	12	31	13	7	92
		11%	1%	7%	29%	10%	13%	12%	22%	13%
Answered		1853	80	105	18	124	236	59	56	910
Mean Score		.9	1.2	1.2	.2	1.1	.8	.9	.7	1.1
Standard error		.02	.07	.09	.38	.09	.07	.05	.14	.11
Standard deviation		1.02	.71	1.06	1.50	1.19	.99	1.06	1.30	1.05

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 245 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2030	468	475	1087	1769	261	-	1688	342	1958	72
Effective base	766	173	188	410	653	116	-	684	88	738	27
Weighted Base	1863	440	389	1034	1539	324	-	1704	159	1799	64
Very Dissatisfied (-2)	53 3%	14 3%	12 3%	27 3%	40 3%	13 4%	- -%	47 3%	7 4%	53 3%	* *%
Fairly Dissatisfied (-1)	149 8%	30 7%	34 9%	85 8%	125 8%	25 8%	- -%	139 8%	10 6%	136 8%	13 21% a
Neither Satisfied Nor Dissatisfied (0)	327 18%	69 16%	66 17%	192 19%	261 17%	66 20%	- -%	312 18%	15 10% b	318 18%	9 14%
Fairly Satisfied (1)	758 41%	181 41%	147 38%	429 41%	609 40%	149 46%	- -%	687 40%	71 45%	734 41%	23 37%
Very Satisfied (2)	565 30%	146 33%	126 33%	293 28%	495 32% b	71 22%	- -%	510 30%	56 35%	548 30%	17 27%
Don't Know (DO NOT READ OUT)	10 1%	1 *%	3 1%	7 1%	10 1%	* *%	- -%	9 1%	1 *%	9 1%	1 1%
NET: Satisfied	1323 71%	327 74%	274 70%	722 70%	1103 72%	220 68%	- -%	1197 70%	127 80%	1283 71%	41 64%
NET: Dissatisfied	202 11%	44 10%	46 12%	112 11%	164 11%	38 12%	- -%	186 11%	16 10%	189 10%	13 21%
Answered	1853	439	386	1027	1529	324	-	1695	158	1790	63
Mean Score	.9	.9	.9	.9	.9	.7	-	.9	1.0	.9	.7
Standard error	.02	.05	.05	.03	.02	.06	-	.02	.06	.02	.13
Standard deviation	1.02	1.02	1.06	1.01	1.02	1.02	-	1.02	1.04	1.02	1.10

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 245 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Delivery time**

Base: All using RM (QV4=1)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		2030	1191	409	413
Effective base		766	475	129	157
Weighted Base		1863	1188	285	374
Very Dissatisfied	(-2)	53 3%	34 3%	7 2%	7 2%
Fairly Dissatisfied	(-1)	149 8%	76 6%	30 10%	43 12% a
Neither Satisfied Nor Dissatisfied	(0)	327 18%	212 18%	49 17%	61 16%
Fairly Satisfied	(1)	758 41%	542 46% bc	100 35%	113 30%
Very Satisfied	(2)	565 30%	316 27%	99 35%	147 39% a
Don't Know (DO NOT READ OUT)		10 1%	8 1%	* *%	2 1%
NET: Satisfied		1323 71%	859 72%	199 70%	260 70%
NET: Dissatisfied		202 11%	110 9%	36 13%	50 13%
Answered		1853	1180	285	372
Mean Score		.9	.9	.9	.9
Standard error		.02	.03	.05	.05
Standard deviation		1.02	.97	1.07	1.09

Columns Tested: a,b,c

Table 245 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Delivery time**

Base: All using RM (QV4=1)

		Annual postal spend											
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+	
		a	b	c	d	e	*f	*g	*h	i	j	k	
Significance Level: 95%													
Unweighted Base	2030	1558	298	81	30	32	16	7	8	1856	174	93	
Effective base	766	638	90	20	8	8	3	1	1	726	39	19	
Weighted Base	1863	1581	188	45	11	20	11	1	5	1769	94	49	
Very Dissatisfied	(-2)	53 3%	45 3%	7 4%	- -%	* 1%	* 2%	* 1%	- -%	- -%	52 3%	1 1%	1 1%
Fairly Dissatisfied	(-1)	149 8%	126 8%	15 8%	4 9%	4 37%	* 1%	- -%	- -%	* 6%	141 8%	8 9%	5 9%
Neither Satisfied Nor Dissatisfied	(0)	327 18%	281 18%	36 19%	7 14%	* 1%	4 18%	* *%	- -%	* 3%	317 18%	10 11%	4 8%
Fairly Satisfied	(1)	758 41%	664 42%	70 37%	8 17%	1 11%	3 14%	7 64%	* 3%	5 90%	734 42%	24 25%	16 33%
Very Satisfied	(2)	565 30%	456 29%	60 32%	27 60%	4 41%	13 65%	4 36%	1 97%	* 2%	516 29%	50 53%	23 47%
Don't Know (DO NOT READ OUT)		10 1%	9 1%	- -%	- -%	1 8%	- -%	* *%	- -%	- -%	9 1%	1 1%	1 2%
NET: Satisfied		1323 71%	1120 71%	130 69%	35 77%	6 52%	16 79%	11 99%	1 100%	5 91%	1250 71%	73 78%	39 80%
NET: Dissatisfied		202 11%	171 11%	22 12%	4 9%	4 38%	1 3%	* 1%	- -%	* 6%	193 11%	9 10%	5 11%
Answered		1853	1572	188	45	10	20	11	1	5	1760	93	48
Mean Score		.9	.9	.9	1.3	.6	1.4	1.3	2.0	.9	.9	1.2	1.2
Standard error		.02	.03	.06	.11	.28	.17	.15	-	.20	.02	.08	.11
Standard deviation		1.02	1.02	1.07	1.02	1.49	.98	.57	-	.58	1.02	1.02	1.03

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 245 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2030	851	707	472	1779	1479	1837	1370	843	702	353	1027	100	126	80	100	51
Effective base	766	391	249	129	662	547	693	530	326	231	159	420	26	35	19	22	13
Weighted Base	1863	1012	569	281	1632	1330	1699	1279	827	558	392	1051	56	83	40	47	30
Very Dissatisfied (-2)	53 3%	21 2%	24 4%	8 3%	46 3%	45 3%	48 3%	47 4%	39 5%	24 4%	4 1%	38 4%	1 1%	2 3%	2 4%	2 5%	* %
Fairly Dissatisfied (-1)	149 8%	74 7%	52 9%	23 8%	143 9%	130 10%	145 9%	120 9%	80 10%	63 11%	15 4%	102 10%	6 11%	14 17%	* %	6 12%	2 7%
Neither Satisfied Nor Dissatisfied (0)	327 18%	177 18%	103 18%	46 17%	294 18%	232 17%	299 18%	222 17%	131 16%	64 11%	65 17%	192 18%	9 16%	9 10%	7 18%	8 18%	9 32%
Fairly Satisfied (1)	758 41%	440 43%	224 39%	93 33%	682 42%	522 39%	700 41%	504 39%	315 38%	225 40%	180 46%	439 42%	18 33%	31 37%	10 24%	14 29%	8 27%
Very Satisfied (2)	565 30%	295 29%	160 28%	110 39% ab	460 28%	396 30%	497 29%	381 30%	258 31%	180 32%	124 32%	277 26%	21 38%	27 32%	21 52%	17 36%	10 34%
Don't Know (DO NOT READ OUT)	10 1%	4 *%	5 1%	1 *%	7 *%	5 *%	9 1%	5 *%	3 *%	3 *%	4 1%	3 *%	- -%	1 1%	1 2%	* *%	- -%
NET: Satisfied	1323 71%	735 73%	385 68%	203 72%	1142 70%	918 69%	1197 70%	885 69%	573 69%	405 73%	304 78%	717 68%	40 71%	57 69%	31 76%	31 65%	18 61%
NET: Dissatisfied	202 11%	95 9%	76 13%	31 11%	189 12%	175 13%	194 11%	167 13%	120 14%	87 16%	19 5%	140 13%	7 12%	16 20%	2 4%	8 17%	2 7%
Answered Mean Score	1853 .9	1008 .9	564 .8	281 1.0	1625 .8	1324 .8	1690 .9	1274 .8	824 .8	556 .9	387 1.0	1048 .8	56 1.0	82 .8	40 1.2	47 .8	30 .9
Standard error	.02	.03	.04	.05	.02	.03	.02	.03	.04	.04	.05	.03	.11	.10	.12	.12	.14
Standard deviation	1.02	.97	1.09	1.07	1.02	1.07	1.03	1.07	1.12	1.12	.85	1.06	1.05	1.15	1.02	1.21	.99

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 245 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	2030	1292	153	106	92	51	61	24	990	203	109	69	49	37	22
Effective base	766	546	42	30	18	12	11	5	415	58	30	25	11	15	7
Weighted Base	1863	1364	97	70	41	21	26	12	1019	156	52	37	34	16	15
Very Dissatisfied (-2)	53 3%	34 3%	8 8%	2 3%	- -%	1 5%	- -%	* 1%	31 3%	9 5%	1 3%	2 5%	- -%	2 14%	* 1%
Fairly Dissatisfied (-1)	149 8%	122 9%	11 11%	1 2%	7 18%	1 6%	* 1%	* *%	102 10%	11 7%	2 3%	9 26% abc	3 8%	1 8%	2 13%
Neither Satisfied Nor Dissatisfied (0)	327 18%	247 18%	17 18%	9 13%	6 15%	3 15%	7 26%	5 39%	175 17%	39 25%	6 11%	3 8%	2 6%	1 9%	5 35%
Fairly Satisfied (1)	758 41%	588 43%	36 37%	23 33%	14 34%	9 43%	10 38%	2 18%	427 42%	48 30%	20 39%	10 27%	8 25%	5 31%	4 23%
Very Satisfied (2)	565 30%	368 27%	24 25%	34 48% ab	14 33%	6 26%	9 35%	5 42%	280 27%	50 32%	22 42%	13 35%	21 61% a	6 38%	4 28%
Don't Know (DO NOT READ OUT)	10 1%	5 *%	- -%	1 1%	- -%	1 4%	* 1%	- -%	4 *%	* *%	1 2%	- -%	* *%	- -%	- -%
NET: Satisfied	1323 71%	956 70%	61 63%	57 81%	27 67%	15 69%	19 73%	7 60%	707 69%	98 62%	43 81%	23 62%	29 86%	11 69%	8 51%
NET: Dissatisfied	202 11%	157 11%	19 20%	3 5%	7 18%	2 11%	* 1%	* 1%	133 13%	19 12%	3 6%	11 30% abc	3 8%	3 22%	2 14%
Answered	1853	1359	97	70	41	20	26	12	1015	156	51	37	34	16	15
Mean Score	.9	.8	.6	1.2 ab	.8	.8	1.1	1.0	.8	.8	1.2	.6	1.4	.7	.6
Standard error	.02	.03	.10	.09	.11	.16	.11	.20	.03	.08	.09	.16	.14	.24	.23
Standard deviation	1.02	1.01	1.22	.96	1.10	1.09	.82	.98	1.04	1.14	.95	1.33	.94	1.45	1.08

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 245 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2030	898	156	115	69	47	45	40	736	365	418	222	92
Effective base	766	387	53	33	24	14	10	14	333	143	146	50	25
Weighted Base	1863	932	138	84	35	26	28	35	872	329	326	106	64
Very Dissatisfied (-2)	53 3%	29 3%	8 6%	5 7%	* %	2 9%	- %	2 6%	27 3%	14 4%	5 2%	1 1%	1 1%
Fairly Dissatisfied (-1)	149 8%	94 10%	13 10%	6 7%	4 11%	* 1%	3 10%	* %	60 7%	25 8%	45 14%	7 7%	9 14%
Neither Satisfied Nor Dissatisfied (0)	327 18%	163 17%	27 20%	16 19%	5 15%	7 27%	1 4%	3 7%	182 21%	48 15%	43 13%	15 14%	10 16%
Fairly Satisfied (1)	758 41%	411 44%	44 32%	17 21%	13 38%	5 20%	6 20%	7 19%	366 42%	163 49%	108 33%	39 36%	25 40%
Very Satisfied (2)	565 30%	232 25%	45 33%	39 47%	12 36%	11 42%	18 63%	24 67%	234 27%	78 24%	121 37%	44 41%	19 29%
Don't Know (DO NOT READ OUT)	10 1%	4 %	* %	* %	- %	- %	1 3%	- %	4 %	1 %	4 1%	1 %	* %
NET: Satisfied	1323 71%	643 69%	89 65%	57 68%	26 74%	16 62%	23 83%	30 86%	600 69%	240 73%	229 70%	82 78%	44 69%
NET: Dissatisfied	202 11%	122 13%	21 15%	11 14%	4 11%	3 11%	3 10%	2 7%	87 10%	39 12%	50 15%	8 8%	10 15%
Answered	1853	928	138	84	35	26	27	35	869	328	322	106	64
Mean Score	.9	.8	.8	.9	1.0	.8	1.4	1.4	.8	.8	.9	1.1	.8
Standard error	.02	.03	.09	.12	.12	.19	.15	.17	.04	.05	.05	.06	.11
Standard deviation	1.02	1.03	1.17	1.24	.99	1.27	.99	1.10	1.00	1.02	1.10	.95	1.05

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 245 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2030	817	339	360	188	70	656	278	312	157	64
Effective base	766	362	129	119	36	18	295	98	96	40	18
Weighted Base	1863	949	294	262	80	46	761	227	202	86	47
Very Dissatisfied (-2)	53 3%	30 3%	9 3%	5 2%	1 1%	- -%	25 3%	12 5%	5 3%	1 1%	1 2%
Fairly Dissatisfied (-1)	149 8%	72 8%	25 8%	34 13%	4 5%	9 19%	71 9%	19 8%	29 14%	5 5%	6 14%
Neither Satisfied Nor Dissatisfied (0)	327 18%	196 21%	51 17%	30 12%	8 10%	9 19%	152 20%	30 13%	30 15%	13 15%	6 13%
Fairly Satisfied (1)	758 41%	397 42%	145 49%	94 36%	27 34%	18 41%	305 40%	108 48%	57 28%	30 35%	20 42%
Very Satisfied (2)	565 30%	250 26%	64 22%	95 36%	39 49%	10 21%	208 27%	57 25%	78 39%	37 43%	14 30%
Don't Know (DO NOT READ OUT)	10 1%	4 *%	* *%	3 1%	1 1%	* *%	* *%	2 1%	2 1%	1 1%	- -%
NET: Satisfied	1323 71%	648 68%	209 71%	189 72%	67 84%	28 61%	512 67%	165 73%	135 67%	67 78%	33 72%
NET: Dissatisfied	202 11%	102 11%	34 12%	39 15%	5 6%	9 19%	97 13%	30 13%	34 17%	5 6%	7 16%
Answered	1853	945	294	259	79	45	761	225	200	86	47
Mean Score	.9	.8	.8	.9	1.3 abe	.6	.8	.8	.9	1.1 a	.8
Standard error	.02	.04	.05	.06	.07	.12	.04	.06	.07	.07	.13
Standard deviation	1.02	1.01	.98	1.10	.91	1.03	1.05	1.07	1.17	.93	1.07

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 245 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Delivery time**

Base: All using RM (QV4=1)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Total base		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2030	628	219	263	158	78	764	119	478	1863	167	1735	44
Effective base	766	280	75	96	50	22	304	37	185	700	66	648	15
Weighted Base	1863	701	181	214	114	48	718	85	468	1714	149	1590	42
Very Dissatisfied	(-2)	53	28	4	11	1	28	5	11	45	8	45	1
		3%	4%	2%	5%	1%	4%	6%	2%	3%	6%	3%	2%
Fairly Dissatisfied	(-1)	149	74	17	18	8	58	4	58	141	8	140	3
		8%	11%	9%	8%	7%	8%	4%	12%	8%	5%	9%	8%
Neither Satisfied Nor Dissatisfied	(0)	327	128	28	39	19	125	13	84	310	18	288	6
		18%	18%	15%	18%	17%	17%	15%	18%	18%	12%	18%	15%
Fairly Satisfied	(1)	758	308	71	67	36	254	35	211	724	34	672	11
		41%	44%	39%	31%	32%	35%	42%	45%	42%	23%	42%	25%
Very Satisfied	(2)	565	161	60	77	50	250	27	101	485	81	439	20
		30%	23%	33%	36%	43%	35%	32%	22%	28%	54%	28%	48%
Don't Know (DO NOT READ OUT)		10	2	1	2	1	3	1	2	9	1	6	1
		1%	*%	*%	1%	*%	*%	1%	*%	1%	1%	*%	2%
NET: Satisfied		1323	469	131	144	86	504	63	313	1209	115	1111	31
		71%	67%	72%	67%	75%	70%	74%	67%	71%	77%	70%	74%
NET: Dissatisfied		202	102	21	29	9	86	9	69	186	16	185	4
		11%	15%	12%	13%	8%	12%	10%	15%	11%	11%	12%	10%
Answered		1853	700	180	211	114	715	84	466	1704	148	1584	41
Mean Score		.9	.7	.9	.9	1.1	.9	.9	.7	.9	1.2	.8	1.1
Standard error		.02	.04	.07	.07	.08	.04	.10	.05	.02	.09	.02	.16
Standard deviation		1.02	1.06	1.04	1.16	.98	1.09	1.09	1.02	1.01	1.17	1.02	1.07

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 245 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	a	b	a	b	a	b	a	b	
Significance Level: 95%												
Unweighted Base	2030	1343	136	956	414	1741	38	1331	148	960	410	
Effective base	766	512	36	388	143	649	13	503	44	390	141	
Weighted Base	1863	1234	96	906	373	1597	35	1222	108	916	363	
Very Dissatisfied	(-2)	53 3%	39 3%	5 5%	33 4%	14 4%	46 3%	- -%	39 3%	6 5%	34 4%	13 4%
Fairly Dissatisfied	(-1)	149 8%	126 10%	4 4%	76 8%	44 12%	140 9%	3 10%	124 10%	6 6%	75 8%	45 12%
Neither Satisfied Nor Dissatisfied	(0)	327 18%	214 17%	18 19%	164 18%	59 16%	284 18%	10 28%	211 17%	21 19%	167 18%	55 15%
Fairly Satisfied	(1)	758 41%	486 39%	36 38%	397 44%	107 29%	676 42%	7 20%	492 40%	30 28%	398 44%	106 29%
Very Satisfied	(2)	565 30%	363 29%	33 34%	235 26%	146 39%	445 28%	15 42%	351 29%	45 41%	240 26%	141 39%
Don't Know (DO NOT READ OUT)		10 1%	5 *%	* *%	2 *%	3 1%	7 *%	- -%	5 *%	* *%	2 *%	3 1%
NET: Satisfied		1323 71%	849 69%	69 72%	632 70%	253 68%	1120 70%	22 62%	843 69%	75 69%	638 70%	247 68%
NET: Dissatisfied		202 11%	165 13%	9 10%	109 12%	57 15%	186 12%	3 10%	163 13%	12 11%	109 12%	58 16%
Answered		1853	1228	96	905	369	1590	35	1217	108	914	360
Mean Score		.9	.8	.9	.8	.9	.8	.9	.8	.9	.8	.9
Standard error		.02	.03	.09	.03	.06	.02	.17	.03	.09	.03	.06
Standard deviation		1.02	1.07	1.09	1.03	1.16	1.02	1.06	1.06	1.15	1.03	1.17

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 245 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2030	890	1411	260	1	821	1049	202	4	955	789	240	1
Effective base	766	316	539	93	1	294	392	74	3	365	313	91	1
Weighted Base	1863	787	1302	240	4	727	903	181	5	882	710	208	2
Very Dissatisfied (-2)	53 3%	33 4%	23 2%	3 1%	- -%	29 4%	20 2%	3 2%	1 12%	36 4%	18 2%	2 1%	- -%
Fairly Dissatisfied (-1)	149 8%	80 10%	118 9%	26 11%	- -%	77 11%	85 9%	21 11%	- -%	86 10%	71 10%	11 5%	- -%
Neither Satisfied Nor Dissatisfied (0)	327 18%	130 17%	232 18%	52 22%	4 100%	114 16%	145 16%	40 22%	2 48%	137 15%	120 17%	44 21%	2 100%
Fairly Satisfied (1)	758 41%	307 39%	552 42%	89 37%	- -%	279 38%	345 38%	56 31%	- -%	331 38%	280 39%	70 34%	- -%
Very Satisfied (2)	565 30%	236 30%	370 28%	71 29%	- -%	228 31%	304 34%	62 34%	2 40%	287 33%	220 31%	80 39%	- -%
Don't Know (DO NOT READ OUT)	10 1%	1 *%	6 *%	- -%	- -%	1 *%	5 1%	- -%	- -%	5 1%	1 *%	- -%	- -%
NET: Satisfied	1323 71%	543 69%	922 71%	160 66%	- -%	506 70%	648 72%	117 65%	2 40%	619 70%	500 70%	151 72%	- -%
NET: Dissatisfied	202 11%	113 14%	142 11%	29 12%	- -%	105 14%	105 12%	24 13%	1 12%	122 14%	89 12%	13 6%	- -%
Answered	1853	786	1296	240	4	726	898	181	5	877	709	208	2
Mean Score	.9	.8	.9	.8	-	.8	.9	.8	.6	.9	.9	1.0	-
Standard error	.02	.04	.03	.06	-	.04	.03	.08	.75	.04	.04	.06	-
Standard deviation	1.02	1.10	.99	1.01	-	1.10	1.04	1.08	1.50	1.11	1.04	.95	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 245 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2030	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	766	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	1863	1550	1175	912	1213	1042	34	633	496	449	133	87
Very Dissatisfied (-2)	53 3%	41 3%	29 2%	25 3%	38 3%	21 2%	* *%	11 2%	12 2%	16 3%	2 1%	2 2%
Fairly Dissatisfied (-1)	149 8%	135 9%	113 10%	79 9%	101 8%	85 8%	3 9%	62 10%	47 10%	33 7%	12 9%	8 9%
Neither Satisfied Nor Dissatisfied (0)	327 18%	267 17%	203 17%	175 19%	191 16%	196 19%	4 12%	114 18%	95 19%	79 18%	36 27%	31 36% abc
Fairly Satisfied (1)	758 41%	654 42%	463 39%	362 40%	510 42%	408 39%	5 15%	261 41%	201 41%	163 36%	41 31%	25 29%
Very Satisfied (2)	565 30%	447 29%	363 31%	266 29%	366 30%	326 31%	22 64% ab	184 29%	141 28%	155 34%	42 32%	22 25%
Don't Know (DO NOT READ OUT)	10 1%	6 *%	5 *%	4 *%	6 1%	5 1%	- -%	1 *%	* *%	3 1%	- -%	- -%
NET: Satisfied	1323 71%	1101 71%	826 70%	629 69%	876 72%	735 71%	27 79%	444 70%	342 69%	318 71%	83 62%	46 53%
NET: Dissatisfied	202 11%	176 11%	142 12%	104 11%	139 11%	106 10%	3 9%	73 12%	59 12%	49 11%	14 11%	9 11%
Answered	1853	1544	1170	908	1207	1037	34	632	496	446	133	87
Mean Score	.9	.9	.9	.8	.9	.9	1.3	.9	.8	.9	.8	.7
Standard error	.02	.02	.03	.03	.03	.03	.14	.04	.05	.05	.09	.12
Standard deviation	1.02	1.02	1.04	1.03	1.03	1.00	1.02	1.00	1.02	1.06	1.03	1.02

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 245 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		2030	201	131	98	50	1775	1241	1852	1282	1190	830	1685	219	-	1640	120
Effective base		766	81	46	39	20	656	420	686	444	400	312	630	82	-	604	56
Weighted Base		1863	198	114	93	47	1569	967	1644	1038	912	756	1519	188	-	1417	139
Very Dissatisfied	(-2)	53 3%	14 7%	2 2%	8 9%	*	41 3%	32 3%	46 3%	32 3%	31 3%	27 4%	38 3%	7 4%	-	12 1%	36 26% a
Fairly Dissatisfied	(-1)	149 8%	39 20%	11 9%	9 10%	3 7%	126 8%	87 9%	131 8%	93 9%	84 9%	73 10%	114 8%	14 7%	-	49 3%	57 41% a
Neither Satisfied Nor Dissatisfied	(0)	327 18%	17 9%	20 17%	21 23% a	6 14%	272 17%	180 19%	283 17%	184 18%	163 18%	119 16%	262 17%	35 19%	-	133 9%	25 18% a
Fairly Satisfied	(1)	758 41%	61 31%	46 41%	35 37%	12 25%	636 41%	351 36%	663 40%	378 36%	329 36%	285 38%	627 41%	74 39%	-	671 47% b	14 10%
Very Satisfied	(2)	565 30%	64 33%	35 30%	20 21%	24 51% c	486 31%	314 32%	513 31%	346 33%	303 33%	251 33%	470 31%	58 31%	-	548 39% b	5 4%
Don't Know (DO NOT READ OUT)		10 1%	3 1%	* *	- -%	1 2%	7 *%	3 *%	7 *%	5 *%	2 *%	2 *%	7 *%	- -%	-	5 *%	2 1%
NET: Satisfied		1323 71%	125 63%	81 71%	54 58%	36 76%	1122 72%	664 69%	1176 72%	724 70%	633 69%	536 71%	1097 72%	132 70%	-	1219 86% b	19 14%
NET: Dissatisfied		202 11%	53 27% b	13 12%	17 19%	3 7%	167 11%	119 12%	177 11%	124 12%	115 13%	100 13%	152 10%	21 11%	-	61 4%	93 67% a
Answered Mean Score		1853 .9	195 .6	114 .9	93 .5	46 1.2	1561 .9	964 .9	1636 .9	1033 .9	910 .9	755 .9	1512 .9	188 .9	-	1413 1.2	137 -.8
Standard error		.02	.09	.09	.12	.14	.02	.03	.02	.03	.03	.04	.02	.07	-	.02	.10
Standard deviation		1.02	1.32	1.02	1.19	.97	1.02	1.08	1.02	1.07	1.08	1.09	1.00	1.06	-	.81	1.07

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 245 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	2030	769	1261	529	24	265	370	249	1319	429	317	350	1304
Effective base	766	310	455	197	13	97	146	91	510	156	106	138	503
Weighted Base	1863	759	1104	489	36	233	371	224	1264	354	245	344	1227
Very Dissatisfied (-2)	53 3%	46 6%	7 1%	15 3%	3 10%	11 5%	14 4%	21 9%	17 1%	15 4%	20 8%	11 3%	22 2%
Fairly Dissatisfied (-1)	149 8%	113 15%	36 3%	45 9%	4 11%	23 10%	38 10%	27 12%	83 7%	38 11%	30 12%	43 13%	76 6%
Neither Satisfied Nor Dissatisfied (0)	327 18%	172 23%	156 14%	68 14%	6 18%	42 18%	53 14%	27 12%	224 18%	70 20%	38 15%	57 17%	216 18%
Fairly Satisfied (1)	758 41%	259 34%	499 45%	183 37%	11 30%	78 33%	135 36%	63 28%	545 43%	143 40%	67 27%	145 42%	531 43%
Very Satisfied (2)	565 30%	165 22%	400 36%	176 36%	11 31%	77 33%	129 35%	85 38%	388 31%	85 24%	88 36%	88 25%	376 31%
Don't Know (DO NOT READ OUT)	10 1%	4 *%	6 1%	2 *%	- -%	2 1%	2 1%	* *%	6 *%	2 1%	2 1%	* *%	7 1%
NET: Satisfied	1323 71%	424 56%	900 81%	359 73%	22 61%	155 67%	264 71%	148 66%	933 74%	228 65%	155 63%	233 68%	907 74%
NET: Dissatisfied	202 11%	160 21%	43 4%	60 12%	8 21%	34 15%	52 14%	48 22%	100 8%	53 15%	50 20%	54 16%	98 8%
Answered	1853	755	1098	487	36	231	369	224	1258	351	242	344	1220
Mean Score	.9	.5	1.1	.9	.6	.8	.9	.7	1.0	.7	.7	.7	1.0
Standard error	.02	.04	.02	.05	.27	.07	.06	.08	.03	.05	.07	.06	.03
Standard deviation	1.02	1.17	.82	1.07	1.31	1.15	1.11	1.33	.93	1.08	1.29	1.07	.95

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 245 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1)

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		2030	1069	961
Effective base		766	331	434
Weighted Base		1863	814	1048
Very Dissatisfied	(-2)	53 3%	33 4%	20 2%
Fairly Dissatisfied	(-1)	149 8%	68 8%	81 8%
Neither Satisfied Nor Dissatisfied	(0)	327 18%	154 19%	173 17%
Fairly Satisfied	(1)	758 41%	300 37%	458 44%
Very Satisfied	(2)	565 30%	253 31%	313 30%
Don't Know (DO NOT READ OUT)		10 1%	6 1%	4 *%
NET: Satisfied		1323 71%	552 68%	771 74%
NET: Dissatisfied		202 11%	102 12%	100 10%
Answered		1853	808	1045
Mean Score		.9	.8	.9
Standard error		.02	.03	.03
Standard deviation		1.02	1.09	.97

Columns Tested: a,b

Table 245 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1)

		Month											
Total base		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	2030	118	239	187	177	210	116	119	213	137	167	121	226
Effective base	766	35	112	111	57	141	67	16	83	56	35	43	83
Weighted Base	1863	50	195	217	60	300	106	32	288	147	85	118	264
Very Dissatisfied	(-2) 53 3%	- -%	7 4%	10 4%	3 4%	5 2%	* *%	* 1%	7 3%	7 5%	* 1%	5 4%	8 3%
Fairly Dissatisfied	(-1) 149 8%	3 6%	14 7%	9 4%	3 5%	32 11%	14 13%	* 1%	18 6%	13 9%	9 10%	20 17%	13 5%
Neither Satisfied Nor Dissatisfied	(0) 327 18%	9 18%	28 14%	37 17%	10 16%	41 14%	23 22%	5 16%	72 25%	21 14%	25 30%	25 21%	30 11%
Fairly Satisfied	(1) 758 41%	23 47%	84 43%	92 43%	24 41%	146 49%	32 30%	16 48%	104 36%	58 39%	23 26%	34 28%	122 46%
Very Satisfied	(2) 565 30%	14 29%	60 31%	65 30%	20 33%	73 24%	36 34%	11 33%	86 30%	48 32%	28 33%	34 29%	90 34%
Don't Know (DO NOT READ OUT)	10 1%	* *%	2 1%	3 1%	1 1%	2 1%	1 1%	- -%	1 *%	* *%	* *%	- -%	1 *%
NET: Satisfied	1323 71%	38 76%	144 74%	158 73%	44 74%	219 73%	68 64%	26 81%	190 66%	106 72%	51 59%	68 58%	212 80%
NET: Dissatisfied	202 11%	3 6%	21 11%	19 9%	5 9%	37 12%	14 13%	1 3%	25 9%	20 14%	9 11%	25 21%	21 8%
Answered	1853	49	193	214	59	298	105	32	288	147	85	118	263
Mean Score	.9	1.0	.9	.9	.9	.8	.9	1.1	.8	.9	.8	.6	1.0
Standard error	.02	.08	.07	.08	.08	.07	.10	.08	.07	.10	.08	.11	.07
Standard deviation	1.02	.85	1.04	1.03	1.05	.97	1.04	.82	1.01	1.12	1.04	1.20	.97

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 245 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2030	544	503	469	514	1047	983
Effective base	766	256	250	151	158	506	309
Weighted Base	1863	462	465	468	468	927	936
Very Dissatisfied (-2)	53 3%	17 4%	8 2%	15 3%	14 3%	24 3%	29 3%
Fairly Dissatisfied (-1)	149 8%	27 6%	49 11%	32 7%	42 9%	76 8%	73 8%
Neither Satisfied Nor Dissatisfied (0)	327 18%	74 16%	74 16%	99 21%	80 17%	148 16%	179 19%
Fairly Satisfied (1)	758 41%	199 43%	203 44%	178 38%	178 38%	402 43%	356 38%
Very Satisfied (2)	565 30%	140 30%	129 28%	144 31%	153 33%	269 29%	297 32%
Don't Know (DO NOT READ OUT)	10 1%	5 1%	3 1%	1 *	1 *	8 1%	2 *
NET: Satisfied	1323 71%	339 73%	331 71%	322 69%	331 71%	671 72%	653 70%
NET: Dissatisfied	202 11%	43 9%	57 12%	47 10%	56 12%	100 11%	102 11%
Answered	1853	456	462	467	467	919	934
Mean Score	.9	.9	.9	.9	.9	.9	.9
Standard error	.02	.04	.04	.05	.05	.03	.03
Standard deviation	1.02	1.01	1.00	1.03	1.06	1.00	1.04

Columns Tested:: a,b,c,d - a,b

Table 246

**QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)**

Base: All using RM (QV4=1)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2030	481	1549	1429	331	76	194	601
Effective base	766	113	660	706	138	33	83	180
Weighted Base	1863	208	1655	1782	69	7	5	80
Very Dissatisfied (-2)	63 3%	6 3%	57 3%	62 3%	* %	- %	- %	* %
Fairly Dissatisfied (-1)	144 8%	6 3%	138 8%	141 8%	3 4%	* 1%	* 4%	3 4%
Neither Satisfied Nor Dissatisfied (0)	279 15%	35 17%	244 15%	271 15%	7 11%	* 5%	* 6%	8 10%
Fairly Satisfied (1)	830 45%	54 26%	775 47%	794 45%	31 45%	4 50%	2 35%	36 44%
Very Satisfied (2)	537 29%	104 50%	432 26%	504 28%	27 39%	3 44%	2 53%	32 40%
Don't Know (DO NOT READ OUT)	11 1%	2 1%	8 1%	10 1%	1 1%	- %	* 2%	1 1%
NET: Satisfied	1366 73%	159 76%	1208 73%	1298 73%	57 84%	7 94%	4 88%	68 85%
NET: Dissatisfied	206 11%	11 5%	195 12%	203 11%	3 4%	* 1%	* 4%	3 4%
Answered	1852	205	1647	1773	68	7	4	79
Mean Score	.9	1.2	.8	.9	1.2	1.4	1.4	1.2
Standard error	.02	.05	.03	.03	.05	.08	.06	.03
Standard deviation	1.02	1.00	1.02	1.03	.82	.68	.88	.81

Columns Tested: a,b - a,b,c,d,e

Table 246 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2030	623	599	207	201	206	194	1429	331	270
Effective base		766	360	282	82	92	79	83	706	138	75
Weighted Base		1863	997	661	125	50	26	5	1782	69	12
Very Dissatisfied	(-2)	63 3%	39 4%	19 3%	3 3%	* *%	* 1%	- -%	62 3%	* *%	- -%
Fairly Dissatisfied	(-1)	144 8%	68 7%	64 10%	9 7%	2 5%	1 2%	* 4%	141 8%	3 4%	* 2%
Neither Satisfied Nor Dissatisfied	(0)	279 15%	166 17%	95 14%	10 8%	5 10%	3 10%	* 6%	271 15%	7 11%	1 5%
Fairly Satisfied	(1)	830 45%	439 44%	285 43%	69 55%	23 46%	11 42%	2 35%	794 45%	31 45%	5 44%
Very Satisfied	(2)	537 29%	280 28%	193 29%	31 24%	19 37%	11 44%	2 53%	504 28%	27 39%	6 48%
Don't Know (DO NOT READ OUT)		11 1%	4 *%	3 *%	3 2%	1 1%	* 1%	* 2%	10 1%	1 1%	* 1%
NET: Satisfied		1366 73%	720 72%	479 72%	99 80%	42 84%	22 86%	4 88%	1298 73%	57 84%	11 92%
NET: Dissatisfied		206 11%	107 11%	84 13%	12 10%	2 5%	1 3%	* 4%	203 11%	3 4%	* 2%
Answered		1852	993	658	122	49	26	4	1773	68	12
Mean Score		.9	.9	.9	.9	1.2	1.3	1.4	.9	1.2	1.4
Standard error		.02	.04	.04	.07	.06	.06	.06	.03	.05	.04
Standard deviation		1.02	1.03	1.04	.94	.82	.80	.88	1.03	.82	.72

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 246 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM. (QV4=1)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2030	881	548	331	76	194	748	325	117	80	210
Effective base	766	523	243	138	33	83	425	137	36	27	36
Weighted Base	1863	1459	324	69	7	5	1176	252	64	32	54
Very Dissatisfied (-2)	63 3%	55 4%	7 2%	* *%	- -%	- -%	42 4%	2 1%	2 3%	2 6%	* *%
		c							b		
Fairly Dissatisfied (-1)	144 8%	119 8%	22 7%	3 4%	* 1%	* 4%	96 8%	19 8%	2 2%	1 2%	6 11%
Neither Satisfied Nor Dissatisfied (0)	279 15%	240 16%	32 10%	7 11%	* 5%	* 6%	194 16%	29 11%	6 10%	3 10%	3 6%
		be									
Fairly Satisfied (1)	830 45%	631 43%	163 50%	31 45%	4 50%	2 35%	531 45%	128 51%	31 48%	15 47%	27 51%
		e									
Very Satisfied (2)	537 29%	409 28%	95 29%	27 39%	3 44%	2 53%	310 26%	74 29%	21 33%	11 35%	17 31%
				a	a	abc					
Don't Know (DO NOT READ OUT)	11 1%	5 *%	5 2%	1 1%	- -%	* 2%	4 *%	- -%	3 4%	- -%	1 2%
									ab		
NET: Satisfied	1366 73%	1040 71%	258 80%	57 84%	7 94%	4 88%	840 71%	203 80%	52 81%	26 82%	44 81%
			a	a	ab	a		a			
NET: Dissatisfied	206 11%	174 12%	29 9%	3 4%	* 1%	* 4%	138 12%	21 8%	4 5%	3 8%	6 11%
		ce									
Answered	1852	1454	319	68	7	4	1172	252	62	32	53
Mean Score	.9	.8	1.0	1.2	1.4	1.4	.8	1.0	1.1	1.0	1.0
			a	ab	ab	ab					
Standard error	.02	.04	.04	.05	.08	.06	.04	.05	.08	.12	.06
Standard deviation	1.02	1.04	.93	.82	.68	.88	1.02	.88	.91	1.06	.93

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 246 (continuation)

**QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)**

Base: All using RM (QV4=1)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2030	138	95	192	67	129	161	130	117	112
Effective base		766	78	53	107	32	66	100	78	64	55
Weighted Base		1863	177	122	294	72	168	295	231	159	130
Very Dissatisfied	(-2)	63 3%	10 6%	1 *%	10 3%	1 1%	8 5%	12 4%	7 3%	9 6%	- -%
Fairly Dissatisfied	(-1)	144 8%	9 5%	12 10%	27 9%	3 5%	4 3%	39 13% e	17 8%	14 9%	10 8%
Neither Satisfied Nor Dissatisfied	(0)	279 15%	22 13%	21 17%	36 12%	20 27% ce	17 10%	53 18%	30 13%	32 20%	18 14%
Fairly Satisfied	(1)	830 45%	76 43%	42 34%	138 47%	27 38%	92 55% b	131 44%	111 48%	75 47%	66 51%
Very Satisfied	(2)	537 29%	57 32%	45 37% fh	82 28%	21 29%	44 26%	59 20%	65 28%	30 19%	36 28%
Don't Know (DO NOT READ OUT)		11 1%	3 2%	1 1%	1 *%	- -%	3 2%	- -%	- -%	- -%	- -%
NET: Satisfied		1366 73%	133 75%	87 71%	220 75%	48 66%	136 81% fh	191 65%	176 76%	104 65%	102 79%
NET: Dissatisfied		206 11%	19 11%	12 10%	37 13%	4 6%	13 7%	51 17%	25 11%	23 14%	10 8%
Answered		1852	174	121	293	72	166	295	231	159	130
Mean Score		.9	.9	1.0 f	.9	.9	1.0 f	.6	.9	.6	1.0 fh
Standard error		.02	.09	.10 f	.07	.11	.09 f	.08	.09	.10	.08
Standard deviation		1.02	1.08	.99	1.03	.94	.96	1.07	1.00	1.07	.85

Columns Tested: a,b,c,d,e,f,g,h,i

Table 246 (continuation)

**QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)**

Base: All using RM (QV4=1)

		GOR (QC3)									
		Net: North		Net: Midlands		Net: South		Net: England		Net: Scotland, Wales and Northern Ireland	
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
			a	b	c	d	e	f	g	h	
Significance Level: 95%											
Unweighted Base		2030	308	350	483	1141	889	313	299	277	
Effective base		766	153	195	285	627	235	92	82	110	
Weighted Base		1863	371	459	820	1649	214	104	73	37	
Very Dissatisfied	(-2)	63 3%	9 3%	20 4%	29 4%	59 4%	4 2%	3 2%	1 1%	1 2%	
Fairly Dissatisfied	(-1)	144 8%	17 5%	35 8%	83 10%	136 8%	8 4%	5 5%	2 3%	1 2%	
Neither Satisfied Nor Dissatisfied	(0)	279 15%	55 15%	76 17%	120 15%	250 15%	29 14%	12 11%	12 16%	5 14%	
Fairly Satisfied	(1)	830 45%	185 50%	192 42%	380 46%	757 46%	72 34%	32 31%	28 39%	11 31%	
Very Satisfied	(2)	537 29%	101 27%	132 29%	206 25%	440 27%	97 45%	50 48%	29 39%	18 49%	
Don't Know (DO NOT READ OUT)		11 1%	3 1%	4 1%	1 *	7 *	4 2%	2 2%	1 1%	1 2%	
NET: Satisfied		1366 73%	286 77%	324 71%	586 72%	1197 73%	169 79%	83 80%	57 78%	29 80%	
NET: Dissatisfied		206 11%	27 7%	54 12%	113 14%	194 12%	12 6%	8 7%	3 4%	1 4%	
Answered		1852	368	454	819	1641	210	102	72	36	
Mean Score		.9	1.0	.8	.8	.8	1.2	1.2	1.1	1.3	
Standard error		.02	.05	.06	.05	.03	.03	.06	.05	.06	
Standard deviation		1.02	.92	1.06	1.04	1.02	.95	1.00	.89	.93	

Columns Tested: a,b,c,d,e,f,g,h

Table 246 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

		Industry									
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
		a	b	*c	d	e	f	g	h	i	
Significance Level: 95%											
Unweighted Base	2030	93	154	16	170	205	475	86	97	901	
Effective base	766	35	45	6	51	88	188	27	27	356	
Weighted Base	1863	80	105	18	124	237	389	60	56	916	
Very Dissatisfied	(-2)	63 3%	* 3%	3 20%	4 20%	7 6%	5 2%	10 3%	7 13%	6 10%	27 3%
Fairly Dissatisfied	(-1)	144 8%	* 1%	1 1%	- -	1 1%	31 13%	37 10%	4 6%	* %	70 8%
Neither Satisfied Nor Dissatisfied	(0)	279 15%	7 9%	20 19%	5 30%	26 21%	37 15%	72 18%	1 1%	2 3%	135 15%
Fairly Satisfied	(1)	830 45%	45 57%	38 36%	5 29%	43 35%	104 44%	158 41%	25 43%	27 47%	426 47%
Very Satisfied	(2)	537 29%	26 33%	42 40%	4 21%	46 37%	60 25%	109 28%	21 35%	22 39%	252 28%
Don't Know (DO NOT READ OUT)		11 1%	* %	- -	- -	- -	1 %	2 1%	1 2%	* %	6 1%
NET: Satisfied		1366 73%	72 90%	80 76%	9 50%	89 72%	164 69%	268 69%	46 78%	49 86%	678 74%
NET: Dissatisfied		206 11%	1 1%	5 5%	4 20%	9 7%	36 15%	47 12%	11 19%	6 10%	97 11%
Answered	1852	79	105	18	124	236	387	58	56	910	
Mean Score	.9	1.2	1.1	.3	1.0	.8	.8	.8	1.1	.9	
Standard error	.02	.07	.08	.35	.08	.07	.05	.15	.12	.03	
Standard deviation	1.02	.65	.97	1.40	1.08	1.03	1.03	1.33	1.17	1.00	

Columns Tested: a,b,c,d,e,f,g,h,i

Table 246 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2030	468	475	1087	1769	261	-	1688	342	1958	72
Effective base	766	173	188	410	653	116	-	684	88	738	27
Weighted Base	1863	440	389	1034	1539	324	-	1704	159	1799	64
Very Dissatisfied (-2)	63 3%	12 3%	10 3%	41 4%	52 3%	11 3%	- -%	58 3%	5 3%	63 3%	- -%
Fairly Dissatisfied (-1)	144 8%	33 7%	37 10%	74 7%	122 8%	22 7%	- -%	135 8%	9 5%	140 8%	4 7%
Neither Satisfied Nor Dissatisfied (0)	279 15%	70 16%	72 18%	138 13%	210 14%	69 21%	- -%	259 15%	20 12%	269 15%	10 16%
Fairly Satisfied (1)	830 45%	193 44%	158 41%	478 46%	686 45%	144 44%	- -%	764 45%	65 41%	801 45%	29 45%
Very Satisfied (2)	537 29%	132 30%	109 28%	296 29%	458 30%	78 24%	- -%	477 28%	59 37%	517 29%	19 31%
Don't Know (DO NOT READ OUT)	11 1%	1 *%	2 1%	8 1%	11 1%	* *%	- -%	10 1%	1 *%	10 1%	1 2%
NET: Satisfied	1366 73%	325 74%	268 69%	774 75%	1144 74%	222 69%	- -%	1242 73%	125 79%	1318 73%	48 76%
NET: Dissatisfied	206 11%	45 10%	47 12%	114 11%	174 11%	33 10%	- -%	193 11%	14 9%	202 11%	4 7%
Answered	1852	439	387	1026	1528	324	-	1694	158	1789	63
Mean Score	.9	.9	.8	.9	.9	.8	-	.9	1.0	.9	1.0
Standard error	.02	.05	.05	.03	.02	.06	-	.02	.05	.02	.10
Standard deviation	1.02	1.00	1.03	1.03	1.03	1.00	-	1.02	1.00	1.03	.87

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 246 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		2030	1191	409	413
Effective base		766	475	129	157
Weighted Base		1863	1188	285	374
Very Dissatisfied	(-2)	63 3%	43 4%	5 2%	8 2%
Fairly Dissatisfied	(-1)	144 8%	80 7%	31 11%	33 9%
Neither Satisfied Nor Dissatisfied	(0)	279 15%	171 14%	38 13%	66 18%
Fairly Satisfied	(1)	830 45%	556 47%	116 41%	153 41%
Very Satisfied	(2)	537 29%	330 28%	93 33%	111 30%
Don't Know (DO NOT READ OUT)		11 1%	8 1%	1 *	2 1%
NET: Satisfied		1366 73%	887 75%	210 74%	264 71%
NET: Dissatisfied		206 11%	123 10%	36 13%	42 11%
Answered		1852	1180	284	372
Mean Score		.9	.9	.9	.9
Standard error		.02	.03	.05	.05
Standard deviation		1.02	1.01	1.03	1.01

Columns Tested: a,b,c

Table 246 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2030	1558	298	81	30	32	16	7	8	1856	174	93
Effective base	766	638	90	20	8	8	3	1	1	726	39	19
Weighted Base	1863	1581	188	45	11	20	11	1	5	1769	94	49
Very Dissatisfied (-2)	63 3%	54 3%	7 4%	- -%	1 12%	- -%	- -%	- -%	- -%	61 3%	1 1%	1 3%
Fairly Dissatisfied (-1)	144 8%	129 8%	9 5%	6 12%	- -%	* *%	* 1%	- -%	- -%	138 8%	6 6%	* *%
Neither Satisfied Nor Dissatisfied (0)	279 15%	241 15%	27 14%	4 8%	1 9%	2 9%	5 40%	- -%	* *%	268 15%	11 12%	8 16%
Fairly Satisfied (1)	830 45%	716 45%	78 41%	16 34%	1 10%	11 54%	4 32%	* 2%	5 90%	794 45%	36 38%	20 42%
Very Satisfied (2)	537 29%	431 27%	67 36%	20 45%	7 68%	7 36%	3 26%	1 98%	* 3%	498 28%	39 42%	19 39%
Don't Know (DO NOT READ OUT)	11 1%	11 1%	- -%	- -%	- -%	- -%	* *%	- -%	* 6%	11 1%	* *%	* 1%
NET: Satisfied	1366 73%	1147 73%	144 77%	36 79%	9 78%	18 90%	7 58%	1 100%	5 94%	1291 73%	75 80%	39 81%
NET: Dissatisfied	206 11%	183 12%	16 9%	6 12%	1 12%	* *%	* 1%	- -%	- -%	199 11%	7 8%	2 3%
Answered	1852	1571	188	45	11	20	11	1	5	1758	93	48
Mean Score	.9	.9	1.0	1.1	1.2	1.3	.8	2.0	1.0	.9	1.1	1.1
Standard error	.02	.03	.06	.11	.26	.11	.23	-	.08	.02	.07	.09
Standard deviation	1.02	1.02	1.02	1.02	1.42	.64	.87	-	.21	1.02	.95	.90

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 246 (continuation)

**QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)**

Base: All using RM. (QV4=1)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2030	851	707	472	1779	1479	1837	1370	843	702	353	1027	100	126	80	100	51
Effective base	766	391	249	129	662	547	693	530	326	231	159	420	26	35	19	22	13
Weighted Base	1863	1012	569	281	1632	1330	1699	1279	827	558	392	1051	56	83	40	47	30
Very Dissatisfied (-2)	63 3%	34 3%	20 4%	8 3%	55 3%	50 4%	57 3%	53 4%	36 4%	23 4%	8 2%	45 4%	1 2%	- -%	1 2%	2 5%	* -%
Fairly Dissatisfied (-1)	144 8%	69 7%	59 10%	15 5%	133 8%	122 9%	136 8%	113 9%	74 9%	61 11%	15 4%	98 9%	7 13%	14 17%	* -%	- -%	1 3%
Neither Satisfied Nor Dissatisfied (0)	279 15%	158 16%	83 15%	38 14%	243 15%	198 15%	255 15%	192 15%	111 13%	64 11%	55 14%	168 16%	6 11%	11 14%	5 12%	7 14%	4 14%
Fairly Satisfied (1)	830 45%	457 45%	259 46%	113 40%	749 46%	582 44%	775 46%	540 42%	369 45%	223 40%	209 53%	461 44%	18 32%	32 39%	21 52%	17 36%	17 57%
Very Satisfied (2)	537 29%	289 29%	142 25%	106 38% b	444 27%	370 28%	466 27%	372 29%	232 28%	185 33%	103 26%	273 26%	23 42%	24 29%	14 34%	21 45%	8 25% b
Don't Know (DO NOT READ OUT)	11 1%	5 1%	5 1%	* -%	7 -%	8 1%	9 1%	7 1%	6 1%	2 -%	2 1%	6 1%	* 1%	1 1%	- -%	* -%	- -%
NET: Satisfied	1366 73%	746 74%	402 71%	219 78%	1194 73%	952 72%	1241 73%	913 71%	601 73%	408 73%	312 80%	734 70%	41 74%	57 68%	35 86%	38 81%	24 82%
NET: Dissatisfied	206 11%	104 10%	79 14%	23 8%	188 12%	171 13%	193 11%	167 13%	109 13%	84 15%	23 6%	143 14%	8 15%	14 17%	1 2%	2 5%	1 3%
Answered	1852	1007	564	281	1624	1321	1690	1272	821	556	389	1045	55	82	40	47	30
Mean Score	.9	.9	.8	1.0 b	.9	.8	.9	.8	.8	.9	1.0	.8	1.0	.8	1.2	1.2	1.0
Standard error	.02	.03	.04	.05	.02	.03	.02	.03	.04	.04	.05	.03	.11	.09	.09	.10	.11
Standard deviation	1.02	1.01	1.05	1.00	1.02	1.05	1.02	1.07	1.07	1.11	.86	1.07	1.12	1.05	.80	1.02	.75

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 246 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	2030	1292	153	106	92	51	61	24	990	203	109	69	49	37	22
Effective base	766	546	42	30	18	12	11	5	415	58	30	25	11	15	7
Weighted Base	1863	1364	97	70	41	21	26	12	1019	156	52	37	34	16	15
Very Dissatisfied (-2)	63 3%	45 3%	8 8%	* *%	- -%	1 5%	- -%	* 1%	38 4%	9 6%	- -%	* 1%	- -%	2 14%	* 1%
Fairly Dissatisfied (-1)	144 8%	106 8%	17 17%	4 6%	6 16%	* *%	* *%	* *%	91 9%	21 13%	3 6%	6 17%	- -%	* 1%	1 5%
Neither Satisfied Nor Dissatisfied (0)	279 15%	215 16%	6 6%	4 6%	7 17%	1 7%	5 19%	4 32%	163 16%	20 13%	6 11%	7 19%	1 2%	1 9%	* 2%
Fairly Satisfied (1)	830 45%	635 47%	40 41%	38 54%	10 23%	10 49%	11 44%	6 45%	454 45%	60 38%	20 38%	13 34%	18 53%	8 54%	8 55%
Very Satisfied (2)	537 29%	357 26%	26 27%	23 32%	18 44%	8 39%	9 36%	3 21%	266 26%	46 30%	23 44%	11 29%	15 44%	4 22%	6 37%
Don't Know (DO NOT READ OUT)	11 1%	6 *%	* *%	1 2%	- -%	* *%	- -%	- -%	7 1%	* *%	1 2%	- -%	* *%	- -%	- -%
NET: Satisfied	1366 73%	992 73%	66 68%	61 86%	27 67%	18 88%	21 80%	8 67%	720 71%	106 68%	43 82%	24 64%	33 97%	12 76%	14 93%
NET: Dissatisfied	206 11%	151 11%	25 26%	4 6%	6 16%	1 5%	* *%	* 1%	129 13%	30 19%	3 6%	7 18%	- -%	2 15%	1 6%
Answered	1852	1359	97	69	41	21	26	12	1012	156	51	37	34	16	15
Mean Score	.9	.8	.6	1.1	.9	1.2	1.2	.9	.8	.7	1.2	.7	1.4	.7	1.2
Standard error	.02	.03	.10	b	.12	.14	.10	.16	.03	.08	ab	.13	d	.21	.17
Standard deviation	1.02	1.01	1.28	.79	1.12	.97	.75	.80	1.04	1.19	.86	1.09	.55	1.27	.79

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 246 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2030	898	156	115	69	47	45	40	736	365	418	222	92
Effective base	766	387	53	33	24	14	10	14	333	143	146	50	25
Weighted Base	1863	932	138	84	35	26	28	35	872	329	326	106	64
Very Dissatisfied (-2)	63 3%	36 4%	7 5%	6 7%	1 3%	1 3%	- %	2 6%	36 4%	14 4%	6 2%	1 1%	1 1%
Fairly Dissatisfied (-1)	144 8%	92 10%	16 12%	3 4%	1 3%	- %	* 1%	1 2%	57 7%	27 8%	38 12%	11 11%	2 3%
Neither Satisfied Nor Dissatisfied (0)	279 15%	146 16%	24 17%	11 13%	5 13%	5 20%	1 5%	* 1%	157 18%	41 12%	40 12%	8 7%	9 15%
Fairly Satisfied (1)	830 45%	412 44%	57 42%	20 24%	11 32%	9 36%	9 32%	22 62%	395 45%	169 52%	122 37%	54 51%	34 52%
Very Satisfied (2)	537 29%	240 26%	33 24%	44 53%	17 48%	10 39%	17 62%	10 29%	227 26%	77 23%	112 35%	32 30%	18 29%
Don't Know (DO NOT READ OUT)	11 1%	7 1%	* *%	- -%	- -%	* 2%	* *%	- -%	1 *%	1 *%	7 2%	1 *%	- -%
NET: Satisfied	1366 73%	652 70%	90 65%	64 76%	28 81%	20 75%	26 94%	32 90%	622 71%	246 75%	234 72%	86 81%	52 81%
NET: Dissatisfied	206 11%	128 14%	24 17%	9 10%	2 6%	1 3%	* 1%	3 8%	93 11%	41 12%	44 14%	12 11%	3 4%
Answered	1852	926	138	84	35	26	28	35	872	328	319	106	64
Mean Score	.9	.8	.7	1.1	1.2	1.1	1.5	1.0	.8	.8	.9	1.0	1.0
Standard error	.02	.04	.09	.11	b	.12	.10	.16	.04	.05	.05	.06	.08
Standard deviation	1.02	1.06	1.12	1.20	1.00	.97	.67	.99	1.02	1.02	1.06	.94	.82

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 246 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2030	817	339	360	188	70	656	278	312	157	64
Effective base	766	362	129	119	36	18	295	98	96	40	18
Weighted Base	1863	949	294	262	80	46	761	227	202	86	47
Very Dissatisfied (-2)	63 3%	38 4%	9 3%	6 2%	1 1%	* *%	31 4%	11 5%	6 3%	1 1%	1 1%
Fairly Dissatisfied (-1)	144 8%	66 7%	26 9%	32 12%	9 11%	* 1%	71 9%	22 10%	18 9%	8 9%	2 4%
Neither Satisfied Nor Dissatisfied (0)	279 15%	171 18%	39 13%	22 9%	1 1%	9 20%	124 16%	28 12%	32 16%	8 9%	5 11%
Fairly Satisfied (1)	830 45%	417 44%	156 53%	105 40%	47 59%	23 51%	334 44%	100 44%	79 39%	42 49%	22 48%
Very Satisfied (2)	537 29%	256 27%	64 22%	89 34%	22 27%	13 28%	198 26%	63 28%	64 32%	27 31%	17 36%
Don't Know (DO NOT READ OUT)	11 1%	* *%	* *%	6 2%	* *%	- -%	3 *%	2 1%	3 1%	* *%	- -%
NET: Satisfied	1366 73%	673 71%	219 75%	195 75%	69 87%	36 79%	532 70%	164 72%	143 71%	69 80%	39 84%
NET: Dissatisfied	206 11%	104 11%	35 12%	38 14%	10 12%	1 1%	102 13%	33 14%	25 12%	9 10%	3 6%
Answered	1852	948	294	255	80	46	758	225	199	86	47
Mean Score	.9	.8	.8	.9	1.0	1.1	.8	.8	.9	1.0	1.1
Standard error	.02	.04	.05	.06	.07	.09	.04	.07	.06	.07	.11
Standard deviation	1.02	1.03	.98	1.07	.92	.74	1.06	1.10	1.06	.94	.87

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 246 (continuation)

**QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)**

Base: All using RM. (QV4=1)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Total base		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2030	628	219	263	158	78	764	119	478	1863	167	1735	44
Effective base	766	280	75	96	50	22	304	37	185	700	66	648	15
Weighted Base	1863	701	181	214	114	48	718	85	468	1714	149	1590	42
Very Dissatisfied	(-2)	63	33	4	13	1	26	5	20	55	8	54	*
		3%	5%	2%	6%	1%	4%	6%	4%	3%	5%	3%	***
Fairly Dissatisfied	(-1)	144	70	22	7	10	49	6	59	135	9	129	4
		8%	10%	12%	3%	9%	7%	7%	13%	8%	6%	8%	10%
Neither Satisfied Nor Dissatisfied	(0)		c	c					a				
		279	110	25	37	19	98	9	85	264	15	237	6
		15%	16%	14%	17%	16%	14%	10%	18%	15%	10%	15%	14%
Fairly Satisfied	(1)	830	297	75	91	49	317	43	178	771	58	732	18
		45%	42%	42%	43%	43%	44%	50%	38%	45%	39%	46%	42%
Very Satisfied	(2)	537	186	53	65	35	225	23	121	478	58	430	14
		29%	26%	30%	30%	46%	31%	27%	26%	28%	39%	27%	34%
Don't Know (DO NOT READ OUT)		11	5	1	1	*	2	*	5	10	1	7	-
		1%	1%	***	1%	***	***	***	1%	1%	***	***	***
NET: Satisfied		1366	483	128	156	84	542	66	299	1250	117	1162	32
		73%	69%	71%	73%	74%	76%	77%	64%	73%	78%	73%	76%
NET: Dissatisfied		206	103	26	20	11	75	11	78	190	16	184	4
		11%	15%	14%	9%	9%	11%	13%	17%	11%	11%	12%	10%
Answered		1852	696	180	213	114	715	85	463	1703	149	1582	42
Mean Score		.9	.8	.8	.9	1.3	.9	.9	.7	.9	1.0	.9	1.0
						a	c						
Standard error		.02	.04	.07	.07	.11	.04	.10	.05	.02	.09	.02	.14
Standard deviation		1.02	1.10	1.05	1.07	.95	1.03	1.08	1.12	1.01	1.10	1.02	.95

Columns Tested.: a,b,c,d,e - a,b,c - a,b - a,b

Table 246 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Delivery consistency / reliability (e.g. arrives as promised consistently)**

Base: All using RM (QV4=1)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	a	b	a	b	a	b	a	b	
Significance Level: 95%												
Unweighted Base	2030	1343	136	956	414	1741	38	1331	148	960	410	
Effective base	766	512	36	388	143	649	13	503	44	390	141	
Weighted Base	1863	1234	96	906	373	1597	35	1222	108	916	363	
Very Dissatisfied	(-2)	63 3%	45 4%	5 5%	40 4%	13 4%	55 3%	- -%	45 4%	5 4%	40 4%	13 4%
Fairly Dissatisfied	(-1)	144 8%	120 10%	2 2%	74 8%	40 11%	129 8%	4 12%	119 10%	2 2%	74 8%	39 11%
Neither Satisfied Nor Dissatisfied	(0)	279 15%	174 14%	24 25%	147 16%	46 12%	236 15%	7 20%	171 14%	27 25%	140 15%	52 14%
Fairly Satisfied	(1)	830 45%	542 44%	40 42%	393 43%	147 39%	743 47%	6 19%	540 44%	42 39%	394 43%	146 40%
Very Satisfied	(2)	537 29%	345 28%	25 26%	247 27%	125 34%	427 27%	18 50%	339 28%	31 29%	262 29%	111 30%
Don't Know (DO NOT READ OUT)		11 1%	8 1%	- -%	5 1%	2 1%	7 *%	- -%	8 1%	- -%	6 1%	2 *%
NET: Satisfied		1366 73%	887 72%	65 68%	641 71%	272 73%	1170 73%	24 69%	878 72%	74 68%	656 72%	257 71%
NET: Dissatisfied		206 11%	165 13%	6 7%	114 13%	53 14%	184 12%	4 12%	164 13%	7 7%	114 12%	52 14%
Answered		1852	1225	96	901	371	1589	35	1213	108	910	361
Mean Score		.9	.8	.8	.8	.9	.9	1.1	.8	.9	.8	.8
Standard error		.02	.03	.09	.03	.05	.02	.18	.03	.08	.03	.05
Standard deviation		1.02	1.06	1.00	1.06	1.10	1.02	1.09	1.06	1.01	1.07	1.09

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 246 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Delivery consistency / reliability (e.g. arrives as promised consistently)**

Base: All using RM (QV4=1)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2030	890	1411	260	1	821	1049	202	4	955	789	240	1
Effective base	766	316	539	93	1	294	392	74	3	365	313	91	1
Weighted Base	1863	787	1302	240	4	727	903	181	5	882	710	208	2
Very Dissatisfied (-2)	63 3%	36 5%	33 3%	5 2%	- -%	31 4%	25 3%	5 3%	1 12%	38 4%	26 4%	4 2%	- -%
Fairly Dissatisfied (-1)	144 8%	72 9%	111 9%	23 10%	- -%	74 10%	86 9%	18 10%	- -%	83 9%	66 9%	10 5%	- -%
Neither Satisfied Nor Dissatisfied (0)	279 15%	99 13%	188 14%	38 16%	4 100%	94 13%	112 12%	29 16%	- -%	117 13%	91 13%	24 12%	- -%
Fairly Satisfied (1)	830 45%	384 49%	603 46%	124 52%	- -%	323 44%	401 44%	73 40%	4 88%	362 41%	314 44%	99 48%	2 100%
Very Satisfied (2)	537 29%	193 25%	359 28%	50 21%	- -%	201 28%	271 30%	56 31%	- -%	276 31%	212 30%	70 34%	- -%
Don't Know (DO NOT READ OUT)	11 1%	4 *%	7 1%	* *%	- -%	3 *%	8 1%	- -%	- -%	7 1%	2 *%	* *%	- -%
NET: Satisfied	1366 73%	577 73%	962 74%	174 72%	- -%	524 72%	672 74%	129 71%	4 88%	638 72%	525 74%	169 81%	2 100%
NET: Dissatisfied	206 11%	108 14%	145 11%	28 12%	- -%	105 14%	111 12%	23 13%	1 12%	121 14%	92 13%	14 7%	- -%
Answered	1852	783	1295	240	4	723	895	181	5	876	708	208	2
Mean Score	.9	.8	.9	.8	-	.8	.9	.9	.6	.9	.9	1.1	1.0
Standard error	.02	.04	.03	.06	-	.04	.03	.07	.55	.04	.04	.06	-
Standard deviation	1.02	1.05	.99	.95	-	1.08	1.03	1.05	1.10	1.09	1.06	.91	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 246 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2030	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	766	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	1863	1550	1175	912	1213	1042	34	633	496	449	133	87
Very Dissatisfied (-2)	63 3%	51 3%	32 3%	29 3%	48 4%	32 3%	* *%	19 3%	15 3%	15 3%	2 1%	2 2%
Fairly Dissatisfied (-1)	144 8%	126 8%	111 9%	77 8%	102 8%	70 7%	* *%	60 9%	49 10%	35 8%	16 12%	17 19% c
Neither Satisfied Nor Dissatisfied (0)	279 15%	226 15%	171 15%	148 16%	163 13%	165 16%	7 19%	87 14%	74 15%	65 14%	18 14%	11 13%
Fairly Satisfied (1)	830 45%	718 46%	518 44%	394 43%	542 45%	482 46%	15 44%	293 46%	222 45%	192 43%	54 41%	42 48%
Very Satisfied (2)	537 29%	422 27%	335 28%	257 28%	352 29%	290 28%	12 36%	170 27%	136 27%	135 30%	43 32%	15 18%
Don't Know (DO NOT READ OUT)	11 1%	7 *%	8 1%	6 1%	7 1%	4 *%	* 1%	4 1%	* *%	6 1%	* *%	- -%
NET: Satisfied	1366 73%	1140 74%	853 73%	651 71%	893 74%	773 74%	27 79%	463 73%	358 72%	327 73%	97 73%	57 66%
NET: Dissatisfied	206 11%	177 11%	143 12%	106 12%	149 12%	101 10%	* *%	79 12%	64 13%	51 11%	18 13%	19 21%
Answered	1852	1543	1167	906	1206	1039	34	629	495	443	133	87
Mean Score	.9	.9	.9	.9	.9	.9	1.2	.9	.8	.9	.9	.6
Standard error	.02	.02	.03	.03	.03	.03	.10	.04	.05	.05	.09	.12
Standard deviation	1.02	1.01	1.02	1.03	1.05	.99	.76	1.02	1.03	1.04	1.03	1.06

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 246 (continuation)

**QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)**

Base: All using RM. (QV4=1)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
Total base		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		2030	201	131	98	50	1775	1241	1852	1282	1190	830	1685	219	-	1640	120
Effective base		766	81	46	39	20	656	420	686	444	400	312	630	82	-	604	56
Weighted Base		1863	198	114	93	47	1569	967	1644	1038	912	756	1519	188	-	1417	139
Very Dissatisfied	(-2)	63	14	1	9	*	53	39	57	41	32	32	50	6	-	11	44
		3%	7%	1%	10%	*%	3%	4%	3%	4%	3%	4%	3%	3%	-%	1%	32%
																	a
Fairly Dissatisfied	(-1)	144	18	9	9	6	131	79	134	92	82	73	123	17	-	42	52
		8%	9%	8%	10%	12%	8%	8%	8%	9%	9%	10%	8%	9%	-%	3%	37%
																	a
Neither Satisfied Nor Dissatisfied	(0)	279	20	28	13	4	205	136	217	164	135	94	198	19	-	144	9
		15%	10%	25%	14%	8%	13%	14%	13%	16%	15%	12%	13%	10%	-%	10%	7%
				a													
Fairly Satisfied	(1)	830	96	43	40	12	704	399	741	408	372	339	691	102	-	705	24
		45%	49%	38%	43%	25%	45%	41%	45%	39%	41%	45%	45%	54%	-%	50%	17%
																b	
Very Satisfied	(2)	537	48	33	21	24	467	307	487	327	286	215	449	44	-	510	8
		29%	24%	29%	23%	52%	30%	32%	30%	32%	31%	28%	30%	23%	-%	36%	6%
						ac										b	
Don't Know (DO NOT READ OUT)		11	2	*	-	1	9	6	9	5	5	4	8	1	-	5	2
		1%	1%	*%	-%	2%	1%	1%	1%	1%	1%	*%	1%	*%	-%	*%	1%
NET: Satisfied		1366	144	76	61	36	1171	706	1228	735	658	554	1140	145	-	1215	32
		73%	73%	67%	66%	77%	75%	73%	75%	71%	72%	73%	75%	77%	-%	86%	23%
																b	
NET: Dissatisfied		206	32	10	18	6	184	118	191	133	114	105	173	23	-	53	96
		11%	16%	9%	20%	12%	12%	12%	12%	13%	12%	14%	11%	12%	-%	4%	69%
																a	
Answered Mean Score		1852	196	114	93	46	1560	961	1635	1033	907	753	1511	187	-	1412	137
		.9	.7	.9	.6	1.2	.9	.9	.9	.9	.9	.8	.9	.9	-	1.2	-.7
																b	
Standard error		.02	.08	.08	.12	.15	.02	.03	.02	.03	.03	.04	.02	.07	-	.02	.12
Standard deviation		1.02	1.14	.95	1.22	1.05	1.03	1.07	1.03	1.08	1.06	1.07	1.02	.98	-	.79	1.24

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 246 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	2030	769	1261	529	24	265	370	249	1319	429	317	350	1304
Effective base	766	310	455	197	13	97	146	91	510	156	106	138	503
Weighted Base	1863	759	1104	489	36	233	371	224	1264	354	245	344	1227
Very Dissatisfied (-2)	63 3%	57 7%	6 1%	12 3%	3 10%	8 3%	15 4%	19 9%	24 2%	19 5%	19 8%	14 4%	30 2%
Fairly Dissatisfied (-1)	144 8%	126 17%	18 2%	43 9%	4 11%	22 10%	34 9%	25 11%	76 6%	42 12%	17 7%	43 13%	83 7%
Neither Satisfied Nor Dissatisfied (0)	279 15%	130 17%	149 14%	54 11%	6 16%	33 14%	48 13%	18 8%	190 15%	66 19%	29 12%	60 18%	183 15%
Fairly Satisfied (1)	830 45%	309 41%	521 47%	223 46%	11 32%	101 44%	164 44%	78 35%	600 47%	144 41%	82 33%	157 46%	570 46%
Very Satisfied (2)	537 29%	134 18%	403 36%	155 32%	11 31%	67 29%	109 29%	83 37%	366 29%	82 23%	96 39%	70 20%	353 29%
Don't Know (DO NOT READ OUT)	11 1%	4 *%	7 1%	2 *%	- -%	1 1%	1 *%	* *%	8 1%	1 *%	1 *%	- -%	8 1%
NET: Satisfied	1366 73%	443 58%	924 84%	378 77%	22 63%	168 72%	273 74%	161 72%	966 76%	226 64%	178 73%	227 66%	923 75%
NET: Dissatisfied	206 11%	183 24%	24 2%	56 11%	7 21%	30 13%	49 13%	45 20%	100 8%	61 17%	36 15%	57 17%	113 9%
Answered	1852	755	1097	487	36	232	369	224	1256	352	243	344	1219
Mean Score	.9	.4	1.2	1.0	.6	.9	.9	.8	1.0	.6	.9	.7	.9
Standard error	.02	.04	.02	.04	.27	.06	.06	.08	.03	.05	.07	.06	.03
Standard deviation	1.02	1.18	.76	1.01	1.31	1.05	1.07	1.29	.93	1.12	1.22	1.06	.96

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 246 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Delivery consistency / reliability (e.g. arrives as promised consistently)**

Base: All using RM (QV4=1)

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		2030	1069	961
Effective base		766	331	434
Weighted Base		1863	814	1048
Very Dissatisfied	(-2)	63 3%	31 4%	32 3%
Fairly Dissatisfied	(-1)	144 8%	76 9%	68 6%
Neither Satisfied Nor Dissatisfied	(0)	279 15%	119 15%	160 15%
Fairly Satisfied	(1)	830 45%	358 44%	471 45%
Very Satisfied	(2)	537 29%	226 28%	311 30%
Don't Know (DO NOT READ OUT)		11 1%	4 1%	7 1%
NET: Satisfied		1366 73%	584 72%	782 75%
NET: Dissatisfied		206 11%	107 13%	99 9%
Answered		1852	810	1042
Mean Score		.9	.8	.9
Standard error		.02	.03	.03
Standard deviation		1.02	1.06	.99

Columns Tested: a,b

Table 246 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

		Month												
Total base		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	
		a	b	c	d	e	f	g	h	i	j	k	l	
Significance Level: 95%														
Unweighted Base	2030	118	239	187	177	210	116	119	213	137	167	121	226	
Effective base	766	35	112	111	57	141	67	16	83	56	35	43	83	
Weighted Base	1863	50	195	217	60	300	106	32	288	147	85	118	264	
Very Dissatisfied	(-2)	63 3%	* 3%	6 3%	12 6%	1 2%	10 3%	9 8%	* 3%	7 4%	6 4%	1 1%	5 4%	6 2%
Fairly Dissatisfied	(-1)	144 8%	4 8%	19 10%	16 7%	2 3%	36 12%	3 3%	* 1%	25 9%	5 4%	2 2%	25 21%	7 3%
Neither Satisfied Nor Dissatisfied	(0)	279 15%	3 6%	38 19%	29 13%	9 16%	34 11%	23 22%	7 22%	58 20%	15 10%	13 15%	9 7%	41 16%
Fairly Satisfied	(1)	830 45%	26 53%	85 44%	99 46%	28 47%	139 46%	36 34%	10 31%	110 38%	72 49%	46 53%	47 40%	132 50%
Very Satisfied	(2)	537 29%	17 34%	48 25%	57 26%	18 31%	79 26%	35 33%	15 45%	84 29%	49 33%	25 29%	32 27%	78 30%
Don't Know (DO NOT READ OUT)		11 1%	- -%	- -%	4 2%	1 1%	2 1%	1 1%	* 1%	3 1%	* 1%	- -%	- -%	* 1%
NET: Satisfied		1366 73%	43 86%	134 68%	156 72%	46 77%	218 73%	70 66%	25 77%	194 67%	121 82%	70 82%	80 67%	210 79%
NET: Dissatisfied		206 11%	4 8%	24 12%	28 13%	3 5%	45 15%	12 11%	* 1%	33 11%	12 8%	2 3%	30 25%	13 5%
Answered		1852	50	195	213	59	298	105	32	285	147	85	118	264
Mean Score		.9	1.1	.8	.8	1.0	.8	.8	1.2	.8	1.0	1.1	.6	1.0
Standard error		.02	.08	.07	.08	.07	.07	.11	.08	.07	.09	.06	.11	.06
Standard deviation		1.02	.85	1.02	1.09	.90	1.06	1.18	.84	1.03	.99	.77	1.21	.87

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 246 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2030	544	503	469	514	1047	983
Effective base	766	256	250	151	158	506	309
Weighted Base	1863	462	465	468	468	927	936
Very Dissatisfied	(-2) 63 3%	18 4%	19 4%	14 3%	12 2%	37 4%	26 3%
Fairly Dissatisfied	(-1) 144 8%	38 8%	41 9%	31 7%	34 7%	79 9%	65 7%
Neither Satisfied Nor Dissatisfied	(0) 279 15%	70 15%	67 14%	80 17%	63 13%	137 15%	143 15%
Fairly Satisfied	(1) 830 45%	210 46%	203 44%	192 41%	224 48%	413 45%	417 45%
Very Satisfied	(2) 537 29%	122 26%	132 28%	148 32%	135 29%	254 27%	283 30%
Don't Know (DO NOT READ OUT)	11 1%	4 1%	3 1%	4 1%	* *%	7 1%	4 *%
NET: Satisfied	1366 73%	332 72%	335 72%	340 73%	360 77%	667 72%	699 75%
NET: Dissatisfied	206 11%	56 12%	60 13%	45 10%	45 10%	116 13%	90 10%
Answered	1852	458	462	465	468	920	932
Mean Score	.9	.8	.8	.9	.9	.8	.9
Standard error	.02	.04	.05	.05	.04	.03	.03
Standard deviation	1.02	1.04	1.07	1.01	.97	1.05	.99

Columns Tested:: a,b,c,d - a,b

Table 247

**QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Collection time of items you are sending**

Base: All using RM (QV4=1)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2030	481	1549	1429	331	76	194	601
Effective base	766	113	660	706	138	33	83	180
Weighted Base	1863	208	1655	1782	69	7	5	80
Very Dissatisfied (-2)	31 2%	5 3%	25 2%	31 2%	* %	* 1%	* %	* %
Fairly Dissatisfied (-1)	72 4%	4 2%	68 4%	70 4%	2 3%	* 1%	* 3%	2 3%
Neither Satisfied Nor Dissatisfied (0)	342 18%	19 9%	323 20%	332 19%	9 13%	1 16%	* 6%	10 13%
Fairly Satisfied (1)	665 36%	32 15%	633 38%	634 36%	27 39%	3 41%	2 38%	31 39%
Very Satisfied (2)	486 26%	54 26%	432 26%	457 26%	24 35%	3 36%	2 45%	28 35%
Don't Know (DO NOT READ OUT)	267 14%	93 45%	174 10%	259 15%	7 10%	* 5%	* 9%	8 10%
NET: Satisfied	1151 62%	85 41%	1065 64%	1091 61%	50 74%	6 77%	4 82%	60 74%
NET: Dissatisfied	103 6%	10 5%	93 6%	101 6%	2 3%	* 2%	* 3%	2 3%
Answered	1596	114	1481	1523	61	7	4	73
Mean Score	.9	1.1	.9	.9	1.2	1.2	1.4	1.2
Standard error	.02	.07	.02	.03	.05	.10	.06	.03
Standard deviation	.93	1.10	.92	.94	.81	.88	.85	.81

Columns Tested:: a,b - a,b,c,d,e

Table 247 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Collection time of items you are sending

Base: All using RM (QV4=1)

		Business Size 2									
Total base		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)	
		a	b	c	d	e	f	g	h	i	
Significance Level: 95%											
Unweighted Base	2030	623	599	207	201	206	194	1429	331	270	
Effective base	766	360	282	82	92	79	83	706	138	75	
Weighted Base	1863	997	661	125	50	26	5	1782	69	12	
Very Dissatisfied	(-2)	31 2%	22 2%	7 1%	1 1%	* *%	* *%	* *%	31 2%	* *%	* 1%
Fairly Dissatisfied	(-1)	72 4%	37 4%	31 5%	2 1%	1 3%	1 3%	* 3%	70 4%	2 3%	* 2%
Neither Satisfied Nor Dissatisfied	(0)	342 18%	183 18%	127 19%	22 17%	7 13%	3 13%	* 6%	332 19%	9 13%	1 12%
Fairly Satisfied	(1)	665 36%	349 35%	235 36%	50 40%	18 36%	12 45%	2 38%	634 36%	27 39%	5 40%
Very Satisfied	(2)	486 26%	243 24%	184 28%	30 24%	18 36%	8 32%	2 45%	457 26%	24 35%	5 39%
Don't Know (DO NOT READ OUT)		267 14%	162 16%	77 12%	20 16%	6 12%	2 6%	* 9%	259 15%	7 10%	1 6%
NET: Satisfied		1151 62%	592 59%	419 63%	80 64%	36 72%	20 78%	4 82%	1091 61%	50 74%	9 79%
NET: Dissatisfied		103 6%	60 6%	38 6%	3 2%	1 3%	1 3%	* 3%	101 6%	2 3%	* 3%
Answered	1596	834	584	105	44	24	4	1523	61	11	
Mean Score	.9	.9	1.0	1.0	1.2	1.1	1.4	.9	1.2	1.2	
Standard error	.02	.04	.04	.06	.06	.06	.06	.03	.05	.05	
Standard deviation	.93	.96	.92	.82	.83	.79	.85	.94	.81	.84	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 247 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Collection time of items you are sending

Base: All using RM (QV4=1)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2030	881	548	331	76	194	748	325	117	80	210
Effective base	766	523	243	138	33	83	425	137	36	27	36
Weighted Base	1863	1459	324	69	7	5	1176	252	64	32	54
Very Dissatisfied (-2)	31 2%	27 2%	3 1%	* *%	* 1%	* *%	22 2%	2 1%	- -%	* 1%	* *%
Fairly Dissatisfied (-1)	72 4%	64 4%	6 2%	2 3%	* 1%	* 3%	44 4%	8 3%	* *%	- -%	4 8%
Neither Satisfied Nor Dissatisfied (0)	342 18%	263 18%	68 21%	9 13%	1 16%	* 6%	221 19%	47 19%	15 23%	6 19%	8 15%
Fairly Satisfied (1)	665 36%	522 36%	112 35%	27 39%	3 41%	2 38%	440 37%	99 39%	26 41%	10 33%	20 38%
Very Satisfied (2)	486 26%	368 25%	89 27%	24 35%	3 36%	2 45%	305 26%	67 27%	21 32%	12 37%	13 24%
Don't Know (DO NOT READ OUT)	267 14%	214 15%	45 14%	7 10%	* 5%	* 9%	143 12%	29 12%	2 3%	4 11%	8 16%
NET: Satisfied	1151 62%	890 61%	201 62%	50 74%	6 77%	4 82%	746 63%	166 66%	47 73%	22 70%	33 61%
NET: Dissatisfied	103 6%	91 6%	9 3%	2 3%	* 2%	* 3%	65 6%	10 4%	* *%	* 1%	4 8%
Answered	1596	1245	279	61	7	4	1032	223	63	28	45
Mean Score	.9	.9	1.0	1.2	1.2	1.4	.9	1.0	1.1	1.2	.9
Standard error	.02	.04	.04	.05	.10	.06	.04	.05	.07	.09	.07
Standard deviation	.93	.95	.87	.81	.88	.85	.93	.85	.76	.82	.93

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 247 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Collection time of items you are sending**

Base: All using RM (QV4=1)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2030	138	95	192	67	129	161	130	117	112
Effective base		766	78	53	107	32	66	100	78	64	55
Weighted Base		1863	177	122	294	72	168	295	231	159	130
Very Dissatisfied	(-2)	31 2%	5 3%	2 2%	1 *%	2 2%	3 2%	5 2%	4 2%	4 3%	- -%
Fairly Dissatisfied	(-1)	72 4%	4 2%	8 6%	13 4%	1 1%	10 6%	18 6%	4 2%	8 5%	* *%
Neither Satisfied Nor Dissatisfied	(0)	342 18%	22 13%	20 16%	80 27% aef	20 28% e	16 9%	46 15%	51 22% e	38 24% e	25 19%
Fairly Satisfied	(1)	665 36%	58 33%	44 36%	96 33%	28 39%	72 43%	128 43%	87 38%	52 33%	49 37%
Very Satisfied	(2)	486 26%	60 34% d	36 30%	68 23%	10 14%	38 23%	68 23%	62 27%	38 24%	38 29%
Don't Know (DO NOT READ OUT)		267 14%	27 15%	13 10%	36 12%	11 16%	28 17%	31 10%	23 10%	19 12%	19 14%
NET: Satisfied		1151 62%	119 67%	80 66%	164 56%	38 53%	111 66%	195 66%	148 64%	90 57%	87 67%
NET: Dissatisfied		103 6%	9 5%	10 8%	14 5%	3 4%	13 8%	23 8%	8 4%	12 8%	* *%
Answered		1596	150	109	258	61	140	264	207	140	112
Mean Score		.9	1.1	1.0	.8	.7	.9	.9	1.0	.8	1.1 cdh
Standard error		.02	.09	.10	.07	.11	.09	.08	.08	.10	.07
Standard deviation		.93	.98	.98	.89	.85	.94	.93	.90	1.01	.74

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 247 (continuation)

**QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Collection time of items you are sending**

Base: All using RM. (QV4=1)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		2030	308	350	483	1141	889	313	299	277
Effective base		766	153	195	285	627	235	92	82	110
Weighted Base		1863	371	459	820	1649	214	104	73	37
Very Dissatisfied	(-2)	31 2%	5 1%	11 2%	11 1%	27 2%	4 2%	1 1%	2 3%	* *%
Fairly Dissatisfied	(-1)	72 4%	11 3%	19 4%	35 4%	65 4%	7 3%	4 4%	3 4%	* *%
Neither Satisfied Nor Dissatisfied	(0)	342 18%	61 16%	80 17%	176 21%	317 19%	26 12%	11 11%	9 12%	5 15%
Fairly Satisfied	(1)	665 36%	149 40%	154 34%	310 38%	614 37%	51 24%	23 23%	20 27%	8 22%
Very Satisfied	(2)	486 26%	87 23%	135 29%	198 24%	419 25%	66 31%	29 28%	23 32%	13 37%
Don't Know (DO NOT READ OUT)		267 14%	58 16%	59 13%	90 11%	207 13%	60 28%	35 33%	16 22%	10 26%
NET: Satisfied		1151 62%	236 64%	289 63%	508 62%	1033 63%	118 55%	53 51%	43 59%	22 59%
NET: Dissatisfied		103 6%	16 4%	31 7%	46 6%	93 6%	10 5%	5 5%	5 7%	* *%
Answered		1596	313	400	730	1442	154	69	57	27
Mean Score		.9	1.0	1.0	.9	.9	1.1	1.1	1.0	1.3
Standard error		.02	.05	.06	.04	.03	.04	.06	.07	.06
Standard deviation		.93	.87	.99	.91	.93	.99	.99	1.08	.81

Columns Tested: a,b,c,d,e,f,g,h

Table 247 (continuation)

**QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Collection time of items you are sending**

Base: All using RM (QV4=1)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2030	93	154	16	170	205	475	86	97	901
Effective base	766	35	45	6	51	88	188	27	27	356
Weighted Base	1863	80	105	18	124	237	389	60	56	916
Very Dissatisfied (-2)	31 2%	- -%	* *%	- -%	* *%	5 2%	10 3%	4 8% di	1 2%	9 1%
Fairly Dissatisfied (-1)	72 4%	* *%	4 4%	- -%	4 3%	10 4%	13 3%	7 12% afi	3 6%	35 4%
Neither Satisfied Nor Dissatisfied (0)	342 18%	11 14%	24 23%	3 18%	28 23%	54 23%	57 15%	8 14%	12 21%	172 19%
Fairly Satisfied (1)	665 36%	28 35%	34 32%	6 35%	40 33%	90 38%	154 40%	11 19%	17 30%	325 35%
Very Satisfied (2)	486 26%	26 32%	34 33%	4 24%	39 31%	48 20%	110 28%	18 30%	12 21%	233 25%
Don't Know (DO NOT READ OUT)	267 14%	14 18%	9 8%	4 22%	13 10%	30 13%	45 12%	10 17%	11 20%	143 16%
NET: Satisfied	1151 62%	54 68%	68 65%	11 59%	79 64%	138 58%	264 68%	29 49%	29 51%	557 61%
NET: Dissatisfied	103 6%	* *%	4 4%	- -%	4 3%	15 6%	23 6%	12 20% abdfi	5 8%	44 5%
Answered	1596	65	96	14	111	206	344	49	45	773
Mean Score	.9	1.2	1.0	1.1	1.0	.8	1.0	.6	.8	1.0
Standard error	.02	.08	.08	.22	.07	.07	.05	.16	.11	.03
Standard deviation	.93	.73	.88	.76	.86	.94	.95	1.35	1.02	.90

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 247 (continuation)

**QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Collection time of items you are sending**

Base: All using RM (QV4=1)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2030	468	475	1087	1769	261	-	1688	342	1958	72
Effective base	766	173	188	410	653	116	-	684	88	738	27
Weighted Base	1863	440	389	1034	1539	324	-	1704	159	1799	64
Very Dissatisfied (-2)	31 2%	5 1%	10 3%	15 1%	18 1%	12 4%	- -%	26 2%	5 3%	28 2%	3 5%
Fairly Dissatisfied (-1)	72 4%	14 3%	13 3%	45 4%	68 4%	4 1%	- -%	65 4%	8 5%	69 4%	3 5%
Neither Satisfied Nor Dissatisfied (0)	342 18%	93 21%	57 15%	193 19%	281 18%	61 19%	- -%	321 19%	21 14%	328 18%	14 22%
Fairly Satisfied (1)	665 36%	158 36%	154 40%	353 34%	528 34%	137 42%	- -%	608 36%	57 36%	658 37%	7 11%
Very Satisfied (2)	486 26%	113 26%	110 28%	263 25%	418 27%	67 21%	- -%	432 25%	53 34%	460 26%	26 40%
Don't Know (DO NOT READ OUT)	267 14%	57 13%	45 12%	165 16%	225 15%	42 13%	- -%	252 15%	15 10%	257 14%	10 16%
NET: Satisfied	1151 62%	270 61%	264 68%	616 60%	947 62%	204 63%	- -%	1041 61%	110 69%	1117 62%	33 52%
NET: Dissatisfied	103 6%	19 4%	23 6%	60 6%	86 6%	17 5%	- -%	91 5%	12 8%	97 5%	6 9%
Answered	1596	382	344	869	1314	282	-	1452	144	1543	53
Mean Score	.9	.9	1.0	.9	1.0	.9	-	.9	1.0	.9	.9
Standard error	.02	.04	.05	.03	.02	.06	-	.02	.06	.02	.17
Standard deviation	.93	.90	.95	.94	.93	.95	-	.92	1.02	.92	1.23

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 247 (continuation)

**QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Collection time of items you are sending**

Base: All using RM (QV4=1)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		2030	1191	409	413
Effective base		766	475	129	157
Weighted Base		1863	1188	285	374
Very Dissatisfied	(-2)	31 2%	14 1%	5 2%	8 2%
Fairly Dissatisfied	(-1)	72 4%	42 4%	12 4%	19 5%
Neither Satisfied Nor Dissatisfied	(0)	342 18%	232 20%	43 15%	63 17%
Fairly Satisfied	(1)	665 36%	432 36%	108 38%	122 33%
Very Satisfied	(2)	486 26%	279 23%	85 30%	121 32%
Don't Know (DO NOT READ OUT)		267 14%	188 16%	32 11%	43 11%
NET: Satisfied		1151 62%	711 60%	193 68%	243 65%
NET: Dissatisfied		103 6%	56 5%	16 6%	26 7%
Answered		1596	1000	253	331
Mean Score		.9	.9	1.0	1.0
Standard error		.02	.03	.05	.05
Standard deviation		.93	.90	.92	.99

Columns Tested: a,b,c

Table 247 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Collection time of items you are sending**

Base: All using RM (QV4=1)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2030	1558	298	81	30	32	16	7	8	1856	174	93
Effective base	766	638	90	20	8	8	3	1	1	726	39	19
Weighted Base	1863	1581	188	45	11	20	11	1	5	1769	94	49
Very Dissatisfied	(-2)	31	22	8	-	*	-	-	-	31	*	*
		2%	1%	4%	-%	1%	-%	-%	-%	2%	*%	*%
Fairly Dissatisfied	(-1)	72	59	5	4	-	*	4	-	64	8	4
		4%	4%	3%	9%	-%	1%	31%	-%	4%	8%	8%
Neither Satisfied Nor Dissatisfied	(0)	342	298	38	4	1	2	*	-	335	7	3
		18%	19%	20%	9%	9%	9%	*%	-%	19%	7%	6%
Fairly Satisfied	(1)	665	583	56	12	4	7	3	*	638	26	15
		36%	37%	30%	26%	39%	36%	24%	3%	36%	28%	30%
Very Satisfied	(2)	486	377	60	25	3	11	5	1	436	49	24
		26%	24%	32%	54%	26%	55%	44%	97%	25%	52%	50%
				ai		ai					abi	ai
Don't Know (DO NOT READ OUT)		267	243	20	1	3	-	*	-	264	3	3
		14%	15%	11%	1%	25%	-%	*%	-%	15%	4%	6%
			j			cj				j		
NET: Satisfied		1151	959	116	37	7	18	8	1	1075	76	39
		62%	61%	62%	81%	65%	91%	68%	100%	61%	81%	80%
											abi	
NET: Dissatisfied		103	81	14	4	*	*	4	-	95	8	4
		6%	5%	7%	9%	1%	1%	31%	-%	5%	8%	8%
Answered		1596	1338	167	45	8	20	11	1	1505	90	46
Mean Score		.9	.9	.9	1.3	1.2	1.4	.8	2.0	.9	1.3	1.3
											ai	
Standard error		.02	.03	.06	.11	.14	.12	.36	-	.16	.07	.10
Standard deviation		.93	.91	1.08	.98	.77	.70	1.35	-	.45	.93	.93

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 247 (continuation)

**QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Collection time of items you are sending**

Base: All using RM.(QV4=1)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2030	851	707	472	1779	1479	1837	1370	843	702	353	1027	100	126	80	100	51
Effective base	766	391	249	129	662	547	693	530	326	231	159	420	26	35	19	22	13
Weighted Base	1863	1012	569	281	1632	1330	1699	1279	827	558	392	1051	56	83	40	47	30
Very Dissatisfied (-2)	31 2%	13 1%	9 2%	8 3%	29 2%	22 2%	29 2%	27 2%	21 3%	14 3%	4 1%	21 2%	* *%	* *%	1 2%	4 8%	* *%
Fairly Dissatisfied (-1)	72 4%	36 4%	23 4%	13 5%	64 4%	62 5%	66 4%	62 5%	48 6%	32 6%	5 1%	47 4%	6 10%	2 2%	1 1%	1 3%	4 12%
Neither Satisfied Nor Dissatisfied (0)	342 18%	178 18%	120 21%	45 16%	324 20%	245 18%	332 20%	239 19%	160 19%	74 13%	91 23%	193 18%	11 19%	12 14%	7 17%	11 23%	7 23%
Fairly Satisfied (1)	665 36%	360 36%	223 39%	82 29%	615 38%	502 38%	633 37%	485 38%	332 40%	239 43%	136 35%	412 39%	11 20%	36 43%	20 50%	10 22%	7 24%
Very Satisfied (2)	486 26%	242 24%	134 24%	109 39% ab	403 25%	366 27%	437 26%	348 27%	220 27%	171 31%	90 23%	259 25%	24 42% ab	30 35%	9 23%	17 36%	8 27%
Don't Know (DO NOT READ OUT)	267 14%	183 18% bc	60 11%	24 8%	197 12% ef	133 10% ef	204 12% ef	118 9% f	46 6%	29 5%	65 17%	119 11%	4 8%	4 5%	3 7%	4 8%	4 13%
NET: Satisfied	1151 62%	602 59%	357 63%	191 68%	1018 62%	867 65%	1069 63%	832 65%	552 67%	410 73% abcd	226 58%	671 64%	35 62%	65 79%	29 73%	27 58%	15 52%
NET: Dissatisfied	103 6%	50 5%	32 6%	22 8%	93 6%	84 6%	94 6%	89 7%	69 8%	46 8%	9 2%	68 6% a	6 11% a	2 2%	1 3%	5 11%	4 13%
Answered	1596	830	508	258	1435	1196	1495	1161	781	530	326	932	52	79	38	43	26
Mean Score	.9	.9	.9	1.0	.9	.9	.9	.9	.9	1.0	.9	.9	1.0	1.2	1.0	.8	.8
Standard error	.02	.04	.04	.05	.02	.03	.02	.03	.03	.04	.05	.03	.11	.07	.09	.13	.15
Standard deviation	.93	.91	.91	1.05	.93	.94	.93	.96	.98	.97	.85	.94	1.08	.76	.84	1.25	1.07

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 247 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Collection time of items you are sending

Base: All using RM (QV4=1)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	2030	1292	153	106	92	51	61	24	990	203	109	69	49	37	22
Effective base	766	546	42	30	18	12	11	5	415	58	30	25	11	15	7
Weighted Base	1863	1364	97	70	41	21	26	12	1019	156	52	37	34	16	15
Very Dissatisfied (-2)	31 2%	18 1%	8 8%	* *%	- -%	1 4%	2 6%	* 1%	16 2%	2 1%	2 3%	- -%	- -%	2 14%	* 1%
Fairly Dissatisfied (-1)	72 4%	45 3%	13 13%	* *% a	1 3%	- -%	- -%	4 30%	40 4%	16 10% a	4 8%	* *%	1 1%	1 9%	- -%
Neither Satisfied Nor Dissatisfied (0)	342 18%	277 20%	17 18%	16 23% d	1 2%	6 30% d	6 23%	1 8%	198 19%	19 12%	4 8%	6 18%	10 30%	2 14%	5 35%
Fairly Satisfied (1)	665 36%	524 38%	35 36%	23 33% f	21 51%	7 31%	3 12%	3 23%	393 39%	53 34%	20 38%	12 34%	13 37%	5 29%	6 38%
Very Satisfied (2)	486 26%	325 24%	16 17%	28 39% b	14 33%	4 20%	15 58% ab	1 7%	264 26%	50 32%	18 34%	18 49% a	7 21%	5 31%	4 26%
Don't Know (DO NOT READ OUT)	267 14%	175 13%	7 7%	4 5%	4 10%	3 15%	* 1%	4 31%	108 11%	16 10%	5 10%	* *%	3 9%	* 3%	- -%
NET: Satisfied	1151 62%	849 62%	52 53%	51 72% b	34 84%	11 51%	18 70%	4 30%	657 64%	103 66%	38 72%	30 82%	20 59%	9 60%	10 65%
NET: Dissatisfied	103 6%	64 5%	21 22% ac	* *%	1 3%	1 4%	2 6%	4 31%	56 6%	18 12%	6 11%	* *%	1 1%	4 23% ad	* 1%
Answered	1596	1189	90	67	37	18	26	8	911	140	47	37	31	15	15
Mean Score	.9	.9	.4	1.2	1.3	.7	1.2	.1	.9	.9	1.0	1.3	.9	.5	.9
Standard error	.02	b	b	b	b	b	b	b	af	af	af	af	af	af	af
Standard deviation	.93	.89	1.21	.81	.70	1.00	1.18	1.18	.92	1.05	1.06	.76	.80	1.44	.83

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 247 (continuation)

**QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Collection time of items you are sending**

Base: All using RM (QV4=1)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2030	898	156	115	69	47	45	40	736	365	418	222	92
Effective base	766	387	53	33	24	14	10	14	333	143	146	50	25
Weighted Base	1863	932	138	84	35	26	28	35	872	329	326	106	64
Very Dissatisfied (-2)	31 2%	13 1%	7 5%	3 3%	- -%	- -%	- -%	4 11%	18 2%	9 3%	* *%	2 2%	- -%
Fairly Dissatisfied (-1)	72 4%	39 4%	16 11%	1 1%	1 4%	1 3%	4 13%	- -%	20 2%	20 6%	15 5%	6 5%	4 7%
Neither Satisfied Nor Dissatisfied (0)	342 18%	197 21%	16 11%	11 14%	3 9%	5 18%	2 7%	6 16%	185 21%	67 20%	55 17%	12 11%	12 19%
Fairly Satisfied (1)	665 36%	360 39%	54 39%	34 40%	17 49%	6 23%	5 18%	9 26%	304 35%	125 38%	136 42%	39 36%	29 45%
Very Satisfied (2)	486 26%	223 24%	41 30%	30 36%	13 37%	14 52%	10 36%	17 47%	205 23%	78 24%	95 29%	40 38%	17 27%
Don't Know (DO NOT READ OUT)	267 14%	101 11%	4 3%	5 6%	* *%	1 4%	7 26%	- -%	140 16%	29 9%	25 8%	8 7%	1 2%
NET: Satisfied	1151 62%	582 62%	95 69%	64 76%	30 87%	20 75%	15 54%	26 73%	509 58%	203 62%	231 71%	79 74%	46 72%
NET: Dissatisfied	103 6%	52 6%	23 17%	4 5%	1 4%	1 3%	4 13%	4 11%	38 4%	29 9%	15 5%	7 7%	4 7%
Answered	1596	831	133	79	35	25	21	35	732	299	301	98	62
Mean Score	.9	.9	.8	1.1	1.2	1.3	1.1	1.0	.9	.8	1.0	1.1	.9
Standard error	.02	.03	.09	.09	.09	.14	.18	.20	.04	.05	.04	.07	.09
Standard deviation	.93	.91	1.17	.95	.78	.91	1.15	1.29	.93	.99	.84	.96	.87

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 247 (continuation)

**QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Collection time of items you are sending**

Base: All using RM (QV4=1)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2030	817	339	360	188	70	656	278	312	157	64
Effective base	766	362	129	119	36	18	295	98	96	40	18
Weighted Base	1863	949	294	262	80	46	761	227	202	86	47
Very Dissatisfied (-2)	31 2%	20 2%	7 2%	* *	2 2%	- -%	17 2%	5 2%	* *	* *	- -%
Fairly Dissatisfied (-1)	72 4%	26 3%	17 6%	12 4%	5 6%	4 8%	24 3%	19 8%	9 5%	9 10%	1 2%
Neither Satisfied Nor Dissatisfied (0)	342 18%	203 21%	58 20%	42 16%	9 12%	12 26%	160 21%	35 15%	32 16%	5 6%	12 26%
Fairly Satisfied (1)	665 36%	333 35%	124 42%	111 42%	28 35%	20 43%	273 36%	94 41%	83 41%	30 35%	20 42%
Very Satisfied (2)	486 26%	225 24%	64 22%	71 27%	32 41%	9 21%	195 26%	58 26%	61 30%	37 42%	14 30%
Don't Know (DO NOT READ OUT)	267 14%	142 15%	23 8%	26 10%	4 5%	1 3%	92 12%	17 8%	17 9%	5 6%	* *
NET: Satisfied	1151 62%	558 59%	188 64%	182 70%	60 75%	29 64%	469 62%	152 67%	143 71%	67 77%	34 72%
NET: Dissatisfied	103 6%	47 5%	24 8%	12 4%	6 8%	4 8%	41 5%	23 10%	9 5%	9 11%	1 2%
Answered	1596	807	271	235	76	44	670	210	185	81	46
Mean Score	.9	.9	.8	1.0	1.1	.8	.9	.9	1.1	1.2	1.0
Standard error	.02	.04	.05	.05	.08	.11	.04	.06	.05	.08	.10
Standard deviation	.93	.94	.95	.83	1.00	.88	.95	.99	.84	.98	.80

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 247 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection time of items you are sending

Base: All using RM (QV4=1)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		2030	628	219	263	158	78	764	119	478	1863	167	1735	44
Effective base		766	280	75	96	50	22	304	37	185	700	66	648	15
Weighted Base		1863	701	181	214	114	48	718	85	468	1714	149	1590	42
Very Dissatisfied	(-2)	31 2%	16 2%	3 2%	5 2%	- -%	4 8%	24 3%	- -%	3 1%	27 2%	4 3%	27 2%	2 4%
Fairly Dissatisfied	(-1)	72 4%	31 4%	13 7%	8 4%	4 4%	4 8%	26 4%	2 2%	32 7%	72 4%	* %*	57 4%	7 16% a
Neither Satisfied Nor Dissatisfied	(0)	342 18%	150 21%	21 12%	46 21%	16 14%	6 12%	120 17%	24 28%	94 20%	316 18%	27 18%	316 20%	8 19%
Fairly Satisfied	(1)	665 36%	269 38%	74 41%	84 39%	34 30%	15 30%	270 38%	25 30%	187 40%	615 36%	50 33%	600 38%	15 37%
Very Satisfied	(2)	486 26%	160 23%	51 28%	63 30%	49 43%	20 42%	220 31%	26 31%	99 21%	422 25%	64 43%	393 25%	10 24%
Don't Know (DO NOT READ OUT)		267 14%	76 11%	18 10%	8 4%	11 10%	* 1%	57 8%	8 9%	53 11%	263 15%	4 3%	197 12%	- -%
NET: Satisfied		1151 62%	428 61%	125 69%	147 69%	83 73%	35 72%	490 68%	52 61%	286 61%	1037 61%	113 76% a	993 62%	26 61%
NET: Dissatisfied		103 6%	47 7%	16 9%	13 6%	4 4%	7 15%	51 7%	2 2%	35 7%	98 6%	5 3%	84 5%	8 20% a
Answered		1596	625	162	206	103	48	660	77	414	1451	145	1393	42
Mean Score		.9	.8	1.0	.9	1.2	.9	1.0	1.0	.8	.9	1.2	.9	.6
Standard error		.02	.04	.07	.06	.07	.14	.04	.08	.04	.02	.07	.02	.17
Standard deviation		.93	.95	.97	.94	.87	1.26	1.00	.86	.90	.93	.93	.92	1.14

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 247 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Collection time of items you are sending**

Base: All using RM (QV4=1)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	
Unweighted Base	2030	1343	136	956	414	1741	38	1331	148	960	410	
Effective base	766	512	36	388	143	649	13	503	44	390	141	
Weighted Base	1863	1234	96	906	373	1597	35	1222	108	916	363	
Very Dissatisfied	(-2)	31 2%	22 2%	- -%	23 3%	4 1%	29 2%	- -%	21 2%	2 2%	23 3%	4 1%
Fairly Dissatisfied	(-1)	72 4%	56 5%	6 7%	42 5%	19 5%	60 4%	3 10%	55 5%	7 6%	43 5%	18 5%
Neither Satisfied Nor Dissatisfied	(0)	342 18%	229 19%	15 16%	176 19%	64 17%	316 20%	8 22%	228 19%	17 16%	182 20%	57 16%
Fairly Satisfied	(1)	665 36%	450 36%	52 54%	343 38%	141 38%	605 38%	11 31%	455 37%	47 43%	345 38%	140 39%
Very Satisfied	(2)	486 26%	346 28%	19 20%	222 25%	125 34%	390 24%	13 38%	335 27%	31 29%	223 24%	124 34%
Don't Know (DO NOT READ OUT)		267 14%	130 11%	3 3%	99 11%	19 5%	197 12%	- -%	129 11%	5 4%	99 11%	19 5%
NET: Satisfied		1151 62%	796 65%	71 74%	566 62%	267 72%	994 62%	24 68%	789 65%	78 72%	568 62%	264 73%
NET: Dissatisfied		103 6%	78 6%	6 7%	66 7%	23 6%	89 6%	3 10%	76 6%	9 8%	67 7%	22 6%
Answered		1596	1103	93	807	354	1400	35	1093	103	817	344
Mean Score		.9	.9	.9	.9	1.0	.9	1.0	.9	1.0	.9	1.1
Standard error		.02	.03	.07	.03	.05	.02	.16	.03	.08	.03	.05
Standard deviation		.93	.95	.80	.97	.92	.92	1.01	.94	.94	.97	.92

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 247 (continuation)

**QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Collection time of items you are sending**

Base: All using RM (QV4=1)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2030	890	1411	260	1	821	1049	202	4	955	789	240	1
Effective base	766	316	539	93	1	294	392	74	3	365	313	91	1
Weighted Base	1863	787	1302	240	4	727	903	181	5	882	710	208	2
Very Dissatisfied (-2)	31 2%	22 3%	14 1%	2 1%	- -%	16 2%	6 1%	- -%	- -%	22 3%	10 1%	* *%	- -%
Fairly Dissatisfied (-1)	72 4%	38 5%	49 4%	10 4%	- -%	44 6%	36 4%	7 4%	1 12%	49 6%	34 5%	7 3%	- -%
Neither Satisfied Nor Dissatisfied (0)	342 18%	137 17%	248 19%	38 16%	4 100%	115 16%	147 16%	32 18%	- -%	148 17%	125 18%	41 19%	- -%
Fairly Satisfied (1)	665 36%	325 41%	497 38%	81 34%	- -%	263 36%	346 38%	49 27%	1 12%	325 37%	263 37%	55 26%	2 100%
Very Satisfied (2)	486 26%	203 26%	315 24%	73 30%	- -%	227 31%	255 28%	72 40%	3 76%	268 30%	199 28%	80 38%	- -%
Don't Know (DO NOT READ OUT)	267 14%	61 8%	179 14%	35 15%	- -%	62 8%	113 12%	21 12%	- -%	70 8%	80 11%	26 13%	- -%
NET: Satisfied	1151 62%	528 67%	812 62%	154 64%	- -%	490 67%	601 67%	121 67%	4 88%	593 67%	462 65%	134 65%	2 100%
NET: Dissatisfied	103 6%	60 8%	63 5%	12 5%	- -%	60 8%	43 5%	7 4%	1 12%	71 8%	43 6%	7 3%	- -%
Answered	1596	726	1123	205	4	665	791	160	5	812	630	182	2
Mean Score	.9	.9	.9	1.0	-	1.0	1.0	1.2	1.5	.9	1.0	1.1	1.0
Standard error	.02	.03	.03	.06	-	.04	.03	.07	.56	.03	.03	.06	-
Standard deviation	.93	.97	.89	.91	-	1.00	.87	.89	1.11	1.00	.93	.89	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 247 (continuation)

**QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Collection time of items you are sending**

Base: All using RM (QV4=1)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2030	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	766	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	1863	1550	1175	912	1213	1042	34	633	496	449	133	87
Very Dissatisfied (-2)	31 2%	25 2%	15 1%	18 2%	23 2%	12 1%	* *%	5 1%	4 1%	7 2%	1 1%	- -%
Fairly Dissatisfied (-1)	72 4%	56 4%	46 4%	42 5%	51 4%	29 3%	1 4%	27 4%	25 5%	25 6%	5 4%	7 8%
Neither Satisfied Nor Dissatisfied (0)	342 18%	308 20%	210 18%	178 19%	213 18%	219 21%	* *%	125 20%	104 21%	84 19%	25 19%	29 34% c
Fairly Satisfied (1)	665 36%	593 38%	439 37%	334 37%	468 39%	369 35%	14 41%	240 38%	182 37%	152 34%	47 36%	26 30%
Very Satisfied (2)	486 26%	381 25%	336 29%	241 26%	328 27%	264 25%	18 54% ab	164 26%	129 26%	144 32%	42 32%	15 17%
Don't Know (DO NOT READ OUT)	267 14%	186 12%	129 11%	99 11%	129 11%	149 14%	* 1%	72 11%	52 10%	36 8%	13 10%	10 11%
NET: Satisfied	1151 62%	974 63%	775 66%	575 63%	797 66%	633 61%	32 95% ab	403 64% e	311 63%	296 66% e	89 67%	41 47%
NET: Dissatisfied	103 6%	81 5%	61 5%	60 7%	74 6%	42 4%	1 4%	32 5%	29 6%	33 7%	6 5%	7 8%
Answered	1596	1364	1046	813	1084	893	34	561	444	413	120	77
Mean Score	.9	.9	1.0	.9	.9	.9	1.5 ab	.9 e	.9	1.0 e	1.0 e	.6
Standard error	.02	.02	.03	.03	.03	.03	.10	.04 e	.04	.05	.08	.11
Standard deviation	.93	.91	.91	.95	.94	.89	.72	.89	.91	.98	.89	.90

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 247 (continuation)

**QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Collection time of items you are sending**

Base: All using RM. (QV4=1)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
Total base		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		2030	201	131	98	50	1775	1241	1852	1282	1190	830	1685	219	-	1640	120
Effective base		766	81	46	39	20	656	420	686	444	400	312	630	82	-	604	56
Weighted Base		1863	198	114	93	47	1569	967	1644	1038	912	756	1519	188	-	1417	139
Very Dissatisfied	(-2)	31	5	-	5	*	23	15	23	17	20	15	18	3	-	8	17
		2%	3%	-%	5%	***	1%	2%	1%	2%	2%	2%	1%	1%	-%	1%	13%
Fairly Dissatisfied	(-1)	72	8	13	1	*	58	36	63	36	44	26	50	6	-	26	32
		4%	4%	11%	1%	***	4%	4%	4%	3%	5%	3%	3%	3%	-%	2%	23%
Neither Satisfied Nor Dissatisfied	(0)	342	35	16	23	7	286	165	292	193	152	136	270	28	-	189	26
		18%	18%	14%	25%	15%	18%	17%	18%	19%	17%	18%	18%	15%	-%	13%	19%
Fairly Satisfied	(1)	665	86	34	38	12	574	309	600	352	295	290	547	55	-	541	29
		36%	44%	30%	41%	26%	37%	32%	37%	34%	32%	38%	36%	29%	-%	38%	21%
Very Satisfied	(2)	486	38	49	18	25	399	269	427	276	238	219	400	58	-	452	10
		26%	19%	43%	19%	54%	25%	28%	26%	27%	26%	29%	26%	31%	-%	32%	7%
Don't Know (DO NOT READ OUT)		267	26	3	8	2	230	173	239	164	164	71	233	38	-	201	26
		14%	13%	2%	9%	5%	15%	18%	15%	16%	18%	9%	15%	20%	-%	14%	19%
NET: Satisfied		1151	124	83	56	38	973	578	1028	628	533	509	947	113	-	993	38
		62%	63%	73%	60%	80%	62%	60%	63%	61%	58%	67%	62%	60%	-%	70%	28%
NET: Dissatisfied		103	13	13	6	*	80	50	85	52	63	40	69	9	-	34	49
		6%	7%	11%	6%	***	5%	5%	5%	5%	7%	5%	5%	5%	-%	2%	35%
Answered Mean Score		1596	172	112	85	45	1339	793	1405	874	748	685	1286	149	-	1216	113
		.9	.8	1.1	.7	1.4	.9	1.0	1.0	1.0	.9	1.0	1.0	1.1	-	1.2	-.2
Standard error		.02	.07	.09	.10	.11	.02	.03	.02	.03	.03	.03	.02	.07	-	.02	.13
Standard deviation		.93	.92	1.02	.99	.77	.91	.95	.91	.93	.99	.93	.90	.95	-	.81	1.22

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 247 (continuation)

**QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Collection time of items you are sending**

Base: All using RM (QV4=1)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	2030	769	1261	529	24	265	370	249	1319	429	317	350	1304
Effective base	766	310	455	197	13	97	146	91	510	156	106	138	503
Weighted Base	1863	759	1104	489	36	233	371	224	1264	354	245	344	1227
Very Dissatisfied (-2)	31 2%	26 3%	5 *%	8 2%	* *%	4 2%	5 1%	13 6%	13 1%	5 1%	8 3%	6 2%	16 1%
Fairly Dissatisfied (-1)	72 4%	64 8%	8 1%	10 2%	3 9%	14 6%	9 2%	21 9%	32 3%	19 5%	13 5%	17 5%	43 4%
Neither Satisfied Nor Dissatisfied (0)	342 18%	153 20%	190 17%	78 16%	10 27%	42 18%	62 17%	16 7%	239 19%	81 23%	30 12%	66 19%	235 19%
Fairly Satisfied (1)	665 36%	271 36%	394 36%	202 41%	16 45%	95 41%	148 40%	90 40%	468 37%	103 29%	83 34%	137 40%	431 35%
Very Satisfied (2)	486 26%	149 20%	337 31%	157 32%	7 19%	63 27%	118 32%	66 29%	327 26%	87 24%	75 31%	81 24%	323 26%
Don't Know (DO NOT READ OUT)	267 14%	97 13%	170 15%	34 7%	- -%	15 6%	29 8%	17 8%	185 15%	59 17%	35 14%	37 11%	178 15%
NET: Satisfied	1151 62%	420 55%	731 66%	359 73%	23 63%	158 68%	266 72%	156 70%	795 63%	190 54%	159 65%	218 63%	754 61%
NET: Dissatisfied	103 6%	89 12%	14 1%	18 4%	3 9%	18 8%	13 4%	34 15%	45 4%	24 7%	20 8%	23 7%	59 5%
Answered	1596	662	934	455	36	218	341	206	1079	295	209	307	1049
Mean Score	.9	.7	1.1	1.1	.7	.9	1.1	.9	1.0	.8	1.0	.9	1.0
Standard error	.02	.04	.02	.04	.18	.06	.05	.08	.03	.05	.06	.05	.03
Standard deviation	.93	1.04	.80	.87	.89	.94	.86	1.16	.87	.98	1.04	.93	.91

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 247 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection time of items you are sending

Base: All using RM (QV4=1)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		2030	1069	961
Effective base		766	331	434
Weighted Base		1863	814	1048
Very Dissatisfied	(-2)	31 2%	13 2%	18 2%
Fairly Dissatisfied	(-1)	72 4%	35 4%	38 4%
Neither Satisfied Nor Dissatisfied	(0)	342 18%	143 18%	199 19%
Fairly Satisfied	(1)	665 36%	271 33%	394 38%
Very Satisfied	(2)	486 26%	192 24%	293 28%
Don't Know (DO NOT READ OUT)		267 14%	160 20%	107 10%
NET: Satisfied		1151 62%	464 57%	687 66%
NET: Dissatisfied		103 6%	48 6%	55 5%
Answered		1596	654	941
Mean Score		.9	.9	1.0
Standard error		.02	.03	.03
Standard deviation		.93	.95	.92

Columns Tested:: a,b

Table 247 (continuation)

**QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Collection time of items you are sending**

Base: All using RM (QV4=1)

		Month											
Total base		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	2030	118	239	187	177	210	116	119	213	137	167	121	226
Effective base	766	35	112	111	57	141	67	16	83	56	35	43	83
Weighted Base	1863	50	195	217	60	300	106	32	288	147	85	118	264
Very Dissatisfied (-2)	31 2%	- -%	4 2%	2 1%	1 2%	* *%	- -%	* *%	7 2%	1 1%	* *%	2 1%	13 5% e
Fairly Dissatisfied (-1)	72 4%	- -%	9 5%	7 3%	2 3%	15 5%	6 6%	- -%	5 2%	6 4%	1 1%	17 15%	5 2%
Neither Satisfied Nor Dissatisfied (0)	342 18%	8 16%	27 14%	46 21%	10 16%	46 15%	16 15%	7 21%	92 32%	35 24%	15 18%	11 9%	30 12%
Fairly Satisfied (1)	665 36%	13 26%	86 44%	64 29%	17 28%	141 47%	30 28%	11 35%	71 24%	33 22%	33 39%	44 37%	123 47%
Very Satisfied (2)	486 26%	17 35%	41 21%	61 28%	20 34%	63 21%	28 27%	13 39%	89 31%	34 23%	20 24%	29 25%	69 26%
Don't Know (DO NOT READ OUT)	267 14%	12 24%	28 14%	36 17%	10 17%	34 11%	26 24%	2 5%	25 9%	39 26%	16 19%	15 13%	24 9%
NET: Satisfied	1151 62%	30 61%	127 65%	125 58%	37 62%	204 68%	58 55%	24 74%	160 55%	67 45%	53 62%	73 62%	192 73% cfhi
NET: Dissatisfied	103 6%	- -%	14 7%	9 4%	3 5%	15 5%	6 6%	* *%	12 4%	7 4%	1 1%	19 16%	18 7%
Answered	1596	38	167	180	49	266	80	30	264	109	69	103	240
Mean Score	.9	1.3	.9	1.0	1.1	.9	1.0	1.2	.9	.9	1.1	.8	1.0
Standard error	.02	.08	.07	.08	.08	.06	.10	.08	.07	.09	.06	.11	.07
Standard deviation	.93	.78	.93	.93	.99	.80	.94	.78	.99	.96	.75	1.08	.99

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 247 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Collection time of items you are sending

Base: All using RM (QV4=1)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2030	544	503	469	514	1047	983
Effective base	766	256	250	151	158	506	309
Weighted Base	1863	462	465	468	468	927	936
Very Dissatisfied (-2)	31 2%	7 1%	1 *	8 2%	15 3%	8 1%	23 2%
Fairly Dissatisfied (-1)	72 4%	16 4%	23 5%	10 2%	23 5%	39 4%	33 4%
Neither Satisfied Nor Dissatisfied (0)	342 18%	80 17%	72 15%	134 29% abd	57 12%	152 16%	190 20%
Fairly Satisfied (1)	665 36%	162 35% c	188 40% c	115 25%	200 43% c	350 38%	315 34%
Very Satisfied (2)	486 26%	120 26%	112 24%	136 29%	118 25%	232 25%	254 27%
Don't Know (DO NOT READ OUT)	267 14%	76 17%	70 15%	65 14%	56 12%	146 16%	121 13%
NET: Satisfied	1151 62%	282 61%	300 64%	251 54%	318 68% c	582 63%	569 61%
NET: Dissatisfied	103 6%	23 5%	24 5%	18 4%	37 8%	47 5%	56 6%
Answered	1596	385	396	403	412	781	815
Mean Score	.9	1.0	1.0	.9	.9	1.0	.9
Standard error	.02	.04	.04	.05	.05	.03	.03
Standard deviation	.93	.92	.85	.97	.98	.89	.98

Columns Tested: a,b,c,d - a,b

Table 248

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2030	481	1549	1429	331	76	194	601
Effective base	766	113	660	706	138	33	83	180
Weighted Base	1863	208	1655	1782	69	7	5	80
Very Dissatisfied	(-2) 32 2%	1 1%	31 2%	32 2%	* %	* 1%	* 1%	* %
Fairly Dissatisfied	(-1) 72 4%	2 1%	70 4%	70 4%	2 3%	- %	* 2%	2 3%
Neither Satisfied Nor Dissatisfied	(0) 296 16%	14 7%	282 17%	287 16%	8 12%	1 7%	* 6%	9 11%
Fairly Satisfied	(1) 651 35%	31 15%	619 37%	620 35%	26 37%	4 52%	2 36%	31 39%
Very Satisfied	(2) 550 30%	56 27%	494 30%	519 29%	27 39%	2 33%	2 41%	31 39%
Don't Know (DO NOT READ OUT)	262 14%	103 50%	159 10%	255 14%	6 8%	1 7%	1 14%	7 9%
NET: Satisfied	1201 64%	87 42%	1113 67%	1139 64%	52 76%	6 85%	3 77%	62 77%
NET: Dissatisfied	104 6%	3 2%	100 6%	101 6%	2 3%	* 1%	* 3%	2 3%
Answered	1601	105	1496	1527	63	7	4	73
Mean Score	1.0	1.3	1.0	1.0	1.2	1.3	1.3	1.2
Standard error	.02	.05	.02	.03	.05	.08	.07	.03
Standard deviation	.94	.87	.94	.95	.82	.71	.96	.80

Columns Tested: a,b - a,b,c,d,e

Table 248 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Collection reliability**

Base: All using RM (QV4=1)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2030	623	599	207	201	206	194	1429	331	270
Effective base		766	360	282	82	92	79	83	706	138	75
Weighted Base		1863	997	661	125	50	26	5	1782	69	12
Very Dissatisfied	(-2)	32 2%	22 2%	8 1%	1 1%	* *%	* *%	* 1%	32 2%	* *%	* 1%
Fairly Dissatisfied	(-1)	72 4%	30 3%	37 6%	2 2%	1 3%	1 3%	* 2%	70 4%	2 3%	* 1%
Neither Satisfied Nor Dissatisfied	(0)	296 16%	163 16%	107 16%	17 14%	6 11%	3 12%	* 6%	287 16%	8 12%	1 7%
Fairly Satisfied	(1)	651 35%	340 34%	238 36%	41 33%	19 38%	10 40%	2 36%	620 35%	26 37%	5 46%
Very Satisfied	(2)	550 30%	286 29%	191 29%	42 33%	19 39%	10 38%	2 41%	519 29%	27 39%	4 36%
Don't Know (DO NOT READ OUT)		262 14%	154 15%	80 12%	21 17%	5 9%	2 7%	1 14%	255 14%	6 8%	1 10%
NET: Satisfied		1201 64%	627 63%	429 65%	83 67%	38 77%	20 78%	3 77%	1139 64%	52 76%	10 82%
NET: Dissatisfied		104 6%	53 5%	45 7%	4 3%	1 3%	1 3%	* 3%	101 6%	2 3%	* 2%
Answered		1601	842	581	104	45	24	4	1527	63	11
Mean Score		1.0	1.0	1.0	1.2	1.2	1.2	1.3	1.0	1.2	1.3
Standard error		.02	.04	.04	.07	.06	.06	.07	.03	.05	.05
Standard deviation		.94	.96	.95	.87	.80	.82	.96	.95	.82	.76

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 248 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2030	881	548	331	76	194	748	325	117	80	210
Effective base	766	523	243	138	33	83	425	137	36	27	36
Weighted Base	1863	1459	324	69	7	5	1176	252	64	32	54
Very Dissatisfied (-2)	32 2%	29 2%	3 1%	* *%	* 1%	* 1%	22 2%	2 1%	* *%	- -%	* *%
Fairly Dissatisfied (-1)	72 4%	59 4%	11 3%	2 3%	- -%	* 2%	55 5%	6 3%	* 1%	- -%	1 1%
Neither Satisfied Nor Dissatisfied (0)	296 16%	235 16%	52 16%	8 12%	1 7%	* 6%	192 16%	42 16%	16 25%	6 18%	7 13%
Fairly Satisfied (1)	651 35%	511 35%	108 33%	26 37%	4 52%	2 36%	428 36%	105 41%	22 34%	7 21%	22 40%
Very Satisfied (2)	550 30%	414 28%	105 32%	27 39%	2 33%	2 41%	346 29%	71 28%	25 39%	16 49%	15 28%
Don't Know (DO NOT READ OUT)	262 14%	211 14%	44 14%	6 8%	1 7%	1 14%	133 11%	27 11%	1 2%	4 11%	9 17%
NET: Satisfied	1201 64%	925 63%	213 66%	52 76%	6 85%	3 77%	773 66%	175 69%	47 73%	23 71%	37 68%
NET: Dissatisfied	104 6%	88 6%	14 4%	2 3%	* 1%	* 3%	77 7%	8 3%	1 1%	- -%	1 2%
Answered	1601	1248	280	63	7	4	1042	225	63	28	44
Mean Score	1.0	1.0	1.1	1.2	1.3	1.3	1.0	1.0	1.1	1.4	1.1
Standard error	.02	.04	.04	a .05	.08	ab .07	.04	.05	.08	a .09	.05
Standard deviation	.94	.96	.90	.82	.71	.96	.96	.83	.82	.81	.76

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 248 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2030	138	95	192	67	129	161	130	117	112
Effective base		766	78	53	107	32	66	100	78	64	55
Weighted Base		1863	177	122	294	72	168	295	231	159	130
Very Dissatisfied	(-2)	32 2%	2 1%	1 1%	10 3%	- -%	4 2%	4 2%	4 2%	4 3%	2 1%
Fairly Dissatisfied	(-1)	72 4%	7 4%	8 7%	13 5%	3 4%	3 2%	13 4%	11 5%	8 5%	* *%
Neither Satisfied Nor Dissatisfied	(0)	296 16%	23 13%	21 17%	57 19%	12 16%	18 11%	47 16%	43 19%	31 20%	24 18%
Fairly Satisfied	(1)	651 35%	59 33%	33 27%	103 35%	31 43%	65 38%	127 43%	76 33%	61 38%	44 34%
Very Satisfied	(2)	550 30%	60 34%	43 35%	75 25%	13 18%	58 34%	68 23%	81 35%	38 24%	45 35%
Don't Know (DO NOT READ OUT)		262 14%	26 15%	16 13%	35 12%	14 19%	21 13%	35 12%	15 6%	17 11%	15 12%
NET: Satisfied		1201 64%	119 67%	76 63%	178 61%	44 61%	122 73%	195 66%	157 68%	99 62%	89 68%
NET: Dissatisfied		104 6%	8 5%	9 8%	24 8%	3 4%	7 4%	18 6%	16 7%	12 8%	2 1%
Answered		1601	151	106	259	58	147	260	216	142	115
Mean Score		1.0	1.1	1.0	.8	.9	1.2	.9	1.0	.8	1.1
Standard error		.02	.08	.11	.08	.10	.08	.07	.09	.10	.08
Standard deviation		.94	.91	1.00	1.03	.79	.89	.89	.99	.98	.86

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 248 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM. (QV4=1)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		2030	308	350	483	1141	889	313	299	277
Effective base		766	153	195	285	627	235	92	82	110
Weighted Base		1863	371	459	820	1649	214	104	73	37
Very Dissatisfied	(-2)	32 2%	5 1%	7 2%	19 2%	32 2%	* *%	- -%	* *%	* *%
Fairly Dissatisfied	(-1)	72 4%	6 2%	23 5%	38 5%	67 4%	5 2%	2 2%	3 4%	* *%
Neither Satisfied Nor Dissatisfied	(0)	296 16%	53 14%	76 16%	147 18%	276 17%	20 9%	10 9%	6 8%	5 12%
Fairly Satisfied	(1)	651 35%	140 38%	153 33%	306 37%	599 36%	51 24%	23 22%	21 28%	7 20%
Very Satisfied	(2)	550 30%	116 31%	141 31%	224 27%	480 29%	70 33%	30 29%	26 35%	14 38%
Don't Know (DO NOT READ OUT)		262 14%	50 14%	59 13%	86 10%	195 12%	67 31%	39 37%	18 25%	10 29%
NET: Satisfied		1201 64%	255 69%	294 64%	530 65%	1080 65%	121 57%	53 51%	46 63%	21 58%
NET: Dissatisfied		104 6%	11 3%	30 7%	57 7%	98 6%	6 3%	2 2%	3 4%	* 1%
Answered		1601	320	400	734	1454	147	65	55	26
Mean Score		1.0	1.1	1.0	.9	1.0	1.3	1.2	1.2	1.3
Standard error		.02	.05	.06	.05	.03	bcd	bcd	bcd	abcd
Standard deviation		.94	.86	.97	.97	.95	.85	.84	.88	.82

Columns Tested: a,b,c,d,e,f,g,h

Table 248 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2030	93	154	16	170	205	475	86	97	901
Effective base	766	35	45	6	51	88	188	27	27	356
Weighted Base	1863	80	105	18	124	237	389	60	56	916
Very Dissatisfied (-2)	32 2%	- -%	3 3%	- -%	3 3%	2 1%	7 2%	4 8%	1 2%	14 2%
Fairly Dissatisfied (-1)	72 4%	* *%	2 2%	- -%	2 1%	10 4%	11 3%	6 11%	1 1%	42 5%
Neither Satisfied Nor Dissatisfied (0)	296 16%	9 12%	16 15%	4 22%	20 16%	46 19%	72 19%	9 15%	7 12%	133 15%
Fairly Satisfied (1)	651 35%	26 32%	29 28%	6 31%	35 28%	89 37%	132 34%	11 18%	23 40%	336 37%
Very Satisfied (2)	550 30%	35 44%	46 44%	8 45%	54 44%	55 23%	120 31%	19 32%	15 27%	252 28%
Don't Know (DO NOT READ OUT)	262 14%	10 12%	9 8%	* 2%	9 7%	36 15%	48 12%	10 18%	10 18%	138 15%
NET: Satisfied	1201 64%	61 76%	75 71%	14 76%	89 72%	143 60%	251 65%	29 49%	38 67%	588 64%
NET: Dissatisfied	104 6%	* *%	5 5%	- -%	5 4%	12 5%	17 4%	11 18%	2 3%	57 6%
Answered	1601	70	96	18	114	201	341	49	47	778
Mean Score	1.0	1.4	1.2	1.2	1.2	.9	1.0	.7	1.1	1.0
Standard error	.02	efgi	.09	.23	.08	.07	.05	.16	.10	.03
Standard deviation	.94	.72	1.01	.82	.98	.88	.93	1.35	.87	.94

Columns Tested: a,b,c,d,e,f,g,h,i

Table 248 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2030	468	475	1087	1769	261	-	1688	342	1958	72
Effective base	766	173	188	410	653	116	-	684	88	738	27
Weighted Base	1863	440	389	1034	1539	324	-	1704	159	1799	64
Very Dissatisfied (-2)	32 2%	5 1%	7 2%	20 2%	23 1%	9 3%	- -%	27 2%	5 3%	32 2%	- -%
Fairly Dissatisfied (-1)	72 4%	12 3%	11 3%	49 5%	64 4%	8 2%	- -%	69 4%	3 2%	69 4%	3 5%
Neither Satisfied Nor Dissatisfied (0)	296 16%	75 17%	72 19%	149 14%	230 15%	66 20%	- -%	273 16%	23 14%	280 16%	16 25%
Fairly Satisfied (1)	651 35%	149 34%	132 34%	370 36%	535 35%	116 36%	- -%	585 34%	66 41%	639 35%	12 19%
Very Satisfied (2)	550 30%	144 33%	120 31%	286 28%	468 30%	82 25%	- -%	500 29%	50 32%	528 29%	22 34%
Don't Know (DO NOT READ OUT)	262 14%	55 12%	48 12%	160 15%	219 14%	43 13%	- -%	250 15%	13 8%	252 14%	11 17%
NET: Satisfied	1201 64%	293 67%	251 65%	657 63%	1002 65%	198 61%	- -%	1085 64%	116 73%	1167 65%	34 53%
NET: Dissatisfied	104 6%	17 4%	17 4%	69 7%	87 6%	17 5%	- -%	96 6%	7 5%	101 6%	3 5%
Answered	1601	385	341	875	1320	281	-	1454	146	1548	53
Mean Score	1.0	1.1	1.0	1.0	1.0	.9	-	1.0	1.1	1.0	1.0
Standard error	.02	.05	.05	.03	.02	.06	-	.03	.05	.02	.14
Standard deviation	.94	.90	.93	.96	.94	.96	-	.94	.93	.94	.98

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 248 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	c
Unweighted Base		2030	1191	409	413
Effective base		766	475	129	157
Weighted Base		1863	1188	285	374
Very Dissatisfied	(-2)	32 2%	17 1%	1 *%	9 3%
Fairly Dissatisfied	(-1)	72 4%	28 2%	24 8% a	20 5%
Neither Satisfied Nor Dissatisfied	(0)	296 16%	200 17% b	28 10%	63 17%
Fairly Satisfied	(1)	651 35%	427 36%	113 40% c	106 28%
Very Satisfied	(2)	550 30%	318 27%	92 32%	139 37% a
Don't Know (DO NOT READ OUT)		262 14%	197 17% bc	27 9%	37 10%
NET: Satisfied		1201 64%	745 63%	205 72% a	245 65%
NET: Dissatisfied		104 6%	45 4%	25 9% a	29 8% a
Answered		1601	991	258	337
Mean Score		1.0	1.0	1.1	1.0
Standard error		.02	.03	.05	.06
Standard deviation		.94	.89	.94	1.04

Columns Tested: a,b,c

Table 248 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Collection reliability**

Base: All using RM (QV4=1)

		Annual postal spend											
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+	
		a	b	c	d	e	*f	*g	*h	i	j	k	
Significance Level: 95%													
Unweighted Base	2030	1558	298	81	30	32	16	7	8	1856	174	93	
Effective base	766	638	90	20	8	8	3	1	1	726	39	19	
Weighted Base	1863	1581	188	45	11	20	11	1	5	1769	94	49	
Very Dissatisfied	(-2)	32 2%	24 2%	5 2%	- -%	3 26%	* 1%	- -%	- -%	29 2%	3 3%	3 6%	
					abcij								
Fairly Dissatisfied	(-1)	72 4%	59 4%	12 6%	1 1%	- -%	* *%	- -%	- -%	71 4%	1 1%	* *%	
Neither Satisfied Nor Dissatisfied	(0)	296 16%	251 16%	33 17%	6 13%	1 9%	4 19%	2 19%	* 2%	* 6%	283 16%	13 14%	7 15%
Fairly Satisfied	(1)	651 35%	570 36%	46 25%	12 26%	2 20%	6 31%	9 77%	* 2%	5 89%	617 35%	34 36%	22 45%
			b										
Very Satisfied	(2)	550 30%	438 28%	69 37%	27 59%	5 45%	10 50%	* 3%	1 97%	* 2%	507 29%	43 46%	16 34%
				ai							ai		
Don't Know (DO NOT READ OUT)		262 14%	239 15%	23 12%	1 1%	- -%	- -%	* *%	- -%	* 3%	261 15%	1 1%	* *%
			j	j							j		
NET: Satisfied		1201 64%	1009 64%	115 61%	38 85%	7 65%	16 81%	9 80%	1 98%	5 91%	1124 64%	77 82%	38 79%
				bi							abi		
NET: Dissatisfied		104 6%	84 5%	17 9%	1 1%	3 26%	* 1%	- -%	- -%	- -%	100 6%	4 4%	3 6%
					acij								
Answered	1601	1343	165	45	11	20	11	1	5	1508	93	48	
Mean Score	1.0	1.0	1.0	1.4	.6	1.3	.8	1.9	1.0	1.0	1.2	1.0	
				ai									
Standard error	.02	.03	.07	.09	.32	.15	.13	-	.12	.02	.07	.11	
Standard deviation	.94	.92	1.08	.77	1.73	.82	.47	-	.31	.94	.93	1.03	

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 248 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM. (QV4=1)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2030	851	707	472	1779	1479	1837	1370	843	702	353	1027	100	126	80	100	51
Effective base	766	391	249	129	662	547	693	530	326	231	159	420	26	35	19	22	13
Weighted Base	1863	1012	569	281	1632	1330	1699	1279	827	558	392	1051	56	83	40	47	30
Very Dissatisfied (-2)	32 2%	9 1%	15 3%	8 3%	29 2%	28 2%	32 2%	31 2%	24 3%	12 2%	4 1%	21 2%	* *%	* *%	1 2%	5 11%	1 3%
Fairly Dissatisfied (-1)	72 4%	26 3%	33 6%	13 4%	59 4%	60 4%	60 4%	64 5%	51 6%	38 7%	2 *%	37 4%	11 20%	6 7%	* *%	- -%	5 15%
Neither Satisfied Nor Dissatisfied (0)	296 16%	160 16%	91 16%	46 16%	276 17%	218 16%	281 17%	218 17%	130 16%	65 12%	63 16%	182 17%	5 10%	8 10%	7 17%	14 30%	2 6%
Fairly Satisfied (1)	651 35%	354 35%	217 38%	80 28%	598 37%	479 36%	617 36%	456 36%	331 40%	233 42%	146 37%	387 37%	14 25%	35 42%	17 43%	7 14%	11 36%
Very Satisfied (2)	550 30%	281 28%	157 28%	112 40%	476 29%	418 31%	510 30%	393 31%	254 31%	188 34%	111 28%	310 30%	20 37%	29 35%	12 31%	20 43%	8 26%
Don't Know (DO NOT READ OUT)	262 14%	182 18%	56 10%	24 8%	193 12%	127 10%	198 12%	117 9%	38 5%	21 4%	66 17%	113 11%	5 9%	5 6%	3 7%	1 2%	4 14%
NET: Satisfied	1201 64%	635 63%	374 66%	192 68%	1074 66%	897 67%	1127 66%	848 66%	585 71%	421 75%	257 66%	698 66%	34 62%	64 76%	30 74%	27 57%	18 62%
NET: Dissatisfied	104 6%	36 4%	48 8%	20 7%	89 5%	88 7%	92 5%	95 7%	75 9%	50 9%	5 1%	58 6%	11 20%	6 7%	1 2%	5 11%	6 19%
Answered	1601	830	512	258	1439	1202	1501	1162	790	537	325	938	51	78	38	46	26
Mean Score	1.0	1.0	.9	1.1	1.0	1.0	1.0	1.0	.9	1.0	1.1	1.0	.9	1.1	1.1	.8	.8
Standard error	.02	.03	.04	.05	.02	.03	.02	.03	.04	.04	.05	.03	.12	.08	.10	.14	.17
Standard deviation	.94	.87	1.00	1.03	.93	.97	.94	.99	1.01	.98	.80	.94	1.18	.89	.85	1.32	1.20

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 248 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	2030	1292	153	106	92	51	61	24	990	203	109	69	49	37	22
Effective base	766	546	42	30	18	12	11	5	415	58	30	25	11	15	7
Weighted Base	1863	1364	97	70	41	21	26	12	1019	156	52	37	34	16	15
Very Dissatisfied (-2)	32 2%	16 1%	9 9%	* *%	3 7%	1 4%	- -%	1 8%	19 2%	3 2%	* *%	- -%	3 8%	2 16%	1 6%
Fairly Dissatisfied (-1)	72 4%	47 3%	10 10%	2 2%	1 3%	* *%	- -%	* 1%	30 3%	20 13%	* *%	5 13%	- -%	- -%	5 30%
Neither Satisfied Nor Dissatisfied (0)	296 16%	233 17%	20 21%	6 8%	3 7%	6 28%	7 27%	1 8%	174 17%	20 13%	6 12%	3 7%	12 34%	2 13%	1 7%
Fairly Satisfied (1)	651 35%	505 37%	30 31%	32 45%	17 42%	3 14%	5 21%	5 43%	379 37%	46 29%	25 48%	10 26%	10 30%	4 28%	4 29%
Very Satisfied (2)	550 30%	393 29%	21 22%	25 36%	15 36%	8 38%	13 51%	1 7%	304 30%	57 37%	17 32%	20 54%	9 27%	7 42%	4 28%
Don't Know (DO NOT READ OUT)	262 14%	171 13%	7 7%	6 8%	2 5%	3 16%	* 1%	4 32%	112 11%	10 6%	4 8%	* 1%	* 1%	* 2%	* 1%
NET: Satisfied	1201 64%	898 66%	51 53%	57 81%	32 78%	11 52%	19 72%	6 50%	683 67%	103 66%	42 80%	30 80%	19 56%	11 70%	9 56%
NET: Dissatisfied	104 6%	63 5%	18 19%	2 2%	4 10%	1 4%	- -%	1 9%	49 5%	23 15%	* *%	5 13%	3 8%	2 16%	6 36%
Answered	1601	1194	90	65	39	18	26	8	907	146	48	37	33	15	15
Mean Score	1.0	1.0	.5	1.3	1.0	1.0	1.2	.6	1.0	.9	1.2	1.2	.7	.8	.4
Standard error	.02	.03	.10	.07	.12	.17	.11	.25	.03	.08	.07	.13	.17	.24	.30
Standard deviation	.94	.89	1.24	.72	1.14	1.14	.87	1.18	.92	1.12	.68	1.05	1.14	1.45	1.38

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 248 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2030	898	156	115	69	47	45	40	736	365	418	222	92
Effective base	766	387	53	33	24	14	10	14	333	143	146	50	25
Weighted Base	1863	932	138	84	35	26	28	35	872	329	326	106	64
Very Dissatisfied (-2)	32 2%	16 2%	7 5%	1 1%	- -%	- -%	3 10%	3 9%	22 3%	2 1%	7 2%	* *%	* *%
Fairly Dissatisfied (-1)	72 4%	44 5%	14 10%	3 3%	1 3%	3 12%	- -%	* *%	21 2%	24 7%	12 4%	2 2%	2 3%
Neither Satisfied Nor Dissatisfied (0)	296 16%	172 18%	22 16%	10 12%	5 15%	1 4%	1 5%	6 18%	146 17%	47 14%	55 17%	16 15%	17 26%
Fairly Satisfied (1)	651 35%	343 37%	49 35%	29 34%	14 39%	3 12%	9 33%	9 25%	301 35%	131 40%	123 38%	35 33%	26 41%
Very Satisfied (2)	550 30%	247 27%	44 32%	41 49%	14 40%	18 69%	11 38%	17 48%	243 28%	95 29%	106 33%	47 45%	17 26%
Don't Know (DO NOT READ OUT)	262 14%	110 12%	2 1%	* *%	1 2%	1 2%	4 15%	* 1%	138 16%	29 9%	22 7%	6 6%	1 2%
NET: Satisfied	1201 64%	591 63%	93 68%	70 83%	28 79%	21 81%	20 70%	26 72%	545 62%	226 69%	230 70%	82 77%	43 68%
NET: Dissatisfied	104 6%	60 6%	21 15%	4 5%	1 3%	3 12%	3 10%	3 9%	43 5%	26 8%	19 6%	2 2%	2 4%
Answered	1601	823	136	84	34	26	24	35	734	299	304	100	62
Mean Score	1.0	.9	.8	1.3	1.2	1.4	1.0	1.0	1.0	1.0	1.0	1.3	.9
Standard error	.02	.03	.09	.08	.10	.16	.20	.20	.04	.05	.05	.06	.09
Standard deviation	.94	.95	1.16	.88	.82	1.06	1.27	1.23	.96	.93	.95	.79	.85

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 248 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2030	817	339	360	188	70	656	278	312	157	64
Effective base	766	362	129	119	36	18	295	98	96	40	18
Weighted Base	1863	949	294	262	80	46	761	227	202	86	47
Very Dissatisfied (-2)	32 2%	19 2%	2 1%	7 3%	* *%	- -%	19 3%	2 1%	5 3%	- -%	* 1%
Fairly Dissatisfied (-1)	72 4%	32 3%	17 6%	10 4%	* 1%	* *%	26 3%	23 10%	8 4%	1 2%	2 5%
Neither Satisfied Nor Dissatisfied (0)	296 16%	164 17%	50 17%	40 15%	10 13%	12 27%	139 18%	21 9%	29 14%	12 13%	17 36%
Fairly Satisfied (1)	651 35%	326 34%	123 42%	103 39%	28 35%	19 41%	261 34%	91 40%	79 39%	25 29%	19 41%
Very Satisfied (2)	550 30%	269 28%	75 26%	79 30%	38 48%	13 29%	226 30%	74 33%	65 32%	43 50%	8 17%
Don't Know (DO NOT READ OUT)	262 14%	138 15%	27 9%	22 9%	3 4%	1 3%	90 12%	16 7%	16 8%	5 5%	* *%
NET: Satisfied	1201 64%	595 63%	198 67%	182 70%	66 83%	32 70%	488 64%	165 73%	143 71%	69 80%	27 59%
NET: Dissatisfied	104 6%	51 5%	19 7%	18 7%	* 1%	* *%	45 6%	25 11%	13 6%	1 2%	2 5%
Answered	1601	810	267	239	76	44	672	211	186	82	46
Mean Score	1.0	1.0	.9	1.0	1.4	1.0	1.0	1.0	1.0	1.4	.7
Standard error	.02	.04	.05	.05	abc	.06	.04	.06	.06	abce	.10
Standard deviation	.94	.95	.89	.97	.73	.77	.98	.99	.97	.79	.83

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 248 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM. (QV4=1)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Total base		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2030	628	219	263	158	78	764	119	478	1863	167	1735	44
Effective base	766	280	75	96	50	22	304	37	185	700	66	648	15
Weighted Base	1863	701	181	214	114	48	718	85	468	1714	149	1590	42
Very Dissatisfied	(-2)	32	19	-	8	-	23	3	3	26	6	29	*
		2%	3%	-%	4%	-%	3%	3%	1%	2%	4%	2%	***
						b							
Fairly Dissatisfied	(-1)	72	31	15	16	2	40	3	21	68	3	56	4
		4%	4%	8%	8%	2%	6%	3%	5%	4%	2%	3%	9%
Neither Satisfied Nor Dissatisfied	(0)	296	140	22	26	16	109	15	93	278	18	264	12
		16%	20%	12%	12%	14%	15%	17%	20%	16%	12%	17%	28%
Fairly Satisfied	(1)	651	255	65	82	30	234	35	184	611	39	582	16
		35%	36%	36%	39%	27%	33%	42%	39%	36%	26%	37%	39%
Very Satisfied	(2)	550	174	60	78	55	259	24	107	471	79	466	10
		30%	25%	33%	36%	48%	36%	29%	23%	28%	53%	29%	24%
				a	a		c				a		
Don't Know (DO NOT READ OUT)		262	82	18	3	11	53	5	59	258	4	193	*
		14%	12%	10%	1%	9%	7%	6%	13%	15%	3%	12%	***
			c	c		c				b			
NET: Satisfied		1201	429	126	160	86	492	60	292	1083	118	1048	26
		64%	61%	69%	75%	75%	69%	70%	62%	63%	79%	66%	62%
				a							a		
NET: Dissatisfied		104	50	15	24	2	63	6	24	95	9	85	4
		6%	7%	8%	11%	2%	9%	7%	5%	6%	6%	5%	9%
				d									
Answered		1601	620	163	211	104	665	80	409	1456	145	1397	42
Mean Score		1.0	.9	1.0	1.0	1.3	1.0	.9	.9	1.0	1.3	1.0	.8
					ac						a		
Standard error		.02	.04	.07	.07	.12	.04	.09	.04	.02	.08	.02	.14
Standard deviation		.94	.99	.94	1.07	1.07	1.05	.98	.87	.93	1.03	.93	.93

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 248 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM. (QV4=1)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Total base		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	2030	1343	136	956	414	1741	38	1331	148	960	410
Effective base	766	512	36	388	143	649	13	503	44	390	141
Weighted Base	1863	1234	96	906	373	1597	35	1222	108	916	363
Very Dissatisfied	(-2)	32 2%	26 2%	3 3%	23 3%	8 2%	*	26 2%	3 3%	23 3%	8 2%
Fairly Dissatisfied	(-1)	72 4%	57 5%	2 3%	36 4%	29 8%	4 11%	57 5%	3 2%	40 4%	24 7%
Neither Satisfied Nor Dissatisfied	(0)	296 16%	203 16%	14 15%	166 18%	52 14%	10 27%	199 16%	19 17%	171 19%	47 13%
Fairly Satisfied	(1)	651 35%	433 35%	46 48%	333 37%	122 33%	8 23%	438 36%	40 37%	341 37%	115 32%
Very Satisfied	(2)	550 30%	388 31%	31 32%	247 27%	146 39%	a	375 31%	43 40%	241 26%	152 42%
Don't Know (DO NOT READ OUT)		262 14%	127 10%	* *%	100 11%	17 4%	a	127 10%	* *%	100 11%	17 5%
NET: Satisfied		1201 64%	820 67%	76 79%	580 64%	268 72%	a	813 67%	83 77%	581 63%	267 74%
NET: Dissatisfied		104 6%	83 7%	5 5%	59 7%	36 10%	a	83 7%	5 5%	63 7%	32 9%
Answered		1601	1107	96	806	356		1095	107	816	346
Mean Score		1.0	1.0	1.0	.9	1.0	.9	1.0	1.1	.9	1.1
Standard error		.02	.03	.08	.03	.05		.03	.08	.03	.05
Standard deviation		.94	.98	.91	.97	1.03		.97	.95	.97	1.02

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 248 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM. (QV4=1)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2030	890	1411	260	1	821	1049	202	4	955	789	240	1
Effective base	766	316	539	93	1	294	392	74	3	365	313	91	1
Weighted Base	1863	787	1302	240	4	727	903	181	5	882	710	208	2
Very Dissatisfied (-2)	32 2%	20 3%	12 1%	2 1%	- -%	19 3%	9 1%	2 1%	- -%	28 3%	9 1%	2 1%	- -%
Fairly Dissatisfied (-1)	72 4%	48 6%	44 3%	11 5%	- -%	44 6%	27 3%	12 6%	1 12%	50 6%	30 4%	10 5%	- -%
Neither Satisfied Nor Dissatisfied (0)	296 16%	112 14%	223 17%	35 15%	4 100%	100 14%	140 16%	29 16%	- -%	136 15%	110 16%	28 14%	- -%
Fairly Satisfied (1)	651 35%	317 40%	465 36%	63 26%	- -%	259 36%	315 35%	30 17%	1 12%	305 35%	246 35%	51 25%	- -%
Very Satisfied (2)	550 30%	226 29%	386 30%	91 38%	- -%	248 34%	304 34%	85 47%	3 76%	296 34%	238 34%	94 45%	2 100%
Don't Know (DO NOT READ OUT)	262 14%	64 8%	171 13%	39 16%	- -%	57 8%	107 12%	23 13%	- -%	67 8%	77 11%	22 11%	- -%
NET: Satisfied	1201 64%	543 69%	851 65%	153 64%	- -%	508 70%	619 69%	115 64%	4 88%	601 68%	484 68%	145 70%	2 100%
NET: Dissatisfied	104 6%	68 9%	56 4%	13 5%	- -%	62 9%	36 4%	14 7%	1 12%	78 9%	38 5%	12 6%	- -%
Answered	1601	723	1131	201	4	670	796	158	5	815	633	186	2
Mean Score	1.0	.9	1.0	1.1	-	1.0	1.1	1.2	1.5	1.0	1.1	1.2	2.0
Standard error	.02	.03	.03	.06	-	.04	.03	.08	.56	.03	.03	.06	-
Standard deviation	.94	.99	.89	.96	-	1.02	.89	1.05	1.11	1.04	.93	.97	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 248 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM. (QV4=1)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2030	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	766	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	1863	1550	1175	912	1213	1042	34	633	496	449	133	87
Very Dissatisfied (-2)	32 2%	25 2%	14 1%	10 1%	20 2%	14 1%	* *%	2 *%	3 1%	7 2%	2 1%	2 2%
Fairly Dissatisfied (-1)	72 4%	48 3%	49 4%	46 5%	47 4%	33 3%	1 2%	24 4%	26 5%	25 6%	9 7%	6 6%
Neither Satisfied Nor Dissatisfied (0)	296 16%	260 17%	194 17%	175 19%	182 15%	179 17%	1 4%	119 19%	89 18%	81 18%	17 13%	22 25%
Fairly Satisfied (1)	651 35%	574 37%	415 35%	302 33%	433 36%	375 36%	6 17%	218 34%	179 36%	137 31%	28 21%	19 22%
Very Satisfied (2)	550 30%	455 29%	382 33%	276 30%	392 32%	301 29%	26 77% ab	199 31%	148 30%	159 35%	63 47% ab	31 36%
Don't Know (DO NOT READ OUT)	262 14%	189 12%	121 10%	103 11%	138 11%	140 13%	- -%	71 11%	50 10%	39 9%	15 11%	8 9%
NET: Satisfied	1201 64%	1028 66%	797 68%	578 63%	826 68%	676 65%	32 94% ab	417 66%	327 66%	296 66%	90 68%	50 58%
NET: Dissatisfied	104 6%	73 5%	63 5%	55 6%	67 6%	47 5%	1 2%	26 4%	29 6%	33 7%	11 8%	7 9%
Answered	1601	1361	1055	808	1075	902	34	562	446	410	118	79
Mean Score	1.0	1.0	1.0	1.0	1.1	1.0	1.7 ab	1.0	1.0	1.0	1.2	.9
Standard error	.02	.02	.03	.03	.03	.03	.09	.04	.04	.05	.10	.13
Standard deviation	.94	.91	.92	.94	.94	.91	.67	.88	.91	1.00	1.05	1.08

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 248 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2030	201	131	98	50	1775	1241	1852	1282	1190	830	1685	219	-	1640	120
Effective base	766	81	46	39	20	656	420	686	444	400	312	630	82	-	604	56
Weighted Base	1863	198	114	93	47	1569	967	1644	1038	912	756	1519	188	-	1417	139
Very Dissatisfied (-2)	32 2%	4 2%	2 2%	6 6%	* *%	22 1%	12 1%	22 1%	15 1%	14 2%	15 2%	21 1%	3 2%	- -%	5 *%	18 13%
Fairly Dissatisfied (-1)	72 4%	9 5%	9 8%	12 13%	* 1%	62 4%	41 4%	62 4%	46 4%	42 5%	37 5%	49 3%	8 4%	- -%	25 2%	36 26%
Neither Satisfied Nor Dissatisfied (0)	296 16%	28 14%	12 11%	18 19%	7 14%	244 16%	128 13%	249 15%	152 15%	137 15%	102 13%	227 15%	18 9%	- -%	150 11%	22 16%
Fairly Satisfied (1)	651 35%	83 42%	45 39%	26 27%	11 24%	534 34%	306 32%	573 35%	329 32%	268 29%	280 37%	518 34%	55 30%	- -%	522 37%	30 22%
Very Satisfied (2)	550 30%	48 24%	43 38%	26 28%	28 59% ac	469 30%	300 31%	495 30%	325 31%	288 32%	252 33%	464 31%	65 35%	- -%	520 37%	7 5%
Don't Know (DO NOT READ OUT)	262 14%	25 13%	3 3%	6 6%	1 1%	238 15%	179 19%	243 15%	170 16%	163 18%	71 9%	240 16% a	39 21% a	- -%	194 14%	27 19%
NET: Satisfied	1201 64%	131 66%	88 77% c	52 56%	39 84% c	1003 64%	606 63%	1068 65%	654 63%	556 61%	532 70%	982 65%	120 64%	- -%	1043 74% b	37 26%
NET: Dissatisfied	104 6%	13 7%	11 9%	18 19% a	1 1%	84 5%	53 6%	84 5%	61 6%	56 6%	52 7%	71 5%	11 6%	- -%	30 2%	53 38% a
Answered Mean Score	1601 1.0	173 .9	111 1.1	87 .6	47 1.4 ac	1330 1.0	787 1.1	1401 1.0	868 1.0	749 1.0	685 1.0	1279 1.1	149 1.1	- -	1223 1.2 b	112 -2
Standard error	.02	.07	.09	.13	.11	.02	.03	.02	.03	.03	.04	.02	.07	-	.02	.13
Standard deviation	.94	.93	.99	1.24	.79	.93	.94	.92	.96	.98	.96	.92	.97	-	.78	1.19

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 248 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM. (QV4=1)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	2030	769	1261	529	24	265	370	249	1319	429	317	350	1304
Effective base	766	310	455	197	13	97	146	91	510	156	106	138	503
Weighted Base	1863	759	1104	489	36	233	371	224	1264	354	245	344	1227
Very Dissatisfied (-2)	32 2%	26 3%	6 1%	9 2%	5 15%	5 2%	10 3%	14 6%	11 1%	7 2%	11 4%	7 2%	14 1%
Fairly Dissatisfied (-1)	72 4%	64 8%	7 1%	25 5%	8 24%	22 9%	17 5%	24 11%	28 2%	20 6%	19 8%	16 5%	33 3%
Neither Satisfied Nor Dissatisfied (0)	296 16%	138 18%	158 14%	51 11%	* *%	24 11%	46 12%	23 10%	204 16%	64 18%	26 11%	49 14%	216 18%
Fairly Satisfied (1)	651 35%	271 36%	380 34%	194 40%	12 33%	93 40%	134 36%	61 27%	465 37%	121 34%	67 28%	156 45%	414 34%
Very Satisfied (2)	550 30%	169 22%	382 35%	179 37%	10 27%	74 32%	139 38%	87 39%	372 29%	85 24%	89 36%	76 22%	377 31%
Don't Know (DO NOT READ OUT)	262 14%	91 12%	172 16%	30 6%	* 1%	15 6%	24 6%	15 7%	184 15%	57 16%	32 13%	40 12%	173 14%
NET: Satisfied	1201 64%	440 58%	761 69%	373 76%	22 61%	167 72%	274 74%	148 66%	837 66%	206 58%	156 64%	233 68%	791 64%
NET: Dissatisfied	104 6%	90 12%	13 1%	35 7%	14 39%	27 11%	27 7%	38 17%	39 3%	26 7%	30 12%	23 7%	47 4%
Answered	1601	668	932	459	35	218	347	209	1080	296	212	304	1054
Mean Score	1.0	.7	1.2	1.1	.3	1.0	1.1	.9	1.1	.9	1.0	.9	1.1
Standard error	.02	.04	.02	.04	.32	.06	.05	.08	.03	.05	.07	.05	.03
Standard deviation	.94	1.06	.79	.95	1.49	1.03	.99	1.26	.85	.98	1.17	.90	.90

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 248 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		2030	1069	961
Effective base		766	331	434
Weighted Base		1863	814	1048
Very Dissatisfied	(-2)	32 2%	13 2%	19 2%
Fairly Dissatisfied	(-1)	72 4%	36 4%	36 3%
Neither Satisfied Nor Dissatisfied	(0)	296 16%	104 13%	192 18% a
Fairly Satisfied	(1)	651 35%	293 36%	357 34%
Very Satisfied	(2)	550 30%	207 25%	343 33% a
Don't Know (DO NOT READ OUT)		262 14%	161 20% b	101 10%
NET: Satisfied		1201 64%	500 61%	700 67%
NET: Dissatisfied		104 6%	49 6%	55 5%
Answered		1601	653	947
Mean Score		1.0	1.0	1.0
Standard error		.02	.03	.03
Standard deviation		.94	.94	.95

Columns Tested: a,b

Table 248 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1)

		Month											
Total base		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	2030	118	239	187	177	210	116	119	213	137	167	121	226
Effective base	766	35	112	111	57	141	67	16	83	56	35	43	83
Weighted Base	1863	50	195	217	60	300	106	32	288	147	85	118	264
Very Dissatisfied (-2)	32 2%	- -%	4 2%	8 4%	1 2%	6 2%	- -%	* *%	7 2%	1 1%	- -%	1 1%	5 2%
Fairly Dissatisfied (-1)	72 4%	5 10%	9 5%	3 2%	1 1%	13 4%	6 5%	* *%	5 2%	5 4%	4 5%	14 12%	6 2%
		cdh										cdhl	
Neither Satisfied Nor Dissatisfied (0)	296 16%	2 5%	32 16%	38 18%	10 17%	43 14%	10 9%	4 13%	75 26%	21 14%	4 5%	24 20%	33 12%
				j					aejfl			aj	
Fairly Satisfied (1)	651 35%	13 26%	83 42%	74 34%	15 25%	134 45%	33 31%	12 37%	87 30%	30 20%	34 40%	29 24%	107 41%
			dik			adhik					i		i
Very Satisfied (2)	550 30%	17 35%	46 24%	56 26%	24 40%	76 25%	32 30%	13 40%	91 31%	41 28%	25 29%	34 29%	96 36%
					b								
Don't Know (DO NOT READ OUT)	262 14%	12 24%	21 11%	38 18%	9 16%	28 9%	26 25%	3 11%	24 8%	49 33%	18 21%	16 14%	17 6%
			ehl		l		behl			bcdehkl	l		
NET: Satisfied	1201 64%	30 61%	129 66%	129 60%	38 64%	210 70%	64 60%	25 77%	178 62%	71 48%	59 69%	63 54%	203 77%
			i			ik		i			i		cfhik
NET: Dissatisfied	104 6%	5 10%	14 7%	11 5%	2 3%	19 6%	6 5%	* *%	11 4%	6 4%	4 5%	15 13%	11 4%
Answered	1601	38	175	178	50	272	80	29	264	98	68	102	247
Mean Score	1.0	1.1	.9	.9	1.2	1.0	1.1	1.3	1.0	1.1	1.2	.8	1.1
Standard error	.02	.11	.07	.08	.08	.07	.09	.07	.07	.09	.07	.11	.06
Standard deviation	.94	1.04	.94	1.00	.96	.90	.89	.72	.96	.98	.82	1.08	.88

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 248 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Collection reliability**

Base: All using RM. (QV4=1)

	Total base	Quarter				Half		
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023	
Significance Level: 95%		a	b	c	d	a	b	
Unweighted Base	2030	544	503	469	514	1047	983	
Effective base	766	256	250	151	158	506	309	
Weighted Base	1863	462	465	468	468	927	936	
Very Dissatisfied	(-2)	32	12	7	8	5	19	13
		2%	3%	1%	2%	1%	2%	1%
Fairly Dissatisfied	(-1)	72	18	19	10	25	37	35
		4%	4%	4%	2%	5%	4%	4%
Neither Satisfied Nor Dissatisfied	(0)	296	72	63	100	61	135	161
		16%	16%	14%	21%	13%	15%	17%
Fairly Satisfied	(1)	651	169	182	129	170	351	299
		35%	37%	39%	28%	36%	38%	32%
Very Satisfied	(2)	550	119	131	144	155	250	300
		30%	26%	28%	31%	33%	27%	32%
Don't Know (DO NOT READ OUT)		262	71	63	77	51	134	128
		14%	15%	14%	16%	11%	14%	14%
NET: Satisfied		1201	288	313	274	326	601	599
		64%	62%	67%	58%	70%	65%	64%
NET: Dissatisfied		104	30	26	18	30	56	48
		6%	6%	6%	4%	6%	6%	5%
Answered	1601	391	402	391	417	793	808	
Mean Score	1.0	.9	1.0	1.0	1.1	1.0	1.0	
Standard error	.02	.05	.04	.05	.04	.03	.03	
Standard deviation	.94	.97	.91	.95	.93	.94	.94	

Columns Tested:: a,b,c,d - a,b

Table 250

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Latest collection time

Base: All using RM (QV4=1)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2030	481	1549	1429	331	76	194	601
Effective base	766	113	660	706	138	33	83	180
Weighted Base	1863	208	1655	1782	69	7	5	80
Very Dissatisfied	(-2) 52 3%	4 2%	48 3%	52 3%	* 1%	- -%	- -%	* 1%
Fairly Dissatisfied	(-1) 115 6%	4 2%	111 7%	113 6%	2 3%	* 1%	* 4%	2 3%
Neither Satisfied Nor Dissatisfied	(0) 319 17%	19 9%	300 18%	309 17%	10 14%	* 4%	* 5%	10 13%
Fairly Satisfied	(1) 683 37%	18 9%	665 40%	649 36%	29 42%	4 52%	2 40%	34 43%
Very Satisfied	(2) 486 26%	54 26%	431 26%	461 26%	20 30%	3 36%	2 35%	25 31%
Don't Know (DO NOT READ OUT)	207 11%	108 52%	100 6%	199 11%	7 10%	* 7%	1 16%	8 10%
NET: Satisfied	1169 63%	72 35%	1096 66%	1110 62%	49 72%	7 89%	3 75%	59 74%
NET: Dissatisfied	168 9%	9 4%	159 10%	165 9%	3 4%	* 1%	* 4%	3 3%
Answered	1655	100	1556	1583	61	7	4	72
Mean Score	.9	1.1	.8	.9	1.1	1.3	1.3	1.1
Standard error	.02	.07	.03	.03	.05	.08	.07	.04
Standard deviation	1.02	1.13	1.01	1.02	.84	.64	.91	.82

Columns Tested:: a,b - a,b,c,d,e

Table 250 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Latest collection time

Base: All using RM (QV4=1)

		Business Size 2								
Total base		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2030	623	599	207	201	206	194	1429	331	270
Effective base	766	360	282	82	92	79	83	706	138	75
Weighted Base	1863	997	661	125	50	26	5	1782	69	12
Very Dissatisfied	(-2) 52 3%	29 3%	21 3%	2 2%	* 1%	* 1%	- -%	52 3%	* 1%	- -%
Fairly Dissatisfied	(-1) 115 6%	63 6%	46 7%	4 3%	2 4%	* 1%	* 4%	113 6%	2 3%	* 2%
Neither Satisfied Nor Dissatisfied	(0) 319 17%	172 17%	121 18%	16 13%	7 14%	3 11%	* 5%	309 17%	10 14%	1 5%
Fairly Satisfied	(1) 683 37%	371 37%	235 35%	43 35%	21 42%	12 45%	2 40%	649 36%	29 42%	6 48%
Very Satisfied	(2) 486 26%	241 24%	182 28%	38 30%	14 28%	9 35%	2 35%	461 26%	20 30%	4 36%
Don't Know (DO NOT READ OUT)	207 11%	121 12%	56 9%	22 17%	6 11%	2 7%	1 16%	199 11%	7 10%	1 10%
NET: Satisfied	1169 63%	612 61%	417 63%	81 65%	35 70%	21 80%	3 75%	1110 62%	49 72%	10 84%
NET: Dissatisfied	168 9%	92 9%	67 10%	6 5%	2 4%	* 2%	* 4%	165 9%	3 4%	* 2%
Answered	1655	875	605	103	44	24	4	1583	61	11
Mean Score	.9	.8	.8	1.1	1.1	1.2	1.3	.9	1.1	1.3
Standard error	.02	.05	.05	.07	.07	.06	.07	.03	.05	.04
Standard deviation	1.02	1.02	1.05	.92	.85	.75	.91	1.02	.84	.70

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 250 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Latest collection time

Base: All using RM (QV4=1)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2030	881	548	331	76	194	748	325	117	80	210
Effective base	766	523	243	138	33	83	425	137	36	27	36
Weighted Base	1863	1459	324	69	7	5	1176	252	64	32	54
Very Dissatisfied (-2)	52 3%	49 3%	3 1%	* 1%	- -%	- -%	37 3%	4 1%	- -%	* 1%	4 7%
Fairly Dissatisfied (-1)	115 6%	100 7%	13 4%	2 3%	* 1%	* 4%	78 7%	13 5%	3 5%	2 6%	* %
Neither Satisfied Nor Dissatisfied (0)	319 17%	258 18%	50 16%	10 14%	* 4%	* 5%	220 19%	34 13%	14 22%	3 11%	8 15%
Fairly Satisfied (1)	683 37%	537 37%	111 34%	29 42%	4 52%	2 40%	465 40%	100 40%	24 38%	10 30%	15 28%
Very Satisfied (2)	486 26%	358 25%	103 32%	20 30%	3 36%	2 35%	290 25%	79 31%	22 34%	17 52%	16 29%
Don't Know (DO NOT READ OUT)	207 11%	156 11%	43 13%	7 10%	* 7%	1 16%	85 7%	22 9%	1 2%	* %	11 21%
NET: Satisfied	1169 63%	895 61%	214 66%	49 72%	7 89%	3 75%	755 64%	179 71%	46 72%	26 82%	31 57%
NET: Dissatisfied	168 9%	149 10%	16 5%	3 4%	* 1%	* 4%	115 10%	17 7%	3 5%	2 7%	4 7%
Answered	1655	1303	281	61	7	4	1090	230	63	32	43
Mean Score	.9	.8	1.1	1.1	1.3	1.3	.8	1.0	1.0	1.3	.9
Standard error	.02	.04	.04	.05	.08	.07	.04	.05	.08	.11	.08
Standard deviation	1.02	1.04	.91	.84	.64	.91	1.01	.93	.88	.94	1.17

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 250 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Latest collection time**

Base: All using RM (QV4=1)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2030	138	95	192	67	129	161	130	117	112
Effective base		766	78	53	107	32	66	100	78	64	55
Weighted Base		1863	177	122	294	72	168	295	231	159	130
Very Dissatisfied	(-2)	52 3%	6 4%	6 5%	10 3%	- -%	10 6%	9 3%	4 2%	4 3%	- -%
Fairly Dissatisfied	(-1)	115 6%	4 2%	7 5%	30 10%	1 2%	10 6%	29 10%	6 3%	10 6%	10 7%
Neither Satisfied Nor Dissatisfied	(0)	319 17%	27 15%	16 13%	57 19%	9 13%	19 11%	64 22%	43 19%	35 22%	20 15%
Fairly Satisfied	(1)	683 37%	72 41%	47 38%	103 35%	35 48%	68 40%	111 38%	93 40%	62 39%	44 34%
Very Satisfied	(2)	486 26%	48 27%	32 26%	67 23%	14 20%	47 28%	65 22%	76 33%	35 22%	40 31%
Don't Know (DO NOT READ OUT)		207 11%	20 12%	15 12%	28 9%	12 17%	14 8%	18 6%	8 3%	13 8%	17 13%
NET: Satisfied		1169 63%	120 68%	79 64%	170 58%	49 69%	115 68%	176 60%	169 73%	98 61%	84 65%
NET: Dissatisfied		168 9%	10 6%	13 10%	39 13%	1 2%	20 12%	37 13%	11 5%	14 9%	10 7%
Answered		1655	157	107	266	60	154	277	223	146	113
Mean Score		.9	1.0	.9	.7	1.0	.9	.7	1.0	.8	1.0
Standard error		.02	.09	.12	.08	.09	.10	.08	.08	.09	.09
Standard deviation		1.02	.97	1.09	1.07	.69	1.12	1.04	.91	.99	.94

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 250 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Latest collection time

Base: All using RM (QV4=1)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		2030	308	350	483	1141	889	313	299	277
Effective base		766	153	195	285	627	235	92	82	110
Weighted Base		1863	371	459	820	1649	214	104	73	37
Very Dissatisfied	(-2)	52 3%	10 3%	17 4%	23 3%	49 3%	3 1%	* *%	3 3%	* 1%
Fairly Dissatisfied	(-1)	115 6%	21 6%	20 4%	65 8%	106 6%	10 5%	6 5%	3 4%	2 4%
Neither Satisfied Nor Dissatisfied	(0)	319 17%	48 13%	78 17%	164 20%	289 18%	29 14%	16 15%	9 12%	5 13%
Fairly Satisfied	(1)	683 37%	147 40%	181 39%	307 38%	635 39%	48 22%	23 22%	17 23%	8 22%
Very Satisfied	(2)	486 26%	102 28%	115 25%	208 25%	425 26%	61 28%	23 22%	27 37%	11 30%
Don't Know (DO NOT READ OUT)		207 11%	43 12%	48 11%	53 6%	145 9%	63 29%	37 35%	15 21%	11 29%
NET: Satisfied		1169 63%	249 67%	296 65%	515 63%	1060 64%	109 51%	46 44%	44 60%	19 52%
NET: Dissatisfied		168 9%	31 8%	37 8%	87 11%	155 9%	13 6%	6 6%	5 7%	2 5%
Answered		1655	327	410	766	1504	151	67	58	26
Mean Score		.9	.9	.9	.8	.9	1.0	.9	1.1	1.1
Standard error		.02	.06	.06	.05	.03	.04	.06	.07	.07
Standard deviation		1.02	.99	1.01	1.02	1.01	1.03	.98	1.10	1.01

Columns Tested: a,b,c,d,e,f,g,h

Table 250 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Latest collection time**

Base: All using RM (QV4=1)

	Total base	Industry									
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
Significance Level: 95%		a	b	*c	d	e	f	g	h	i	
Unweighted Base	2030	93	154	16	170	205	475	86	97	901	
Effective base	766	35	45	6	51	88	188	27	27	356	
Weighted Base	1863	80	105	18	124	237	389	60	56	916	
Very Dissatisfied	(-2)	52 3%	* *% ei	11 11% ei	- -% ei	11 9% ei	3 1% ei	14 4% ei	4 8% ei	* *% ei	20 2%
Fairly Dissatisfied	(-1)	115 6%	1 1%	2 2%	- -%	2 1%	10 4%	28 7%	4 6%	5 10%	66 7%
Neither Satisfied Nor Dissatisfied	(0)	319 17%	9 11%	19 18%	3 18%	22 18%	47 20%	62 16%	7 11%	5 9%	167 18%
Fairly Satisfied	(1)	683 37%	27 34%	29 28%	10 56%	39 32%	92 39%	140 36%	16 27%	24 42%	344 38%
Very Satisfied	(2)	486 26%	34 42% ei	39 37% i	4 24%	44 35%	54 23%	105 27%	18 30%	15 26%	216 24%
Don't Know (DO NOT READ OUT)		207 11%	9 11%	5 5%	* 2%	5 4%	31 13%	40 10%	11 18% d	7 13%	103 11%
NET: Satisfied		1169 63%	60 76%	68 65%	15 80%	83 67%	146 62%	245 63%	34 57%	39 69%	561 61%
NET: Dissatisfied		168 9%	1 1%	13 12%	- -%	13 10%	13 6%	41 11%	8 14%	5 10%	85 9%
Answered		1655	70	100	18	118	206	349	49	49	813
Mean Score	.9	1.3 efi	.8	1.1	.9	.9	.8	.8	1.0	.8	
Standard error	.02	.09	.11	.19	.10	.07	.05	.16	.11	.04	
Standard deviation	1.02	.77	1.28	.67	1.21	.90	1.06	1.28	.93	.99	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 250 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Latest collection time

Base: All using RM (QV4=1)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2030	468	475	1087	1769	261	-	1688	342	1958	72
Effective base	766	173	188	410	653	116	-	684	88	738	27
Weighted Base	1863	440	389	1034	1539	324	-	1704	159	1799	64
Very Dissatisfied (-2)	52 3%	14 3%	14 4%	24 2%	38 2%	14 4%	- -%	46 3%	6 4%	49 3%	3 5%
Fairly Dissatisfied (-1)	115 6%	13 3%	28 7%	75 7%	107 7%	9 3%	- -%	110 6%	6 4%	112 6%	4 6%
Neither Satisfied Nor Dissatisfied (0)	319 17%	78 18%	62 16%	179 17%	250 16%	69 21%	- -%	293 17%	26 16%	303 17%	16 25%
Fairly Satisfied (1)	683 37%	158 36%	140 36%	385 37%	544 35%	139 43%	- -%	631 37%	52 33%	670 37%	12 20%
Very Satisfied (2)	486 26%	131 30%	105 27%	250 24%	430 28%	56 17%	- -%	428 25%	58 36%	467 26%	19 30%
Don't Know (DO NOT READ OUT)	207 11%	46 10%	40 10%	122 12%	171 11%	37 11%	- -%	196 11%	12 7%	198 11%	10 15%
NET: Satisfied	1169 63%	289 66%	245 63%	635 61%	973 63%	195 60%	- -%	1059 62%	110 69%	1137 63%	32 50%
NET: Dissatisfied	168 9%	27 6%	41 11%	99 10%	145 9%	23 7%	- -%	156 9%	12 7%	161 9%	7 10%
Answered	1655	394	349	912	1368	287	-	1508	147	1601	54
Mean Score	.9	1.0	.8	.8	.9	.7	-	.9	1.0	.9	.8
Standard error	.02	.05	.05	.03	.03	.06	-	.03	.06	.02	.16
Standard deviation	1.02	.99	1.06	1.00	1.02	.97	-	1.01	1.05	1.01	1.17

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 250 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Latest collection time

Base: All using RM (QV4=1)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		2030	1191	409	413
Effective base		766	475	129	157
Weighted Base		1863	1188	285	374
Very Dissatisfied	(-2)	52 3%	29 2%	7 2%	11 3%
Fairly Dissatisfied	(-1)	115 6%	63 5%	19 7%	33 9%
Neither Satisfied Nor Dissatisfied	(0)	319 17%	209 18%	39 14%	67 18%
Fairly Satisfied	(1)	683 37%	467 39%	103 36%	107 29%
Very Satisfied	(2)	486 26%	268 23%	98 34%	120 32%
Don't Know (DO NOT READ OUT)		207 11%	150 13%	19 7%	36 10%
NET: Satisfied		1169 63%	736 62%	201 71%	227 61%
NET: Dissatisfied		168 9%	93 8%	26 9%	45 12%
Answered		1655	1038	265	338
Mean Score		.9	.9	1.0	.9
Standard error		.02	.03	.05	.06
Standard deviation		1.02	.97	1.02	1.11

Columns Tested: a,b,c

Table 250 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Latest collection time**

Base: All using RM (QV4=1)

		Annual postal spend											
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+	
		a	b	c	d	e	*f	*g	*h	i	j	k	
Significance Level: 95%													
Unweighted Base	2030	1558	298	81	30	32	16	7	8	1856	174	93	
Effective base	766	638	90	20	8	8	3	1	1	726	39	19	
Weighted Base	1863	1581	188	45	11	20	11	1	5	1769	94	49	
Very Dissatisfied	(-2)	52 3%	42 3%	5 3%	- -%	* 1%	- -%	6 49%	- -%	- -%	46 3%	6 6%	6 12% ai
Fairly Dissatisfied	(-1)	115 6%	100 6%	10 5%	2 4%	3 26% abij	* *% -	- -%	- -%	- -%	111 6%	5 5%	3 6%
Neither Satisfied Nor Dissatisfied	(0)	319 17%	274 17%	33 17%	10 21%	* 1%	2 9%	* 2%	* 2%	- -%	307 17%	12 13%	2 4%
Fairly Satisfied	(1)	683 37%	610 39%	57 30%	8 17%	1 10%	2 9%	1 6%	* 4%	5 100%	666 38%	17 18%	9 18%
Very Satisfied	(2)	486 26%	370 23%	61 33%	26 57% abi	7 62% ai	17 82% abi	5 42%	1 95%	* *% -	431 24%	55 58% abi	29 60% abi
Don't Know (DO NOT READ OUT)		207 11%	185 12% j	22 12% j	* *% -	- -%	* *% -	* *% -	- -%	- -%	207 12% j	* *% -	* *% -
NET: Satisfied		1169 63%	980 62%	118 63%	34 74%	8 72%	18 91%	6 48%	1 98%	5 100%	1098 62%	71 76%	38 78%
NET: Dissatisfied		168 9%	142 9%	15 8%	2 4%	3 27%	* *% -	6 49%	- -%	- -%	157 9%	11 11%	9 18%
Answered		1655	1396	166	45	11	20	11	1	5	1562	94	48
Mean Score		.9	.8	1.0	1.3	1.1	1.7 abi	-1 a	1.9	1.0	.8	1.2 a	1.1
Standard error		.02	.03	.06	.11	.25	.12	.54	-	.03	.03	.09 a	.15
Standard deviation		1.02	1.00	1.04	.95	1.38	.64	2.02	-	.07	1.00	1.21	1.41

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 250 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Latest collection time

Base: All using RM (QV4=1)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2030	851	707	472	1779	1479	1837	1370	843	702	353	1027	100	126	80	100	51
Effective base	766	391	249	129	662	547	693	530	326	231	159	420	26	35	19	22	13
Weighted Base	1863	1012	569	281	1632	1330	1699	1279	827	558	392	1051	56	83	40	47	30
Very Dissatisfied (-2)	52 3%	21 2%	20 4%	11 4%	49 3%	47 4%	52 3%	50 4%	35 4%	18 3%	2 1%	42 4%	* *%	* 1%	1 2%	2 5%	4 12%
Fairly Dissatisfied (-1)	115 6%	53 5%	47 8%	15 5%	104 6%	95 7%	107 6%	92 7%	62 7%	42 8%	15 4%	71 7%	5 8%	* *%	6 15%	5 10%	6 21%
Neither Satisfied Nor Dissatisfied (0)	319 17%	170 17%	104 18%	45 16%	292 18%	236 18%	301 18%	223 17%	136 16%	80 14%	73 19%	195 19%	9 16%	15 17%	3 7%	6 13%	1 2%
Fairly Satisfied (1)	683 37%	399 39%	211 37%	73 26%	623 38%	507 38%	650 38%	482 38%	320 39%	202 36%	157 40%	409 39%	20 35%	31 38%	14 33%	13 27%	7 24%
Very Satisfied (2)	486 26%	233 23%	137 24%	116 41%	426 26%	365 27%	445 26%	350 27%	248 30%	201 36%	80 20%	267 25%	16 28%	32 39%	17 42%	20 43%	12 39%
Don't Know (DO NOT READ OUT)	207 11%	136 13%	49 9%	22 8%	137 8%	79 6%	143 8%	82 6%	27 3%	15 3%	64 16%	67 6%	7 12%	4 5%	* *%	1 1%	* 1%
NET: Satisfied	1169 63%	632 62%	348 61%	189 67%	1050 64%	872 66%	1095 64%	832 65%	568 69%	403 72%	237 61%	676 64%	35 63%	64 77%	31 76%	33 71%	19 63%
NET: Dissatisfied	168 9%	74 7%	68 12%	26 9%	153 9%	142 11%	159 9%	142 11%	97 12%	61 11%	17 4%	113 11%	5 8%	1 1%	7 17%	7 15%	10 34%
Answered	1655	876	520	259	1495	1250	1555	1197	801	543	327	984	49	79	40	46	29
Mean Score	.9	.9	.8	1.0	.9	.8	.9	.8	.9	1.0	.9	.8	.9	1.2	1.0	1.0	.6
Standard error	.02	.04	.04	.05	.03	.03	.03	.03	.04	.04	.05	.03	.10	.07	.13	.12	.22
Standard deviation	1.02	.95	1.06	1.11	1.02	1.05	1.02	1.06	1.08	1.06	.84	1.05	.95	.79	1.15	1.20	1.52

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 250 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Latest collection time

Base: All using RM (QV4=1)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	2030	1292	153	106	92	51	61	24	990	203	109	69	49	37	22
Effective base	766	546	42	30	18	12	11	5	415	58	30	25	11	15	7
Weighted Base	1863	1364	97	70	41	21	26	12	1019	156	52	37	34	16	15
Very Dissatisfied (-2)	52 3%	34 3%	10 10%	* *% a	* 1%	1 4%	- -%	4 30%	35 3%	6 4%	4 7%	* *% ad	- -%	2 15%	* 1%
Fairly Dissatisfied (-1)	115 6%	86 6%	11 12%	* *% a	3 7%	2 11%	- -%	2 15%	70 7%	9 6%	* *% c	1 2%	7 20%	1 8%	6 41%
Neither Satisfied Nor Dissatisfied (0)	319 17%	256 19%	18 19%	8 11%	5 11%	* 2%	5 20%	- -%	184 18%	35 23%	5 10%	9 25%	* 1%	2 11%	* 1%
Fairly Satisfied (1)	683 37%	533 39%	29 30%	25 36%	14 34%	12 59%	4 17%	5 38%	416 41%	43 27%	24 45%	10 26%	11 32%	4 24%	1 4%
Very Satisfied (2)	486 26%	334 24%	21 22%	31 43%	18 44%	5 23%	16 61%	2 16%	244 24%	59 38%	15 30%	17 46%	15 45%	6 41%	8 53%
Don't Know (DO NOT READ OUT)	207 11%	121 9%	7 7%	7 10%	1 3%	* 2%	* 2%	* *% ab	71 7%	3 2%	4 9%	* *% a	* 1%	* 1%	- -%
NET: Satisfied	1169 63%	868 64%	51 52%	56 79%	32 78%	17 81%	20 79%	7 54%	659 65%	102 65%	39 75%	27 72%	26 77%	10 65%	9 57%
NET: Dissatisfied	168 9%	120 9%	21 22%	* *% ac	3 8%	3 15%	- -%	6 45%	105 10%	16 10%	4 7%	1 2%	7 20%	4 23%	6 42%
Answered	1655	1244	90	64	40	21	25	12	948	153	48	37	33	15	15
Mean Score	.9	.8	.5	1.3	1.2	.9	1.4	*	.8	.9	1.0	1.2	1.0	.7	.7
Standard error	.02	b	ab	b	ab	ab	ab	ab	.03	.08	.11	.11	.17	.25	.32
Standard deviation	1.02	.99	1.28	.72	.96	1.05	.82	1.62	1.02	1.11	1.07	.88	1.16	1.50	1.51

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 250 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Latest collection time

Base: All using RM (QV4=1)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2030	898	156	115	69	47	45	40	736	365	418	222	92
Effective base	766	387	53	33	24	14	10	14	333	143	146	50	25
Weighted Base	1863	932	138	84	35	26	28	35	872	329	326	106	64
Very Dissatisfied (-2)	52 3%	26 3%	14 10%	2 2%	- -%	- -%	4 13%	4 12%	28 3%	11 3%	7 2%	3 2%	4 6%
Fairly Dissatisfied (-1)	115 6%	72 8%	15 11%	* *% c	* *% c	1 4%	3 10%	2 5%	48 6%	23 7%	24 7%	5 5%	7 10%
Neither Satisfied Nor Dissatisfied (0)	319 17%	178 19%	21 16%	12 14%	5 14%	1 4%	6 20%	* 1%	167 19%	47 14%	67 21%	12 11%	8 12%
Fairly Satisfied (1)	683 37%	383 41%	43 31%	28 33%	13 37%	9 34%	1 5%	4 11%	339 39%	142 43%	108 33%	31 29%	31 48%
Very Satisfied (2)	486 26%	200 21%	43 31%	41 49% a	16 46% a	15 58% a	11 37%	25 70% ab	195 22%	86 26%	99 30%	49 46% abce	14 22%
Don't Know (DO NOT READ OUT)	207 11%	74 8%	2 1%	2 2%	1 2%	* *% b	4 15%	- -%	94 11%	20 6%	20 6%	7 6%	1 2%
NET: Satisfied	1169 63%	583 63%	86 62%	69 82% af	29 83% af	24 92% abf	12 43%	29 82%	534 61%	228 69%	207 63%	80 75%	45 70%
NET: Dissatisfied	168 9%	98 10%	29 21% acd	2 2% acd	* *% acd	1 4% acd	6 23% cd	6 18% cd	76 9%	33 10%	32 10%	7 7%	10 16%
Answered	1655	859	136	82	34	26	24	35	778	308	306	99	62
Mean Score	.9	.8	.6	1.3 abf	1.3 ab	1.5 ab	.5	1.2	.8	.9	.9	1.2 a	.7
Standard error	.02	.04	.11	.08 abf	.09 ab	.11 ab	.24	.23	.04	.06	.05	.07 a	.12
Standard deviation	1.02	1.00	1.31	.86	.73	.76	1.54	1.43	1.00	1.01	1.03	1.01	1.11

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 250 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Latest collection time

Base: All using RM (QV4=1)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2030	817	339	360	188	70	656	278	312	157	64
Effective base	766	362	129	119	36	18	295	98	96	40	18
Weighted Base	1863	949	294	262	80	46	761	227	202	86	47
Very Dissatisfied (-2)	52 3%	28 3%	14 5%	4 1%	* *%	4 8%	30 4%	3 2%	7 4%	6 7%	- -%
Fairly Dissatisfied (-1)	115 6%	57 6%	22 7%	22 8%	2 3%	2 4%	46 6%	21 9%	19 9%	3 3%	5 10%
Neither Satisfied Nor Dissatisfied (0)	319 17%	180 19%	41 14%	56 21%	8 10%	6 13%	150 20%	29 13%	37 18%	13 15%	6 13%
Fairly Satisfied (1)	683 37%	362 38%	125 43%	89 34%	23 29%	24 52%	304 40%	94 41%	59 29%	21 24%	27 58%
Very Satisfied (2)	486 26%	229 24%	73 25%	73 28%	42 52%	9 20%	180 24%	69 30%	67 33%	39 46%	9 18%
Don't Know (DO NOT READ OUT)	207 11%	93 10%	19 7%	19 7%	4 5%	1 3%	51 7%	11 5%	13 6%	5 6%	* *%
NET: Satisfied	1169 63%	591 62%	198 67%	161 62%	65 82%	33 72%	484 64%	163 72%	126 62%	60 69%	35 76%
NET: Dissatisfied	168 9%	85 9%	35 12%	25 10%	3 3%	5 12%	77 10%	25 11%	27 13%	8 10%	5 10%
Answered	1655	856	275	242	76	44	711	217	189	81	46
Mean Score	.9	.8	.8	.8	1.4	.7	.8	.9	.8	1.0	.8
Standard error	.02	.04	.06	.05	.06	.13	.04	.06	.07	.10	.11
Standard deviation	1.02	1.01	1.07	1.00	.84	1.09	1.03	.99	1.13	1.19	.85

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 250 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Latest collection time

Base: All using RM. (QV4=1)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		2030	628	219	263	158	78	764	119	478	1863	167	1735	44
Effective base		766	280	75	96	50	22	304	37	185	700	66	648	15
Weighted Base		1863	701	181	214	114	48	718	85	468	1714	149	1590	42
Very Dissatisfied	(-2)	52 3%	28 4%	3 2%	7 3%	4 3%	6 12%	36 5%	1 1%	11 2%	44 3%	8 5%	44 3%	6 13%
Fairly Dissatisfied	(-1)	115 6%	59 8%	8 4%	18 9%	1 1%	2 4%	41 6%	9 10%	42 9%	112 7%	4 3%	104 7%	- -%
Neither Satisfied Nor Dissatisfied	(0)	319 17%	129 18%	30 16%	34 16%	20 18%	6 12%	133 19%	12 14%	78 17%	292 17%	27 18%	284 18%	8 20%
Fairly Satisfied	(1)	683 37%	287 41%	80 44%	72 34%	19 17%	18 38%	234 33%	33 39%	211 45%	635 37%	48 32%	610 38%	13 31%
Very Satisfied	(2)	486 26%	145 21%	47 26%	78 37%	60 52%	16 32%	231 32%	24 28%	93 20%	425 25%	61 41%	411 26%	15 36%
Don't Know (DO NOT READ OUT)		207 11%	54 8%	13 7%	5 2%	10 9%	* 1%	43 6%	6 7%	33 7%	206 12%	2 1%	137 9%	* -%
NET: Satisfied		1169 63%	432 62%	127 71%	150 70%	79 69%	34 71%	465 65%	57 67%	304 65%	1060 62%	109 73%	1022 64%	28 67%
NET: Dissatisfied		168 9%	87 12%	11 6%	25 12%	5 4%	8 16%	77 11%	10 11%	53 11%	156 9%	12 8%	148 9%	6 13%
Answered		1655	648	167	209	104	48	675	79	435	1508	148	1453	42
Mean Score		.9	.7	1.0	.9	1.2	.8	.9	.9	.8	.9	1.0	.9	.8
Standard error		.02	.04	.06	.07	.09	.15	.04	.09	.05	.03	.09	.03	.20
Standard deviation		1.02	1.05	.90	1.08	1.04	1.30	1.11	1.00	.98	1.01	1.09	1.01	1.32

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 250 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Latest collection time

Base: All using RM (QV4=1)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	a	b	a	b	a	b	a	b	
Significance Level: 95%												
Unweighted Base	2030	1343	136	956	414	1741	38	1331	148	960	410	
Effective base	766	512	36	388	143	649	13	503	44	390	141	
Weighted Base	1863	1234	96	906	373	1597	35	1222	108	916	363	
Very Dissatisfied	(-2)	52 3%	38 3%	9 10% a	31 3%	18 5%	47 3%	2 6%	38 3%	9 9%	31 3%	18 5%
Fairly Dissatisfied	(-1)	115 6%	93 8%	3 3%	70 8%	22 6%	104 7%	- -%	93 8%	2 2%	75 8%	17 5%
Neither Satisfied Nor Dissatisfied	(0)	319 17%	221 18%	15 16%	156 17%	67 18%	282 18%	10 29%	224 18%	12 11%	158 17%	65 18%
Fairly Satisfied	(1)	683 37%	470 38%	37 39%	359 40%	123 33%	611 38%	12 34%	468 38%	40 37%	366 40%	115 32%
Very Satisfied	(2)	486 26%	333 27%	32 33%	223 25%	128 34% a	415 26%	11 31%	320 26%	45 42% a	219 24%	132 36% a
Don't Know (DO NOT READ OUT)		207 11%	79 6%	- -%	66 7%	16 4%	137 9%	* *%	79 6%	- -%	67 7%	15 4%
NET: Satisfied		1169 63%	803 65%	69 72%	582 64%	250 67%	1027 64%	23 65%	788 64%	85 79%	585 64%	247 68%
NET: Dissatisfied		168 9%	130 11%	12 12%	102 11%	40 11%	151 9%	2 6%	131 11%	11 11%	106 12%	35 10%
Answered		1655	1154	96	840	357	1460	35	1143	108	849	348
Mean Score		.9	.8	.8	.8	.9	.9	.8	.8	1.0	.8	.9
Standard error		.02	.03	.10	.04	.06	.03	.18	.03	.10	.04	.06
Standard deviation		1.02	1.03	1.20	1.04	1.11	1.02	1.07	1.03	1.18	1.04	1.11

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 250 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Latest collection time**

Base: All using RM (QV4=1)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2030	890	1411	260	1	821	1049	202	4	955	789	240	1
Effective base	766	316	539	93	1	294	392	74	3	365	313	91	1
Weighted Base	1863	787	1302	240	4	727	903	181	5	882	710	208	2
Very Dissatisfied (-2)	52 3%	34 4%	34 3%	6 2%	- -%	33 5%	23 3%	3 2%	- -%	41 5%	22 3%	8 4%	- -%
Fairly Dissatisfied (-1)	115 6%	52 7%	92 7%	20 8%	- -%	53 7%	70 8%	17 9%	1 12%	76 9%	48 7%	14 7%	- -%
Neither Satisfied Nor Dissatisfied (0)	319 17%	129 16%	237 18%	41 17%	4 100%	114 16%	155 17%	35 19%	- -%	149 17%	118 17%	28 14%	- -%
Fairly Satisfied (1)	683 37%	318 40%	491 38%	73 31%	- -%	264 36%	352 39%	41 23%	1 12%	303 34%	284 40%	66 32%	2 100%
Very Satisfied (2)	486 26%	211 27%	330 25%	84 35%	- -%	233 32%	237 26%	73 40%	3 76%	262 30%	193 27%	79 38%	- -%
Don't Know (DO NOT READ OUT)	207 11%	43 5%	118 9%	16 7%	- -%	29 4%	66 7%	13 7%	- -%	51 6%	46 6%	13 6%	- -%
NET: Satisfied	1169 63%	529 67%	821 63%	157 65%	- -%	497 68%	589 65%	114 63%	4 88%	565 64%	476 67%	145 70%	2 100%
NET: Dissatisfied	168 9%	86 11%	126 10%	25 11%	- -%	86 12%	93 10%	20 11%	1 12%	117 13%	70 10%	22 11%	- -%
Answered	1655	744	1184	224	4	698	837	168	5	831	665	195	2
Mean Score	.9	.8	.8	.9	-	.9	.8	1.0	1.5	.8	.9	1.0	1.0
Standard error	.02	.04	.03	.07	-	.04	.03	.08	.56	.04	.04	.07	-
Standard deviation	1.02	1.06	1.01	1.07	-	1.10	1.01	1.10	1.11	1.12	1.02	1.10	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 250 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Latest collection time

Base: All using RM (QV4=1)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2030	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	766	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	1863	1550	1175	912	1213	1042	34	633	496	449	133	87
Very Dissatisfied (-2)	52 3%	45 3%	32 3%	29 3%	43 4%	35 3%	* *%	7 1%	11 2%	15 3%	6 4%	2 2%
Fairly Dissatisfied (-1)	115 6%	100 6%	84 7%	67 7%	84 7%	54 5%	1 3%	50 8%	47 10%	41 9%	12 9%	16 18% a
Neither Satisfied Nor Dissatisfied (0)	319 17%	275 18%	214 18%	176 19%	200 16%	191 18%	* *%	117 18%	98 20%	89 20%	23 17%	17 20%
Fairly Satisfied (1)	683 37%	596 38%	437 37%	330 36%	453 37%	391 38%	6 18%	243 38% c	184 37%	132 29%	41 31%	26 30%
Very Satisfied (2)	486 26%	398 26%	330 28%	233 26%	335 28%	279 27%	26 78% ab	162 26%	125 25%	139 31%	48 36%	24 27%
Don't Know (DO NOT READ OUT)	207 11%	136 9%	78 7%	76 8%	99 8%	92 9%	- -%	54 9%	31 6%	33 7%	5 3%	2 3%
NET: Satisfied	1169 63%	994 64%	768 65%	563 62%	788 65%	670 64%	33 96% ab	406 64%	308 62%	271 60%	88 67%	50 57%
NET: Dissatisfied	168 9%	145 9%	116 10%	97 11%	127 10%	89 9%	1 4%	57 9%	58 12%	56 13%	17 13%	17 20% a
Answered Mean Score	1655 .9	1414 .9	1098 .9	836 .8	1114 .9	950 .9	34 1.7 ab	579 .9	464 .8	416 .8	129 .9	85 .6
Standard error	.02	.03	.03	.04	.03	.03	.09	.04	.05	.05	.10	.13
Standard deviation	1.02	1.01	1.02	1.04	1.05	1.02	.68	.96	1.03	1.11	1.14	1.13

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 250 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Latest collection time

Base: All using RM. (QV4=1)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		2030	201	131	98	50	1775	1241	1852	1282	1190	830	1685	219	-	1640	120
Effective base		766	81	46	39	20	656	420	686	444	400	312	630	82	-	604	56
Weighted Base		1863	198	114	93	47	1569	967	1644	1038	912	756	1519	188	-	1417	139
Very Dissatisfied	(-2)	52 3%	10 5%	4 3%	7 7%	4 8%	39 2%	29 3%	43 3%	31 3%	38 4%	28 4%	39 3%	4 2%	-	18 1%	21 15%
Fairly Dissatisfied	(-1)	115 6%	18 9%	8 7%	6 6%	* *%	104 7%	51 5%	106 6%	61 6%	61 7%	47 6%	98 6%	19 10%	-	67 5%	32 23%
Neither Satisfied Nor Dissatisfied	(0)	319 17%	30 15%	22 19%	23 24%	10 22%	262 17%	158 16%	273 17%	173 17%	154 17%	127 17%	240 16%	25 13%	-	154 11%	19 14%
Fairly Satisfied	(1)	683 37%	69 35%	34 30%	30 33%	10 20%	574 37%	313 32%	601 37%	331 32%	290 32%	270 36%	560 37%	60 32%	-	568 40%	35 25%
Very Satisfied	(2)	486 26%	54 27%	44 39%	24 26%	22 46%	403 26%	264 27%	431 26%	293 28%	232 25%	235 31%	395 26%	57 30%	-	457 32%	9 6%
Don't Know (DO NOT READ OUT)		207 11%	17 9%	2 2%	3 3%	2 4%	186 12%	151 16%	189 12%	149 14%	138 15%	49 6%	187 12%	23 12%	-	153 11%	23 16%
NET: Satisfied		1169 63%	123 62%	78 69%	55 59%	31 66%	977 62%	577 60%	1032 63%	624 60%	522 57%	505 67%	955 63%	117 62%	-	1025 72%	43 31%
NET: Dissatisfied		168 9%	28 14%	12 10%	13 13%	4 8%	143 9%	80 8%	149 9%	93 9%	99 11%	76 10%	137 9%	23 12%	-	85 6%	53 38%
Answered Mean Score		1655 .9	180 .8	112 1.0	90 .7	45 1.0	1383 .9	816 .9	1454 .9	890 .9	774 .8	708 .9	1332 .9	165 .9	-	1264 1.1	116 -.2
Standard error		.02	.08	.10	.12	.18	.03	.03	.03	.03	.04	.04	.03	.08	-	.02	.13
Standard deviation		1.02	1.14	1.09	1.16	1.22	1.01	1.04	1.01	1.05	1.10	1.06	1.01	1.09	-	.90	1.26

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 250 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Latest collection time

Base: All using RM. (QV4=1)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	2030	769	1261	529	24	265	370	249	1319	429	317	350	1304
Effective base	766	310	455	197	13	97	146	91	510	156	106	138	503
Weighted Base	1863	759	1104	489	36	233	371	224	1264	354	245	344	1227
Very Dissatisfied (-2)	52 3%	45 6%	7 1%	13 3%	4 12%	9 4%	16 4%	23 10%	23 2%	7 2%	20 8%	10 3%	22 2%
Fairly Dissatisfied (-1)	115 6%	83 11%	33 3%	19 4%	9 25%	24 10%	10 3%	24 11%	68 5%	23 7%	22 9%	28 8%	66 5%
Neither Satisfied Nor Dissatisfied (0)	319 17%	151 20%	168 15%	87 18%	7 18%	38 16%	74 20%	27 12%	217 17%	69 20%	41 17%	62 18%	200 16%
Fairly Satisfied (1)	683 37%	264 35%	419 38%	188 38%	7 20%	79 34%	137 37%	67 30%	480 38%	132 37%	58 24%	128 37%	486 40%
Very Satisfied (2)	486 26%	168 22%	318 29%	156 32%	9 25%	72 31%	113 30%	70 31%	326 26%	84 24%	79 32%	96 28%	304 25%
Don't Know (DO NOT READ OUT)	207 11%	48 6%	159 14%	26 5%	* *%	10 5%	22 6%	13 6%	149 12%	39 11%	25 10%	21 6%	149 12%
NET: Satisfied	1169 63%	432 57%	737 67%	344 70%	16 44%	151 65%	250 67%	137 61%	807 64%	215 61%	137 56%	224 65%	790 64%
NET: Dissatisfied	168 9%	127 17%	40 4%	31 6%	13 37%	33 14%	25 7%	47 21%	91 7%	30 9%	41 17%	38 11%	88 7%
Answered	1655	710	945	462	36	222	349	211	1115	315	219	324	1078
Mean Score	.9	.6	1.1	1.0	.2	.8	.9	.6	.9	.8	.7	.8	.9
Standard error	.02	.04	.03	.04	.29	.07	.05	.09	.03	.05	.08	.06	.03
Standard deviation	1.02	1.15	.85	.97	1.39	1.13	1.02	1.33	.95	.98	1.29	1.05	.94

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 250 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Latest collection time**

Base: All using RM (QV4=1)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		2030	1069	961
Effective base		766	331	434
Weighted Base		1863	814	1048
Very Dissatisfied	(-2)	52 3%	19 2%	33 3%
Fairly Dissatisfied	(-1)	115 6%	45 6%	70 7%
Neither Satisfied Nor Dissatisfied	(0)	319 17%	139 17%	180 17%
Fairly Satisfied	(1)	683 37%	281 34%	402 38%
Very Satisfied	(2)	486 26%	202 25%	284 27%
Don't Know (DO NOT READ OUT)		207 11%	127 16%	80 8%
NET: Satisfied		1169 63%	483 59%	686 65%
NET: Dissatisfied		168 9%	65 8%	103 10%
Answered		1655	687	968
Mean Score		.9	.9	.9
Standard error		.02	.03	.03
Standard deviation		1.02	1.00	1.03

Columns Tested: a,b

Table 250 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Latest collection time

Base: All using RM (QV4=1)

		Month											
Total base		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2030	118	239	187	177	210	116	119	213	137	167	121	226
Effective base	766	35	112	111	57	141	67	16	83	56	35	43	83
Weighted Base	1863	50	195	217	60	300	106	32	288	147	85	118	264
Very Dissatisfied (-2)	52 3%	- -%	6 3%	14 6%	* *% di	6 2%	1 1%	* *% di	7 2%	- -%	* *% di	1 1%	17 6%
Fairly Dissatisfied (-1)	115 6%	* 1%	16 8%	5 2%	2 4%	27 9% c	7 7%	1 2%	10 4%	11 7%	2 2%	20 17% acdhjl	14 5%
Neither Satisfied Nor Dissatisfied (0)	319 17%	5 11%	31 16%	31 14%	13 22%	43 14%	12 11%	6 19%	70 24% f	26 18%	23 26%	27 23%	33 13%
Fairly Satisfied (1)	683 37%	18 36%	86 44% dfi	79 36%	13 22%	145 48% dfhi	30 29%	15 47%	89 31%	40 27%	29 34%	39 33%	99 38%
Very Satisfied (2)	486 26%	17 35%	41 21%	64 30%	22 37% bek	60 20%	25 24%	6 19%	89 31%	30 20%	23 27%	20 17%	90 34% bek
Don't Know (DO NOT READ OUT)	207 11%	9 18% el	15 8%	24 11%	9 14% l	19 6%	31 29% bcdehijkl	4 13%	24 8%	41 28% bcehijkl	9 11%	11 9%	12 5%
NET: Satisfied	1169 63%	35 70% i	127 65% i	143 66% i	35 59%	205 68% fik	56 52%	21 66%	178 62%	70 47%	51 60%	59 50%	189 71% fik
NET: Dissatisfied	168 9%	* 1%	22 11% a	18 9%	2 4%	33 11% a	8 8%	1 2%	17 6%	11 7%	2 2%	22 18% adhj	30 11% a
Answered	1655	40	180	192	51	281	76	28	265	107	76	107	252
Mean Score	.9	1.3 behik	.8	.9 k	1.1 k	.8	.9 k	1.0	.9 k	.8	.9 k	.5	.9
Standard error	.02	.08	.07	.09	.08	.07	.11	.07	.07	.09	.07	.10	.08
Standard deviation	1.02	.72	1.01	1.11	.95	.95	1.01	.73	.99	.95	.84	1.04	1.14

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 250 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Latest collection time**

Base: All using RM (QV4=1)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2030	544	503	469	514	1047	983
Effective base	766	256	250	151	158	506	309
Weighted Base	1863	462	465	468	468	927	936
Very Dissatisfied	(-2)	52	20	7	7	18	27
		3%	4%	2%	1%	4%	3%
Fairly Dissatisfied	(-1)	115	21	37	21	36	58
		6%	5%	8%	5%	8%	6%
Neither Satisfied Nor Dissatisfied	(0)	319	67	67	102	83	134
		17%	15%	14%	22%	18%	14%
Fairly Satisfied	(1)	683	183	189	145	166	372
		37%	40%	41%	31%	36%	40%
Very Satisfied	(2)	486	122	107	125	132	229
		26%	26%	23%	27%	28%	25%
Don't Know (DO NOT READ OUT)		207	49	58	68	32	107
		11%	11%	13%	15%	7%	12%
				d			
NET: Satisfied	1169	305	296	269	299	601	568
	63%	66%	64%	58%	64%	65%	61%
NET: Dissatisfied	168	41	44	28	54	85	82
	9%	9%	9%	6%	12%	9%	9%
Answered	1655	413	407	400	436	820	835
Mean Score	.9	.9	.9	.9	.8	.9	.9
Standard error	.02	.05	.05	.05	.05	.03	.03
Standard deviation	1.02	1.04	.97	.96	1.08	1.00	1.03

Columns Tested:: a,b,c,d - a,b

Table 256

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2030	481	1549	1429	331	76	194	601
Effective base	766	113	660	706	138	33	83	180
Weighted Base	1863	208	1655	1782	69	7	5	80
Very Dissatisfied	(-2) 38 2%	5 2%	33 2%	37 2%	* 1%	* 4%	- -	1 1%
Fairly Dissatisfied	(-1) 96 5%	2 1%	94 6%	93 5%	3 4%	* *	* 3%	3 4%
Neither Satisfied Nor Dissatisfied	(0) 315 17%	17 8%	298 18%	303 17%	11 16%	1 9%	* 9%	12 15%
Fairly Satisfied	(1) 675 36%	41 20%	635 38%	646 36%	25 37%	3 39%	2 37%	30 37%
Very Satisfied	(2) 612 33%	130 63%	482 29%	580 33%	25 37%	4 48%	2 48%	31 39%
Don't Know (DO NOT READ OUT)	126 7%	13 6%	113 7%	122 7%	4 5%	* *	* 4%	4 5%
NET: Satisfied	1287 69%	171 82%	1116 67%	1226 69%	51 74%	6 87%	4 85%	61 76%
NET: Dissatisfied	135 7%	7 3%	127 8%	131 7%	3 5%	* 4%	* 3%	4 5%
Answered	1737	195	1542	1660	65	7	4	76
Mean Score	1.0	1.5	.9	1.0	1.1	1.3	1.3	1.1
Standard error	.02	b	.03	.03	.05	.11	.06	.04
Standard deviation	.98	.90	.97	.98	.90	.98	.87	.90

Columns Tested:: a,b - a,b,c,d,e

Table 256 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM. (QV4=1)

		Business Size 2									
Total base		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)	
		a	b	c	d	e	f	g	h	i	
Significance Level: 95%											
Unweighted Base	2030	623	599	207	201	206	194	1429	331	270	
Effective base	766	360	282	82	92	79	83	706	138	75	
Weighted Base	1863	997	661	125	50	26	5	1782	69	12	
Very Dissatisfied	(-2)	38 2%	28 3%	9 1%	* *%	* 1%	* 1%	- -%	37 2%	* 1%	* 2%
Fairly Dissatisfied	(-1)	96 5%	39 4%	46 7%	8 6%	2 4%	1 5%	* 3%	93 5%	3 4%	* 1%
Neither Satisfied Nor Dissatisfied	(0)	315 17%	170 17%	119 18%	14 11%	7 15%	4 16%	* 9%	303 17%	11 16%	1 9%
Fairly Satisfied	(1)	675 36%	356 36%	242 37%	47 38%	19 39%	9 33%	2 37%	646 36%	25 37%	5 38%
Very Satisfied	(2)	612 33%	333 33%	206 31%	42 33%	18 37%	11 41%	2 48%	580 33%	25 37%	6 48%
Don't Know (DO NOT READ OUT)		126 7%	69 7%	39 6%	14 11%	3 5%	1 5%	* 4%	122 7%	4 5%	* 2%
NET: Satisfied		1287 69%	689 69%	448 68%	89 71%	38 75%	19 74%	4 85%	1226 69%	51 74%	10 86%
NET: Dissatisfied		135 7%	68 7%	55 8%	8 6%	2 5%	1 6%	* 3%	131 7%	3 5%	* 4%
Answered	1737	927	622	111	47	25	4	1660	65	12	
Mean Score	1.0	1.0	.9	1.1	1.1	1.1	1.3	1.0	1.1	1.3	
Standard error	.02	.04	.04	.06	.07	.07	.06	.03	.05	.06	
Standard deviation	.98	.99	.97	.89	.89	.95	.87	.98	.90	.90	

Columns Tested: a,b,c,d,e,f,g,h,i

Table 256 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2030	881	548	331	76	194	748	325	117	80	210
Effective base	766	523	243	138	33	83	425	137	36	27	36
Weighted Base	1863	1459	324	69	7	5	1176	252	64	32	54
Very Dissatisfied (-2)	38 2%	35 2%	2 1%	* 1%	* 4%	- -%	28 2%	1 *%	1 1%	1 2%	* 1%
Fairly Dissatisfied (-1)	96 5%	75 5%	18 6%	3 4%	* *%	* 3%	69 6%	12 5%	2 4%	- -%	3 5%
Neither Satisfied Nor Dissatisfied (0)	315 17%	259 18%	44 14%	11 16%	1 9%	* 9%	220 19%	41 16%	4 7%	8 25%	5 10%
Fairly Satisfied (1)	675 36%	532 36%	114 35%	25 37%	3 39%	2 37%	442 38%	84 33%	24 38%	11 35%	21 39%
Very Satisfied (2)	612 33%	461 32%	120 37%	25 37%	4 48%	2 48%	336 29%	98 39%	25 39%	12 37%	19 36%
Don't Know (DO NOT READ OUT)	126 7%	97 7%	26 8%	4 5%	* *%	* 4%	80 7%	17 7%	8 12%	* *%	6 11%
NET: Satisfied	1287 69%	992 68%	234 72%	51 74%	6 87%	4 85%	778 66%	182 72%	50 77%	23 72%	40 74%
NET: Dissatisfied	135 7%	110 8%	20 6%	3 5%	* 4%	* 3%	97 8%	12 5%	3 5%	1 2%	3 5%
Answered	1737	1362	298	65	7	4	1096	236	57	32	48
Mean Score	1.0	1.0	1.1	1.1	1.3	1.3	.9	1.1	1.3	1.1	1.2
Standard error	.02	.03	.04	.05	.11	.06	.04	.05	.08	.10	.06
Standard deviation	.98	.99	.92	.90	.98	.87	.99	.90	.85	.92	.87

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 256 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2030	138	95	192	67	129	161	130	117	112
Effective base		766	78	53	107	32	66	100	78	64	55
Weighted Base		1863	177	122	294	72	168	295	231	159	130
Very Dissatisfied	(-2)	38 2%	2 1%	- -%	6 2%	1 2%	6 3%	4 1%	3 1%	14 9%	- -%
Fairly Dissatisfied	(-1)	96 5%	7 4%	9 7%	15 5%	3 5%	6 4%	22 7%	19 8%	1 1%	6 5%
Neither Satisfied Nor Dissatisfied	(0)	315 17%	35 20%	20 16%	60 20%	13 18%	21 12%	40 13%	46 20%	36 23%	18 13%
Fairly Satisfied	(1)	675 36%	53 30%	45 37%	115 39%	35 49%	58 34%	149 51%	65 28%	60 38%	44 33%
Very Satisfied	(2)	612 33%	65 37%	33 27%	82 28%	14 20%	69 41%	70 24%	80 35%	36 23%	55 42%
Don't Know (DO NOT READ OUT)		126 7%	15 9%	16 13%	15 5%	5 7%	9 6%	10 3%	18 8%	12 7%	9 7%
NET: Satisfied		1287 69%	118 67%	78 64%	198 67%	50 69%	127 75%	219 74%	145 63%	97 61%	98 75%
NET: Dissatisfied		135 7%	9 5%	9 7%	21 7%	5 6%	12 7%	26 9%	22 10%	15 9%	6 5%
Answered		1737	162	106	279	67	159	285	213	148	122
Mean Score		1.0	1.1	1.0	.9	.9	1.1	.9	.9	.7	1.2
Standard error		.02	.09	.10	.07	.11	.09	.07	.09	.11	.08
Standard deviation		.98	.95	.91	.96	.87	1.01	.90	1.04	1.13	.87

Columns Tested: a,b,c,d,e,f,g,h,i

Table 256 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM. (QV4=1)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		a	b	c	d	e	f	g	h	
Significance Level: 95%										
Unweighted Base		2030	308	350	483	1141	889	313	299	277
Effective base		766	153	195	285	627	235	92	82	110
Weighted Base		1863	371	459	820	1649	214	104	73	37
Very Dissatisfied	(-2)	38 2%	7 2%	16 3%	13 2%	35 2%	3 1%	2 2%	1 1%	* 1%
Fairly Dissatisfied	(-1)	96 5%	16 4%	17 4%	56 7%	88 5%	8 4%	2 2%	5 7%	1 3%
Neither Satisfied Nor Dissatisfied	(0)	315 17%	51 14%	91 20%	146 18%	288 17%	27 13%	16 15%	6 9%	5 15%
Fairly Satisfied	(1)	675 36%	137 37%	158 35%	329 40%	624 38%	51 24%	23 22%	19 26%	9 24%
Very Satisfied	(2)	612 33%	138 37%	134 29%	233 28%	505 31%	106 50%	51 49%	37 51%	18 50%
Don't Know (DO NOT READ OUT)		126 7%	23 6%	42 9%	43 5%	108 7%	18 9%	10 10%	5 7%	3 8%
NET: Satisfied		1287 69%	274 74%	293 64%	562 69%	1129 68%	158 74%	74 71%	57 77%	27 74%
NET: Dissatisfied		135 7%	22 6%	33 7%	69 8%	124 8%	11 5%	4 4%	6 8%	1 3%
Answered		1737	348	416	777	1541	196	94	69	34
Mean Score		1.0	1.1	.9	.9	1.0	1.3	1.3	1.3	1.3
Standard error		.02	.06	.06	.04	.03	bcd	bcd	bcd	bcd
Standard deviation		.98	.94	1.02	.96	.97	.95	.95	.98	.90

Columns Tested: a,b,c,d,e,f,g,h

Table 256 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2030	93	154	16	170	205	475	86	97	901
Effective base	766	35	45	6	51	88	188	27	27	356
Weighted Base	1863	80	105	18	124	237	389	60	56	916
Very Dissatisfied (-2)	38 2%	* *%	4 4%	- -%	4 3%	* *%	14 4%	4 6%	2 4%	14 2%
Fairly Dissatisfied (-1)	96 5%	* *%	5 4%	- -%	5 4%	17 7%	21 5%	2 3%	- -%	52 6%
Neither Satisfied Nor Dissatisfied (0)	315 17%	11 13%	18 17%	7 39%	25 21%	43 18%	73 19%	9 15%	10 18%	144 16%
Fairly Satisfied (1)	675 36%	27 34%	31 29%	6 34%	37 30%	105 44%	148 38%	10 17%	19 33%	329 36%
Very Satisfied (2)	612 33%	39 48%	44 42%	5 27%	49 39%	66 28%	118 30%	30 51%	24 43%	285 31%
Don't Know (DO NOT READ OUT)	126 7%	3 4%	4 4%	- -%	4 3%	6 3%	15 4%	4 7%	2 3%	91 10%
NET: Satisfied	1287 69%	65 82%	75 71%	11 61%	86 69%	170 72%	266 68%	41 68%	43 76%	614 67%
NET: Dissatisfied	135 7%	* 1%	8 8%	- -%	8 7%	17 7%	35 9%	5 9%	2 4%	66 7%
Answered	1737	76	101	18	120	231	374	55	55	825
Mean Score	1.0	1.4	1.0	.9	1.0	1.0	.9	1.1	1.1	1.0
Standard error	.02	.08	.09	.21	.08	.06	.05	.14	.10	.03
Standard deviation	.98	.75	1.07	.83	1.03	.87	1.03	1.21	.98	.96

Columns Tested: a,b,c,d,e,f,g,h,i

Table 256 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Amount / level of sent post lost

Base: All using RM. (QV4=1)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2030	468	475	1087	1769	261	-	1688	342	1958	72
Effective base	766	173	188	410	653	116	-	684	88	738	27
Weighted Base	1863	440	389	1034	1539	324	-	1704	159	1799	64
Very Dissatisfied (-2)	38 2%	4 1%	14 4%	20 2%	31 2%	7 2%	- -%	38 2%	* *%	38 2%	- -%
Fairly Dissatisfied (-1)	96 5%	22 5%	21 5%	54 5%	76 5%	20 6%	- -%	87 5%	10 6%	92 5%	4 7%
Neither Satisfied Nor Dissatisfied (0)	315 17%	79 18%	73 19%	163 16%	243 16%	72 22%	- -%	288 17%	27 17%	305 17%	10 16%
Fairly Satisfied (1)	675 36%	169 38%	148 38%	359 35%	561 36%	115 35%	- -%	620 36%	55 35%	666 37%	9 15%
Very Satisfied (2)	612 33%	153 35%	118 30%	340 33%	531 35%	80 25%	- -%	554 32%	58 36%	578 32%	33 52%
Don't Know (DO NOT READ OUT)	126 7%	13 3%	15 4%	98 9%	96 6%	30 9%	- -%	117 7%	9 6%	120 7%	7 11%
NET: Satisfied	1287 69%	322 73%	266 68%	699 68%	1092 71%	195 60%	- -%	1174 69%	113 71%	1244 69%	43 67%
NET: Dissatisfied	135 7%	25 6%	35 9%	74 7%	107 7%	27 8%	- -%	125 7%	10 6%	130 7%	4 7%
Answered	1737	427	374	936	1442	294	-	1587	150	1680	57
Mean Score	1.0	1.0	.9	1.0	1.0	.8	-	1.0	1.1	1.0	1.3
Standard error	.02	.04	.05	.03	.02	.06	-	.02	.05	.02	.12
Standard deviation	.98	.91	1.03	.98	.97	.99	-	.98	.91	.97	1.00

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 256 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Amount / level of sent post lost**

Base: All using RM (QV4=1)

		Total base	Role of mail services		
			Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		2030	1191	409	413
Effective base		766	475	129	157
Weighted Base		1863	1188	285	374
Very Dissatisfied	(-2)	38 2%	16 1%	4 2%	13 4%
Fairly Dissatisfied	(-1)	96 5%	51 4%	24 8%	22 6%
Neither Satisfied Nor Dissatisfied	(0)	315 17%	194 16%	52 18%	65 17%
Fairly Satisfied	(1)	675 36%	425 36%	106 37%	141 38%
Very Satisfied	(2)	612 33%	404 34%	81 28%	123 33%
Don't Know (DO NOT READ OUT)		126 7%	98 8%	17 6%	9 2%
			c		
NET: Satisfied		1287 69%	829 70%	187 66%	265 71%
NET: Dissatisfied		135 7%	67 6%	28 10%	35 9%
Answered		1737	1089	267	365
Mean Score		1.0	1.1	.9	.9
Standard error		.02	.03	.05	.05
Standard deviation		.98	.93	1.00	1.04

Columns Tested: a,b,c

Table 256 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1)

		Annual postal spend											
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+	
		a	b	c	d	e	*f	*g	*h	i	j	k	
Significance Level: 95%													
Unweighted Base	2030	1558	298	81	30	32	16	7	8	1856	174	93	
Effective base	766	638	90	20	8	8	3	1	1	726	39	19	
Weighted Base	1863	1581	188	45	11	20	11	1	5	1769	94	49	
Very Dissatisfied	(-2)	38 2%	29 2%	7 4%	1 3%	* 1%	- -%	- -%	- -%	* 3%	36 2%	2 2%	* 1%
Fairly Dissatisfied	(-1)	96 5%	81 5%	10 5%	4 9%	1 10%	- -%	* 1%	- -%	- -%	91 5%	5 6%	1 2%
Neither Satisfied Nor Dissatisfied	(0)	315 17%	269 17%	34 18%	4 9%	4 34%	2 9%	2 19%	* 2%	- -%	303 17%	12 13%	8 16%
Fairly Satisfied	(1)	675 36%	572 36%	66 35%	22 49%	3 30%	2 10%	5 44%	- -%	5 96%	638 36%	37 40%	15 31%
Very Satisfied	(2)	612 33%	509 32%	66 35%	13 29%	3 25%	16 81%	4 36%	1 98%	* 2%	574 32%	37 40%	24 50%
Don't Know (DO NOT READ OUT)		126 7%	122 8%	4 2%	1 1%	- -%	- -%	* *%	- -%	- -%	126 7%	1 1%	* *%
NET: Satisfied		1287 69%	1081 68%	132 70%	35 77%	6 55%	18 91%	9 80%	1 98%	5 97%	1213 69%	74 79%	39 81%
NET: Dissatisfied		135 7%	110 7%	17 9%	6 12%	1 11%	- -%	* 1%	- -%	* 3%	127 7%	7 8%	1 3%
Answered		1737	1460	184	45	11	20	11	1	5	1643	93	49
Mean Score		1.0	1.0	.9	.9	.7	1.7	1.1	2.0	.9	1.0	1.1	1.3
Standard error		.02	.03	.06	.12	.19	.11	.20	-	.20	.02	.07	.09
Standard deviation		.98	.97	1.06	1.03	1.04	.64	.79	-	.57	.98	.96	.86

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 256 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM. (QV4=1)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2030	851	707	472	1779	1479	1837	1370	843	702	353	1027	100	126	80	100	51
Effective base	766	391	249	129	662	547	693	530	326	231	159	420	26	35	19	22	13
Weighted Base	1863	1012	569	281	1632	1330	1699	1279	827	558	392	1051	56	83	40	47	30
Very Dissatisfied (-2)	38 2%	16 2%	14 2%	9 3%	33 2%	29 2%	35 2%	36 3%	20 2%	15 3%	8 2%	15 1%	5 8%	2 2%	2 5%	2 5%	1 3%
Fairly Dissatisfied (-1)	96 5%	39 4%	42 7%	16 6%	85 5%	76 6%	89 5%	75 6%	51 6%	36 6%	15 4%	59 6%	1 1%	11 13%	* *%	3 6%	* *%
Neither Satisfied Nor Dissatisfied (0)	315 17%	169 17%	100 18%	46 16%	290 18%	240 18%	301 18%	234 18%	155 19%	85 15%	60 15%	193 18%	15 27%	9 11%	8 20%	11 23%	5 17%
Fairly Satisfied (1)	675 36%	350 35%	222 39%	103 37%	599 37%	496 37%	629 37%	492 38%	337 41%	228 41%	153 39%	393 37%	10 18%	31 37%	15 37%	13 27%	14 47%
Very Satisfied (2)	612 33%	342 34%	166 29%	103 37%	514 31%	408 31%	532 31%	393 31%	239 29%	185 33%	126 32%	310 30%	24 42%	29 35%	15 37%	19 40%	9 32%
Don't Know (DO NOT READ OUT)	126 7%	96 10%	26 4%	4 2%	111 7%	81 6%	112 7%	50 4%	25 3%	9 2%	30 8%	79 8%	1 2%	1 1%	* 1%	* *%	- -%
NET: Satisfied	1287 69%	692 68%	388 68%	206 73%	1113 68%	904 68%	1161 68%	885 69%	575 70%	413 74%	279 71%	704 67%	34 61%	60 72%	30 74%	31 67%	23 79%
NET: Dissatisfied	135 7%	55 5%	55 10%	24 9%	117 7%	105 8%	124 7%	110 9%	71 9%	51 9%	23 6%	74 7%	5 10%	13 16%	2 5%	5 11%	1 3%
Answered	1737	916	543	277	1520	1249	1587	1229	802	549	361	971	55	82	40	47	30
Mean Score	1.0	1.1	.9	1.0	1.0	.9	1.0	.9	.9	1.0	1.0	1.0	.9	.9	1.0	.9	1.0
Standard error	.02	.03	.04	.05	.02	.03	.02	.03	.03	.04	.05	.03	.13	.10	.12	.12	.13
Standard deviation	.98	.94	1.01	1.03	.97	.98	.97	1.00	.98	1.00	.93	.95	1.25	1.10	1.04	1.15	.90

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 256 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM. (QV4=1)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	2030	1292	153	106	92	51	61	24	990	203	109	69	49	37	22
Effective base	766	546	42	30	18	12	11	5	415	58	30	25	11	15	7
Weighted Base	1863	1364	97	70	41	21	26	12	1019	156	52	37	34	16	15
Very Dissatisfied (-2)	38 2%	24 2%	5 5%	2 3%	1 2%	1 4%	- -%	* 2%	18 2%	5 3%	2 3%	1 1%	1 3%	2 14%	1 5%
Fairly Dissatisfied (-1)	96 5%	78 6%	2 2%	1 1%	2 4%	* 1%	2 6%	- -%	47 5%	15 10%	5 9%	7 20%	- -%	1 9%	* 1%
Neither Satisfied Nor Dissatisfied (0)	315 17%	236 17%	26 27%	10 15%	7 16%	1 6%	7 26%	4 32%	173 17%	43 27%	5 10%	9 25%	9 26%	1 4%	1 4%
Fairly Satisfied (1)	675 36%	499 37%	38 39%	27 39%	13 33%	14 67%	5 20%	3 22%	392 38%	55 35%	18 34%	8 22%	8 25%	5 34%	10 65%
Very Satisfied (2)	612 33%	421 31%	24 25%	28 40%	18 44%	5 22%	12 48%	5 44%	313 31%	37 24%	21 40%	12 31%	16 46%	6 39%	4 25%
Don't Know (DO NOT READ OUT)	126 7%	107 8%	2 2%	1 1%	* 1%	* *%	- -%	- -%	76 7%	2 1%	2 4%	* 1%	* *%	- -%	- -%
NET: Satisfied	1287 69%	920 67%	62 64%	56 79%	31 76%	19 89%	18 68%	8 66%	704 69%	92 59%	39 74%	20 54%	24 71%	11 73%	14 90%
NET: Dissatisfied	135 7%	101 7%	7 7%	3 5%	3 7%	1 5%	2 6%	* 2%	66 6%	20 13%	6 12%	8 21%	1 3%	4 23%	1 6%
Answered	1737	1257	94	69	41	21	26	12	943	154	50	37	34	16	15
Mean Score	1.0	1.0	.8	1.1	1.1	1.0	1.1	1.1	1.0 b	.7	1.0	.6	1.1	.7	1.0
Standard error	.02	.03	.08	.09	.11	.12	.13	.20	.03	.07	.11	.14	.15	.24	.19
Standard deviation	.98	.97	1.01	.97	1.00	.84	1.01	1.00	.94	1.04	1.11	1.17	1.01	1.45	.90

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 256 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2030	898	156	115	69	47	45	40	736	365	418	222	92
Effective base	766	387	53	33	24	14	10	14	333	143	146	50	25
Weighted Base	1863	932	138	84	35	26	28	35	872	329	326	106	64
Very Dissatisfied (-2)	38 2%	26 3%	5 3%	1 1%	* 1%	* 1%	* 1%	3 9%	18 2%	6 2%	7 2%	4 4%	* %
Fairly Dissatisfied (-1)	96 5%	52 6%	16 11%	1 2%	2 4%	2 9%	* %	2 5%	39 4%	23 7%	13 4%	13 13%	* %
Neither Satisfied Nor Dissatisfied (0)	315 17%	158 17%	33 24%	16 19%	4 12%	5 21%	8 30%	8 24%	168 19%	54 17%	46 14%	16 15%	16 26%
Fairly Satisfied (1)	675 36%	382 41%	48 35%	28 33%	14 40%	5 18%	3 12%	12 34%	292 33%	146 44%	125 38%	39 37%	27 43%
Very Satisfied (2)	612 33%	268 29%	34 25%	37 45%	15 43%	12 46%	16 57%	10 29%	272 31%	86 26%	121 37%	32 30%	20 31%
Don't Know (DO NOT READ OUT)	126 7%	46 5%	3 2%	1 1%	- -%	1 4%	* %	- -%	83 10%	13 4%	14 4%	2 2%	- -%
NET: Satisfied	1287 69%	650 70%	82 59%	65 77%	29 83%	17 65%	19 69%	22 63%	564 65%	232 71%	246 75%	71 67%	47 74%
NET: Dissatisfied	135 7%	79 8%	20 15%	2 3%	2 5%	3 11%	* 1%	5 13%	57 7%	29 9%	20 6%	18 17%	* 1%
Answered	1737	887	135	83	35	25	28	35	789	316	312	104	64
Mean Score	1.0	.9	.7	1.2	1.2	1.0	1.2	.7	1.0	.9	1.1	.8	1.0
Standard error	.02	.03	.09	.08	.11	.17	.15	.19	.04	.05	.05	.08	.08
Standard deviation	.98	.99	1.08	.88	.88	1.12	.96	1.20	.98	.95	.94	1.14	.79

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 256 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2030	817	339	360	188	70	656	278	312	157	64
Effective base	766	362	129	119	36	18	295	98	96	40	18
Weighted Base	1863	949	294	262	80	46	761	227	202	86	47
Very Dissatisfied (-2)	38 2%	18 2%	8 3%	6 2%	1 1%	* *%	12 2%	6 3%	7 4%	4 5%	* *%
Fairly Dissatisfied (-1)	96 5%	45 5%	19 6%	10 4%	10 12%	* *%	45 6%	12 5%	7 3%	11 13%	* *%
Neither Satisfied Nor Dissatisfied (0)	315 17%	187 20%	51 17%	28 11%	10 12%	13 29%	148 19%	38 17%	35 17%	9 10%	10 23%
Fairly Satisfied (1)	675 36%	327 34%	114 39%	108 41%	31 39%	19 41%	255 34%	107 47%	76 38%	32 37%	23 49%
Very Satisfied (2)	612 33%	287 30%	90 31%	96 37%	26 33%	13 29%	235 31%	59 26%	69 34%	30 35%	13 28%
Don't Know (DO NOT READ OUT)	126 7%	84 9%	12 4%	13 5%	2 2%	- -%	66 9%	6 2%	9 4%	* *%	- -%
NET: Satisfied	1287 69%	614 65%	204 69%	204 78%	57 72%	32 70%	490 64%	165 73%	145 72%	62 72%	36 77%
NET: Dissatisfied	135 7%	63 7%	27 9%	16 6%	11 14%	* 1%	57 8%	18 8%	14 7%	15 18%	* 1%
Answered	1737	865	282	249	78	46	696	221	193	86	47
Mean Score	1.0	.9	.9	1.1	.9	1.0	.9	1.1	1.0	.8	1.0
Standard error	.02	.04	.06	.05	.08	.10	.04	.06	.06	.09	.09
Standard deviation	.98	.97	1.01	.93	1.05	.81	.98	.94	1.00	1.18	.75

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 256 (continuation)

**QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Amount / level of sent post lost**

Base: All using RM. (QV4=1)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		2030	628	219	263	158	78	764	119	478	1863	167	1735	44
Effective base		766	280	75	96	50	22	304	37	185	700	66	648	15
Weighted Base		1863	701	181	214	114	48	718	85	468	1714	149	1590	42
Very Dissatisfied	(-2)	38	17	5	9	3	3	26	3	7	32	6	33	-
		2%	2%	2%	4%	3%	5%	4%	3%	1%	2%	4%	2%	-%
Fairly Dissatisfied	(-1)	96	41	13	5	13	2	49	1	25	92	4	83	2
		5%	6%	7%	3%	12%	3%	7%	1%	5%	5%	3%	5%	4%
Neither Satisfied Nor Dissatisfied	(0)	315	146	20	35	21	10	125	19	87	292	23	282	8
		17%	21%	11%	16%	18%	20%	17%	22%	19%	17%	16%	18%	19%
Fairly Satisfied	(1)	675	267	73	94	33	20	253	37	196	631	44	587	12
		36%	38%	41%	44%	29%	41%	35%	44%	42%	37%	29%	37%	28%
Very Satisfied	(2)	612	197	62	67	42	14	242	25	126	552	59	493	20
		33%	28%	34%	32%	37%	30%	34%	29%	27%	32%	40%	31%	49%
Don't Know (DO NOT READ OUT)		126	32	8	4	3	-	23	*	27	114	12	111	-
		7%	5%	4%	2%	2%	-%	3%	*%	6%	7%	8%	7%	-%
NET: Satisfied		1287	465	135	161	75	34	495	62	322	1184	103	1081	32
		69%	66%	75%	75%	65%	71%	69%	73%	69%	69%	69%	68%	77%
NET: Dissatisfied		135	58	18	14	16	4	75	3	32	124	10	116	2
		7%	8%	10%	7%	14%	9%	10%	4%	7%	7%	7%	7%	4%
Answered		1737	669	173	210	112	48	695	85	441	1600	137	1479	42
Mean Score		1.0	.9	1.0	1.0	.9	.9	.9	1.0	.9	1.0	1.1	1.0	1.2
Standard error		.02	.04	.07	.06	.09	.12	.04	.08	.04	.02	.08	.02	.13
Standard deviation		.98	.99	1.01	.99	1.13	1.06	1.07	.92	.92	.97	1.06	.97	.89

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 256 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM. (QV4=1)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
		a	b	a	b	a	b	a	b	a	b	
Significance Level: 95%												
Unweighted Base	2030	1343	136	956	414	1741	38	1331	148	960	410	
Effective base	766	512	36	388	143	649	13	503	44	390	141	
Weighted Base	1863	1234	96	906	373	1597	35	1222	108	916	363	
Very Dissatisfied	(-2)	38 2%	29 2%	1 1%	30 3%	6 2%	33 2%	- -%	28 2%	1 1%	29 3%	6 2%
Fairly Dissatisfied	(-1)	96 5%	73 6%	3 3%	54 6%	21 6%	85 5%	- -%	71 6%	5 4%	53 6%	22 6%
Neither Satisfied Nor Dissatisfied	(0)	315 17%	221 18%	19 20%	169 19%	65 17%	281 18%	9 26%	222 18%	18 16%	163 18%	71 19%
Fairly Satisfied	(1)	675 36%	448 36%	48 50%	349 38%	143 38%	591 37%	8 24%	461 38%	35 33%	362 40%	130 36%
Very Satisfied	(2)	612 33%	383 31%	25 26%	273 30%	120 32%	497 31%	17 49%	361 30%	46 43%	275 30%	118 32%
Don't Know (DO NOT READ OUT)		126 7%	80 6%	1 1%	33 4%	17 5%	111 7%	* 1%	77 6%	3 3%	34 4%	17 5%
NET: Satisfied		1287 69%	831 67%	73 76%	621 69%	263 71%	1087 68%	25 73%	823 67%	81 75%	637 70%	248 68%
NET: Dissatisfied		135 7%	102 8%	3 4%	83 9%	27 7%	117 7%	- -%	99 8%	6 5%	83 9%	28 8%
Answered		1737	1154	95	873	356	1486	35	1144	104	882	347
Mean Score		1.0	.9	1.0	.9	1.0	1.2	.9	1.2	.9	1.0	
Standard error		.02	.03	.07	.03	.05	.02	.14	.03	.08	.03	.05
Standard deviation		.98	1.00	.80	1.02	.96	.97	.85	.99	.92	1.01	.98

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 256 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Amount / level of sent post lost**

Base: All using RM. (QV4=1)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2030	890	1411	260	1	821	1049	202	4	955	789	240	1
Effective base	766	316	539	93	1	294	392	74	3	365	313	91	1
Weighted Base	1863	787	1302	240	4	727	903	181	5	882	710	208	2
Very Dissatisfied (-2)	38 2%	23 3%	17 1%	2 1%	- -%	25 3%	12 1%	4 2%	- -%	28 3%	15 2%	4 2%	- -%
Fairly Dissatisfied (-1)	96 5%	53 7%	76 6%	20 8%	- -%	43 6%	57 6%	14 8%	- -%	57 6%	44 6%	18 9%	- -%
Neither Satisfied Nor Dissatisfied (0)	315 17%	127 16%	225 17%	46 19%	- -%	133 18%	148 16%	40 22%	1 12%	158 18%	105 15%	38 18%	- -%
Fairly Satisfied (1)	675 36%	329 42%	461 35%	88 36%	4 100%	269 37%	324 36%	48 27%	2 52%	313 36%	294 41%	65 31%	- -%
Very Satisfied (2)	612 33%	227 29%	422 32%	77 32%	- -%	239 33%	293 32%	72 40%	- -%	296 33%	220 31%	75 36%	2 100%
Don't Know (DO NOT READ OUT)	126 7%	27 3%	101 8%	8 3%	- -%	18 2%	70 8%	4 2%	2 36%	30 3%	33 5%	8 4%	- -%
NET: Satisfied	1287 69%	556 71%	883 68%	165 69%	4 100%	508 70%	616 68%	121 67%	2 52%	609 69%	514 72%	140 67%	2 100%
NET: Dissatisfied	135 7%	75 10%	93 7%	22 9%	- -%	67 9%	69 8%	17 9%	- -%	85 10%	59 8%	22 11%	- -%
Answered	1737	759	1201	233	4	709	834	178	3	852	678	200	2
Mean Score	1.0	.9	1.0	.9	1.0	.9	1.0	1.0	.8	.9	1.0	.9	2.0
Standard error	.02	.03	.03	.06	-	.04	.03	.08	.28	.03	.04	.07	-
Standard deviation	.98	1.00	.96	.97	-	1.04	.97	1.06	.48	1.05	.97	1.05	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 256 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2030	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	766	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	1863	1550	1175	912	1213	1042	34	633	496	449	133	87
Very Dissatisfied (-2)	38 2%	31 2%	15 1%	23 3%	26 2%	15 1%	* 1%	11 2%	16 3%	6 1%	4 3%	3 4%
Fairly Dissatisfied (-1)	96 5%	81 5%	69 6%	56 6%	51 4%	64 6%	1 4%	38 6%	30 6%	30 7%	15 12%	10 11%
Neither Satisfied Nor Dissatisfied (0)	315 17%	267 17%	219 19%	175 19%	225 19%	186 18%	6 18%	113 18%	89 18%	92 20%	29 22%	14 16%
Fairly Satisfied (1)	675 36%	573 37%	426 36%	341 37%	454 37%	355 34%	13 37%	255 40%	187 38%	163 36%	40 30%	35 40%
Very Satisfied (2)	612 33%	488 31%	367 31%	278 30%	386 32%	338 32%	14 40%	188 30%	153 31%	143 32%	42 32%	20 23%
Don't Know (DO NOT READ OUT)	126 7%	109 7%	80 7%	39 4%	71 6%	85 8%	- -%	27 4%	21 4%	15 3%	2 1%	5 5%
NET: Satisfied	1287 69%	1061 68%	792 67%	619 68%	840 69%	693 66%	26 77%	444 70%	340 69%	306 68%	83 62%	55 63%
NET: Dissatisfied	135 7%	113 7%	84 7%	79 9%	77 6%	79 8%	2 5%	50 8%	46 9%	36 8%	19 14%	13 15%
Answered	1737	1440	1096	873	1142	958	34	606	475	433	131	82
Mean Score	1.0	1.0	1.0	.9	1.0	1.0	1.1	.9	.9	.9	.8	.7
Standard error	.02	.02	.03	.03	.03	.03	.12	.04	.05	.05	.10	.13
Standard deviation	.98	.97	.95	1.00	.96	.98	.93	.96	1.03	.97	1.11	1.09

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 256 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Amount / level of sent post lost

Base: All using RM. (QV4=1)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		2030	201	131	98	50	1775	1241	1852	1282	1190	830	1685	219	-	1640	120
Effective base		766	81	46	39	20	656	420	686	444	400	312	630	82	-	604	56
Weighted Base		1863	198	114	93	47	1569	967	1644	1038	912	756	1519	188	-	1417	139
Very Dissatisfied	(-2)	38 2%	10 5%	1 *	3 3%	* 1%	27 2%	19 2%	28 2%	21 2%	20 2%	15 2%	23 2%	4 2%	- -%	5 *%	30 21%
Fairly Dissatisfied	(-1)	96 5%	16 8%	3 2%	10 11%	7 15% b	88 6%	59 6%	93 6%	63 6%	61 7%	50 7%	84 6%	15 8%	- -%	48 3%	25 18% a
Neither Satisfied Nor Dissatisfied	(0)	315 17%	37 19%	19 17%	19 21%	7 14%	265 17%	146 15%	276 17%	175 17%	132 14%	123 16%	252 17%	30 16%	- -%	165 12%	26 19%
Fairly Satisfied	(1)	675 36%	63 32%	49 43%	25 27%	13 28%	561 36%	335 35%	593 36%	353 34%	284 31%	292 39%	545 36%	69 37%	- -%	543 38%	45 32%
Very Satisfied	(2)	612 33%	60 30%	42 37%	28 30%	18 39%	524 33%	354 37%	549 33%	376 36%	359 39%	241 32%	510 34%	66 35%	- -%	575 41% b	4 3%
Don't Know (DO NOT READ OUT)		126 7%	11 5%	1 1%	8 8%	2 3%	102 7%	54 6%	105 6%	50 5%	56 6%	35 5%	105 7%	4 2%	- -%	81 6%	9 7%
NET: Satisfied		1287 69%	123 62%	91 80% ac	53 57%	31 67%	1085 69%	689 71%	1142 69%	730 70%	643 70%	533 71%	1055 69%	135 72%	- -%	1118 79% b	49 35%
NET: Dissatisfied		135 7%	27 13% b	3 3%	13 14%	7 16%	116 7%	78 8%	121 7%	84 8%	81 9%	66 9%	107 7%	19 10%	- -%	54 4%	55 40% a
Answered Mean Score		1737 1.0	187 .8	113 1.1	85 .8	46 .9	1466 1.0	913 1.0	1539 1.0	989 1.0	856 1.1	722 1.0	1415 1.0	184 1.0	- -	1336 1.2 b	130 -.2
Standard error		.02	.08	.07	.12	.16	.02	.03	.02	.03	.03	.04	.02	.07	-	.02	.12
Standard deviation		.98	1.15	.82	1.14	1.13	.97	1.00	.97	1.00	1.03	.99	.96	1.03	-	.83	1.24

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 256 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	2030	769	1261	529	24	265	370	249	1319	429	317	350	1304
Effective base	766	310	455	197	13	97	146	91	510	156	106	138	503
Weighted Base	1863	759	1104	489	36	233	371	224	1264	354	245	344	1227
Very Dissatisfied (-2)	38 2%	36 5%	2 *%	5 1%	4 10%	* *%	11 3%	21 9%	8 1%	8 2%	12 5%	8 2%	18 1%
Fairly Dissatisfied (-1)	96 5%	83 11%	13 1%	38 8%	5 14%	19 8%	26 7%	12 5%	55 4%	29 8%	21 9%	31 9%	45 4%
Neither Satisfied Nor Dissatisfied (0)	315 17%	167 22%	148 13%	74 15%	* *%	44 19%	60 16%	38 17%	199 16%	73 21%	43 18%	69 20%	192 16%
Fairly Satisfied (1)	675 36%	263 35%	413 37%	180 37%	21 58%	89 38%	139 38%	69 31%	483 38%	117 33%	67 27%	153 44%	438 36%
Very Satisfied (2)	612 33%	169 22%	443 40%	173 35%	5 13%	75 32%	118 32%	83 37%	429 34%	92 26%	96 39%	72 21%	435 35%
Don't Know (DO NOT READ OUT)	126 7%	40 5%	86 8%	18 4%	2 5%	6 2%	17 5%	1 1%	88 7%	34 10%	6 2%	12 4%	99 8%
NET: Satisfied	1287 69%	431 57%	856 77%	353 72%	25 71%	163 70%	257 69%	151 68%	912 72%	209 59%	163 67%	224 65%	873 71%
NET: Dissatisfied	135 7%	120 16%	15 1%	43 9%	8 24%	20 9%	37 10%	33 15%	64 5%	38 11%	33 13%	39 11%	63 5%
Answered	1737	718	1018	470	34	227	354	223	1175	320	239	332	1128
Mean Score	1.0	.6	1.3	1.0	.5	1.0	.9	.8	1.1	.8	.9	.8	1.1
Standard error	.02	.04	.02	.04	.25	.06	.06	.08	.03	.05	.07	.05	.03
Standard deviation	.98	1.12	.76	.97	1.22	.94	1.03	1.26	.88	1.04	1.17	.98	.92

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 256 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM. (QV4=1)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		2030	1069	961
Effective base		766	331	434
Weighted Base		1863	814	1048
Very Dissatisfied	(-2)	38 2%	16 2%	22 2%
Fairly Dissatisfied	(-1)	96 5%	51 6%	46 4%
Neither Satisfied Nor Dissatisfied	(0)	315 17%	140 17%	175 17%
Fairly Satisfied	(1)	675 36%	271 33%	405 39%
Very Satisfied	(2)	612 33%	279 34%	333 32%
Don't Know (DO NOT READ OUT)		126 7%	58 7%	68 6%
NET: Satisfied		1287 69%	549 67%	737 70%
NET: Dissatisfied		135 7%	66 8%	68 7%
Answered		1737	756	980
Mean Score		1.0	1.0	1.0
Standard error		.02	.03	.03
Standard deviation		.98	1.01	.95

Columns Tested: a,b

Table 256 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM. (QV4=1)

		Month												
		Total base	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
			a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%														
Unweighted Base		2030	118	239	187	177	210	116	119	213	137	167	121	226
Effective base		766	35	112	111	57	141	67	16	83	56	35	43	83
Weighted Base		1863	50	195	217	60	300	106	32	288	147	85	118	264
Very Dissatisfied	(-2)	38 2%	* %	5 3%	6 3%	* %	6 2%	6 6%	* %	1 %	1 1%	* %	5 5%	6 2%
								dh						
Fairly Dissatisfied	(-1)	96 5%	2 4%	6 3%	17 8%	2 3%	20 7%	2 2%	* 1%	9 3%	8 6%	6 7%	11 10%	13 5%
Neither Satisfied Nor Dissatisfied	(0)	315 17%	5 11%	36 19%	27 13%	8 14%	60 20%	17 16%	1 4%	57 20%	31 21%	20 23%	16 14%	36 13%
Fairly Satisfied	(1)	675 36%	20 41%	78 40%	68 31%	22 37%	118 40%	35 33%	10 33%	104 36%	46 31%	21 25%	44 37%	109 41%
Very Satisfied	(2)	612 33%	17 34%	56 29%	81 38%	23 39%	85 28%	38 36%	14 44%	94 33%	51 35%	27 32%	37 31%	87 33%
Don't Know (DO NOT READ OUT)		126 7%	5 10%	14 7%	17 8%	5 8%	10 3%	8 7%	6 18%	23 8%	10 7%	10 12%	5 4%	14 5%
									e					
NET: Satisfied		1287 69%	37 74%	134 69%	149 69%	45 75%	204 68%	73 69%	25 77%	198 69%	97 66%	49 57%	81 68%	196 74%
NET: Dissatisfied		135 7%	2 5%	11 5%	24 11%	2 3%	26 9%	8 8%	* 1%	10 4%	10 6%	6 8%	17 14%	19 7%
					dh								dh	
Answered		1737	45	181	200	55	290	98	26	265	138	75	113	250
Mean Score		1.0	1.1	1.0	1.0	1.2 e	.9	1.0	1.5 beijk	1.1	1.0	.9	.8	1.0
Standard error		.02	.08	.06	.08	.06	.07	.11	.06	.06	.08	.08	.11	.06
Standard deviation		.98	.85	.94	1.09	.81	.98	1.12	.66	.87	.96	1.00	1.13	.95

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 256 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Amount / level of sent post lost**

Base: All using RM (QV4=1)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2030	544	503	469	514	1047	983
Effective base	766	256	250	151	158	506	309
Weighted Base	1863	462	465	468	468	927	936
Very Dissatisfied	(-2)	38	11	13	2	12	24
		2%	2%	3%	1%	2%	3%
Fairly Dissatisfied	(-1)	96	25	23	18	30	48
		5%	5%	5%	4%	6%	5%
Neither Satisfied Nor Dissatisfied	(0)	315	69	85	90	71	154
		17%	15%	18%	19%	15%	17%
Fairly Satisfied	(1)	675	165	175	160	174	341
		36%	36%	38%	34%	37%	36%
Very Satisfied	(2)	612	154	147	159	151	301
		33%	33%	32%	34%	32%	33%
Don't Know (DO NOT READ OUT)		126	36	23	38	29	59
		7%	8%	5%	8%	6%	7%
NET: Satisfied		1287	320	322	320	325	642
		69%	69%	69%	68%	70%	69%
NET: Dissatisfied		135	37	36	20	42	73
		7%	8%	8%	4%	9%	8%
Answered		1737	425	443	430	438	868
Mean Score		1.0	1.0	.9	1.1	1.0	1.0
Standard error		.02	.04	.05	.04	.05	.03
Standard deviation		.98	1.00	1.00	.89	1.01	.95

Columns Tested:: a,b,c,d - a,b

Table 257

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Price of postage

Base: All using RM (QV4=1)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2030	481	1549	1429	331	76	194	601
Effective base	766	113	660	706	138	33	83	180
Weighted Base	1863	208	1655	1782	69	7	5	80
Very Dissatisfied (-2)	143 8%	26 12%	117 7%	138 8%	5 7%	* 4%	* 6%	5 7%
Fairly Dissatisfied (-1)	371 20%	24 12%	347 21%	364 20%	7 10%	* 4%	* 6%	7 9%
Neither Satisfied Nor Dissatisfied (0)	409 22%	43 21%	366 22%	392 22%	15 21%	1 12%	1 18%	16 20%
Fairly Satisfied (1)	679 36%	53 25%	627 38%	647 36%	27 40%	3 48%	2 39%	33 40%
Very Satisfied (2)	237 13%	43 21%	194 12%	218 12%	15 22%	2 32%	1 30%	18 23%
Don't Know (DO NOT READ OUT)	23 1%	18 9%	5 *%	23 1%	* 1%	* *%	* *%	* 1%
NET: Satisfied	916 49%	96 46%	820 50%	865 49%	42 61%	6 79%	3 69%	51 63%
NET: Dissatisfied	515 28%	50 24%	464 28%	502 28%	12 17%	1 8%	1 12%	13 16%
Answered	1840	190	1650	1760	68	7	5	80
Mean Score	.3	.3	.3	.3	.6	1.0	.8	.6
Standard error	.03	.06	.03	.03	.06	.12	.09	.05
Standard deviation	1.15	1.33	1.13	1.15	1.15	1.05	1.25	1.14

Columns Tested: a,b - a,b,c,d,e

Table 257 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Price of postage

Base: All using RM (QV4=1)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2030	623	599	207	201	206	194	1429	331	270
Effective base		766	360	282	82	92	79	83	706	138	75
Weighted Base		1863	997	661	125	50	26	5	1782	69	12
Very Dissatisfied	(-2)	143 8%	73 7%	59 9%	6 5%	4 7%	1 5%	* 6%	138 8%	5 7%	1 5%
Fairly Dissatisfied	(-1)	371 20%	221 22%	125 19%	18 14%	4 9%	3 11%	* 6%	364 20%	7 10%	1 5%
Neither Satisfied Nor Dissatisfied	(0)	409 22%	206 21%	157 24%	29 23%	11 22%	5 18%	1 18%	392 22%	15 21%	2 15%
Fairly Satisfied	(1)	679 36%	362 36%	240 36%	45 36%	20 40%	11 41%	2 39%	647 36%	27 40%	5 44%
Very Satisfied	(2)	237 13%	125 13%	71 11%	22 18%	11 22%	6 24%	1 30%	218 12%	15 22%	4 31%
Don't Know (DO NOT READ OUT)		23 1%	11 1%	8 1%	4 3%	* 1%	* *	* *	23 1%	* 1%	* *
NET: Satisfied		916 49%	486 49%	311 47%	68 54%	31 62%	17 65%	3 69%	865 49%	42 61%	9 75%
NET: Dissatisfied		515 28%	293 29%	184 28%	24 19%	8 16%	4 16%	1 12%	502 28%	12 17%	1 9%
Answered		1840	986	653	121	50	26	5	1760	68	12
Mean Score		.3	.2	.2	.5	.6	.7	.8	.3	.6	.9
Standard error		.03	.05	.05	.08	abg	abg	abg	.03	abg	abcgh
Standard deviation		1.15	1.15	1.15	1.11	1.15	1.14	1.25	1.15	1.15	1.08

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 257 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Price of postage**

Base: All using RM (QV4=1)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2030	881	548	331	76	194	748	325	117	80	210
Effective base	766	523	243	138	33	83	425	137	36	27	36
Weighted Base	1863	1459	324	69	7	5	1176	252	64	32	54
Very Dissatisfied (-2)	143 8%	112 8%	26 8%	5 7%	* 4%	* 6%	83 7%	13 5%	3 4%	3 10%	3 6%
Fairly Dissatisfied (-1)	371 20%	326 22%	38 12%	7 10%	* 4%	* 6%	269 23%	58 23%	7 11%	2 6%	5 9%
Neither Satisfied Nor Dissatisfied (0)	409 22%	312 21%	80 25%	15 21%	1 12%	1 18%	259 22%	55 22%	8 13%	6 18%	15 28%
Fairly Satisfied (1)	679 36%	524 36%	123 38%	27 40%	3 48%	2 39%	417 35%	102 40%	38 59%	13 41%	22 41%
Very Satisfied (2)	237 13%	169 12%	49 15%	15 22%	2 32%	1 30%	145 12%	21 8%	8 13%	8 24%	7 14%
Don't Know (DO NOT READ OUT)	23 1%	15 1%	8 2%	* 1%	* *%	* *%	3 *%	4 1%	- -%	* *%	1 2%
NET: Satisfied	916 49%	693 47%	173 53%	42 61%	6 79%	3 69%	562 48%	122 49%	47 72%	21 65%	29 55%
NET: Dissatisfied	515 28%	439 30%	64 20%	12 17%	1 8%	1 12%	352 30%	71 28%	10 15%	5 17%	9 16%
Answered	1840	1444	316	68	7	5	1173	249	64	32	53
Mean Score	.3	.2	.4	.6	1.0	.8	.2	.2	.7	.6	.5
Standard error	.03	.04	.05	.06	.12	.09	.04	.06	.09	.14	.07
Standard deviation	1.15	1.15	1.13	1.15	1.05	1.25	1.14	1.07	.98	1.23	1.06

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 257 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Price of postage**

Base: All using RM (QV4=1)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2030	138	95	192	67	129	161	130	117	112
Effective base		766	78	53	107	32	66	100	78	64	55
Weighted Base		1863	177	122	294	72	168	295	231	159	130
Very Dissatisfied	(-2)	143 8%	23 13%	2 2%	17 6%	5 8%	22 13%	23 8%	18 8%	9 6%	5 4%
			b				b				
Fairly Dissatisfied	(-1)	371 20%	33 19%	27 22%	67 23%	11 15%	32 19%	55 19%	53 23%	32 20%	27 21%
Neither Satisfied Nor Dissatisfied	(0)	409 22%	42 24%	29 24%	77 26%	21 29%	20 12%	44 15%	56 24%	47 30%	33 25%
					ef	e				ef	
Fairly Satisfied	(1)	679 36%	55 31%	42 34%	99 34%	22 31%	68 40%	140 47%	80 35%	62 39%	47 36%
								ac			
Very Satisfied	(2)	237 13%	21 12%	22 18%	30 10%	13 18%	26 15%	31 10%	24 11%	10 6%	17 13%
				h							
Don't Know (DO NOT READ OUT)		23 1%	3 2%	- -%	5 2%	- -%	- -%	3 1%	- -%	- -%	1 1%
NET: Satisfied		916 49%	77 43%	63 52%	129 44%	35 49%	94 56%	171 58%	104 45%	72 45%	64 49%
								c			
NET: Dissatisfied		515 28%	56 31%	29 24%	83 28%	16 22%	54 32%	78 26%	71 31%	41 26%	32 24%
Answered		1840	174	122	289	72	168	292	231	159	129
Mean Score		.3	.1	.4	.2	.4	.3	.3	.2	.2	.3
Standard error		.03	.11	.11	.08	.14	.11	.09	.10	.09	.10
Standard deviation		1.15	1.23	1.07	1.09	1.17	1.29	1.13	1.14	1.01	1.07

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 257 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Price of postage

Base: All using RM. (QV4=1)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		2030	308	350	483	1141	889	313	299	277
Effective base		766	153	195	285	627	235	92	82	110
Weighted Base		1863	371	459	820	1649	214	104	73	37
Very Dissatisfied	(-2)	143 8%	32 9%	34 7%	58 7%	125 8%	19 9%	9 9%	7 9%	2 7%
Fairly Dissatisfied	(-1)	371 20%	70 19%	92 20%	174 21%	336 20%	36 17%	15 15%	12 16%	8 23%
Neither Satisfied Nor Dissatisfied	(0)	409 22%	74 20%	118 26%	176 22%	368 22%	41 19%	15 14%	17 23%	9 25%
Fairly Satisfied	(1)	679 36%	137 37%	159 35%	319 39%	615 37%	64 30%	34 32%	25 34%	6 16%
Very Satisfied	(2)	237 13%	56 15%	53 11%	85 10%	194 12%	43 20%	23 22%	11 15%	9 26%
Don't Know (DO NOT READ OUT)		23 1%	1 *	3 1%	7 1%	12 1%	11 5%	8 8%	1 2%	1 4%
NET: Satisfied		916 49%	193 52%	212 46%	404 49%	809 49%	108 50%	56 54%	36 49%	15 42%
NET: Dissatisfied		515 28%	102 28%	126 27%	232 28%	461 28%	54 25%	25 24%	19 26%	11 29%
Answered		1840	369	456	812	1637	203	96	72	35
Mean Score		.3	.3	.2	.2	.3	.4	.5	.3	.3
Standard error		.03	.07	.06	.05	.03	.04	.07	.07	.08
Standard deviation		1.15	1.19	1.12	1.12	1.14	1.25	1.29	1.20	1.30

Columns Tested: a,b,c,d,e,f,g,h

Table 257 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Price of postage

Base: All using RM (QV4=1)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2030	93	154	16	170	205	475	86	97	901
Effective base	766	35	45	6	51	88	188	27	27	356
Weighted Base	1863	80	105	18	124	237	389	60	56	916
Very Dissatisfied	(-2) 143 8%	2 3%	14 13%	* 1%	14 11%	13 6%	30 8%	11 18%	7 13%	66 7%
Fairly Dissatisfied	(-1) 371 20%	3 4%	12 11%	5 24%	16 13%	31 13%	90 23%	12 19%	13 22%	207 23%
Neither Satisfied Nor Dissatisfied	(0) 409 22%	19 24%	18 17%	3 18%	21 17%	71 30%	82 21%	13 22%	9 15%	193 21%
Fairly Satisfied	(1) 679 36%	36 45%	52 49%	6 35%	58 47%	86 36%	137 35%	10 18%	16 29%	335 37%
Very Satisfied	(2) 237 13%	g 19 24%	g 10 10%	g 4 22%	g 14 12%	32 14%	48 12%	9 15%	11 19%	104 11%
Don't Know (DO NOT READ OUT)	23 1%	i * *%	* * *%	- - -%	* * *%	3 1%	3 1%	5 8%	1 2%	10 1%
NET: Satisfied	916 49%	55 69%	62 59%	10 56%	72 59%	118 50%	185 47%	19 33%	27 48%	439 48%
NET: Dissatisfied	515 28%	fgi 5 7%	g 25 24%	5 25%	30 24%	44 19%	119 31%	22 37%	20 35%	273 30%
Answered	1840	79	105	18	123	234	386	55	55	906
Mean Score	.3	.8	.3	.5	.3	.4	.2	-.1	.2	.2
Standard error	.03	bdefghi .10	.10	.28	.09	.07	.05	.15	.14	.04
Standard deviation	1.15	.93	1.20	1.14	1.19	1.06	1.16	1.36	1.34	1.14

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 257 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Price of postage**

Base: All using RM. (QV4=1)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2030	468	475	1087	1769	261	-	1688	342	1958	72
Effective base	766	173	188	410	653	116	-	684	88	738	27
Weighted Base	1863	440	389	1034	1539	324	-	1704	159	1799	64
Very Dissatisfied (-2)	143 8%	29 7%	30 8%	84 8%	103 7%	40 12%	- -%	135 8%	8 5%	137 8%	6 10%
Fairly Dissatisfied (-1)	371 20%	50 11%	90 23%	231 22%	305 20%	67 21%	- -%	352 21%	20 12%	367 20%	5 8%
Neither Satisfied Nor Dissatisfied (0)	409 22%	112 25%	82 21%	215 21%	335 22%	73 23%	- -%	361 21%	48 30%	388 22%	21 33%
Fairly Satisfied (1)	679 36%	180 41%	137 35%	363 35%	559 36%	121 37%	- -%	628 37%	52 33%	658 37%	21 33%
Very Satisfied (2)	237 13%	66 15%	48 12%	123 12%	214 14%	23 7%	- -%	211 12%	26 17%	227 13%	10 15%
Don't Know (DO NOT READ OUT)	23 1%	3 1%	3 1%	17 2%	23 1%	* *%	- -%	18 1%	6 3%	22 1%	1 1%
NET: Satisfied	916 49%	246 56%	185 47%	486 47%	773 50%	143 44%	- -%	838 49%	78 49%	886 49%	31 48%
NET: Dissatisfied	515 28%	80 18%	119 31%	316 31%	408 26%	107 33%	- -%	487 29%	27 17%	503 28%	11 18%
Answered	1840	437	386	1017	1516	324	-	1687	153	1777	63
Mean Score	.3	.5	.2	.2	.3	.1	-	.3	.5	.3	.4
Standard error	.03	.05	.05	.04	.03	.07	-	.03	.06	.03	.14
Standard deviation	1.15	1.09	1.16	1.17	1.14	1.16	-	1.16	1.08	1.15	1.15

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 257 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Price of postage

Base: All using RM. (QV4=1)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		2030	1191	409	413
Effective base		766	475	129	157
Weighted Base		1863	1188	285	374
Very Dissatisfied	(-2)	143 8%	89 8%	22 8%	26 7%
Fairly Dissatisfied	(-1)	371 20%	245 21%	35 12%	88 24%
Neither Satisfied Nor Dissatisfied	(0)	409 22%	272 23%	72 25%	59 16%
Fairly Satisfied	(1)	679 36%	420 35%	112 39%	146 39%
Very Satisfied	(2)	237 13%	146 12%	42 15%	49 13%
Don't Know (DO NOT READ OUT)		23 1%	16 1%	1 *	7 2%
NET: Satisfied		916 49%	565 48%	154 54%	195 52%
NET: Dissatisfied		515 28%	334 28%	58 20%	114 30%
Answered		1840	1172	284	367
Mean Score		.3	.2	.4	.3
Standard error		.03	.03	.06	.06
Standard deviation		1.15	1.14	1.12	1.17

Columns Tested: a,b,c

Table 257 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Price of postage**

Base: All using RM (QV4=1)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2030	1558	298	81	30	32	16	7	8	1856	174	93
Effective base	766	638	90	20	8	8	3	1	1	726	39	19
Weighted Base	1863	1581	188	45	11	20	11	1	5	1769	94	49
Very Dissatisfied	(-2)	143	128	15	*	*	*	-	-	143	1	*
		8%	8%	8%	*%	1%	*%	1%	-%	-%	8%	1%
Fairly Dissatisfied	(-1)	371	323	35	9	*	*	-	5	358	14	5
		20%	20%	18%	19%	2%	*%	-%	-%	95%	20%	14%
Neither Satisfied Nor Dissatisfied	(0)	409	364	37	6	*	2	*	*	401	8	2
		22%	23%	20%	13%	2%	9%	*%	2%	3%	23%	9%
Fairly Satisfied	(1)	679	552	77	21	6	12	11	*	629	50	30
		36%	35%	41%	45%	56%	61%	96%	3%	*%	36%	53%
Very Satisfied	(2)	237	192	24	10	3	6	*	1	216	21	11
		13%	12%	13%	22%	31%	29%	3%	95%	2%	12%	22%
Don't Know (DO NOT READ OUT)		23	22	-	*	1	-	-	-	22	1	1
		1%	1%	-%	*%	8%	-%	-%	-%	1%	1%	2%
NET: Satisfied		916	744	101	31	9	18	11	1	846	71	40
		49%	47%	54%	68%	87%	90%	99%	98%	2%	48%	83%
NET: Dissatisfied		515	451	50	9	*	*	*	-	501	14	5
		28%	29%	26%	19%	3%	*%	1%	-%	95%	28%	11%
Answered	1840	1559	188	45	10	20	11	1	5	1747	93	48
Mean Score	.3	.2	.3	.7	1.2	1.2	1.0	1.9	-.9	.2	.8	.9
Standard error	.03	.03	.07	.12	.14	.11	.09	-	.16	.03	.07	.09
Standard deviation	1.15	1.15	1.15	1.04	.73	.63	.35	-	.46	1.15	.96	.87

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 257 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Price of postage

Base: All using RM. (QV4=1)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2030	851	707	472	1779	1479	1837	1370	843	702	353	1027	100	126	80	100	51
Effective base	766	391	249	129	662	547	693	530	326	231	159	420	26	35	19	22	13
Weighted Base	1863	1012	569	281	1632	1330	1699	1279	827	558	392	1051	56	83	40	47	30
Very Dissatisfied (-2)	143 8%	69 7%	59 10%	15 5%	130 8%	100 8%	135 8%	104 8%	59 7%	39 7%	29 7%	88 8%	2 3%	7 8%	1 3%	5 11%	4 14%
Fairly Dissatisfied (-1)	371 20%	234 23%	89 16%	48 17%	336 21%	260 20%	350 21%	229 18%	134 16%	82 15%	92 23%	212 20%	14 25%	16 19%	3 8%	7 14%	6 21%
Neither Satisfied Nor Dissatisfied (0)	409 22%	249 25%	115 20%	45 16%	371 23%	299 22%	381 22%	259 20%	165 20%	87 16%	88 22%	238 23%	20 35%	15 18%	6 14%	8 16%	7 24%
Fairly Satisfied (1)	679 36%	334 33%	219 38%	127 45%	601 37%	497 37%	627 37%	507 40%	331 40%	245 44%	150 38%	393 37%	16 28%	31 37%	15 36%	15 33%	8 27%
Very Satisfied (2)	237 13%	112 11%	80 14%	45 16%	185 11%	170 13%	198 12%	176 14%	136 16%	101 18%	32 8%	117 11%	5 9%	13 16%	14 36%	12 26%	4 15%
Don't Know (DO NOT READ OUT)	23 1%	15 2%	7 1%	1 *%	8 *%	4 *%	8 *%	3 *%	2 *%	3 1%	1 *%	4 *%	- -%	1 2%	1 3%	- -%	- -%
NET: Satisfied	916 49%	445 44%	299 53%	172 61%	786 48%	667 50%	824 49%	684 53%	467 56%	346 62%	182 46%	509 48%	21 37%	44 53%	29 72%	28 58%	12 42%
NET: Dissatisfied	515 28%	303 30%	148 26%	64 23%	466 29%	361 27%	485 29%	333 26%	193 23%	121 22%	120 31%	300 29%	15 28%	23 27%	5 11%	12 25%	10 34%
Answered Mean Score	1840 .3	997 .2	562 .3	281 .5	1624 .2	1326 .3	1691 .2	1276 .3	825 .4	555 .5	390 .2	1047 .2	56 .2	82 .3	39 1.0	47 .5	30 .1
Standard error	.03	.04	.05	.05	.03	.03	.03	.03	.04	.04	.06	.04	.10	.11	.12	.13	.18
Standard deviation	1.15	1.12	1.20	1.12	1.14	1.14	1.14	1.16	1.15	1.16	1.10	1.14	1.00	1.21	1.07	1.32	1.29

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 257 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Price of postage

Base: All using RM (QV4=1)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	2030	1292	153	106	92	51	61	24	990	203	109	69	49	37	22
Effective base	766	546	42	30	18	12	11	5	415	58	30	25	11	15	7
Weighted Base	1863	1364	97	70	41	21	26	12	1019	156	52	37	34	16	15
Very Dissatisfied (-2)	143 8%	103 8%	16 17%	2 3%	2 5%	1 5%	2 6%	4 32%	80 8%	11 7%	2 4%	3 9%	* *%	4 23%	* 1%
Fairly Dissatisfied (-1)	371 20%	306 22%	10 10%	5 8%	5 12%	8 38%	1 5%	1 5%	209 21%	23 14%	10 18%	6 17%	5 15%	3 18%	5 33%
Neither Satisfied Nor Dissatisfied (0)	409 22%	318 23%	20 21%	10 15%	12 30%	1 4%	7 27%	3 22%	231 23%	39 25%	13 24%	6 16%	3 9%	2 12%	5 30%
Fairly Satisfied (1)	679 36%	492 36%	37 38%	37 52%	15 37%	7 34%	10 37%	4 31%	391 38%	55 35%	19 36%	11 29%	16 46%	4 24%	1 8%
Very Satisfied (2)	237 13%	143 10%	11 12%	15 22%	5 13%	3 15%	6 24%	1 10%	106 10%	27 18%	8 16%	11 29%	10 30%	3 22%	4 28%
Don't Know (DO NOT READ OUT)	23 1%	3 *%	2 2%	1 1%	1 2%	1 4%	- -%	- -%	2 *%	1 1%	1 2%	* *%	- -%	- -%	- -%
NET: Satisfied	916 49%	634 46%	48 50%	52 74%	21 50%	10 49%	16 62%	5 41%	497 49%	83 53%	27 52%	21 58%	26 76%	7 46%	6 36%
NET: Dissatisfied	515 28%	409 30%	27 27%	7 11%	7 17%	9 43%	3 12%	4 37%	289 28%	33 21%	12 22%	10 26%	5 15%	6 41%	5 34%
Answered	1840	1361	95	70	40	20	26	12	1017	156	51	37	34	16	15
Mean Score	.3	.2	.2	.8	.4	.2	.7	-.2	.2	.4	.4	.5	.9	*	.3
Standard error	.03	.03	.10	.09	.11	.18	.14	.30	.04	.08	.11	.16	.14	.25	.27
Standard deviation	1.15	1.13	1.29	.96	1.05	1.28	1.11	1.48	1.13	1.15	1.10	1.33	1.00	1.54	1.26

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 257 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Price of postage**

Base: All using RM (QV4=1)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2030	898	156	115	69	47	45	40	736	365	418	222	92
Effective base	766	387	53	33	24	14	10	14	333	143	146	50	25
Weighted Base	1863	932	138	84	35	26	28	35	872	329	326	106	64
Very Dissatisfied (-2)	143 8%	78 8%	17 12%	3 3%	1 3%	1 3%	* 1%	4 11%	70 8%	31 10%	25 8%	6 6%	3 5%
Fairly Dissatisfied (-1)	371 20%	185 20%	29 21%	7 8%	5 14%	2 7%	1 3%	* 1%	211 24%	57 17%	47 15%	21 20%	13 21%
Neither Satisfied Nor Dissatisfied (0)	409 22%	197 21%	19 14%	25 30%	11 31%	2 9%	* 2%	4 12%	207 24%	78 24%	70 22%	14 13%	12 19%
Fairly Satisfied (1)	679 36%	371 40%	52 38%	20 23%	14 40%	11 42%	22 79%	17 47%	302 35%	118 36%	136 42%	51 48%	20 31%
Very Satisfied (2)	237 13%	99 11%	20 15%	29 35%	4 12%	10 37%	4 13%	10 28%	79 9%	44 13%	45 14%	14 13%	15 24%
Don't Know (DO NOT READ OUT)	23 1%	2 *%	- -%	* *%	- -%	1 2%	1 3%	- -%	4 1%	1 *%	3 1%	* *%	- -%
NET: Satisfied	916 49%	471 50%	72 53%	49 58%	18 52%	21 78%	26 92%	27 76%	381 44%	162 49%	181 55%	65 61%	35 55%
NET: Dissatisfied	515 28%	264 28%	46 33%	9 11%	6 17%	3 10%	1 4%	4 12%	280 32%	88 27%	72 22%	27 26%	17 26%
Answered	1840	931	138	84	35	26	27	35	868	328	323	106	64
Mean Score	.3	.2	.2	.8	.4	1.0	1.0	.8	.1	.3	.4	.4	.5
Standard error	.03	.04	.10	.10	.12	.15	.09	.19	.04	.06	.06	.08	.13
Standard deviation	1.15	1.14	1.28	1.11	.99	1.05	.61	1.20	1.12	1.18	1.13	1.13	1.21

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 257 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Price of postage

Base: All using RM (QV4=1)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2030	817	339	360	188	70	656	278	312	157	64
Effective base	766	362	129	119	36	18	295	98	96	40	18
Weighted Base	1863	949	294	262	80	46	761	227	202	86	47
Very Dissatisfied (-2)	143 8%	73 8%	28 9%	23 9%	4 5%	1 3%	64 8%	18 8%	13 6%	3 4%	2 4%
Fairly Dissatisfied (-1)	371 20%	214 23%	65 22%	37 14%	12 15%	7 16%	157 21%	35 16%	36 18%	18 21%	13 27%
Neither Satisfied Nor Dissatisfied (0)	409 22%	233 25%	70 24%	47 18%	10 12%	10 22%	194 26%	35 15%	42 21%	14 16%	11 23%
Fairly Satisfied (1)	679 36%	325 34%	105 36%	113 43%	38 48%	19 42%	269 35%	97 43%	78 39%	44 51%	9 19%
Very Satisfied (2)	237 13%	97 10%	26 9%	38 15%	16 20%	8 17%	76 10%	39 17%	32 16%	8 9%	13 27%
Don't Know (DO NOT READ OUT)	23 1%	5 *	1 *	3 1%	* *%	- -%	1 *%	2 1%	1 1%	- -%	- -%
NET: Satisfied	916 49%	423 45%	131 44%	151 58%	54 68%	27 59%	345 45%	137 60%	110 55%	51 60%	21 46%
NET: Dissatisfied	515 28%	288 30%	93 32%	60 23%	16 20%	9 19%	221 29%	54 24%	49 24%	21 25%	15 31%
Answered	1840	944	293	259	80	46	761	225	201	86	47
Mean Score	.3	.2	.1	.4	.6	.5	.2	.5	.4	.4	.4
Standard error	.03	.04	.06	.06	.08	.13	.04	.07	.06	.08	.16
Standard deviation	1.15	1.13	1.14	1.17	1.11	1.05	1.13	1.19	1.14	1.04	1.27

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 257 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Price of postage

Base: All using RM (QV4=1)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		2030	628	219	263	158	78	764	119	478	1863	167	1735	44
Effective base		766	280	75	96	50	22	304	37	185	700	66	648	15
Weighted Base		1863	701	181	214	114	48	718	85	468	1714	149	1590	42
Very Dissatisfied	(-2)	143	66	18	11	5	4	69	4	31	131	12	128	2
		8%	9%	10%	5%	4%	8%	10%	5%	7%	8%	8%	8%	4%
Fairly Dissatisfied	(-1)	371	132	31	31	27	7	125	7	95	345	26	334	3
		20%	19%	17%	15%	24%	14%	17%	8%	20%	20%	18%	21%	7%
Neither Satisfied Nor Dissatisfied	(0)	409	149	28	44	22	8	125	22	106	380	29	359	12
		22%	21%	16%	21%	19%	18%	17%	26%	23%	22%	19%	23%	30%
Fairly Satisfied	(1)	679	279	72	89	42	22	267	35	205	617	62	581	20
		36%	40%	40%	42%	36%	46%	37%	41%	44%	36%	42%	37%	48%
Very Satisfied	(2)	237	73	33	36	19	7	132	16	29	217	20	181	4
		13%	10%	18%	17%	16%	15%	18%	19%	6%	13%	13%	11%	10%
Don't Know (DO NOT READ OUT)		23	2	-	2	-	-	*	1	2	23	-	7	1
		1%	*%	-%	1%	-%	-%	*%	2%	*%	1%	-%	*%	2%
NET: Satisfied		916	352	104	125	60	29	399	51	233	834	82	762	24
		49%	50%	58%	59%	53%	60%	56%	60%	50%	49%	55%	48%	58%
NET: Dissatisfied		515	198	48	43	32	11	193	11	126	476	38	462	4
		28%	28%	27%	20%	28%	22%	27%	13%	27%	28%	26%	29%	10%
Answered		1840	700	181	212	114	48	718	84	466	1691	149	1583	41
Mean Score		.3	.2	.4	.5	.4	.4	.4	.6	.2	.3	.3	.2	.5
				a					c					
Standard error		.03	.05	.08	.07	.09	.13	.04	.10	.05	.03	.09	.03	.14
Standard deviation		1.15	1.15	1.24	1.10	1.14	1.16	1.24	1.05	1.05	1.15	1.16	1.14	.92

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 257 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Price of postage

Base: All using RM. (QV4=1)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
Total base		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2030	1343	136	956	414	1741	38	1331	148	960	410
Effective base	766	512	36	388	143	649	13	503	44	390	141
Weighted Base	1863	1234	96	906	373	1597	35	1222	108	916	363
Very Dissatisfied	(-2) 143 8%	97 8%	3 3%	75 8%	29 8%	130 8%	- -%	93 8%	7 7%	74 8%	31 8%
Fairly Dissatisfied	(-1) 371 20%	248 20%	12 12%	153 17%	76 20%	334 21%	3 8%	249 20%	12 11%	154 17%	75 21%
Neither Satisfied Nor Dissatisfied	(0) 409 22%	281 23%	17 18%	176 19%	83 22%	354 22%	17 49%	279 23%	20 19%	173 19%	87 24%
Fairly Satisfied	(1) 679 36%	452 37%	46 48%	363 40%	144 39%	587 37%	13 38%	445 36%	52 48%	370 40%	137 38%
Very Satisfied	(2) 237 13%	151 12%	18 19%	137 15%	40 11%	184 11%	2 5%	153 13%	17 16%	143 16%	34 9%
Don't Know (DO NOT READ OUT)	23 1%	4 *%	- -%	2 *%	1 *%	8 1%	- -%	4 *%	- -%	2 *%	1 *%
NET: Satisfied	916 49%	603 49%	64 67%	500 55%	183 49%	771 48%	15 43%	598 49%	69 64%	513 56%	170 47%
NET: Dissatisfied	515 28%	346 28%	15 15%	227 25%	105 28%	463 29%	3 8%	341 28%	19 18%	228 25%	105 29%
Answered	1840	1230	96	904	372	1589	35	1218	108	913	362
Mean Score	.3	.3	.7	.4	.2	.2	.4	.3	.5	.4	.2
Standard error	.03	.03	.09	.04	.06	.03	.12	.03	.09	.04	.06
Standard deviation	1.15	1.15	1.02	1.17	1.13	1.15	.72	1.14	1.10	1.17	1.12

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 257 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Price of postage**

Base: All using RM (QV4=1)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2030	890	1411	260	1	821	1049	202	4	955	789	240	1
Effective base	766	316	539	93	1	294	392	74	3	365	313	91	1
Weighted Base	1863	787	1302	240	4	727	903	181	5	882	710	208	2
Very Dissatisfied (-2)	143 8%	62 8%	114 9%	22 9%	- -%	48 7%	71 8%	10 5%	- -%	64 7%	63 9%	11 5%	- -%
Fairly Dissatisfied (-1)	371 20%	137 17%	263 20%	64 27%	4 100%	138 19%	172 19%	56 31%	1 12%	165 19%	131 18%	53 25%	- -%
Neither Satisfied Nor Dissatisfied (0)	409 22%	168 21%	306 23%	42 18%	- -%	138 19%	204 23%	20 11%	- -%	164 19%	131 18%	33 16%	2 100%
Fairly Satisfied (1)	679 36%	318 40%	490 38%	94 39%	- -%	289 40%	357 39%	75 41%	2 48%	350 40%	301 42%	87 42%	- -%
Very Satisfied (2)	237 13%	100 13%	123 9%	18 7%	- -%	112 15%	97 11%	21 12%	2 40%	136 15%	83 12%	24 11%	- -%
Don't Know (DO NOT READ OUT)	23 1%	2 *%	6 *%	- -%	- -%	1 *%	3 *%	- -%	- -%	3 *%	* *%	- -%	- -%
NET: Satisfied	916 49%	418 53%	614 47%	112 47%	- -%	401 55%	453 50%	96 53%	4 88%	486 55%	384 54%	111 53%	- -%
NET: Dissatisfied	515 28%	199 25%	377 29%	86 36%	4 100%	186 26%	243 27%	65 36%	1 12%	229 26%	194 27%	64 31%	- -%
Answered	1840	784	1296	240	4	726	901	181	5	879	710	208	2
Mean Score	.3	.3	.2	.1	-1.0	.4	.3	.2	1.2	.4	.3	.3	-
Standard error	.03	.04	.03	.07	-	.04	.03	.08	.52	.04	.04	.07	-
Standard deviation	1.15	1.14	1.13	1.15	-	1.15	1.13	1.16	1.04	1.16	1.16	1.13	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 257 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Price of postage

Base: All using RM (QV4=1)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2030	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	766	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	1863	1550	1175	912	1213	1042	34	633	496	449	133	87
Very Dissatisfied (-2)	143 8%	123 8%	88 8%	71 8%	84 7%	93 9%	1 4%	51 8%	25 5%	29 6%	11 9%	10 12%
Fairly Dissatisfied (-1)	371 20%	334 22%	236 20%	170 19%	221 18%	242 23%	1 2%	128 20%	112 23%	92 20%	38 29%	34 39%
Neither Satisfied Nor Dissatisfied (0)	409 22%	349 23%	264 22%	177 19%	265 22%	244 23%	1 4%	115 18%	93 19%	80 18%	17 13%	9 10%
Fairly Satisfied (1)	679 36%	562 36%	443 38%	365 40%	477 39%	359 34%	25 75%	263 42%	199 40%	173 39%	48 36%	26 30%
Very Satisfied (2)	237 13%	175 11%	141 12%	126 14%	160 13%	102 10%	6 16%	76 12%	66 13%	74 17%	18 13%	8 9%
Don't Know (DO NOT READ OUT)	23 1%	6 *%	3 *%	3 *%	6 *%	2 *%	- -%	- -%	- -%	2 *%	- -%	- -%
NET: Satisfied	916 49%	738 48%	584 50%	491 54%	637 53%	461 44%	31 91%	339 54%	265 53%	247 55%	66 50%	34 39%
NET: Dissatisfied	515 28%	457 29%	324 28%	241 26%	305 25%	335 32%	2 5%	179 28%	138 28%	120 27%	49 37%	44 51%
Answered	1840	1544	1172	909	1207	1041	34	633	496	447	133	87
Mean Score	.3	.2	.3	.3	.3	.1	1.0	.3	.3	.4	.2	-.1
Standard error	.03	.03	.03	.04	.03	.04	.11	.05	.05	.05	.11	.14
Standard deviation	1.15	1.14	1.14	1.16	1.13	1.15	.79	1.16	1.12	1.17	1.23	1.23

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 257 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Price of postage

Base: All using RM (QV4=1)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		2030	201	131	98	50	1775	1241	1852	1282	1190	830	1685	219	-	1640	120
Effective base		766	81	46	39	20	656	420	686	444	400	312	630	82	-	604	56
Weighted Base		1863	198	114	93	47	1569	967	1644	1038	912	756	1519	188	-	1417	139
Very Dissatisfied	(-2)	143	26	2	16	2	126	93	127	104	96	58	123	17	-	70	45
		8%	13%	2%	17%	5%	8%	10%	8%	10%	11%	8%	8%	9%	-%	5%	33%
			b		b											a	
Fairly Dissatisfied	(-1)	371	47	16	32	8	309	183	325	205	175	142	312	49	-	239	36
		20%	24%	14%	34%	17%	20%	19%	20%	20%	19%	19%	21%	26%	-%	17%	26%
					b												
Neither Satisfied Nor Dissatisfied	(0)	409	32	21	11	7	345	206	358	204	189	136	326	33	-	285	20
		22%	16%	19%	12%	14%	22%	21%	22%	20%	21%	18%	21%	18%	-%	20%	15%
Fairly Satisfied	(1)	679	62	50	18	23	564	332	595	351	340	312	552	70	-	584	31
		36%	31%	44%	20%	48%	36%	34%	36%	34%	37%	41%	36%	37%	-%	41%	22%
				c	c											b	
Very Satisfied	(2)	237	28	25	15	8	203	134	217	156	97	107	184	19	-	224	3
		13%	14%	22%	16%	17%	13%	14%	13%	15%	11%	14%	12%	10%	-%	16%	2%
					b											b	
Don't Know (DO NOT READ OUT)		23	3	*	1	-	21	18	22	18	14	2	21	-	-	16	3
		1%	1%	*%	1%	-%	1%	2%	1%	2%	2%	*%	1%	-%	-%	1%	2%
NET: Satisfied		916	90	75	34	30	767	466	812	507	438	418	737	89	-	807	34
		49%	46%	66%	36%	64%	49%	48%	49%	49%	48%	55%	48%	47%	-%	57%	25%
				ac	c							b				b	
NET: Dissatisfied		515	73	18	48	10	435	276	453	310	271	200	436	65	-	309	81
		28%	37%	16%	51%	22%	28%	29%	28%	30%	30%	26%	29%	35%	-%	22%	59%
			b		bd											a	
Answered		1840	195	114	92	47	1547	948	1622	1020	898	755	1498	188	-	1401	136
Mean Score		.3	.1	.7	-.2	.5	.3	.2	.3	.2	.2	.4	.2	.1	-	.5	-.7
				ac												b	
Standard error		.03	.09	.09	.14	.16	.03	.03	.03	.03	.03	.04	.03	.08	-	.03	.11
Standard deviation		1.15	1.29	1.01	1.37	1.12	1.16	1.20	1.16	1.23	1.18	1.16	1.16	1.18	-	1.10	1.23

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 257 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Price of postage

Base: All using RM (QV4=1)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	2030	769	1261	529	24	265	370	249	1319	429	317	350	1304
Effective base	766	310	455	197	13	97	146	91	510	156	106	138	503
Weighted Base	1863	759	1104	489	36	233	371	224	1264	354	245	344	1227
Very Dissatisfied (-2)	143 8%	96 13%	47 4%	29 6%	3 10%	13 6%	27 7%	23 10%	63 5%	57 16%	28 12%	36 10%	77 6%
Fairly Dissatisfied (-1)	371 20%	194 26%	177 16%	93 19%	20 55%	51 22%	81 22%	35 16%	238 19%	97 27%	53 22%	68 20%	244 20%
Neither Satisfied Nor Dissatisfied (0)	409 22%	145 19%	263 24%	98 20%	6 17%	42 18%	79 21%	24 11%	296 23%	80 23%	28 11%	59 17%	306 25%
Fairly Satisfied (1)	679 36%	244 32%	436 39%	210 43%	3 7%	101 43%	142 38%	90 40%	483 38%	98 28%	91 37%	148 43%	423 34%
Very Satisfied (2)	237 13%	75 10%	162 15%	58 12%	4 11%	25 11%	41 11%	51 23%	168 13%	16 4%	42 17%	32 9%	161 13%
Don't Know (DO NOT READ OUT)	23 1%	3 *%	20 2%	- -%	- -%	1 *%	- -%	- -%	15 1%	6 2%	2 1%	1 *%	17 1%
NET: Satisfied	916 49%	319 42%	597 54%	268 55%	7 19%	126 54%	183 49%	142 63%	651 52%	114 32%	132 54%	181 52%	583 48%
NET: Dissatisfied	515 28%	291 38%	224 20%	122 25%	23 65%	64 28%	108 29%	58 26%	301 24%	154 44%	82 33%	104 30%	321 26%
Answered	1840	755	1085	489	36	232	371	224	1249	347	242	343	1210
Mean Score	.3	* .5	.5 a	.4	-.4	.3	.2	.5 c	.4 c	-.2	.3	.2	.3
Standard error	.03	.04	.03	.05	.23	.07	.06	.08 c	.03 c	.06	.07	.06	.03
Standard deviation	1.15	1.22	1.06	1.10	1.14	1.10	1.13	1.28	1.09	1.16	1.30	1.18	1.12

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 257 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Price of postage

Base: All using RM (QV4=1)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		2030	1069	961
Effective base		766	331	434
Weighted Base		1863	814	1048
Very Dissatisfied	(-2)	143 8%	78 10%	65 6%
Fairly Dissatisfied	(-1)	371 20%	179 22%	192 18%
Neither Satisfied Nor Dissatisfied	(0)	409 22%	164 20%	245 23%
Fairly Satisfied	(1)	679 36%	276 34%	404 39%
Very Satisfied	(2)	237 13%	98 12%	139 13%
Don't Know (DO NOT READ OUT)		23 1%	20 2%	3 *%
NET: Satisfied		916 49%	374 46%	543 52%
NET: Dissatisfied		515 28%	257 32%	258 25%
Answered		1840	795	1045
Mean Score		.3	.2	.3
Standard error		.03	.04	.04
Standard deviation		1.15	1.20	1.11

Columns Tested: a,b

Table 257 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Price of postage

Base: All using RM. (QV4=1)

		Month											
Total base		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2030	118	239	187	177	210	116	119	213	137	167	121	226
Effective base	766	35	112	111	57	141	67	16	83	56	35	43	83
Weighted Base	1863	50	195	217	60	300	106	32	288	147	85	118	264
Very Dissatisfied	(-2) 143 8%	1 3%	16 8%	17 8%	2 3%	22 7%	8 8%	1 2%	25 9%	9 6%	3 4%	18 15% ad	20 8%
Fairly Dissatisfied	(-1) 371 20%	7 14%	37 19%	57 26% f	10 17%	66 22% f	9 9%	7 22%	54 19%	33 22% f	29 33% fl	21 18%	42 16%
Neither Satisfied Nor Dissatisfied	(0) 409 22%	12 24%	39 20%	52 24%	16 27%	58 19%	40 37% begl	4 12%	69 24%	32 22%	17 20%	26 22%	43 16%
Fairly Satisfied	(1) 679 36%	18 37%	83 42% cf	61 28%	19 32%	122 41% cf	26 24%	14 42%	110 38%	46 31%	30 36%	31 27%	119 45% cfk
Very Satisfied	(2) 237 13%	11 22% j	19 10%	28 13%	11 18%	32 11%	18 17%	7 22%	29 10%	24 16%	5 6%	16 14%	37 14%
Don't Know (DO NOT READ OUT)	23 1%	* *% j	1 1%	2 1%	1 2%	* *% beh	5 5%	* *% beh	1 *% beh	3 2%	1 1%	4 4%	3 1%
NET: Satisfied	916 49%	29 59%	102 52%	89 41%	30 50%	154 51%	43 41%	21 64%	139 48%	70 48%	36 42%	48 40%	156 59% cfk
NET: Dissatisfied	515 28%	8 17%	53 27%	74 34% af	12 20%	88 29%	18 17%	8 24%	79 27%	42 29%	32 37% f	39 33%	62 23%
Answered	1840	49	194	214	58	299	101	32	288	144	84	114	261
Mean Score	.3	.6 cjk	.3	.1	.5	.3	.3	.6	.2	.3	.1	.1	.4
Standard error	.03	.10	.07	.09	.08	.08	.11	.10	.08	.10	.08	.12	.08
Standard deviation	1.15	1.07	1.13	1.18	1.08	1.14	1.13	1.12	1.13	1.18	1.05	1.30	1.15

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 257 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Price of postage**

Base: All using RM (QV4=1)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2030	544	503	469	514	1047	983
Effective base	766	256	250	151	158	506	309
Weighted Base	1863	462	465	468	468	927	936
Very Dissatisfied	(-2) 143 8%	34 7%	32 7%	35 7%	42 9%	67 7%	77 8%
Fairly Dissatisfied	(-1) 371 20%	101 22%	85 18%	94 20%	92 20%	186 20%	185 20%
Neither Satisfied Nor Dissatisfied	(0) 409 22%	103 22%	114 24%	105 22%	87 19%	217 23%	192 21%
Fairly Satisfied	(1) 679 36%	162 35%	166 36%	170 36%	181 39%	329 35%	351 37%
Very Satisfied	(2) 237 13%	58 13%	60 13%	60 13%	58 12%	118 13%	119 13%
Don't Know (DO NOT READ OUT)	23 1%	3 1%	7 2%	4 1%	9 2%	11 1%	12 1%
NET: Satisfied	916 49%	220 48%	227 49%	230 49%	239 51%	447 48%	469 50%
NET: Dissatisfied	515 28%	135 29%	118 25%	129 28%	133 28%	253 27%	262 28%
Answered	1840	458	458	464	459	916	923
Mean Score	.3	.2	.3	.3	.3	.3	.3
Standard error	.03	.05	.05	.05	.05	.04	.04
Standard deviation	1.15	1.15	1.13	1.15	1.18	1.14	1.16

Columns Tested:: a,b,c,d - a,b

Table 258

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Items being delivered intact/undamaged

Base: All using RM (QV4=1)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2030	481	1549	1429	331	76	194	601
Effective base	766	113	660	706	138	33	83	180
Weighted Base	1863	208	1655	1782	69	7	5	80
Very Dissatisfied (-2)	21 1%	1 1%	19 1%	20 1%	1 1%	* 1%	- -%	1 1%
Fairly Dissatisfied (-1)	77 4%	3 1%	74 4%	76 4%	1 2%	* 1%	* 5%	2 2%
Neither Satisfied Nor Dissatisfied (0)	262 14%	22 11%	240 14%	255 14%	7 10%	1 11%	* 4%	8 10%
Fairly Satisfied (1)	840 45%	55 26%	785 47%	803 45%	31 45%	4 60%	2 43%	37 46%
Very Satisfied (2)	651 35%	125 60%	526 32%	618 35%	29 42%	2 28%	2 48%	33 41%
Don't Know (DO NOT READ OUT)	12 1%	2 1%	10 1%	12 1%	* 1%	- -%	* *%	* 1%
NET: Satisfied	1491 80%	179 86%	1311 79%	1421 80%	59 87%	6 88%	4 91%	70 87%
NET: Dissatisfied	98 5%	4 2%	94 6%	95 5%	2 3%	* 1%	* 5%	2 3%
Answered	1851	206	1645	1771	68	7	5	80
Mean Score	1.1	1.5 b	1.0	1.1	1.3 a	1.2	1.4 a	1.2 a
Standard error	.02	.04	.02	.02	.04	.08	.06	.03
Standard deviation	.87	.79	.87	.87	.80	.72	.87	.79

Columns Tested:: a,b - a,b,c,d,e

Table 258 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Items being delivered intact/undamaged**

Base: All using RM (QV4=1)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2030	623	599	207	201	206	194	1429	331	270
Effective base		766	360	282	82	92	79	83	706	138	75
Weighted Base		1863	997	661	125	50	26	5	1782	69	12
Very Dissatisfied	(-2)	21 1%	14 1%	5 1%	- -%	* *%	1 3%	- -%	20 1%	1 1%	* *%
Fairly Dissatisfied	(-1)	77 4%	36 4%	35 5%	4 3%	1 2%	* 1%	* 5%	76 4%	1 2%	* 2%
Neither Satisfied Nor Dissatisfied	(0)	262 14%	134 13%	105 16%	16 13%	5 10%	2 9%	* 4%	255 14%	7 10%	1 8%
Fairly Satisfied	(1)	840 45%	439 44%	312 47%	52 42%	22 44%	13 51%	2 43%	803 45%	31 45%	6 53%
Very Satisfied	(2)	651 35%	366 37%	199 30%	53 43%	22 43%	9 35%	2 48%	618 35%	29 42%	4 36%
Don't Know (DO NOT READ OUT)		12 1%	7 1%	4 1%	- -%	* *%	* 1%	* *%	12 1%	* 1%	* *%
NET: Satisfied		1491 80%	804 81%	511 77%	106 84%	43 87%	22 86%	4 91%	1421 80%	59 87%	11 89%
NET: Dissatisfied		98 5%	51 5%	41 6%	4 3%	1 2%	1 4%	* 5%	95 5%	2 3%	* 3%
Answered		1851	989	656	125	50	26	5	1771	68	12
Mean Score		1.1	1.1	1.0	1.2	1.3	1.2	1.4	1.1	1.3	1.2
Standard error		.02	.04	.04	.05	.05	.06	.06	.02	.04	.05
Standard deviation		.87	.88	.87	.78	.76	.85	.87	.87	.80	.75

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 258 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Items being delivered intact/undamaged**

Base: All using RM (QV4=1)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2030	881	548	331	76	194	748	325	117	80	210
Effective base	766	523	243	138	33	83	425	137	36	27	36
Weighted Base	1863	1459	324	69	7	5	1176	252	64	32	54
Very Dissatisfied	(-2) 21 1%	19 1%	* %	1 1%	* 1%	- -%	14 1%	2 1%	- -%	- -%	* %
Fairly Dissatisfied	(-1) 77 4%	58 4%	18 5%	1 2%	* 1%	* 5%	52 4%	7 3%	1 1%	1 4%	4 7%
Neither Satisfied Nor Dissatisfied	(0) 262 14%	213 15%	42 13%	7 10%	1 11%	* 4%	168 14%	38 15%	9 14%	5 16%	2 4%
Fairly Satisfied	(1) 840 45%	670 46%	133 41%	31 45%	4 60%	2 43%	564 48%	108 43%	25 39%	13 40%	28 52%
Very Satisfied	(2) 651 35%	491 34%	127 39%	29 42%	2 28%	2 48%	371 32%	98 39%	30 46%	13 39%	19 35%
Don't Know (DO NOT READ OUT)	12 1%	8 1%	3 1%	* 1%	- -%	* %	8 1%	- -%	1 1%	* %	1 2%
NET: Satisfied	1491 80%	1161 80%	260 80%	59 87%	6 88%	4 91%	935 80%	206 82%	54 84%	25 79%	47 87%
NET: Dissatisfied	98 5%	77 5%	18 6%	2 3%	* 1%	* 5%	65 6%	9 4%	1 1%	1 4%	4 7%
Answered	1851	1450	320	68	7	5	1168	252	64	32	53
Mean Score	1.1	1.1	1.2	1.3	1.2	1.4	1.1	1.2	1.3	1.1	1.2
Standard error	.02	.03	.04	.04	.08	.06	.03	.05	.07	.10	.06
Standard deviation	.87	.87	.86	.80	.72	.87	.86	.83	.74	.85	.83

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 258 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Items being delivered intact/undamaged**

Base: All using RM (QV4=1)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2030	138	95	192	67	129	161	130	117	112
Effective base		766	78	53	107	32	66	100	78	64	55
Weighted Base		1863	177	122	294	72	168	295	231	159	130
Very Dissatisfied	(-2)	21 1%	2 1%	- -%	- -%	- -%	4 2%	2 1%	- -%	12 7%	- -%
										bcfgi	
Fairly Dissatisfied	(-1)	77 4%	9 5%	4 3%	4 2%	5 7%	10 6%	10 3%	21 9%	4 3%	6 4%
									c		
Neither Satisfied Nor Dissatisfied	(0)	262 14%	32 18%	8 7%	45 15%	6 9%	14 8%	43 15%	32 14%	32 20%	24 18%
										b	
Fairly Satisfied	(1)	840 45%	69 39%	60 49%	150 51%	36 51%	84 50%	154 52%	101 44%	68 43%	54 41%
Very Satisfied	(2)	651 35%	63 36%	51 42%	94 32%	23 33%	55 33%	85 29%	76 33%	40 25%	45 34%
Don't Know (DO NOT READ OUT)		12 1%	2 1%	- -%	- -%	- -%	1 1%	- -%	1 *	4 2%	2 1%
NET: Satisfied		1491 80%	132 74%	110 90%	244 83%	60 84%	139 83%	240 81%	177 77%	108 68%	99 76%
				aghi	h		h				
NET: Dissatisfied		98 5%	11 6%	4 3%	4 2%	5 7%	14 8%	13 4%	21 9%	16 10%	6 4%
							c		c	c	
Answered		1851	175	122	294	72	167	295	230	156	128
Mean Score		1.1	1.0	1.3	1.1	1.1	1.1	1.1	1.0	.8	1.1
				h	h						
Standard error		.02	.08	.07	.05	.10	.08	.06	.08	.10	.08
Standard deviation		.87	.93	.72	.72	.84	.93	.80	.91	1.09	.85

Columns Tested: a,b,c,d,e,f,g,h,i

Table 258 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Items being delivered intact/undamaged

Base: All using RM. (QV4=1)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		a	b	c	d	e	f	g	h	
Significance Level: 95%										
Unweighted Base		2030	308	350	483	1141	889	313	299	277
Effective base		766	153	195	285	627	235	92	82	110
Weighted Base		1863	371	459	820	1649	214	104	73	37
Very Dissatisfied	(-2)	21 1%	4 1%	14 3%	2 *	20 1%	* *%	* *%	* *%	* 1%
Fairly Dissatisfied	(-1)	77 4%	21 6%	16 4%	35 4%	73 4%	5 2%	1 1%	3 4%	* 1%
Neither Satisfied Nor Dissatisfied	(0)	262 14%	45 12%	72 16%	120 15%	237 14%	25 12%	14 13%	6 8%	5 14%
Fairly Satisfied	(1)	840 45%	175 47%	196 43%	405 49%	776 47%	64 30%	28 26%	25 34%	11 31%
Very Satisfied	(2)	651 35%	123 33%	154 34%	256 31%	533 32%	118 55%	61 59%	38 52%	19 51%
Don't Know (DO NOT READ OUT)		12 1%	3 1%	6 1%	1 *%	10 1%	3 1%	1 1%	1 2%	1 2%
NET: Satisfied		1491 80%	298 80%	350 76%	661 81%	1309 79%	182 85%	89 85%	63 86%	30 82%
NET: Dissatisfied		98 5%	25 7%	30 7%	38 5%	93 6%	5 2%	1 1%	3 5%	1 2%
Answered		1851	367	453	819	1639	211	103	72	36
Mean Score		1.1	1.1	1.0	1.1	1.1	1.4 abcd	1.4 abcd	1.4 abcd	1.3 abcd
Standard error		.02	.05	.05	.04	.03	.03	.04	.05	.05
Standard deviation		.87	.88	.96	.81	.87	.79	.75	.83	.84

Columns Tested: a,b,c,d,e,f,g,h

Table 258 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Items being delivered intact/undamaged**

Base: All using RM (QV4=1)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2030	93	154	16	170	205	475	86	97	901
Effective base	766	35	45	6	51	88	188	27	27	356
Weighted Base	1863	80	105	18	124	237	389	60	56	916
Very Dissatisfied	(-2)	21	-	-	-	2	8	*	2	9
	1%	-%	-%	-%	-%	1%	2%	*%	4%	1%
Fairly Dissatisfied	(-1)	77	1	4	-	4	14	23	8	*
	4%	1%	4%	-%	4%	6%	6%	13%	*%	3%
Neither Satisfied Nor Dissatisfied	(0)	262	11	16	3	19	49	56	2	3
	14%	14%	15%	18%	16%	21%	14%	4%	5%	13%
Fairly Satisfied	(1)	840	38	39	5	45	115	164	23	30
	45%	47%	37%	30%	36%	48%	42%	39%	53%	46%
Very Satisfied	(2)	651	30	46	6	51	57	137	26	21
	35%	37%	43%	31%	42%	24%	35%	44%	38%	36%
Don't Know (DO NOT READ OUT)		12	*	-	4	4	-	1	-	-
	1%	*%	-%	20%	3%	-%	*%	-%	-%	1%
NET: Satisfied		1491	67	85	11	96	172	301	49	51
	80%	84%	80%	61%	78%	73%	77%	83%	91%	82%
NET: Dissatisfied		98	1	4	-	4	16	30	8	2
	5%	1%	4%	-%	4%	7%	8%	14%	4%	4%
Answered		1851	79	105	15	120	237	387	60	56
Mean Score		1.1	1.2	1.2	1.2	.9	1.0	1.1	1.2	1.1
Standard error		.02	.08	.07	.21	.06	.04	.11	.09	.03
Standard deviation		.87	.73	.85	.80	.84	.86	1.02	.86	.83

Columns Tested: a,b,c,d,e,f,g,h,i

Table 258 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Items being delivered intact/undamaged

Base: All using RM (QV4=1)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2030	468	475	1087	1769	261	-	1688	342	1958	72
Effective base	766	173	188	410	653	116	-	684	88	738	27
Weighted Base	1863	440	389	1034	1539	324	-	1704	159	1799	64
Very Dissatisfied (-2)	21 1%	2 *%	8 2%	11 1%	14 1%	7 2%	- -%	20 1%	* *%	20 1%	* 1%
Fairly Dissatisfied (-1)	77 4%	20 5%	23 6%	35 3%	72 5%	5 2%	- -%	61 4%	16 10% a	74 4%	3 5%
Neither Satisfied Nor Dissatisfied (0)	262 14%	80 18%	56 14%	126 12%	205 13%	57 18%	- -%	242 14%	20 13%	253 14%	9 15%
Fairly Satisfied (1)	840 45%	197 45%	164 42%	479 46%	673 44%	167 52%	- -%	773 45%	67 42%	817 45%	23 36%
Very Satisfied (2)	651 35%	138 31%	137 35%	376 36%	563 37% b	88 27%	- -%	597 35%	54 34%	624 35%	27 42%
Don't Know (DO NOT READ OUT)	12 1%	4 1%	1 *%	7 1%	12 1%	1 *%	- -%	12 1%	1 *%	11 1%	1 1%
NET: Satisfied	1491 80%	335 76%	301 77%	855 83%	1236 80%	255 79%	- -%	1369 80%	121 77%	1441 80%	50 78%
NET: Dissatisfied	98 5%	21 5%	30 8%	46 4%	86 6%	12 4%	- -%	81 5%	16 10% a	94 5%	4 6%
Answered	1851	436	387	1027	1527	323	-	1693	158	1788	63
Mean Score	1.1	1.0	1.0	1.1	1.1	1.0	-	1.1	1.0	1.1	1.2
Standard error	.02	.04	.04	.03	.02	.05	-	.02	.05	.02	.11
Standard deviation	.87	.85	.95	.84	.87	.84	-	.86	.95	.87	.91

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 258 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Items being delivered intact/undamaged

Base: All using RM (QV4=1)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		2030	1191	409	413
Effective base		766	475	129	157
Weighted Base		1863	1188	285	374
Very Dissatisfied	(-2)	21 1%	4 *%	* *%	12 3%
					ab
Fairly Dissatisfied	(-1)	77 4%	46 4%	16 6%	14 4%
Neither Satisfied Nor Dissatisfied	(0)	262 14%	176 15%	47 17%	34 9%
Fairly Satisfied	(1)	840 45%	562 47%	114 40%	161 43%
Very Satisfied	(2)	651 35%	394 33%	101 35%	153 41%
Don't Know (DO NOT READ OUT)		12 1%	5 *%	7 2%	1 *%
				a	
NET: Satisfied		1491 80%	956 81%	215 75%	314 84%
NET: Dissatisfied		98 5%	50 4%	16 6%	26 7%
Answered		1851	1183	278	374
Mean Score		1.1	1.1	1.1	1.1
Standard error		.02	.02	.04	.05
Standard deviation		.87	.81	.88	.96

Columns Tested:: a,b,c

Table 258 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Items being delivered intact/undamaged**

Base: All using RM (QV4=1)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2030	1558	298	81	30	32	16	7	8	1856	174	93
Effective base	766	638	90	20	8	8	3	1	1	726	39	19
Weighted Base	1863	1581	188	45	11	20	11	1	5	1769	94	49
Very Dissatisfied	(-2)	21	15	5	*	*	-	-	-	20	*	*
		1%	1%	3%	*%	2%	-%	-%	-%	1%	*%	*%
Fairly Dissatisfied	(-1)	77	57	10	5	1	*	4	-	67	10	5
		4%	4%	5%	12%	9%	*%	31%	-%	4%	11%	9%
											ai	
Neither Satisfied Nor Dissatisfied	(0)	262	240	14	1	*	4	*	-	5	253	9
		14%	15%	7%	2%	1%	18%	*%	-%	89%	14%	10%
			b									
Fairly Satisfied	(1)	840	741	78	15	1	3	1	*	819	21	5
		45%	47%	41%	34%	10%	14%	7%	3%	46%	22%	11%
			djk	jk						djk		
Very Satisfied	(2)	651	515	82	24	9	14	7	1	*	597	54
		35%	33%	44%	52%	78%	68%	62%	97%	2%	34%	57%
			a			ai	ai				ai	ai
Don't Know (DO NOT READ OUT)		12	12	-	*	-	-	-	-	12	*	-
		1%	1%	-%	*%	-%	-%	-%	-%	1%	*%	-%
NET: Satisfied		1491	1257	159	39	10	17	8	1	1416	74	35
		80%	79%	85%	86%	88%	82%	69%	100%	80%	79%	73%
NET: Dissatisfied		98	73	15	6	1	*	4	-	87	10	5
		5%	5%	8%	12%	10%	*%	31%	-%	5%	11%	10%
Answered		1851	1569	188	45	11	20	11	1	1757	94	49
Mean Score		1.1	1.1	1.2	1.3	1.5	1.5	1.0	2.0	.1	1.1	1.3
Standard error		.02	.02	.06	.11	.19	.14	.36	-	.15	.02	.08
Standard deviation		.87	.84	.96	.99	1.05	.81	1.43	-	.42	.86	1.03

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 258 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Items being delivered intact/undamaged

Base: All using RM (QV4=1)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2030	851	707	472	1779	1479	1837	1370	843	702	353	1027	100	126	80	100	51
Effective base	766	391	249	129	662	547	693	530	326	231	159	420	26	35	19	22	13
Weighted Base	1863	1012	569	281	1632	1330	1699	1279	827	558	392	1051	56	83	40	47	30
Very Dissatisfied (-2)	21 1%	9 1%	6 1%	5 2%	21 1%	16 1%	21 1%	20 2%	13 2%	13 2%	4 1%	8 1%	5 8% ab	* 1%	1 2%	2 5%	* %
Fairly Dissatisfied (-1)	77 4%	39 4%	18 3%	20 7%	63 4%	55 4%	64 4%	60 5%	44 5%	26 5%	9 2%	39 4%	6 11% a	3 3%	2 5%	* %	4 15% ab
Neither Satisfied Nor Dissatisfied (0)	262 14%	142 14%	97 17% c	23 8%	239 15%	198 15%	246 14%	189 15%	126 15%	91 16%	52 13%	168 16%	4 7%	12 15%	* %	7 14%	3 10%
Fairly Satisfied (1)	840 45%	461 46% c	280 49% c	98 35%	767 47%	613 46%	798 47%	581 45%	381 46%	236 42%	195 50% c	497 47% c	15 27%	41 50%	20 49%	15 32%	16 53%
Very Satisfied (2)	651 35%	352 35%	163 29%	136 48% ab	532 33%	438 33%	559 33%	422 33%	260 31%	187 34%	130 33%	331 31%	26 46%	26 31%	18 43%	23 49%	7 22%
Don't Know (DO NOT READ OUT)	12 1%	8 1%	4 1%	* %	10 1%	10 1%	11 1%	8 1%	5 1%	5 1%	1 %	8 1%	* 1%	1 1%	- -%	- -%	- -%
NET: Satisfied	1491 80%	813 80%	443 78%	234 83%	1300 80%	1051 79%	1358 80%	1003 78%	641 77%	424 76%	325 83%	828 79%	41 73%	67 80%	37 92%	38 81%	22 75%
NET: Dissatisfied	98 5%	48 5%	24 4%	25 9%	83 5%	71 5%	84 5%	79 6%	56 7%	39 7%	13 3%	47 4%	11 20% ab	3 4%	3 7%	2 5%	4 15%
Answered	1851	1004	565	281	1622	1320	1688	1271	823	554	390	1043	56	82	40	47	30
Mean Score	1.1	1.1	1.0	1.2	1.1	1.1	1.1	1.0	1.0	1.0	1.1	1.1	.9	1.1	1.3	1.2	.8
Standard error	.02	.03	.03	.05	.02	.02	.02	.02	.03	.04	.04	.03	.13	.07	.10	.10	.14
Standard deviation	.87	.85	.83	.99	.86	.87	.86	.90	.91	.95	.80	.83	1.33	.80	.88	1.02	.97

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 258 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Items being delivered intact/undamaged

Base: All using RM (QV4=1)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	2030	1292	153	106	92	51	61	24	990	203	109	69	49	37	22
Effective base	766	546	42	30	18	12	11	5	415	58	30	25	11	15	7
Weighted Base	1863	1364	97	70	41	21	26	12	1019	156	52	37	34	16	15
Very Dissatisfied (-2)	21 1%	14 1%	5 5%	- -%	* 1%	1 4%	- -%	* 1%	9 1%	5 3%	* *%	- -%	- -%	2 14%	* 1%
Fairly Dissatisfied (-1)	77 4%	43 3%	12 12%	1 2%	2 4%	1 5%	* *%	4 30%	33 3%	14 9%	5 9%	2 5%	1 4%	* *%	1 4%
Neither Satisfied Nor Dissatisfied (0)	262 14%	214 16%	8 8%	6 9%	5 13%	* 1%	5 20%	1 7%	166 16%	22 14%	4 8%	1 2%	* *%	1 9%	3 20%
Fairly Satisfied (1)	840 45%	646 47%	42 44%	35 50%	15 38%	12 57%	10 37%	7 55%	488 48%	62 40%	20 38%	16 43%	14 41%	6 41%	7 47%
Very Satisfied (2)	651 35%	439 32%	30 31%	27 38%	18 44%	7 32%	11 43%	1 7%	319 31%	48 31%	23 43%	19 50%	19 55%	6 37%	4 28%
Don't Know (DO NOT READ OUT)	12 1%	9 1%	* *%	1 1%	- -%	- -%	- -%	- -%	4 *%	5 3%	1 2%	- -%	- -%	- -%	- -%
NET: Satisfied	1491 80%	1085 80%	72 74%	62 88%	33 81%	19 90%	21 80%	7 62%	807 79%	111 71%	43 81%	34 93%	33 96%	12 77%	11 75%
NET: Dissatisfied	98 5%	57 4%	17 18%	1 2%	2 6%	2 9%	* *%	4 31%	42 4%	19 12%	5 9%	2 5%	1 4%	2 14%	1 5%
Answered	1851	1356	96	70	41	21	26	12	1015	151	51	37	34	16	15
Mean Score	1.1	1.1	.8	1.3	1.2	1.1	1.2	.4	1.1	.9	1.2	1.4	1.5	.9	1.0
Standard error	.02	.02	.09	.07	.10	.14	.10	.21	.03	.07	.09	.09	.10	.22	.18
Standard deviation	.87	.84	1.15	.69	.91	.97	.78	1.05	.83	1.06	.94	.76	.69	1.35	.87

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 258 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Items being delivered intact/undamaged**

Base: All using RM (QV4=1)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2030	898	156	115	69	47	45	40	736	365	418	222	92
Effective base	766	387	53	33	24	14	10	14	333	143	146	50	25
Weighted Base	1863	932	138	84	35	26	28	35	872	329	326	106	64
Very Dissatisfied (-2)	21 1%	12 1%	5 3%	1 1%	* *%	- -%	- -%	2 6%	13 1%	5 1%	2 1%	* *%	* 1%
Fairly Dissatisfied (-1)	77 4%	36 4%	16 12%	1 1%	2 4%	- -%	5 16%	1 2%	32 4%	10 3%	9 3%	7 6%	6 10%
Neither Satisfied Nor Dissatisfied (0)	262 14%	150 16%	13 9%	17 21%	6 18%	1 5%	* *%	1 3%	139 16%	41 12%	46 14%	9 8%	10 16%
Fairly Satisfied (1)	840 45%	458 49%	61 44%	29 34%	11 31%	6 23%	4 13%	13 38%	405 46%	185 56%	141 43%	41 39%	25 40%
Very Satisfied (2)	651 35%	273 29%	43 31%	33 39%	16 46%	19 73%	20 71%	18 51%	278 32%	85 26%	124 38%	49 47%	21 34%
Don't Know (DO NOT READ OUT)	12 1%	4 *%	- -%	4 4%	- -%	- -%	- -%	- -%	4 1%	4 1%	2 1%	* *%	- -%
NET: Satisfied	1491 80%	731 78%	104 75%	61 73%	27 77%	25 95%	24 83%	31 88%	684 78%	270 82%	266 81%	91 85%	47 73%
NET: Dissatisfied	98 5%	48 5%	21 15%	2 2%	2 5%	- -%	5 16%	3 8%	45 5%	14 4%	12 4%	7 6%	7 11%
Answered	1851	928	138	80	35	26	28	35	868	325	323	106	64
Mean Score	1.1	1.0	.9	1.1	1.2	1.7	1.4	1.2	1.0	1.0	1.2	1.3	1.0
Standard error	.02	.03	.09	.08	.11	.08	.17	.17	.03	.04	.04	.06	.10
Standard deviation	.87	.85	1.08	.87	.92	.57	1.12	1.08	.87	.80	.83	.87	.98

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 258 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Items being delivered intact/undamaged

Base: All using RM (QV4=1)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2030	817	339	360	188	70	656	278	312	157	64
Effective base	766	362	129	119	36	18	295	98	96	40	18
Weighted Base	1863	949	294	262	80	46	761	227	202	86	47
Very Dissatisfied (-2)	21 1%	13 1%	5 2%	3 1%	* *%	* *%	11 1%	5 2%	* *%	- -%	* 1%
Fairly Dissatisfied (-1)	77 4%	33 3%	9 3%	10 4%	7 9%	5 10%	32 4%	5 2%	6 3%	9 11%	3 5%
Neither Satisfied Nor Dissatisfied (0)	262 14%	154 16%	36 12%	38 14%	4 6%	6 13%	128 17%	25 11%	25 13%	8 10%	9 20%
Fairly Satisfied (1)	840 45%	439 46%	164 56%	112 43%	29 36%	23 50%	348 46%	115 51%	99 49%	27 31%	20 43%
Very Satisfied (2)	651 35%	302 32%	81 27%	98 37%	39 49%	12 27%	238 31%	73 32%	70 35%	42 49%	14 31%
Don't Know (DO NOT READ OUT)	12 1%	8 1%	- -%	2 1%	* *%	- -%	4 1%	4 2%	2 1%	- -%	- -%
NET: Satisfied	1491 80%	741 78%	245 83%	209 80%	68 86%	35 77%	586 77%	188 83%	169 84%	69 80%	34 73%
NET: Dissatisfied	98 5%	46 5%	13 5%	12 5%	7 9%	5 11%	43 6%	10 4%	6 3%	9 11%	3 7%
Answered	1851	941	294	260	80	46	757	223	200	86	47
Mean Score	1.1	1.0	1.0	1.1	1.3	.9	1.0	1.1	1.2	1.2	1.0
Standard error	.02	.03	.04	.05	.07	.11	.03	.05	.04	.08	.11
Standard deviation	.87	.86	.81	.87	.92	.91	.89	.85	.75	1.00	.92

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 258 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Items being delivered intact/undamaged

Base: All using RM (QV4=1)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		2030	628	219	263	158	78	764	119	478	1863	167	1735	44
Effective base		766	280	75	96	50	22	304	37	185	700	66	648	15
Weighted Base		1863	701	181	214	114	48	718	85	468	1714	149	1590	42
Very Dissatisfied	(-2)	21	10	5	2	*	2	15	*	5	18	3	20	*
		1%	1%	3%	1%	5%	5%	2%	5%	1%	1%	2%	1%	1%
Fairly Dissatisfied	(-1)	77	40	1	6	8	5	33	6	20	71	6	58	4
		4%	6%	1%	3%	7%	10%	5%	7%	4%	4%	4%	4%	11%
Neither Satisfied Nor Dissatisfied	(0)	262	114	30	25	12	8	93	8	88	240	22	233	5
		14%	16%	17%	11%	10%	17%	13%	10%	19%	14%	15%	15%	13%
Fairly Satisfied	(1)	840	333	84	102	37	13	303	41	234	796	44	758	9
		45%	48%	47%	48%	32%	27%	42%	48%	50%	46%	29%	48%	22%
Very Satisfied	(2)	651	200	60	75	58	20	273	26	120	576	75	510	22
		35%	29%	33%	35%	51%	41%	38%	30%	26%	34%	50%	32%	53%
Don't Know (DO NOT READ OUT)		12	4	*	4	-	-	2	5	1	12	-	10	-
		1%	1%	5%	2%	1%	1%	1%	6%	1%	1%	1%	1%	1%
NET: Satisfied		1491	534	144	177	94	33	576	66	354	1372	118	1268	31
		80%	76%	80%	83%	83%	68%	80%	78%	76%	80%	79%	80%	75%
NET: Dissatisfied		98	50	6	8	8	7	47	6	25	89	9	78	5
		5%	7%	3%	4%	7%	14%	7%	7%	5%	5%	6%	5%	12%
Answered		1851	698	180	210	114	48	716	80	467	1701	149	1580	42
Mean Score		1.1	1.0	1.1	1.2	1.3	.9	1.1	1.1	1.0	1.1	1.2	1.1	1.1
Standard error		.02	.04	.06	.05	.07	.14	.03	.08	.04	.02	.07	.02	.16
Standard deviation		.87	.90	.87	.82	.91	1.19	.93	.84	.84	.86	.96	.85	1.09

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 258 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Items being delivered intact/undamaged

Base: All using RM (QV4=1)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Total base		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	2030	1343	136	956	414	1741	38	1331	148	960	410
Effective base	766	512	36	388	143	649	13	503	44	390	141
Weighted Base	1863	1234	96	906	373	1597	35	1222	108	916	363
Very Dissatisfied	(-2)	21 1%	16 1%	* *%	17 2%	2 1%	- -%	16 1%	1 1%	17 2%	2 1%
Fairly Dissatisfied	(-1)	77 4%	50 4%	4 5%	36 4%	24 6%	- -%	49 4%	6 5%	37 4%	23 6%
Neither Satisfied Nor Dissatisfied	(0)	262 14%	174 14%	24 25%	122 13%	66 18%	7 19%	166 14%	31 29%	125 14%	64 18%
Fairly Satisfied	(1)	840 45%	573 46%	40 42%	439 48%	142 38%	8 22%	590 48%	23 22%	446 49%	135 37%
Very Satisfied	(2)	651 35%	411 33%	27 28%	284 31%	138 37%	21 59%	391 32%	47 43%	284 31%	138 38%
Don't Know (DO NOT READ OUT)		12 1%	10 1%	- -%	7 1%	* *%	- -%	10 1%	- -%	8 1%	- -%
NET: Satisfied		1491 80%	984 80%	68 70%	723 80%	280 75%	28 81%	981 80%	70 65%	729 80%	274 75%
NET: Dissatisfied		98 5%	67 5%	5 5%	54 6%	26 7%	- -%	65 5%	6 6%	54 6%	26 7%
Answered	1851	1224	96	899	372	1587	35	1212	108	908	363
Mean Score	1.1	1.1	.9	1.0	1.0	1.1	1.4	1.1	1.0	1.0	1.1
Standard error	.02	.02	.07	.03	.05	.02	.13	.02	.08	.03	.05
Standard deviation	.87	.87	.86	.89	.93	.86	.80	.86	1.00	.88	.93

Columns Tested.: a,b - a,b - a,b - a,b - a,b

Table 258 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Items being delivered intact/undamaged

Base: All using RM (QV4=1)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2030	890	1411	260	1	821	1049	202	4	955	789	240	1
Effective base	766	316	539	93	1	294	392	74	3	365	313	91	1
Weighted Base	1863	787	1302	240	4	727	903	181	5	882	710	208	2
Very Dissatisfied (-2)	21 1%	18 2%	9 1%	* *%	- -%	15 2%	4 *%	* *%	- -%	17 2%	5 1%	* *%	- -%
Fairly Dissatisfied (-1)	77 4%	38 5%	50 4%	6 2%	- -%	30 4%	37 4%	7 4%	- -%	43 5%	36 5%	9 4%	- -%
Neither Satisfied Nor Dissatisfied (0)	262 14%	112 14%	172 13%	25 11%	- -%	101 14%	114 13%	27 15%	2 36%	113 13%	101 14%	23 11%	- -%
Fairly Satisfied (1)	840 45%	362 46%	623 48%	107 45%	4 100%	326 45%	424 47%	55 30%	1 12%	385 44%	320 45%	81 39%	- -%
Very Satisfied (2)	651 35%	251 32%	442 34%	102 42%	- -%	249 34%	318 35%	93 51% ab	2 52%	320 36%	245 34%	93 45%	2 100%
Don't Know (DO NOT READ OUT)	12 1%	6 1%	6 *%	- -%	- -%	6 1%	5 1%	- -%	- -%	4 *%	3 *%	2 1%	- -%
NET: Satisfied	1491 80%	613 78%	1066 82%	209 87%	4 100%	575 79%	743 82%	147 81%	3 64%	705 80%	565 80%	174 84%	2 100%
NET: Dissatisfied	98 5%	56 7%	59 5%	6 2%	- -%	45 6%	41 5%	7 4%	- -%	60 7%	41 6%	9 4%	- -%
Answered	1851	781	1296	240	4	721	898	181	5	878	707	206	2
Mean Score	1.1	1.0	1.1	1.3 a	1.0	1.1	1.1	1.3	1.2	1.1	1.1	1.3	2.0
Standard error	.02	.03	.02	.05	-	.03	.03	.06	.52	.03	.03	.05	-
Standard deviation	.87	.93	.82	.75	-	.91	.82	.86	1.05	.93	.87	.83	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 258 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Items being delivered intact/undamaged

Base: All using RM (QV4=1)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2030	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	766	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	1863	1550	1175	912	1213	1042	34	633	496	449	133	87
Very Dissatisfied (-2)	21 1%	21 1%	7 1%	13 1%	19 2%	4 *%	* *%	4 1%	12 2%	1 *%	* *%	- -%
Fairly Dissatisfied (-1)	77 4%	50 3%	53 4%	40 4%	42 3%	49 5%	* *%	24 4%	24 5%	16 4%	5 4%	4 5%
Neither Satisfied Nor Dissatisfied (0)	262 14%	227 15%	168 14%	121 13%	175 14%	146 14%	2 6%	89 14%	65 13%	52 12%	13 10%	15 17%
Fairly Satisfied (1)	840 45%	732 47%	537 46%	427 47%	554 46%	479 46%	5 15%	292 46%	238 48%	201 45%	54 41%	39 45%
Very Satisfied (2)	651 35%	514 33%	401 34%	307 34%	416 34%	359 34%	27 79%	220 35%	157 32%	176 39%	61 46%	27 32%
Don't Know (DO NOT READ OUT)	12 1%	5 *%	9 1%	3 *%	6 *%	5 1%	- -%	3 *%	- -%	2 *%	- -%	2 2%
NET: Satisfied	1491 80%	1246 80%	938 80%	734 81%	971 80%	837 80%	32 94%	512 81%	395 80%	377 84%	115 86%	66 76%
NET: Dissatisfied	98 5%	71 5%	60 5%	53 6%	62 5%	53 5%	* *%	28 4%	36 7%	18 4%	5 4%	4 5%
Answered	1851	1544	1166	908	1207	1037	34	630	496	447	133	85
Mean Score	1.1	1.1	1.1	1.1	1.1	1.1	1.7	1.1	1.0	1.2	1.3	1.1
Standard error	.02	.02	.02	.03	.02	.03	ab	.03	.04	b	b	.10
Standard deviation	.87	.85	.85	.88	.88	.84	.61	.83	.92	.80	.80	.83

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 258 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Items being delivered intact/undamaged

Base: All using RM. (QV4=1)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
	Unweighted Base	2030	201	131	98	50	1775	1241	1852	1282	1190	830	1685	219	-	1640	120
	Effective base	766	81	46	39	20	656	420	686	444	400	312	630	82	-	604	56
	Weighted Base	1863	198	114	93	47	1569	967	1644	1038	912	756	1519	188	-	1417	139
	Very Dissatisfied (-2)	21 1%	6 3%	* *%	3 3%	* *%	12 1%	9 1%	12 1%	11 1%	11 1%	10 1%	11 1%	* *%	- -%	1 *%	20 14%
	Fairly Dissatisfied (-1)	77 4%	9 4%	9 8%	8 8%	* *%	67 4%	47 5%	74 5%	41 4%	34 4%	34 5%	64 4%	9 5%	- -%	34 2%	28 20%
	Neither Satisfied Nor Dissatisfied (0)	262 14%	27 14%	25 22%	13 14%	5 11%	225 14%	141 15%	238 14%	148 14%	111 12%	99 13%	214 14%	21 11%	- -%	105 7%	36 26%
	Fairly Satisfied (1)	840 45%	80 41%	36 32%	41 44%	13 26%	703 45%	406 42%	731 44%	442 43%	389 43%	349 46%	668 44%	86 46%	- -%	665 47%	43 31%
	Very Satisfied (2)	651 35%	72 36%	43 38%	28 30%	29 62%	555 35%	355 37%	578 35%	393 38%	363 40%	257 34%	555 36%	71 38%	- -%	605 43%	9 7%
	Don't Know (DO NOT READ OUT)	12 1%	4 2%	- -%	- -%	- -%	8 1%	9 1%	12 1%	4 *%	4 *%	7 1%	7 *%	- -%	- -%	7 1%	2 2%
	NET: Satisfied	1491 80%	152 77%	80 70%	69 74%	42 89%	1258 80%	761 79%	1309 80%	835 80%	753 82%	606 80%	1223 80%	157 84%	- -%	1270 90%	52 38%
	NET: Dissatisfied	98 5%	15 8%	9 8%	11 12%	* *%	78 5%	56 6%	86 5%	51 5%	45 5%	44 6%	75 5%	9 5%	- -%	34 2%	48 34%
	Answered Mean Score	1851 1.1	194 1.0	114 1.0	93 .9	47 1.5	1561 1.1	957 1.1	1632 1.1	1034 1.1	909 1.2	749 1.1	1512 1.1	188 1.2	- -	1410 1.3	136 *
	Standard error	.02	.07	.09	.11	.10	.02	.03	.02	.02	.03	.03	.02	.06	-	.02	.11
	Standard deviation	.87	.99	.98	1.04	.71	.85	.89	.86	.87	.87	.88	.85	.82	-	.71	1.18

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 258 (continuation)

**QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Items being delivered intact/undamaged**

Base: All using RM (QV4=1)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	2030	769	1261	529	24	265	370	249	1319	429	317	350	1304
Effective base	766	310	455	197	13	97	146	91	510	156	106	138	503
Weighted Base	1863	759	1104	489	36	233	371	224	1264	354	245	344	1227
Very Dissatisfied (-2)	21 1%	20 3%	* *%	5 1%	- -%	1 *%	5 1%	15 7%	3 *%	3 1%	7 3%	3 1%	11 1%
Fairly Dissatisfied (-1)	77 4%	69 9%	8 1%	24 5%	1 2%	14 6%	18 5%	13 6%	44 3%	20 6%	7 3%	21 6%	44 4%
Neither Satisfied Nor Dissatisfied (0)	262 14%	142 19%	121 11%	69 14%	4 11%	52 22%	48 13%	23 10%	176 14%	59 17%	39 16%	67 20%	151 12%
Fairly Satisfied (1)	840 45%	336 44%	504 46%	199 41%	21 58%	87 37%	158 43%	71 32%	596 47%	165 47%	79 32%	172 50%	566 46%
Very Satisfied (2)	651 35%	184 24%	467 42%	192 39%	10 29%	79 34%	142 38%	99 44%	442 35%	104 29%	112 46%	80 23%	446 36%
Don't Know (DO NOT READ OUT)	12 1%	7 1%	5 *%	- -%	- -%	- -%	* *%	4 2%	3 *%	3 1%	* *%	2 1%	8 1%
NET: Satisfied	1491 80%	520 69%	971 88%	391 80%	31 87%	167 72%	300 81%	170 76%	1038 82%	269 76%	191 78%	251 73%	1013 83%
NET: Dissatisfied	98 5%	90 12%	8 1%	29 6%	1 2%	14 6%	23 6%	27 12%	47 4%	23 6%	14 6%	23 7%	55 4%
Answered	1851	751	1099	489	36	233	370	220	1261	350	244	342	1219
Mean Score	1.1	.8	1.3	1.1	1.1	1.0	1.1	1.0	1.1	1.0	1.2	.9	1.1
Standard error	.02	.04	.02	.04	.14	.06	.05	.07	.02	.04	.06	.05	.02
Standard deviation	.87	1.00	.69	.90	.69	.91	.90	1.18	.79	.88	.99	.85	.83

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 258 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Items being delivered intact/undamaged**

Base: All using RM (QV4=1)

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		2030	1069	961
Effective base		766	331	434
Weighted Base		1863	814	1048
Very Dissatisfied	(-2)	21 1%	9 1%	12 1%
Fairly Dissatisfied	(-1)	77 4%	31 4%	46 4%
Neither Satisfied Nor Dissatisfied	(0)	262 14%	132 16%	131 12%
Fairly Satisfied	(1)	840 45%	360 44%	480 46%
Very Satisfied	(2)	651 35%	277 34%	374 36%
Don't Know (DO NOT READ OUT)		12 1%	7 1%	5 *%
NET: Satisfied		1491 80%	636 78%	854 81%
NET: Dissatisfied		98 5%	39 5%	58 6%
Answered		1851	807	1043
Mean Score		1.1	1.1	1.1
Standard error		.02	.03	.03
Standard deviation		.87	.87	.87

Columns Tested: a,b

Table 258 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Items being delivered intact/undamaged

Base: All using RM (QV4=1)

		Month												
Total base		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	
		a	b	c	d	e	f	g	h	i	j	k	l	
Significance Level: 95%														
Unweighted Base	2030	118	239	187	177	210	116	119	213	137	167	121	226	
Effective base	766	35	112	111	57	141	67	16	83	56	35	43	83	
Weighted Base	1863	50	195	217	60	300	106	32	288	147	85	118	264	
Very Dissatisfied	(-2)	21 1%	- -%	2 1%	2 1%	* *%	* *%	3 3%	- -%	2 1%	- -%	* *%	6 5%	5 2%
Fairly Dissatisfied	(-1)	77 4%	4 7%	6 3%	6 3%	1 1%	11 4%	5 5%	* *%	12 4%	1 1%	5 6%	12 10%	15 6%
Neither Satisfied Nor Dissatisfied	(0)	262 14%	3 6%	27 14%	23 11%	9 15%	46 15%	11 11%	5 16%	47 16%	30 20%	11 12%	25 21%	24 9%
Fairly Satisfied	(1)	840 45%	24 49%	97 50%	101 47%	20 34%	151 50%	42 40%	12 36%	128 44%	59 40%	41 48%	32 27%	132 50%
Very Satisfied	(2)	651 35%	18 37%	63 32%	82 38%	29 49%	89 30%	43 40%	15 46%	98 34%	53 36%	28 33%	44 37%	88 33%
Don't Know (DO NOT READ OUT)		12 1%	- -%	- -%	2 1%	* 1%	2 1%	1 1%	* 1%	2 1%	4 3%	* *%	- -%	- -%
NET: Satisfied		1491 80%	43 86%	160 82%	183 85%	49 83%	240 80%	85 80%	27 83%	226 78%	112 76%	69 81%	75 64%	220 83%
NET: Dissatisfied		98 5%	4 7%	8 4%	8 4%	1 1%	11 4%	8 8%	* *%	14 5%	1 1%	5 6%	18 15%	19 7%
Answered		1851	50	195	215	59	298	105	32	287	143	85	118	264
Mean Score		1.1	1.2	1.1	1.2	1.3	1.1	1.1	1.3	1.1	1.1	1.1	.8	1.1
Standard error		.02	.08	.05	.06	.06	.05	.09	.07	.06	.07	.07	.11	.06
Standard deviation		.87	.85	.83	.82	.79	.78	.99	.76	.85	.77	.85	1.18	.90

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 258 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Items being delivered intact/undamaged**

Base: All using RM (QV4=1)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2030	544	503	469	514	1047	983
Effective base	766	256	250	151	158	506	309
Weighted Base	1863	462	465	468	468	927	936
Very Dissatisfied	(-2)	21	5	4	2	10	8
		1%	1%	1%	1%	2%	1%
Fairly Dissatisfied	(-1)	77	15	17	13	32	32
		4%	3%	4%	3%	7%	3%
Neither Satisfied Nor Dissatisfied	(0)	262	53	66	82	60	120
		14%	12%	14%	18%	13%	15%
Fairly Satisfied	(1)	840	223	213	199	205	436
		45%	48%	46%	43%	44%	47%
Very Satisfied	(2)	651	163	161	166	160	325
		35%	35%	35%	36%	34%	35%
Don't Know (DO NOT READ OUT)		12	2	4	6	*	6
		1%	1%	1%	1%	1%	1%
NET: Satisfied		1491	386	375	365	364	761
		80%	84%	81%	78%	78%	82%
NET: Dissatisfied		98	20	21	14	43	41
		5%	4%	4%	3%	9%	4%
Answered	1851	460	462	462	467	921	929
Mean Score	1.1	1.1	1.1	1.1	1.0	1.1	1.1
Standard error	.02	.04	.04	.04	.04	.03	.03
Standard deviation	.87	.82	.84	.82	.97	.83	.90

Columns Tested:: a,b,c,d - a,b

Table 259

QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

SUMMARY TABLE

Base: All using RM (QV4=1)

		Areas							
		Delivery time (when you receive your mail delivery)	Delivery consistency / reliability (e.g. arrives as promised consistently)	Collection time of items you are sending	Collection reliability	Latest collection time	Amount / level of sent post lost	Price of postage	Items being delivered intact/ undamaged
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base		2030	2030	2030	2030	2030	2030	2030	2030
Effective base		766	766	766	766	766	766	766	766
Weighted Base		1863	1863	1863	1863	1863	1863	1863	1863
Very Dissatisfied	(-2)	53 3%	63 3%	31 2%	32 2%	52 3%	38 2%	143 8%	21 1%
		h	cdh			h		abcdefh	
Fairly Dissatisfied	(-1)	149 8%	144 8%	72 4%	72 4%	115 6%	96 5%	371 20%	77 4%
		cdfh	cdfh			cd		abcdefh	
Neither Satisfied Nor Dissatisfied	(0)	327 18%	279 15%	342 18%	296 16%	319 17%	315 17%	409 22%	262 14%
				h				abdefh	
Fairly Satisfied	(1)	758 41%	830 45%	665 36%	651 35%	683 37%	675 36%	679 36%	840 45%
		cd	cdefg						cdefg
Very Satisfied	(2)	565 30%	537 29%	486 26%	550 30%	486 26%	612 33%	237 13%	651 35%
		g	g	g	g	g	ceg		bcdeg
Don't Know (DO NOT READ OUT)		10 1%	11 1%	267 14%	262 14%	207 11%	126 7%	23 1%	12 1%
				abfgh	abfgh	abfgh	abgh		
NET: Satisfied		1323 71%	1366 73%	1151 62%	1201 64%	1169 63%	1287 69%	916 49%	1491 80%
		cdeg	cdeg	g	g	g	ceg		abcdefg
NET: Dissatisfied		202 11%	206 11%	103 6%	104 6%	168 9%	135 7%	515 28%	98 5%
		cdfh	cdfh			cdh		abcdefh	
Answered		1853	1852	1596	1601	1655	1737	1840	1851
Mean Score		.9	.9	.9	1.0	.9	1.0	.3	1.1
		g	g	g	abeg	g	abeg		abcefg
Standard error		.02	.02	.02	.02	.02	.02	.03	.02
Standard deviation		1.02	1.02	.93	.94	1.02	.98	1.15	.87

Columns Tested: a,b,c,d,e,f,g,h

Table 260

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1) excluding Don't know

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2011	475	1536	1415	329	76	191	596
Effective base	759	111	655	701	136	33	81	178
Weighted Base	1853	206	1647	1773	68	7	4	80
Very Dissatisfied (-2)	53 3%	6 3%	47 3%	52 3%	1 2%	* 3%	* 1%	1 2%
Fairly Dissatisfied (-1)	149 8%	6 3%	143 9%	146 8%	3 4%	* 1%	* 4%	3 4%
Neither Satisfied Nor Dissatisfied (0)	327 18%	42 21%	285 17%	321 18% bcde	5 8%	* 2%	* 5%	6 7%
Fairly Satisfied (1)	758 41%	54 26%	704 43% a	721 41%	31 46%	4 54%	2 42%	37 46%
Very Satisfied (2)	565 31%	98 47% b	468 28%	533 30%	27 40% a	3 40%	2 49% a	33 41% a
NET: Satisfied	1323 71%	151 74%	1172 71%	1254 71%	59 86% a	7 94% a	4 90% a	69 87% a
NET: Dissatisfied	202 11%	12 6%	190 12%	198 11% be	4 6%	* 4%	* 5%	4 5%
Answered	1853	206	1647	1773	68	7	4	80
Mean Score	.9	1.1 b	.9	.9	1.2 a	1.3 a	1.3 a	1.2 a
Standard error	.02	.05	.03	.03	.05	.10	.07	.04
Standard deviation	1.02	1.03	1.02	1.03	.87	.86	.94	.86

Columns Tested: a,b - a,b,c,d,e

Table 260 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1) excluding Don't know

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2011	619	590	206	200	205	191	1415	329	267
Effective base		759	357	279	82	91	78	81	701	136	74
Weighted Base		1853	991	657	125	49	26	4	1773	68	12
Very Dissatisfied	(-2)	53 3%	32 3%	18 3%	2 2%	1 2%	* 1%	* 1%	52 3%	1 2%	* 2%
Fairly Dissatisfied	(-1)	149 8%	67 7%	72 11%	7 6%	2 4%	1 3%	* 4%	146 8%	3 4%	* 2%
Neither Satisfied Nor Dissatisfied	(0)	327 18%	199 20%	104 16%	18 14%	3 6%	2 10%	* 5%	321 18%	5 8%	* 3%
Fairly Satisfied	(1)	758 41%	403 41%	261 40%	57 46%	23 46%	12 48%	2 42%	721 41%	31 46%	6 49%
Very Satisfied	(2)	565 31%	291 29%	202 31%	40 32%	21 42%	10 38%	2 49%	533 30%	27 40%	5 43%
NET: Satisfied		1323 71%	694 70%	463 71%	97 78%	43 88%	22 86%	4 90%	1254 71%	59 86%	11 92%
NET: Dissatisfied		202 11%	99 10%	90 14%	10 8%	3 6%	1 4%	* 5%	198 11%	4 6%	1 4%
Answered		1853	991	657	125	49	26	4	1773	68	12
Mean Score		.9	.9	.8	1.0	1.2	1.2	1.3	.9	1.2	1.3
Standard error		.02	.04	.04	.06	.06	.06	.07	.03	.05	.05
Standard deviation		1.02	1.02	1.06	.93	.89	.83	.94	1.03	.87	.85

Columns Tested: a,b,c,d,e,f,g,h,i

Table 260 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1) excluding Don't know

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2011	874	541	329	76	191	743	323	117	80	209
Effective base	759	520	241	136	33	81	422	137	36	27	35
Weighted Base	1853	1452	321	68	7	4	1170	252	64	32	53
Very Dissatisfied	(-2)	53	45	7	1	*	37	1	*	-	*
		3%	3%	2%	2%	3%	3%	1%	1%	0%	1%
Fairly Dissatisfied	(-1)	149	126	20	3	*	95	20	7	3	1
		8%	9%	6%	4%	1%	8%	8%	11%	8%	1%
Neither Satisfied Nor Dissatisfied	(0)	327	269	52	5	*	217	40	7	4	6
		18%	19%	16%	8%	2%	19%	16%	11%	11%	11%
Fairly Satisfied	(1)	758	586	134	31	4	503	106	20	11	29
		41%	40%	42%	46%	54%	43%	42%	31%	34%	56%
Very Satisfied	(2)	565	425	108	27	3	318	86	29	15	16
		31%	29%	33%	40%	40%	27%	34%	46%	47%	31%
NET: Satisfied		1323	1012	242	59	7	821	192	49	26	46
		71%	70%	75%	86%	94%	70%	76%	77%	81%	87%
NET: Dissatisfied		202	171	27	4	*	132	21	8	3	1
		11%	12%	8%	6%	4%	11%	8%	12%	8%	2%
Answered		1853	1452	321	68	7	1170	252	64	32	53
Mean Score		.9	.8	1.0	1.2	1.3	.8	1.0	1.1	1.2	1.2
Standard error		.02	.04	.04	.05	.10	.04	.05	.10	.11	.05
Standard deviation		1.02	1.04	.97	.87	.86	1.02	.93	1.05	.95	.70

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 260 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1) excluding Don't know

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2011	135	93	191	67	129	161	128	116	110
Effective base		759	76	53	107	32	66	100	77	63	54
Weighted Base		1853	174	121	293	72	168	295	228	159	130
Very Dissatisfied	(-2)	53 3%	9 5%	2 2%	10 3%	- -%	6 4%	7 2%	4 2%	9 5%	- -%
Fairly Dissatisfied	(-1)	149 8%	14 8%	11 9%	36 12%	4 5%	9 6%	24 8%	9 4%	7 5%	25 19% egh
Neither Satisfied Nor Dissatisfied	(0)	327 18%	25 15%	22 18%	38 13%	20 ce 29%	21 12%	68 23%	42 18%	38 24%	17 13%
Fairly Satisfied	(1)	758 41%	66 38%	52 43%	128 44%	17 24%	74 44%	134 45%	104 45%	67 42%	45 35%
Very Satisfied	(2)	565 31%	60 34%	34 28%	82 28%	30 42%	58 35%	62 21%	69 30%	38 24%	43 33%
NET: Satisfied		1323 71%	126 72%	86 71%	210 71%	47 66%	132 78%	195 66%	172 76%	105 66%	88 68%
NET: Dissatisfied		202 11%	22 13%	13 11%	46 16%	4 5%	16 9%	31 11%	14 6%	16 10%	25 19%
Answered		1853	174	121	293	72	168	295	228	159	130
Mean Score		.9	.9	.9	.8	1.0	1.0	.7	1.0	.7	.8
Standard error		.02	.10	.10	.08	.12	.09	.08	.08	.10	.10
Standard deviation		1.02	1.12	.99	1.08	.96	1.02	.96	.91	1.05	1.09

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 260 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1) excluding Don't know

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		2011	306	344	480	1130	881	310	296	275
Effective base		759	152	192	283	622	231	92	80	108
Weighted Base		1853	370	454	817	1641	212	103	72	36
Very Dissatisfied	(-2)	53 3%	6 2%	20 4%	22 3%	48 3%	5 2%	4 3%	1 1%	1 2%
Fairly Dissatisfied	(-1)	149 8%	38 10%	32 7%	70 9%	140 9%	9 4%	5 5%	3 4%	2 4%
Neither Satisfied Nor Dissatisfied	(0)	327 18%	58 16%	86 19%	148 18%	291 18%	36 17%	16 16%	15 20%	5 14%
Fairly Satisfied	(1)	758 41%	137 37%	185 41%	365 45%	687 42%	71 34%	34 32%	27 38%	10 29%
Very Satisfied	(2)	565 31%	131 35%	132 29%	213 26%	475 29%	90 43%	45 44%	27 37%	18 51%
NET: Satisfied		1323 71%	268 72%	317 70%	578 71%	1162 71%	161 76%	79 76%	54 74%	29 79%
NET: Dissatisfied		202 11%	44 12%	52 11%	91 11%	188 11%	15 7%	9 8%	4 5%	2 6%
Answered		1853	370	454	817	1641	212	103	72	36
Mean Score		.9	.9	.8	.8	.9	1.1	1.1	1.1	1.2
Standard error		.02	.06	.06	.05	.03	bcd	c		abcd
Standard deviation		1.02	1.04	1.06	1.00	1.02	1.00	1.05	.92	.99

Columns Tested:: a,b,c,d,e,f,g,h

Table 260 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1) excluding Don't know

		Industry								
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2011	93	154	16	170	203	471	85	95	892
Effective base	759	35	45	6	51	87	186	27	27	352
Weighted Base	1853	80	105	18	124	236	386	59	56	910
Very Dissatisfied	(-2)	53 3%	* 3%	3 29%	5 7%	9 2%	12 3%	5 8%	2 3%	21 2%
Fairly Dissatisfied	(-1)	149 8%	* 1%	3 3%	- -%	3 3%	26 11%	34 9%	8 14%	72 8%
Neither Satisfied Nor Dissatisfied	(0)	327 18%	9 12%	19 18%	* 1%	19 15%	40 17%	66 17%	7 11%	183 20%
Fairly Satisfied	(1)	758 41%	40 51%	20 19%	11 59%	31 25%	110 47%	147 38%	19 32%	385 42%
Very Satisfied	(2)	565 31%	29 36%	59 56%	2 11%	61 50%	55 23%	126 33%	21 35%	250 27%
NET: Satisfied		1323 71%	69 87%	79 75%	13 70%	92 75%	166 70%	274 71%	40 67%	635 70%
NET: Dissatisfied		202 11%	1 1%	7 7%	5 29%	12 10%	31 13%	46 12%	13 22%	92 10%
Answered	1853	80	105	18	124	236	386	59	56	910
Mean Score	.9	1.2	1.2	.2	1.1	.8	.9	.7	1.1	.8
Standard error	.02	.07	.09	.38	.09	.07	.05	.14	.11	.03
Standard deviation	1.02	.71	1.06	1.50	1.19	.99	1.06	1.30	1.05	.99

Columns Tested: a,b,c,d,e,f,g,h,i

Table 260 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1) excluding Don't know

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2011	466	471	1074	1752	259	-	1674	337	1941	70
Effective base	759	172	186	406	647	115	-	678	87	733	27
Weighted Base	1853	439	386	1027	1529	324	-	1695	158	1790	63
Very Dissatisfied (-2)	53 3%	14 3%	12 3%	27 3%	40 3%	13 4%	- -%	47 3%	7 4%	53 3%	* *%
Fairly Dissatisfied (-1)	149 8%	30 7%	34 9%	85 8%	125 8%	25 8%	- -%	139 8%	10 6%	136 8%	13 21% a
Neither Satisfied Nor Dissatisfied (0)	327 18%	69 16%	66 17%	192 19%	261 17%	66 20%	- -%	312 18% b	15 10%	318 18%	9 14%
Fairly Satisfied (1)	758 41%	181 41%	147 38%	429 42%	609 40%	149 46%	- -%	687 41%	71 45%	734 41%	23 37%
Very Satisfied (2)	565 31%	146 33%	126 33%	293 29%	495 32% b	71 22%	- -%	510 30%	56 35%	548 31%	17 27%
NET: Satisfied	1323 71%	327 74%	274 71%	722 70%	1103 72%	220 68%	- -%	1197 71%	127 80%	1283 72%	41 64%
NET: Dissatisfied	202 11%	44 10%	46 12%	112 11%	164 11%	38 12%	- -%	186 11%	16 10%	189 11%	13 21%
Answered	1853	439	386	1027	1529	324	-	1695	158	1790	63
Mean Score	.9	.9	.9	.9	.9	.7	-	.9	1.0	.9	.7
Standard error	.02	.05	.05	.03	.02	.06	-	.02	.06	.02	.13
Standard deviation	1.02	1.02	1.06	1.01	1.02	1.02	-	1.02	1.04	1.02	1.10

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 260 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1) excluding Don't know

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		2011	1178	408	409
Effective base		759	470	129	155
Weighted Base		1853	1180	285	372
Very Dissatisfied	(-2)	53 3%	34 3%	7 2%	7 2%
Fairly Dissatisfied	(-1)	149 8%	76 6%	30 10%	43 12% a
Neither Satisfied Nor Dissatisfied	(0)	327 18%	212 18%	49 17%	61 16%
Fairly Satisfied	(1)	758 41%	542 46% bc	100 35%	113 30%
Very Satisfied	(2)	565 31%	316 27%	99 35%	147 40% a
NET: Satisfied		1323 71%	859 73%	199 70%	260 70%
NET: Dissatisfied		202 11%	110 9%	36 13%	50 14%
Answered		1853	1180	285	372
Mean Score		.9	.9	.9	.9
Standard error		.02	.03	.05	.05
Standard deviation		1.02	.97	1.07	1.09

Columns Tested: a,b,c

Table 260 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Delivery time**

Base: All using RM (QV4=1) excluding Don't know

		Annual postal spend											
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+	
		a	b	c	*d	e	*f	*g	*h	i	j	k	
Significance Level: 95%													
Unweighted Base	2011	1541	298	81	29	32	15	7	8	1839	172	91	
Effective base	759	632	90	20	7	8	3	1	1	720	39	19	
Weighted Base	1853	1572	188	45	10	20	11	1	5	1760	93	48	
Very Dissatisfied	(-2)	53 3%	45 3%	7 4%	- -%	* 1%	* 2%	* 1%	- -%	- -%	52 3%	1 1%	1 1%
Fairly Dissatisfied	(-1)	149 8%	126 8%	15 8%	4 9%	4 41%	* 1%	- -%	- -%	* 6%	141 8%	8 9%	5 10%
Neither Satisfied Nor Dissatisfied	(0)	327 18%	281 18%	36 19%	7 14%	* 2%	4 18%	* *%	- -%	* 3%	317 18%	10 11%	4 8%
Fairly Satisfied	(1)	758 41%	664 42%	70 37%	8 17%	1 12%	3 14%	7 64%	* 3%	5 90%	734 42%	24 25%	16 34%
Very Satisfied	(2)	565 31%	456 29%	60 32%	27 60%	4 45%	13 65%	4 36%	1 97%	* 2%	516 29%	50 54%	23 47%
NET: Satisfied		1323 71%	1120 71%	130 69%	35 77%	6 57%	16 79%	11 99%	1 100%	5 91%	1250 71%	73 79%	39 81%
NET: Dissatisfied		202 11%	171 11%	22 12%	4 9%	4 42%	1 3%	* 1%	- -%	* 6%	193 11%	9 10%	5 11%
Answered	1853	1572	188	45	10	20	11	1	5	1760	93	48	
Mean Score	.9	.9	.9	1.3	.6	1.4	1.3	2.0	.9	.9	1.2	1.2	
Standard error	.02	.03	.06	.11	.28	.17	.15	-	.20	.02	.08	.11	
Standard deviation	1.02	1.02	1.07	1.02	1.49	.98	.57	-	.58	1.02	1.02	1.03	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 260 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1) excluding Don't know

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2011	842	699	470	1767	1468	1822	1359	836	697	348	1022	100	125	78	98	51
Effective base	759	389	246	129	658	544	688	527	324	229	157	419	26	35	18	22	13
Weighted Base	1853	1008	564	281	1625	1324	1690	1274	824	556	387	1048	56	82	40	47	30
Very Dissatisfied (-2)	53 3%	21 2%	24 4%	8 3%	46 3%	45 3%	48 3%	47 4%	39 5%	24 4%	4 1%	38 4%	1 1%	2 3%	2 4%	2 5%	* %
Fairly Dissatisfied (-1)	149 8%	74 7%	52 9%	23 8%	143 9%	130 10%	145 9%	120 9%	80 10%	63 11%	15 4%	102 10%	6 11%	14 17%	* %	6 12%	2 7%
Neither Satisfied Nor Dissatisfied (0)	327 18%	177 18%	103 18%	46 17%	294 18%	232 18%	299 18%	222 17%	131 16%	64 11%	65 17%	192 18%	9 16%	9 10%	7 19%	8 18%	9 32%
Fairly Satisfied (1)	758 41%	440 44%	224 40%	93 33%	682 42%	522 39%	700 41%	504 40%	315 38%	225 41%	180 47%	439 42%	18 33%	31 37%	10 25%	14 29%	8 27%
Very Satisfied (2)	565 31%	295 29%	160 28%	110 39%	460 28%	396 30%	497 29%	381 30%	258 31%	180 32%	124 32%	277 26%	21 38%	27 32%	21 53%	17 36%	10 34%
NET: Satisfied	1323 71%	735 73%	385 68%	203 72%	1142 70%	918 69%	1197 71%	885 69%	573 70%	405 73%	304 78%	717 68%	40 71%	57 70%	31 77%	31 65%	18 61%
NET: Dissatisfied	202 11%	95 9%	76 14%	31 11%	189 12%	175 13%	194 11%	167 13%	120 15%	87 16%	19 5%	140 13%	7 12%	16 20%	2 4%	8 17%	2 7%
Answered	1853	1008	564	281	1625	1324	1690	1274	824	556	387	1048	56	82	40	47	30
Mean Score	.9	.9	.8	1.0	.8	.8	.9	.8	.8	.9	1.0	.8	1.0	.8	1.2	.8	.9
Standard error	.02	.03	.04	.05	.02	.03	.02	.03	.04	.04	.05	.03	.11	.10	.12	.12	.14
Standard deviation	1.02	.97	1.09	1.07	1.02	1.07	1.03	1.07	1.12	1.12	.85	1.06	1.05	1.15	1.02	1.21	.99

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 260 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1) excluding Don't know

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	2011	1285	153	104	92	49	60	24	983	202	108	69	47	37	22
Effective base	759	543	42	30	18	11	11	5	412	58	29	25	11	15	7
Weighted Base	1853	1359	97	70	41	20	26	12	1015	156	51	37	34	16	15
Very Dissatisfied (-2)	53 3%	34 3%	8 8%	2 3%	- -%	1 5%	- -%	* 1%	31 3%	9 6%	1 3%	2 5%	- -%	2 14%	* 1%
Fairly Dissatisfied (-1)	149 8%	122 9%	11 11%	1 2%	7 18%	1 6%	* 1%	* *%	102 10%	11 7%	2 3%	9 26% abc	3 8%	1 8%	2 13%
Neither Satisfied Nor Dissatisfied (0)	327 18%	247 18%	17 18%	9 13%	6 15%	3 16%	7 26%	5 39%	175 17%	39 25%	6 12%	3 8%	2 6%	1 9%	5 35%
Fairly Satisfied (1)	758 41%	588 43%	36 37%	23 33%	14 34%	9 45%	10 38%	2 18%	427 42%	48 31%	20 40%	10 27%	8 25%	5 31%	4 23%
Very Satisfied (2)	565 31%	368 27%	24 25%	34 49% ab	14 33%	6 27%	9 35%	5 42%	280 28%	50 32%	22 43%	13 35%	21 61% a	6 38%	4 28%
NET: Satisfied	1323 71%	956 70%	61 63%	57 82%	27 67%	15 72%	19 73%	7 60%	707 70%	98 62%	43 83%	23 62%	29 86%	11 69%	8 51%
NET: Dissatisfied	202 11%	157 12%	19 20%	3 5%	7 18%	2 12%	* 1%	* 1%	133 13%	19 12%	3 6%	11 30% abc	3 8%	3 22%	2 14%
Answered	1853	1359	97	70	41	20	26	12	1015	156	51	37	34	16	15
Mean Score	.9	.8	.6	1.2 ab	.8	.8	1.1	1.0	.8	.8	1.2	.6	1.4	.7	.6
Standard error	.02	.03	.10	.09	.11	.16	.11	.20	.03	.08	.09	.16	.14	.24	.23
Standard deviation	1.02	1.01	1.22	.96	1.10	1.09	.82	.98	1.04	1.14	.95	1.33	.94	1.45	1.08

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 260 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1) excluding Don't know

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2011	891	155	114	69	47	43	40	730	362	414	221	91
Effective base	759	384	53	33	24	14	10	14	331	142	143	50	25
Weighted Base	1853	928	138	84	35	26	27	35	869	328	322	106	64
Very Dissatisfied (-2)	53 3%	29 3%	8 6%	5 7%	* *%	2 9%	- -%	2 6%	27 3%	14 4%	5 2%	1 1%	1 1%
Fairly Dissatisfied (-1)	149 8%	94 10%	13 10%	6 7%	4 11%	* 1%	3 10%	* *%	60 7%	25 8%	45 14%	7 7%	9 14%
Neither Satisfied Nor Dissatisfied (0)	327 18%	163 18%	27 20%	16 19%	5 15%	7 27%	1 5%	3 7%	182 21%	48 15%	43 13%	15 14%	10 16%
Fairly Satisfied (1)	758 41%	411 44%	44 32%	17 21%	13 38%	5 20%	6 21%	7 19%	366 42%	163 50%	108 33%	39 37%	25 40%
Very Satisfied (2)	565 31%	232 25%	45 33%	39 47%	12 36%	11 42%	18 65%	24 67%	234 27%	78 24%	121 38%	44 41%	19 29%
NET: Satisfied	1323 71%	643 69%	89 65%	57 68%	26 74%	16 62%	23 85%	30 86%	600 69%	240 73%	229 71%	82 78%	44 69%
NET: Dissatisfied	202 11%	122 13%	21 15%	11 14%	4 11%	3 11%	3 10%	2 7%	87 10%	39 12%	50 16%	8 8%	10 15%
Answered	1853	928	138	84	35	26	27	35	869	328	322	106	64
Mean Score	.9	.8	.8	.9	1.0	.8	1.4	1.4	.8	.8	.9	1.1	.8
Standard error	.02	.03	.09	.12	.12	.19	.15	.17	.04	.05	.05	.06	.11
Standard deviation	1.02	1.03	1.17	1.24	.99	1.27	.99	1.10	1.00	1.02	1.10	.95	1.05

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 260 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1) excluding Don't know

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2011	811	338	357	187	69	653	275	308	156	64
Effective base	759	360	129	118	35	18	294	97	95	40	18
Weighted Base	1853	945	294	259	79	45	761	225	200	86	47
Very Dissatisfied (-2)	53 3%	30 3%	9 3%	5 2%	1 1%	- -%	25 3%	12 5%	5 3%	1 1%	1 2%
Fairly Dissatisfied (-1)	149 8%	72 8%	25 8%	34 13%	4 5%	9 19%	71 9%	19 8%	29 14%	5 5%	6 14%
Neither Satisfied Nor Dissatisfied (0)	327 18%	196 21%	51 17%	30 12%	8 10%	9 19%	152 20%	30 13%	30 15%	13 15%	6 13%
Fairly Satisfied (1)	758 41%	397 42%	145 49%	94 36%	27 35%	18 41%	305 40%	108 48%	57 29%	30 35%	20 42%
Very Satisfied (2)	565 31%	250 26%	64 22%	95 37%	39 50%	10 21%	208 27%	57 25%	78 39%	37 43%	14 30%
NET: Satisfied	1323 71%	648 69%	209 71%	189 73%	67 84%	28 62%	512 67%	165 73%	135 68%	67 78%	33 72%
NET: Dissatisfied	202 11%	102 11%	34 12%	39 15%	5 6%	9 19%	97 13%	30 13%	34 17%	5 6%	7 16%
Answered	1853	945	294	259	79	45	761	225	200	86	47
Mean Score	.9	.8	.8	.9	1.3	.6	.8	.8	.9	1.1	.8
Standard error	.02	.04	.05	.06	.07	.12	.04	.06	.07	.07	.13
Standard deviation	1.02	1.01	.98	1.10	.91	1.03	1.05	1.07	1.17	.93	1.07

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 260 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1) excluding Don't know

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Total base		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2011	624	217	260	156	78	758	118	475	1846	165	1724	43
Effective base	759	279	74	94	50	22	302	37	184	695	65	644	14
Weighted Base	1853	700	180	211	114	48	715	84	466	1704	148	1584	41
Very Dissatisfied	(-2)	53	28	4	11	1	28	5	11	45	8	45	1
		3%	4%	2%	5%	1%	4%	6%	2%	3%	6%	3%	2%
Fairly Dissatisfied	(-1)	149	74	17	18	8	58	4	58	141	8	140	3
		8%	11%	9%	8%	7%	8%	4%	12%	8%	5%	9%	8%
Neither Satisfied Nor Dissatisfied	(0)	327	128	28	39	19	125	13	84	310	18	288	6
		18%	18%	15%	18%	17%	17%	16%	18%	18%	12%	18%	15%
Fairly Satisfied	(1)	758	308	71	67	36	254	35	211	724	34	672	11
		41%	44%	40%	32%	32%	35%	42%	45%	42%	23%	42%	26%
Very Satisfied	(2)	565	161	60	77	50	250	27	101	485	81	439	20
		31%	23%	33%	37%	44%	35%	32%	22%	28%	55%	28%	49%
			c		a	a	c		a	b	a		
NET: Satisfied		1323	469	131	144	86	504	63	313	1209	115	1111	31
		71%	67%	73%	68%	75%	70%	74%	67%	71%	77%	70%	75%
NET: Dissatisfied		202	102	21	29	9	86	9	69	186	16	185	4
		11%	15%	12%	14%	8%	12%	10%	15%	11%	11%	12%	10%
Answered		1853	700	180	211	114	715	84	466	1704	148	1584	41
Mean Score		.9	.7	.9	.9	1.1	.9	.9	.7	.9	1.2	.8	1.1
					a					a			
Standard error		.02	.04	.07	.07	.13	.04	.10	.05	.02	.09	.02	.16
Standard deviation		1.02	1.06	1.04	1.16	.98	1.09	1.09	1.02	1.01	1.17	1.02	1.07

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 260 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1) excluding Don't know

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	a	b	a	b	a	b	a	b	
Significance Level: 95%												
Unweighted Base	2011	1334	134	952	407	1729	38	1321	147	954	405	
Effective base	759	509	35	387	141	645	13	500	44	388	139	
Weighted Base	1853	1228	96	905	369	1590	35	1217	108	914	360	
Very Dissatisfied	(-2)	53 3%	39 3%	5 5%	33 4%	14 4%	46 3%	- -%	39 3%	6 5%	34 4%	13 4%
Fairly Dissatisfied	(-1)	149 8%	126 10%	4 4%	76 8%	44 12%	140 9%	3 10%	124 10%	6 6%	75 8%	45 12%
Neither Satisfied Nor Dissatisfied	(0)	327 18%	214 17%	18 19%	164 18%	59 16%	284 18%	10 28%	211 17%	21 19%	167 18%	55 15%
Fairly Satisfied	(1)	758 41%	486 40%	36 38%	397 44%	107 29%	676 42%	7 20%	492 40%	30 28%	398 44%	106 29%
Very Satisfied	(2)	565 31%	363 30%	33 34%	235 26%	146 40%	445 28%	15 42%	351 29%	45 41%	240 26%	141 39%
NET: Satisfied		1323 71%	849 69%	69 72%	632 70%	253 69%	1120 70%	22 62%	843 69%	75 70%	638 70%	247 69%
NET: Dissatisfied		202 11%	165 13%	9 10%	109 12%	57 16%	186 12%	3 10%	163 13%	12 11%	109 12%	58 16%
Answered		1853	1228	96	905	369	1590	35	1217	108	914	360
Mean Score		.9	.8	.9	.8	.9	.8	.9	.8	.9	.8	.9
Standard error		.02	.03	.09	.03	.06	.02	.17	.03	.09	.03	.06
Standard deviation		1.02	1.07	1.09	1.03	1.16	1.02	1.06	1.06	1.15	1.03	1.17

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 260 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1) excluding Don't know

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2011	886	1404	260	1	817	1042	202	4	948	785	240	1
Effective base	759	315	536	93	1	293	389	74	3	362	312	91	1
Weighted Base	1853	786	1296	240	4	726	898	181	5	877	709	208	2
Very Dissatisfied (-2)	53 3%	33 4%	23 2%	3 1%	- -%	29 4%	20 2%	3 2%	1 12%	36 4%	18 2%	2 1%	- -%
Fairly Dissatisfied (-1)	149 8%	80 10%	118 9%	26 11%	- -%	77 11%	85 9%	21 11%	- -%	86 10%	71 10%	11 5%	- -%
Neither Satisfied Nor Dissatisfied (0)	327 18%	130 17%	232 18%	52 22%	4 100%	114 16%	145 16%	40 22%	2 48%	137 16%	120 17%	44 21%	2 100%
Fairly Satisfied (1)	758 41%	307 39%	552 43%	89 37%	- -%	279 38%	345 38%	56 31%	- -%	331 38%	280 39%	70 34%	- -%
Very Satisfied (2)	565 31%	236 30%	370 29%	71 29%	- -%	228 31%	304 34%	62 34%	2 40%	287 33%	220 31%	80 39%	- -%
NET: Satisfied	1323 71%	543 69%	922 71%	160 66%	- -%	506 70%	648 72%	117 65%	2 40%	619 71%	500 71%	151 72%	- -%
NET: Dissatisfied	202 11%	113 14%	142 11%	29 12%	- -%	105 14%	105 12%	24 13%	1 12%	122 14%	89 13%	13 6%	- -%
Answered	1853	786	1296	240	4	726	898	181	5	877	709	208	2
Mean Score	.9	.8	.9	.8	-	.8	.9	.8	.6	.9	.9	1.0	-
Standard error	.02	.04	.03	.06	-	.04	.03	.08	.75	.04	.04	.06	-
Standard deviation	1.02	1.10	.99	1.01	-	1.10	1.04	1.08	1.50	1.11	1.04	.95	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 260 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Delivery time**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2011	1667	1297	958	1339	1058	55	596	477	455	124	75
Effective base	759	622	480	381	491	417	14	265	197	183	59	38
Weighted Base	1853	1544	1170	908	1207	1037	34	632	496	446	133	87
Very Dissatisfied (-2)	53 3%	41 3%	29 2%	25 3%	38 3%	21 2%	* *%	11 2%	12 2%	16 3%	2 1%	2 2%
Fairly Dissatisfied (-1)	149 8%	135 9%	113 10%	79 9%	101 8%	85 8%	3 9%	62 10%	47 10%	33 7%	12 9%	8 9%
Neither Satisfied Nor Dissatisfied (0)	327 18%	267 17%	203 17%	175 19%	191 16%	196 19%	4 12%	114 18%	95 19%	79 18%	36 27%	31 36% abc
Fairly Satisfied (1)	758 41%	654 42%	463 40%	362 40%	510 42%	408 39%	5 15%	261 41%	201 41%	163 37%	41 31%	25 29%
Very Satisfied (2)	565 31%	447 29%	363 31%	266 29%	366 30%	326 31%	22 64% ab	184 29%	141 28%	155 35%	42 32%	22 25%
NET: Satisfied	1323 71%	1101 71%	826 71%	629 69%	876 73%	735 71%	27 79%	444 70% e	342 69%	318 71% e	83 62%	46 53%
NET: Dissatisfied	202 11%	176 11%	142 12%	104 11%	139 12%	106 10%	3 9%	73 12%	59 12%	49 11%	14 11%	9 11%
Answered	1853	1544	1170	908	1207	1037	34	632	496	446	133	87
Mean Score	.9	.9	.9	.8	.9	.9	1.3	.9	.8	.9	.8	.7
Standard error	.02	.02	.03	.03	.03	.03	.14	.04	.05	.05	.09	.12
Standard deviation	1.02	1.02	1.04	1.03	1.03	1.00	1.02	1.00	1.02	1.06	1.03	1.02

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 260 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1) excluding Don't know

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		2011	199	129	98	49	1762	1233	1839	1275	1184	826	1673	219	-	1632	118
Effective base		759	79	46	39	19	651	418	682	441	399	311	625	82	-	602	54
Weighted Base		1853	195	114	93	46	1561	964	1636	1033	910	755	1512	188	-	1413	137
Very Dissatisfied	(-2)	53 3%	14 7%	2 2%	8 9%	*	41 3%	32 3%	46 3%	32 3%	31 3%	27 4%	38 3%	7 4%	-	12 1%	36 26% a
Fairly Dissatisfied	(-1)	149 8%	39 20%	11 9%	9 10%	3 7%	126 8%	87 9%	131 8%	93 9%	84 9%	73 10%	114 8%	14 7%	-	49 3%	57 42% a
Neither Satisfied Nor Dissatisfied	(0)	327 18%	17 9%	20 17%	21 23% a	6 14%	272 17%	180 19%	283 17%	184 18%	163 18%	119 16%	262 17%	35 19%	-	133 9%	25 18% a
Fairly Satisfied	(1)	758 41%	61 31%	46 41%	35 37%	12 26%	636 41%	351 36%	663 41%	378 37%	329 36%	285 38%	627 41%	74 39%	-	671 48% b	14 10%
Very Satisfied	(2)	565 31%	64 33%	35 30%	20 21%	24 53% c	486 31%	314 33%	513 31%	346 34%	303 33%	251 33%	470 31%	58 31%	-	548 39% b	5 4%
NET: Satisfied		1323 71%	125 64%	81 71%	54 58%	36 78%	1122 72%	664 69%	1176 72%	724 70%	633 69%	536 71%	1097 73%	132 70%	-	1219 86% b	19 14%
NET: Dissatisfied		202 11%	53 27% b	13 12%	17 19%	3 8%	167 11%	119 12%	177 11%	124 12%	115 13%	100 13%	152 10%	21 11%	-	61 4%	93 68% a
Answered Mean Score		1853 .9	195 .6	114 .9	93 .5	46 1.2 c	1561 .9	964 .9	1636 .9	1033 .9	910 .9	755 .9	1512 .9	188 .9	-	1413 1.2 b	137 -.8
Standard error		.02	.09	.09	.12	.14	.02	.03	.02	.03	.03	.04	.02	.07	-	.02	.10
Standard deviation		1.02	1.32	1.02	1.19	.97	1.02	1.08	1.02	1.07	1.08	1.09	1.00	1.06	-	.81	1.07

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 260 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1) excluding Don't know

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	2011	762	1249	525	24	261	366	248	1310	424	313	349	1294
Effective base	759	308	451	196	13	96	144	91	506	155	105	138	499
Weighted Base	1853	755	1098	487	36	231	369	224	1258	351	242	344	1220
Very Dissatisfied (-2)	53 3%	46 6%	7 1%	15 3%	3 10%	11 5%	14 4%	21 9%	17 1%	15 4%	20 8%	11 3%	22 2%
Fairly Dissatisfied (-1)	149 8%	113 15%	36 3%	45 9%	4 11%	23 10%	38 10%	27 12%	83 7%	38 11%	30 12%	43 13%	76 6%
Neither Satisfied Nor Dissatisfied (0)	327 18%	172 23%	156 14%	68 14%	6 18%	42 18%	53 14%	27 12%	224 18%	70 20%	38 16%	57 17%	216 18%
Fairly Satisfied (1)	758 41%	259 34%	499 45%	183 38%	11 30%	78 34%	135 37%	63 28%	545 43%	143 41%	67 27%	145 42%	531 44%
Very Satisfied (2)	565 31%	165 22%	400 36%	176 36%	11 31%	77 33%	129 35%	85 38%	388 31%	85 24%	88 36%	88 25%	376 31%
NET: Satisfied	1323 71%	424 56%	900 82%	359 74%	22 61%	155 67%	264 71%	148 66%	933 74%	228 65%	155 64%	233 68%	907 74%
NET: Dissatisfied	202 11%	160 21%	43 4%	60 12%	8 21%	34 15%	52 14%	48 22%	100 8%	53 15%	50 21%	54 16%	98 8%
Answered	1853	755	1098	487	36	231	369	224	1258	351	242	344	1220
Mean Score	.9	.5	1.1	.9	.6	.8	.9	.7	1.0	.7	.7	.7	1.0
Standard error	.02	.04	.02	.05	.27	.07	.06	.08	.03	.05	.07	.06	.03
Standard deviation	1.02	1.17	.82	1.07	1.31	1.15	1.11	1.33	.93	1.08	1.29	1.07	.95

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 260 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1) excluding Don't know

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level:	95%			
Unweighted Base		2011	1059	952
Effective base		759	328	432
Weighted Base		1853	808	1045
Very Dissatisfied	(-2)	53 3%	33 4%	20 2%
Fairly Dissatisfied	(-1)	149 8%	68 8%	81 8%
Neither Satisfied Nor Dissatisfied	(0)	327 18%	154 19%	173 17%
Fairly Satisfied	(1)	758 41%	300 37%	458 44%
Very Satisfied	(2)	565 31%	253 31%	313 30%
NET: Satisfied		1323 71%	552 68%	771 74%
NET: Dissatisfied		202 11%	102 13%	100 10%
Answered		1853	808	1045
Mean Score		.9	.8	.9
Standard error		.02	.03	.03
Standard deviation		1.02	1.09	.97

Columns Tested: a,b

Table 260 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1) excluding Don't know

		Month												
		Total base	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
			a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%														
Unweighted Base		2011	117	238	183	176	207	115	119	211	136	165	121	223
Effective base		759	35	111	109	57	140	66	16	83	56	35	43	82
Weighted Base		1853	49	193	214	59	298	105	32	288	147	85	118	263
Very Dissatisfied	(-2)	53 3%	- %	7 4%	10 4%	3 4%	5 2%	* %	* 1%	7 3%	7 5%	* 1%	5 4%	8 3%
Fairly Dissatisfied	(-1)	149 8%	3 6%	14 7%	9 4%	3 5%	32 11%	14 13%	* 1%	18 6%	13 9%	9 10%	20 17%	13 5%
Neither Satisfied Nor Dissatisfied	(0)	327 18%	9 18%	28 14%	37 18%	10 16%	41 14%	23 22%	5 16%	72 25%	21 14%	25 30%	25 21%	30 11%
Fairly Satisfied	(1)	758 41%	23 47%	84 43%	92 43%	24 41%	146 49%	32 30%	16 48%	104 36%	58 39%	23 26%	34 28%	122 46%
Very Satisfied	(2)	565 31%	14 29%	60 31%	65 31%	20 34%	73 24%	36 34%	11 33%	86 30%	48 32%	28 33%	34 29%	90 34%
NET: Satisfied		1323 71%	38 76%	144 75%	158 74%	44 75%	219 74%	68 65%	26 81%	190 66%	106 72%	51 59%	68 58%	212 81%
NET: Dissatisfied		202 11%	3 6%	21 11%	19 9%	5 9%	37 13%	14 13%	1 3%	25 9%	20 14%	9 11%	25 21%	21 8%
Answered		1853	49	193	214	59	298	105	32	288	147	85	118	263
Mean Score		.9	1.0	.9	.9	.9	.8	.9	1.1	.8	.9	.8	.6	1.0
Standard error		.02	.08	.07	.08	.08	.07	.10	.08	.07	.10	.08	.11	.07
Standard deviation		1.02	.85	1.04	1.03	1.05	.97	1.04	.82	1.01	1.12	1.04	1.20	.97

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 260 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Delivery time**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Quarter				Half		
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023	
Significance Level: 95%		a	b	c	d	a	b	
Unweighted Base	2011	538	498	466	509	1036	975	
Effective base	759	253	247	150	158	500	308	
Weighted Base	1853	456	462	467	467	919	934	
Very Dissatisfied	(-2)	53	17	8	15	14	24	29
		3%	4%	2%	3%	3%	3%	3%
Fairly Dissatisfied	(-1)	149	27	49	32	42	76	73
		8%	6%	11%	7%	9%	8%	8%
Neither Satisfied Nor Dissatisfied	(0)		a					
		327	74	74	99	80	148	179
		18%	16%	16%	21%	17%	16%	19%
Fairly Satisfied	(1)	758	199	203	178	178	402	356
		41%	44%	44%	38%	38%	44%	38%
Very Satisfied	(2)	565	140	129	144	153	269	297
		31%	31%	28%	31%	33%	29%	32%
NET: Satisfied		1323	339	331	322	331	671	653
		71%	74%	72%	69%	71%	73%	70%
NET: Dissatisfied		202	43	57	47	56	100	102
		11%	9%	12%	10%	12%	11%	11%
Answered	1853	456	462	467	467	919	934	
Mean Score	.9	.9	.9	.9	.9	.9	.9	
Standard error	.02	.04	.04	.05	.05	.03	.03	
Standard deviation	1.02	1.01	1.00	1.03	1.06	1.00	1.04	

Columns Tested: a,b,c,d - a,b

Table 261

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2008	471	1537	1414	327	76	191	594
Effective base	759	111	655	701	135	33	81	177
Weighted Base	1852	205	1647	1773	68	7	4	79
Very Dissatisfied (-2)	63 3%	6 3%	57 3%	62 4% e	* *%	- -%	- -%	* *%
Fairly Dissatisfied (-1)	144 8%	6 3%	138 8% a	141 8% e	3 4%	* 1%	* 4%	3 4%
Neither Satisfied Nor Dissatisfied (0)	279 15%	35 17%	244 15%	271 15% d	7 11%	* 5%	* 6%	8 10%
Fairly Satisfied (1)	830 45%	54 26%	775 47% a	794 45%	31 45%	4 50%	2 36%	36 45%
Very Satisfied (2)	537 29%	104 51% b	432 26%	504 28%	27 40% a	3 44%	2 54% abe	32 41% a
NET: Satisfied	1366 74%	159 77%	1208 73%	1298 73%	57 85% a	7 94% a	4 90% a	68 86% a
NET: Dissatisfied	206 11%	11 6%	195 12% a	203 11% bde	3 4%	* 1%	* 4%	3 4%
Answered	1852	205	1647	1773	68	7	4	79
Mean Score	.9	1.2 b	.8	.9	1.2 a	1.4 a	1.4 a	1.2 a
Standard error	.02	.05	.03	.03	.05	.08	.06	.03
Standard deviation	1.02	1.00	1.02	1.03	.82	.68	.88	.81

Columns Tested: a,b - a,b,c,d,e

Table 261 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2008	619	591	204	198	205	191	1414	327	267
Effective base		759	358	280	81	90	78	81	701	135	74
Weighted Base		1852	993	658	122	49	26	4	1773	68	12
Very Dissatisfied	(-2)	63 3%	39 4%	19 3%	3 3%	* *%	* 1%	- -%	62 4%	* *%	- -%
Fairly Dissatisfied	(-1)	144 8%	68 7%	64 10%	9 7%	2 5%	1 2%	* 4%	141 8%	3 4%	* 2%
Neither Satisfied Nor Dissatisfied	(0)	279 15%	166 17%	95 14%	10 8%	5 10%	3 10%	* 6%	271 15%	7 11%	1 5%
Fairly Satisfied	(1)	830 45%	439 44%	285 43%	69 56%	23 47%	11 43%	2 36%	794 45%	31 45%	5 44%
Very Satisfied	(2)	537 29%	280 28%	193 29%	31 25%	19 38%	11 45%	2 54%	504 28%	27 40%	6 48%
NET: Satisfied		1366 74%	720 73%	479 73%	99 81%	42 85%	22 87%	4 90%	1298 73%	57 85%	11 92%
NET: Dissatisfied		206 11%	107 11%	84 13%	12 10%	2 5%	1 3%	* 4%	203 11%	3 4%	* 2%
Answered		1852	993	658	122	49	26	4	1773	68	12
Mean Score		.9	.9	.9	.9	1.2	1.3	1.4	.9	1.2	1.4
Standard error		.02	.04	.04	.07	.06	.06	.06	.03	.05	.04
Standard deviation		1.02	1.03	1.04	.94	.82	.80	.88	1.03	.82	.72

Columns Tested: a,b,c,d,e,f,g,h,i

Table 261 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Delivery consistency / reliability (e.g. arrives as promised consistently)**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2008	875	539	327	76	191	743	325	115	80	209
Effective base	759	521	240	135	33	81	423	137	36	27	35
Weighted Base	1852	1454	319	68	7	4	1172	252	62	32	53
Very Dissatisfied (-2)	63 3%	55 4%	7 2%	* *%	- -%	- -%	42 4%	2 1%	2 3%	2 6%	* *%
Fairly Dissatisfied (-1)	144 8%	119 8%	22 7%	3 4%	* 1%	* 4%	96 8%	19 8%	2 3%	1 2%	6 11%
Neither Satisfied Nor Dissatisfied (0)	279 15%	240 16%	32 10%	7 11%	* 5%	* 6%	194 17%	29 11%	6 10%	3 10%	3 6%
Fairly Satisfied (1)	830 45%	631 43%	163 51%	31 45%	4 50%	2 36%	531 45%	128 51%	31 50%	15 47%	27 51%
Very Satisfied (2)	537 29%	409 28%	95 30%	27 40%	3 44%	2 54%	310 26%	74 29%	21 34%	11 35%	17 31%
NET: Satisfied	1366 74%	1040 72%	258 81%	57 85%	7 94%	4 90%	840 72%	203 80%	52 84%	26 82%	44 83%
NET: Dissatisfied	206 11%	174 12%	29 9%	3 4%	* 1%	* 4%	138 12%	21 8%	4 6%	3 8%	6 11%
Answered	1852	1454	319	68	7	4	1172	252	62	32	53
Mean Score	.9	.8	1.0	1.2	1.4	1.4	.8	1.0	1.1	1.0	1.0
Standard error	.02	.04	.04	.05	.08	.06	.04	.05	.08	.12	.06
Standard deviation	1.02	1.04	.93	.82	.68	.88	1.02	.88	.91	1.06	.93

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 261 (continuation)

**QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)**

Base: All using RM (QV4=1) excluding Don't know

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2008	135	93	190	67	128	161	130	117	112
Effective base		759	76	53	107	32	65	100	78	64	55
Weighted Base		1852	174	121	293	72	166	295	231	159	130
Very Dissatisfied	(-2)	63 3%	10 6%	1 *%	10 3%	1 1%	8 5%	12 4%	7 3%	9 6%	- -%
Fairly Dissatisfied	(-1)	144 8%	9 5%	12 10%	27 9%	3 5%	4 3%	39 13% e	17 8%	14 9%	10 8%
Neither Satisfied Nor Dissatisfied	(0)	279 15%	22 13%	21 18%	36 12%	20 27% ce	17 10%	53 18%	30 13%	32 20%	18 14%
Fairly Satisfied	(1)	830 45%	76 44%	42 35%	138 47%	27 38%	92 55% b	131 44%	111 48%	75 47%	66 51%
Very Satisfied	(2)	537 29%	57 33%	45 38% fh	82 28%	21 29%	44 27%	59 20%	65 28%	30 19%	36 28%
NET: Satisfied		1366 74%	133 76%	87 72%	220 75%	48 66%	136 82% fh	191 65%	176 76%	104 65%	102 79%
NET: Dissatisfied		206 11%	19 11%	12 10%	37 13%	4 6%	13 8%	51 17%	25 11%	23 14%	10 8%
Answered		1852	174	121	293	72	166	295	231	159	130
Mean Score		.9	.9	1.0 f	.9	.9	1.0 f	.6	.9	.6	1.0 fh
Standard error		.02	.09	.10	.07	.11	.09	.08	.09	.10	.08
Standard deviation		1.02	1.08	.99	1.03	.94	.96	1.07	1.00	1.07	.85

Columns Tested: a,b,c,d,e,f,g,h,i

Table 261 (continuation)

**QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)**

Base: All using RM (QV4=1) excluding Don't know

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		2008	307	345	481	1133	875	307	294	274
Effective base		759	152	192	284	623	229	90	80	108
Weighted Base		1852	368	454	819	1641	210	102	72	36
Very Dissatisfied	(-2)	63 3%	9 3%	20 4%	29 4%	59 4%	4 2%	3 2%	1 1%	1 2%
Fairly Dissatisfied	(-1)	144 8%	17 5%	35 8%	83 10%	136 8%	8 4%	5 5%	2 3%	1 2%
Neither Satisfied Nor Dissatisfied	(0)	279 15%	55 15%	76 17%	120 15%	250 15%	29 14%	12 12%	12 16%	5 14%
Fairly Satisfied	(1)	830 45%	185 50%	192 42%	380 46%	757 46%	72 34%	32 32%	28 39%	11 32%
Very Satisfied	(2)	537 29%	101 28%	132 29%	206 25%	440 27%	97 46%	50 49%	29 40%	18 50%
NET: Satisfied		1366 74%	286 78%	324 71%	586 72%	1197 73%	169 80%	83 81%	57 79%	29 81%
NET: Dissatisfied		206 11%	27 7%	54 12%	113 14%	194 12%	12 6%	8 7%	3 4%	1 4%
Answered		1852	368	454	819	1641	210	102	72	36
Mean Score		.9	1.0	.8	.8	.8	1.2	1.2	1.1	1.3
Standard error		.02	.05	.06	.05	.03	.03	.06	.05	.06
Standard deviation		1.02	.92	1.06	1.04	1.02	.95	1.00	.89	.93

Columns Tested: a,b,c,d,e,f,g,h

Table 261 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

		Industry									
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
Significance Level: 95%		a	b	*c	d	e	f	g	h	i	
Unweighted Base	2008	92	154	16	170	204	471	82	96	891	
Effective base	759	35	45	6	51	87	186	26	27	352	
Weighted Base	1852	79	105	18	124	236	387	58	56	910	
Very Dissatisfied	(-2)	63 3%	* 3%	3 20%	4 6%	7 2%	5 3%	10 13%	7 10%	27 3%	
Fairly Dissatisfied	(-1)	144 8%	* 1%	1 1%	- -	1 1%	31 13%	37 10%	4 6%	* %	70 8%
Neither Satisfied Nor Dissatisfied	(0)	279 15%	7 9%	20 19%	5 30%	26 21%	37 15%	72 19%	1 1%	2 3%	135 15%
Fairly Satisfied	(1)	830 45%	45 57%	38 36%	5 29%	43 35%	104 44%	158 41%	25 44%	27 47%	426 47%
Very Satisfied	(2)	537 29%	26 33%	42 40%	4 21%	46 37%	60 25%	109 28%	21 36%	22 39%	252 28%
NET: Satisfied		1366 74%	72 90%	80 76%	9 50%	89 72%	164 69%	268 69%	46 79%	49 87%	678 75%
NET: Dissatisfied		206 11%	1 1%	5 5%	4 20%	9 7%	36 15%	47 12%	11 19%	6 10%	97 11%
Answered	1852	79	105	18	124	236	387	58	56	910	
Mean Score	.9	1.2	1.1	.3	1.0	.8	.8	.8	1.1	.9	
Standard error	.02	.07	.08	.35	.08	.07	.05	.15	.12	.03	
Standard deviation	1.02	.65	.97	1.40	1.08	1.03	1.03	1.33	1.17	1.00	

Columns Tested: a,b,c,d,e,f,g,h,i

Table 261 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Delivery consistency / reliability (e.g. arrives as promised consistently)**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	b
Significance Level: 95%											
Unweighted Base	2008	466	471	1071	1748	260	-	1671	337	1939	69
Effective base	759	173	186	405	647	115	-	678	87	732	26
Weighted Base	1852	439	387	1026	1528	324	-	1694	158	1789	63
Very Dissatisfied (-2)	63 3%	12 3%	10 3%	41 4%	52 3%	11 3%	- -%	58 3%	5 3%	63 3%	- -%
Fairly Dissatisfied (-1)	144 8%	33 7%	37 10%	74 7%	122 8%	22 7%	- -%	135 8%	9 5%	140 8%	4 7%
Neither Satisfied Nor Dissatisfied (0)	279 15%	70 16%	72 19%	138 13%	210 14%	69 21%	- -%	259 15%	20 13%	269 15%	10 16%
Fairly Satisfied (1)	830 45%	193 44%	158 41%	478 47%	686 45%	144 44%	- -%	764 45%	65 41%	801 45%	29 46%
Very Satisfied (2)	537 29%	132 30%	109 28%	296 29%	458 30%	78 24%	- -%	477 28%	59 38%	517 29%	19 31%
NET: Satisfied	1366 74%	325 74%	268 69%	774 75%	1144 75%	222 69%	- -%	1242 73%	125 79%	1318 74%	48 77%
NET: Dissatisfied	206 11%	45 10%	47 12%	114 11%	174 11%	33 10%	- -%	193 11%	14 9%	202 11%	4 7%
Answered	1852	439	387	1026	1528	324	-	1694	158	1789	63
Mean Score	.9	.9	.8	.9	.9	.8	-	.9	1.0	.9	1.0
Standard error	.02	.05	.05	.03	.02	.06	-	.02	.05	.02	.10
Standard deviation	1.02	1.00	1.03	1.03	1.03	1.00	-	1.02	1.00	1.03	.87

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 261 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		2008	1180	403	409
Effective base		759	470	128	155
Weighted Base		1852	1180	284	372
Very Dissatisfied	(-2)	63 3%	43 4%	5 2%	8 2%
Fairly Dissatisfied	(-1)	144 8%	80 7%	31 11%	33 9%
Neither Satisfied Nor Dissatisfied	(0)	279 15%	171 14%	38 13%	66 18%
Fairly Satisfied	(1)	830 45%	556 47%	116 41%	153 41%
Very Satisfied	(2)	537 29%	330 28%	93 33%	111 30%
NET: Satisfied		1366 74%	887 75%	210 74%	264 71%
NET: Dissatisfied		206 11%	123 10%	36 13%	42 11%
Answered		1852	1180	284	372
Mean Score		.9	.9	.9	.9
Standard error		.02	.03	.05	.05
Standard deviation		1.02	1.01	1.03	1.01

Columns Tested:: a,b,c

Table 261 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Delivery consistency / reliability (e.g. arrives as promised consistently)**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Annual postal spend											
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+	
		a	b	c	d	e	*f	*g	*h	i	j	k	
Significance Level: 95%													
Unweighted Base	2008	1538	298	81	30	32	15	7	7	1836	172	91	
Effective base	759	631	90	20	8	8	3	1	1	720	39	19	
Weighted Base	1852	1571	188	45	11	20	11	1	5	1758	93	48	
Very Dissatisfied	(-2)	63 3%	54 3%	7 4%	- -%	1 12%	- -%	- -%	- -%	61 3%	1 1%	1 3%	
Fairly Dissatisfied	(-1)	144 8%	129 8%	9 5%	6 12%	- -%	* *%	* 1%	- -%	138 8%	6 6%	* *%	
Neither Satisfied Nor Dissatisfied	(0)	279 15%	241 15%	27 14%	4 8%	1 9%	2 9%	5 41%	- -%	* *%	268 15%	11 12%	8 16%
Fairly Satisfied	(1)	830 45%	716 46%	78 41%	16 34%	1 10%	11 54%	4 32%	* 2%	5 96%	794 45%	36 38%	20 42%
Very Satisfied	(2)	537 29%	431 27%	67 36%	20 45%	7 68%	7 36%	3 26%	1 98%	* 4%	498 28%	39 42%	19 39%
NET: Satisfied		1366 74%	1147 73%	144 77%	36 79%	9 78%	18 90%	7 58%	1 100%	5 100%	1291 73%	75 80%	39 81%
NET: Dissatisfied		206 11%	183 12%	16 9%	6 12%	1 12%	* *%	* 1%	- -%	- -%	199 11%	7 8%	2 3%
Answered	1852	1571	188	45	11	20	11	1	5	1758	93	48	
Mean Score	.9	.9	1.0	1.1	1.2	1.3	.8	2.0	1.0	.9	1.1	1.1	
Standard error	.02	.03	.06	.11	.26	.11	.23	-	.08	.02	.07	.09	
Standard deviation	1.02	1.02	1.02	1.02	1.42	.64	.87	-	.21	1.02	.95	.90	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 261 (continuation)

**QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2008	838	700	470	1765	1466	1820	1360	835	697	348	1018	99	125	80	99	51
Effective base	759	388	245	129	658	542	688	526	323	230	157	417	26	35	19	22	13
Weighted Base	1852	1007	564	281	1624	1321	1690	1272	821	556	389	1045	55	82	40	47	30
Very Dissatisfied (-2)	63 3%	34 3%	20 4%	8 3%	55 3%	50 4%	57 3%	53 4%	36 4%	23 4%	8 2%	45 4%	1 2%	- -	1 2%	2 5%	* %
Fairly Dissatisfied (-1)	144 8%	69 7%	59 11%	15 5%	133 8%	122 9%	136 8%	113 9%	74 9%	61 11%	15 4%	98 9%	7 13%	14 18%	* %	- -	1 3%
Neither Satisfied Nor Dissatisfied (0)	279 15%	158 16%	83 15%	38 14%	243 15%	198 15%	255 15%	192 15%	111 14%	64 11%	55 14%	168 16%	6 11%	11 14%	5 12%	7 14%	4 14%
Fairly Satisfied (1)	830 45%	457 45%	259 46%	113 40%	749 46%	582 44%	775 46%	540 42%	369 45%	223 40%	209 54%	461 44%	18 32%	32 39%	21 52%	17 36%	17 57%
Very Satisfied (2)	537 29%	289 29%	142 25%	106 38% b	444 27%	370 28%	466 28%	372 29%	232 28%	185 33%	103 27%	273 26%	23 42%	24 29%	14 34%	21 46%	8 25%
NET: Satisfied	1366 74%	746 74%	402 71%	219 78%	1194 73%	952 72%	1241 73%	913 72%	601 73%	408 73%	312 80%	734 70%	41 74%	57 69%	35 86%	38 81%	24 82%
NET: Dissatisfied	206 11%	104 10%	79 14%	23 8%	188 12%	171 13%	193 11%	167 13%	109 13%	84 15%	23 6%	143 14%	8 15%	14 18%	1 2%	2 5%	1 3%
Answered	1852	1007	564	281	1624	1321	1690	1272	821	556	389	1045	55	82	40	47	30
Mean Score	.9	.9	.8	1.0 b	.9	.8	.9	.8	.8	.9	1.0 b	.8	1.0	.8	1.2	1.2	1.0
Standard error	.02	.03	.04	.05	.02	.03	.02	.03	.04	.04	.05	.03	.11	.09	.09	.10	.11
Standard deviation	1.02	1.01	1.05	1.00	1.02	1.05	1.02	1.07	1.07	1.11	.86	1.07	1.12	1.05	.80	1.02	.75

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 261 (continuation)

**QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	2008	1283	151	104	92	50	61	24	980	202	108	69	48	37	22
Effective base	759	542	41	29	18	12	11	5	411	58	29	25	11	15	7
Weighted Base	1852	1359	97	69	41	21	26	12	1012	156	51	37	34	16	15
Very Dissatisfied (-2)	63 3%	45 3%	8 8%	* *%	- -%	1 5%	- -%	* 1%	38 4%	9 6%	- -%	* 1%	- -%	2 14%	* 1%
Fairly Dissatisfied (-1)	144 8%	106 8%	17 17%	4 6%	6 16%	* *%	* *%	* *%	91 9%	21 13%	3 6%	6 17%	- -%	* 1%	1 5%
Neither Satisfied Nor Dissatisfied (0)	279 15%	215 16%	6 6%	4 6%	7 17%	1 7%	5 19%	4 32%	163 16%	20 13%	6 11%	7 19%	1 2%	1 9%	* 2%
Fairly Satisfied (1)	830 45%	635 47%	40 41%	38 55%	10 23%	10 49%	11 44%	6 45%	454 45%	60 39%	20 38%	13 34%	18 53%	8 54%	8 55%
Very Satisfied (2)	537 29%	357 26%	26 27%	23 33%	18 44%	8 39%	9 36%	3 21%	266 26%	46 30%	23 45%	11 29%	15 44%	4 22%	6 37%
NET: Satisfied	1366 74%	992 73%	66 68%	61 88%	27 67%	18 88%	21 80%	8 67%	720 71%	106 68%	43 84%	24 64%	33 98%	12 76%	14 93%
NET: Dissatisfied	206 11%	151 11%	25 26%	4 6%	6 16%	1 5%	* *%	* 1%	129 13%	30 19%	3 6%	7 18%	- -%	2 15%	1 6%
Answered	1852	1359	97	69	41	21	26	12	1012	156	51	37	34	16	15
Mean Score	.9	.8	.6	1.1	.9	1.2	1.2	.9	.8	.7	1.2	.7	1.4	.7	1.2
Standard error	.02	.03	.10	.08	.12	.14	.10	.16	.03	.08	ab	.13	.08	.21	.17
Standard deviation	1.02	1.01	1.28	.79	1.12	.97	.75	.80	1.04	1.19	.86	1.09	.55	1.27	.79

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 261 (continuation)

**QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2008	891	155	115	69	46	44	40	732	361	411	220	92
Effective base	759	383	53	33	24	13	10	14	332	142	142	50	25
Weighted Base	1852	926	138	84	35	26	28	35	872	328	319	106	64
Very Dissatisfied (-2)	63 3%	36 4%	7 5%	6 7%	1 3%	1 3%	- %	2 6%	36 4%	14 4%	6 2%	1 1%	1 1%
Fairly Dissatisfied (-1)	144 8%	92 10%	16 12%	3 4%	1 3%	- %	* 1%	1 2%	57 7%	27 8%	38 12%	11 11%	2 3%
Neither Satisfied Nor Dissatisfied (0)	279 15%	146 16%	24 17%	11 13%	5 13%	5 21%	1 5%	* 1%	157 18%	41 12%	40 13%	8 7%	9 15%
Fairly Satisfied (1)	830 45%	412 44%	57 42%	20 24%	11 32%	9 36%	9 32%	22 62%	395 45%	169 52%	122 38%	54 51%	34 52%
Very Satisfied (2)	537 29%	240 26%	33 24%	44 53%	17 48%	10 40%	17 62%	10 29%	227 26%	77 23%	112 35%	32 30%	18 29%
NET: Satisfied	1366 74%	652 70%	90 65%	64 76%	28 81%	20 76%	26 94%	32 90%	622 71%	246 75%	234 73%	86 81%	52 81%
NET: Dissatisfied	206 11%	128 14%	24 17%	9 10%	2 6%	1 3%	* 1%	3 8%	93 11%	41 12%	44 14%	12 11%	3 4%
Answered	1852	926	138	84	35	26	28	35	872	328	319	106	64
Mean Score	.9	.8	.7	1.1	1.2	1.1	1.5	1.0	.8	.8	.9	1.0	1.0
Standard error	.02	.04	.09	.11	.12	.14	.10	.16	.04	.05	.05	.06	.08
Standard deviation	1.02	1.06	1.12	1.20	1.00	.97	.67	.99	1.02	1.02	1.06	.94	.82

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 261 (continuation)

**QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2008	814	336	353	187	70	653	273	308	156	64
Effective base	759	362	129	115	36	18	294	97	94	40	18
Weighted Base	1852	948	294	255	80	46	758	225	199	86	47
Very Dissatisfied (-2)	63 3%	38 4%	9 3%	6 2%	1 1%	* *%	31 4%	11 5%	6 3%	1 1%	1 1%
Fairly Dissatisfied (-1)	144 8%	66 7%	26 9%	32 12%	9 11%	* 1%	71 9%	22 10%	18 9%	8 9%	2 4%
Neither Satisfied Nor Dissatisfied (0)	279 15%	171 18%	39 13%	22 9%	1 1%	9 20%	124 16%	28 12%	32 16%	8 9%	5 11%
Fairly Satisfied (1)	830 45%	417 44%	156 53%	105 41%	47 59%	23 51%	334 44%	100 45%	79 40%	42 49%	22 48%
Very Satisfied (2)	537 29%	256 27%	64 22%	89 35%	22 27%	13 28%	198 26%	63 28%	64 32%	27 31%	17 36%
NET: Satisfied	1366 74%	673 71%	219 75%	195 76%	69 87%	36 79%	532 70%	164 73%	143 72%	69 80%	39 84%
NET: Dissatisfied	206 11%	104 11%	35 12%	38 15%	10 12%	1 1%	102 13%	33 15%	25 12%	9 10%	3 6%
Answered	1852	948	294	255	80	46	758	225	199	86	47
Mean Score	.9	.8	.8	.9	1.0	1.1	.8	.8	.9	1.0	1.1
Standard error	.02	.04	.05	.06	.07	.09	.04	.07	.06	.07	.11
Standard deviation	1.02	1.03	.98	1.07	.92	.74	1.06	1.10	1.06	.94	.87

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 261 (continuation)

**QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)**

Base: All using RM (QV4=1) excluding Don't know

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
Total base		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2008	625	215	262	156	78	759	118	475	1842	166	1721	44
Effective base	759	277	74	95	50	22	302	37	183	694	65	643	15
Weighted Base	1852	696	180	213	114	48	715	85	463	1703	149	1582	42
Very Dissatisfied	(-2) 63 3%	33 5%	4 2%	13 6%	1 1%	2 5%	26 4%	5 6%	20 4%	55 3%	8 5%	54 3%	* **%
Fairly Dissatisfied	(-1) 144 8%	70 10%	22 13%	7 3%	10 9%	* 1%	49 7%	6 7%	59 13%	135 8%	9 6%	129 8%	4 10%
Neither Satisfied Nor Dissatisfied	(0) 279 15%	c 110 16%	c 25 14%						a 85 18%				
Fairly Satisfied	(1) 830 45%	297 43%	75 42%	91 43%	49 43%	23 47%	317 44%	43 50%	178 38%	771 45%	58 39%	732 46%	18 42%
Very Satisfied	(2) 537 29%	186 27%	53 30%	65 30%	35 31%	22 46%	225 31%	23 27%	121 26%	478 28%	58 39%	430 27%	14 34%
NET: Satisfied	1366 74%	483 69%	128 71%	156 73%	84 74%	45 93%	542 76%	66 77%	299 65%	1250 73%	117 79%	1162 73%	32 76%
NET: Dissatisfied	206 11%	103 15%	26 15%	20 9%	11 10%	3 5%	75 11%	11 13%	78 17%	190 11%	16 11%	184 12%	4 10%
Answered	1852	696	180	213	114	48	715	85	463	1703	149	1582	42
Mean Score	.9	.8	.8	.9	.9	1.3	.9	.9	.7	.9	1.0	.9	1.0
Standard error	.02	.04	.07	.07	.08	.11	.04	.10	.05	.02	.09	.02	.14
Standard deviation	1.02	1.10	1.05	1.07	.95	.93	1.03	1.08	1.12	1.01	1.10	1.02	.95

Columns Tested.: a,b,c,d,e - a,b,c - a,b - a,b

Table 261 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Delivery consistency / reliability (e.g. arrives as promised consistently)**

Base: All using RM (QV4=1) excluding Don't know

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
Total base		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	
Unweighted Base	2008	1330	136	950	410	1727	38	1318	148	953	407	
Effective base	759	507	36	385	142	645	13	498	44	387	140	
Weighted Base	1852	1225	96	901	371	1589	35	1213	108	910	361	
Very Dissatisfied	(-2)	63 3%	45 4%	5 5%	40 4%	13 4%	55 3%	- -%	45 4%	5 4%	40 4%	13 4%
Fairly Dissatisfied	(-1)	144 8%	120 10%	2 2%	74 8%	40 11%	129 8%	4 12%	119 10%	2 2%	74 8%	39 11%
Neither Satisfied Nor Dissatisfied	(0)	279 15%	174 14%	24 25%	147 16%	46 12%	236 15%	7 20%	171 14%	27 25%	140 15%	52 14%
Fairly Satisfied	(1)	830 45%	542 44%	40 42%	393 44%	147 40%	743 47%	6 19%	540 44%	42 39%	394 43%	146 40%
Very Satisfied	(2)	537 29%	345 28%	25 26%	247 27%	125 34%	427 27%	18 50%	339 28%	31 29%	262 29%	111 31%
NET: Satisfied		1366 74%	887 72%	65 68%	641 71%	272 73%	1170 74%	24 69%	878 72%	74 68%	656 72%	257 71%
NET: Dissatisfied		206 11%	165 13%	6 7%	114 13%	53 14%	184 12%	4 12%	164 14%	7 7%	114 13%	52 15%
Answered	1852	1225	96	901	371	1589	35	1213	108	910	361	
Mean Score	.9	.8	.8	.8	.9	.9	1.1	.8	.9	.8	.8	
Standard error	.02	.03	.09	.03	.05	.02	.18	.03	.08	.03	.05	
Standard deviation	1.02	1.06	1.00	1.06	1.10	1.02	1.09	1.06	1.01	1.07	1.09	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 261 (continuation)

**QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2008	884	1401	259	1	816	1039	202	4	949	785	238	1
Effective base	759	314	535	93	1	292	387	74	3	362	311	91	1
Weighted Base	1852	783	1295	240	4	723	895	181	5	876	708	208	2
Very Dissatisfied (-2)	63 3%	36 5%	33 3%	5 2%	- -%	31 4%	25 3%	5 3%	1 12%	38 4%	26 4%	4 2%	- -%
Fairly Dissatisfied (-1)	144 8%	72 9%	111 9%	23 10%	- -%	74 10%	86 10%	18 10%	- -%	83 9%	66 9%	10 5%	- -%
Neither Satisfied Nor Dissatisfied (0)	279 15%	99 13%	188 15%	38 16%	4 100%	94 13%	112 13%	29 16%	- -%	117 13%	91 13%	24 12%	- -%
Fairly Satisfied (1)	830 45%	384 49%	603 47%	124 52%	- -%	323 45%	401 45%	73 40%	4 88%	362 41%	314 44%	99 48%	2 100%
Very Satisfied (2)	537 29%	193 25%	359 28%	50 21%	- -%	201 28%	271 30%	56 31%	- -%	276 31%	212 30%	70 34%	- -%
NET: Satisfied	1366 74%	577 74%	962 74%	174 73%	- -%	524 72%	672 75%	129 71%	4 88%	638 73%	525 74%	169 81%	2 100%
NET: Dissatisfied	206 11%	108 14%	145 11%	28 12%	- -%	105 14%	111 12%	23 13%	1 12%	121 14%	92 13%	14 7%	- -%
Answered	1852	783	1295	240	4	723	895	181	5	876	708	208	2
Mean Score	.9	.8	.9	.8	-	.8	.9	.9	.6	.9	.9	1.1	1.0
Standard error	.02	.04	.03	.06	-	.04	.03	.07	.55	.04	.04	.06	-
Standard deviation	1.02	1.05	.99	.95	-	1.08	1.03	1.05	1.10	1.09	1.06	.91	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 261 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Delivery consistency / reliability (e.g. arrives as promised consistently)**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2008	1665	1293	960	1337	1058	54	597	478	455	123	75
Effective base	759	621	478	381	490	418	14	264	196	181	59	38
Weighted Base	1852	1543	1167	906	1206	1039	34	629	495	443	133	87
Very Dissatisfied (-2)	63 3%	51 3%	32 3%	29 3%	48 4%	32 3%	* *%	19 3%	15 3%	15 3%	2 1%	2 2%
Fairly Dissatisfied (-1)	144 8%	126 8%	111 10%	77 9%	102 8%	70 7%	* *%	60 10%	49 10%	35 8%	16 12%	17 19%
Neither Satisfied Nor Dissatisfied (0)	279 15%	226 15%	171 15%	148 16%	163 14%	165 16%	7 19%	87 14%	74 15%	65 15%	18 14%	11 13%
Fairly Satisfied (1)	830 45%	718 47%	518 44%	394 44%	542 45%	482 46%	15 44%	293 47%	222 45%	192 43%	54 41%	42 48%
Very Satisfied (2)	537 29%	422 27%	335 29%	257 28%	352 29%	290 28%	12 36%	170 27%	136 27%	135 30%	43 32%	15 18%
NET: Satisfied	1366 74%	1140 74%	853 73%	651 72%	893 74%	773 74%	27 80%	463 74%	358 72%	327 74%	97 73%	57 66%
NET: Dissatisfied	206 11%	177 11%	143 12%	106 12%	149 12%	101 10%	* *%	79 13%	64 13%	51 11%	18 13%	19 21%
Answered	1852	1543	1167	906	1206	1039	34	629	495	443	133	87
Mean Score	.9	.9	.9	.9	.9	.9	1.2	.9	.8	.9	.9	.6
Standard error	.02	.02	.03	.03	.03	.03	.10	.04	.05	.05	.09	.12
Standard deviation	1.02	1.01	1.02	1.03	1.05	.99	.76	1.02	1.03	1.04	1.03	1.06

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 261 (continuation)

**QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)**

Base: All using RM (QV4=1) excluding Don't know

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		2008	200	129	98	49	1760	1229	1836	1272	1180	825	1672	217	-	1630	117
Effective base		759	80	46	39	19	651	416	681	441	397	310	625	82	-	601	54
Weighted Base		1852	196	114	93	46	1560	961	1635	1033	907	753	1511	187	-	1412	137
Very Dissatisfied	(-2)	63	14	1	9	*	53	39	57	41	32	32	50	6	-	11	44
		3%	7%	1%	10%	*%	3%	4%	3%	4%	3%	4%	3%	3%	-%	1%	32%
																a	
Fairly Dissatisfied	(-1)	144	18	9	9	6	131	79	134	92	82	73	123	17	-	42	52
		8%	9%	8%	10%	12%	8%	8%	8%	9%	9%	10%	8%	9%	-%	3%	38%
																a	
Neither Satisfied Nor Dissatisfied	(0)	279	20	28	13	4	205	136	217	164	135	94	198	19	-	144	9
		15%	10%	25%	14%	8%	13%	14%	13%	16%	15%	13%	13%	10%	-%	10%	7%
				a													
Fairly Satisfied	(1)	830	96	43	40	12	704	399	741	408	372	339	691	102	-	705	24
		45%	49%	38%	43%	26%	45%	42%	45%	40%	41%	45%	46%	54%	-%	50%	17%
																b	
Very Satisfied	(2)	537	48	33	21	24	467	307	487	327	286	215	449	44	-	510	8
		29%	24%	29%	23%	53%	30%	32%	30%	32%	32%	29%	30%	23%	-%	36%	6%
						ac										b	
NET: Satisfied		1366	144	76	61	36	1171	706	1228	735	658	554	1140	145	-	1215	32
		74%	73%	67%	66%	79%	75%	73%	75%	71%	73%	74%	75%	78%	-%	86%	23%
																b	
NET: Dissatisfied		206	32	10	18	6	184	118	191	133	114	105	173	23	-	53	96
		11%	17%	9%	20%	12%	12%	12%	12%	13%	13%	14%	11%	12%	-%	4%	70%
																a	
Answered Mean Score		1852	196	114	93	46	1560	961	1635	1033	907	753	1511	187	-	1412	137
		.9	.7	.9	.6	1.2	.9	.9	.9	.9	.9	.8	.9	.9	-	1.2	-.7
																b	
Standard error		.02	.08	.08	.12	.15	.02	.03	.02	.03	.03	.04	.02	.07	-	.02	.12
Standard deviation		1.02	1.14	.95	1.22	1.05	1.03	1.07	1.03	1.08	1.06	1.07	1.02	.98	-	.79	1.24

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 261 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	2008	763	1245	527	24	262	367	248	1305	427	316	350	1287
Effective base	759	308	451	196	13	96	145	91	505	156	105	138	498
Weighted Base	1852	755	1097	487	36	232	369	224	1256	352	243	344	1219
Very Dissatisfied (-2)	63 3%	57 8%	6 1%	12 3%	3 10%	8 3%	15 4%	19 9%	24 2%	19 5%	19 8%	14 4%	30 2%
Fairly Dissatisfied (-1)	144 8%	126 17%	18 2%	43 9%	4 11%	22 10%	34 9%	25 11%	76 6%	42 12%	17 7%	43 13%	83 7%
Neither Satisfied Nor Dissatisfied (0)	279 15%	130 17%	149 14%	54 11%	6 16%	33 14%	48 13%	18 8%	190 15%	66 19%	29 12%	60 18%	183 15%
Fairly Satisfied (1)	830 45%	309 41%	521 48%	223 46%	11 32%	101 44%	164 44%	78 35%	600 48%	144 41%	82 34%	157 46%	570 47%
Very Satisfied (2)	537 29%	134 18%	403 37%	155 32%	11 31%	67 29%	109 29%	83 37%	366 29%	82 23%	96 40%	70 20%	353 29%
NET: Satisfied	1366 74%	443 59%	924 84%	378 78%	22 63%	168 73%	273 74%	161 72%	966 77%	226 64%	178 73%	227 66%	923 76%
NET: Dissatisfied	206 11%	183 24%	24 2%	56 11%	7 21%	30 13%	49 13%	45 20%	100 8%	61 17%	36 15%	57 17%	113 9%
Answered	1852	755	1097	487	36	232	369	224	1256	352	243	344	1219
Mean Score	.9	.4	1.2	1.0	.6	.9	.9	.8	1.0	.6	.9	.7	.9
Standard error	.02	.04	.02	.04	.27	.06	.06	.08	.03	.05	.07	.06	.03
Standard deviation	1.02	1.18	.76	1.01	1.31	1.05	1.07	1.29	.93	1.12	1.22	1.06	.96

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 261 (continuation)

**QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
 Delivery consistency / reliability (e.g. arrives as promised consistently)**

Base: All using RM (QV4=1) excluding Don't know

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level:	95%			
Unweighted Base		2008	1057	951
Effective base		759	329	430
Weighted Base		1852	810	1042
Very Dissatisfied	(-2)	63 3%	31 4%	32 3%
Fairly Dissatisfied	(-1)	144 8%	76 9%	68 7%
Neither Satisfied Nor Dissatisfied	(0)	279 15%	119 15%	160 15%
Fairly Satisfied	(1)	830 45%	358 44%	471 45%
Very Satisfied	(2)	537 29%	226 28%	311 30%
NET: Satisfied		1366 74%	584 72%	782 75%
NET: Dissatisfied		206 11%	107 13%	99 10%
Answered		1852	810	1042
Mean Score		.9	.8	.9
Standard error		.02	.03	.03
Standard deviation		1.02	1.06	.99

Columns Tested: a,b

Table 261 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

		Month											
Total base		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	2008	118	239	181	175	205	115	117	210	135	167	121	225
Effective base	759	35	112	108	56	140	66	16	82	56	35	43	83
Weighted Base	1852	50	195	213	59	298	105	32	285	147	85	118	264
Very Dissatisfied	(-2)	63 3%	* 3%	6 6%	12 2%	1 3%	10 8%	9 *%	7 3%	6 4%	1 1%	5 4%	6 2%
Fairly Dissatisfied	(-1)	144 8%	4 8%	19 10%	16 7%	2 3%	36 12%	3 3%	* 1%	25 9%	5 4%	2 2%	7 3%
Neither Satisfied Nor Dissatisfied	(0)	279 15%	3 6%	38 19%	29 14%	9 16%	34 12%	23 22%	7 22%	58 20%	15 10%	13 15%	41 16%
Fairly Satisfied	(1)	830 45%	26 53%	85 44%	99 46%	28 47%	139 47%	36 34%	10 32%	110 39%	72 49%	46 53%	132 50%
Very Satisfied	(2)	537 29%	17 34%	48 25%	57 27%	18 31%	79 27%	35 33%	15 45%	84 29%	49 33%	25 29%	78 30%
NET: Satisfied		1366 74%	43 86%	134 68%	156 73%	46 78%	218 73%	70 67%	25 77%	194 68%	121 82%	70 82%	210 79%
NET: Dissatisfied		206 11%	4 8%	24 12%	28 13%	3 5%	45 15%	12 11%	* 1%	33 12%	12 8%	2 3%	13 5%
Answered		1852	50	195	213	59	298	105	32	285	147	85	264
Mean Score		.9	1.1	.8	.8	1.0	.8	.8	1.2	.8	1.0	1.1	1.0
Standard error		.02	.08	.07	.08	.07	.07	.11	.08	.07	.09	.06	.06
Standard deviation		1.02	.85	1.02	1.09	.90	1.06	1.18	.84	1.03	.99	.77	.87

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 261 (continuation)

**QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2008	538	495	462	513	1033	975
Effective base	759	253	247	149	158	500	307
Weighted Base	1852	458	462	465	468	920	932
Very Dissatisfied	(-2) 63 3%	18 4%	19 4%	14 3%	12 2%	37 4%	26 3%
Fairly Dissatisfied	(-1) 144 8%	38 8%	41 9%	31 7%	34 7%	79 9%	65 7%
Neither Satisfied Nor Dissatisfied	(0) 279 15%	70 15%	67 15%	80 17%	63 13%	137 15%	143 15%
Fairly Satisfied	(1) 830 45%	210 46%	203 44%	192 41%	224 48%	413 45%	417 45%
Very Satisfied	(2) 537 29%	122 27%	132 29%	148 32%	135 29%	254 28%	283 30%
NET: Satisfied	1366 74%	332 73%	335 72%	340 73%	360 77%	667 73%	699 75%
NET: Dissatisfied	206 11%	56 12%	60 13%	45 10%	45 10%	116 13%	90 10%
Answered	1852	458	462	465	468	920	932
Mean Score	.9	.8	.8	.9	.9	.8	.9
Standard error	.02	.04	.05	.05	.04	.03	.03
Standard deviation	1.02	1.04	1.07	1.01	.97	1.05	.99

Columns Tested:: a,b,c,d - a,b

Table 262

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1711	286	1425	1170	288	72	181	541
Effective base	650	63	591	597	123	31	74	161
Weighted Base	1596	114	1481	1523	61	7	4	73
Very Dissatisfied (-2)	31 2%	5 5%	25 2%	31 2%	* %	* 1%	* %	* %
Fairly Dissatisfied (-1)	72 5%	4 4%	68 5%	70 5%	2 3%	* 1%	* 3%	2 3%
Neither Satisfied Nor Dissatisfied (0)	342 21%	19 17%	323 22%	332 22%	9 15%	1 17%	* 7%	10 14%
Fairly Satisfied (1)	665 42%	32 28%	633 43%	634 42%	27 43%	3 43%	2 41%	31 43%
Very Satisfied (2)	486 30%	54 47%	432 29%	457 30%	24 39%	3 38%	2 49%	28 39%
NET: Satisfied	1151 72%	85 75%	1065 72%	1091 72%	50 82%	6 81%	4 90%	60 82%
NET: Dissatisfied	103 6%	10 8%	93 6%	101 7%	2 3%	* 2%	* 3%	2 3%
Answered	1596	114	1481	1523	61	7	4	73
Mean Score	.9	1.1	.9	.9	1.2	1.2	1.4	1.2
Standard error	.02	.07	.02	.03	.05	.10	.06	.03
Standard deviation	.93	1.10	.92	.94	.81	.88	.85	.81

Columns Tested.: a,b - a,b,c,d,e

Table 262 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1711	495	502	173	174	186	181	1170	288	253
Effective base		650	296	246	72	81	71	74	597	123	68
Weighted Base		1596	834	584	105	44	24	4	1523	61	11
Very Dissatisfied	(-2)	31 2%	22 3%	7 1%	1 1%	* *%	* *%	* *%	31 2%	* *%	* 1%
Fairly Dissatisfied	(-1)	72 5%	37 4%	31 5%	2 2%	1 3%	1 3%	* 3%	70 5%	2 3%	* 2%
Neither Satisfied Nor Dissatisfied	(0)	342 21%	183 22%	127 22%	22 21%	7 15%	3 14%	* 7%	332 22%	9 15%	1 13%
Fairly Satisfied	(1)	665 42%	349 42%	235 40%	50 48%	18 41%	12 48%	2 41%	634 42%	27 43%	5 42%
Very Satisfied	(2)	486 30%	243 29%	184 32%	30 29%	18 41%	8 35%	2 49%	457 30%	24 39%	5 42%
NET: Satisfied		1151 72%	592 71%	419 72%	80 77%	36 81%	20 83%	4 90%	1091 72%	50 82%	9 85%
NET: Dissatisfied		103 6%	60 7%	38 7%	3 3%	1 3%	1 3%	* 3%	101 7%	2 3%	* 3%
Answered		1596	834	584	105	44	24	4	1523	61	11
Mean Score		.9	.9	1.0	1.0	1.2 abg	1.1 a	1.4 abcg	.9	1.2 abg	1.2 abg
Standard error		.02	.04	.04	.06	.06	.06	.06	.03	.05	.05
Standard deviation		.93	.96	.92	.82	.83	.79	.85	.94	.81	.84

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 262 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Collection time of items you are sending**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1711	722	448	288	72	181	655	289	112	76	195
Effective base	650	441	209	123	31	74	371	121	35	25	35
Weighted Base	1596	1245	279	61	7	4	1032	223	63	28	45
Very Dissatisfied (-2)	31 2%	27 2%	3 1%	* *%	* 1%	* *%	22 2%	2 1%	- -%	* 1%	* *%
Fairly Dissatisfied (-1)	72 5%	64 5%	6 2%	2 3%	* 1%	* 3%	44 4%	8 4%	* *%	- -%	4 9%
Neither Satisfied Nor Dissatisfied (0)	342 21%	263 21%	68 25%	9 15%	1 17%	* 7%	221 21%	47 21%	15 24%	6 21%	8 18%
Fairly Satisfied (1)	665 42%	522 42%	112 40%	27 43%	3 43%	2 41%	440 43%	99 44%	26 42%	10 37%	20 45%
Very Satisfied (2)	486 30%	368 30%	89 32%	24 39%	3 38%	2 49%	305 30%	67 30%	21 33%	12 42%	13 28%
NET: Satisfied	1151 72%	890 72%	201 72%	50 82%	6 81%	4 90%	746 72%	166 75%	47 76%	22 78%	33 73%
NET: Dissatisfied	103 6%	91 7%	9 3%	2 3%	* 2%	* 3%	65 6%	10 4%	* *%	* 1%	4 10%
Answered	1596	1245	279	61	7	4	1032	223	63	28	45
Mean Score	.9	.9	1.0	1.2	1.2	1.4	.9	1.0	1.1	1.2	.9
Standard error	.02	.04	.04	.05	.10	.06	.04	.05	.07	.09	.07
Standard deviation	.93	.95	.87	.81	.88	.85	.93	.85	.76	.82	.93

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 262 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Collection time of items you are sending**

Base: All using RM (QV4=1) excluding Don't know

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1711	118	89	173	57	116	146	117	103	100
Effective base		650	65	50	95	25	58	90	69	56	48
Weighted Base		1596	150	109	258	61	140	264	207	140	112
Very Dissatisfied	(-2)	31 2%	5 3%	2 2%	1 *%	2 3%	3 2%	5 2%	4 2%	4 3%	- -%
Fairly Dissatisfied	(-1)	72 5%	4 3%	8 7%	13 5%	1 2%	10 7%	18 7%	4 2%	8 5%	* *%
Neither Satisfied Nor Dissatisfied	(0)	342 21%	22 15%	20 18%	80 31% aef	20 33% e	16 11%	46 17%	51 24%	38 27% e	25 22%
Fairly Satisfied	(1)	665 42%	58 39%	44 40%	96 37%	28 47%	72 52%	128 48%	87 42%	52 37%	49 44%
Very Satisfied	(2)	486 30%	60 40%	36 33%	68 26%	10 16%	38 27%	68 26%	62 30%	38 27%	38 34%
NET: Satisfied		1151 72%	119 79%	80 73%	164 64%	38 63%	111 79%	195 74%	148 72%	90 64%	87 78%
NET: Dissatisfied		103 6%	9 6%	10 9%	14 6%	3 4%	13 9%	23 9%	8 4%	12 9%	* *%
Answered		1596	150	109	258	61	140	264	207	140	112
Mean Score		.9	1.1	1.0	.8	.7	.9	.9	1.0	.8	1.1
Standard error		.02	.09	.10	.07	.11	.09	.08	.08	.10	.07
Standard deviation		.93	.98	.98	.89	.85	.94	.93	.90	1.01	.74

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 262 (continuation)

**QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Collection time of items you are sending**

Base: All using RM (QV4=1) excluding Don't know

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		1711	273	310	436	1019	692	236	241	215
Effective base		650	131	170	253	549	179	74	57	76
Weighted Base		1596	313	400	730	1442	154	69	57	27
Very Dissatisfied	(-2)	31 2%	5 2%	11 3%	11 1%	27 2%	4 2%	1 2%	2 4%	* *%
Fairly Dissatisfied	(-1)	72 5%	11 4%	19 5%	35 5%	65 5%	7 4%	4 6%	3 5%	* *%
Neither Satisfied Nor Dissatisfied	(0)	342 21%	61 19%	80 20%	176 24%	317 22%	26 17%	11 16%	9 16%	5 20%
Fairly Satisfied	(1)	665 42%	149 48%	154 39%	310 43%	614 43%	51 33%	23 34%	20 34%	8 30%
Very Satisfied	(2)	486 30%	87 28%	135 34%	198 27%	419 29%	66 43%	29 42%	23 41%	13 50%
NET: Satisfied		1151 72%	236 76%	289 72%	508 70%	1033 72%	118 76%	53 76%	43 75%	22 80%
NET: Dissatisfied		103 6%	16 5%	31 8%	46 6%	93 6%	10 7%	5 7%	5 9%	* 1%
Answered		1596	313	400	730	1442	154	69	57	27
Mean Score		.9	1.0	1.0	.9	.9	1.1	1.1	1.0	1.3
Standard error		.02	.05	.06	.04	.03	cd	.04	.07	abcd
Standard deviation		.93	.87	.99	.91	.93	.99	.99	1.08	.81

Columns Tested: a,b,c,d,e,f,g,h

Table 262 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

		Industry									
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
		a	b	*c	d	e	f	g	h	i	
Significance Level: 95%											
Unweighted Base	1711	78	131	12	143	185	407	70	81	745	
Effective base	650	28	40	5	46	76	163	23	24	296	
Weighted Base	1596	65	96	14	111	206	344	49	45	773	
Very Dissatisfied	(-2)	31 2%	- -%	* *%	- -%	* *%	5 2%	10 3%	4 9%	1 3%	9 1%
Fairly Dissatisfied	(-1)	72 5%	* *%	4 4%	- -%	4 3%	10 5%	13 4%	7 15%	3 7%	35 4%
Neither Satisfied Nor Dissatisfied	(0)	342 21%	11 18%	24 25%	3 24%	28 25%	54 26%	57 16%	8 17%	12 26%	172 22%
Fairly Satisfied	(1)	665 42%	28 43%	34 35%	6 46%	40 37%	90 43%	154 45%	11 23%	17 37%	325 42%
Very Satisfied	(2)	486 30%	26 40%	34 36%	4 31%	39 35%	48 23%	110 32%	18 37%	12 27%	233 30%
NET: Satisfied		1151 72%	54 82%	68 71%	11 76%	79 71%	138 67%	264 77%	29 59%	29 64%	557 72%
NET: Dissatisfied		103 6%	* *%	4 4%	- -%	4 3%	15 7%	23 7%	12 24%	5 10%	44 6%
Answered	1596	65	96	14	111	206	344	49	45	773	
Mean Score	.9	1.2	1.0	1.1	1.0	.8	1.0	.6	.8	1.0	
Standard error	.02	e									
Standard deviation	.93	.08	.08	.22	.07	.07	.05	.16	.11	.03	
		.73	.88	.76	.86	.94	.95	1.35	1.02	.90	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 262 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1711	406	407	898	1494	217	-	1414	297	1657	54
Effective base	650	149	163	342	556	97	-	578	76	627	23
Weighted Base	1596	382	344	869	1314	282	-	1452	144	1543	53
Very Dissatisfied (-2)	31 2%	5 1%	10 3%	15 2%	18 1%	12 4%	- -%	26 2%	5 3%	28 2%	3 6%
Fairly Dissatisfied (-1)	72 5%	14 4%	13 4%	45 5%	68 5%	4 2%	- -%	65 4%	8 5%	69 4%	3 6%
Neither Satisfied Nor Dissatisfied (0)	342 21%	93 24%	57 16%	193 22%	281 21%	61 22%	- -%	321 22%	21 15%	328 21%	14 27%
Fairly Satisfied (1)	665 42%	158 41%	154 45%	353 41%	528 40%	137 48%	- -%	608 42%	57 39%	658 43%	7 14%
Very Satisfied (2)	486 30%	113 29%	110 32%	263 30%	418 32%	67 24%	- -%	432 30%	53 37%	460 30%	26 48%
NET: Satisfied	1151 72%	270 71%	264 77%	616 71%	947 72%	204 72%	- -%	1041 72%	110 77%	1117 72%	33 62%
NET: Dissatisfied	103 6%	19 5%	23 7%	60 7%	86 7%	17 6%	- -%	91 6%	12 9%	97 6%	6 11%
Answered	1596	382	344	869	1314	282	-	1452	144	1543	53
Mean Score	.9	.9	1.0	.9	1.0	.9	-	.9	1.0	.9	.9
Standard error	.02	.04	.05	.03	.02	.06	-	.02	.06	.02	.17
Standard deviation	.93	.90	.95	.94	.93	.95	-	.92	1.02	.92	1.23

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 262 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		1711	981	361	356
Effective base		650	397	113	136
Weighted Base		1596	1000	253	331
Very Dissatisfied	(-2)	31 2%	14 1%	5 2%	8 2%
Fairly Dissatisfied	(-1)	72 5%	42 4%	12 5%	19 6%
Neither Satisfied Nor Dissatisfied	(0)	342 21%	232 23%	43 17%	63 19%
Fairly Satisfied	(1)	665 42%	432 43%	108 43%	122 37%
Very Satisfied	(2)	486 30%	279 28%	85 34%	121 36%
NET: Satisfied		1151 72%	711 71%	193 77%	243 73%
NET: Dissatisfied		103 6%	56 6%	16 6%	26 8%
Answered		1596	1000	253	331
Mean Score		.9	.9	1.0	1.0
Standard error		.02	.03	.05	.05
Standard deviation		.93	.90	.92	.99

Columns Tested: a,b,c

Table 262 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Collection time of items you are sending**

Base: All using RM (QV4=1) excluding Don't know

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1711	1270	274	77	29	32	14	7	8	1544	167	90
Effective base	650	532	83	20	10	8	3	1	1	612	38	18
Weighted Base	1596	1338	167	45	8	20	11	1	5	1505	90	46
Very Dissatisfied	(-2)	31	22	8	-	*	-	-	-	31	*	*
		2%	2%	5%	-%	1%	-%	-%	-%	2%	*%	*%
Fairly Dissatisfied	(-1)	72	59	5	4	-	*	4	-	64	8	4
		5%	4%	3%	9%	-%	1%	31%	-%	4%	9%	8%
Neither Satisfied Nor Dissatisfied	(0)	342	298	38	4	1	2	*	-	*	335	7
		21%	22%	23%	9%	12%	9%	*%	-%	3%	22%	8%
		j	j							j		
Fairly Satisfied	(1)	665	583	56	12	4	7	3	*	*	638	26
		42%	44%	33%	27%	52%	36%	24%	3%	7%	42%	29%
Very Satisfied	(2)	486	377	60	25	3	11	5	1	5	436	49
		30%	28%	36%	55%	35%	55%	45%	97%	91%	29%	54%
		ai	ai	ai	ai	ai	ai	ai	ai	ai	ai	ai
NET: Satisfied		1151	959	116	37	7	18	8	1	5	1075	76
		72%	72%	69%	82%	87%	91%	69%	100%	97%	71%	84%
NET: Dissatisfied		103	81	14	4	*	*	4	-	95	8	4
		6%	6%	8%	9%	1%	1%	31%	-%	6%	9%	8%
Answered		1596	1338	167	45	8	20	11	5	1505	90	46
Mean Score		.9	.9	.9	1.3	1.2	1.4	.8	2.0	1.9	.9	1.3
					ai						ai	
Standard error		.02	.03	.06	.11	.14	.12	.36	-	.16	.02	.07
Standard deviation		.93	.91	1.08	.98	.77	.70	1.35	-	.45	.93	.95

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 262 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1711	649	621	441	1557	1329	1604	1253	805	679	274	902	90	118	78	92	50
Effective base	650	316	218	120	577	489	605	476	307	219	129	371	23	32	18	20	13
Weighted Base	1596	830	508	258	1435	1196	1495	1161	781	530	326	932	52	79	38	43	26
Very Dissatisfied (-2)	31 2%	13 2%	9 2%	8 3%	29 2%	22 2%	29 2%	27 2%	21 3%	14 3%	4 1%	21 2%	*	*	1 2%	4 9%	*
Fairly Dissatisfied (-1)	72 5%	36 4%	23 4%	13 5%	64 4%	62 5%	66 4%	62 5%	48 6%	32 6%	5 2%	47 5%	6 11%	2 2%	1 1%	1 3%	4 14%
Neither Satisfied Nor Dissatisfied (0)	342 21%	178 21%	120 24%	45 17%	324 23%	245 20%	332 22%	239 21%	160 20%	74 14%	91 28%	193 21%	11 21%	12 15%	7 18%	11 25%	7 27%
Fairly Satisfied (1)	665 42%	360 43%	223 44%	82 32%	615 43%	502 42%	633 42%	485 42%	332 43%	239 45%	136 42%	412 44%	11 22%	36 45%	20 54%	10 24%	7 28%
Very Satisfied (2)	486 30%	242 29%	134 26%	109 42%	403 28%	366 31%	437 29%	348 30%	220 28%	171 32%	90 28%	259 28%	24 46%	30 37%	9 25%	17 39%	8 31%
NET: Satisfied	1151 72%	602 73%	357 70%	191 74%	1018 71%	867 72%	1069 72%	832 72%	552 71%	410 77%	226 69%	671 72%	35 67%	65 83%	29 78%	27 63%	15 59%
NET: Dissatisfied	103 6%	50 6%	32 6%	22 8%	93 6%	84 7%	94 6%	89 8%	69 9%	46 9%	9 3%	68 7%	6 12%	2 2%	1 4%	5 12%	4 14%
Answered	1596	830	508	258	1435	1196	1495	1161	781	530	326	932	52	79	38	43	26
Mean Score	.9	.9	.9	1.0	.9	.9	.9	.9	.9	1.0	.9	.9	1.0	1.2	1.0	.8	.8
Standard error	.02	.04	.04	.05	.02	.03	.02	.03	.03	.04	.05	.03	.11	.07	.09	.13	.15
Standard deviation	.93	.91	.91	1.05	.93	.94	.93	.96	.98	.97	.85	.94	1.08	.76	.84	1.25	1.07

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 262 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	1711	1100	143	97	88	47	59	23	867	191	101	68	45	35	22
Effective base	650	471	38	28	17	10	11	4	366	53	26	24	10	14	7
Weighted Base	1596	1189	90	67	37	18	26	8	911	140	47	37	31	15	15
Very Dissatisfied (-2)	31 2%	18 2%	8 9%	* *%	- -%	1 5%	2 6%	* 1%	16 2%	2 2%	2 3%	- -%	- -%	2 14%	* 1%
Fairly Dissatisfied (-1)	72 5%	45 4%	13 14%	* *%	1 4%	- -%	- -%	4 43%	40 4%	16 12%	4 9%	* *%	1 2%	1 9%	- -%
Neither Satisfied Nor Dissatisfied (0)	342 21%	277 23%	17 19%	16 24%	1 3%	6 35%	6 23%	1 12%	198 22%	19 13%	4 9%	6 18%	10 33%	2 15%	5 35%
Fairly Satisfied (1)	665 42%	524 44%	35 39%	23 34%	21 57%	7 36%	3 12%	3 33%	393 43%	53 38%	20 42%	12 34%	13 41%	5 30%	6 38%
Very Satisfied (2)	486 30%	325 27%	16 18%	28 41%	14 37%	4 24%	15 58%	1 11%	264 29%	50 35%	18 37%	18 49%	7 24%	5 32%	4 26%
NET: Satisfied	1151 72%	849 71%	52 57%	51 76%	34 94%	11 60%	18 71%	4 44%	657 72%	103 73%	38 79%	30 82%	20 65%	9 61%	10 65%
NET: Dissatisfied	103 6%	64 5%	21 24%	* *%	1 4%	1 5%	2 6%	4 44%	56 6%	18 13%	6 12%	* *%	1 2%	4 24%	* 1%
Answered	1596	1189	90	67	37	18	26	8	911	140	47	37	31	15	15
Mean Score	.9	.9	.4	1.2	1.3	.7	1.2	.1	.9	.9	1.0	1.3	.9	.5	.9
Standard error	.02	b	.10	.08	b	.15	.15	.25	.03	.08	.11	af	.09	.12	.24
Standard deviation	.93	.89	1.21	.81	.70	1.00	1.18	1.18	.92	1.05	1.06	.76	.80	1.44	.83

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 262 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1711	795	154	112	68	44	40	40	594	329	385	203	89
Effective base	650	339	51	32	24	13	8	14	274	131	134	44	24
Weighted Base	1596	831	133	79	35	25	21	35	732	299	301	98	62
Very Dissatisfied (-2)	31 2%	13 2%	7 6%	3 4%	- -%	- -%	- -%	4 11%	18 2%	9 3%	* *%	2 2%	- -%
Fairly Dissatisfied (-1)	72 5%	39 5%	16 12%	1 1%	1 4%	1 4%	4 17%	- -%	20 3%	20 7%	15 5%	6 6%	4 7%
Neither Satisfied Nor Dissatisfied (0)	342 21%	197 24%	16 12%	11 14%	3 9%	5 19%	2 9%	6 16%	185 25%	67 22%	55 18%	12 12%	12 19%
Fairly Satisfied (1)	665 42%	360 43%	54 40%	34 42%	17 49%	6 23%	5 25%	9 26%	304 41%	125 42%	136 45%	39 39%	29 46%
Very Satisfied (2)	486 30%	223 27%	41 31%	30 38%	13 37%	14 54%	10 49%	17 47%	205 28%	78 26%	95 32%	40 41%	17 28%
NET: Satisfied	1151 72%	582 70%	95 71%	64 81%	30 87%	20 77%	15 74%	26 73%	509 69%	203 68%	231 77%	79 80%	46 74%
NET: Dissatisfied	103 6%	52 6%	23 17%	4 5%	1 4%	1 4%	4 17%	4 11%	38 5%	29 10%	15 5%	7 8%	4 7%
Answered	1596	831	133	79	35	25	21	35	732	299	301	98	62
Mean Score	.9	.9	.8	1.1	1.2	1.3	1.1	1.0	.9	.8	1.0	1.1	.9
Standard error	.02	.03	.09	.09	.09	.14	.18	.20	.04	.05	.04	.07	.09
Standard deviation	.93	.91	1.17	.95	.78	.91	1.15	1.29	.93	.99	.84	.96	.87

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 262 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Collection time of items you are sending**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Frequency - letters sent					Frequency - large letters sent					
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	b	c	d	e	a	b	c	d	e	
Significance Level: 95%												
Unweighted Base	1711	678	306	327	173	68	566	255	286	148	63	
Effective base	650	303	119	107	33	18	257	91	88	37	17	
Weighted Base	1596	807	271	235	76	44	670	210	185	81	46	
Very Dissatisfied	(-2)	31	20	7	*	2	-	17	5	*	*	-
		2%	3%	3%	3%	2%	-%	3%	2%	3%	3%	-%
Fairly Dissatisfied	(-1)	72	26	17	12	5	4	24	19	9	9	1
		5%	3%	6%	5%	6%	8%	4%	9%	5%	11%	2%
Neither Satisfied Nor Dissatisfied	(0)	342	203	58	42	9	12	160	35	32	5	12
		21%	25%	21%	18%	12%	26%	24%	17%	17%	6%	26%
Fairly Satisfied	(1)	665	333	124	111	28	20	273	94	83	30	20
		42%	41%	46%	47%	37%	44%	41%	45%	45%	37%	42%
Very Satisfied	(2)	486	225	64	71	32	9	195	58	61	37	14
		30%	28%	24%	30%	43%	21%	29%	28%	33%	45%	30%
NET: Satisfied		1151	558	188	182	60	29	469	152	143	67	34
		72%	69%	70%	77%	79%	65%	70%	72%	78%	82%	72%
NET: Dissatisfied		103	47	24	12	6	4	41	23	9	9	1
		6%	6%	9%	5%	8%	8%	6%	11%	5%	11%	2%
Answered		1596	807	271	235	76	44	670	210	185	81	46
Mean Score		.9	.9	.8	1.0	1.1	.8	.9	.9	1.1	1.2	1.0
Standard error		.02	.04	.05	.05	.08	.11	.04	.06	.05	.08	.10
Standard deviation		.93	.94	.95	.83	1.00	.88	.95	.99	.84	.98	.80

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 262 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Collection time of items you are sending**

Base: All using RM (QV4=1) excluding Don't know

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		1711	555	201	255	144	76	714	113	418	1550	161	1513	44
Effective base		650	243	68	92	45	22	282	34	158	587	63	563	15
Weighted Base		1596	625	162	206	103	48	660	77	414	1451	145	1393	42
Very Dissatisfied	(-2)	31	16	3	5	-	4	24	-	3	27	4	27	2
		2%	3%	2%	2%	-%	8%	4%	-%	1%	2%	3%	2%	4%
Fairly Dissatisfied	(-1)	72	31	13	8	4	4	26	2	32	72	*	57	7
		5%	5%	8%	4%	4%	8%	4%	2%	8%	5%	%	4%	16%
													a	
Neither Satisfied Nor Dissatisfied	(0)	342	150	21	46	16	6	120	24	94	316	27	316	8
		21%	24%	13%	22%	15%	12%	18%	31%	23%	22%	19%	23%	19%
Fairly Satisfied	(1)	665	269	74	84	34	15	270	25	187	615	50	600	15
		42%	43%	46%	41%	33%	30%	41%	33%	45%	42%	34%	43%	37%
Very Satisfied	(2)	486	160	51	63	49	20	220	26	99	422	64	393	10
		30%	26%	31%	31%	47%	42%	33%	34%	24%	29%	44%	28%	24%
						a		c			a			
NET: Satisfied		1151	428	125	147	83	35	490	52	286	1037	113	993	26
		72%	68%	77%	72%	80%	72%	74%	67%	69%	71%	78%	71%	61%
NET: Dissatisfied		103	47	16	13	4	7	51	2	35	98	5	84	8
		6%	8%	10%	6%	4%	16%	8%	2%	8%	7%	3%	6%	20%
													a	
Answered		1596	625	162	206	103	48	660	77	414	1451	145	1393	42
Mean Score		.9	.8	1.0	.9	1.2	.9	1.0	1.0	.8	.9	1.2	.9	.6
						a					a			
Standard error		.02	.04	.07	.06	.07	.14	.04	.08	.04	.02	.07	.02	.17
Standard deviation		.93	.95	.97	.94	.87	1.26	1.00	.86	.90	.93	.93	.92	1.14

Columns Tested.: a,b,c,d,e - a,b,c - a,b - a,b

Table 262 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	a	b	a	b	a	b	a	b	
Significance Level: 95%												
Unweighted Base	1711	1194	135	858	395	1519	38	1183	146	862	391	
Effective base	650	455	35	342	135	564	13	447	42	344	132	
Weighted Base	1596	1103	93	807	354	1400	35	1093	103	817	344	
Very Dissatisfied	(-2)	31 2%	22 2%	- -%	23 3%	4 1%	29 2%	- -%	21 2%	2 2%	23 3%	4 1%
Fairly Dissatisfied	(-1)	72 5%	56 5%	6 7%	42 5%	19 5%	60 4%	3 10%	55 5%	7 7%	43 5%	18 5%
Neither Satisfied Nor Dissatisfied	(0)	342 21%	229 21%	15 17%	176 22%	64 18%	316 23%	8 22%	228 21%	17 16%	182 22%	57 17%
Fairly Satisfied	(1)	665 42%	450 41%	52 56%	343 43%	141 40%	605 43%	11 31%	455 42%	47 45%	345 42%	140 41%
Very Satisfied	(2)	486 30%	346 31%	19 21%	222 28%	125 35%	390 28%	13 38%	335 31%	31 30%	223 27%	124 36%
NET: Satisfied		1151 72%	796 72%	71 76%	566 70%	267 75%	994 71%	24 68%	789 72%	78 75%	568 70%	264 77%
NET: Dissatisfied		103 6%	78 7%	6 7%	66 8%	23 7%	89 6%	3 10%	76 7%	9 8%	67 8%	22 7%
Answered		1596	1103	93	807	354	1400	35	1093	103	817	344
Mean Score		.9	.9	.9	.9	1.0	.9	1.0	.9	1.0	.9	1.1
Standard error		.02	.03	.07	.03	.05	.02	.16	.03	.08	.03	.05
Standard deviation		.93	.95	.80	.97	.92	.92	1.01	.94	.94	.97	.92

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 262 (continuation)

**QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Collection time of items you are sending**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1711	822	1206	234	1	762	919	185	4	890	709	221	1
Effective base	650	289	461	81	1	269	340	67	3	335	273	80	1
Weighted Base	1596	726	1123	205	4	665	791	160	5	812	630	182	2
Very Dissatisfied (-2)	31 2%	22 3%	14 1%	2 1%	- -%	16 2%	6 1%	- -%	- -%	22 3%	10 2%	* *%	- -%
Fairly Dissatisfied (-1)	72 5%	38 5%	49 4%	10 5%	- -%	44 7%	36 5%	7 4%	1 12%	49 6%	34 5%	7 4%	- -%
Neither Satisfied Nor Dissatisfied (0)	342 21%	137 19%	248 22%	38 19%	4 100%	115 17%	147 19%	32 20%	- -%	148 18%	125 20%	41 22%	- -%
Fairly Satisfied (1)	665 42%	325 45%	497 44%	81 40%	- -%	263 40%	346 44%	49 31%	1 12%	325 40%	263 42%	55 30%	2 100%
Very Satisfied (2)	486 30%	203 28%	315 28%	73 36%	- -%	227 34%	255 32%	72 45%	3 76%	268 33%	199 32%	80 44%	- -%
NET: Satisfied	1151 72%	528 73%	812 72%	154 75%	- -%	490 74%	601 76%	121 76%	4 88%	593 73%	462 73%	134 74%	2 100%
NET: Dissatisfied	103 6%	60 8%	63 6%	12 6%	- -%	60 9%	43 5%	7 4%	1 12%	71 9%	43 7%	7 4%	- -%
Answered	1596	726	1123	205	4	665	791	160	5	812	630	182	2
Mean Score	.9	.9	.9	1.0	-	1.0	1.0	1.2	1.5	.9	1.0	1.1	1.0
Standard error	.02	.03	.03	.06	-	.04	.03	.07	.56	.03	.03	.06	-
Standard deviation	.93	.97	.89	.91	-	1.00	.87	.89	1.11	1.00	.93	.89	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 262 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1711	1459	1160	870	1196	919	54	544	444	430	115	70
Effective base	650	543	427	339	436	359	14	234	176	170	53	33
Weighted Base	1596	1364	1046	813	1084	893	34	561	444	413	120	77
Very Dissatisfied (-2)	31 2%	25 2%	15 1%	18 2%	23 2%	12 1%	* *%	5 1%	4 1%	7 2%	1 1%	- -%
Fairly Dissatisfied (-1)	72 5%	56 4%	46 4%	42 5%	51 5%	29 3%	1 4%	27 5%	25 6%	25 6%	5 4%	7 9%
Neither Satisfied Nor Dissatisfied (0)	342 21%	308 23%	210 20%	178 22%	213 20%	219 25%	* *%	125 22%	104 23%	84 20%	25 21%	29 38%
Fairly Satisfied (1)	665 42%	593 43%	439 42%	334 41%	468 43%	369 41%	14 41%	240 43%	182 41%	152 37%	47 39%	26 34%
Very Satisfied (2)	486 30%	381 28%	336 32%	241 30%	328 30%	264 30%	18 55%	164 29%	129 29%	144 35%	42 35%	15 19%
NET: Satisfied	1151 72%	974 71%	775 74%	575 71%	797 73%	633 71%	32 96%	403 72%	311 70%	296 72%	89 74%	41 53%
NET: Dissatisfied	103 6%	81 6%	61 6%	60 7%	74 7%	42 5%	1 4%	32 6%	29 6%	33 8%	6 5%	7 9%
Answered Mean Score	1596 .9	1364 .9	1046 1.0	813 .9	1084 .9	893 .9	34 1.5	561 .9	444 .9	413 1.0	120 1.0	77 .6
Standard error	.02	.02	.03	.03	.03	.03	.10	.04	.04	.05	.08	.11
Standard deviation	.93	.91	.91	.95	.94	.89	.72	.89	.91	.98	.89	.90

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 262 (continuation)

**QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Collection time of items you are sending**

Base: All using RM (QV4=1) excluding Don't know

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
Total base		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		1711	186	127	90	48	1483	1018	1555	1065	952	751	1393	186	-	1399	92
Effective base		650	73	45	35	19	555	343	582	371	326	280	527	66	-	520	43
Weighted Base		1596	172	112	85	45	1339	793	1405	874	748	685	1286	149	-	1216	113
Very Dissatisfied	(-2)	31	5	-	5	*	23	15	23	17	20	15	18	3	-	8	17
		2%	3%	-%	6%	*%	2%	2%	2%	2%	3%	2%	1%	2%	-%	1%	15%
																a	
Fairly Dissatisfied	(-1)	72	8	13	1	*	58	36	63	36	44	26	50	6	-	26	32
		5%	5%	11%	1%	*%	4%	4%	4%	4%	6%	4%	4%	4%	-%	2%	28%
																a	
Neither Satisfied Nor Dissatisfied	(0)	342	35	16	23	7	286	165	292	193	152	136	270	28	-	189	26
		21%	20%	14%	27%	15%	21%	21%	21%	22%	20%	20%	21%	18%	-%	16%	23%
Fairly Satisfied	(1)	665	86	34	38	12	574	309	600	352	295	290	547	55	-	541	29
		42%	50%	31%	45%	28%	43%	39%	43%	40%	39%	42%	43%	37%	-%	44%	25%
			b													b	
Very Satisfied	(2)	486	38	49	18	25	399	269	427	276	238	219	400	58	-	452	10
		30%	22%	44%	21%	57%	30%	34%	30%	32%	32%	32%	31%	39%	-%	37%	9%
			ac													b	
NET: Satisfied		1151	124	83	56	38	973	578	1028	628	533	509	947	113	-	993	38
		72%	72%	75%	66%	84%	73%	73%	73%	72%	71%	74%	74%	75%	-%	82%	34%
																b	
NET: Dissatisfied		103	13	13	6	*	80	50	85	52	63	40	69	9	-	34	49
		6%	8%	11%	7%	*%	6%	6%	6%	6%	8%	6%	5%	6%	-%	3%	43%
																a	
Answered		1596	172	112	85	45	1339	793	1405	874	748	685	1286	149	-	1216	113
Mean Score		.9	.8	1.1	.7	1.4	.9	1.0	1.0	1.0	.9	1.0	1.0	1.1	-	1.2	-.2
						ac										b	
Standard error		.02	.07	.09	.10	.11	.02	.03	.02	.03	.03	.03	.02	.07	-	.02	.13
Standard deviation		.93	.92	1.02	.99	.77	.91	.95	.91	.93	.99	.93	.90	.95	-	.81	1.22

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 262 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1711	684	1027	503	24	257	342	232	1111	350	278	324	1079
Effective base	650	271	378	184	13	92	133	86	429	129	93	124	423
Weighted Base	1596	662	934	455	36	218	341	206	1079	295	209	307	1049
Very Dissatisfied (-2)	31 2%	26 4%	5 1%	8 2%	* %	4 2%	5 1%	13 6%	13 1%	5 2%	8 4%	6 2%	16 2%
Fairly Dissatisfied (-1)	72 5%	64 10%	8 1%	10 2%	3 9%	14 7%	9 3%	21 10%	32 3%	19 6%	13 6%	17 5%	43 4%
Neither Satisfied Nor Dissatisfied (0)	342 21%	153 23%	190 20%	78 17%	10 27%	42 19%	62 18%	16 8%	239 22%	81 27%	30 15%	66 21%	235 22%
Fairly Satisfied (1)	665 42%	271 41%	394 42%	202 44%	16 45%	95 43%	148 43%	90 44%	468 43%	103 35%	83 40%	137 45%	431 41%
Very Satisfied (2)	486 30%	149 22%	337 36%	157 35%	7 19%	63 29%	118 35%	66 32%	327 30%	87 29%	75 36%	81 26%	323 31%
NET: Satisfied	1151 72%	420 63%	731 78%	359 79%	23 63%	158 72%	266 78%	156 76%	795 74%	190 64%	159 76%	218 71%	754 72%
NET: Dissatisfied	103 6%	89 13%	14 1%	18 4%	3 9%	18 8%	13 4%	34 16%	45 4%	24 8%	20 10%	23 8%	59 6%
Answered	1596	662	934	455	36	218	341	206	1079	295	209	307	1049
Mean Score	.9	.7	1.1	1.1	.7	.9	1.1	.9	1.0	.8	1.0	.9	1.0
Standard error	.02	.04	.02	.04	.18	.06	.05	.08	.03	.05	.06	.05	.03
Standard deviation	.93	1.04	.80	.87	.89	.94	.86	1.16	.87	.98	1.04	.93	.91

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 262 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		1711	853	858
Effective base		650	264	386
Weighted Base		1596	654	941
Very Dissatisfied	(-2)	31 2%	13 2%	18 2%
Fairly Dissatisfied	(-1)	72 5%	35 5%	38 4%
Neither Satisfied Nor Dissatisfied	(0)	342 21%	143 22%	199 21%
Fairly Satisfied	(1)	665 42%	271 41%	394 42%
Very Satisfied	(2)	486 30%	192 29%	293 31%
NET: Satisfied		1151 72%	464 71%	687 73%
NET: Dissatisfied		103 6%	48 7%	55 6%
Answered		1596	654	941
Mean Score		.9	.9	1.0
Standard error		.02	.03	.03
Standard deviation		.93	.95	.92

Columns Tested: a,b

Table 262 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1711	90	188	144	149	175	89	104	193	118	148	105	208
Effective base	650	29	94	92	45	124	49	15	75	45	29	38	75
Weighted Base	1596	38	167	180	49	266	80	30	264	109	69	103	240
Very Dissatisfied (-2)	31 2%	- -%	4 3%	2 1%	1 2%	* *%	- -%	* *%	7 3%	1 1%	* *%	2 2%	13 5% e
Fairly Dissatisfied (-1)	72 5%	- -%	9 6%	7 4%	2 3%	15 6%	6 8%	- -%	5 2%	6 5%	1 1%	17 17%	5 2%
Neither Satisfied Nor Dissatisfied (0)	342 21%	8 20%	27 16%	46 25% kl	10 19%	46 17%	16 20%	7 22%	92 35% bekl	35 32% bekl	15 22%	11 11%	30 13%
Fairly Satisfied (1)	665 42%	13 34%	86 51% cdhi	64 35%	17 34%	141 53% cdhi	30 37%	11 37%	71 27%	33 31%	33 48% h	44 43%	123 51% chi
Very Satisfied (2)	486 30%	17 46% be	41 25%	61 34%	20 41% be	63 24%	28 35%	13 41%	89 34%	34 31%	20 29%	29 28%	69 29%
NET: Satisfied	1151 72%	30 80%	127 76% h	125 69%	37 75%	204 77% h	58 72%	24 78%	160 61%	67 62%	53 77%	73 71%	192 80% hi
NET: Dissatisfied	103 6%	- -%	14 8%	9 5%	3 6%	15 6%	6 8%	* *%	12 4%	7 6%	1 1%	19 18%	18 7% aceghj
Answered	1596	38	167	180	49	266	80	30	264	109	69	103	240
Mean Score	.9	1.3	.9	1.0	1.1	.9	1.0	1.2	.9	.9	1.1	.8	1.0
Standard error	.02	.08	.07	.08	.08	.06	.10	.08	.07	.09	.06	.11	.07
Standard deviation	.93	.78	.93	.93	.99	.80	.94	.78	.99	.96	.75	1.08	.99

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 262 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Collection time of items you are sending**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1711	422	413	415	461	835	876
Effective base	650	212	207	130	140	418	270
Weighted Base	1596	385	396	403	412	781	815
Very Dissatisfied (-2)	31 2%	7 2%	1 *	8 2%	15 4%	8 1%	23 3%
Fairly Dissatisfied (-1)	72 5%	16 4%	23 6%	10 3%	23 5%	39 5%	33 4%
Neither Satisfied Nor Dissatisfied (0)	342 21%	80 21%	72 18%	134 33% abd	57 14%	152 19%	190 23%
Fairly Satisfied (1)	665 42%	162 42%	188 47%	115 29%	200 49%	350 45%	315 39%
Very Satisfied (2)	486 30%	120 31%	112 28%	136 34%	118 29%	232 30%	254 31%
NET: Satisfied	1151 72%	282 73%	300 76%	251 62%	318 77%	582 74%	569 70%
NET: Dissatisfied	103 6%	23 6%	24 6%	18 5%	37 9%	47 6%	56 7%
Answered	1596	385	396	403	412	781	815
Mean Score	.9	1.0	1.0	.9	.9	1.0	.9
Standard error	.02	.04	.04	.05	.05	.03	.03
Standard deviation	.93	.92	.85	.97	.98	.89	.98

Columns Tested: a,b,c,d - a,b

Table 263

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1) excluding Don't know

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1698	267	1431	1161	289	70	178	537
Effective base	652	60	597	599	124	29	86	160
Weighted Base	1601	105	1496	1527	63	7	4	73
Very Dissatisfied	(-2) 32 2%	1 1%	31 2%	32 2%	* *%	* 1%	* 2%	* *%
Fairly Dissatisfied	(-1) 72 4%	2 2%	70 5%	70 5%	2 3%	- -%	* 2%	2 3%
Neither Satisfied Nor Dissatisfied	(0) 296 19%	14 13%	282 19%	287 19%	8 13%	1 8%	* 7%	9 12%
Fairly Satisfied	(1) 651 41%	31 30%	619 41%	620 41%	26 41%	4 56%	2 42%	31 42%
Very Satisfied	(2) 550 34%	56 53%	494 33%	519 34%	27 43%	2 36%	2 47%	31 42%
NET: Satisfied	1201 75%	87 83%	1113 74%	1139 75%	52 83%	6 92%	3 89%	62 84%
NET: Dissatisfied	104 6%	3 3%	100 7%	101 7%	2 3%	* 1%	* 4%	2 3%
Answered	1601	105	1496	1527	63	7	4	73
Mean Score	1.0	1.3	1.0	1.0	1.2	1.3	1.3	1.2
Standard error	.02	.05	.02	.03	.05	.08	.07	.03
Standard deviation	.94	.87	.94	.95	.82	.71	.96	.80

Columns Tested: a,b - a,b,c,d,e

Table 263 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1) excluding Don't know

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1698	494	495	172	175	184	178	1161	289	248
Effective base		652	298	246	73	82	71	86	599	124	66
Weighted Base		1601	842	581	104	45	24	4	1527	63	11
Very Dissatisfied	(-2)	32 2%	22 3%	8 1%	1 1%	* *%	* *%	* 2%	32 2%	* *%	* 1%
Fairly Dissatisfied	(-1)	72 4%	30 4%	37 6%	2 2%	1 3%	1 3%	* 2%	70 5%	2 3%	* 1%
Neither Satisfied Nor Dissatisfied	(0)	296 19%	163 19%	107 18%	17 16%	6 13%	3 13%	* 7%	287 19%	8 13%	1 7%
Fairly Satisfied	(1)	651 41%	340 40%	238 41%	41 40%	19 42%	10 43%	2 42%	620 41%	26 41%	5 51%
Very Satisfied	(2)	550 34%	286 34%	191 33%	42 40%	19 43%	10 41%	2 47%	519 34%	27 43%	4 40%
NET: Satisfied		1201 75%	627 74%	429 74%	83 80%	38 84%	20 84%	3 89%	1139 75%	52 83%	10 91%
NET: Dissatisfied		104 6%	53 6%	45 8%	4 4%	1 3%	1 3%	* 4%	101 7%	2 3%	* 2%
Answered		1601	842	581	104	45	24	4	1527	63	11
Mean Score		1.0	1.0	1.0	1.2	1.2	1.2	1.3	1.0	1.2	1.3
Standard error		.02	.04	.04	.07	.06	.06	.07	.03	.05	.05
Standard deviation		.94	.96	.95	.87	.80	.82	.96	.95	.82	.76

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 263 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Collection reliability**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1698	717	444	289	70	178	658	290	112	75	196
Effective base	652	441	211	124	29	86	375	122	35	25	36
Weighted Base	1601	1248	280	63	7	4	1042	225	63	28	44
Very Dissatisfied (-2)	32 2%	29 2%	3 1%	* *%	* 1%	* 2%	22 2%	2 1%	* *%	- -%	* *%
Fairly Dissatisfied (-1)	72 4%	59 5%	11 4%	2 3%	- -%	* 2%	55 5%	6 3%	* 1%	- -%	1 2%
Neither Satisfied Nor Dissatisfied (0)	296 19%	235 19%	52 19%	8 13%	1 8%	* 7%	192 18%	42 18%	16 25%	6 20%	7 15%
Fairly Satisfied (1)	651 41%	511 41%	108 39%	26 41%	4 56%	2 42%	428 41%	105 46% d	22 34%	7 24%	22 49%
Very Satisfied (2)	550 34%	414 33%	105 38%	27 43%	2 36%	2 47%	346 33%	71 31%	25 40%	16 56%	15 34%
NET: Satisfied	1201 75%	925 74%	213 76%	52 83%	6 92%	3 89%	773 74%	175 78%	47 74%	23 80%	37 83%
NET: Dissatisfied	104 6%	88 7%	14 5%	2 3%	* 1%	* 4%	77 7%	8 4%	1 1%	- -%	1 2%
Answered	1601	1248	280	63	7	4	1042	225	63	28	44
Mean Score	1.0	1.0	1.1	1.2	1.3	1.3	1.0	1.0	1.1	1.4	1.1
Standard error	.02	.04	.04	.05	.08	.07	.04	.05	.08	.09	.05
Standard deviation	.94	.96	.90	.82	.71	.96	.96	.83	.82	.81	.76

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 263 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1) excluding Don't know

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1698	118	87	173	57	119	145	121	102	102
Effective base		652	65	49	96	26	59	89	72	56	50
Weighted Base		1601	151	106	259	58	147	260	216	142	115
Very Dissatisfied	(-2)	32 2%	2 1%	1 1%	10 4%	- -%	4 2%	4 2%	4 2%	4 3%	2 2%
Fairly Dissatisfied	(-1)	72 4%	7 4%	8 8%	13 5%	3 5%	3 2%	13 5%	11 5%	8 5%	* *%
Neither Satisfied Nor Dissatisfied	(0)	296 19%	23 16%	21 20%	57 22%	12 20%	18 12%	47 18%	43 20%	31 22%	24 21%
Fairly Satisfied	(1)	651 41%	59 39%	33 31%	103 40%	31 53%	65 44%	127 49%	76 35%	61 43%	44 38%
Very Satisfied	(2)	550 34%	60 40%	43 40%	75 29%	13 22%	58 39%	68 26%	81 37%	38 26%	45 39%
NET: Satisfied		1201 75%	119 79%	76 72%	178 69%	44 75%	122 83%	195 75%	157 73%	99 69%	89 78%
NET: Dissatisfied		104 6%	8 6%	9 9%	24 9%	3 5%	7 5%	18 7%	16 7%	12 9%	2 2%
Answered		1601	151	106	259	58	147	260	216	142	115
Mean Score		1.0	1.1	1.0	.8	.9	1.2	.9	1.0	.8	1.1
Standard error		.02	.08	.11	.08	.10	.08	.07	.09	.10	.08
Standard deviation		.94	.91	1.00	1.03	.79	.89	.89	.99	.98	.86

Columns Tested: a,b,c,d,e,f,g,h,i

Table 263 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Collection reliability**

Base: All using RM (QV4=1) excluding Don't know

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		1698	278	307	439	1024	674	230	236	208
Effective base		652	135	169	256	555	181	69	65	72
Weighted Base		1601	320	400	734	1454	147	65	55	26
Very Dissatisfied	(-2)	32 2%	5 2%	7 2%	19 3%	32 2%	* *%	- -%	* 1%	* *%
Fairly Dissatisfied	(-1)	72 4%	6 2%	23 6% h	38 5%	67 5%	5 4%	2 3%	3 5%	* 1%
Neither Satisfied Nor Dissatisfied	(0)	296 19%	53 17%	76 19%	147 20%	276 19%	20 14%	10 15%	6 10%	5 17%
Fairly Satisfied	(1)	651 41%	140 44% h	153 38%	306 42% h	599 41% h	51 35%	23 35%	21 37%	7 28%
Very Satisfied	(2)	550 34%	116 36%	141 35%	224 30%	480 33%	70 48% abcd	30 46% cd	26 47% cd	14 53% abcd
NET: Satisfied		1201 75%	255 80%	294 74%	530 72%	1080 74%	121 82% bcd	53 81%	46 84% c	21 82%
NET: Dissatisfied		104 6%	11 4%	30 7% h	57 8% h	98 7% h	6 4%	2 3%	3 6%	* 1%
Answered		1601	320	400	734	1454	147	65	55	26
Mean Score		1.0	1.1	1.0	.9	1.0	1.3 bcd	1.2 cd	1.2 cd	1.3 bcd
Standard error		.02	.05	.06	.05	.03	.03	.06	.06	.06
Standard deviation		.94	.86	.97	.97	.95	.85	.84	.88	.82

Columns Tested: a,b,c,d,e,f,g,h

Table 263 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1) excluding Don't know

	Total base	Industry									
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
Significance Level: 95%		a	b	*c	d	e	f	g	h	i	
Unweighted Base	1698	78	130	13	143	180	406	68	77	744	
Effective base	652	30	40	6	46	73	164	23	21	300	
Weighted Base	1601	70	96	18	114	201	341	49	47	778	
Very Dissatisfied	(-2)	32 2%	- -%	3 4%	- -%	3 3%	2 1%	7 2%	4 9%	1 3%	14 2%
Fairly Dissatisfied	(-1)	72 4%	* *%	2 2%	- -%	2 2%	10 5%	11 3%	6 13% df	1 1%	42 5%
Neither Satisfied Nor Dissatisfied	(0)	296 19%	9 13%	16 17%	4 23%	20 18%	46 23%	72 21%	9 18%	7 15%	133 17%
Fairly Satisfied	(1)	651 41%	26 36%	29 30%	6 31%	35 30%	89 44%	132 39%	11 22%	23 49%	336 43%
Very Satisfied	(2)	550 34%	35 50%	46 48%	8 46%	54 48%	55 27%	120 35%	19 38%	15 32%	252 32%
NET: Satisfied		1201 75%	61 87%	75 78%	14 77%	89 78%	143 71%	251 74%	29 60%	38 81%	588 76%
NET: Dissatisfied		104 6%	* *%	5 5%	- -%	5 5%	12 6%	17 5%	11 22%	2 4%	57 7%
Answered	1601	70	96	18	114	201	341	49	47	778	
Mean Score	1.0	1.4 egi	1.2	1.2	1.2	.9	1.0	.7	1.1	1.0	
Standard error	.02	.08	.09	.23	.08	.07	.05	.16	.10	.03	
Standard deviation	.94	.72	1.01	.82	.98	.88	.93	1.35	.87	.94	

Columns Tested: a,b,c,d,e,f,g,h,i

Table 263 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1) excluding Don't know

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	b
Significance Level: 95%											
Unweighted Base	1698	401	406	891	1480	218	-	1399	299	1646	52
Effective base	652	148	164	344	559	97	-	578	78	629	23
Weighted Base	1601	385	341	875	1320	281	-	1454	146	1548	53
Very Dissatisfied (-2)	32 2%	5 1%	7 2%	20 2%	23 2%	9 3%	- -%	27 2%	5 3%	32 2%	- -%
Fairly Dissatisfied (-1)	72 4%	12 3%	11 3%	49 6%	64 5%	8 3%	- -%	69 5%	3 2%	69 4%	3 6%
Neither Satisfied Nor Dissatisfied (0)	296 19%	75 20%	72 21%	149 17%	230 17%	66 23%	- -%	273 19%	23 16%	280 18%	16 30%
Fairly Satisfied (1)	651 41%	149 39%	132 39%	370 42%	535 41%	116 41%	- -%	585 40%	66 45%	639 41%	12 23%
Very Satisfied (2)	550 34%	144 37%	120 35%	286 33%	468 35%	82 29%	- -%	500 34%	50 35%	528 34%	22 41%
NET: Satisfied	1201 75%	293 76%	251 74%	657 75%	1002 76%	198 71%	- -%	1085 75%	116 79%	1167 75%	34 64%
NET: Dissatisfied	104 6%	17 4%	17 5%	69 8%	87 7%	17 6%	- -%	96 7%	7 5%	101 7%	3 6%
Answered	1601	385	341	875	1320	281	-	1454	146	1548	53
Mean Score	1.0	1.1	1.0	1.0	1.0	.9	-	1.0	1.1	1.0	1.0
Standard error	.02	.05	.05	.03	.02	.06	-	.03	.05	.02	.14
Standard deviation	.94	.90	.93	.96	.94	.96	-	.94	.93	.94	.98

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 263 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Collection reliability**

Base: All using RM (QV4=1) excluding Don't know

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		1698	964	363	358
Effective base		652	395	115	138
Weighted Base		1601	991	258	337
Very Dissatisfied	(-2)	32 2%	17 2%	1 *%	9 3%
Fairly Dissatisfied	(-1)	72 4%	28 3%	24 9%	20 6%
Neither Satisfied Nor Dissatisfied	(0)	296 19%	200 20%	28 11%	63 19%
Fairly Satisfied	(1)	651 41%	427 43%	113 44%	106 31%
Very Satisfied	(2)	550 34%	318 32%	92 36%	139 41%
NET: Satisfied		1201 75%	745 75%	205 79%	245 73%
NET: Dissatisfied		104 6%	45 5%	25 10%	29 9%
Answered		1601	991	258	337
Mean Score		1.0	1.0	1.1	1.0
Standard error		.02	.03	.05	.06
Standard deviation		.94	.89	.94	1.04

Columns Tested:: a,b,c

Table 263 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Collection reliability**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1698	1259	272	77	30	32	14	7	7	1531	167	90
Effective base	652	534	81	20	8	8	3	1	1	613	39	19
Weighted Base	1601	1343	165	45	11	20	11	1	5	1508	93	48
Very Dissatisfied (-2)	32 2%	24 2%	5 3%	- -%	3 26% abcij	* 1%	- -%	- -%	- -%	29 2%	3 3%	3 6%
Fairly Dissatisfied (-1)	72 4%	59 4%	12 7%	1 1%	- -%	* *%	- -%	- -%	- -%	71 5%	1 1%	* *%
Neither Satisfied Nor Dissatisfied (0)	296 19%	251 19%	33 20%	6 13%	1 9%	4 19%	2 19%	* 2%	* 6%	283 19%	13 14%	7 15%
Fairly Satisfied (1)	651 41%	570 42% b	46 28%	12 26%	2 20%	6 31%	9 77%	* 2%	5 92%	617 41% b	34 36%	22 45%
Very Satisfied (2)	550 34%	438 33%	69 42%	27 60% ai	5 45%	10 50%	* 3%	1 97%	* 2%	507 34%	43 46%	16 34%
NET: Satisfied	1201 75%	1009 75%	115 70%	38 86%	7 65%	16 81%	9 81%	1 98%	5 94%	1124 75%	77 82%	38 79%
NET: Dissatisfied	104 6%	84 6%	17 10%	1 1%	3 26% acij	* 1%	- -%	- -%	- -%	100 7%	4 4%	3 6%
Answered	1601	1343	165	45	11	20	11	1	5	1508	93	48
Mean Score	1.0	1.0	1.0	1.4 ai	.6	1.3	.8	1.9	1.0	1.0	1.2	1.0
Standard error	.02	.03	.07	.09 ai	.32	.15	.13	-	.12	.02	.07	.11
Standard deviation	.94	.92	1.08	.77	1.73	.82	.47	-	.31	.94	.93	1.03

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 263 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1) excluding Don't know

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1698	644	615	439	1546	1319	1594	1248	808	677	275	895	89	116	78	93	48
Effective base	652	316	220	120	579	490	607	478	310	220	130	372	23	32	18	21	13
Weighted Base	1601	830	512	258	1439	1202	1501	1162	790	537	325	938	51	78	38	46	26
Very Dissatisfied (-2)	32 2%	9 1%	15 3%	8 3%	29 2%	28 2%	32 2%	31 3%	24 3%	12 2%	4 1%	21 2%	* *%	* *%	1 2%	5 11%	1 4%
Fairly Dissatisfied (-1)	72 4%	26 3%	33 6%	13 5%	59 4%	60 5%	60 4%	64 6%	51 6%	38 7%	2 1%	37 4%	11 22%	6 8%	* *%	- -%	5 18%
Neither Satisfied Nor Dissatisfied (0)	296 19%	160 19%	91 18%	46 18%	276 19%	218 18%	281 19%	218 19%	130 16%	65 12%	63 19%	182 19%	5 10%	8 11%	7 18%	14 30%	2 6%
Fairly Satisfied (1)	651 41%	354 43%	217 42%	80 31%	598 42%	479 40%	617 41%	456 39%	331 42%	233 43%	146 45%	387 41%	14 28%	35 44%	17 47%	7 15%	11 42%
Very Satisfied (2)	550 34%	281 34%	157 31%	112 43%	476 33%	418 35%	510 34%	393 34%	254 32%	188 35%	111 34%	310 33%	20 40%	29 37%	12 33%	20 44%	8 30%
NET: Satisfied	1201 75%	635 76%	374 73%	192 74%	1074 75%	897 75%	1127 75%	848 73%	585 74%	421 78%	257 79%	698 74%	34 68%	64 81%	30 79%	27 58%	18 72%
NET: Dissatisfied	104 6%	36 4%	48 9%	20 8%	89 6%	88 7%	92 6%	95 8%	75 9%	50 9%	5 2%	58 6%	11 22%	6 8%	1 2%	5 11%	6 22%
Answered	1601	830	512	258	1439	1202	1501	1162	790	537	325	938	51	78	38	46	26
Mean Score	1.0	1.0	.9	1.1	1.0	1.0	1.0	1.0	.9	1.0	1.1	1.0	.9	1.1	1.1	.8	.8
Standard error	.02	.03	.04	.05	.02	.03	.02	.03	.04	.04	.05	.03	.12	.08	.10	.14	.17
Standard deviation	.94	.87	1.00	1.03	.93	.97	.94	.99	1.01	.98	.80	.94	1.18	.89	.85	1.32	1.20

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 263 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1) excluding Don't know

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	1698	1096	141	95	88	45	59	22	857	191	102	67	45	36	21
Effective base	652	473	38	27	17	10	11	4	364	54	27	24	11	14	7
Weighted Base	1601	1194	90	65	39	18	26	8	907	146	48	37	33	15	15
Very Dissatisfied (-2)	32 2%	16 1%	9 9%	* *%	3 8%	1 5%	- -%	1 12%	19 2%	3 2%	* *%	- -%	3 8%	2 16%	1 6%
Fairly Dissatisfied (-1)	72 4%	47 4%	10 11%	2 2%	1 3%	* *%	- -%	* 1%	30 3%	20 14%	* *%	5 13%	- -%	- -%	5 30%
Neither Satisfied Nor Dissatisfied (0)	296 19%	233 20%	20 23%	6 9%	3 7%	6 33%	7 27%	1 12%	174 19%	20 14%	6 13%	3 7%	12 35%	2 13%	1 7%
Fairly Satisfied (1)	651 41%	505 42%	30 33%	32 49%	17 44%	3 17%	5 21%	5 64%	379 42%	46 31%	25 52%	10 26%	10 30%	4 29%	4 29%
Very Satisfied (2)	550 34%	393 33%	21 24%	25 39%	15 38%	8 45%	13 52%	1 10%	304 34%	57 39%	17 34%	20 54%	9 27%	7 43%	4 28%
NET: Satisfied	1201 75%	898 75%	51 57%	57 89%	32 82%	11 62%	19 73%	6 74%	683 75%	103 71%	42 86%	30 80%	19 57%	11 71%	9 57%
NET: Dissatisfied	104 6%	63 5%	18 20%	2 2%	4 11%	1 5%	- -%	1 14%	49 5%	23 16%	* *%	5 13%	3 8%	2 16%	6 36%
Answered	1601	1194	90	65	39	18	26	8	907	146	48	37	33	15	15
Mean Score	1.0	1.0	.5	1.3	1.0	1.0	1.2	.6	1.0	.9	1.2	1.2	.7	.8	.4
Standard error	.02	.03	.10	.07	.12	.17	.11	.25	.03	.08	.07	.13	.17	.24	.30
Standard deviation	.94	.89	1.24	.72	1.14	1.14	.87	1.18	.92	1.12	.68	1.05	1.14	1.45	1.38

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 263 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1) excluding Don't know

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1698	790	154	114	66	44	42	38	588	325	383	205	89
Effective base	652	337	52	33	23	13	10	14	276	128	136	45	24
Weighted Base	1601	823	136	84	34	26	24	35	734	299	304	100	62
Very Dissatisfied (-2)	32 2%	16 2%	7 5%	1 1%	- -	- -	3 12%	3 9%	22 3%	2 1%	7 2%	* %	* %
Fairly Dissatisfied (-1)	72 4%	44 5%	14 10%	3 3%	1 3%	3 13%	- -	* %	21 3%	24 8%	12 4%	2 2%	2 4%
Neither Satisfied Nor Dissatisfied (0)	296 19%	172 21%	22 16%	10 12%	5 16%	1 4%	1 6%	6 18%	146 20%	47 16%	55 18%	16 16%	17 27%
Fairly Satisfied (1)	651 41%	343 42%	49 36%	29 34%	14 40%	3 12%	9 38%	9 25%	301 41%	131 44%	123 41%	35 35%	26 42%
Very Satisfied (2)	550 34%	247 30%	44 33%	41 49%	14 41%	18 71%	11 44%	17 48%	243 33%	95 32%	106 35%	47 48%	17 27%
NET: Satisfied	1201 75%	591 72%	93 68%	70 84%	28 81%	21 83%	20 82%	26 73%	545 74%	226 76%	230 76%	82 83%	43 69%
NET: Dissatisfied	104 6%	60 7%	21 15%	4 5%	1 3%	3 13%	3 12%	3 9%	43 6%	26 9%	19 6%	2 2%	2 4%
Answered	1601	823	136	84	34	26	24	35	734	299	304	100	62
Mean Score	1.0	.9	.8	1.3	1.2	1.4	1.0	1.0	1.0	1.0	1.0	1.3	.9
Standard error	.02	.03	.09	ab	.10	.16	.20	.20	.04	.05	.05	ab	.06
Standard deviation	.94	.95	1.16	.88	.82	1.06	1.27	1.23	.96	.93	.95	.79	.85

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 263 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1) excluding Don't know

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1698	673	300	328	173	68	557	254	284	149	63
Effective base	652	306	115	109	33	18	257	90	88	37	17
Weighted Base	1601	810	267	239	76	44	672	211	186	82	46
Very Dissatisfied (-2)	32 2%	19 2%	2 1%	7 3%	* *%	- -%	19 3%	2 1%	5 3%	- -%	* 1%
Fairly Dissatisfied (-1)	72 4%	32 4%	17 6%	10 4%	* 1%	* *%	26 4%	23 11%	8 4%	1 2%	2 5%
Neither Satisfied Nor Dissatisfied (0)	296 19%	164 20%	50 19%	40 17%	10 13%	12 28%	139 21%	21 10%	29 16%	12 14%	17 36%
Fairly Satisfied (1)	651 41%	326 40%	123 46%	103 43%	28 37%	19 42%	261 39%	91 43%	79 42%	25 31%	19 42%
Very Satisfied (2)	550 34%	269 33%	75 28%	79 33%	38 50%	13 30%	226 34%	74 35%	65 35%	43 53%	8 17%
NET: Satisfied	1201 75%	595 73%	198 74%	182 76%	66 86%	32 72%	488 73%	165 78%	143 77%	69 84%	27 59%
NET: Dissatisfied	104 6%	51 6%	19 7%	18 7%	* 1%	* *%	45 7%	25 12%	13 7%	1 2%	2 5%
Answered	1601	810	267	239	76	44	672	211	186	82	46
Mean Score	1.0	1.0	.9	1.0	1.4	1.0	1.0	1.0	1.0	1.4	.7
Standard error	.02	.04	.05	.05	.06	.09	.04	.06	.06	.06	.10
Standard deviation	.94	.95	.89	.97	.73	.77	.98	.99	.97	.79	.83

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 263 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1) excluding Don't know

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		1698	547	202	257	144	712	115	413	1538	160	1503	43	
Effective base		652	242	68	93	46	283	35	157	589	63	564	15	
Weighted Base		1601	620	163	211	104	665	80	409	1456	145	1397	42	
Very Dissatisfied	(-2)	32 2%	19 3%	- -%	8 4%	- -%	3 6%	3 4%	3 1%	26 2%	6 4%	29 2%	* *%	
						b								
Fairly Dissatisfied	(-1)	72 4%	31 5%	15 9%	16 8%	2 2%	* *%	40 6%	3 4%	21 5%	68 5%	3 2%	56 4%	4 9%
Neither Satisfied Nor Dissatisfied	(0)	296 19%	140 23%	22 14%	26 12%	16 16%	6 13%	109 16%	15 18%	93 23%	278 19%	18 12%	264 19%	12 28%
			c											
Fairly Satisfied	(1)	651 41%	255 41%	65 40%	82 39%	30 29%	18 39%	234 35%	35 44%	184 45%	611 42%	39 27%	582 42%	16 39%
								a			b			
Very Satisfied	(2)	550 34%	174 28%	60 37%	78 37%	55 53%	20 42%	259 39%	24 30%	107 26%	471 32%	79 54%	466 33%	10 24%
						a		c			a			
NET: Satisfied		1201 75%	429 69%	126 77%	160 76%	86 83%	39 81%	492 74%	60 75%	292 71%	1083 74%	118 81%	1048 75%	26 63%
NET: Dissatisfied		104 6%	50 8%	15 9%	24 12%	2 2%	3 7%	63 9%	6 7%	24 6%	95 6%	9 6%	85 6%	4 9%
Answered		1601	620	163	211	104	48	665	80	409	1456	145	1397	42
Mean Score		1.0	.9	1.0	1.0	1.3	1.1	1.0	.9	.9	1.0	1.3	1.0	.8
						ac					a			
Standard error		.02	.04	.07	.07	.07	.12	.04	.09	.04	.02	.08	.02	.14
Standard deviation		.94	.99	.94	1.07	.81	1.07	1.05	.98	.87	.93	1.03	.93	.93

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 263 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Collection reliability**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail		
		a	b	a	b	a	b	a	b	a	b		
Significance Level: 95%													
Unweighted Base	1698	1185	134	853	395	1509	37	1173	146	857	391		
Effective base	652	455	35	343	136	566	13	446	44	345	134		
Weighted Base	1601	1107	96	806	356	1404	35	1095	107	816	346		
Very Dissatisfied	(-2)	32 2%	26 2%	3 3%	23 3%	8 2%	*	29 2%	*	26 2%	3 3%	23 3%	8 2%
Fairly Dissatisfied	(-1)	72 4%	57 5%	2 3%	36 4%	29 8%	4 11%	55 4%	3 2%	40 5%	24 7%	40 5%	24 7%
Neither Satisfied Nor Dissatisfied	(0)	296 19%	203 18%	14 15%	166 21%	52 15%	10 27%	199 18%	19 17%	171 21%	47 14%	171 21%	47 14%
Fairly Satisfied	(1)	651 41%	433 39%	46 48%	333 41%	122 34%	8 24%	590 42%	40 37%	438 42%	115 33%	438 42%	115 33%
Very Satisfied	(2)	550 34%	388 35%	31 32%	247 31%	146 41%	a	463 33%	13 38%	375 34%	43 40%	241 30%	152 44%
NET: Satisfied		1201 75%	820 74%	76 80%	580 72%	268 75%	21 61%	1053 75%	83 78%	813 74%	83 78%	581 71%	267 77%
NET: Dissatisfied		104 6%	83 8%	5 5%	59 7%	36 10%	4 11%	85 6%	5 5%	83 8%	5 5%	63 8%	32 9%
Answered		1601	1107	96	806	356	1404	35	1095	107	816	346	
Mean Score		1.0	1.0	1.0	.9	1.0	.9	1.0	1.1	.9	1.1		
Standard error		.02	.03	.08	.03	.05	.17	.02	.08	.03	.05		
Standard deviation		.94	.98	.91	.97	1.03	1.06	.93	.95	.97	1.02		

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 263 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1) excluding Don't know

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1698	819	1201	234	1	762	912	184	4	890	707	224	1
Effective base	652	289	464	80	1	271	342	66	3	337	275	82	1
Weighted Base	1601	723	1131	201	4	670	796	158	5	815	633	186	2
Very Dissatisfied (-2)	32 2%	20 3%	12 1%	2 1%	- -%	19 3%	9 1%	2 1%	- -%	28 3%	9 1%	2 1%	- -%
Fairly Dissatisfied (-1)	72 4%	48 7%	44 4%	11 6%	- -%	44 7%	27 3%	12 7%	1 12%	50 6%	30 5%	10 6%	- -%
Neither Satisfied Nor Dissatisfied (0)	296 19%	112 16%	223 20%	35 17%	4 100%	100 15%	140 18%	29 19%	- -%	136 17%	110 17%	28 15%	- -%
Fairly Satisfied (1)	651 41%	317 44%	465 41%	63 31%	- -%	259 39%	315 40%	30 19%	1 12%	305 37%	246 39%	51 28%	- -%
Very Satisfied (2)	550 34%	226 31%	386 34%	91 45%	- -%	248 37%	304 38%	85 54%	3 76%	296 36%	238 38%	94 51%	2 100%
NET: Satisfied	1201 75%	543 75%	851 75%	153 76%	- -%	508 76%	619 78%	115 73%	4 88%	601 74%	484 77%	145 78%	2 100%
NET: Dissatisfied	104 6%	68 9%	56 5%	13 6%	- -%	62 9%	36 5%	14 9%	1 12%	78 10%	38 6%	12 7%	- -%
Answered	1601	723	1131	201	4	670	796	158	5	815	633	186	2
Mean Score	1.0	.9	1.0	1.1	-	1.0	1.1	1.2	1.5	1.0	1.1	1.2	2.0
Standard error	.02	.03	.03	.06	-	.04	.03	.08	.56	.03	.03	.06	-
Standard deviation	.94	.99	.89	.96	-	1.02	.89	1.05	1.11	1.04	.93	.97	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 263 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1) excluding Don't know

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	
		a	b	c	a	b	c	a	b	c	d	e	
Significance Level: 95%													
Unweighted Base		1698	1447	1156	867	1181	920	55	548	448	431	114	70
Effective base		652	543	429	340	433	363	14	237	178	171	52	34
Weighted Base		1601	1361	1055	808	1075	902	34	562	446	410	118	79
Very Dissatisfied	(-2)	32	25	14	10	20	14	*	2	3	7	2	2
		2%	2%	1%	1%	2%	2%	*%	*%	1%	2%	2%	2%
Fairly Dissatisfied	(-1)	72	48	49	46	47	33	1	24	26	25	9	6
		4%	3%	5%	6%	4%	4%	2%	4%	6%	6%	7%	7%
Neither Satisfied Nor Dissatisfied	(0)	296	260	194	175	182	179	1	119	89	81	17	22
		19%	19%	18%	22%	17%	20%	4%	21%	20%	20%	14%	27%
Fairly Satisfied	(1)	651	574	415	302	433	375	6	218	179	137	28	19
		41%	42%	39%	37%	40%	42%	17%	39%	40%	33%	23%	24%
Very Satisfied	(2)	550	455	382	276	392	301	26	199	148	159	63	31
		34%	33%	36%	34%	37%	33%	77%	35%	33%	39%	53%	39%
								ab				ab	
NET: Satisfied		1201	1028	797	578	826	676	32	417	327	296	90	50
		75%	76%	76%	71%	77%	75%	94%	74%	73%	72%	76%	63%
NET: Dissatisfied		104	73	63	55	67	47	1	26	29	33	11	7
		6%	5%	6%	7%	6%	5%	2%	5%	7%	8%	9%	9%
Answered		1601	1361	1055	808	1075	902	34	562	446	410	118	79
Mean Score		1.0	1.0	1.0	1.0	1.1	1.0	1.7	1.0	1.0	1.0	1.2	.9
								ab					
Standard error		.02	.02	.03	.03	.03	.03	.09	.04	.04	.05	.10	.13
Standard deviation		.94	.91	.92	.94	.94	.91	.67	.88	.91	1.00	1.05	1.08

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 263 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1) excluding Don't know

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
Total base		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		1698	185	125	88	49	1466	999	1538	1051	938	753	1379	187	-	1393	86
Effective base		652	73	44	36	20	553	341	580	369	327	282	526	67	-	523	42
Weighted Base		1601	173	111	87	47	1330	787	1401	868	749	685	1279	149	-	1223	112
Very Dissatisfied	(-2)	32 2%	4 2%	2 2%	6 7%	*	22 2%	12 2%	22 2%	15 2%	14 2%	15 2%	21 2%	3 2%	-	5 *	18 16%
Fairly Dissatisfied	(-1)	72 4%	9 5%	9 8%	12 14%	*	62 5%	41 5%	62 4%	46 5%	42 6%	37 5%	49 4%	8 5%	-	25 2%	36 32%
Neither Satisfied Nor Dissatisfied	(0)	296 19%	28 16%	12 11%	18 20%	7 14%	244 18%	128 16%	249 18%	152 18%	137 18%	102 15%	227 18%	18 12%	-	150 12%	22 20%
Fairly Satisfied	(1)	651 41%	83 48%	45 40%	26 29%	11 24%	534 40%	306 39%	573 41%	329 38%	268 36%	280 41%	518 40%	55 37%	-	522 43%	30 27%
Very Satisfied	(2)	550 34%	48 28%	43 39%	26 30%	28 60%	469 35%	300 38%	495 35%	325 38%	288 38%	252 37%	464 36%	65 44%	-	520 43%	7 6%
NET: Satisfied		1201 75%	131 76%	88 79%	52 59%	39 85%	1003 75%	606 77%	1068 76%	654 75%	556 74%	532 78%	982 77%	120 81%	-	1043 85%	37 33%
NET: Dissatisfied		104 6%	13 8%	11 10%	18 20%	1 1%	84 6%	53 7%	84 6%	61 7%	56 7%	52 8%	71 6%	11 7%	-	30 2%	53 48%
Answered		1601	173	111	87	47	1330	787	1401	868	749	685	1279	149	-	1223	112
Mean Score		1.0	.9	1.1	.6	1.4	1.0	1.1	1.0	1.0	1.0	1.0	1.1	1.1	-	1.2	-.2
Standard error		.02	.07	.09	.13	.11	.02	.03	.02	.03	.03	.04	.02	.07	-	.02	.13
Standard deviation		.94	.93	.99	1.24	.79	.93	.94	.92	.96	.98	.96	.92	.97	-	.78	1.19

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 263 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1) excluding Don't know

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1698	686	1012	506	22	256	345	231	1107	344	274	320	1074
Effective base	652	273	379	186	13	92	136	86	432	129	93	122	426
Weighted Base	1601	668	932	459	35	218	347	209	1080	296	212	304	1054
Very Dissatisfied (-2)	32 2%	26 4%	6 1%	9 2%	5 15%	5 2%	10 3%	14 7%	11 1%	7 2%	11 5%	7 2%	14 1%
Fairly Dissatisfied (-1)	72 4%	64 10%	7 1%	25 6%	8 24%	22 10%	17 5%	24 11%	28 3%	20 7%	19 9%	16 5%	33 3%
Neither Satisfied Nor Dissatisfied (0)	296 19%	138 21%	158 17%	51 11%	* *%	24 11%	46 13%	23 11%	204 19%	64 22%	26 12%	49 16%	216 20%
Fairly Satisfied (1)	651 41%	271 41%	380 41%	194 42%	12 33%	93 43%	134 39%	61 29%	465 43%	121 41%	67 32%	156 51%	414 39%
Very Satisfied (2)	550 34%	169 25%	382 41%	179 39%	10 28%	74 34%	139 40%	87 42%	372 34%	85 29%	89 42%	76 25%	377 36%
NET: Satisfied	1201 75%	440 66%	761 82%	373 81%	22 61%	167 77%	274 79%	148 71%	837 77%	206 70%	156 74%	233 77%	791 75%
NET: Dissatisfied	104 6%	90 14%	13 1%	35 8%	14 39%	27 12%	27 8%	38 18%	39 4%	26 9%	30 14%	23 7%	47 4%
Answered	1601	668	932	459	35	218	347	209	1080	296	212	304	1054
Mean Score	1.0	.7	1.2	1.1	.3	1.0	1.1	.9	1.1	.9	1.0	.9	1.1
Standard error	.02	.04	.02	.04	.32	.06	.05	.08	.03	.05	.07	.05	.03
Standard deviation	.94	1.06	.79	.95	1.49	1.03	.99	1.26	.85	.98	1.17	.90	.90

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 263 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1) excluding Don't know

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		1698	835	863
Effective base		652	261	391
Weighted Base		1601	653	947
Very Dissatisfied	(-2)	32 2%	13 2%	19 2%
Fairly Dissatisfied	(-1)	72 4%	36 6%	36 4%
Neither Satisfied Nor Dissatisfied	(0)	296 19%	104 16%	192 20%
Fairly Satisfied	(1)	651 41%	293 45%	357 38%
Very Satisfied	(2)	550 34%	207 32%	343 36%
NET: Satisfied		1201 75%	500 77%	700 74%
NET: Dissatisfied		104 6%	49 8%	55 6%
Answered		1601	653	947
Mean Score		1.0	1.0	1.0
Standard error		.02	.03	.03
Standard deviation		.94	.94	.95

Columns Tested: a,b

Table 263 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1) excluding Don't know

		Month												
		Total base	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
			a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%														
Unweighted Base		1698	90	190	142	148	174	88	101	194	115	144	104	208
Effective base		652	29	97	89	46	126	49	13	75	44	28	38	77
Weighted Base		1601	38	175	178	50	272	80	29	264	98	68	102	247
Very Dissatisfied	(-2)	32 2%	- -%	4 2%	8 4%	1 2%	6 2%	- -%	* *%	7 2%	1 1%	- -%	1 1%	5 2%
Fairly Dissatisfied	(-1)	72 4%	5 14%	9 5%	3 2%	1 1%	13 5%	6 7%	* *%	5 2%	5 5%	4 7%	14 14%	6 3%
			cdhl										cdhl	
Neither Satisfied Nor Dissatisfied	(0)	296 19%	2 6%	32 18%	38 21%	10 20%	43 16%	10 13%	4 14%	75 28%	21 21%	4 6%	24 23%	33 13%
					j					aejfl			j	
Fairly Satisfied	(1)	651 41%	13 34%	83 48%	74 41%	15 30%	134 49%	33 41%	12 41%	87 33%	30 31%	34 51%	29 28%	107 43%
				dk			dhik							
Very Satisfied	(2)	550 34%	17 46%	46 26%	56 31%	24 47%	76 28%	32 40%	13 44%	91 34%	41 42%	25 36%	34 34%	96 39%
			b			be								
NET: Satisfied		1201 75%	30 80%	129 74%	129 72%	38 76%	210 77%	64 80%	25 86%	178 67%	71 72%	59 87%	63 62%	203 82%
											hk		hk	
NET: Dissatisfied		104 6%	5 14%	14 8%	11 6%	2 4%	19 7%	6 7%	* *%	11 4%	6 7%	4 7%	15 15%	11 4%
Answered		1601	38	175	178	50	272	80	29	264	98	68	102	247
Mean Score		1.0	1.1	.9	.9	1.2	1.0	1.1	1.3	1.0	1.1	1.2	.8	1.1
Standard error		.02	.11	.07	.08	.08	.07	.09	.07	.07	.09	.07	.11	.06
Standard deviation		.94	1.04	.94	1.00	.96	.90	.89	.72	.96	.98	.82	1.08	.88

Columns Tested.: a,b,c,d,e,f,g,h,i,j,k,l

Table 263 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1) excluding Don't know

	Total base	Quarter				Half		
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023	
Significance Level: 95%		a	b	c	d	a	b	
Unweighted Base	1698	422	410	410	456	832	866	
Effective base	652	212	210	127	141	422	268	
Weighted Base	1601	391	402	391	417	793	808	
Very Dissatisfied	(-2)	32	12	7	8	5	19	13
		2%	3%	2%	2%	1%	2%	2%
Fairly Dissatisfied	(-1)	72	18	19	10	25	37	35
		4%	5%	5%	3%	6%	5%	4%
Neither Satisfied Nor Dissatisfied	(0)	296	72	63	100	61	135	161
		19%	19%	16%	26%	15%	17%	20%
Fairly Satisfied	(1)	651	169	182	129	170	351	299
		41%	43%	45%	33%	41%	44%	37%
Very Satisfied	(2)	550	119	131	144	155	250	300
		34%	31%	33%	37%	37%	32%	37%
NET: Satisfied		1201	288	313	274	326	601	599
		75%	74%	78%	70%	78%	76%	74%
NET: Dissatisfied		104	30	26	18	30	56	48
		6%	8%	6%	5%	7%	7%	6%
Answered	1601	391	402	391	417	793	808	
Mean Score	1.0	.9	1.0	1.0	1.1	1.0	1.0	
Standard error	.02	.05	.04	.05	.04	.03	.03	
Standard deviation	.94	.97	.91	.95	.93	.94	.94	

Columns Tested.: a,b,c,d - a,b

Table 265

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Latest collection time

Base: All using RM (QV4=1) excluding Don't know

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1715	250	1465	1184	283	70	178	531
Effective base	668	54	618	616	121	30	85	157
Weighted Base	1655	100	1556	1583	61	7	4	72
Very Dissatisfied (-2)	52 3%	4 4%	48 3%	52 3%	* 1%	- -%	- -%	* 1%
Fairly Dissatisfied (-1)	115 7%	4 4%	111 7%	113 7%	2 3%	* 1%	* 5%	2 3%
Neither Satisfied Nor Dissatisfied (0)	319 19%	19 19%	300 19%	309 19%	10 16%	* 4%	* 6%	10 14%
Fairly Satisfied (1)	683 41%	18 18%	665 43%	649 41%	29 47%	4 56%	2 47%	34 48%
Very Satisfied (2)	486 29%	54 55%	431 28%	461 29%	20 33%	3 39%	2 42%	25 34%
NET: Satisfied	1169 71%	72 73%	1096 70%	1110 70%	49 80%	7 95%	3 89%	59 82%
NET: Dissatisfied	168 10%	9 9%	159 10%	165 10%	3 4%	* 1%	* 5%	3 4%
Answered	1655	100	1556	1583	61	7	4	72
Mean Score	.9	1.1	.8	.9	1.1	1.3	1.3	1.1
Standard error	.02	.07	.03	.03	.05	.08	.07	.04
Standard deviation	1.02	1.13	1.01	1.02	.84	.64	.91	.82

Columns Tested:: a,b - a,b,c,d,e

Table 265 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Latest collection time

Base: All using RM (QV4=1) excluding Don't know

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1715	506	507	171	171	182	178	1184	283	248
Effective base		668	309	255	72	79	70	85	616	121	65
Weighted Base		1655	875	605	103	44	24	4	1583	61	11
Very Dissatisfied	(-2)	52 3%	29 3%	21 3%	2 2%	* 1%	* 1%	- -%	52 3%	* 1%	- -%
Fairly Dissatisfied	(-1)	115 7%	63 7%	46 8%	4 4%	2 4%	* 1%	* 5%	113 7%	2 3%	* 2%
Neither Satisfied Nor Dissatisfied	(0)	319 19%	172 20%	121 20%	16 16%	7 16%	3 12%	* 6%	309 19%	10 16%	1 5%
Fairly Satisfied	(1)	683 41%	371 42%	235 39%	43 42%	21 47%	12 49%	2 47%	649 41%	29 47%	6 53%
Very Satisfied	(2)	486 29%	241 28%	182 30%	38 37%	14 32%	9 38%	2 42%	461 29%	20 33%	4 40%
NET: Satisfied		1169 71%	612 70%	417 69%	81 79%	35 79%	21 86%	3 89%	1110 70%	49 80%	10 93%
NET: Dissatisfied		168 10%	92 11%	67 11%	6 6%	2 5%	* 2%	* 5%	165 10%	3 4%	* 2%
Answered		1655	875	605	103	44	24	4	1583	61	11
Mean Score		.9	.8	.8	1.1	1.1	1.2	1.3	.9	1.1	1.3
Standard error		.02	.05	.05	.07	.07	.06	.07	.03	.05	.04
Standard deviation		1.02	1.02	1.05	.92	.85	.75	.91	1.02	.84	.70

Columns Tested: a,b,c,d,e,f,g,h,i

Table 265 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Latest collection time**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1715	739	445	283	70	178	684	294	110	78	193
Effective base	668	459	212	121	30	85	392	124	35	27	34
Weighted Base	1655	1303	281	61	7	4	1090	230	63	32	43
Very Dissatisfied (-2)	52 3%	49 4%	3 1%	* 1%	- -%	- -%	37 3%	4 2%	- -%	* 1%	4 9%
Fairly Dissatisfied (-1)	115 7%	100 8%	13 5%	2 3%	* 1%	* 5%	78 7%	13 6%	3 5%	2 6%	* %
Neither Satisfied Nor Dissatisfied (0)	319 19%	258 20%	50 18%	10 16%	* 4%	* 6%	220 20%	34 15%	14 22%	3 11%	8 19%
Fairly Satisfied (1)	683 41%	537 41%	111 40%	29 47%	4 56%	2 47%	465 43%	100 44%	24 38%	10 30%	15 35%
Very Satisfied (2)	486 29%	358 27%	103 37%	20 33%	3 39%	2 42%	290 27%	79 34%	22 35%	17 52%	16 37%
NET: Satisfied	1169 71%	895 69%	214 76%	49 80%	7 95%	3 89%	755 69%	179 78%	46 73%	26 82%	31 72%
NET: Dissatisfied	168 10%	149 11%	16 6%	3 4%	* 1%	* 5%	115 11%	17 7%	3 5%	2 7%	4 9%
Answered	1655	1303	281	61	7	4	1090	230	63	32	43
Mean Score	.9	.8	1.1	1.1	1.3	1.3	.8	1.0	1.0	1.3	.9
Standard error	.02	.04	a	a	a	a	.04	.05	.08	.11	.08
Standard deviation	1.02	1.04	.91	.84	.64	.91	1.01	.93	.88	.94	1.17

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 265 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Latest collection time

Base: All using RM (QV4=1) excluding Don't know

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1715	122	89	170	59	121	150	125	108	100
Effective base		668	68	51	97	27	62	93	74	58	49
Weighted Base		1655	157	107	266	60	154	277	223	146	113
Very Dissatisfied	(-2)	52 3%	6 4%	6 6%	10 4%	- -%	10 6%	9 3%	4 2%	4 3%	- -%
Fairly Dissatisfied	(-1)	115 7%	4 2%	7 6%	30 11% ag	1 2%	10 7%	29 10% a	6 3%	10 7%	10 8%
Neither Satisfied Nor Dissatisfied	(0)	319 19%	27 17%	16 15%	57 22%	9 16%	19 12%	64 23%	43 19%	35 24%	20 17%
Fairly Satisfied	(1)	683 41%	72 46%	47 43%	103 39%	35 58%	68 44%	111 40%	93 42%	62 43%	44 39%
Very Satisfied	(2)	486 29%	48 31%	32 30%	67 25%	14 24%	47 31%	65 24%	76 34%	35 24%	40 36%
NET: Satisfied		1169 71%	120 76%	79 73%	170 64%	49 82%	115 75%	176 64%	169 76%	98 67%	84 74%
NET: Dissatisfied		168 10%	10 6%	13 12%	39 15% g	1 2%	20 13%	37 13%	11 5%	14 10%	10 8%
Answered		1655	157	107	266	60	154	277	223	146	113
Mean Score		.9	1.0	.9	.7	1.0	.9	.7	1.0	.8	1.0
Standard error		.02	.09	.12	.08	.09	.10	.08	.08	.09	.09
Standard deviation		1.02	.97	1.09	1.07	.69	1.12	1.04	.91	.99	.94

Columns Tested: a,b,c,d,e,f,g,h,i

Table 265 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Latest collection time

Base: All using RM (QV4=1) excluding Don't know

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		1715	280	319	445	1044	671	232	234	205
Effective base		668	137	176	263	571	172	70	56	74
Weighted Base		1655	327	410	766	1504	151	67	58	26
Very Dissatisfied	(-2)	52 3%	10 3%	17 4%	23 3%	49 3%	3 2%	* *%	3 4%	* 1%
Fairly Dissatisfied	(-1)	115 7%	21 6%	20 5%	65 8%	106 7%	10 7%	6 8%	3 5%	2 6%
Neither Satisfied Nor Dissatisfied	(0)	319 19%	48 15%	78 19%	164 21%	289 19%	29 19%	16 23%	9 15%	5 19%
Fairly Satisfied	(1)	683 41%	147 45%	181 44%	307 40%	635 42%	48 32%	23 34%	17 30%	8 31%
Very Satisfied	(2)	486 29%	102 31%	115 28%	208 27%	425 28%	61 40%	23 34%	27 46%	11 42%
NET: Satisfied		1169 71%	249 76%	296 72%	515 67%	1060 70%	109 72%	46 68%	44 76%	19 73%
NET: Dissatisfied		168 10%	31 9%	37 9%	87 11%	155 10%	13 9%	6 9%	5 9%	2 7%
Answered		1655	327	410	766	1504	151	67	58	26
Mean Score		.9	.9	.9	.8	.9	1.0	.9	1.1	1.1
Standard error		.02	.06	.06	.05	.03	c	.06	.07	.07
Standard deviation		1.02	.99	1.01	1.02	1.01	bcd	.98	abcd	bcd

Columns Tested:: a,b,c,d,e,f,g,h

Table 265 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Latest collection time**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Industry									
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
		a	b	*c	d	e	f	g	h	i	
Significance Level: 95%											
Unweighted Base	1715	79	131	13	144	182	407	66	78	757	
Effective base	668	30	41	6	47	75	165	22	22	312	
Weighted Base	1655	70	100	18	118	206	349	49	49	813	
Very Dissatisfied	(-2)	52 3%	* *% ei	11 11% ei	- -%	11 10%	3 1%	14 4%	4 9%	* *% ei	20 2%
Fairly Dissatisfied	(-1)	115 7%	1 1%	2 2%	- -%	2 1%	10 5%	28 8%	4 8%	5 11%	66 8%
Neither Satisfied Nor Dissatisfied	(0)	319 19%	9 13%	19 19%	3 19%	22 19%	47 23%	62 18%	7 13%	5 10%	167 21%
Fairly Satisfied	(1)	683 41%	27 38%	29 29%	10 57%	39 33%	92 45%	140 40%	16 33%	24 49%	344 42%
Very Satisfied	(2)	486 29%	34 48% ei	39 39%	4 24%	44 37%	54 26%	105 30%	18 37%	15 30%	216 27%
NET: Satisfied		1169 71%	60 86%	68 68%	15 81%	83 70%	146 71%	245 70%	34 70%	39 79%	561 69%
NET: Dissatisfied		168 10%	1 1%	13 13%	- -%	13 11%	13 6%	41 12%	8 17%	5 11%	85 11%
Answered	1655	70	100	18	118	206	349	49	49	813	
Mean Score	.9	1.3 efi	.8	1.1	.9	.9	.8	.8	1.0	.8	
Standard error	.02	.09	.11	.19	.10	.07	.05	.16	.11	.04	
Standard deviation	1.02	.77	1.28	.67	1.21	.90	1.06	1.28	.93	.99	

Columns Tested: a,b,c,d,e,f,g,h,i

Table 265 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Latest collection time

Base: All using RM (QV4=1) excluding Don't know

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1715	405	407	903	1492	223	-	1421	294	1662	53
Effective base	668	152	165	356	570	101	-	595	78	645	23
Weighted Base	1655	394	349	912	1368	287	-	1508	147	1601	54
Very Dissatisfied (-2)	52 3%	14 4%	14 4%	24 3%	38 3%	14 5%	- -%	46 3%	6 4%	49 3%	3 5%
Fairly Dissatisfied (-1)	115 7%	13 3%	28 8%	75 8%	107 8%	9 3%	- -%	110 7%	6 4%	112 7%	4 7%
Neither Satisfied Nor Dissatisfied (0)	319 19%	78 20%	62 18%	179 20%	250 18%	69 24%	- -%	293 19%	26 18%	303 19%	16 29%
Fairly Satisfied (1)	683 41%	158 40%	140 40%	385 42%	544 40%	139 48%	- -%	631 42%	52 35%	670 42%	12 23%
Very Satisfied (2)	486 29%	131 33%	105 30%	250 27%	430 31%	56 20%	- -%	428 28%	58 39%	467 29%	19 36%
NET: Satisfied	1169 71%	289 73%	245 70%	635 70%	973 71%	195 68%	- -%	1059 70%	110 75%	1137 71%	32 59%
NET: Dissatisfied	168 10%	27 7%	41 12%	99 11%	145 11%	23 8%	- -%	156 10%	12 8%	161 10%	7 12%
Answered	1655	394	349	912	1368	287	-	1508	147	1601	54
Mean Score	.9	1.0	.8	.8	.9	.7	-	.9	1.0	.9	.8
Standard error	.02	.05	.05	.03	.03	.06	-	.03	.06	.02	.16
Standard deviation	1.02	.99	1.06	1.00	1.02	.97	-	1.01	1.05	1.01	1.17

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 265 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Latest collection time

Base: All using RM (QV4=1) excluding Don't know

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		1715	978	366	357
Effective base		668	409	118	137
Weighted Base		1655	1038	265	338
Very Dissatisfied	(-2)	52 3%	29 3%	7 3%	11 3%
Fairly Dissatisfied	(-1)	115 7%	63 6%	19 7%	33 10%
Neither Satisfied Nor Dissatisfied	(0)	319 19%	209 20%	39 15%	67 20%
Fairly Satisfied	(1)	683 41%	467 45%	103 39%	107 32%
Very Satisfied	(2)	486 29%	268 26%	98 37%	120 35%
NET: Satisfied		1169 71%	736 71%	201 76%	227 67%
NET: Dissatisfied		168 10%	93 9%	26 10%	45 13%
Answered		1655	1038	265	338
Mean Score		.9	.9	1.0	.9
Standard error		.02	.03	.05	.06
Standard deviation		1.02	.97	1.02	1.11

Columns Tested: a,b,c

Table 265 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Latest collection time

Base: All using RM (QV4=1) excluding Don't know

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1715	1273	274	78	30	31	14	7	8	1547	168	90
Effective base	668	550	82	20	8	8	3	1	1	629	39	19
Weighted Base	1655	1396	166	45	11	20	11	1	5	1562	94	48
Very Dissatisfied	(-2) 52 3%	42 3%	5 3%	- -%	* 1%	- -%	6 49%	- -%	- -%	46 3%	6 6%	6 12% ai
Fairly Dissatisfied	(-1) 115 7%	100 7%	10 6%	2 4%	3 26% abi	* *%	- -%	- -%	- -%	111 7%	5 5%	3 6%
Neither Satisfied Nor Dissatisfied	(0) 319 19%	274 20%	33 20%	10 21%	* 1%	2 9%	* 2%	* 2%	- -%	307 20%	12 13%	2 4%
Fairly Satisfied	(1) 683 41%	610 44% cejk	57 34%	8 17%	1 10%	2 9%	1 6%	* 4%	5 100%	666 43% cejk	17 18%	9 18%
Very Satisfied	(2) 486 29%	370 27%	61 37%	26 57% ai	7 62% ai	17 82% abi	5 42%	1 95%	* *%	431 28%	55 58% abi	29 60% ai
NET: Satisfied	1169 71%	980 70%	118 71%	34 74%	8 72%	18 91%	6 48%	1 98%	5 100%	1098 70%	71 76%	38 78%
NET: Dissatisfied	168 10%	142 10%	15 9%	2 4%	3 27%	* *%	6 49%	- -%	- -%	157 10%	11 11%	9 18%
Answered	1655	1396	166	45	11	20	11	1	5	1562	94	48
Mean Score	.9	.8	1.0	1.3	1.1	1.7 abi	-1 a	1.9	1.0	.8	1.2	1.1
Standard error	.02	.03	.06	.11	.25	.12	.54	-	.03	.03	.09	.15
Standard deviation	1.02	1.00	1.04	.95	1.38	.64	2.02	-	.07	1.00	1.21	1.41

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 265 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Latest collection time

Base: All using RM (QV4=1) excluding Don't know

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1715	657	616	442	1570	1347	1616	1263	818	684	268	921	87	118	79	94	49
Effective base	668	331	220	121	597	507	624	491	315	224	129	389	22	32	19	21	13
Weighted Base	1655	876	520	259	1495	1250	1555	1197	801	543	327	984	49	79	40	46	29
Very Dissatisfied (-2)	52 3%	21 2%	20 4%	11 4%	49 3%	47 4%	52 3%	50 4%	35 4%	18 3%	2 1%	42 4%	* *%	* 1%	1 2%	2 5%	4 12%
Fairly Dissatisfied (-1)	115 7%	53 6%	47 9%	15 6%	104 7%	95 8%	107 7%	92 8%	62 8%	42 8%	15 4%	71 7%	5 9%	* *%	6 15%	5 10%	6 22%
Neither Satisfied Nor Dissatisfied (0)	319 19%	170 19%	104 20%	45 17%	292 20%	236 19%	301 19%	223 19%	136 17%	80 15%	73 22%	195 20%	9 18%	15 18%	3 7%	6 14%	1 2%
Fairly Satisfied (1)	683 41%	399 45%	211 41%	73 28%	623 42%	507 41%	650 42%	482 40%	320 40%	202 37%	157 48%	409 42%	20 40%	31 40%	14 34%	13 28%	7 24%
Very Satisfied (2)	486 29%	233 27%	137 26%	116 45%	426 29%	365 29%	445 29%	350 29%	248 31%	201 37%	80 24%	267 27%	16 32%	32 41%	17 42%	20 44%	12 40%
NET: Satisfied	1169 71%	632 72%	348 67%	189 73%	1050 70%	872 70%	1095 70%	832 70%	568 71%	403 74%	237 72%	676 69%	35 72%	64 81%	31 76%	33 72%	19 63%
NET: Dissatisfied	168 10%	74 8%	68 13%	26 10%	153 10%	142 11%	159 10%	142 12%	97 12%	61 11%	17 5%	113 11%	5 9%	1 1%	7 17%	7 15%	10 34%
Answered	1655	876	520	259	1495	1250	1555	1197	801	543	327	984	49	79	40	46	29
Mean Score	.9	.9	.8	1.0	.9	.8	.9	.8	.9	1.0	.9	.8	.9	1.2	1.0	1.0	.6
Standard error	.02	.04	.04	.05	.03	.03	.03	.03	.04	.04	.05	.03	.10	.07	.13	.12	.22
Standard deviation	1.02	.95	1.06	1.11	1.02	1.05	1.02	1.06	1.08	1.06	.84	1.05	.95	.79	1.15	1.20	1.52

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 265 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Latest collection time

Base: All using RM (QV4=1) excluding Don't know

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	1715	1118	141	94	89	47	58	23	882	192	102	68	45	36	22
Effective base	668	490	38	26	17	11	11	5	380	56	27	24	11	14	7
Weighted Base	1655	1244	90	64	40	21	25	12	948	153	48	37	33	15	15
Very Dissatisfied (-2)	52 3%	34 3%	10 11% a	* *% a	* 1% a	1 4% a	- -% a	4 30% a	35 4%	6 4%	4 7%	* *% a	- -% a	2 15% ad	* 1% a
Fairly Dissatisfied (-1)	115 7%	86 7%	11 13%	* *% a	3 7%	2 11%	- -% a	2 15% a	70 7%	9 6%	* *% a	1 2%	7 21% c	1 8%	6 41% a
Neither Satisfied Nor Dissatisfied (0)	319 19%	256 21%	18 20%	8 12% a	5 12% a	* 2% a	5 20% a	- -% a	184 19%	35 23%	5 10% a	9 26% a	* 1% a	2 12% a	* 1% a
Fairly Satisfied (1)	683 41%	533 43%	29 33%	25 40% ab	14 35% ab	12 60% f	4 18% ab	5 38% ab	416 44% b	43 28% a	24 50% a	10 27% a	11 32% a	4 24% a	1 4% a
Very Satisfied (2)	486 29%	334 27%	21 23%	31 48% ab	18 46% ab	5 23% ab	16 62% ab	2 17% ab	244 26% a	59 39% a	15 32% a	17 46% a	15 45% a	6 41% a	8 53% a
NET: Satisfied	1169 71%	868 70%	51 56% b	56 88% b	32 80% b	17 83% b	20 80% b	7 54% b	659 70%	102 67%	39 82%	27 73%	26 78%	10 66%	9 57%
NET: Dissatisfied	168 10%	120 10%	21 23% ac	* *% ac	3 8%	3 15%	- -% ac	6 46% ac	105 11%	16 10%	4 8%	1 2%	7 21%	4 23% d	6 42% d
Answered	1655	1244	90	64	40	21	25	12	948	153	48	37	33	15	15
Mean Score	.9	.8	.5	1.3	1.2	.9	1.4	*	.8	.9	1.0	1.2	1.0	.7	.7
Standard error	.02	b	ab	b	b	b	b	b	.03	.08	.11	.11	.17	.25	.32
Standard deviation	1.02	.99	1.28	.72	.96	1.05	.82	1.62	1.02	1.11	1.07	.88	1.16	1.50	1.51

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 265 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Latest collection time

Base: All using RM (QV4=1) excluding Don't know

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1715	805	154	111	66	45	42	40	606	327	387	204	89
Effective base	668	351	52	32	23	14	10	14	289	132	136	45	24
Weighted Base	1655	859	136	82	34	26	24	35	778	308	306	99	62
Very Dissatisfied (-2)	52 3%	26 3%	14 10%	2 2%	- -	- -	4 15%	4 12%	28 4%	11 3%	7 2%	3 3%	4 6%
Fairly Dissatisfied (-1)	115 7%	72 8%	15 11%	* *	* *	1 4%	3 11%	2 5%	48 6%	23 7%	24 8%	5 5%	7 10%
Neither Satisfied Nor Dissatisfied (0)	319 19%	178 21%	21 16%	12 14%	5 15%	1 4%	6 23%	* 1%	167 22%	47 15%	67 22%	12 12%	8 12%
Fairly Satisfied (1)	683 41%	383 45%	43 32%	28 34%	13 38%	9 34%	1 6%	4 11%	339 44%	142 46%	108 35%	31 31%	31 49%
Very Satisfied (2)	486 29%	200 23%	43 31%	41 50%	16 48%	15 58%	11 44%	25 70%	195 25%	86 28%	99 32%	49 49%	14 23%
NET: Satisfied	1169 71%	583 68%	86 63%	69 84%	29 85%	24 92%	12 50%	29 82%	534 69%	228 74%	207 68%	80 80%	45 72%
NET: Dissatisfied	168 10%	98 11%	29 21%	2 2%	* *	1 4%	6 27%	6 18%	76 10%	33 11%	32 10%	7 7%	10 16%
Answered	1655	859	136	82	34	26	24	35	778	308	306	99	62
Mean Score	.9	.8	.6	1.3	1.3	1.5	.5	1.2	.8	.9	.9	1.2	.7
Standard error	.02	.04	.11	.08	.09	.11	.24	.23	.04	.06	.05	.07	.12
Standard deviation	1.02	1.00	1.31	.86	.73	.76	1.54	1.43	1.00	1.01	1.03	1.01	1.11

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 265 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Latest collection time

Base: All using RM (QV4=1) excluding Don't know

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1715	691	303	332	172	68	580	254	290	148	63
Effective base	668	320	119	110	33	18	270	92	90	37	17
Weighted Base	1655	856	275	242	76	44	711	217	189	81	46
Very Dissatisfied (-2)	52 3%	28 3%	14 5%	4 1%	* *%	4 8%	30 4%	3 2%	7 4%	6 7%	- -%
Fairly Dissatisfied (-1)	115 7%	57 7%	22 8%	22 9%	2 3%	2 4%	46 7%	21 10%	19 10%	3 3%	5 10%
Neither Satisfied Nor Dissatisfied (0)	319 19%	180 21%	41 15%	56 23%	8 11%	6 14%	150 21%	29 13%	37 19%	13 16%	6 13%
Fairly Satisfied (1)	683 41%	362 42%	125 46%	89 37%	23 31%	24 54%	304 43%	94 43%	59 31%	21 25%	27 58%
Very Satisfied (2)	486 29%	229 27%	73 27%	73 30%	42 55%	9 21%	180 25%	69 32%	67 35%	39 49%	9 18%
NET: Satisfied	1169 71%	591 69%	198 72%	161 67%	65 86%	33 74%	484 68%	163 75%	126 67%	60 74%	35 76%
NET: Dissatisfied	168 10%	85 10%	35 13%	25 10%	3 4%	5 12%	77 11%	25 11%	27 14%	8 10%	5 10%
Answered	1655	856	275	242	76	44	711	217	189	81	46
Mean Score	.9	.8	.8	.8	1.4	.7	.8	.9	.8	1.0	.8
Standard error	.02	.04	.06	.05	.06	.13	.04	.06	.07	.10	.11
Standard deviation	1.02	1.01	1.07	1.00	.84	1.09	1.03	.99	1.13	1.19	.85

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 265 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Latest collection time

Base: All using RM (QV4=1) excluding Don't know

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		1715	562	202	253	146	76	715	113	427	1554	161	1527	43
Effective base		668	254	70	92	46	22	286	34	168	605	64	582	15
Weighted Base		1655	648	167	209	104	48	675	79	435	1508	148	1453	42
Very Dissatisfied	(-2)	52	28	3	7	4	6	36	1	11	44	8	44	6
		3%	4%	2%	3%	4%	12%	5%	1%	3%	3%	5%	3%	14%
						b							a	
Fairly Dissatisfied	(-1)	115	59	8	18	1	2	41	9	42	112	4	104	-
		7%	9%	5%	9%	1%	4%	6%	11%	10%	7%	3%	7%	-%
			d											
Neither Satisfied Nor Dissatisfied	(0)	319	129	30	34	20	6	133	12	78	292	27	284	8
		19%	20%	18%	16%	20%	13%	20%	15%	18%	19%	18%	20%	20%
Fairly Satisfied	(1)	683	287	80	72	19	18	234	33	211	635	48	610	13
		41%	44%	48%	34%	19%	39%	35%	42%	48%	42%	33%	42%	31%
			d	d						a				
Very Satisfied	(2)	486	145	47	78	60	16	231	24	93	425	61	411	15
		29%	22%	28%	37%	57%	33%	34%	30%	21%	28%	41%	28%	36%
				a	abc			c				a		
NET: Satisfied		1169	432	127	150	79	34	465	57	304	1060	109	1022	28
		71%	67%	76%	72%	76%	71%	69%	72%	70%	70%	74%	70%	67%
NET: Dissatisfied		168	87	11	25	5	8	77	10	53	156	12	148	6
		10%	13%	6%	12%	5%	16%	11%	12%	12%	10%	8%	10%	14%
Answered		1655	648	167	209	104	48	675	79	435	1508	148	1453	42
Mean Score		.9	.7	1.0	.9	1.2	.8	.9	.9	.8	.9	1.0	.9	.8
				a										
Standard error		.02	.04	.06	.07	.09	.15	.04	.09	.05	.03	.09	.03	.20
Standard deviation		1.02	1.05	.90	1.08	1.04	1.30	1.11	1.00	.98	1.01	1.09	1.01	1.32

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 265 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Latest collection time**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	1715	1211	136	867	396	1533	37	1199	148	870	393
Effective base	668	472	36	356	136	584	13	463	44	358	134
Weighted Base	1655	1154	96	840	357	1460	35	1143	108	849	348
Very Dissatisfied	(-2) 52 3%	38 3%	9 10%	31 4%	18 5%	47 3%	2 6%	38 3%	9 9%	31 4%	18 5%
Fairly Dissatisfied	(-1) 115 7%	93 8%	3 3%	70 8%	22 6%	104 7%	- -%	93 8%	2 2%	75 9%	17 5%
Neither Satisfied Nor Dissatisfied	(0) 319 19%	221 19%	15 16%	156 19%	67 19%	282 19%	10 29%	224 20%	12 11%	158 19%	65 19%
Fairly Satisfied	(1) 683 41%	470 41%	37 39%	359 43%	123 34%	611 42%	12 34%	468 41%	40 37%	366 43%	115 33%
Very Satisfied	(2) 486 29%	333 29%	32 33%	223 27%	128 36%	415 28%	11 31%	320 28%	45 42%	219 26%	132 38%
NET: Satisfied	1169 71%	803 70%	69 72%	582 69%	250 70%	1027 70%	23 65%	788 69%	85 79%	585 69%	247 71%
NET: Dissatisfied	168 10%	130 11%	12 12%	102 12%	40 11%	151 10%	2 6%	131 11%	11 11%	106 13%	35 10%
Answered	1655	1154	96	840	357	1460	35	1143	108	849	348
Mean Score	.9	.8	.8	.8	.9	.9	.8	.8	1.0	.8	.9
Standard error	.02	.03	.10	.04	.06	.03	.18	.03	.10	.04	.06
Standard deviation	1.02	1.03	1.20	1.04	1.11	1.02	1.07	1.03	1.18	1.04	1.11

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 265 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Latest collection time

Base: All using RM (QV4=1) excluding Don't know

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1715	832	1225	242	1	780	935	189	4	896	722	229	1
Effective base	668	297	481	86	1	280	356	69	3	344	288	86	1
Weighted Base	1655	744	1184	224	4	698	837	168	5	831	665	195	2
Very Dissatisfied (-2)	52 3%	34 5%	34 3%	6 3%	- -%	33 5%	23 3%	3 2%	- -%	41 5%	22 3%	8 4%	- -%
Fairly Dissatisfied (-1)	115 7%	52 7%	92 8%	20 9%	- -%	53 8%	70 8%	17 10%	1 12%	76 9%	48 7%	14 7%	- -%
Neither Satisfied Nor Dissatisfied (0)	319 19%	129 17%	237 20%	41 18%	4 100%	114 16%	155 19%	35 21%	- -%	149 18%	118 18%	28 14%	- -%
Fairly Satisfied (1)	683 41%	318 43%	491 41%	73 33%	- -%	264 38%	352 42%	41 24%	1 12%	303 37%	284 43%	66 34%	2 100%
Very Satisfied (2)	486 29%	211 28%	330 28%	84 37%	- -%	233 33%	237 28%	73 43%	3 76%	262 32%	193 29%	79 40%	- -%
NET: Satisfied	1169 71%	529 71%	821 69%	157 70%	- -%	497 71%	589 70%	114 68%	4 88%	565 68%	476 72%	145 74%	2 100%
NET: Dissatisfied	168 10%	86 12%	126 11%	25 11%	- -%	86 12%	93 11%	20 12%	1 12%	117 14%	70 10%	22 11%	- -%
Answered	1655	744	1184	224	4	698	837	168	5	831	665	195	2
Mean Score	.9	.8	.8	.9	-	.9	.8	1.0	1.5	.8	.9	1.0	1.0
Standard error	.02	.04	.03	.07	-	.04	.03	.08	.56	.04	.04	.07	-
Standard deviation	1.02	1.06	1.01	1.07	-	1.10	1.01	1.10	1.11	1.12	1.02	1.10	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 265 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Latest collection time

Base: All using RM (QV4=1) excluding Don't know

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	
		a	b	c	a	b	c	a	b	c	d	e	
Significance Level: 95%													
Unweighted Base		1715	1471	1179	878	1202	941	55	559	460	437	120	73
Effective base		668	561	444	350	446	378	14	245	185	174	56	36
Weighted Base		1655	1414	1098	836	1114	950	34	579	464	416	129	85
Very Dissatisfied	(-2)	52	45	32	29	43	35	*	7	11	15	6	2
		3%	3%	3%	4%	4%	4%	*%	1%	2%	4%	4%	2%
Fairly Dissatisfied	(-1)	115	100	84	67	84	54	1	50	47	41	12	16
		7%	7%	8%	8%	8%	6%	3%	9%	10%	10%	9%	19%
Neither Satisfied Nor Dissatisfied	(0)	319	275	214	176	200	191	*	117	98	89	23	17
		19%	19%	20%	21%	18%	20%	*%	20%	21%	21%	18%	21%
Fairly Satisfied	(1)	683	596	437	330	453	391	6	243	184	132	41	26
		41%	42%	40%	39%	41%	41%	18%	42%	40%	32%	32%	31%
Very Satisfied	(2)	486	398	330	233	335	279	26	162	125	139	48	24
		29%	28%	30%	28%	30%	29%	78%	28%	27%	33%	37%	28%
								ab					
NET: Satisfied		1169	994	768	563	788	670	33	406	308	271	88	50
		71%	70%	70%	67%	71%	71%	96%	70%	66%	65%	69%	59%
								ab					
NET: Dissatisfied		168	145	116	97	127	89	1	57	58	56	17	17
		10%	10%	11%	12%	11%	9%	4%	10%	13%	14%	14%	21%
Answered		1655	1414	1098	836	1114	950	34	579	464	416	129	85
Mean Score		.9	.9	.9	.8	.9	.9	1.7	.9	.8	.8	.9	.6
								ab					
Standard error		.02	.03	.03	.04	.03	.03	.09	.04	.05	.05	.10	.13
Standard deviation		1.02	1.01	1.02	1.04	1.05	1.02	.68	.96	1.03	1.11	1.14	1.13

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 265 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Latest collection time

Base: All using RM (QV4=1) excluding Don't know

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		1715	188	128	91	48	1483	1008	1557	1053	944	769	1397	194	-	1403	91
Effective base		668	75	45	37	19	569	350	597	377	333	291	542	72	-	533	44
Weighted Base		1655	180	112	90	45	1383	816	1454	890	774	708	1332	165	-	1264	116
Very Dissatisfied	(-2)	52	10	4	7	4	39	29	43	31	38	28	39	4	-	18	21
		3%	5%	3%	7%	8%	3%	4%	3%	4%	5%	4%	3%	3%	-%	1%	18%
Fairly Dissatisfied	(-1)	115	18	8	6	*	104	51	106	61	61	47	98	19	-	67	32
		7%	10%	7%	7%	*%	8%	6%	7%	7%	8%	7%	7%	11%	-%	5%	28%
Neither Satisfied Nor Dissatisfied	(0)	319	30	22	23	10	262	158	273	173	154	127	240	25	-	154	19
		19%	17%	20%	25%	23%	19%	19%	19%	19%	20%	18%	18%	15%	-%	12%	17%
Fairly Satisfied	(1)	683	69	34	30	10	574	313	601	331	290	270	560	60	-	568	35
		41%	39%	30%	34%	21%	42%	38%	41%	37%	37%	38%	42%	36%	-%	45%	30%
Very Satisfied	(2)	486	54	44	24	22	403	264	431	293	232	235	395	57	-	457	9
		29%	30%	40%	27%	47%	29%	32%	30%	33%	30%	33%	30%	35%	-%	36%	7%
NET: Satisfied		1169	123	78	55	31	977	577	1032	624	522	505	955	117	-	1025	43
		71%	68%	70%	61%	69%	71%	71%	71%	70%	67%	71%	72%	71%	-%	81%	37%
NET: Dissatisfied		168	28	12	13	4	143	80	149	93	99	76	137	23	-	85	53
		10%	15%	11%	14%	8%	10%	10%	10%	10%	13%	11%	10%	14%	-%	7%	46%
Answered		1655	180	112	90	45	1383	816	1454	890	774	708	1332	165	-	1264	116
Mean Score		.9	.8	1.0	.7	1.0	.9	.9	.9	.9	.8	.9	.9	.9	-	1.1	-.2
Standard error		.02	.08	.10	.12	.18	.03	.03	.03	.03	.04	.04	.03	.08	-	.02	.13
Standard deviation		1.02	1.14	1.09	1.16	1.22	1.01	1.04	1.01	1.05	1.10	1.06	1.01	1.09	-	.90	1.26

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 265 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Latest collection time

Base: All using RM (QV4=1) excluding Don't know

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1715	707	1008	506	23	257	346	234	1114	351	274	331	1080
Effective base	668	289	379	187	13	94	137	87	442	134	96	128	433
Weighted Base	1655	710	945	462	36	222	349	211	1115	315	219	324	1078
Very Dissatisfied (-2)	52 3%	45 6%	7 1%	13 3%	4 12%	9 4%	16 4%	23 11%	23 2%	7 2%	20 9%	10 3%	22 2%
Fairly Dissatisfied (-1)	115 7%	83 12%	33 3%	19 4%	9 25%	24 11%	10 3%	24 11%	68 6%	23 7%	22 10%	28 9%	66 6%
Neither Satisfied Nor Dissatisfied (0)	319 19%	151 21%	168 18%	87 19%	7 19%	38 17%	74 21%	27 13%	217 20%	69 22%	41 19%	62 19%	200 19%
Fairly Satisfied (1)	683 41%	264 37%	419 44%	188 41%	7 20%	79 36%	137 39%	67 32%	480 43%	132 42%	58 26%	128 39%	486 45%
Very Satisfied (2)	486 29%	168 24%	318 34%	156 34%	9 25%	72 32%	113 32%	70 33%	326 29%	84 27%	79 36%	96 30%	304 28%
NET: Satisfied	1169 71%	432 61%	737 78%	344 74%	16 44%	151 68%	250 71%	137 65%	807 72%	215 68%	137 63%	224 69%	790 73%
NET: Dissatisfied	168 10%	127 18%	40 4%	31 7%	13 37%	33 15%	25 7%	47 22%	91 8%	30 10%	41 19%	38 12%	88 8%
Answered	1655	710	945	462	36	222	349	211	1115	315	219	324	1078
Mean Score	.9	.6	1.1	1.0	.2	.8	.9	.6	.9	.8	.7	.8	.9
Standard error	.02	.04	.03	.04	.29	.07	.05	.09	.03	.05	.08	.06	.03
Standard deviation	1.02	1.15	.85	.97	1.39	1.13	1.02	1.33	.95	.98	1.29	1.05	.94

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 265 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Latest collection time**

Base: All using RM (QV4=1) excluding Don't know

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		1715	843	872
Effective base		668	271	397
Weighted Base		1655	687	968
Very Dissatisfied	(-2)	52 3%	19 3%	33 3%
Fairly Dissatisfied	(-1)	115 7%	45 7%	70 7%
Neither Satisfied Nor Dissatisfied	(0)	319 19%	139 20%	180 19%
Fairly Satisfied	(1)	683 41%	281 41%	402 42%
Very Satisfied	(2)	486 29%	202 29%	284 29%
NET: Satisfied		1169 71%	483 70%	686 71%
NET: Dissatisfied		168 10%	65 9%	103 11%
Answered		1655	687	968
Mean Score		.9	.9	.9
Standard error		.02	.03	.03
Standard deviation		1.02	1.00	1.03

Columns Tested: a,b

Table 265 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Latest collection time

Base: All using RM (QV4=1) excluding Don't know

		Month												
		Total base	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base		1715	92	195	148	148	177	81	99	193	117	148	108	209
Effective base		668	30	100	94	46	129	46	13	76	45	30	39	78
Weighted Base		1655	40	180	192	51	281	76	28	265	107	76	107	252
Very Dissatisfied	(-2)	52 3%	- -%	6 3%	14 7%	* *%	6 2%	1 2%	* *%	7 3%	- -%	* *%	1 1%	17 7%
Fairly Dissatisfied	(-1)	115 7%	* 1%	16 9%	5 3%	2 5%	27 10%	7 10%	1 2%	10 4%	11 10%	2 3%	20 19%	14 5%
Neither Satisfied Nor Dissatisfied	(0)	319 19%	5 13%	31 17%	31 16%	13 26%	43 15%	12 15%	6 22%	70 26%	26 25%	23 30%	27 25%	33 13%
Fairly Satisfied	(1)	683 41%	18 44%	86 48%	79 41%	13 26%	145 52%	30 40%	15 54%	89 34%	40 38%	29 38%	39 36%	99 39%
Very Satisfied	(2)	486 29%	17 43%	41 22%	64 33%	22 43%	60 21%	25 33%	6 22%	89 34%	30 28%	23 30%	20 19%	90 36%
NET: Satisfied		1169 71%	35 86%	127 70%	143 74%	35 69%	205 73%	56 74%	21 76%	178 67%	70 66%	51 68%	59 55%	189 75%
NET: Dissatisfied		168 10%	* 1%	22 12%	18 10%	2 5%	33 12%	8 11%	1 2%	17 6%	11 10%	2 3%	22 20%	30 12%
Answered		1655	40	180	192	51	281	76	28	265	107	76	107	252
Mean Score		.9	1.3	.8	.9	1.1	.8	.9	1.0	.9	.8	.9	.5	.9
Standard error		.02	beik			k				k				
Standard deviation		1.02	.72	1.01	1.11	.95	.95	1.01	.73	.99	.95	.84	1.04	1.14

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 265 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Latest collection time**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Quarter				Half		
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023	
Significance Level: 95%		a	b	c	d	a	b	
Unweighted Base	1715	435	406	409	465	841	874	
Effective base	668	220	210	129	146	430	275	
Weighted Base	1655	413	407	400	436	820	835	
Very Dissatisfied	(-2)	52	20	7	7	18	27	25
		3%	5%	2%	2%	4%	3%	3%
Fairly Dissatisfied	(-1)	115	21	37	21	36	58	57
		7%	5%	9%	5%	8%	7%	7%
Neither Satisfied Nor Dissatisfied	(0)	319	67	67	102	83	134	185
		19%	16%	17%	26%	19%	16%	22%
				ab				
Fairly Satisfied	(1)	683	183	189	145	166	372	311
		41%	44%	46%	36%	38%	45%	37%
						b		
Very Satisfied	(2)	486	122	107	125	132	229	257
		29%	29%	26%	31%	30%	28%	31%
NET: Satisfied		1169	305	296	269	299	601	568
		71%	74%	73%	67%	69%	73%	68%
NET: Dissatisfied		168	41	44	28	54	85	82
		10%	10%	11%	7%	12%	10%	10%
Answered		1655	413	407	400	436	820	835
Mean Score		.9	.9	.9	.9	.8	.9	.9
Standard error		.02	.05	.05	.05	.05	.03	.03
Standard deviation		1.02	1.04	.97	.96	1.08	1.00	1.03

Columns Tested.: a,b,c,d - a,b

Table 271

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1906	447	1459	1333	310	75	188	573
Effective base	716	104	617	659	127	33	79	168
Weighted Base	1737	195	1542	1660	65	7	4	76
Very Dissatisfied	(-2) 38 2%	5 3%	33 2%	37 2%	* 1%	* 4%	- -	1 1%
Fairly Dissatisfied	(-1) 96 6%	2 1%	94 6%	93 6%	3 5%	* *	* 3%	3 4%
Neither Satisfied Nor Dissatisfied	(0) 315 18%	17 9%	298 19%	303 18%	11 17%	1 9%	* 9%	12 15%
Fairly Satisfied	(1) 675 39%	41 21%	635 41%	646 39%	25 39%	3 39%	2 38%	30 39%
Very Satisfied	(2) 612 35%	130 67%	482 31%	580 35%	25 39%	4 48%	2 50%	31 41%
NET: Satisfied	1287 74%	171 88%	1116 72%	1226 74%	51 78%	6 87%	4 88%	61 79%
NET: Dissatisfied	135 8%	7 4%	127 8%	131 8%	3 5%	* 4%	* 3%	4 5%
Answered	1737	195	1542	1660	65	7	4	76
Mean Score	1.0	1.5	.9	1.0	1.1	1.3	1.3	1.1
Standard error	.02	b	.03	.03	.05	.11	.06	.04
Standard deviation	.98	.90	.97	.98	.90	.98	.87	.90

Columns Tested:: a,b - a,b,c,d,e

Table 271 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1906	584	556	193	187	198	188	1333	310	263
Effective base		716	338	263	77	85	74	79	659	127	73
Weighted Base		1737	927	622	111	47	25	4	1660	65	12
Very Dissatisfied	(-2)	38 2%	28 3%	9 1%	* *%	* 1%	* 1%	- -%	37 2%	* 1%	* 2%
Fairly Dissatisfied	(-1)	96 6%	39 4%	46 7%	8 7%	2 4%	1 5%	* 3%	93 6%	3 5%	* 1%
Neither Satisfied Nor Dissatisfied	(0)	315 18%	170 18%	119 19%	14 12%	7 16%	4 16%	* 9%	303 18%	11 17%	1 9%
Fairly Satisfied	(1)	675 39%	356 38%	242 39%	47 43%	19 41%	9 35%	2 38%	646 39%	25 39%	5 39%
Very Satisfied	(2)	612 35%	333 36%	206 33%	42 37%	18 39%	11 43%	2 50%	580 35%	25 39%	6 49%
NET: Satisfied		1287 74%	689 74%	448 72%	89 80%	38 80%	19 78%	4 88%	1226 74%	51 78%	10 87%
NET: Dissatisfied		135 8%	68 7%	55 9%	8 7%	2 5%	1 6%	* 3%	131 8%	3 5%	* 4%
Answered		1737	927	622	111	47	25	4	1660	65	12
Mean Score		1.0	1.0	.9	1.1	1.1	1.1	1.3	1.0	1.1	1.3
Standard error		.02	.04	.04	.06	.07	.07	abg	.03	.05	abg
Standard deviation		.98	.99	.97	.89	.89	.95	.87	.98	.90	.90

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 271 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Amount / level of sent post lost**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1906	824	509	310	75	188	701	307	109	79	205
Effective base	716	490	227	127	33	79	398	128	35	27	38
Weighted Base	1737	1362	298	65	7	4	1096	236	57	32	48
Very Dissatisfied	(-2)	38	35	2	*	*	28	1	1	1	*
		2%	3%	1%	1%	4%	3%	1%	1%	2%	1%
Fairly Dissatisfied	(-1)	96	75	18	3	*	69	12	2	-	3
		6%	6%	6%	5%	3%	6%	5%	4%	0%	5%
Neither Satisfied Nor Dissatisfied	(0)	315	259	44	11	1	220	41	4	8	5
		18%	19%	15%	17%	9%	20%	17%	8%	26%	11%
		e									
Fairly Satisfied	(1)	675	532	114	25	3	442	84	24	11	21
		39%	39%	38%	39%	39%	40%	36%	43%	35%	43%
Very Satisfied	(2)	612	461	120	25	4	336	98	25	12	19
		35%	34%	40%	39%	48%	31%	42%	44%	37%	40%
		a									
NET: Satisfied		1287	992	234	51	6	778	182	50	23	40
		74%	73%	78%	78%	87%	71%	77%	87%	72%	83%
		a									
NET: Dissatisfied		135	110	20	3	*	97	12	3	1	3
		8%	8%	7%	5%	4%	9%	5%	5%	2%	6%
Answered		1737	1362	298	65	7	1096	236	57	32	48
Mean Score		1.0	1.0	1.1	1.1	1.3	.9	1.1	1.3	1.1	1.2
						ab		a	a		
Standard error		.02	.03	.04	.05	.11	.04	.05	.08	.10	.06
Standard deviation		.98	.99	.92	.90	.98	.99	.90	.85	.92	.87

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 271 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1906	125	87	184	63	121	157	121	108	105
Effective base		716	72	50	102	32	63	97	71	59	50
Weighted Base		1737	162	106	279	67	159	285	213	148	122
Very Dissatisfied	(-2)	38 2%	2 1%	- -%	6 2%	1 2%	6 4%	4 1%	3 1%	14 9%	- -%
Fairly Dissatisfied	(-1)	96 6%	7 4%	9 8%	15 5%	3 5%	6 4%	22 8%	19 9%	1 1%	6 5%
Neither Satisfied Nor Dissatisfied	(0)	315 18%	35 22%	20 18%	60 22%	13 19%	21 13%	40 14%	46 22%	36 25%	18 14%
Fairly Satisfied	(1)	675 39%	53 33%	45 42%	115 41%	35 53%	58 36%	149 52%	65 30%	60 41%	44 36%
Very Satisfied	(2)	612 35%	65 40%	33 31%	82 30%	14 21%	69 43%	70 25%	80 38%	36 25%	55 45%
NET: Satisfied		1287 74%	118 73%	78 73%	198 71%	50 74%	127 80%	219 77%	145 68%	97 65%	98 81%
NET: Dissatisfied		135 8%	9 6%	9 8%	21 8%	5 7%	12 7%	26 9%	22 10%	15 10%	6 5%
Answered		1737	162	106	279	67	159	285	213	148	122
Mean Score		1.0	1.1	1.0	.9	.9	1.1	.9	.9	.7	1.2
Standard error		.02	.09	.10	.07	.11	.09	.07	.09	.11	.08
Standard deviation		.98	.95	.91	.96	.87	1.01	.90	1.04	1.13	.87

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 271 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
Total base		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
Significance Level: 95%		a	b	c	d	e	f	g	h	
Unweighted Base		1906	289	320	462	1071	835	289	259	
Effective base		716	144	180	270	588	217	85	102	
Weighted Base		1737	348	416	777	1541	196	94	34	
Very Dissatisfied	(-2)	38 2%	7 2%	16 4%	13 2%	35 2%	3 1%	2 2%	1 1%	*
Fairly Dissatisfied	(-1)	96 6%	16 4%	17 4%	56 7%	88 6%	8 4%	2 2%	5 7%	1 3%
Neither Satisfied Nor Dissatisfied	(0)	315 18%	51 15%	91 22%	146 19%	288 19%	27 14%	16 17%	6 9%	5 16%
Fairly Satisfied	(1)	675 39%	137 39%	158 38%	329 42%	624 41%	51 26%	23 25%	19 28%	9 26%
Very Satisfied	(2)	612 35%	138 40%	134 32%	233 30%	505 33%	106 54%	51 54%	37 55%	18 54%
NET: Satisfied		1287 74%	274 79%	293 70%	562 72%	1129 73%	158 81%	74 79%	57 83%	27 80%
NET: Dissatisfied		135 8%	22 6%	33 8%	69 9%	124 8%	11 5%	4 4%	6 8%	1 3%
Answered		1737	348	416	777	1541	196	94	69	34
Mean Score		1.0	1.1	.9	.9	1.0	1.3	1.3	1.3	1.3
Standard error		.02	.06	.06	.04	.03	bcd	bcd	bcd	bcd
Standard deviation		.98	.94	1.02	.96	.97	.03	.06	.06	.06
							.95	.95	.98	.90

Columns Tested:: a,b,c,d,e,f,g,h

Table 271 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Amount / level of sent post lost**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1906	85	147	16	163	199	453	79	94	831
Effective base	716	33	43	6	49	85	180	24	26	324
Weighted Base	1737	76	101	18	120	231	374	55	55	825
Very Dissatisfied	(-2)	38 2%	* 4%	4 -%	- 3%	4 *%	14 4%	4 7%	2 4%	14 2%
Fairly Dissatisfied	(-1)	96 6%	* *%	5 5%	- -%	5 4%	17 7%	21 6%	2 3%	52 6%
Neither Satisfied Nor Dissatisfied	(0)	315 18%	11 14%	18 18%	7 39%	25 21%	43 19%	73 19%	9 17%	144 17%
Fairly Satisfied	(1)	675 39%	27 35%	31 31%	6 34%	37 31%	105 45%	148 40%	10 18%	329 40%
Very Satisfied	(2)	612 35%	39 50%	44 43%	5 27%	49 41%	66 29%	118 32%	30 55%	285 35%
NET: Satisfied		1287 74%	65 86%	75 74%	11 61%	86 72%	170 74%	266 71%	41 73%	614 74%
NET: Dissatisfied		135 8%	* 1%	8 8%	- -%	8 7%	17 7%	35 9%	5 10%	66 8%
Answered	1737	76	101	18	120	231	374	55	55	825
Mean Score	1.0	1.4 efi	1.0	.9	1.0	1.0	.9	1.1	1.1	1.0
Standard error	.02	.08	.09	.21	.08	.06	.05	.14	.10	.03
Standard deviation	.98	.75	1.07	.83	1.03	.87	1.03	1.21	.98	.96

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 271 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1906	447	453	1006	1666	240	-	1582	324	1840	66
Effective base	716	166	180	374	613	105	-	639	81	690	25
Weighted Base	1737	427	374	936	1442	294	-	1587	150	1680	57
Very Dissatisfied (-2)	38 2%	4 1%	14 4%	20 2%	31 2%	7 3%	- -%	38 2%	* *%	38 2%	- -%
Fairly Dissatisfied (-1)	96 6%	22 5%	21 6%	54 6%	76 5%	20 7%	- -%	87 5%	10 7%	92 5%	4 7%
Neither Satisfied Nor Dissatisfied (0)	315 18%	79 19%	73 19%	163 17%	243 17%	72 24%	- -%	288 18%	27 18%	305 18%	10 17%
Fairly Satisfied (1)	675 39%	169 40%	148 40%	359 38%	561 39%	115 39%	- -%	620 39%	55 37%	666 40%	9 16%
Very Satisfied (2)	612 35%	153 36%	118 32%	340 36%	531 37%	80 27%	- -%	554 35%	58 39%	578 34%	33 59%
NET: Satisfied	1287 74%	322 75%	266 71%	699 75%	1092 76%	195 66%	- -%	1174 74%	113 75%	1244 74%	43 75%
NET: Dissatisfied	135 8%	25 6%	35 9%	74 8%	107 7%	27 9%	- -%	125 8%	10 7%	130 8%	4 7%
Answered	1737	427	374	936	1442	294	-	1587	150	1680	57
Mean Score	1.0	1.0	.9	1.0	1.0	.8	-	1.0	1.1	1.0	1.3
Standard error	.02	.04	.05	.03	.02	.06	-	.02	.05	.02	.12
Standard deviation	.98	.91	1.03	.98	.97	.99	-	.98	.91	.97	1.00

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 271 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		1906	1102	389	400
Effective base		716	438	121	152
Weighted Base		1737	1089	267	365
Very Dissatisfied	(-2)	38 2%	16 1%	4 2%	13 4%
Fairly Dissatisfied	(-1)	96 6%	51 5%	24 9%	22 6%
Neither Satisfied Nor Dissatisfied	(0)	315 18%	194 18%	52 20%	65 18%
Fairly Satisfied	(1)	675 39%	425 39%	106 40%	141 39%
Very Satisfied	(2)	612 35%	404 37%	81 30%	123 34%
NET: Satisfied		1287 74%	829 76%	187 70%	265 73%
NET: Dissatisfied		135 8%	67 6%	28 11%	35 10%
Answered		1737	1089	267	365
Mean Score		1.0	1.1	.9	.9
Standard error		.02	.03	.05	.05
Standard deviation		.98	.93	1.00	1.04

Columns Tested: a,b,c

Table 271 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Amount / level of sent post lost**

Base: All using RM (QV4=1) excluding Don't know

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1906	1445	290	79	30	32	15	7	8	1735	171	92
Effective base	716	591	88	20	8	8	3	1	1	677	39	19
Weighted Base	1737	1460	184	45	11	20	11	1	5	1643	93	49
Very Dissatisfied	(-2)	38	29	7	1	*	-	-	*	36	2	*
		2%	2%	4%	3%	1%	-%	-%	-%	3%	2%	2%
Fairly Dissatisfied	(-1)	96	81	10	4	1	-	*	-	91	5	1
		6%	6%	6%	9%	10%	-%	1%	-%	6%	6%	2%
Neither Satisfied Nor Dissatisfied	(0)	315	269	34	4	4	2	2	*	-	303	12
		18%	18%	19%	9%	34%	9%	19%	2%	-%	18%	13%
Fairly Satisfied	(1)	675	572	66	22	3	2	5	-	5	638	37
		39%	39%	36%	49%	30%	10%	44%	-%	96%	39%	40%
Very Satisfied	(2)	612	509	66	13	3	16	4	1	*	574	37
		35%	35%	36%	29%	25%	81%	36%	98%	2%	35%	40%
							abcdij					
NET: Satisfied	1287	1081	132	35	6	18	9	1	5	1213	74	39
	74%	74%	72%	78%	55%	91%	80%	98%	97%	74%	80%	81%
NET: Dissatisfied	135	110	17	6	1	-	*	-	*	127	7	1
	8%	8%	9%	13%	11%	-%	1%	-%	3%	8%	8%	3%
Answered	1737	1460	184	45	11	20	11	1	5	1643	93	49
Mean Score	1.0	1.0	.9	.9	.7	1.7	1.1	2.0	.9	1.0	1.1	1.3
							abcdi					
Standard error	.02	.03	.06	.12	.19	.11	.20	-	.20	.02	.07	.09
Standard deviation	.98	.97	1.06	1.03	1.04	.64	.79	-	.57	.98	.96	.86

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 271 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1906	775	670	461	1680	1405	1736	1318	814	685	326	960	99	123	78	99	51
Effective base	716	359	233	126	620	517	651	505	313	225	147	392	25	34	19	22	13
Weighted Base	1737	916	543	277	1520	1249	1587	1229	802	549	361	971	55	82	40	47	30
Very Dissatisfied (-2)	38 2%	16 2%	14 2%	9 3%	33 2%	29 2%	35 2%	36 3%	20 3%	15 3%	8 2%	15 2%	5 9%	2 2%	2 5%	2 5%	1 3%
Fairly Dissatisfied (-1)	96 6%	39 4%	42 8%	16 6%	85 6%	76 6%	89 6%	75 6%	51 6%	36 7%	15 4%	59 6%	1 1%	11 14%	* *%	3 6%	* *%
Neither Satisfied Nor Dissatisfied (0)	315 18%	169 18%	100 18%	46 17%	290 19%	240 19%	301 19%	234 19%	155 19%	85 16%	60 17%	193 20%	15 28%	9 11%	8 20%	11 23%	5 17%
Fairly Satisfied (1)	675 39%	350 38%	222 41%	103 37%	599 39%	496 40%	629 40%	492 40%	337 42%	228 42%	153 42%	393 40%	10 19%	31 38%	15 37%	13 27%	14 47%
Very Satisfied (2)	612 35%	342 37%	166 31%	103 37%	514 34%	408 33%	532 34%	393 32%	239 30%	185 34%	126 35%	310 32%	24 43%	29 36%	15 37%	19 40%	9 32%
NET: Satisfied	1287 74%	692 76%	388 71%	206 75%	1113 73%	904 72%	1161 73%	885 72%	575 72%	413 75%	279 77%	704 72%	34 62%	60 73%	30 75%	31 67%	23 79%
NET: Dissatisfied	135 8%	55 6%	55 10%	24 9%	117 8%	105 8%	124 8%	110 9%	71 9%	51 9%	23 6%	74 8%	5 10%	13 16%	2 5%	5 11%	1 3%
Answered	1737	916	543	277	1520	1249	1587	1229	802	549	361	971	55	82	40	47	30
Mean Score	1.0	1.1	.9	1.0	1.0	.9	1.0	.9	.9	1.0	1.0	1.0	.9	.9	1.0	.9	1.0
Standard error	.02	.03	.04	.05	.02	.03	.02	.03	.03	.04	.05	.03	.13	.10	.12	.12	.13
Standard deviation	.98	.94	1.01	1.03	.97	.98	.97	1.00	.98	1.00	.93	.95	1.25	1.10	1.04	1.15	.90

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 271 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Amount / level of sent post lost**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g	
Unweighted Base	1906	1202	149	104	90	50	61	24	929	197	105	67	48	37	22	
Effective base	716	506	40	30	18	12	11	5	388	56	28	24	11	15	7	
Weighted Base	1737	1257	94	69	41	21	26	12	943	154	50	37	34	16	15	
Very Dissatisfied	(-2)	38 2%	24 2%	5 5%	2 4%	1 2%	1 4%	- -%	* 2%	18 2%	5 3%	2 4%	1 1%	1 3%	2 14%	1 5%
Fairly Dissatisfied	(-1)	96 6%	78 6%	2 3%	1 1%	2 4%	* 1%	2 6%	- -%	47 5%	15 10%	5 9%	7 20%	- -%	1 9%	* 1%
Neither Satisfied Nor Dissatisfied	(0)	315 18%	236 19%	26 27%	10 15%	7 16%	1 6%	7 26%	4 32%	173 18%	43 28%	5 10%	9 25%	9 26%	1 4%	1 4%
Fairly Satisfied	(1)	675 39%	499 40%	38 40%	27 39%	13 33%	14 67%	5 20%	3 22%	392 42%	55 36%	18 35%	8 22%	8 25%	5 34%	10 65%
Very Satisfied	(2)	612 35%	421 33%	24 25%	28 41%	18 44%	5 22%	12 48%	5 44%	313 33%	37 24%	21 41%	12 32%	16 46%	6 39%	4 25%
NET: Satisfied		1287 74%	920 73%	62 65%	56 80%	31 77%	19 89%	18 68%	8 66%	704 75%	92 60%	39 77%	20 54%	24 71%	11 73%	14 90%
NET: Dissatisfied		135 8%	101 8%	7 7%	3 5%	3 7%	1 5%	2 6%	* 2%	66 7%	20 13%	6 13%	8 21%	1 3%	4 23%	1 6%
Answered	1737	1257	94	69	41	21	26	12	943	154	50	37	34	16	15	
Mean Score	1.0	1.0	.8	1.1	1.1	1.0	1.1	1.1	1.0	.7	1.0	.6	1.1	.7	1.0	
Standard error	.02	.03	.08	.09	.11	.12	.13	.20	.03	.07	.11	.14	.15	.24	.19	
Standard deviation	.98	.97	1.01	.97	1.00	.84	1.01	1.00	.94	1.04	1.11	1.17	1.01	1.45	.90	

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 271 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1906	853	155	111	69	46	44	40	680	350	393	217	92
Effective base	716	364	52	33	24	13	10	14	306	136	137	49	25
Weighted Base	1737	887	135	83	35	25	28	35	789	316	312	104	64
Very Dissatisfied (-2)	38 2%	26 3%	5 3%	1 1%	* 1%	* 1%	* 1%	3 9%	18 2%	6 2%	7 2%	4 4%	* %
Fairly Dissatisfied (-1)	96 6%	52 6%	16 12%	1 2%	2 4%	2 10%	* %	2 5%	39 5%	23 7%	13 4%	13 13%	* %
Neither Satisfied Nor Dissatisfied (0)	315 18%	158 18%	33 25%	16 19%	4 12%	5 22%	8 30%	8 24%	168 21%	54 17%	46 15%	16 15%	16 26%
Fairly Satisfied (1)	675 39%	382 43%	48 35%	28 33%	14 40%	5 19%	3 12%	12 34%	292 37%	146 46%	125 40%	39 38%	27 43%
Very Satisfied (2)	612 35%	268 30%	34 25%	37 45%	15 43%	12 48%	16 57%	10 29%	272 35%	86 27%	121 39%	32 30%	20 31%
NET: Satisfied	1287 74%	650 73%	82 61%	65 78%	29 83%	17 67%	19 69%	22 63%	564 72%	232 74%	246 79%	71 68%	47 74%
NET: Dissatisfied	135 8%	79 9%	20 15%	2 3%	2 5%	3 11%	* 1%	5 13%	57 7%	29 9%	20 6%	18 17%	* 1%
Answered	1737	887	135	83	35	25	28	35	789	316	312	104	64
Mean Score	1.0	.9	.7	1.2	1.2	1.0	1.2	.7	1.0	.9	1.1	.8	1.0
Standard error	.02	.03	.09	.08	.11	.17	.15	.19	.04	.05	.05	.08	.08
Standard deviation	.98	.99	1.08	.88	.88	1.12	.96	1.20	.98	.95	.94	1.14	.79

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 271 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1906	760	324	338	183	70	614	265	295	156	64
Effective base	716	335	122	111	34	18	274	94	90	40	18
Weighted Base	1737	865	282	249	78	46	696	221	193	86	47
Very Dissatisfied (-2)	38 2%	18 2%	8 3%	6 2%	1 1%	* *%	12 2%	6 3%	7 4%	4 5%	* *%
Fairly Dissatisfied (-1)	96 6%	45 5%	19 7%	10 4%	10 13%	* *%	45 7%	12 6%	7 3%	11 13%	* *%
Neither Satisfied Nor Dissatisfied (0)	315 18%	187 22%	51 18%	28 11%	10 13%	13 29%	148 21%	38 17%	35 18%	9 10%	10 23%
Fairly Satisfied (1)	675 39%	327 38%	114 40%	108 44%	31 40%	19 41%	255 37%	107 48%	76 39%	32 37%	23 49%
Very Satisfied (2)	612 35%	287 33%	90 32%	96 39%	26 33%	13 29%	235 34%	59 27%	69 36%	30 35%	13 28%
NET: Satisfied	1287 74%	614 71%	204 72%	204 82%	57 73%	32 70%	490 70%	165 75%	145 75%	62 72%	36 77%
NET: Dissatisfied	135 8%	63 7%	27 9%	16 6%	11 14%	* 1%	57 8%	18 8%	14 7%	15 18%	* 1%
Answered	1737	865	282	249	78	46	696	221	193	86	47
Mean Score	1.0	.9	.9	1.1	.9	1.0	.9	.9	1.0	.8	1.0
Standard error	.02	.04	.06	.05	.08	.10	.04	.06	.06	.09	.09
Standard deviation	.98	.97	1.01	.93	1.05	.81	.98	.94	1.00	1.18	.75

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 271 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Amount / level of sent post lost**

Base: All using RM (QV4=1) excluding Don't know

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		1906	599	212	256	153	78	739	118	453	1749	157	1636	44
Effective base		716	264	71	93	48	22	291	37	173	657	59	606	15
Weighted Base		1737	669	173	210	112	48	695	85	441	1600	137	1479	42
Very Dissatisfied	(-2)	38	17	5	9	3	3	26	3	7	32	6	33	-
		2%	2%	3%	4%	3%	5%	4%	3%	2%	2%	5%	2%	-%
Fairly Dissatisfied	(-1)	96	41	13	5	13	2	49	1	25	92	4	83	2
		6%	6%	8%	3%	12%	3%	7%	1%	6%	6%	3%	6%	4%
Neither Satisfied Nor Dissatisfied	(0)	315	146	20	35	21	10	125	19	87	292	23	282	8
		18%	22%	12%	17%	19%	20%	18%	23%	20%	18%	17%	19%	19%
Fairly Satisfied	(1)	675	267	73	94	33	20	253	37	196	631	44	587	12
		39%	40%	42%	45%	29%	41%	36%	44%	44%	39%	32%	40%	28%
Very Satisfied	(2)	612	197	62	67	42	14	242	25	126	552	59	493	20
		35%	30%	36%	32%	38%	30%	35%	29%	29%	35%	43%	33%	49%
NET: Satisfied		1287	465	135	161	75	34	495	62	322	1184	103	1081	32
		74%	69%	78%	77%	67%	71%	71%	73%	73%	74%	76%	73%	77%
NET: Dissatisfied		135	58	18	14	16	4	75	3	32	124	10	116	2
		8%	9%	10%	7%	15%	9%	11%	4%	7%	8%	7%	8%	4%
Answered		1737	669	173	210	112	48	695	85	441	1600	137	1479	42
Mean Score		1.0	.9	1.0	1.0	.9	.9	.9	1.0	.9	1.0	1.1	1.0	1.2
Standard error		.02	.04	.07	.06	.09	.12	.04	.08	.04	.02	.08	.02	.13
Standard deviation		.98	.99	1.01	.99	1.13	1.06	1.07	.92	.92	.97	1.06	.97	.89

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 271 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
Total base		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	
Unweighted Base	1906	1271	134	923	395	1644	36	1262	143	927	391	
Effective base	716	483	35	372	135	608	13	475	42	373	133	
Weighted Base	1737	1154	95	873	356	1486	35	1144	104	882	347	
Very Dissatisfied	(-2)	38 2%	29 2%	1 1%	30 3%	6 2%	33 2%	- -%	28 2%	1 1%	29 3%	6 2%
Fairly Dissatisfied	(-1)	96 6%	73 6%	3 3%	54 6%	21 6%	85 6%	- -%	71 6%	5 5%	53 6%	22 6%
Neither Satisfied Nor Dissatisfied	(0)	315 18%	221 19%	19 20%	169 19%	65 18%	281 19%	9 26%	222 19%	18 17%	163 18%	71 20%
Fairly Satisfied	(1)	675 39%	448 39%	48 51%	349 40%	143 40%	591 40%	8 24%	461 40%	35 34%	362 41%	130 38%
Very Satisfied	(2)	612 35%	383 33%	25 26%	273 31%	120 34%	497 33%	17 49%	361 32%	46 44%	275 31%	118 34%
NET: Satisfied		1287 74%	831 72%	73 76%	621 71%	263 74%	1087 73%	25 74%	823 72%	81 78%	637 72%	248 72%
NET: Dissatisfied		135 8%	102 9%	3 4%	83 10%	27 8%	117 8%	- -%	99 9%	6 5%	83 9%	28 8%
Answered		1737	1154	95	873	356	1486	35	1144	104	882	347
Mean Score		1.0	.9	1.0	.9	1.0	1.2	.9	1.2	.9	1.0	
Standard error		.02	.03	.07	.03	.05	.02	.14	.03	.08	.03	.05
Standard deviation		.98	1.00	.80	1.02	.96	.97	.85	.99	.92	1.01	.98

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 271 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	1906	859	1327	251	1	796	991	194	3	923	761	230	1
Effective base	716	304	502	91	1	285	367	72	2	350	296	87	1
Weighted Base	1737	759	1201	233	4	709	834	178	3	852	678	200	2
Very Dissatisfied (-2)	38 2%	23 3%	17 1%	2 1%	- -%	25 4%	12 1%	4 2%	- -%	28 3%	15 2%	4 2%	- -%
Fairly Dissatisfied (-1)	96 6%	53 7%	76 6%	20 9%	- -%	43 6%	57 7%	14 8%	- -%	57 7%	44 7%	18 9%	- -%
Neither Satisfied Nor Dissatisfied (0)	315 18%	127 17%	225 19%	46 20%	- -%	133 19%	148 18%	40 22%	1 19%	158 19%	105 15%	38 19%	- -%
Fairly Satisfied (1)	675 39%	329 43%	461 38%	88 38%	4 100%	269 38%	324 39%	48 27%	2 81%	313 37%	294 43%	65 33%	- -%
Very Satisfied (2)	612 35%	227 30%	422 35%	77 33%	- -%	239 34%	293 35%	72 41%	- -%	296 35%	220 32%	75 37%	2 100%
NET: Satisfied	1287 74%	556 73%	883 74%	165 71%	4 100%	508 72%	616 74%	121 68%	2 81%	609 71%	514 76%	140 70%	2 100%
NET: Dissatisfied	135 8%	75 10%	93 8%	22 9%	- -%	67 10%	69 8%	17 10%	- -%	85 10%	59 9%	22 11%	- -%
Answered	1737	759	1201	233	4	709	834	178	3	852	678	200	2
Mean Score	1.0	.9	1.0	.9	1.0	.9	1.0	1.0	.8	.9	1.0	.9	2.0
Standard error	.02	.03	.03	.06	-	.04	.03	.08	.28	.03	.04	.07	-
Standard deviation	.98	1.00	.96	.97	-	1.04	.97	1.06	.48	1.05	.97	1.05	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 271 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1906	1583	1235	931	1276	1003	55	577	458	444	120	71
Effective base	716	585	454	365	465	390	14	253	187	178	58	35
Weighted Base	1737	1440	1096	873	1142	958	34	606	475	433	131	82
Very Dissatisfied (-2)	38 2%	31 2%	15 1%	23 3%	26 2%	15 2%	* 1%	11 2%	16 3%	6 1%	4 3%	3 4%
Fairly Dissatisfied (-1)	96 6%	81 6%	69 6%	56 6%	51 4%	64 7%	1 4%	38 6%	30 6%	30 7%	15 12%	10 12%
Neither Satisfied Nor Dissatisfied (0)	315 18%	267 19%	219 20%	175 20%	225 20%	186 19%	6 18%	113 19%	89 19%	92 21%	29 22%	14 17%
Fairly Satisfied (1)	675 39%	573 40%	426 39%	341 39%	454 40%	355 37%	13 37%	255 42%	187 39%	163 38%	40 31%	35 42%
Very Satisfied (2)	612 35%	488 34%	367 33%	278 32%	386 34%	338 35%	14 40%	188 31%	153 32%	143 33%	42 32%	20 24%
NET: Satisfied	1287 74%	1061 74%	792 72%	619 71%	840 74%	693 72%	26 77%	444 73%	340 72%	306 71%	83 63%	55 67%
NET: Dissatisfied	135 8%	113 8%	84 8%	79 9%	77 7%	79 8%	2 5%	50 8%	46 10%	36 8%	19 15%	13 16%
Answered	1737	1440	1096	873	1142	958	34	606	475	433	131	82
Mean Score	1.0	1.0	1.0	.9	1.0	1.0	1.1	.9	.9	.9	.8	.7
Standard error	.02	.02	.03	.03	.03	.03	.12	.04	.05	.05	.10	.13
Standard deviation	.98	.97	.95	1.00	.96	.98	.93	.96	1.03	.97	1.11	1.09

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 271 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1906	193	129	92	49	1667	1177	1742	1218	1119	793	1577	209	-	1555	110
Effective base	716	77	46	35	19	613	395	642	420	373	296	586	79	-	569	50
Weighted Base	1737	187	113	85	46	1466	913	1539	989	856	722	1415	184	-	1336	130
Very Dissatisfied (-2)	38 2%	10 6%	1 *	3 4%	* 1%	27 2%	19 2%	28 2%	21 2%	20 2%	15 2%	23 2%	4 2%	- -%	5 *%	30 23%
Fairly Dissatisfied (-1)	96 6%	16 9%	3 2%	10 11%	7 15% b	88 6%	59 6%	93 6%	63 6%	61 7%	50 7%	84 6%	15 8%	- -%	48 4%	25 20% a
Neither Satisfied Nor Dissatisfied (0)	315 18%	37 20%	19 17%	19 23%	7 15%	265 18%	146 16%	276 18%	175 18%	132 15%	123 17%	252 18%	30 16%	- -%	165 12%	26 20%
Fairly Satisfied (1)	675 39%	63 34%	49 43%	25 30%	13 29%	561 38%	335 37%	593 39%	353 36%	284 33%	292 40%	545 39%	69 37%	- -%	543 41%	45 34%
Very Satisfied (2)	612 35%	60 32%	42 37%	28 32%	18 40%	524 36%	354 39%	549 36%	376 38%	359 42%	241 33%	510 36%	66 36%	- -%	575 43% b	4 3%
NET: Satisfied	1287 74%	123 66%	91 80%	53 62%	31 69%	1085 74%	689 75%	1142 74%	730 74%	643 75%	533 74%	1055 75%	135 73%	- -%	1118 84% b	49 38%
NET: Dissatisfied	135 8%	27 14% b	3 3%	13 15% b	7 16% b	116 8%	78 9%	121 8%	84 9%	81 10%	66 9%	107 8%	19 10%	- -%	54 4%	55 42% a
Answered Mean Score	1737 1.0	187 .8	113 1.1	85 .8	46 .9	1466 1.0	913 1.0	1539 1.0	989 1.0	856 1.1	722 1.0	1415 1.0	184 1.0	- -	1336 1.2 b	130 -2
Standard error	.02	.08	.07	.12	.16	.02	.03	.02	.03	.03	.04	.02	.07	-	.02	.12
Standard deviation	.98	1.15	.82	1.14	1.13	.97	1.00	.97	1.00	1.03	.99	.96	1.03	-	.83	1.24

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 271 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1906	734	1172	507	23	258	350	246	1237	399	310	340	1210
Effective base	716	294	421	187	12	94	136	90	477	142	103	133	465
Weighted Base	1737	718	1018	470	34	227	354	223	1175	320	239	332	1128
Very Dissatisfied (-2)	38 2%	36 5%	2 *%	5 1%	4 11%	* *%	11 3%	21 10%	8 1%	8 3%	12 5%	8 2%	18 2%
Fairly Dissatisfied (-1)	96 6%	83 12%	13 1%	38 8%	5 14%	19 9%	26 7%	12 5%	55 5%	29 9%	21 9%	31 9%	45 4%
Neither Satisfied Nor Dissatisfied (0)	315 18%	167 23%	148 15%	74 16%	* *%	44 19%	60 17%	38 17%	199 17%	73 23%	43 18%	69 21%	192 17%
Fairly Satisfied (1)	675 39%	263 37%	413 41%	180 38%	21 61%	89 39%	139 39%	69 31%	483 41%	117 37%	67 28%	153 46%	438 39%
Very Satisfied (2)	612 35%	169 23%	443 43%	173 37%	5 14%	75 33%	118 33%	83 37%	429 37%	92 29%	96 40%	72 22%	435 39%
NET: Satisfied	1287 74%	431 60%	856 84%	353 75%	25 75%	163 72%	257 73%	151 68%	912 78%	209 65%	163 68%	224 68%	873 77%
NET: Dissatisfied	135 8%	120 17%	15 1%	43 9%	8 25%	20 9%	37 10%	33 15%	64 5%	38 12%	33 14%	39 12%	63 6%
Answered	1737	718	1018	470	34	227	354	223	1175	320	239	332	1128
Mean Score	1.0	.6	1.3	1.0	.5	1.0	.9	.8	1.1	.8	.9	.8	1.1
Standard error	.02	.04	.02	.04	.25	.06	.06	.08	.03	.05	.07	.05	.03
Standard deviation	.98	1.12	.76	.97	1.22	.94	1.03	1.26	.88	1.04	1.17	.98	.92

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 271 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level:	95%			
Unweighted Base		1906	1007	899
Effective base		716	309	407
Weighted Base		1737	756	980
Very Dissatisfied	(-2)	38 2%	16 2%	22 2%
Fairly Dissatisfied	(-1)	96 6%	51 7%	46 5%
Neither Satisfied Nor Dissatisfied	(0)	315 18%	140 19%	175 18%
Fairly Satisfied	(1)	675 39%	271 36%	405 41%
Very Satisfied	(2)	612 35%	279 37%	333 34%
NET: Satisfied		1287 74%	549 73%	737 75%
NET: Dissatisfied		135 8%	66 9%	68 7%
Answered		1737	756	980
Mean Score		1.0	1.0	1.0
Standard error		.02	.03	.03
Standard deviation		.98	1.01	.95

Columns Tested: a,b

Table 271 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1906	109	223	173	159	203	110	116	197	131	157	112	216
Effective base	716	33	103	103	51	136	62	16	77	53	31	40	78
Weighted Base	1737	45	181	200	55	290	98	26	265	138	75	113	250
Very Dissatisfied (-2)	38 2%	* *%	5 3%	6 3%	* *%	6 2%	6 7%	* *%	1 1%	1 1%	* *%	5 5%	6 2%
Fairly Dissatisfied (-1)	96 6%	2 5%	6 3%	17 9%	2 3%	20 7%	2 2%	* 1%	9 3%	8 6%	6 8%	11 10%	13 5%
Neither Satisfied Nor Dissatisfied (0)	315 18%	5 12%	36 20%	27 14%	8 15%	60 21%	17 17%	1 5%	57 22%	31 23%	20 26%	16 14%	36 14%
Fairly Satisfied (1)	675 39%	20 45%	78 43%	68 34%	22 40%	118 41%	35 36%	10 40%	104 39%	46 33%	21 29%	44 39%	109 44%
Very Satisfied (2)	612 35%	17 38%	56 31%	81 41%	23 42%	85 29%	38 39%	14 54%	94 35%	51 37%	27 36%	37 32%	87 35%
NET: Satisfied	1287 74%	37 83%	134 74%	149 75%	45 82%	204 70%	73 74%	25 94%	198 75%	97 71%	49 65%	81 71%	196 78%
NET: Dissatisfied	135 8%	2 5%	11 6%	24 12%	2 3%	26 9%	8 9%	* 1%	10 4%	10 7%	6 9%	17 15%	19 7%
Answered	1737	45	181	200	55	290	98	26	265	138	75	113	250
Mean Score	1.0	1.1	1.0	1.0	1.2 e	.9	1.0	1.5 beijk	1.1	1.0	.9	.8	1.0
Standard error	.02	.08	.06	.08	.06	.07	.11	.06	.06	.08	.08	.11	.06
Standard deviation	.98	.85	.94	1.09	.81	.98	1.12	.66	.87	.96	1.00	1.13	.95

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 271 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Amount / level of sent post lost**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1906	505	472	444	485	977	929
Effective base	716	235	236	141	148	472	288
Weighted Base	1737	425	443	430	438	868	868
Very Dissatisfied	(-2)	38	11	13	2	12	14
		2%	3%	3%	1%	3%	2%
Fairly Dissatisfied	(-1)	96	25	23	18	30	48
		6%	6%	5%	4%	7%	6%
Neither Satisfied Nor Dissatisfied	(0)	315	69	85	90	71	154
		18%	16%	19%	21%	16%	19%
Fairly Satisfied	(1)	675	165	175	160	174	341
		39%	39%	40%	37%	40%	39%
Very Satisfied	(2)	612	154	147	159	151	301
		35%	36%	33%	37%	34%	35%
NET: Satisfied		1287	320	322	320	325	642
		74%	75%	73%	74%	74%	74%
NET: Dissatisfied		135	37	36	20	42	73
		8%	9%	8%	5%	10%	8%
Answered	1737	425	443	430	438	868	868
Mean Score	1.0	1.0	.9	1.1	1.0	1.0	1.0
Standard error	.02	.04	.05	.04	.05	.03	.03
Standard deviation	.98	1.00	1.00	.89	1.01	1.00	.95

Columns Tested:: a,b,c,d - a,b

Table 272

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Price of postage

Base: All using RM (QV4=1) excluding Don't know

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1994	451	1543	1399	327	75	193	595
Effective base	755	106	657	696	137	33	82	178
Weighted Base	1840	190	1650	1760	68	7	5	80
Very Dissatisfied (-2)	143 8%	26 14%	117 7%	138 8%	5 7%	* 4%	* 6%	5 7%
Fairly Dissatisfied (-1)	371 20%	24 13%	347 21%	364 21%	7 10%	* 4%	* 6%	7 9%
Neither Satisfied Nor Dissatisfied (0)	409 22%	43 23%	366 22%	392 22%	15 21%	1 13%	1 18%	16 20%
Fairly Satisfied (1)	679 37%	53 28%	627 38%	647 37%	27 40%	3 48%	2 39%	33 41%
Very Satisfied (2)	237 13%	43 23%	194 12%	218 12%	15 22%	2 32%	1 30%	18 23%
NET: Satisfied	916 50%	96 51%	820 50%	865 49%	42 62%	6 79%	3 70%	51 64%
NET: Dissatisfied	515 28%	50 27%	464 28%	502 29%	12 17%	1 8%	1 12%	13 16%
Answered	1840	190	1650	1760	68	7	5	80
Mean Score	.3	.3	.3	.3	.6	1.0	.8	.6
Standard error	.03	.06	.03	.03	.06	.12	.09	.05
Standard deviation	1.15	1.33	1.13	1.15	1.15	1.05	1.25	1.14

Columns Tested: a,b - a,b,c,d,e

Table 272 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Price of postage

Base: All using RM (QV4=1) excluding Don't know

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1994	610	587	202	199	203	193	1399	327	268
Effective base		755	356	277	80	91	79	82	696	137	75
Weighted Base		1840	986	653	121	50	26	5	1760	68	12
Very Dissatisfied	(-2)	143 8%	73 7%	59 9%	6 5%	4 7%	1 5%	* 6%	138 8%	5 7%	1 5%
Fairly Dissatisfied	(-1)	371 20%	221 22%	125 19%	18 15%	4 9%	3 11%	* 6%	364 21%	7 10%	1 5%
			defhi	dfhi	i				defhi		
Neither Satisfied Nor Dissatisfied	(0)	409 22%	206 21%	157 24%	29 24%	11 22%	5 18%	1 18%	392 22%	15 21%	2 15%
Fairly Satisfied	(1)	679 37%	362 37%	240 37%	45 37%	20 40%	11 42%	2 39%	647 37%	27 40%	5 45%
Very Satisfied	(2)	237 13%	125 13%	71 11%	22 19%	11 22%	6 24%	1 30%	218 12%	15 22%	4 31%
						abg	abg	abg		abg	abg
NET: Satisfied		916 50%	486 49%	311 48%	68 56%	31 62%	17 66%	3 70%	865 49%	42 62%	9 76%
						abg	abg	abg		abg	abcgh
NET: Dissatisfied		515 28%	293 30%	184 28%	24 20%	8 16%	4 16%	1 12%	502 29%	12 17%	1 9%
			defhi	defhi					defhi		
Answered		1840	986	653	121	50	26	5	1760	68	12
Mean Score		.3	.2	.2	.5	.6	.7	.8	.3	.6	.9
						abg	abg	abg		abg	abcgh
Standard error		.03	.05	.05	.08	.08	.08	.09	.03	.06	.07
Standard deviation		1.15	1.15	1.15	1.11	1.15	1.14	1.25	1.15	1.15	1.08

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 272 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Price of postage**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1994	865	534	327	75	193	744	321	117	79	209
Effective base	755	518	237	137	33	82	423	135	36	27	35
Weighted Base	1840	1444	316	68	7	5	1173	249	64	32	53
Very Dissatisfied (-2)	143 8%	112 8%	26 8%	5 7%	* 4%	* 6%	83 7%	13 5%	3 4%	3 10%	3 7%
Fairly Dissatisfied (-1)	371 20%	326 23%	38 12%	7 10%	* 4%	* 6%	269 23%	58 23%	7 11%	2 6%	5 10%
Neither Satisfied Nor Dissatisfied (0)	409 22%	312 22%	80 25%	15 21%	1 13%	1 18%	259 22%	55 22%	8 13%	6 18%	15 28%
Fairly Satisfied (1)	679 37%	524 36%	123 39%	27 40%	3 48%	2 39%	417 36%	102 41%	38 59%	13 41%	22 42%
Very Satisfied (2)	237 13%	169 12%	49 16%	15 22%	2 32%	1 30%	145 12%	21 8%	8 13%	8 24%	7 14%
NET: Satisfied	916 50%	693 48%	173 55%	42 62%	6 79%	3 70%	562 48%	122 49%	47 72%	21 65%	29 56%
NET: Dissatisfied	515 28%	439 30%	64 20%	12 17%	1 8%	1 12%	352 30%	71 29%	10 15%	5 17%	9 16%
Answered	1840	1444	316	68	7	5	1173	249	64	32	53
Mean Score	.3	.2	.4	.6	1.0	.8	.2	.2	.7	.6	.5
Standard error	.03	.04	.05	.06	.12	.09	.04	.06	.09	.14	.07
Standard deviation	1.15	1.15	1.13	1.15	1.05	1.25	1.14	1.07	.98	1.23	1.06

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 272 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Price of postage**

Base: All using RM (QV4=1) excluding Don't know

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1994	135	95	189	67	129	160	130	117	110
Effective base		755	76	53	105	32	66	99	78	64	54
Weighted Base		1840	174	122	289	72	168	292	231	159	129
Very Dissatisfied	(-2)	143 8%	23 13%	2 2%	17 6%	5 8%	22 13%	23 8%	18 8%	9 6%	5 4%
Fairly Dissatisfied	(-1)	371 20%	33 19%	27 22%	67 23%	11 15%	32 19%	55 19%	53 23%	32 20%	27 21%
Neither Satisfied Nor Dissatisfied	(0)	409 22%	42 24%	29 24%	77 27%	21 29%	20 12%	44 15%	56 24%	47 30%	33 25%
Fairly Satisfied	(1)	679 37%	55 32%	42 34%	99 34%	22 31%	68 40%	140 48%	80 35%	62 39%	47 37%
Very Satisfied	(2)	237 13%	21 12%	22 18%	30 10%	13 18%	26 15%	31 11%	24 11%	10 6%	17 13%
NET: Satisfied		916 50%	77 44%	63 52%	129 45%	35 49%	94 56%	171 58%	104 45%	72 45%	64 50%
NET: Dissatisfied		515 28%	56 32%	29 24%	83 29%	16 22%	54 32%	78 27%	71 31%	41 26%	32 25%
Answered		1840	174	122	289	72	168	292	231	159	129
Mean Score		.3	.1	.4	.2	.4	.3	.3	.2	.2	.3
Standard error		.03	.11	.11	.08	.14	.11	.09	.10	.09	.10
Standard deviation		1.15	1.23	1.07	1.09	1.17	1.29	1.13	1.14	1.01	1.07

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 272 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Price of postage**

Base: All using RM (QV4=1) excluding Don't know

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		1994	306	347	479	1132	862	303	293	266
Effective base		755	152	193	282	621	248	104	79	104
Weighted Base		1840	369	456	812	1637	203	96	72	35
Very Dissatisfied	(-2)	143 8%	32 9%	34 7%	58 7%	125 8%	19 9%	9 10%	7 9%	2 7%
Fairly Dissatisfied	(-1)	371 20%	70 19%	92 20%	174 21%	336 21%	36 18%	15 16%	12 17%	8 24%
Neither Satisfied Nor Dissatisfied	(0)	409 22%	74 20%	118 26%	176 22%	368 22%	41 20%	15 15%	17 24%	9 26%
Fairly Satisfied	(1)	679 37%	137 37%	159 35%	319 39%	615 38%	64 32%	34 35%	25 35%	6 17%
Very Satisfied	(2)	237 13%	56 15%	53 12%	85 10%	194 12%	43 21%	23 24%	11 15%	9 27%
NET: Satisfied		916 50%	193 52%	212 46%	404 50%	809 49%	108 53%	56 59%	36 50%	15 44%
NET: Dissatisfied		515 28%	102 28%	126 28%	232 29%	461 28%	54 27%	25 26%	19 26%	11 30%
Answered		1840	369	456	812	1637	203	96	72	35
Mean Score		.3	.3	.2	.2	.3	.4	.5	.3	.3
Standard error		.03	.07	.06	.05	.03	.04	.07	.07	.08
Standard deviation		1.15	1.19	1.12	1.12	1.14	1.25	1.29	1.20	1.30

Columns Tested: a,b,c,d,e,f,g,h

Table 272 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Price of postage

Base: All using RM (QV4=1) excluding Don't know

		Industry									
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
Significance Level: 95%		a	b	*c	d	e	f	g	h	i	
Unweighted Base	1994	91	153	16	169	204	466	82	96	884	
Effective base	755	35	45	6	51	87	186	27	27	350	
Weighted Base	1840	79	105	18	123	234	386	55	55	906	
Very Dissatisfied	(-2)	143 8%	2 3%	14 13%	* 1%	14 11%	13 6%	30 8%	11 19%	7 13%	66 7%
Fairly Dissatisfied	(-1)	371 20%	3 4%	12 11%	5 24%	16 13%	31 13%	90 23%	12 21%	13 23%	207 23%
Neither Satisfied Nor Dissatisfied	(0)	409 22%	19 24%	18 17%	3 18%	21 17%	71 30%	82 21%	13 24%	9 16%	193 21%
Fairly Satisfied	(1)	679 37%	36 45%	52 49%	6 35%	58 47%	86 37%	137 35%	10 19%	16 30%	335 37%
Very Satisfied	(2)	237 13%	g 19 24%	g 10 10%	g 4 22%	14 12%	32 14%	48 12%	9 16%	11 19%	104 11%
NET: Satisfied		916 50%	i 55 69%	62 59%	10 56%	72 59%	118 51%	185 48%	19 35%	27 49%	439 48%
NET: Dissatisfied		515 28%	fgi 5 7%	25 24%	5 25%	30 24%	44 19%	119 31%	22 41%	20 36%	273 30%
Answered	1840	79	105	18	123	234	386	55	55	906	
Mean Score	.3	.8	.3	.5	.3	.4	.2	-.1	.2	.2	
Standard error	.03	bdefghi .10	.10	.28	.09	.07	.05	.15	.14	.04	
Standard deviation	1.15	.93	1.20	1.14	1.19	1.06	1.16	1.36	1.34	1.14	

Columns Tested: a,b,c,d,e,f,g,h,i

Table 272 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Price of postage

Base: All using RM (QV4=1) excluding Don't know

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1994	464	466	1064	1734	260	-	1661	333	1924	70
Effective base	755	172	186	402	643	115	-	677	84	728	27
Weighted Base	1840	437	386	1017	1516	324	-	1687	153	1777	63
Very Dissatisfied (-2)	143 8%	29 7%	30 8%	84 8%	103 7%	40 12%	- -%	135 8%	8 5%	137 8%	6 10%
Fairly Dissatisfied (-1)	371 20%	50 12%	90 23%	231 23%	305 20%	67 21%	- -%	352 21%	20 13%	367 21%	5 8%
Neither Satisfied Nor Dissatisfied (0)	409 22%	112 26%	82 21%	215 21%	335 22%	73 23%	- -%	361 21%	48 31%	388 22%	21 33%
Fairly Satisfied (1)	679 37%	180 41%	137 35%	363 36%	559 37%	121 37%	- -%	628 37%	52 34%	658 37%	21 33%
Very Satisfied (2)	237 13%	66 15%	48 12%	123 12%	214 14%	23 7%	- -%	211 12%	26 17%	227 13%	10 15%
NET: Satisfied	916 50%	246 56%	185 48%	486 48%	773 51%	143 44%	- -%	838 50%	78 51%	886 50%	31 49%
NET: Dissatisfied	515 28%	80 18%	119 31%	316 31%	408 27%	107 33%	- -%	487 29%	27 18%	503 28%	11 18%
Answered	1840	437	386	1017	1516	324	-	1687	153	1777	63
Mean Score	.3	.5	.2	.2	.3	.1	-	.3	.5	.3	.4
Standard error	.03	.05	.05	.04	.03	.07	-	.03	.06	.03	.14
Standard deviation	1.15	1.09	1.16	1.17	1.14	1.16	-	1.16	1.08	1.15	1.15

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 272 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Price of postage

Base: All using RM (QV4=1) excluding Don't know

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		1994	1165	405	407
Effective base		755	468	128	154
Weighted Base		1840	1172	284	367
Very Dissatisfied	(-2)	143 8%	89 8%	22 8%	26 7%
Fairly Dissatisfied	(-1)	371 20%	245 21%	35 12%	88 24%
Neither Satisfied Nor Dissatisfied	(0)	409 22%	272 23%	72 26%	59 16%
Fairly Satisfied	(1)	679 37%	420 36%	112 39%	146 40%
Very Satisfied	(2)	237 13%	146 12%	42 15%	49 13%
NET: Satisfied		916 50%	565 48%	154 54%	195 53%
NET: Dissatisfied		515 28%	334 29%	58 20%	114 31%
Answered		1840	1172	284	367
Mean Score		.3	.2	.4	.3
Standard error		.03	.03	.06	.06
Standard deviation		1.15	1.14	1.12	1.17

Columns Tested: a,b,c

Table 272 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Price of postage**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Annual postal spend											
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+	
		a	b	c	*d	e	*f	*g	*h	i	j	k	
Significance Level: 95%													
Unweighted Base	1994	1524	298	80	29	32	16	7	8	1822	172	92	
Effective base	755	628	90	20	7	8	3	1	1	716	39	19	
Weighted Base	1840	1559	188	45	10	20	11	1	5	1747	93	48	
Very Dissatisfied	(-2)	143	128	15	*	*	*	-	-	143	1	*	
		8%	8%	8%	*%	1%	*%	1%	-%	-%	8%	1%	1%
Fairly Dissatisfied	(-1)	371	323	35	9	*	*	-	-	5	358	14	5
		20%	21%	18%	19%	2%	*%	-%	-%	95%	20%	15%	11%
Neither Satisfied Nor Dissatisfied	(0)	409	364	37	6	*	2	*	*	401	8	2	
		22%	23%	20%	13%	2%	9%	*%	2%	3%	23%	9%	5%
			j							j			
Fairly Satisfied	(1)	679	552	77	21	6	12	11	*	*	629	50	30
		37%	35%	41%	45%	61%	61%	96%	3%	*%	36%	54%	62%
											ai	ai	ai
Very Satisfied	(2)	237	192	24	10	3	6	*	1	*	216	21	11
		13%	12%	13%	22%	33%	29%	3%	95%	2%	12%	22%	22%
NET: Satisfied		916	744	101	31	9	18	11	1	*	846	71	40
		50%	48%	54%	68%	95%	90%	99%	98%	2%	48%	76%	84%
							abi				abi	abi	abi
NET: Dissatisfied		515	451	50	9	*	*	*	-	5	501	14	5
		28%	29%	26%	19%	3%	*%	1%	-%	95%	29%	15%	11%
Answered	1840	1559	188	45	10	20	11	1	5	1747	93	48	
Mean Score	.3	.2	.3	.7	1.2	1.2	1.0	1.9	-.9	.2	.8	.9	
						abi					abi	abi	
Standard error	.03	.03	.07	.12	.14	.11	.09	-	.16	.03	.07	.09	
Standard deviation	1.15	1.15	1.15	1.04	.73	.63	.35	-	.46	1.15	.96	.87	

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 272 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Price of postage

Base: All using RM (QV4=1) excluding Don't know

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	1994	823	701	470	1768	1474	1826	1366	841	698	349	1024	100	124	78	100	51
Effective base	755	385	245	129	657	545	689	528	325	229	158	418	26	34	18	22	13
Weighted Base	1840	997	562	281	1624	1326	1691	1276	825	555	390	1047	56	82	39	47	30
Very Dissatisfied (-2)	143 8%	69 7%	59 10%	15 6%	130 8%	100 8%	135 8%	104 8%	59 7%	39 7%	29 7%	88 8%	2 3%	7 8%	1 3%	5 11%	4 14%
Fairly Dissatisfied (-1)	371 20%	234 23%	89 16%	48 17%	336 21%	260 20%	350 21%	229 18%	134 16%	82 15%	92 24%	212 20%	14 25%	16 19%	3 9%	7 14%	6 21%
Neither Satisfied Nor Dissatisfied (0)	409 22%	249 25%	115 20%	45 16%	371 23%	299 23%	381 23%	259 20%	165 20%	87 16%	88 23%	238 23%	20 35%	15 19%	6 15%	8 16%	7 24%
Fairly Satisfied (1)	679 37%	334 33%	219 39%	127 45%	601 37%	497 37%	627 37%	507 40%	331 40%	245 44%	150 38%	393 38%	16 28%	31 38%	15 37%	15 33%	8 27%
Very Satisfied (2)	237 13%	112 11%	80 14%	45 16%	185 11%	170 13%	198 12%	176 14%	136 16%	101 18%	32 8%	117 11%	5 9%	13 16%	14 37%	12 26%	4 15%
NET: Satisfied	916 50%	445 45%	299 53%	172 61%	786 48%	667 50%	824 49%	684 54%	467 57%	346 62%	182 47%	509 49%	21 37%	44 54%	29 74%	28 58%	12 42%
NET: Dissatisfied	515 28%	303 30%	148 26%	64 23%	466 29%	361 27%	485 29%	333 26%	193 23%	121 22%	120 31%	300 29%	15 28%	23 28%	5 12%	12 25%	10 34%
Answered	1840	997	562	281	1624	1326	1691	1276	825	555	390	1047	56	82	39	47	30
Mean Score	.3	.2	.3	.5	.2	.3	.2	.3	.4	.5	.2	.2	.2	.3	1.0	.5	.1
Standard error	.03	.04	.05	.05	.03	.03	.03	.03	.04	.04	.06	.04	.10	.11	.12	.13	.18
Standard deviation	1.15	1.12	1.20	1.12	1.14	1.14	1.14	1.16	1.15	1.16	1.10	1.14	1.00	1.21	1.07	1.32	1.29

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 272 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Price of postage

Base: All using RM (QV4=1) excluding Don't know

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	1994	1286	152	105	90	50	61	24	989	201	108	68	49	37	22
Effective base	755	544	41	30	18	11	11	5	414	57	29	24	11	15	7
Weighted Base	1840	1361	95	70	40	20	26	12	1017	156	51	37	34	16	15
Very Dissatisfied (-2)	143 8%	103 8%	16 17%	2 3%	2 5%	1 5%	2 6%	4 32%	80 8%	11 7%	2 4%	3 9%	* *%	4 23%	* 1%
Fairly Dissatisfied (-1)	371 20%	306 22%	10 11%	5 8%	5 13%	8 39%	1 5%	1 5%	209 21%	23 14%	10 19%	6 17%	5 15%	3 18%	5 33%
Neither Satisfied Nor Dissatisfied (0)	409 22%	318 23%	20 21%	10 15%	12 31%	1 5%	7 27%	3 22%	231 23%	39 25%	13 25%	6 16%	3 9%	2 12%	5 30%
Fairly Satisfied (1)	679 37%	492 36%	37 39%	37 53%	15 38%	7 35%	10 37%	4 31%	391 38%	55 36%	19 37%	11 29%	16 46%	4 24%	1 8%
Very Satisfied (2)	237 13%	143 10%	11 12%	15 22%	5 14%	3 16%	6 24%	1 10%	106 10%	27 18%	8 16%	11 29%	10 30%	3 22%	4 28%
NET: Satisfied	916 50%	634 47%	48 51%	52 75%	21 51%	10 51%	16 62%	5 41%	497 49%	83 53%	27 53%	21 58%	26 76%	7 46%	6 36%
NET: Dissatisfied	515 28%	409 30%	27 28%	7 11%	7 18%	9 44%	3 12%	4 37%	289 28%	33 21%	12 23%	10 26%	5 15%	6 41%	5 34%
Answered	1840	1361	95	70	40	20	26	12	1017	156	51	37	34	16	15
Mean Score	.3	.2	.2	.8	.4	.2	.7	-.2	.2	.4	.4	.5	.9	*	.3
Standard error	.03	.03	.10	.09	.11	.18	.14	.30	.04	.08	.11	.16	.14	.25	.27
Standard deviation	1.15	1.13	1.29	.96	1.05	1.28	1.11	1.48	1.13	1.15	1.10	1.33	1.00	1.54	1.26

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 272 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Price of postage

Base: All using RM (QV4=1) excluding Don't know

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1994	897	156	114	69	46	44	40	731	363	415	221	92
Effective base	755	386	53	33	24	13	10	14	330	142	144	50	25
Weighted Base	1840	931	138	84	35	26	27	35	868	328	323	106	64
Very Dissatisfied (-2)	143 8%	78 8%	17 12%	3 3%	1 3%	1 3%	* 1%	4 11%	70 8%	31 10%	25 8%	6 6%	3 5%
Fairly Dissatisfied (-1)	371 20%	185 20%	29 21%	7 8%	5 14%	2 7%	1 3%	* 1%	211 24%	57 17%	47 15%	21 20%	13 21%
Neither Satisfied Nor Dissatisfied (0)	409 22%	197 21%	19 14%	25 30%	11 31%	2 10%	* 2%	4 12%	207 24%	78 24%	70 22%	14 13%	12 19%
Fairly Satisfied (1)	679 37%	371 40%	52 38%	20 23%	14 40%	11 43%	22 81%	17 47%	302 35%	118 36%	136 42%	51 48%	20 31%
Very Satisfied (2)	237 13%	99 11%	20 15%	29 35%	4 12%	10 38%	4 13%	10 28%	79 9%	44 13%	45 14%	14 13%	15 24%
NET: Satisfied	916 50%	471 51%	72 53%	49 58%	18 52%	21 80%	26 94%	27 76%	381 44%	162 50%	181 56%	65 61%	35 55%
NET: Dissatisfied	515 28%	264 28%	46 33%	9 11%	6 17%	3 10%	1 4%	4 12%	280 32%	88 27%	72 22%	27 26%	17 26%
Answered	1840	931	138	84	35	26	27	35	868	328	323	106	64
Mean Score	.3	.2	.2	.8	.4	1.0	1.0	.8	.1	.3	.4	.4	.5
Standard error	.03	.04	.10	.10	.12	.15	.09	.19	.04	.06	.06	.08	.13
Standard deviation	1.15	1.14	1.28	1.11	.99	1.05	.61	1.20	1.12	1.18	1.13	1.13	1.21

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 272 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Price of postage

Base: All using RM (QV4=1) excluding Don't know

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1994	811	337	358	187	70	655	276	310	157	64
Effective base	755	360	128	118	36	18	294	97	95	40	18
Weighted Base	1840	944	293	259	80	46	761	225	201	86	47
Very Dissatisfied (-2)	143 8%	73 8%	28 10%	23 9%	4 5%	1 3%	64 8%	18 8%	13 6%	3 4%	2 4%
Fairly Dissatisfied (-1)	371 20%	214 23%	65 22%	37 14%	12 15%	7 16%	157 21%	35 16%	36 18%	18 21%	13 27%
Neither Satisfied Nor Dissatisfied (0)	409 22%	233 25%	70 24%	47 18%	10 12%	10 22%	194 26%	35 15%	42 21%	14 16%	11 23%
Fairly Satisfied (1)	679 37%	325 34%	105 36%	113 44%	38 48%	19 42%	269 35%	97 43%	78 39%	44 51%	9 19%
Very Satisfied (2)	237 13%	97 10%	26 9%	38 15%	16 20%	8 17%	76 10%	39 18%	32 16%	8 9%	13 27%
NET: Satisfied	916 50%	423 45%	131 45%	151 58%	54 68%	27 59%	345 45%	137 61%	110 55%	51 60%	21 46%
NET: Dissatisfied	515 28%	288 30%	93 32%	60 23%	16 20%	9 19%	221 29%	54 24%	49 24%	21 25%	15 31%
Answered	1840	944	293	259	80	46	761	225	201	86	47
Mean Score	.3	.2	.1	.4	.6	.5	.2	.5	.4	.4	.4
Standard error	.03	.04	.06	.06	.08	.13	.04	.07	.06	.08	.16
Standard deviation	1.15	1.13	1.14	1.17	1.11	1.05	1.13	1.19	1.14	1.04	1.27

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 272 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Price of postage

Base: All using RM (QV4=1) excluding Don't know

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1994	627	219	260	158	78	763	117	477	1827	167	1725	43
Effective base	755	279	75	94	50	22	304	36	184	690	66	643	14
Weighted Base	1840	700	181	212	114	48	718	84	466	1691	149	1583	41
Very Dissatisfied (-2)	143 8%	66 9%	18 10%	11 5%	5 4%	4 8%	69 10%	4 5%	31 7%	131 8%	12 8%	128 8%	2 4%
Fairly Dissatisfied (-1)	371 20%	132 19%	31 17%	31 15%	27 24%	7 14%	125 17%	7 8%	95 20%	345 20%	26 18%	334 21%	3 7%
Neither Satisfied Nor Dissatisfied (0)	409 22%	149 21%	28 16%	44 21%	22 19%	8 18%	125 17%	22 26%	106 23%	380 22%	29 19%	359 23%	12 30%
Fairly Satisfied (1)	679 37%	279 40%	72 40%	89 42%	42 36%	22 46%	267 37%	35 42%	205 44%	617 37%	62 42%	581 37%	20 49%
Very Satisfied (2)	237 13%	73 10%	33 18%	36 17%	19 16%	7 15%	132 18%	16 19%	29 6%	217 13%	20 13%	181 11%	4 10%
NET: Satisfied	916 50%	352 50%	104 58%	125 59%	60 53%	29 60%	399 56%	51 61%	233 50%	834 49%	82 55%	762 48%	24 59%
NET: Dissatisfied	515 28%	198 28%	48 27%	43 20%	32 28%	11 22%	193 27%	11 13%	126 27%	476 28%	38 26%	462 29%	4 11%
Answered	1840	700	181	212	114	48	718	84	466	1691	149	1583	41
Mean Score	.3	.2	.4	.5	.4	.4	.4	.6	.2	.3	.3	.2	.5
Standard error	.03	.05	.08	.07	.09	.13	.04	.10	.05	.03	.09	.03	.14
Standard deviation	1.15	1.15	1.24	1.10	1.14	1.16	1.24	1.05	1.05	1.15	1.16	1.14	.92

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 272 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Price of postage

Base: All using RM (QV4=1) excluding Don't know

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
Total base		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	
Unweighted Base	1994	1338	136	953	413	1730	38	1326	148	957	409	
Effective base	755	510	36	387	143	645	13	501	44	388	141	
Weighted Base	1840	1230	96	904	372	1589	35	1218	108	913	362	
Very Dissatisfied	(-2)	143 8%	97 8%	3 3%	75 8%	29 8%	130 8%	- -%	93 8%	7 7%	74 8%	31 8%
Fairly Dissatisfied	(-1)	371 20%	248 20%	12 12%	153 17%	76 20%	334 21%	3 8%	249 20%	12 11%	154 17%	75 21%
Neither Satisfied Nor Dissatisfied	(0)	409 22%	281 23%	17 18%	176 19%	83 22%	354 22%	17 49%	279 23%	20 19%	173 19%	87 24%
Fairly Satisfied	(1)	679 37%	452 37%	46 48%	363 40%	144 39%	587 37%	13 38%	445 37%	52 48%	370 41%	137 38%
Very Satisfied	(2)	237 13%	151 12%	18 19%	137 15%	40 11%	184 12%	2 5%	153 13%	17 16%	143 16%	34 9%
NET: Satisfied		916 50%	603 49%	64 67%	500 55%	183 49%	771 49%	15 43%	598 49%	69 64%	513 56%	170 47%
NET: Dissatisfied		515 28%	346 28%	15 15%	227 25%	105 28%	463 29%	3 8%	341 28%	19 18%	228 25%	105 29%
Answered		1840	1230	96	904	372	1589	35	1218	108	913	362
Mean Score		.3	.3	.7	.4	.2	.4	.3	.5	.4	.2	
Standard error		.03	.03	.09	.04	.06	.03	.12	.03	.09	.04	.06
Standard deviation		1.15	1.15	1.02	1.17	1.13	1.15	.72	1.14	1.10	1.17	1.12

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 272 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Price of postage

Base: All using RM (QV4=1) excluding Don't know

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1994	886	1404	260	1	818	1047	202	4	951	788	240	1
Effective base	755	314	536	93	1	293	390	74	3	363	313	91	1
Weighted Base	1840	784	1296	240	4	726	901	181	5	879	710	208	2
Very Dissatisfied (-2)	143 8%	62 8%	114 9%	22 9%	- -%	48 7%	71 8%	10 5%	- -%	64 7%	63 9%	11 5%	- -%
Fairly Dissatisfied (-1)	371 20%	137 17%	263 20%	64 27%	4 100%	138 19%	172 19%	56 31% ab	1 12%	165 19%	131 19%	53 25%	- -%
Neither Satisfied Nor Dissatisfied (0)	409 22%	168 21%	306 24%	42 18%	- -%	138 19%	204 23% c	20 11%	- -%	164 19%	131 18%	33 16%	2 100%
Fairly Satisfied (1)	679 37%	318 41%	490 38%	94 39%	- -%	289 40%	357 40%	75 41%	2 48%	350 40%	301 42%	87 42%	- -%
Very Satisfied (2)	237 13%	100 13%	123 10%	18 7%	- -%	112 15%	97 11%	21 12%	2 40%	136 15%	83 12%	24 11%	- -%
NET: Satisfied	916 50%	418 53%	614 47%	112 47%	- -%	401 55%	453 50%	96 53%	4 88%	486 55%	384 54%	111 53%	- -%
NET: Dissatisfied	515 28%	199 25%	377 29%	86 36% a	4 100%	186 26%	243 27%	65 36%	1 12%	229 26%	194 27%	64 31%	- -%
Answered	1840	784	1296	240	4	726	901	181	5	879	710	208	2
Mean Score	.3	.3	.2	.1	-1.0	.4	.3	.2	1.2	.4	.3	.3	-
Standard error	.03	.04	.03	.07	-	.04	.03	.08	.52	.04	.04	.07	-
Standard deviation	1.15	1.14	1.13	1.15	-	1.15	1.13	1.16	1.04	1.16	1.16	1.13	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 272 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Price of postage

Base: All using RM (QV4=1) excluding Don't know

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1994	1669	1301	962	1343	1062	55	600	479	458	124	75
Effective base	755	622	481	382	491	419	14	266	197	183	59	38
Weighted Base	1840	1544	1172	909	1207	1041	34	633	496	447	133	87
Very Dissatisfied (-2)	143 8%	123 8%	88 8%	71 8%	84 7%	93 9%	1 4%	51 8%	25 5%	29 6%	11 9%	10 12%
Fairly Dissatisfied (-1)	371 20%	334 22%	236 20%	170 19%	221 18%	242 23%	1 2%	128 20%	112 23%	92 21%	38 29%	34 39%
Neither Satisfied Nor Dissatisfied (0)	409 22%	349 23%	264 23%	177 20%	265 22%	244 23%	1 4%	115 18%	93 19%	80 18%	17 13%	9 10%
Fairly Satisfied (1)	679 37%	562 36%	443 38%	365 40%	477 40%	359 35%	25 75%	263 42%	199 40%	173 39%	48 36%	26 30%
Very Satisfied (2)	237 13%	175 11%	141 12%	126 14%	160 13%	102 10%	6 16%	76 12%	66 13%	74 17%	18 13%	8 9%
NET: Satisfied	916 50%	738 48%	584 50%	491 54%	637 53%	461 44%	31 91%	339 54%	265 53%	247 55%	66 50%	34 39%
NET: Dissatisfied	515 28%	457 30%	324 28%	241 26%	305 25%	335 32%	2 5%	179 28%	138 28%	120 27%	49 37%	44 51%
Answered	1840	1544	1172	909	1207	1041	34	633	496	447	133	87
Mean Score	.3	.2	.3	.3	.3	.1	1.0	.3	.3	.4	.2	-.1
Standard error	.03	.03	.03	.04	.03	.04	.11	.05	.05	.05	.11	.14
Standard deviation	1.15	1.14	1.14	1.16	1.13	1.15	.79	1.16	1.12	1.17	1.23	1.23

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 272 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Price of postage

Base: All using RM (QV4=1) excluding Don't know

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Total base		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1994	199	130	97	50	1743	1213	1818	1255	1165	826	1653	219	-	1614	117
Effective base	755	79	46	39	20	647	412	676	437	394	311	620	82	-	598	54
Weighted Base	1840	195	114	92	47	1547	948	1622	1020	898	755	1498	188	-	1401	136
Very Dissatisfied (-2)	143 8%	26 13%	2 2%	16 17%	2 5%	126 8%	93 10%	127 8%	104 10%	96 11%	58 8%	123 8%	17 9%	- -%	70 5%	45 33%
		b		b											a	
Fairly Dissatisfied (-1)	371 20%	47 24%	16 14%	32 34%	8 17%	309 20%	183 19%	325 20%	205 20%	175 19%	142 19%	312 21%	49 26%	- -%	239 17%	36 26%
				b												
Neither Satisfied Nor Dissatisfied (0)	409 22%	32 16%	21 19%	11 12%	7 14%	345 22%	206 22%	358 22%	204 20%	189 21%	136 18%	326 22%	33 18%	- -%	285 20%	20 15%
Fairly Satisfied (1)	679 37%	62 32%	50 44%	18 20%	23 48%	564 36%	332 35%	595 37%	351 34%	340 38%	312 41%	552 37%	70 37%	- -%	584 42%	31 23%
			c	c											b	
Very Satisfied (2)	237 13%	28 14%	25 22%	15 16%	8 17%	203 13%	134 14%	217 13%	156 15%	97 11%	107 14%	184 12%	19 10%	- -%	224 16%	3 3%
															b	
NET: Satisfied	916 50%	90 46%	75 66%	34 36%	30 64%	767 50%	466 49%	812 50%	507 50%	438 49%	418 55%	737 49%	89 47%	- -%	807 58%	34 25%
			ac	c											b	
NET: Dissatisfied	515 28%	73 37%	18 16%	48 51%	10 22%	435 28%	276 29%	453 28%	310 30%	271 30%	200 27%	436 29%	65 35%	- -%	309 22%	81 60%
			b	bd											a	
Answered	1840	195	114	92	47	1547	948	1622	1020	898	755	1498	188	-	1401	136
Mean Score	.3	.1	.7	-.2	.5	.3	.2	.3	.2	.2	.4	.2	.1	-	.5	-.7
			ac												b	
Standard error	.03	.09	.09	.14	.16	.03	.03	.03	.03	.03	.04	.03	.08	-	.03	.11
Standard deviation	1.15	1.29	1.01	1.37	1.12	1.16	1.20	1.16	1.23	1.18	1.16	1.16	1.18	-	1.10	1.23

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 272 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Price of postage

Base: All using RM (QV4=1) excluding Don't know

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1994	765	1229	529	24	264	370	249	1297	419	311	349	1280
Effective base	755	308	447	197	13	96	146	91	503	153	104	137	496
Weighted Base	1840	755	1085	489	36	232	371	224	1249	347	242	343	1210
Very Dissatisfied (-2)	143 8%	96 13%	47 4%	29 6%	3 10%	13 6%	27 7%	23 10%	63 5%	57 16%	28 12%	36 10%	77 6%
Fairly Dissatisfied (-1)	371 20%	194 26%	177 16%	93 19%	20 55%	51 22%	81 22%	35 16%	238 19%	97 28%	53 22%	68 20%	244 20%
Neither Satisfied Nor Dissatisfied (0)	409 22%	145 19%	263 24%	98 20%	6 17%	42 18%	79 21%	24 11%	296 24%	80 23%	28 12%	59 17%	306 25%
Fairly Satisfied (1)	679 37%	244 32%	436 40%	210 43%	3 7%	101 43%	142 38%	90 40%	483 39%	98 28%	91 37%	148 43%	423 35%
Very Satisfied (2)	237 13%	75 10%	162 15%	58 12%	4 11%	25 11%	41 11%	51 23%	168 13%	16 5%	42 17%	32 9%	161 13%
NET: Satisfied	916 50%	319 42%	597 55%	268 55%	7 19%	126 54%	183 49%	142 63%	651 52%	114 33%	132 55%	181 53%	583 48%
NET: Dissatisfied	515 28%	291 39%	224 21%	122 25%	23 65%	64 28%	108 29%	58 26%	301 24%	154 44%	82 34%	104 30%	321 27%
Answered	1840	755	1085	489	36	232	371	224	1249	347	242	343	1210
Mean Score	.3	.5	.5	.4	-.4	.3	.2	.5	.4	-.2	.3	.2	.3
Standard error	.03	.04	.03	.05	.23	.07	.06	.08	.03	.06	.07	.06	.03
Standard deviation	1.15	1.22	1.06	1.10	1.14	1.10	1.13	1.28	1.09	1.16	1.30	1.18	1.12

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 272 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Price of postage**

Base: All using RM (QV4=1) excluding Don't know

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		1994	1042	952
Effective base		755	323	432
Weighted Base		1840	795	1045
Very Dissatisfied	(-2)	143 8%	78 10%	65 6%
Fairly Dissatisfied	(-1)	371 20%	179 23%	192 18%
Neither Satisfied Nor Dissatisfied	(0)	409 22%	164 21%	245 23%
Fairly Satisfied	(1)	679 37%	276 35%	404 39%
Very Satisfied	(2)	237 13%	98 12%	139 13%
NET: Satisfied		916 50%	374 47%	543 52%
NET: Dissatisfied		515 28%	257 32%	258 25%
			b	
Answered		1840	795	1045
Mean Score		.3	.2	.3
Standard error		.03	.04	.04
Standard deviation		1.15	1.20	1.11

Columns Tested: a,b

Table 272 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Price of postage

Base: All using RM (QV4=1) excluding Don't know

		Month												
		Total base	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base		1994	116	235	184	174	207	111	118	210	135	161	120	223
Effective base		755	35	111	110	56	141	64	16	83	55	34	42	81
Weighted Base		1840	49	194	214	58	299	101	32	288	144	84	114	261
Very Dissatisfied	(-2)	143 8%	1 3%	16 8%	17 8%	2 3%	22 7%	8 8%	1 2%	25 9%	9 6%	3 4%	18 16% ad	20 8%
Fairly Dissatisfied	(-1)	371 20%	7 14%	37 19%	57 26% f	10 18%	66 22% f	9 9%	7 22%	54 19%	33 23%	29 34% fl	21 19%	42 16%
Neither Satisfied Nor Dissatisfied	(0)	409 22%	12 24%	39 20%	52 24%	16 28%	58 19%	40 39% bceghijl	4 12%	69 24%	32 22%	17 20%	26 23%	43 17%
Fairly Satisfied	(1)	679 37%	18 37%	83 43% cf	61 28%	19 33%	122 41% cf	26 26%	14 43%	110 38%	46 32%	30 36%	31 28%	119 46% cf
Very Satisfied	(2)	237 13%	11 22% j	19 10%	28 13%	11 19%	32 11%	18 17%	7 22%	29 10%	24 17%	5 6%	16 14%	37 14%
NET: Satisfied		916 50%	29 59%	102 52%	89 42%	30 51%	154 51%	43 43%	21 65%	139 48%	70 49%	36 42%	48 42%	156 60% cf
NET: Dissatisfied		515 28%	8 17%	53 27%	74 34% af	12 21%	88 29%	18 18%	8 24%	79 27%	42 29%	32 38% f	39 35%	62 24%
Answered		1840	49	194	214	58	299	101	32	288	144	84	114	261
Mean Score		.3	.6 cjk	.3	.1	.5	.3	.3	.6	.2	.3	.1	.1	.4
Standard error		.03	.10	.07	.09	.08	.08	.11	.10	.08	.10	.08	.12	.08
Standard deviation		1.15	1.07	1.13	1.18	1.08	1.14	1.13	1.12	1.13	1.18	1.05	1.30	1.15

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 272 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Price of postage

Base: All using RM (QV4=1) excluding Don't know

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1994	535	492	463	504	1027	967
Effective base	755	253	245	149	156	498	305
Weighted Base	1840	458	458	464	459	916	923
Very Dissatisfied	(-2) 143 8%	34 7%	32 7%	35 8%	42 9%	67 7%	77 8%
Fairly Dissatisfied	(-1) 371 20%	101 22%	85 19%	94 20%	92 20%	186 20%	185 20%
Neither Satisfied Nor Dissatisfied	(0) 409 22%	103 22%	114 25%	105 23%	87 19%	217 24%	192 21%
Fairly Satisfied	(1) 679 37%	162 35%	166 36%	170 37%	181 39%	329 36%	351 38%
Very Satisfied	(2) 237 13%	58 13%	60 13%	60 13%	58 13%	118 13%	119 13%
NET: Satisfied	916 50%	220 48%	227 49%	230 50%	239 52%	447 49%	469 51%
NET: Dissatisfied	515 28%	135 29%	118 26%	129 28%	133 29%	253 28%	262 28%
Answered	1840	458	458	464	459	916	923
Mean Score	.3	.2	.3	.3	.3	.3	.3
Standard error	.03	.05	.05	.05	.05	.04	.04
Standard deviation	1.15	1.15	1.13	1.15	1.18	1.14	1.16

Columns Tested:: a,b,c,d - a,b

Table 273

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2013	474	1539	1416	328	76	193	597
Effective base	759	111	655	701	137	33	82	178
Weighted Base	1851	206	1645	1771	68	7	5	80
Very Dissatisfied (-2)	21 1%	1 1%	19 1%	20 1%	1 1%	* 1%	- -	1 1%
Fairly Dissatisfied (-1)	77 4%	3 1%	74 5%	76 4%	1 2%	* 1%	* 5%	2 2%
Neither Satisfied Nor Dissatisfied (0)	262 14%	22 11%	240 15%	255 14%	7 10%	1 11%	* 4%	8 10%
Fairly Satisfied (1)	840 45%	55 27%	785 48% a	803 45%	31 45%	4 60%	2 43%	37 46%
Very Satisfied (2)	651 35%	125 61% b	526 32%	618 35%	29 42%	2 28%	2 49% ac	33 41%
NET: Satisfied	1491 81%	179 87%	1311 80%	1421 80%	59 87%	6 88%	4 92% a	70 87% a
NET: Dissatisfied	98 5%	4 2%	94 6%	95 5%	2 3%	* 1%	* 5%	2 3%
Answered	1851	206	1645	1771	68	7	5	80
Mean Score	1.1	1.5 b	1.0	1.1	1.3 a	1.2	1.4 a	1.2 a
Standard error	.02	.04	.02	.02	.04	.08	.06	.03
Standard deviation	.87	.79	.87	.87	.80	.72	.87	.79

Columns Tested.: a,b - a,b,c,d,e

Table 273 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2013	618	591	207	200	204	193	1416	328	269
Effective base		759	357	279	82	91	78	82	701	137	75
Weighted Base		1851	989	656	125	50	26	5	1771	68	12
Very Dissatisfied	(-2)	21 1%	14 1%	5 1%	- -%	* *%	1 3%	- -%	20 1%	1 1%	* *%
Fairly Dissatisfied	(-1)	77 4%	36 4%	35 5%	4 3%	1 2%	* 1%	* 5%	76 4%	1 2%	* 2%
Neither Satisfied Nor Dissatisfied	(0)	262 14%	134 14%	105 16%	16 13%	5 10%	2 9%	* 4%	255 14%	7 10%	1 8%
Fairly Satisfied	(1)	840 45%	439 44%	312 48%	52 42%	22 44%	13 52%	2 43%	803 45%	31 45%	6 53%
Very Satisfied	(2)	651 35%	366 37%	199 30%	53 43%	22 43%	9 35%	2 49%	618 35%	29 42%	4 36%
NET: Satisfied		1491 81%	804 81%	511 78%	106 84%	43 87%	22 87%	4 92%	1421 80%	59 87%	11 90%
NET: Dissatisfied		98 5%	51 5%	41 6%	4 3%	1 2%	1 4%	* 5%	95 5%	2 3%	* 3%
Answered		1851	989	656	125	50	26	5	1771	68	12
Mean Score		1.1	1.1	1.0	1.2	1.3	1.2	1.4	1.1	1.3	1.2
Standard error		.02	.04	.04	.05	.05	.06	.06	.02	.04	.05
Standard deviation		.87	.88	.87	.78	.76	.85	.87	.87	.80	.75

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 273 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Items being delivered intact/undamaged**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2013	874	542	328	76	193	743	325	116	79	209
Effective base	759	520	239	137	33	82	422	137	36	27	35
Weighted Base	1851	1450	320	68	7	5	1168	252	64	32	53
Very Dissatisfied	(-2)	21	19	*	1	*	14	2	-	-	*
		1%	1%	%	1%	1%	1%	1%	-%	-%	%
Fairly Dissatisfied	(-1)	77	58	18	1	*	52	7	1	1	4
		4%	4%	6%	2%	1%	4%	3%	1%	4%	7%
Neither Satisfied Nor Dissatisfied	(0)	262	213	42	7	1	168	38	9	5	2
		14%	15%	13%	10%	11%	14%	15%	14%	16%	4%
		e	e								
Fairly Satisfied	(1)	840	670	133	31	4	564	108	25	13	28
		45%	46%	41%	45%	60%	48%	43%	39%	40%	53%
					b						
Very Satisfied	(2)	651	491	127	29	2	371	98	30	13	19
		35%	34%	40%	42%	28%	32%	39%	46%	39%	35%
					ad						
NET: Satisfied		1491	1161	260	59	6	935	206	54	25	47
		81%	80%	81%	87%	88%	80%	82%	85%	79%	88%
					ab						
NET: Dissatisfied		98	77	18	2	*	65	9	1	1	4
		5%	5%	6%	3%	1%	6%	4%	1%	4%	7%
Answered		1851	1450	320	68	7	1168	252	64	32	53
Mean Score		1.1	1.1	1.2	1.3	1.2	1.1	1.2	1.3	1.1	1.2
					a						
Standard error		.02	.03	.04	.04	.08	.03	.05	.07	.10	.06
Standard deviation		.87	.87	.86	.80	.72	.86	.83	.74	.85	.83
					a						
					a						

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 273 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Items being delivered intact/undamaged**

Base: All using RM (QV4=1) excluding Don't know

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2013	135	95	192	67	128	161	129	116	111
Effective base		759	77	53	107	32	66	100	77	63	54
Weighted Base		1851	175	122	294	72	167	295	230	156	128
Very Dissatisfied	(-2)	21 1%	2 1%	- -%	- -%	- -%	4 2%	2 1%	- -%	12 7%	- -%
										bcfgi	
Fairly Dissatisfied	(-1)	77 4%	9 5%	4 3%	4 2%	5 7%	10 6%	10 3%	21 9%	4 3%	6 4%
									c		
Neither Satisfied Nor Dissatisfied	(0)	262 14%	32 18%	8 7%	45 15%	6 9%	14 8%	43 15%	32 14%	32 21%	24 19%
										be	
Fairly Satisfied	(1)	840 45%	69 39%	60 49%	150 51%	36 51%	84 50%	154 52%	101 44%	68 44%	54 42%
Very Satisfied	(2)	651 35%	63 36%	51 42%	94 32%	23 33%	55 33%	85 29%	76 33%	40 26%	45 35%
NET: Satisfied		1491 81%	132 75%	110 90%	244 83%	60 84%	139 83%	240 81%	177 77%	108 69%	99 77%
				agh	h						
NET: Dissatisfied		98 5%	11 6%	4 3%	4 2%	5 7%	14 8%	13 4%	21 9%	16 10%	6 4%
							c		c	c	
Answered		1851	175	122	294	72	167	295	230	156	128
Mean Score		1.1	1.0	1.3	1.1	1.1	1.1	1.1	1.0	.8	1.1
				h	h						
Standard error		.02	.08	.07	.05	.10	.08	.06	.08	.10	.08
Standard deviation		.87	.93	.72	.72	.84	.93	.80	.91	1.09	.85

Columns Tested: a,b,c,d,e,f,g,h,i

Table 273 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		a	b	c	d	e	f	g	h	
Total base										
Significance Level: 95%										
Unweighted Base		2013	306	346	482	1134	879	310	296	273
Effective base		759	151	193	284	623	230	91	80	107
Weighted Base		1851	367	453	819	1639	211	103	72	36
Very Dissatisfied	(-2)	21 1%	4 1%	14 3%	2 *	20 1%	* *%	* *%	* *%	* 1%
Fairly Dissatisfied	(-1)	77 4%	21 6%	16 4%	35 4%	73 4%	5 2%	1 1%	3 5%	* 1%
Neither Satisfied Nor Dissatisfied	(0)	262 14%	45 12%	72 16%	120 15%	237 14%	25 12%	14 13%	6 8%	5 14%
Fairly Satisfied	(1)	840 45%	175 48%	196 43%	405 49%	776 47%	64 30%	28 27%	25 34%	11 31%
Very Satisfied	(2)	651 35%	123 34%	154 34%	256 31%	533 33%	118 56%	61 59%	38 53%	19 52%
NET: Satisfied		1491 81%	298 81%	350 77%	661 81%	1309 80%	182 86%	89 86%	63 87%	30 84%
NET: Dissatisfied		98 5%	25 7%	30 7%	38 5%	93 6%	5 2%	1 1%	3 5%	1 2%
Answered		1851	367	453	819	1639	211	103	72	36
Mean Score		1.1	1.1	1.0	1.1	1.1	1.4 abcd	1.4 abcd	1.4 abcd	1.3 abcd
Standard error		.02	.05	.05	.04	.03	.03	.04	.05	.05
Standard deviation		.87	.88	.96	.81	.87	.79	.75	.83	.84

Columns Tested: a,b,c,d,e,f,g,h

Table 273 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2013	92	154	15	169	205	472	86	97	890
Effective base	759	35	45	6	51	88	187	27	27	352
Weighted Base	1851	79	105	15	120	237	387	60	56	910
Very Dissatisfied	(-2)	21	-	-	-	2	8	*	2	9
	1%	-%	-%	-%	-%	1%	2%	*%	4%	1%
Fairly Dissatisfied	(-1)	77	1	4	-	4	14	23	8	*
	4%	1%	4%	-%	4%	6%	6%	13%	*%	3%
Neither Satisfied Nor Dissatisfied	(0)	262	11	16	3	19	49	56	2	3
	14%	14%	15%	23%	16%	21%	14%	4%	5%	13%
Fairly Satisfied	(1)	840	38	39	5	45	115	164	23	30
	45%	47%	37%	37%	37%	48%	42%	39%	53%	47%
Very Satisfied	(2)	651	30	46	6	51	57	137	26	21
	35%	37%	43%	39%	43%	24%	35%	44%	38%	36%
NET: Satisfied		1491	67	85	11	96	172	301	49	51
	81%	85%	80%	77%	80%	73%	78%	83%	91%	83%
NET: Dissatisfied		98	1	4	-	4	16	30	8	2
	5%	1%	4%	-%	4%	7%	8%	14%	4%	4%
Answered		1851	79	105	15	120	237	387	60	56
Mean Score		1.1	1.2	1.2	1.2	1.2	.9	1.0	1.1	1.2
Standard error		.02	.08	.07	.21	.06	.04	.11	.09	.03
Standard deviation		.87	.73	.85	.80	.84	.86	.95	1.02	.86

Columns Tested: a,b,c,d,e,f,g,h,i

Table 273 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Items being delivered intact/undamaged**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2013	466	472	1075	1754	259	-	1674	339	1944	69
Effective base	759	172	187	405	647	115	-	678	87	733	26
Weighted Base	1851	436	387	1027	1527	323	-	1693	158	1788	63
Very Dissatisfied (-2)	21 1%	2 *%	8 2%	11 1%	14 1%	7 2%	- -%	20 1%	* *%	20 1%	* 1%
Fairly Dissatisfied (-1)	77 4%	20 5%	23 6%	35 3%	72 5%	5 2%	- -%	61 4%	16 10% a	74 4%	3 5%
Neither Satisfied Nor Dissatisfied (0)	262 14%	80 18%	56 14%	126 12%	205 13%	57 18%	- -%	242 14%	20 13%	253 14%	9 15%
Fairly Satisfied (1)	840 45%	197 45%	164 42%	479 47%	673 44%	167 52%	- -%	773 46%	67 42%	817 46%	23 37%
Very Satisfied (2)	651 35%	138 32%	137 35%	376 37%	563 37% b	88 27%	- -%	597 35%	54 34%	624 35%	27 43%
NET: Satisfied	1491 81%	335 77%	301 78%	855 83%	1236 81%	255 79%	- -%	1369 81%	121 77%	1441 81%	50 79%
NET: Dissatisfied	98 5%	21 5%	30 8%	46 4%	86 6%	12 4%	- -%	81 5%	16 10% a	94 5%	4 6%
Answered	1851	436	387	1027	1527	323	-	1693	158	1788	63
Mean Score	1.1	1.0	1.0	1.1	1.1	1.0	-	1.1	1.0	1.1	1.2
Standard error	.02	.04	.04	.03	.02	.05	-	.02	.05	.02	.11
Standard deviation	.87	.85	.95	.84	.87	.84	-	.86	.95	.87	.91

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 273 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		2013	1180	404	412
Effective base		759	471	127	157
Weighted Base		1851	1183	278	374
Very Dissatisfied	(-2)	21 1%	4 *%	* *%	12 3%
					ab
Fairly Dissatisfied	(-1)	77 4%	46 4%	16 6%	14 4%
Neither Satisfied Nor Dissatisfied	(0)	262 14%	176 15%	47 17%	34 9%
				c	
Fairly Satisfied	(1)	840 45%	562 48%	114 41%	161 43%
Very Satisfied	(2)	651 35%	394 33%	101 36%	153 41%
NET: Satisfied		1491 81%	956 81%	215 77%	314 84%
NET: Dissatisfied		98 5%	50 4%	16 6%	26 7%
Answered		1851	1183	278	374
Mean Score		1.1	1.1	1.1	1.1
Standard error		.02	.02	.04	.05
Standard deviation		.87	.81	.88	.96

Columns Tested: a,b,c

Table 273 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Items being delivered intact/undamaged**

Base: All using RM (QV4=1) excluding Don't know

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2013	1542	298	80	30	32	16	7	8	1840	173	93
Effective base	759	632	90	20	8	8	3	1	1	720	39	19
Weighted Base	1851	1569	188	45	11	20	11	1	5	1757	94	49
Very Dissatisfied	(-2)	21	15	5	*	*	-	-	-	20	*	*
	1%	1%	3%	*%	2%	-%	-%	-%	-%	1%	*%	*%
Fairly Dissatisfied	(-1)	77	57	10	5	1	*	4	-	67	10	5
	4%	4%	5%	12%	9%	*%	31%	-%	-%	4%	11%	9%
											ai	
Neither Satisfied Nor Dissatisfied	(0)	262	240	14	1	*	4	*	-	5	253	9
	14%	15%	7%	2%	1%	18%	*%	-%	89%	14%	10%	17%
			b									
Fairly Satisfied	(1)	840	741	78	15	1	3	1	*	819	21	5
	45%	47%	41%	34%	10%	14%	7%	3%	9%	47%	22%	11%
			djk	jk						djk		
Very Satisfied	(2)	651	515	82	24	9	14	7	1	*	597	54
	35%	33%	44%	52%	78%	68%	62%	97%	2%	34%	57%	62%
			a		ai	ai					ai	ai
NET: Satisfied	1491	1257	159	39	10	17	8	1	1	1416	74	35
	81%	80%	85%	86%	88%	82%	69%	100%	11%	81%	79%	73%
NET: Dissatisfied	98	73	15	6	1	*	4	-	-	87	10	5
	5%	5%	8%	12%	10%	*%	31%	-%	-%	5%	11%	10%
Answered	1851	1569	188	45	11	20	11	1	5	1757	94	49
Mean Score	1.1	1.1	1.2	1.3	1.5	1.5	1.0	2.0	.1	1.1	1.3	1.3
Standard error	.02	.02	.06	.11	.19	.14	.36	-	.15	.02	.08	.11
Standard deviation	.87	.84	.96	.99	1.05	.81	1.43	-	.42	.86	1.03	1.08

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 273 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2013	839	703	471	1769	1470	1825	1365	840	699	349	1021	99	125	80	100	51
Effective base	759	387	247	129	658	543	688	527	325	230	158	417	26	35	19	22	13
Weighted Base	1851	1004	565	281	1622	1320	1688	1271	823	554	390	1043	56	82	40	47	30
Very Dissatisfied (-2)	21 1%	9 1%	6 1%	5 2%	21 1%	16 1%	21 1%	20 2%	13 2%	13 2%	4 1%	8 1%	5 8%	* 1%	1 2%	2 5%	* %
Fairly Dissatisfied (-1)	77 4%	39 4%	18 3%	20 7%	63 4%	55 4%	64 4%	60 5%	44 5%	26 5%	9 2%	39 4%	6 12%	3 3%	2 5%	* %	4 15%
Neither Satisfied Nor Dissatisfied (0)	262 14%	142 14%	97 17%	23 8%	239 15%	198 15%	246 15%	189 15%	126 15%	91 16%	52 13%	168 16%	4 7%	12 15%	* %	7 14%	3 10%
Fairly Satisfied (1)	840 45%	461 46%	280 50%	98 35%	767 47%	613 46%	798 47%	581 46%	381 46%	236 43%	195 50%	497 48%	15 27%	41 50%	20 49%	15 32%	16 53%
Very Satisfied (2)	651 35%	352 35%	163 29%	136 48%	532 33%	438 33%	559 33%	422 33%	260 32%	187 34%	130 33%	331 32%	26 47%	26 31%	18 43%	23 49%	7 22%
NET: Satisfied	1491 81%	813 81%	443 78%	234 83%	1300 80%	1051 80%	1358 80%	1003 79%	641 78%	424 77%	325 83%	828 79%	41 73%	67 81%	37 92%	38 81%	22 75%
NET: Dissatisfied	98 5%	48 5%	24 4%	25 9%	83 5%	71 5%	84 5%	79 6%	56 7%	39 7%	13 3%	47 4%	11 20%	3 4%	3 7%	2 5%	4 15%
Answered	1851	1004	565	281	1622	1320	1688	1271	823	554	390	1043	56	82	40	47	30
Mean Score	1.1	1.1	1.0	1.2	1.1	1.1	1.1	1.0	1.0	1.0	1.1	1.1	.9	1.1	1.3	1.2	.8
Standard error	.02	.03	.03	.05	.02	.02	.02	.02	.03	.04	.04	.03	.13	.07	.10	.10	.14
Standard deviation	.87	.85	.83	.99	.86	.87	.86	.90	.91	.95	.80	.83	1.33	.80	.88	1.02	.97

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 273 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	2013	1284	152	105	92	51	61	24	986	199	108	69	49	37	22
Effective base	759	542	41	30	18	12	11	5	412	56	29	25	11	15	7
Weighted Base	1851	1356	96	70	41	21	26	12	1015	151	51	37	34	16	15
Very Dissatisfied (-2)	21 1%	14 1%	5 5%	- -%	* 1%	1 4%	- -%	* 1%	9 1%	5 3%	* *%	- -%	- -%	2 14%	* 1%
Fairly Dissatisfied (-1)	77 4%	43 3%	12 13%	1 2%	2 4%	1 5%	* *%	4 30%	33 3%	14 9%	5 9%	2 5%	1 4%	* *%	1 4%
Neither Satisfied Nor Dissatisfied (0)	262 14%	214 16%	8 8%	6 9%	5 13%	* 1%	5 20%	1 7%	166 16%	22 15%	4 8%	1 2%	* *%	1 9%	3 20%
Fairly Satisfied (1)	840 45%	646 48%	42 44%	35 51%	15 38%	12 57%	10 37%	7 55%	488 48%	62 41%	20 39%	16 43%	14 41%	6 41%	7 47%
Very Satisfied (2)	651 35%	439 32%	30 31%	27 39%	18 44%	7 32%	11 43%	1 7%	319 31%	48 32%	23 44%	19 50%	19 55%	6 37%	4 28%
NET: Satisfied	1491 81%	1085 80%	72 75%	62 89%	33 81%	19 90%	21 80%	7 62%	807 80%	111 73%	43 83%	34 93%	33 96%	12 77%	11 75%
NET: Dissatisfied	98 5%	57 4%	17 18%	1 2%	2 6%	2 9%	* *%	4 31%	42 4%	19 12%	5 10%	2 5%	1 4%	2 14%	1 5%
Answered	1851	1356	96	70	41	21	26	12	1015	151	51	37	34	16	15
Mean Score	1.1	1.1	.8	1.3	1.2	1.1	1.2	.4	1.1	.9	1.2	1.4	1.5	.9	1.0
Standard error	.02	.02	.09	.07	.10	.14	.10	.21	.03	.07	.09	.09	.10	.22	.18
Standard deviation	.87	.84	1.15	.69	.91	.97	.78	1.05	.83	1.06	.94	.76	.69	1.35	.87

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 273 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2013	894	156	114	69	47	45	40	730	364	414	221	92
Effective base	759	384	53	32	24	14	10	14	330	142	144	50	25
Weighted Base	1851	928	138	80	35	26	28	35	868	325	323	106	64
Very Dissatisfied (-2)	21 1%	12 1%	5 3%	1 1%	* *%	- -%	- -%	2 6%	13 2%	5 1%	2 1%	* *%	* 1%
Fairly Dissatisfied (-1)	77 4%	36 4%	16 12%	1 1%	2 4%	- -%	5 16%	1 2%	32 4%	10 3%	9 3%	7 6%	6 10%
Neither Satisfied Nor Dissatisfied (0)	262 14%	150 16%	13 9%	17 22%	6 18%	1 5%	* *%	1 3%	139 16%	41 13%	46 14%	9 8%	10 16%
Fairly Satisfied (1)	840 45%	458 49%	61 44%	29 36%	11 31%	6 23%	4 13%	13 38%	405 47%	185 57%	141 44%	41 39%	25 40%
Very Satisfied (2)	651 35%	273 29%	43 31%	33 41%	16 46%	19 73%	20 71%	18 51%	278 32%	85 26%	124 38%	49 47%	21 34%
NET: Satisfied	1491 81%	731 79%	104 75%	61 76%	27 77%	25 95%	24 83%	31 88%	684 79%	270 83%	266 82%	91 85%	47 73%
NET: Dissatisfied	98 5%	48 5%	21 15%	2 2%	2 5%	- -%	5 16%	3 8%	45 5%	14 4%	12 4%	7 6%	7 11%
Answered	1851	928	138	80	35	26	28	35	868	325	323	106	64
Mean Score	1.1	1.0	.9	1.1	1.2	1.7	1.4	1.2	1.0	1.0	1.2	1.3	1.0
Standard error	.02	.03	.09	.08	.11	.08	.17	.17	.03	.04	.04	.06	.10
Standard deviation	.87	.85	1.08	.87	.92	.57	1.12	1.08	.87	.80	.83	.87	.98

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 273 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Items being delivered intact/undamaged**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Frequency - letters sent					Frequency - large letters sent					
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	b	c	d	e	a	b	c	d	e	
Significance Level: 95%												
Unweighted Base	2013	811	339	357	187	70	651	277	309	157	64	
Effective base	759	359	129	118	36	18	292	98	95	40	18	
Weighted Base	1851	941	294	260	80	46	757	223	200	86	47	
Very Dissatisfied	(-2)	21 1%	13 1%	5 2%	3 1%	* *% *	11 1%	5 2%	* *% *	- -% -	* 1%	
Fairly Dissatisfied	(-1)	77 4%	33 3%	9 3%	10 4%	7 9%	5 10%	32 4%	5 2%	6 3%	9 11%	3 5%
Neither Satisfied Nor Dissatisfied	(0)	262 14%	154 16%	36 12%	38 15%	4 6%	6 13%	128 17%	25 11%	25 13%	8 10%	9 20%
Fairly Satisfied	(1)	840 45%	439 47%	164 56%	112 43%	29 36%	23 50%	348 46%	115 52%	99 50%	27 31%	20 43%
Very Satisfied	(2)	651 35%	302 32%	81 27%	98 38%	39 49%	12 27%	238 31%	73 32%	70 35%	42 49%	14 31%
NET: Satisfied		1491 81%	741 79%	245 83%	209 81%	68 86%	35 77%	586 77%	188 84%	169 85%	69 80%	34 73%
NET: Dissatisfied		98 5%	46 5%	13 5%	12 5%	7 9%	5 11%	43 6%	10 5%	6 3%	9 11%	3 7%
Answered	1851	941	294	260	80	46	757	223	200	86	47	
Mean Score	1.1	1.0	1.0	1.1	1.3	.9	1.0	1.1	1.2	1.2	1.0	
Standard error	.02	.03	.04	.05	.07	.11	.03	.05	.04	.08	.11	
Standard deviation	.87	.86	.81	.87	.92	.91	.89	.85	.75	1.00	.92	

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 273 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
Total base		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2013	625	218	262	158	78	762	117	477	1846	167	1725	44
Effective base	759	278	75	95	50	22	303	36	185	694	66	643	15
Weighted Base	1851	698	180	210	114	48	716	80	467	1701	149	1580	42
Very Dissatisfied	(-2)	21	10	5	2	*	15	*	5	18	3	20	*
		1%	1%	3%	1%	%	2%	%	1%	1%	2%	1%	1%
Fairly Dissatisfied	(-1)	77	40	1	6	8	33	6	20	71	6	58	4
		4%	6%	1%	3%	7%	5%	7%	4%	4%	4%	4%	11%
Neither Satisfied Nor Dissatisfied	(0)	262	114	30	25	12	93	8	88	240	22	233	5
		14%	16%	17%	12%	10%	13%	10%	19%	14%	15%	15%	13%
Fairly Satisfied	(1)	840	333	84	102	37	303	41	234	796	44	758	9
		45%	48%	47%	48%	32%	42%	51%	50%	47%	29%	48%	22%
Very Satisfied	(2)	651	200	60	75	58	273	26	120	576	75	510	22
		35%	29%	33%	36%	51%	38%	32%	26%	34%	50%	32%	53%
NET: Satisfied		1491	534	144	177	94	576	66	354	1372	118	1268	31
		81%	77%	80%	84%	83%	80%	83%	76%	81%	79%	80%	75%
NET: Dissatisfied		98	50	6	8	8	47	6	25	89	9	78	5
		5%	7%	3%	4%	7%	7%	7%	5%	5%	6%	5%	12%
Answered		1851	698	180	210	114	716	80	467	1701	149	1580	42
Mean Score		1.1	1.0	1.1	1.2	1.3	1.1	1.1	1.0	1.1	1.2	1.1	1.1
Standard error		.02	.04	.06	.05	.07	.03	.08	.04	.02	.07	.02	.16
Standard deviation		.87	.90	.87	.82	.91	.93	.84	.84	.86	.96	.85	1.09

Columns Tested.: a,b,c,d,e - a,b,c - a,b - a,b

Table 273 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
		a	b	a	b	a	b	a	b	a	b	
Significance Level: 95%												
Unweighted Base		2013	1334	136	952	413	1731	38	1322	148	955	410
Effective base		759	508	36	385	143	645	13	499	44	387	141
Weighted Base		1851	1224	96	899	372	1587	35	1212	108	908	363
Very Dissatisfied	(-2)	21 1%	16 1%	* *%	17 2%	2 1%	21 1%	- -%	16 1%	1 1%	17 2%	2 1%
Fairly Dissatisfied	(-1)	77 4%	50 4%	4 5%	36 4%	24 6%	63 4%	- -%	49 4%	6 5%	37 4%	23 6%
Neither Satisfied Nor Dissatisfied	(0)	262 14%	174 14%	24 25%	122 14%	66 18%	232 15%	7 19%	166 14%	31 29%	125 14%	64 18%
Fairly Satisfied	(1)	840 45%	573 47%	40 42%	439 49%	142 38%	760 48%	8 22%	590 49%	23 22%	446 49%	135 37%
Very Satisfied	(2)	651 35%	411 34%	27 28%	284 32%	138 37%	512 32%	21 59%	391 32%	47 43%	284 31%	138 38%
NET: Satisfied		1491 81%	984 80%	68 70%	723 80%	280 75%	1271 80%	28 81%	981 81%	70 65%	729 80%	274 75%
NET: Dissatisfied		98 5%	67 5%	5 5%	54 6%	26 7%	83 5%	- -%	65 5%	6 6%	54 6%	26 7%
Answered		1851	1224	96	899	372	1587	35	1212	108	908	363
Mean Score		1.1	1.1	.9	1.0	1.0	1.1	1.4	1.1	1.0	1.0	1.1
Standard error		.02	.02	.07	.03	.05	.02	.13	.02	.08	.03	.05
Standard deviation		.87	.87	.86	.89	.93	.86	.80	.86	1.00	.88	.93

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 273 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2013	888	1403	260	1	818	1043	202	4	953	787	239	1
Effective base	759	314	536	93	1	292	389	74	3	364	311	90	1
Weighted Base	1851	781	1296	240	4	721	898	181	5	878	707	206	2
Very Dissatisfied (-2)	21 1%	18 2%	9 1%	* *%	- -%	15 2%	4 *%	* *%	- -%	17 2%	5 1%	* *%	- -%
Fairly Dissatisfied (-1)	77 4%	38 5%	50 4%	6 2%	- -%	30 4%	37 4%	7 4%	- -%	43 5%	36 5%	9 4%	- -%
Neither Satisfied Nor Dissatisfied (0)	262 14%	112 14%	172 13%	25 11%	- -%	101 14%	114 13%	27 15%	2 36%	113 13%	101 14%	23 11%	- -%
Fairly Satisfied (1)	840 45%	362 46%	623 48%	107 45%	4 100%	326 45%	424 47%	55 30%	1 12%	385 44%	320 45%	81 40%	- -%
Very Satisfied (2)	651 35%	251 32%	442 34%	102 42%	- -%	249 35%	318 35%	93 51%	2 52%	320 36%	245 35%	93 45%	2 100%
NET: Satisfied	1491 81%	613 79%	1066 82%	209 87%	4 100%	575 80%	743 83%	147 81%	3 64%	705 80%	565 80%	174 85%	2 100%
NET: Dissatisfied	98 5%	56 7%	59 5%	6 2%	- -%	45 6%	41 5%	7 4%	- -%	60 7%	41 6%	9 4%	- -%
Answered	1851	781	1296	240	4	721	898	181	5	878	707	206	2
Mean Score	1.1	1.0	1.1	1.3	1.0	1.1	1.1	1.3	1.2	1.1	1.1	1.3	2.0
Standard error	.02	.03	.02	.05	-	.03	.03	.06	.52	.03	.03	.05	-
Standard deviation	.87	.93	.82	.75	-	.91	.82	.86	1.05	.93	.87	.83	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 273 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	
		a	b	c	a	b	c	a	b	c	d	e	
Significance Level: 95%													
Unweighted Base		2013	1669	1297	962	1343	1059	55	598	479	458	124	74
Effective base		759	622	479	382	492	417	14	264	197	183	59	37
Weighted Base		1851	1544	1166	908	1207	1037	34	630	496	447	133	85
Very Dissatisfied	(-2)	21	21	7	13	19	4	*	4	12	1	*	-
		1%	1%	1%	1%	2%	*%	*%	1%	2%	*%	*%	-%
Fairly Dissatisfied	(-1)	77	50	53	40	42	49	*	24	24	16	5	4
		4%	3%	5%	4%	4%	5%	*%	4%	5%	4%	4%	5%
Neither Satisfied Nor Dissatisfied	(0)	262	227	168	121	175	146	2	89	65	52	13	15
		14%	15%	14%	13%	14%	14%	6%	14%	13%	12%	10%	17%
Fairly Satisfied	(1)	840	732	537	427	554	479	5	292	238	201	54	39
		45%	47%	46%	47%	46%	46%	15%	46%	48%	45%	41%	46%
Very Satisfied	(2)	651	514	401	307	416	359	27	220	157	176	61	27
		35%	33%	34%	34%	34%	35%	79%	35%	32%	39%	46%	32%
						c	c	ab				b	
NET: Satisfied		1491	1246	938	734	971	837	32	512	395	377	115	66
		81%	81%	80%	81%	80%	81%	94%	81%	80%	84%	86%	78%
NET: Dissatisfied		98	71	60	53	62	53	*	28	36	18	5	4
		5%	5%	5%	6%	5%	5%	*%	4%	7%	4%	4%	5%
Answered		1851	1544	1166	908	1207	1037	34	630	496	447	133	85
Mean Score		1.1	1.1	1.1	1.1	1.1	1.1	1.7	1.1	1.0	1.2	1.3	1.1
								ab			b	b	
Standard error		.02	.02	.02	.03	.02	.03	.08	.03	.04	.04	.07	.10
Standard deviation		.87	.85	.85	.88	.88	.84	.61	.83	.92	.80	.80	.83

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 273 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		2013	200	131	98	50	1762	1231	1838	1276	1183	826	1673	219	-	1633	117
Effective base		759	80	46	39	20	651	416	680	442	398	309	625	82	-	601	54
Weighted Base		1851	194	114	93	47	1561	957	1632	1034	909	749	1512	188	-	1410	136
Very Dissatisfied	(-2)	21 1%	6 3%	* *%	3 3%	* *%	12 1%	9 1%	12 1%	11 1%	11 1%	10 1%	11 1%	* *%	- -%	1 *%	20 15%
Fairly Dissatisfied	(-1)	77 4%	9 4%	9 8%	8 8%	* *%	67 4%	47 5%	74 5%	41 4%	34 4%	34 5%	64 4%	9 5%	- -%	34 2%	28 20%
Neither Satisfied Nor Dissatisfied	(0)	262 14%	27 14%	25 22%	13 14%	5 11%	225 14%	141 15%	238 15%	148 14%	111 12%	99 13%	214 14%	21 11%	- -%	105 7%	36 27%
Fairly Satisfied	(1)	840 45%	80 41%	36 32%	41 44%	13 26%	703 45%	406 42%	731 45%	442 43%	389 43%	349 47%	668 44%	86 46%	- -%	665 47%	43 31%
Very Satisfied	(2)	651 35%	72 37%	43 38%	28 30%	29 62%	555 36%	355 37%	578 35%	393 38%	363 40%	257 34%	555 37%	71 38%	- -%	605 43%	9 7%
NET: Satisfied		1491 81%	152 78%	80 70%	69 74%	42 89%	1258 81%	761 79%	1309 80%	835 81%	753 83%	606 81%	1223 81%	157 84%	- -%	1270 90%	52 38%
NET: Dissatisfied		98 5%	15 8%	9 8%	11 12%	* *%	78 5%	56 6%	86 5%	51 5%	45 5%	44 6%	75 5%	9 5%	- -%	34 2%	48 35%
Answered Mean Score		1851 1.1	194 1.0	114 1.0	93 .9	47 1.5	1561 1.1	957 1.1	1632 1.1	1034 1.1	909 1.2	749 1.1	1512 1.1	188 1.2	- -	1410 1.3	136 *
Standard error		.02	.07	.09	.11	.10	.02	.03	.02	.02	.03	.03	.02	.06	-	.02	.11
Standard deviation		.87	.99	.98	1.04	.71	.85	.89	.86	.87	.87	.88	.85	.82	-	.71	1.18

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 273 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	2013	765	1248	529	24	265	369	248	1312	425	316	348	1293
Effective base	759	308	452	197	13	97	146	90	508	154	106	137	499
Weighted Base	1851	751	1099	489	36	233	370	220	1261	350	244	342	1219
Very Dissatisfied (-2)	21 1%	20 3%	* *%	5 1%	- -%	1 *%	5 1%	15 7%	3 *%	3 1%	7 3%	3 1%	11 1%
Fairly Dissatisfied (-1)	77 4%	69 9%	8 1%	24 5%	1 2%	14 6%	18 5%	13 6%	44 4%	20 6%	7 3%	21 6%	44 4%
Neither Satisfied Nor Dissatisfied (0)	262 14%	142 19%	121 11%	69 14%	4 11%	52 22%	48 13%	23 10%	176 14%	59 17%	39 16%	67 20%	151 12%
Fairly Satisfied (1)	840 45%	336 45%	504 46%	199 41%	21 58%	87 37%	158 43%	71 32%	596 47%	165 47%	79 32%	172 50%	566 46%
Very Satisfied (2)	651 35%	184 24%	467 42%	192 39%	10 29%	79 34%	142 38%	99 45%	442 35%	104 30%	112 46%	80 23%	446 37%
NET: Satisfied	1491 81%	520 69%	971 88%	391 80%	31 87%	167 72%	300 81%	170 77%	1038 82%	269 77%	191 78%	251 73%	1013 83%
NET: Dissatisfied	98 5%	90 12%	8 1%	29 6%	1 2%	14 6%	23 6%	27 12%	47 4%	23 7%	14 6%	23 7%	55 5%
Answered	1851	751	1099	489	36	233	370	220	1261	350	244	342	1219
Mean Score	1.1	.8	1.3	1.1	1.1	1.0	1.1	1.0	1.1	1.0	1.2	.9	1.1
Standard error	.02	.04	.02	.04	.14	.06	.05	.07	.02	.04	.06	.05	.02
Standard deviation	.87	1.00	.69	.90	.69	.91	.90	1.18	.79	.88	.99	.85	.83

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 273 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		2013	1061	952
Effective base		759	329	431
Weighted Base		1851	807	1043
Very Dissatisfied	(-2)	21 1%	9 1%	12 1%
Fairly Dissatisfied	(-1)	77 4%	31 4%	46 4%
Neither Satisfied Nor Dissatisfied	(0)	262 14%	132 16%	131 13%
Fairly Satisfied	(1)	840 45%	360 45%	480 46%
Very Satisfied	(2)	651 35%	277 34%	374 36%
NET: Satisfied		1491 81%	636 79%	854 82%
NET: Dissatisfied		98 5%	39 5%	58 6%
Answered		1851	807	1043
Mean Score		1.1	1.1	1.1
Standard error		.02	.03	.03
Standard deviation		.87	.87	.87

Columns Tested: a,b

Table 273 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

		Month												
		Total base	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
			a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%														
Unweighted Base		2013	118	239	184	175	208	114	118	210	135	165	121	226
Effective base		759	35	112	110	57	140	65	16	82	55	34	43	83
Weighted Base		1851	50	195	215	59	298	105	32	287	143	85	118	264
Very Dissatisfied	(-2)	21 1%	- -%	2 1%	2 1%	* *%	* *%	3 3%	- -%	2 1%	- -%	* *%	6 5%	5 2%
Fairly Dissatisfied	(-1)	77 4%	4 7%	6 3%	6 3%	1 1%	11 4%	5 5%	* *%	12 4%	1 1%	5 6%	12 10% di	15 6%
Neither Satisfied Nor Dissatisfied	(0)	262 14%	3 6%	27 14%	23 11%	9 15%	46 15%	11 11%	5 16%	47 16%	30 21% l	11 12%	25 21%	24 9%
Fairly Satisfied	(1)	840 45% k	24 49% k	97 50% dk	101 47% k	20 34% k	151 51% dk	42 41% k	12 37% k	128 45% k	59 41% k	41 48% k	32 27% k	132 50% k
Very Satisfied	(2)	651 35%	18 37%	63 32%	82 38%	29 50% be	89 30%	43 41%	15 47%	98 34%	53 37%	28 33%	44 37%	88 33%
NET: Satisfied		1491 81%	43 86% k	160 82% k	183 85% k	49 83% k	240 81% k	85 81% k	27 83% k	226 79% k	112 78% k	69 81% k	75 64% k	220 83% k
NET: Dissatisfied		98 5%	4 7%	8 4%	8 4%	1 1%	11 4%	8 8% i	* *%	14 5%	1 1%	5 6%	18 15% bcdei	19 7%
Answered		1851	50	195	215	59	298	105	32	287	143	85	118	264
Mean Score		1.1	1.2	1.1	1.2	1.3	1.1	1.1	1.3	1.1	1.1	1.1	.8	1.1
Standard error		.02	.08	.05	.06	.06	.05	.09	.07	.06	.07	.07	.11	.06
Standard deviation		.87	.85	.83	.82	.79	.78	.99	.76	.85	.77	.85	1.18	.90

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 273 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Items being delivered intact/undamaged**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2013	541	497	463	512	1038	975
Effective base	759	254	247	148	158	501	306
Weighted Base	1851	460	462	462	467	921	929
Very Dissatisfied	(-2) 21 1%	5 1%	4 1%	2 *	10 2%	8 1%	12 1%
Fairly Dissatisfied	(-1) 77 4%	15 3%	17 4%	13 3%	32 7%	32 4%	45 5%
Neither Satisfied Nor Dissatisfied	(0) 262 14%	53 12%	66 14%	82 18%	60 13%	120 13%	143 15%
Fairly Satisfied	(1) 840 45%	223 48%	213 46%	199 43%	205 44%	436 47%	403 43%
Very Satisfied	(2) 651 35%	163 36%	161 35%	166 36%	160 34%	325 35%	326 35%
NET: Satisfied	1491 81%	386 84%	375 81%	365 79%	364 78%	761 83%	730 79%
NET: Dissatisfied	98 5%	20 4%	21 4%	14 3%	43 9%	41 4%	57 6%
Answered	1851	460	462	462	467	921	929
Mean Score	1.1	1.1	1.1	1.1	1.0	1.1	1.1
Standard error	.02	.04	.04	.04	.04	.03	.03
Standard deviation	.87	.82	.84	.82	.97	.83	.90

Columns Tested: a,b,c,d - a,b

Table 274

QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied? (excluding Don't know): SUMMARY TABLE

Base: All using RM (QV4=1) excluding Don't know

		Areas							
		Delivery time (when you receive your mail delivery)	Delivery consistency / reliability (e.g. arrives as promised consistently)	Collection time of items you are sending	Collection reliability	Latest collection time	Amount / level of sent post lost	Price of postage	Items being delivered intact/ undamaged
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base		2011	2008	1711	1698	1715	1906	1994	2013
Effective base		759	759	650	652	668	716	755	759
Weighted Base		1853	1852	1596	1601	1655	1737	1840	1851
Very Dissatisfied	(-2)	53 3%	63 3%	31 2%	32 2%	52 3%	38 2%	143 8%	21 1%
Fairly Dissatisfied	(-1)	h 149 8%	h 144 8%	h 72 5%	h 72 4%	h 115 7%	h 96 6%	h 371 20%	h 77 4%
Neither Satisfied Nor Dissatisfied	(0)	cdh 327 18%	cdh 279 15%	cdh 342 21%	h 296 19%	h 319 19%	h 315 18%	h 409 22%	h 262 14%
Fairly Satisfied	(1)	g 758 41%	fg 830 45%	g 665 42%	g 651 41%	g 683 41%	g 675 39%	g 679 37%	g 840 45%
Very Satisfied	(2)	g 565 31%	g 537 29%	g 486 30%	g 550 34%	g 486 29%	g 612 35%	g 237 13%	g 651 35%
NET: Satisfied		g 1323 71%	g 1366 74%	g 1151 72%	g 1201 75%	g 1169 71%	g 1287 74%	g 916 50%	g 1491 81%
NET: Dissatisfied		g 202 11%	g 206 11%	g 103 6%	g 104 6%	g 168 10%	g 135 8%	g 515 28%	g 98 5%
Answered		cdh 1853	cdh 1852	cdh 1596	cdh 1601	cdh 1655	cdh 1737	cdh 1840	cdh 1851
Mean Score		.9	.9	.9	1.0	.9	1.0	.3	1.1
Standard error		g	g	g	abeg	g	abeg	g	abcefg
Standard deviation		.02	.02	.02	.02	.02	.02	.03	.02
		1.02	1.02	.93	.94	1.02	.98	1.15	.87

Columns Tested: a,b,c,d,e,f,g,h

Table 275

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2030	481	1549	1429	331	76	194	601
Effective base	766	113	660	706	138	33	83	180
Weighted Base	1863	208	1655	1782	69	7	5	80
Delivery consistency / reliability (e.g. arrives as promised consistently)	339 18%	12 6%	327 20% a	326 18%	10 15%	1 16%	1 18%	12 15%
Price of postage	268 14%	1 1%	266 16% a	255 14%	9 13%	3 41% abde	1 15%	13 16%
Delivery time (when you receive your post delivery)	228 12%	7 3%	221 13% a	216 12%	10 14%	2 29% ab	1 17%	12 15%
Amount / level of sent post lost	129 7%	11 5%	119 7%	127 7% b	2 2%	1 10% b	* 9% be	3 3%
Items being delivered intact/undamaged	124 7%	6 3%	118 7%	119 7%	3 5%	1 17% abde	* 4%	5 6%
Collection reliability	118 6%	13 6%	104 6%	110 6%	5 8%	2 26% abde	* 11%	8 9%
Latest collection time	80 4%	1 *% a	79 5% a	72 4%	6 9% a	1 19% a	* 10% a	8 10% a
Collection time of items you are sending	77 4%	4 2%	74 4%	71 4%	5 7%	1 9% abe	1 16%	6 8%
Other (PLEASE SPECIFY)	50 3%	10 5%	39 2%	49 3%	1 1%	* 1%	* *% c	1 1%
No Problems	1104 59%	172 83% b	932 56%	1059 59% c	41 59% c	2 32%	2 54% c	45 57% c

Columns Tested: a,b - a,b,c,d,e

Table 275 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

Significance Level: 95%

Unweighted Base

Effective base

Weighted Base

NET: Any problem

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
	2030	481	1549	1429	331	76	194	601
	766	113	660	706	138	33	83	180
	1863	208	1655	1782	69	7	5	80
	759	36	723	724	28	5	2	35
	41%	17%	44%	41%	41%	68%	46%	43%
			a			abde		

Columns Tested: a,b - a,b,c,d,e

Table 275 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2030	623	599	207	201	206	194	1429	331	270
Effective base	766	360	282	82	92	79	83	706	138	75
Weighted Base	1863	997	661	125	50	26	5	1782	69	12
Delivery consistency / reliability (e.g. arrives as promised consistently)	339 18%	176 18%	130 20%	20 16%	8 15%	4 15%	1 18%	326 18%	10 15%	2 17%
Price of postage	268 14%	133 13%	95 14%	27 21%	7 14%	5 20%	1 15%	255 14%	9 13%	4 31%
Delivery time (when you receive your post delivery)	228 12%	117 12%	87 13%	11 9%	6 11%	6 23%	1 17%	216 12%	10 14%	3 25%
Amount / level of sent post lost	129 7%	67 7%	53 8%	7 5%	* 1%	2 7%	* 9%	127 7%	2 2%	1 10%
Items being delivered intact/undamaged	124 7%	69 7%	41 6%	10 8%	3 5%	2 7%	* 4%	119 7%	3 5%	1 12%
Collection reliability	118 6%	58 6%	39 6%	13 10%	3 7%	4 15%	* 11%	110 6%	5 8%	2 20%
Latest collection time	80 4%	42 4%	22 3%	8 6%	5 11%	2 9%	* 10%	72 4%	6 9%	2 15%
Collection time of items you are sending	77 4%	42 4%	28 4%	2 2%	3 6%	2 9%	1 16%	71 4%	5 7%	1 12%
Other (PLEASE SPECIFY)	50 3%	33 3%	14 2%	2 2%	* *%	1 3%	* *%	49 3%	1 1%	* *%
No Problems	1104 59%	597 60%	394 60%	68 54%	31 62%	12 46%	2 54%	1059 59%	41 59%	5 40%
NET: Any problem	759 41%	399 40%	267 40%	57 46%	19 38%	14 54%	2 46%	724 41%	28 41%	7 60%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 275 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2030	881	548	331	76	194	748	325	117	80	210
Effective base	766	523	243	138	33	83	425	137	36	27	36
Weighted Base	1863	1459	324	69	7	5	1176	252	64	32	54
Delivery consistency / reliability (e.g. arrives as promised consistently)	339 18%	275 19%	52 16%	10 15%	1 16%	1 18%	220 19%	59 23%	12 19%	5 14%	13 24%
Price of postage	268 14%	204 14%	50 15%	9 13%	3 41%	1 15%	187 16%	35 14%	15 23%	7 21%	7 14%
Delivery time (when you receive your post delivery)	228 12%	178 12%	38 12%	10 14%	2 29%	1 17%	145 12%	30 12%	13 20%	6 18%	6 11%
Amount / level of sent post lost	129 7%	109 7%	17 5%	2 2%	1 10%	* 9%	83 7%	23 9%	9 14%	2 5%	1 3%
Items being delivered intact/undamaged	124 7%	96 7%	23 7%	3 5%	1 17%	* 4%	87 7%	17 7%	2 3%	2 6%	2 4%
Collection reliability	118 6%	84 6%	26 8%	5 8%	2 26%	* 11%	69 6%	23 9%	8 13%	2 6%	2 4%
Latest collection time	80 4%	56 4%	16 5%	6 9%	1 19%	* 10%	50 4%	17 7%	5 8%	3 11%	2 4%
Collection time of items you are sending	77 4%	58 4%	14 4%	5 7%	1 9%	1 16%	47 4%	16 6%	3 4%	2 7%	6 12%
Other (PLEASE SPECIFY)	50 3%	43 3%	6 2%	1 1%	* 1%	* *%	36 3%	2 1%	1 2%	2 6%	* *%
No Problems	1104 59%	860 59%	199 61%	41 59%	2 32%	2 54%	679 58%	137 54%	30 46%	19 60%	34 64%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 275 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2030	881	548	331	76	194	748	325	117	80	210
Effective base	766	523	243	138	33	83	425	137	36	27	36
Weighted Base	1863	1459	324	69	7	5	1176	252	64	32	54
NET: Any problem	759 41%	599 41%	125 39%	28 41%	5 68%	2 46%	497 42%	115 46%	35 54%	13 40%	19 36%
					abce						

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 275 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2030	138	95	192	67	129	161	130	117	112
Effective base	766	78	53	107	32	66	100	78	64	55
Weighted Base	1863	177	122	294	72	168	295	231	159	130
Delivery consistency / reliability (e.g. arrives as promised consistently)	339 18%	42 24%	22 18%	47 16%	10 13%	44 26%	64 22%	41 18%	32 20%	18 14%
Price of postage	268 14%	30 17%	15 12%	52 18%	13 18%	29 17%	41 14%	33 15%	19 12%	19 15%
Delivery time (when you receive your post delivery)	228 12%	32 18%	19 16%	48 16%	6 8%	20 12%	25 9%	25 11%	24 15%	16 12%
Amount / level of sent post lost	129 7%	10 6%	9 8%	14 5%	3 5%	18 11%	30 10%	17 7%	16 10%	6 5%
Items being delivered intact/undamaged	124 7%	21 12%	9 8%	15 5%	7 10%	11 7%	20 7%	18 8%	10 6%	7 5%
Collection reliability	118 6%	11 6%	6 5%	20 7%	1 2%	11 7%	23 8%	18 8%	6 4%	9 7%
Latest collection time	80 4%	13 7%	4 3%	20 7%	1 2%	3 2%	18 6%	6 3%	6 4%	3 2%
Collection time of items you are sending	77 4%	8 4%	2 2%	15 5%	11 15%	14 8%	5 2%	5 2%	12 7%	2 1%
Other (PLEASE SPECIFY)	50 3%	2 1%	2 1%	4 1%	1 1%	5 3%	14 5%	7 3%	6 4%	3 2%
No Problems	1104 59%	97 55%	70 58%	176 60%	39 55%	92 54%	153 52%	140 61%	85 53%	90 69%
NET: Any problem	759 41%	80 45%	52 42%	118 40%	32 45%	77 46%	142 48%	91 39%	74 47%	40 31%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 275 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2030	308	350	483	1141	889	313	299	277
Effective base	766	153	195	285	627	235	92	82	110
Weighted Base	1863	371	459	820	1649	214	104	73	37
Delivery consistency / reliability (e.g. arrives as promised consistently)	339 18%	72 20% efh	96 21% efgh	151 18% efh	319 19% efh	19 9% efh	8 7% efh	8 11% efh	4 10% efh
Price of postage	268 14%	61 16% efh	64 14% efh	127 15% efh	251 15% efh	16 8% efh	6 6% efh	8 11% efh	2 6% efh
Delivery time (when you receive your post delivery)	228 12%	42 11% h	75 16% efgh	98 12% eh	215 13% eh	13 6% eh	7 6% eh	5 7% eh	1 4% eh
Amount / level of sent post lost	129 7%	27 7% e	35 8% e	61 7% e	124 8% e	6 3% e	3 3% e	2 2% e	1 3% e
Items being delivered intact/undamaged	124 7%	25 7% ef	40 9% ef	53 7% ef	118 7% ef	5 3% ef	1 1% ef	3 5% ef	1 3% ef
Collection reliability	118 6%	21 6% ef	23 5% ef	62 8% ef	107 6% ef	11 5% ef	5 5% ef	4 6% ef	2 5% ef
Latest collection time	80 4%	7 2% ef	23 5% ef	44 5% ef	75 5% ef	5 2% ef	3 3% ef	1 1% ef	2 4% ef
Collection time of items you are sending	77 4%	26 7% eh	21 5% eh	25 3% eh	72 4% eh	5 2% eh	3 3% eh	2 2% eh	* 1% eh
Other (PLEASE SPECIFY)	50 3%	8 2% eh	10 2% eh	24 3% eh	42 3% eh	7 3% eh	3 3% eh	3 4% eh	1 4% eh
No Problems	1104 59%	221 60% abcd	253 55% abcd	470 57% abcd	943 57% abcd	161 75% abcd	81 78% abcd	52 71% bcd	28 77% abcd

Columns Tested: a,b,c,d,e,f,g,h

Table 275 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2030	308	350	483	1141	889	313	299	277
Effective base	766	153	195	285	627	235	92	82	110
Weighted Base	1863	371	459	820	1649	214	104	73	37
NET: Any problem	759	150	206	350	706	53	23	21	9
	41%	40%	45%	43%	43%	25%	22%	29%	23%
		efh	efgh	efgh	efgh				

Columns Tested: a,b,c,d,e,f,g,h

Table 275 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2030	93	154	16	170	205	475	86	97	901
Effective base	766	35	45	6	51	88	188	27	27	356
Weighted Base	1863	80	105	18	124	237	389	60	56	916
Delivery consistency / reliability (e.g. arrives as promised consistently)	339 18%	4 5%	28 26%	5 27%	33 26%	35 15%	82 21%	9 15%	5 9%	171 19%
Price of postage	268 14%	7 8%	27 26%	1 3%	28 23%	38 16%	54 14%	14 24%	10 17%	118 13%
Delivery time (when you receive your post delivery)	228 12%	6 8%	19 18%	3 18%	22 18%	21 9%	47 12%	9 15%	9 16%	114 12%
Amount / level of sent post lost	129 7%	1 2%	9 8%	- -%	9 7%	18 7%	36 9%	3 5%	3 5%	60 7%
Items being delivered intact/undamaged	124 7%	* 1%	* *%	- -%	* *%	17 7%	44 11%	8 14%	1 1%	53 6%
Collection reliability	118 6%	8 10%	7 7%	1 7%	8 7%	21 9%	25 6%	2 4%	3 6%	49 5%
Latest collection time	80 4%	5 6%	6 5%	- -%	6 5%	10 4%	24 6%	* *%	3 5%	32 3%
Collection time of items you are sending	77 4%	1 2%	12 11%	5 29%	17 14%	12 5%	24 6%	* *%	8 15%	15 2%
Other (PLEASE SPECIFY)	50 3%	6 7%	1 1%	- -%	1 1%	5 2%	15 4%	* 1%	5 9%	18 2%
No Problems	1104 59%	57 72%	51 48%	8 46%	59 48%	138 58%	202 52%	41 68%	33 59%	573 63%
NET: Any problem	759 41%	22 28%	54 52%	10 54%	64 52%	99 42%	187 48%	19 32%	23 41%	343 37%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 275 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2030	468	475	1087	1769	261	-	1688	342	1958	72
Effective base	766	173	188	410	653	116	-	684	88	738	27
Weighted Base	1863	440	389	1034	1539	324	-	1704	159	1799	64
Delivery consistency / reliability (e.g. arrives as promised consistently)	339 18%	72 16%	82 21%	185 18%	264 17%	75 23%	- -%	318 19%	20 13%	331 18%	8 13%
Price of postage	268 14%	72 16%	54 14%	142 14%	224 15%	44 13%	- -%	247 14%	21 13%	254 14%	13 21%
Delivery time (when you receive your post delivery)	228 12%	49 11%	47 12%	132 13%	178 12%	51 16%	- -%	203 12%	25 16%	220 12%	8 13%
Amount / level of sent post lost	129 7%	28 6%	36 9%	66 6%	101 7%	28 9%	- -%	125 7%	4 2%	119 7%	10 16%
Items being delivered intact/undamaged	124 7%	18 4%	44 11%	62 6%	97 6%	27 8%	- -%	119 7%	5 3%	119 7%	5 7%
Collection reliability	118 6%	37 8%	25 6%	56 5%	100 7%	18 5%	- -%	102 6%	16 10%	117 6%	1 2%
Latest collection time	80 4%	20 5%	24 6%	35 3%	62 4%	18 6%	- -%	74 4%	6 4%	78 4%	1 2%
Collection time of items you are sending	77 4%	30 7%	24 6%	23 2%	66 4%	11 3%	- -%	67 4%	10 6%	77 4%	1 1%
Other (PLEASE SPECIFY)	50 3%	11 3%	15 4%	24 2%	38 2%	12 4%	- -%	49 3%	* *%	48 3%	1 2%
No Problems	1104 59%	255 58%	202 52%	648 63%	906 59%	198 61%	- -%	1006 59%	98 62%	1059 59%	46 71%
NET: Any problem	759 41%	185 42%	187 48%	386 37%	633 41%	126 39%	- -%	698 41%	60 38%	740 41%	18 29%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 275 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2030	1191	409	413
Effective base	766	475	129	157
Weighted Base	1863	1188	285	374
Delivery consistency / reliability (e.g. arrives as promised consistently)	339 18%	186 16%	62 22%	92 24%
				a
Price of postage	268 14%	138 12%	35 12%	91 24%
				ab
Delivery time (when you receive your post delivery)	228 12%	120 10%	44 15%	60 16%
				a
Amount / level of sent post lost	129 7%	39 3%	32 11%	58 15%
			a	a
Items being delivered intact/undamaged	124 7%	71 6%	20 7%	33 9%
Collection reliability	118 6%	50 4%	38 13%	30 8%
			a	
Latest collection time	80 4%	37 3%	26 9%	17 5%
			a	
Collection time of items you are sending	77 4%	34 3%	24 9%	18 5%
			a	
Other (PLEASE SPECIFY)	50 3%	25 2%	7 3%	17 5%
No Problems	1104 59%	795 67%	137 48%	164 44%
		bc		

Columns Tested: a,b,c

Table 275 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2030	1191	409	413
Effective base	766	475	129	157
Weighted Base	1863	1188	285	374
NET: Any problem	759	393	148	210
	41%	33%	52%	56%
		a	a	a

Columns Tested: a,b,c

Table 275 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2030	1558	298	81	30	32	16	7	8	1856	174	93
Effective base	766	638	90	20	8	8	3	1	1	726	39	19
Weighted Base	1863	1581	188	45	11	20	11	1	5	1769	94	49
Delivery consistency / reliability (e.g. arrives as promised consistently)	339 18%	257 16%	44 24%	14 31%	5 44%	12 61%	6 53%	* 8%	* 10%	301 17%	38 40%	24 49%
					ai	abi					ai	abi
Price of postage	268 14%	195 12%	41 22%	16 36%	2 17%	5 27%	4 35%	* 2%	5 90%	235 13%	32 34%	16 33%
			ai	ai							ai	ai
Delivery time (when you receive your post delivery)	228 12%	183 12%	24 13%	7 16%	5 42%	6 31%	3 24%	- -%	* 1%	207 12%	21 22%	14 28%
					abi						a	ai
Amount / level of sent post lost	129 7%	73 5%	37 20%	11 25%	1 8%	* 1%	7 57%	* 7%	* 1%	110 6%	19 21%	8 16%
			ai	ai							ai	a
Items being delivered intact/undamaged	124 7%	106 7%	15 8%	2 4%	* 2%	1 4%	* 2%	- -%	- -%	121 7%	3 3%	1 3%
Collection reliability	118 6%	85 5%	19 10%	3 6%	3 31%	7 34%	1 7%	* 2%	* 1%	104 6%	14 15%	11 23%
					ai	abci					ai	ai
Latest collection time	80 4%	51 3%	17 9%	6 12%	3 28%	1 5%	2 22%	- -%	* 1%	68 4%	12 13%	7 14%
			ai	a	ai						ai	ai
Collection time of items you are sending	77 4%	52 3%	14 8%	3 6%	2 15%	3 14%	4 33%	* 7%	* 1%	66 4%	11 12%	8 17%
											ai	ai
Other (PLEASE SPECIFY)	50 3%	40 3%	9 5%	* 1%	- -%	- -%	- -%	- -%	- -%	49 3%	* *%	- -%
No Problems	1104 59%	1003 63%	80 43%	14 31%	5 46%	2 8%	* *%	1 90%	* *%	1083 61%	22 23%	7 15%
		bcej	ejk							bcej		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 275 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2030	1558	298	81	30	32	16	7	8	1856	174	93
Effective base	766	638	90	20	8	8	3	1	1	726	39	19
Weighted Base	1863	1581	188	45	11	20	11	1	5	1769	94	49
NET: Any problem	759	579	108	31	6	19	11	*	5	686	72	41
	41%	37%	57%	69%	54%	92%	100%	10%	100%	39%	77%	85%
			ai	ai		abi					abi	abi

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 275 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2030	851	707	472	1779	1479	1837	1370	843	702	353	1027	100	126	80	100	51
Effective base	766	391	249	129	662	547	693	530	326	231	159	420	26	35	19	22	13
Weighted Base	1863	1012	569	281	1632	1330	1699	1279	827	558	392	1051	56	83	40	47	30
Delivery consistency / reliability (e.g. arrives as promised consistently)	339 18%	136 13%	121 21%	82 29%	311 19%	295 22%	328 19%	269 21%	188 23%	149 27%	45 11%	210 20%	7 12%	25 30%	11 28%	18 39%	11 39%
			a	a					ac			a		a		abc	a
Price of postage	268 14%	109 11%	86 15%	73 26%	245 15%	228 17%	256 15%	213 17%	154 19%	121 22%	37 10%	164 16%	9 15%	10 12%	8 19%	19 40%	9 32%
				ab					ac							abd	a
Delivery time (when you receive your post delivery)	228 12%	80 8%	104 18%	45 16%	209 13%	218 16%	221 13%	197 15%	148 18%	108 19%	10 3%	162 15%	10 17%	13 16%	10 24%	11 23%	6 19%
			a	a					ac	ac		a	a	a	a	a	a
Amount / level of sent post lost	129 7%	33 3%	40 7%	56 20%	109 7%	106 8%	115 7%	107 8%	65 8%	52 9%	15 4%	65 6%	9 15%	12 14%	5 13%	7 14%	2 6%
			a	ab									a	a			
Items being delivered intact/undamaged	124 7%	53 5%	53 9%	18 6%	116 7%	107 8%	122 7%	104 8%	74 9%	34 6%	18 5%	82 8%	3 5%	9 11%	6 15%	3 5%	1 5%
			a														
Collection reliability	118 6%	28 3%	57 10%	33 12%	102 6%	100 8%	105 6%	100 8%	83 10%	75 13%	8 2%	58 6%	6 11%	11 13%	7 18%	11 24%	3 11%
			a	a					ac	abcd			a	a	ab	ab	
Latest collection time	80 4%	26 3%	25 4%	29 10%	78 5%	68 5%	78 5%	67 5%	54 7%	47 8%	10 3%	40 4%	3 5%	6 8%	2 5%	11 23%	6 21%
				ab					ac							ab	ab
Collection time of items you are sending	77 4%	20 2%	32 6%	25 9%	74 5%	72 5%	76 4%	73 6%	68 8%	59 11%	5 1%	36 3%	2 3%	6 7%	9 21%	14 29%	5 17%
			a	a					ac	abcd					ab	abcd	ab
Other (PLEASE SPECIFY)	50 3%	28 3%	12 2%	10 3%	40 2%	24 2%	42 2%	30 2%	10 1%	5 1%	17 4%	19 2%	3 6%	1 1%	* *%	2 5%	- -%
No Problems	1104 59%	705 70%	298 52%	101 36%	948 58%	696 52%	983 58%	673 53%	396 48%	220 39%	288 74%	594 57%	31 56%	38 45%	11 26%	12 25%	8 29%
			c		bef	f	ef	f	f		bdefg	efg	ef				

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 275 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent							
	Total base	Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2030	851	707	472	1779	1479	1837	1370	843	702	353	1027	100	126	80	100	51
Effective base	766	391	249	129	662	547	693	530	326	231	159	420	26	35	19	22	13
Weighted Base	1863	1012	569	281	1632	1330	1699	1279	827	558	392	1051	56	83	40	47	30
NET: Any problem	759	308	271	180	684	633	716	606	432	338	103	457	25	45	30	35	21
	41%	30%	48%	64%	42%	48%	42%	47%	52%	61%	26%	43%	44%	55%	74%	75%	71%
		a	b	ab		a			ac	abcde		a		a	abc	abc	ab

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 275 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	2030	1292	153	106	92	51	61	24	990	203	109	69	49	37	22
Effective base	766	546	42	30	18	12	11	5	415	58	30	25	11	15	7
Weighted Base	1863	1364	97	70	41	21	26	12	1019	156	52	37	34	16	15
Delivery consistency / reliability (e.g. arrives as promised consistently)	339 18%	230 17%	32 34%	14 20%	10 25%	7 33%	13 49%	5 40%	204 20%	45 29%	10 19%	16 43%	8 25%	5 32%	7 44%
Price of postage	268 14%	193 14%	20 21%	5 7%	4 10%	12 56%	7 28%	4 31%	158 16%	28 18%	13 24%	8 21%	11 34%	4 28%	6 38%
Delivery time (when you receive your post delivery)	228 12%	159 12%	20 20%	6 9%	7 18%	8 37%	7 26%	2 19%	157 15%	35 22%	3 6%	12 33%	2 6%	3 21%	4 29%
Amount / level of sent post lost	129 7%	74 5%	15 16%	6 8%	3 8%	4 19%	5 21%	1 8%	59 6%	29 18%	6 11%	10 26%	* *%	* 3%	2 11%
Items being delivered intact/undamaged	124 7%	88 6%	21 22%	3 5%	1 3%	1 3%	* 1%	1 11%	80 8%	8 5%	3 6%	8 20%	4 13%	2 15%	1 7%
Collection reliability	118 6%	67 5%	6 6%	15 21%	3 7%	5 22%	6 24%	* 1%	55 5%	21 14%	7 14%	5 14%	5 14%	4 24%	2 15%
Latest collection time	80 4%	54 4%	3 3%	7 10%	2 5%	4 17%	7 29%	* 2%	30 3%	24 15%	2 3%	3 9%	1 3%	3 21%	5 31%
Collection time of items you are sending	77 4%	40 3%	6 6%	9 13%	1 2%	1 7%	11 42%	5 40%	23 2%	26 16%	8 15%	4 12%	7 21%	3 17%	1 8%
Other (PLEASE SPECIFY)	50 3%	38 3%	1 1%	1 2%	* *%	- -%	- -%	- -%	17 2%	2 1%	3 6%	* 1%	- -%	2 14%	- -%
No Problems	1104 59%	831 61%	47 48%	30 43%	22 55%	7 32%	6 25%	5 42%	587 58%	58 37%	28 53%	10 28%	7 22%	4 27%	1 4%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 275 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	2030	1292	153	106	92	51	61	24	990	203	109	69	49	37	22
Effective base	766	546	42	30	18	12	11	5	415	58	30	25	11	15	7
Weighted Base	1863	1364	97	70	41	21	26	12	1019	156	52	37	34	16	15
NET: Any problem	759	534	50	40	19	14	19	7	432	98	25	27	27	11	15
	41%	39%	52%	57%	45%	68%	75%	58%	42%	63%	47%	72%	78%	73%	96%
			a		a		a			a		a		a	

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 275 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2030	898	156	115	69	47	45	40	736	365	418	222	92
Effective base	766	387	53	33	24	14	10	14	333	143	146	50	25
Weighted Base	1863	932	138	84	35	26	28	35	872	329	326	106	64
Delivery consistency / reliability (e.g. arrives as promised consistently)	339 18%	167 18%	43 31%	26 31%	4 10%	8 32%	10 37%	11 32%	131 15%	63 19%	87 27%	33 31%	14 22%
Price of postage	268 14%	127 14%	40 29%	21 24%	12 34%	1 5%	4 15%	9 24%	87 10%	55 17%	63 19%	32 30%	19 30%
Delivery time (when you receive your post delivery)	228 12%	124 13%	35 26%	15 18%	5 14%	5 20%	5 18%	8 22%	77 9%	64 20%	47 15%	17 16%	15 23%
Amount / level of sent post lost	129 7%	51 5%	23 17%	6 7%	5 15%	10 38%	5 18%	7 21%	27 3%	27 8%	30 9%	18 17%	13 20%
Items being delivered intact/undamaged	124 7%	60 6%	28 20%	5 6%	5 15%	3 12%	1 3%	2 5%	43 5%	23 7%	32 10%	12 11%	12 18%
Collection reliability	118 6%	46 5%	10 7%	20 24%	9 27%	3 10%	7 26%	5 13%	34 4%	18 6%	31 9%	13 12%	9 15%
Latest collection time	80 4%	28 3%	13 10%	11 13%	6 18%	5 19%	1 2%	2 7%	24 3%	18 5%	9 3%	16 15%	12 18%
Collection time of items you are sending	77 4%	26 3%	4 3%	19 22%	5 13%	6 23%	6 22%	8 23%	12 1%	25 7%	10 3%	15 14%	14 23%
Other (PLEASE SPECIFY)	50 3%	22 2%	* *%	* *%	5 14%	- -%	* 1%	2 6%	30 3%	2 1%	9 3%	1 1%	- -%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 275 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2030	898	156	115	69	47	45	40	736	365	418	222	92
Effective base	766	387	53	33	24	14	10	14	333	143	146	50	25
Weighted Base	1863	932	138	84	35	26	28	35	872	329	326	106	64
No Problems	1104	567	43	30	7	10	10	7	604	166	161	33	18
	59%	61%	31%	36%	20%	36%	35%	19%	69%	50%	49%	31%	28%
		bcdg							bcde		de	d	
NET: Any problem	759	365	95	54	28	17	18	29	269	163	165	73	46
	41%	39%	69%	64%	80%	64%	65%	81%	31%	50%	51%	69%	72%
			a	a	a			a		a	a	abc	ab

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 275 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2030	817	339	360	188	70	656	278	312	157	64
Effective base	766	362	129	119	36	18	295	98	96	40	18
Weighted Base	1863	949	294	262	80	46	761	227	202	86	47
Delivery consistency / reliability (e.g. arrives as promised consistently)	339 18%	159 17%	52 18%	68 26%	19 24%	13 28%	134 18%	56 25%	62 31%	34 39%	9 20%
Price of postage	268 14%	101 11%	59 20%	48 18%	23 29%	13 28%	88 12%	44 19%	52 26%	29 34%	15 32%
Delivery time (when you receive your post delivery)	228 12%	100 11%	45 15%	42 16%	10 12%	12 26%	106 14%	54 24%	29 15%	14 16%	14 29%
Amount / level of sent post lost	129 7%	38 4%	23 8%	29 11%	9 11%	11 24%	31 4%	28 12%	21 10%	18 21%	7 16%
Items being delivered intact/undamaged	124 7%	57 6%	23 8%	28 11%	6 7%	2 5%	48 6%	18 8%	20 10%	10 12%	10 21%
Collection reliability	118 6%	41 4%	20 7%	22 8%	10 13%	9 19%	35 5%	20 9%	26 13%	10 11%	9 20%
Latest collection time	80 4%	31 3%	19 7%	4 1%	14 17%	11 24%	24 3%	13 6%	10 5%	13 16%	7 15%
Collection time of items you are sending	77 4%	25 3%	17 6%	7 3%	11 13%	14 32%	23 3%	20 9%	10 5%	12 14%	6 14%
Other (PLEASE SPECIFY)	50 3%	30 3%	2 1%	7 3%	1 2%	- -%	15 2%	1 *%	8 4%	1 1%	- -%
No Problems	1104 59%	613 65%	154 52%	136 52%	29 36%	15 33%	477 63%	98 43%	84 41%	23 26%	12 25%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 275 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2030	817	339	360	188	70	656	278	312	157	64
Effective base	766	362	129	119	36	18	295	98	96	40	18
Weighted Base	1863	949	294	262	80	46	761	227	202	86	47
NET: Any problem	759	336	140	126	51	30	285	129	119	64	35
	41%	35%	48%	48%	64%	67%	37%	57%	59%	74%	75%
			a	a	a	a		a	a	a	a

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 275 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2030	628	219	263	158	78	764	119	478	1863	167	1735	44
Effective base	766	280	75	96	50	22	304	37	185	700	66	648	15
Weighted Base	1863	701	181	214	114	48	718	85	468	1714	149	1590	42
Delivery consistency / reliability (e.g. arrives as promised consistently)	339 18%	120 17%	47 26%	57 27%	33 29%	9 18%	168 23%	17 20%	84 18%	291 17%	48 32%	277 17%	34 81%
				a	a						a		a
Price of postage	268 14%	81 12%	36 20%	44 20%	36 31%	16 33%	147 21%	4 5%	61 13%	234 14%	33 22%	236 15%	9 22%
				a	a	a	bc						
Delivery time (when you receive your post delivery)	228 12%	87 12%	47 26%	36 17%	15 14%	8 17%	122 17%	11 13%	64 14%	199 12%	30 20%	196 12%	14 32%
			a								a		a
Amount / level of sent post lost	129 7%	33 5%	21 12%	22 10%	27 23%	2 4%	78 11%	6 7%	23 5%	110 6%	19 13%	94 6%	15 36%
			a		ace		c						a
Items being delivered intact/undamaged	124 7%	48 7%	12 7%	20 10%	15 13%	4 9%	58 8%	4 4%	40 8%	120 7%	4 2%	114 7%	2 4%
Collection reliability	118 6%	41 6%	7 4%	30 14%	16 14%	5 10%	69 10%	5 6%	26 5%	93 5%	25 17%	87 5%	15 36%
				ab	ab						a		a
Latest collection time	80 4%	19 3%	9 5%	17 8%	18 16%	* 1%	46 6%	2 2%	19 4%	63 4%	17 11%	66 4%	12 28%
				a	ab						a		a
Collection time of items you are sending	77 4%	22 3%	7 4%	15 7%	14 13%	12 24%	42 6%	19 23%	12 2%	69 4%	8 5%	61 4%	13 30%
					a	abc		ac					a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 275 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2030	628	219	263	158	78	764	119	478	1863	167	1735	44
Effective base	766	280	75	96	50	22	304	37	185	700	66	648	15
Weighted Base	1863	701	181	214	114	48	718	85	468	1714	149	1590	42
Other (PLEASE SPECIFY)	50	14	3	7	3	2	20	2	8	46	4	40	-
	3%	2%	2%	3%	3%	5%	3%	2%	2%	3%	3%	3%	-%
No Problems	1104	438	90	89	29	18	342	42	283	1036	68	946	2
	59%	62%	50%	42%	25%	38%	48%	50%	61%	60%	46%	59%	6%
		bcde	d	d					a	b		b	
NET: Any problem	759	263	91	124	86	30	376	43	185	678	81	644	39
	41%	38%	50%	58%	75%	62%	52%	50%	39%	40%	54%	41%	94%
			a	a	abc	a	c				a		a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 275 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2030	1343	136	956	414	1741	38	1331	148	960	410
Effective base	766	512	36	388	143	649	13	503	44	390	141
Weighted Base	1863	1234	96	906	373	1597	35	1222	108	916	363
Delivery consistency / reliability (e.g. arrives as promised consistently)	339 18%	249 20%	46 48% a	154 17%	115 31% a	294 18%	17 50% a	245 20%	50 46% a	162 18%	107 30% a
Price of postage	268 14%	200 16%	27 29%	126 14%	87 23% a	240 15%	5 13%	195 16%	33 30% a	133 15%	80 22% a
Delivery time (when you receive your post delivery)	228 12%	198 16%	20 21%	124 14%	73 20%	196 12%	13 38% a	192 16%	26 24%	128 14%	70 19%
Amount / level of sent post lost	129 7%	84 7%	22 23% a	67 7%	41 11%	94 6%	14 41% a	81 7%	25 23% a	71 8%	37 10%
Items being delivered intact/undamaged	124 7%	97 8%	9 10%	80 9%	24 6%	115 7%	1 2%	97 8%	10 9%	78 8%	26 7%
Collection reliability	118 6%	84 7%	16 17% a	61 7%	39 10%	90 6%	12 36% a	73 6%	27 25% a	65 7%	35 10%
Latest collection time	80 4%	48 4%	20 21% a	34 4%	32 9% a	68 4%	10 28% a	47 4%	21 19% a	39 4%	27 8%
Collection time of items you are sending	77 4%	54 4%	18 19% a	47 5%	26 7%	68 4%	5 15%	49 4%	23 22% a	48 5%	25 7%
Other (PLEASE SPECIFY)	50 3%	24 2%	* *%	23 3%	7 2%	40 3%	- -%	24 2%	* *%	22 2%	8 2%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 275 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2030	1343	136	956	414	1741	38	1331	148	960	410
Effective base	766	512	36	388	143	649	13	503	44	390	141
Weighted Base	1863	1234	96	906	373	1597	35	1222	108	916	363
No Problems	1104	666	30	502	171	939	9	663	33	503	171
	59%	54%	31%	55%	46%	59%	25%	54%	31%	55%	47%
		b				b		b			
NET: Any problem	759	567	66	404	201	657	26	559	75	413	192
	41%	46%	69%	45%	54%	41%	75%	46%	69%	45%	53%
			a			a		a			

Columns Tested.: a,b - a,b - a,b - a,b - a,b

Table 275 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2030	890	1411	260	1	821	1049	202	4	955	789	240	1
Effective base	766	316	539	93	1	294	392	74	3	365	313	91	1
Weighted Base	1863	787	1302	240	4	727	903	181	5	882	710	208	2
Delivery consistency / reliability (e.g. arrives as promised consistently)	339 18%	202 26%	244 19%	77 32%	- -%	210 29%	187 21%	72 39%	2 48%	213 24%	153 21%	64 31%	- -%
Price of postage	268 14%	143 18%	193 15%	60 25%	4 100%	147 20%	169 19%	51 28%	1 12%	162 18%	132 19%	63 30%	- -%
Delivery time (when you receive your post delivery)	228 12%	141 18%	161 12%	45 19%	- -%	143 20%	128 14%	35 19%	4 88%	160 18%	93 13%	37 18%	- -%
Amount / level of sent post lost	129 7%	81 10%	83 6%	37 15%	- -%	76 11%	66 7%	38 21%	1 12%	86 10%	65 9%	43 21%	- -%
Items being delivered intact/undamaged	124 7%	66 8%	98 8%	11 4%	- -%	59 8%	80 9%	11 6%	2 52%	81 9%	66 9%	16 8%	- -%
Collection reliability	118 6%	69 9%	64 5%	24 10%	- -%	70 10%	45 5%	19 11%	- -%	82 9%	45 6%	20 10%	- -%
Latest collection time	80 4%	56 7%	62 5%	32 13%	- -%	51 7%	49 5%	23 13%	- -%	62 7%	34 5%	22 11%	- -%
Collection time of items you are sending	77 4%	56 7%	48 4%	15 6%	- -%	56 8%	34 4%	11 6%	- -%	56 6%	36 5%	11 5%	- -%
Other (PLEASE SPECIFY)	50 3%	15 2%	33 2%	7 3%	- -%	14 2%	17 2%	3 1%	- -%	22 3%	17 2%	2 1%	- -%
No Problems	1104 59%	367 47%	790 61%	90 38%	- -%	294 40%	518 57%	63 35%	1 12%	409 46%	396 56%	65 31%	2 100%
			ac				ac			c	ac		

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 275 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2030	890	1411	260	1	821	1049	202	4	955	789	240	1
Effective base	766	316	539	93	1	294	392	74	3	365	313	91	1
Weighted Base	1863	787	1302	240	4	727	903	181	5	882	710	208	2
NET: Any problem	759	419	512	150	4	433	385	118	4	473	314	143	-
	41%	53%	39%	62%	100%	60%	43%	65%	88%	54%	44%	69%	-%
		b		b		b		b		b		ab	

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 275 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2030	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	766	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	1863	1550	1175	912	1213	1042	34	633	496	449	133	87
Delivery consistency / reliability (e.g. arrives as promised consistently)	339 18%	290 19%	261 22%	187 20%	247 20%	212 20%	15 42%	132 21%	109 22%	114 25%	46 35%	33 38%
Price of postage	268 14%	233 15%	195 17%	151 17%	178 15%	174 17%	13 38%	112 18%	92 19%	95 21%	42 31%	31 36%
Delivery time (when you receive your post delivery)	228 12%	198 13%	184 16%	140 15%	174 14%	127 12%	8 24%	99 16%	84 17%	92 20%	29 22%	19 22%
Amount / level of sent post lost	129 7%	101 7%	95 8%	97 11%	73 6%	89 9%	13 39%	66 10%	52 11%	58 13%	24 18%	14 16%
Items being delivered intact/undamaged	124 7%	114 7%	98 8%	83 9%	75 6%	83 8%	* 1%	52 8%	46 9%	48 11%	14 11%	10 12%
Collection reliability	118 6%	88 6%	79 7%	62 7%	68 6%	69 7%	10 29%	39 6%	35 7%	32 7%	12 9%	6 6%
Latest collection time	80 4%	75 5%	60 5%	56 6%	73 6%	66 6%	8 24%	34 5%	38 8%	46 10%	22 16%	13 14%
Collection time of items you are sending	77 4%	52 3%	59 5%	50 5%	55 5%	47 4%	7 20%	34 5%	19 4%	34 8%	10 7%	2 2%
Other (PLEASE SPECIFY)	50 3%	37 2%	24 2%	25 3%	24 2%	32 3%	* *%	15 2%	13 3%	6 1%	4 3%	3 4%
No Problems	1104 59%	926 60%	629 54%	487 53%	706 58%	595 57%	5 13%	352 56%	250 51%	199 44%	40 30%	23 27%
		bc			c	c		cde	de	de		

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 275 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2030	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	766	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	1863	1550	1175	912	1213	1042	34	633	496	449	133	87
NET: Any problem	759	623	546	425	507	448	30	281	245	249	93	64
	41%	40%	46%	47%	42%	43%	87%	44%	49%	56%	70%	73%
			a	a			ab			a	abc	abc

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 275 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2030	201	131	98	50	1775	1241	1852	1282	1190	830	1685	219	-	1640	120
Effective base	766	81	46	39	20	656	420	686	444	400	312	630	82	-	604	56
Weighted Base	1863	198	114	93	47	1569	967	1644	1038	912	756	1519	188	-	1417	139
Delivery consistency / reliability (e.g. arrives as promised consistently)	339 18%	73 37%	35 31%	36 39%	9 19%	295 19%	210 22%	318 19%	220 21%	192 21%	206 27%	283 19%	68 36%	- -%	194 14%	63 45%
Price of postage	268 14%	69 35%	19 17%	25 27%	15 32%	222 14%	162 17%	241 15%	166 16%	149 16%	136 18%	208 14%	54 29%	- -%	159 11%	55 39%
Delivery time (when you receive your post delivery)	228 12%	57 29%	20 17%	21 23%	6 13%	201 13%	138 14%	209 13%	163 16%	135 15%	144 19%	180 12%	40 22%	- -%	110 8%	66 48%
Amount / level of sent post lost	129 7%	20 10%	16 14%	17 18%	9 18%	97 6%	71 7%	105 6%	83 8%	86 9%	66 9%	98 6%	23 12%	- -%	76 5%	19 14%
Items being delivered intact/undamaged	124 7%	19 10%	6 5%	17 18%	8 16%	110 7%	67 7%	117 7%	78 7%	72 8%	66 9%	111 7%	13 7%	- -%	78 6%	18 13%
Collection reliability	118 6%	25 13%	27 24%	11 11%	7 14%	88 6%	67 7%	97 6%	66 6%	63 7%	64 8%	77 5%	13 7%	- -%	74 5%	16 11%
Latest collection time	80 4%	21 10%	4 4%	10 11%	8 16%	61 4%	57 6%	69 4%	58 6%	52 6%	54 7%	56 4%	26 14%	- -%	50 4%	13 9%
Collection time of items you are sending	77 4%	19 10%	15 13%	17 18%	3 7%	48 3%	51 5%	66 4%	45 4%	36 4%	55 7%	42 3%	11 6%	- -%	54 4%	7 5%
Other (PLEASE SPECIFY)	50 3%	3 2%	* *%	5 5%	1 1%	42 3%	34 4%	43 3%	31 3%	29 3%	16 2%	43 3%	6 3%	- -%	32 2%	9 7%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 275 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2030	201	131	98	50	1775	1241	1852	1282	1190	830	1685	219	-	1640	120
Effective base	766	81	46	39	20	656	420	686	444	400	312	630	82	-	604	56
Weighted Base	1863	198	114	93	47	1569	967	1644	1038	912	756	1519	188	-	1417	139
No Problems	1104	54	33	21	17	957	536	976	579	513	345	934	77	-	921	29
	59%	27%	29%	23%	35%	61%	55%	59%	56%	56%	46%	62%	41%	-%	65%	21%
												ac			b	
NET: Any problem	759	144	81	72	31	612	430	668	459	399	412	585	110	-	496	109
	41%	73%	71%	77%	65%	39%	45%	41%	44%	44%	54%	38%	59%	-%	35%	79%
											b		b			a

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 275 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	2030	769	1261	529	24	265	370	249	1319	429	317	350	1304
Effective base	766	310	455	197	13	97	146	91	510	156	106	138	503
Weighted Base	1863	759	1104	489	36	233	371	224	1264	354	245	344	1227
Delivery consistency / reliability (e.g. arrives as promised consistently)	339 18%	339 45%	- -%	126 26%	14 40%	89 38%	83 22%	73 33%	174 14%	86 24%	75 31%	111 32%	148 12%
		b				b		b		b	c	c	
Price of postage	268 14%	268 35%	- -%	95 19%	16 46%	60 26%	70 19%	61 27%	130 10%	77 22%	53 21%	84 24%	126 10%
		b				b		b		b	c	c	
Delivery time (when you receive your post delivery)	228 12%	228 30%	- -%	82 17%	10 29%	57 24%	61 16%	54 24%	94 7%	79 22%	49 20%	64 19%	114 9%
		b				b		b		b	c	c	
Amount / level of sent post lost	129 7%	129 17%	- -%	46 9%	1 2%	31 13%	33 9%	27 12%	68 5%	31 9%	42 17%	40 12%	43 3%
		b				b		b		b	c	c	
Items being delivered intact/undamaged	124 7%	124 16%	- -%	47 10%	6 18%	31 13%	31 8%	23 10%	68 5%	33 9%	31 13%	27 8%	66 5%
		b				b		b		b	c		
Collection reliability	118 6%	118 16%	- -%	43 9%	7 20%	46 20%	15 4%	40 18%	64 5%	14 4%	25 10%	45 13%	44 4%
		b				b		bc		b	c	c	
Latest collection time	80 4%	80 11%	- -%	24 5%	9 25%	35 15%	11 3%	17 7%	52 4%	11 3%	22 9%	16 5%	37 3%
		b				b		b		b	c		
Collection time of items you are sending	77 4%	77 10%	- -%	23 5%	* %	27 12%	9 2%	20 9%	32 2%	23 7%	9 4%	33 10%	32 3%
		b				b		b		b	c		
Other (PLEASE SPECIFY)	50 3%	50 7%	- -%	11 2%	- -%	3 1%	8 2%	12 5%	27 2%	8 2%	6 2%	9 3%	32 3%
		b				b		b		b	c		

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 275 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	2030	769	1261	529	24	265	370	249	1319	429	317	350	1304
Effective base	766	310	455	197	13	97	146	91	510	156	106	138	503
Weighted Base	1863	759	1104	489	36	233	371	224	1264	354	245	344	1227
No Problems	1104	-	1104	232	10	53	211	60	862	171	98	125	853
	59%	-%	100%	47%	29%	23%	57%	27%	68%	48%	40%	36%	70%
			a			a			ac	a			ab
NET: Any problem	759	759	-	257	25	179	160	164	402	183	146	219	374
	41%	100%	-%	53%	71%	77%	43%	73%	32%	52%	60%	64%	30%
		b				b		bc		b	c	c	

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 275 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2030	1069	961
Effective base	766	331	434
Weighted Base	1863	814	1048
Delivery consistency / reliability (e.g. arrives as promised consistently)	339 18%	177 22%	162 15%
Price of postage	268 14%	121 15%	147 14%
Delivery time (when you receive your post delivery)	228 12%	134 16%	95 9%
Amount / level of sent post lost	129 7%	64 8%	66 6%
Items being delivered intact/undamaged	124 7%	49 6%	75 7%
Collection reliability	118 6%	75 9%	43 4%
Latest collection time	80 4%	46 6%	34 3%
Collection time of items you are sending	77 4%	54 7%	23 2%
Other (PLEASE SPECIFY)	50 3%	16 2%	33 3%
No Problems	1104 59%	418 51%	687 65%
NET: Any problem	759 41%	397 49%	362 35%

Columns Tested: a,b

Table 275 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2030	118	239	187	177	210	116	119	213	137	167	121	226
Effective base	766	35	112	111	57	141	67	16	83	56	35	43	83
Weighted Base	1863	50	195	217	60	300	106	32	288	147	85	118	264
Delivery consistency / reliability (e.g. arrives as promised consistently)	339 18%	9 18%	40 21% df	50 23% dfgj	4 6%	67 22% dfgj	9 9%	1 3%	54 19% d	18 12%	7 8%	25 21% d	55 21% d
Price of postage	268 14%	1 2%	32 16% a	32 15% a	8 13%	42 14% a	8 7%	2 5%	49 17% a	14 10%	12 14%	32 27% afgi	35 13%
Delivery time (when you receive your post delivery)	228 12%	12 23% dfgjl	25 13% fj	44 20% dfgjl	2 4%	42 14% dfj	3 3%	* 1%	40 14% dfj	17 12% j	1 1%	20 17% dfj	22 8%
Amount / level of sent post lost	129 7%	2 5%	16 8%	20 9%	4 7%	16 5%	4 4%	1 2%	8 3%	11 8%	2 3%	9 8%	36 14% efh
Items being delivered intact/undamaged	124 7%	3 6%	16 8%	9 4%	2 3%	28 9%	11 10%	* %	17 6%	4 2%	4 5%	10 9%	20 8%
Collection reliability	118 6%	2 3%	18 9%	25 11% dh	2 3%	16 5%	6 6%	* 1%	9 3%	4 3%	9 11%	6 5%	20 8%
Latest collection time	80 4%	- -%	7 4%	19 9% aei	1 2%	4 1%	2 2%	* 1%	13 5%	2 1%	4 5%	7 6%	18 7% e
Collection time of items you are sending	77 4%	1 2%	13 7%	10 4%	3 4%	11 4%	2 2%	1 2%	7 3%	6 4%	2 3%	2 1%	20 7%
Other (PLEASE SPECIFY)	50 3%	3 7%	9 5%	10 5%	3 5%	9 3%	5 5% l	* % l	5 2%	3 2%	* % l	- -% l	1 % l
No Problems	1104 59%	30 60%	99 51%	120 55%	41 68% b	173 58% b	72 67% b	29 89% abcehkl	168 58%	106 72% bck	56 66%	60 51%	151 57%
NET: Any problem	759 41%	20 40% g	96 49% dfgi	97 45% gi	19 32%	127 42% g	35 33%	4 11%	120 42% g	42 28%	29 34%	58 49% gi	114 43% g

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 275 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2030	544	503	469	514	1047	983
Effective base	766	256	250	151	158	506	309
Weighted Base	1863	462	465	468	468	927	936
Delivery consistency / reliability (e.g. arrives as promised consistently)	339	99	81	72	87	180	159
	18%	22%	17%	15%	19%	19%	17%
Price of postage	268	65	57	66	79	122	145
	14%	14%	12%	14%	17%	13%	15%
Delivery time (when you receive your post delivery)	228	80	48	57	43	128	101
	12%	17%	10%	12%	9%	14%	11%
		bd					
Amount / level of sent post lost	129	39	24	20	47	63	67
	7%	8%	5%	4%	10%	7%	7%
		c					
Items being delivered intact/undamaged	124	27	41	21	35	69	55
	7%	6%	9%	4%	7%	7%	6%
Collection reliability	118	45	24	14	35	69	49
	6%	10%	5%	3%	8%	7%	5%
		c					
Latest collection time	80	27	8	15	30	35	45
	4%	6%	2%	3%	6%	4%	5%
		b			b		
Collection time of items you are sending	77	24	16	14	24	40	38
	4%	5%	3%	3%	5%	4%	4%
Other (PLEASE SPECIFY)	50	23	17	8	1	40	9
	3%	5%	4%	2%	*%	4%	1%
		d	d			b	
No Problems	1104	249	285	303	267	534	570
	59%	54%	61%	65%	57%	58%	61%
				a			
NET: Any problem	759	213	180	165	201	393	366
	41%	46%	39%	35%	43%	42%	39%
		c					

Columns Tested:: a,b,c,d - a,b

Table 276

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	769	83	686	526	127	40	76	243
Effective base	310	23	291	285	56	19	42	79
Weighted Base	759	36	723	724	28	5	2	35
Delivery consistency / reliability (e.g. arrives as promised consistently)	339	12	327	326	10	1	1	12
	45%	34%	45%	45%	37%	23%	39%	35%
Price of postage	268	1	266	255	9	3	1	13
	35%	3%	37%	35%	33%	60%	32%	37%
			a			abd		
Delivery time (when you receive your post delivery)	228	7	221	216	10	2	1	12
	30%	20%	31%	30%	34%	43%	37%	36%
Amount / level of sent post lost	129	11	119	127	2	1	*	3
	17%	30%	16%	18%	6%	15%	20%	8%
				be			be	
Items not being delivered intact/undamaged	124	6	118	119	3	1	*	5
	16%	16%	16%	16%	11%	26%	9%	13%
Collection reliability	118	13	104	110	5	2	*	8
	16%	38%	14%	15%	19%	38%	23%	22%
		b				a		
Latest collection time	80	1	79	72	6	1	*	8
	11%	2%	11%	10%	22%	28%	21%	23%
					a	a	a	a
Collection time of items you are sending	77	4	74	71	5	1	1	6
	10%	11%	10%	10%	17%	13%	35%	17%
							abe	
Other	50	10	39	49	1	*	*	1
	7%	29%	5%	7%	3%	1%	*%	3%
		b						
NET: Any problem	759	36	723	724	28	5	2	35
	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested: a, b - a, b, c, d, e

Table 276 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	769	229	216	81	69	98	76	526	127	116
Effective base	310	146	110	35	32	45	42	285	56	35
Weighted Base	759	399	267	57	19	14	2	724	28	7
Delivery consistency / reliability (e.g. arrives as promised consistently)	339 45%	176 44%	130 49%	20 36%	8 41%	4 27%	1 39%	326 45%	10 37%	2 28%
		e	ei					e		
Price of postage	268 35%	133 33%	95 35%	27 47%	7 37%	5 37%	1 32%	255 35%	9 33%	4 52%
										a
Delivery time (when you receive your post delivery)	228 30%	117 29%	87 33%	11 20%	6 30%	6 43%	1 37%	216 30%	10 34%	3 41%
						c				
Amount / level of sent post lost	129 17%	67 17%	53 20%	7 12%	* 2%	2 14%	* 20%	127 18%	2 6%	1 17%
		dh	dh				dh	dh		
Items not being delivered intact/undamaged	124 16%	69 17%	41 15%	10 17%	3 13%	2 14%	* 9%	119 16%	3 11%	1 21%
Collection reliability	118 16%	58 15%	39 15%	13 22%	3 17%	4 28%	* 23%	110 15%	5 19%	2 34%
						ag				abg
Latest collection time	80 11%	42 11%	22 8%	8 14%	5 28%	2 16%	* 21%	72 10%	6 22%	2 26%
					abg		bg		abg	abg
Collection time of items you are sending	77 10%	42 10%	28 10%	2 4%	3 17%	2 16%	1 35%	71 10%	5 17%	1 19%
							abcegh			
Other	50 7%	33 8%	14 5%	2 3%	* 1%	1 5%	* %	49 7%	1 3%	* 1%
NET: Any problem	759 100%	399 100%	267 100%	57 100%	19 100%	14 100%	2 100%	724 100%	28 100%	7 100%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 276 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	769	334	192	127	40	76	338	135	59	34	83
Effective base	310	214	95	56	19	42	187	55	19	14	10
Weighted Base	759	599	125	28	5	2	497	115	35	13	19
Delivery consistency / reliability (e.g. arrives as promised consistently)	339 45%	275 46%	52 42%	10 37%	1 23%	1 39%	220 44%	59 51%	12 34%	5 35%	13 67%
Price of postage	268 35%	204 34%	50 40%	9 33%	3 60%	1 32%	187 38%	35 30%	15 43%	7 53%	7 39%
Delivery time (when you receive your post delivery)	228 30%	178 30%	38 31%	10 34%	2 43%	1 37%	145 29%	30 26%	13 36%	6 44%	6 32%
Amount / level of sent post lost	129 17%	109 18%	17 14%	2 6%	1 15%	* 20%	83 17%	23 20%	9 27%	2 14%	1 8%
Items not being delivered intact/undamaged	124 16%	96 16%	23 18%	3 11%	1 26%	* 9%	87 18%	17 15%	2 6%	2 15%	2 12%
Collection reliability	118 16%	84 14%	26 21%	5 19%	2 38%	* 23%	69 14%	23 20%	8 23%	2 15%	2 11%
Latest collection time	80 11%	56 9%	16 13%	6 22%	1 28%	* 21%	50 10%	17 15%	5 15%	3 26%	2 12%
Collection time of items you are sending	77 10%	58 10%	14 11%	5 17%	1 13%	1 35%	47 9%	16 14%	3 8%	2 16%	6 32%
Other	50 7%	43 7%	6 5%	1 3%	* 1%	* *%	36 7%	2 2%	1 3%	2 16%	* *%
NET: Any problem	759 100%	599 100%	125 100%	28 100%	5 100%	2 100%	497 100%	115 100%	35 100%	13 100%	19 100%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 276 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	769	63	44	84	31	64	69	51	53	46
Effective base	310	36	26	45	14	34	46	29	30	21
Weighted Base	759	80	52	118	32	77	142	91	74	40
Delivery consistency / reliability (e.g. arrives as promised consistently)	339	42	22	47	10	44	64	41	32	18
	45%	52%	43%	40%	30%	58%	45%	45%	43%	45%
Price of postage	268	30	15	52	13	29	41	33	19	19
	35%	38%	28%	44%	39%	38%	29%	37%	25%	47%
Delivery time (when you receive your post delivery)	228	32	19	48	6	20	25	25	24	16
	30%	40%	37%	41%	19%	26%	18%	28%	32%	39%
		f		f						
Amount / level of sent post lost	129	10	9	14	3	18	30	17	16	6
	17%	13%	18%	12%	10%	23%	21%	18%	21%	16%
Items not being delivered intact/undamaged	124	21	9	15	7	11	20	18	10	7
	16%	26%	18%	13%	22%	14%	14%	20%	14%	16%
Collection reliability	118	11	6	20	1	11	23	18	6	9
	16%	14%	12%	17%	3%	15%	17%	20%	8%	22%
Latest collection time	80	13	4	20	1	3	18	6	6	3
	11%	16%	8%	17%	3%	4%	13%	7%	8%	7%
Collection time of items you are sending	77	8	2	15	11	14	5	5	12	2
	10%	10%	4%	13%	33%	18%	3%	5%	16%	4%
					bfgi	f				
Other	50	2	2	4	1	5	14	7	6	3
	7%	3%	3%	3%	2%	6%	10%	7%	8%	6%
NET: Any problem	759	80	52	118	32	77	142	91	74	40
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 276 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	769	141	160	204	505	264	92	91	81
Effective base	310	69	91	119	273	89	36	31	37
Weighted Base	759	150	206	350	706	53	23	21	9
Delivery consistency / reliability (e.g. arrives as promised consistently)	339 45%	72 48%	96 46%	151 43%	319 45%	19 37%	8 33%	8 38%	4 43%
Price of postage	268 35%	61 41%	64 31%	127 36%	251 36%	16 31%	6 26%	8 38%	2 25%
Delivery time (when you receive your post delivery)	228 30%	42 28%	75 37%	98 28%	215 31%	13 24%	7 29%	5 23%	1 16%
Amount / level of sent post lost	129 17%	27 18%	35 17%	61 17%	124 18%	6 11%	3 14%	2 7%	1 11%
Items not being delivered intact/undamaged	124 16%	25 17%	40 20%	53 15%	118 17%	5 10%	1 4%	3 15%	1 14%
Collection reliability	118 16%	21 14%	23 11%	62 18%	107 15%	11 21%	5 23%	4 19%	2 21%
Latest collection time	80 11%	7 5%	23 11%	44 13%	75 11%	5 9%	3 12%	1 3%	2 18%
Collection time of items you are sending	77 10%	26 17%	21 10%	25 7%	72 10%	5 9%	3 13%	2 7%	* 4%
Other	50 7%	8 5%	10 5%	24 7%	42 6%	7 14%	3 13%	3 14%	1 16%
NET: Any problem	759 100%	150 100%	206 100%	350 100%	706 100%	53 100%	23 100%	21 100%	9 100%

Columns Tested: a,b,c,d,e,f,g,h

Table 276 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	*g	h	i
Unweighted Base	769	33	63	8	71	74	201	22	33	334
Effective base	310	12	20	4	24	36	89	7	9	137
Weighted Base	759	22	54	10	64	99	187	19	23	343
Delivery consistency / reliability (e.g. arrives as promised consistently)	339 45%	4 19%	28 51%	5 49%	33 51%	35 35%	82 44%	9 46%	5 22%	171 50%
Price of postage	268 35%	7 29%	27 51%	1 6%	28 44%	38 38%	54 29%	14 74%	10 41%	118 34%
Delivery time (when you receive your post delivery)	228 30%	6 27%	19 34%	3 34%	22 34%	21 22%	47 25%	9 46%	9 39%	114 33%
Amount / level of sent post lost	129 17%	1 5%	9 16%	- -%	9 14%	18 18%	36 19%	3 16%	3 11%	60 18%
Items not being delivered intact/undamaged	124 16%	* 2%	* 1%	- -%	* 1%	17 18% bd	44 23% bd	8 43%	1 3%	53 15% d
Collection reliability	118 16%	8 35%	7 13%	1 13%	8 13%	21 21%	25 13%	2 11%	3 15%	49 14%
Latest collection time	80 11%	5 21%	6 10%	- -%	6 9%	10 10%	24 13%	* *%	3 13%	32 9%
Collection time of items you are sending	77 10%	1 5%	12 22% i	5 53%	17 26% i	12 12%	24 13% i	* *%	8 36% i	15 4%
Other	50 7%	6 25% bdi	1 2%	- -%	1 2%	5 5%	15 8%	* 2%	5 22%	18 5%
NET: Any problem	759 100%	22 100%	54 100%	10 100%	64 100%	99 100%	187 100%	19 100%	23 100%	343 100%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 276 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	769	178	201	390	681	88	-	640	129	752	17
Effective base	310	70	89	153	268	44	-	280	33	303	7
Weighted Base	759	185	187	386	633	126	-	698	60	740	18
Delivery consistency / reliability (e.g. arrives as promised consistently)	339 45%	72 39%	82 44%	185 48%	264 42%	75 60%	- -%	318 46%	20 34%	331 45%	8 44%
Price of postage	268 35%	72 39%	54 29%	142 37%	224 35%	44 35%	- -%	247 35%	21 35%	254 34%	13 73%
Delivery time (when you receive your post delivery)	228 30%	49 27%	47 25%	132 34%	178 28%	51 40%	- -%	203 29%	25 42%	220 30%	8 45%
Amount / level of sent post lost	129 17%	28 15%	36 19%	66 17%	101 16%	28 22%	- -%	125 18%	4 7%	119 16%	10 55%
Items not being delivered intact/ undamaged	124 16%	18 10%	44 23%	62 16%	97 15%	27 22%	- -%	119 17%	5 9%	119 16%	5 26%
Collection reliability	118 16%	37 20%	25 13%	56 14%	100 16%	18 14%	- -%	102 15%	16 27%	117 16%	1 7%
Latest collection time	80 11%	20 11%	24 13%	35 9%	62 10%	18 14%	- -%	74 11%	6 10%	78 11%	1 7%
Collection time of items you are sending	77 10%	30 16%	24 13%	23 6%	66 10%	11 9%	- -%	67 10%	10 16%	77 10%	1 3%
Other	50 7%	11 6%	15 8%	24 6%	38 6%	12 10%	- -%	49 7%	* 1%	48 7%	1 7%
NET: Any problem	759 100%	185 100%	187 100%	386 100%	633 100%	126 100%	- -%	698 100%	60 100%	740 100%	18 100%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 276 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	769	365	196	200
Effective base	310	162	67	80
Weighted Base	759	393	148	210
Delivery consistency / reliability (e.g. arrives as promised consistently)	339 45%	186 47%	62 42%	92 44%
Price of postage	268 35%	138 35%	35 24%	91 44%
Delivery time (when you receive your post delivery)	228 30%	120 31%	44 30%	60 29%
Amount / level of sent post lost	129 17%	39 10%	32 22%	58 28%
Items not being delivered intact/undamaged	124 16%	71 18%	20 13%	33 16%
Collection reliability	118 16%	50 13%	38 26%	30 14%
Latest collection time	80 11%	37 10%	26 17%	17 8%
Collection time of items you are sending	77 10%	34 9%	24 16%	18 9%
Other	50 7%	25 6%	7 5%	17 8%
NET: Any problem	759 100%	393 100%	148 100%	210 100%

Columns Tested: a,b,c

Table 276 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	769	502	155	42	20	26	14	3	7	657	112	70
Effective base	310	234	49	12	7	7	3	2	1	283	27	15
Weighted Base	759	579	108	31	6	19	11	*	5	686	72	41
Delivery consistency / reliability (e.g. arrives as promised consistently)	339	257	44	14	5	12	6	*	*	301	38	24
	45%	44%	41%	45%	81%	66%	53%	84%	10%	44%	52%	57%
Price of postage	268	195	41	16	2	5	4	*	5	235	32	16
	35%	34%	38%	52%	31%	29%	35%	16%	90%	34%	44%	39%
Delivery time (when you receive your post delivery)	228	183	24	7	5	6	3	-	*	207	21	14
	30%	32%	22%	24%	77%	34%	24%	-%	1%	30%	29%	33%
Amount / level of sent post lost	129	73	37	11	1	*	7	*	*	110	19	8
	17%	13%	34%	37%	16%	2%	57%	66%	1%	16%	27%	19%
Items not being delivered intact/undamaged	124	106	15	2	*	1	*	-	-	121	3	1
	16%	18%	14%	6%	3%	4%	2%	-%	-%	18%	4%	3%
Collection reliability	118	85	19	3	3	7	1	*	*	104	14	11
	16%	15%	18%	8%	58%	37%	7%	18%	1%	15%	19%	27%
Latest collection time	80	51	17	6	3	1	2	-	*	68	12	7
	11%	9%	15%	18%	52%	5%	22%	-%	1%	10%	17%	16%
Collection time of items you are sending	77	52	14	3	2	3	4	*	*	66	11	8
	10%	9%	13%	8%	28%	15%	33%	66%	1%	10%	15%	20%
Other	50	40	9	*	-	-	-	-	-	49	*	-
	7%	7%	9%	1%	-%	-%	-%	-%	-%	7%	1%	-%
NET: Any problem	759	579	108	31	6	19	11	*	5	686	72	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 276 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	769	223	279	267	709	660	732	629	434	389	78	408	47	68	41	58	32
Effective base	310	118	117	76	279	262	294	256	172	136	42	185	13	20	12	14	9
Weighted Base	759	308	271	180	684	633	716	606	432	338	103	457	25	45	30	35	21
Delivery consistency / reliability (e.g. arrives as promised consistently)	339 45%	136 44%	121 45%	82 45%	311 45%	295 47%	328 46%	269 44%	188 43%	149 44%	45 44%	210 46%	7 28%	25 56%	11 38%	18 52%	11 54%
Price of postage	268 35%	109 35%	86 32%	73 40%	245 36%	228 36%	256 36%	213 35%	154 36%	121 36%	37 36%	164 36%	9 35%	10 23%	8 25%	19 53%	9 44%
Delivery time (when you receive your post delivery)	228 30%	80 26%	104 38%	45 25%	209 31%	218 34%	221 31%	197 33%	148 34%	108 32%	10 10%	162 36%	10 39%	13 29%	10 32%	11 31%	6 27%
Amount / level of sent post lost	129 17%	33 11%	40 15%	56 31% ab	109 16%	106 17%	115 16%	107 18%	65 15%	52 15%	15 15%	65 14%	9 35%	12 26%	5 18%	7 19%	2 8%
Items not being delivered intact/ undamaged	124 16%	53 17%	53 20%	18 10%	116 17%	107 17%	122 17%	104 17%	74 17%	34 10%	18 17%	82 18%	3 12%	9 20%	6 21%	3 7%	1 7%
Collection reliability	118 16%	28 9%	57 21%	33 18%	102 15%	100 16%	105 15%	100 17%	83 19%	75 22%	8 8%	58 13%	6 26%	11 23%	7 25%	11 32%	3 15%
Latest collection time	80 11%	26 9%	25 9%	29 16%	78 11%	68 11%	78 11%	67 11%	54 13%	47 14%	10 10%	40 9%	3 11%	6 14%	2 6%	11 31%	6 29%
Collection time of items you are sending	77 10%	20 7%	32 12%	25 14%	74 11%	72 11%	76 11%	73 12%	68 16%	59 17%	5 5%	36 8%	2 8%	6 12%	9 29%	14 39%	5 24%
Other	50 7%	28 9%	12 4%	10 5%	40 6%	24 4%	42 6%	30 5%	10 2%	5 1%	17 17%	19 4%	3 13%	1 2%	* *%	2 6%	- -%
NET: Any problem	759 100%	308 100%	271 100%	180 100%	684 100%	633 100%	716 100%	606 100%	432 100%	338 100%	103 100%	457 100%	25 100%	45 100%	30 100%	35 100%	21 100%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 276 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	*e	*f	*g	a	b	c	d	e	*f	*g
Significance Level: 95%															
Unweighted Base	769	479	57	53	49	26	29	16	378	113	59	38	32	23	17
Effective base	310	219	17	17	10	6	7	3	178	37	15	15	8	9	6
Weighted Base	759	534	50	40	19	14	19	7	432	98	25	27	27	11	15
Delivery consistency / reliability (e.g. arrives as promised consistently)	339	230	32	14	10	7	13	5	204	45	10	16	8	5	7
	45%	43%	65%	35%	55%	48%	65%	69%	47%	46%	40%	60%	32%	45%	46%
Price of postage	268	193	20	5	4	12	7	4	158	28	13	8	11	4	6
	35%	36%	40%	13%	22%	81%	37%	52%	37%	28%	51%	29%	43%	38%	40%
Delivery time (when you receive your post delivery)	228	159	20	6	7	8	7	2	157	35	3	12	2	3	4
	30%	30%	39%	16%	40%	55%	34%	32%	36%	36%	13%	45%	8%	30%	31%
Amount / level of sent post lost	129	74	15	6	3	4	5	1	59	29	6	10	*	*	2
	17%	14%	31%	14%	18%	27%	28%	14%	14%	30%	23%	36%	1%	4%	11%
Items not being delivered intact/undamaged	124	88	21	3	1	1	*	1	80	8	3	8	4	2	1
	16%	17%	42%	8%	7%	4%	1%	18%	19%	9%	12%	28%	17%	20%	7%
Collection reliability	118	67	6	15	3	5	6	*	55	21	7	5	5	4	2
	16%	13%	12%	37%	16%	32%	32%	1%	13%	22%	30%	19%	18%	33%	15%
Latest collection time	80	54	3	7	2	4	7	*	30	24	2	3	1	3	5
	11%	10%	6%	18%	12%	25%	38%	3%	7%	24%	7%	13%	4%	29%	32%
Collection time of items you are sending	77	40	6	9	1	1	11	5	23	26	8	4	7	3	1
	10%	8%	12%	23%	4%	10%	56%	69%	5%	26%	33%	17%	26%	24%	9%
Other	50	38	1	1	*	-	-	-	17	2	3	*	-	2	-
	7%	7%	2%	3%	*%	-%	-%	-%	4%	2%	13%	1%	-%	19%	-%
NET: Any problem	759	534	50	40	19	14	19	7	432	98	25	27	27	11	15
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 276 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	769	327	93	76	51	23	28	31	218	163	188	106	55
Effective base	310	158	36	22	17	7	7	11	106	70	70	32	17
Weighted Base	759	365	95	54	28	17	18	29	269	163	165	73	46
Delivery consistency / reliability (e.g. arrives as promised consistently)	339	167	43	26	4	8	10	11	131	63	87	33	14
	45%	46%	45%	48%	12%	50%	57%	39%	49%	38%	53%	45%	31%
		d	d	d									
Price of postage	268	127	40	21	12	1	4	9	87	55	63	32	19
	35%	35%	42%	38%	42%	8%	23%	30%	32%	34%	38%	44%	42%
Delivery time (when you receive your post delivery)	228	124	35	15	5	5	5	8	77	64	47	17	15
	30%	34%	37%	28%	17%	31%	27%	27%	29%	40%	29%	23%	32%
Amount / level of sent post lost	129	51	23	6	5	10	5	7	27	27	30	18	13
	17%	14%	24%	11%	19%	59%	27%	26%	10%	16%	18%	25%	28%
												a	a
Items not being delivered intact/undamaged	124	60	28	5	5	3	1	2	43	23	32	12	12
	16%	16%	29%	9%	19%	19%	5%	6%	16%	14%	19%	16%	26%
Collection reliability	118	46	10	20	9	3	7	5	34	18	31	13	9
	16%	13%	10%	37%	33%	15%	40%	16%	13%	11%	19%	17%	20%
				ab	ab								
Latest collection time	80	28	13	11	6	5	1	2	24	18	9	16	12
	11%	8%	14%	20%	23%	30%	4%	9%	9%	11%	6%	22%	25%
					a							c	c
Collection time of items you are sending	77	26	4	19	5	6	6	8	12	25	10	15	14
	10%	7%	4%	34%	16%	36%	34%	29%	5%	15%	6%	20%	31%
				ab				ab		a		ac	ac
Other	50	22	*	*	5	-	*	2	30	2	9	1	-
	7%	6%	*%	1%	18%	-%	1%	8%	11%	1%	5%	2%	-%
					bc				b				
NET: Any problem	759	365	95	54	28	17	18	29	269	163	165	73	46
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 276 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	769	301	140	149	77	39	240	137	156	82	39
Effective base	310	133	61	52	21	11	115	54	53	27	13
Weighted Base	759	336	140	126	51	30	285	129	119	64	35
Delivery consistency / reliability (e.g. arrives as promised consistently)	339 45%	159 47%	52 37%	68 54%	19 37%	13 42%	134 47%	56 43%	62 52%	34 53%	9 27%
Price of postage	268 35%	101 30%	59 42%	48 38%	23 46%	13 42%	88 31%	44 34%	52 44%	29 46%	15 42%
Delivery time (when you receive your post delivery)	228 30%	100 30%	45 32%	42 33%	10 19%	12 39%	106 37%	54 42%	29 25%	14 22%	14 39%
Amount / level of sent post lost	129 17%	38 11%	23 16%	29 23%	9 17%	11 35% a	31 11%	28 22%	21 17%	18 28% a	7 21%
Items not being delivered intact/undamaged	124 16%	57 17%	23 16%	28 23%	6 12%	2 7%	48 17%	18 14%	20 17%	10 16%	10 29%
Collection reliability	118 16%	41 12%	20 14%	22 17%	10 20%	9 28%	35 12%	20 15%	26 22%	10 15%	9 26%
Latest collection time	80 11%	31 9%	19 14%	4 3%	14 27%	11 37% ac	24 9%	13 10%	10 8%	13 21%	7 20%
Collection time of items you are sending	77 10%	25 7%	17 12%	7 6%	11 21%	14 47% abc	23 8%	20 15%	10 8%	12 19%	6 19%
Other	50 7%	30 9% b	2 1%	7 5%	1 3%	- -%	15 5%	1 1%	8 6%	1 1%	- -%
NET: Any problem	759 100%	336 100%	140 100%	126 100%	51 100%	30 100%	285 100%	129 100%	119 100%	64 100%	35 100%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 276 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	769	219	117	142	93	47	398	63	166	674	95	671	38
Effective base	310	112	38	55	34	14	161	20	74	274	37	265	14
Weighted Base	759	263	91	124	86	30	376	43	185	678	81	644	39
Delivery consistency / reliability (e.g. arrives as promised consistently)	339 45%	120 45%	47 52%	57 46%	33 39%	9 28%	168 45%	17 40%	84 45%	291 43%	48 59%	277 43%	34 86% a
Price of postage	268 35%	81 31%	36 40%	44 35%	36 41%	16 53%	147 39% b	4 10%	61 33% b	234 35%	33 41%	236 37%	9 23%
Delivery time (when you receive your post delivery)	228 30%	87 33%	47 52% acd	36 29%	15 18%	8 27%	122 32%	11 25%	64 35%	199 29%	30 37%	196 30%	14 34%
Amount / level of sent post lost	129 17%	33 12%	21 23%	22 18%	27 31% a	2 7%	78 21%	6 14%	23 13%	110 16%	19 23%	94 15%	15 38% a
Items not being delivered intact/ undamaged	124 16%	48 18%	12 13%	20 16%	15 17%	4 15%	58 16%	4 9%	40 21%	120 18% b	4 4%	114 18%	2 4%
Collection reliability	118 16%	41 15%	7 8%	30 24% b	16 19%	5 17%	69 18%	5 12%	26 14%	93 14%	25 31% a	87 13%	15 39% a
Latest collection time	80 11%	19 7%	9 10%	17 14%	18 21% a	* 1%	46 12%	2 4%	19 10%	63 9%	17 21% a	66 10%	12 29% a
Collection time of items you are sending	77 10%	22 8%	7 8%	15 12%	14 17%	12 39% abc	42 11%	19 45% ac	12 6%	69 10%	8 10%	61 9%	13 32% a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 276 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	769	219	117	142	93	47	398	63	166	674	95	671	38
Effective base	310	112	38	55	34	14	161	20	74	274	37	265	14
Weighted Base	759	263	91	124	86	30	376	43	185	678	81	644	39
Other	50	14	3	7	3	2	20	2	8	46	4	40	-
	7%	5%	4%	6%	4%	8%	5%	4%	4%	7%	5%	6%	-%
NET: Any problem	759	263	91	124	86	30	376	43	185	678	81	644	39
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 276 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	769	564	96	410	219	681	28	556	104	411	218
Effective base	310	236	26	176	80	269	10	229	33	177	79
Weighted Base	759	567	66	404	201	657	26	559	75	413	192
Delivery consistency / reliability (e.g. arrives as promised consistently)	339 45%	249 44%	46 69% a	154 38%	115 57% a	294 45%	17 66%	245 44%	50 66% a	162 39%	107 56% a
Price of postage	268 35%	200 35%	27 41%	126 31%	87 43%	240 36%	5 18%	195 35%	33 44%	133 32%	80 41%
Delivery time (when you receive your post delivery)	228 30%	198 35%	20 30%	124 31%	73 36%	196 30%	13 50%	192 34%	26 35%	128 31%	70 36%
Amount / level of sent post lost	129 17%	84 15%	22 33% a	67 17%	41 20%	94 14%	14 55%	81 15%	25 33% a	71 17%	37 19%
Items not being delivered intact/undamaged	124 16%	97 17%	9 14%	80 20%	24 12%	115 18%	1 2%	97 17%	10 13%	78 19%	26 13%
Collection reliability	118 16%	84 15%	16 24%	61 15%	39 19%	90 14%	12 48%	73 13%	27 36% a	65 16%	35 18%
Latest collection time	80 11%	48 8%	20 30% a	34 8%	32 16%	68 10%	10 38%	47 8%	21 28% a	39 9%	27 14%
Collection time of items you are sending	77 10%	54 10%	18 28% a	47 12%	26 13%	68 10%	5 20%	49 9%	23 31% a	48 12%	25 13%
Other	50 7%	24 4%	* *%	23 6%	7 3%	40 6%	- -%	24 4%	* *%	22 5%	8 4%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 276 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	769	564	96	410	219	681	28	556	104	411	218
Effective base	310	236	26	176	80	269	10	229	33	177	79
Weighted Base	759	567	66	404	201	657	26	559	75	413	192
NET: Any problem	759	567	66	404	201	657	26	559	75	413	192
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 276 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	769	461	513	146	1	453	414	126	3	496	335	145	-
Effective base	310	166	218	59	1	169	175	51	3	196	148	61	-
Weighted Base	759	419	512	150	4	433	385	118	4	473	314	143	-
Delivery consistency / reliability (e.g. arrives as promised consistently)	339 45%	202 48%	244 48%	77 52%	- -%	210 48%	187 48%	72 60%	2 54%	213 45%	153 49%	64 45%	- -%
Price of postage	268 35%	143 34%	193 38%	60 40%	4 100%	147 34%	169 44%	51 43%	1 14%	162 34%	132 42%	63 44%	- -%
Delivery time (when you receive your post delivery)	228 30%	141 34%	161 31%	45 30%	- -%	143 33%	128 33%	35 29%	4 100%	160 34%	93 30%	37 26%	- -%
Amount / level of sent post lost	129 17%	81 19%	83 16%	37 25%	- -%	76 18%	66 17%	38 32% ab	1 14%	86 18%	65 21%	43 30%	- -%
Items not being delivered intact/ undamaged	124 16%	66 16%	98 19% c	11 7%	- -%	59 14%	80 21%	11 9%	2 59%	81 17%	66 21%	16 11%	- -%
Collection reliability	118 16%	69 16%	64 12%	24 16%	- -%	70 16%	45 12%	19 16%	- -%	82 17%	45 14%	20 14%	- -%
Latest collection time	80 11%	56 13%	62 12%	32 21%	- -%	51 12%	49 13%	23 19%	- -%	62 13%	34 11%	22 16%	- -%
Collection time of items you are sending	77 10%	56 13%	48 9%	15 10%	- -%	56 13%	34 9%	11 9%	- -%	56 12%	36 11%	11 8%	- -%
Other	50 7%	15 4%	33 6%	7 5%	- -%	14 3%	17 5%	3 2%	- -%	22 5%	17 5%	2 2%	- -%
NET: Any problem	759 100%	419 100%	512 100%	150 100%	4 100%	433 100%	385 100%	118 100%	4 100%	473 100%	314 100%	143 100%	- -%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 276 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	769	625	550	418	537	423	37	264	230	245	88	49
Effective base	310	250	222	178	201	189	11	124	97	98	42	26
Weighted Base	759	623	546	425	507	448	30	281	245	249	93	64
Delivery consistency / reliability (e.g. arrives as promised consistently)	339 45%	290 46%	261 48%	187 44%	247 49%	212 47%	15 49%	132 47%	109 45%	114 46%	46 49%	33 51%
Price of postage	268 35%	233 37%	195 36%	151 36%	178 35%	174 39%	13 44%	112 40%	92 38%	95 38%	42 45%	31 49%
Delivery time (when you receive your post delivery)	228 30%	198 32%	184 34%	140 33%	174 34%	127 28%	8 27%	99 35%	84 34%	92 37%	29 31%	19 29%
Amount / level of sent post lost	129 17%	101 16%	95 17%	97 23%	73 14%	89 20%	13 45% ab	66 23%	52 21%	58 23%	24 26%	14 22%
Items not being delivered intact/undamaged	124 16%	114 18%	98 18%	83 19%	75 15%	83 19%	* 1%	52 19%	46 19%	48 19%	14 15%	10 16%
Collection reliability	118 16%	88 14%	79 14%	62 15%	68 13%	69 15%	10 33%	39 14%	35 14%	32 13%	12 13%	6 9%
Latest collection time	80 11%	75 12%	60 11%	56 13%	73 14%	66 15%	8 28%	34 12%	38 15%	46 18%	22 23%	13 20%
Collection time of items you are sending	77 10%	52 8%	59 11%	50 12%	55 11%	47 10%	7 23%	34 12%	19 8%	34 14%	10 10%	2 3%
Other	50 7%	37 6%	24 4%	25 6%	24 5%	32 7%	* *0%	15 5%	13 5%	6 2%	4 4%	3 5%
NET: Any problem	759 100%	623 100%	546 100%	425 100%	507 100%	448 100%	30 100%	281 100%	245 100%	249 100%	93 100%	64 100%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 276 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	769	138	103	76	38	628	478	691	479	438	436	584	122	-	540	93
Effective base	310	55	34	32	14	251	181	274	190	168	167	241	47	-	208	43
Weighted Base	759	144	81	72	31	612	430	668	459	399	412	585	110	-	496	109
Delivery consistency / reliability (e.g. arrives as promised consistently)	339 45%	73 51%	35 43%	36 51%	9 29%	295 48%	210 49%	318 48%	220 48%	192 48%	206 50%	283 48%	68 61%	- -%	194 39%	63 57% a
Price of postage	268 35%	69 48% b	19 24%	25 35%	15 49%	222 36%	162 38%	241 36%	166 36%	149 37%	136 33%	208 36%	54 49%	- -%	159 32%	55 50% a
Delivery time (when you receive your post delivery)	228 30%	57 40%	20 25%	21 30%	6 20%	201 33%	138 32%	209 31%	163 35%	135 34%	144 35%	180 31%	40 37%	- -%	110 22%	66 60% a
Amount / level of sent post lost	129 17%	20 14%	16 19%	17 24%	9 28%	97 16%	71 17%	105 16%	83 18%	86 22%	66 16%	98 17%	23 21%	- -%	76 15%	19 17%
Items not being delivered intact/ undamaged	124 16%	19 13%	6 7%	17 24% b	8 25%	110 18%	67 16%	117 18%	78 17%	72 18%	66 16%	111 19%	13 12%	- -%	78 16%	18 17%
Collection reliability	118 16%	25 18%	27 34%	11 15%	7 22%	88 14%	67 16%	97 14%	66 14%	63 16%	64 16%	77 13%	13 12%	- -%	74 15%	16 14%
Latest collection time	80 11%	21 14%	4 5%	10 15% b	8 25%	61 10%	57 13%	69 10%	58 13%	52 13%	54 13%	56 10%	26 23% b	- -%	50 10%	13 12%
Collection time of items you are sending	77 10%	19 13%	15 19%	17 23%	3 11%	48 8%	51 12%	66 10%	45 10%	36 9%	55 13% b	42 7%	11 10%	- -%	54 11%	7 6%
Other	50 7%	3 2%	* *%	5 7%	1 2%	42 7%	34 8%	43 6%	31 7%	29 7%	16 4%	43 7%	6 6%	- -%	32 6%	9 9%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 276 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	RM product changes:					Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
	a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																
Unweighted Base	769	138	103	76	38	628	478	691	479	438	436	584	122	-	540	93
Effective base	310	55	34	32	14	251	181	274	190	168	167	241	47	-	208	43
Weighted Base	759	144	81	72	31	612	430	668	459	399	412	585	110	-	496	109
NET: Any problem	759	144	81	72	31	612	430	668	459	399	412	585	110	-	496	109
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-%	100%	100%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 276 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	769	769	-	275	17	209	135	166	420	174	176	231	342
Effective base	310	310	-	103	9	77	60	66	165	76	62	90	152
Weighted Base	759	759	-	257	25	179	160	164	402	183	146	219	374
Delivery consistency / reliability (e.g. arrives as promised consistently)	339	339	-	126	14	89	83	73	174	86	75	111	148
	45%	45%	-%	49%	56%	50%	52%	45%	43%	47%	51%	51%	39%
Price of postage	268	268	-	95	16	60	70	61	130	77	53	84	126
	35%	35%	-%	37%	64%	34%	44%	37%	32%	42%	36%	38%	34%
Delivery time (when you receive your post delivery)	228	228	-	82	10	57	61	54	94	79	49	64	114
	30%	30%	-%	32%	41%	32%	38%	33%	23%	43%	33%	29%	31%
										b			
Amount / level of sent post lost	129	129	-	46	1	31	33	27	68	31	42	40	43
	17%	17%	-%	18%	3%	17%	21%	16%	17%	17%	29%	18%	11%
											c		
Items not being delivered intact/ undamaged	124	124	-	47	6	31	31	23	68	33	31	27	66
	16%	16%	-%	18%	25%	17%	19%	14%	17%	18%	21%	12%	18%
Collection reliability	118	118	-	43	7	46	15	40	64	14	25	45	44
	16%	16%	-%	17%	28%	26%	9%	25%	16%	7%	17%	21%	12%
						b		c					
Latest collection time	80	80	-	24	9	35	11	17	52	11	22	16	37
	11%	11%	-%	9%	35%	20%	7%	10%	13%	6%	15%	7%	10%
						b							
Collection time of items you are sending	77	77	-	23	*	27	9	20	32	23	9	33	32
	10%	10%	-%	9%	*%	15%	6%	12%	8%	13%	6%	15%	9%
Other	50	50	-	11	-	3	8	12	27	8	6	9	32
	7%	7%	-%	4%	-%	2%	5%	7%	7%	5%	4%	4%	8%
NET: Any problem	759	759	-	257	25	179	160	164	402	183	146	219	374
	100%	100%	-%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 276 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	769	429	340
Effective base	310	150	162
Weighted Base	759	397	362
Delivery consistency / reliability (e.g. arrives as promised consistently)	339 45%	177 45%	162 45%
Price of postage	268 35%	121 30%	147 41%
Delivery time (when you receive your post delivery)	228 30%	134 34%	95 26%
Amount / level of sent post lost	129 17%	64 16%	66 18%
Items not being delivered intact/undamaged	124 16%	49 12%	75 21%
Collection reliability	118 16%	75 19%	43 12%
Latest collection time	80 11%	46 12%	34 9%
Collection time of items you are sending	77 10%	54 14%	23 6%
Other	50 7%	16 4%	33 9%
NET: Any problem	759 100%	397 100%	362 100%

Columns Tested: a,b

Table 276 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	769	45	102	75	68	83	35	32	81	41	61	43	103
Effective base	310	14	54	48	24	60	20	10	36	15	12	19	38
Weighted Base	759	20	96	97	19	127	35	4	120	42	29	58	114
Delivery consistency / reliability (e.g. arrives as promised consistently)	339	9	40	50	4	67	9	1	54	18	7	25	55
	45%	45%	42%	52%	20%	53%	27%	26%	45%	43%	25%	43%	48%
			d	d	df							d	d
Price of postage	268	1	32	32	8	42	8	2	49	14	12	32	35
	35%	5%	34%	33%	40%	33%	22%	48%	41%	35%	40%	56%	31%
			a	a	a	a		a	a		a	af	
Delivery time (when you receive your post delivery)	228	12	25	44	2	42	3	*	40	17	1	20	22
	30%	59%	26%	45%	11%	33%	10%	9%	33%	42%	3%	35%	19%
		bdfgjl		bdfgjl		dfj			j	dfj		j	
Amount / level of sent post lost	129	2	16	20	4	16	4	1	8	11	2	9	36
	17%	12%	17%	21%	22%	13%	11%	16%	7%	27%	7%	15%	32%
												eh	eh
Items not being delivered intact/ undamaged	124	3	16	9	2	28	11	*	17	4	4	10	20
	16%	14%	16%	9%	11%	22%	32%	3%	14%	8%	15%	18%	18%
							c						
Collection reliability	118	2	18	25	2	16	6	*	9	4	9	6	20
	16%	8%	19%	26%	9%	12%	19%	6%	8%	10%	31%	11%	18%
			h	h									
Latest collection time	80	-	7	19	1	4	2	*	13	2	4	7	18
	11%	-%	8%	20%	8%	3%	7%	6%	11%	5%	15%	12%	16%
			e	e								e	e
Collection time of items you are sending	77	1	13	10	3	11	2	1	7	6	2	2	20
	10%	5%	13%	10%	14%	9%	7%	19%	6%	15%	7%	3%	17%
Other	50	3	9	10	3	9	5	*	5	3	*	-	1
	7%	17%	10%	11%	15%	7%	16%	1%	4%	7%	1%	-%	1%
		l		l	l		l						
NET: Any problem	759	20	96	97	19	127	35	4	120	42	29	58	114
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 276 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	769	222	186	154	207	408	361
Effective base	310	114	94	52	68	208	120
Weighted Base	759	213	180	165	201	393	366
Delivery consistency / reliability (e.g. arrives as promised consistently)	339 45%	99 47%	81 45%	72 44%	87 43%	180 46%	159 43%
Price of postage	268 35%	65 31%	57 32%	66 40%	79 40%	122 31%	145 40%
Delivery time (when you receive your post delivery)	228 30%	80 38%	48 27%	57 35%	43 22%	128 33%	101 28%
		d					
Amount / level of sent post lost	129 17%	39 18%	24 13%	20 12%	47 23%	63 16%	67 18%
Items not being delivered intact/undamaged	124 16%	27 13%	41 23%	21 12%	35 17%	69 17%	55 15%
Collection reliability	118 16%	45 21%	24 13%	14 8%	35 18%	69 17%	49 13%
		c					
Latest collection time	80 11%	27 13%	8 4%	15 9%	30 15%	35 9%	45 12%
		b			b		
Collection time of items you are sending	77 10%	24 11%	16 9%	14 9%	24 12%	40 10%	38 10%
Other	50 7%	23 11%	17 10%	8 5%	1 1%	40 10%	9 3%
		d	d			b	
NET: Any problem	759 100%	213 100%	180 100%	165 100%	201 100%	393 100%	366 100%

Columns Tested: a,b,c,d - a,b

Table 277

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	769	83	686	526	127	40	76	243
Effective base	310	23	291	285	56	19	42	79
Weighted Base	759	36	723	724	28	5	2	35
Very Dissatisfied (-2)	49 7%	4 11%	45 6%	48 7%	1 3%	* 5%	* 6%	1 4%
Fairly Dissatisfied (-1)	74 10%	1 3%	73 10%	71 10%	2 8%	* 2%	* 3%	2 7%
Neither Satisfied Nor Dissatisfied (0)	96 13%	10 29%	85 12%	93 13%	2 9%	* 1%	* 10%	3 8%
Fairly Satisfied (1)	167 22%	10 28%	157 22%	154 21%	9 33%	3 69%	1 29%	13 38%
Very Satisfied (2)	148 19%	2 5%	146 20%	137 19%	10 35%	1 13%	1 46%	11 32%
Have not Contacted / Not Applicable (DO NOT READ OUT)	202 27%	8 22%	194 27%	198 27%	3 11%	* 9%	* 5%	4 10%
Don't Know (DO NOT READ OUT)	23 3%	1 3%	22 3%	23 3%	* 1%	* 2%	* 2%	* 1%
NET: Satisfied	315 42%	12 33%	303 42%	291 40%	19 67%	4 82%	2 75%	24 70%
NET: Dissatisfied	123 16%	5 14%	118 16%	119 16%	3 12%	* 7%	* 8%	4 11%
Answered	534	27	507	503	24	4	2	31
Mean Score	.5	.2	.6	.5	1.0	.9	1.1	1.0
Standard error	.05	.14	.06	.07	a	a	a	a
Standard deviation	1.28	1.12	1.28	1.29	1.13	.96	1.58	1.09

Columns Tested: a,b - a,b,c,d,e

Table 277 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		769	229	216	81	69	98	76	526	127	116
Effective base		310	146	110	35	32	45	42	285	56	35
Weighted Base		759	399	267	57	19	14	2	724	28	7
Very Dissatisfied	(-2)	49 7%	31 8%	16 6%	1 2%	1 3%	1 4%	* 6%	48 7%	1 3%	* 5%
Fairly Dissatisfied	(-1)	74 10%	38 10%	29 11%	4 8%	2 10%	* 3%	* 3%	71 10%	2 8%	* 2%
Neither Satisfied Nor Dissatisfied	(0)	96 13%	51 13%	33 12%	9 15%	1 6%	1 10%	* 10%	93 13%	2 9%	* 4%
Fairly Satisfied	(1)	167 22%	99 25%	42 16%	13 23%	7 36%	6 42%	1 29%	154 21%	9 33%	4 57%
Very Satisfied	(2)	148 19%	58 15%	68 25%	11 19%	7 35%	4 26%	1 46%	137 19%	10 35%	2 23%
Have not Contacted / Not Applicable (DO NOT READ OUT)		202 27%	110 27%	71 26%	18 31%	2 8%	2 15%	* 5%	198 27%	3 11%	1 8%
Don't Know (DO NOT READ OUT)		23 3%	12 3%	9 3%	1 3%	* 2%	* 1%	* 2%	23 3%	* 1%	* 2%
NET: Satisfied		315 42%	157 39%	110 41%	24 42%	13 71%	9 68%	2 75%	291 40%	19 67%	6 80%
NET: Dissatisfied		123 16%	70 17%	45 17%	5 9%	3 14%	1 7%	* 8%	119 16%	3 12%	1 7%
Answered		534	278	187	38	17	12	2	503	24	6
Mean Score		.5	.4	.6	.8	1.0	1.0	1.1	.5	1.0	1.0
Standard error		.05	.10	.11	.14	.15	.11	.19	.07	.11	.10
Standard deviation		1.28	1.27	1.34	1.07	1.15	1.04	1.58	1.29	1.13	1.02

Columns Tested: a,b,c,d,e,f,g,h,i

Table 277 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	769	334	192	127	40	76	338	135	59	34	83
Effective base	310	214	95	56	19	42	187	55	19	14	10
Weighted Base	759	599	125	28	5	2	497	115	35	13	19
Very Dissatisfied (-2)	49 7%	42 7%	6 5%	1 3%	* 5%	* 6%	38 8%	3 3%	* 1%	1 5%	* 1%
Fairly Dissatisfied (-1)	74 10%	59 10%	12 10%	2 8%	* 2%	* 3%	48 10%	16 14%	3 8%	* *%	1 3%
Neither Satisfied Nor Dissatisfied (0)	96 13%	75 12%	18 15%	2 9%	* 1%	* 10%	50 10%	12 11%	5 14%	2 19%	1 6%
Fairly Satisfied (1)	167 22%	129 22%	25 20%	9 33%	3 69%	1 29%	109 22%	29 26%	8 22%	3 26%	6 30%
Very Satisfied (2)	148 19%	106 18%	31 25%	10 35%	1 13%	1 46%	90 18%	32 27%	15 42%	4 31%	3 14%
Have not Contacted / Not Applicable (DO NOT READ OUT)	202 27%	169 28%	29 24%	3 11%	* 9%	* 5%	145 29%	23 20%	3 9%	2 19%	5 25%
Don't Know (DO NOT READ OUT)	23 3%	20 3%	3 3%	* 1%	* 2%	* 2%	16 3%	* *%	1 4%	- -%	4 20%
NET: Satisfied	315 42%	235 39%	56 45%	19 67%	4 82%	2 75%	199 40%	61 53%	22 64%	7 57%	8 44%
NET: Dissatisfied	123 16%	101 17%	18 14%	3 12%	* 7%	* 8%	86 17%	19 16%	3 9%	1 5%	1 4%
Answered	534	411	92	24	4	2	335	92	30	10	11
Mean Score	.5	.5	.7	1.0	.9	1.1	.5	.8	1.1	1.0	1.0
Standard error	.05	.09	.10	.11	.16	.19	.09	.11	.15	.21	.11
Standard deviation	1.28	1.29	1.24	1.13	.96	1.58	1.33	1.19	1.08	1.15	.94

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 277 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		769	63	44	84	31	64	69	51	53	46
Effective base		310	36	26	45	14	34	46	29	30	21
Weighted Base		759	80	52	118	32	77	142	91	74	40
Very Dissatisfied	(-2)	49 7%	12 15% cg	3 6%	3 2%	1 3%	4 6%	13 9%	- -%	8 11%	- -%
Fairly Dissatisfied	(-1)	74 10%	8 10%	9 17% e	13 11%	1 3%	1 2%	13 9%	15 17% e	6 8%	5 12%
Neither Satisfied Nor Dissatisfied	(0)	96 13%	8 11%	4 7%	22 19%	4 12%	6 8%	18 13%	12 13%	9 13%	4 11%
Fairly Satisfied	(1)	167 22%	21 27%	11 22%	26 22%	12 36% i	21 27%	27 19%	17 19%	20 27%	3 8%
Very Satisfied	(2)	148 19%	9 11%	14 27%	19 16%	11 35%	21 27%	30 21%	13 14%	12 16%	9 21%
Have not Contacted / Not Applicable (DO NOT READ OUT)		202 27%	20 25%	9 17%	33 28%	3 8%	16 21%	40 28%	29 32%	17 23%	20 48% bde
Don't Know (DO NOT READ OUT)		23 3%	2 2%	2 3%	1 1%	1 2%	6 8%	1 1%	5 6%	2 3%	* *%
NET: Satisfied		315 42%	30 38%	25 48%	45 38%	23 71% acfgi	42 55%	57 40%	30 33%	32 43%	12 29%
NET: Dissatisfied		123 16%	20 24%	12 23%	16 14%	2 7%	6 8%	26 18%	15 17%	14 19%	5 12%
Answered		534	58	41	84	29	55	101	57	55	21
Mean Score		.5	.1	.6	.5	1.1 a	1.0 a	.5	.5	.4	.8
Standard error		.05	.20	.23	.14	.20	.17	.20	.18	.21	.22
Standard deviation		1.28	1.40	1.37	1.12	1.02	1.17	1.38	1.12	1.33	1.24

Columns Tested: a,b,c,d,e,f,g,h,i

Table 277 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		a	b	c	d	e	f	g	h	
Significance Level: 95%										
Unweighted Base		769	141	160	204	505	264	92	81	
Effective base		310	69	91	119	273	89	36	37	
Weighted Base		759	150	206	350	706	53	23	9	
Very Dissatisfied	(-2)	49 7%	6 4%	23 11%	16 5%	45 6%	5 9%	1 6%	3 12%	1 9%
Fairly Dissatisfied	(-1)	74 10%	7 5%	23 11%	41 12%	71 10%	3 5%	1 5%	1 6%	* 3%
Neither Satisfied Nor Dissatisfied	(0)	96 13%	15 10%	22 10%	52 15%	88 13%	7 14%	4 18%	3 12%	1 7%
Fairly Satisfied	(1)	167 22%	36 24%	53 26%	70 20%	159 22%	8 16%	2 10%	5 21%	2 20%
Very Satisfied	(2)	148 19%	41 28%	35 17%	61 18%	137 19%	11 20%	5 24%	2 12%	3 31%
Have not Contacted / Not Applicable (DO NOT READ OUT)		202 27%	38 26%	46 22%	102 29%	187 26%	15 29%	7 32%	6 27%	2 27%
Don't Know (DO NOT READ OUT)		23 3%	7 5%	5 3%	7 2%	19 3%	4 7%	1 6%	2 10%	* 4%
NET: Satisfied		315 42%	77 51%	87 42%	132 38%	296 42%	19 36%	8 34%	7 33%	4 51%
NET: Dissatisfied		123 16%	13 9%	46 22%	57 16%	116 16%	7 14%	3 11%	4 18%	1 12%
Answered		534	105	154	241	500	34	14	14	6
Mean Score		.5	1.0	.3	.5	.5	.5	.6	.2	.9
Standard error		.05	bcdeg							b
Standard deviation		1.28	1.14	1.37	1.23	1.27	1.39	1.36	1.43	1.49

Columns Tested:: a,b,c,d,e,f,g,h

Table 277 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	*g	h	i
Unweighted Base	769	33	63	8	71	74	201	22	33	334
Effective base	310	12	20	4	24	36	89	7	9	137
Weighted Base	759	22	54	10	64	99	187	19	23	343
Very Dissatisfied (-2)	49 7%	* 1%	* *%	- -%	* *%	11 11%	10 5%	1 5%	3 13%	24 7%
Fairly Dissatisfied (-1)	74 10%	2 9%	5 9%	- -%	5 7%	7 7%	29 16%	8 42%	1 3%	22 6%
Neither Satisfied Nor Dissatisfied (0)	96 13%	* 1%	4 7%	3 34%	7 11%	21 22%	22 12%	1 5%	2 8%	42 12%
Fairly Satisfied (1)	167 22%	3 14%	18 34%	1 13%	20 31%	25 25%	46 25%	* 2%	7 30%	66 19%
Very Satisfied (2)	148 19%	9 39%	8 15%	2 16%	10 15%	29 29%	29 16%	4 22%	6 26%	60 17%
Have not Contacted / Not Applicable (DO NOT READ OUT)	202 27%	7 32%	15 28%	4 38%	19 30%	6 6%	49 26%	5 24%	5 20%	111 32%
Don't Know (DO NOT READ OUT)	23 3%	1 3%	4 7%	- -%	4 6%	- -%	1 1%	- -%	- -%	17 5%
NET: Satisfied	315 42%	12 54%	27 49%	3 29%	29 46%	54 54%	75 40%	5 24%	13 56%	126 37%
NET: Dissatisfied	123 16%	2 10%	5 9%	- -%	5 8%	18 18%	39 21%	9 47%	4 16%	46 13%
Answered	534	14	35	6	42	93	137	14	18	214
Mean Score	.5	1.3	.8	.7	.8	.6	.4	-.1	.7	.5
Standard error	.05	f .23	.13	.35	.12	.16	.10	.35	.27	.08
Standard deviation	1.28	1.15	.95	.92	.94	1.31	1.25	1.46	1.44	1.30

Columns Tested: a,b,c,d,e,f,g,h,i

Table 277 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	769	178	201	390	681	88	-	640	129	752	17
Effective base	310	70	89	153	268	44	-	280	33	303	7
Weighted Base	759	185	187	386	633	126	-	698	60	740	18
Very Dissatisfied (-2)	49 7%	11 6%	10 5%	28 7%	37 6%	12 10%	- -%	47 7%	3 4%	49 7%	- -%
Fairly Dissatisfied (-1)	74 10%	14 8%	29 16%	30 8%	60 9%	14 11%	- -%	68 10%	6 10%	74 10%	* 1%
Neither Satisfied Nor Dissatisfied (0)	96 13%	29 16%	22 12%	45 12%	86 14%	10 8%	- -%	84 12%	11 19%	88 12%	8 43%
Fairly Satisfied (1)	167 22%	48 26%	46 25%	74 19%	143 23%	24 19%	- -%	155 22%	12 19%	167 23%	* 3%
Very Satisfied (2)	148 19%	47 26%	29 16%	71 18%	133 21%	15 12%	- -%	131 19%	17 28%	146 20%	1 7%
Have not Contacted / Not Applicable (DO NOT READ OUT)	202 27%	32 17%	49 26%	121 31% a	157 25%	45 36%	- -%	194 28%	8 14%	194 26%	8 42%
Don't Know (DO NOT READ OUT)	23 3%	4 2%	1 1%	17 5%	18 3%	5 4%	- -%	19 3%	4 6%	22 3%	1 4%
NET: Satisfied	315 42%	95 51%	75 40%	144 37%	276 44%	39 31%	- -%	286 41%	29 47%	313 42%	2 10%
NET: Dissatisfied	123 16%	25 13%	39 21%	59 15%	97 15%	26 21%	- -%	115 16%	8 14%	123 17%	* 1%
Answered	534	149	137	248	458	76	-	485	49	524	10
Mean Score	.5	.7	.4	.5	.6	.2	-	.5	.7	.5	.3
Standard error	.05	.10	.10	.08	.05	.19	-	.06	.11	.05	.22
Standard deviation	1.28	1.22	1.25	1.33	1.25	1.39	-	1.28	1.22	1.29	.77

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 277 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		769	365	196	200
Effective base		310	162	67	80
Weighted Base		759	393	148	210
Very Dissatisfied	(-2)	49 7%	33 8%	3 2%	9 4%
Fairly Dissatisfied	(-1)	74 10%	36 9%	12 8%	26 12%
Neither Satisfied Nor Dissatisfied	(0)	96 13%	49 13%	22 15%	24 11%
Fairly Satisfied	(1)	167 22%	76 19%	33 22%	57 27%
Very Satisfied	(2)	148 19%	50 13%	46 31%	51 24%
Have not Contacted / Not Applicable (DO NOT READ OUT)		202 27%	129 33% bc	28 19%	42 20%
Don't Know (DO NOT READ OUT)		23 3%	19 5%	3 2%	1 *%
NET: Satisfied		315 42%	126 32%	79 54% a	108 51% a
NET: Dissatisfied		123 16%	68 17%	15 10%	35 17%
Answered		534	244	117	167
Mean Score		.5	.3	.9	.7
Standard error		.05	.08	a	a
Standard deviation		1.28	1.32	1.10	1.22

Columns Tested:: a,b,c

Table 277 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	769	502	155	42	20	26	14	3	7	657	112	70
Effective base	310	234	49	12	7	7	3	2	1	283	27	15
Weighted Base	759	579	108	31	6	19	11	*	5	686	72	41
Very Dissatisfied (-2)	49 7%	39 7%	10 9%	* 1%	* 1%	* *%	- -%	* 66%	* 3%	49 7%	1 1%	* 1%
Fairly Dissatisfied (-1)	74 10%	57 10%	11 10%	* 1%	1 16%	2 13%	2 19%	- -%	- -%	68 10%	6 8%	5 13%
Neither Satisfied Nor Dissatisfied (0)	96 13%	71 12%	18 16%	5 16%	* *%	2 10%	* *%	- -%	* 6%	88 13%	7 10%	2 5%
Fairly Satisfied (1)	167 22%	124 21%	21 20%	10 34%	1 21%	5 24%	1 6%	- -%	5 90%	146 21%	21 30%	11 27%
Very Satisfied (2)	148 19%	88 15%	27 25%	15 48% ai	4 60%	10 52%	5 44%	* 34%	* 1%	115 17%	33 46% ai	18 45% ai
Have not Contacted / Not Applicable (DO NOT READ OUT)	202 27%	180 31% cjk	21 20% j	* 1%	* 1%	* 1%	- -%	- -%	- -%	201 29% cjk	1 1%	* 1%
Don't Know (DO NOT READ OUT)	23 3%	19 3%	* *%	- -%	- -%	- -%	4 31%	- -%	- -%	20 3%	4 5%	4 9%
NET: Satisfied	315 42%	212 37%	48 45%	25 81% abi	5 81%	14 76%	6 50%	* 34%	5 91%	260 38%	55 76% abi	29 71% ai
NET: Dissatisfied	123 16%	96 17%	20 19%	* 1%	1 18%	2 13%	2 19%	* 66%	* 3%	117 17%	6 9%	6 14%
Answered	534	379	86	31	6	19	8	*	5	466	68	37
Mean Score	.5	.4	.5	1.3 ai	1.2	1.2	1.1	-6	.9	.4	1.2 abi	1.1 ai
Standard error	.05	.07	.12	.13 ai	.29	.22	.39	-	.23	.06	.10 abi	.14 ai
Standard deviation	1.28	1.28	1.34	.82	1.27	1.09	1.40	-	.62	1.29	.99	1.11

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 277 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	769	223	279	267	709	660	732	629	434	389	78	408	47	68	41	58	32
Effective base	310	118	117	76	279	262	294	256	172	136	42	185	13	20	12	14	9
Weighted Base	759	308	271	180	684	633	716	606	432	338	103	457	25	45	30	35	21
Very Dissatisfied (-2)	49 7%	21 7%	18 7%	10 6%	44 6%	36 6%	47 7%	40 7%	23 5%	21 6%	12 12%	30 7%	* 2%	2 4%	1 3%	2 6%	* 1%
Fairly Dissatisfied (-1)	74 10%	37 12%	20 8%	17 9%	67 10%	66 10%	69 10%	58 10%	44 10%	31 9%	3 3%	51 11%	6 26% af	7 16%	1 3%	* *	* *
Neither Satisfied Nor Dissatisfied (0)	96 13%	37 12%	34 12%	25 14%	83 12%	76 12%	85 12%	80 13%	62 14%	43 13%	9 9%	58 13%	2 10%	8 18%	* *	7 18%	1 4%
Fairly Satisfied (1)	167 22%	64 21%	60 22%	43 24%	150 22%	140 22%	157 22%	141 23%	104 24%	85 25%	24 24%	95 21%	6 23%	5 12%	13 45%	11 32%	2 10%
Very Satisfied (2)	148 19%	23 7%	64 24%	60 33%	133 19%	140 22%	141 20%	136 22%	119 28%	104 31%	6 6%	80 17%	3 12%	15 33%	13 43%	14 39%	10 47%
Have not Contacted / Not Applicable (DO NOT READ OUT)	202 27%	113 37%	67 25%	22 12%	186 27%	155 24%	196 27%	140 23%	70 16%	49 15%	47 46%	127 28%	7 28%	8 17%	2 6%	1 3%	4 21%
Don't Know (DO NOT READ OUT)	23 3%	12 4%	7 3%	4 2%	21 3%	20 3%	21 3%	13 2%	8 2%	6 2%	1 1%	17 4%	- -%	- -%	- -%	* *	4 17%
NET: Satisfied	315 42%	87 28%	124 46%	103 57%	283 41%	280 44%	298 42%	276 46%	223 52%	189 56%	31 30%	175 38%	9 35%	21 46%	26 87%	25 72%	12 57%
NET: Dissatisfied	123 16%	58 19%	39 14%	27 15%	110 16%	102 16%	116 16%	97 16%	68 16%	52 15%	15 15%	80 18%	7 27%	9 20%	2 6%	2 7%	* 1%
Answered Mean Score	534 .5	183 .2	197 .7	154 .8	476 .5	458 .6	499 .6	453 .6	353 .7	283 .8	55 .2	313 .5	18 .3	38 .7	28 1.3	34 1.0	13 1.6
Standard error	.05	.11	.09	.08	.06	.06	.05	.06	.06	.07	.20	.08	.19	.17	.15	.16	.14
Standard deviation	1.28	1.22	1.28	1.24	1.28	1.27	1.29	1.27	1.24	1.25	1.36	1.29	1.20	1.32	.91	1.11	.79

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 277 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	e	*f	*g
Unweighted Base	769	479	57	53	49	26	29	16	378	113	59	38	32	23	17
Effective base	310	219	17	17	10	6	7	3	178	37	15	15	8	9	6
Weighted Base	759	534	50	40	19	14	19	7	432	98	25	27	27	11	15
Very Dissatisfied (-2)	49 7%	39 7%	2 4%	1 3%	* 1%	1 6%	- -%	* 3%	26 6%	6 6%	2 6%	1 2%	- -%	2 19%	* 1%
Fairly Dissatisfied (-1)	74 10%	47 9%	15 31%	2 6%	2 10%	1 6%	- -%	* 1%	43 10%	19 19%	1 3%	3 12%	- -%	* 1%	- -%
Neither Satisfied Nor Dissatisfied (0)	96 13%	70 13%	1 3%	6 14%	1 7%	* *%	5 25%	* 1%	49 11%	19 20%	1 5%	4 14%	* 2%	1 11%	1 5%
Fairly Satisfied (1)	167 22%	109 20%	14 27%	7 17%	6 34%	6 40%	6 32%	2 27%	89 21%	18 18%	5 20%	9 33%	16 61%	* 4%	2 13%
Very Satisfied (2)	148 19%	83 15%	10 19%	21 52% ab	4 23%	6 43%	8 41%	1 19%	77 18%	28 29%	4 17%	8 29%	10 36%	7 60%	7 51%
Have not Contacted / Not Applicable (DO NOT READ OUT)	202 27%	169 32% c	8 16%	3 7%	5 26%	1 5%	* 2%	- -%	131 30% b	7 7%	8 34% b	3 10%	* 1%	* 3%	4 31%
Don't Know (DO NOT READ OUT)	23 3%	18 3%	- -%	- -%	* *%	- -%	- -%	4 50%	17 4%	- -%	4 15% b	- -%	- -%	* 1%	- -%
NET: Satisfied	315 42%	192 36%	23 46%	28 69% a	10 56%	12 83%	14 73%	3 45%	166 39%	46 47%	9 36%	17 62%	26 97% abc	7 64%	9 64%
NET: Dissatisfied	123 16%	86 16%	17 35% a	4 9%	2 10%	2 12%	- -%	* 4%	69 16%	25 26%	2 10%	4 14%	- -%	2 20%	* 1%
Answered	534	347	42	37	14	14	19	4	284	91	13	24	26	11	10
Mean Score	.5	.4	.3	1.2 ab	.9	1.1	1.2	1.2	.5	.5	.7	.8	1.3	.9	1.6
Standard error	.05	.07	.18	.17	.16	.24	.16	.30	.08	.13	.20	.19	.10	.37	.18
Standard deviation	1.28	1.29	1.32	1.14	1.03	1.16	.83	1.17	1.28	1.31	1.37	1.11	.52	1.69	.72

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 277 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	769	327	93	76	51	23	28	31	218	163	188	106	55
Effective base	310	158	36	22	17	7	7	11	106	70	70	32	17
Weighted Base	759	365	95	54	28	17	18	29	269	163	165	73	46
Very Dissatisfied (-2)	49 7%	27 7%	5 6%	4 8%	* 1%	- -	* %	2 8%	25 9%	13 8%	8 5%	1 1%	1 2%
Fairly Dissatisfied (-1)	74 10%	32 9%	15 15%	6 10%	2 6%	1 4%	1 5%	2 7%	24 9%	15 9%	19 12%	8 10%	3 7%
Neither Satisfied Nor Dissatisfied (0)	96 13%	53 15%	12 13%	5 10%	2 8%	1 5%	5 27%	1 3%	29 11%	21 13%	20 12%	10 13%	6 12%
Fairly Satisfied (1)	167 22%	78 21%	35 37%	8 15%	4 14%	7 41%	1 7%	7 26%	42 16%	39 24%	32 19%	23 31%	21 46%
Very Satisfied (2)	148 19%	52 14%	22 23%	22 41%	11 38%	6 37%	7 41%	15 52%	29 11%	41 25%	38 23%	25 34%	7 15%
Have not Contacted / Not Applicable (DO NOT READ OUT)	202 27%	113 31%	6 6%	8 15%	9 33%	2 13%	* %	1 3%	111 41%	28 18%	45 27%	7 10%	4 10%
Don't Know (DO NOT READ OUT)	23 3%	10 3%	- -	* %	- -	- -	4 20%	- -	8 3%	5 3%	4 2%	* %	4 8%
NET: Satisfied	315 42%	130 36%	57 60%	31 57%	14 51%	13 79%	9 47%	22 78%	72 27%	80 49%	70 42%	48 66%	28 61%
NET: Dissatisfied	123 16%	60 16%	20 21%	10 18%	2 7%	1 4%	1 5%	4 16%	48 18%	28 17%	27 16%	8 11%	4 9%
Answered	534	242	89	46	19	15	15	28	149	129	117	66	38
Mean Score	.5	.4	.6	.9	1.2	1.3	1.0	1.1	.2	.6	.6	1.0	.8
Standard error	.05	.08	.13	.17	.16	.17	.22	.24	.12	.11	.11	.11	.13
Standard deviation	1.28	1.27	1.20	1.39	1.10	.78	1.10	1.31	1.37	1.32	1.27	1.05	.93

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 277 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	769	301	140	149	77	39	240	137	156	82	39
Effective base	310	133	61	52	21	11	115	54	53	27	13
Weighted Base	759	336	140	126	51	30	285	129	119	64	35
Very Dissatisfied (-2)	49 7%	27 8%	12 8%	4 3%	1 1%	* 1%	20 7%	9 7%	6 5%	* *	1 2%
Fairly Dissatisfied (-1)	74 10%	37 11%	11 8%	15 12%	2 3%	2 6%	27 9%	11 9%	17 14%	7 11%	3 9%
Neither Satisfied Nor Dissatisfied (0)	96 13%	34 10%	18 13%	18 14%	8 16%	5 18%	32 11%	17 13%	14 11%	8 12%	5 15%
Fairly Satisfied (1)	167 22%	64 19%	34 24%	25 20%	14 28%	12 41%	51 18%	32 25%	16 14%	22 35%	17 50%
Very Satisfied (2)	148 19%	45 14%	31 22%	29 23%	22 43%	4 15%	47 16%	36 28%	34 29%	17 26%	6 18%
Have not Contacted / Not Applicable (DO NOT READ OUT)	202 27%	116 34%	31 22%	32 26%	4 8%	2 8%	95 34%	22 17%	29 24%	6 10%	2 6%
Don't Know (DO NOT READ OUT)	23 3%	12 4%	4 3%	2 2%	* *	4 12%	12 4%	2 1%	3 2%	4 6%	- -%
NET: Satisfied	315 42%	110 33%	65 46%	54 43%	36 71%	17 56%	98 34%	68 53%	50 43%	39 61%	24 68%
NET: Dissatisfied	123 16%	64 19%	23 16%	19 15%	2 5%	2 6%	47 17%	20 16%	23 20%	7 11%	4 11%
Answered	534	208	106	91	46	24	177	105	87	54	33
Mean Score	.5	.3	.6	.7	1.2	.8	.4	.7	.6	.9	.8
Standard error	.05	.09	.12	.11	.12	.15	.10	.12	.12	.12	.16
Standard deviation	1.28	1.34	1.31	1.21	.95	.87	1.33	1.27	1.37	1.00	.95

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 277 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
Total base		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	769	219	117	142	93	47	398	63	166	674	95	671	38
Effective base	310	112	38	55	34	14	161	20	74	274	37	265	14
Weighted Base	759	263	91	124	86	30	376	43	185	678	81	644	39
Very Dissatisfied	(-2)	49	22	7	8	*	22	3	14	44	5	43	*
		7%	8%	7%	7%	%	6%	8%	8%	7%	6%	7%	1%
Fairly Dissatisfied	(-1)	74	21	11	15	6	36	3	19	65	8	60	7
		10%	8%	12%	12%	8%	10%	7%	10%	10%	10%	9%	17%
Neither Satisfied Nor Dissatisfied	(0)	96	46	8	9	17	43	7	30	89	7	78	5
		13%	17%	8%	7%	20%	12%	16%	16%	13%	9%	12%	13%
Fairly Satisfied	(1)	167	56	16	24	26	88	8	43	143	24	145	5
		22%	21%	17%	19%	30%	23%	18%	23%	21%	30%	23%	12%
Very Satisfied	(2)	148	29	29	41	29	101	17	18	129	19	117	16
		19%	11%	31%	33%	34%	27%	40%	10%	19%	24%	18%	41%
			a	a	a	a	c	c					a
Have not Contacted / Not Applicable (DO NOT READ OUT)		202	83	20	25	7	5	78	5	57	185	17	183
		27%	31%	22%	21%	8%	15%	21%	11%	31%	27%	21%	28%
			d										7%
Don't Know (DO NOT READ OUT)		23	7	2	1	-	4	9	*	4	23	*	18
		3%	3%	2%	1%	-%	12%	2%	1%	2%	3%	%	3%
						c							9%
NET: Satisfied		315	85	44	65	55	17	189	25	61	271	44	262
		42%	32%	49%	53%	64%	57%	50%	58%	33%	40%	54%	41%
			a	a	a	a	c	c					53%
NET: Dissatisfied		123	43	17	24	7	4	58	6	33	110	13	103
		16%	16%	19%	19%	8%	15%	15%	15%	18%	16%	16%	16%
Answered		534	174	69	98	79	22	290	38	123	470	64	443
													33

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 277 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	769	219	117	142	93	47	398	63	166	674	95	671	38
Effective base	310	112	38	55	34	14	161	20	74	274	37	265	14
Weighted Base	759	263	91	124	86	30	376	43	185	678	81	644	39
Mean Score	.5	.3	.7	.8	1.0	.6	.7	.9	.3	.5	.7	.5	.9
Standard error	.05	.10	.14	a	a		c			.06	.14	.06	.21
Standard deviation	1.28	1.24	1.39	1.37	.97	1.20	1.27	1.32	1.22	1.28	1.25	1.28	1.27

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 277 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	769	564	96	410	219	681	28	556	104	411	218
Effective base	310	236	26	176	80	269	10	229	33	177	79
Weighted Base	759	567	66	404	201	657	26	559	75	413	192
Very Dissatisfied (-2)	49 7%	32 6%	4 6%	29 7%	11 5%	44 7%	- -%	32 6%	5 6%	29 7%	11 6%
Fairly Dissatisfied (-1)	74 10%	58 10%	8 12%	31 8%	27 13%	61 9%	6 24%	58 10%	8 11%	31 8%	26 14%
Neither Satisfied Nor Dissatisfied (0)	96 13%	71 12%	5 8%	62 15%	17 9%	78 12%	5 18%	71 13%	5 7%	61 15%	18 9%
Fairly Satisfied (1)	167 22%	116 20%	24 36%	79 19%	62 31%	147 22%	3 10%	122 22%	17 23%	76 18%	64 33%
Very Satisfied (2)	148 19%	121 21%	20 29%	95 23%	41 20%	125 19%	7 28%	115 21%	26 34%	99 24%	36 19%
Have not Contacted / Not Applicable (DO NOT READ OUT)	202 27%	153 27%	2 3%	100 25%	40 20%	181 27%	5 20%	145 26%	10 13%	107 26%	33 17%
Don't Know (DO NOT READ OUT)	23 3%	17 3%	4 5%	10 2%	4 2%	21 3%	- -%	17 3%	4 5%	9 2%	4 2%
NET: Satisfied	315 42%	237 42%	44 66%	173 43%	103 51%	273 41%	10 38%	237 42%	43 58%	176 42%	101 52%
NET: Dissatisfied	123 16%	90 16%	12 18%	60 15%	38 19%	104 16%	6 24%	90 16%	13 17%	60 15%	37 19%
Answered	534	398	61	295	158	455	21	397	61	297	156
Mean Score	.5	.6	.8	.6	.6	.5	.5	.6	.8	.6	.6
Standard error	.05	.06	.13	.07	.09	.06	.25	.06	.14	.07	.09
Standard deviation	1.28	1.28	1.23	1.29	1.23	1.28	1.27	1.26	1.31	1.30	1.21

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 277 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	769	461	513	146	1	453	414	126	3	496	335	145	-
Effective base	310	166	218	59	1	169	175	51	3	196	148	61	-
Weighted Base	759	419	512	150	4	433	385	118	4	473	314	143	-
Very Dissatisfied (-2)	49 7%	22 5%	28 6%	2 1%	- -%	19 4%	24 6%	2 2%	1 14%	27 6%	22 7%	2 1%	- -%
Fairly Dissatisfied (-1)	74 10%	52 12%	47 9%	13 9%	- -%	52 12%	27 7%	8 7%	- -%	51 11%	23 7%	10 7%	- -%
Neither Satisfied Nor Dissatisfied (0)	96 13%	39 9%	69 13%	21 14%	- -%	39 9%	52 13%	16 14%	- -%	58 12%	46 15%	18 13%	- -%
Fairly Satisfied (1)	167 22%	96 23%	113 22%	35 23%	- -%	104 24%	90 23%	33 28%	- -%	115 24%	61 19%	36 25%	- -%
Very Satisfied (2)	148 19%	110 26%	68 13%	40 27%	4 100%	121 28%	65 17%	27 23%	2 41%	114 24%	68 22%	38 27%	- -%
Have not Contacted / Not Applicable (DO NOT READ OUT)	202 27%	89 21%	166 32%	37 25%	- -%	85 20%	113 29%	29 24%	2 46%	102 22%	82 26%	36 25%	- -%
Don't Know (DO NOT READ OUT)	23 3%	11 3%	21 4%	2 2%	- -%	13 3%	14 4%	2 2%	- -%	7 1%	13 4%	2 2%	- -%
NET: Satisfied	315 42%	207 49%	181 35%	75 50%	4 100%	224 52%	155 40%	61 51%	2 41%	229 48%	129 41%	75 52%	- -%
NET: Dissatisfied	123 16%	74 18%	75 15%	15 10%	- -%	71 16%	51 13%	10 9%	1 14%	78 16%	45 14%	12 8%	- -%
Answered Mean Score	534 .5	320 .7	325 .4	110 .9	4 2.0	334 .8	258 .6	87 .9	2 1.0	365 .7	220 .6	105 1.0	- -
Standard error	.05	.07	.06	.10	-	.07	.07	.10	1.66	.06	.08	.10	-
Standard deviation	1.28	1.29	1.22	1.08	-	1.25	1.24	1.05	2.35	1.26	1.30	1.04	-

Columns Tested.: a,b,c,d - a,b,c,d - a,b,c,d

Table 277 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	769	625	550	418	537	423	37	264	230	245	88	49
Effective base	310	250	222	178	201	189	11	124	97	98	42	26
Weighted Base	759	623	546	425	507	448	30	281	245	249	93	64
Very Dissatisfied (-2)	49 7%	41 7%	26 5%	27 6%	34 7%	27 6%	* *%	15 5%	15 6%	12 5%	2 2%	2 3%
Fairly Dissatisfied (-1)	74 10%	57 9%	47 9%	33 8%	44 9%	43 10%	* *%	14 5%	16 6%	21 8%	8 9%	2 4%
Neither Satisfied Nor Dissatisfied (0)	96 13%	79 13%	65 12%	59 14%	48 9%	52 12%	1 5%	52 19%	33 13%	26 10%	15 16%	13 20%
Fairly Satisfied (1)	167 22%	141 23%	117 21%	95 22%	121 24%	79 18%	11 37%	55 19%	63 26%	67 27%	14 15%	9 15%
Very Satisfied (2)	148 19%	114 18%	123 22%	100 24%	109 22%	82 18%	16 53% ab	58 21%	57 23%	64 26%	31 33%	16 26%
Have not Contacted / Not Applicable (DO NOT READ OUT)	202 27%	173 28%	151 28%	102 24%	134 26%	145 32% c	1 4%	79 28%	59 24%	57 23%	23 25%	21 33%
Don't Know (DO NOT READ OUT)	23 3%	18 3%	18 3%	9 2%	17 3%	18 4%	- -%	8 3%	3 1%	2 1%	1 1%	- -%
NET: Satisfied	315 42%	256 41%	240 44%	194 46%	230 45%	162 36%	27 90% ab	113 40%	120 49%	131 52%	45 48%	26 41%
NET: Dissatisfied	123 16%	98 16%	73 13%	60 14%	77 15%	70 16%	* 1%	29 10%	30 12%	33 13%	10 10%	4 6%
Answered Mean Score	534 .5	433 .5	377 .7	313 .7	356 .6	284 .5	28 1.5 ab	194 .7	183 .7	190 .8	69 .9	43 .9
Standard error	.05	.06	.06	.07	.06	.08	.11	.09	.09	.09	.14	.18
Standard deviation	1.28	1.27	1.23	1.26	1.29	1.31	.65	1.20	1.22	1.21	1.17	1.12

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 277 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	769	138	103	76	38	628	478	691	479	438	436	584	122	-	540	93
Effective base	310	55	34	32	14	251	181	274	190	168	167	241	47	-	208	43
Weighted Base	759	144	81	72	31	612	430	668	459	399	412	585	110	-	496	109
Very Dissatisfied (-2)	49 7%	8 5%	1 1%	7 10%	* *%	39 6%	27 6%	40 6%	29 6%	26 7%	24 6%	35 6%	5 5%	- -%	14 3%	31 29%
Fairly Dissatisfied (-1)	74 10%	19 14%	13 16%	6 8%	4 14%	59 10%	38 9%	62 9%	39 9%	37 9%	49 12%	55 9%	9 9%	- -%	29 6%	26 24%
Neither Satisfied Nor Dissatisfied (0)	96 13%	22 15%	7 9%	7 10%	3 10%	83 14%	58 14%	86 13%	62 13%	58 14%	32 8%	75 13%	13 12%	- -%	45 9%	15 14%
Fairly Satisfied (1)	167 22%	24 17%	21 26%	26 36%	9 30%	137 22%	94 22%	154 23%	105 23%	78 20%	95 23%	138 24%	33 30%	- -%	128 26%	6 5%
Very Satisfied (2)	148 19%	36 25%	27 34%	12 17%	10 34%	110 18%	83 19%	128 19%	99 22%	66 16%	111 27%	94 16%	17 16%	- -%	137 28%	* *%
Have not Contacted / Not Applicable (DO NOT READ OUT)	202 27%	29 20%	8 10%	14 20%	4 12%	165 27%	114 27%	176 26%	116 25%	124 31%	93 23%	169 29%	30 27%	- -%	129 26%	30 27%
Don't Know (DO NOT READ OUT)	23 3%	6 4%	4 4%	- -%	- -%	19 3%	16 4%	22 3%	10 2%	10 2%	9 2%	19 3%	2 1%	- -%	14 3%	1 1%
NET: Satisfied	315 42%	59 41%	49 60%	38 53%	19 64%	247 40%	177 41%	283 42%	203 44%	144 36%	205 50%	232 40%	51 46%	- -%	265 53%	6 6%
NET: Dissatisfied	123 16%	27 19%	14 17%	13 18%	4 14%	99 16%	64 15%	102 15%	68 15%	63 16%	72 18%	90 15%	15 13%	- -%	43 9%	57 52%
Answered Mean Score	534 .5	109 .6	70 .9	58 .5	27 .9	429 .5	300 .6	470 .6	333 .6	265 .5	309 .7	397 .5	78 .6	- -	353 1.0	79 -1.0
Standard error	.05	.12	.12	.16	.19	.06	.07	.05	.07	.07	.07	.06	.12	-	.05	.11

Table 277 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	769	138	103	76	38	628	478	691	479	438	436	584	122	-	540	93
Effective base	310	55	34	32	14	251	181	274	190	168	167	241	47	-	208	43
Weighted Base	759	144	81	72	31	612	430	668	459	399	412	585	110	-	496	109
Standard deviation	1.28	1.31	1.16	1.27	1.10	1.26	1.26	1.25	1.26	1.27	1.30	1.24	1.15	-	1.10	.97

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 277 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	769	769	-	275	17	209	135	166	420	174	176	231	342
Effective base	310	310	-	103	9	77	60	66	165	76	62	90	152
Weighted Base	759	759	-	257	25	179	160	164	402	183	146	219	374
Very Dissatisfied (-2)	49 7%	49 7%	- -%	13 5%	* 1%	9 5%	9 6%	15 9%	16 4%	17 9%	18 12%	11 5%	20 5%
Fairly Dissatisfied (-1)	74 10%	74 10%	- -%	27 10%	8 30%	21 12%	18 12%	21 13%	35 9%	18 10%	19 13%	23 10%	32 8%
Neither Satisfied Nor Dissatisfied (0)	96 13%	96 13%	- -%	21 8%	2 7%	19 11%	15 9%	20 12%	49 12%	25 13%	12 8%	19 9%	62 17%
Fairly Satisfied (1)	167 22%	167 22%	- -%	86 33%	5 18%	52 29%	52 33%	33 20%	97 24%	37 20%	33 23%	62 28%	69 18%
Very Satisfied (2)	148 19%	148 19%	- -%	63 24%	3 11%	41 23%	29 18%	43 27%	75 19%	24 13%	26 17%	57 26%	60 16%
Have not Contacted / Not Applicable (DO NOT READ OUT)	202 27%	202 27%	- -%	49 19%	8 33%	32 18%	37 23%	28 17%	119 29%	53 29%	37 25%	38 17%	119 32%
Don't Know (DO NOT READ OUT)	23 3%	23 3%	- -%	* *%	- -%	4 2%	* *%	4 2%	10 3%	9 5%	1 1%	10 5%	12 3%
NET: Satisfied	315 42%	315 42%	- -%	148 58%	7 29%	93 52%	81 51%	77 47%	173 43%	61 33%	59 40%	119 54%	128 34%
NET: Dissatisfied	123 16%	123 16%	- -%	39 15%	8 30%	31 17%	28 17%	36 22%	51 13%	35 19%	38 26%	33 15%	52 14%
Answered	534	534	-	208	17	143	123	132	273	120	108	171	243
Mean Score	.5	.5	-	.8	.1	.7	.6	.5	.7	.3	.3	.8	.5
Standard error	.05	.05	-	.08	.37	.09	.12	.11	.07	.12	.12	.09	.08
Standard deviation	1.28	1.28	-	1.19	1.22	1.23	1.21	1.39	1.18	1.33	1.43	1.22	1.23

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 277 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		769	429	340
Effective base		310	150	162
Weighted Base		759	397	362
Very Dissatisfied	(-2)	49	21	28
		7%	5%	8%
Fairly Dissatisfied	(-1)	74	45	29
		10%	11%	8%
Neither Satisfied Nor Dissatisfied	(0)	96	48	48
		13%	12%	13%
Fairly Satisfied	(1)	167	93	75
		22%	23%	21%
Very Satisfied	(2)	148	83	64
		19%	21%	18%
Have not Contacted / Not Applicable (DO NOT READ OUT)		202	90	112
		27%	23%	31%
Don't Know (DO NOT READ OUT)		23	16	7
		3%	4%	2%
NET: Satisfied		315	176	139
		42%	44%	38%
NET: Dissatisfied		123	66	57
		16%	17%	16%
Answered		534	290	243
Mean Score		.5	.6	.5
Standard error		.05	.07	.08
Standard deviation		1.28	1.25	1.31

Columns Tested: a,b

Table 277 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	769	45	102	75	68	83	35	32	81	41	61	43	103
Effective base	310	14	54	48	24	60	20	10	36	15	12	19	38
Weighted Base	759	20	96	97	19	127	35	4	120	42	29	58	114
Very Dissatisfied (-2)	49 7%	* 1%	5 5%	6 6%	1 3%	11 9%	3 9%	* 5%	3 3%	* 1%	- -%	9 16%	11 9%
Fairly Dissatisfied (-1)	74 10%	- -%	4 4%	9 9%	* 2%	14 11%	- -%	1 17%	16 13%	8 18%	1 3%	10 17%	12 11%
Neither Satisfied Nor Dissatisfied (0)	96 13%	5 27%	19 20%	14 15%	1 8%	20 16%	5 15%	* 6%	5 4%	4 9%	2 8%	11 19%	8 7%
Fairly Satisfied (1)	167 22%	5 24%	15 16%	23 24%	3 17%	28 22%	7 19%	1 32%	31 26%	4 10%	2 7%	17 29%	31 27%
Very Satisfied (2)	148 19%	5 24%	8 9%	14 14%	5 26%	22 17%	7 20%	1 22%	21 18%	12 29%	7 24%	5 8%	42 37%
Have not Contacted / Not Applicable (DO NOT READ OUT)	202 27%	5 24%	37 38%	28 29%	8 43%	33 26%	13 37%	1 17%	38 32%	14 33%	15 52%	6 10%	6 5%
Don't Know (DO NOT READ OUT)	23 3%	* *%	8 8%	2 3%	* 2%	- -%	* 1%	* 1%	6 5%	- -%	2 6%	- -%	4 4%
NET: Satisfied	315 42%	9 48%	24 25%	38 39%	8 43%	50 39%	14 39%	2 53%	52 43%	16 38%	9 31%	21 37%	72 64%
NET: Dissatisfied	123 16%	* 1%	8 9%	15 15%	1 5%	24 19%	3 9%	1 22%	19 16%	8 19%	1 3%	19 33%	23 20%
Answered	534	15	51	67	10	94	22	3	76	28	12	52	104
Mean Score	.5	.9	.4	.5	1.1	.4	.6	.6	.7	.7	1.2	*	.8
Standard error	.05	.15	.14	.17	.17	.17	.27	.29	.16	.23	.14	.22	.14
Standard deviation	1.28	.90	1.13	1.22	1.18	1.30	1.35	1.53	1.21	1.33	1.03	1.28	1.36

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 277 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	769	222	186	154	207	408	361
Effective base	310	114	94	52	68	208	120
Weighted Base	759	213	180	165	201	393	366
Very Dissatisfied (-2)	49 7%	11 5%	15 8%	4 2%	20 10%	26 6%	24 7%
Fairly Dissatisfied (-1)	74 10%	12 6%	14 8%	24 15%	23 12%	26 7%	47 13%
Neither Satisfied Nor Dissatisfied (0)	96 13%	39 18%	26 15%	9 5%	21 11%	66 17%	30 8%
Fairly Satisfied (1)	167 22%	43 20%	38 21%	36 22%	50 25%	81 21%	86 23%
Very Satisfied (2)	148 19%	27 13%	33 18%	34 20%	53 27%	60 15%	87 24%
Have not Contacted / Not Applicable (DO NOT READ OUT)	202 27%	69 32%	54 30%	53 32%	27 13%	123 31%	79 22%
Don't Know (DO NOT READ OUT)	23 3%	10 5%	* *%	6 4%	6 3%	11 3%	12 3%
NET: Satisfied	315 42%	71 33%	71 39%	70 42%	103 51%	142 36%	173 47%
NET: Dissatisfied	123 16%	23 11%	29 16%	28 17%	43 22%	52 13%	71 19%
Answered	534	133	126	107	168	259	274
Mean Score	.5	.5	.5	.7	.6	.5	.6
Standard error	.05	.09	.11	.11	.10	.07	.08
Standard deviation	1.28	1.16	1.31	1.24	1.38	1.23	1.32

Columns Tested:: a,b,c,d - a,b

Table 279

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	769	83	686	526	127	40	76	243
Effective base	310	23	291	285	56	19	42	79
Weighted Base	759	36	723	724	28	5	2	35
Very Dissatisfied (-2)	24 3%	1 3%	23 3%	23 3%	1 2%	* 1%	- -	1 2%
Fairly Dissatisfied (-1)	22 3%	1 2%	22 3%	21 3%	1 3%	- -	* 2%	1 2%
Neither Satisfied Nor Dissatisfied (0)	100 13%	5 15%	94 13%	95 13%	4 15%	* 8%	* 3%	5 13%
Fairly Satisfied (1)	218 29%	8 24%	210 29%	208 29%	8 28%	2 33%	1 52%	10 30%
Very Satisfied (2)	249 33%	13 36%	236 33%	233 32%	13 45%	3 55%	1 33%	16 46%
Have not Contacted / Not Applicable (DO NOT READ OUT)	132 17%	6 17%	126 17%	130 18%	2 7%	* 3%	* 9%	2 6%
Don't Know (DO NOT READ OUT)	13 2%	1 3%	12 2%	13 2%	- -	- -	- -	- -
NET: Satisfied	468 62%	21 60%	446 62%	441 61%	20 73%	4 88%	2 86%	27 76%
NET: Dissatisfied	46 6%	2 5%	44 6%	45 6%	1 5%	* 1%	* 2%	2 4%
Answered	613	28	585	581	26	5	2	33
Mean Score	1.1	1.1	1.1	1.0	1.2	1.5	1.3	1.2
Standard error	.04	.13	.04	.05	.09	.13	.11	.06
Standard deviation	1.03	1.06	1.03	1.04	1.00	.81	.90	.95

Columns Tested: a,b - a,b,c,d,e

Table 279 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		769	229	216	81	69	98	76	526	127	116
Effective base		310	146	110	35	32	45	42	285	56	35
Weighted Base		759	399	267	57	19	14	2	724	28	7
Very Dissatisfied	(-2)	24 3%	17 4%	6 2%	- -%	1 4%	* *%	- -%	23 3%	1 2%	* 1%
Fairly Dissatisfied	(-1)	22 3%	9 2%	12 5%	1 1%	1 3%	* 2%	* 2%	21 3%	1 3%	* *%
Neither Satisfied Nor Dissatisfied	(0)	100 13%	52 13%	28 10%	15 27%	3 16%	2 11%	* 3%	95 13%	4 15%	* 7%
Fairly Satisfied	(1)	218 29%	116 29%	87 33%	5 9%	4 23%	5 37%	1 52%	208 29%	8 28%	3 39%
Very Satisfied	(2)	249 33%	121 30%	86 32%	26 46%	9 49%	6 44%	1 33%	233 32%	13 45%	3 48%
Have not Contacted / Not Applicable (DO NOT READ OUT)		132 17%	77 19%	43 16%	9 16%	1 6%	1 6%	* 9%	130 18%	2 7%	* 5%
Don't Know (DO NOT READ OUT)		13 2%	8 2%	5 2%	1 1%	- -%	- -%	- -%	13 2%	- -%	- -%
NET: Satisfied		468 62%	236 59%	173 65%	31 55%	13 71%	11 81%	2 86%	441 61%	20 73%	6 87%
NET: Dissatisfied		46 6%	26 6%	18 7%	1 1%	1 6%	* 2%	* 2%	45 6%	1 5%	* 1%
Answered		613	314	219	47	18	13	2	581	26	7
Mean Score		1.1	1.0	1.1	1.2	1.2	1.3	1.3	1.0	1.2	1.4
Standard error		.04	.08	.07	.12	.14	.09	.11	.05	.09	.07
Standard deviation		1.03	1.07	1.00	.95	1.09	.81	.90	1.04	1.00	.76

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 279 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	769	334	192	127	40	76	338	135	59	34	83
Effective base	310	214	95	56	19	42	187	55	19	14	10
Weighted Base	759	599	125	28	5	2	497	115	35	13	19
Very Dissatisfied (-2)	24 3%	20 3%	3 2%	1 2%	* 1%	- -%	16 3%	3 3%	* 1%	- -%	* %
Fairly Dissatisfied (-1)	22 3%	18 3%	3 3%	1 3%	- -%	* 2%	10 2%	8 7%	3 10%	- -%	* 1%
Neither Satisfied Nor Dissatisfied (0)	100 13%	69 12%	25 20% ae	4 15%	* 8%	* 3%	60 12%	12 10%	4 13%	3 24%	6 33%
Fairly Satisfied (1)	218 29%	179 30%	29 23%	8 28%	2 33%	1 52% abc	151 30%	29 25%	5 15%	4 29%	7 34%
Very Satisfied (2)	249 33%	187 31%	47 37%	13 45% a	3 55% a	1 33%	153 31%	51 44%	19 55% a	4 30%	5 27%
Have not Contacted / Not Applicable (DO NOT READ OUT)	132 17%	114 19% c	16 13%	2 7%	* 3%	* 9%	96 19%	12 10%	1 4%	2 17%	1 5%
Don't Know (DO NOT READ OUT)	13 2%	12 2%	1 1%	- -%	- -%	- -%	11 2%	- -%	1 2%	- -%	- -%
NET: Satisfied	468 62%	366 61%	75 61%	20 73%	4 88% ab	2 86% ab	304 61%	80 70%	24 70%	8 60%	12 61%
NET: Dissatisfied	46 6%	39 6%	6 5%	1 5%	* 1%	* 2%	26 5%	11 9%	4 11%	- -%	* 1%
Answered	613	474	107	26	5	2	389	103	33	11	18
Mean Score	1.1	1.0	1.1	1.2	1.5	1.3	1.1	1.1	1.2	1.1	.9
Standard error	.04	.06	.08	.09	.13	.11	.06	.10	.16	.15	.10
Standard deviation	1.03	1.04	1.02	1.00	.81	.90	1.01	1.08	1.12	.84	.85

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 279 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	769	63	44	84	31	64	69	51	53	46
Effective base	310	36	26	45	14	34	46	29	30	21
Weighted Base	759	80	52	118	32	77	142	91	74	40
Very Dissatisfied (-2)	24 3%	4 5%	1 1%	- -%	- -%	5 6%	2 2%	4 5%	8 10% c	- -%
Fairly Dissatisfied (-1)	22 3%	2 3%	2 4%	8 7%	3 8%	1 1%	1 1%	4 5%	1 1%	- -%
Neither Satisfied Nor Dissatisfied (0)	100 13%	10 12%	9 17%	27 23% e	4 12%	5 6%	19 14%	6 7%	13 17%	2 5%
Fairly Satisfied (1)	218 29%	24 30%	15 29%	30 25%	7 22%	25 33%	56 39%	21 23%	17 23%	14 35%
Very Satisfied (2)	249 33%	31 39%	20 38%	31 26%	14 44%	29 38%	28 20%	37 41%	27 36%	10 25%
Have not Contacted / Not Applicable (DO NOT READ OUT)	132 17%	8 10%	6 11%	22 19%	4 13%	11 15%	35 24% h	16 18%	4 6%	14 36% ah
Don't Know (DO NOT READ OUT)	13 2%	2 2%	- -%	1 1%	- -%	1 1%	1 1%	1 1%	5 7%	- -%
NET: Satisfied	468 62%	55 68%	35 67%	60 51%	21 66%	54 71%	84 59%	59 65%	43 58%	24 60%
NET: Dissatisfied	46 6%	6 7%	2 5%	8 7%	3 8%	6 7%	3 2%	9 10%	9 12%	- -%
Answered	613	70	46	95	28	65	107	74	65	26
Mean Score	1.1	1.1	1.1	.9	1.2	1.1	1.0	1.1	.8	1.3
Standard error	.04	.15	.15	.11	.20	.15	.11	.18	.20	.10
Standard deviation	1.03	1.09	.94	.96	1.02	1.12	.82	1.17	1.32	.61

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 279 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		769	141	160	204	505	264	92	91	81
Effective base		310	69	91	119	273	89	36	31	37
Weighted Base		759	150	206	350	706	53	23	21	9
Very Dissatisfied	(-2)	24 3%	5 3%	12 6% e	7 2%	24 3%	* *%	* 1%	- -%	* 1%
Fairly Dissatisfied	(-1)	22 3%	3 2%	5 2%	13 4%	21 3%	1 2%	1 3%	* 2%	* 1%
Neither Satisfied Nor Dissatisfied	(0)	100 13%	11 7%	31 15%	53 15%	94 13%	5 10%	3 11%	2 9%	1 6%
Fairly Satisfied	(1)	218 29%	46 31%	56 27%	107 30%	209 30%	10 18%	5 20%	3 14%	2 23%
Very Satisfied	(2)	249 33%	54 36%	77 37%	96 28%	227 32%	22 42% c	8 35%	10 46%	4 49% cd
Have not Contacted / Not Applicable (DO NOT READ OUT)		132 17%	30 20% b	18 9%	73 21% b	121 17%	11 21% b	6 27% b	3 15%	2 20%
Don't Know (DO NOT READ OUT)		13 2%	1 1%	7 3%	2 1%	9 1%	4 7% cd	1 3%	3 14% abcdh	- -%
NET: Satisfied		468 62%	100 67%	133 64%	203 58%	436 62%	32 60%	13 55%	13 60%	6 72%
NET: Dissatisfied		46 6%	8 6%	17 8%	20 6%	45 6%	1 3%	1 4%	* 2%	* 2%
Answered		613	119	181	275	575	38	16	15	7
Mean Score		1.1	1.2	1.0	1.0	1.0	1.4 bcd	1.2	1.5 bcd	1.5 bcd
Standard error		.04	.09	.10	.08	.05	.06	.11	.10	.10
Standard deviation		1.03	1.00	1.15	.98	1.04	.88	.96	.84	.82

Columns Tested: a,b,c,d,e,f,g,h

Table 279 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	*g	h	i
Significance Level: 95%										
Unweighted Base	769	33	63	8	71	74	201	22	33	334
Effective base	310	12	20	4	24	36	89	7	9	137
Weighted Base	759	22	54	10	64	99	187	19	23	343
Very Dissatisfied (-2)	24 3%	* 2%	- -%	- -%	- -%	2 2%	7 4%	5 24%	1 2%	9 3%
Fairly Dissatisfied (-1)	22 3%	- -%	- -%	- -%	- -%	4 4%	12 6%	1 5%	3 11%	3 1%
Neither Satisfied Nor Dissatisfied (0)	100 13%	* 1%	12 23%	3 34%	16 24%	16 17%	20 11%	1 4%	* %	46 13%
Fairly Satisfied (1)	218 29%	8 34%	12 22%	* 4%	12 19%	35 35%	58 31%	6 30%	3 15%	97 28%
Very Satisfied (2)	249 33%	4 18%	23 42%	6 62%	29 45%	36 36%	56 30%	3 17%	12 53%	108 32%
Have not Contacted / Not Applicable (DO NOT READ OUT)	132 17%	9 39%	7 13%	- -%	7 11%	6 6%	32 17%	4 20%	4 18%	71 21%
Don't Know (DO NOT READ OUT)	13 2%	1 6%	- -%	- -%	- -%	1 1%	3 1%	- -%	- -%	8 2%
NET: Satisfied	468 62%	12 52%	35 64%	7 66%	41 65%	70 71%	114 61%	9 47%	16 67%	205 60%
NET: Dissatisfied	46 6%	* 2%	- -%	- -%	- -%	6 6%	19 10%	5 29%	3 14%	13 4%
Answered	613	12	47	10	57	92	153	15	19	264
Mean Score	1.1	1.2	1.2	1.3	1.2	1.1	.9	.1	1.3	1.1
Standard error	.04	.17	.12	.35	.11	.12	.08	.38	.23	.06
Standard deviation	1.03	.82	.84	.99	.86	.96	1.11	1.64	1.21	.97

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 279 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	769	178	201	390	681	88	-	640	129	752	17
Effective base	310	70	89	153	268	44	-	280	33	303	7
Weighted Base	759	185	187	386	633	126	-	698	60	740	18
Very Dissatisfied (-2)	24 3%	2 1%	7 4%	15 4%	15 2%	9 7%	- -%	23 3%	1 2%	24 3%	- -%
Fairly Dissatisfied (-1)	22 3%	4 2%	12 6%	7 2%	22 3%	* *%	- -%	18 3%	4 7%	19 3%	3 18%
Neither Satisfied Nor Dissatisfied (0)	100 13%	32 17%	20 11%	47 12%	85 13%	15 12%	- -%	92 13%	8 13%	95 13%	5 26%
Fairly Satisfied (1)	218 29%	55 29%	58 31%	106 27%	177 28%	42 33%	- -%	192 28%	26 43%	218 29%	* 3%
Very Satisfied (2)	249 33%	69 37%	56 30%	125 32%	223 35%	26 21%	- -%	231 33%	19 31%	246 33%	4 20%
Have not Contacted / Not Applicable (DO NOT READ OUT)	132 17%	21 12%	32 17%	79 20%	104 16%	29 23%	- -%	130 19%	3 4%	126 17%	6 33%
Don't Know (DO NOT READ OUT)	13 2%	2 1%	3 1%	8 2%	7 1%	6 5%	- -%	13 2%	- -%	13 2%	- -%
NET: Satisfied	468 62%	123 67%	114 61%	230 60%	400 63%	68 54%	- -%	423 61%	45 74%	463 63%	4 22%
NET: Dissatisfied	46 6%	6 3%	19 10%	21 6%	37 6%	9 7%	- -%	41 6%	5 8%	43 6%	3 18%
Answered	613	162	153	299	522	91	-	556	58	601	12
Mean Score	1.1	1.1	.9	1.1	1.1	.8	-	1.1	1.0	1.1	.4
Standard error	.04	.07	.08	.06	.04	.14	-	.05	.09	.04	.33
Standard deviation	1.03	.91	1.11	1.05	1.01	1.14	-	1.04	.96	1.02	1.23

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 279 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		769	365	196	200
Effective base		310	162	67	80
Weighted Base		759	393	148	210
Very Dissatisfied	(-2)	24 3%	11 3%	* *%	8 4%
Fairly Dissatisfied	(-1)	22 3%	12 3%	4 3%	6 3%
Neither Satisfied Nor Dissatisfied	(0)	100 13%	58 15%	22 15%	20 10%
Fairly Satisfied	(1)	218 29%	102 26%	50 34%	66 31%
Very Satisfied	(2)	249 33%	113 29%	49 33%	85 40%
Have not Contacted / Not Applicable (DO NOT READ OUT)		132 17%	87 22%	21 14%	24 11%
Don't Know (DO NOT READ OUT)		13 2%	9 2%	2 2%	2 1%
NET: Satisfied		468 62%	215 55%	99 67%	150 72%
NET: Dissatisfied		46 6%	23 6%	4 3%	14 7%
Answered		613	297	125	184
Mean Score		1.1	1.0	1.1	1.2
Standard error		.04	.06	.06	.08
Standard deviation		1.03	1.04	.83	1.03

Columns Tested: a,b,c

Table 279 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	769	502	155	42	20	26	14	3	7	657	112	70
Effective base	310	234	49	12	7	7	3	2	1	283	27	15
Weighted Base	759	579	108	31	6	19	11	*	5	686	72	41
Very Dissatisfied (-2)	24 3%	19 3%	5 5%	- -%	* 1%	* *%	- -%	- -%	- -%	24 3%	* *%	* *%
Fairly Dissatisfied (-1)	22 3%	19 3%	3 3%	* *%	- -%	- -%	- -%	- -%	- -%	22 3%	* *%	- -%
Neither Satisfied Nor Dissatisfied (0)	100 13%	78 14%	15 14%	4 14%	* 2%	2 12%	- -%	- -%	* *%	93 14%	7 9%	2 6%
Fairly Satisfied (1)	218 29%	167 29%	26 24%	8 27%	2 34%	6 33%	9 77%	* 34%	* 1%	193 28%	25 35%	17 41%
Very Satisfied (2)	249 33%	168 29%	44 41%	18 56%	3 46%	10 54%	3 23%	- -%	5 90%	212 31%	38 52%	20 49%
Have not Contacted / Not Applicable (DO NOT READ OUT)	132 17%	116 20%	14 13%	1 2%	1 16%	* *%	- -%	* 66%	* 6%	130 19%	2 3%	1 3%
Don't Know (DO NOT READ OUT)	13 2%	12 2%	1 1%	- -%	- -%	- -%	- -%	- -%	* 3%	13 2%	* *%	* *%
NET: Satisfied	468 62%	335 58%	70 65%	26 83%	5 80%	16 87%	11 100%	* 34%	5 91%	405 59%	63 87%	37 90%
NET: Dissatisfied	46 6%	38 6%	9 8%	* *%	* 1%	* *%	- -%	- -%	- -%	46 7%	* *%	* *%
Answered	613	450	93	30	5	19	11	*	5	543	70	40
Mean Score	1.1	1.0	1.1	1.4	1.5	1.4	1.2	1.0	2.0	1.0	1.4	1.4
Standard error	.04	.05	.10	.12	.19	.15	.12	-	.07	.05	.07	.08
Standard deviation	1.03	1.04	1.13	.75	.80	.74	.44	-	.16	1.06	.69	.65

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 279 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	769	223	279	267	709	660	732	629	434	389	78	408	47	68	41	58	32
Effective base	310	118	117	76	279	262	294	256	172	136	42	185	13	20	12	14	9
Weighted Base	759	308	271	180	684	633	716	606	432	338	103	457	25	45	30	35	21
Very Dissatisfied (-2)	24 3%	14 4%	5 2%	5 3%	24 4%	20 3%	24 3%	23 4%	13 3%	9 3%	4 4%	17 4%	- -%	- -%	1 3%	2 6%	* 1%
Fairly Dissatisfied (-1)	22 3%	12 4%	7 2%	4 2%	19 3%	17 3%	20 3%	13 2%	8 2%	13 4%	5 4%	14 3%	- -%	* *%	- -%	2 5%	- -%
Neither Satisfied Nor Dissatisfied (0)	100 13%	42 14%	36 13%	21 12%	92 13%	81 13%	95 13%	79 13%	68 16%	45 13%	15 14%	61 13%	3 11%	7 16%	3 12%	5 14%	1 4%
Fairly Satisfied (1)	218 29%	83 27%	84 31%	51 28%	192 28%	183 29%	201 28%	177 29%	127 29%	107 32%	24 23%	127 28%	9 38%	13 28%	14 46%	8 22%	6 28%
Very Satisfied (2)	249 33%	83 27%	85 31%	81 45% a	230 34%	217 34%	240 34%	205 34%	166 38%	137 40%	30 30%	146 32%	9 38%	19 42%	11 36%	15 43%	10 45%
Have not Contacted / Not Applicable (DO NOT READ OUT)	132 17%	69 22% c	47 17%	16 9%	116 17% f	101 16% f	122 17% f	98 16% f	48 11%	27 8%	23 22%	82 18%	3 13%	5 11%	1 3%	4 11%	4 21%
Don't Know (DO NOT READ OUT)	13 2%	6 2%	7 2%	1 *% a	10 1%	13 2%	13 2%	10 2%	3 1%	2 *% ac	3 3%	9 2%	- -%	1 2%	- -%	- -%	* 1%
NET: Satisfied	468 62%	166 54%	169 62%	133 74% a	422 62%	400 63%	441 62%	382 63%	293 68%	244 72% ac	54 52%	273 60%	19 76%	32 70%	25 82%	23 64%	15 73%
NET: Dissatisfied	46 6%	26 8%	12 4%	9 5%	43 6%	37 6%	44 6%	36 6%	20 5%	21 6%	8 8%	31 7%	- -%	* *%	1 3%	4 11%	* 1%
Answered Mean Score	613 1.1	233 .9	217 1.1	163 1.2 a	558 1.0	519 1.1	581 1.1	497 1.1	381 1.1	310 1.1	77 .9	366 1.0	22 1.3	40 1.3	29 1.2	31 1.0	16 1.5
Standard error	.04	.09	.06	.06	.04	.04	.04	.04	.05	.05	.14	.06	.11	.10	.14	.17	.13
Standard deviation	1.03	1.12	.95	.98	1.05	1.03	1.04	1.05	.99	.99	1.12	1.07	.70	.78	.87	1.23	.69

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 279 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	e	*f	*g
Unweighted Base	769	479	57	53	49	26	29	16	378	113	59	38	32	23	17
Effective base	310	219	17	17	10	6	7	3	178	37	15	15	8	9	6
Weighted Base	759	534	50	40	19	14	19	7	432	98	25	27	27	11	15
Very Dissatisfied (-2)	24 3%	17 3%	6 13%	- -%	- -%	1 6%	- -%	* 2%	18 4%	- -%	- -%	- -%	- -%	2 19%	* 1%
Fairly Dissatisfied (-1)	22 3%	12 2%	5 10%	* *%	- -%	- -%	2 8%	- -%	15 3%	* *%	2 6%	- -%	- -%	* *%	- -%
Neither Satisfied Nor Dissatisfied (0)	100 13%	75 14%	3 6%	8 20%	* *%	* 2%	5 24%	1 12%	50 12%	21 21%	2 9%	5 20%	2 6%	- -%	1 6%
Fairly Satisfied (1)	218 29%	146 27%	15 29%	14 34%	7 36%	3 23%	3 16%	5 67%	116 27%	28 29%	12 49%	12 45%	10 40%	3 29%	1 7%
Very Satisfied (2)	249 33%	173 32%	16 32%	18 44%	6 35%	9 61%	7 35%	1 17%	131 30%	43 44%	6 25%	9 33%	14 54%	5 48%	8 55%
Have not Contacted / Not Applicable (DO NOT READ OUT)	132 17%	101 19%	5 10%	1 2%	5 25%	1 9%	3 17%	- -%	89 21%	5 5%	2 10%	1 2%	* 1%	* 3%	4 31%
Don't Know (DO NOT READ OUT)	13 2%	9 2%	- -%	- -%	1 4%	- -%	- -%	* 2%	12 3%	1 1%	- -%	* 1%	- -%	- -%	- -%
NET: Satisfied	468 62%	319 60%	31 62%	31 78%	13 70%	12 83%	10 51%	6 84%	247 57%	71 73%	18 74%	21 78%	25 93%	9 77%	9 63%
NET: Dissatisfied	46 6%	29 5%	11 23%	* *%	- -%	1 6%	2 8%	* 2%	33 8%	* *%	2 6%	- -%	- -%	2 20%	* 1%
Answered	613	424	45	39	13	13	16	7	331	93	22	26	26	11	10
Mean Score	1.1	1.1	.6	1.2	1.5	1.5	.9	1.0	1.0	1.2	1.0	1.1	1.5	.9	1.7
Standard error	.04	.05	.20	.11	.08	.22	.21	.19	.06	.08	.11	.12	.12	.34	.18
Standard deviation	1.03	1.03	1.43	.79	.53	1.07	1.08	.74	1.11	.81	.84	.74	.62	1.59	.73

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 279 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	769	327	93	76	51	23	28	31	218	163	188	106	55
Effective base	310	158	36	22	17	7	7	11	106	70	70	32	17
Weighted Base	759	365	95	54	28	17	18	29	269	163	165	73	46
Very Dissatisfied (-2)	24 3%	16 4%	4 5%	1 2%	- -	- -	- -	2 8%	17 6%	3 2%	4 2%	- -	1 1%
Fairly Dissatisfied (-1)	22 3%	11 3%	* *%	- -%	* 1%	- -%	- -%	2 6%	7 3%	1 1%	11 6%	2 2%	* *%
Neither Satisfied Nor Dissatisfied (0)	100 13%	53 14%	8 9%	8 14%	4 13%	6 34%	* *%	1 4%	47 17%	14 8%	14 8%	9 12%	12 26%
Fairly Satisfied (1)	218 29%	99 27%	39 41%	13 25%	8 30%	3 20%	13 69%	2 5%	69 26%	40 25%	63 38%	14 19%	15 33%
Very Satisfied (2)	249 33%	93 25%	43 45%	24 44%	12 43%	7 42%	5 26%	22 75%	65 24%	75 46%	38 23%	45 62%	17 37%
Have not Contacted / Not Applicable (DO NOT READ OUT)	132 17%	84 23%	* *%	8 15%	4 14%	1 5%	1 5%	* 1%	61 23%	25 15%	32 19%	3 5%	1 2%
Don't Know (DO NOT READ OUT)	13 2%	10 3%	- -%	- -%	- -%	- -%	- -%	* *%	3 1%	5 3%	5 3%	- -	- -
NET: Satisfied	468 62%	191 52%	82 87%	37 69%	20 72%	10 62%	17 95%	23 81%	134 50%	115 71%	100 61%	59 81%	32 70%
NET: Dissatisfied	46 6%	27 7%	5 5%	1 2%	* 1%	- -	- -	4 14%	24 9%	3 2%	15 9%	2 2%	1 1%
Answered	613	271	95	46	24	16	17	28	204	133	129	70	45
Mean Score	1.1	.9	1.2	1.3	1.3	1.1	1.3	1.4	.8	1.4	.9	1.5	1.1
Standard error	.04	.07	.10	.11	.11	.20	.09	.24	.09	.07	.08	.08	.12
Standard deviation	1.03	1.10	.96	.89	.77	.91	.46	1.30	1.17	.85	1.00	.81	.88

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 279 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	769	301	140	149	77	39	240	137	156	82	39
Effective base	310	133	61	52	21	11	115	54	53	27	13
Weighted Base	759	336	140	126	51	30	285	129	119	64	35
Very Dissatisfied (-2)	24 3%	19 6%	3 2%	2 2%	- -%	- -%	17 6%	* *%	2 2%	- -%	1 2%
Fairly Dissatisfied (-1)	22 3%	7 2%	1 1%	9 7%	2 3%	- -%	8 3%	2 1%	7 6%	* *%	* *%
Neither Satisfied Nor Dissatisfied (0)	100 13%	47 14%	11 8%	13 10%	11 21%	10 34% bc	41 14%	16 12%	9 7%	6 10%	8 23%
Fairly Satisfied (1)	218 29%	88 26%	41 29%	46 37%	7 14%	9 30%	75 26%	37 28%	46 39%	15 23%	11 32%
Very Satisfied (2)	249 33%	100 30%	58 41%	32 25%	30 59% ac	10 33%	76 27%	56 44% a	30 26%	39 61% ac	15 43%
Have not Contacted / Not Applicable (DO NOT READ OUT)	132 17%	68 20% d	24 17%	22 17%	1 2%	1 3%	61 22%	17 13%	20 17%	4 6%	* *%
Don't Know (DO NOT READ OUT)	13 2%	6 2%	3 2%	1 1%	- -%	- -%	7 2%	2 1%	5 4%	- -%	- -%
NET: Satisfied	468 62%	189 56%	99 70%	78 62%	37 73%	19 63%	150 53%	93 72% a	77 65%	54 84% a	26 75%
NET: Dissatisfied	46 6%	26 8%	4 3%	12 9%	2 3%	- -%	25 9%	2 2%	9 8%	* *%	1 2%
Answered	613	262	113	103	50	29	216	111	94	60	35
Mean Score	1.1	.9	1.3	.9	1.3	1.0	.8	1.3 a	1.0	1.5 ac	1.1
Standard error	.04	.07	.08	.09	.11	.14	.09	.07 a	.08	.08	.15
Standard deviation	1.03	1.15	.89	1.00	.93	.85	1.17	.81	.96	.69	.90

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 279 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	769	219	117	142	93	47	398	63	166	674	95	671	38
Effective base	310	112	38	55	34	14	161	20	74	274	37	265	14
Weighted Base	759	263	91	124	86	30	376	43	185	678	81	644	39
Very Dissatisfied (-2)	24 3%	16 6%	- -%	4 4%	* 1%	2 7%	17 4%	3 7%	4 2%	21 3%	3 4%	24 4%	* -%
Fairly Dissatisfied (-1)	22 3%	9 4%	* *%	2 1%	* *%	2 6%	4 1%	1 1%	8 5%	20 3%	2 2%	18 3%	2 4%
Neither Satisfied Nor Dissatisfied (0)	100 13%	40 15%	10 12%	13 11%	10 12%	5 16%	48 13%	8 18%	24 13%	86 13%	14 17%	87 13%	5 14%
Fairly Satisfied (1)	218 29%	71 27%	28 31%	38 31%	25 29%	9 30%	120 32%	7 16%	49 26%	196 29%	22 27%	170 26%	22 56%
Very Satisfied (2)	249 33%	61 23%	43 47%	41 33%	45 52%	11 38%	129 34%	20 48%	55 30%	212 31%	37 46%	221 34%	9 24%
Have not Contacted / Not Applicable (DO NOT READ OUT)	132 17%	60 23%	5 5%	24 20%	5 6%	1 3%	51 14%	5 11%	42 23%	130 19%	2 2%	115 18%	1 2%
Don't Know (DO NOT READ OUT)	13 2%	5 2%	4 5%	1 1%	- -%	* *%	8 2%	- -%	3 1%	12 2%	1 1%	10 2%	- -%
NET: Satisfied	468 62%	133 50%	71 78%	80 64%	70 81%	20 68%	249 66%	27 64%	104 56%	408 60%	59 73%	391 61%	31 80%
NET: Dissatisfied	46 6%	25 10%	* *%	6 5%	1 1%	4 13%	20 5%	4 8%	12 7%	41 6%	5 6%	41 6%	2 4%
Answered	613	198	82	99	81	29	317	38	140	535	78	519	39

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 279 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	769	219	117	142	93	47	398	63	166	674	95	671	38
Effective base	310	112	38	55	34	14	161	20	74	274	37	265	14
Weighted Base	759	263	91	124	86	30	376	43	185	678	81	644	39
Mean Score	1.1	.8	1.4	1.1	1.4	.9	1.1	1.1	1.0	1.0	1.1	1.1	1.0
Standard error	.04		a		a								
Standard deviation	1.03	.09	.07	.09	.08	.19	.06	.16	.09	.04	.11	.05	.13
		1.18	.71	1.01	.77	1.23	1.04	1.24	1.02	1.03	1.06	1.07	.76

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 279 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	769	564	96	410	219	681	28	556	104	411	218
Effective base	310	236	26	176	80	269	10	229	33	177	79
Weighted Base	759	567	66	404	201	657	26	559	75	413	192
Very Dissatisfied (-2)	24 3%	20 3%	1 1%	18 5%	5 2%	24 4%	* *%	20 4%	1 1%	18 4%	5 3%
Fairly Dissatisfied (-1)	22 3%	13 2%	4 6%	6 1%	7 3%	19 3%	- -%	11 2%	6 8%	6 1%	7 4%
Neither Satisfied Nor Dissatisfied (0)	100 13%	68 12%	13 20%	55 13%	24 12%	87 13%	5 19%	67 12%	14 18%	55 13%	24 12%
Fairly Satisfied (1)	218 29%	163 29%	20 30%	106 26%	71 35%	180 27%	12 45%	161 29%	22 30%	110 27%	67 35%
Very Satisfied (2)	249 33%	190 34%	27 41%	129 32%	76 38%	221 34%	9 36%	186 33%	31 42%	131 32%	74 39%
Have not Contacted / Not Applicable (DO NOT READ OUT)	132 17%	101 18%	1 1%	80 20%	18 9%	116 18%	- -%	101 18%	1 1%	83 20%	15 8%
Don't Know (DO NOT READ OUT)	13 2%	12 2%	1 1%	10 3%	* *%	10 2%	- -%	12 2%	1 1%	10 2%	* *%
NET: Satisfied	468 62%	353 62%	47 71%	235 58%	147 73%	401 61%	21 80%	347 62%	53 71%	241 58%	141 73%
NET: Dissatisfied	46 6%	32 6%	5 7%	24 6%	12 6%	43 7%	* *%	31 5%	6 9%	24 6%	12 6%
Answered	613	454	65	314	184	531	26	445	73	320	177
Mean Score	1.1	1.1	1.1	1.0	1.1	1.0	1.2	1.1	1.1	1.0	1.1
Standard error	.04	.05	.10	.06	.07	.04	.14	.05	.10	.06	.07
Standard deviation	1.03	1.03	.98	1.09	.97	1.06	.75	1.03	1.01	1.08	.98

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 279 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	769	461	513	146	1	453	414	126	3	496	335	145	-
Effective base	310	166	218	59	1	169	175	51	3	196	148	61	-
Weighted Base	759	419	512	150	4	433	385	118	4	473	314	143	-
Very Dissatisfied (-2)	24 3%	17 4%	10 2%	2 1%	- -%	14 3%	7 2%	2 1%	1 14%	19 4%	8 3%	2 2%	- -%
Fairly Dissatisfied (-1)	22 3%	14 3%	14 3%	2 1%	- -%	15 3%	6 1%	* *%	- -%	12 2%	7 2%	* *%	- -%
Neither Satisfied Nor Dissatisfied (0)	100 13%	49 12%	72 14%	16 11%	- -%	48 11%	44 11%	13 11%	2 46%	62 13%	33 11%	9 7%	- -%
Fairly Satisfied (1)	218 29%	125 30%	158 31%	33 22%	- -%	129 30%	109 28%	30 26%	- -%	145 31%	83 26%	40 28%	- -%
Very Satisfied (2)	249 33%	152 36%	144 28%	61 41%	4 100%	159 37%	126 33%	50 43%	2 41%	163 34%	107 34%	59 42%	- -%
Have not Contacted / Not Applicable (DO NOT READ OUT)	132 17%	58 14%	105 20%	34 23%	- -%	63 15%	82 21%	21 17%	- -%	71 15%	66 21%	29 21%	- -%
Don't Know (DO NOT READ OUT)	13 2%	4 1%	9 2%	2 2%	- -%	5 1%	11 3%	2 2%	- -%	2 1%	10 3% a	2 2%	- -%
NET: Satisfied	468 62%	277 66%	302 59%	93 62%	4 100%	288 67%	235 61%	81 68%	2 41%	308 65%	190 60%	100 70%	- -%
NET: Dissatisfied	46 6%	31 7%	25 5%	4 3%	- -%	29 7%	13 3%	2 1%	1 14%	30 6%	15 5%	2 2%	- -%
Answered	613	357	398	114	4	365	292	95	4	400	238	111	-
Mean Score	1.1	1.1	1.0	1.3 b	2.0	1.1	1.2	1.3	.5	1.1	1.1	1.4 a	-
Standard error	.04	.05	.05	.08	-	.05	.05	.08	.91	.05	.06	.07	-
Standard deviation	1.03	1.07	.96	.91	-	1.04	.93	.85	1.58	1.05	1.00	.81	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 279 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	769	625	550	418	537	423	37	264	230	245	88	49
Effective base	310	250	222	178	201	189	11	124	97	98	42	26
Weighted Base	759	623	546	425	507	448	30	281	245	249	93	64
Very Dissatisfied (-2)	24 3%	24 4%	15 3%	14 3%	19 4%	12 3%	* *%	3 1%	7 3%	7 3%	2 2%	2 3%
Fairly Dissatisfied (-1)	22 3%	18 3%	17 3%	5 1%	12 2%	13 3%	- -%	4 2%	4 2%	1 *%	* *%	- -%
Neither Satisfied Nor Dissatisfied (0)	100 13%	87 14%	60 11%	52 12%	67 13%	63 14%	4 13%	36 13%	35 14%	32 13%	10 10%	6 10%
Fairly Satisfied (1)	218 29%	169 27%	159 29%	120 28%	126 25%	132 30%	5 17%	82 29%	71 29%	74 30%	25 27%	19 29%
Very Satisfied (2)	249 33%	210 34%	189 35%	143 34%	190 37%	127 28%	19 64%	84 30%	85 35%	86 35%	32 34%	15 24%
Have not Contacted / Not Applicable (DO NOT READ OUT)	132 17%	107 17%	94 17%	83 20%	87 17%	88 20%	2 6%	66 23%	42 17%	47 19%	24 26%	22 34%
Don't Know (DO NOT READ OUT)	13 2%	9 1%	12 2%	8 2%	6 1%	11 3%	- -%	7 2%	1 *%	2 1%	1 1%	- -%
NET: Satisfied	468 62%	379 61%	348 64%	263 62%	315 62%	259 58%	24 81%	165 59%	156 64%	160 64%	57 61%	34 53%
NET: Dissatisfied	46 6%	41 7%	32 6%	19 4%	31 6%	25 6%	* *%	7 3%	11 5%	8 3%	2 2%	2 3%
Answered	613	507	441	334	414	348	28	209	202	200	69	42
Mean Score	1.1	1.0	1.1	1.1	1.1	1.0	1.5	1.1	1.1	1.2	1.2	1.1
Standard error	.04	.05	.05	.05	.05	.05	.13	.06	.07	.07	.10	.15
Standard deviation	1.03	1.07	1.01	1.01	1.07	1.00	.76	.87	1.00	.96	.88	.94

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 279 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	769	138	103	76	38	628	478	691	479	438	436	584	122	-	540	93
Effective base	310	55	34	32	14	251	181	274	190	168	167	241	47	-	208	43
Weighted Base	759	144	81	72	31	612	430	668	459	399	412	585	110	-	496	109
Very Dissatisfied (-2)	24 3%	- -%	- -%	4 6%	* *%	19 3%	17 4%	19 3%	17 4%	12 3%	18 4%	19 3%	1 1%	- -%	3 1%	13 12% a
Fairly Dissatisfied (-1)	22 3%	5 4%	5 6%	2 2%	* *%	17 3%	8 2%	17 3%	11 2%	10 2%	10 3%	15 3%	2 2%	- -%	11 2%	10 9% a
Neither Satisfied Nor Dissatisfied (0)	100 13%	18 12%	8 9%	16 22%	1 2%	88 14%	49 11%	90 13%	68 15%	49 12%	50 12%	76 13%	17 16%	- -%	21 4%	24 22% a
Fairly Satisfied (1)	218 29%	44 31%	30 37%	24 34%	5 17%	179 29%	115 27%	196 29%	125 27%	117 29%	111 27%	170 29%	24 22%	- -%	167 34% b	14 13%
Very Satisfied (2)	249 33%	59 41%	36 45%	17 23%	21 70% c	189 31%	152 35%	219 33%	151 33%	122 31%	150 36%	178 31%	44 40%	- -%	205 41% b	19 17%
Have not Contacted / Not Applicable (DO NOT READ OUT)	132 17%	16 11%	* *%	9 13% b	3 10%	110 18%	82 19%	116 17%	80 17%	85 21%	69 17%	116 20%	20 18%	- -%	80 16%	29 26%
Don't Know (DO NOT READ OUT)	13 2%	2 1%	1 2%	- -%	- -%	10 2%	8 2%	10 1%	7 1%	4 1%	3 1%	10 2%	2 1%	- -%	8 2%	1 1%
NET: Satisfied	468 62%	103 71%	67 82% c	41 57%	27 87%	368 60%	267 62%	415 62%	276 60%	240 60%	261 63%	349 60%	69 62%	- -%	372 75% b	33 30%
NET: Dissatisfied	46 6%	5 4%	5 6%	6 8%	* *%	37 6%	25 6%	37 6%	28 6%	21 5%	28 7%	34 6%	2 2%	- -%	14 3%	23 21% a
Answered	613	126	79	62	27	492	341	542	372	310	340	460	89	-	407	80

Table 279 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	769	138	103	76	38	628	478	691	479	438	436	584	122	-	540	93
Effective base	310	55	34	32	14	251	181	274	190	168	167	241	47	-	208	43
Weighted Base	759	144	81	72	31	612	430	668	459	399	412	585	110	-	496	109
Mean Score	1.1	1.2	1.2	.8	1.7	1.0	1.1	1.1	1.0	1.1	1.1	1.0	1.2	-	1.4	.2
Standard error	.04	.08	.09	.13	.09	.04	.05	.04	.05	.05	.06	.05	.09	-	.04	.16
Standard deviation	1.03	.85	.88	1.09	.54	1.03	1.05	1.01	1.06	1.01	1.09	1.03	.89	-	.77	1.37

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 279 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	769	769	-	275	17	209	135	166	420	174	176	231	342
Effective base	310	310	-	103	9	77	60	66	165	76	62	90	152
Weighted Base	759	759	-	257	25	179	160	164	402	183	146	219	374
Very Dissatisfied (-2)	24 3%	24 3%	- -%	8 3%	- -%	1 *%	7 5%	11 7%	10 3%	3 2%	7 5%	5 2%	12 3%
Fairly Dissatisfied (-1)	22 3%	22 3%	- -%	13 5%	- -%	13 7%	* *%	4 2%	7 2%	12 7%	9 6%	6 3%	7 2%
Neither Satisfied Nor Dissatisfied (0)	100 13%	100 13%	- -%	20 8%	6 24%	30 17%	15 9%	15 9%	52 13%	31 17%	17 12%	20 9%	60 16%
Fairly Satisfied (1)	218 29%	218 29%	- -%	97 38%	6 24%	60 34%	62 39%	60 36%	111 28%	47 26%	48 32%	77 35%	90 24%
Very Satisfied (2)	249 33%	249 33%	- -%	89 35%	7 29%	59 33%	50 32%	58 35%	134 33%	52 29%	40 27%	86 40%	118 31%
Have not Contacted / Not Applicable (DO NOT READ OUT)	132 17%	132 17%	- -%	29 11%	6 23%	15 8%	25 16%	15 9%	81 20%	33 18%	24 17%	21 10%	79 21%
Don't Know (DO NOT READ OUT)	13 2%	13 2%	- -%	1 *%	* 1%	2 1%	* *%	2 1%	7 2%	4 2%	1 1%	3 2%	8 2%
NET: Satisfied	468 62%	468 62%	- -%	186 72%	13 52%	120 67%	112 70%	118 72%	246 61%	99 54%	87 60%	164 75%	208 56%
NET: Dissatisfied	46 6%	46 6%	- -%	21 8%	- -%	14 8%	7 5%	14 9%	17 4%	15 8%	16 11%	11 5%	19 5%
Answered	613	613	-	228	19	163	135	146	314	145	121	194	287
Mean Score	1.1	1.1	-	1.1	1.1	1.0	1.1	1.0	1.1	.9	.9	1.2	1.0
Standard error	.04	.04	-	.06	.25	.07	.09	.09	.05	.09	.09	.06	.06
Standard deviation	1.03	1.03	-	1.01	.85	.95	.99	1.12	.98	1.05	1.14	.93	1.05

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 279 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		769	429	340
Effective base		310	150	162
Weighted Base		759	397	362
Very Dissatisfied	(-2)	24 3%	7 2%	17 5%
Fairly Dissatisfied	(-1)	22 3%	17 4%	5 1%
Neither Satisfied Nor Dissatisfied	(0)	100 13%	56 14%	44 12%
Fairly Satisfied	(1)	218 29%	103 26%	116 32%
Very Satisfied	(2)	249 33%	145 36%	105 29%
Have not Contacted / Not Applicable (DO NOT READ OUT)		132 17%	61 15%	71 20%
Don't Know (DO NOT READ OUT)		13 2%	9 2%	4 1%
NET: Satisfied		468 62%	247 62%	220 61%
NET: Dissatisfied		46 6%	24 6%	23 6%
Answered		613	327	287
Mean Score		1.1	1.1	1.0
Standard error		.04	.05	.06
Standard deviation		1.03	1.00	1.07

Columns Tested: a,b

Table 279 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	769	45	102	75	68	83	35	32	81	41	61	43	103
Effective base	310	14	54	48	24	60	20	10	36	15	12	19	38
Weighted Base	759	20	96	97	19	127	35	4	120	42	29	58	114
Very Dissatisfied (-2)	24 3%	- -%	4 5%	3 3%	* 1%	3 2%	1 3%	- -%	7 6%	- -%	- -%	1 1%	5 4%
Fairly Dissatisfied (-1)	22 3%	- -%	1 1%	1 1%	* 1%	2 2%	2 6%	- -%	3 3%	5 11%	1 2%	- -%	8 7%
Neither Satisfied Nor Dissatisfied (0)	100 13%	4 18%	8 8%	16 16%	1 4%	12 10%	5 13%	* 1%	13 11%	8 18%	9 30%	14 24%	11 9%
Fairly Satisfied (1)	218 29%	7 36%	33 34%	34 35%	2 12%	47 37%	4 12%	2 43%	38 32%	2 5%	3 11%	18 30%	28 25%
Very Satisfied (2)	249 33%	5 23%	28 29%	25 26%	9 45%	38 30%	16 46%	1 34%	26 22%	18 44%	8 26%	21 36%	55 48% ch
Have not Contacted / Not Applicable (DO NOT READ OUT)	132 17%	4 23%	17 18%	17 17%	7 35% kl	23 18%	7 19%	1 22%	30 25% l	8 19%	7 25%	4 7%	7 6%
Don't Know (DO NOT READ OUT)	13 2%	- -%	4 5%	1 2%	- -%	2 1%	- -%	- -%	2 1%	1 3%	2 6%	1 1%	- -%
NET: Satisfied	468 62%	12 59%	61 64%	59 61%	11 58%	85 67%	20 58%	3 77%	64 53%	20 49%	11 37%	39 67%	83 73% j
NET: Dissatisfied	46 6%	- -%	5 5%	4 4%	* 3%	5 4%	3 9%	- -%	11 9%	5 11%	1 2%	1 1%	12 11%
Answered Mean Score	613 1.1	15 1.1	74 1.1	79 1.0	12 1.5	102 1.1	28 1.1	3 1.4	88 .8	32 1.0	20 .9	53 1.1	106 1.1
Standard error	.04	.12	.11	.12	.12	.11	.21	.13	.14	.20	.13	.15	.12
Standard deviation	1.03	.75	1.04	.95	.88	.89	1.20	.65	1.16	1.18	.97	.90	1.13

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 279 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	769	222	186	154	207	408	361
Effective base	310	114	94	52	68	208	120
Weighted Base	759	213	180	165	201	393	366
Very Dissatisfied (-2)	24 3%	7 3%	4 2%	7 5%	5 3%	11 3%	13 4%
Fairly Dissatisfied (-1)	22 3%	2 1%	4 2%	8 5%	8 4%	6 2%	16 4%
Neither Satisfied Nor Dissatisfied (0)	100 13%	27 13%	18 10%	21 13%	33 16%	45 12%	54 15%
Fairly Satisfied (1)	218 29%	74 35%	53 30%	42 25%	49 25%	127 32%	91 25%
Very Satisfied (2)	249 33%	58 27%	63 35%	45 27%	83 42%	120 31%	129 35%
Have not Contacted / Not Applicable (DO NOT READ OUT)	132 17%	38 18%	36 20%	39 24%	19 9%	75 19%	58 16%
Don't Know (DO NOT READ OUT)	13 2%	6 3%	2 1%	3 2%	3 1%	8 2%	5 1%
NET: Satisfied	468 62%	132 62%	116 64%	87 53%	133 66%	248 63%	220 60%
NET: Dissatisfied	46 6%	9 4%	8 5%	15 9%	14 7%	17 4%	29 8%
Answered	613	168	142	124	179	310	303
Mean Score	1.1	1.0	1.2	.9	1.1	1.1	1.0
Standard error	.04	.07	.08	.10	.08	.05	.06
Standard deviation	1.03	.97	.95	1.16	1.05	.96	1.10

Columns Tested: a,b,c,d - a,b

Table 280

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	769	83	686	526	127	40	76	243
Effective base	310	23	291	285	56	19	42	79
Weighted Base	759	36	723	724	28	5	2	35
Very Dissatisfied (-2)	46 6%	4 12%	42 6%	46 6%	* 1%	* 1%	* 6%	1 2%
Fairly Dissatisfied (-1)	31 4%	2 7%	28 4%	30 4%	1 4%	- -	* 3%	1 3%
Neither Satisfied Nor Dissatisfied (0)	129 17%	7 19%	122 17%	125 17%	4 13%	- -	* 10%	4 11%
Fairly Satisfied (1)	178 23%	8 23%	170 23%	166 23%	9 32%	2 46%	1 30%	12 34%
Very Satisfied (2)	148 20%	3 8%	145 20%	136 19%	9 34%	2 40%	1 46%	12 36%
Have not Contacted / Not Applicable (DO NOT READ OUT)	210 28%	10 28%	199 28%	205 28%	4 14%	1 11%	* 4%	5 13%
Don't Know (DO NOT READ OUT)	17 2%	1 3%	16 2%	17 2%	1 2%	* 2%	* 2%	1 2%
NET: Satisfied	326 43%	11 31%	315 44%	302 42%	18 66%	4 86%	2 76%	24 69%
NET: Dissatisfied	77 10%	7 19%	70 10%	75 10%	1 5%	* 1%	* 9%	2 5%
Answered	532	25	507	502	23	4	2	30
Mean Score	.7	.1	.7	.6	1.1	1.4	1.1	1.2
Standard error	.05	.17	.05	.06	.09	.12	.19	.06
Standard deviation	1.19	1.29	1.18	1.20	.96	.68	1.58	.93

Columns Tested: a,b - a,b,c,d,e

Table 280 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		769	229	216	81	69	98	76	526	127	116
Effective base		310	146	110	35	32	45	42	285	56	35
Weighted Base		759	399	267	57	19	14	2	724	28	7
Very Dissatisfied	(-2)	46 6%	29 7%	15 6%	2 3%	* 2%	* *%	* 6%	46 6%	* 1%	* 2%
Fairly Dissatisfied	(-1)	31 4%	23 6%	6 2%	1 1%	1 3%	* 3%	* 3%	30 4%	1 4%	* 1%
Neither Satisfied Nor Dissatisfied	(0)	129 17%	71 18%	44 16%	10 18%	3 16%	1 4%	* 10%	125 17%	4 13%	* 3%
Fairly Satisfied	(1)	178 23%	87 22%	64 24%	16 28%	6 34%	5 34%	1 30%	166 23%	9 32%	3 42% abg
Very Satisfied	(2)	148 20%	70 18%	56 21%	10 17%	6 32%	5 39%	1 46%	136 19%	9 34%	3 42% abg
Have not Contacted / Not Applicable (DO NOT READ OUT)		210 28%	109 27%	80 30%	16 28%	2 10%	3 19%	* 4%	205 28%	4 14%	1 9%
Don't Know (DO NOT READ OUT)		17 2%	10 2%	3 1%	3 6%	1 3%	* 1%	* 2%	17 2%	1 2%	* 2%
NET: Satisfied		326 43%	157 39%	119 45%	25 45%	12 66%	10 73%	2 76%	302 42%	18 66%	6 83%
NET: Dissatisfied		77 10%	52 13%	21 8%	2 4%	1 5%	* 3%	* 9%	75 10%	1 5%	* 3%
Answered		532	280	184	38	16	11	2	502	23	6
Mean Score		.7	.5	.8	.8	1.0	1.3	1.1	.6	1.1	1.3
Standard error		.05	.10	.09	.13	.13	.09	.19	.06	.09	.09
Standard deviation		1.19	1.24	1.16	.99	.99	.81	1.58	1.20	.96	.88

Columns Tested: a,b,c,d,e,f,g,h,i

Table 280 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	769	334	192	127	40	76	338	135	59	34	83
Effective base	310	214	95	56	19	42	187	55	19	14	10
Weighted Base	759	599	125	28	5	2	497	115	35	13	19
Very Dissatisfied (-2)	46 6%	40 7%	6 5%	* 1%	* 1%	* 6%	33 7%	4 4%	* 1%	1 5%	* %
Fairly Dissatisfied (-1)	31 4%	26 4%	3 3%	1 4%	- -%	* 3%	21 4%	3 3%	1 3%	- -%	1 3%
Neither Satisfied Nor Dissatisfied (0)	129 17%	103 17%	22 18%	4 13%	- -%	* 10%	82 17%	13 11%	8 23%	3 24%	1 5%
Fairly Satisfied (1)	178 23%	135 23%	31 25%	9 32%	2 46%	1 30%	113 23%	35 30%	10 29%	2 13%	7 37%
Very Satisfied (2)	148 20%	107 18%	28 23%	9 34%	2 40%	1 46%	86 17%	34 30%	11 31%	5 38%	5 24%
Have not Contacted / Not Applicable (DO NOT READ OUT)	210 28%	175 29%	29 24%	4 14%	1 11%	* 4%	150 30%	23 20%	3 10%	2 19%	5 28%
Don't Know (DO NOT READ OUT)	17 2%	12 2%	5 4%	1 2%	* 2%	* 2%	10 2%	2 2%	1 4%	- -%	* 2%
NET: Satisfied	326 43%	242 40%	59 48%	18 66%	4 86%	2 76%	199 40%	69 60%	21 60%	7 51%	12 61%
NET: Dissatisfied	77 10%	66 11%	9 7%	1 5%	* 1%	* 9%	55 11%	8 7%	1 4%	1 5%	1 4%
Answered	532	412	90	23	4	2	336	90	30	10	14
Mean Score	.7	.6	.8	1.1	1.4	1.1	.6	1.0	1.0	1.0	1.2
Standard error	.05	.08	.10	.09	.12	.19	.08	.10	.13	.23	.10
Standard deviation	1.19	1.22	1.12	.96	.68	1.58	1.22	1.06	.93	1.23	.83

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 280 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		769	63	44	84	31	64	69	51	53	46
Effective base		310	36	26	45	14	34	46	29	30	21
Weighted Base		759	80	52	118	32	77	142	91	74	40
Very Dissatisfied	(-2)	46 6%	12 14%	1 3%	3 2%	1 3%	5 7%	8 6%	4 5%	9 12%	- -%
Fairly Dissatisfied	(-1)	31 4%	4 5%	2 3%	5 4%	3 9%	3 3%	1 1%	2 2%	6 8%	3 7%
Neither Satisfied Nor Dissatisfied	(0)	129 17%	12 15%	8 16%	32 27%	4 12%	9 12%	28 20%	15 17%	8 10%	6 15%
Fairly Satisfied	(1)	178 23%	20 25%	13 25%	25 21%	10 31%	27 35%	31 22%	23 25%	16 21%	4 9%
Very Satisfied	(2)	148 20%	11 14%	16 32%	21 18%	9 29%	16 21%	24 17%	14 15%	18 25%	7 17%
Have not Contacted / Not Applicable (DO NOT READ OUT)		210 28%	19 24%	10 19%	31 26%	4 14%	17 22%	48 34%	25 27%	17 23%	19 47%
Don't Know (DO NOT READ OUT)		17 2%	1 1%	1 3%	1 1%	1 2%	- -%	1 1%	7 8%	* *%	2 5%
NET: Satisfied		326 43%	31 39%	29 57%	46 39%	19 60%	42 55%	55 39%	36 40%	34 46%	10 26%
NET: Dissatisfied		77 10%	16 20%	3 6%	8 7%	4 13%	8 10%	10 7%	7 7%	15 20%	3 7%
Answered		532	59	41	86	27	60	93	58	57	20
Mean Score		.7	.3	1.0	.6	.9	.8	.7	.7	.5	.7
Standard error		.05	.20	a .17	.13	.23	.16	.18	.18	.23	.21
Standard deviation		1.19	1.38	1.05	1.02	1.14	1.16	1.15	1.12	1.44	1.12

Columns Tested: a,b,c,d,e,f,g,h,i

Table 280 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		a	b	c	d	e	f	g	h	
Significance Level: 95%										
Unweighted Base		769	141	160	204	505	264	92	81	
Effective base		310	69	91	119	273	89	36	37	
Weighted Base		759	150	206	350	706	53	23	9	
Very Dissatisfied	(-2)	46 6%	6 4%	22 11%	16 5%	44 6%	3 5%	2 8%	* 2%	* 2%
Fairly Dissatisfied	(-1)	31 4%	9 6%	12 6%	9 2%	29 4%	2 3%	* 2%	1 3%	* 3%
Neither Satisfied Nor Dissatisfied	(0)	129 17%	19 13%	28 14%	75 22%	123 17%	6 11%	2 11%	3 15%	* 3%
Fairly Satisfied	(1)	178 23%	40 27%	49 24%	79 23%	168 24%	10 19%	4 16%	5 22%	2 23%
Very Satisfied	(2)	148 20%	32 21%	46 22%	58 17%	136 19%	12 22%	5 23%	4 17%	3 34% cd
Have not Contacted / Not Applicable (DO NOT READ OUT)		210 28%	41 27%	47 23%	104 30%	191 27%	18 34%	8 37%	7 32%	3 34%
Don't Know (DO NOT READ OUT)		17 2%	2 2%	3 1%	9 3%	15 2%	3 5%	1 4%	2 9%	- -% d
NET: Satisfied		326 43%	72 48%	95 46%	137 39%	304 43%	22 41%	9 38%	8 39%	5 57%
NET: Dissatisfied		77 10%	15 10%	34 16% c	24 7%	73 10%	4 8%	2 10%	1 6%	* 5%
Answered		532	106	157	237	500	32	14	13	6
Mean Score		.7	.8	.5	.7	.6	.8	.7	.8	1.3
Standard error		.05	.11	.12	.09	.06	.09	.17	.13	abcd
Standard deviation		1.19	1.14	1.35	1.09	1.19	1.22	1.42	1.08	1.07

Columns Tested: a,b,c,d,e,f,g,h

Table 280 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	*g	h	i
Significance Level: 95%										
Unweighted Base	769	33	63	8	71	74	201	22	33	334
Effective base	310	12	20	4	24	36	89	7	9	137
Weighted Base	759	22	54	10	64	99	187	19	23	343
Very Dissatisfied (-2)	46 6%	* *%	1 1%	- -%	1 1%	10 11%	8 4%	6 29%	3 11%	19 5%
Fairly Dissatisfied (-1)	31 4%	* *%	4 7%	- -%	4 6%	3 3%	10 6%	* *%	2 11%	10 3%
Neither Satisfied Nor Dissatisfied (0)	129 17%	* 1%	4 6%	3 34%	7 11%	30 30% ab	31 17%	1 3%	* 1%	60 18%
Fairly Satisfied (1)	178 23%	6 26%	14 25%	4 42%	18 28%	26 26%	50 27%	5 27%	1 4%	73 21%
Very Satisfied (2)	148 20%	9 40% i	15 27%	2 24%	17 27%	21 22%	33 18%	3 16%	12 53% fi	52 15%
Have not Contacted / Not Applicable (DO NOT READ OUT)	210 28%	7 33% e	18 33% e	- -%	18 28%	8 8%	52 28% e	5 24%	5 20%	115 34% e
Don't Know (DO NOT READ OUT)	17 2%	- -%	- -%	- -%	- -%	- -%	3 1%	- -%	- -%	15 4%
NET: Satisfied	326 43%	15 65% i	28 52%	7 66%	35 54%	47 48%	83 44%	8 43%	13 57%	124 36%
NET: Dissatisfied	77 10%	* 1%	5 9%	- -%	5 7%	14 14%	19 10%	6 30%	5 22%	29 8%
Answered	532	15	37	10	47	90	133	14	19	213
Mean Score	.7	1.6 efi	1.0	.9	1.0	.5	.7	*	1.0	.6
Standard error	.05	.12	.15	.28	.13	.15	.09	.41	.31	.08
Standard deviation	1.19	.61	1.08	.80	1.02	1.23	1.12	1.72	1.62	1.16

Columns Tested: a,b,c,d,e,f,g,h,i

Table 280 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	769	178	201	390	681	88	-	640	129	752	17
Effective base	310	70	89	153	268	44	-	280	33	303	7
Weighted Base	759	185	187	386	633	126	-	698	60	740	18
Very Dissatisfied (-2)	46 6%	11 6%	8 4%	27 7%	34 5%	12 10%	- -%	46 7%	1 1%	46 6%	* 1%
Fairly Dissatisfied (-1)	31 4%	7 4%	10 6%	13 3%	28 4%	2 2%	- -%	28 4%	2 4%	30 4%	* 1%
Neither Satisfied Nor Dissatisfied (0)	129 17%	37 20%	31 17%	61 16%	112 18%	17 13%	- -%	118 17%	11 18%	121 16%	7 41%
Fairly Satisfied (1)	178 23%	49 27%	50 27%	79 20%	145 23%	33 26%	- -%	159 23%	19 32%	176 24%	2 13%
Very Satisfied (2)	148 20%	47 25%	33 18%	68 18%	134 21%	13 11%	- -%	130 19%	18 30%	147 20%	1 7%
Have not Contacted / Not Applicable (DO NOT READ OUT)	210 28%	33 18%	52 28%	124 32% a	164 26%	45 36%	- -%	201 29%	9 14%	203 27%	6 33%
Don't Know (DO NOT READ OUT)	17 2%	- -%	3 1%	15 4%	16 2%	2 1%	- -%	17 2%	* *%	17 2%	1 4%
NET: Satisfied	326 43%	97 52% c	83 44%	146 38%	279 44%	47 37%	- -%	288 41%	37 62% a	322 44%	4 20%
NET: Dissatisfied	77 10%	19 10%	19 10%	40 10%	62 10%	15 12%	- -%	74 11%	3 5%	77 10%	* 2%
Answered	532	152	133	247	453	79	-	480	51	520	11
Mean Score	.7	.8	.7	.6	.7	.4	-	.6	1.0	.7	.4
Standard error	.05	.10	.09	.08	.05	.17	-	.06	.09	.05	.22
Standard deviation	1.19	1.17	1.12	1.25	1.17	1.27	-	1.21	.93	1.20	.80

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 280 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		769	365	196	200
Effective base		310	162	67	80
Weighted Base		759	393	148	210
Very Dissatisfied	(-2)	46 6%	29 7%	1 1%	12 6%
			b		
Fairly Dissatisfied	(-1)	31 4%	15 4%	3 2%	13 6%
Neither Satisfied Nor Dissatisfied	(0)	129 17%	66 17%	35 24%	28 13%
Fairly Satisfied	(1)	178 23%	78 20%	47 32%	52 25%
Very Satisfied	(2)	148 20%	55 14%	38 26%	54 26%
			a	a	
Have not Contacted / Not Applicable (DO NOT READ OUT)		210 28%	137 35%	23 15%	47 22%
			bc		
Don't Know (DO NOT READ OUT)		17 2%	12 3%	1 1%	4 2%
NET: Satisfied		326 43%	133 34%	85 58%	107 51%
				a	a
NET: Dissatisfied		77 10%	44 11%	4 3%	25 12%
			b		b
Answered		532	243	124	159
Mean Score		.7	.5	1.0	.8
			a		
Standard error		.05	.08	.07	.10
Standard deviation		1.19	1.25	.87	1.21

Columns Tested: a,b,c

Table 280 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	769	502	155	42	20	26	14	3	7	657	112	70
Effective base	310	234	49	12	7	7	3	2	1	283	27	15
Weighted Base	759	579	108	31	6	19	11	*	5	686	72	41
Very Dissatisfied	(-2)	46	39	7	-	*	*	*	-	46	*	*
		6%	7%	7%	-%	2%	*%	1%	-%	7%	*%	1%
Fairly Dissatisfied	(-1)	31	25	6	*	-	*	-	-	30	*	*
		4%	4%	5%	1%	-%	*%	-%	-%	4%	*%	*%
Neither Satisfied Nor Dissatisfied	(0)	129	95	25	6	*	2	*	-	120	9	2
		17%	16%	23%	20%	1%	12%	*%	-%	18%	12%	6%
Fairly Satisfied	(1)	178	136	18	9	1	*	9	*	154	24	15
		23%	23%	17%	29%	24%	1%	76%	16%	22%	33%	36%
Very Satisfied	(2)	148	82	28	15	3	16	3	*	111	37	23
		20%	14%	26%	47%	57%	87%	23%	84%	16%	52%	55%
				a	ai						abi	abi
Have not Contacted / Not Applicable (DO NOT READ OUT)		210	185	23	1	1	*	-	-	208	2	1
		28%	32%	21%	2%	16%	*%	-%	-%	30%	2%	2%
			cjk	j						cjk		
Don't Know (DO NOT READ OUT)		17	17	1	-	-	-	-	-	17	-	-
		2%	3%	1%	-%	-%	-%	-%	-%	3%	-%	-%
NET: Satisfied		326	218	46	24	5	16	11	*	265	61	38
		43%	38%	43%	76%	82%	87%	99%	100%	39%	85%	91%
					abi						abi	abi
NET: Dissatisfied		77	63	13	*	*	*	*	-	76	1	*
		10%	11%	12%	1%	2%	*%	1%	-%	11%	1%	1%
Answered		532	377	84	30	5	19	11	*	461	71	40
Mean Score		.7	.5	.6	1.3	1.6	1.7	1.2	1.8	.5	1.4	1.5
					ai						abi	abi
Standard error		.05	.07	.11	.13	.20	.14	.14	-	.06	.07	.08
Standard deviation		1.19	1.20	1.26	.83	.83	.70	.54	-	1.21	.75	.68

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 280 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	769	223	279	267	709	660	732	629	434	389	78	408	47	68	41	58	32
Effective base	310	118	117	76	279	262	294	256	172	136	42	185	13	20	12	14	9
Weighted Base	759	308	271	180	684	633	716	606	432	338	103	457	25	45	30	35	21
Very Dissatisfied (-2)	46 6%	23 8%	16 6%	8 4%	42 6%	39 6%	45 6%	43 7%	25 6%	16 5%	8 7%	33 7%	* *%	1 3%	1 3%	2 6%	* 1%
Fairly Dissatisfied (-1)	31 4%	8 3%	16 6%	6 3%	25 4%	27 4%	27 4%	28 5%	22 5%	8 2%	2 2%	14 3%	6 24%	5 11%	- -%	* *%	- -%
Neither Satisfied Nor Dissatisfied (0)	129 17%	61 20%	34 13%	34 19%	118 17%	109 17%	122 17%	97 16%	75 17%	64 19%	17 17%	87 19%	3 12%	3 7%	3 9%	6 17%	3 12%
Fairly Satisfied (1)	178 23%	67 22%	69 26%	42 23%	152 22%	140 22%	158 22%	143 24%	113 26%	98 29%	23 22%	99 22%	7 26%	14 31%	8 26%	3 9%	5 21%
Very Satisfied (2)	148 20%	30 10%	52 19%	66 36%	137 20%	142 22%	145 20%	137 23%	121 28%	105 31%	8 8%	72 16%	3 13%	14 31%	15 50%	23 64%	9 44%
Have not Contacted / Not Applicable (DO NOT READ OUT)	210 28%	110 36%	75 28%	24 14%	193 28%	161 25%	202 28%	147 24%	71 17%	45 13%	44 43%	135 29%	6 25%	7 16%	3 11%	1 3%	5 21%
Don't Know (DO NOT READ OUT)	17 2%	8 3%	9 3%	1 *%	17 3%	16 3%	17 2%	11 2%	5 1%	2 1%	1 1%	16 4%	- -%	- -%	* 1%	* *%	- -%
NET: Satisfied	326 43%	97 32%	121 45%	107 60%	289 42%	282 44%	303 42%	280 46%	233 54%	203 60%	31 30%	171 37%	10 40%	28 63%	23 76%	26 74%	14 65%
NET: Dissatisfied	77 10%	32 10%	32 12%	14 8%	67 10%	66 10%	72 10%	70 12%	47 11%	24 7%	9 9%	47 10%	6 24%	6 14%	1 3%	2 7%	* 1%
Answered Mean Score	532 .7	190 .4	187 .7	155 1.0	473 .7	456 .7	497 .7	447 .7	355 .8	291 .9	58 .4	306 .5	18 .4	38 .9	26 1.4	34 1.3	17 1.4
Standard error	.05	.10	.09	.07	.05	.05	.05	.06	.06	.06	.17	.07	.17	.15	.16	.16	.16
Standard deviation	1.19	1.18	1.21	1.12	1.20	1.21	1.21	1.24	1.18	1.09	1.18	1.21	1.14	1.15	.92	1.18	.86

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 280 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	e	*f	*g
Unweighted Base	769	479	57	53	49	26	29	16	378	113	59	38	32	23	17
Effective base	310	219	17	17	10	6	7	3	178	37	15	15	8	9	6
Weighted Base	759	534	50	40	19	14	19	7	432	98	25	27	27	11	15
Very Dissatisfied (-2)	46 6%	33 6%	6 13%	1 4%	- -%	1 6%	- -%	* 1%	31 7%	4 4%	1 6%	- -%	- -%	2 19%	* 1%
Fairly Dissatisfied (-1)	31 4%	19 4%	6 12%	- -%	- -%	- -%	- -%	- -%	16 4%	6 6%	* 1%	5 19%	- -%	* 1%	- -%
Neither Satisfied Nor Dissatisfied (0)	129 17%	94 18%	10 19%	7 18%	1 4%	* 1%	5 24%	2 26%	73 17%	28 29%	1 3%	2 9%	1 3%	1 12%	3 17%
Fairly Satisfied (1)	178 23%	123 23%	9 18%	9 23%	3 17%	1 9%	2 11%	4 52%	91 21%	23 23%	8 34%	11 41%	6 23%	* 4%	1 5%
Very Satisfied (2)	148 20%	75 14%	10 20%	21 52%	7 38%	11 73%	12 64%	1 20%	64 15%	33 34%	6 23%	6 21%	20 74%	7 60%	7 45%
Have not Contacted / Not Applicable (DO NOT READ OUT)	210 28%	173 32%	9 18%	2 4%	7 39%	2 11%	* 1%	* 1%	141 33%	4 4%	8 32%	3 10%	* *%	* 3%	4 31%
Don't Know (DO NOT READ OUT)	17 2%	17 3%	- -%	- -%	* 2%	- -%	- -%	- -%	16 4%	1 1%	* 1%	* *%	- -%	* 1%	- -%
NET: Satisfied	326 43%	198 37%	19 38%	30 75%	10 56%	12 83%	15 75%	5 72%	155 36%	56 57%	14 57%	17 62%	26 97%	7 64%	7 51%
NET: Dissatisfied	77 10%	52 10%	13 25%	1 4%	- -%	1 6%	- -%	* 1%	47 11%	10 10%	2 7%	5 19%	- -%	2 20%	* 1%
Answered	532	344	41	39	11	13	19	7	275	93	16	24	26	11	10
Mean Score	.7	.5	.2	1.2	1.6	1.6	1.4	.9	.5	.8	1.0	.7	1.7	.9	1.3
Standard error	.05	.07	.19	.15	.10	.23	.17	.21	.08	.11	.16	.18	.09	.37	.26
Standard deviation	1.19	1.17	1.39	1.02	.63	1.07	.87	.81	1.23	1.11	1.14	1.07	.52	1.69	1.04

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 280 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	769	327	93	76	51	23	28	31	218	163	188	106	55
Effective base	310	158	36	22	17	7	7	11	106	70	70	32	17
Weighted Base	759	365	95	54	28	17	18	29	269	163	165	73	46
Very Dissatisfied (-2)	46 6%	29 8%	10 10%	2 4%	* 1%	- -	* 1%	2 8%	25 9%	11 7%	8 5%	1 1%	1 2%
Fairly Dissatisfied (-1)	31 4%	18 5%	8 9%	* *%	1 4%	* 1%	* 1%	- -%	2 1%	12 7%	6 4%	5 6%	2 4%
Neither Satisfied Nor Dissatisfied (0)	129 17%	61 17%	9 9%	10 19%	2 8%	8 48%	4 22%	3 10%	43 16%	27 16%	29 18%	11 16%	12 27%
Fairly Satisfied (1)	178 23%	78 21%	28 29%	19 35%	5 19%	1 3%	6 33%	6 20%	49 18%	37 23%	32 19%	22 30%	19 41%
Very Satisfied (2)	148 20%	47 13%	31 32%	16 30%	11 40%	8 47%	7 39%	17 61%	31 12%	39 24%	33 20%	29 40%	11 25%
Have not Contacted / Not Applicable (DO NOT READ OUT)	210 28%	121 33%	10 10%	7 13%	8 28%	* 2%	1 5%	* 1%	111 41%	33 20%	51 31%	4 6%	1 3%
Don't Know (DO NOT READ OUT)	17 2%	11 3%	* *%	* *%	- -	- -	- -	- -	8 3%	3 2%	5 3%	1 1%	- -
NET: Satisfied	326 43%	125 34%	58 61%	35 65%	17 59%	8 50%	13 72%	23 81%	80 30%	76 47%	65 39%	51 70%	30 66%
NET: Dissatisfied	77 10%	47 13%	18 19%	2 4%	1 5%	* 1%	* 1%	2 8%	27 10%	23 14%	15 9%	5 7%	2 5%
Answered	532	233	85	47	20	16	17	28	149	126	109	68	45
Mean Score	.7	.4	.7	1.0	1.3	1.0	1.1	1.3	.4	.6	.7	1.1	.9
Standard error	.05	.08	.15	.12	.15	.22	.17	.22	.12	.11	.10	.10	.12
Standard deviation	1.19	1.24	1.35	.98	.98	1.02	.87	1.19	1.30	1.26	1.18	.99	.91

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 280 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	769	301	140	149	77	39	240	137	156	82	39
Effective base	310	133	61	52	21	11	115	54	53	27	13
Weighted Base	759	336	140	126	51	30	285	129	119	64	35
Very Dissatisfied (-2)	46 6%	24 7%	11 8%	5 4%	1 1%	* *%	26 9%	7 5%	6 5%	- -%	1 2%
Fairly Dissatisfied (-1)	31 4%	6 2%	10 7%	8 6%	1 2%	- -%	6 2%	8 6%	6 5%	5 7%	2 5%
Neither Satisfied Nor Dissatisfied (0)	129 17%	55 16%	17 12%	26 20%	10 19%	10 34%	47 16%	27 21%	17 14%	9 15%	8 23%
Fairly Satisfied (1)	178 23%	74 22%	31 22%	26 21%	12 23%	9 31%	59 21%	26 20%	19 16%	22 35%	13 38%
Very Satisfied (2)	148 20%	52 15%	29 20%	22 17%	25 49%	9 31%	36 12%	40 31%	31 26%	23 36%	11 31%
Have not Contacted / Not Applicable (DO NOT READ OUT)	210 28%	115 34%	40 28%	36 28%	2 3%	1 4%	101 36%	20 16%	35 29%	4 7%	* 1%
Don't Know (DO NOT READ OUT)	17 2%	10 3%	3 2%	3 3%	1 2%	- -%	11 4%	1 1%	4 4%	* *%	- -%
NET: Satisfied	326 43%	125 37%	60 42%	47 38%	37 73%	19 62%	94 33%	66 51%	51 43%	45 71%	24 69%
NET: Dissatisfied	77 10%	31 9%	21 15%	13 11%	2 3%	* *%	32 11%	15 12%	12 10%	5 7%	2 7%
Answered	532	211	98	87	48	29	172	109	80	59	34
Mean Score	.7	.6	.6	.6	1.2 abc	1.0	.4	.8	.8	1.1 a	.9
Standard error	.05	.09	.13	.11	.12 abc	.14	.10	.11	.11	.11 a	.16
Standard deviation	1.19	1.22	1.31	1.15	.94	.86	1.28	1.21	1.24	.93	.97

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 280 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		769	219	117	142	93	47	398	63	166	674	95	671	38
Effective base		310	112	38	55	34	14	161	20	74	274	37	265	14
Weighted Base		759	263	91	124	86	30	376	43	185	678	81	644	39
Very Dissatisfied	(-2)	46	27	6	7	*	2	24	4	15	44	3	42	*
		6%	10%	7%	6%	7%	7%	6%	9%	8%	6%	3%	6%	7%
			d											
Fairly Dissatisfied	(-1)	31	8	7	6	6	*	21	2	5	27	4	25	1
		4%	3%	7%	5%	7%	1%	6%	4%	2%	4%	5%	4%	1%
Neither Satisfied Nor Dissatisfied	(0)	129	48	11	13	19	6	53	7	37	120	9	113	5
		17%	18%	12%	10%	22%	19%	14%	16%	20%	18%	11%	18%	12%
Fairly Satisfied	(1)	178	51	17	33	19	18	94	6	42	154	24	136	15
		23%	19%	18%	27%	22%	61%	25%	13%	23%	23%	30%	21%	39%
						abcd								
Very Satisfied	(2)	148	33	29	36	31	3	97	21	19	123	25	122	15
		20%	12%	31%	29%	37%	9%	26%	50%	10%	18%	31%	19%	38%
				a	a	a		c	ac					
Have not Contacted / Not Applicable (DO NOT READ OUT)		210	91	19	25	11	1	79	3	65	196	14	189	4
		28%	35%	21%	20%	13%	3%	21%	7%	35%	29%	17%	29%	10%
			de							ab				
Don't Know (DO NOT READ OUT)		17	4	3	5	-	-	9	*	2	15	2	17	-
		2%	2%	3%	4%	-%	-%	2%	1%	1%	2%	3%	3%	-%
NET: Satisfied		326	84	45	69	50	21	191	27	60	277	49	258	30
		43%	32%	50%	55%	58%	70%	51%	63%	33%	41%	60%	40%	77%
					a	a	a	c	c		a		a	a
NET: Dissatisfied		77	36	13	13	6	3	45	6	20	70	7	66	1
		10%	14%	14%	10%	7%	8%	12%	13%	11%	10%	8%	10%	1%
Answered		532	168	69	94	75	29	289	39	117	467	65	438	36

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 280 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	769	219	117	142	93	47	398	63	166	674	95	671	38
Effective base	310	112	38	55	34	14	161	20	74	274	37	265	14
Weighted Base	759	263	91	124	86	30	376	43	185	678	81	644	39
Mean Score	.7	.3	.8	.9	1.0	.6	.8	1.0	.4	.6	1.0	.6	1.3
Standard error	.05	.11	.13	a	a		c			.05	.13	.06	.13
Standard deviation	1.19	1.30	1.33	1.20	1.01	.96	1.22	1.35	1.19	1.20	1.08	1.22	.75

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 280 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	769	564	96	410	219	681	28	556	104	411	218
Effective base	310	236	26	176	80	269	10	229	33	177	79
Weighted Base	759	567	66	404	201	657	26	559	75	413	192
Very Dissatisfied (-2)	46 6%	35 6%	4 6%	32 8%	11 6%	42 6%	* *%	35 6%	4 6%	32 8%	11 6%
Fairly Dissatisfied (-1)	31 4%	26 5%	1 1%	21 5%	7 3%	25 4%	1 2%	26 5%	1 1%	21 5%	7 4%
Neither Satisfied Nor Dissatisfied (0)	129 17%	89 16%	19 29%	69 17%	27 14%	111 17%	7 25%	91 16%	17 23%	67 16%	30 15%
Fairly Satisfied (1)	178 23%	119 21%	21 31%	73 18%	70 35%	145 22%	7 26%	123 22%	17 23%	79 19%	63 33%
Very Satisfied (2)	148 20%	122 21%	20 31%	95 24%	42 21%	128 19%	9 35%	115 21%	27 36%	98 24%	39 20%
Have not Contacted / Not Applicable (DO NOT READ OUT)	210 28%	160 28%	1 2%	105 26%	42 21%	190 29%	3 11%	154 28%	6 9%	109 26%	39 20%
Don't Know (DO NOT READ OUT)	17 2%	16 3%	- -%	9 2%	2 1%	17 3%	- -%	15 3%	1 2%	7 2%	4 2%
NET: Satisfied	326 43%	241 42%	41 62%	169 42%	112 55%	273 41%	16 61%	237 42%	44 59%	178 43%	102 53%
NET: Dissatisfied	77 10%	61 11%	5 7%	53 13%	18 9%	66 10%	1 2%	61 11%	5 7%	53 13%	18 9%
Answered	532	391	65	290	157	450	23	389	67	297	150
Mean Score	.7	.7	.8	.6	.8	.7	1.1	.7	.9	.6	.8
Standard error	.05	.06	.11	.07	.08	.05	.18	.06	.12	.07	.09
Standard deviation	1.19	1.23	1.10	1.30	1.10	1.21	.90	1.22	1.14	1.30	1.12

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 280 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	769	461	513	146	1	453	414	126	3	496	335	145	-
Effective base	310	166	218	59	1	169	175	51	3	196	148	61	-
Weighted Base	759	419	512	150	4	433	385	118	4	473	314	143	-
Very Dissatisfied (-2)	46 6%	24 6%	25 5%	2 1%	- -%	20 5%	26 7%	3 2%	1 14%	29 6%	24 8%	3 2%	- -%
Fairly Dissatisfied (-1)	31 4%	21 5%	17 3%	5 4%	- -%	19 4%	17 4%	3 3%	- -%	25 5%	14 4%	2 2%	- -%
Neither Satisfied Nor Dissatisfied (0)	129 17%	62 15%	103 20%	28 19%	- -%	72 17%	64 17%	19 16%	2 46%	77 16%	46 15%	21 14%	- -%
Fairly Satisfied (1)	178 23%	117 28%	100 20%	34 22%	- -%	107 25%	73 19%	28 24%	- -%	126 27%	61 19%	30 21%	- -%
Very Satisfied (2)	148 20%	104 25%	73 14%	40 27%	4 100%	116 27%	72 19%	32 27%	2 41%	106 22%	71 23%	48 33%	- -%
Have not Contacted / Not Applicable (DO NOT READ OUT)	210 28%	83 20%	176 34%	37 25%	- -%	90 21%	122 32%	29 24%	- -%	103 22%	88 28%	35 25%	- -%
Don't Know (DO NOT READ OUT)	17 2%	10 2%	17 3%	4 3%	- -%	8 2%	11 3%	4 3%	- -%	8 2%	10 3%	4 3%	- -%
NET: Satisfied	326 43%	221 53%	174 34%	73 49%	4 100%	223 52%	145 38%	61 52%	2 41%	232 49%	132 42%	78 54%	- -%
NET: Dissatisfied	77 10%	44 11%	42 8%	7 5%	- -%	40 9%	43 11%	6 5%	1 14%	54 11%	38 12%	5 4%	- -%
Answered Mean Score	532 .7	327 .8	319 .6	109 1.0	4 2.0	335 .8	252 .6	86 1.0	4 .5	363 .7	216 .7	104 1.1	- -
Standard error	.05	.06	.06	.09	-	.06	.07	.10	.91	.06	.08	.09	-
Standard deviation	1.19	1.17	1.14	.98	-	1.15	1.26	1.01	1.58	1.19	1.30	.99	-

Columns Tested.: a,b,c,d - a,b,c,d - a,b,c,d

Table 280 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	769	625	550	418	537	423	37	264	230	245	88	49
Effective base	310	250	222	178	201	189	11	124	97	98	42	26
Weighted Base	759	623	546	425	507	448	30	281	245	249	93	64
Very Dissatisfied (-2)	46 6%	41 7%	31 6%	30 7%	34 7%	29 7%	* *%	14 5%	16 6%	17 7%	2 2%	2 3%
Fairly Dissatisfied (-1)	31 4%	23 4%	19 3%	22 5%	16 3%	19 4%	* *%	14 5%	15 6%	11 5%	5 5%	2 3%
Neither Satisfied Nor Dissatisfied (0)	129 17%	113 18%	94 17%	69 16%	83 16%	74 16%	5 18%	61 22%	41 17%	37 15%	13 14%	11 18%
Fairly Satisfied (1)	178 23%	132 21%	119 22%	93 22%	113 22%	86 19%	4 15%	49 17%	53 22%	62 25%	19 20%	8 13%
Very Satisfied (2)	148 20%	115 18%	116 21%	89 21%	111 22%	76 17%	18 62% ab	51 18%	53 22%	54 22%	28 30%	17 27%
Have not Contacted / Not Applicable (DO NOT READ OUT)	210 28%	182 29%	153 28%	114 27%	141 28%	148 33% c	1 4%	84 30%	65 27%	64 25%	24 26%	21 33%
Don't Know (DO NOT READ OUT)	17 2%	17 3%	14 3%	8 2%	9 2%	16 3%	- -%	8 3%	3 1%	5 2%	4 4%	2 3%
NET: Satisfied	326 43%	247 40%	235 43%	181 43%	224 44%	162 36%	23 77% ab	100 36%	106 43%	116 47%	46 50%	26 40%
NET: Dissatisfied	77 10%	64 10%	50 9%	52 12%	50 10%	48 11%	* *%	28 10%	30 12%	28 11%	6 7%	4 6%
Answered Mean Score	532 .7	424 .6	379 .7	302 .6	357 .7	284 .6	28 1.4 ab	190 .6	177 .6	181 .7	66 1.0 a	41 .9
Standard error	.05	.06	.06	.07	.06	.07	.14	.08	.09	.09	.13	.19
Standard deviation	1.19	1.21	1.19	1.25	1.22	1.24	.84	1.17	1.24	1.22	1.08	1.14

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 280 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	769	138	103	76	38	628	478	691	479	438	436	584	122	-	540	93
Effective base	310	55	34	32	14	251	181	274	190	168	167	241	47	-	208	43
Weighted Base	759	144	81	72	31	612	430	668	459	399	412	585	110	-	496	109
Very Dissatisfied (-2)	46 6%	6 4%	* *%	8 10%	* *%	36 6%	32 7%	36 5%	33 7%	27 7%	25 6%	36 6%	3 3%	- -%	8 2%	29 27% a
Fairly Dissatisfied (-1)	31 4%	12 9%	* *%	3 4%	* *%	23 4%	16 4%	24 4%	15 3%	17 4%	11 3%	23 4%	3 3%	- -%	13 3%	14 13% a
Neither Satisfied Nor Dissatisfied (0)	129 17%	30 21%	6 8%	14 19%	4 13%	117 19%	74 17%	123 18%	78 17%	72 18%	63 15%	110 19%	25 22%	- -%	61 12%	13 12%
Fairly Satisfied (1)	178 23%	29 20%	41 51% a	23 32%	9 29%	133 22%	90 21%	157 23%	108 24%	84 21%	104 25%	129 22%	22 20%	- -%	140 28% b	13 12%
Very Satisfied (2)	148 20%	31 21%	27 34%	11 15%	13 44% c	110 18%	92 21%	130 19%	93 20%	61 15%	107 26% b	90 15%	26 24%	- -%	132 27% b	4 3%
Have not Contacted / Not Applicable (DO NOT READ OUT)	210 28%	30 21% b	4 5%	12 17%	3 9%	177 29%	112 26%	185 28%	122 27%	134 34%	96 23%	182 31%	30 27%	- -%	135 27%	33 30%
Don't Know (DO NOT READ OUT)	17 2%	5 3%	2 2%	2 3%	1 5%	15 2%	14 3%	15 2%	10 2%	5 1%	6 1%	15 3%	1 1%	- -%	7 1%	4 3%
NET: Satisfied	326 43%	59 41%	69 84% ac	34 47%	22 73% a	244 40%	182 42%	286 43%	201 44%	145 36%	211 51% b	218 37%	49 44%	- -%	272 55% b	17 16%
NET: Dissatisfied	77 10%	19 13% b	* 1% b	10 14% b	* *% ac	60 10%	48 11%	60 9%	48 10%	44 11%	36 9%	59 10%	6 5%	- -%	22 4%	43 39% a
Answered Mean Score	532 .7	109 .6	75 1.3 ac	57 .5	26 1.4 ac	420 .6	304 .6	469 .7	327 .7	260 .5	310 .8 b	388 .5	79 .8	- -	354 1.1 b	73 -.7

Table 280 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	769	138	103	76	38	628	478	691	479	438	436	584	122	-	540	93
Effective base	310	55	34	32	14	251	181	274	190	168	167	241	47	-	208	43
Weighted Base	759	144	81	72	31	612	430	668	459	399	412	585	110	-	496	109
Standard error	.05	.11	.07	.15	.13	.06	.07	.05	.07	.07	.06	.06	.11	-	.05	.16
Standard deviation	1.19	1.18	.65	1.23	.77	1.18	1.25	1.16	1.22	1.21	1.18	1.18	1.05	-	.95	1.31

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 280 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	769	769	-	275	17	209	135	166	420	174	176	231	342
Effective base	310	310	-	103	9	77	60	66	165	76	62	90	152
Weighted Base	759	759	-	257	25	179	160	164	402	183	146	219	374
Very Dissatisfied (-2)	46 6%	46 6%	- -%	10 4%	1 3%	7 4%	9 6%	14 9%	17 4%	15 8%	15 10%	10 5%	21 6%
Fairly Dissatisfied (-1)	31 4%	31 4%	- -%	10 4%	3 14%	2 1%	12 7%	12 7%	11 3%	7 4%	4 3%	9 4%	18 5%
Neither Satisfied Nor Dissatisfied (0)	129 17%	129 17%	- -%	35 14%	2 7%	38 21%	19 12%	27 16%	73 18%	28 15%	21 14%	37 17%	68 18%
Fairly Satisfied (1)	178 23%	178 23%	- -%	91 36%	7 28%	54 30%	53 33%	42 25%	91 23%	45 25%	37 25%	63 29%	75 20%
Very Satisfied (2)	148 20%	148 20%	- -%	56 22%	4 15%	45 25%	25 16%	48 29%	76 19%	19 10%	29 20%	51 24%	61 16%
Have not Contacted / Not Applicable (DO NOT READ OUT)	210 28%	210 28%	- -%	50 19%	7 26%	29 16%	39 25%	18 11%	128 32%	60 33%	39 27%	40 18%	122 33%
Don't Know (DO NOT READ OUT)	17 2%	17 2%	- -%	4 2%	2 7%	3 2%	2 2%	2 1%	6 1%	9 5%	1 *	8 4%	8 2%
NET: Satisfied	326 43%	326 43%	- -%	148 58%	11 42%	99 55%	78 49%	90 55%	167 42%	64 35%	66 45%	114 52%	136 36%
NET: Dissatisfied	77 10%	77 10%	- -%	20 8%	4 17%	10 5%	21 13%	27 16%	28 7%	22 12%	19 13%	19 9%	39 10%
Answered	532	532	-	203	17	147	118	143	268	113	106	171	243
Mean Score	.7	.7	-	.9	.6	.9	.6	.7	.7	.4	.6	.8	.6
Standard error	.05	.05	-	.07	.37	.08	.12	.11	.06	.12	.11	.08	.08
Standard deviation	1.19	1.19	-	1.04	1.21	1.04	1.16	1.30	1.11	1.23	1.32	1.11	1.19

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 280 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		769	429	340
Effective base		310	150	162
Weighted Base		759	397	362
Very Dissatisfied	(-2)	46 6%	19 5%	28 8%
Fairly Dissatisfied	(-1)	31 4%	19 5%	12 3%
Neither Satisfied Nor Dissatisfied	(0)	129 17%	65 16%	64 18%
Fairly Satisfied	(1)	178 23%	107 27%	70 19%
Very Satisfied	(2)	148 20%	79 20%	69 19%
Have not Contacted / Not Applicable (DO NOT READ OUT)		210 28%	96 24%	113 31%
Don't Know (DO NOT READ OUT)		17 2%	11 3%	6 2%
NET: Satisfied		326 43%	187 47%	139 38%
NET: Dissatisfied		77 10%	38 9%	40 11%
Answered		532	289	242
Mean Score		.7	.7	.6
Standard error		.05	.06	.08
Standard deviation		1.19	1.13	1.27

Columns Tested: a,b

Table 280 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	769	45	102	75	68	83	35	32	81	41	61	43	103
Effective base	310	14	54	48	24	60	20	10	36	15	12	19	38
Weighted Base	759	20	96	97	19	127	35	4	120	42	29	58	114
Very Dissatisfied (-2)	46 6%	* 1%	4 5%	6 6%	* 2%	12 9%	4 11%	* 1%	9 7%	* *%	* *%	5 8%	7 6%
Fairly Dissatisfied (-1)	31 4%	- -%	4 4%	7 7%	* 1%	6 5%	2 6%	* 8%	3 3%	1 2%	* 2%	6 10%	1 1%
Neither Satisfied Nor Dissatisfied (0)	129 17%	7 34%	19 20%	11 11%	1 3%	21 17%	4 11%	1 14%	16 14%	7 16%	9 31%	16 27%	19 16%
Fairly Satisfied (1)	178 23%	2 11%	21 22%	26 27%	4 22%	24 19%	4 11%	1 19%	26 22%	17 42%	2 7%	15 27%	36 31%
Very Satisfied (2)	148 20%	5 27%	8 9%	17 17%	5 28%	27 21%	8 24%	1 28%	20 16%	8 18%	7 25%	6 10%	36 32%
Have not Contacted / Not Applicable (DO NOT READ OUT)	210 28%	5 27%	37 38%	25 26%	8 45%	38 30%	13 37%	1 25%	41 34%	9 22%	8 28%	11 19%	13 12%
Don't Know (DO NOT READ OUT)	17 2%	* *%	2 3%	5 6%	* *%	- -%	- -%	* 6%	5 4%	- -%	2 6%	- -%	2 2%
NET: Satisfied	326 43%	8 38%	29 30%	42 44%	9 49%	51 40%	12 35%	2 47%	46 38%	25 60%	9 32%	21 37%	72 63%
NET: Dissatisfied	77 10%	* 1%	9 9%	13 13%	1 3%	17 14%	6 17%	* 9%	12 10%	1 2%	1 2%	10 18%	8 7%
Answered	532	14	57	66	10	89	22	3	74	32	19	47	98
Mean Score	.7	.9	.4	.6	1.3	.5	.5	.9	.6	1.0	.8	.3	1.0
Standard error	.05	.17	.13	.17	.14	.17	.30	.29	.17	.13	.14	.20	.12
Standard deviation	1.19	.99	1.09	1.22	.94	1.33	1.54	1.40	1.27	.76	1.01	1.14	1.10

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 280 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	769	222	186	154	207	408	361
Effective base	310	114	94	52	68	208	120
Weighted Base	759	213	180	165	201	393	366
Very Dissatisfied (-2)	46 6%	10 5%	16 9%	9 6%	11 6%	26 7%	20 6%
Fairly Dissatisfied (-1)	31 4%	11 5%	8 4%	4 3%	7 4%	19 5%	11 3%
Neither Satisfied Nor Dissatisfied (0)	129 17%	36 17%	26 14%	23 14%	43 22%	62 16%	67 18%
Fairly Satisfied (1)	178 23%	49 23%	32 18%	44 27%	53 27%	81 21%	97 27%
Very Satisfied (2)	148 20%	30 14%	40 22%	28 17%	49 25%	71 18%	77 21%
Have not Contacted / Not Applicable (DO NOT READ OUT)	210 28%	67 32%	59 33%	51 31%	32 16%	126 32%	83 23%
Don't Know (DO NOT READ OUT)	17 2%	8 4%	* *%	5 3%	4 2%	8 2%	9 3%
NET: Satisfied	326 43%	79 37%	72 40%	72 44%	103 51%	151 38%	175 48%
NET: Dissatisfied	77 10%	22 10%	24 13%	13 8%	18 9%	45 12%	32 9%
Answered	532	137	121	109	164	259	273
Mean Score	.7	.6	.6	.7	.7	.6	.7
Standard error	.05	.09	.12	.11	.09	.07	.07
Standard deviation	1.19	1.15	1.35	1.14	1.14	1.24	1.14

Columns Tested: a,b,c,d - a,b

Table 281

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:**SUMMARY TABLE**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Aspects		
		Professionalism and handling of any query / complaint	The staff being polite and courteous	The outcome of any complaint
Significance Level: 95%		a	b	c
Unweighted Base		769	769	769
Effective base		310	310	310
Weighted Base		759	759	759
Very Dissatisfied	(-2)	49	24	46
		7%	3%	6%
Fairly Dissatisfied	(-1)	74	22	31
		10%	3%	4%
		bc		
Neither Satisfied Nor Dissatisfied	(0)	96	100	129
		13%	13%	17%
Fairly Satisfied	(1)	167	218	178
		22%	29%	23%
Very Satisfied	(2)	148	249	148
		19%	33%	20%
			ac	
Have not Contacted / Not Applicable (DO NOT READ OUT)		202	132	210
		27%	17%	28%
		b		b
Don't Know (DO NOT READ OUT)		23	13	17
		3%	2%	2%
NET: Satisfied		315	468	326
		42%	62%	43%
			ac	
NET: Dissatisfied		123	46	77
		16%	6%	10%
		bc		
Answered		534	613	532
Mean Score		.5	1.1	.7
			ac	
Standard error		.05	.04	.05
Standard deviation		1.28	1.03	1.19

Columns Tested: a,b,c

Table 282

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	585	61	524	372	108	35	70	213
Effective base	216	17	201	194	47	16	39	67
Weighted Base	534	27	507	503	24	4	2	31
Very Dissatisfied (-2)	49 9%	4 14%	45 9%	48 10%	1 4%	* 5%	* 6%	1 4%
Fairly Dissatisfied (-1)	74 14%	1 4%	73 14%	71 14%	2 9%	* 2%	* 3%	2 8%
Neither Satisfied Nor Dissatisfied (0)	96 18%	10 39%	85 17%	93 18%	2 10%	* 1%	* 11%	3 9%
Fairly Satisfied (1)	167 31%	10 37%	157 31%	154 31%	9 37%	3 77%	1 31%	13 43%
Very Satisfied (2)	148 28%	2 6%	146 29%	137 27%	10 39%	1 14%	1 49%	11 36%
NET: Satisfied	315 59%	12 43%	303 60%	291 58%	19 77%	4 92%	2 81%	24 79%
NET: Dissatisfied	123 23%	5 18%	118 23%	119 24%	3 13%	* 7%	* 9%	4 12%
Answered	534	27	507	503	24	4	2	31
Mean Score	.5	.2	.6	.5	1.0	.9	1.1	1.0
Standard error	.05	.14	.06	.07	.11	.16	.19	.07
Standard deviation	1.28	1.12	1.28	1.29	1.13	.96	1.58	1.09

Columns Tested:: a,b - a,b,c,d,e

Table 282 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		585	157	157	58	60	83	70	372	108	105
Effective base		216	99	75	23	28	39	39	194	47	30
Weighted Base		534	278	187	38	17	12	2	503	24	6
Very Dissatisfied	(-2)	49 9%	31 11%	16 9%	1 2%	1 4%	1 5%	* 6%	48 10%	1 4%	* 6%
Fairly Dissatisfied	(-1)	74 14%	38 14%	29 15%	4 11%	2 11%	* 4%	* 3%	71 14%	2 9%	* 2%
Neither Satisfied Nor Dissatisfied	(0)	96 18%	51 18%	33 18%	9 23%	1 6%	1 12%	* 11%	93 18%	2 10%	* 4%
Fairly Satisfied	(1)	167 31%	99 36%	42 22%	13 35%	7 40%	6 49%	1 31%	154 31%	9 37%	4 63%
Very Satisfied	(2)	148 28%	58 21%	68 36%	11 28%	7 39%	4 31%	1 49%	137 27%	10 39%	2 25%
NET: Satisfied		315 59%	157 57%	110 58%	24 63%	13 79%	9 80%	2 81%	291 58%	19 77%	6 88%
NET: Dissatisfied		123 23%	70 25%	45 24%	5 14%	3 15%	1 8%	* 9%	119 24%	3 13%	1 8%
Answered		534	278	187	38	17	12	2	503	24	6
Mean Score		.5	.4	.6	.8	1.0	1.0	1.1	.5	1.0	1.0
Standard error		.05	.10	.11	.14	.15	.11	.19	.07	.11	.10
Standard deviation		1.28	1.27	1.34	1.07	1.15	1.04	1.58	1.29	1.13	1.02

Columns Tested: a,b,c,d,e,f,g,h,i

Table 282 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	e
Unweighted Base	585	226	146	108	35	70	238	108	50	29	70
Effective base	216	142	73	47	16	39	123	41	15	13	20
Weighted Base	534	411	92	24	4	2	335	92	30	10	11
Very Dissatisfied (-2)	49 9%	42 10%	6 6%	1 4%	* 5%	* 6%	38 11%	3 3%	* 1%	1 6%	* 2%
Fairly Dissatisfied (-1)	74 14%	59 14%	12 13%	2 9%	* 2%	* 3%	48 14%	16 17%	3 9%	* *%	1 6%
Neither Satisfied Nor Dissatisfied (0)	96 18%	75 18%	18 20%	2 10%	* 1%	* 11%	50 15%	12 13%	5 16%	2 23%	1 12%
Fairly Satisfied (1)	167 31%	129 31%	25 27%	9 37%	3 77%	1 31%	109 33%	29 32%	8 25%	3 32%	6 54%
Very Satisfied (2)	148 28%	106 26%	31 33%	10 39%	1 14%	1 49%	90 27%	32 34%	15 48%	4 38%	3 26%
NET: Satisfied	315 59%	235 57%	56 61%	19 77%	4 92%	2 81%	199 59%	61 66%	22 73%	7 70%	8 81%
NET: Dissatisfied	123 23%	101 25%	18 20%	3 13%	* 7%	* 9%	86 26%	19 20%	3 11%	1 7%	1 8%
Answered	534	411	92	24	4	2	335	92	30	10	11
Mean Score	.5	.5	.7	1.0	.9	1.1	.5	.8	1.1	1.0	1.0
Standard error	.05	.09	.10	.11	.16	.19	.09	.11	.15	.21	.11
Standard deviation	1.28	1.29	1.24	1.13	.96	1.58	1.33	1.19	1.08	1.15	.94

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 282 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	*d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		585	48	36	66	26	50	46	38	42	31
Effective base		216	25	20	33	12	23	31	19	22	12
Weighted Base		534	58	41	84	29	55	101	57	55	21
Very Dissatisfied	(-2)	49 9%	12 20% cg	3 8%	3 3%	1 4%	4 8%	13 13%	- -%	8 14%	- -%
Fairly Dissatisfied	(-1)	74 14%	8 13%	9 22% e	13 16%	1 4%	1 3%	13 13%	15 27% e	6 11%	5 22%
Neither Satisfied Nor Dissatisfied	(0)	96 18%	8 14%	4 9%	22 27%	4 14%	6 12%	18 18%	12 21%	9 17%	4 21%
Fairly Satisfied	(1)	167 31%	21 36%	11 27%	26 31%	12 40%	21 39%	27 27%	17 30%	20 37%	3 15%
Very Satisfied	(2)	148 28%	9 16%	14 34%	19 23%	11 39%	21 39%	30 29%	13 22%	12 21%	9 42%
NET: Satisfied		315 59%	30 52%	25 61%	45 54%	23 79%	42 77%	57 57%	30 52%	32 58%	12 57%
NET: Dissatisfied		123 23%	20 34%	12 30%	16 20%	2 7%	6 11%	26 26%	15 27%	14 25%	5 22%
Answered		534	58	41	84	29	55	101	57	55	21
Mean Score		.5	.1	.6	.5	1.1	1.0 a	.5	.5	.4	.8
Standard error		.05	.20	.23	.14	.20	.17	.20	.18	.21	.22
Standard deviation		1.28	1.40	1.37	1.12	1.02	1.17	1.38	1.12	1.33	1.24

Columns Tested: a,b,c,d,e,f,g,h,i

Table 282 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		a	b	c	d	e	f	g	h	
Significance Level: 95%										
Unweighted Base	585	107	126	150	383	202	71	68	63	
Effective base	216	46	67	81	192	67	29	21	25	
Weighted Base	534	105	154	241	500	34	14	14	6	
Very Dissatisfied	(-2)	49 9%	6 5%	23 15%	16 7%	45 9%	5 14%	1 9%	3 20%	1 13%
Fairly Dissatisfied	(-1)	74 14%	7 7%	23 15%	41 17%	71 14%	3 8%	1 8%	1 10%	* 4%
Neither Satisfied Nor Dissatisfied	(0)	96 18%	15 14%	22 14%	52 22%	88 18%	7 21%	4 28%	3 19%	1 9%
Fairly Satisfied	(1)	167 31%	36 34%	53 34%	70 29%	159 32%	8 25%	2 16%	5 33%	2 29%
Very Satisfied	(2)	148 28%	41 39%	35 22%	61 25%	137 27%	11 31%	5 38%	2 18%	3 45%
NET: Satisfied		315 59%	77 74%	87 56%	132 55%	296 59%	19 56%	8 54%	7 52%	4 74%
NET: Dissatisfied		123 23%	13 12%	46 30%	57 24%	116 23%	7 22%	3 18%	4 29%	1 17%
Answered		534	105	154	241	500	34	14	14	6
Mean Score		.5	1.0 bcdg	.3	.5	.5	.5	.6	.2	.9
Standard error		.05	.11	.12	.10	.07	.10	.16	.17	.19
Standard deviation		1.28	1.14	1.37	1.23	1.27	1.39	1.36	1.43	1.49

Columns Tested:: a,b,c,d,e,f,g,h

Table 282 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

		Industry								
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	*h	i
Unweighted Base	585	25	50	7	57	67	153	18	28	236
Effective base	216	11	14	3	17	32	65	5	7	84
Weighted Base	534	14	35	6	42	93	137	14	18	214
Very Dissatisfied	(-2) 49 9%	* 1%	* *%	- -%	* *%	11 11%	10 7%	1 6%	3 17%	24 11%
Fairly Dissatisfied	(-1) 74 14%	2 14%	5 14%	- -%	5 12%	7 8%	29 21%	8 56%	1 3%	22 10%
Neither Satisfied Nor Dissatisfied	(0) 96 18%	* 2%	4 11%	3 54%	7 18%	21 23%	22 16%	1 6%	2 10%	42 20%
Fairly Satisfied	(1) 167 31%	3 22%	18 52%	1 20%	20 47%	25 27%	46 34%	* 3%	7 37%	66 31%
Very Satisfied	(2) 148 28%	9 61%	8 23%	2 26%	10 23%	29 31%	29 22%	4 29%	6 32%	60 28%
NET: Satisfied	315 59%	12 83%	27 75%	3 46%	29 71%	54 58%	75 55%	5 32%	13 70%	126 59%
NET: Dissatisfied	123 23%	2 15%	5 14%	- -%	5 12%	18 19%	39 29%	9 62%	4 20%	46 22%
Answered	534	14	35	6	42	93	137	14	18	214
Mean Score	.5	1.3	.8	.7	.8	.6	.4	-.1	.7	.5
Standard error	.05	.23	.13	.35	.12	.16	.10	.35	.27	.08
Standard deviation	1.28	1.15	.95	.92	.94	1.31	1.25	1.46	1.44	1.30

Columns Tested: a,b,c,d,e,f,g,h,i

Table 282 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	585	149	153	283	531	54	-	470	115	573	12
Effective base	216	57	65	96	192	25	-	190	28	211	5
Weighted Base	534	149	137	248	458	76	-	485	49	524	10
Very Dissatisfied (-2)	49 9%	11 7%	10 7%	28 11%	37 8%	12 16%	- -%	47 10%	3 5%	49 9%	- -%
Fairly Dissatisfied (-1)	74 14%	14 9%	29 21%	30 12%	60 13%	14 19%	- -%	68 14%	6 12%	74 14%	* 2%
Neither Satisfied Nor Dissatisfied (0)	96 18%	29 19%	22 16%	45 18%	86 19%	10 13%	- -%	84 17%	11 24%	88 17%	8 80%
Fairly Satisfied (1)	167 31%	48 32%	46 34%	74 30%	143 31%	24 32%	- -%	155 32%	12 24%	167 32%	* 5%
Very Satisfied (2)	148 28%	47 32%	29 22%	71 29%	133 29%	15 20%	- -%	131 27%	17 35%	146 28%	1 14%
NET: Satisfied	315 59%	95 64%	75 55%	144 58%	276 60%	39 52%	- -%	286 59%	29 59%	313 60%	2 19%
NET: Dissatisfied	123 23%	25 17%	39 29%	59 24%	97 21%	26 35%	- -%	115 24%	8 17%	123 23%	* 2%
Answered	534	149	137	248	458	76	-	485	49	524	10
Mean Score	.5	.7	.4	.5	.6	.2	-	.5	.7	.5	.3
Standard error	.05	.10	.10	.08	.05	.19	-	.06	.11	.05	.22
Standard deviation	1.28	1.22	1.25	1.33	1.25	1.39	-	1.28	1.22	1.29	.77

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 282 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	c
Unweighted Base		585	251	167	161
Effective base		216	100	54	62
Weighted Base		534	244	117	167
Very Dissatisfied	(-2)	49 9%	33 13%	3 2%	9 6%
			b		
Fairly Dissatisfied	(-1)	74 14%	36 15%	12 10%	26 15%
Neither Satisfied Nor Dissatisfied	(0)	96 18%	49 20%	22 19%	24 14%
Fairly Satisfied	(1)	167 31%	76 31%	33 28%	57 34%
Very Satisfied	(2)	148 28%	50 21%	46 40%	51 30%
			a		
NET: Satisfied		315 59%	126 52%	79 68%	108 65%
NET: Dissatisfied		123 23%	68 28%	15 13%	35 21%
			b		
Answered		534	244	117	167
Mean Score		.5	.3	.9	.7
				a	
Standard error		.05	.08	.09	.10
Standard deviation		1.28	1.32	1.10	1.22

Columns Tested:: a,b,c

Table 282 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	585	351	127	41	19	24	13	3	7	478	107	66
Effective base	216	151	39	12	7	7	2	2	1	190	26	14
Weighted Base	534	379	86	31	6	19	8	*	5	466	68	37
Very Dissatisfied	(-2)	49	39	10	*	*	-	*	*	49	1	*
		9%	10%	11%	1%	1%	-%	66%	3%	10%	1%	1%
Fairly Dissatisfied	(-1)	74	57	11	*	1	2	2	-	68	6	5
		14%	15%	13%	1%	16%	13%	27%	-%	15%	8%	15%
Neither Satisfied Nor Dissatisfied	(0)	96	71	18	5	*	2	*	-	88	7	2
		18%	19%	20%	16%	*%	10%	*%	-%	19%	11%	6%
Fairly Satisfied	(1)	167	124	21	10	1	5	1	-	146	21	11
		31%	33%	25%	34%	22%	24%	9%	-%	31%	32%	29%
Very Satisfied	(2)	148	88	27	15	4	10	5	*	115	33	18
		28%	23%	31%	48%	60%	53%	64%	34%	25%	49%	49%
										ai	ai	
NET: Satisfied		315	212	48	25	5	14	6	*	260	55	29
		59%	56%	56%	82%	82%	77%	73%	34%	56%	80%	79%
										abi	abi	
NET: Dissatisfied		123	96	20	*	1	2	2	*	117	6	6
		23%	25%	24%	1%	18%	13%	27%	66%	25%	9%	15%
Answered		534	379	86	31	6	19	8	*	466	68	37
Mean Score		.5	.4	.5	1.3	1.2	1.2	1.1	-.6	.4	1.2	1.1
					ai						abi	a
Standard error		.05	.07	.12	.13	.29	.22	.39	-	.06	.10	.14
Standard deviation		1.28	1.28	1.34	.82	1.27	1.09	1.40	-	1.29	.99	1.11

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 282 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	585	136	215	234	537	509	553	504	371	341	47	287	41	59	39	50	30
Effective base	216	67	85	65	193	186	203	187	139	112	23	122	9	18	11	13	11
Weighted Base	534	183	197	154	476	458	499	453	353	283	55	313	18	38	28	34	13
Very Dissatisfied (-2)	49 9%	21 12%	18 9%	10 7%	44 9%	36 8%	47 10%	40 9%	23 7%	21 7%	12 22%	30 10%	* 2%	2 5%	1 3%	2 6%	* 2%
Fairly Dissatisfied (-1)	74 14%	37 20%	20 10%	17 11%	67 14%	66 14%	69 14%	58 13%	44 13%	31 11%	3 6%	51 16%	6 36%	7 19%	1 3%	* *	* *
Neither Satisfied Nor Dissatisfied (0)	96 18%	37 20%	34 17%	25 16%	83 17%	76 17%	85 17%	80 18%	62 18%	43 15%	9 16%	58 19%	2 14%	8 21%	* *	7 19%	1 6%
Fairly Satisfied (1)	167 31%	64 35%	60 30%	43 28%	150 31%	140 30%	157 32%	141 31%	104 29%	85 30%	24 44%	95 30%	6 32%	5 14%	13 48%	11 34%	2 16%
Very Satisfied (2)	148 28%	23 13%	64 33%	60 39%	133 28%	140 31%	141 28%	136 30%	119 34%	104 37%	6 11%	80 25%	3 17%	15 40%	13 46%	14 40%	10 75%
NET: Satisfied	315 59%	87 48%	124 63%	103 67%	283 59%	280 61%	298 60%	276 61%	223 63%	189 67%	31 56%	175 56%	9 48%	21 55%	26 93%	25 74%	12 92%
NET: Dissatisfied	123 23%	58 32%	39 20%	27 17%	110 23%	102 22%	116 23%	97 21%	68 19%	52 18%	15 28%	80 26%	7 38%	9 24%	2 6%	2 7%	* 2%
Answered	534	183	197	154	476	458	499	453	353	283	55	313	18	38	28	34	13
Mean Score	.5	.2	.7	.8	.5	.6	.6	.6	.7	.8	.2	.5	.3	.7	1.3	1.0	1.6
Standard error	.05	.11	.09	.08	.06	.06	.05	.06	.06	.07	.20	.08	.19	.17	.15	.16	.14
Standard deviation	1.28	1.22	1.28	1.24	1.28	1.27	1.29	1.27	1.24	1.25	1.36	1.29	1.20	1.32	.91	1.11	.79

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 282 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	585	332	51	46	43	23	27	15	255	107	47	35	28	21	16
Effective base	216	140	15	15	12	6	7	4	112	34	17	14	7	8	8
Weighted Base	534	347	42	37	14	14	19	4	284	91	13	24	26	11	10
Very Dissatisfied (-2)	49 9%	39 11%	2 5%	1 4%	* 1%	1 6%	- -%	* 6%	26 9%	6 7%	2 13%	1 2%	- -%	2 20%	* 1%
Fairly Dissatisfied (-1)	74 14%	47 13%	15 36%	2 6%	2 13%	1 6%	- -%	* 1%	43 15%	19 21%	1 6%	3 13%	- -%	* 1%	- -%
Neither Satisfied Nor Dissatisfied (0)	96 18%	70 20%	1 3%	6 15%	1 9%	* *%	5 26%	* 1%	49 17%	19 21%	1 10%	4 15%	* 2%	1 12%	1 7%
Fairly Satisfied (1)	167 31%	109 31%	14 32%	7 19%	6 46%	6 42%	6 33%	2 54%	89 31%	18 20%	5 38%	9 37%	16 62%	* 4%	2 19%
Very Satisfied (2)	148 28%	83 24%	10 23%	21 56%	4 31%	6 45%	8 42%	1 38%	77 27%	28 31%	4 32%	8 32%	10 36%	7 62%	7 73%
NET: Satisfied	315 59%	192 55%	23 55%	28 75%	10 77%	12 87%	14 74%	3 91%	166 58%	46 51%	9 71%	17 69%	26 98%	7 67%	9 93%
NET: Dissatisfied	123 23%	86 25%	17 41%	4 10%	2 14%	2 13%	- -%	* 7%	69 24%	25 28%	2 19%	4 16%	- -%	2 21%	* 1%
Answered	534	347	42	37	14	14	19	4	284	91	13	24	26	11	10
Mean Score	.5	.4	.3	1.2	.9	1.1	1.2	1.2	.5	.5	.7	.8	1.3	.9	1.6
Standard error	.05	.07	.18	.17	.16	.24	.16	.30	.08	.13	.20	.19	.10	.37	.18
Standard deviation	1.28	1.29	1.32	1.14	1.03	1.16	.83	1.17	1.28	1.31	1.37	1.11	.52	1.69	.72

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 282 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	585	231	84	69	45	20	26	29	137	134	142	89	49
Effective base	216	103	33	19	13	6	6	10	57	56	50	27	13
Weighted Base	534	242	89	46	19	15	15	28	149	129	117	66	38
Very Dissatisfied (-2)	49 9%	27 11%	5 6%	4 9%	* 2%	- -%	* -%	2 9%	25 17%	13 10%	8 6%	1 1%	1 2%
Fairly Dissatisfied (-1)	74 14%	32 13%	15 16%	6 12%	2 9%	1 4%	1 7%	2 7%	24 16%	15 11%	19 17%	8 12%	3 9%
Neither Satisfied Nor Dissatisfied (0)	96 18%	53 22%	12 14%	5 12%	2 13%	1 5%	5 34%	1 3%	29 19%	21 16%	20 17%	10 15%	6 15%
Fairly Satisfied (1)	167 31%	78 32%	35 39%	8 18%	4 20%	7 48%	1 8%	7 27%	42 28%	39 30%	32 27%	23 35%	21 56%
Very Satisfied (2)	148 28%	52 21%	22 25%	22 49%	11 57%	6 43%	7 51%	15 54%	29 20%	41 32%	38 32%	25 38%	7 18%
NET: Satisfied	315 59%	130 54%	57 64%	31 67%	14 77%	13 91%	9 59%	22 80%	72 48%	80 62%	70 60%	48 73%	28 74%
NET: Dissatisfied	123 23%	60 25%	20 22%	10 21%	2 10%	1 4%	1 7%	4 16%	48 33%	28 22%	27 23%	8 13%	4 11%
Answered	534	242	89	46	19	15	15	28	149	129	117	66	38
Mean Score	.5	.4	.6	.9	1.2	1.3	1.0	1.1	.2	.6	.6	1.0	.8
Standard error	.05	.08	.13	.17	.16	.17	.22	.24	.12	.11	.11	.11	.13
Standard deviation	1.28	1.27	1.20	1.39	1.10	.78	1.10	1.31	1.37	1.32	1.27	1.05	.93

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 282 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	585	210	112	113	64	35	164	114	121	68	36
Effective base	216	81	46	39	18	9	70	44	37	22	12
Weighted Base	534	208	106	91	46	24	177	105	87	54	33
Very Dissatisfied	49 9%	27 13%	12 11%	4 4%	1 1%	* 1%	20 12%	9 8%	6 7%	* *	1 2%
Fairly Dissatisfied	74 14%	37 18%	11 11%	15 17%	2 4%	2 7%	27 15%	11 11%	17 20%	7 13%	3 10%
Neither Satisfied Nor Dissatisfied	96 18%	34 16%	18 17%	18 19%	8 17%	5 23%	32 18%	17 16%	14 16%	8 15%	5 16%
Fairly Satisfied	167 31%	64 31%	34 32%	25 28%	14 31%	12 51%	51 29%	32 31%	16 18%	22 41%	17 53%
Very Satisfied	148 28%	45 22%	31 30%	29 32%	22 47%	4 18%	47 26%	36 34%	34 39%	17 31%	6 19%
NET: Satisfied	315 59%	110 53%	65 62%	54 60%	36 78%	17 69%	98 55%	68 65%	50 58%	39 72%	24 72%
NET: Dissatisfied	123 23%	64 31%	23 22%	19 21%	2 5%	2 8%	47 27%	20 19%	23 27%	7 13%	4 12%
Answered	534	208	106	91	46	24	177	105	87	54	33
Mean Score	.5	.3	.6	.7	1.2	.8	.4	.7	.6	.9	.8
Standard error	.05	.09	.12	.11	.12	.15	.10	.12	.12	.12	.16
Standard deviation	1.28	1.34	1.31	1.21	.95	.87	1.33	1.27	1.37	1.00	.95

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 282 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		585	154	99	118	82	40	333	59	110	508	77	501	36
Effective base		216	71	29	44	30	10	124	18	46	189	27	181	12
Weighted Base		534	174	69	98	79	22	290	38	123	470	64	443	33
Very Dissatisfied	(-2)	49	22	7	8	*	3	22	3	14	44	5	43	*
		9%	12%	10%	9%	%	12%	8%	9%	12%	9%	8%	10%	1%
			d											
Fairly Dissatisfied	(-1)	74	21	11	15	6	2	36	3	19	65	8	60	7
		14%	12%	15%	16%	8%	8%	12%	8%	15%	14%	13%	14%	20%
Neither Satisfied Nor Dissatisfied	(0)	96	46	8	9	17	*	43	7	30	89	7	78	5
		18%	26%	11%	9%	22%	1%	15%	18%	24%	19%	11%	18%	15%
			c											
Fairly Satisfied	(1)	167	56	16	24	26	14	88	8	43	143	24	145	5
		31%	32%	23%	24%	32%	65%	30%	21%	35%	30%	38%	33%	14%
						abc								
Very Satisfied	(2)	148	29	29	41	29	3	101	17	18	129	19	117	16
		28%	17%	41%	42%	37%	13%	35%	45%	14%	27%	30%	26%	49%
				a	a	a		c	c					
NET: Satisfied		315	85	44	65	55	17	189	25	61	271	44	262	21
		59%	49%	64%	67%	70%	79%	65%	66%	49%	58%	68%	59%	63%
NET: Dissatisfied		123	43	17	24	7	4	58	6	33	110	13	103	7
		23%	25%	25%	24%	8%	20%	20%	17%	27%	23%	21%	23%	22%
Answered		534	174	69	98	79	22	290	38	123	470	64	443	33
Mean Score		.5	.3	.7	.8	1.0	.6	.7	.9	.3	.5	.7	.5	.9
						a		c						
Standard error		.05	.10	.14	.13	.11	.19	.07	.17	.12	.06	.14	.06	.21
Standard deviation		1.28	1.24	1.39	1.37	.97	1.20	1.27	1.32	1.22	1.28	1.25	1.28	1.27

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 282 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b	
Unweighted Base	585	420	89	326	178	512	25	415	94	325	179	
Effective base	216	163	23	127	61	185	8	159	28	126	62	
Weighted Base	534	398	61	295	158	455	21	397	61	297	156	
Very Dissatisfied	(-2)	49 9%	32 8%	4 7%	29 10%	11 7%	44 10%	- -%	32 8%	5 7%	29 10%	11 7%
Fairly Dissatisfied	(-1)	74 14%	58 15%	8 13%	31 11%	27 17%	61 13%	6 30%	58 15%	8 14%	31 11%	26 17%
Neither Satisfied Nor Dissatisfied	(0)	96 18%	71 18%	5 8%	62 21%	17 11%	78 17%	5 23%	71 18%	5 9%	61 21%	18 12%
Fairly Satisfied	(1)	167 31%	116 29%	24 40%	79 27%	62 39%	147 32%	3 12%	122 31%	17 28%	76 26%	64 41%
Very Satisfied	(2)	148 28%	121 30%	20 32%	95 32%	41 26%	125 28%	7 35%	115 29%	26 42%	99 33%	36 23%
NET: Satisfied		315 59%	237 59%	44 72%	173 59%	103 65%	273 60%	10 48%	237 60%	43 70%	176 59%	101 65%
NET: Dissatisfied		123 23%	90 23%	12 20%	60 20%	38 24%	104 23%	6 30%	90 23%	13 21%	60 20%	37 24%
Answered		534	398	61	295	158	455	21	397	61	297	156
Mean Score		.5	.6	.8	.6	.6	.5	.5	.6	.8	.6	.6
Standard error		.05	.06	.13	.07	.09	.06	.25	.06	.14	.07	.09
Standard deviation		1.28	1.28	1.23	1.29	1.23	1.28	1.27	1.26	1.31	1.30	1.21

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 282 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	585	374	363	115	1	369	298	103	2	406	255	114	-
Effective base	216	125	143	44	1	129	116	38	2	149	104	43	-
Weighted Base	534	320	325	110	4	334	258	87	2	365	220	105	-
Very Dissatisfied (-2)	49 9%	22 7%	28 9%	2 2%	- -%	19 6%	24 9%	2 3%	1 25%	27 7%	22 10%	2 2%	- -%
Fairly Dissatisfied (-1)	74 14%	52 16%	47 14%	13 12%	- -%	52 16%	27 10%	8 9%	- -%	51 14%	23 11%	10 9%	- -%
Neither Satisfied Nor Dissatisfied (0)	96 18%	39 12%	69 21%	21 19%	- -%	39 12%	52 20%	16 19%	- -%	58 16%	46 21%	18 18%	- -%
Fairly Satisfied (1)	167 31%	96 30%	113 35%	35 32%	- -%	104 31%	90 35%	33 38%	- -%	115 32%	61 28%	36 35%	- -%
Very Satisfied (2)	148 28%	110 35%	68 21%	40 36%	4 100%	121 36%	65 25%	27 31%	2 75%	114 31%	68 31%	38 37%	- -%
NET: Satisfied	315 59%	207 65%	181 56%	75 68%	4 100%	224 67%	155 60%	61 69%	2 75%	229 63%	129 59%	75 71%	- -%
NET: Dissatisfied	123 23%	74 23%	75 23%	15 13%	- -%	71 21%	51 20%	10 12%	1 25%	78 21%	45 21%	12 11%	- -%
Answered Mean Score	534 .5	320 .7	325 .4	110 .9	4 2.0	334 .8	258 .6	87 .9	2 1.0	365 .7	220 .6	105 1.0	- -
Standard error	.05	.07	.06	.10	-	.07	.07	.10	1.66	.06	.08	.10	-
Standard deviation	1.28	1.29	1.22	1.08	-	1.25	1.24	1.05	2.35	1.26	1.30	1.04	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 282 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	585	461	407	328	404	300	33	193	178	198	73	37
Effective base	216	170	150	128	139	120	10	84	70	74	32	19
Weighted Base	534	433	377	313	356	284	28	194	183	190	69	43
Very Dissatisfied (-2)	49 9%	41 9%	26 7%	27 9%	34 9%	27 10%	* *%	15 8%	15 8%	12 7%	2 2%	2 4%
Fairly Dissatisfied (-1)	74 14%	57 13%	47 13%	33 11%	44 12%	43 15%	* *%	14 7%	16 9%	21 11%	8 12%	2 5%
Neither Satisfied Nor Dissatisfied (0)	96 18%	79 18%	65 17%	59 19%	48 14%	52 18%	1 5%	52 27%	33 18%	26 14%	15 22%	13 30%
Fairly Satisfied (1)	167 31%	141 33%	117 31%	95 30%	121 34%	79 28%	11 39%	55 28%	63 35%	67 35%	14 20%	9 22%
Very Satisfied (2)	148 28%	114 26%	123 33%	100 32%	109 31%	82 29%	16 55%	58 30%	57 31%	64 34%	31 45%	16 39%
NET: Satisfied	315 59%	256 59%	240 64%	194 62%	230 65%	162 57%	27 95%	113 58%	120 66%	131 69%	45 64%	26 61%
NET: Dissatisfied	123 23%	98 23%	73 19%	60 19%	77 22%	70 25%	* 1%	29 15%	30 17%	33 17%	10 14%	4 9%
Answered	534	433	377	313	356	284	28	194	183	190	69	43
Mean Score	.5	.5	.7	.7	.6	.5	1.5 ab	.7	.7	.8	.9	.9
Standard error	.05	.06	.06	.07	.06	.08	.11	.09	.09	.09	.14	.18
Standard deviation	1.28	1.27	1.23	1.26	1.29	1.31	.65	1.20	1.22	1.21	1.17	1.12

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 282 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		585	114	95	67	34	469	355	524	358	312	349	425	95	-	413	71
Effective base		216	42	30	27	12	174	125	191	133	108	126	161	33	-	143	31
Weighted Base		534	109	70	58	27	429	300	470	333	265	309	397	78	-	353	79
Very Dissatisfied	(-2)	49	8	1	7	*	39	27	40	29	26	24	35	5	-	14	31
		9%	7%	1%	12%	1%	9%	9%	8%	9%	10%	8%	9%	7%	-%	4%	40%
																a	
Fairly Dissatisfied	(-1)	74	19	13	6	4	59	38	62	39	37	49	55	9	-	29	26
		14%	18%	18%	10%	16%	14%	13%	13%	12%	14%	16%	14%	12%	-%	8%	33%
																a	
Neither Satisfied Nor Dissatisfied	(0)	96	22	7	7	3	83	58	86	62	58	32	75	13	-	45	15
		18%	20%	11%	12%	11%	19%	19%	18%	19%	22%	10%	19%	17%	-%	13%	19%
													a				
Fairly Satisfied	(1)	167	24	21	26	9	137	94	154	105	78	95	138	33	-	128	6
		31%	22%	31%	45%	34%	32%	31%	33%	31%	30%	31%	35%	43%	-%	36%	7%
					a											b	
Very Satisfied	(2)	148	36	27	12	10	110	83	128	99	66	111	94	17	-	137	*
		28%	33%	39%	21%	38%	26%	28%	27%	30%	25%	36%	24%	22%	-%	39%	*%
												b				b	
NET: Satisfied		315	59	49	38	19	247	177	283	203	144	205	232	51	-	265	6
		59%	55%	70%	66%	73%	58%	59%	60%	61%	54%	66%	58%	65%	-%	75%	8%
																b	
NET: Dissatisfied		123	27	14	13	4	99	64	102	68	63	72	90	15	-	43	57
		23%	25%	20%	22%	16%	23%	21%	22%	20%	24%	23%	23%	19%	-%	12%	73%
																a	
Answered Mean Score		534	109	70	58	27	429	300	470	333	265	309	397	78	-	353	79
		.5	.6	.9	.5	.9	.5	.6	.6	.6	.5	.7	.5	.6	-	1.0	-1.0
																b	
Standard error		.05	.12	.12	.16	.19	.06	.07	.05	.07	.07	.07	.06	.12	-	.05	.11
Standard deviation		1.28	1.31	1.16	1.27	1.10	1.26	1.26	1.25	1.26	1.27	1.30	1.24	1.15	-	1.10	.97

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 282 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	585	585	-	227	11	178	103	149	315	114	150	196	225
Effective base	216	216	-	81	6	60	44	56	110	48	47	70	94
Weighted Base	534	534	-	208	17	143	123	132	273	120	108	171	243
Very Dissatisfied (-2)	49 9%	49 9%	- -%	13 6%	* 1%	9 7%	9 8%	15 12%	16 6%	17 14%	18 17%	11 6%	20 8%
Fairly Dissatisfied (-1)	74 14%	74 14%	- -%	27 13%	8 44%	21 15%	18 15%	21 16%	35 13%	18 15%	19 18%	23 13%	32 13%
Neither Satisfied Nor Dissatisfied (0)	96 18%	96 18%	- -%	21 10%	2 11%	19 13%	15 12%	20 15%	49 18%	25 20%	12 11%	19 11%	62 26% ab
Fairly Satisfied (1)	167 31%	167 31%	- -%	86 41%	5 27%	52 36%	52 42%	33 25%	97 36%	37 30%	33 31%	62 36%	69 28%
Very Satisfied (2)	148 28%	148 28%	- -%	63 30%	3 17%	41 29%	29 23%	43 33%	75 28%	24 20%	26 24%	57 33%	60 25%
NET: Satisfied	315 59%	315 59%	- -%	148 71%	7 44%	93 65%	81 66%	77 58%	173 63%	61 51%	59 54%	119 70%	128 53%
NET: Dissatisfied	123 23%	123 23%	- -%	39 19%	8 45%	31 21%	28 22%	36 27%	51 19%	35 29%	38 35%	33 20%	52 21%
Answered	534	534	-	208	17	143	123	132	273	120	108	171	243
Mean Score	.5	.5	-	.8	.1	.7	.6	.5	.7	.3	.3	.8	.5
Standard error	.05	.05	-	.08	.37	.09	.12	.11	.07	.12	.12	.09	.08
Standard deviation	1.28	1.28	-	1.19	1.22	1.23	1.21	1.39	1.18	1.33	1.43	1.22	1.23

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 282 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level:	95%			
Unweighted Base		585	331	254
Effective base		216	108	109
Weighted Base		534	290	243
Very Dissatisfied	(-2)	49	21	28
		9%	7%	11%
Fairly Dissatisfied	(-1)	74	45	29
		14%	15%	12%
Neither Satisfied Nor Dissatisfied	(0)	96	48	48
		18%	17%	20%
Fairly Satisfied	(1)	167	93	75
		31%	32%	31%
Very Satisfied	(2)	148	83	64
		28%	29%	26%
NET: Satisfied		315	176	139
		59%	61%	57%
NET: Dissatisfied		123	66	57
		23%	23%	23%
Answered		534	290	243
Mean Score		.5	.6	.5
Standard error		.05	.07	.08
Standard deviation		1.28	1.25	1.31

Columns Tested: a,b

Table 282 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	*f	*g	h	i	j	k	l
Unweighted Base	585	36	69	53	47	62	26	27	59	32	51	33	90
Effective base	216	12	30	33	14	43	14	8	24	10	8	16	33
Weighted Base	534	15	51	67	10	94	22	3	76	28	12	52	104
Very Dissatisfied (-2)	49 9%	* 1%	5 9%	6 9%	1 6%	11 12%	3 15%	* 6%	3 4%	* 2%	- -%	9 18%	11 10%
Fairly Dissatisfied (-1)	74 14%	- -%	4 7%	9 13%	* 3%	14 14%	- -%	1 21%	16 21%	8 27%	1 7%	10 19%	12 12%
Neither Satisfied Nor Dissatisfied (0)	96 18%	5 36%	19 38%	14 22%	1 14%	20 21%	5 23%	* 8%	5 6%	4 14%	2 18%	11 21%	8 8%
Fairly Satisfied (1)	167 31%	5 32%	15 30%	23 35%	3 31%	28 30%	7 30%	1 39%	31 41%	4 15%	2 17%	17 33%	31 29%
Very Satisfied (2)	148 28%	5 32%	8 16%	14 21%	5 46%	22 23%	7 32%	1 26%	21 28%	12 43%	7 57%	5 9%	42 40%
NET: Satisfied	315 59%	9 64%	24 46%	38 56%	8 77%	50 53%	14 62%	2 65%	52 69%	16 57%	9 75%	21 42%	72 70%
NET: Dissatisfied	123 23%	* 1%	8 16%	15 22%	1 9%	24 26%	3 15%	1 27%	19 25%	8 29%	1 7%	19 37%	23 22%
Answered	534	15	51	67	10	94	22	3	76	28	12	52	104
Mean Score	.5	.9	.4	.5	1.1	.4	.6	.6	.7	.7	1.2	*	.8
Standard error	.05	k		k							bk		k
Standard deviation	1.28	.15	.14	.17	.17	.17	.27	.29	.16	.23	.14	.22	.14
		.90	1.13	1.22	1.18	1.30	1.35	1.53	1.21	1.33	1.03	1.28	1.36

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 282 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	585	158	135	118	174	293	292
Effective base	216	73	65	36	55	137	91
Weighted Base	534	133	126	107	168	259	274
Very Dissatisfied	(-2) 49 9%	11 8%	15 12%	4 4%	20 12%	26 10%	24 9%
Fairly Dissatisfied	(-1) 74 14%	12 9%	14 11%	24 23%	23 14%	26 10%	47 17%
Neither Satisfied Nor Dissatisfied	(0) 96 18%	39 29%	26 21%	9 8%	21 13%	66 25%	30 11%
Fairly Satisfied	(1) 167 31%	43 33%	38 30%	36 34%	50 30%	81 31%	86 31%
Very Satisfied	(2) 148 28%	27 20%	33 26%	34 32%	53 32%	60 23%	87 32%
NET: Satisfied	315 59%	71 53%	71 56%	70 66%	103 61%	142 55%	173 63%
NET: Dissatisfied	123 23%	23 18%	29 23%	28 26%	43 26%	52 20%	71 26%
Answered	534	133	126	107	168	259	274
Mean Score	.5	.5	.5	.7	.6	.5	.6
Standard error	.05	.09	.11	.11	.10	.07	.08
Standard deviation	1.28	1.16	1.31	1.24	1.38	1.23	1.32

Columns Tested: a,b,c,d - a,b

Table 284

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Method		Business Size 1					
		CATI	CAWI	0-9	10-49	50-99	100-249	10+	
		a	b	a	b	c	d	e	
Significance Level: 95%									
Unweighted Base	646	69	577	426	113	39	68	220	
Effective base	249	18	234	226	50	18	38	72	
Weighted Base	613	28	585	581	26	5	2	33	
Very Dissatisfied	(-2)	24	1	23	23	1	*	-	1
		4%	4%	4%	4%	3%	1%	-%	2%
Fairly Dissatisfied	(-1)	22	1	22	21	1	-	*	1
		4%	2%	4%	4%	3%	-%	2%	3%
Neither Satisfied Nor Dissatisfied	(0)	100	5	94	95	4	*	*	5
		16%	19%	16%	16%	16%	8%	4%	14%
Fairly Satisfied	(1)	218	8	210	208	8	2	1	10
		36%	30%	36%	36%	30%	34%	58%	32%
								abe	
Very Satisfied	(2)	249	13	236	233	13	3	1	16
		41%	45%	40%	40%	49%	56%	37%	49%
NET: Satisfied		468	21	446	441	20	4	2	27
		76%	75%	76%	76%	78%	91%	95%	81%
								ab	
NET: Dissatisfied		46	2	44	45	1	*	*	2
		8%	6%	8%	8%	6%	1%	2%	5%
Answered	613	28	585	581	26	5	2	33	
Mean Score	1.1	1.1	1.1	1.0	1.2	1.5	1.3	1.2	
Standard error	.04	.13	.04	.05	.09	.13	.11	.06	
Standard deviation	1.03	1.06	1.03	1.04	1.00	.81	.90	.95	

Columns Tested: a,b - a,b,c,d,e

Table 284 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

		Business Size 2								
Total base		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	646	178	182	66	62	90	68	426	113	107
Effective base	249	113	90	27	29	41	38	226	50	32
Weighted Base	613	314	219	47	18	13	2	581	26	7
Very Dissatisfied	(-2) 24 4%	17 5%	6 3%	- -%	1 4%	* *%	- -%	23 4%	1 3%	* 1%
Fairly Dissatisfied	(-1) 22 4%	9 3%	12 6%	1 1%	1 3%	* 2%	* 2%	21 4%	1 3%	* *%
Neither Satisfied Nor Dissatisfied	(0) 100 16%	52 17%	28 13%	15 32%	3 17%	2 12%	* 4%	95 16%	4 16%	* 7%
Fairly Satisfied	(1) 218 36%	116 37%	87 40%	5 11%	4 24%	5 39%	1 58%	208 36%	8 30%	3 41%
Very Satisfied	(2) 249 41%	121 38%	86 39%	26 56%	9 52%	6 47%	1 37%	233 40%	13 49%	3 51%
NET: Satisfied	468 76%	236 75%	173 79%	31 67%	13 76%	11 86%	2 95%	441 76%	20 78%	6 92%
NET: Dissatisfied	46 8%	26 8%	18 8%	1 1%	1 7%	* 2%	* 2%	45 8%	1 6%	* 1%
Answered	613	314	219	47	18	13	2	581	26	7
Mean Score	1.1	1.0	1.1	1.2	1.2	1.3	1.3	1.0	1.2	1.4
Standard error	.04	.08	.07	.12	.14	.09	.11	.05	.09	.07
Standard deviation	1.03	1.07	1.00	.95	1.09	.81	.90	1.04	1.00	.76

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 284 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	646	263	163	113	39	68	272	120	51	32	70
Effective base	249	166	79	50	18	38	145	48	17	14	9
Weighted Base	613	474	107	26	5	2	389	103	33	11	18
Very Dissatisfied (-2)	24 4%	20 4%	3 3%	1 3%	* 1%	- -%	16 4%	3 3%	* 1%	- -%	* %
Fairly Dissatisfied (-1)	22 4%	18 4%	3 3%	1 3%	- -%	* 2%	10 3%	8 8%	3 10%	- -%	* 1%
Neither Satisfied Nor Dissatisfied (0)	100 16%	69 15%	25 24%	4 16%	* 8%	* 4%	60 15%	12 12%	4 14%	3 28%	6 34%
Fairly Satisfied (1)	218 36%	179 38%	29 27%	8 30%	2 34%	1 58%	151 39%	29 28%	5 16%	4 35%	7 36%
Very Satisfied (2)	249 41%	187 39%	47 44%	13 49%	3 56%	1 37%	153 39%	51 49%	19 59%	4 37%	5 28%
NET: Satisfied	468 76%	366 77%	75 71%	20 78%	4 91%	2 95%	304 78%	80 78%	24 75%	8 72%	12 65%
NET: Dissatisfied	46 8%	39 8%	6 6%	1 6%	* 1%	* 2%	26 7%	11 10%	4 12%	- -%	* 1%
Answered	613	474	107	26	5	2	389	103	33	11	18
Mean Score	1.1	1.0	1.1	1.2	1.5	1.3	1.1	1.1	1.2	1.1	.9
Standard error	.04	.06	.08	.09	.13	.11	.06	.10	.16	.15	.10
Standard deviation	1.03	1.04	1.02	1.00	.81	.90	1.01	1.08	1.12	.84	.85

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 284 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	*d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		646	55	38	72	27	57	52	44	45	34
Effective base		249	31	22	37	11	29	34	24	25	16
Weighted Base		613	70	46	95	28	65	107	74	65	26
Very Dissatisfied	(-2)	24 4%	4 5%	1 1%	- -%	- -%	5 8%	2 2%	4 6%	8 12% c	- -%
Fairly Dissatisfied	(-1)	22 4%	2 3%	2 4%	8 8%	3 10%	1 1%	1 1%	4 6%	1 1%	- -%
Neither Satisfied Nor Dissatisfied	(0)	100 16%	10 14%	9 19%	27 28% e	4 14%	5 7%	19 18%	6 9%	13 20%	2 7%
Fairly Satisfied	(1)	218 36%	24 34%	15 33%	30 31%	7 25%	25 39%	56 52% h	21 29%	17 26%	14 55%
Very Satisfied	(2)	249 41%	31 44%	20 43%	31 32%	14 51%	29 45%	28 27%	37 51%	27 41%	10 38%
NET: Satisfied		468 76%	55 78%	35 75%	60 63%	21 76%	54 84%	84 79%	59 80%	43 67%	24 93% c
NET: Dissatisfied		46 8%	6 8%	2 5%	8 8%	3 10%	6 9%	3 3%	9 12%	9 13%	- -%
Answered		613	70	46	95	28	65	107	74	65	26
Mean Score		1.1	1.1	1.1	.9	1.2	1.1	1.0	1.1	.8	1.3
Standard error		.04	.15	.15	.11	.20	.15	.11	.18	.20	.10
Standard deviation		1.03	1.09	.94	.96	1.02	1.12	.82	1.17	1.32	.61

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 284 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		a	b	c	d	e	f	g	h	
Significance Level: 95%										
Unweighted Base		646	118	138	168	424	222	79	76	67
Effective base		249	54	77	94	222	79	34	26	29
Weighted Base		613	119	181	275	575	38	16	15	7
Very Dissatisfied	(-2)	24 4%	5 4%	12 7%	7 2%	24 4%	* 1%	* 1%	- -%	* 1%
Fairly Dissatisfied	(-1)	22 4%	3 3%	5 3%	13 5%	21 4%	1 3%	1 4%	* 3%	* 1%
Neither Satisfied Nor Dissatisfied	(0)	100 16%	11 9%	31 17%	53 19%	94 16%	5 13%	3 16%	2 13%	1 8%
Fairly Satisfied	(1)	218 36%	46 39%	56 31%	107 39%	209 36%	10 25%	5 29%	3 20%	2 28%
Very Satisfied	(2)	249 41%	54 45%	77 43%	96 35%	227 39%	22 58%	8 50%	10 65%	4 62%
NET: Satisfied		468 76%	100 84%	133 73%	203 74%	436 76%	32 83%	13 79%	13 85%	6 90%
NET: Dissatisfied		46 8%	8 7%	17 9%	20 7%	45 8%	1 4%	1 5%	* 3%	* 2%
Answered		613	119	181	275	575	38	16	15	7
Mean Score		1.1	1.2	1.0	1.0	1.0	1.4	1.2	1.5	1.5
Standard error		.04	.09	.10	.08	.05	bcd	.11	cd	bcd
Standard deviation		1.03	1.00	1.15	.98	1.04	.88	.96	.84	.82

Columns Tested:: a,b,c,d,e,f,g,h

Table 284 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	*h	i
Unweighted Base	646	24	53	8	61	68	170	19	29	274
Effective base	249	11	17	4	21	33	75	5	7	104
Weighted Base	613	12	47	10	57	92	153	15	19	264
Very Dissatisfied	(-2)	24	*	-	-	2	7	5	1	9
	4%	3%	-%	-%	-%	2%	5%	31%	3%	4%
Fairly Dissatisfied	(-1)	22	-	-	-	4	12	1	3	3
	4%	-%	-%	-%	-%	4%	8%	6%	14%	1%
							i			
Neither Satisfied Nor Dissatisfied	(0)	100	*	12	3	16	16	20	1	46
	16%	2%	26%	34%	27%	18%	13%	5%	*%	17%
Fairly Satisfied	(1)	218	8	12	*	12	35	6	3	97
	36%	62%	25%	4%	22%	37%	38%	37%	18%	37%
Very Satisfied	(2)	249	4	23	6	29	36	56	3	108
	41%	33%	49%	62%	51%	39%	36%	22%	65%	41%
NET: Satisfied		468	12	35	7	41	70	114	9	205
	76%	95%	74%	66%	73%	76%	74%	59%	83%	78%
NET: Dissatisfied		46	*	-	-	-	6	19	5	13
	8%	3%	-%	-%	-%	6%	12%	36%	17%	5%
Answered	613	12	47	10	57	92	153	15	19	264
Mean Score	1.1	1.2	1.2	1.3	1.2	1.1	.9	.1	1.3	1.1
Standard error	.04	.17	.12	.35	.11	.12	.08	.38	.23	.06
Standard deviation	1.03	.82	.84	.99	.86	.96	1.11	1.64	1.21	.97

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 284 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	*b
Significance Level: 95%											
Unweighted Base	646	153	170	323	581	65	-	522	124	632	14
Effective base	249	60	75	117	220	31	-	220	32	244	6
Weighted Base	613	162	153	299	522	91	-	556	58	601	12
Very Dissatisfied (-2)	24 4%	2 1%	7 5%	15 5%	15 3%	9 9%	- -%	23 4%	1 2%	24 4%	- -%
Fairly Dissatisfied (-1)	22 4%	4 2%	12 8%	7 2%	22 4%	* *%	- -%	18 3%	4 7%	19 3%	3 28%
Neither Satisfied Nor Dissatisfied (0)	100 16%	32 20%	20 13%	47 16%	85 16%	15 16%	- -%	92 17%	8 14%	95 16%	5 39%
Fairly Satisfied (1)	218 36%	55 34%	58 38%	106 35%	177 34%	42 46%	- -%	192 35%	26 45%	218 36%	* 4%
Very Satisfied (2)	249 41%	69 43%	56 36%	125 42%	223 43%	26 29%	- -%	231 41%	19 32%	246 41%	4 30%
NET: Satisfied	468 76%	123 76%	114 74%	230 77%	400 77%	68 74%	- -%	423 76%	45 78%	463 77%	4 34%
NET: Dissatisfied	46 8%	6 4%	19 12%	21 7%	37 7%	9 10%	- -%	41 7%	5 9%	43 7%	3 28%
Answered	613	162	153	299	522	91	-	556	58	601	12
Mean Score	1.1	1.1	.9	1.1	1.1	.8	-	1.1	1.0	1.1	.4
Standard error	.04	.07	.08	.06	.04	.14	-	.05	.09	.04	.33
Standard deviation	1.03	.91	1.11	1.05	1.01	1.14	-	1.04	.96	1.02	1.23

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 284 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		646	288	173	178
Effective base		249	121	59	69
Weighted Base		613	297	125	184
Very Dissatisfied	(-2)	24 4%	11 4%	* *%	8 4%
Fairly Dissatisfied	(-1)	22 4%	12 4%	4 3%	6 3%
Neither Satisfied Nor Dissatisfied	(0)	100 16%	58 20%	22 17%	20 11%
Fairly Satisfied	(1)	218 36%	102 34%	50 40%	66 36%
Very Satisfied	(2)	249 41%	113 38%	49 39%	85 46%
NET: Satisfied		468 76%	215 73%	99 79%	150 82%
NET: Dissatisfied		46 8%	23 8%	4 3%	14 7%
Answered		613	297	125	184
Mean Score		1.1	1.0	1.1	1.2
Standard error		.04	.06	.06	.08
Standard deviation		1.03	1.04	.83	1.03

Columns Tested: a,b,c

Table 284 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	646	403	139	40	18	25	14	2	5	542	104	64
Effective base	249	181	43	11	6	7	3	2	1	224	26	14
Weighted Base	613	450	93	30	5	19	11	*	5	543	70	40
Very Dissatisfied (-2)	24 4%	19 4%	5 5%	- -%	* 2%	* *%	- -%	- -%	- -%	24 4%	* *%	* *%
Fairly Dissatisfied (-1)	22 4%	19 4%	3 4%	* *%	- -%	- -%	- -%	- -%	- -%	22 4%	* *%	- -%
Neither Satisfied Nor Dissatisfied (0)	100 16%	78 17%	15 16%	4 14%	* 3%	2 12%	- -%	- -%	* *%	93 17%	7 10%	2 6%
Fairly Satisfied (1)	218 36%	167 37%	26 28%	8 28%	2 40%	6 33%	9 77%	* 100%	* 1%	193 35%	25 36%	17 43%
Very Satisfied (2)	249 41%	168 37%	44 47%	18 58%	3 55%	10 54%	3 23%	- -%	5 98%	212 39%	38 54%	20 51%
NET: Satisfied	468 76%	335 74%	70 75%	26 85%	5 96%	16 87%	11 100%	* 100%	5 100%	405 74%	63 90%	37 94%
NET: Dissatisfied	46 8%	38 8%	9 9%	* *%	* 2%	* *%	- -%	- -%	- -%	46 8%	* *%	* *%
Answered	613	450	93	30	5	19	11	*	5	543	70	40
Mean Score	1.1	1.0	1.1	1.4	1.5	1.4	1.2	1.0	2.0	1.0	1.4	1.4
Standard error	.04	.05	.10	.12	.19	.15	.12	-	.07	.05	.07	.08
Standard deviation	1.03	1.04	1.13	.75	.80	.74	.44	-	.16	1.06	.69	.65

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 284 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	646	167	236	243	598	558	615	542	388	354	61	326	44	63	39	52	30
Effective base	249	86	97	68	227	214	238	210	150	124	31	146	11	19	11	13	10
Weighted Base	613	233	217	163	558	519	581	497	381	310	77	366	22	40	29	31	16
Very Dissatisfied (-2)	24 4%	14 6%	5 2%	5 3%	24 4%	20 4%	24 4%	23 5%	13 3%	9 3%	4 5%	17 5%	- -%	- -%	1 3%	2 7%	* 1%
Fairly Dissatisfied (-1)	22 4%	12 5%	7 3%	4 2%	19 3%	17 3%	20 3%	13 3%	8 2%	13 4%	5 6%	14 4%	- -%	* *%	- -%	2 5%	- -%
Neither Satisfied Nor Dissatisfied (0)	100 16%	42 18%	36 17%	21 13%	92 17%	81 16%	95 16%	79 16%	68 18%	45 15%	15 19%	61 17%	3 13%	7 19%	3 12%	5 15%	1 5%
Fairly Satisfied (1)	218 36%	83 36%	84 39%	51 31%	192 34%	183 35%	201 35%	177 36%	127 33%	107 34%	24 31%	127 35%	9 44%	13 33%	14 48%	8 24%	6 36%
Very Satisfied (2)	249 41%	83 35%	85 39%	81 50%	230 41%	217 42%	240 41%	205 41%	166 43%	137 44%	30 39%	146 40%	9 44%	19 48%	11 37%	15 48%	10 58%
NET: Satisfied	468 76%	166 71%	169 78%	133 81%	422 76%	400 77%	441 76%	382 77%	293 77%	244 78%	54 70%	273 75%	19 87%	32 81%	25 85%	23 72%	15 94%
NET: Dissatisfied	46 8%	26 11%	12 5%	9 5%	43 8%	37 7%	44 8%	36 7%	20 5%	21 7%	8 11%	31 9%	- -%	* *%	1 3%	4 12%	* 1%
Answered	613	233	217	163	558	519	581	497	381	310	77	366	22	40	29	31	16
Mean Score	1.1	.9	1.1	1.2	1.0	1.1	1.1	1.1	1.1	1.1	.9	1.0	1.3	1.3	1.2	1.0	1.5
Standard error	.04	.09	.06	.06	.04	.04	.04	.04	.05	.05	.14	.06	.11	.10	.14	.17	.13
Standard deviation	1.03	1.12	.95	.98	1.05	1.03	1.04	1.05	.99	.99	1.12	1.07	.70	.78	.87	1.23	.69

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 284 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g	
Unweighted Base	646	385	53	51	45	23	26	15	294	107	55	35	29	22	16	
Effective base	249	172	17	16	12	5	6	3	135	35	15	15	7	9	8	
Weighted Base	613	424	45	39	13	13	16	7	331	93	22	26	26	11	10	
Very Dissatisfied	(-2)	24	17	6	-	-	1	-	*	18	-	-	-	-	2	*
		4%	4%	14%	-%	-%	6%	-%	2%	5%	-%	-%	-%	-%	20%	1%
Fairly Dissatisfied	(-1)	22	12	5	*	-	-	2	-	15	*	2	-	-	*	-
		4%	3%	11%	*%	-%	-%	10%	-%	5%	*%	7%	-%	-%	*%	-%
Neither Satisfied Nor Dissatisfied	(0)	100	75	3	8	*	*	5	1	50	21	2	5	2	-	1
		16%	18%	7%	20%	1%	2%	29%	12%	15%	23%	10%	20%	6%	-%	9%
Fairly Satisfied	(1)	218	146	15	14	7	3	3	5	116	28	12	12	10	3	1
		36%	34%	32%	35%	50%	25%	19%	68%	35%	31%	54%	46%	40%	30%	11%
Very Satisfied	(2)	249	173	16	18	6	9	7	1	131	43	6	9	14	5	8
		41%	41%	36%	45%	49%	67%	42%	17%	40%	47%	28%	34%	54%	50%	80%
NET: Satisfied		468	319	31	31	13	12	10	6	247	71	18	21	25	9	9
		76%	75%	68%	80%	99%	92%	61%	86%	75%	77%	82%	80%	94%	80%	91%
NET: Dissatisfied		46	29	11	*	-	1	2	*	33	*	2	-	-	2	*
		8%	7%	25%	*%	-%	6%	10%	2%	10%	*%	7%	-%	-%	20%	1%
Answered		613	424	45	39	13	13	16	7	331	93	22	26	26	11	10
Mean Score		1.1	1.1	.6	1.2	1.5	1.5	.9	1.0	1.0	1.2	1.0	1.1	1.5	.9	1.7
Standard error		.04	.05	.20	.11	.08	.22	.21	.19	.06	.08	.11	.12	.12	.34	.18
Standard deviation		1.03	1.03	1.43	.79	.53	1.07	1.08	.74	1.11	.81	.84	.74	.62	1.59	.73

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 284 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	646	260	92	69	46	20	26	29	170	141	153	96	53
Effective base	249	119	36	19	15	6	6	10	77	60	56	30	16
Weighted Base	613	271	95	46	24	16	17	28	204	133	129	70	45
Very Dissatisfied	(-2)	24	16	4	1	-	-	2	17	3	4	-	1
		4%	6%	5%	2%	-%	-%	8%	8%	2%	3%	-%	1%
Fairly Dissatisfied	(-1)	22	11	*	-	*	-	2	7	1	11	2	*
		4%	4%	*%	-%	1%	-%	6%	3%	1%	8%	2%	*%
Neither Satisfied Nor Dissatisfied	(0)	100	53	8	8	4	6	1	47	14	14	9	12
		16%	19%	9%	17%	15%	35%	*%	23%	10%	11%	13%	27%
Fairly Satisfied	(1)	218	99	39	13	8	3	13	69	40	63	14	15
		36%	36%	42%	29%	35%	21%	73%	34%	30%	49%	20%	34%
Very Satisfied	(2)	249	93	43	24	12	7	5	65	75	38	45	17
		41%	34%	45%	52%	50%	44%	27%	32%	57%	29%	65%	38%
										ac		ac	
NET: Satisfied		468	191	82	37	20	10	17	134	115	100	59	32
		76%	71%	87%	81%	85%	65%	100%	65%	87%	78%	85%	72%
										a		a	
NET: Dissatisfied		46	27	5	1	*	-	4	24	3	15	2	1
		8%	10%	5%	2%	1%	-%	14%	12%	3%	11%	2%	1%
									b				
Answered		613	271	95	46	24	16	17	204	133	129	70	45
Mean Score		1.1	.9	1.2	1.3	1.3	1.1	1.3	.8	1.4	.9	1.5	1.1
										ac		ac	
Standard error		.04	.07	.10	.11	.11	.20	.09	.09	.07	.08	.08	.12
Standard deviation		1.03	1.10	.96	.89	.77	.91	.46	1.17	.85	1.00	.81	.88

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 284 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	646	242	120	126	71	37	190	122	129	73	38
Effective base	249	101	50	45	20	11	86	49	42	25	13
Weighted Base	613	262	113	103	50	29	216	111	94	60	35
Very Dissatisfied (-2)	24 4%	19 7%	3 3%	2 2%	- -%	- -%	17 8%	* *%	2 2%	- -%	1 2%
Fairly Dissatisfied (-1)	22 4%	7 3%	1 1%	9 9%	2 3%	- -%	8 4%	2 1%	7 8%	* *%	* *%
Neither Satisfied Nor Dissatisfied (0)	100 16%	47 18%	11 9%	13 13%	11 22%	10 35%	41 19%	16 14%	9 9%	6 10%	8 23%
Fairly Satisfied (1)	218 36%	88 34%	41 36%	46 45%	7 15%	9 31%	75 34%	37 33%	46 49%	15 25%	11 32%
Very Satisfied (2)	249 41%	100 38%	58 51%	32 31%	30 60%	10 34%	76 35%	56 51%	30 32%	39 65%	15 43%
NET: Satisfied	468 76%	189 72%	99 87%	78 76%	37 75%	19 65%	150 69%	93 84%	77 81%	54 90%	26 75%
NET: Dissatisfied	46 8%	26 10%	4 4%	12 11%	2 3%	- -%	25 12%	2 2%	9 10%	* *%	1 2%
Answered	613	262	113	103	50	29	216	111	94	60	35
Mean Score	1.1	.9	1.3	.9	1.3	1.0	.8	1.3	1.0	1.5	1.1
Standard error	.04	.07	.08	.09	.11	.14	.09	.07	.08	.08	.15
Standard deviation	1.03	1.15	.89	1.00	.93	.85	1.17	.81	.96	.69	.90

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 284 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	646	176	108	121	86	41	351	59	130	560	86	562	36
Effective base	249	83	35	46	31	13	137	18	55	215	34	214	13
Weighted Base	613	198	82	99	81	29	317	38	140	535	78	519	39
Very Dissatisfied (-2)	24 4%	16 8%	- -%	4 5%	* 1%	2 8%	17 5%	3 8%	4 3%	21 4%	3 4%	24 5%	* *%
Fairly Dissatisfied (-1)	22 4%	9 5%	* *%	2 2%	* *%	2 6%	4 1%	1 1%	8 6%	20 4%	2 2%	18 3%	2 4%
Neither Satisfied Nor Dissatisfied (0)	100 16%	40 20%	10 13%	13 13%	10 13%	5 16%	48 15%	8 20%	24 17%	86 16%	14 18%	87 17%	5 14%
Fairly Satisfied (1)	218 36%	71 36%	28 35%	38 39%	25 31%	9 31%	120 38%	7 18%	49 35%	196 37%	22 28%	170 33%	22 57%
Very Satisfied (2)	249 41%	61 31%	43 52%	41 42%	45 55%	11 39%	129 41%	20 53%	55 39%	212 40%	37 48%	221 43%	9 24%
NET: Satisfied	468 76%	133 67%	71 87%	80 80%	70 86%	20 70%	249 79%	27 71%	104 74%	408 76%	59 76%	391 75%	31 82%
NET: Dissatisfied	46 8%	25 13%	* *%	6 6%	1 1%	4 13%	20 6%	4 9%	12 9%	41 8%	5 6%	41 8%	2 4%
Answered	613	198	82	99	81	29	317	38	140	535	78	519	39
Mean Score	1.1	.8	1.4	1.1	1.4	.9	1.1	1.1	1.0	1.0	1.1	1.1	1.0
Standard error	.04	.09	.07	.09	.08	.19	.06	.16	.09	.04	.11	.05	.13
Standard deviation	1.03	1.18	.71	1.01	.77	1.23	1.04	1.24	1.02	1.03	1.06	1.07	.76

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 284 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	646	469	89	343	199	570	28	461	97	344	198
Effective base	249	189	25	137	74	217	10	182	32	138	72
Weighted Base	613	454	65	314	184	531	26	445	73	320	177
Very Dissatisfied	(-2) 24 4%	20 4%	1 1%	18 6%	5 3%	24 4%	* *%	20 4%	1 1%	18 6%	5 3%
Fairly Dissatisfied	(-1) 22 4%	13 3%	4 6%	6 2%	7 4%	19 4%	- -%	11 2%	6 8%	6 2%	7 4%
Neither Satisfied Nor Dissatisfied	(0) 100 16%	68 15%	13 20%	55 17%	24 13%	87 16%	5 19%	67 15%	14 19%	55 17%	24 13%
Fairly Satisfied	(1) 218 36%	163 36%	20 31%	106 34%	71 39%	180 34%	12 45%	161 36%	22 30%	110 34%	67 38%
Very Satisfied	(2) 249 41%	190 42%	27 41%	129 41%	76 41%	221 42%	9 36%	186 42%	31 42%	131 41%	74 42%
NET: Satisfied	468 76%	353 78%	47 73%	235 75%	147 80%	401 76%	21 80%	347 78%	53 73%	241 75%	141 80%
NET: Dissatisfied	46 8%	32 7%	5 7%	24 8%	12 7%	43 8%	* *%	31 7%	6 9%	24 8%	12 7%
Answered	613	454	65	314	184	531	26	445	73	320	177
Mean Score	1.1	1.1	1.1	1.0	1.1	1.0	1.2	1.1	1.1	1.0	1.1
Standard error	.04	.05	.10	.06	.07	.04	.14	.05	.10	.06	.07
Standard deviation	1.03	1.03	.98	1.09	.97	1.06	.75	1.03	1.01	1.08	.98

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 284 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	646	402	419	124	1	392	334	110	3	436	275	124	-
Effective base	249	142	173	49	1	141	135	42	3	167	116	49	-
Weighted Base	613	357	398	114	4	365	292	95	4	400	238	111	-
Very Dissatisfied (-2)	24 4%	17 5%	10 3%	2 2%	- -%	14 4%	7 2%	2 2%	1 14%	19 5%	8 4%	2 2%	- -%
Fairly Dissatisfied (-1)	22 4%	14 4%	14 4%	2 1%	- -%	15 4%	6 2%	* %	- -%	12 3%	7 3%	* %	- -%
Neither Satisfied Nor Dissatisfied (0)	100 16%	49 14%	72 18%	16 14%	- -%	48 13%	44 15%	13 14%	2 46%	62 15%	33 14%	9 8%	- -%
Fairly Satisfied (1)	218 36%	125 35%	158 40%	33 29%	- -%	129 35%	109 37%	30 32%	- -%	145 36%	83 35%	40 36%	- -%
Very Satisfied (2)	249 41%	152 43%	144 36%	61 54%	4 100%	159 44%	126 43%	50 53%	2 41%	163 41%	107 45%	59 53%	- -%
NET: Satisfied	468 76%	277 78%	302 76%	93 82%	4 100%	288 79%	235 81%	81 85%	2 41%	308 77%	190 80%	100 90%	- -%
NET: Dissatisfied	46 8%	31 9%	25 6%	4 3%	- -%	29 8%	13 4%	2 2%	1 14%	30 8%	15 6%	2 2%	- -%
Answered	613	357	398	114	4	365	292	95	4	400	238	111	-
Mean Score	1.1	1.1	1.0	1.3	2.0	1.1	1.2	1.3	.5	1.1	1.1	1.4	-
Standard error	.04	.05	.05	.08	-	.05	.05	.08	.91	.05	.06	.07	-
Standard deviation	1.03	1.07	.96	.91	-	1.04	.93	.85	1.58	1.05	1.00	.81	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 284 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	646	524	456	354	449	344	32	213	202	211	75	38
Effective base	249	203	178	141	163	146	10	95	81	79	34	21
Weighted Base	613	507	441	334	414	348	28	209	202	200	69	42
Very Dissatisfied (-2)	24 4%	24 5%	15 3%	14 4%	19 5%	12 3%	* *%	3 1%	7 4%	7 4%	2 2%	2 4%
Fairly Dissatisfied (-1)	22 4%	18 3%	17 4%	5 1%	12 3%	13 4%	- -%	4 2%	4 2%	1 *%	* *%	- -%
Neither Satisfied Nor Dissatisfied (0)	100 16%	87 17%	60 14%	52 16%	67 16%	63 18%	4 14%	36 17%	35 17%	32 16%	10 14%	6 15%
Fairly Satisfied (1)	218 36%	169 33%	159 36%	120 36%	126 30%	132 38%	5 18%	82 39%	71 35%	74 37%	25 37%	19 45%
Very Satisfied (2)	249 41%	210 41%	189 43%	143 43%	190 46%	127 37%	19 68%	84 40%	85 42%	86 43%	32 46%	15 37%
NET: Satisfied	468 76%	379 75%	348 79%	263 79%	315 76%	259 75%	24 86%	165 79%	156 77%	160 80%	57 83%	34 81%
NET: Dissatisfied	46 8%	41 8%	32 7%	19 6%	31 8%	25 7%	* *%	7 3%	11 6%	8 4%	2 2%	2 4%
Answered	613	507	441	334	414	348	28	209	202	200	69	42
Mean Score	1.1	1.0	1.1	1.1	1.1	1.0	1.5	1.1	1.1	1.2	1.2	1.1
Standard error	.04	.05	.05	.05	.05	.05	.13	.06	.07	.07	.10	.15
Standard deviation	1.03	1.07	1.01	1.01	1.07	1.00	.76	.87	1.00	.96	.88	.94

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 284 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		646	123	98	69	35	525	398	583	400	359	373	482	105	-	459	72
Effective base		249	48	33	30	13	202	145	222	153	132	138	189	39	-	169	32
Weighted Base		613	126	79	62	27	492	341	542	372	310	340	460	89	-	407	80
Very Dissatisfied	(-2)	24	-	-	4	*	19	17	19	17	12	18	19	1	-	3	13
		4%	-%	-%	7%	*%	4%	5%	4%	5%	4%	5%	4%	1%	-%	1%	16% a
Fairly Dissatisfied	(-1)	22	5	5	2	*	17	8	17	11	10	10	15	2	-	11	10
		4%	4%	7%	3%	*%	4%	2%	3%	3%	3%	3%	3%	2%	-%	3%	13% a
Neither Satisfied Nor Dissatisfied	(0)	100	18	8	16	1	88	49	90	68	49	50	76	17	-	21	24
		16%	14%	10%	25%	3%	18%	14%	17%	18%	16%	15%	17%	19%	-%	5%	30% a
Fairly Satisfied	(1)	218	44	30	24	5	179	115	196	125	117	111	170	24	-	167	14
		36%	35%	38%	39%	19%	36%	34%	36%	34%	38%	33%	37%	28%	-%	41% b	18%
Very Satisfied	(2)	249	59	36	17	21	189	152	219	151	122	150	178	44	-	205	19
		41%	46%	46%	27%	78% ac	38%	45%	40%	41%	39%	44%	39%	50%	-%	50% b	23%
NET: Satisfied		468	103	67	41	27	368	267	415	276	240	261	349	69	-	372	33
		76%	82%	84%	66%	97% c	75%	78%	77%	74%	77%	77%	76%	78%	-%	91% b	41%
NET: Dissatisfied		46	5	5	6	*	37	25	37	28	21	28	34	2	-	14	23
		8%	4%	7%	9%	*%	7%	7%	7%	7%	7%	8%	7%	3%	-%	3% a	29% a
Answered		613	126	79	62	27	492	341	542	372	310	340	460	89	-	407	80
Mean Score		1.1	1.2	1.2	.8	1.7	1.0	1.1	1.1	1.0	1.1	1.1	1.0	1.2	-	1.4 b	.2
Standard error		.04	.08	.09	.13	.09	.04	.05	.04	.05	.05	.06	.05	.09	-	.04 b	.16
Standard deviation		1.03	.85	.88	1.09	.54	1.03	1.05	1.01	1.06	1.01	1.09	1.03	.89	-	.77	1.37

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 284 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	646	646	-	248	12	192	113	154	347	139	157	210	265
Effective base	249	249	-	91	8	70	50	61	128	58	54	79	113
Weighted Base	613	613	-	228	19	163	135	146	314	145	121	194	287
Very Dissatisfied (-2)	24 4%	24 4%	- -%	8 3%	- -%	1 *%	7 5%	11 7%	10 3%	3 2%	7 6%	5 3%	12 4%
Fairly Dissatisfied (-1)	22 4%	22 4%	- -%	13 6%	- -%	13 8%	* *%	4 2%	7 2%	12 8%	9 8%	6 3%	7 2%
Neither Satisfied Nor Dissatisfied (0)	100 16%	100 16%	- -%	20 9%	6 32%	30 18%	15 11%	15 10%	52 17%	31 21%	17 14%	20 10%	60 21%
Fairly Satisfied (1)	218 36%	218 36%	- -%	97 43%	6 31%	60 37%	62 46%	60 41%	111 35%	47 32%	48 39%	77 40%	90 31%
Very Satisfied (2)	249 41%	249 41%	- -%	89 39%	7 38%	59 36%	50 37%	58 40%	134 43%	52 36%	40 33%	86 44%	118 41%
NET: Satisfied	468 76%	468 76%	- -%	186 82%	13 68%	120 73%	112 83%	118 80%	246 78%	99 68%	87 72%	164 84%	208 72%
NET: Dissatisfied	46 8%	46 8%	- -%	21 9%	- -%	14 8%	7 5%	14 10%	17 5%	15 11%	16 14%	11 6%	19 7%
Answered	613	613	-	228	19	163	135	146	314	145	121	194	287
Mean Score	1.1	1.1	-	1.1	1.1	1.0	1.1	1.0	1.1	.9	.9	1.2	1.0
Standard error	.04	.04	-	.06	.25	.07	.09	.09	.05	.09	.09	.06	.06
Standard deviation	1.03	1.03	-	1.01	.85	.95	.99	1.12	.98	1.05	1.14	.93	1.05

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 284 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		646	360	286
Effective base		249	122	130
Weighted Base		613	327	287
Very Dissatisfied	(-2)	24 4%	7 2%	17 6%
Fairly Dissatisfied	(-1)	22 4%	17 5%	5 2%
Neither Satisfied Nor Dissatisfied	(0)	100 16%	56 17%	44 15%
Fairly Satisfied	(1)	218 36%	103 31%	116 40%
Very Satisfied	(2)	249 41%	145 44%	105 36%
NET: Satisfied		468 76%	247 76%	220 77%
NET: Dissatisfied		46 8%	24 7%	23 8%
Answered		613	327	287
Mean Score		1.1	1.1	1.0
Standard error		.04	.05	.06
Standard deviation		1.03	1.00	1.07

Columns Tested: a,b

Table 284 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

		Month												
		Total base	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%			a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base		646	39	83	61	54	68	31	26	65	34	53	36	96
Effective base		249	12	42	38	17	47	18	7	26	12	8	17	35
Weighted Base		613	15	74	79	12	102	28	3	88	32	20	53	106
Very Dissatisfied	(-2)	24 4%	- -%	4 6%	3 3%	* 2%	3 2%	1 4%	- -%	7 8%	- -%	- -%	1 2%	5 4%
Fairly Dissatisfied	(-1)	22 4%	- -%	1 1%	1 2%	* 2%	2 2%	2 7%	- -%	3 4%	5 14%	1 3%	- -%	8 7%
Neither Satisfied Nor Dissatisfied	(0)	100 16%	4 24%	8 11%	16 20%	1 7%	12 12%	5 17%	* 1%	13 15%	8 24%	9 43%	14 26%	11 10%
Fairly Satisfied	(1)	218 36%	7 47%	33 44%	34 43%	2 19%	47 46%	4 15%	2 56%	38 43%	2 6%	3 17%	18 33%	28 27%
Very Satisfied	(2)	249 41%	5 30%	28 38%	25 32%	9 70%	38 37%	16 57%	1 43%	26 29%	18 56%	8 37%	21 40%	55 52%
NET: Satisfied		468 76%	12 76%	61 82%	59 75%	11 89%	85 83%	20 72%	3 99%	64 72%	20 62%	11 54%	39 73%	83 78%
NET: Dissatisfied		46 8%	- -%	5 7%	4 5%	* 4%	5 4%	3 11%	- -%	11 12%	5 14%	1 3%	1 2%	12 11%
Answered		613	15	74	79	12	102	28	3	88	32	20	53	106
Mean Score		1.1	1.1	1.1	1.0	1.5 ch	1.1	1.1	1.4	.8	1.0	.9	1.1	1.1
Standard error		.04	.12	.11	.12	.12	.11	.21	.13	.14	.20	.13	.15	.12
Standard deviation		1.03	.75	1.04	.95	.88	.89	1.20	.65	1.16	1.18	.97	.90	1.13

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 284 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Quarter				Half		
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023	
Significance Level: 95%		a	b	c	d	a	b	
Unweighted Base	646	183	153	125	185	336	310	
Effective base	249	91	74	40	60	165	99	
Weighted Base	613	168	142	124	179	310	303	
Very Dissatisfied	(-2)	24	7	4	7	5	11	13
		4%	4%	3%	6%	3%	4%	4%
Fairly Dissatisfied	(-1)	22	2	4	8	8	6	16
		4%	1%	3%	6%	5%	2%	5%
Neither Satisfied Nor Dissatisfied	(0)	100	27	18	21	33	45	54
		16%	16%	13%	17%	18%	15%	18%
Fairly Satisfied	(1)	218	74	53	42	49	127	91
		36%	44%	38%	34%	28%	41%	30%
Very Satisfied	(2)	249	58	63	45	83	120	129
		41%	34%	44%	37%	46%	39%	43%
NET: Satisfied		468	132	116	87	133	248	220
		76%	78%	82%	70%	74%	80%	73%
NET: Dissatisfied		46	9	8	15	14	17	29
		8%	5%	6%	12%	8%	6%	10%
Answered		613	168	142	124	179	310	303
Mean Score		1.1	1.0	1.2	.9	1.1	1.1	1.0
Standard error		.04	.07	.08	.10	.08	.05	.06
Standard deviation		1.03	.97	.95	1.16	1.05	.96	1.10

Columns Tested: a,b,c,d - a,b

Table 285

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	566	54	512	361	105	32	68	205
Effective base	213	16	200	192	44	15	39	64
Weighted Base	532	25	507	502	23	4	2	30
Very Dissatisfied (-2)	46 9%	4 18%	42 8%	46 9%	* 2%	* 1%	* 6%	1 2%
Fairly Dissatisfied (-1)	31 6%	2 10%	28 6%	30 6%	1 4%	- -	* 3%	1 4%
Neither Satisfied Nor Dissatisfied (0)	129 24%	7 27%	122 24%	125 25%	4 16%	- -	* 10%	4 13%
Fairly Satisfied (1)	178 33%	8 34%	170 33%	166 33%	9 38%	2 53%	1 32%	12 40%
Very Satisfied (2)	148 28%	3 11%	145 29%	136 27%	9 41%	2 46%	1 49%	12 42%
Don't Know (DO NOT READ OUT)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	326 61%	11 45%	315 62%	302 60%	18 78%	4 99%	2 81%	24 82%
NET: Dissatisfied	77 14%	7 27%	70 14%	75 15%	1 6%	* 1%	* 9%	2 6%
Answered	532	25	507	502	23	4	2	30
Mean Score	.7	.1	.7	.6	1.1	1.4	1.1	1.2
Standard error	.05	.17	.05	.06	.09	.12	.19	.06
Standard deviation	1.19	1.29	1.18	1.20	.96	.68	1.58	.93

Columns Tested:: a,b - a,b,c,d,e

Table 285 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		566	156	150	55	58	79	68	361	105	100
Effective base		213	100	73	23	27	38	39	192	44	29
Weighted Base		532	280	184	38	16	11	2	502	23	6
Very Dissatisfied	(-2)	46 9%	29 11%	15 8%	2 4%	* 2%	* *	* 6%	46 9%	* 2%	* 3%
Fairly Dissatisfied	(-1)	31 6%	23 8%	6 3%	1 2%	1 4%	* 4%	* 3%	30 6%	1 4%	* 1%
Neither Satisfied Nor Dissatisfied	(0)	129 24%	71 25%	44 24%	10 27%	3 19%	1 5%	* 10%	125 25%	4 16%	* 3%
Fairly Satisfied	(1)	178 33%	87 31%	64 34%	16 42%	6 39%	5 43%	1 32%	166 33%	9 38%	3 47%
Very Satisfied	(2)	148 28%	70 25%	56 30%	10 26%	6 37%	5 48%	1 49%	136 27%	9 41%	3 47%
Don't Know (DO NOT READ OUT)		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied		326 61%	157 56%	119 65%	25 68%	12 75%	10 91%	2 81%	302 60%	18 78%	6 93%
NET: Dissatisfied		77 14%	52 19%	21 12%	2 6%	1 6%	* 4%	* 9%	75 15%	1 6%	* 3%
Answered		532	280	184	38	16	11	2	502	23	6
Mean Score		.7	.5	.8	.8	1.0	1.3	1.1	.6	1.1	1.3
Standard error		.05	.10	.09	.13	.13	.09	.19	.06	.09	.09
Standard deviation		1.19	1.24	1.16	.99	.99	.81	1.58	1.20	.96	.88

Columns Tested: a,b,c,d,e,f,g,h,i

Table 285 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	e
Unweighted Base	566	223	138	105	32	68	237	103	48	29	69
Effective base	213	142	71	44	15	39	124	40	15	13	10
Weighted Base	532	412	90	23	4	2	336	90	30	10	14
Very Dissatisfied (-2)	46 9%	40 10%	6 7%	* 2%	* 1%	* 6%	33 10%	4 5%	* 1%	1 7%	* 1%
Fairly Dissatisfied (-1)	31 6%	26 6%	3 3%	1 4%	- -%	* 3%	21 6%	3 4%	1 3%	- -%	1 4%
Neither Satisfied Nor Dissatisfied (0)	129 24%	103 25%	22 24%	4 16%	- -%	* 10%	82 24%	13 14%	8 27%	3 30%	1 8%
Fairly Satisfied (1)	178 33%	135 33%	31 35%	9 38%	2 53%	1 32%	113 34%	35 39%	10 33%	2 16%	7 53%
Very Satisfied (2)	148 28%	107 26%	28 31%	9 41%	2 46%	1 49%	86 26%	34 38%	11 36%	5 47%	5 35%
Don't Know (DO NOT READ OUT)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	326 61%	242 59%	59 66%	18 78%	4 99%	2 81%	199 59%	69 77%	21 69%	7 64%	12 87%
NET: Dissatisfied	77 14%	66 16%	9 10%	1 6%	* 1%	* 9%	55 16%	8 9%	1 4%	1 7%	1 5%
Answered	532	412	90	23	4	2	336	90	30	10	14
Mean Score	.7	.6	.8	1.1	1.4	1.1	.6	1.0	1.0	1.0	1.2
Standard error	.05	.08	.10	.09	.12	.19	.08	.10	.13	.23	.10
Standard deviation	1.19	1.22	1.12	.96	.68	1.58	1.22	1.06	.93	1.23	.83

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 285 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	GOR (QC3)									
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	
		a	b	c	*d	e	f	g	h	*i	
Significance Level: 95%											
Unweighted Base	566	47	36	66	25	51	42	37	41	29	
Effective base	213	26	21	34	11	25	28	19	22	11	
Weighted Base	532	59	41	86	27	60	93	58	57	20	
Very Dissatisfied	(-2)	46 9%	12 19%	1 3%	3 3%	1 4%	5 9%	8 9%	4 8%	9 16%	- -%
Fairly Dissatisfied	(-1)	31 6%	4 7%	2 4%	5 6%	3 11%	3 4%	1 1%	2 4%	6 11%	3 15%
Neither Satisfied Nor Dissatisfied	(0)	129 24%	12 21%	8 20%	32 37%	4 14%	9 16%	28 30%	15 26%	8 13%	6 32%
Fairly Satisfied	(1)	178 33%	20 34%	13 32%	25 29%	10 37%	27 45%	31 34%	23 39%	16 28%	4 19%
Very Satisfied	(2)	148 28%	11 19%	16 41%	21 24%	9 34%	16 27%	24 26%	14 23%	18 32%	7 34%
Don't Know (DO NOT READ OUT)		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied		326 61%	31 52%	29 72%	46 53%	19 71%	42 71%	55 59%	36 62%	34 60%	10 53%
NET: Dissatisfied		77 14%	16 27%	3 7%	8 9%	4 15%	8 13%	10 11%	7 11%	15 26%	3 15%
Answered		532	59	41	86	27	60	93	58	57	20
Mean Score		.7	.3	1.0 a	.6	.9	.8	.7	.7	.5	.7
Standard error		.05	.20	.17	.13	.23	.16	.18	.18	.23	.21
Standard deviation		1.19	1.38	1.05	1.02	1.14	1.16	1.15	1.12	1.44	1.12

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 285 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		a	b	c	d	e	f	g	h	
Significance Level: 95%										
Unweighted Base		566	105	124	145	374	192	68	67	57
Effective base		213	46	68	80	190	74	27	29	23
Weighted Base		532	106	157	237	500	32	14	13	6
Very Dissatisfied	(-2)	46 9%	6 6%	22 14%	16 7%	44 9%	3 8%	2 14%	* 4%	* 3%
Fairly Dissatisfied	(-1)	31 6%	9 8%	12 8%	9 4%	29 6%	2 5%	* 4%	1 6%	* 5%
Neither Satisfied Nor Dissatisfied	(0)	129 24%	19 18%	28 18%	75 32%	123 25%	6 19%	2 18%	3 25%	* 5%
Fairly Satisfied	(1)	178 33%	40 38%	49 31%	79 33%	168 34%	10 32%	4 26%	5 37%	2 35%
Very Satisfied	(2)	148 28%	32 30%	46 29%	58 25%	136 27%	12 37%	5 38%	4 29%	3 52%
Don't Know (DO NOT READ OUT)		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied		326 61%	72 68%	95 60%	137 58%	304 61%	22 69%	9 64%	8 65%	5 87%
NET: Dissatisfied		77 14%	15 14%	34 22%	24 10%	73 15%	4 13%	2 18%	1 10%	* 8%
Answered		532	106	157	237	500	32	14	13	6
Mean Score		.7	.8	.5	.7	.6	.8	.7	.8	1.3
Standard error		.05	.11	.12	.09	.06	.09	.17	.13	.14
Standard deviation		1.19	1.14	1.35	1.09	1.19	1.22	1.42	1.08	1.07

Columns Tested: a,b,c,d,e,f,g,h

Table 285 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

		Industry								
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	*h	i
Unweighted Base	566	24	50	8	58	65	148	18	27	225
Effective base	213	11	14	4	17	31	64	5	7	83
Weighted Base	532	15	37	10	47	90	133	14	19	213
Very Dissatisfied	(-2) 46 9%	* *%	1 2%	- -%	1 2%	10 12%	8 6%	6 39%	3 14%	19 9%
Fairly Dissatisfied	(-1) 31 6%	* 1%	4 11%	- -%	4 9%	3 3%	10 8%	* 1%	2 13%	10 5%
Neither Satisfied Nor Dissatisfied	(0) 129 24%	* 1%	4 10%	3 34%	7 15%	30 33%	31 23%	1 4%	* 2%	60 28%
Fairly Satisfied	(1) 178 33%	6 39%	14 37%	4 42%	18 38%	26 29%	50 38%	5 36%	1 5%	73 34%
Very Satisfied	(2) 148 28%	9 60%	15 40%	2 24%	17 37%	21 24%	33 25%	3 21%	12 66%	52 24%
Don't Know (DO NOT READ OUT)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	326 61%	15 98%	28 77%	7 66%	35 75%	47 52%	83 63%	8 57%	13 71%	124 58%
NET: Dissatisfied	77 14%	* 1%	5 13%	- -%	5 10%	14 15%	19 14%	6 39%	5 27%	29 14%
Answered	532	15	37	10	47	90	133	14	19	213
Mean Score	.7	1.6	1.0	.9	1.0	.5	.7	*	1.0	.6
Standard error	.05	.12	.15	.28	.13	.15	.09	.41	.31	.08
Standard deviation	1.19	.61	1.08	.80	1.02	1.23	1.12	1.72	1.62	1.16

Columns Tested: a,b,c,d,e,f,g,h,i

Table 285 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	566	147	148	271	513	53	-	454	112	553	13
Effective base	213	57	64	95	189	26	-	187	28	208	6
Weighted Base	532	152	133	247	453	79	-	480	51	520	11
Very Dissatisfied (-2)	46 9%	11 7%	8 6%	27 11%	34 7%	12 16%	- -%	46 10%	1 1%	46 9%	* 1%
Fairly Dissatisfied (-1)	31 6%	7 5%	10 8%	13 5%	28 6%	2 3%	- -%	28 6%	2 4%	30 6%	* 1%
Neither Satisfied Nor Dissatisfied (0)	129 24%	37 24%	31 23%	61 25%	112 25%	17 22%	- -%	118 25%	11 22%	121 23%	7 65%
Fairly Satisfied (1)	178 33%	49 33%	50 38%	79 32%	145 32%	33 42%	- -%	159 33%	19 38%	176 34%	2 20%
Very Satisfied (2)	148 28%	47 31%	33 25%	68 27%	134 30%	13 17%	- -%	130 27%	18 35%	147 28%	1 12%
Don't Know (DO NOT READ OUT)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	326 61%	97 64%	83 63%	146 59%	279 62%	47 59%	- -%	288 60%	37 73%	322 62%	4 32%
NET: Dissatisfied	77 14%	19 12%	19 14%	40 16%	62 14%	15 19%	- -%	74 15%	3 6%	77 15%	* 3%
Answered	532	152	133	247	453	79	-	480	51	520	11
Mean Score	.7	.8	.7	.6	.7	.4	-	.6	1.0	.7	.4
Standard error	.05	.10	.09	.08	.05	.17	-	.06	.09	.05	.22
Standard deviation	1.19	1.17	1.12	1.25	1.17	1.27	-	1.21	.93	1.20	.80

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 285 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	566	235	167	159
Effective base	213	98	57	59
Weighted Base	532	243	124	159
Very Dissatisfied (-2)	46 9%	29 12%	1 1%	12 7%
Fairly Dissatisfied (-1)	31 6%	15 6%	3 2%	13 8%
Neither Satisfied Nor Dissatisfied (0)	129 24%	66 27%	35 28%	28 18%
Fairly Satisfied (1)	178 33%	78 32%	47 38%	52 33%
Very Satisfied (2)	148 28%	55 23%	38 31%	54 34%
Don't Know (DO NOT READ OUT)	- -%	- -%	- -%	- -%
NET: Satisfied	326 61%	133 55%	85 69%	107 67%
NET: Dissatisfied	77 14%	44 18%	4 3%	25 15%
Answered	532	243	124	159
Mean Score	.7	.5	1.0	.8
Standard error	.05	.08	.07	.10
Standard deviation	1.19	1.25	.87	1.21

Columns Tested: a,b,c

Table 285 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

		Annual postal spend											
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+	
		a	b	c	*d	*e	*f	*g	*h	i	j	k	
Significance Level: 95%													
Unweighted Base	566	335	125	40	17	25	14	3	7	460	106	66	
Effective base	213	149	38	11	6	7	3	2	1	187	26	15	
Weighted Base	532	377	84	30	5	19	11	*	5	461	71	40	
Very Dissatisfied	(-2)	46	39	7	-	*	*	*	-	-	46	*	*
		9%	10%	9%	-%	2%	*%	1%	-%	-%	10%	*%	1%
Fairly Dissatisfied	(-1)	31	25	6	*	-	*	-	-	-	30	*	*
		6%	7%	7%	1%	-%	*%	-%	-%	-%	7%	*%	*%
Neither Satisfied Nor Dissatisfied	(0)	129	95	25	6	*	2	*	-	-	120	9	2
		24%	25%	30%	21%	1%	12%	*%	-%	-%	26%	12%	6%
Fairly Satisfied	(1)	178	136	18	9	1	*	9	*	5	154	24	15
		33%	36%	21%	30%	29%	1%	76%	16%	90%	33%	34%	37%
Very Satisfied	(2)	148	82	28	15	3	16	3	*	1	111	37	23
		28%	22%	33%	48%	68%	87%	23%	84%	10%	24%	53%	57%
				a							ai	ai	
Don't Know (DO NOT READ OUT)		-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		326	218	46	24	5	16	11	*	5	265	61	38
		61%	58%	55%	78%	97%	88%	99%	100%	100%	57%	87%	94%
											abi	abi	
NET: Dissatisfied		77	63	13	*	*	*	*	-	-	76	1	*
		14%	17%	16%	1%	2%	*%	1%	-%	-%	17%	1%	1%
			j	j							j		
Answered		532	377	84	30	5	19	11	*	5	461	71	40
Mean Score		.7	.5	.6	1.3	1.6	1.7	1.2	1.8	1.1	.5	1.4	1.5
				a							abi	abi	
Standard error		.05	.07	.11	.13	.20	.14	.14	-	.13	.06	.07	.08
Standard deviation		1.19	1.20	1.26	.83	.83	.70	.54	-	.34	1.21	.75	.68

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 285 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	566	134	201	231	519	494	536	492	369	337	48	272	43	56	35	52	30
Effective base	213	69	81	64	189	183	200	184	139	114	25	117	10	18	10	13	10
Weighted Base	532	190	187	155	473	456	497	447	355	291	58	306	18	38	26	34	17
Very Dissatisfied (-2)	46 9%	23 12%	16 8%	8 5%	42 9%	39 9%	45 9%	43 10%	25 7%	16 6%	8 13%	33 11%	* *%	1 4%	1 3%	2 6%	* 1%
Fairly Dissatisfied (-1)	31 6%	8 4%	16 9%	6 4%	25 5%	27 6%	27 5%	28 6%	22 6%	8 3%	2 3%	14 5%	6 32%	5 13%	- -%	* *%	- -%
Neither Satisfied Nor Dissatisfied (0)	129 24%	61 32%	34 18%	34 22%	118 25%	109 24%	122 25%	97 22%	75 21%	64 22%	17 30%	87 29%	3 15%	3 8%	3 10%	6 17%	3 16%
Fairly Satisfied (1)	178 33%	67 35%	69 37%	42 27%	152 32%	140 31%	158 32%	143 32%	113 32%	98 34%	23 40%	99 32%	7 35%	14 38%	8 30%	3 10%	5 27%
Very Satisfied (2)	148 28%	30 16%	52 28%	66 42%	137 29%	142 31%	145 29%	137 31%	121 34%	105 36%	8 14%	72 24%	3 17%	14 37%	15 57%	23 66%	9 56%
Don't Know (DO NOT READ OUT)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	326 61%	97 51%	121 65%	107 69%	289 61%	282 62%	303 61%	280 63%	233 66%	203 70%	31 54%	171 56%	10 53%	28 75%	23 87%	26 76%	14 83%
NET: Dissatisfied	77 14%	32 17%	32 17%	14 9%	67 14%	66 14%	72 15%	70 16%	47 13%	24 8%	9 16%	47 16%	6 32%	6 17%	1 3%	2 7%	* 1%
Answered	532	190	187	155	473	456	497	447	355	291	58	306	18	38	26	34	17
Mean Score	.7	.4	.7	1.0 a	.7	.7	.7	.7	.8	.9	.4	.5	.4	.9	1.4 abc	1.3 ab	1.4 abc
Standard error	.05	.10	.09	.07	.05	.05	.05	.06	.06	.06	.17	.07	.17	.15	.16	.16	.16
Standard deviation	1.19	1.18	1.21	1.12	1.20	1.21	1.21	1.24	1.18	1.09	1.18	1.21	1.14	1.15	.92	1.18	.86

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 285 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	e	*f	*g
Unweighted Base	566	320	51	45	38	22	28	15	240	105	48	34	30	21	16
Effective base	213	137	14	16	13	5	7	3	108	35	12	14	7	8	8
Weighted Base	532	344	41	39	11	13	19	7	275	93	16	24	26	11	10
Very Dissatisfied (-2)	46 9%	33 10%	6 15%	1 4%	- -%	1 7%	- -%	* 1%	31 11%	4 4%	1 8%	- -%	- -%	2 20%	* 2%
Fairly Dissatisfied (-1)	31 6%	19 6%	6 15%	- -%	- -%	- -%	- -%	- -%	16 6%	6 6%	* 2%	5 21%	- -%	* 1%	- -%
Neither Satisfied Nor Dissatisfied (0)	129 24%	94 27%	10 23%	7 18%	1 6%	* 1%	5 24%	2 26%	73 26%	28 30%	1 5%	2 10%	1 3%	1 12%	3 25%
Fairly Satisfied (1)	178 33%	123 36%	9 22%	9 24%	3 29%	1 10%	2 11%	4 52%	91 33%	23 24%	8 51%	11 45%	6 23%	* 5%	1 8%
Very Satisfied (2)	148 28%	75 22%	10 24%	21 54%	7 65%	11 82%	12 65%	1 20%	64 23%	33 35%	6 34%	6 24%	20 74%	7 62%	7 65%
Don't Know (DO NOT READ OUT)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	326 61%	198 58%	19 46%	30 78%	10 94%	12 92%	15 76%	5 72%	155 56%	56 60%	14 85%	17 69%	26 97%	7 67%	7 73%
NET: Dissatisfied	77 14%	52 15%	13 31%	1 4%	- -%	1 7%	- -%	* 1%	47 17%	10 10%	2 10%	5 21%	- -%	2 21%	* 2%
Answered	532	344	41	39	11	13	19	7	275	93	16	24	26	11	10
Mean Score	.7	.5	.2	1.2	1.6	1.6	1.4	.9	.5	.8	1.0	.7	1.7	.9	1.3
Standard error	.05	.07	.19	.15	.10	.23	.17	.21	.08	.11	.16	.18	.09	.37	.26
Standard deviation	1.19	1.17	1.39	1.02	.63	1.07	.87	.81	1.23	1.11	1.14	1.07	.52	1.69	1.04

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 285 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	566	220	84	67	43	21	27	30	127	127	139	89	53
Effective base	213	98	32	19	14	7	7	11	56	53	47	28	16
Weighted Base	532	233	85	47	20	16	17	28	149	126	109	68	45
Very Dissatisfied (-2)	46 9%	29 12%	10 11%	2 4%	* 1%	- -%	* 1%	2 8%	25 17%	11 9%	8 8%	1 1%	1 2%
Fairly Dissatisfied (-1)	31 6%	18 8%	8 10%	* *%	1 6%	* 1%	* 1%	- -%	2 2%	12 10%	6 6%	5 7%	2 4%
Neither Satisfied Nor Dissatisfied (0)	129 24%	61 26%	9 10%	10 21%	2 11%	8 49%	4 23%	3 10%	43 29%	27 21%	29 27%	11 17%	12 27%
Fairly Satisfied (1)	178 33%	78 34%	28 33%	19 40%	5 26%	1 4%	6 34%	6 20%	49 33%	37 29%	32 29%	22 32%	19 42%
Very Satisfied (2)	148 28%	47 20%	31 36%	16 34%	11 56%	8 47%	7 41%	17 62%	31 21%	39 31%	33 31%	29 43%	11 25%
Don't Know (DO NOT READ OUT)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	326 61%	125 54%	58 69%	35 74%	17 82%	8 51%	13 75%	23 82%	80 53%	76 60%	65 60%	51 75%	30 67%
NET: Dissatisfied	77 14%	47 20%	18 21%	2 4%	1 7%	* 1%	* 1%	2 8%	27 18%	23 18%	15 13%	5 8%	2 5%
Answered	532	233	85	47	20	16	17	28	149	126	109	68	45
Mean Score	.7	.4	.7	1.0	1.3	1.0	1.1	1.3	.4	.6	.7	1.1	.9
Standard error	.05	.08	.15	.12	.15	.22	.17	.22	.12	.11	.10	.10	.12
Standard deviation	1.19	1.24	1.35	.98	.98	1.02	.87	1.19	1.30	1.26	1.18	.99	.91

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 285 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	566	201	104	111	64	37	151	112	117	70	38
Effective base	213	81	43	37	19	11	67	45	35	24	12
Weighted Base	532	211	98	87	48	29	172	109	80	59	34
Very Dissatisfied (-2)	46 9%	24 12%	11 11%	5 6%	1 2%	* *%	26 15%	7 6%	6 7%	- -%	1 2%
Fairly Dissatisfied (-1)	31 6%	6 3%	10 10%	8 9%	1 2%	- -%	6 3%	8 8%	6 8%	5 8%	2 5%
Neither Satisfied Nor Dissatisfied (0)	129 24%	55 26%	17 18%	26 30%	10 20%	10 35%	47 27%	27 25%	17 21%	9 16%	8 23%
Fairly Satisfied (1)	178 33%	74 35%	31 32%	26 30%	12 25%	9 32%	59 34%	26 24%	19 24%	22 37%	13 38%
Very Satisfied (2)	148 28%	52 25%	29 29%	22 25%	25 52%	9 32%	36 21%	40 37%	31 40%	23 39%	11 32%
Don't Know (DO NOT READ OUT)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	326 61%	125 59%	60 61%	47 55%	37 77%	19 64%	94 55%	66 61%	51 64%	45 77%	24 70%
NET: Dissatisfied	77 14%	31 15%	21 21%	13 16%	2 3%	* *%	32 18%	15 14%	12 15%	5 8%	2 7%
Answered	532	211	98	87	48	29	172	109	80	59	34
Mean Score	.7	.6	.6	.6	1.2 abc	1.0	.4	.8	.8	1.1 a	.9
Standard error	.05	.09	.13	.11	.12	.14	.10	.11	.11	.11	.16
Standard deviation	1.19	1.22	1.31	1.15	.94	.86	1.28	1.21	1.24	.93	.97

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 285 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
Total base		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	566	146	98	112	82	43	330	58	102	492	74	485	34
Effective base	213	68	29	41	29	13	123	18	43	186	27	178	12
Weighted Base	532	168	69	94	75	29	289	39	117	467	65	438	36
Very Dissatisfied	(-2)	46	27	6	7	*	24	4	15	44	3	42	*
		9%	16%	9%	7%	%	8%	10%	13%	9%	4%	9%	%
			d										
Fairly Dissatisfied	(-1)	31	8	7	6	*	21	2	5	27	4	25	1
		6%	5%	10%	6%	8%	7%	4%	4%	6%	6%	6%	1%
Neither Satisfied Nor Dissatisfied	(0)	129	48	11	13	19	53	7	37	120	9	113	5
		24%	29%	16%	13%	25%	18%	18%	32%	26%	14%	26%	13%
Fairly Satisfied	(1)	178	51	17	33	19	94	6	42	154	24	136	15
		33%	31%	24%	35%	25%	32%	14%	36%	33%	37%	31%	43%
						abd							
Very Satisfied	(2)	148	33	29	36	31	97	21	19	123	25	122	15
		28%	20%	41%	38%	42%	34%	54%	16%	26%	38%	28%	42%
				ae	ae	ae	c	c					
Don't Know (DO NOT READ OUT)		-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		326	84	45	69	50	191	27	60	277	49	258	30
		61%	50%	65%	73%	66%	66%	68%	51%	59%	75%	59%	85%
					a								
NET: Dissatisfied		77	36	13	13	6	45	6	20	70	7	66	1
		14%	21%	19%	14%	8%	16%	14%	17%	15%	10%	15%	2%
Answered		532	168	69	94	75	289	39	117	467	65	438	36
Mean Score		.7	.3	.8	.9	1.0	.8	1.0	.4	.6	1.0	.6	1.3
					a	a							
Standard error		.05	.11	.13	.11	.15	.07	.18	.12	.05	.13	.06	.13
Standard deviation		1.19	1.30	1.33	1.20	.96	1.22	1.35	1.19	1.20	1.08	1.22	.75

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 285 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b	
Unweighted Base	566	402	92	316	176	494	25	397	97	320	172	
Effective base	213	159	25	123	61	181	9	154	29	125	59	
Weighted Base	532	391	65	290	157	450	23	389	67	297	150	
Very Dissatisfied	(-2)	46 9%	35 9%	4 6%	32 11%	11 7%	42 9%	* *%	35 9%	4 6%	32 11%	11 7%
Fairly Dissatisfied	(-1)	31 6%	26 7%	1 1%	21 7%	7 4%	25 5%	1 2%	26 7%	1 1%	21 7%	7 5%
Neither Satisfied Nor Dissatisfied	(0)	129 24%	89 23%	19 30%	69 24%	27 17%	111 25%	7 29%	91 23%	17 26%	67 23%	30 20%
Fairly Satisfied	(1)	178 33%	119 30%	21 32%	73 25%	70 44%	145 32%	7 30%	123 31%	17 26%	79 27%	63 42%
Very Satisfied	(2)	148 28%	122 31%	20 31%	95 33%	42 27%	128 28%	9 39%	115 29%	27 41%	98 33%	39 26%
Don't Know (DO NOT READ OUT)		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied		326 61%	241 62%	41 63%	169 58%	112 71%	273 61%	16 69%	237 61%	44 67%	178 60%	102 68%
NET: Dissatisfied		77 14%	61 16%	5 7%	53 18%	18 11%	66 15%	1 2%	61 16%	5 7%	53 18%	18 12%
Answered		532	391	65	290	157	450	23	389	67	297	150
Mean Score		.7	.7	.8	.6	.8	.7	1.1	.7	.9	.6	.8
Standard error		.05	.06	.11	.07	.08	.05	.18	.06	.12	.07	.09
Standard deviation		1.19	1.23	1.10	1.30	1.10	1.21	.90	1.22	1.14	1.30	1.12

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 285 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	566	373	346	113	1	363	283	102	3	399	248	114	-
Effective base	213	127	139	44	1	128	111	37	3	147	100	42	-
Weighted Base	532	327	319	109	4	335	252	86	4	363	216	104	-
Very Dissatisfied (-2)	46 9%	24 7%	25 8%	2 2%	- -%	20 6%	26 10%	3 3%	1 14%	29 8%	24 11%	3 3%	- -%
Fairly Dissatisfied (-1)	31 6%	21 6%	17 5%	5 5%	- -%	19 6%	17 7%	3 4%	- -%	25 7%	14 7%	2 2%	- -%
Neither Satisfied Nor Dissatisfied (0)	129 24%	62 19%	103 32%	28 26%	- -%	72 21%	64 25%	19 22%	2 46%	77 21%	46 21%	21 20%	- -%
Fairly Satisfied (1)	178 33%	117 36%	100 31%	34 31%	- -%	107 32%	73 29%	28 33%	- -%	126 35%	61 28%	30 29%	- -%
Very Satisfied (2)	148 28%	104 32%	73 23%	40 37%	4 100%	116 35%	72 29%	32 38%	2 41%	106 29%	71 33%	48 46%	- -%
Don't Know (DO NOT READ OUT)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	326 61%	221 68%	174 54%	73 68%	4 100%	223 67%	145 57%	61 71%	2 41%	232 64%	132 61%	78 75%	- -%
NET: Dissatisfied	77 14%	44 14%	42 13%	7 6%	- -%	40 12%	43 17%	6 7%	1 14%	54 15%	38 17%	5 5%	- -%
Answered	532	327	319	109	4	335	252	86	4	363	216	104	-
Mean Score	.7	.8	.6	1.0 b	2.0	.8	.6	1.0	.5	.7	.7	1.1 ab	-
Standard error	.05	.06	.06	.09	-	.06	.07	.10	.91	.06	.08	.09	-
Standard deviation	1.19	1.17	1.14	.98	-	1.15	1.26	1.01	1.58	1.19	1.30	.99	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 285 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	566	442	396	319	391	293	34	192	173	192	70	36
Effective base	213	166	149	124	139	120	10	81	68	71	30	18
Weighted Base	532	424	379	302	357	284	28	190	177	181	66	41
Very Dissatisfied (-2)	46 9%	41 10%	31 8%	30 10%	34 10%	29 10%	* *%	14 7%	16 9%	17 9%	2 3%	2 4%
Fairly Dissatisfied (-1)	31 6%	23 6%	19 5%	22 7%	16 4%	19 7%	* *%	14 7%	15 8%	11 6%	5 7%	2 5%
Neither Satisfied Nor Dissatisfied (0)	129 24%	113 27%	94 25%	69 23%	83 23%	74 26%	5 19%	61 32%	41 23%	37 21%	13 19%	11 28%
Fairly Satisfied (1)	178 33%	132 31%	119 31%	93 31%	113 32%	86 30%	4 16%	49 26%	53 30%	62 34%	19 28%	8 20%
Very Satisfied (2)	148 28%	115 27%	116 31%	89 29%	111 31%	76 27%	18 65% ab	51 27%	53 30%	54 30%	28 43%	17 43%
Don't Know (DO NOT READ OUT)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	326 61%	247 58%	235 62%	181 60%	224 63%	162 57%	23 80%	100 53%	106 60%	116 64%	46 71%	26 63%
NET: Dissatisfied	77 14%	64 15%	50 13%	52 17%	50 14%	48 17%	* *%	28 15%	30 17%	28 15%	6 10%	4 9%
Answered	532	424	379	302	357	284	28	190	177	181	66	41
Mean Score	.7	.6	.7	.6	.7	.6	1.4 b	.6	.6	.7	1.0	.9
Standard error	.05	.06	.06	.07	.06	.07	.14	.08	.09	.09	.13	.19
Standard deviation	1.19	1.21	1.19	1.25	1.22	1.24	.84	1.17	1.24	1.22	1.08	1.14

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 285 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
Total base		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		566	111	97	67	36	452	343	507	346	300	344	405	95	-	404	66
Effective base		213	42	31	27	12	171	124	189	131	106	125	156	33	-	143	28
Weighted Base		532	109	75	57	26	420	304	469	327	260	310	388	79	-	354	73
Very Dissatisfied	(-2)	46	6	*	8	*	36	32	36	33	27	25	36	3	-	8	29
		9%	6%	*%	13%	*%	9%	10%	8%	10%	10%	8%	9%	4%	-%	2%	40%
				b												a	
Fairly Dissatisfied	(-1)	31	12	*	3	*	23	16	24	15	17	11	23	3	-	13	14
		6%	11%	*%	4%	*%	6%	5%	5%	5%	7%	4%	6%	4%	-%	4%	19%
				b												a	
Neither Satisfied Nor Dissatisfied	(0)	129	30	6	14	4	117	74	123	78	72	63	110	25	-	61	13
		24%	28%	8%	24%	15%	28%	24%	26%	24%	28%	20%	28%	31%	-%	17%	17%
			b														
Fairly Satisfied	(1)	178	29	41	23	9	133	90	157	108	84	104	129	22	-	140	13
		33%	27%	55%	40%	34%	32%	30%	33%	33%	32%	34%	33%	28%	-%	39%	18%
				a												b	
Very Satisfied	(2)	148	31	27	11	13	110	92	130	93	61	107	90	26	-	132	4
		28%	28%	36%	19%	51%	26%	30%	28%	29%	23%	35%	23%	33%	-%	37%	5%
					c							b				b	
Don't Know (DO NOT READ OUT)		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		326	59	69	34	22	244	182	286	201	145	211	218	49	-	272	17
		61%	55%	91%	58%	85%	58%	60%	61%	62%	56%	68%	56%	61%	-%	77%	24%
				ac								b				b	
NET: Dissatisfied		77	19	*	10	*	60	48	60	48	44	36	59	6	-	22	43
		14%	17%	1%	17%	1%	14%	16%	13%	15%	17%	12%	15%	7%	-%	6%	59%
			b		b											a	
Answered Mean Score		532	109	75	57	26	420	304	469	327	260	310	388	79	-	354	73
		.7	.6	1.3	.5	1.4	.6	.6	.7	.7	.5	.8	.5	.8	-	1.1	-.7
				ac								b				b	
Standard error		.05	.11	.07	.15	.13	.06	.07	.05	.07	.07	.06	.06	.11	-	.05	.16
Standard deviation		1.19	1.18	.65	1.23	.77	1.18	1.25	1.16	1.22	1.21	1.18	1.18	1.05	-	.95	1.31

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 285 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	566	566	-	224	11	179	97	152	305	103	147	195	212
Effective base	213	213	-	80	6	61	42	58	109	43	48	70	93
Weighted Base	532	532	-	203	17	147	118	143	268	113	106	171	243
Very Dissatisfied (-2)	46 9%	46 9%	- -%	10 5%	1 5%	7 5%	9 8%	14 10%	17 6%	15 13%	15 14%	10 6%	21 9%
Fairly Dissatisfied (-1)	31 6%	31 6%	- -%	10 5%	3 20%	2 1%	12 10%	12 9%	11 4%	7 6%	4 4%	9 5%	18 7%
Neither Satisfied Nor Dissatisfied (0)	129 24%	129 24%	- -%	35 17%	2 11%	38 26%	19 16%	27 19%	73 27%	28 24%	21 20%	37 22%	68 28%
Fairly Satisfied (1)	178 33%	178 33%	- -%	91 45%	7 42%	54 37%	53 44%	42 29%	91 34%	45 40%	37 35%	63 37%	75 31%
Very Satisfied (2)	148 28%	148 28%	- -%	56 28%	4 22%	45 31%	25 22%	48 34%	76 28%	19 17%	29 27%	51 30%	61 25%
Don't Know (DO NOT READ OUT)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	326 61%	326 61%	- -%	148 73%	11 64%	99 68%	78 66%	90 63%	167 62%	64 56%	66 62%	114 67%	136 56%
NET: Dissatisfied	77 14%	77 14%	- -%	20 10%	4 25%	10 6%	21 18%	27 19%	28 11%	22 20%	19 18%	19 11%	39 16%
Answered	532	532	-	203	17	147	118	143	268	113	106	171	243
Mean Score	.7	.7	-	.9	.6	.9	.6	.7	.7	.4	.6	.8	.6
Standard error	.05	.05	-	.07	.37	.08	.12	.11	.06	.12	.11	.08	.08
Standard deviation	1.19	1.19	-	1.04	1.21	1.04	1.16	1.30	1.11	1.23	1.32	1.11	1.19

Columns Tested.: a,b - a,b - a,b - a,b,c - a,b,c

Table 285 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		566	318	248
Effective base		213	107	108
Weighted Base		532	289	242
Very Dissatisfied	(-2)	46 9%	19 6%	28 11%
Fairly Dissatisfied	(-1)	31 6%	19 7%	12 5%
Neither Satisfied Nor Dissatisfied	(0)	129 24%	65 22%	64 26%
Fairly Satisfied	(1)	178 33%	107 37%	70 29%
Very Satisfied	(2)	148 28%	79 27%	69 28%
Don't Know (DO NOT READ OUT)		- -%	- -%	- -%
NET: Satisfied		326 61%	187 65%	139 57%
NET: Dissatisfied		77 14%	38 13%	40 16%
Answered		532	289	242
Mean Score		.7	.7	.6
Standard error		.05	.06	.08
Standard deviation		1.19	1.13	1.27

Columns Tested: a,b

Table 285 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	*f	*g	h	i	j	k	l
Unweighted Base	566	33	72	50	44	60	27	24	55	32	49	31	89
Effective base	213	11	33	32	14	41	15	6	23	12	7	15	31
Weighted Base	532	14	57	66	10	89	22	3	74	32	19	47	98
Very Dissatisfied (-2)	46 9%	* 1%	4 8%	6 9%	* 3%	12 13%	4 18%	* 1%	9 12%	* *	* *	5 10%	7 7%
Fairly Dissatisfied (-1)	31 6%	- -%	4 8%	7 11%	* 2%	6 6%	2 9%	* 12%	3 4%	1 2%	* 3%	6 12%	1 1%
Neither Satisfied Nor Dissatisfied (0)	129 24%	7 46%	19 33%	11 17%	1 5%	21 24%	4 17%	1 20%	16 22%	7 20%	9 48%	16 33%	19 19%
Fairly Satisfied (1)	178 33%	2 15%	21 37%	26 39%	4 39%	24 26%	4 18%	1 27%	26 35%	17 54%	2 11%	15 33%	36 36%
Very Satisfied (2)	148 28%	5 38%	8 14%	17 25%	5 50%	27 30%	8 38%	1 40%	20 26%	8 23%	7 38%	6 12%	36 37%
Don't Know (DO NOT READ OUT)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	326 61%	8 53%	29 51%	42 64%	9 90%	51 57%	12 56%	2 67%	46 62%	25 77%	9 49%	21 45%	72 73%
NET: Dissatisfied	77 14%	* 1%	9 15%	13 19%	1 5%	17 19%	6 27%	* 13%	12 16%	1 3%	1 3%	10 22%	8 8%
Answered	532	14	57	66	10	89	22	3	74	32	19	47	98
Mean Score	.7	.9	.4	.6	1.3	.5	.5	.9	.6	1.0	.8	.3	1.0
Standard error	.05	.17	.13	.17	.14	.17	.30	.29	.17	.13	.14	.20	.12
Standard deviation	1.19	.99	1.09	1.22	.94	1.33	1.54	1.40	1.27	.76	1.01	1.14	1.10

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 285 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	566	155	131	111	169	286	280
Effective base	213	75	63	36	53	137	89
Weighted Base	532	137	121	109	164	259	273
Very Dissatisfied	(-2) 46 9%	10 7%	16 13%	9 8%	11 7%	26 10%	20 7%
Fairly Dissatisfied	(-1) 31 6%	11 8%	8 7%	4 4%	7 4%	19 7%	11 4%
Neither Satisfied Nor Dissatisfied	(0) 129 24%	36 27%	26 21%	23 21%	43 26%	62 24%	67 24%
Fairly Satisfied	(1) 178 33%	49 36%	32 26%	44 41%	53 32%	81 31%	97 36%
Very Satisfied	(2) 148 28%	30 22%	40 33%	28 26%	49 30%	71 27%	77 28%
Don't Know (DO NOT READ OUT)	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	326 61%	79 58%	72 59%	72 66%	103 62%	151 58%	175 64%
NET: Dissatisfied	77 14%	22 16%	24 19%	13 12%	18 11%	45 18%	32 12%
Answered	532	137	121	109	164	259	273
Mean Score	.7	.6	.6	.7	.7	.6	.7
Standard error	.05	.09	.12	.11	.09	.07	.07
Standard deviation	1.19	1.15	1.35	1.14	1.14	1.24	1.14

Columns Tested:: a,b,c,d - a,b

Table 286

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects (excluding Have not Contacted / Not Applicable): SUMMARY TABLE

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

		Aspects		
		Professionalism and handling of any query / complaint	The staff being polite and courteous	The outcome of any complaint
		a	b	c
Significance Level: 95%				
Unweighted Base		585	646	566
Effective base		216	249	213
Weighted Base		534	613	532
Very Dissatisfied	(-2)	49	24	46
		9%	4%	9%
		b		b
Fairly Dissatisfied	(-1)	74	22	31
		14%	4%	6%
		bc		
Neither Satisfied Nor Dissatisfied	(0)	96	100	129
		18%	16%	24%
				b
Fairly Satisfied	(1)	167	218	178
		31%	36%	33%
Very Satisfied	(2)	148	249	148
		28%	41%	28%
			ac	
NET: Satisfied		315	468	326
		59%	76%	61%
			ac	
NET: Dissatisfied		123	46	77
		23%	8%	14%
		bc		b
Answered		534	613	532
Mean Score		.5	1.1	.7
			ac	
Standard error		.05	.04	.05
Standard deviation		1.28	1.03	1.19

Columns Tested: a,b,c

Table 287

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

	Total base	Method		Business Size 1					
		CATI	CAWI	0-9	10-49	50-99	100-249	10+	
		a	b	a	b	c	d	e	
Significance Level: 95%									
Unweighted Base	2030	481	1549	1429	331	76	194	601	
Effective base	766	113	660	706	138	33	83	180	
Weighted Base	1863	208	1655	1782	69	7	5	80	
Very low	(-2)	56	3	53	55	*	*	*	1
		3%	1%	3%	3%	1%	3%	*%	1%
Quite low	(-1)	154	3	151	151	4	-	*	4
		8%	2%	9%	8%	5%	-%	6%	5%
			a						
Neither low nor high	(0)	413	15	399	398	14	1	*	15
		22%	7%	24%	22%	20%	15%	10%	19%
			a		d				
Quite high	(1)	795	86	709	761	29	3	2	34
		43%	41%	43%	43%	42%	40%	43%	42%
Very high	(2)	439	101	338	412	22	3	2	26
		24%	49%	20%	23%	32%	41%	40%	33%
			b		a		a	a	a
Don't Know (DO NOT READ OUT)		6	1	5	5	*	-	*	*
		*%	*%	*%	*%	1%	-%	1%	1%
NET: High	1234	187	1047	1173	51	6	4	60	
	66%	90%	63%	66%	74%	82%	83%	75%	
		b					a	a	
NET: Low	210	6	204	206	4	*	*	4	
	11%	3%	12%	12%	6%	3%	6%	6%	
			a		be				
Answered	1857	207	1650	1777	68	7	4	80	
Mean Score	.8	1.3	.7	.7	1.0	1.2	1.2	1.0	
		b			a	a	a	a	
Standard error	.02	.04	.03	.03	.05	.11	.07	.04	
Standard deviation	1.00	.78	1.00	1.00	.89	.98	.96	.90	

Columns Tested:: a,b - a,b,c,d,e

Table 287 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2030	623	599	207	201	206	194	1429	331	270
Effective base		766	360	282	82	92	79	83	706	138	75
Weighted Base		1863	997	661	125	50	26	5	1782	69	12
Very low	(-2)	56 3%	33 3%	21 3%	* *%	* 1%	* 2%	* *%	55 3%	* 1%	* 2%
Quite low	(-1)	154 8%	76 8%	66 10% ei	9 7%	3 6%	1 3%	* 6%	151 8% i	4 5%	* 2%
Neither low nor high	(0)	413 22%	212 21% f	154 23% f	33 26% efi	11 23% f	3 13%	* 10%	398 22% f	14 20%	2 13%
Quite high	(1)	795 43%	440 44%	268 41%	53 43%	21 41%	11 43%	2 43%	761 43%	29 42%	5 41%
Very high	(2)	439 24%	236 24%	147 22%	29 24%	15 29%	10 39%	2 40%	412 23%	22 32%	5 41%
Don't Know (DO NOT READ OUT)		6 *%	- -%	5 1%	* *%	* *%	* 1%	* 1%	5 *%	* 1%	* *%
NET: High		1234 66%	676 68%	415 63%	83 66%	35 71%	21 82% abcg	4 83% abcg	1173 66%	51 74% b	10 82% abcg
NET: Low		210 11%	109 11%	88 13% ehi	9 7%	3 6%	1 4%	* 6%	206 12% ehi	4 6%	1 4%
Answered		1857	997	656	125	50	26	4	1777	68	12
Mean Score		.8	.8	.7	.8	.9	1.2 abcg	1.2 abcg	.7	1.0 abg	1.2 abcg
Standard error		.02	.04	.04	.06	.06	.06	.07	.03	.05	.06
Standard deviation		1.00	1.00	1.03	.88	.90	.89	.96	1.00	.89	.93

Columns Tested: a,b,c,d,e,f,g,h,i

Table 287 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

	Total base	Business Size 3					Turnover					
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +	
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e	
Unweighted Base	2030	881	548	331	76	194	748	325	117	80	210	
Effective base	766	523	243	138	33	83	425	137	36	27	36	
Weighted Base	1863	1459	324	69	7	5	1176	252	64	32	54	
Very low	(-2)	56	5	*	*	*	43	3	-	*	*	
		3%	3%	2%	1%	3%	*%	4%	1%	-%	*%	*%
Quite low	(-1)	154	128	23	4	-	98	22	4	3	6	
		8%	9%	7%	5%	-%	6%	8%	9%	7%	8%	11%
Neither low nor high	(0)	413	323	75	14	1	263	64	13	8	15	
		22%	22%	23%	20%	15%	10%	22%	25%	20%	24%	28%
		e	e									
Quite high	(1)	795	624	137	29	3	2	533	107	23	12	22
		43%	43%	42%	42%	40%	43%	45%	43%	36%	36%	41%
Very high	(2)	439	331	82	22	3	2	235	57	24	10	10
		24%	23%	25%	32%	41%	40%	20%	23%	37%	32%	18%
			a	a	a	ab	a	a	a			
Don't Know (DO NOT READ OUT)	6	3	2	*	-	*	3	-	*	-	1	
	*%	*%	1%	1%	-%	1%	*%	-%	*%	-%	2%	
NET: High	1234	955	219	51	6	4	768	164	47	22	32	
	66%	65%	68%	74%	82%	83%	65%	65%	74%	68%	59%	
					ab							
NET: Low	210	178	28	4	*	*	142	24	4	3	6	
	11%	12%	9%	6%	3%	6%	12%	10%	7%	8%	12%	
		c										
Answered	1857	1456	321	68	7	4	1173	252	64	32	53	
Mean Score	.8	.7	.8	1.0	1.2	1.2	.7	.8	1.0	.9	.7	
				a	a	ab			a			
Standard error	.02	.03	.04	.05	.11	.07	.04	.05	.09	.11	.06	
Standard deviation	1.00	1.02	.94	.89	.98	.96	1.00	.93	.92	.95	.93	

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 287 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2030	138	95	192	67	129	161	130	117	112
Effective base		766	78	53	107	32	66	100	78	64	55
Weighted Base		1863	177	122	294	72	168	295	231	159	130
Very low	(-2)	56 3%	12 7%	1 *%	6 2%	1 2%	8 5%	5 2%	7 3%	9 5%	2 1%
Quite low	(-1)	154 8%	15 9%	17 14%	27 9%	5 7%	17 10%	25 9%	23 10%	13 8%	3 2%
Neither low nor high	(0)	413 22%	39 22%	16 13%	70 24%	20 28%	35 21%	80 27%	46 20%	51 32%	27 21%
Quite high	(1)	795 43%	77 43%	53 43%	130 44%	21 29%	66 39%	120 41%	107 46%	68 42%	73 56%
Very high	(2)	439 24%	32 18%	36 29%	60 20%	24 34%	43 25%	62 21%	47 20%	19 12%	25 20%
Don't Know (DO NOT READ OUT)		6 *%	1 1%	* *%	1 *%	- -%	- -%	2 1%	- -%	- -%	- -%
NET: High		1234 66%	109 61%	88 72%	190 65%	45 63%	109 65%	182 62%	154 67%	87 54%	99 76%
NET: Low		210 11%	28 16%	18 15%	33 11%	6 9%	24 14%	31 10%	31 13%	22 14%	5 4%
Answered		1857	176	122	293	72	168	293	231	159	130
Mean Score		.8	.6	.9	.7	.9	.7	.7	.7	.5	.9
Standard error		.02	.09	.10	.07	.12	.10	.08	.09	.09	.07
Standard deviation		1.00	1.10	1.01	.96	1.02	1.09	.96	1.00	.99	.79

Columns Tested: a,b,c,d,e,f,g,h,i

Table 287 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		2030	308	350	483	1141	889	313	299	277
Effective base		766	153	195	285	627	235	92	82	110
Weighted Base		1863	371	459	820	1649	214	104	73	37
Very low	(-2)	56 3%	11 3%	22 5%	19 2%	52 3%	4 2%	1 1%	3 4%	* 1%
Quite low	(-1)	154 8%	25 7%	46 10%	75 9%	146 9%	8 4%	4 4%	4 5%	* 1%
Neither low nor high	(0)	413 22%	82 22%	106 23%	196 24%	383 23%	30 14%	14 14%	10 13%	6 17%
Quite high	(1)	795 43%	161 43%	197 43%	357 44%	715 43%	80 37%	37 35%	29 40%	14 38%
Very high	(2)	439 24%	92 25%	87 19%	169 21%	349 21%	90 42%	47 46%	27 37%	15 42%
Don't Know (DO NOT READ OUT)		6 *%	- -%	1 *%	3 *%	4 *%	1 1%	* *%	1 1%	* 1%
NET: High		1234 66%	253 68%	284 62%	526 64%	1063 64%	170 80%	84 81%	57 77%	29 80%
NET: Low		210 11%	36 10%	67 15%	95 12%	198 12%	13 6%	5 5%	7 9%	1 2%
Answered		1857	371	457	817	1644	213	104	73	36
Mean Score		.8	.8	.6	.7	.7	1.1 abcd	1.2 abcd	1.0 bcd	1.2 abcd
Standard error		.02	.06	.06	.04	.03	.03	.05	.06	.05
Standard deviation		1.00	.98	1.05	.97	1.00	.94	.91	1.03	.82

Columns Tested: a,b,c,d,e,f,g,h

Table 287 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

		Industry									
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
Significance Level: 95%		a	b	*c	d	e	f	g	h	i	
Unweighted Base	2030	93	154	16	170	205	475	86	97	901	
Effective base	766	35	45	6	51	88	188	27	27	356	
Weighted Base	1863	80	105	18	124	237	389	60	56	916	
Very low	(-2)	56 3%	- -%	* *%	- -%	* *%	6 3%	13 3%	7 12%	4 8%	24 3%
								abdfi	d		
Quite low	(-1)	154 8%	* *%	6 5%	4 20%	9 8%	13 6%	41 11%	4 6%	3 5%	84 9%
Neither low nor high	(0)	413 22%	14 18%	29 28%	3 18%	33 26%	68 29%	92 24%	8 14%	7 12%	191 21%
Quite high	(1)	795 43%	40 50%	40 38%	9 47%	49 40%	96 41%	158 41%	25 41%	25 44%	402 44%
Very high	(2)	439 24%	26 32%	30 29%	3 14%	33 26%	52 22%	84 22%	16 26%	17 31%	211 23%
Don't Know (DO NOT READ OUT)		6 *%	- -%	* *%	- -%	* *%	1 *%	1 *%	* *%	- -%	3 *%
NET: High		1234 66%	65 82%	70 67%	11 61%	82 66%	148 63%	242 62%	40 68%	42 75%	614 67%
NET: Low		210 11%	* *%	6 5%	4 20%	9 8%	20 8%	54 14%	11 19%	7 13%	108 12%
Answered		1857	80	105	18	123	236	388	59	56	913
Mean Score		.8	1.1	.9	.6	.8	.7	.7	.6	.8	.8
Standard error		.02	efi	.07	.25	.07	.07	.05	.14	.12	.03
Standard deviation		1.00	.70	.88	1.00	.90	.96	1.04	1.29	1.16	1.00

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 287 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2030	468	475	1087	1769	261	-	1688	342	1958	72
Effective base	766	173	188	410	653	116	-	684	88	738	27
Weighted Base	1863	440	389	1034	1539	324	-	1704	159	1799	64
Very low (-2)	56 3%	6 1%	13 3%	36 3%	42 3%	13 4%	- -%	55 3%	1 *%	56 3%	- -%
Quite low (-1)	154 8%	23 5%	41 11%	91 9%	124 8%	31 10%	- -%	140 8%	14 9%	150 8%	4 7%
Neither low nor high (0)	413 22%	115 26%	92 24%	207 20%	337 22%	76 24%	- -%	371 22%	42 26%	399 22%	14 23%
Quite high (1)	795 43%	185 42%	158 41%	452 44%	656 43%	139 43%	- -%	739 43%	56 35%	761 42%	34 53%
Very high (2)	439 24%	110 25%	84 22%	245 24%	375 24%	64 20%	- -%	394 23%	44 28%	428 24%	11 17%
Don't Know (DO NOT READ OUT)	6 *%	1 *%	1 *%	4 *%	5 *%	1 *%	- -%	5 *%	1 1%	5 *%	1 1%
NET: High	1234 66%	295 67%	242 62%	697 67%	1031 67%	203 63%	- -%	1133 66%	101 63%	1189 66%	44 70%
NET: Low	210 11%	29 7%	54 14%	127 12%	166 11%	44 14%	- -%	195 11%	15 10%	206 11%	4 7%
Answered	1857	439	388	1030	1534	323	-	1699	158	1794	63
Mean Score	.8	.8	.7	.8	.8	.6	-	.8	.8	.8	.8
Standard error	.02	.04	.05	.03	.02	.06	-	.02	.05	.02	.10
Standard deviation	1.00	.91	1.04	1.02	.99	1.03	-	1.01	.96	1.01	.80

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 287 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		2030	1191	409	413
Effective base		766	475	129	157
Weighted Base		1863	1188	285	374
Very low	(-2)	56 3%	40 3%	* *%	10 3%
Quite low	(-1)	154 8%	88 7%	31 11%	35 9%
Neither low nor high	(0)	413 22%	266 22%	62 22%	78 21%
Quite high	(1)	795 43%	541 46%	106 37%	146 39%
Very high	(2)	439 24%	250 21%	86 30%	103 28%
Don't Know (DO NOT READ OUT)		6 *%	4 *%	- -%	1 *%
NET: High		1234 66%	790 67%	192 67%	249 67%
NET: Low		210 11%	128 11%	31 11%	45 12%
Answered		1857	1184	285	373
Mean Score		.8	.7	.9	.8
Standard error		.02	.03	.05	.05
Standard deviation		1.00	.98	.97	1.03

Columns Tested:: a,b,c

Table 287 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2030	1558	298	81	30	32	16	7	8	1856	174	93
Effective base	766	638	90	20	8	8	3	1	1	726	39	19
Weighted Base	1863	1581	188	45	11	20	11	1	5	1769	94	49
Very low	(-2)	56	46	9	-	*	-	-	-	56	*	*
		3%	3%	5%	-%	1%	-%	-%	-%	3%	*%	*%
Quite low	(-1)	154	125	19	5	*	*	6	-	144	11	6
		8%	8%	10%	11%	1%	*%	49%	-%	8%	11%	12%
Neither low nor high	(0)	413	360	40	9	*	4	*	*	400	13	4
		22%	23%	21%	20%	1%	20%	2%	7%	*%	23%	14%
Quite high	(1)	795	700	60	19	2	7	1	*	760	35	15
		43%	44%	32%	42%	22%	37%	6%	4%	43%	37%	32%
Very high	(2)	439	345	59	13	8	9	5	1	404	35	23
		24%	22%	31%	28%	76%	43%	42%	90%	23%	37%	47%
Don't Know (DO NOT READ OUT)		6	5	1	-	-	*	-	-	6	*	*
		*%	*%	*%	-%	-%	*%	-%	-%	*%	*%	*%
NET: High	1234	1045	119	32	11	16	6	1	5	1164	70	38
		66%	66%	63%	70%	97%	48%	93%	100%	66%	74%	78%
NET: Low	210	172	28	5	*	*	6	-	-	200	11	6
		11%	11%	15%	11%	2%	49%	-%	-%	11%	11%	12%
Answered	1857	1576	187	45	11	20	11	1	5	1763	94	49
Mean Score	.8	.7	.7	.9	1.7	1.2	.4	1.8	1.0	.7	1.0	1.1
Standard error	.02	.02	.07	.11	.13	.14	.39	-	.04	.02	.08	.11
Standard deviation	1.00	.98	1.15	.95	.69	.79	1.51	-	.12	1.00	1.00	1.03

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 287 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2030	851	707	472	1779	1479	1837	1370	843	702	353	1027	100	126	80	100	51
Effective base	766	391	249	129	662	547	693	530	326	231	159	420	26	35	19	22	13
Weighted Base	1863	1012	569	281	1632	1330	1699	1279	827	558	392	1051	56	83	40	47	30
Very low (-2)	56 3%	32 3%	14 2%	9 3%	48 3%	48 4%	52 3%	49 4%	34 4%	16 3%	5 1%	43 4%	* *%	* *%	1 2%	2 5%	* *%
Quite low (-1)	154 8%	69 7%	56 10%	29 10%	141 9%	133 10%	146 9%	122 10%	86 10%	72 13%	15 4%	89 9%	15 26%	15 19%	- -%	2 4%	9 30%
Neither low nor high (0)	413 22%	225 22%	135 24%	54 19%	386 24%	295 22%	393 23%	266 21%	167 20%	111 20%	98 25%	249 24%	6 11%	14 17%	6 15%	12 26%	7 22%
Quite high (1)	795 43%	450 44%	250 44%	95 34%	697 43%	554 42%	733 43%	545 43%	345 42%	213 38%	197 50%	457 44%	17 30%	23 27%	16 39%	18 38%	6 21%
Very high (2)	439 24%	235 23%	110 19%	94 33% ab	355 22%	296 22%	371 22%	293 23%	193 23%	146 26%	76 19%	209 20%	18 32%	30 36%	18 43% ab	12 26%	8 26%
Don't Know (DO NOT READ OUT)	6 *%	2 *%	3 1%	1 *%	4 *%	4 *%	5 *%	3 *%	3 *%	1 *%	* *%	3 *%	- -%	1 1%	- -%	1 1%	* *%
NET: High	1234 66%	685 68%	361 63%	188 67%	1052 64%	849 64%	1104 65%	838 66%	537 65%	359 64%	273 70%	666 63%	35 62%	53 63%	33 83%	30 64%	14 47%
NET: Low	210 11%	101 10%	70 12%	39 14%	189 12%	180 14%	198 12%	172 13%	120 15%	88 16%	21 5%	133 13%	15 27%	16 19%	1 2%	4 9%	9 30%
Answered Mean Score	1857 .8	1011 .8	566 .7	281 .8	1627 .7	1325 .7	1694 .7	1276 .7	824 .7	557 .7	391 .8	1048 .7	56 .7	82 .8	40 1.2	46 .8	29 .4
Standard error	.02	.03	.04	.05	.02	.03	.02	.03	.04	.04	.04	.03	.12	.10	.10	.11	.17
Standard deviation	1.00	.98	.98	1.11	.99	1.04	1.00	1.04	1.07	1.08	.83	1.02	1.20	1.13	.86	1.06	1.20

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 287 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	2030	1292	153	106	92	51	61	24	990	203	109	69	49	37	22
Effective base	766	546	42	30	18	12	11	5	415	58	30	25	11	15	7
Weighted Base	1863	1364	97	70	41	21	26	12	1019	156	52	37	34	16	15
Very low (-2)	56 3%	40 3%	7 7%	* *%	* *%	1 5%	- -%	* 1%	40 4%	5 3%	* *%	* 1%	- -%	2 14% c	* 1%
Quite low (-1)	154 8%	111 8%	16 16%	3 5%	6 14%	- -%	1 3%	4 36%	83 8%	26 17% a	7 14%	9 24% a	* *%	1 8%	5 35%
Neither low nor high (0)	413 22%	332 24%	20 21%	13 18%	6 14%	4 21%	8 32%	4 31%	235 23%	43 28%	6 12%	4 11%	2 7%	2 11%	3 18%
Quite high (1)	795 43%	604 44%	32 33%	24 34%	13 32%	10 48%	12 45%	3 24%	460 45% b	41 26%	19 36%	12 33%	12 37%	7 42%	3 18%
Very high (2)	439 24%	275 20%	23 24%	30 42% a	16 40% a	5 22%	5 20%	1 8%	199 19%	40 26%	19 36% a	11 29%	19 56% a	4 25%	4 28%
Don't Know (DO NOT READ OUT)	6 *%	3 *%	- -%	1 1%	- -%	1 4% a	- -%	- -%	2 *% a	* *%	1 2%	1 2%	* *%	- -%	* 1%
NET: High	1234 66%	878 64%	55 57%	54 76%	29 72%	15 70%	17 65%	4 32%	659 65%	81 52%	38 72%	23 62%	31 93% b	10 67%	7 46%
NET: Low	210 11%	152 11%	22 23% ac	3 5%	6 14%	1 5%	1 3%	5 37%	123 12%	31 20%	7 14%	9 25%	* *%	3 22%	5 35%
Answered	1857	1362	97	70	41	20	26	12	1017	156	51	36	34	16	15
Mean Score	.8	.7	.5	1.1 ab	1.0	.9	.8	*	.7	.5	1.0	.7	1.5 abdf	.6	.4
Standard error	.02	.03	.10	.09	.11	.14	.10	.21	.03	.08	.10	.14	.09	.22	.28
Standard deviation	1.00	.98	1.21	.89	1.06	.97	.80	1.01	1.00	1.14	1.05	1.17	.65	1.36	1.28

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 287 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	b	c	d	e	f	g	a	b	c	d	e	
Significance Level: 95%														
Unweighted Base	2030	898	156	115	69	47	45	40	736	365	418	222	92	
Effective base	766	387	53	33	24	14	10	14	333	143	146	50	25	
Weighted Base	1863	932	138	84	35	26	28	35	872	329	326	106	64	
Very low	(-2)	56 3%	37 4%	7 5%	3 3%	* *%	- -%	- -%	2 6%	32 4%	13 4%	5 2%	1 1%	1 1%
Quite low	(-1)	154 8%	84 9%	21 15%	9 11%	2 5%	1 3%	4 13%	3 8%	56 6%	40 12%	26 8%	16 15%	8 12%
Neither low nor high	(0)	413 22%	203 22%	27 20%	22 26%	4 13%	8 30%	1 3%	1 2%	215 25%	55 17%	94 29%	15 14%	13 20%
Quite high	(1)	795 43%	429 46%	43 31%	26 31%	18 50%	6 25%	8 30%	14 40%	401 46%	154 47%	104 32%	44 42%	30 46%
Very high	(2)	439 24%	177 19%	39 28%	25 29%	11 32%	11 43%	15 54%	15 43%	166 19%	66 20%	97 30%	30 28%	13 20%
Don't Know (DO NOT READ OUT)		6 *%	3 *%	1 *%	- -%	- -%	- -%	* *%	* *%	3 *%	* *%	1 *%	- -%	1 1%
NET: High		1234 66%	606 65%	82 59%	50 60%	29 82%	18 68%	24 84%	29 83%	566 65%	220 67%	201 62%	74 70%	42 66%
NET: Low		210 11%	121 13%	28 20%	12 14%	2 5%	1 3%	4 13%	5 15%	88 10%	53 16%	31 9%	17 16%	8 13%
Answered		1857	930	137	84	35	26	28	35	870	328	325	106	63
Mean Score	.8	.7	.6	.7	1.1	1.1	1.3	1.0	.7	.7	.8	.8	.7	
Standard error	.02	.03	.10	.10	.10	.14	.15	.19	.04	.06	.05	.07	.10	
Standard deviation	1.00	1.01	1.20	1.11	.82	.93	1.03	1.18	.97	1.06	1.00	1.04	.96	

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 287 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2030	817	339	360	188	70	656	278	312	157	64
Effective base	766	362	129	119	36	18	295	98	96	40	18
Weighted Base	1863	949	294	262	80	46	761	227	202	86	47
Very low (-2)	56 3%	31 3%	12 4%	4 1%	1 1%	* *%	37 5%	6 3%	3 2%	1 1%	1 1%
Quite low (-1)	154 8%	75 8%	33 11%	22 9%	4 5%	6 13%	61 8%	35 15%	15 7%	17 20%	3 7%
Neither low nor high (0)	413 22%	231 24%	54 18%	76 29%	12 15%	12 27%	176 23%	36 16%	63 31%	12 14%	6 13%
Quite high (1)	795 43%	421 44%	136 46%	85 33%	35 44%	20 43%	330 43%	98 43%	66 33%	33 38%	24 52%
Very high (2)	439 24%	188 20%	60 20%	72 28%	28 35%	7 15%	155 20%	52 23%	54 27%	23 26%	12 25%
Don't Know (DO NOT READ OUT)	6 *%	2 *%	* *%	1 *%	- -%	1 1%	3 *%	* *%	1 *%	- -%	1 1%
NET: High	1234 66%	609 64%	195 66%	158 60%	63 79%	26 58%	484 64%	149 66%	121 60%	56 65%	36 77%
NET: Low	210 11%	107 11%	45 15%	26 10%	5 6%	6 14%	98 13%	42 18%	18 9%	18 21%	4 8%
Answered	1857	946	294	260	80	45	759	227	201	86	46
Mean Score	.8	.7	.7	.8	1.1	.6	.7	.7	.8	.7	.9
Standard error	.02	.03	.06	.05	.07	.11	.04	.06	.06	.09	.11
Standard deviation	1.00	.98	1.05	1.00	.91	.93	1.04	1.08	.98	1.10	.90

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 287 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		2030	628	219	263	158	78	764	119	478	1863	167	1735	44
Effective base		766	280	75	96	50	22	304	37	185	700	66	648	15
Weighted Base		1863	701	181	214	114	48	718	85	468	1714	149	1590	42
Very low	(-2)	56 3%	40 6%	- -%	6 3%	1 1%	2 5%	23 3%	3 4%	24 5%	53 3%	2 2%	48 3%	- -%
Quite low	(-1)	154 8%	57 8%	22 12%	21 10%	13 12%	7 14%	62 9%	8 9%	53 11%	142 8%	13 9%	132 8%	9 22%
Neither low nor high	(0)	413 22%	150 21%	33 18%	48 22%	23 20%	3 7%	152 21%	20 24%	93 20%	388 23%	26 17%	376 24%	11 26%
Quite high	(1)	795 43%	317 45%	74 41%	88 41%	41 36%	20 42%	289 40%	31 36%	222 48%	731 43%	64 43%	693 44%	4 11%
Very high	(2)	439 24%	134 19%	52 29%	50 23%	37 32%	16 33%	190 26%	23 27%	76 16%	394 23%	44 30%	338 21%	17 41%
Don't Know (DO NOT READ OUT)		6 *%	2 *%	* *%	1 *%	* *%	- -%	3 *%	- -%	* *%	6 *%	* *%	4 *%	- -%
NET: High		1234 66%	451 64%	126 70%	138 65%	77 67%	36 75%	478 67%	54 64%	298 64%	1125 66%	108 73%	1030 65%	22 52%
NET: Low		210 11%	98 14%	22 12%	27 13%	14 12%	9 19%	84 12%	11 13%	76 16%	195 11%	15 10%	180 11%	9 22%
Answered Mean Score		1857 .8	699 .6	180 .9	213 .7	114 .9	48 .8	715 .8	85 .7	467 .6	1708 .7	149 .9	1585 .7	42 .7
Standard error		.02	.04	.07	.06	.08	.13	.04	.10	.05	.02	.08	.02	.19
Standard deviation		1.00	1.06	.97	1.01	1.02	1.17	1.03	1.07	1.05	1.00	.97	.99	1.23

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 287 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Total base											
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2030	1343	136	956	414	1741	38	1331	148	960	410
Effective base	766	512	36	388	143	649	13	503	44	390	141
Weighted Base	1863	1234	96	906	373	1597	35	1222	108	916	363
Very low	(-2)	56	3	41	8	48	-	44	3	41	8
		3%	4%	5%	2%	3%	-%	4%	3%	5%	2%
Quite low	(-1)	154	8	61	62	135	6	125	8	65	57
		8%	10%	7%	17%	8%	17%	10%	7%	7%	16%
Neither low nor high	(0)	413	33	189	77	381	6	266	30	193	73
		22%	21%	21%	21%	24%	16%	22%	28%	21%	20%
Quite high	(1)	795	38	411	133	690	7	516	37	403	141
		43%	42%	45%	36%	43%	20%	42%	35%	44%	39%
Very high	(2)	439	14	201	92	338	17	266	29	210	83
		24%	23%	22%	25%	21%	48%	22%	27%	23%	23%
Don't Know (DO NOT READ OUT)		6	*	3	*	4	-	4	*	3	*
		*%	*%	*%	*%	*%	-%	*%	*%	*%	*%
NET: High		1234	52	612	225	1028	23	783	67	613	224
		66%	54%	68%	60%	64%	67%	64%	62%	67%	62%
NET: Low		210	11	102	70	183	6	169	11	106	66
		11%	12%	11%	19%	11%	17%	14%	10%	12%	18%
Answered		1857	96	903	372	1592	35	1218	108	913	363
Mean Score		.8	.5	.7	.6	.7	1.0	.7	.8	.7	.6
Standard error		.02	.08	.03	.05	.02	.19	.03	.09	.03	.05
Standard deviation		1.00	.96	1.02	1.09	.99	1.16	1.04	1.04	1.03	1.07

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 287 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	2030	890	1411	260	1	821	1049	202	4	955	789	240	1
Effective base	766	316	539	93	1	294	392	74	3	365	313	91	1
Weighted Base	1863	787	1302	240	4	727	903	181	5	882	710	208	2
Very low (-2)	56 3%	30 4%	32 2%	1 *%	- -%	23 3%	29 3%	1 *%	1 12%	32 4%	25 4%	* *%	- -%
Quite low (-1)	154 8%	68 9%	124 10%	21 9%	- -%	68 9%	92 10%	22 12%	- -%	80 9%	82 12%	23 11%	- -%
Neither low nor high (0)	413 22%	187 24%	306 24%	77 32%	4 100%	167 23%	181 20%	53 29%	- -%	181 21%	136 19%	43 21%	- -%
Quite high (1)	795 43%	325 41%	557 43%	90 38%	- -%	291 40%	389 43%	55 30%	4 88%	365 41%	291 41%	81 39%	2 100%
Very high (2)	439 24%	174 22%	280 22%	51 21%	- -%	175 24%	212 23%	50 28%	- -%	220 25%	175 25%	61 29%	- -%
Don't Know (DO NOT READ OUT)	6 *%	3 *%	2 *%	- -%	- -%	3 *%	2 *%	- -%	- -%	3 *%	1 *%	- -%	- -%
NET: High	1234 66%	499 63%	837 64%	141 59%	- -%	466 64%	600 66%	105 58%	4 88%	585 66%	466 66%	142 68%	2 100%
NET: Low	210 11%	98 12%	156 12%	22 9%	- -%	91 13%	121 13%	23 13%	1 12%	112 13%	107 15%	23 11%	- -%
Answered	1857	784	1300	240	4	723	902	181	5	879	709	208	2
Mean Score	.8	.7	.7	.7	-	.7	.7	.7	.6	.8	.7	.9	1.0
Standard error	.02	.03	.03	.06	-	.04	.03	.07	.55	.03	.04	.06	-
Standard deviation	1.00	1.03	.99	.91	-	1.03	1.03	1.01	1.10	1.04	1.07	.97	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 287 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2030	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	766	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	1863	1550	1175	912	1213	1042	34	633	496	449	133	87
Very low (-2)	56 3%	46 3%	37 3%	33 4%	35 3%	30 3%	* *%	21 3%	11 2%	11 2%	- -%	- -%
Quite low (-1)	154 8%	123 8%	111 9%	76 8%	109 9%	85 8%	1 4%	59 9%	48 10%	39 9%	18 14%	17 19%
Neither low nor high (0)	413 22%	368 24%	265 23%	197 22%	272 22%	254 24%	6 17%	142 22%	107 21%	102 23%	34 25%	27 31%
Quite high (1)	795 43%	663 43%	481 41%	379 42%	512 42%	429 41%	10 30%	255 40%	206 42%	169 38%	41 31%	27 31%
Very high (2)	439 24%	345 22%	277 24%	224 25%	283 23%	241 23%	16 47%	156 25%	124 25%	128 29%	40 30%	16 19%
Don't Know (DO NOT READ OUT)	6 *%	4 *%	4 *%	3 *%	2 *%	2 *%	1 2%	1 *%	1 *%	1 *%	- -%	- -%
NET: High	1234 66%	1009 65%	759 65%	603 66%	795 66%	670 64%	26 77%	411 65%	330 66%	297 66%	81 61%	43 50%
NET: Low	210 11%	169 11%	147 13%	109 12%	144 12%	116 11%	1 4%	80 13%	59 12%	49 11%	18 14%	17 19%
Answered	1857	1546	1171	909	1211	1040	33	633	495	448	133	87
Mean Score	.8	.7	.7	.8	.7	.7	1.2	.7	.8	.8	.8	.5
Standard error	.02	.02	.03	.03	.03	.03	.12	.04	.05	.05	.09	.12
Standard deviation	1.00	.99	1.02	1.03	1.01	1.00	.90	1.04	1.00	1.02	1.03	1.01

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 287 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
Total base		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base	2030	201	131	98	50	1775	1241	1852	1282	1190	830	1685	219	-	1640	120	
Effective base	766	81	46	39	20	656	420	686	444	400	312	630	82	-	604	56	
Weighted Base	1863	198	114	93	47	1569	967	1644	1038	912	756	1519	188	-	1417	139	
Very low	(-2)	56	7	*	11	2	47	39	49	40	30	29	44	3	-	7	37
		3%	4%	*%	12%	5%	3%	4%	3%	4%	3%	4%	3%	2%	-%	1%	26%
				b												a	
Quite low	(-1)	154	23	18	15	2	127	78	134	83	80	69	119	16	-	51	54
		8%	12%	16%	16%	5%	8%	8%	8%	8%	9%	9%	8%	9%	-%	4%	39%
																a	
Neither low nor high	(0)	413	64	16	26	7	352	202	366	209	180	175	347	63	-	231	21
		22%	32%	14%	28%	14%	22%	21%	22%	20%	20%	23%	23%	34%	-%	16%	15%
			b										b				
Quite high	(1)	795	59	47	34	16	647	394	688	436	380	310	631	69	-	700	23
		43%	30%	41%	37%	34%	41%	41%	42%	42%	42%	41%	42%	37%	-%	49%	16%
																b	
Very high	(2)	439	44	33	6	20	390	249	401	268	241	173	376	36	-	426	3
		24%	22%	29%	7%	42%	25%	26%	24%	26%	26%	23%	25%	19%	-%	30%	2%
			c	c		c										b	
Don't Know (DO NOT READ OUT)		6	1	*	-	-	5	5	5	3	1	1	2	-	-	1	1
		*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	1%
NET: High		1234	103	80	40	36	1037	643	1089	704	621	483	1007	105	-	1126	26
		66%	52%	70%	43%	76%	66%	66%	66%	68%	68%	64%	66%	56%	-%	79%	18%
				ac		c										b	
NET: Low		210	30	18	27	5	174	117	183	122	110	98	163	19	-	59	91
		11%	15%	16%	29%	10%	11%	12%	11%	12%	12%	13%	11%	10%	-%	4%	66%
																a	
Answered		1857	197	114	93	47	1563	962	1638	1035	911	756	1517	188	-	1416	138
Mean Score		.8	.6	.8	.1	1.0	.8	.8	.8	.8	.8	.7	.8	.6	-	1.0	-.7
			c	c		c										b	
Standard error		.02	.08	.09	.11	.16	.02	.03	.02	.03	.03	.04	.02	.06	-	.02	.10
Standard deviation		1.00	1.07	1.02	1.13	1.10	1.01	1.05	1.01	1.04	1.03	1.04	1.00	.94	-	.81	1.10

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 287 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			
Total base		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c	
Unweighted Base		2030	769	1261	529	24	265	370	249	1319	429	317	350	1304
Effective base		766	310	455	197	13	97	146	91	510	156	106	138	503
Weighted Base		1863	759	1104	489	36	233	371	224	1264	354	245	344	1227
Very low	(-2)	56 3%	55 7%	1 *%	12 3%	- -%	3 1%	12 3%	10 5%	18 1%	28 8%	12 5%	10 3%	33 3%
		b						b			b			
Quite low	(-1)	154 8%	141 19%	14 1%	47 10%	9 27%	33 14%	41 11%	26 12%	78 6%	50 14%	28 12%	50 15%	72 6%
		b						b			c			
Neither low nor high	(0)	413 22%	213 28%	201 18%	108 22%	6 17%	40 17%	98 26%	41 18%	265 21%	99 28%	48 20%	82 24%	267 22%
		b												
Quite high	(1)	795 43%	245 32%	550 50%	201 41%	17 48%	113 49%	137 37%	78 35%	600 48%	111 31%	84 34%	150 44%	548 45%
		a						ac			a			
Very high	(2)	439 24%	105 14%	334 30%	119 24%	3 8%	43 19%	83 22%	68 30%	301 24%	64 18%	72 29%	52 15%	304 25%
		a						c			b			
Don't Know (DO NOT READ OUT)		6 *%	1 *%	5 *%	1 *%	- -%	1 *%	* *%	- -%	3 *%	1 *%	1 *%	* *%	4 *%
NET: High		1234 66%	350 46%	884 80%	320 66%	20 56%	157 67%	220 59%	146 65%	901 71%	176 50%	156 64%	202 59%	851 69%
		a						c			b			
NET: Low		210 11%	195 26%	15 1%	60 12%	9 27%	36 15%	52 14%	37 16%	95 8%	77 22%	40 16%	60 17%	105 9%
		b						b			c			
Answered		1857	758	1099	488	36	232	370	224	1261	353	244	344	1223
Mean Score		.8	.3	1.1	.8	.4	.7	.6	.7	.9	.4	.7	.5	.8
		a						c			b			
Standard error		.02	.04	.02	.04	.20	.06	.05	.07	.02	.06	.06	.05	.03
Standard deviation		1.00	1.13	.73	1.01	.97	.97	1.04	1.15	.90	1.17	1.15	1.01	.96

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 287 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

		Total base	Have moved to communication methods other than post	
			Yes	No
Significance Level: 95%			a	b
Unweighted Base		2030	1069	961
Effective base		766	331	434
Weighted Base		1863	814	1048
Very low	(-2)	56 3%	24 3%	31 3%
Quite low	(-1)	154 8%	82 10%	73 7%
Neither low nor high	(0)	413 22%	187 23%	227 22%
Quite high	(1)	795 43%	322 40%	473 45%
Very high	(2)	439 24%	198 24%	240 23%
Don't Know (DO NOT READ OUT)		6 *%	2 *%	4 *%
NET: High		1234 66%	520 64%	713 68%
NET: Low		210 11%	106 13%	104 10%
Answered		1857	813	1044
Mean Score		.8	.7	.8
Standard error		.02	.03	.03
Standard deviation		1.00	1.03	.97

Columns Tested: a,b

Table 287 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2030	118	239	187	177	210	116	119	213	137	167	121	226
Effective base	766	35	112	111	57	141	67	16	83	56	35	43	83
Weighted Base	1863	50	195	217	60	300	106	32	288	147	85	118	264
Very low (-2)	56 3%	3 5%	13 7%	7 3%	* *%	7 2%	6 6%	* *%	10 4%	2 1%	* *%	1 1%	7 3%
Quite low (-1)	154 8%	1 3%	21 11%	20 9%	4 6%	34 11%	3 3%	1 3%	18 6%	13 9%	9 10%	18 15%	13 5%
Neither low nor high (0)	413 22%	7 14%	45 23%	42 20%	14 23%	78 26%	22 21%	5 17%	67 23%	29 20%	21 24%	37 32%	46 17%
Quite high (1)	795 43%	30 60%	77 40%	96 44%	26 44%	120 40%	45 42%	12 38%	122 42%	55 37%	28 33%	36 30%	147 56%
Very high (2)	439 24%	9 18%	37 19%	51 23%	16 26%	61 20%	30 28%	14 42%	70 24%	48 32%	28 33%	25 22%	51 19%
Don't Know (DO NOT READ OUT)	6 *%	* *%	2 1%	1 *%	* *%	- -%	1 1%	- -%	1 *%	1 1%	- -%	- -%	* *%
NET: High	1234 66%	39 78%	114 58%	147 68%	42 70%	181 61%	74 70%	26 81%	192 67%	103 70%	56 65%	61 52%	198 75%
NET: Low	210 11%	4 8%	34 17%	27 12%	4 7%	40 14%	9 9%	1 3%	28 10%	15 10%	9 10%	19 16%	20 8%
Answered	1857	49	193	216	59	300	105	32	288	147	85	118	264
Mean Score	.8	.8	.5	.8	.9	.7	.8	1.2	.8	.9	.9	.6	.8
Standard error	.02	.09	.07	.07	.07	.07	.10	.08	.07	.09	.08	.09	.06
Standard deviation	1.00	.95	1.12	1.01	.88	1.00	1.05	.83	1.00	.99	1.00	1.03	.88

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 287 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

	Total base	Quarter				Half		
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023	
		a	b	c	d	a	b	
Significance Level: 95%								
Unweighted Base	2030	544	503	469	514	1047	983	
Effective base	766	256	250	151	158	506	309	
Weighted Base	1863	462	465	468	468	927	936	
Very low	(-2)	56	22	13	12	8	35	20
		3%	5%	3%	3%	2%	4%	2%
Quite low	(-1)	154	42	41	32	40	83	72
		8%	9%	9%	7%	9%	9%	8%
Neither low nor high	(0)	413	94	114	102	104	208	206
		22%	20%	24%	22%	22%	22%	22%
Quite high	(1)	795	203	191	190	211	394	401
		43%	44%	41%	41%	45%	43%	43%
Very high	(2)	439	96	106	131	105	203	236
		24%	21%	23%	28%	22%	22%	25%
Don't Know (DO NOT READ OUT)		6	3	1	2	*	4	2
		*%	1%	*%	*%	*%	*%	*%
NET: High	1234	300	297	321	315	597	637	
	66%	65%	64%	69%	67%	64%	68%	
NET: Low	210	65	54	44	48	118	92	
	11%	14%	11%	9%	10%	13%	10%	
Answered	1857	458	464	467	468	923	934	
Mean Score	.8	.7	.7	.9	.8	.7	.8	
Standard error	.02	.05	.04	.05	.04	.03	.03	
Standard deviation	1.00	1.06	1.00	.99	.95	1.03	.97	

Columns Tested:: a,b,c,d - a,b

Table 289

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	832	117	715	513	153	52	114	319
Effective base	305	35	275	273	64	28	54	89
Weighted Base	741	55	686	696	37	5	3	44
Very Dissatisfied	(-2) 8 1%	2 4%	6 1%	8 1%	- -%	* 1%	- -%	* -%
Fairly Dissatisfied	(-1) 33 4%	* 1%	33 5%	33 5%	* 1%	* 2%	* *%	1 1%
Neither Satisfied Nor Dissatisfied	(0) 91 12%	8 15%	83 12%	83 12%	8 21%	* 4%	* 17%	8 18%
Fairly Satisfied	(1) 321 43%	13 24%	308 45%	303 44%	15 40%	2 37%	1 37%	17 39%
Very Satisfied	(2) 286 39%	30 55%	256 37%	268 39%	14 37%	3 56%	1 45%	18 40%
Don't Know (DO NOT READ OUT)	2 *%	1 2%	1 *%	1 *%	* 1%	- -%	* 1%	* 1%
NET: Satisfied	607 82%	43 79%	564 82%	572 82%	28 77%	5 92%	2 82%	35 79%
NET: Dissatisfied	41 6%	3 5%	39 6%	41 6%	* 1%	* 3%	* *%	1 2%
Answered	739	54	685	695	36	5	3	44
Mean Score	1.1	1.3	1.1	1.1	1.1	1.4	1.3	1.2
Standard error	.03	.10	.03	.04	.06	.12	.09	.04
Standard deviation	.88	1.03	.86	.88	.80	.86	.95	.80

Columns Tested:: a,b - a,b,c,d,e

Table 289 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		832	202	236	75	95	110	114	513	153	166
Effective base		305	125	122	32	43	42	54	273	64	57
Weighted Base		741	334	314	48	27	15	3	696	37	8
Very Dissatisfied	(-2)	8 1%	2 1%	5 2%	1 2%	- -%	* *%	- -%	8 1%	- -%	* 1%
Fairly Dissatisfied	(-1)	33 4%	16 5%	9 3%	7 15%	* 2%	* 1%	* *%	33 5%	* 1%	* 2%
Neither Satisfied Nor Dissatisfied	(0)	91 12%	42 12%	31 10%	10 20%	7 25%	1 8%	* 17%	83 12%	8 21%	1 9%
Fairly Satisfied	(1)	321 43%	147 44%	141 45%	16 33%	10 37%	7 44%	1 37%	303 44%	15 40%	3 37%
Very Satisfied	(2)	286 39%	127 38%	127 40%	14 29%	10 37%	7 44%	1 45%	268 39%	14 37%	4 52%
Don't Know (DO NOT READ OUT)		2 *%	1 *%	* *%	- -%	- -%	* 3%	* 1%	1 *%	* 1%	* *%
NET: Satisfied		607 82%	274 82%	268 85%	30 62%	19 73%	13 88%	2 82%	572 82%	28 77%	7 89%
NET: Dissatisfied		41 6%	18 5%	14 5%	8 17%	* 2%	* 1%	* *%	41 6%	* 1%	* 2%
Answered		739	334	314	48	27	15	3	695	36	8
Mean Score		1.1	1.1	1.2	.7	1.1	1.4	1.3	1.1	1.1	1.4
Standard error		.03	.06	.06	.13	.09	.07	.09	.04	.06	.06
Standard deviation		.88	.86	.86	1.10	.84	.72	.95	.88	.80	.83

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 289 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	832	311	202	153	52	114	285	163	65	37	129
Effective base	305	197	93	64	28	54	152	68	22	10	21
Weighted Base	741	555	141	37	5	3	420	146	37	21	23
Very Dissatisfied	(-2) 8 1%	7 1%	1 1%	- -%	* 1%	- -%	5 1%	- -%	1 2%	- -%	- -%
Fairly Dissatisfied	(-1) 33 4%	20 4%	12 9% ce	* 1%	* 2%	* *%	23 5%	8 5%	1 2%	- -%	1 6%
Neither Satisfied Nor Dissatisfied	(0) 91 12%	71 13%	12 8%	8 21% b	* 4%	* 17%	47 11%	16 11%	3 8%	10 48% abc	5 20%
Fairly Satisfied	(1) 321 43%	240 43%	64 45%	15 40%	2 37%	1 37%	191 45%	60 41%	15 42%	3 16%	8 34%
Very Satisfied	(2) 286 39%	216 39%	52 37%	14 37%	3 56%	1 45%	153 37%	62 42%	17 46%	8 36%	9 40%
Don't Know (DO NOT READ OUT)	2 *%	1 *%	* *%	* 1%	- -%	* 1%	1 *%	- -%	- -%	- -%	- -%
NET: Satisfied	607 82%	456 82%	116 82%	28 77%	5 92%	2 82%	344 82%	122 83%	32 87%	11 52%	17 74%
NET: Dissatisfied	41 6%	28 5%	13 9% ce	* 1%	* 3%	* *%	28 7%	8 5%	2 4%	- -%	1 6%
Answered	739	554	141	36	5	3	418	146	37	21	23
Mean Score	1.1	1.1	1.1	1.1	1.4	1.3	1.1	1.2	1.3	.9	1.1
Standard error	.03	.05	.07	.06	.12	.09	.05	.07	.11	.15	.08
Standard deviation	.88	.87	.92	.80	.86	.95	.89	.85	.88	.93	.94

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 289 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	*d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		832	56	50	107	29	60	68	47	50	52
Effective base		305	28	24	55	13	30	38	25	26	26
Weighted Base		741	72	50	151	31	77	106	75	63	51
Very Dissatisfied	(-2)	8 1%	- -%	3 6%	- -%	- -%	- -%	1 1%	2 3%	- -%	2 4%
Fairly Dissatisfied	(-1)	33 4%	1 1%	1 3%	17 11%	- -%	3 3%	* *%	6 8%	* *%	5 9%
Neither Satisfied Nor Dissatisfied	(0)	91 12%	14 19%	9 19%	27 18%	1 2%	9 12%	13 12%	* *%	6 10%	4 9%
Fairly Satisfied	(1)	321 43%	31 43%	20 40%	67 44%	18 58%	23 30%	45 42%	42 55%	28 44%	21 41%
Very Satisfied	(2)	286 39%	27 37%	16 32%	41 27%	12 40%	42 54%	47 45%	26 34%	29 46%	19 37%
Don't Know (DO NOT READ OUT)		2 *%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%
NET: Satisfied		607 82%	57 80%	36 72%	108 71%	30 98%	65 85%	92 87%	67 89%	57 90%	40 79%
NET: Dissatisfied		41 6%	1 1%	5 9%	17 11%	- -%	3 3%	1 1%	8 11%	* *%	6 13%
Answered		739	72	50	151	31	77	106	75	63	51
Mean Score		1.1	1.2	.9	.9	1.4	1.4	1.3	1.1	1.4	1.0
Standard error		.03	.10	.16	.09	.10	.11	.09	.14	.09	.15
Standard deviation		.88	.77	1.10	.94	.53	.82	.75	.96	.66	1.08

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 289 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		a	b	c	d	e	f	g	h	
	Significance Level: 95%	Total base								
Unweighted Base		832	141	156	222	519	313	117	102	94
Effective base		305	68	77	118	262	82	34	33	28
Weighted Base		741	159	185	333	676	65	35	18	11
Very Dissatisfied	(-2)	8 1%	2 1%	3 2%	3 1%	8 1%	* *%	* *%	- -%	* 1%
Fairly Dissatisfied	(-1)	33 4%	7 5%	2 1%	23 7%	32 5%	1 1%	* 1%	1 3%	* *%
Neither Satisfied Nor Dissatisfied	(0)	91 12%	14 9%	29 16%	40 12%	83 12%	8 12%	2 5%	5 28%	1 8%
Fairly Satisfied	(1)	321 43%	62 39%	78 42%	153 46%	293 43%	27 42%	15 43%	8 43%	5 41%
Very Satisfied	(2)	286 39%	73 46%	71 39%	114 34%	259 38%	27 41%	17 48%	5 25%	5 47%
Don't Know (DO NOT READ OUT)		2 *%	* *%	* *%	- -%	* *%	2 3%	1 3%	* 2%	* 4%
NET: Satisfied		607 82%	136 85%	150 81%	267 80%	553 82%	54 84%	32 91%	12 68%	10 87%
NET: Dissatisfied		41 6%	9 6%	6 3%	26 8%	40 6%	1 2%	* 1%	1 3%	* 1%
Answered		739	159	185	333	676	63	34	18	11
Mean Score		1.1	1.2	1.2	1.1	1.1	1.3	1.4	.9	1.4
Standard error		.03	.07	.07	.06	.04	.04	.06	.08	.08
Standard deviation		.88	.88	.86	.90	.89	.75	.67	.83	.74

Columns Tested: a,b,c,d,e,f,g,h

Table 289 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	*g	*h	i
Unweighted Base	832	35	98	11	109	96	254	20	23	295
Effective base	305	14	32	6	37	41	99	5	8	109
Weighted Base	741	25	75	12	87	124	199	11	10	284
Very Dissatisfied	(-2)	8	-	-	-	-	4	3	-	1
	1%	-%	-%	-%	-%	-%	2%	29%	-%	*%
Fairly Dissatisfied	(-1)	33	1	8	1	9	5	2	-	18
	4%	4%	10%	8%	10%	4%	1%	-%	-%	6%
			f	f	f					f
Neither Satisfied Nor Dissatisfied	(0)	91	7	9	3	13	16	28	1	27
	12%	26%	13%	28%	15%	13%	14%	5%	-%	9%
Fairly Satisfied	(1)	321	9	27	1	28	41	94	*	144
	43%	38%	36%	9%	33%	33%	47%	4%	36%	51%
Very Satisfied	(2)	286	8	31	7	37	62	70	7	95
	39%	32%	41%	55%	43%	50%	35%	62%	64%	33%
Don't Know (DO NOT READ OUT)		2	-	*	-	*	-	1	-	1
	*%	-%	*%	-%	*%	-%	*%	-%	-%	*%
NET: Satisfied		607	18	58	8	66	103	164	7	238
	82%	70%	77%	64%	75%	84%	82%	66%	100%	84%
NET: Dissatisfied		41	1	8	1	9	5	6	3	18
	6%	4%	10%	8%	10%	4%	3%	29%	-%	6%
Answered		739	25	75	12	87	124	198	11	284
Mean Score		1.1	1.0	1.1	1.1	1.1	1.3	1.1	.7	1.6
Standard error		.03	.15	.10	.33	.09	.08	.05	.42	.11
Standard deviation		.88	.88	.97	1.11	.99	.83	.84	1.87	.83

Columns Tested: a,b,c,d,e,f,g,h,i

Table 289 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	832	240	254	338	745	87	-	689	143	816	16
Effective base	305	90	99	120	271	37	-	273	34	299	6
Weighted Base	741	236	199	306	628	113	-	678	63	723	18
Very Dissatisfied (-2)	8 1%	- -%	4 2%	4 1%	5 1%	3 3%	- -%	8 1%	- -%	8 1%	- -%
Fairly Dissatisfied (-1)	33 4%	14 6%	2 1%	18 6%	28 4%	6 5%	- -%	32 5%	1 1%	33 5%	- -%
Neither Satisfied Nor Dissatisfied (0)	91 12%	35 15%	28 14%	27 9%	69 11%	22 19%	- -%	80 12%	11 18%	91 13%	* *%
Fairly Satisfied (1)	321 43%	79 33%	94 47%	148 48%	270 43%	50 45%	- -%	289 43%	31 50%	314 43%	7 40%
Very Satisfied (2)	286 39%	108 46%	70 35%	108 35%	254 40%	32 28%	- -%	267 39%	19 30%	275 38%	11 60%
Don't Know (DO NOT READ OUT)	2 *%	* *%	1 *%	1 *%	1 *%	* *%	- -%	1 *%	1 1%	2 *%	- -%
NET: Satisfied	607 82%	187 79%	164 82%	256 84%	525 84%	82 73%	- -%	557 82%	50 80%	589 81%	18 100%
NET: Dissatisfied	41 6%	14 6%	6 3%	22 7%	33 5%	9 8%	- -%	41 6%	1 1%	41 6%	- -%
Answered	739	236	198	305	626	113	-	677	62	721	18
Mean Score	1.1	1.2	1.1	1.1	1.2	.9	-	1.1	1.1	1.1	1.6
Standard error	.03	.06	.05	.05	.03	.10	-	.03	.06	.03	.13
Standard deviation	.88	.90	.84	.89	.86	.96	-	.89	.73	.88	.51

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 289 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		832	364	220	244
Effective base		305	139	73	93
Weighted Base		741	355	151	231
Very Dissatisfied	(-2)	8 1%	4 1%	2 1%	2 1%
Fairly Dissatisfied	(-1)	33 4%	19 5%	6 4%	8 3%
Neither Satisfied Nor Dissatisfied	(0)	91 12%	50 14%	16 10%	25 11%
Fairly Satisfied	(1)	321 43%	151 42%	64 42%	107 46%
Very Satisfied	(2)	286 39%	131 37%	63 42%	88 38%
Don't Know (DO NOT READ OUT)		2 *%	1 *%	* *%	1 *%
NET: Satisfied		607 82%	282 79%	127 84%	195 85%
NET: Dissatisfied		41 6%	23 7%	8 6%	10 4%
Answered		739	355	151	230
Mean Score		1.1	1.1	1.2	1.2
Standard error		.03	.05	.06	.05
Standard deviation		.88	.91	.89	.82

Columns Tested: a,b,c

Table 289 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	832	506	183	56	27	30	16	7	7	689	143	87
Effective base	305	215	58	15	10	8	3	2	1	272	33	18
Weighted Base	741	528	134	36	8	21	8	1	5	662	79	43
Very Dissatisfied	(-2)	8	8	-	-	-	-	-	-	8	-	-
		1%	2%	-%	-%	-%	-%	-%	-%	1%	-%	-%
Fairly Dissatisfied	(-1)	33	22	7	1	1	*	1	-	*	30	3
		4%	4%	6%	4%	13%	*%	12%	-%	3%	5%	4%
Neither Satisfied Nor Dissatisfied	(0)	91	60	14	9	1	*	6	*	*	74	17
		12%	11%	11%	26%	13%	*%	75%	6%	6%	11%	21%
Fairly Satisfied	(1)	321	238	60	15	*	3	*	*	5	298	23
		43%	45%	45%	41%	4%	12%	5%	7%	90%	45%	29%
			k	k						k		
Very Satisfied	(2)	286	199	51	10	6	18	1	1	*	250	36
		39%	38%	38%	29%	71%	87%	7%	88%	2%	38%	46%
							abcij					
Don't Know (DO NOT READ OUT)		2	*	1	-	-	*	*	-	-	1	*
		*%	*%	1%	-%	-%	1%	*%	-%	-%	*%	*%
NET: Satisfied		607	437	111	25	6	21	1	1	5	548	59
		82%	83%	83%	70%	74%	99%	12%	94%	91%	83%	74%
NET: Dissatisfied		41	31	7	1	1	*	1	-	*	38	3
		6%	6%	6%	4%	13%	*%	12%	-%	3%	6%	4%
Answered		739	528	133	36	8	21	8	1	5	660	79
Mean Score		1.1	1.1	1.2	1.0	1.3	1.9	.1	1.8	.9	1.1	1.2
							abcij					
Standard error		.03	.04	.06	.11	.23	.07	.19	.85	.18	.03	.08
Standard deviation		.88	.88	.83	.84	1.19	.37	.72	2.25	.47	.87	.91

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 289 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	832	188	318	326	729	694	751	759	524	423	62	406	61	72	47	61	42
Effective base	305	91	124	91	255	245	270	278	189	130	34	166	19	19	11	13	8
Weighted Base	741	241	287	213	629	604	665	676	479	326	87	420	39	45	23	28	23
Very Dissatisfied (-2)	8 1%	3 1%	5 2%	- -%	6 1%	6 1%	6 1%	8 1%	5 1%	2 1%	* *%	4 1%	- -%	- -%	2 8%	- -%	- -%
Fairly Dissatisfied (-1)	33 4%	10 4%	12 4%	11 5%	33 5%	27 5%	33 5%	33 5%	27 6%	18 5%	6 6%	16 4%	5 12%	1 2%	- -%	* 1%	6 24% b
Neither Satisfied Nor Dissatisfied (0)	91 12%	33 14%	27 9%	31 15%	78 12%	78 13%	82 12%	86 13%	59 12%	41 13%	6 7%	54 13%	1 3%	3 7%	5 20%	8 27%	5 20%
Fairly Satisfied (1)	321 43%	103 43%	135 47%	83 39%	281 45%	262 43%	294 44%	286 42%	206 43%	133 41%	38 44%	192 46%	24 61%	20 44%	7 29%	8 27%	6 26%
Very Satisfied (2)	286 39%	91 38%	108 38%	87 41%	231 37%	230 38%	250 38%	262 39%	182 38%	132 40%	37 43%	153 37%	9 24%	21 46%	10 43%	13 44%	7 30%
Don't Know (DO NOT READ OUT)	2 *%	* *%	* *%	1 1%	1 *%	1 *%	1 *%	2 *%	1 *%	* *%	- -%	* *%	* 1%	* *%	- -%	* *%	- -%
NET: Satisfied	607 82%	194 81%	243 85%	169 80%	512 81%	492 81%	544 82%	548 81%	388 81%	265 81%	75 86%	346 82%	33 85%	41 90%	16 72%	20 71%	13 56%
NET: Dissatisfied	41 6%	14 6%	17 6%	11 5%	38 6%	33 5%	39 6%	41 6%	32 7%	19 6%	6 7%	20 5%	5 12%	1 2%	2 8%	* 1%	6 24% b
Answered	739	241	287	211	628	603	665	674	479	325	87	420	39	45	23	28	23
Mean Score	1.1	1.1	1.1	1.2	1.1	1.1	1.1	1.1	1.1	1.2	1.2	1.1	1.0	1.3	1.0	1.1	.6
Standard error	.03	.07	.05	.05	.03	.03	.03	.03	.04	.04	.11	.04	.11	.09	.17	.11	.18
Standard deviation	.88	.89	.88	.86	.88	.87	.87	.89	.90	.88	.85	.84	.87	.72	1.19	.88	1.17

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 289 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	*f	*g	a	b	c	d	e	*f	*g
Unweighted Base	832	453	79	56	53	34	29	25	373	129	73	36	38	24	21
Effective base	305	193	24	13	9	11	6	4	155	41	21	16	6	9	4
Weighted Base	741	488	51	27	25	13	16	9	395	104	36	29	17	11	13
Very Dissatisfied (-2)	8 1%	4 1%	- -%	2 7%	- -%	- -%	- -%	- -%	4 1%	- -%	- -%	2 6%	- -%	- -%	- -%
Fairly Dissatisfied (-1)	33 4%	25 5%	5 10%	1 3%	- -%	* 3%	1 6%	* 2%	15 4%	5 5%	* 1%	1 4%	- -%	1 12%	4 35%
Neither Satisfied Nor Dissatisfied (0)	91 12%	58 12%	3 5%	1 5%	1 5%	4 30%	6 40%	4 49%	44 11%	23 22%	6 17%	2 6%	1 6%	1 11%	* 3%
Fairly Satisfied (1)	321 43%	221 45%	28 55%	9 33%	16 65%	4 28%	3 20%	* 3%	179 45%	40 38%	22 62%	12 40%	1 5%	4 38%	5 36%
Very Satisfied (2)	286 39%	179 37%	15 30%	14 52%	8 30%	5 39%	5 34%	4 46%	153 39%	36 34%	7 18%	12 43%	15 88%	4 39%	3 26%
Don't Know (DO NOT READ OUT)	2 *%	* *%	* *%	- -%	- -%	* *%	- -%	- -%	* *%	* *%	* 1%	- -%	* *%	- -%	- -%
NET: Satisfied	607 82%	401 82%	43 84%	23 85%	24 95%	9 67%	9 55%	5 50%	331 84%	75 72%	29 81%	24 84%	16 94%	8 76%	8 62%
NET: Dissatisfied	41 6%	29 6%	5 10%	3 10%	- -%	* 3%	1 6%	* 2%	19 5%	5 5%	* 1%	3 11%	- -%	1 12%	4 35%
Answered	739	488	51	27	25	13	16	9	395	104	35	29	17	11	13
Mean Score	1.1	1.1	1.0	1.2	1.3	1.0	.8	.9	1.2	1.0	1.0	1.1	1.8	1.0	.5
Standard error	.03	.04	.10	.15	.07	.16	.19	.21	.04	.08	.08	.19	.09	.21	.28
Standard deviation	.88	.87	.88	1.15	.54	.93	1.00	1.07	.84	.88	.64	1.13	.54	1.04	1.26

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 289 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	832	381	103	95	63	42	39	36	180	176	204	118	70
Effective base	305	163	36	29	19	14	9	10	85	62	75	30	20
Weighted Base	741	412	86	65	34	28	25	26	229	156	169	61	48
Very Dissatisfied (-2)	8 1%	6 1%	- -%	- -%	- -%	2 7%	- -%	- -%	* *%	- -%	3 2%	- -%	3 5%
Fairly Dissatisfied (-1)	33 4%	23 6%	5 6%	2 3%	1 3%	* 1%	1 4%	1 2%	7 3%	16 10%	9 5%	2 3%	- -%
Neither Satisfied Nor Dissatisfied (0)	91 12%	51 12%	7 8%	9 14%	3 9%	4 16%	6 23%	6 23%	24 10%	18 12%	16 9%	10 17%	14 28%
Fairly Satisfied (1)	321 43%	172 42%	56 65%	27 41%	17 51%	5 20%	6 24%	2 9%	105 46%	72 46%	76 45%	24 40%	17 35%
Very Satisfied (2)	286 39%	160 39%	18 21%	27 42%	12 36%	15 53%	12 49%	17 67%	93 41%	50 32%	66 39%	24 40%	15 31%
Don't Know (DO NOT READ OUT)	2 *%	* *%	- -%	- -%	* 1%	1 4%	* *%	- -%	1 *%	- -%	* *%	- -%	- -%
NET: Satisfied	607 82%	332 81%	74 86%	54 83%	30 87%	20 73%	18 73%	20 75%	198 87%	122 78%	142 84%	49 80%	32 66%
NET: Dissatisfied	41 6%	29 7%	5 6%	2 3%	1 3%	2 7%	1 4%	1 2%	7 3%	16 10%	12 7%	2 3%	3 5%
Answered	739	412	86	65	34	27	25	26	229	156	169	61	48
Mean Score	1.1	1.1	1.0	1.2	1.2	1.2	1.2	1.4	1.2	1.0	1.1	1.2	.9
Standard error	.03	.05	.07	.08	.10	.19	.15	.15	.06	.07	.06	.08	.12
Standard deviation	.88	.93	.74	.79	.75	1.18	.93	.92	.76	.92	.92	.83	1.04

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 289 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	832	254	154	176	91	50	224	162	158	98	48
Effective base	305	107	55	60	21	12	100	50	54	27	14
Weighted Base	741	286	136	136	42	27	267	122	118	60	36
Very Dissatisfied (-2)	8 1%	3 1%	- -%	- -%	2 4%	1 3%	- -%	- -%	3 3%	1 1%	2 5%
Fairly Dissatisfied (-1)	33 4%	9 3%	15 11%	6 5%	2 5%	- -%	8 3%	9 8%	8 7%	2 3%	- -%
Neither Satisfied Nor Dissatisfied (0)	91 12%	26 9%	22 16%	12 9%	6 13%	12 46%	30 11%	20 16%	10 8%	13 22%	6 16%
Fairly Satisfied (1)	321 43%	136 48%	59 43%	64 47%	13 31%	9 34%	117 44%	51 42%	58 49%	21 36%	15 41%
Very Satisfied (2)	286 39%	111 39%	40 30%	53 39%	20 47%	5 18%	112 42%	42 34%	39 33%	22 38%	13 38%
Don't Know (DO NOT READ OUT)	2 *%	* *%	* *%	* *%	- -%	- -%	1 *%	- -%	* *%	- -%	- -%
NET: Satisfied	607 82%	247 86%	99 73%	117 86%	33 77%	14 52%	229 86%	93 76%	97 82%	44 73%	28 79%
NET: Dissatisfied	41 6%	12 4%	15 11%	6 5%	4 9%	1 3%	8 3%	9 8%	11 9%	3 5%	2 5%
Answered	739	286	136	136	42	27	267	122	117	60	36
Mean Score	1.1	1.2	.9	1.2	1.1	.6	1.2	1.0	1.0	1.1	1.1
Standard error	.03	e	e	e							
Standard deviation	.88	.05 .82	.08 .95	.06 .80	.11 1.09	.12 .88	.05 .77	.07 .90	.08 .97	.09 .92	.15 1.01

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 289 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	832	221	151	191	117	74	519	78	157	468	364	543	186
Effective base	305	96	49	71	42	20	198	24	56	178	129	199	56
Weighted Base	741	256	119	160	94	44	463	58	154	454	286	497	132
Very Dissatisfied (-2)	8 1%	- -%	2 2%	3 2%	1 1%	2 4%	4 1%	- -%	4 3%	8 2%	* *%	3 1%	3 3%
Fairly Dissatisfied (-1)	33 4%	5 2%	4 3%	18 11%	5 5%	2 4%	19 4%	5 9%	8 5%	20 4%	14 5%	27 5%	5 4%
Neither Satisfied Nor Dissatisfied (0)	91 12%	30 12%	18 15%	14 9%	16 17%	6 13%	61 13%	3 5%	22 14%	60 13%	31 11%	60 12%	18 14%
Fairly Satisfied (1)	321 43%	120 47%	47 40%	56 35%	39 41%	24 54%	192 41%	27 46%	68 44%	223 49%	98 34%	239 48%	42 32%
Very Satisfied (2)	286 39%	102 40%	48 40%	68 42%	34 36%	11 25%	185 40%	24 41%	52 34%	142 31%	144 50%	167 34%	63 48%
Don't Know (DO NOT READ OUT)	2 *%	* *%	* *%	1 1%	* *%	- -%	1 *%	- -%	* *%	1 *%	* *%	* *%	* *%
NET: Satisfied	607 82%	221 86%	95 80%	124 77%	73 78%	35 79%	377 81%	50 86%	120 78%	365 80%	242 84%	407 82%	105 80%
NET: Dissatisfied	41 6%	5 2%	6 5%	21 13%	5 6%	4 8%	23 5%	5 9%	12 8%	28 6%	14 5%	30 6%	9 6%
Answered	739	256	118	159	94	44	462	58	154	453	286	497	132
Mean Score	1.1	1.2	1.1	1.1	1.1	.9	1.2	1.2	1.0	1.0	1.3 a	1.1	1.2
Standard error	.03	.05	.07	.08	.08	.11	.04	.10	.08	.04	.04 a	.04	.07
Standard deviation	.88	.73	.92	1.07	.89	.96	.87	.90	.97	.88	.85	.85	.99

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 289 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	832	438	256	183	576	549	180	426	268	187	572
Effective base	305	172	73	84	195	201	54	163	83	85	193
Weighted Base	741	427	177	188	488	504	125	415	189	198	478
Very Dissatisfied (-2)	8 1%	6 1%	- -%	4 2%	4 1%	3 1%	3 3%	6 1%	- -%	4 2%	4 1%
Fairly Dissatisfied (-1)	33 4%	20 5%	7 4%	6 3%	27 6%	27 5%	5 4%	20 5%	7 4%	10 5%	22 5%
Neither Satisfied Nor Dissatisfied (0)	91 12%	50 12%	28 16%	28 15%	58 12%	63 12%	15 12%	50 12%	28 15%	24 12%	62 13%
Fairly Satisfied (1)	321 43%	193 45%	69 39%	102 54%	184 38%	243 48%	38 30%	197 47%	65 34%	106 54%	180 38%
Very Satisfied (2)	286 39%	157 37%	73 42%	48 25%	214 44%	168 33%	63 50%	141 34%	89 47%	52 26%	209 44%
Don't Know (DO NOT READ OUT)	2 *%	1 *%	* *%	1 *%	1 *%	* *%	* *%	* *%	* *%	1 1%	* *%
NET: Satisfied	607 82%	350 82%	142 80%	150 79%	398 82%	411 82%	101 81%	338 81%	153 81%	158 80%	390 81%
NET: Dissatisfied	41 6%	26 6%	7 4%	10 5%	31 6%	30 6%	9 7%	26 6%	7 4%	14 7%	26 6%
Answered	739	426	177	188	487	504	125	415	188	197	478
Mean Score	1.1	1.1	1.2	1.0	1.2	1.1	1.2	1.1	1.2	1.0	1.2
Standard error	.03	.04	.05	.06	.04	.04	.07	.04	.05	.07	.04
Standard deviation	.88	.89	.84	.85	.91	.85	1.00	.88	.84	.89	.89

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 289 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	832	523	508	191	2	492	441	161	2	637	397	197	1
Effective base	305	173	193	62	2	165	163	55	2	233	149	72	1
Weighted Base	741	433	476	155	5	421	385	138	2	575	353	159	2
Very Dissatisfied (-2)	8 1%	6 1%	6 1%	- -%	- -%	3 1%	1 *%	- -%	2 77%	8 1%	3 1%	- -%	- -%
Fairly Dissatisfied (-1)	33 4%	24 6%	21 4%	14 9%	- -%	19 5%	20 5%	14 10%	- -%	32 5%	17 5%	14 9%	- -%
Neither Satisfied Nor Dissatisfied (0)	91 12%	47 11%	62 13%	25 16%	1 26%	55 13%	49 13%	29 21%	- -%	60 10%	50 14%	23 15%	- -%
Fairly Satisfied (1)	321 43%	201 46%	209 44%	56 36%	4 74%	200 48%	159 41%	42 30%	1 23%	244 42%	149 42%	62 39%	2 100%
Very Satisfied (2)	286 39%	156 36%	178 37%	60 39%	- -%	143 34%	156 41%	53 38%	- -%	229 40%	134 38%	60 37%	- -%
Don't Know (DO NOT READ OUT)	2 *%	* *%	* *%	- -%	- -%	* *%	* *%	- -%	- -%	2 *%	* *%	- -%	- -%
NET: Satisfied	607 82%	356 82%	386 81%	117 75%	4 74%	343 81%	315 82%	94 68%	1 23%	473 82%	283 80%	122 76%	2 100%
NET: Dissatisfied	41 6%	30 7%	27 6%	14 9%	- -%	23 5%	21 5%	14 10%	2 77%	40 7%	20 6%	14 9%	- -%
Answered	739	433	476	155	5	420	384	138	2	573	353	159	2
Mean Score	1.1	1.1	1.1	1.1	.7	1.1	1.2	1.0	-1.3	1.1	1.1	1.0	1.0
Standard error	.03	.04	.04	.07	.34	.04	.04	.08	1.17	.04	.04	.07	-
Standard deviation	.88	.89	.88	.95	.49	.85	.86	1.00	1.66	.91	.88	.94	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 289 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	832	542	493	339	471	360	42	218	218	241	85	48
Effective base	305	200	183	138	162	148	11	97	87	97	38	23
Weighted Base	741	506	466	339	422	353	30	235	228	247	81	47
Very Dissatisfied (-2)	8 1%	3 1%	3 1%	8 2%	3 1%	3 1%	- -%	3 1%	2 1%	5 2%	- -%	- -%
Fairly Dissatisfied (-1)	33 4%	26 5%	18 4%	15 4%	18 4%	17 5%	* *%	10 4%	13 6%	14 6%	9 11%	8 17% a
Neither Satisfied Nor Dissatisfied (0)	91 12%	65 13%	67 14%	50 15%	52 12%	54 15%	4 15%	32 14%	28 12%	36 15%	10 13%	9 18%
Fairly Satisfied (1)	321 43%	235 46%	210 45%	155 46%	191 45%	162 46%	6 20%	104 44%	107 47%	108 44%	37 46%	17 35%
Very Satisfied (2)	286 39%	177 35%	169 36%	109 32%	159 38%	117 33%	19 65% b	87 37%	78 34%	82 33%	24 30%	14 29%
Don't Know (DO NOT READ OUT)	2 *%	* *%	* *%	1 *%	* *%	* *%	- -%	* *%	- -%	1 *%	- -%	- -%
NET: Satisfied	607 82%	412 81%	379 81%	264 78%	350 83%	279 79%	25 85%	191 81%	185 81%	190 77%	61 76%	31 64%
NET: Dissatisfied	41 6%	29 6%	20 4%	23 7%	21 5%	19 6%	* *%	13 5%	15 6%	19 8%	9 11%	8 17% a
Answered	739	506	466	337	422	352	30	235	228	246	81	47
Mean Score	1.1	1.1	1.1	1.0	1.1	1.1	1.5	1.1	1.1	1.0	.9	.8
Standard error	.03	.04	.04	.05	.04	.05	.12	.06	.06	.06	.10	.15
Standard deviation	.88	.85	.83	.93	.84	.86	.75	.87	.87	.95	.94	1.07

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 289 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	832	97	67	71	31	678	535	742	594	541	527	636	157	-	527	42
Effective base	305	38	23	29	14	246	188	269	212	185	185	242	56	-	192	23
Weighted Base	741	88	56	68	35	598	438	659	502	441	461	592	129	-	453	64
Very Dissatisfied (-2)	8 1%	2 2%	3 6%	- -%	- -%	8 1%	3 1%	8 1%	8 2%	6 1%	6 1%	5 1%	1 1%	- -%	5 1%	3 5%
Fairly Dissatisfied (-1)	33 4%	6 7%	2 3%	5 8%	5 13%	21 4%	13 3%	27 4%	19 4%	19 4%	22 5%	19 3%	5 4%	- -%	17 4%	9 14%
Neither Satisfied Nor Dissatisfied (0)	91 12%	14 16%	9 15%	7 11%	3 7%	72 12%	61 14%	79 12%	59 12%	48 11%	47 10%	64 11%	19 14%	- -%	49 11%	10 16%
Fairly Satisfied (1)	321 43%	41 46%	20 36%	27 39%	17 48%	271 45%	187 43%	288 44%	225 45%	186 42%	212 46%	272 46%	53 41%	- -%	198 44%	28 43%
Very Satisfied (2)	286 39%	25 29%	22 39%	28 42%	11 32%	225 38%	173 39%	255 39%	190 38%	181 41%	174 38%	231 39%	52 40%	- -%	184 41%	15 23%
Don't Know (DO NOT READ OUT)	2 *%	- -%	1 2%	- -%	- -%	1 *%	1 *%	1 *%	1 *%	1 *%	* *%	1 *%	* *%	- -%	1 *%	- -%
NET: Satisfied	607 82%	66 75%	42 74%	55 81%	28 80%	495 83%	360 82%	543 82%	415 83%	367 83%	386 84%	503 85%	105 81%	- -%	382 84%	43 66%
NET: Dissatisfied	41 6%	8 9%	5 9%	5 8%	5 13%	29 5%	16 4%	35 5%	27 5%	25 6%	28 6%	24 4%	6 4%	- -%	22 5%	12 18%
Answered	739	88	55	68	35	597	437	658	501	440	461	591	129	-	452	64
Mean Score	1.1	.9	1.0	1.2	1.0	1.1	1.2	1.1	1.1	1.2	1.1	1.2	1.2	-	1.2	.7
Standard error	.03	.10	.14	.11	.17	.03	.04	.03	.04	.04	.04	.03	.07	-	.04	.17
Standard deviation	.88	.95	1.11	.91	.97	.86	.83	.87	.88	.89	.88	.82	.85	-	.85	1.13

Columns Tested.: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 289 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	832	344	291	696	32	351	481	200	463	159	270	206	328
Effective base	305	136	107	251	15	125	181	70	172	62	95	73	130
Weighted Base	741	339	264	607	41	295	446	157	435	143	225	182	311
Very Dissatisfied (-2)	8 1%	6 2%	2 1%	- -%	8 20%	8 a	* %	5 3%	3 1%	- -%	4 2%	- -%	4 1%
Fairly Dissatisfied (-1)	33 4%	20 6%	8 3%	- -%	33 80%	30 b	4 1%	12 8%	18 4%	3 2%	12 5%	14 8%	8 3%
Neither Satisfied Nor Dissatisfied (0)	91 12%	57 17%	21 8%	- -%	- -%	60 b	31 7%	19 12%	54 12%	18 13%	34 15%	22 12%	34 11%
Fairly Satisfied (1)	321 43%	154 45%	119 45%	321 53%	- -%	123 b	198 44%	56 36%	192 44%	72 50%	85 38%	82 45%	139 45%
Very Satisfied (2)	286 39%	103 30%	112 42%	286 47%	- -%	75 b	211 a	64 41%	167 38%	50 35%	89 39%	64 35%	126 41%
Don't Know (DO NOT READ OUT)	2 *%	* *%	1 *%	- -%	- -%	- -	2 *%	1 1%	* *%	- -%	1 *%	* *%	- -%
NET: Satisfied	607 82%	257 76%	232 88%	607 100%	- -%	197 a	409 a	120 77%	359 83%	122 85%	174 77%	146 80%	265 85%
NET: Dissatisfied	41 6%	25 7%	10 4%	- -%	41 100%	38 b	4 1%	17 11%	21 5%	3 2%	16 7%	14 8%	12 4%
Answered	739	339	263	607	41	295	444	156	435	143	224	182	311
Mean Score	1.1	1.0	1.3	1.5	-1.2	.8	1.4	1.0	1.2	1.2	1.1	1.1	1.2
Standard error	.03	.05	.05	.02	.07	.05	.03	.08	.04	.06	.06	.06	.05
Standard deviation	.88	.93	.80	.50	.40	1.03	.65	1.07	.85	.73	.96	.88	.83

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 289 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		832	454	378
Effective base		305	146	159
Weighted Base		741	364	377
Very Dissatisfied	(-2)	8 1%	6 2%	2 *%
Fairly Dissatisfied	(-1)	33 4%	21 6%	13 3%
Neither Satisfied Nor Dissatisfied	(0)	91 12%	37 10%	53 14%
Fairly Satisfied	(1)	321 43%	164 45%	156 41%
Very Satisfied	(2)	286 39%	134 37%	152 40%
Don't Know (DO NOT READ OUT)		2 *%	1 *%	1 *%
NET: Satisfied		607 82%	298 82%	308 82%
NET: Dissatisfied		41 6%	27 7%	15 4%
Answered		739	362	377
Mean Score		1.1	1.1	1.2
Standard error		.03	.04	.04
Standard deviation		.88	.92	.83

Columns Tested: a,b

Table 289 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

		Month											
Total base		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	832	48	84	76	66	81	45	41	81	65	62	48	135
Effective base	305	13	35	45	24	56	24	9	32	27	9	20	45
Weighted Base	741	23	55	92	21	122	43	8	114	57	14	57	135
Very Dissatisfied (-2)	8 1%	- -%	2 4%	3 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 6%	- -%
Fairly Dissatisfied (-1)	33 4%	1 2%	3 5%	3 4%	- -%	6 5%	- -%	* 5%	5 4%	1 2%	* 2%	- -%	14 10%
Neither Satisfied Nor Dissatisfied (0)	91 12%	* 1%	7 13%	12 13%	3 16%	16 13%	8 19%	5 60%	6 5%	9 15%	1 10%	7 13%	17 12%
abcdefghijkl													
Fairly Satisfied (1)	321 43%	14 60%	18 33%	32 35%	13 62%	53 43%	17 40%	2 27%	56 49%	34 60%	7 51%	21 38%	52 39%
Very Satisfied (2)	286 39%	9 38%	25 45%	41 45%	5 22%	47 38%	18 41%	1 8%	47 41%	12 20%	5 35%	25 44%	52 39%
Don't Know (DO NOT READ OUT)		2 *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	1 2%	* 2%	- -%	* *%
NET: Satisfied	607 82%	22 97%	43 78%	73 80%	18 84%	100 82%	35 81%	3 35%	103 91%	46 80%	12 85%	46 82%	104 77%
NET: Dissatisfied	41 6%	1 2%	5 9%	6 7%	- -%	6 5%	- -%	* 5%	5 4%	1 2%	* 2%	3 6%	14 10%
Answered	739	23	55	92	21	122	43	8	114	56	14	57	135
Mean Score	1.1	1.3	1.1	1.2	1.1	1.1	1.2	.4	1.3	1.0	1.2	1.1	1.1
Standard error	.03	.09	.12	.12	.08	.09	.11	.12	.08	.09	.09	.15	.08
Standard deviation	.88	.62	1.06	1.00	.63	.84	.75	.75	.74	.68	.74	1.04	.96

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 289 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	832	208	192	187	245	400	432
Effective base	305	92	97	59	72	188	131
Weighted Base	741	170	187	178	206	357	384
Very Dissatisfied (-2)	8 1%	5 3%	- -%	- -%	3 2%	5 1%	3 1%
Fairly Dissatisfied (-1)	33 4%	7 4%	6 3%	6 4%	14 7%	13 4%	20 5%
Neither Satisfied Nor Dissatisfied (0)	91 12%	19 11%	28 15%	19 11%	25 12%	47 13%	44 11%
Fairly Satisfied (1)	321 43%	64 38%	84 45%	93 52%	81 39%	148 41%	173 45%
Very Satisfied (2)	286 39%	75 44%	69 37%	59 33%	82 40%	145 41%	142 37%
Don't Know (DO NOT READ OUT)	2 *%	- -%	- -%	1 1%	* *%	- -%	2 *%
NET: Satisfied	607 82%	139 82%	153 82%	152 85%	163 79%	292 82%	315 82%
NET: Dissatisfied	41 6%	12 7%	6 3%	6 4%	17 8%	18 5%	23 6%
Answered	739	170	187	177	205	357	382
Mean Score	1.1	1.2	1.2	1.2	1.1	1.2	1.1
Standard error	.03	.07	.06	.06	.06	.04	.04
Standard deviation	.88	.98	.80	.75	.96	.89	.87

Columns Tested:: a,b,c,d - a,b

Table 290

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	832	117	715	513	153	52	114	319
Effective base	305	35	275	273	64	28	54	89
Weighted Base	741	55	686	696	37	5	3	44
Very Dissatisfied (-2)	4 1%	* *%	4 1%	4 1%	* *%	* 2%	- -%	* *%
Fairly Dissatisfied (-1)	35 5%	1 3%	33 5%	32 5%	2 6%	* 3%	* 1%	3 6%
Neither Satisfied Nor Dissatisfied (0)	112 15%	5 10%	107 16%	104 15%	7 20%	* 7%	* 4%	8 18%
Fairly Satisfied (1)	320 43%	17 32%	303 44%	303 44%	14 37%	2 46%	1 48%	17 39%
Very Satisfied (2)	250 34%	28 52%	222 32%	234 34%	13 36%	2 41%	1 44%	16 37%
Don't Know (DO NOT READ OUT)	19 3%	2 4%	17 2%	19 3%	* 1%	* 1%	* 3%	* 1%
NET: Satisfied	571 77%	46 84%	525 77%	537 77%	27 73%	4 87%	2 92%	34 76%
NET: Dissatisfied	39 5%	1 3%	37 5%	36 5%	2 6%	* 5%	* 1%	3 6%
Answered	722	53	669	678	36	5	3	44
Mean Score	1.1	1.4 b	1.1	1.1	1.0	1.2	1.4 abe	1.1
Standard error	.03	.07	.03	.04	.07	.13	.08	.05
Standard deviation	.86	.79	.86	.86	.92	.94	.79	.90

Columns Tested: a,b - a,b,c,d,e

Table 290 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		832	202	236	75	95	110	114	513	153	166
Effective base		305	125	122	32	43	42	54	273	64	57
Weighted Base		741	334	314	48	27	15	3	696	37	8
Very Dissatisfied	(-2)	4 1%	- -%	4 1%	- -%	* *%	* 1%	- -%	4 1%	* *%	* 1%
Fairly Dissatisfied	(-1)	35 5%	12 3%	12 4%	8 17%	1 4%	1 9%	* 1%	32 5%	2 6%	* 2%
Neither Satisfied Nor Dissatisfied	(0)	112 15%	49 15%	49 15%	7 14%	7 25%	1 7%	* 4%	104 15%	7 20%	* 6%
Fairly Satisfied	(1)	320 43%	158 47%	122 39%	23 48%	8 29%	8 53%	1 48%	303 44%	14 37%	4 47%
Very Satisfied	(2)	250 34%	101 30%	124 40%	9 19%	11 42%	4 28%	1 44%	234 34%	13 36%	3 42%
Don't Know (DO NOT READ OUT)		19 3%	15 4%	3 1%	1 1%	- -%	* 2%	* 3%	19 3%	* 1%	* 1%
NET: Satisfied		571 77%	259 77%	246 78%	32 67%	19 71%	12 81%	2 92%	537 77%	27 73%	7 89%
NET: Dissatisfied		39 5%	12 3%	16 5%	8 17%	1 4%	1 10%	* 1%	36 5%	2 6%	* 3%
Answered		722	320	311	47	27	15	3	678	36	8
Mean Score		1.1	1.1	1.1	.7	1.1	1.0	1.4	1.1	1.0	1.3
Standard error		.03	.06	.06	.11	.10	.09	.08	.04	.07	.07
Standard deviation		.86	.78	.91	.99	.93	.91	.79	.86	.92	.83

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 290 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	832	311	202	153	52	114	285	163	65	37	129
Effective base	305	197	93	64	28	54	152	68	22	10	21
Weighted Base	741	555	141	37	5	3	420	146	37	21	23
Very Dissatisfied (-2)	4 1%	4 1%	- -%	* *%	* 2%	- -%	4 1%	- -%	- -%	- -%	- -%
Fairly Dissatisfied (-1)	35 5%	21 4%	11 8%	2 6%	* 3%	* 1%	23 5%	7 5%	2 5%	- -%	1 4%
Neither Satisfied Nor Dissatisfied (0)	112 15%	86 15%	18 13%	7 20%	* 7%	* 4%	74 18%	20 14%	3 7%	1 3%	2 11%
Fairly Satisfied (1)	320 43%	246 44%	57 40%	14 37%	2 46%	1 48%	170 41%	65 44%	17 47%	12 56%	10 42%
Very Satisfied (2)	250 34%	181 33%	53 37%	13 36%	2 41%	1 44%	132 31%	54 37%	15 40%	9 41%	10 44%
Don't Know (DO NOT READ OUT)	19 3%	17 3%	2 1%	* 1%	* 1%	* 3%	16 4%	- -%	1 2%	* *%	- -%
NET: Satisfied	571 77%	427 77%	110 78%	27 73%	4 87%	2 92%	302 72%	119 81%	32 87%	20 97%	20 86%
NET: Dissatisfied	39 5%	25 5%	11 8%	2 6%	* 5%	* 1%	27 6%	7 5%	2 5%	- -%	1 4%
Answered	722	538	140	36	5	3	403	146	36	21	23
Mean Score	1.1	1.1	1.1	1.0	1.2	1.4	1.0	1.1	1.2	1.4	1.3
Standard error	.03	.05	.06	.07	.13	.08	.05	.07	.10	.09	.07
Standard deviation	.86	.85	.91	.92	.94	.79	.91	.83	.79	.56	.81

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 290 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	*d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		832	56	50	107	29	60	68	47	50	52
Effective base		305	28	24	55	13	30	38	25	26	26
Weighted Base		741	72	50	151	31	77	106	75	63	51
Very Dissatisfied	(-2)	4 1%	- -%	3 6%	* *%	- -%	- -%	- -%	- -%	- -%	- -%
Fairly Dissatisfied	(-1)	35 5%	8 11%	1 3%	10 6%	- -%	2 2%	1 1%	5 6%	1 2%	4 7%
Neither Satisfied Nor Dissatisfied	(0)	112 15%	11 15%	4 7%	31 21%	5 15%	21 28%	5 5%	13 17%	7 11%	11 22%
Fairly Satisfied	(1)	320 43%	29 40%	22 44%	62 41%	14 46%	19 25%	57 54%	36 48%	34 54%	18 35%
Very Satisfied	(2)	250 34%	24 33%	18 37%	46 30%	12 39%	35 45%	38 36%	17 22%	20 32%	14 27%
Don't Know (DO NOT READ OUT)		19 3%	- -%	1 3%	2 1%	- -%	- -%	4 4%	5 6%	1 1%	4 9%
NET: Satisfied		571 77%	53 73%	40 81%	108 72%	26 85%	54 70%	96 90%	53 71%	54 86%	31 62%
NET: Dissatisfied		39 5%	8 11%	5 9%	10 6%	- -%	2 2%	1 1%	5 6%	1 2%	4 7%
Answered		722	72	48	149	31	77	102	71	62	46
Mean Score		1.1	1.0	1.0	1.0	1.2	1.1	1.3	.9	1.2	.9
Standard error		.03	.13	.16	.09	.13	.12	.08	.12	.10	.13
Standard deviation		.86	.98	1.09	.88	.70	.90	.62	.83	.70	.93

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 290 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		832	141	156	222	519	313	117	102	94
Effective base		305	68	77	118	262	82	34	33	28
Weighted Base		741	159	185	333	676	65	35	18	11
Very Dissatisfied	(-2)	4 1%	- -%	3 2%	* *%	3 *%	1 2%	* *%	1 6%	* *%
Fairly Dissatisfied	(-1)	35 5%	5 3%	11 6%	16 5%	32 5%	3 4%	1 4%	1 4%	1 5%
Neither Satisfied Nor Dissatisfied	(0)	112 15%	37 23%	21 12%	49 15%	108 16%	5 7%	2 6%	2 10%	1 6%
Fairly Satisfied	(1)	320 43%	51 32%	84 46%	156 47%	292 43%	28 44%	13 38%	9 52%	6 50%
Very Satisfied	(2)	250 34%	61 38%	63 34%	101 30%	224 33%	26 40%	17 49%	5 25%	4 36%
Don't Know (DO NOT READ OUT)		19 3%	4 3%	2 1%	11 3%	17 3%	2 3%	1 3%	1 3%	* 2%
NET: Satisfied		571 77%	112 70%	147 80%	257 77%	516 76%	54 84%	31 87%	14 77%	10 87%
NET: Dissatisfied		39 5%	5 3%	14 8%	16 5%	35 5%	4 6%	1 4%	2 10%	1 6%
Answered		722	154	182	322	659	63	34	18	11
Mean Score		1.1	1.1	1.1	1.1	1.1	1.2	1.4	.9	1.2
Standard error		.03	.07	.08	.06	.04	.05	.07	.11	.09
Standard deviation		.86	.88	.93	.81	.86	.90	.79	1.07	.83

Columns Tested:: a,b,c,d,e,f,g,h

Table 290 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	*g	*h	i
Significance Level: 95%										
Unweighted Base	832	35	98	11	109	96	254	20	23	295
Effective base	305	14	32	6	37	41	99	5	8	109
Weighted Base	741	25	75	12	87	124	199	11	10	284
Very Dissatisfied	(-2) 4 1%	- -%	- -%	- -%	- -%	* *%	1 1%	3 29%	- -%	- -%
Fairly Dissatisfied	(-1) 35 5%	1 3%	5 7%	- -%	5 6%	12 10%	5 2%	* *%	- -%	12 4%
Neither Satisfied Nor Dissatisfied	(0) 112 15%	1 2%	6 8%	6 47%	12 14%	15 12%	30 15%	* 1%	* 2%	55 19%
Fairly Satisfied	(1) 320 43%	14 57%	41 55%	* 1%	41 47%	42 34%	79 40%	4 39%	3 31%	136 48%
Very Satisfied	(2) 250 34%	9 37%	22 30%	6 51%	28 33%	53 43%	75 38%	3 31%	7 67%	74 26%
Don't Know (DO NOT READ OUT)	19 3%	- -%	* *%	- -%	* *%	1 1%	10 5%	- -%	- -%	8 3%
NET: Satisfied	571 77%	24 95%	63 84%	6 53%	70 80%	96 78%	154 77%	8 70%	10 98%	210 74%
NET: Dissatisfied	39 5%	1 3%	5 7%	- -%	5 6%	12 10%	6 3%	3 29%	- -%	12 4%
Answered	722	25	75	12	87	123	189	11	10	276
Mean Score	1.1	1.3	1.1	1.0	1.1	1.1	1.2	.4	1.6	1.0
Standard error	.03	.12	.08	.31	.08	.10	.05	.38	.12	.05
Standard deviation	.86	.68	.82	1.04	.85	.97	.83	1.68	.55	.80

Columns Tested: a,b,c,d,e,f,g,h,i

Table 290 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	832	240	254	338	745	87	-	689	143	816	16
Effective base	305	90	99	120	271	37	-	273	34	299	6
Weighted Base	741	236	199	306	628	113	-	678	63	723	18
Very Dissatisfied (-2)	4 1%	* *%	1 1%	3 1%	1 *%	3 3%	- -%	3 *%	1 2%	4 1%	- -%
Fairly Dissatisfied (-1)	35 5%	18 8%	5 2%	12 4%	27 4%	8 7%	- -%	33 5%	2 3%	35 5%	- -%
Neither Satisfied Nor Dissatisfied (0)	112 15%	27 12%	30 15%	55 18%	96 15%	16 15%	- -%	102 15%	10 16%	112 16%	* *%
Fairly Satisfied (1)	320 43%	98 42%	79 40%	143 47%	269 43%	51 45%	- -%	297 44%	23 36%	317 44%	3 18%
Very Satisfied (2)	250 34%	91 39%	75 38%	84 28%	221 35%	30 26%	- -%	224 33%	27 43%	240 33%	10 57%
Don't Know (DO NOT READ OUT)	19 3%	1 *%	10 5%	8 3%	14 2%	5 4%	- -%	19 3%	* *%	14 2%	5 26%
NET: Satisfied	571 77%	189 80%	154 77%	228 74%	490 78%	81 71%	- -%	521 77%	50 79%	557 77%	13 74%
NET: Dissatisfied	39 5%	18 8%	6 3%	15 5%	28 4%	11 10%	- -%	36 5%	3 5%	39 5%	- -%
Answered	722	235	189	298	614	108	-	659	62	708	13
Mean Score	1.1	1.1	1.2	1.0	1.1	.9	-	1.1	1.2	1.1	1.8
Standard error	.03	.06	.05	.05	.03	.11	-	.03	.08	.03	.12
Standard deviation	.86	.90	.83	.85	.83	.99	-	.86	.92	.86	.45

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 290 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		832	364	220	244
Effective base		305	139	73	93
Weighted Base		741	355	151	231
Very Dissatisfied	(-2)	4 1%	4 1%	* *%	* *%
Fairly Dissatisfied	(-1)	35 5%	21 6%	3 2%	11 5%
Neither Satisfied Nor Dissatisfied	(0)	112 15%	48 13%	27 18%	37 16%
Fairly Satisfied	(1)	320 43%	183 51% bc	53 35%	85 37%
Very Satisfied	(2)	250 34%	95 27%	66 44% a	86 37%
Don't Know (DO NOT READ OUT)		19 3%	5 1%	2 1%	12 5%
NET: Satisfied		571 77%	277 78%	119 79%	171 74%
NET: Dissatisfied		39 5%	25 7%	3 2%	11 5%
Answered		722	350	149	219
Mean Score		1.1	1.0	1.2 a	1.1
Standard error		.03	.05	.06	.06
Standard deviation		.86	.87	.81	.86

Columns Tested: a,b,c

Table 290 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

		Annual postal spend											
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+	
		a	b	c	*d	e	*f	*g	*h	i	j	k	
Significance Level: 95%													
Unweighted Base	832	506	183	56	27	30	16	7	7	689	143	87	
Effective base	305	215	58	15	10	8	3	2	1	272	33	18	
Weighted Base	741	528	134	36	8	21	8	1	5	662	79	43	
Very Dissatisfied	(-2)	4	4	-	-	*	-	*	-	-	4	*	*
		1%	1%	-%	-%	*%	-%	*%	-%	-%	1%	*%	*%
Fairly Dissatisfied	(-1)	35	29	3	1	1	*	*	-	-	32	2	1
		5%	5%	2%	4%	11%	*%	1%	-%	-%	5%	3%	2%
Neither Satisfied Nor Dissatisfied	(0)	112	72	36	*	*	2	1	*	*	108	4	3
		15%	14%	27%	1%	1%	9%	14%	1%	3%	16%	5%	8%
				acj									
Fairly Satisfied	(1)	320	233	51	17	3	11	1	*	5	284	36	19
		43%	44%	38%	49%	33%	50%	10%	4%	96%	43%	46%	44%
Very Satisfied	(2)	250	180	34	16	4	9	6	1	*	215	36	20
		34%	34%	26%	45%	54%	40%	74%	95%	1%	32%	45%	45%
Don't Know (DO NOT READ OUT)		19	9	9	1	*	-	*	-	-	18	1	*
		3%	2%	7%	2%	*%	-%	*%	-%	-%	3%	1%	*%
				a									
NET: Satisfied		571	414	85	33	7	19	6	1	5	498	72	39
		77%	78%	63%	93%	87%	90%	84%	99%	97%	75%	91%	90%
			b		b							bi	b
NET: Dissatisfied		39	33	3	1	1	*	*	-	-	37	2	1
		5%	6%	2%	4%	12%	*%	1%	-%	-%	6%	3%	3%
Answered		722	519	125	35	8	21	8	1	5	643	78	43
Mean Score		1.1	1.1	.9	1.4	1.3	1.3	1.6	1.9	1.0	1.0	1.3	1.3
												b	
Standard error		.03	.04	.06	.09	.20	.12	.22	.48	.08	.03	.06	.08
Standard deviation		.86	.88	.82	.70	1.04	.67	.85	1.26	.22	.87	.72	.74

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 290 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	832	188	318	326	729	694	751	759	524	423	62	406	61	72	47	61	42
Effective base	305	91	124	91	255	245	270	278	189	130	34	166	19	19	11	13	8
Weighted Base	741	241	287	213	629	604	665	676	479	326	87	420	39	45	23	28	23
Very Dissatisfied (-2)	4 1%	4 2%	- -%	* *%	4 1%	4 1%	4 1%	4 1%	4 1%	1 *%	- -%	4 1%	- -%	* *%	- -%	- -%	- -%
Fairly Dissatisfied (-1)	35 5%	12 5%	17 6%	6 3%	33 5%	28 5%	33 5%	34 5%	26 5%	21 6%	4 5%	24 6%	1 4%	* 1%	1 5%	* 1%	1 4%
Neither Satisfied Nor Dissatisfied (0)	112 15%	34 14%	38 13%	40 19%	103 16%	99 16%	107 16%	111 16%	83 17%	43 13%	8 10%	65 15%	13 34%	11 24%	1 3%	7 25%	1 6%
Fairly Satisfied (1)	320 43%	107 45%	126 44%	87 41%	277 44%	256 42%	290 44%	276 41%	198 41%	130 40%	43 49%	178 42%	16 40%	16 36%	16 68%	13 46%	8 36%
Very Satisfied (2)	250 34%	78 32%	103 36%	70 33%	196 31%	199 33%	213 32%	232 34%	157 33%	126 39%	30 35%	137 33%	7 18%	16 36%	5 23%	8 28%	10 41%
Don't Know (DO NOT READ OUT)	19 3%	5 2%	4 1%	10 5%	17 3%	18 3%	18 3%	19 3%	11 2%	4 1%	1 1%	12 3%	2 4%	1 2%	- -%	* *%	3 13%
NET: Satisfied	571 77%	185 77%	228 80%	157 74%	472 75%	455 75%	504 76%	508 75%	355 74%	257 79%	73 84%	315 75%	23 58%	33 73%	21 91%	21 74%	18 77%
NET: Dissatisfied	39 5%	17 7%	17 6%	6 3%	37 6%	32 5%	37 6%	38 6%	30 6%	22 7%	4 5%	29 7%	1 4%	* 1%	1 5%	* 1%	1 4%
Answered	722	236	283	203	612	586	647	657	469	322	86	408	37	44	23	28	20
Mean Score	1.1	1.0	1.1	1.1	1.0	1.1	1.0	1.1	1.0	1.1	1.2	1.0	.8	1.1	1.1	1.0	1.3
Standard error	.03	.07	.05	.05	.03	.03	.03	.03	.04	.04	.10	.05	.10	.10	.10	.10	.13
Standard deviation	.86	.92	.85	.81	.88	.87	.87	.89	.91	.90	.79	.91	.81	.82	.70	.78	.81

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 290 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	*f	*g	a	b	c	d	e	*f	*g
Unweighted Base	832	453	79	56	53	34	29	25	373	129	73	36	38	24	21
Effective base	305	193	24	13	9	11	6	4	155	41	21	16	6	9	4
Weighted Base	741	488	51	27	25	13	16	9	395	104	36	29	17	11	13
Very Dissatisfied (-2)	4 1%	4 1%	* *%	- -%	* *%	- -%	- -%	- -%	3 1%	1 1%	* *%	- -%	- -%	- -%	- -%
Fairly Dissatisfied (-1)	35 5%	28 6%	1 3%	1 3%	* *%	1 10%	1 6%	* *%	19 5%	6 6%	1 2%	* 1%	* 2%	1 12%	- -%
Neither Satisfied Nor Dissatisfied (0)	112 15%	75 15%	18 35%	3 10%	1 4%	* 1%	6 37%	1 12%	56 14%	26 25%	6 18%	8 28%	1 5%	1 13%	* 2%
Fairly Satisfied (1)	320 43%	219 45%	15 29%	18 66%	9 36%	7 57%	8 49%	1 14%	168 42%	38 36%	17 49%	13 45%	10 56%	4 36%	7 55%
Very Satisfied (2)	250 34%	150 31%	17 33%	5 17%	15 60%	4 32%	1 8%	4 42%	133 34%	33 31%	9 25%	7 26%	6 37%	4 39%	5 42%
Don't Know (DO NOT READ OUT)	19 3%	13 3%	* *%	1 3%	- -%	* *%	- -%	3 32%	15 4%	* *%	2 7%	- -%	* *%	- -%	- -%
NET: Satisfied	571 77%	369 75%	32 62%	22 83%	24 96%	12 89%	9 58%	5 56%	301 76%	71 68%	26 74%	20 71%	16 93%	8 75%	13 98%
NET: Dissatisfied	39 5%	32 7%	1 3%	1 3%	* *%	1 10%	1 6%	* *%	22 6%	7 7%	1 2%	* 1%	* 2%	1 12%	- -%
Answered	722	476	51	26	25	13	16	6	379	104	33	29	17	11	13
Mean Score	1.1	1.0	.9	1.0	1.6	1.1	.6	1.4	1.1	.9	1.0	1.0	1.3	1.0	1.4
Standard error	.03	.04	.10	.09	.08	.15	.14	.18	.05	.08	.09	.13	.11	.22	.12
Standard deviation	.86	.89	.90	.66	.59	.88	.74	.87	.88	.95	.75	.78	.66	1.05	.56

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 290 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	832	381	103	95	63	42	39	36	180	176	204	118	70
Effective base	305	163	36	29	19	14	9	10	85	62	75	30	20
Weighted Base	741	412	86	65	34	28	25	26	229	156	169	61	48
Very Dissatisfied (-2)	4 1%	4 1%	- -	* *%	* *%	- -%	- -%	- -%	1 *%	* *%	3 2%	- -%	- -%
Fairly Dissatisfied (-1)	35 5%	18 4%	5 6%	6 9%	2 4%	* 1%	2 7%	1 3%	7 3%	16 10%	7 4%	1 2%	1 3%
Neither Satisfied Nor Dissatisfied (0)	112 15%	65 16%	18 21%	19 29%	3 9%	5 20%	* 1%	1 2%	30 13%	27 17%	32 19%	5 9%	13 28%
Fairly Satisfied (1)	320 43%	168 41%	39 45%	12 19%	17 51%	5 20%	14 57%	19 72%	96 42%	75 48%	64 38%	33 54%	22 45%
Very Satisfied (2)	250 34%	143 35%	21 24%	28 43%	12 35%	14 49%	9 35%	6 23%	88 39%	38 24%	54 32%	19 31%	12 25%
Don't Know (DO NOT READ OUT)	19 3%	13 3%	3 4%	- -%	- -%	3 11%	* *%	- -%	7 3%	- -%	9 5%	2 3%	- -%
NET: Satisfied	571 77%	312 76%	59 69%	40 62%	29 86%	19 68%	23 92%	25 95%	185 81%	113 73%	118 70%	52 86%	33 69%
NET: Dissatisfied	39 5%	22 5%	5 6%	6 9%	2 5%	* 1%	2 7%	1 3%	8 3%	16 10%	11 6%	1 2%	1 3%
Answered	722	399	83	65	34	25	25	26	222	156	160	59	48
Mean Score	1.1	1.1	.9	1.0	1.2	1.3	1.2	1.2	1.2	.9	1.0	1.2	.9
Standard error	.03	.05	.09	.11	.10	.14	.13	.10	.06	.07	.07	.06	.10
Standard deviation	.86	.89	.85	1.05	.79	.86	.80	.59	.82	.90	.95	.69	.80

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 290 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	832	254	154	176	91	50	224	162	158	98	48
Effective base	305	107	55	60	21	12	100	50	54	27	14
Weighted Base	741	286	136	136	42	27	267	122	118	60	36
Very Dissatisfied (-2)	4 1%	4 2%	* *%	- -%	- -%	- -%	1 *%	- -%	3 3%	- -%	- -%
Fairly Dissatisfied (-1)	35 5%	13 5%	13 9%	5 4%	1 3%	1 3%	7 3%	12 10%	7 6%	2 3%	1 2%
Neither Satisfied Nor Dissatisfied (0)	112 15%	39 14%	24 18%	28 21%	1 3%	10 38% ad	43 16%	20 16%	20 17%	5 9%	9 27%
Fairly Satisfied (1)	320 43%	113 39%	78 57% ac	51 38%	25 59%	10 36%	107 40%	58 47%	44 37%	30 49%	18 50%
Very Satisfied (2)	250 34%	108 38%	21 16%	45 33%	14 33%	6 23%	102 38%	32 27%	35 30%	21 35%	8 21%
Don't Know (DO NOT READ OUT)	19 3%	9 3%	- -%	7 5%	1 1%	- -%	7 3%	* *%	9 7% b	2 3%	- -%
NET: Satisfied	571 77%	221 77%	99 73%	96 70%	39 92% ce	16 59%	208 78%	90 74%	79 67%	51 85%	25 72%
NET: Dissatisfied	39 5%	17 6%	13 9%	5 4%	1 3%	1 3%	8 3%	12 10%	10 8%	2 3%	1 2%
Answered	722	277	136	129	42	27	260	122	109	58	36
Mean Score	1.1	1.1	.8	1.1	1.2	.8	1.2	.9	.9	1.2	.9
Standard error	.03	.06	.07	.07	.07	.12	.06	.07	.08	.07	.11
Standard deviation	.86	.92	.82	.85	.67	.84	.83	.90	1.01	.73	.75

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 290 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		832	221	151	191	117	74	519	78	157	468	364	543	186
Effective base		305	96	49	71	42	20	198	24	56	178	129	199	56
Weighted Base		741	256	119	160	94	44	463	58	154	454	286	497	132
Very Dissatisfied	(-2)	4	1	-	3	-	*	1	*	3	3	1	*	4
		1%	1%	0%	2%	0%	1%	1%	2%	1%	1%	1%	1%	3%
														a
Fairly Dissatisfied	(-1)	35	6	7	10	7	3	17	6	10	20	14	25	7
		5%	2%	6%	6%	8%	8%	4%	11%	7%	4%	5%	5%	6%
Neither Satisfied Nor Dissatisfied	(0)	112	47	10	37	13	4	78	9	24	80	32	84	19
		15%	18%	9%	23%	14%	9%	17%	15%	16%	18%	11%	17%	14%
					b									
Fairly Satisfied	(1)	320	103	51	49	48	25	180	26	70	213	108	232	45
		43%	40%	43%	31%	51%	56%	39%	44%	45%	47%	38%	47%	34%
					c									
Very Satisfied	(2)	250	95	44	57	23	11	175	15	42	123	127	141	55
		34%	37%	37%	36%	25%	26%	38%	26%	27%	27%	44%	28%	41%
												a		
Don't Know (DO NOT READ OUT)		19	5	6	4	2	1	11	2	5	15	4	14	2
		3%	2%	5%	3%	2%	2%	2%	4%	3%	3%	2%	3%	2%
NET: Satisfied		571	198	95	106	71	36	355	41	111	336	235	373	99
		77%	77%	80%	66%	76%	82%	77%	70%	72%	74%	82%	75%	75%
NET: Dissatisfied		39	7	7	13	7	3	18	6	13	24	15	25	12
		5%	3%	6%	8%	8%	8%	4%	11%	9%	5%	5%	5%	9%
Answered		722	251	112	156	92	43	452	56	149	440	282	483	130
Mean Score		1.1	1.1	1.2	.9	.9	1.0	1.1	.9	.9	1.0	1.2	1.0	1.1
												a		
Standard error		.03	.06	.07	.07	.08	.10	.04	.11	.08	.04	.05	.04	.08
Standard deviation		.86	.82	.85	1.02	.85	.83	.85	.94	.95	.85	.87	.82	1.05

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 290 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	832	438	256	183	576	549	180	426	268	187	572
Effective base	305	172	73	84	195	201	54	163	83	85	193
Weighted Base	741	427	177	188	488	504	125	415	189	198	478
Very Dissatisfied (-2)	4 1%	3 1%	1 1%	* *%	4 1%	* *%	4 3%	3 1%	1 1%	* *%	4 1%
Fairly Dissatisfied (-1)	35 5%	19 5%	8 5%	4 2%	29 6%	26 5%	6 5%	18 4%	10 5%	3 2%	30 6%
Neither Satisfied Nor Dissatisfied (0)	112 15%	71 17%	28 16%	45 24%	66 14%	83 16%	20 16%	71 17%	27 15%	42 21%	69 15%
Fairly Satisfied (1)	320 43%	188 44%	69 39%	90 48%	186 38%	239 47%	38 30%	183 44%	73 39%	95 48%	180 38%
Very Satisfied (2)	250 34%	134 31%	64 36%	37 19%	196 40%	141 28%	54 43%	129 31%	70 37%	49 25%	183 38%
Don't Know (DO NOT READ OUT)	19 3%	11 3%	7 4%	12 6%	7 1%	14 3%	2 2%	11 3%	7 4%	8 4%	11 2%
NET: Satisfied	571 77%	322 75%	133 75%	126 67%	381 78%	380 75%	92 74%	312 75%	143 76%	145 73%	363 76%
NET: Dissatisfied	39 5%	23 5%	10 5%	5 2%	33 7%	27 5%	11 8%	21 5%	11 6%	3 2%	35 7%
Answered	722	415	170	176	481	490	123	404	182	190	467
Mean Score	1.1	1.0	1.1	.9	1.1	1.0	1.1	1.0	1.1	1.0	1.1
Standard error	.03	.04	.06	.06	.04	.04	.08	.04	.06	.06	.04
Standard deviation	.86	.87	.89	.75	.92	.82	1.06	.86	.90	.74	.94

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 290 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	832	523	508	191	2	492	441	161	2	637	397	197	1
Effective base	305	173	193	62	2	165	163	55	2	233	149	72	1
Weighted Base	741	433	476	155	5	421	385	138	2	575	353	159	2
Very Dissatisfied (-2)	4 1%	4 1%	3 1%	- -%	- -%	4 1%	- -%	- -%	- -%	4 1%	- -%	1 1%	- -%
Fairly Dissatisfied (-1)	35 5%	21 5%	22 5%	5 3%	- -%	16 4%	17 4%	6 4%	- -%	24 4%	16 5%	7 4%	- -%
Neither Satisfied Nor Dissatisfied (0)	112 15%	70 16%	81 17%	32 20%	4 74%	65 15%	64 17%	29 21%	- -%	94 16%	59 17%	28 18%	- -%
Fairly Satisfied (1)	320 43%	194 45%	208 44%	71 46%	1 26%	193 46%	164 43%	65 47%	2 77%	226 39%	149 42%	80 50%	2 100%
Very Satisfied (2)	250 34%	129 30%	149 31%	34 22%	- -%	127 30%	131 34%	28 20%	1 23%	212 37%	116 33%	41 26%	- -%
Don't Know (DO NOT READ OUT)	19 3%	16 4%	12 3%	13 9%	- -%	16 4%	9 2%	9 7%	- -%	14 3%	13 4%	2 2%	- -%
NET: Satisfied	571 77%	323 75%	357 75%	105 68%	1 26%	320 76%	294 76%	93 68%	2 100%	438 76%	265 75%	121 76%	2 100%
NET: Dissatisfied	39 5%	25 6%	26 5%	5 3%	- -%	21 5%	17 4%	6 4%	- -%	28 5%	16 5%	8 5%	- -%
Answered	722	418	463	142	5	405	375	129	2	560	340	157	2
Mean Score	1.1	1.0	1.0	.9	.3	1.0	1.1	.9	1.2	1.1	1.1	1.0	1.0
Standard error	.03	.04	.04	.06	.34	.04	.04	.06	.39	.04	.04	.06	-
Standard deviation	.86	.88	.87	.78	.49	.86	.83	.79	.55	.88	.84	.82	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 290 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	832	542	493	339	471	360	42	218	218	241	85	48
Effective base	305	200	183	138	162	148	11	97	87	97	38	23
Weighted Base	741	506	466	339	422	353	30	235	228	247	81	47
Very Dissatisfied (-2)	4 1%	* *%	- -%	3 1%	* *%	- -%	- -%	- -%	- -%	3 1%	- -%	- -%
Fairly Dissatisfied (-1)	35 5%	23 5%	16 3%	15 4%	18 4%	14 4%	- -%	10 4%	12 5%	12 5%	4 5%	2 4%
Neither Satisfied Nor Dissatisfied (0)	112 15%	82 16%	80 17%	74 22%	64 15%	67 19%	4 15%	49 21%	41 18%	51 21%	14 17%	7 14%
Fairly Satisfied (1)	320 43%	238 47%	206 44%	149 44%	199 47%	159 45%	14 48%	110 47%	107 47%	101 41%	39 49%	27 56%
Very Satisfied (2)	250 34%	148 29%	149 32%	89 26%	129 31%	103 29%	11 37%	58 25%	61 27%	70 28%	21 26%	10 22%
Don't Know (DO NOT READ OUT)	19 3%	14 3%	16 3%	9 3%	13 3%	9 2%	- -%	8 3%	6 3%	9 4%	2 2%	2 3%
NET: Satisfied	571 77%	386 76%	354 76%	237 70%	328 78%	263 75%	25 85%	169 72%	168 74%	171 69%	61 75%	37 78%
NET: Dissatisfied	39 5%	24 5%	16 3%	18 5%	18 4%	14 4%	- -%	10 4%	12 5%	15 6%	4 5%	2 4%
Answered	722	492	450	330	409	344	30	227	222	238	79	46
Mean Score	1.1	1.0	1.1	.9	1.1	1.0	1.2	1.0	1.0	.9	1.0	1.0
Standard error	.03	.04	.04	.05	.04	.04	.11	.05	.06	.06	.09	.11
Standard deviation	.86	.81	.80	.87	.80	.81	.69	.80	.83	.91	.82	.75

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 290 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
Total base		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		832	97	67	71	31	678	535	742	594	541	527	636	157	-	527	42
Effective base		305	38	23	29	14	246	188	269	212	185	185	242	56	-	192	23
Weighted Base		741	88	56	68	35	598	438	659	502	441	461	592	129	-	453	64
Very Dissatisfied	(-2)	4	-	3	-	-	4	-	4	3	3	4	-	-	-	-	3
		1%	-%	6%	-%	-%	1%	-%	1%	1%	1%	1%	-%	-%	-%	-%	5%
Fairly Dissatisfied	(-1)	35	11	*	2	6	21	20	30	21	21	21	24	3	-	18	9
		5%	13%	1%	2%	17%	3%	5%	5%	4%	5%	5%	4%	2%	-%	4%	14%
						b										a	a
Neither Satisfied Nor Dissatisfied	(0)	112	20	5	26	3	99	77	103	82	65	79	86	20	-	44	13
		15%	22%	9%	38%	9%	17%	18%	16%	16%	15%	17%	15%	16%	-%	10%	20%
						b											
Fairly Satisfied	(1)	320	29	26	19	20	269	177	288	222	187	200	269	61	-	220	20
		43%	34%	47%	27%	57%	45%	40%	44%	44%	42%	43%	45%	47%	-%	48%	31%
Very Satisfied	(2)	250	23	19	22	5	193	150	219	162	151	144	200	34	-	155	20
		34%	26%	34%	32%	13%	32%	34%	33%	32%	34%	31%	34%	26%	-%	34%	30%
Don't Know (DO NOT READ OUT)		19	4	2	*	1	12	14	14	12	14	13	12	11	-	16	-
		3%	5%	4%	*%	3%	2%	3%	2%	2%	3%	3%	2%	9%	-%	4%	-%
														b			
NET: Satisfied		571	53	45	40	24	462	326	507	384	337	344	469	95	-	375	40
		77%	60%	81%	59%	70%	77%	74%	77%	77%	76%	75%	79%	73%	-%	83%	61%
																b	
NET: Dissatisfied		39	11	4	2	6	25	20	34	24	24	26	24	3	-	18	12
		5%	13%	7%	2%	17%	4%	5%	5%	5%	5%	6%	4%	2%	-%	4%	19%
																a	a
Answered		722	83	54	68	34	586	424	645	490	427	449	580	118	-	437	64
Mean Score		1.1	.8	1.1	.9	.7	1.1	1.1	1.1	1.1	1.1	1.0	1.1	1.1	-	1.2	.7
																b	
Standard error		.03	.10	.13	.11	.17	.03	.04	.03	.04	.04	.04	.03	.06	-	.03	.18
Standard deviation		.86	1.00	1.02	.89	.93	.84	.85	.86	.85	.87	.88	.81	.75	-	.77	1.19

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 290 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	832	344	291	696	32	351	481	200	463	159	270	206	328
Effective base	305	136	107	251	15	125	181	70	172	62	95	73	130
Weighted Base	741	339	264	607	41	295	446	157	435	143	225	182	311
Very Dissatisfied (-2)	4 1%	3 1%	- -%	- -%	3 8%	4 1%	* *%	4 3%	* *%	- -%	* *%	1 1%	3 1%
Fairly Dissatisfied (-1)	35 5%	21 6%	5 2%	10 2%	20 48%	29 10%	6 1%	9 6%	18 4%	8 5%	12 5%	12 7%	10 3%
Neither Satisfied Nor Dissatisfied (0)	112 15%	65 19%	33 12%	69 11%	6 16%	58 20%	54 12%	19 12%	67 15%	26 19%	36 16%	25 14%	46 15%
Fairly Satisfied (1)	320 43%	153 45%	122 46%	270 45%	9 23%	127 43%	193 43%	54 35%	207 48%	58 40%	84 37%	87 48%	142 46%
Very Satisfied (2)	250 34%	90 27%	94 36%	242 40%	2 6%	73 25%	177 40%	63 40%	133 31%	50 35%	83 37%	53 29%	104 34%
Don't Know (DO NOT READ OUT)	19 3%	7 2%	10 4%	15 3%	- -%	4 1%	15 3%	7 5%	10 2%	1 1%	9 4%	4 2%	5 2%
NET: Satisfied	571 77%	243 72%	216 82%	512 84%	12 28%	200 68%	371 83%	117 75%	340 78%	108 75%	167 75%	140 77%	246 79%
NET: Dissatisfied	39 5%	25 7%	5 2%	10 2%	23 56%	33 11%	6 1%	14 9%	18 4%	8 5%	12 5%	14 7%	14 4%
Answered	722	333	254	591	41	291	431	150	424	142	216	179	305
Mean Score	1.1	.9	1.2	1.3	-.3	.8	1.3	1.1	1.1	1.1	1.1	1.0	1.1
Standard error	.03	.05	.04	.03	.19	.05	.03	.07	.04	.07	.05	.06	.05
Standard deviation	.86	.90	.74	.73	1.09	.97	.72	1.03	.80	.87	.88	.88	.85

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 290 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		832	454	378
Effective base		305	146	159
Weighted Base		741	364	377
Very Dissatisfied (-2)		4	4	*
		1%	1%	*%
Fairly Dissatisfied (-1)		35	22	13
		5%	6%	3%
Neither Satisfied Nor Dissatisfied (0)		112	53	59
		15%	15%	16%
Fairly Satisfied (1)		320	164	156
		43%	45%	41%
Very Satisfied (2)		250	118	132
		34%	32%	35%
Don't Know (DO NOT READ OUT)		19	2	16
		3%	1%	4%
			a	
NET: Satisfied		571	282	288
		77%	78%	76%
NET: Dissatisfied		39	26	13
		5%	7%	3%
Answered		722	361	361
Mean Score		1.1	1.0	1.1
Standard error		.03	.04	.04
Standard deviation		.86	.91	.81

Columns Tested:: a,b

Table 290 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

		Month											
Total base		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	832	48	84	76	66	81	45	41	81	65	62	48	135
Effective base	305	13	35	45	24	56	24	9	32	27	9	20	45
Weighted Base	741	23	55	92	21	122	43	8	114	57	14	57	135
Very Dissatisfied (-2)	4 1%	- -%	* *%	- -%	- -%	- -%	- -%	1 15%	- -%	* *%	- -%	3 6%	- -%
Fairly Dissatisfied (-1)	35 5%	* 2%	* *%	5 5%	1 7%	4 4%	1 3%	* 6%	4 3%	2 3%	* 2%	4 6%	13 9%
Neither Satisfied Nor Dissatisfied (0)	112 15%	1 4%	10 19%	14 16%	1 5%	21 17%	9 21%	2 29%	4 3%	18 31%	5 34%	14 25%	13 10%
Fairly Satisfied (1)	320 43%	11 48%	22 40%	27 30%	14 67%	59 48%	20 46%	3 40%	62 55%	11 19%	4 28%	18 32%	69 51%
Very Satisfied (2)	250 34%	11 46%	23 41%	42 46%	4 18%	34 28%	13 31%	* 1%	40 35%	21 37%	5 35%	17 31%	40 29%
Don't Know (DO NOT READ OUT)	19 3%	- -%	- -%	3 3%	1 2%	4 3%	- -%	1 9%	5 4%	6 10%	* 1%	* *%	* *%
NET: Satisfied	571 77%	22 94%	45 81%	70 76%	18 85%	93 76%	33 77%	3 41%	102 90%	32 56%	9 63%	35 62%	109 81%
NET: Dissatisfied	39 5%	* 2%	* *%	5 5%	1 7%	4 4%	1 3%	2 21%	4 3%	2 3%	* 2%	7 12%	13 9%
Answered	722	23	55	89	21	118	43	7	109	51	14	57	135
Mean Score	1.1	1.4	1.2	1.2	1.0	1.0	1.0	.1	1.3	1.0	1.0	.8	1.0
Standard error	.03	.10	.08	.10	.09	.09	.12	.19	.08	.12	.12	.17	.08
Standard deviation	.86	.67	.76	.90	.74	.79	.80	1.19	.69	.95	.92	1.14	.88

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 290 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	832	208	192	187	245	400	432
Effective base	305	92	97	59	72	188	131
Weighted Base	741	170	187	178	206	357	384
Very Dissatisfied (-2)	4 1%	* *%	- -%	1 1%	3 2%	* *%	4 1%
Fairly Dissatisfied (-1)	35 5%	5 3%	7 4%	6 3%	17 8%	12 3%	22 6%
Neither Satisfied Nor Dissatisfied (0)	112 15%	26 15%	31 16%	23 13%	32 16%	56 16%	56 15%
Fairly Satisfied (1)	320 43%	60 35%	93 50%	76 43%	91 44%	153 43%	167 44%
Very Satisfied (2)	250 34%	76 45%	52 28%	61 34%	62 30%	127 36%	123 32%
Don't Know (DO NOT READ OUT)	19 3%	3 2%	5 3%	11 6%	* *%	8 2%	11 3%
NET: Satisfied	571 77%	136 80%	144 77%	137 77%	153 75%	280 79%	290 76%
NET: Dissatisfied	39 5%	5 3%	7 4%	7 4%	20 10%	12 3%	27 7%
Answered	722	167	182	168	205	349	373
Mean Score	1.1	1.2	1.0	1.1	.9	1.1	1.0
Standard error	.03	.06	.06	.06	.06	.04	.04
Standard deviation	.86	.82	.78	.83	.96	.81	.91

Columns Tested: a,b,c,d - a,b

Table 291

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	832	117	715	513	153	52	114	319
Effective base	305	35	275	273	64	28	54	89
Weighted Base	741	55	686	696	37	5	3	44
Very Dissatisfied (-2)	13 2%	* *%	13 2%	13 2%	* *%	* 2%	- -%	* *%
Fairly Dissatisfied (-1)	35 5%	2 3%	33 5%	32 5%	2 6%	* 3%	* 3%	3 6%
Neither Satisfied Nor Dissatisfied (0)	98 13%	6 11%	92 13%	92 13%	5 14%	1 11%	* 1%	6 13%
Fairly Satisfied (1)	303 41%	15 26%	288 42%	287 41%	14 37%	2 32%	1 44%	16 37%
Very Satisfied (2)	284 38%	31 56%	253 37%	265 38%	15 42%	2 50%	1 49%	19 43%
Don't Know (DO NOT READ OUT)	8 1%	2 3%	7 1%	8 1%	* 1%	* 1%	* 3%	* 1%
NET: Satisfied	587 79%	45 83%	541 79%	551 79%	29 78%	4 83%	2 93%	35 80%
NET: Dissatisfied	48 6%	2 3%	46 7%	45 6%	2 6%	* 5%	* 3%	3 6%
Answered	732	53	679	688	36	5	3	44
Mean Score	1.1	1.4	1.1	1.1	1.1	1.3	1.4	1.2
Standard error	.03	.08	.04	.04	.07	.15	.08	.05
Standard deviation	.93	.83	.93	.93	.92	1.04	.84	.91

Columns Tested: a,b - a,b,c,d,e

Table 291 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level:	95%										
Unweighted Base		832	202	236	75	95	110	114	513	153	166
Effective base		305	125	122	32	43	42	54	273	64	57
Weighted Base		741	334	314	48	27	15	3	696	37	8
Very Dissatisfied	(-2)	13 2%	6 2%	7 2%	- -%	* *%	* 1%	- -%	13 2%	* *%	* 1%
Fairly Dissatisfied	(-1)	35 5%	15 5%	11 3%	6 13%	2 7%	1 4%	* 3%	32 5%	2 6%	* 3%
Neither Satisfied Nor Dissatisfied	(0)	98 13%	48 14%	35 11%	8 18%	5 18%	1 7%	* 1%	92 13%	5 14%	1 8%
Fairly Satisfied	(1)	303 41%	134 40%	133 42%	20 42%	9 32%	7 43%	1 44%	287 41%	14 37%	3 37%
Very Satisfied	(2)	284 38%	128 38%	124 39%	13 27%	11 43%	6 42%	1 49%	265 38%	15 42%	4 50%
Don't Know (DO NOT READ OUT)		8 1%	4 1%	4 1%	- -%	- -%	* 2%	* 3%	8 1%	* 1%	* 1%
NET: Satisfied		587 79%	262 78%	257 82%	33 69%	20 75%	13 85%	2 93%	551 79%	29 78%	7 86%
NET: Dissatisfied		48 6%	21 6%	18 6%	6 13%	2 7%	1 5%	* 3%	45 6%	2 6%	* 4%
Answered		732	331	310	48	27	15	3	688	36	8
Mean Score		1.1	1.1	1.1	.8	1.1	1.2	1.4	1.1	1.1	1.3
Standard error		.03	.07	.06	.11	.10	.08	.08	.04	.07	.07
Standard deviation		.93	.93	.92	.99	.96	.86	.84	.93	.92	.91

Columns Tested: a,b,c,d,e,f,g,h,i

Table 291 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	832	311	202	153	52	114	285	163	65	37	129
Effective base	305	197	93	64	28	54	152	68	22	10	21
Weighted Base	741	555	141	37	5	3	420	146	37	21	23
Very Dissatisfied (-2)	13 2%	13 2%	* *%	* *%	* 2%	- -%	13 3%	* *%	* *%	- -%	- -%
Fairly Dissatisfied (-1)	35 5%	21 4%	11 8%	2 6%	* 3%	* 3%	21 5%	9 6%	3 8%	- -%	1 3%
Neither Satisfied Nor Dissatisfied (0)	98 13%	77 14%	14 10%	5 14%	1 11%	* 1%	67 16%	15 11%	3 9%	1 5%	1 5%
Fairly Satisfied (1)	303 41%	221 40%	66 47%	14 37%	2 32%	1 44%	156 37%	62 43%	12 33%	15 69%	7 28%
Very Satisfied (2)	284 38%	216 39%	49 34%	15 42%	2 50%	1 49%	156 37%	59 40%	19 51%	5 26%	15 64%
Don't Know (DO NOT READ OUT)	8 1%	7 1%	1 1%	* 1%	* 1%	* 3%	6 2%	1 *%	- -%	* *%	* *%
NET: Satisfied	587 79%	437 79%	114 81%	29 78%	4 83%	2 93%	312 74%	121 83%	31 83%	20 95%	21 92%
NET: Dissatisfied	48 6%	34 6%	11 8%	2 6%	* 5%	* 3%	34 8%	9 6%	3 8%	- -%	1 3%
Answered	732	548	140	36	5	3	413	146	37	21	23
Mean Score	1.1	1.1	1.1	1.1	1.3	1.4	1.0	1.2	1.3	1.2	1.5
Standard error	.03	.05	.06	.07	.15	.08	.06	.07	.12	.09	.06
Standard deviation	.93	.94	.89	.92	1.04	.84	1.01	.86	.94	.52	.73

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 291 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	*d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		832	56	50	107	29	60	68	47	50	52
Effective base		305	28	24	55	13	30	38	25	26	26
Weighted Base		741	72	50	151	31	77	106	75	63	51
Very Dissatisfied	(-2)	13	6	3	3	-	-	-	*	-	-
		2%	8%	6%	2%	-%	-%	-%	*%	-%	-%
Fairly Dissatisfied	(-1)	35	4	*	7	2	1	2	6	-	7
		5%	6%	1%	5%	7%	1%	2%	8%	-%	13%
Neither Satisfied Nor Dissatisfied	(0)	98	7	4	36	4	17	11	4	6	5
		13%	9%	7%	24%	13%	22%	10%	6%	9%	10%
Fairly Satisfied	(1)	303	34	19	54	13	29	43	33	29	21
		41%	47%	39%	36%	42%	38%	41%	44%	46%	42%
Very Satisfied	(2)	284	21	22	50	11	30	48	29	27	17
		38%	29%	44%	33%	37%	39%	45%	38%	44%	34%
Don't Know (DO NOT READ OUT)		8	-	1	-	-	-	2	3	1	1
		1%	-%	2%	-%	-%	-%	1%	4%	1%	1%
NET: Satisfied		587	55	41	104	24	60	91	62	56	38
		79%	76%	83%	69%	80%	77%	86%	82%	89%	76%
NET: Dissatisfied		48	10	4	11	2	1	2	6	-	7
		6%	14%	7%	7%	7%	1%	2%	8%	-%	13%
Answered		732	72	49	151	31	77	104	73	62	50
Mean Score		1.1	.8	1.2	.9	1.1	1.2	1.3	1.2	1.3	1.0
Standard error		.03	.16	.15	.10	.17	.10	.09	.13	.09	.14
Standard deviation		.93	1.17	1.07	.98	.91	.80	.75	.90	.65	.99

Columns Tested: a,b,c,d,e,f,g,h,i

Table 291 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		832	141	156	222	519	313	117	102	94
Effective base		305	68	77	118	262	82	34	33	28
Weighted Base		741	159	185	333	676	65	35	18	11
Very Dissatisfied	(-2)	13 2%	- -%	9 5%	4 1%	13 2%	* *%	* *%	- -%	* 1%
Fairly Dissatisfied	(-1)	35 5%	10 6%	5 3%	16 5%	30 4%	5 7%	1 4%	3 17%	* *%
Neither Satisfied Nor Dissatisfied	(0)	98 13%	26 16%	16 9%	51 15%	93 14%	5 7%	2 6%	1 4%	2 15%
Fairly Satisfied	(1)	303 41%	64 40%	82 45%	130 39%	277 41%	26 41%	12 34%	10 53%	5 42%
Very Satisfied	(2)	284 38%	59 37%	70 38%	127 38%	256 38%	28 43%	19 53%	5 26%	4 39%
Don't Know (DO NOT READ OUT)		8 1%	1 *%	2 1%	4 1%	7 1%	1 2%	1 3%	* *%	* 3%
NET: Satisfied		587 79%	123 77%	153 83%	257 77%	533 79%	54 84%	31 87%	15 79%	9 81%
NET: Dissatisfied		48 6%	10 6%	14 8%	20 6%	43 6%	5 7%	2 4%	3 17%	* 1%
Answered		732	158	183	328	669	63	34	18	11
Mean Score		1.1	1.1	1.1	1.1	1.1	1.2	1.4	.9	1.2
Standard error		.03	.07	.08	.06	.04	.05	.08	.10	.09
Standard deviation		.93	.88	1.01	.91	.93	.89	.81	1.01	.82

Columns Tested:: a,b,c,d,e,f,g,h

Table 291 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Industry									
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
Significance Level: 95%		a	b	*c	d	e	f	*g	*h	i	
Unweighted Base	832	35	98	11	109	96	254	20	23	295	
Effective base	305	14	32	6	37	41	99	5	8	109	
Weighted Base	741	25	75	12	87	124	199	11	10	284	
Very Dissatisfied	(-2)	13 2%	- 5%	3 5%	- 4%	3 3%	4 1%	3 29%	- -	* %	
Fairly Dissatisfied	(-1)	35 5%	2 6%	2 2%	- -	2 2%	5 4%	6 3%	* 2%	- -	21 7%
Neither Satisfied Nor Dissatisfied	(0)	98 13%	1 4%	6 8%	5 42%	11 13%	20 16%	27 14%	- -	* 3%	38 13%
Fairly Satisfied	(1)	303 41%	16 62%	32 43%	* 1%	32 37%	40 32%	84 42%	1 12%	5 45%	125 44%
Very Satisfied	(2)	284 38%	7 28%	32 42%	6 52%	38 44%	55 44%	75 38%	6 57%	5 53%	98 34%
Don't Know (DO NOT READ OUT)		8 1%	- -	* %	1 5%	1 1%	1 1%	4 2%	- -	- -	3 1%
NET: Satisfied		587 79%	23 90%	64 85%	6 53%	70 80%	94 76%	159 80%	8 69%	10 97%	223 78%
NET: Dissatisfied		48 6%	2 6%	5 7%	- -	5 6%	8 7%	9 5%	3 31%	- -	21 7%
Answered	732	25	75	11	87	123	195	11	10	281	
Mean Score	1.1	1.1	1.2	1.1	1.2	1.1	1.1	.7	1.5	1.1	
Standard error	.03	.13	.10	.33	.10	.10	.06	.42	.12	.05	
Standard deviation	.93	.75	1.00	1.04	1.00	1.01	.87	1.86	.58	.88	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 291 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	832	240	254	338	745	87	-	689	143	816	16
Effective base	305	90	99	120	271	37	-	273	34	299	6
Weighted Base	741	236	199	306	628	113	-	678	63	723	18
Very Dissatisfied (-2)	13 2%	7 3%	3 1%	3 1%	4 1%	9 8%	- -%	13 2%	* *%	13 2%	- -%
Fairly Dissatisfied (-1)	35 5%	8 3%	6 3%	21 7%	29 5%	6 5%	- -%	31 5%	4 6%	35 5%	- -%
Neither Satisfied Nor Dissatisfied (0)	98 13%	33 14%	27 14%	38 12%	86 14%	12 10%	- -%	92 14%	6 9%	97 13%	* 2%
Fairly Satisfied (1)	303 41%	87 37%	84 42%	131 43%	254 40%	49 43%	- -%	278 41%	24 39%	300 41%	3 17%
Very Satisfied (2)	284 38%	99 42%	75 38%	109 36%	250 40%	34 30%	- -%	255 38%	29 46%	269 37%	15 81%
Don't Know (DO NOT READ OUT)	8 1%	1 1%	4 2%	3 1%	5 1%	3 3%	- -%	8 1%	* *%	8 1%	- -%
NET: Satisfied	587 79%	187 79%	159 80%	241 79%	503 80%	83 74%	- -%	534 79%	53 85%	569 79%	18 98%
NET: Dissatisfied	48 6%	15 6%	9 5%	24 8%	33 5%	15 13%	- -%	44 7%	4 6%	48 7%	- -%
Answered	732	234	195	303	623	110	-	670	62	714	18
Mean Score	1.1	1.1	1.1	1.1	1.2	.8	-	1.1	1.2	1.1	1.8
Standard error	.03	.06	.06	.05	.03	.13	-	.04	.07	.03	.11
Standard deviation	.93	.98	.87	.93	.87	1.17	-	.93	.86	.93	.46

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 291 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		832	364	220	244
Effective base		305	139	73	93
Weighted Base		741	355	151	231
Very Dissatisfied	(-2)	13 2%	10 3%	* *%	3 1%
Fairly Dissatisfied	(-1)	35 5%	18 5%	6 4%	11 5%
Neither Satisfied Nor Dissatisfied	(0)	98 13%	56 16%	9 6%	32 14%
Fairly Satisfied	(1)	303 41%	148 42%	61 41%	94 41%
Very Satisfied	(2)	284 38%	119 34%	74 49%	87 38%
Don't Know (DO NOT READ OUT)		8 1%	3 1%	1 *%	5 2%
NET: Satisfied		587 79%	268 75%	136 90%	180 78%
NET: Dissatisfied		48 6%	28 8%	6 4%	14 6%
Answered		732	352	150	226
Mean Score		1.1	1.0	1.4	1.1
Standard error		.03	.05	.05	.06
Standard deviation		.93	.98	.77	.90

Columns Tested:: a,b,c

Table 291 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	832	506	183	56	27	30	16	7	7	689	143	87
Effective base	305	215	58	15	10	8	3	2	1	272	33	18
Weighted Base	741	528	134	36	8	21	8	1	5	662	79	43
Very Dissatisfied	(-2)	13	*	-	-	*	-	-	-	13	*	*
	2%	2%	*%	-%	-%	*%	-%	-%	-%	2%	*%	*%
Fairly Dissatisfied	(-1)	35	8	1	*	*	*	-	-	33	2	*
	5%	5%	6%	4%	*%	*%	2%	-%	-%	5%	2%	1%
Neither Satisfied Nor Dissatisfied	(0)	98	17	1	*	-	1	*	-	95	2	1
	13%	15%	13%	3%	2%	-%	12%	1%	-%	14%	3%	3%
Fairly Satisfied	(1)	303	60	21	3	8	1	*	5	265	38	17
	41%	39%	45%	60%	39%	38%	8%	10%	91%	40%	48%	38%
Very Satisfied	(2)	284	46	12	5	13	6	1	*	247	37	25
	38%	38%	34%	33%	58%	61%	77%	89%	9%	37%	47%	58%
Don't Know (DO NOT READ OUT)		8	3	-	*	*	*	-	-	8	*	*
	1%	1%	2%	-%	*%	*%	*%	-%	-%	1%	*%	*%
NET: Satisfied		587	106	33	8	21	7	1	5	512	75	42
	79%	77%	80%	93%	97%	99%	85%	99%	100%	77%	95%	96%
											abi	a
NET: Dissatisfied		48	8	1	*	*	*	-	-	46	2	*
	6%	7%	6%	4%	*%	1%	2%	-%	-%	7%	2%	1%
Answered	732	522	131	36	8	21	8	1	5	653	79	43
Mean Score	1.1	1.1	1.1	1.2	1.6	1.6	1.6	1.9	1.1	1.1	1.4	1.5
												abi
Standard error	.03	.04	.06	.09	.12	.10	.22	.60	.12	.04	.06	.07
Standard deviation	.93	.97	.85	.69	.60	.55	.84	1.58	.32	.95	.66	.60

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 291 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	832	188	318	326	729	694	751	759	524	423	62	406	61	72	47	61	42
Effective base	305	91	124	91	255	245	270	278	189	130	34	166	19	19	11	13	8
Weighted Base	741	241	287	213	629	604	665	676	479	326	87	420	39	45	23	28	23
Very Dissatisfied (-2)	13 2%	3 1%	9 3%	* *%	13 2%	13 2%	13 2%	13 2%	13 3%	4 1%	- -%	13 3%	- -%	- -%	- -%	- -%	* *%
Fairly Dissatisfied (-1)	35 5%	14 6%	12 4%	9 4%	33 5%	30 5%	35 5%	34 5%	24 5%	18 5%	5 6%	23 6%	* 1%	2 4%	* 2%	2 7%	1 5%
Neither Satisfied Nor Dissatisfied (0)	98 13%	35 14%	44 15%	19 9%	85 14%	78 13%	91 14%	91 13%	64 13%	37 11%	16 19%	49 12%	4 10%	3 8%	5 23%	7 25%	7 28%
Fairly Satisfied (1)	303 41%	101 42%	104 36%	99 46%	263 42%	246 41%	274 41%	272 40%	201 42%	131 40%	34 40%	176 42%	25 65%	19 41%	11 50%	5 18%	3 12%
Very Satisfied (2)	284 38%	85 35%	116 40%	83 39%	229 36%	229 38%	245 37%	258 38%	172 36%	136 42%	30 34%	155 37%	7 18%	20 45%	6 26%	14 49%	13 54%
Don't Know (DO NOT READ OUT)	8 1%	3 1%	3 1%	3 1%	6 1%	7 1%	7 1%	8 1%	7 1%	* *%	1 1%	3 1%	2 5%	1 2%	- -%	* *%	- -%
NET: Satisfied	587 79%	186 77%	219 76%	181 85%	492 78%	475 79%	519 78%	530 78%	373 78%	267 82%	64 74%	332 79%	33 84%	39 86%	17 76%	19 67%	15 66%
NET: Dissatisfied	48 6%	17 7%	21 7%	10 4%	46 7%	43 7%	47 7%	47 7%	36 8%	21 7%	5 6%	36 9%	* 1%	2 4%	* 2%	2 7%	1 5%
Answered	732	238	284	210	623	596	658	668	473	326	86	417	37	44	23	28	23
Mean Score	1.1	1.1	1.1	1.2	1.1	1.1	1.1	1.1	1.0	1.2	1.0	1.1	1.1	1.3	1.0	1.1	1.1
Standard error	.03	.07	.06	.04	.04	.04	.03	.03	.04	.04	.11	.05	.08	.10	.11	.13	.16
Standard deviation	.93	.93	1.01	.80	.95	.95	.95	.95	.97	.91	.89	1.00	.58	.81	.76	1.03	1.04

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 291 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		a	b	c	d	e	*f	*g	a	b	c	d	e	*f	*g	
Unweighted Base	832	453	79	56	53	34	29	25	373	129	73	36	38	24	21	
Effective base	305	193	24	13	9	11	6	4	155	41	21	16	6	9	4	
Weighted Base	741	488	51	27	25	13	16	9	395	104	36	29	17	11	13	
Very Dissatisfied	(-2)	13	13	-	-	-	-	*	13	-	-	-	-	-	*	
		2%	3%	-%	-%	-%	-%	-%	3%	-%	-%	-%	-%	-%	1%	
Fairly Dissatisfied	(-1)	35	28	1	*	-	1	*	21	4	2	2	*	1	*	
		5%	6%	3%	*%	-%	5%	17%	5%	4%	6%	7%	1%	14%	*%	
Neither Satisfied Nor Dissatisfied	(0)	98	58	11	4	2	3	6	1	47	16	5	3	*	1	6
		13%	12%	22%	15%	9%	26%	36%	10%	12%	15%	14%	11%	2%	11%	45%
Fairly Satisfied	(1)	303	216	22	10	7	6	*	2	157	48	16	17	6	*	2
		41%	44%	44%	36%	28%	45%	2%	21%	40%	46%	45%	60%	35%	2%	15%
Very Satisfied	(2)	284	169	15	12	16	3	7	6	153	36	10	6	11	8	5
		38%	35%	29%	46%	63%	24%	46%	68%	39%	34%	28%	22%	62%	73%	39%
Don't Know (DO NOT READ OUT)		8	5	1	1	-	*	*	-	4	1	2	-	*	-	-
		1%	1%	1%	3%	-%	*%	*%	-%	1%	1%	7%	-%	*%	-%	-%
NET: Satisfied		587	385	37	22	23	9	8	8	310	84	26	24	17	8	7
		79%	79%	74%	82%	91%	69%	48%	89%	79%	80%	73%	82%	97%	75%	54%
NET: Dissatisfied		48	41	1	*	-	1	3	*	34	4	2	2	*	1	*
		6%	8%	3%	*%	-%	5%	17%	1%	9%	4%	6%	7%	1%	14%	1%
Answered		732	484	50	26	25	13	16	9	390	103	33	29	17	11	13
Mean Score		1.1	1.0	1.0	1.3	1.5	.9	.8	1.6	1.1	1.1	1.0	1.0	1.6	1.3	.9
Standard error		.03	.05	.09	.10	.09	.15	.23	.15	.05	.07	.10	.13	.10	.24	.21
Standard deviation		.93	.97	.81	.74	.66	.86	1.23	.77	1.01	.80	.86	.79	.62	1.18	.98

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 291 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	832	381	103	95	63	42	39	36	180	176	204	118	70
Effective base	305	163	36	29	19	14	9	10	85	62	75	30	20
Weighted Base	741	412	86	65	34	28	25	26	229	156	169	61	48
Very Dissatisfied (-2)	13 2%	11 3%	- -%	2 4%	- -%	- -%	- -%	- -%	- -%	4 2%	9 5%	- -%	- -%
Fairly Dissatisfied (-1)	35 5%	18 4%	10 11%	3 5%	* *%	* 1%	1 4%	2 8%	10 4%	9 6%	10 6%	5 8%	1 2%
Neither Satisfied Nor Dissatisfied (0)	98 13%	61 15%	12 14%	9 14%	4 11%	3 10%	1 2%	1 6%	24 11%	32 20%	22 13%	3 4%	10 21%
Fairly Satisfied (1)	303 41%	155 38%	49 57%	27 42%	14 41%	13 47%	5 20%	8 32%	101 44%	62 40%	62 37%	22 36%	27 55%
Very Satisfied (2)	284 38%	162 39%	13 15%	23 35%	16 47%	11 40%	18 73%	14 54%	91 39%	49 31%	64 38%	30 48%	11 22%
Don't Know (DO NOT READ OUT)	8 1%	5 1%	2 2%	1 1%	- -%	1 3%	* *%	* *%	3 1%	1 *%	2 1%	2 3%	- -%
NET: Satisfied	587 79%	317 77%	62 73%	50 77%	30 88%	24 86%	23 93%	23 86%	192 84%	111 71%	126 75%	52 85%	37 77%
NET: Dissatisfied	48 6%	29 7%	10 11%	5 8%	* *%	* 1%	1 4%	2 8%	10 4%	13 8%	19 11%	5 8%	1 2%
Answered	732	407	84	65	34	27	25	26	226	156	167	60	48
Mean Score	1.1	1.1	.8	1.0	1.4	1.3	1.6	1.3	1.2	.9	1.0	1.3	1.0
Standard error	.03	.05	.08	.11	b	b	b	b	.06	.07	.08	.08	.08
Standard deviation	.93	.98	.85	1.01	.70	.69	.76	.93	.80	.99	1.11	.90	.71

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 291 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	832	254	154	176	91	50	224	162	158	98	48
Effective base	305	107	55	60	21	12	100	50	54	27	14
Weighted Base	741	286	136	136	42	27	267	122	118	60	36
Very Dissatisfied (-2)	13 2%	3 1%	6 5%	3 3%	- -%	- -%	- -%	4 3%	9 8%	- -%	- -%
Fairly Dissatisfied (-1)	35 5%	16 5%	9 7%	5 4%	3 7%	1 3%	12 5%	7 6%	7 6%	4 7%	- -%
Neither Satisfied Nor Dissatisfied (0)	98 13%	24 8%	31 23%	22 16%	2 5%	5 20%	29 11%	20 16%	17 14%	3 5%	9 26%
Fairly Satisfied (1)	303 41%	129 45%	54 40%	49 36%	17 39%	14 51%	118 44%	46 38%	43 36%	19 31%	20 57%
Very Satisfied (2)	284 38%	111 39%	34 25%	54 40%	21 49%	7 27%	105 39%	45 37%	40 34%	33 54%	6 16%
Don't Know (DO NOT READ OUT)	8 1%	3 1%	1 *%	2 2%	* *%	- -%	3 1%	1 1%	2 2%	2 3%	- -%
NET: Satisfied	587 79%	240 84%	89 65%	102 75%	37 88%	21 78%	223 83%	91 75%	82 70%	51 86%	26 74%
NET: Dissatisfied	48 6%	19 7%	15 11%	9 6%	3 7%	1 3%	12 5%	11 9%	16 14%	4 7%	- -%
Answered	732	283	135	133	42	27	264	121	116	58	36
Mean Score	1.1	1.2	.8	1.1	1.3	1.0	1.2	1.0	.8	1.4	.9
Standard error	.03	b .06	.09	.08	b .09	.11	c .05	.08	.10	c .09	.09
Standard deviation	.93	.88	1.05	.98	.85	.77	.81	1.03	1.19	.87	.65

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 291 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	832	221	151	191	117	74	519	78	157	468	364	543	186
Effective base	305	96	49	71	42	20	198	24	56	178	129	199	56
Weighted Base	741	256	119	160	94	44	463	58	154	454	286	497	132
Very Dissatisfied (-2)	13 2%	- -%	4 3%	9 6%	- -%	* 1%	10 2%	* *%	3 2%	9 2%	4 1%	10 2%	3 3%
Fairly Dissatisfied (-1)	35 5%	11 4%	4 3%	10 6%	7 7%	3 7%	21 5%	* 1%	13 8%	28 6%	7 2%	30 6%	3 2%
Neither Satisfied Nor Dissatisfied (0)	98 13%	41 16%	12 11%	23 14%	9 10%	5 12%	58 12%	5 9%	28 18%	66 14%	32 11%	66 13%	19 15%
Fairly Satisfied (1)	303 41%	102 40%	52 43%	57 36%	40 43%	21 48%	182 39%	34 59%	56 36%	194 43%	109 38%	220 44%	43 33%
Very Satisfied (2)	284 38%	100 39%	47 39%	59 37%	36 39%	14 32%	186 40%	18 31%	54 35%	149 33%	134 47%	166 33%	62 47%
Don't Know (DO NOT READ OUT)	8 1%	4 1%	* *%	3 2%	2 2%	* *%	7 1%	1 1%	1 1%	8 2%	1 *%	5 1%	1 *%
NET: Satisfied	587 79%	201 79%	98 83%	116 72%	76 81%	35 80%	368 79%	52 90%	109 71%	344 76%	243 85%	386 78%	106 80%
NET: Dissatisfied	48 6%	11 4%	8 6%	19 12%	7 7%	3 8%	31 7%	* 1%	16 10%	37 8%	11 4%	40 8%	6 5%
Answered	732	253	118	158	92	44	456	58	154	447	286	492	131
Mean Score	1.1	1.2	1.1	.9	1.1	1.0	1.1	1.2	.9	1.0	1.3	1.0	1.2
Standard error	.03	.06	.08	.08	.08	.11	.04	.07	.08	.04	.05	.04	.07
Standard deviation	.93	.84	.95	1.14	.88	.89	.95	.63	1.03	.96	.85	.95	.95

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 291 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	832	438	256	183	576	549	180	426	268	187	572
Effective base	305	172	73	84	195	201	54	163	83	85	193
Weighted Base	741	427	177	188	488	504	125	415	189	198	478
Very Dissatisfied	(-2) 13 2%	13 3%	* *%	2 1%	11 2%	10 2%	3 3%	13 3%	* *%	2 1%	11 2%
Fairly Dissatisfied	(-1) 35 5%	25 6%	6 3%	12 7%	22 5%	30 6%	4 3%	25 6%	5 3%	10 5%	24 5%
Neither Satisfied Nor Dissatisfied	(0) 98 13%	54 13%	24 14%	34 18%	57 12%	66 13%	19 15%	52 13%	25 13%	35 17%	56 12%
Fairly Satisfied	(1) 303 41%	162 38%	84 48%	71 38%	201 41%	222 44%	40 32%	169 41%	77 41%	78 39%	194 41%
Very Satisfied	(2) 284 38%	167 39%	62 35%	64 34%	194 40%	171 34%	58 46%	149 36%	80 42%	67 34%	191 40%
Don't Know (DO NOT READ OUT)	8 1%	7 2%	1 *%	5 3%	3 1%	5 1%	1 *%	7 2%	1 *%	6 3%	3 1%
NET: Satisfied	587 79%	329 77%	146 83%	135 72%	395 81%	394 78%	98 79%	318 77%	157 83%	145 73%	385 80%
NET: Dissatisfied	48 6%	38 9%	6 3%	15 8%	33 7%	39 8%	7 6%	38 9%	5 3%	13 6%	34 7%
Answered	732	420	176	183	485	499	124	408	188	192	475
Mean Score	1.1	1.1	1.2	1.0	1.1	1.0	1.2	1.0	1.2	1.0	1.1
Standard error	.03	.05	.05	.07	.04	.04	.07	.05	.05	.07	.04
Standard deviation	.93	1.02	.77	.96	.94	.94	.98	1.01	.79	.93	.95

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 291 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	832	523	508	191	2	492	441	161	2	637	397	197	1
Effective base	305	173	193	62	2	165	163	55	2	233	149	72	1
Weighted Base	741	433	476	155	5	421	385	138	2	575	353	159	2
Very Dissatisfied (-2)	13 2%	7 2%	9 2%	2 2%	- -%	9 2%	6 2%	2 2%	- -%	9 2%	6 2%	2 1%	- -%
Fairly Dissatisfied (-1)	35 5%	22 5%	29 6%	13 8%	- -%	21 5%	20 5%	9 7%	- -%	32 6%	14 4%	9 6%	- -%
Neither Satisfied Nor Dissatisfied (0)	98 13%	67 15%	66 14%	24 15%	4 74%	59 14%	48 13%	23 16%	2 77%	77 13%	51 15%	28 17%	- -%
Fairly Satisfied (1)	303 41%	183 42%	190 40%	63 40%	1 26%	175 42%	159 41%	55 40%	- -%	218 38%	147 42%	58 36%	2 100%
Very Satisfied (2)	284 38%	154 36%	175 37%	52 34%	- -%	153 36%	145 38%	47 34%	1 23%	231 40%	132 37%	61 38%	- -%
Don't Know (DO NOT READ OUT)	8 1%	2 *%	6 1%	2 1%	- -%	5 1%	7 2%	2 1%	- -%	8 1%	3 1%	2 1%	- -%
NET: Satisfied	587 79%	337 78%	365 77%	115 74%	1 26%	327 78%	303 79%	102 74%	1 23%	449 78%	278 79%	118 74%	2 100%
NET: Dissatisfied	48 6%	29 7%	38 8%	15 10%	- -%	30 7%	26 7%	11 8%	- -%	41 7%	20 6%	12 7%	- -%
Answered	732	432	470	153	5	416	378	136	2	567	350	158	2
Mean Score	1.1	1.1	1.0	1.0	.3	1.1	1.1	1.0	.5	1.1	1.1	1.0	1.0
Standard error	.03	.04	.04	.07	.34	.04	.04	.08	.78	.04	.05	.07	-
Standard deviation	.93	.92	.97	.98	.49	.95	.93	.97	1.11	.95	.91	.97	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 291 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	
		a	b	c	a	b	c	a	b	c	d	e	
Significance Level: 95%													
Unweighted Base		832	542	493	339	471	360	42	218	218	241	85	48
Effective base		305	200	183	138	162	148	11	97	87	97	38	23
Weighted Base		741	506	466	339	422	353	30	235	228	247	81	47
Very Dissatisfied	(-2)	13	10	6	9	6	10	-	6	6	9	2	-
		2%	2%	1%	3%	1%	3%	-%	3%	3%	4%	3%	-%
Fairly Dissatisfied	(-1)	35	28	28	18	21	20	*	8	9	15	9	4
		5%	6%	6%	5%	5%	6%	*%	3%	4%	6%	11%	8%
Neither Satisfied Nor Dissatisfied	(0)	98	70	63	60	50	50	2	40	40	43	15	13
		13%	14%	13%	18%	12%	14%	5%	17%	18%	18%	19%	27%
Fairly Satisfied	(1)	303	219	190	136	185	145	12	100	90	96	25	15
		41%	43%	41%	40%	44%	41%	41%	43%	39%	39%	31%	32%
Very Satisfied	(2)	284	174	172	109	154	123	16	75	79	79	28	14
		38%	34%	37%	32%	37%	35%	54%	32%	35%	32%	34%	30%
Don't Know (DO NOT READ OUT)		8	5	7	7	6	5	*	6	4	4	2	2
		1%	1%	1%	2%	1%	1%	*%	2%	2%	1%	2%	3%
NET: Satisfied		587	393	362	245	340	268	28	175	168	175	52	29
		79%	78%	78%	72%	80%	76%	95%	74%	74%	71%	65%	62%
NET: Dissatisfied		48	38	35	27	27	29	*	14	15	24	12	4
		6%	7%	7%	8%	6%	8%	*%	6%	7%	10%	14%	8%
Answered		732	501	459	332	417	348	30	230	224	243	79	46
Mean Score		1.1	1.0	1.1	1.0	1.1	1.0	1.5	1.0	1.0	.9	.8	.9
Standard error		.03	.04	.04	.05	.04	.05	.09	.06	.07	.07	.12	.14
Standard deviation		.93	.94	.94	.99	.90	.99	.61	.94	.97	1.04	1.12	.96

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 291 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		832	97	67	71	31	678	535	742	594	541	527	636	157	-	527	42
Effective base		305	38	23	29	14	246	188	269	212	185	185	242	56	-	192	23
Weighted Base		741	88	56	68	35	598	438	659	502	441	461	592	129	-	453	64
Very Dissatisfied	(-2)	13	9	3	-	-	13	6	13	9	10	6	10	-	-	3	10
		2%	11%	6%	-%	-%	2%	1%	2%	2%	2%	1%	2%	-%	-%	1%	16%
																a	
Fairly Dissatisfied	(-1)	35	7	5	3	5	23	22	29	25	23	26	22	5	-	31	-
		5%	8%	10%	4%	13%	4%	5%	4%	5%	5%	6%	4%	4%	-%	7%	-%
Neither Satisfied Nor Dissatisfied	(0)	98	13	2	20	5	87	54	89	76	59	65	82	27	-	37	18
		13%	14%	4%	30%	14%	15%	12%	14%	15%	13%	14%	14%	21%	-%	8%	28%
					b											a	
Fairly Satisfied	(1)	303	29	16	23	11	258	185	281	201	169	193	248	45	-	191	18
		41%	34%	29%	34%	31%	43%	42%	43%	40%	38%	42%	42%	35%	-%	42%	29%
Very Satisfied	(2)	284	27	27	22	13	213	167	243	184	179	169	225	52	-	187	18
		38%	30%	48%	32%	38%	36%	38%	37%	37%	41%	37%	38%	40%	-%	41%	28%
Don't Know (DO NOT READ OUT)		8	3	2	*	1	5	5	5	5	2	3	5	-	-	4	*
		1%	3%	4%	*%	3%	1%	1%	1%	1%	*%	1%	1%	-%	-%	1%	*%
NET: Satisfied		587	56	43	45	24	471	351	523	385	348	362	473	97	-	378	36
		79%	64%	77%	67%	69%	79%	80%	79%	77%	79%	78%	80%	75%	-%	83%	57%
																b	
NET: Dissatisfied		48	16	9	3	5	36	28	42	35	33	32	32	5	-	34	10
		6%	19%	15%	4%	13%	6%	6%	6%	7%	7%	7%	5%	4%	-%	7%	16%
Answered		732	85	54	68	34	593	433	654	497	439	458	587	129	-	449	64
Mean Score		1.1	.7	1.1	1.0	1.0	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	-	1.2	.5
																b	
Standard error		.03	.13	.15	.11	.19	.04	.04	.03	.04	.04	.04	.04	.07	-	.04	.21
Standard deviation		.93	1.30	1.22	.88	1.06	.92	.91	.92	.95	.97	.92	.90	.88	-	.89	1.34

Columns Tested.: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 291 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	832	344	291	696	32	351	481	200	463	159	270	206	328
Effective base	305	136	107	251	15	125	181	70	172	62	95	73	130
Weighted Base	741	339	264	607	41	295	446	157	435	143	225	182	311
Very Dissatisfied (-2)	13 2%	13 4%	- -%	- -%	7 17%	10 3%	3 1%	9 6%	* *%	4 3%	6 3%	4 2%	3 1%
Fairly Dissatisfied (-1)	35 5%	26 8%	8 3%	12 2%	17 41%	34 12%	1 *%	14 9%	19 4%	2 1%	7 3%	14 8%	14 5%
Neither Satisfied Nor Dissatisfied (0)	98 13%	62 18%	20 8%	52 9%	9 21%	58 19%	40 9%	12 7%	66 15%	20 14%	41 18%	27 15%	30 10%
Fairly Satisfied (1)	303 41%	121 36%	127 48%	264 44%	7 18%	118 40%	185 42%	46 29%	193 44%	63 44%	87 39%	68 37%	135 44%
Very Satisfied (2)	284 38%	118 35%	102 39%	272 45%	1 3%	75 26%	209 47%	74 47%	155 36%	50 35%	81 36%	67 37%	125 40%
Don't Know (DO NOT READ OUT)	8 1%	* *%	8 3%	7 1%	- -%	1 *%	8 2%	2 1%	2 *%	4 3%	3 1%	2 1%	3 1%
NET: Satisfied	587 79%	239 70%	229 87%	536 88%	9 21%	193 65%	394 88%	120 77%	348 80%	113 79%	169 75%	135 74%	260 84%
NET: Dissatisfied	48 6%	38 11%	8 3%	12 2%	24 57%	44 15%	4 1%	23 15%	19 4%	6 4%	13 6%	18 10%	17 6%
Answered	732	339	256	600	41	294	438	155	433	139	222	181	307
Mean Score	1.1	.9	1.3	1.3	-.5	.7	1.4	1.0	1.1	1.1	1.0	1.0	1.2
Standard error	.03	.06	.04	.03	.19	.06	.03	.09	.04	.07	.06	.07	.05
Standard deviation	.93	1.08	.73	.72	1.08	1.07	.72	1.21	.82	.89	.96	1.01	.86

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 291 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		832	454	378
Effective base		305	146	159
Weighted Base		741	364	377
Very Dissatisfied	(-2)	13	11	2
		2%	3%	1%
Fairly Dissatisfied	(-1)	35	15	20
		5%	4%	5%
Neither Satisfied Nor Dissatisfied	(0)	98	50	48
		13%	14%	13%
Fairly Satisfied	(1)	303	152	151
		41%	42%	40%
Very Satisfied	(2)	284	132	152
		38%	36%	40%
Don't Know (DO NOT READ OUT)		8	5	4
		1%	1%	1%
NET: Satisfied		587	284	303
		79%	78%	80%
NET: Dissatisfied		48	25	23
		6%	7%	6%
Answered		732	359	374
Mean Score		1.1	1.1	1.2
Standard error		.03	.05	.05
Standard deviation		.93	.97	.89

Columns Tested: a,b

Table 291 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

		Month											
Total base		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	832	48	84	76	66	81	45	41	81	65	62	48	135
Effective base	305	13	35	45	24	56	24	9	32	27	9	20	45
Weighted Base	741	23	55	92	21	122	43	8	114	57	14	57	135
Very Dissatisfied	(-2) 13 2%	- -%	* *%	3 4%	* 1%	- -%	- -%	- -%	- -%	* *%	- -%	9 16%	- -%
Fairly Dissatisfied	(-1) 35 5%	* 2%	2 3%	1 1%	1 4%	5 4%	2 4%	2 21%	3 2%	5 10%	1 6%	2 4%	12 9%
Neither Satisfied Nor Dissatisfied	(0) 98 13%	* 1%	11 21%	7 8%	1 7%	24 20%	9 21%	3 42%	10 9%	12 21%	* 3%	7 12%	11 8%
Fairly Satisfied	(1) 303 41%	13 54%	22 39%	30 32%	13 63%	53 43%	19 43%	2 22%	45 40%	19 33%	8 59%	22 39%	58 43%
Very Satisfied	(2) 284 38%	10 43%	20 36%	47 51%	5 26%	37 31%	14 32%	1 15%	56 49%	19 34%	4 32%	16 28%	53 40%
Don't Know (DO NOT READ OUT)	8 1%	- -%	* *%	4 4%	- -%	3 2%	- -%	- -%	* *%	1 2%	* 1%	- -%	1 *%
NET: Satisfied	587 79%	22 97%	42 76%	76 83%	19 89%	91 74%	32 75%	3 37%	101 89%	38 67%	13 91%	38 67%	111 83%
NET: Dissatisfied	48 6%	* 2%	2 4%	4 5%	1 5%	5 4%	2 4%	2 21%	3 2%	6 10%	1 6%	12 20%	12 9%
Answered	732	23	55	88	21	120	43	8	114	56	14	57	134
Mean Score	1.1	1.4	1.1	1.3	1.1	1.0	1.0	.3	1.4	.9	1.2	.6	1.1
Standard error	.03	.09	.09	.11	.09	.09	.13	.16	.08	.13	.10	.20	.08
Standard deviation	.93	.62	.85	.96	.75	.82	.85	1.04	.74	1.00	.77	1.37	.90

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 291 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	832	208	192	187	245	400	432
Effective base	305	92	97	59	72	188	131
Weighted Base	741	170	187	178	206	357	384
Very Dissatisfied (-2)	13 2%	3 2%	* *%	* *%	9 4%	4 1%	9 2%
Fairly Dissatisfied (-1)	35 5%	3 2%	8 4%	10 5%	15 7%	11 3%	24 6%
Neither Satisfied Nor Dissatisfied (0)	98 13%	19 11%	35 19%	25 14%	19 9%	54 15%	44 11%
Fairly Satisfied (1)	303 41%	64 37%	85 45%	66 37%	88 43%	149 42%	154 40%
Very Satisfied (2)	284 38%	77 45%	57 30%	76 43%	74 36%	134 37%	150 39%
Don't Know (DO NOT READ OUT)	8 1%	b 4 2%	3 1%	1 1%	1 *%	6 2%	2 *%
NET: Satisfied	587 79%	141 83%	142 76%	142 80%	162 79%	282 79%	304 79%
NET: Dissatisfied	48 6%	7 4%	8 4%	10 5%	24 12%	14 4%	34 9%
Answered	732	166	184	177	205	350	382
Mean Score	1.1	1.2	1.0	1.2	1.0	1.1	1.1
Standard error	.03	.06	.06	.07	.07	.04	.05
Standard deviation	.93	.89	.82	.88	1.07	.86	.99

Columns Tested:: a,b,c,d - a,b

Table 292

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	832	117	715	513	153	52	114	319
Effective base	305	35	275	273	64	28	54	89
Weighted Base	741	55	686	696	37	5	3	44
Very Dissatisfied (-2)	4 1%	1 2%	3 1%	4 1%	- -%	- -%	- -%	- -%
Fairly Dissatisfied (-1)	27 4%	* *%	27 4%	25 4%	1 4%	* 2%	* 4%	2 4%
Neither Satisfied Nor Dissatisfied (0)	123 17%	8 14%	115 17%	114 16%	9 24%	* 10%	* 9%	10 21%
Fairly Satisfied (1)	302 41%	8 14%	294 43% a	284 41%	15 40%	2 39%	1 41%	18 40%
Very Satisfied (2)	238 32%	29 53% b	209 31%	224 32%	11 30%	2 45%	1 45%	15 33%
Don't Know (DO NOT READ OUT)	46 6%	9 17% b	37 5%	45 6%	1 2%	* 5%	* 1%	1 2%
NET: Satisfied	540 73%	37 67%	503 73%	508 73%	26 70%	4 84%	2 86% ab	32 73%
NET: Dissatisfied	31 4%	1 2%	30 4%	30 4%	1 4%	* 2%	* 4%	2 4%
Answered	695	46	649	651	36	5	3	43
Mean Score	1.1	1.4 b	1.0	1.1	1.0	1.3	1.3	1.0
Standard error	.03	.10	.03	.04	.07	.12	.09	.05
Standard deviation	.85	.93	.84	.85	.86	.83	.99	.85

Columns Tested:: a,b - a,b,c,d,e

Table 292 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level:	95%										
Unweighted Base		832	202	236	75	95	110	114	513	153	166
Effective base		305	125	122	32	43	42	54	273	64	57
Weighted Base		741	334	314	48	27	15	3	696	37	8
Very Dissatisfied	(-2)	4 1%	* *%	4 1%	- -%	- -%	- -%	- -%	4 1%	- -%	- -%
Fairly Dissatisfied	(-1)	27 4%	8 2%	11 4%	6 13%	1 4%	* 2%	* 4%	25 4%	1 4%	* 2%
Neither Satisfied Nor Dissatisfied	(0)	123 17%	46 14%	55 18%	13 26%	7 27%	2 13%	* 9%	114 16%	9 24%	1 9%
Fairly Satisfied	(1)	302 41%	145 43%	121 39%	18 37%	10 38%	7 43%	1 41%	284 41%	15 40%	3 40%
Very Satisfied	(2)	238 32%	102 30%	111 35%	10 21%	8 29%	6 38%	1 45%	224 32%	11 30%	3 45%
Don't Know (DO NOT READ OUT)		46 6%	33 10%	11 3%	1 3%	* 2%	1 4%	* 1%	45 6%	1 2%	* 3%
NET: Satisfied		540 73%	247 74%	233 74%	28 58%	18 67%	12 81%	2 86%	508 73%	26 70%	6 85%
NET: Dissatisfied		31 4%	8 2%	15 5%	6 13%	1 4%	* 2%	* 4%	30 4%	1 4%	* 2%
Answered		695	301	303	46	26	15	3	651	36	7
Mean Score		1.1	1.1	1.1	.7	.9	1.2	1.3	1.1	1.0	1.3
Standard error		.03	.06	.06	.11	.09	.08	.09	.04	.07	.06
Standard deviation		.85	.77	.90	.97	.88	.79	.99	.85	.86	.81

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 292 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	832	311	202	153	52	114	285	163	65	37	129
Effective base	305	197	93	64	28	54	152	68	22	10	21
Weighted Base	741	555	141	37	5	3	420	146	37	21	23
Very Dissatisfied (-2)	4 1%	4 1%	* *%	- -%	- -%	- -%	3 1%	* *%	- -%	- -%	- -%
Fairly Dissatisfied (-1)	27 4%	18 3%	7 5%	1 4%	* 2%	* 4%	16 4%	9 6%	1 3%	* 2%	* 2%
Neither Satisfied Nor Dissatisfied (0)	123 17%	87 16%	27 19%	9 24%	* 10%	* 9%	71 17%	25 17%	2 5%	5 25%	5 22%
Fairly Satisfied (1)	302 41%	229 41%	55 39%	15 40%	2 39%	1 41%	165 39%	61 42%	20 55%	8 39%	9 39%
Very Satisfied (2)	238 32%	177 32%	47 33%	11 30%	2 45%	1 45%	139 33%	40 28%	12 32%	7 33%	9 37%
Don't Know (DO NOT READ OUT)	46 6%	40 7%	5 3%	1 2%	* 5%	* 1%	25 6%	11 7%	2 5%	* *%	- -%
NET: Satisfied	540 73%	406 73%	102 73%	26 70%	4 84%	2 86%	304 72%	101 69%	32 87%	15 73%	18 77%
NET: Dissatisfied	31 4%	22 4%	7 5%	1 4%	* 2%	* 4%	20 5%	9 6%	1 3%	* 2%	* 2%
Answered	695	515	136	36	5	3	394	135	35	21	23
Mean Score	1.1	1.1	1.0	1.0	1.3	1.3	1.1	1.0	1.2	1.0	1.1
Standard error	.03	.05	.06	.07	.12	.09	.05	.07	.09	.14	.07
Standard deviation	.85	.85	.88	.86	.83	.99	.88	.87	.68	.83	.82

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 292 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	*d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		832	56	50	107	29	60	68	47	50	52
Effective base		305	28	24	55	13	30	38	25	26	26
Weighted Base		741	72	50	151	31	77	106	75	63	51
Very Dissatisfied (-2)		4 1%	- -%	3 6%	- -%	- -%	- -%	- -%	* *%	- -%	- -%
Fairly Dissatisfied (-1)		27 4%	- -%	6 12%	10 6%	- -%	3 4%	3 3%	- -%	2 3%	2 4%
Neither Satisfied Nor Dissatisfied (0)		123 17%	11 16%	8 17%	30 20%	8 26%	9 12%	16 15%	15 20%	3 5%	13 25%
Fairly Satisfied (1)		302 41%	29 41%	13 26%	73 48%	13 44%	45 58%	37 35%	34 45%	25 40%	12 24%
Very Satisfied (2)		238 32%	23 31%	13 26%	35 23%	8 27%	20 26%	45 42%	24 32%	29 47%	15 30%
Don't Know (DO NOT READ OUT)		46 6%	9 12%	6 13%	3 2%	1 4%	1 1%	5 5%	1 2%	3 5%	9 18%
NET: Satisfied		540 73%	52 72%	26 52%	109 72%	22 71%	65 84%	81 77%	59 78%	55 87%	27 54%
NET: Dissatisfied		31 4%	- -%	9 18%	10 6%	- -%	3 4%	3 3%	* *%	2 3%	2 4%
Answered		695	63	43	149	30	76	101	74	60	42
Mean Score		1.1	1.2	.6	.9	1.0	1.1	1.2	1.1	1.4	1.0
Standard error		.03	.10	.19	.08	.14	.10	.10	.11	.11	.14
Standard deviation		.85	.71	1.26	.84	.75	.73	.83	.75	.74	.93

Columns Tested: a,b,c,d,e,f,g,h,i

Table 292 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		832	141	156	222	519	313	117	102	94
Effective base		305	68	77	118	262	82	34	33	28
Weighted Base		741	159	185	333	676	65	35	18	11
Very Dissatisfied	(-2)	4 1%	- -%	3 2%	* *%	3 1%	1 2%	1 3%	- -%	- -%
Fairly Dissatisfied	(-1)	27 4%	5 3%	8 4%	13 4%	26 4%	1 1%	* *%	1 4%	* *%
Neither Satisfied Nor Dissatisfied	(0)	123 17%	29 18%	23 12%	62 19%	114 17%	9 14%	6 16%	2 14%	1 11%
Fairly Satisfied	(1)	302 41%	70 44%	67 37%	144 43%	282 42%	20 31%	7 21%	8 45%	4 40%
Very Satisfied	(2)	238 32%	43 27%	65 35%	104 31%	212 31%	26 40%	17 48%	5 27%	4 34%
Don't Know (DO NOT READ OUT)		46 6%	11 7%	18 10%	9 3%	38 6%	8 12%	4 11%	2 11%	2 15%
NET: Satisfied		540 73%	113 71%	132 72%	248 75%	494 73%	46 71%	25 70%	13 72%	8 74%
NET: Dissatisfied		31 4%	5 3%	11 6%	13 4%	29 4%	2 3%	1 3%	1 4%	* *%
Answered		695	148	166	324	638	57	31	16	10
Mean Score		1.1	1.0	1.1	1.0	1.1	1.2	1.3	1.1	1.3
Standard error		.03	.07	.08	.06	.04	.05	.10	.08	.08
Standard deviation		.85	.79	.94	.83	.85	.89	.99	.81	.73

Columns Tested:: a,b,c,d,e,f,g,h

Table 292 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

		Industry								
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	*g	*h	i
Significance Level: 95%										
Unweighted Base	832	35	98	11	109	96	254	20	23	295
Effective base	305	14	32	6	37	41	99	5	8	109
Weighted Base	741	25	75	12	87	124	199	11	10	284
Very Dissatisfied	(-2) 4 1%	- -%	- -%	- -%	- -%	1 1%	1 *%	3 29%	- -%	- -%
Fairly Dissatisfied	(-1) 27 4%	- -%	2 3%	1 9%	3 4%	1 1%	10 5%	* 2%	- -%	13 4%
Neither Satisfied Nor Dissatisfied	(0) 123 17%	7 26%	11 15%	4 33%	15 17%	24 20%	25 13%	* *%	- -%	52 18%
Fairly Satisfied	(1) 302 41%	9 36%	35 47%	* *%	35 40%	50 40%	72 36%	1 6%	1 11%	134 47%
Very Satisfied	(2) 238 32%	8 31%	26 35%	6 51%	33 37%	40 33%	81 41%	6 50%	6 55%	65 23%
Don't Know (DO NOT READ OUT)	46 6%	1 6%	* *%	1 7%	1 1%	8 6%	11 5%	1 12%	4 35%	20 7%
NET: Satisfied	540 73%	17 68%	61 82%	6 52%	68 78%	90 73%	153 77%	6 56%	7 65%	199 70%
NET: Dissatisfied	31 4%	- -%	2 3%	1 9%	3 4%	1 1%	10 5%	3 31%	- -%	13 4%
Answered	695	24	75	11	86	116	188	10	7	264
Mean Score	1.1	1.1	1.1	1.0	1.1	1.1	1.2	.5	1.8	1.0
Standard error	.03	.14	.08	.37	.08	.08	.06	.49	.09	.05
Standard deviation	.85	.80	.79	1.18	.84	.79	.87	1.95	.40	.80

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 292 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	*b
Significance Level: 95%											
Unweighted Base	832	240	254	338	745	87	-	689	143	816	16
Effective base	305	90	99	120	271	37	-	273	34	299	6
Weighted Base	741	236	199	306	628	113	-	678	63	723	18
Very Dissatisfied (-2)	4 1%	1 *%	1 *%	3 1%	1 *%	3 3%	- -%	4 1%	- -%	4 1%	- -%
Fairly Dissatisfied (-1)	27 4%	4 2%	10 5%	13 4%	27 4%	- -%	- -%	26 4%	1 1%	27 4%	- -%
Neither Satisfied Nor Dissatisfied (0)	123 17%	46 19%	25 13%	52 17%	100 16%	23 20%	- -%	111 16%	12 19%	120 17%	3 15%
Fairly Satisfied (1)	302 41%	94 40%	72 36%	136 44%	252 40%	50 44%	- -%	277 41%	25 41%	299 41%	3 18%
Very Satisfied (2)	238 32%	81 34%	81 41%	77 25%	218 35%	20 18%	- -%	216 32%	23 36%	231 32%	8 43%
Don't Know (DO NOT READ OUT)	46 6%	10 4%	11 5%	25 8%	29 5%	17 15%	- -%	44 6%	2 3%	42 6%	4 25%
NET: Satisfied	540 73%	175 74%	153 77%	212 69%	470 75%	70 62%	- -%	492 73%	48 77%	529 73%	11 60%
NET: Dissatisfied	31 4%	5 2%	10 5%	16 5%	28 4%	3 3%	- -%	30 4%	1 1%	31 4%	- -%
Answered	695	225	188	281	598	96	-	634	61	681	13
Mean Score	1.1	1.1	1.2	1.0	1.1	.9	-	1.1	1.2	1.1	1.4
Standard error	.03	.05	.06	.05	.03	.10	-	.03	.07	.03	.21
Standard deviation	.85	.81	.87	.86	.85	.86	-	.86	.78	.85	.82

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 292 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		832	364	220	244
Effective base		305	139	73	93
Weighted Base		741	355	151	231
Very Dissatisfied	(-2)	4 1%	4 1%	- -%	1 *%
Fairly Dissatisfied	(-1)	27 4%	14 4%	1 1%	11 5%
Neither Satisfied Nor Dissatisfied	(0)	123 17%	64 18%	21 14%	38 16%
Fairly Satisfied	(1)	302 41%	153 43%	67 45%	78 34%
Very Satisfied	(2)	238 32%	102 29%	57 37%	80 35%
Don't Know (DO NOT READ OUT)		46 6%	18 5%	4 3%	23 10%
NET: Satisfied		540 73%	255 72%	124 82%	158 68%
NET: Dissatisfied		31 4%	18 5%	1 1%	11 5%
Answered		695	337	147	207
Mean Score		1.1	1.0	1.2	1.1
Standard error		.03	.05	.05	.06
Standard deviation		.85	.88	.72	.89

Columns Tested: a,b,c

Table 292 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	832	506	183	56	27	30	16	7	7	689	143	87
Effective base	305	215	58	15	10	8	3	2	1	272	33	18
Weighted Base	741	528	134	36	8	21	8	1	5	662	79	43
Very Dissatisfied	(-2)	4	3	1	-	-	-	-	-	4	-	-
		1%	1%	1%	-%	-%	-%	-%	-%	1%	-%	-%
Fairly Dissatisfied	(-1)	27	19	2	5	*	*	1	-	21	6	1
		4%	4%	2%	13%	*%	*%	14%	-%	3%	7%	2%
Neither Satisfied Nor Dissatisfied	(0)	123	92	23	5	2	*	-	-	115	8	3
		17%	17%	17%	14%	14%	2%	-%	-%	17%	10%	7%
Fairly Satisfied	(1)	302	212	57	12	7	6	*	5	269	33	21
		41%	40%	43%	35%	28%	33%	83%	8%	41%	42%	48%
Very Satisfied	(2)	238	167	40	13	5	12	*	1	207	31	18
		32%	32%	30%	36%	57%	58%	1%	92%	2%	31%	39%
Don't Know (DO NOT READ OUT)		46	35	11	1	*	*	*	-	45	1	*
		6%	7%	8%	2%	*%	*%	*%	-%	7%	1%	*%
NET: Satisfied		540	379	97	26	7	19	6	1	476	64	39
		73%	72%	72%	71%	85%	91%	84%	100%	72%	82%	90%
NET: Dissatisfied		31	22	3	5	*	*	1	-	26	6	1
		4%	4%	2%	13%	*%	*%	14%	-%	4%	7%	2%
Answered	695	493	123	35	8	21	8	1	5	616	78	43
Mean Score	1.1	1.1	1.1	1.0	1.4	1.5	.7	1.9	1.0	1.1	1.2	1.3
Standard error	.03	.04	.06	.14	.15	.12	.20	.46	.05	.03	.07	.08
Standard deviation	.85	.86	.81	1.03	.79	.67	.76	1.22	.14	.85	.88	.72

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 292 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	832	188	318	326	729	694	751	759	524	423	62	406	61	72	47	61	42
Effective base	305	91	124	91	255	245	270	278	189	130	34	166	19	19	11	13	8
Weighted Base	741	241	287	213	629	604	665	676	479	326	87	420	39	45	23	28	23
Very Dissatisfied (-2)	4 1%	3 1%	* *%	1 *%	4 1%	4 1%	4 1%	4 1%	3 1%	- -%	1 1%	3 1%	* 1%	- -%	- -%	- -%	- -%
Fairly Dissatisfied (-1)	27 4%	7 3%	12 4%	8 4%	26 4%	26 4%	26 4%	26 4%	22 5%	12 4%	- -%	19 4%	* *%	* *%	* 1%	1 5%	6 24% ab
Neither Satisfied Nor Dissatisfied (0)	123 17%	37 15%	55 19%	31 15%	106 17%	104 17%	116 18%	116 17%	81 17%	46 14%	21 24%	69 17%	10 25%	5 12%	3 11%	8 30%	* 2%
Fairly Satisfied (1)	302 41%	103 43%	109 38%	90 42%	272 43%	251 42%	282 42%	270 40%	204 43%	139 43%	35 40%	179 43%	18 45%	22 48%	10 45%	5 18%	13 57%
Very Satisfied (2)	238 32%	78 32%	89 31%	71 33%	187 30%	185 31%	199 30%	221 33%	153 32%	119 36%	23 27%	127 30%	9 22%	16 36%	7 30%	13 47%	3 14%
Don't Know (DO NOT READ OUT)	46 6%	13 5%	21 7%	12 5%	34 5%	34 6%	38 6%	38 6%	16 3%	10 3%	7 9%	22 5%	2 6%	2 4%	3 12%	* 1%	1 4%
NET: Satisfied	540 73%	180 75%	198 69%	161 76%	459 73%	436 72%	480 72%	491 73%	357 75%	258 79%	58 67%	306 73%	26 68%	38 84%	17 75%	18 64%	16 70%
NET: Dissatisfied	31 4%	10 4%	12 4%	9 4%	30 5%	30 5%	31 5%	31 5%	25 5%	12 4%	1 1%	22 5%	* 1%	* *%	* 1%	1 5%	6 24% ab
Answered	695	228	266	201	595	570	628	638	463	316	79	398	36	44	20	28	22
Mean Score	1.1	1.1	1.0	1.1	1.0	1.0	1.0	1.1	1.0	1.2	1.0	1.0	.9	1.2	1.2	1.1	.6
Standard error	.03	.07	.05	.05	.03	.03	.03	.03	.04	.04	.11	.04	.10	.08	.11	.13	.16
Standard deviation	.85	.87	.86	.84	.86	.87	.86	.87	.87	.81	.80	.87	.77	.68	.73	1.01	1.03

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 292 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	*f	*g	a	b	c	d	e	*f	*g
Unweighted Base	832	453	79	56	53	34	29	25	373	129	73	36	38	24	21
Effective base	305	193	24	13	9	11	6	4	155	41	21	16	6	9	4
Weighted Base	741	488	51	27	25	13	16	9	395	104	36	29	17	11	13
Very Dissatisfied (-2)	4 1%	4 1%	- -%	- -%	- -%	- -%	- -%	- -%	3 1%	- -%	* 1%	- -%	- -%	- -%	- -%
Fairly Dissatisfied (-1)	27 4%	21 4%	3 6%	* 1%	- -%	1 6%	1 6%	* *%	14 4%	5 4%	* *%	- -%	- -%	2 22%	5 36%
Neither Satisfied Nor Dissatisfied (0)	123 17%	74 15%	17 33%	5 18%	1 5%	1 8%	8 47%	* 2%	70 18%	22 21%	6 17%	5 17%	1 4%	* 2%	* 2%
Fairly Satisfied (1)	302 41%	214 44%	18 36%	15 55%	13 53%	5 36%	1 3%	7 75%	160 41%	44 43%	17 49%	16 57%	5 32%	1 9%	6 50%
Very Satisfied (2)	238 32%	145 30%	13 25%	7 24%	10 42%	4 28%	7 43%	1 14%	122 31%	29 27%	9 25%	6 20%	11 64%	7 66%	2 12%
Don't Know (DO NOT READ OUT)	46 6%	29 6%	- -%	* 2%	* 1%	3 21%	* 1%	1 9%	25 6%	4 4%	3 8%	2 6%	* *%	* 1%	- -%
NET: Satisfied	540 73%	359 74%	31 61%	21 80%	24 94%	8 65%	7 46%	8 88%	282 72%	73 70%	26 74%	22 77%	16 95%	8 75%	8 61%
NET: Dissatisfied	31 4%	26 5%	3 6%	* 1%	- -%	1 6%	1 6%	* *%	18 5%	5 4%	* 1%	- -%	- -%	2 22%	5 36%
Answered	695	459	51	26	25	10	16	8	370	100	33	27	17	10	13
Mean Score	1.1	1.0	.8	1.0	1.4	1.1	.8	1.1	1.0	1.0	1.1	1.0	1.6	1.2	.4
Standard error	.03	.04	.10	.09	.08	.16	.21	.09	.05	.07	.09	.11	.10	.27	.25
Standard deviation	.85	.86	.89	.69	.59	.90	1.09	.43	.87	.84	.75	.64	.59	1.31	1.14

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 292 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	832	381	103	95	63	42	39	36	180	176	204	118	70
Effective base	305	163	36	29	19	14	9	10	85	62	75	30	20
Weighted Base	741	412	86	65	34	28	25	26	229	156	169	61	48
Very Dissatisfied (-2)	4 1%	4 1%	- -%	- -%	- -%	* 1%	- -%	- -%	1 *%	* *%	3 2%	- -%	- -%
Fairly Dissatisfied (-1)	27 4%	15 4%	8 9%	1 1%	1 3%	* *%	1 4%	* 1%	5 2%	9 6%	7 4%	4 7%	2 3%
Neither Satisfied Nor Dissatisfied (0)	123 17%	63 15%	25 29%	18 28%	4 12%	3 12%	* 1%	2 9%	41 18%	33 21%	24 14%	10 17%	8 17%
Fairly Satisfied (1)	302 41%	173 42%	36 41%	17 25%	15 44%	5 19%	14 55%	12 44%	95 42%	73 47%	70 41%	23 37%	21 43%
Very Satisfied (2)	238 32%	129 31%	14 16%	27 42%	14 40%	15 55%	10 39%	12 45%	78 34%	35 22%	49 29%	19 30%	18 36%
Don't Know (DO NOT READ OUT)	46 6%	29 7%	3 4%	2 4%	* *%	4 13%	* 1%	- -%	10 4%	6 4%	17 10%	5 8%	* *%
NET: Satisfied	540 73%	301 73%	50 58%	44 67%	29 84%	21 74%	23 94%	23 90%	173 75%	108 69%	119 70%	41 68%	38 79%
NET: Dissatisfied	31 4%	19 5%	8 9%	1 1%	1 3%	* 1%	1 4%	* 1%	5 2%	9 6%	10 6%	4 7%	2 3%
Answered	695	383	83	63	34	24	25	26	220	150	153	56	48
Mean Score	1.1	1.1	.7	1.1	1.2	1.5	1.3	1.3	1.1	.9	1.0	1.0	1.1
Standard error	.03	b	b	b	b	b	b	b	.06	.06	.07	.09	.10
Standard deviation	.85	.87	.87	.88	.79	.83	.70	.71	.81	.83	.92	.92	.82

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 292 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	832	254	154	176	91	50	224	162	158	98	48
Effective base	305	107	55	60	21	12	100	50	54	27	14
Weighted Base	741	286	136	136	42	27	267	122	118	60	36
Very Dissatisfied (-2)	4 1%	4 1%	* *%	- -%	- -%	- -%	* *%	* *%	3 3%	- -%	- -%
Fairly Dissatisfied (-1)	27 4%	7 2%	12 9%	3 2%	4 10%	* 2%	10 4%	7 5%	4 4%	4 7%	1 3%
Neither Satisfied Nor Dissatisfied (0)	123 17%	46 16%	25 18%	20 15%	9 21%	6 23%	46 17%	25 20%	18 15%	8 14%	7 21%
Fairly Satisfied (1)	302 41%	130 45%	67 49%	51 38%	11 25%	13 48%	109 41%	51 42%	53 45%	24 41%	14 40%
Very Satisfied (2)	238 32%	91 32%	25 18%	45 33%	18 42%	7 26%	91 34%	35 29%	26 22%	18 30%	13 36%
Don't Know (DO NOT READ OUT)	46 6%	10 3%	8 6%	16 12%	* *%	* 1%	11 4%	4 3%	14 12%	5 8%	- -%
NET: Satisfied	540 73%	221 77%	91 67%	97 71%	29 68%	20 74%	200 75%	86 71%	79 67%	42 71%	27 76%
NET: Dissatisfied	31 4%	11 4%	12 9%	3 2%	4 10%	* 2%	10 4%	7 6%	8 6%	4 7%	1 3%
Answered	695	277	128	120	42	27	256	118	104	55	36
Mean Score	1.1	1.1	.8	1.2	1.0	1.0	1.1	1.0	.9	1.0	1.1
Standard error	.03	.05	.07	.06	.11	.11	.06	.07	.08	.09	.12
Standard deviation	.85	.84	.86	.79	1.04	.77	.83	.87	.93	.90	.84

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 292 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	832	221	151	191	117	74	519	78	157	468	364	543	186
Effective base	305	96	49	71	42	20	198	24	56	178	129	199	56
Weighted Base	741	256	119	160	94	44	463	58	154	454	286	497	132
Very Dissatisfied (-2)	4 1%	1 *%	- -%	3 2%	- -%	1 1%	1 *%	- -%	3 2%	3 1%	1 *%	* *%	4 3% a
Fairly Dissatisfied (-1)	27 4%	4 2%	2 2%	7 5%	11 12% ab	1 3%	20 4%	2 4%	5 3%	20 4%	6 2%	25 5%	2 1%
Neither Satisfied Nor Dissatisfied (0)	123 17%	51 20%	13 11%	27 17%	21 22%	5 12%	69 15%	9 16%	38 25%	75 17%	48 17%	79 16%	27 21%
Fairly Satisfied (1)	302 41%	105 41%	57 48% d	52 33%	26 28%	27 61% cd	186 40%	23 40%	61 39%	196 43%	106 37%	223 45%	49 37%
Very Satisfied (2)	238 32%	86 33%	34 28%	59 37%	32 34%	10 22%	158 34%	22 37%	41 26%	128 28%	110 38%	144 29%	43 33%
Don't Know (DO NOT READ OUT)	46 6%	10 4%	13 11%	12 7%	3 4%	1 2%	29 6%	2 3%	7 5%	31 7%	15 5%	27 5%	7 5%
NET: Satisfied	540 73%	191 74%	91 77%	112 70%	58 62%	36 83%	344 74%	45 77%	102 66%	325 72%	215 75%	367 74%	92 70%
NET: Dissatisfied	31 4%	5 2%	2 2%	11 7%	11 12% ab	2 4%	21 5%	2 4%	8 5%	24 5%	7 3%	25 5%	6 4%
Answered	695	247	106	149	90	43	434	56	147	424	271	471	125
Mean Score	1.1	1.1	1.2	1.1	.9	1.0	1.1	1.1	.9	1.0	1.2	1.0	1.0
Standard error	.03	.06	.06	.07	.10	.09	.04	.10	.08	.04	.05	.04	.07
Standard deviation	.85	.80	.70	.99	1.04	.76	.85	.83	.92	.86	.83	.83	.95

Columns Tested.: a,b,c,d,e - a,b,c - a,b - a,b

Table 292 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	832	438	256	183	576	549	180	426	268	187	572
Effective base	305	172	73	84	195	201	54	163	83	85	193
Weighted Base	741	427	177	188	488	504	125	415	189	198	478
Very Dissatisfied	(-2) 4 1%	4 1%	- -%	- -%	4 1%	* *%	4 3%	4 1%	- -%	- -%	4 1%
Fairly Dissatisfied	(-1) 27 4%	23 5%	4 2%	6 3%	21 4%	22 4%	4 3%	23 6%	3 2%	7 3%	20 4%
Neither Satisfied Nor Dissatisfied	(0) 123 17%	73 17%	31 18%	36 19%	80 16%	80 16%	25 20%	71 17%	33 17%	36 18%	80 17%
Fairly Satisfied	(1) 302 41%	175 41%	76 43%	80 43%	190 39%	234 46%	38 31%	173 42%	78 42%	86 43%	184 39%
Very Satisfied	(2) 238 32%	126 29%	59 33%	48 26%	173 35%	141 28%	46 37%	118 28%	67 36%	51 26%	170 36%
Don't Know (DO NOT READ OUT)	46 6%	27 6%	7 4%	18 10%	20 4%	27 5%	7 6%	27 7%	7 4%	19 9%	20 4%
NET: Satisfied	540 73%	301 70%	135 76%	129 68%	362 74%	374 74%	85 68%	290 70%	146 77%	136 69%	354 74%
NET: Dissatisfied	31 4%	26 6%	4 2%	6 3%	25 5%	23 5%	8 6%	27 6%	3 2%	7 3%	24 5%
Answered	695	400	170	170	467	477	118	388	182	179	458
Mean Score	1.1	1.0	1.1	1.0	1.1	1.0	1.0	1.0	1.1	1.0	1.1
Standard error	.03	.04	.05	.06	.04	.04	.08	.04	.05	.06	.04
Standard deviation	.85	.90	.78	.79	.89	.81	1.02	.90	.78	.80	.89

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 292 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	832	523	508	191	2	492	441	161	2	637	397	197	1
Effective base	305	173	193	62	2	165	163	55	2	233	149	72	1
Weighted Base	741	433	476	155	5	421	385	138	2	575	353	159	2
Very Dissatisfied (-2)	4 1%	3 1%	4 1%	- -%	- -%	3 1%	1 *%	- -%	- -%	4 1%	* *%	* *%	- -%
Fairly Dissatisfied (-1)	27 4%	14 3%	23 5%	10 7%	- -%	18 4%	18 5%	10 8%	- -%	22 4%	11 3%	10 6%	- -%
Neither Satisfied Nor Dissatisfied (0)	123 17%	81 19%	73 15%	22 14%	5 100%	73 17%	53 14%	16 12%	2 77%	94 16%	61 17%	21 13%	- -%
Fairly Satisfied (1)	302 41%	193 45%	207 43%	66 43%	- -%	187 45%	167 43%	54 39%	- -%	228 40%	150 43%	61 38%	- -%
Very Satisfied (2)	238 32%	124 29%	137 29%	44 28%	- -%	122 29%	116 30%	42 31%	1 23%	196 34%	105 30%	57 36%	2 100%
Don't Know (DO NOT READ OUT)	46 6%	18 4%	32 7%	13 9%	- -%	17 4%	30 8%	15 11%	- -%	30 5%	25 7%	10 6%	- -%
NET: Satisfied	540 73%	317 73%	344 72%	110 71%	- -%	310 74%	283 74%	96 70%	1 23%	424 74%	255 72%	117 74%	2 100%
NET: Dissatisfied	31 4%	18 4%	27 6%	10 7%	- -%	21 5%	19 5%	10 8%	- -%	26 5%	12 3%	11 7%	- -%
Answered	695	415	444	142	5	404	355	123	2	545	328	149	2
Mean Score	1.1	1.0	1.0	1.0	-	1.0	1.1	1.0	.5	1.1	1.1	1.1	2.0
Standard error	.03	.04	.04	.06	-	.04	.04	.07	.78	.04	.04	.07	-
Standard deviation	.85	.84	.87	.87	-	.86	.83	.91	1.11	.87	.81	.90	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 292 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	832	542	493	339	471	360	42	218	218	241	85	48
Effective base	305	200	183	138	162	148	11	97	87	97	38	23
Weighted Base	741	506	466	339	422	353	30	235	228	247	81	47
Very Dissatisfied (-2)	4 1%	* *%	1 *%	3 1%	* *%	1 *%	- -%	- -%	- -%	3 1%	- -%	- -%
Fairly Dissatisfied (-1)	27 4%	23 4%	23 5%	17 5%	17 4%	19 5%	* *%	11 5%	15 6%	17 7%	7 8%	7 16%
Neither Satisfied Nor Dissatisfied (0)	123 17%	78 15%	74 16%	66 19%	67 16%	68 19%	1 3%	44 19%	54 24%	51 21%	10 12%	9 19%
Fairly Satisfied (1)	302 41%	234 46%	196 42%	132 39%	199 47%	146 41%	11 38%	98 41%	84 37%	86 35%	27 33%	9 20%
Very Satisfied (2)	238 32%	145 29%	145 31%	91 27%	126 30%	96 27%	18 59%	61 26%	57 25%	68 28%	28 34%	13 27%
Don't Know (DO NOT READ OUT)	46 6%	27 5%	27 6%	29 9%	13 3%	24 7%	- -%	23 10%	19 8%	21 8%	9 12%	9 19%
NET: Satisfied	540 73%	379 75%	342 73%	223 66%	325 77%	241 68%	29 97%	158 67%	141 62%	154 63%	55 68%	22 47%
NET: Dissatisfied	31 4%	23 5%	24 5%	21 6%	17 4%	19 6%	* *%	11 5%	15 6%	20 8%	7 8%	7 16%
Answered	695	480	439	310	409	329	30	213	209	226	71	39
Mean Score	1.1	1.0	1.1	.9	1.1	1.0	1.6 ab	1.0	.9	.9	1.1	.7
Standard error	.03	.04	.04	.05	.04	.05	.09 ab	.06	.06	.06	.11	.17
Standard deviation	.85	.81	.85	.91	.80	.86	.57	.83	.89	.97	.96	1.13

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 292 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	832	97	67	71	31	678	535	742	594	541	527	636	157	-	527	42
Effective base	305	38	23	29	14	246	188	269	212	185	185	242	56	-	192	23
Weighted Base	741	88	56	68	35	598	438	659	502	441	461	592	129	-	453	64
Very Dissatisfied (-2)	4 1%	- -%	3 6%	- -%	- -%	4 1%	1 *%	4 1%	4 1%	4 1%	3 1%	1 *%	- -%	- -%	1 *%	3 5%
Fairly Dissatisfied (-1)	27 4%	4 5%	2 4%	5 7%	2 6%	22 4%	15 3%	25 4%	23 5%	17 4%	21 5%	23 4%	6 5%	- -%	16 4%	4 7%
Neither Satisfied Nor Dissatisfied (0)	123 17%	19 21%	2 3%	14 21%	7 20%	102 17%	86 20%	113 17%	85 17%	77 17%	83 18%	96 16%	23 18%	- -%	55 12%	15 24%
Fairly Satisfied (1)	302 41%	31 35%	27 48%	24 36%	15 44%	249 42%	161 37%	271 41%	201 40%	167 38%	196 43%	248 42%	46 35%	- -%	199 44%	20 31%
Very Satisfied (2)	238 32%	24 27%	18 32%	21 31%	9 25%	188 31%	147 34%	211 32%	157 31%	147 33%	140 30%	190 32%	44 34%	- -%	158 35%	18 28%
Don't Know (DO NOT READ OUT)	46 6%	10 11%	4 8%	4 5%	2 5%	33 5%	27 6%	34 5%	31 6%	29 7%	18 4%	34 6%	10 8%	- -%	25 6%	4 6%
NET: Satisfied	540 73%	55 62%	45 80%	45 67%	24 69%	437 73%	308 70%	482 73%	358 71%	314 71%	336 73%	438 74%	90 69%	- -%	357 79%	38 59%
NET: Dissatisfied	31 4%	4 5%	5 9%	5 7%	2 6%	26 4%	16 4%	29 4%	27 5%	21 5%	24 5%	25 4%	6 5%	- -%	17 4%	8 12%
Answered	695	78	52	64	33	565	411	625	471	412	443	558	119	-	428	61
Mean Score	1.1	1.0	1.0	1.0	.9	1.1	1.1	1.1	1.0	1.1	1.0	1.1	1.1	-	1.2	.7
Standard error	.03	.09	.13	.11	.16	.03	.04	.03	.04	.04	.04	.03	.07	-	.04	.18
Standard deviation	.85	.88	1.05	.93	.87	.86	.86	.86	.89	.90	.87	.83	.88	-	.80	1.13

Columns Tested.: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 292 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	832	344	291	696	32	351	481	200	463	159	270	206	328
Effective base	305	136	107	251	15	125	181	70	172	62	95	73	130
Weighted Base	741	339	264	607	41	295	446	157	435	143	225	182	311
Very Dissatisfied (-2)	4 1%	3 1%	* *%	- -%	4 9%	4 2%	- -%	4 2%	1 *%	- -%	* *%	* *%	4 1%
Fairly Dissatisfied (-1)	27 4%	20 6%	5 2%	8 1%	12 30%	23 8%	4 1%	6 4%	17 4%	4 3%	12 5%	7 4%	8 3%
Neither Satisfied Nor Dissatisfied (0)	123 17%	63 19%	31 12%	78 13%	13 31%	55 19%	68 15%	19 12%	76 17%	28 20%	46 20%	26 14%	47 15%
Fairly Satisfied (1)	302 41%	134 39%	125 47%	261 43%	5 13%	123 42%	179 40%	54 34%	183 42%	65 45%	75 34%	85 46%	134 43%
Very Satisfied (2)	238 32%	101 30%	89 34%	227 37%	3 8%	72 25%	166 37%	61 39%	136 31%	37 26%	69 31%	55 30%	106 34%
Don't Know (DO NOT READ OUT)	46 6%	19 6%	14 5%	33 5%	4 9%	17 6%	29 7%	13 8%	23 5%	9 6%	23 10%	10 5%	10 3%
NET: Satisfied	540 73%	234 69%	213 81%	488 80%	9 21%	196 66%	345 77%	115 73%	319 73%	102 71%	144 64%	140 77%	241 78%
NET: Dissatisfied	31 4%	23 7%	5 2%	8 1%	16 39%	27 9%	4 1%	10 6%	17 4%	4 3%	12 5%	7 4%	12 4%
Answered	695	321	250	574	38	278	416	144	412	134	202	173	300
Mean Score	1.1	1.0	1.2	1.2	-.2	.8	1.2	1.1	1.1	1.0	1.0	1.1	1.1
Standard error	.03	.05	.04	.03	.21	.05	.04	.07	.04	.06	.06	.06	.05
Standard deviation	.85	.93	.73	.73	1.11	.95	.74	.97	.83	.78	.90	.80	.86

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 292 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		832	454	378
Effective base		305	146	159
Weighted Base		741	364	377
Very Dissatisfied	(-2)	4 1%	4 1%	- -%
Fairly Dissatisfied	(-1)	27 4%	13 4%	14 4%
Neither Satisfied Nor Dissatisfied	(0)	123 17%	59 16%	64 17%
Fairly Satisfied	(1)	302 41%	160 44%	142 38%
Very Satisfied	(2)	238 32%	105 29%	133 35%
Don't Know (DO NOT READ OUT)		46 6%	22 6%	24 6%
NET: Satisfied		540 73%	266 73%	275 73%
NET: Dissatisfied		31 4%	17 5%	14 4%
Answered		695	342	353
Mean Score		1.1	1.0	1.1
Standard error		.03	.04	.04
Standard deviation		.85	.87	.84

Columns Tested: a,b

Table 292 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

		Month											
Total base		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	832	48	84	76	66	81	45	41	81	65	62	48	135
Effective base	305	13	35	45	24	56	24	9	32	27	9	20	45
Weighted Base	741	23	55	92	21	122	43	8	114	57	14	57	135
Very Dissatisfied (-2)	4 1%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	- -%	1 1%	- -%	3 6%	- -%
Fairly Dissatisfied (-1)	27 4%	* 2%	1 2%	- -%	* 2%	3 3%	2 4%	* 6%	4 4%	1 1%	* *%	* *%	14 11%
Neither Satisfied Nor Dissatisfied (0)	123 17%	1 4%	9 17%	22 24%	4 18%	17 14%	8 18%	1 19%	16 14%	15 27%	5 35%	4 8%	20 15%
Fairly Satisfied (1)	302 41%	9 38%	18 33%	31 33%	10 49%	61 50%	16 36%	3 34%	48 42%	28 50%	4 26%	27 47%	48 36%
Very Satisfied (2)	238 32%	10 45%	22 41%	32 34%	5 22%	30 25%	14 32%	2 20%	45 40%	7 11%	5 33%	16 27%	52 38%
Don't Know (DO NOT READ OUT)	46 6%	3 11%	4 8%	8 8%	1 5%	11 9%	4 10%	2 22%	* *%	6 10%	1 6%	7 12%	* *%
NET: Satisfied	540 73%	19 83%	41 74%	62 68%	15 72%	91 74%	30 68%	4 54%	93 82%	35 61%	8 59%	42 75%	100 74%
NET: Dissatisfied	31 4%	* 2%	1 2%	- -%	1 5%	3 3%	2 4%	* 6%	4 4%	1 2%	* *%	3 6%	14 11%
Answered	695	20	51	84	20	111	39	6	114	51	13	50	134
Mean Score	1.1	1.4	1.2	1.1	.9	1.1	1.1	.9	1.2	.8	1.0	1.0	1.0
Standard error	.03	i	i						i				
Standard deviation	.85	.70	.81	.79	.92	.73	.87	.96	.82	.73	.88	1.00	.98

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 292 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	832	208	192	187	245	400	432
Effective base	305	92	97	59	72	188	131
Weighted Base	741	170	187	178	206	357	384
Very Dissatisfied (-2)	4 1%	- -%	1 *%	1 *%	3 2%	1 *%	4 1%
Fairly Dissatisfied (-1)	27 4%	1 1%	5 3%	6 3%	14 7%	7 2%	20 5%
Neither Satisfied Nor Dissatisfied (0)	123 17%	32 19%	29 15%	33 18%	30 14%	61 17%	62 16%
Fairly Satisfied (1)	302 41%	58 34%	87 47%	79 44%	78 38%	145 41%	157 41%
Very Satisfied (2)	238 32%	64 38%	49 26%	53 30%	72 35%	113 32%	125 33%
Don't Know (DO NOT READ OUT)	46 6%	14 8%	16 9%	7 4%	8 4%	31 9%	15 4%
NET: Satisfied	540 73%	122 72%	136 73%	132 74%	150 73%	258 72%	282 74%
NET: Dissatisfied	31 4%	1 1%	6 3%	6 4%	17 9%	7 2%	24 6%
Answered	695	156	171	171	198	326	368
Mean Score	1.1	1.2	1.0	1.0	1.0	1.1	1.0
Standard error	.03	.06	.06	.06	.06	.04	.04
Standard deviation	.85	.79	.79	.82	.98	.79	.90

Columns Tested:: a,b,c,d - a,b

Table 293

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	832	117	715	513	153	52	114	319
Effective base	305	35	275	273	64	28	54	89
Weighted Base	741	55	686	696	37	5	3	44
Very Dissatisfied (-2)	9 1%	3 6%	6 1%	8 1%	1 2%	* 1%	* 1%	1 2%
Fairly Dissatisfied (-1)	37 5%	* %	37 5%	35 5%	2 5%	* 1%	* 3%	2 5%
Neither Satisfied Nor Dissatisfied (0)	111 15%	5 8%	106 15%	105 15%	5 14%	* 4%	* 3%	5 12%
Fairly Satisfied (1)	290 39%	7 13%	283 41%	273 39%	14 38%	2 39%	1 44%	17 39%
Very Satisfied (2)	251 34%	30 54%	221 32%	232 33%	15 41%	2 50%	1 48%	19 42%
Don't Know (DO NOT READ OUT)	43 6%	10 18%	33 5%	42 6%	* 1%	* 4%	* 1%	1 1%
NET: Satisfied	541 73%	37 67%	504 74%	505 73%	29 79%	4 89%	2 92%	36 81%
NET: Dissatisfied	46 6%	3 6%	43 6%	43 6%	2 7%	* 3%	* 4%	3 6%
Answered	698	45	653	654	36	5	3	44
Mean Score	1.1	1.3	1.0	1.0	1.1	1.4	1.4	1.2
Standard error	.03	.12	.03	.04	.08	.12	.09	.05
Standard deviation	.92	1.15	.90	.92	.96	.87	.99	.93

Columns Tested: a,b - a,b,c,d,e

Table 293 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level:	95%										
Unweighted Base		832	202	236	75	95	110	114	513	153	166
Effective base		305	125	122	32	43	42	54	273	64	57
Weighted Base		741	334	314	48	27	15	3	696	37	8
Very Dissatisfied	(-2)	9 1%	2 1%	6 2%	- -%	* 1%	* 2%	* 1%	8 1%	1 2%	* 1%
Fairly Dissatisfied	(-1)	37 5%	12 4%	13 4%	10 20%	1 5%	1 4%	* 3%	35 5%	2 5%	* 2%
Neither Satisfied Nor Dissatisfied	(0)	111 15%	49 15%	49 15%	8 17%	3 11%	2 14%	* 3%	105 15%	5 14%	* 4%
Fairly Satisfied	(1)	290 39%	140 42%	119 38%	15 31%	10 38%	6 39%	1 44%	273 39%	14 38%	3 41%
Very Satisfied	(2)	251 34%	100 30%	119 38%	14 29%	12 45%	6 37%	1 48%	232 33%	15 41%	4 49%
Don't Know (DO NOT READ OUT)		43 6%	32 10%	9 3%	1 3%	- -%	* 3%	* 1%	42 6%	* 1%	* 3%
NET: Satisfied		541 73%	239 72%	237 76%	29 60%	22 82%	12 76%	2 92%	505 73%	29 79%	7 90%
NET: Dissatisfied		46 6%	15 4%	19 6%	10 20%	2 6%	1 6%	* 4%	43 6%	2 7%	* 3%
Answered		698	303	305	46	27	15	3	654	36	7
Mean Score		1.1	1.1	1.1	.7	1.2	1.1	1.4	1.0	1.1	1.4
Standard error		.03	.06	.06	.13	.10	.10	.09	.04	.08	.07
Standard deviation		.92	.85	.94	1.12	.94	.98	.99	.92	.96	.84

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 293 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	832	311	202	153	52	114	285	163	65	37	129
Effective base	305	197	93	64	28	54	152	68	22	10	21
Weighted Base	741	555	141	37	5	3	420	146	37	21	23
Very Dissatisfied	(-2)	9	6	2	1	*	3	2	*	*	-
		1%	1%	1%	2%	1%	1%	1%	1%	2%	1%
Fairly Dissatisfied	(-1)	37	22	13	2	*	21	13	1	-	1
		5%	4%	9%	5%	1%	5%	9%	3%	3%	3%
Neither Satisfied Nor Dissatisfied	(0)	111	91	15	5	*	70	18	2	5	3
		15%	16%	10%	14%	4%	17%	12%	5%	25%	11%
		e									
Fairly Satisfied	(1)	290	220	53	14	2	165	54	19	8	10
		39%	40%	38%	38%	39%	39%	37%	52%	36%	44%
Very Satisfied	(2)	251	178	54	15	2	137	49	13	8	10
		34%	32%	38%	41%	50%	33%	34%	35%	37%	42%
		a									
Don't Know (DO NOT READ OUT)		43	38	5	*	*	23	10	2	*	-
		6%	7%	3%	1%	4%	5%	7%	4%	1%	1%
NET: Satisfied		541	398	107	29	4	302	103	32	15	20
		73%	72%	76%	79%	89%	72%	71%	87%	73%	86%
		ab									
NET: Dissatisfied		46	29	15	2	*	25	15	1	*	1
		6%	5%	10%	7%	3%	6%	11%	4%	2%	3%
Answered		698	518	136	36	5	397	137	35	21	23
Mean Score		1.1	1.0	1.1	1.1	1.4	1.0	1.0	1.2	1.1	1.3
		a									
Standard error		.03	.05	.07	.08	.12	.05	.08	.09	.15	.07
Standard deviation		.92	.90	1.00	.96	.87	.90	1.01	.73	.89	.77

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 293 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	*d	e	f	g	h	i
Unweighted Base		832	56	50	107	29	60	68	47	50	52
Effective base		305	28	24	55	13	30	38	25	26	26
Weighted Base		741	72	50	151	31	77	106	75	63	51
Very Dissatisfied	(-2)	9 1%	* *%	4 7%	- -%	2 5%	* *%	- -%	2 3%	- -%	- -%
Fairly Dissatisfied	(-1)	37 5%	- -%	8 15%	12 8%	- -%	3 4%	3 3%	4 5%	4 7%	2 4%
Neither Satisfied Nor Dissatisfied	(0)	111 15%	7 10%	5 9%	40 26%	5 15%	10 13%	18 17%	7 9%	4 6%	9 18%
Fairly Satisfied	(1)	290 39%	33 46%	16 32%	55 36%	14 46%	39 50%	37 35%	35 46%	25 40%	18 35%
Very Satisfied	(2)	251 34%	24 33%	12 24%	43 29%	9 29%	24 32%	44 42%	26 35%	28 44%	13 25%
Don't Know (DO NOT READ OUT)		43 6%	7 10%	6 13%	1 1%	2 5%	1 1%	4 4%	1 2%	2 3%	9 18%
NET: Satisfied		541 73%	c 57 80%	c 28 56%	h 98 65%	h 23 75%	b 63 82%	h 81 76%	h 61 81%	b 53 84%	ce 31 61%
NET: Dissatisfied		46 6%	* *%	11 22%	12 8%	2 5%	3 4%	3 3%	6 8%	4 7%	2 4%
Answered		698	65	43	150	29	76	102	74	61	42
Mean Score		1.1	1.3	.6	.9	1.0	1.1	1.2	1.1	1.2	1.0
Standard error		.03	bc				b		b		
Standard deviation		.92	.09	.19	.09	.19	.10	.10	.14	.12	.12
			.66	1.29	.93	.99	.78	.84	.98	.86	.85

Columns Tested: a,b,c,d,e,f,g,h,i

Table 293 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		832	141	156	222	519	313	117	102	94
Effective base		305	68	77	118	262	82	34	33	28
Weighted Base		741	159	185	333	676	65	35	18	11
Very Dissatisfied	(-2)	9 1%	2 1%	4 2%	2 1%	8 1%	1 2%	1 3%	* %	* 2%
Fairly Dissatisfied	(-1)	37 5%	5 3%	12 6%	19 6%	36 5%	1 2%	* 1%	1 4%	* 1%
Neither Satisfied Nor Dissatisfied	(0)	111 15%	24 15%	16 9%	64 19%	104 15%	7 11%	3 9%	3 14%	1 13%
Fairly Satisfied	(1)	290 39%	71 45%	75 40%	127 38%	272 40%	18 28%	9 25%	7 37%	2 22%
Very Satisfied	(2)	251 34%	46 29%	63 34%	114 34%	223 33%	28 43%	17 49%	6 34%	4 40%
Don't Know (DO NOT READ OUT)		43 6%	11 7%	15 8%	7 2%	34 5%	9 14%	5 13%	2 12%	3 22%
NET: Satisfied		541 73%	117 74%	138 75%	240 72%	495 73%	46 71%	26 74%	13 71%	7 62%
NET: Dissatisfied		46 6%	6 4%	16 8%	22 7%	44 6%	2 4%	1 4%	1 4%	* 2%
Answered		698	147	169	326	642	55	30	16	9
Mean Score		1.1	1.1	1.1	1.0	1.0	1.3	1.3	1.1	1.3
Standard error		.03	.07	.08	.06	.04	d	.09	.09	.11
Standard deviation		.92	.84	.97	.92	.92	.92	.95	.88	.98

Columns Tested: a,b,c,d,e,f,g,h

Table 293 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	*g	*h	i
Unweighted Base	832	35	98	11	109	96	254	20	23	295
Effective base	305	14	32	6	37	41	99	5	8	109
Weighted Base	741	25	75	12	87	124	199	11	10	284
Very Dissatisfied	(-2)	9	*	-	*	1	3	3	-	2
	1%	-%	*%	-%	*%	1%	2%	29%	-%	1%
Fairly Dissatisfied	(-1)	37	2	-	2	5	17	*	*	13
	5%	1%	2%	-%	2%	4%	9%	2%	2%	5%
Neither Satisfied Nor Dissatisfied	(0)	111	3	4	7	18	24	-	-	55
	15%	28%	4%	36%	8%	15%	12%	-%	-%	19%
Fairly Satisfied	(1)	290	b	1	35	55	76	3	1	112
	39%	8	35	6%	41%	44%	38%	23%	10%	39%
Very Satisfied	(2)	251	8	6	41	38	69	4	7	84
	34%	33%	46%	52%	47%	30%	35%	38%	67%	30%
Don't Know (DO NOT READ OUT)		43	1	1	2	8	10	1	2	18
	6%	6%	1%	7%	2%	6%	5%	9%	21%	6%
NET: Satisfied		541	16	69	76	92	145	7	8	196
	73%	66%	93%	58%	88%	75%	73%	61%	77%	69%
NET: Dissatisfied		46	aefi	2	i	5	20	3	*	15
	6%	1%	3%	-%	2%	4%	10%	30%	2%	5%
Answered	698	24	74	11	85	116	189	10	8	266
Mean Score	1.1	1.0	1.4	1.2	1.4	1.1	1.0	.4	1.8	1.0
Standard error	.03	.14	.07	.32	.07	.09	.07	.44	.14	.05
Standard deviation	.92	.84	.69	1.00	.73	.83	1.00	1.83	.63	.88

Columns Tested: a,b,c,d,e,f,g,h,i

Table 293 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	832	240	254	338	745	87	-	689	143	816	16
Effective base	305	90	99	120	271	37	-	273	34	299	6
Weighted Base	741	236	199	306	628	113	-	678	63	723	18
Very Dissatisfied (-2)	9 1%	1 *%	3 2%	5 2%	6 1%	3 3%	- -%	7 1%	2 3%	9 1%	- -%
Fairly Dissatisfied (-1)	37 5%	6 3%	17 9%	13 4%	31 5%	6 5%	- -%	36 5%	1 1%	37 5%	- -%
Neither Satisfied Nor Dissatisfied (0)	111 15%	32 14%	24 12%	55 18%	97 15%	14 13%	- -%	100 15%	11 17%	110 15%	* 2%
Fairly Satisfied (1)	290 39%	98 42%	76 38%	116 38%	246 39%	44 39%	- -%	269 40%	21 34%	288 40%	3 14%
Very Satisfied (2)	251 34%	87 37%	69 35%	95 31%	222 35%	29 26%	- -%	225 33%	26 42%	240 33%	11 59%
Don't Know (DO NOT READ OUT)	43 6%	11 5%	10 5%	21 7%	26 4%	17 15%	- -%	41 6%	2 3%	38 5%	4 25%
NET: Satisfied	541 73%	185 79%	145 73%	211 69%	468 75%	73 65%	- -%	494 73%	47 76%	528 73%	13 73%
NET: Dissatisfied	46 6%	7 3%	20 10%	18 6%	37 6%	9 8%	- -%	43 6%	3 4%	46 6%	- -%
Answered	698	225	189	285	601	96	-	637	61	684	13
Mean Score	1.1	1.2	1.0	1.0	1.1	.9	-	1.0	1.1	1.0	1.8
Standard error	.03	.05	.07	.05	.03	.11	-	.04	.08	.03	.13
Standard deviation	.92	.81	1.00	.94	.90	1.00	-	.91	.96	.92	.50

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 293 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		832	364	220	244
Effective base		305	139	73	93
Weighted Base		741	355	151	231
Very Dissatisfied	(-2)	9 1%	4 1%	4 3%	1 *%
Fairly Dissatisfied	(-1)	37 5%	16 5%	8 5%	13 5%
Neither Satisfied Nor Dissatisfied	(0)	111 15%	65 18%	18 12%	28 12%
Fairly Satisfied	(1)	290 39%	144 40%	63 41%	84 36%
Very Satisfied	(2)	251 34%	107 30%	58 39%	82 36%
Don't Know (DO NOT READ OUT)		43 6%	19 5%	1 *%	23 10%
NET: Satisfied		541 73%	250 71%	121 80%	166 72%
NET: Dissatisfied		46 6%	21 6%	12 8%	13 6%
Answered		698	336	150	208
Mean Score		1.1	1.0	1.1	1.1
Standard error		.03	.05	.07	.06
Standard deviation		.92	.91	.97	.89

Columns Tested: a,b,c

Table 293 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	832	506	183	56	27	30	16	7	7	689	143	87
Effective base	305	215	58	15	10	8	3	2	1	272	33	18
Weighted Base	741	528	134	36	8	21	8	1	5	662	79	43
Very Dissatisfied	(-2)	9	6	3	-	*	*	-	-	9	*	*
		1%	1%	2%	-%	1%	1%	-%	-%	1%	*%	1%
Fairly Dissatisfied	(-1)	37	24	6	5	*	*	2	*	30	7	2
		5%	4%	5%	13%	*%	*%	27%	1%	5%	9%	5%
Neither Satisfied Nor Dissatisfied	(0)	111	89	16	3	1	*	1	-	105	5	2
		15%	17%	12%	9%	13%	*%	15%	-%	16%	7%	5%
Fairly Satisfied	(1)	290	190	59	18	3	10	4	*	250	40	23
		39%	36%	44%	50%	39%	48%	54%	10%	38%	51%	52%
Very Satisfied	(2)	251	188	37	10	4	11	*	1	225	26	16
		34%	36%	28%	29%	47%	51%	4%	89%	34%	33%	37%
Don't Know (DO NOT READ OUT)		43	31	12	-	*	-	*	-	43	*	*
		6%	6%	9%	-%	*%	-%	*%	-%	6%	*%	*%
NET: Satisfied		541	378	96	28	7	21	4	1	475	67	38
		73%	72%	72%	79%	85%	99%	58%	99%	72%	84%	89%
NET: Dissatisfied		46	29	9	5	*	*	2	*	39	7	3
		6%	6%	7%	13%	2%	1%	27%	1%	6%	9%	6%
Answered	698	497	122	36	8	21	8	1	5	619	79	43
Mean Score	1.1	1.1	1.0	.9	1.3	1.5	.4	1.9	.9	1.1	1.1	1.2
Standard error	.03	.04	.07	.13	.17	.12	.26	.71	.14	.04	.07	.09
Standard deviation	.92	.92	.93	.95	.86	.63	.99	1.87	.37	.92	.89	.82

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 293 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	832	188	318	326	729	694	751	759	524	423	62	406	61	72	47	61	42
Effective base	305	91	124	91	255	245	270	278	189	130	34	166	19	19	11	13	8
Weighted Base	741	241	287	213	629	604	665	676	479	326	87	420	39	45	23	28	23
Very Dissatisfied (-2)	9 1%	3 1%	3 1%	3 2%	6 1%	6 1%	7 1%	9 1%	5 1%	2 1%	1 1%	3 1%	*	*	*	2 6%	*
Fairly Dissatisfied (-1)	37 5%	10 4%	14 5%	13 6%	36 6%	33 5%	36 5%	36 5%	30 6%	24 7%	4 4%	23 5%	*	1 1%	2 10%	2 5%	6 24% b
Neither Satisfied Nor Dissatisfied (0)	111 15%	50 21%	39 13%	22 10%	96 15%	90 15%	104 16%	105 16%	67 14%	47 14%	17 20%	68 16%	5 13%	3 7%	1 4%	5 19%	3 13%
Fairly Satisfied (1)	290 39%	92 38%	98 34%	100 47%	257 41%	241 40%	266 40%	259 38%	206 43%	132 41%	29 33%	167 40%	22 57%	20 45%	15 67%	6 21%	6 25%
Very Satisfied (2)	251 34%	73 30%	115 40%	63 30%	203 32%	204 34%	218 33%	232 34%	156 33%	112 34%	29 33%	139 33%	9 23%	19 42%	1 5%	14 48%	8 34%
Don't Know (DO NOT READ OUT)	43 6%	12 5%	19 7%	12 6%	30 5%	30 5%	34 5%	35 5%	15 3%	8 3%	7 9%	19 4%	2 5%	2 4%	3 12%	*	1 3%
NET: Satisfied	541 73%	165 69%	213 74%	163 77%	460 73%	445 74%	485 73%	491 73%	362 76%	244 75%	58 66%	306 73%	31 80%	39 87%	16 72%	20 69%	14 59%
NET: Dissatisfied	46 6%	13 5%	17 6%	17 8%	43 7%	39 6%	43 6%	45 7%	35 7%	26 8%	4 5%	26 6%	*	1 2%	3 12%	3 11%	6 24%
Answered	698	228	268	201	599	574	631	641	464	317	79	401	37	43	20	28	23
Mean Score	1.1	1.0	1.2	1.0	1.0	1.1	1.0	1.0	1.0	1.0	1.0	1.0	1.1	1.3	.7	1.0	.7
Standard error	.03	.07	.05	.05	.03	.04	.03	.03	.04	.05	.13	.05	.09	.09	.12	.16	.19
Standard deviation	.92	.92	.92	.91	.92	.91	.92	.94	.92	.93	.93	.91	.71	.72	.83	1.21	1.21

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 293 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	*f	*g	a	b	c	d	e	*f	*g
Unweighted Base	832	453	79	56	53	34	29	25	373	129	73	36	38	24	21
Effective base	305	193	24	13	9	11	6	4	155	41	21	16	6	9	4
Weighted Base	741	488	51	27	25	13	16	9	395	104	36	29	17	11	13
Very Dissatisfied (-2)	9 1%	4 1%	* 1%	- -%	- -%	* 3%	2 10%	- -%	3 1%	1 *%	2 6%	- -%	- -%	- -%	* *%
Fairly Dissatisfied (-1)	37 5%	32 6%	2 3%	2 7%	* *%	* 3%	1 6%	* 2%	13 3%	10 9%	* 1%	2 8%	1 3%	2 23%	4 35%
Neither Satisfied Nor Dissatisfied (0)	111 15%	77 16%	8 17%	1 4%	1 5%	2 12%	5 30%	2 26%	68 17%	17 16%	3 9%	1 3%	* *%	* 3%	1 6%
Fairly Satisfied (1)	290 39%	197 40%	26 52%	15 57%	6 23%	5 36%	2 12%	6 62%	147 37%	44 43%	21 60%	17 58%	9 52%	1 14%	1 10%
Very Satisfied (2)	251 34%	153 31%	14 28%	8 31%	18 71%	3 24%	7 42%	* 2%	142 36%	28 27%	6 16%	7 25%	8 44%	6 60%	6 49%
Don't Know (DO NOT READ OUT)	43 6%	26 5%	- -%	* 1%	* 1%	3 21%	- -%	1 9%	21 5%	4 4%	3 8%	2 6%	* *%	* 1%	- -%
NET: Satisfied	541 73%	350 72%	41 80%	23 88%	23 94%	8 61%	9 54%	6 64%	289 73%	73 70%	27 77%	24 83%	17 97%	8 74%	8 60%
NET: Dissatisfied	46 6%	36 7%	2 4%	2 7%	* *%	1 6%	3 16%	* 2%	16 4%	10 10%	2 6%	2 8%	1 3%	2 23%	4 35%
Answered	698	462	51	26	25	10	16	8	373	100	33	27	17	10	13
Mean Score	1.1	1.0	1.0	1.1	1.7 ab	1.0	.7	.7	1.1	.9	.9	1.1	1.4	1.1	.7
Standard error	.03	.04	.09	.11	.08	.18	.26	.12	.05	.08	.11	.14	.11	.27	.31
Standard deviation	.92	.92	.80	.80	.59	1.02	1.38	.57	.88	.94	.94	.81	.67	1.30	1.43

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 293 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	832	381	103	95	63	42	39	36	180	176	204	118	70
Effective base	305	163	36	29	19	14	9	10	85	62	75	30	20
Weighted Base	741	412	86	65	34	28	25	26	229	156	169	61	48
Very Dissatisfied (-2)	9 1%	7 2%	- -%	- -%	* *%	* 2%	* *%	2 6%	1 *%	* *%	3 2%	2 3%	* 1%
Fairly Dissatisfied (-1)	37 5%	11 3%	13 15%	2 2%	1 4%	6 21%	1 4%	3 10%	5 2%	13 9%	6 3%	6 10%	7 14%
Neither Satisfied Nor Dissatisfied (0)	111 15%	77 19%	11 12%	14 21%	* *%	2 9%	1 4%	* 1%	43 19%	31 20%	20 12%	4 7%	6 13%
Fairly Satisfied (1)	290 39%	152 37%	37 43%	29 44%	16 48%	4 14%	13 51%	9 36%	90 39%	54 34%	74 44%	23 38%	25 53%
Very Satisfied (2)	251 34%	136 33%	23 26%	21 33%	16 47%	13 47%	10 41%	12 47%	84 37%	53 34%	49 29%	21 35%	10 20%
Don't Know (DO NOT READ OUT)	43 6%	29 7%	3 3%	- -%	* 1%	2 8%	* 1%	- -%	7 3%	6 4%	16 10%	5 8%	- -%
NET: Satisfied	541 73%	288 70%	59 69%	50 77%	32 95%	17 60%	23 92%	22 83%	174 76%	106 68%	124 73%	44 72%	35 73%
NET: Dissatisfied	46 6%	18 4%	13 15%	2 2%	1 4%	6 23%	1 4%	4 16%	6 2%	14 9%	9 5%	8 13%	7 15%
Answered	698	383	83	65	34	26	25	26	222	150	153	56	48
Mean Score	1.1	1.0	.8	1.1	1.4	.9	1.3	1.1	1.1	1.0	1.0	1.0	.8
Standard error	.03	.05	.10	.08	.09	.21	.12	.20	.06	.07	.06	.10	.12
Standard deviation	.92	.91	1.01	.80	.71	1.32	.75	1.21	.82	.96	.90	1.09	.96

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 293 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	832	254	154	176	91	50	224	162	158	98	48
Effective base	305	107	55	60	21	12	100	50	54	27	14
Weighted Base	741	286	136	136	42	27	267	122	118	60	36
Very Dissatisfied (-2)	9 1%	4 1%	* *%	- -%	2 4%	* 2%	* *%	2 2%	3 3%	* *%	* *%
Fairly Dissatisfied (-1)	37 5%	11 4%	14 11%	1 1%	6 14%	4 14%	6 2%	12 10%	5 4%	6 10%	3 8%
Neither Satisfied Nor Dissatisfied (0)	111 15%	41 14%	31 23%	15 11%	3 8%	6 22%	55 21%	12 10%	15 13%	3 6%	5 15%
Fairly Satisfied (1)	290 39%	119 42%	49 36%	62 45%	13 31%	14 53%	95 35%	51 42%	51 43%	26 44%	18 52%
Very Satisfied (2)	251 34%	105 37%	33 25%	42 31%	18 43%	3 9%	104 39%	41 33%	30 26%	19 32%	9 25%
Don't Know (DO NOT READ OUT)	43 6%	6 2%	8 6%	16 11%	* *%	- -%	8 3%	4 3%	13 11%	5 8%	- -%
NET: Satisfied	541 73%	224 78%	82 60%	104 77%	31 74%	17 62%	198 74%	91 75%	81 69%	45 76%	27 77%
NET: Dissatisfied	46 6%	15 5%	15 11%	1 1%	8 18%	4 16%	6 2%	15 12%	8 7%	6 10%	3 9%
Answered	698	280	128	120	42	27	260	118	104	55	36
Mean Score	1.1	1.1	.8	1.2	1.0	.5	1.1	1.0	1.0	1.1	.9
Standard error	.03	.06	.08	.05	.13	.13	.06	.08	.08	.10	.13
Standard deviation	.92	.89	.97	.69	1.21	.92	.84	1.02	.96	.94	.88

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 293 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
Total base		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base	832	221	151	191	117	74	519	78	157	468	364	543	186	
Effective base	305	96	49	71	42	20	198	24	56	178	129	199	56	
Weighted Base	741	256	119	160	94	44	463	58	154	454	286	497	132	
Very Dissatisfied	(-2)	9 1%	1 *%	2 2%	4 2%	- -%	2 5%	6 1%	* *%	3 2%	7 2%	1 1%	* *%	6 5% a
Fairly Dissatisfied	(-1)	37 5%	5 2%	4 4%	13 8%	9 10% a	3 7%	22 5%	2 3%	12 8%	30 7%	7 3%	34 7%	2 2%
Neither Satisfied Nor Dissatisfied	(0)	111 15%	59 23%	13 11%	20 12%	12 13%	2 5%	53 11%	11 19%	41 26% a	74 16%	37 13%	74 15%	23 17%
Fairly Satisfied	(1)	290 39%	93 36%	47 40%	58 36%	35 37%	26 60%	189 41%	26 44%	45 29%	187 41%	104 36%	211 42%	46 35%
Very Satisfied	(2)	251 34%	91 36%	40 33%	57 35%	34 37%	10 24%	167 36%	18 30%	48 31%	127 28%	124 43% a	154 31%	49 37%
Don't Know (DO NOT READ OUT)		43 6%	9 3%	12 10%	9 6%	4 4%	* *%	26 6%	2 3%	6 4%	30 7%	13 5%	24 5%	6 5%
NET: Satisfied		541 73%	184 72%	87 73%	115 72%	69 74%	37 83%	356 77% c	43 74%	92 60%	314 69%	228 79% a	365 73%	95 72%
NET: Dissatisfied		46 6%	5 2%	7 6%	17 10% a	9 10%	5 12%	28 6%	2 4%	16 10%	37 8%	9 3%	34 7%	8 6%
Answered		698	248	106	151	90	44	437	56	148	425	273	473	126
Mean Score		1.1	1.1	1.1	1.0	1.0	.9	1.1 c	1.0	.8	.9 a	1.2	1.0	1.0
Standard error		.03	.06	.08	.08	.09	.12	.04	.09	.09	.05	.05	.04	.08
Standard deviation		.92	.84	.93	1.03	.96	1.02	.90	.82	1.05	.95	.83	.88	1.04

Table 293 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	832	438	256	183	576	549	180	426	268	187	572
Effective base	305	172	73	84	195	201	54	163	83	85	193
Weighted Base	741	427	177	188	488	504	125	415	189	198	478
Very Dissatisfied (-2)	9 1%	5 1%	1 *%	2 1%	7 1%	2 *%	4 4%	4 1%	2 1%	2 1%	7 1%
Fairly Dissatisfied (-1)	37 5%	25 6%	8 4%	6 3%	30 6%	34 7%	2 2%	23 6%	9 5%	9 4%	28 6%
Neither Satisfied Nor Dissatisfied (0)	111 15%	63 15%	27 15%	37 20%	68 14%	73 14%	24 19%	63 15%	27 14%	34 17%	71 15%
Fairly Satisfied (1)	290 39%	167 39%	74 42%	75 40%	184 38%	220 44%	37 29%	171 41%	71 37%	93 47%	167 35%
Very Satisfied (2)	251 34%	141 33%	62 35%	49 26%	183 38%	151 30%	51 41%	130 31%	74 39%	43 21%	189 40%
Don't Know (DO NOT READ OUT)	43 6%	24 6%	6 3%	19 10%	16 3%	24 5%	6 5%	24 6%	6 3%	18 9%	16 3%
NET: Satisfied	541 73%	309 72%	136 77%	124 66%	367 75%	372 74%	88 70%	300 72%	144 77%	135 68%	356 74%
NET: Dissatisfied	46 6%	30 7%	8 5%	9 5%	37 8%	36 7%	7 5%	27 7%	11 6%	11 5%	35 7%
Answered	698	403	171	170	472	480	119	391	183	180	462
Mean Score	1.1	1.0	1.1	1.0	1.1	1.0	1.1	1.0	1.1	.9	1.1
Standard error	.03	.05	.05	.07	.04	.04	.08	.05	.06	.06	.04
Standard deviation	.92	.94	.85	.88	.95	.89	1.03	.91	.92	.85	.96

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 293 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	832	523	508	191	2	492	441	161	2	637	397	197	1
Effective base	305	173	193	62	2	165	163	55	2	233	149	72	1
Weighted Base	741	433	476	155	5	421	385	138	2	575	353	159	2
Very Dissatisfied (-2)	9 1%	5 1%	6 1%	2 1%	- -%	5 1%	1 *%	* *%	- -%	9 2%	4 1%	* *%	- -%
Fairly Dissatisfied (-1)	37 5%	27 6%	35 7%	16 10%	- -%	22 5%	17 5%	17 12%	2 77%	32 6%	14 4%	14 9%	- -%
Neither Satisfied Nor Dissatisfied (0)	111 15%	68 16%	61 13%	21 14%	5 100%	68 16%	48 12%	17 13%	- -%	90 16%	49 14%	20 12%	- -%
Fairly Satisfied (1)	290 39%	179 41%	186 39%	60 39%	- -%	180 43%	151 39%	46 33%	- -%	208 36%	143 41%	56 35%	- -%
Very Satisfied (2)	251 34%	137 32%	160 34%	43 28%	- -%	130 31%	142 37%	43 31%	1 23%	210 36%	118 34%	59 37%	2 100%
Don't Know (DO NOT READ OUT)	43 6%	17 4%	28 6%	13 8%	- -%	16 4%	26 7%	15 11%	- -%	26 4%	23 7%	10 7%	- -%
NET: Satisfied	541 73%	316 73%	346 73%	103 67%	- -%	310 74%	293 76%	88 64%	1 23%	418 73%	262 74%	115 72%	2 100%
NET: Dissatisfied	46 6%	32 7%	42 9%	18 11%	- -%	28 7%	18 5%	17 12%	2 77%	41 7%	18 5%	14 9%	- -%
Answered	698	416	448	142	5	405	358	123	2	549	330	149	2
Mean Score	1.1	1.0	1.0	.9	-	1.0	1.2	.9	-.3	1.1	1.1	1.1	2.0
Standard error	.03	.04	.04	.07	-	.04	.04	.08	1.17	.04	.05	.07	-
Standard deviation	.92	.93	.97	1.01	-	.91	.85	1.03	1.66	.96	.89	.96	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 293 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	832	542	493	339	471	360	42	218	218	241	85	48
Effective base	305	200	183	138	162	148	11	97	87	97	38	23
Weighted Base	741	506	466	339	422	353	30	235	228	247	81	47
Very Dissatisfied (-2)	9 1%	* *%	2 *%	6 2%	2 *%	2 1%	- -%	- -%	* *%	3 1%	* *%	- -%
Fairly Dissatisfied (-1)	37 5%	35 7%	28 6%	30 9%	30 7%	24 7%	4 14%	15 6%	20 9%	29 12%	9 12%	7 16%
Neither Satisfied Nor Dissatisfied (0)	111 15%	76 15%	68 15%	53 16%	56 13%	58 17%	1 3%	37 16%	36 16%	41 17%	6 8%	6 13%
Fairly Satisfied (1)	290 39%	212 42%	189 41%	133 39%	182 43%	157 44%	9 31%	97 41%	89 39%	81 33%	26 32%	12 26%
Very Satisfied (2)	251 34%	159 31%	154 33%	90 27%	140 33%	90 25%	16 52%	65 28%	64 28%	71 29%	29 36%	13 27%
Don't Know (DO NOT READ OUT)	43 6%	23 5%	25 5%	28 8%	12 3%	21 6%	- -%	21 9%	18 8%	21 8%	9 12%	9 19%
NET: Satisfied	541 73%	371 73%	343 74%	223 66%	322 76%	246 70%	25 83%	162 69%	154 67%	153 62%	55 69%	25 53%
NET: Dissatisfied	46 6%	36 7%	30 6%	36 11%	32 8%	27 8%	4 14%	15 6%	21 9%	32 13%	9 12%	7 16%
Answered	698	483	441	311	410	331	30	214	210	226	71	39
Mean Score	1.1	1.0	1.1	.9	1.0	.9	1.2	1.0	.9	.8	1.1	.8
Standard error	.03	.04	.04	.06	.04	.05	.16	.06	.06	.07	.12	.17
Standard deviation	.92	.89	.89	1.00	.90	.89	1.05	.87	.93	1.06	1.02	1.11

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 293 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
Total base		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		832	97	67	71	31	678	535	742	594	541	527	636	157	-	527	42
Effective base		305	38	23	29	14	246	188	269	212	185	185	242	56	-	192	23
Weighted Base		741	88	56	68	35	598	438	659	502	441	461	592	129	-	453	64
Very Dissatisfied	(-2)	9	-	3	2	-	7	4	7	7	9	4	4	*	-	5	3
		1%	-%	6%	3%	-%	1%	1%	1%	1%	2%	1%	1%	*%	-%	1%	5%
Fairly Dissatisfied	(-1)	37	6	*	10	8	27	21	33	34	23	30	30	12	-	22	6
		5%	7%	*%	14%	24%	5%	5%	5%	7%	5%	7%	5%	9%	-%	5%	9%
Neither Satisfied Nor Dissatisfied	(0)	111	17	8	9	4	95	76	101	75	63	83	80	16	-	44	17
		15%	19%	13%	13%	10%	16%	17%	15%	15%	14%	18%	13%	12%	-%	10%	26%
																a	
Fairly Satisfied	(1)	290	36	21	26	15	241	154	261	183	157	181	235	45	-	191	20
		39%	41%	38%	38%	43%	40%	35%	40%	37%	36%	39%	40%	35%	-%	42%	32%
Very Satisfied	(2)	251	19	19	20	7	198	157	224	172	161	146	210	46	-	170	15
		34%	21%	34%	29%	19%	33%	36%	34%	34%	36%	32%	36%	36%	-%	37%	23%
Don't Know (DO NOT READ OUT)		43	10	5	2	1	31	26	33	31	28	16	34	10	-	23	4
		6%	11%	9%	3%	3%	5%	6%	5%	6%	6%	3%	6%	7%	-%	5%	6%
NET: Satisfied		541	55	40	45	22	438	311	486	355	318	328	445	92	-	360	35
		73%	62%	72%	67%	62%	73%	71%	74%	71%	72%	71%	75%	71%	-%	79%	55%
																b	
NET: Dissatisfied		46	6	3	12	8	34	25	40	41	32	34	33	12	-	27	9
		6%	7%	6%	17%	24%	6%	6%	6%	8%	7%	7%	6%	9%	-%	6%	14%
Answered		698	78	51	66	34	567	412	626	471	413	445	558	120	-	431	61
Mean Score		1.1	.9	1.0	.8	.6	1.0	1.1	1.1	1.0	1.1	1.0	1.1	1.0	-	1.2	.6
																b	
Standard error		.03	.09	.13	.14	.20	.04	.04	.03	.04	.04	.04	.04	.08	-	.04	.17
Standard deviation		.92	.88	1.05	1.12	1.09	.90	.92	.91	.98	.98	.93	.88	.97	-	.88	1.12

Columns Tested.: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 293 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	832	344	291	696	32	351	481	200	463	159	270	206	328
Effective base	305	136	107	251	15	125	181	70	172	62	95	73	130
Weighted Base	741	339	264	607	41	295	446	157	435	143	225	182	311
Very Dissatisfied (-2)	9 1%	5 2%	3 1%	2 *	6 15% a	9 3%	* %	6 4%	3 1%	* %	3 1%	2 1%	4 1%
Fairly Dissatisfied (-1)	37 5%	30 9%	7 3%	8 1%	18 44% a	33 11%	4 1%	10 6%	24 6%	3 2%	16 7%	10 6%	11 4%
Neither Satisfied Nor Dissatisfied (0)	111 15%	58 17%	29 11%	66 11%	6 14%	56 19%	54 12%	14 9%	69 16%	28 19%	42 19%	22 12%	46 15%
Fairly Satisfied (1)	290 39%	136 40%	115 44%	256 42%	7 17%	125 42%	165 37%	57 36%	181 42%	52 36%	72 32%	80 44%	126 41%
Very Satisfied (2)	251 34%	91 27%	100 38%	245 40%	* 1% b	57 19%	194 43% a	59 37%	137 31%	51 36%	72 32%	58 32%	115 37%
Don't Know (DO NOT READ OUT)	43 6%	19 6%	11 4%	30 5%	4 9%	15 5%	28 6%	11 7%	21 5%	10 7%	21 9% c	10 5%	9 3%
NET: Satisfied	541 73%	227 67%	215 82% a	501 83%	8 18% b	182 62%	359 81% a	115 74%	318 73%	103 72%	144 64%	138 76%	241 78% a
NET: Dissatisfied	46 6%	35 10% b	9 3%	10 2%	24 58% a	42 14%	4 1%	16 10%	27 6%	3 2%	18 8%	12 7%	15 5%
Answered	698	320	253	577	38	280	418	145	414	133	204	173	302
Mean Score	1.1	.9	1.2 a	1.3 b	-.6	.7	1.3 a	1.0	1.0	1.1	1.0	1.1	1.1
Standard error	.03	.05	.05	.03	.19	.06	.04	.08	.04	.07	.06	.06	.05
Standard deviation	.92	.98	.82	.74	1.02	1.03	.74	1.07	.89	.82	1.00	.91	.89

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 293 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		832	454	378
Effective base		305	146	159
Weighted Base		741	364	377
Very Dissatisfied	(-2)	9 1%	9 2%	* *%
Fairly Dissatisfied	(-1)	37 5%	21 6%	16 4%
Neither Satisfied Nor Dissatisfied	(0)	111 15%	52 14%	58 16%
Fairly Satisfied	(1)	290 39%	144 40%	146 39%
Very Satisfied	(2)	251 34%	117 32%	134 36%
Don't Know (DO NOT READ OUT)		43 6%	21 6%	22 6%
NET: Satisfied		541 73%	261 72%	281 74%
NET: Dissatisfied		46 6%	30 8%	16 4%
Answered		698	343	355
Mean Score		1.1	1.0	1.1
Standard error		.03	.05	.04
Standard deviation		.92	.99	.84

Columns Tested: a,b

Table 293 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

		Month											
Total base		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	832	48	84	76	66	81	45	41	81	65	62	48	135
Effective base	305	13	35	45	24	56	24	9	32	27	9	20	45
Weighted Base	741	23	55	92	21	122	43	8	114	57	14	57	135
Very Dissatisfied (-2)	9 1%	- -%	- -%	2 2%	1 3%	* *%	- -%	- -%	- -%	1 1%	* 1%	3 6%	2 1%
Fairly Dissatisfied (-1)	37 5%	1 2%	3 5%	2 2%	* 1%	2 2%	- -%	* 6%	5 4%	3 5%	* *%	1 1%	21 16% ce
Neither Satisfied Nor Dissatisfied (0)	111 15%	* *%	7 12%	18 19%	2 11%	22 18%	10 23% a	1 15%	12 11%	15 26% a	1 5%	10 18%	14 10%
Fairly Satisfied (1)	290 39%	8 36%	18 33%	30 32%	11 51%	52 43%	15 35%	3 37%	44 39%	19 34%	7 51%	21 37%	61 46%
Very Satisfied (2)	251 34%	11 50%	24 44%	33 36%	6 29%	35 28%	15 35%	1 17%	53 46%	13 24%	5 37%	18 31%	36 27%
Don't Know (DO NOT READ OUT)	43 6%	3 11% l	3 6% l	8 8% l	1 5% hl	11 9% hl	3 7% l	2 25% hl	* *% l	6 11% l	1 6% l	4 8% l	* *% l
NET: Satisfied	541 73%	20 86%	43 77%	62 68%	17 80%	87 71%	30 70%	4 54%	97 85% i	33 57%	12 88%	38 68%	97 72%
NET: Dissatisfied	46 6%	1 2%	3 5%	4 5%	1 4%	2 2%	- -%	* 6%	5 4%	3 6%	* 1%	4 7%	23 17% ef
Answered Mean Score	698 1.1	20 1.5	52 1.2	84 1.1	20 1.1	111 1.1	40 1.1	6 .9	114 1.3	51 .8	13 1.3	52 .9	134 .8
Standard error	.03	.10	.10	.12	.11	.09	.12	.16	.09	.12	.09	.16	.09
Standard deviation	.92	.66	.86	.97	.90	.76	.79	.95	.82	.94	.68	1.07	1.05

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 293 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	832	208	192	187	245	400	432
Effective base	305	92	97	59	72	188	131
Weighted Base	741	170	187	178	206	357	384
Very Dissatisfied (-2)	9 1%	2 1%	1 *%	1 *%	5 3%	3 1%	6 2%
Fairly Dissatisfied (-1)	37 5%	5 3%	2 1%	8 4%	22 11%	7 2%	30 8%
Neither Satisfied Nor Dissatisfied (0)	111 15%	24 14%	34 18%	28 16%	25 12%	58 16%	53 14%
Fairly Satisfied (1)	290 39%	56 33%	78 42%	66 37%	89 43%	135 38%	156 41%
Very Satisfied (2)	251 34%	68 40%	56 30%	67 38%	59 29%	125 35%	126 33%
Don't Know (DO NOT READ OUT)	43 6%	14 8%	16 8%	8 5%	5 3%	29 8%	14 4%
NET: Satisfied	541 73%	125 73%	135 72%	134 75%	148 72%	259 73%	282 73%
NET: Dissatisfied	46 6%	7 4%	3 2%	9 5%	27 13%	10 3%	36 9%
Answered	698	156	171	170	200	328	370
Mean Score	1.1	1.2	1.1	1.1	.9	1.1	1.0
Standard error	.03	.07	.06	.07	.07	.04	.05
Standard deviation	.92	.91	.78	.88	1.04	.84	.98

Columns Tested:: a,b,c,d - a,b

Table 294

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	832	117	715	513	153	52	114	319
Effective base	305	35	275	273	64	28	54	89
Weighted Base	741	55	686	696	37	5	3	44
Very Dissatisfied (-2)	12 2%	* *%	12 2%	12 2%	- -%	- -%	* 4%	* *%
Fairly Dissatisfied (-1)	22 3%	1 3%	20 3%	21 3%	1 3%	- -%	* 2%	1 3%
Neither Satisfied Nor Dissatisfied (0)	129 17%	10 19%	119 17%	122 18%	6 17%	1 14%	* 11%	7 16%
Fairly Satisfied (1)	287 39%	6 12%	280 41%	267 38%	16 45%	2 37%	1 44%	19 44%
Very Satisfied (2)	238 32%	23 42%	215 31%	222 32%	13 34%	2 45%	1 37%	16 36%
Don't Know (DO NOT READ OUT)	53 7%	13 24%	40 6%	53 8%	* 1%	* 4%	* 3%	1 2%
NET: Satisfied	525 71%	30 54%	495 72%	489 70%	29 79%	4 82%	2 81%	35 79%
NET: Dissatisfied	34 5%	2 3%	32 5%	32 5%	1 3%	- -%	* 5%	1 3%
Answered	687	42	646	644	36	5	3	44
Mean Score	1.0	1.2	1.0	1.0	1.1	1.3	1.1	1.1
Standard error	.03	.11	.03	.04	.07	.11	.11	.05
Standard deviation	.90	.99	.90	.91	.81	.80	1.20	.81

Columns Tested: a,b - a,b,c,d,e

Table 294 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		832	202	236	75	95	110	114	513	153	166
Effective base		305	125	122	32	43	42	54	273	64	57
Weighted Base		741	334	314	48	27	15	3	696	37	8
Very Dissatisfied	(-2)	12 2%	3 1%	8 3%	1 2%	- -%	- -%	* 4%	12 2%	- -%	* 1%
Fairly Dissatisfied	(-1)	22 3%	6 2%	10 3%	5 10%	1 3%	* 3%	* 2%	21 3%	1 3%	* 1%
Neither Satisfied Nor Dissatisfied	(0)	129 17%	63 19%	49 16%	10 21%	5 17%	2 15%	* 11%	122 18%	6 17%	1 13%
Fairly Satisfied	(1)	287 39%	126 38%	124 39%	17 36%	12 45%	6 42%	1 44%	267 38%	16 45%	3 40%
Very Satisfied	(2)	238 32%	100 30%	109 35%	13 28%	9 35%	6 37%	1 37%	222 32%	13 34%	3 42%
Don't Know (DO NOT READ OUT)		53 7%	36 11%	15 5%	1 3%	* 1%	* 3%	* 3%	53 8%	* 1%	* 3%
NET: Satisfied		525 71%	226 68%	232 74%	31 64%	21 79%	12 79%	2 81%	489 70%	29 79%	6 82%
NET: Dissatisfied		34 5%	9 3%	18 6%	6 12%	1 3%	* 3%	* 5%	32 5%	1 3%	* 2%
Answered		687	298	299	46	26	15	3	644	36	7
Mean Score		1.0	1.1	1.1	.8	1.1	1.2	1.1	1.0	1.1	1.3
Standard error		.03	.06	.06	.12	.08	.08	.11	.04	.07	.07
Standard deviation		.90	.84	.95	1.04	.81	.81	1.20	.91	.81	.87

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 294 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	832	311	202	153	52	114	285	163	65	37	129
Effective base	305	197	93	64	28	54	152	68	22	10	21
Weighted Base	741	555	141	37	5	3	420	146	37	21	23
Very Dissatisfied (-2)	12 2%	10 2%	2 1%	- -%	- -%	* 4%	8 2%	2 2%	1 2%	- -%	- -%
Fairly Dissatisfied (-1)	22 3%	10 2%	11 8%	1 3%	- -%	* 2%	10 2%	8 5%	- -%	* 2%	* 1%
Neither Satisfied Nor Dissatisfied (0)	129 17%	103 18%	19 14%	6 17%	1 14%	* 11%	78 18%	26 18%	4 12%	1 4%	7 31%
Fairly Satisfied (1)	287 39%	211 38%	56 39%	16 45%	2 37%	1 44%	164 39%	52 36%	16 44%	7 35%	10 43%
Very Satisfied (2)	238 32%	174 31%	48 34%	13 34%	2 45%	1 37%	134 32%	48 33%	14 39%	8 38%	6 25%
Don't Know (DO NOT READ OUT)	53 7%	48 9%	5 4%	* 1%	* 4%	* 3%	26 6%	9 6%	1 3%	5 22%	- -%
NET: Satisfied	525 71%	386 69%	104 74%	29 79%	4 82%	2 81%	297 71%	100 68%	31 83%	15 73%	16 68%
NET: Dissatisfied	34 5%	19 4%	13 9%	1 3%	- -%	* 5%	18 4%	10 7%	1 2%	* 2%	* 1%
Answered	687	508	136	36	5	3	393	137	36	16	23
Mean Score	1.0	1.0	1.0	1.1	1.3	1.1	1.0	1.0	1.2	1.4	.9
Standard error	.03	.05	.07	.07	.11	.11	.06	.08	.11	.12	.07
Standard deviation	.90	.89	.98	.81	.80	1.20	.91	.97	.85	.71	.78

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 294 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	*d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		832	56	50	107	29	60	68	47	50	52
Effective base		305	28	24	55	13	30	38	25	26	26
Weighted Base		741	72	50	151	31	77	106	75	63	51
Very Dissatisfied	(-2)	12 2%	- -%	9 18%	* *%	- -%	2 2%	- -%	* *%	- -%	- -%
				acefghi							
Fairly Dissatisfied	(-1)	22 3%	* *%	1 3%	- -%	- -%	1 1%	3 3%	8 11%	1 2%	6 11%
									c		c
Neither Satisfied Nor Dissatisfied	(0)	129 17%	7 9%	9 18%	40 27%	5 17%	17 23%	16 16%	6 9%	8 12%	12 25%
Fairly Satisfied	(1)	287 39%	33 45%	16 33%	54 36%	13 43%	30 39%	37 35%	41 54%	31 49%	11 21%
									i	i	
Very Satisfied	(2)	238 32%	25 35%	10 19%	51 34%	11 37%	27 35%	38 36%	18 24%	22 35%	12 24%
Don't Know (DO NOT READ OUT)		53 7%	7 10%	4 9%	5 3%	1 4%	* *%	12 11%	2 2%	2 3%	10 19%
											ce
NET: Satisfied		525 71%	58 80%	26 52%	106 70%	24 80%	57 74%	75 70%	59 78%	53 84%	23 45%
			bi		i		i	i	i	bi	
NET: Dissatisfied		34 5%	* *%	11 21%	* *%	- -%	3 4%	3 3%	9 11%	1 2%	6 11%
				acefh					c		c
Answered		687	65	45	146	30	77	94	74	61	41
Mean Score		1.0	1.3	.3	1.1	1.2	1.0	1.2	.9	1.2	.7
			bi		b		b	b		b	
Standard error		.03	.09	.21	.08	.14	.12	.10	.13	.10	.15
Standard deviation		.90	.66	1.40	.80	.73	.91	.83	.90	.72	1.04

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 294 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		832	141	156	222	519	313	117	102	94
Effective base		305	68	77	118	262	82	34	33	28
Weighted Base		741	159	185	333	676	65	35	18	11
Very Dissatisfied	(-2)	12 2%	2 1%	9 5%	* *%	11 2%	1 1%	* 1%	* 2%	- -%
Fairly Dissatisfied	(-1)	22 3%	7 4%	3 2%	12 3%	21 3%	1 1%	* 1%	1 3%	* *%
Neither Satisfied Nor Dissatisfied	(0)	129 17%	35 22%	23 13%	63 19%	122 18%	7 11%	1 3%	4 23%	2 16%
Fairly Satisfied	(1)	287 39%	54 34%	80 43%	132 40%	266 39%	20 32%	11 30%	5 29%	4 39%
Very Satisfied	(2)	238 32%	50 32%	57 31%	107 32%	214 32%	24 38%	16 46%	6 30%	3 24%
Don't Know (DO NOT READ OUT)		53 7%	11 7%	13 7%	18 5%	42 6%	11 17%	7 19%	2 12%	2 21%
NET: Satisfied		525 71%	104 66%	136 74%	239 72%	480 71%	45 69%	27 76%	11 59%	7 63%
NET: Dissatisfied		34 5%	8 5%	12 6%	12 4%	32 5%	2 2%	1 1%	1 5%	* *%
Answered		687	148	171	315	634	54	29	16	9
Mean Score		1.0	1.0	1.0	1.1	1.0	1.3	1.5	.9	1.1
Standard error		.03	.08	.08	.06	.04	d	abcdgh	.11	.08
Standard deviation		.90	.93	1.01	.83	.91	.85	.72	1.02	.76

Columns Tested: a,b,c,d,e,f,g,h

Table 294 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

		Industry								
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	*g	*h	i
Significance Level: 95%										
Unweighted Base	832	35	98	11	109	96	254	20	23	295
Effective base	305	14	32	6	37	41	99	5	8	109
Weighted Base	741	25	75	12	87	124	199	11	10	284
Very Dissatisfied	(-2)	12	1	-	1	*	6	3	-	1
	2%	-	1%	-%	1%	*%	3%	30%	-%	*%
Fairly Dissatisfied	(-1)	22	2	1	3	1	9	*	-	9
	3%	-%	3%	8%	4%	1%	4%	1%	-%	3%
Neither Satisfied Nor Dissatisfied	(0)	129	11	5	16	26	30	*	-	53
	17%	15%	14%	40%	18%	21%	15%	1%	-%	19%
Fairly Satisfied	(1)	287	36	*	37	29	85	1	4	124
	39%	24%	49%	*%	42%	24%	43%	10%	40%	44%
			e				e			e
Very Satisfied	(2)	238	24	6	30	58	57	6	6	72
	32%	37%	32%	51%	34%	47%	29%	49%	60%	25%
						fi				
Don't Know (DO NOT READ OUT)		53	1	-	1	9	12	1	-	25
	7%	24%	1%	-%	1%	7%	6%	9%	-%	9%
		bdf								
NET: Satisfied		525	60	6	67	88	143	7	10	196
	71%	61%	80%	52%	76%	71%	72%	59%	100%	69%
NET: Dissatisfied		34	3	1	4	1	15	3	-	10
	5%	-%	4%	8%	5%	1%	8%	31%	-%	4%
Answered		687	74	12	86	115	187	10	10	259
Mean Score		1.0	1.1	1.0	1.1	1.3	1.0	.5	1.6	1.0
Standard error		.03	.09	.35	.08	.09	.06	.46	.11	.05
Standard deviation		.90	.83	1.16	.87	.85	.98	1.91	.52	.82

Columns Tested: a,b,c,d,e,f,g,h,i

Table 294 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	832	240	254	338	745	87	-	689	143	816	16
Effective base	305	90	99	120	271	37	-	273	34	299	6
Weighted Base	741	236	199	306	628	113	-	678	63	723	18
Very Dissatisfied (-2)	12 2%	1 *%	6 3%	5 2%	7 1%	5 5%	- -%	12 2%	- -%	12 2%	- -%
Fairly Dissatisfied (-1)	22 3%	4 2%	9 4%	9 3%	20 3%	2 2%	- -%	22 3%	* *%	22 3%	- -%
Neither Satisfied Nor Dissatisfied (0)	129 17%	46 19%	30 15%	53 17%	109 17%	20 18%	- -%	116 17%	13 21%	126 17%	3 14%
Fairly Satisfied (1)	287 39%	72 31%	85 43%	129 42%	238 38%	48 43%	- -%	260 38%	27 43%	283 39%	3 18%
Very Satisfied (2)	238 32%	97 41%	57 29%	83 27%	216 34%	22 20%	- -%	218 32%	21 33%	231 32%	8 43%
Don't Know (DO NOT READ OUT)	53 7%	15 7%	12 6%	26 9%	39 6%	15 13%	- -%	51 8%	2 3%	49 7%	4 25%
NET: Satisfied	525 71%	169 72%	143 72%	213 70%	454 72%	71 63%	- -%	477 70%	47 75%	514 71%	11 61%
NET: Dissatisfied	34 5%	5 2%	15 8%	14 4%	26 4%	7 7%	- -%	34 5%	* *%	34 5%	- -%
Answered	687	220	187	280	589	98	-	627	61	674	13
Mean Score	1.0	1.2	1.0	1.0	1.1	.8	-	1.0	1.1	1.0	1.4
Standard error	.03	.06	.06	.05	.03	.11	-	.04	.06	.03	.21
Standard deviation	.90	.85	.98	.88	.88	.99	-	.92	.75	.90	.81

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 294 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		832	364	220	244
Effective base		305	139	73	93
Weighted Base		741	355	151	231
Very Dissatisfied	(-2)	12 2%	3 1%	3 2%	5 2%
Fairly Dissatisfied	(-1)	22 3%	5 2%	11 7%	6 2%
Neither Satisfied Nor Dissatisfied	(0)	129 17%	69 19%	19 13%	41 18%
Fairly Satisfied	(1)	287 39%	141 40%	63 42%	82 36%
Very Satisfied	(2)	238 32%	110 31%	51 34%	73 32%
Don't Know (DO NOT READ OUT)		53 7%	26 7%	4 3%	23 10%
NET: Satisfied		525 71%	251 71%	114 76%	156 67%
NET: Dissatisfied		34 5%	9 2%	14 9%	11 5%
Answered		687	329	147	208
Mean Score		1.0	1.1	1.0	1.0
Standard error		.03	.05	.07	.06
Standard deviation		.90	.83	.98	.94

Columns Tested:: a,b,c

Table 294 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	832	506	183	56	27	30	16	7	7	689	143	87
Effective base	305	215	58	15	10	8	3	2	1	272	33	18
Weighted Base	741	528	134	36	8	21	8	1	5	662	79	43
Very Dissatisfied (-2)	12 2%	9 2%	* *%	1 3%	- -%	- -%	2 28%	- -%	- -%	9 1%	3 4%	2 5%
Fairly Dissatisfied (-1)	22 3%	9 2%	6 5%	3 9%	* 3%	2 9%	1 12%	- -%	- -%	15 2%	6 8%	3 7%
Neither Satisfied Nor Dissatisfied (0)	129 17%	97 18%	23 17%	5 13%	1 11%	* 1%	4 49%	* 1%	- -%	120 18%	9 12%	5 11%
Fairly Satisfied (1)	287 39%	204 39%	54 40%	13 35%	2 28%	8 36%	1 7%	* 10%	5 97%	258 39%	28 36%	15 36%
Very Satisfied (2)	238 32%	171 32%	35 26%	14 40%	5 57%	12 55%	* 3%	1 89%	* 3%	206 31%	32 41%	18 41%
Don't Know (DO NOT READ OUT)	53 7%	38 7%	15 11%	- -%	* *%	- -%	* *%	- -%	- -%	53 8%	* *%	* *%
NET: Satisfied	525 71%	375 71%	89 67%	27 75%	7 85%	19 91%	1 11%	1 99%	5 100%	464 70%	60 76%	33 77%
NET: Dissatisfied	34 5%	18 3%	6 5%	4 12%	* 3%	2 9%	3 40%	- -%	- -%	24 4%	9 12%	5 12%
Answered	687	490	119	36	8	21	8	1	5	608	79	43
Mean Score	1.0	1.1	1.0	1.0	1.4	1.4	-5	1.9	1.0	1.0	1.0	1.0
Standard error	.03	.04	.07	.14	.17	.16	.30	.60	.08	.03	.09	.12
Standard deviation	.90	.88	.85	1.08	.85	.89	1.16	1.58	.20	.87	1.10	1.13

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 294 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	832	188	318	326	729	694	751	759	524	423	62	406	61	72	47	61	42
Effective base	305	91	124	91	255	245	270	278	189	130	34	166	19	19	11	13	8
Weighted Base	741	241	287	213	629	604	665	676	479	326	87	420	39	45	23	28	23
Very Dissatisfied (-2)	12 2%	4 2%	4 1%	3 2%	11 2%	11 2%	11 2%	11 2%	7 1%	4 1%	- -%	10 2%	* 1%	- -%	* %	- -%	1 4%
Fairly Dissatisfied (-1)	22 3%	3 1%	6 2%	13 6%	20 3%	16 3%	20 3%	21 3%	18 4%	9 3%	4 5%	6 2%	6 15%	1 3%	2 10%	* 1%	* %
Neither Satisfied Nor Dissatisfied (0)	129 17%	42 17%	54 19%	32 15%	116 18%	110 18%	122 18%	126 19%	82 17%	56 17%	19 21%	76 18%	3 9%	6 14%	1 6%	7 26%	9 39%
Fairly Satisfied (1)	287 39%	89 37%	115 40%	82 39%	255 41%	241 40%	265 40%	255 38%	196 41%	130 40%	28 32%	178 42%	19 50%	20 45%	7 30%	7 25%	5 22%
Very Satisfied (2)	238 32%	84 35%	87 30%	67 32%	194 31%	191 32%	207 31%	220 32%	155 32%	114 35%	28 32%	128 30%	5 13%	16 35%	10 42%	13 47%	8 34%
Don't Know (DO NOT READ OUT)	53 7%	18 7%	20 7%	15 7%	32 5%	34 6%	39 6%	42 6%	21 4%	13 4%	8 10%	21 5%	5 12%	2 4%	3 13%	* 1%	- -%
NET: Satisfied	525 71%	173 72%	202 70%	149 70%	450 72%	432 72%	472 71%	475 70%	352 73%	244 75%	56 64%	306 73%	24 63%	36 80%	17 72%	20 72%	13 56%
NET: Dissatisfied	34 5%	8 3%	10 3%	16 7%	31 5%	28 5%	32 5%	33 5%	25 5%	13 4%	4 5%	16 4%	6 16%	1 3%	2 10%	* 1%	1 5%
Answered	687	223	266	198	597	569	627	634	458	313	79	399	34	44	20	28	23
Mean Score	1.0	1.1	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.1	1.0	1.0	.7	1.2	1.2	1.2	.8
Standard error	.03	.07	.05	.05	.03	.04	.03	.03	.04	.04	.13	.05	.13	.09	.15	.12	.17
Standard deviation	.90	.89	.87	.96	.91	.91	.91	.92	.90	.88	.90	.90	.97	.78	1.00	.89	1.07

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 294 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	*f	*g	a	b	c	d	e	*f	*g
Unweighted Base	832	453	79	56	53	34	29	25	373	129	73	36	38	24	21
Effective base	305	193	24	13	9	11	6	4	155	41	21	16	6	9	4
Weighted Base	741	488	51	27	25	13	16	9	395	104	36	29	17	11	13
Very Dissatisfied (-2)	12 2%	10 2%	- -%	* *%	* *%	- -%	1 6%	- -%	7 2%	3 3%	* 1%	* *%	- -%	1 8%	* 1%
Fairly Dissatisfied (-1)	22 3%	10 2%	4 8%	4 14%	1 5%	1 6%	- -%	* 1%	4 1%	10 9%	* *%	2 6%	- -%	* 4%	* 1%
Neither Satisfied Nor Dissatisfied (0)	129 17%	89 18%	13 25%	2 7%	1 3%	2 14%	5 31%	4 48%	76 19%	14 14%	9 26%	4 12%	1 5%	1 13%	5 35%
Fairly Satisfied (1)	287 39%	203 42%	23 45%	7 28%	12 46%	3 20%	6 36%	2 23%	166 42%	36 35%	14 38%	15 51%	6 36%	1 13%	3 24%
Very Satisfied (2)	238 32%	146 30%	11 22%	14 51%	11 46%	5 38%	4 27%	3 28%	121 31%	35 33%	7 20%	7 24%	10 60%	6 61%	5 39%
Don't Know (DO NOT READ OUT)	53 7%	29 6%	* *%	- -%	* 1%	3 21%	* *%	- -%	21 5%	6 6%	5 14%	2 6%	* *%	* 1%	- -%
NET: Satisfied	525 71%	349 72%	34 67%	21 79%	23 92%	8 58%	10 63%	5 51%	286 73%	71 68%	21 59%	22 75%	16 95%	8 74%	8 63%
NET: Dissatisfied	34 5%	20 4%	4 8%	4 14%	1 5%	1 6%	1 6%	* 1%	12 3%	12 12%	* 1%	2 6%	- -%	1 12%	* 1%
Answered	687	459	51	27	25	10	16	9	374	98	31	27	17	10	13
Mean Score	1.0	1.0	.8	1.2	1.3	1.2	.8	.8	1.0	.9	.9	1.0	1.6	1.2	1.0
Standard error	.03	.04	.10	.15	.11	.18	.20	.18	.05	.10	.10	.14	.10	.28	.21
Standard deviation	.90	.90	.88	1.09	.76	1.02	1.06	.92	.86	1.08	.81	.83	.60	1.35	.95

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 294 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	832	381	103	95	63	42	39	36	180	176	204	118	70
Effective base	305	163	36	29	19	14	9	10	85	62	75	30	20
Weighted Base	741	412	86	65	34	28	25	26	229	156	169	61	48
Very Dissatisfied (-2)	12 2%	3 1%	4 4%	1 1%	- -%	* 1%	1 4%	2 8%	* -%	1 1%	7 4%	3 5%	* -%
Fairly Dissatisfied (-1)	22 3%	7 2%	8 9%	3 4%	1 4%	2 7%	- -%	* 2%	10 4%	3 2%	2 1%	3 5%	2 5%
Neither Satisfied Nor Dissatisfied (0)	129 17%	82 20%	17 19%	13 20%	4 11%	5 17%	5 22%	* 1%	42 18%	33 21%	21 12%	10 17%	17 35%
Fairly Satisfied (1)	287 39%	167 40%	34 39%	22 34%	9 28%	6 21%	6 24%	11 44%	78 34%	81 52%	71 42%	19 31%	16 33%
Very Satisfied (2)	238 32%	120 29%	18 21%	26 40%	17 49%	14 49%	12 50%	12 46%	87 38%	33 21%	52 31%	21 34%	13 27%
Don't Know (DO NOT READ OUT)	53 7%	32 8%	5 6%	- -%	3 8%	1 5%	* 1%	- -%	12 5%	5 3%	17 10%	5 8%	- -%
NET: Satisfied	525 71%	287 70%	52 60%	49 75%	26 76%	19 70%	18 74%	24 90%	165 72%	115 74%	123 73%	40 65%	29 60%
NET: Dissatisfied	34 5%	10 3%	12 14%	4 5%	1 4%	2 8%	1 4%	3 10%	10 5%	4 3%	9 5%	6 10%	2 5%
Answered	687	379	80	65	31	27	25	26	217	152	152	56	48
Mean Score	1.0	1.0	.7	1.1	1.3	1.2	1.2	1.2	1.1	.9	1.0	.9	.8
Standard error	.03	.04	.11	.10	.11	.17	.17	.19	.07	.06	.07	.11	.11
Standard deviation	.90	.83	1.08	.94	.86	1.05	1.05	1.12	.88	.76	.97	1.13	.91

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 294 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	832	254	154	176	91	50	224	162	158	98	48
Effective base	305	107	55	60	21	12	100	50	54	27	14
Weighted Base	741	286	136	136	42	27	267	122	118	60	36
Very Dissatisfied (-2)	12 2%	6 2%	4 3%	- -%	1 2%	- -%	* *%	1 1%	7 6%	3 5%	* *%
Fairly Dissatisfied (-1)	22 3%	13 5%	* *%	2 1%	5 12%	* 2%	6 2%	4 3%	* *%	3 5%	2 6%
Neither Satisfied Nor Dissatisfied (0)	129 17%	43 15%	34 25%	18 13%	4 9%	16 58%	54 20%	20 16%	13 11%	15 25%	8 23%
Fairly Satisfied (1)	287 39%	112 39%	67 50%	56 41%	12 29%	8 29%	102 38%	59 48%	49 42%	18 30%	13 37%
Very Satisfied (2)	238 32%	103 36%	25 19%	42 31%	20 48%	3 12%	93 35%	31 26%	37 31%	16 27%	12 35%
Don't Know (DO NOT READ OUT)	53 7%	9 3%	5 3%	18 14%	* *%	- -%	12 4%	7 5%	11 9%	5 8%	- -%
NET: Satisfied	525 71%	215 75%	93 68%	98 72%	33 77%	11 41%	195 73%	90 74%	86 73%	34 57%	25 71%
NET: Dissatisfied	34 5%	19 7%	4 3%	2 1%	6 14%	* 2%	7 3%	5 4%	7 6%	6 10%	2 6%
Answered	687	277	131	118	42	27	256	115	107	55	36
Mean Score	1.0	1.1	.8	1.2	1.1	.5	1.1	1.0	1.0	.7	1.0
Standard error	.03	.06	.07	.06	.12	.10	.06	.07	.09	.12	.13
Standard deviation	.90	.96	.85	.74	1.12	.73	.82	.83	1.04	1.11	.92

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 294 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		832	221	151	191	117	74	519	78	157	468	364	543	186
Effective base		305	96	49	71	42	20	198	24	56	178	129	199	56
Weighted Base		741	256	119	160	94	44	463	58	154	454	286	497	132
Very Dissatisfied	(-2)	12	-	-	4	5	1	5	1	5	9	3	6	5
		2%	-%	-%	3%	5%	1%	1%	2%	3%	2%	1%	1%	4%
					a									
Fairly Dissatisfied	(-1)	22	9	1	3	6	2	20	2	*	12	10	17	3
		3%	3%	1%	2%	6%	5%	4%	3%	*%	3%	3%	3%	2%
Neither Satisfied Nor Dissatisfied	(0)	129	54	14	28	21	9	84	7	35	96	33	98	18
		17%	21%	11%	17%	23%	21%	18%	12%	22%	21%	11%	20%	14%
											b			
Fairly Satisfied	(1)	287	91	63	52	28	21	169	25	61	191	96	219	36
		39%	36%	53%	33%	30%	47%	37%	42%	40%	42%	33%	44%	27%
				acd									b	
Very Satisfied	(2)	238	86	29	63	30	11	154	23	42	111	128	132	62
		32%	33%	25%	40%	32%	25%	33%	39%	27%	24%	45%	27%	47%
											a		a	
Don't Know (DO NOT READ OUT)		53	17	12	9	4	*	30	1	11	36	17	25	7
		7%	7%	10%	6%	4%	*%	7%	2%	7%	8%	6%	5%	5%
NET: Satisfied		525	177	92	116	58	32	324	47	104	301	223	351	98
		71%	69%	78%	72%	62%	73%	70%	81%	67%	66%	78%	71%	75%
											a			
NET: Dissatisfied		34	9	1	7	11	3	25	3	5	21	13	23	9
		5%	3%	1%	5%	11%	7%	5%	5%	3%	5%	4%	5%	6%
						b								
Answered		687	239	107	151	90	44	433	57	144	418	269	472	125
Mean Score		1.0	1.1	1.1	1.1	.8	.9	1.0	1.2	.9	.9	1.2	1.0	1.2
											a			
Standard error		.03	.06	.06	.07	.11	.10	.04	.10	.08	.04	.05	.04	.08
Standard deviation		.90	.85	.66	.96	1.14	.89	.92	.89	.93	.89	.88	.86	1.05

Table 294 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	832	438	256	183	576	549	180	426	268	187	572
Effective base	305	172	73	84	195	201	54	163	83	85	193
Weighted Base	741	427	177	188	488	504	125	415	189	198	478
Very Dissatisfied (-2)	12 2%	8 2%	3 2%	1 *%	11 2%	6 1%	5 4%	8 2%	3 2%	1 *%	11 2%
Fairly Dissatisfied (-1)	22 3%	13 3%	3 2%	4 2%	18 4%	17 3%	3 3%	13 3%	4 2%	4 2%	18 4%
Neither Satisfied Nor Dissatisfied (0)	129 17%	81 19%	28 16%	37 20%	89 18%	98 19%	18 14%	82 20%	28 15%	41 20%	85 18%
Fairly Satisfied (1)	287 39%	169 40%	72 41%	84 45%	171 35%	224 45%	31 25%	171 41%	70 37%	90 45%	166 35%
Very Satisfied (2)	238 32%	127 30%	63 36%	42 23%	177 36%	134 27%	60 48%	116 28%	75 40%	40 20%	179 37%
Don't Know (DO NOT READ OUT)	53 7%	28 7%	6 4%	20 11%	22 5%	25 5%	7 6%	25 6%	9 5%	23 11%	20 4%
NET: Satisfied	525 71%	296 69%	136 77%	126 67%	348 71%	359 71%	91 73%	287 69%	145 77%	130 66%	345 72%
NET: Dissatisfied	34 5%	21 5%	6 4%	5 3%	28 6%	23 5%	9 7%	21 5%	7 3%	5 2%	28 6%
Answered	687	399	171	168	465	479	118	390	180	175	458
Mean Score	1.0	1.0	1.1	1.0	1.0	1.0	1.2	1.0	1.2	.9	1.1
Standard error	.03	.05	.06	.06	.04	.04	.08	.05	.05	.06	.04
Standard deviation	.90	.92	.87	.79	.96	.86	1.08	.91	.88	.77	.97

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 294 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	832	523	508	191	2	492	441	161	2	637	397	197	1
Effective base	305	173	193	62	2	165	163	55	2	233	149	72	1
Weighted Base	741	433	476	155	5	421	385	138	2	575	353	159	2
Very Dissatisfied (-2)	12 2%	7 2%	11 2%	3 2%	- -%	11 3%	2 1%	4 3%	- -%	11 2%	4 1%	4 3%	- -%
Fairly Dissatisfied (-1)	22 3%	15 4%	15 3%	4 2%	- -%	6 1%	5 1%	5 4%	2 77%	13 2%	10 3%	6 4%	- -%
Neither Satisfied Nor Dissatisfied (0)	129 17%	88 20%	85 18%	30 20%	4 74%	84 20%	58 15%	22 16%	- -%	113 20%	59 17%	22 14%	- -%
Fairly Satisfied (1)	287 39%	171 40%	188 40%	67 43%	- -%	175 42%	159 41%	57 41%	1 23%	213 37%	141 40%	69 43%	- -%
Very Satisfied (2)	238 32%	131 30%	147 31%	41 26%	1 26%	125 30%	135 35%	34 25%	- -%	192 33%	115 33%	47 30%	2 100%
Don't Know (DO NOT READ OUT)	53 7%	21 5%	29 6%	11 7%	- -%	20 5%	26 7%	15 11%	- -%	33 6%	24 7%	11 7%	- -%
NET: Satisfied	525 71%	302 70%	335 70%	107 69%	1 26%	300 71%	294 76%	91 66%	1 23%	405 70%	256 72%	116 73%	2 100%
NET: Dissatisfied	34 5%	22 5%	26 6%	6 4%	- -%	17 4%	7 2%	9 7%	2 77%	25 4%	14 4%	10 6%	- -%
Answered	687	413	447	144	5	401	358	123	2	542	329	148	2
Mean Score	1.0	1.0	1.0	1.0	.5	1.0	1.2 c	.9	-.5	1.0	1.1	1.0	2.0
Standard error	.03	.04	.04	.07	.69	.04	.04	.08	.78	.04	.05	.07	-
Standard deviation	.90	.91	.94	.88	.97	.91	.79	.96	1.11	.92	.87	.94	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 294 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	832	542	493	339	471	360	42	218	218	241	85	48
Effective base	305	200	183	138	162	148	11	97	87	97	38	23
Weighted Base	741	506	466	339	422	353	30	235	228	247	81	47
Very Dissatisfied (-2)	12 2%	7 1%	6 1%	10 3%	8 2%	8 2%	- -%	1 *%	5 2%	10 4%	3 4%	- -%
Fairly Dissatisfied (-1)	22 3%	13 3%	13 3%	11 3%	10 2%	15 4%	* *%	4 2%	6 3%	7 3%	* *%	5 10% ad
Neither Satisfied Nor Dissatisfied (0)	129 17%	97 19%	95 20%	73 21%	85 20%	80 23%	5 17%	52 22%	49 21%	59 24%	14 18%	12 25%
Fairly Satisfied (1)	287 39%	225 44%	186 40%	125 37%	189 45%	128 36%	9 31%	90 38%	87 38%	80 32%	32 40%	13 27%
Very Satisfied (2)	238 32%	140 28%	137 29%	91 27%	118 28%	98 28%	16 52%	67 28%	65 28%	72 29%	24 29%	11 23%
Don't Know (DO NOT READ OUT)	53 7%	24 5%	28 6%	28 8%	13 3%	24 7%	- -%	22 9%	17 7%	19 8%	7 9%	7 15%
NET: Satisfied	525 71%	365 72%	324 69%	216 64%	306 73%	225 64%	25 83%	157 67%	152 67%	152 62%	56 69%	24 50%
NET: Dissatisfied	34 5%	20 4%	19 4%	21 6%	18 4%	24 7%	* *%	5 2%	11 5%	17 7%	3 4%	5 10%
Answered	687	482	438	310	409	329	30	213	212	228	73	41
Mean Score	1.0	1.0	1.0	.9	1.0	.9	1.4	1.0	1.0	.9	1.0	.7
Standard error	.03	.04	.04	.05	.04	.05	.12	.06	.06	.07	.11	.15
Standard deviation	.90	.86	.88	.98	.88	.97	.77	.82	.92	1.04	.95	1.00

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 294 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		832	97	67	71	31	678	535	742	594	541	527	636	157	-	527	42
Effective base		305	38	23	29	14	246	188	269	212	185	185	242	56	-	192	23
Weighted Base		741	88	56	68	35	598	438	659	502	441	461	592	129	-	453	64
Very Dissatisfied	(-2)	12	4	3	1	2	9	1	9	11	11	10	6	-	-	3	4
		2%	4%	6%	1%	6%	1%	*%	1%	2%	3%	2%	1%	-%	-%	1%	6%
Fairly Dissatisfied	(-1)	22	5	*	*	*	19	14	19	14	13	10	18	*	-	16	1
		3%	5%	*%	*%	*%	3%	3%	3%	3%	3%	2%	3%	*%	-%	4%	2%
Neither Satisfied Nor Dissatisfied	(0)	129	21	13	20	5	111	84	119	92	75	95	101	24	-	60	21
		17%	24%	23%	29%	15%	19%	19%	18%	18%	17%	21%	17%	19%	-%	13%	32%
Fairly Satisfied	(1)	287	26	22	26	15	244	163	266	201	159	192	243	53	-	188	23
		39%	30%	38%	38%	44%	41%	37%	40%	40%	36%	42%	41%	41%	-%	41%	36%
Very Satisfied	(2)	238	22	11	17	11	180	144	207	147	145	134	184	39	-	162	7
		32%	25%	19%	25%	32%	30%	33%	31%	29%	33%	29%	31%	30%	-%	36%	11%
Don't Know (DO NOT READ OUT)		53	10	8	5	1	35	31	39	36	38	20	40	12	-	24	8
		7%	12%	14%	7%	3%	6%	7%	6%	7%	9%	4%	7%	9%	-%	5%	13%
NET: Satisfied		525	48	32	42	26	424	307	473	348	304	326	427	92	-	350	30
		71%	55%	57%	62%	75%	71%	70%	72%	69%	69%	71%	72%	71%	-%	77%	47%
NET: Dissatisfied		34	8	3	1	2	28	16	28	25	24	21	24	*	-	20	5
		5%	10%	6%	2%	6%	5%	4%	4%	5%	5%	4%	4%	*%	-%	4%	8%
Answered		687	78	49	63	34	563	407	620	466	403	441	552	117	-	430	56
Mean Score		1.0	.7	.7	.9	1.0	1.0	1.1	1.0	1.0	1.0	1.0	1.1	1.1	-	1.1	.5
																b	
Standard error		.03	.11	.13	.10	.19	.04	.04	.03	.04	.04	.04	.04	.06	-	.04	.16
Standard deviation		.90	1.09	1.03	.84	1.04	.89	.85	.88	.92	.96	.91	.86	.74	-	.85	1.00

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 294 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	832	344	291	696	32	351	481	200	463	159	270	206	328
Effective base	305	136	107	251	15	125	181	70	172	62	95	73	130
Weighted Base	741	339	264	607	41	295	446	157	435	143	225	182	311
Very Dissatisfied (-2)	12 2%	11 3%	* *%	4 1%	6 14% a	8 3%	4 1%	11 7%	1 *%	* *%	6 3%	1 1%	5 1%
Fairly Dissatisfied (-1)	22 3%	11 3%	6 2%	13 2%	5 12% a	11 4%	11 2%	5 3%	13 3%	4 3%	9 4%	8 4%	1 *%
Neither Satisfied Nor Dissatisfied (0)	129 17%	78 23%	36 14%	79 13%	11 27%	76 26% b	53 12%	19 12%	77 18%	32 23%	46 21%	32 17%	51 16%
Fairly Satisfied (1)	287 39%	137 40%	111 42%	241 40%	17 41%	109 37%	177 40%	52 33%	179 41%	55 38%	64 28%	81 44% a	134 43% a
Very Satisfied (2)	238 32%	76 22%	99 38% a	233 38% b	1 2%	72 24%	166 37% a	61 39%	134 31%	39 27%	72 32%	49 27%	111 36%
Don't Know (DO NOT READ OUT)	53 7%	26 8%	11 4%	36 6%	2 5%	19 7%	34 8%	9 6%	30 7%	13 9%	28 12% c	12 7%	9 3%
NET: Satisfied	525 71%	214 63%	210 80% a	474 78% b	18 43%	181 61%	344 77% a	113 72%	313 72%	93 65%	136 60%	129 71%	245 79% a
NET: Dissatisfied	34 5%	23 7%	6 2%	17 3%	11 26% a	19 6%	15 3%	15 10% b	14 3%	4 3%	15 7%	9 5%	6 2%
Answered	687	314	253	570	39	276	412	147	405	130	197	170	301
Mean Score	1.0	.8	1.2	1.2	*	.8	1.2	1.0	1.1	1.0	.9	1.0	1.1
Standard error	.03	.05	.05	.03	.20	.05	.04	.08	.04	.07	.07	.06	.05
Standard deviation	.90	.96	.78	.81	1.12	.96	.83	1.15	.82	.83	1.03	.85	.82

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 294 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		832	454	378
Effective base		305	146	159
Weighted Base		741	364	377
Very Dissatisfied	(-2)	12 2%	11 3%	1 *%
Fairly Dissatisfied	(-1)	22 3%	5 1%	16 4%
Neither Satisfied Nor Dissatisfied	(0)	129 17%	67 19%	62 16%
Fairly Satisfied	(1)	287 39%	152 42%	135 36%
Very Satisfied	(2)	238 32%	103 28%	135 36%
Don't Know (DO NOT READ OUT)		53 7%	26 7%	28 7%
NET: Satisfied		525 71%	255 70%	270 72%
NET: Dissatisfied		34 5%	16 4%	18 5%
Answered		687	338	349
Mean Score		1.0	1.0	1.1
Standard error		.03	.05	.05
Standard deviation		.90	.92	.88

Columns Tested: a,b

Table 294 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

		Month												
		Total base	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
			a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%														
Unweighted Base		832	48	84	76	66	81	45	41	81	65	62	48	135
Effective base		305	13	35	45	24	56	24	9	32	27	9	20	45
Weighted Base		741	23	55	92	21	122	43	8	114	57	14	57	135
Very Dissatisfied	(-2)	12 2%	* 2%	- -%	2 2%	- -%	1 1%	- -%	- -%	- -%	1 1%	- -%	3 6%	5 3%
Fairly Dissatisfied	(-1)	22 3%	- -%	5 8%	- -%	* 1%	4 3%	1 3%	1 10%	- -%	* *%	4 32%	4 6%	3 3%
Neither Satisfied Nor Dissatisfied	(0)	129 17%	1 4%	6 10%	23 25%	* 2%	16 13%	10 24%	2 25%	14 13%	22 38%	1 8%	6 11%	28 21%
Fairly Satisfied	(1)	287 39%	11 49%	27 49%	20 22%	11 51%	55 45%	16 36%	2 28%	45 40%	19 34%	4 30%	21 38%	54 40%
Very Satisfied	(2)	238 32%	10 43%	13 23%	38 42%	8 36%	32 26%	13 30%	1 16%	49 43%	9 16%	3 23%	18 32%	44 33%
Don't Know (DO NOT READ OUT)		53 7%	1 3%	5 10%	8 9%	2 9%	15 12%	3 8%	2 22%	5 5%	6 11%	1 6%	4 8%	* *%
NET: Satisfied		525 71%	21 91%	40 72%	59 64%	18 88%	87 71%	28 66%	3 44%	94 83%	28 50%	8 54%	40 70%	98 73%
NET: Dissatisfied		34 5%	* 2%	5 8%	2 2%	* 1%	5 4%	1 3%	1 10%	- -%	1 1%	4 32%	7 12%	8 6%
Answered		687	22	50	83	19	108	40	6	108	51	13	52	134
Mean Score		1.0	1.3	1.0	1.1	1.3	1.1	1.0	.6	1.3	.7	.5	.9	1.0
Standard error		.03	.11	.10	.12	.08	.10	.13	.17	.08	.10	.17	.17	.08
Standard deviation		.90	.75	.86	.98	.61	.81	.84	1.03	.70	.81	1.24	1.14	.98

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 294 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	832	208	192	187	245	400	432
Effective base	305	92	97	59	72	188	131
Weighted Base	741	170	187	178	206	357	384
Very Dissatisfied (-2)	12 2%	2 1%	1 *%	1 *%	8 4%	3 1%	9 2%
Fairly Dissatisfied (-1)	22 3%	5 3%	5 3%	1 *%	11 6%	10 3%	12 3%
Neither Satisfied Nor Dissatisfied (0)	129 17%	29 17%	26 14%	38 21%	35 17%	56 16%	73 19%
Fairly Satisfied (1)	287 39%	59 34%	82 44%	66 37%	80 39%	140 39%	146 38%
Very Satisfied (2)	238 32%	61 36%	53 28%	59 33%	65 32%	114 32%	125 32%
Don't Know (DO NOT READ OUT)	53 7%	14 8%	20 11%	13 8%	6 3%	34 10%	19 5%
NET: Satisfied	525 71%	119 70%	134 72%	126 70%	145 71%	254 71%	271 71%
NET: Dissatisfied	34 5%	7 4%	6 3%	1 1%	19 9%	13 4%	21 5%
Answered	687	156	167	165	200	322	365
Mean Score	1.0	1.1	1.1	1.1	.9	1.1	1.0
Standard error	.03	.07	.06	.06	.07	.04	.05
Standard deviation	.90	.91	.80	.80	1.04	.86	.94

Columns Tested: a,b,c,d - a,b

Table 295

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	832	117	715	513	153	52	114	319
Effective base	305	35	275	273	64	28	54	89
Weighted Base	741	55	686	696	37	5	3	44
Very Dissatisfied (-2)	15 2%	5 10%	10 1%	14 2%	* 1%	* 1%	* *	* 1%
Fairly Dissatisfied (-1)	36 5%	1 1%	35 5%	35 5%	1 2%	* 2%	* 1%	1 2%
Neither Satisfied Nor Dissatisfied (0)	97 13%	4 8%	93 13%	92 13%	5 13%	* 5%	* 10%	5 12%
Fairly Satisfied (1)	275 37%	11 20%	264 39%	261 37%	10 28%	2 44%	1 43%	14 31%
Very Satisfied (2)	274 37%	31 57%	243 35%	253 36%	18 48%	2 47%	1 44%	21 48%
Don't Know (DO NOT READ OUT)	44 6%	2 4%	41 6%	41 6%	3 7%	* 1%	* 3%	3 6%
NET: Satisfied	549 74%	42 77%	507 74%	514 74%	28 76%	5 92%	2 87%	35 79%
NET: Dissatisfied	51 7%	6 11%	45 7%	49 7%	1 3%	* 3%	* 1%	1 3%
Answered	697	52	645	655	34	5	3	42
Mean Score	1.1	1.2	1.1	1.1	1.3	1.4	1.3	1.3
Standard error	.03	.12	.04	.04	.07	.12	.08	.05
Standard deviation	.96	1.29	.93	.97	.90	.84	.89	.87

Columns Tested: a,b - a,b,c,d,e

Table 295 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		832	202	236	75	95	110	114	513	153	166
Effective base		305	125	122	32	43	42	54	273	64	57
Weighted Base		741	334	314	48	27	15	3	696	37	8
Very Dissatisfied	(-2)	15 2%	7 2%	6 2%	1 3%	* 1%	* 1%	* *%	14 2%	* 1%	* 1%
Fairly Dissatisfied	(-1)	36 5%	14 4%	17 5%	5 9%	1 3%	* 1%	* 1%	35 5%	1 2%	* 1%
Neither Satisfied Nor Dissatisfied	(0)	97 13%	50 15%	30 10%	11 23%	5 17%	* 3%	* 10%	92 13%	5 13%	* 6%
Fairly Satisfied	(1)	275 37%	122 36%	128 41%	11 23%	6 22%	7 45%	1 43%	261 37%	10 28%	3 44%
Very Satisfied	(2)	274 37%	120 36%	118 37%	15 32%	13 48%	7 47%	1 44%	253 36%	18 48%	4 46%
Don't Know (DO NOT READ OUT)		44 6%	21 6%	15 5%	4 9%	2 8%	1 4%	* 3%	41 6%	3 7%	* 1%
NET: Satisfied		549 74%	242 72%	246 78%	27 56%	19 70%	14 92%	2 87%	514 74%	28 76%	7 90%
NET: Dissatisfied		51 7%	21 6%	23 7%	6 12%	1 4%	* 2%	* 1%	49 7%	1 3%	* 2%
Answered		697	313	299	44	24	15	3	655	34	8
Mean Score		1.1	1.1	1.1	.8	1.2	1.4	1.3	1.1	1.3	1.4
Standard error		.03	.07	.06	.14	.10	acg	c	.04	.07	acg
Standard deviation		.96	.96	.94	1.14	.98	.71	.89	.97	.90	.79

Columns Tested: a,b,c,d,e,f,g,h,i

Table 295 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	832	311	202	153	52	114	285	163	65	37	129
Effective base	305	197	93	64	28	54	152	68	22	10	21
Weighted Base	741	555	141	37	5	3	420	146	37	21	23
Very Dissatisfied (-2)	15 2%	13 2%	1 1%	* 1%	* 1%	* *%	9 2%	- -%	* 1%	- -%	- -%
Fairly Dissatisfied (-1)	36 5%	18 3%	17 12%	1 2%	* 2%	* 1%	22 5%	9 6%	* *%	* 2%	1 6%
Neither Satisfied Nor Dissatisfied (0)	97 13%	69 12%	23 16%	5 13%	* 5%	* 10%	60 14%	20 13%	6 16%	* *%	3 11%
Fairly Satisfied (1)	275 37%	216 39%	45 32%	10 28%	2 44%	1 43%	154 37%	52 36%	10 27%	17 81%	5 23%
Very Satisfied (2)	274 37%	210 38%	43 31%	18 48%	2 47%	1 44%	146 35%	62 42%	18 49%	4 17%	12 53%
Don't Know (DO NOT READ OUT)	44 6%	30 5%	11 8%	3 7%	* 1%	* 3%	29 7%	4 3%	2 6%	* *%	2 7%
NET: Satisfied	549 74%	426 77%	89 63%	28 76%	5 92%	2 87%	300 71%	114 78%	28 77%	21 98%	18 76%
NET: Dissatisfied	51 7%	31 6%	18 13%	1 3%	* 3%	* 1%	31 7%	9 6%	* 1%	* 2%	1 6%
Answered	697	526	130	34	5	3	391	143	35	21	22
Mean Score	1.1	1.1	.9	1.3	1.4	1.3	1.0	1.2	1.3	1.1	1.3
Standard error	.03	b	b	b	b	b	.06	.07	.11	.08	.08
Standard deviation	.96	.94	1.06	.90	.84	.89	.98	.90	.85	.48	.94

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 295 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	*d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		832	56	50	107	29	60	68	47	50	52
Effective base		305	28	24	55	13	30	38	25	26	26
Weighted Base		741	72	50	151	31	77	106	75	63	51
Very Dissatisfied	(-2)	15 2%	3 4%	6 12% cf	- -%	- -%	- -%	- -%	2 3%	* 1%	3 5%
Fairly Dissatisfied	(-1)	36 5%	5 6%	2 3%	12 8%	* 1%	3 3%	1 1%	13 17% fhi	* *%	- -%
Neither Satisfied Nor Dissatisfied	(0)	97 13%	11 16%	9 18%	27 18%	- -%	11 14%	15 14%	3 4%	4 6%	10 20%
Fairly Satisfied	(1)	275 37%	29 40%	15 31%	53 35%	12 41%	33 43%	41 39%	27 35%	28 45%	17 33%
Very Satisfied	(2)	274 37%	23 32%	15 30%	52 34%	18 58%	30 39%	48 45%	22 29%	25 39%	10 20%
Don't Know (DO NOT READ OUT)		44 6%	1 2%	3 5%	8 5%	- -%	* 1%	1 1%	10 13%	5 8%	11 22% acef
NET: Satisfied		549 74%	52 72%	30 61%	105 69%	30 99%	63 82% i	89 84% bi	48 64%	53 85% i	27 53%
NET: Dissatisfied		51 7%	7 10%	8 16% f	12 8%	* 1%	3 3%	1 1%	15 20% fh	1 1%	3 5%
Answered		697	71	47	143	31	77	105	66	58	40
Mean Score		1.1	.9	.7	1.0	1.6	1.2	1.3 bgi	.8	1.3 bgi	.8
Standard error		.03	.14	.19	.09	.11	.10	.09	.18	.10	.16
Standard deviation		.96	1.06	1.32	.94	.58	.81	.74	1.19	.68	1.05

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 295 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level:	95%									
Unweighted Base		832	141	156	222	519	313	117	102	94
Effective base		305	68	77	118	262	82	34	33	28
Weighted Base		741	159	185	333	676	65	35	18	11
Very Dissatisfied	(-2)	15 2%	3 2%	9 5%	2 1%	14 2%	1 1%	* 1%	* 2%	* *%
Fairly Dissatisfied	(-1)	36 5%	3 2%	6 3%	25 8%	35 5%	1 2%	1 2%	* 2%	* *%
Neither Satisfied Nor Dissatisfied	(0)	97 13%	21 13%	24 13%	45 13%	90 13%	7 11%	4 12%	2 12%	1 6%
Fairly Satisfied	(1)	275 37%	62 39%	72 39%	121 36%	256 38%	19 30%	9 25%	6 33%	4 39%
Very Satisfied	(2)	274 37%	58 37%	63 34%	121 36%	242 36%	32 50%	19 55%	7 39%	6 51%
Don't Know (DO NOT READ OUT)		44 6%	12 7%	9 5%	19 6%	39 6%	4 7%	2 5%	2 12%	* 2%
NET: Satisfied		549 74%	121 76%	135 73%	242 73%	498 74%	51 80%	28 80%	13 72%	10 91%
NET: Dissatisfied		51 7%	6 4%	16 8%	28 8%	49 7%	2 3%	1 3%	1 4%	* 1%
Answered		697	147	175	314	637	60	33	16	11
Mean Score		1.1	1.2	1.0	1.1	1.1	1.3	1.4	1.2	1.4
Standard error		.03	.08	.09	.07	.04	bcd .05	.08	.10	bcd .07
Standard deviation		.96	.88	1.06	.96	.97	.86	.86	.96	.71

Columns Tested: a,b,c,d,e,f,g,h

Table 295 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

		Industry								
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	*g	*h	i
Significance Level: 95%										
Unweighted Base	832	35	98	11	109	96	254	20	23	295
Effective base	305	14	32	6	37	41	99	5	8	109
Weighted Base	741	25	75	12	87	124	199	11	10	284
Very Dissatisfied	(-2)	15	*	-	*	*	8	3	-	4
	2%	-%	*%	-%	*%	*%	4%	29%	-%	1%
Fairly Dissatisfied	(-1)	36	7	1	8	8	6	-	-	13
	5%	2%	10%	7%	9%	7%	3%	-%	-%	4%
Neither Satisfied Nor Dissatisfied	(0)	97	7	4	11	16	23	*	*	45
	13%	3%	9%	33%	12%	13%	12%	2%	*%	16%
Fairly Satisfied	(1)	275	25	1	26	38	83	3	5	103
	37%	68%	33%	8%	30%	31%	42%	29%	47%	36%
		bdei								
Very Satisfied	(2)	274	34	6	41	60	62	2	5	101
	37%	13%	46%	52%	47%	49%	31%	19%	52%	35%
		a			a	a				
Don't Know (DO NOT READ OUT)		44	1	-	1	1	16	2	-	19
	6%	14%	2%	-%	2%	1%	8%	21%	-%	7%
		e								
NET: Satisfied		549	59	7	66	98	146	5	10	203
	74%	81%	79%	61%	76%	79%	73%	48%	100%	71%
NET: Dissatisfied		51	8	1	8	8	14	3	-	17
	7%	2%	10%	7%	10%	7%	7%	29%	-%	6%
Answered		697	74	12	86	123	183	9	10	265
Mean Score		1.1	1.2	1.1	1.1	1.2	1.0	.1	1.5	1.1
Standard error		.03	.10	.33	.10	.09	.06	.41	.11	.06
Standard deviation		.96	.99	1.10	1.00	.93	.99	1.77	.53	.93

Columns Tested: a,b,c,d,e,f,g,h,i

Table 295 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	832	240	254	338	745	87	-	689	143	816	16
Effective base	305	90	99	120	271	37	-	273	34	299	6
Weighted Base	741	236	199	306	628	113	-	678	63	723	18
Very Dissatisfied (-2)	15 2%	* *%	8 4%	7 2%	8 1%	7 6%	- -%	15 2%	* *%	15 2%	- -%
Fairly Dissatisfied (-1)	36 5%	17 7%	6 3%	13 4%	26 4%	10 9%	- -%	33 5%	3 4%	36 5%	- -%
Neither Satisfied Nor Dissatisfied (0)	97 13%	28 12%	23 12%	45 15%	84 13%	13 11%	- -%	88 13%	9 15%	97 13%	* *%
Fairly Satisfied (1)	275 37%	81 34%	83 42%	111 36%	232 37%	43 38%	- -%	255 38%	20 32%	272 38%	3 16%
Very Satisfied (2)	274 37%	104 44%	62 31%	108 35%	248 39%	27 24%	- -%	249 37%	26 41%	264 37%	11 59%
Don't Know (DO NOT READ OUT)	44 6%	6 2%	16 8%	22 7%	30 5%	13 12%	- -%	38 6%	5 8%	39 5%	4 25%
NET: Satisfied	549 74%	185 78%	146 73%	219 72%	480 76%	70 62%	- -%	504 74%	45 72%	536 74%	13 75%
NET: Dissatisfied	51 7%	17 7%	14 7%	20 6%	34 5%	17 15%	- -%	48 7%	3 4%	51 7%	- -%
Answered	697	230	183	284	598	99	-	640	58	684	13
Mean Score	1.1	1.2	1.0	1.1	1.1	.7	-	1.1	1.2	1.1	1.8
Standard error	.03	.06	.06	.05	.03	.13	-	.04	.08	.03	.11
Standard deviation	.96	.92	.99	.97	.91	1.17	-	.97	.89	.96	.43

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 295 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		832	364	220	244
Effective base		305	139	73	93
Weighted Base		741	355	151	231
Very Dissatisfied	(-2)	15 2%	6 2%	3 2%	6 3%
Fairly Dissatisfied	(-1)	36 5%	20 6%	7 5%	8 4%
Neither Satisfied Nor Dissatisfied	(0)	97 13%	52 15%	24 16%	21 9%
Fairly Satisfied	(1)	275 37%	131 37%	46 30%	95 41%
Very Satisfied	(2)	274 37%	116 33%	69 46%	90 39%
Don't Know (DO NOT READ OUT)		44 6%	30 8%	2 2%	11 5%
			b		
NET: Satisfied		549 74%	247 70%	114 76%	184 80%
NET: Dissatisfied		51 7%	26 7%	10 7%	14 6%
Answered		697	325	149	220
Mean Score		1.1	1.0	1.1	1.2
Standard error		.03	.05	.07	.06
Standard deviation		.96	.97	.98	.93

Columns Tested: a,b,c

Table 295 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	832	506	183	56	27	30	16	7	7	689	143	87
Effective base	305	215	58	15	10	8	3	2	1	272	33	18
Weighted Base	741	528	134	36	8	21	8	1	5	662	79	43
Very Dissatisfied	(-2)	15	12	*	2	1	-	-	-	12	3	1
		2%	2%	*%	5%	11%	-%	-%	-%	2%	3%	2%
Fairly Dissatisfied	(-1)	36	26	8	*	1	*	-	*	34	2	1
		5%	5%	6%	1%	13%	*%	-%	1%	5%	2%	3%
Neither Satisfied Nor Dissatisfied	(0)	97	70	19	6	-	*	2	-	89	8	2
		13%	13%	14%	15%	-%	1%	29%	-%	13%	10%	5%
Fairly Satisfied	(1)	275	203	43	15	2	5	2	*	246	29	14
		37%	38%	32%	41%	24%	25%	21%	10%	37%	36%	33%
Very Satisfied	(2)	274	179	57	13	4	16	4	1	236	38	25
		37%	34%	43%	37%	52%	74%	50%	89%	36%	48%	57%
Don't Know (DO NOT READ OUT)		44	37	7	-	*	-	*	-	44	*	*
		6%	7%	5%	-%	*%	-%	*%	-%	7%	*%	*%
NET: Satisfied		549	383	100	28	6	21	5	1	482	67	39
		74%	72%	75%	78%	76%	99%	71%	99%	73%	85%	90%
NET: Dissatisfied		51	38	8	2	2	*	-	*	47	4	2
		7%	7%	6%	6%	24%	*%	-%	1%	7%	5%	5%
Answered		697	491	127	36	8	21	8	1	618	79	43
Mean Score		1.1	1.0	1.2	1.0	.9	1.7	1.2	1.9	1.1	1.2	1.4
Standard error		.03	.04	.07	.14	.30	.09	.24	.71	.05	.04	.09
Standard deviation		.96	.97	.92	1.02	1.52	.47	.92	1.87	.12	.96	.87

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 295 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	832	188	318	326	729	694	751	759	524	423	62	406	61	72	47	61	42
Effective base	305	91	124	91	255	245	270	278	189	130	34	166	19	19	11	13	8
Weighted Base	741	241	287	213	629	604	665	676	479	326	87	420	39	45	23	28	23
Very Dissatisfied (-2)	15 2%	5 2%	7 2%	3 1%	10 2%	8 1%	10 2%	15 2%	8 2%	3 1%	1 2%	6 1%	* 1%	* 1%	3 12%	- -	* %
Fairly Dissatisfied (-1)	36 5%	9 4%	17 6%	10 5%	35 6%	25 4%	35 5%	36 5%	29 6%	20 6%	10 12%	9 2%	6 16%	4 8%	* 1%	1 2%	5 23%
Neither Satisfied Nor Dissatisfied (0)	97 13%	34 14%	36 13%	26 12%	87 14%	84 14%	93 14%	89 13%	56 12%	50 15%	15 17%	59 14%	7 17%	1 3%	3 15%	6 22%	1 5%
Fairly Satisfied (1)	275 37%	88 37%	115 40%	72 34%	236 38%	227 38%	246 37%	241 36%	183 38%	108 33%	23 27%	176 42%	12 30%	14 31%	8 33%	6 23%	7 32%
Very Satisfied (2)	274 37%	85 35%	94 33%	95 45%	230 36%	225 37%	242 36%	255 38%	178 37%	135 41%	28 33%	141 34%	13 34%	26 57%	9 39%	15 53%	9 40%
Don't Know (DO NOT READ OUT)	44 6%	19 8%	18 6%	7 3%	32 5%	33 6%	38 6%	41 6%	26 6%	10 3%	9 10%	28 7%	1 3%	- -	* %	* 1%	- -
NET: Satisfied	549 74%	173 72%	209 73%	167 78%	466 74%	453 75%	488 73%	496 73%	361 75%	243 74%	52 60%	317 76%	25 64%	40 89%	17 72%	21 75%	17 72%
NET: Dissatisfied	51 7%	14 6%	24 8%	13 6%	45 7%	33 6%	46 7%	50 7%	37 8%	23 7%	11 13%	15 4%	6 16%	4 9%	3 13%	1 2%	5 23%
Answered	697	222	269	206	597	570	627	635	453	316	78	391	38	45	23	28	23
Mean Score	1.1	1.1	1.0	1.2	1.1	1.1	1.1	1.1	1.1	1.1	.9	1.1	.8	1.4	.9	1.3	.9
Standard error	.03	.07	.06	.05	.04	.04	.04	.04	.04	.05	.15	.04	.14	.11	.19	.12	.18
Standard deviation	.96	.95	.99	.93	.96	.91	.95	.98	.96	.96	1.11	.85	1.11	.94	1.31	.88	1.19

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 295 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	*f	*g	a	b	c	d	e	*f	*g
Unweighted Base	832	453	79	56	53	34	29	25	373	129	73	36	38	24	21
Effective base	305	193	24	13	9	11	6	4	155	41	21	16	6	9	4
Weighted Base	741	488	51	27	25	13	16	9	395	104	36	29	17	11	13
Very Dissatisfied (-2)	15 2%	7 2%	- -%	2 7%	* *%	1 7%	- -%	* *%	6 1%	- -%	* 1%	2 8%	- -%	- -%	- -%
Fairly Dissatisfied (-1)	36 5%	27 6%	6 12%	* *%	- -%	1 6%	* 1%	1 9%	9 2%	5 5%	3 8%	4 13%	* *%	* 4%	4 35%
Neither Satisfied Nor Dissatisfied (0)	97 13%	69 14%	3 7%	4 15%	1 4%	3 21%	6 36%	* 2%	54 14%	26 25%	2 5%	- -%	1 3%	2 20%	* 2%
Fairly Satisfied (1)	275 37%	185 38%	22 43%	7 26%	13 53%	7 53%	* 3%	1 16%	156 39%	35 33%	15 43%	11 39%	3 15%	1 9%	7 54%
Very Satisfied (2)	274 37%	170 35%	17 34%	14 52%	11 43%	2 13%	9 58%	7 73%	141 36%	36 34%	14 41%	12 41%	14 81%	7 68%	1 10%
Don't Know (DO NOT READ OUT)	44 6%	30 6%	2 4%	- -%	* *%	* *%	* 2%	- -%	29 7%	3 3%	1 3%	- -%	* *%	- -%	- -%
NET: Satisfied	549 74%	355 73%	39 77%	21 78%	24 96%	9 66%	10 61%	8 89%	297 75%	70 67%	30 84%	23 80%	17 96%	8 76%	8 63%
NET: Dissatisfied	51 7%	34 7%	6 12%	2 7%	* *%	2 12%	* 1%	1 9%	15 4%	5 5%	3 8%	6 20%	* *%	* 4%	4 35%
Answered	697	459	49	27	25	13	16	9	365	101	35	29	17	11	13
Mean Score	1.1	1.1	1.0	1.2	1.4	.6	1.2	1.5	1.1	1.0	1.2	.9	1.8	1.4	.4
Standard error	.03	.05	.11	.15	.08	.18	.19	.19	.05	.08	.11	.21	.08	.20	.24
Standard deviation	.96	.95	.98	1.15	.58	1.05	1.01	.97	.87	.90	.92	1.29	.51	.97	1.11

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 295 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	832	381	103	95	63	42	39	36	180	176	204	118	70
Effective base	305	163	36	29	19	14	9	10	85	62	75	30	20
Weighted Base	741	412	86	65	34	28	25	26	229	156	169	61	48
Very Dissatisfied (-2)	15 2%	9 2%	- -%	2 4%	- -%	2 9%	1 4%	* *%	1 1%	* *%	6 3%	1 2%	2 4%
Fairly Dissatisfied (-1)	36 5%	16 4%	16 19%	1 1%	1 3%	1 3%	* *%	* 1%	14 6%	14 9%	1 1%	3 6%	2 5%
Neither Satisfied Nor Dissatisfied (0)	97 13%	55 13%	12 14%	11 17%	3 7%	4 14%	2 9%	2 8%	24 11%	31 20%	18 10%	9 15%	11 23%
Fairly Satisfied (1)	275 37%	143 35%	38 44%	24 37%	18 52%	5 19%	5 22%	7 27%	80 35%	62 40%	73 43%	15 25%	16 33%
Very Satisfied (2)	274 37%	153 37%	17 20%	26 40%	12 34%	15 52%	16 65%	16 63%	90 39%	43 27%	60 35%	32 52%	17 35%
Don't Know (DO NOT READ OUT)	44 6%	35 8%	3 3%	1 2%	1 3%	1 3%	* *%	- -%	20 9%	6 4%	12 7%	* *%	- -%
NET: Satisfied	549 74%	296 72%	55 64%	50 77%	29 86%	20 71%	22 87%	24 90%	170 74%	105 67%	133 78%	47 77%	33 68%
NET: Dissatisfied	51 7%	25 6%	16 19%	3 4%	1 3%	3 12%	1 4%	* 1%	15 7%	15 9%	7 4%	5 8%	4 9%
Answered	697	377	83	64	33	27	25	26	209	150	157	61	48
Mean Score	1.1	1.1	.7	1.1	1.2	1.1	1.5	1.5	1.2	.9	1.1	1.2	.9
Standard error	.03	b			b		b	b					
Standard deviation	.96	.05 .96	.10 1.02	.10 .97	.09 .72	.20 1.30	.15 .95	.12 .73	.07 .91	.07 .94	.07 .91	.10 1.04	.13 1.07

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 295 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	832	254	154	176	91	50	224	162	158	98	48
Effective base	305	107	55	60	21	12	100	50	54	27	14
Weighted Base	741	286	136	136	42	27	267	122	118	60	36
Very Dissatisfied (-2)	15 2%	4 2%	2 2%	* %	3 8%	- %	* %	* %	6 5%	- %	2 5%
Fairly Dissatisfied (-1)	36 5%	16 5%	14 10%	4 3%	1 3%	* 2%	13 5%	5 4%	2 1%	3 6%	2 6%
Neither Satisfied Nor Dissatisfied (0)	97 13%	33 12%	27 20%	12 9%	5 11%	10 37%	34 13%	21 18%	12 11%	10 16%	7 19%
Fairly Satisfied (1)	275 37%	109 38%	51 38%	56 41%	10 23%	10 37%	89 33%	57 47%	56 47%	13 22%	13 36%
Very Satisfied (2)	274 37%	110 38%	35 26%	54 39%	23 55%	7 24%	108 40%	38 31%	33 28%	33 56%	12 35%
Don't Know (DO NOT READ OUT)	44 6%	15 5%	6 4%	11 8%	* 1%	- %	23 9%	1 1%	9 8%	- %	- %
NET: Satisfied	549 74%	218 76%	87 64%	110 81%	33 78%	17 61%	196 73%	94 77%	89 75%	47 78%	25 71%
NET: Dissatisfied	51 7%	20 7%	17 12%	4 3%	4 10%	* 2%	13 5%	6 5%	7 6%	3 6%	4 11%
Answered	697	271	130	125	42	27	244	121	108	60	36
Mean Score	1.1	1.1	.8	1.3	1.2	.8	1.2	1.0	1.0	1.3	.9
Standard error	.03	.06	.08	.06	.13	.12	.06	.07	.08	.10	.16
Standard deviation	.96	.95	1.02	.76	1.21	.82	.88	.83	.98	.94	1.12

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 295 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	832	221	151	191	117	74	519	78	157	468	364	543	186
Effective base	305	96	49	71	42	20	198	24	56	178	129	199	56
Weighted Base	741	256	119	160	94	44	463	58	154	454	286	497	132
Very Dissatisfied (-2)	15 2%	2 1%	2 2%	7 4%	1 1%	2 5%	7 2%	1 2%	6 4%	12 3%	3 1%	5 1%	6 4%
Fairly Dissatisfied (-1)	36 5%	13 5%	9 8%	6 4%	5 5%	2 5%	29 6%	2 3%	4 3%	25 6%	11 4%	33 7%	2 1%
Neither Satisfied Nor Dissatisfied (0)	97 13%	39 15%	10 9%	18 11%	17 18%	3 7%	54 12%	6 11%	29 18%	67 15%	30 11%	66 13%	21 16%
Fairly Satisfied (1)	275 37%	86 34%	46 39%	59 37%	31 33%	18 40%	160 34%	22 37%	60 39%	173 38%	102 36%	201 40%	35 27%
Very Satisfied (2)	274 37%	94 37%	39 33%	64 40%	39 41%	19 42%	186 40%	26 45%	43 28%	148 33%	127 44%	167 34%	62 47%
Don't Know (DO NOT READ OUT)	44 6%	22 9%	12 10%	6 4%	1 1%	* *%	27 6%	1 2%	13 8%	29 6%	14 5%	25 5%	6 5%
NET: Satisfied	549 74%	181 70%	86 72%	124 77%	69 74%	36 83%	346 75%	48 82%	102 66%	321 71%	228 80%	368 74%	98 74%
NET: Dissatisfied	51 7%	15 6%	11 9%	13 8%	6 7%	4 10%	36 8%	3 5%	10 7%	37 8%	14 5%	38 8%	7 5%
Answered	697	235	107	154	92	44	436	57	141	425	272	472	126
Mean Score	1.1	1.1	1.0	1.1	1.1	1.1	1.1	1.2	.9	1.0	1.2	1.0	1.2
Standard error	.03	.06	.08	.08	.09	.13	.04	.11	.08	.05	.05	.04	.08
Standard deviation	.96	.93	1.00	1.04	.97	1.07	.98	.93	1.01	1.00	.88	.93	1.04

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 295 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Total base		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base		832		183	576	549	180	426	268	187	572
Effective base		305		84	195	201	54	163	83	85	193
Weighted Base		741		188	488	504	125	415	189	198	478
Very Dissatisfied	(-2)	15 2%	8 2% *	8 4% *	6 1% %	5 1% %	5 4% %	8 2% %	* *% %	8 4% %	7 1% %
Fairly Dissatisfied	(-1)	36 5%	22 5% 3	3 2% 2	32 7% 7	33 6% 2	2 2% 2	20 5% 6	6 3% 3	9 4% 27	27 6% 6
Neither Satisfied Nor Dissatisfied	(0)	97 13%	54 13% 31	36 19% 53	53 11% 11	64 13% 22	22 18% 18	55 13% 30	30 16% 16	32 16% 57	57 12% 12
Fairly Satisfied	(1)	275 37%	155 36% 72	66 35% 175	175 36% 36	205 41% 31	31 25% b	165 40% 62	62 33% 33	72 37% 168	168 35% 35
Very Satisfied	(2)	274 37%	164 38% 61	56 29% 200	200 41% 41	172 34% 58	58 46% 46	145 35% 80	80 42% 42	64 32% 192	192 40% 40
Don't Know (DO NOT READ OUT)		44 6%	24 6% 9	19 10% 21	21 4% 4	25 5% 6	6 5% 5	23 5% 11	11 6% 6	14 7% 27	27 6% 6
NET: Satisfied		549 74%	319 75% 134	122 65% 374	374 77% a	376 75% 89	89 71% 71	310 75% 142	142 75% 75	136 69% 360	360 75% 75
NET: Dissatisfied		51 7%	30 7% 3	12 6% 39	39 8% 8	38 8% 7	7 6% 6	27 7% 6	6 3% 3	17 8% 34	34 7% 7
Answered		697	402	169	466	479	119	392	178	184	451
Mean Score		1.1	1.1	.9	1.1	1.1	1.1	1.1	1.2	1.0	1.1
Standard error		.03	.05	.08	.04	.04	.08	.05	.05	.08	.04
Standard deviation		.96	.79	1.03	.96	.93	1.05	.94	.85	1.05	.95

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 295 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	832	523	508	191	2	492	441	161	2	637	397	197	1
Effective base	305	173	193	62	2	165	163	55	2	233	149	72	1
Weighted Base	741	433	476	155	5	421	385	138	2	575	353	159	2
Very Dissatisfied (-2)	15 2%	5 1%	9 2%	2 2%	1 26%	6 1%	3 1%	2 2%	2 77%	13 2%	6 2%	3 2%	- -%
Fairly Dissatisfied (-1)	36 5%	32 7%	28 6%	9 6%	- -%	17 4%	13 3%	11 8%	- -%	31 5%	12 3%	8 5%	- -%
Neither Satisfied Nor Dissatisfied (0)	97 13%	63 14%	72 15%	30 19%	- -%	68 16%	50 13%	24 17%	- -%	74 13%	43 12%	22 14%	- -%
Fairly Satisfied (1)	275 37%	164 38%	168 35%	50 32%	- -%	163 39%	143 37%	42 30%	- -%	196 34%	143 40%	56 35%	- -%
Very Satisfied (2)	274 37%	146 34%	174 37%	51 33%	4 74%	146 35%	151 39%	50 36%	1 23%	230 40%	124 35%	61 39%	2 100%
Don't Know (DO NOT READ OUT)	44 6%	23 5%	26 5%	13 8%	- -%	21 5%	25 7%	10 7%	- -%	31 5%	25 7%	9 5%	- -%
NET: Satisfied	549 74%	310 72%	342 72%	101 65%	4 74%	309 73%	293 76%	91 66%	1 23%	426 74%	266 75%	118 74%	2 100%
NET: Dissatisfied	51 7%	38 9%	36 8%	11 7%	1 26%	23 5%	16 4%	13 9%	2 77%	44 8%	18 5%	11 7%	- -%
Answered	697	411	450	142	5	399	360	128	2	543	328	151	2
Mean Score	1.1	1.0	1.0	1.0	1.0	1.1	1.2	1.0	-1.1	1.1	1.1	1.1	2.0
Standard error	.03	.04	.04	.07	1.37	.04	.04	.08	1.56	.04	.05	.07	-
Standard deviation	.96	.97	.98	.99	1.94	.91	.86	1.04	2.21	1.00	.90	.98	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 295 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	832	542	493	339	471	360	42	218	218	241	85	48
Effective base	305	200	183	138	162	148	11	97	87	97	38	23
Weighted Base	741	506	466	339	422	353	30	235	228	247	81	47
Very Dissatisfied (-2)	15 2%	5 1%	4 1%	13 4%	5 1%	5 1%	* 1%	5 2%	4 2%	8 3%	3 3%	- -%
Fairly Dissatisfied (-1)	36 5%	29 6%	22 5%	21 6%	27 6%	19 5%	- -%	6 3%	14 6%	17 7%	6 8%	4 9%
Neither Satisfied Nor Dissatisfied (0)	97 13%	71 14%	68 15%	52 15%	56 13%	54 15%	4 14%	34 15%	26 11%	40 16%	15 19%	13 27%
Fairly Satisfied (1)	275 37%	202 40%	175 37%	125 37%	167 39%	129 37%	8 25%	92 39%	93 41%	85 34%	24 29%	11 24%
Very Satisfied (2)	274 37%	174 34%	169 36%	107 32%	149 35%	122 35%	18 59%	79 33%	76 33%	86 35%	28 35%	16 33%
Don't Know (DO NOT READ OUT)	44 6%	26 5%	27 6%	22 6%	19 5%	23 7%	- -%	19 8%	15 7%	12 5%	4 6%	3 7%
NET: Satisfied	549 74%	376 74%	344 74%	232 68%	315 75%	252 71%	25 84%	171 73%	169 74%	171 69%	52 64%	27 57%
NET: Dissatisfied	51 7%	34 7%	27 6%	33 10%	31 7%	23 7%	* 1%	11 5%	18 8%	24 10%	9 11%	4 9%
Answered	697	481	439	317	403	330	30	216	213	235	76	44
Mean Score	1.1	1.1	1.1	.9	1.1	1.1	1.4	1.1	1.1	1.0	.9	.9
Standard error	.03	.04	.04	.06	.04	.05	.13	.06	.07	.07	.12	.15
Standard deviation	.96	.91	.91	1.06	.94	.94	.84	.91	.96	1.06	1.11	1.03

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 295 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	832	97	67	71	31	678	535	742	594	541	527	636	157	-	527	42
Effective base	305	38	23	29	14	246	188	269	212	185	185	242	56	-	192	23
Weighted Base	741	88	56	68	35	598	438	659	502	441	461	592	129	-	453	64
Very Dissatisfied (-2)	15 2%	5 6%	3 6%	1 2%	* 1%	14 2%	8 2%	14 2%	14 3%	11 3%	11 2%	11 2%	2 1%	- -%	8 2%	4 7%
Fairly Dissatisfied (-1)	36 5%	5 5%	* %	10 14%	5 13%	28 5%	21 5%	33 5%	28 6%	24 5%	28 6%	27 5%	6 4%	- -%	24 5%	5 8%
Neither Satisfied Nor Dissatisfied (0)	97 13%	12 13%	7 13%	8 12%	6 19%	83 14%	61 14%	87 13%	69 14%	54 12%	68 15%	77 13%	23 18%	- -%	54 12%	9 15%
Fairly Satisfied (1)	275 37%	33 38%	19 34%	21 31%	11 31%	217 36%	150 34%	238 36%	191 38%	146 33%	161 35%	219 37%	38 30%	- -%	162 36%	25 39%
Very Satisfied (2)	274 37%	24 27%	26 45%	23 33%	9 25%	217 36%	168 38%	245 37%	164 33%	175 40%	161 35%	218 37%	43 33%	- -%	180 40%	13 21%
Don't Know (DO NOT READ OUT)	44 6%	9 11%	1 2%	5 8%	4 12%	40 7%	31 7%	42 6%	36 7%	31 7%	33 7%	39 7%	18 14%	- -%	25 5%	7 11%
NET: Satisfied	549 74%	57 65%	45 80%	44 64%	19 55%	433 72%	318 73%	483 73%	355 71%	321 73%	322 70%	438 74%	81 62%	- -%	342 76%	38 60%
NET: Dissatisfied	51 7%	10 11%	3 6%	11 16%	5 14%	42 7%	28 6%	47 7%	42 8%	35 8%	38 8%	38 6%	8 6%	- -%	32 7%	10 15%
Answered	697	78	55	63	31	558	407	617	466	410	428	553	112	-	429	58
Mean Score	1.1	.8	1.2	.9	.7	1.1	1.1	1.1	1.0	1.1	1.0	1.1	1.0	-	1.1	.7
Standard error	.03	.12	.13	.14	.20	.04	.04	.04	.04	.04	.04	.04	.08	-	.04	.19
Standard deviation	.96	1.12	1.06	1.15	1.08	.98	.96	.98	1.01	1.02	1.01	.95	.98	-	.96	1.16

Columns Tested.: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 295 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	832	344	291	696	32	351	481	200	463	159	270	206	328
Effective base	305	136	107	251	15	125	181	70	172	62	95	73	130
Weighted Base	741	339	264	607	41	295	446	157	435	143	225	182	311
Very Dissatisfied (-2)	15 2%	9 3%	4 2%	* 19%	8 29%	14 5%	* 19%	8 5%	6 1%	1 1%	11 5%	* 1%	4 1%
Fairly Dissatisfied (-1)	36 5%	19 6%	15 6%	22 4%	12 29%	22 8%	13 3%	4 3%	25 6%	6 4%	13 6%	12 6%	6 2%
Neither Satisfied Nor Dissatisfied (0)	97 13%	57 17%	25 9%	44 7%	6 15%	62 21%	35 8%	13 8%	67 15%	17 12%	20 9%	31 17%	46 15%
Fairly Satisfied (1)	275 37%	126 37%	100 38%	237 39%	12 29%	110 37%	165 37%	55 35%	170 39%	50 35%	81 36%	68 37%	121 39%
Very Satisfied (2)	274 37%	112 33%	101 38%	263 43%	3 8%	76 26%	198 44%	69 44%	149 34%	50 35%	87 39%	66 36%	110 36%
Don't Know (DO NOT READ OUT)	44 6%	17 5%	19 7%	40 7%	- -%	10 3%	33 7%	7 5%	18 4%	18 13%	13 6%	6 3%	23 7%
NET: Satisfied	549 74%	238 70%	201 76%	500 82%	15 37%	186 63%	363 81%	124 79%	319 73%	100 70%	168 75%	134 74%	231 74%
NET: Dissatisfied	51 7%	27 8%	19 7%	23 4%	20 48%	37 12%	14 3%	12 8%	31 7%	7 5%	24 11%	12 6%	11 3%
Answered	697	322	245	566	41	285	412	149	417	124	212	176	288
Mean Score	1.1	1.0	1.1	1.3	-.2	.7	1.3	1.2	1.0	1.1	1.0	1.1	1.1
Standard error	.03	.06	.06	.03	.23	.06	.04	.08	.04	.07	.07	.06	.05
Standard deviation	.96	1.00	.94	.78	1.29	1.09	.78	1.06	.94	.89	1.10	.90	.86

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 295 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		832	454	378
Effective base		305	146	159
Weighted Base		741	364	377
Very Dissatisfied	(-2)	15 2%	10 3%	5 1%
Fairly Dissatisfied	(-1)	36 5%	19 5%	17 4%
Neither Satisfied Nor Dissatisfied	(0)	97 13%	46 13%	51 14%
Fairly Satisfied	(1)	275 37%	137 38%	138 37%
Very Satisfied	(2)	274 37%	132 36%	142 38%
Don't Know (DO NOT READ OUT)		44 6%	20 5%	24 6%
NET: Satisfied		549 74%	269 74%	280 74%
NET: Dissatisfied		51 7%	29 8%	22 6%
Answered		697	344	353
Mean Score		1.1	1.1	1.1
Standard error		.03	.05	.05
Standard deviation		.96	1.00	.92

Columns Tested: a,b

Table 295 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

		Month											
Total base		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	832	48	84	76	66	81	45	41	81	65	62	48	135
Effective base	305	13	35	45	24	56	24	9	32	27	9	20	45
Weighted Base	741	23	55	92	21	122	43	8	114	57	14	57	135
Very Dissatisfied (-2)	15 2%	* 2%	2 4%	2 2%	1 7%	- -%	- -%	1 20% ehl	- -%	* *%	- -%	6 11%	1 1%
Fairly Dissatisfied (-1)	36 5%	1 3%	1 1%	- -%	* *%	7 6%	1 2%	* 6%	7 6%	1 2%	5 35% bcdefil	7 12% c	6 4%
Neither Satisfied Nor Dissatisfied (0)	97 13%	* 1%	9 16%	11 12%	2 8%	20 16%	13 31% adhjl	2 25%	10 9%	8 15%	* *%	6 10%	15 11%
Fairly Satisfied (1)	275 37%	9 38%	21 37%	25 28%	11 52%	42 34%	11 27%	2 25%	49 43%	21 36%	3 25%	24 42%	57 42%
Very Satisfied (2)	274 37%	10 44%	19 34%	48 53% dk	6 27%	48 39%	16 37%	2 24%	41 36%	17 30%	5 34%	10 18%	52 39%
Don't Know (DO NOT READ OUT)	44 6%	2 10%	4 7%	5 6%	1 6%	6 5%	2 4%	- -%	6 5%	10 17% l	1 6%	4 7%	3 2%
NET: Satisfied	549 74%	19 83%	39 71%	74 80%	17 79%	89 73%	27 63%	4 49%	91 80%	38 67%	8 58%	34 60%	109 81% g
NET: Dissatisfied	51 7%	1 5%	3 5%	2 2%	1 7%	7 6%	1 2%	2 25% c	7 6%	1 2%	5 35% bcefil	13 23% cfil	7 5%
Answered	697	21	51	87	20	117	42	8	108	48	13	53	131
Mean Score	1.1	1.3	1.0	1.4	1.0	1.1	1.0	.3	1.2	1.1	.6	.5	1.2
Standard error	.03	.13	.11	.10	.13	.10	.14	.24	.10	.11	.18	.19	.07
Standard deviation	.96	.89	1.01	.89	1.04	.91	.89	1.52	.85	.82	1.36	1.27	.85

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 295 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	832	208	192	187	245	400	432
Effective base	305	92	97	59	72	188	131
Weighted Base	741	170	187	178	206	357	384
Very Dissatisfied (-2)	15 2%	5 3%	1 1%	2 1%	7 3%	6 2%	9 2%
Fairly Dissatisfied (-1)	36 5%	2 1%	8 4%	9 5%	17 9%	10 3%	26 7%
Neither Satisfied Nor Dissatisfied (0)	97 13%	20 12%	35 19%	21 12%	21 10%	55 15%	42 11%
Fairly Satisfied (1)	275 37%	55 32%	64 34%	72 40%	84 41%	119 33%	156 41%
Very Satisfied (2)	274 37%	77 46%	69 37%	60 34%	68 33%	147 41%	128 33%
Don't Know (DO NOT READ OUT)	44 6%	11 7%	9 5%	15 9%	8 4%	20 6%	23 6%
NET: Satisfied	549 74%	132 78%	133 71%	132 74%	152 74%	265 74%	284 74%
NET: Dissatisfied	51 7%	6 4%	10 5%	10 6%	24 12%	16 5%	35 9%
Answered	697	159	178	163	197	337	361
Mean Score	1.1	1.2	1.1	1.1	1.0	1.2	1.0
Standard error	.03	.07	.07	.07	.07	.05	.05
Standard deviation	.96	.93	.92	.89	1.06	.93	.99

Columns Tested:: a,b,c,d - a,b

Table 296

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	832	117	715	513	153	52	114	319
Effective base	305	35	275	273	64	28	54	89
Weighted Base	741	55	686	696	37	5	3	44
Very Dissatisfied (-2)	13 2%	1 3%	11 2%	12 2%	1 3%	- %	- %	1 3%
Fairly Dissatisfied (-1)	55 7%	4 7%	51 7%	52 7%	3 8%	* 3%	* 1%	3 7%
Neither Satisfied Nor Dissatisfied (0)	119 16%	9 17%	110 16%	112 16%	7 19%	1 11%	* 10%	8 17%
Fairly Satisfied (1)	362 49%	11 20%	351 51%	344 49%	14 38%	3 55%	1 46%	18 40%
Very Satisfied (2)	187 25%	25 46%	162 24%	173 25%	11 31%	1 29%	1 39%	14 31%
Don't Know (DO NOT READ OUT)	4 1%	4 7%	* %	4 1%	* 1%	* 2%	* 4%	1 1%
NET: Satisfied	549 74%	36 66%	513 75%	517 74%	25 69%	4 84%	2 85%	32 72%
NET: Dissatisfied	68 9%	5 10%	62 9%	63 9%	4 11%	* 3%	* 1%	4 10%
Answered	736	51	685	693	36	5	3	44
Mean Score	.9	1.1	.9	.9	.9	1.1	1.3	.9
Standard error	.03	.11	.03	.04	.09	.11	.08	.06
Standard deviation	.93	1.12	.91	.92	1.07	.81	.86	1.02

Columns Tested:: a,b - a,b,c,d,e

Table 296 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

		Business Size 2								
Total base		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	832	202	236	75	95	110	114	513	153	166
Effective base	305	125	122	32	43	42	54	273	64	57
Weighted Base	741	334	314	48	27	15	3	696	37	8
Very Dissatisfied	(-2) 13 2%	5 2%	6 2%	* *%	1 5%	* *%	- -%	12 2%	1 3%	- -%
Fairly Dissatisfied	(-1) 55 7%	20 6%	28 9%	4 8%	2 6%	1 8%	* 1%	52 7%	3 8%	* 2%
Neither Satisfied Nor Dissatisfied	(0) 119 16%	42 12%	61 20%	9 18%	6 23%	1 9%	* 10%	112 16%	7 19%	1 11%
Fairly Satisfied	(1) 362 49%	178 53%	141 45%	25 53%	9 35%	7 48%	1 46%	344 49%	14 38%	4 52%
Very Satisfied	(2) 187 25%	86 26%	78 25%	10 20%	8 30%	5 32%	1 39%	173 25%	11 31%	2 32%
Don't Know (DO NOT READ OUT)	4 1%	3 1%	* *%	* *%	* 1%	* 2%	* 4%	4 1%	* 1%	* 3%
NET: Satisfied	549 74%	264 79%	219 70%	35 73%	17 66%	12 80%	2 85%	517 74%	25 69%	6 84%
NET: Dissatisfied	68 9%	25 8%	34 11%	4 9%	3 11%	1 9%	* 1%	63 9%	4 11%	* 2%
Answered	736	331	314	48	26	15	3	693	36	7
Mean Score	.9	1.0	.8	.8	.8	1.0	1.3	.9	.9	1.2
Standard error	.03	.06	.06	.10	.11	.09	abcdgh	.08	.04	.09
Standard deviation	.93	.88	.97	.86	1.10	.91	.86	.92	1.07	.76

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 296 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	832	311	202	153	52	114	285	163	65	37	129
Effective base	305	197	93	64	28	54	152	68	22	10	21
Weighted Base	741	555	141	37	5	3	420	146	37	21	23
Very Dissatisfied (-2)	13 2%	10 2%	2 1%	1 3%	- -%	- -%	8 2%	2 1%	- -%	- -%	1 5%
Fairly Dissatisfied (-1)	55 7%	39 7%	13 9%	3 8%	* 3%	* 1%	35 8%	7 5%	2 4%	1 7%	2 7%
Neither Satisfied Nor Dissatisfied (0)	119 16%	89 16%	23 16%	7 19%	1 11%	* 10%	62 15%	22 15%	3 8%	6 27%	4 15%
Fairly Satisfied (1)	362 49%	275 50%	69 49%	14 38%	3 55%	1 46%	223 53%	71 48%	18 49%	8 40%	11 47%
Very Satisfied (2)	187 25%	139 25%	35 25%	11 31%	1 29%	1 39%	90 21%	45 30%	14 39%	5 26%	6 26%
Don't Know (DO NOT READ OUT)	4 1%	3 1%	* *%	* 1%	* 2%	* 4%	1 *%	* *%	- -%	* *%	- -%
NET: Satisfied	549 74%	414 75%	104 73%	25 69%	4 84%	2 85%	313 75%	115 79%	32 87%	14 66%	17 72%
NET: Dissatisfied	68 9%	49 9%	15 10%	4 11%	* 3%	* 1%	43 10%	9 6%	2 4%	1 7%	3 12%
Answered	736	552	141	36	5	3	418	146	37	21	23
Mean Score	.9	.9	.9	.9	1.1	1.3	.8	1.0	1.2	.9	.8
Standard error	.03	.05	.07	.09	.11	.08	.05	.07	.10	.15	.10
Standard deviation	.93	.92	.94	1.07	.81	.86	.92	.87	.78	.91	1.09

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 296 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	GOR (QC3)									
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	
		a	b	c	*d	e	f	g	h	i	
Significance Level: 95%											
Unweighted Base	832	56	50	107	29	60	68	47	50	52	
Effective base	305	28	24	55	13	30	38	25	26	26	
Weighted Base	741	72	50	151	31	77	106	75	63	51	
Very Dissatisfied	(-2)	13 2%	4 6%	- -%	3 2%	- -%	- -%	1 1%	2 2%	* *%	- -%
Fairly Dissatisfied	(-1)	55 7%	- -%	5 10%	11 7%	2 7%	8 10%	7 7%	4 5%	4 6%	8 16% a
Neither Satisfied Nor Dissatisfied	(0)	119 16%	22 31% be	3 6%	29 19%	9 29%	6 8%	18 17%	9 12%	6 10%	10 20%
Fairly Satisfied	(1)	362 49%	27 37%	29 58%	87 58%	16 52%	37 48%	50 47%	39 51%	33 52%	24 47%
Very Satisfied	(2)	187 25%	19 26%	13 27%	21 14%	3 11%	26 34% c	30 28%	22 30%	20 31%	9 18%
Don't Know (DO NOT READ OUT)		4 1%	- -%	* *%	* *%	- -%	- -%	- -%	- -%	- -%	* *%
NET: Satisfied		549 74%	46 64%	42 84%	108 72%	19 63%	63 82%	79 75%	61 81%	52 83%	33 64%
NET: Dissatisfied		68 9%	4 6%	5 10%	14 9%	2 7%	8 10%	8 8%	5 7%	4 7%	8 16%
Answered		736	72	50	151	31	77	106	75	63	51
Mean Score		.9	.8	1.0	.7	.7	1.1	.9	1.0	1.1	.7
Standard error		.03	.14	.12	.08	.14	.12	.11	.13	.12	.13
Standard deviation		.93	1.03	.85	.86	.78	.91	.91	.91	.84	.96

Columns Tested: a,b,c,d,e,f,g,h,i

Table 296 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		832	141	156	222	519	313	117	102	94
Effective base		305	68	77	118	262	82	34	33	28
Weighted Base		741	159	185	333	676	65	35	18	11
Very Dissatisfied	(-2)	13 2%	- %	4 2%	6 2%	10 2%	3 4%	2 5%	1 5%	* %
Fairly Dissatisfied	(-1)	55 7%	18 11%	9 5%	22 7%	49 7%	6 10%	1 4%	5 25%	* 2%
Neither Satisfied Nor Dissatisfied	(0)	119 16%	25 16%	31 17%	56 17%	112 17%	7 11%	3 9%	2 12%	2 15%
Fairly Satisfied	(1)	362 49%	77 48%	88 48%	176 53%	341 50%	21 33%	12 34%	6 30%	4 35%
Very Satisfied	(2)	187 25%	39 24%	52 28%	73 22%	164 24%	23 36%	16 44%	4 22%	4 32%
Don't Know (DO NOT READ OUT)		4 1%	* %	* %	* %	* %	4 7%	2 4%	1 6%	2 15%
NET: Satisfied		549 74%	116 73%	140 76%	249 75%	505 75%	45 69%	27 78%	10 52%	7 67%
NET: Dissatisfied		68 9%	18 11%	13 7%	28 8%	59 9%	9 14%	3 8%	6 31%	* 3%
Answered		736	159	185	333	676	60	34	17	10
Mean Score		.9	.9	.9	.9	.9	.9	1.1	.4	1.1
Standard error		.03	.08	.07	.06	.04	.07	.10	.13	.09
Standard deviation		.93	.92	.92	.89	.91	1.15	1.08	1.29	.87

Columns Tested: a,b,c,d,e,f,g,h

Table 296 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

		Industry								
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	*g	*h	i
Significance Level: 95%										
Unweighted Base	832	35	98	11	109	96	254	20	23	295
Effective base	305	14	32	6	37	41	99	5	8	109
Weighted Base	741	25	75	12	87	124	199	11	10	284
Very Dissatisfied	(-2)	13	2	-	2	4	1	-	1	5
	2%	1%	2%	-%	2%	3%	1%	-%	12%	2%
Fairly Dissatisfied	(-1)	55	1	1	2	11	14	3	1	24
	7%	3%	2%	9%	3%	9%	7%	23%	7%	8%
Neither Satisfied Nor Dissatisfied	(0)	119	9	16	3	19	23	*	*	58
	16%	34%	21%	28%	22%	8%	12%	1%	4%	20%
		ef								
Fairly Satisfied	(1)	362	11	25	1	26	63	7	3	147
	49%	44%	33%	10%	30%	51%	53%	65%	29%	52%
							bd			d
Very Satisfied	(2)	187	5	31	6	37	36	54	1	50
	25%	18%	41%	54%	43%	29%	27%	6%	48%	18%
			i		i					
Don't Know (DO NOT READ OUT)		4	*	1	-	1	-	2	1	-
	1%	*%	1%	-%	1%	-%	1%	6%	-%	*%
NET: Satisfied		549	16	55	8	63	99	8	8	197
		74%	62%	74%	63%	72%	80%	80%	71%	69%
NET: Dissatisfied		68	1	3	1	4	15	3	2	28
		9%	3%	4%	9%	5%	12%	8%	23%	10%
Answered		736	25	74	12	86	124	197	11	283
Mean Score		.9	.8	1.1	1.1	1.1	.9	1.0	.6	.9
Standard error		.03	.14	.10	.34	.09	.10	.05	.23	.30
Standard deviation		.93	.82	.96	1.12	.98	1.00	.86	.97	1.44

Columns Tested: a,b,c,d,e,f,g,h,i

Table 296 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	832	240	254	338	745	87	-	689	143	816	16
Effective base	305	90	99	120	271	37	-	273	34	299	6
Weighted Base	741	236	199	306	628	113	-	678	63	723	18
Very Dissatisfied (-2)	13 2%	6 2%	1 1%	6 2%	7 1%	5 5%	- -%	13 2%	- -%	13 2%	- -%
Fairly Dissatisfied (-1)	55 7%	14 6%	14 7%	27 9%	49 8%	6 5%	- -%	50 7%	5 8%	55 8%	- -%
Neither Satisfied Nor Dissatisfied (0)	119 16%	38 16%	23 12%	59 19%	98 16%	22 19%	- -%	108 16%	12 19%	119 16%	* 1%
Fairly Satisfied (1)	362 49%	100 42%	105 53%	157 51%	298 47%	64 57%	- -%	330 49%	32 52%	355 49%	7 38%
Very Satisfied (2)	187 25%	78 33%	54 27%	56 18%	172 27%	15 13%	- -%	174 26%	13 21%	176 24%	11 61%
Don't Know (DO NOT READ OUT)	4 1%	1 *%	2 1%	2 1%	4 1%	1 1%	- -%	4 1%	1 1%	4 1%	- -%
NET: Satisfied	549 74%	178 75%	159 80%	213 69%	470 75%	79 70%	- -%	504 74%	45 72%	531 74%	18 99%
NET: Dissatisfied	68 9%	20 8%	15 8%	33 11%	57 9%	11 10%	- -%	63 9%	5 8%	68 9%	- -%
Answered	736	235	197	304	624	112	-	674	62	718	18
Mean Score	.9	1.0	1.0	.8	.9	.7	-	.9	.9	.9	1.6
Standard error	.03	.06	.05	.05	.03	.10	-	.04	.07	.03	.13
Standard deviation	.93	.97	.86	.92	.92	.94	-	.94	.84	.93	.52

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 296 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

		Total base	Role of mail services		
			Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	c
Unweighted Base		832	364	220	244
Effective base		305	139	73	93
Weighted Base		741	355	151	231
Very Dissatisfied	(-2)	13 2%	11 3%	2 1%	* *%
Fairly Dissatisfied	(-1)	55 7%	29 8%	11 7%	15 6%
Neither Satisfied Nor Dissatisfied	(0)	119 16%	53 15%	19 13%	47 20%
Fairly Satisfied	(1)	362 49%	201 56%	74 49%	84 36%
Very Satisfied	(2)	187 25%	60 17%	45 29%	82 36%
Don't Know (DO NOT READ OUT)		4 1%	2 1%	* *%	2 1%
NET: Satisfied		549 74%	261 73%	119 79%	167 72%
NET: Dissatisfied		68 9%	39 11%	13 9%	15 6%
Answered		736	353	151	228
Mean Score		.9	.8	1.0	1.0
Standard error		.03	.05	.06	.06
Standard deviation		.93	.93	.92	.91

Columns Tested: a,b,c

Table 296 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	832	506	183	56	27	30	16	7	7	689	143	87
Effective base	305	215	58	15	10	8	3	2	1	272	33	18
Weighted Base	741	528	134	36	8	21	8	1	5	662	79	43
Very Dissatisfied	(-2)	13	11	2	-	*	-	-	*	13	*	*
		2%	2%	1%	-%	*%	-%	-%	-%	3%	2%	*%
Fairly Dissatisfied	(-1)	55	41	11	2	-	*	1	-	52	3	1
		7%	8%	8%	5%	-%	*%	12%	-%	8%	3%	2%
Neither Satisfied Nor Dissatisfied	(0)	119	76	30	7	*	2	*	-	5	106	14
		16%	14%	23%	19%	3%	9%	*%	-%	89%	16%	17%
Fairly Satisfied	(1)	362	275	52	18	2	7	7	*	*	327	35
		49%	52%	39%	51%	27%	34%	85%	28%	6%	49%	44%
Very Satisfied	(2)	187	122	37	9	6	12	*	1	*	160	28
		25%	23%	28%	25%	69%	57%	1%	72%	1%	24%	35%
						ai						
Don't Know (DO NOT READ OUT)		4	3	1	-	*	-	*	-	4	*	*
		1%	1%	1%	-%	*%	-%	1%	-%	1%	*%	*%
NET: Satisfied		549	397	90	27	8	19	7	1	*	487	62
		74%	75%	67%	76%	97%	91%	86%	100%	8%	74%	79%
NET: Dissatisfied		68	52	13	2	*	*	1	-	*	65	3
		9%	10%	10%	5%	*%	*%	12%	-%	3%	10%	4%
Answered		736	525	133	36	8	21	8	1	5	657	79
Mean Score		.9	.9	.8	1.0	1.7	1.5	.8	1.7	*	.9	1.1
Standard error		.03	.04	.07	.11	.12	.12	.19	.75	.20	.04	.07
Standard deviation		.93	.93	.98	.81	.60	.68	.72	1.98	.54	.94	.82

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 296 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	832	188	318	326	729	694	751	759	524	423	62	406	61	72	47	61	42
Effective base	305	91	124	91	255	245	270	278	189	130	34	166	19	19	11	13	8
Weighted Base	741	241	287	213	629	604	665	676	479	326	87	420	39	45	23	28	23
Very Dissatisfied (-2)	13 2%	2 1%	9 3%	2 1%	7 1%	8 1%	10 2%	12 2%	10 2%	7 2%	2 2%	8 2%	*	-	*	*	*
Fairly Dissatisfied (-1)	55 7%	21 9%	20 7%	14 6%	48 8%	43 7%	48 7%	54 8%	30 6%	18 5%	5 6%	39 9%	*	1 2%	*	2 7%	1 5%
Neither Satisfied Nor Dissatisfied (0)	119 16%	41 17%	34 12%	44 21%	107 17%	101 17%	110 16%	113 17%	72 15%	47 14%	12 13%	67 16%	7 18%	11 25%	*	6 21%	6 27%
Fairly Satisfied (1)	362 49%	130 54%	145 50%	87 41%	321 51%	300 50%	338 51%	320 47%	247 51%	164 50%	48 55%	218 52%	21 55%	18 39%	15 63%	5 18%	13 58%
Very Satisfied (2)	187 25%	43 18%	79 27%	65 31%	145 23%	151 25%	159 24%	176 26%	121 25%	90 28%	21 24%	87 21%	10 27%	15 34%	8 34%	15 53%	2 9%
Don't Know (DO NOT READ OUT)	4 1%	3 1%	* %	1 %	* %	1 %	1 %	1 %	* %	* %	* %	* %	-	-	*	*	*
NET: Satisfied	549 74%	174 72%	223 78%	152 71%	466 74%	451 75%	496 75%	496 73%	367 77%	254 78%	68 79%	305 73%	32 81%	33 73%	22 98%	20 71%	16 67%
NET: Dissatisfied	68 9%	23 9%	29 10%	16 7%	56 9%	52 9%	59 9%	66 10%	40 8%	24 8%	7 8%	47 11%	*	1 2%	*	2 8%	1 5%
Answered	736	238	287	212	629	603	665	675	479	326	87	419	39	45	23	28	23
Mean Score	.9	.8	.9	.9	.9	.9	.9	.9	.9	1.0	.9	.8	1.1	1.0	1.3	1.2	.7
Standard error	.03	.06	.06	.05	.03	.03	.03	.03	.04	.04	.12	.05	.09	.10	g .08	.14	.12
Standard deviation	.93	.86	.98	.93	.89	.91	.91	.94	.91	.91	.89	.94	.70	.83	.54	1.06	.74

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 296 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	*f	*g	a	b	c	d	e	*f	*g
Unweighted Base	832	453	79	56	53	34	29	25	373	129	73	36	38	24	21
Effective base	305	193	24	13	9	11	6	4	155	41	21	16	6	9	4
Weighted Base	741	488	51	27	25	13	16	9	395	104	36	29	17	11	13
Very Dissatisfied (-2)	13 2%	7 1%	- -%	* *%	* *%	- -%	* 1%	* 2%	5 1%	3 3%	- -%	* *%	- -%	* 1%	- -%
Fairly Dissatisfied (-1)	55 7%	43 9%	2 3%	* *%	* 1%	* 4%	2 16%	* *%	32 8%	7 7%	2 6%	1 3%	- -%	1 12%	* 1%
Neither Satisfied Nor Dissatisfied (0)	119 16%	83 17%	8 16%	4 16%	7 26%	* 3%	5 29%	1 9%	62 16%	23 22%	5 13%	4 13%	* 1%	1 11%	6 44%
Fairly Satisfied (1)	362 49%	249 51%	32 63%	8 29%	17 67%	6 50%	1 9%	7 77%	205 52%	52 50%	17 48%	10 35%	7 38%	3 28%	6 49%
Very Satisfied (2)	187 25%	106 22%	9 18%	14 54%	1 6%	6 43%	7 45%	1 12%	91 23%	18 17%	12 33%	14 48%	11 61%	5 48%	1 5%
Don't Know (DO NOT READ OUT)	4 1%	* *%	- -%	* *%	* *%	* *%	- -%	- -%	* *%	* *%	* *%	- -%	* *%	- -%	* 1%
NET: Satisfied	549 74%	355 73%	41 81%	22 83%	18 73%	12 93%	9 54%	8 89%	296 75%	70 68%	29 81%	24 83%	17 99%	8 76%	7 54%
NET: Dissatisfied	68 9%	50 10%	2 3%	* 1%	* 1%	* 4%	3 16%	* 2%	37 9%	10 10%	2 6%	1 4%	- -%	1 13%	* 1%
Answered	736	488	51	27	25	13	16	9	394	104	36	29	17	11	13
Mean Score	.9	.8	1.0	1.4	.8	1.3	.8	1.0	.9	.7	1.1	1.3	1.6	1.1	.6
Standard error	.03	.04	.08	.11	.08	.13	.23	.13	.05	.08	.10	.14	.08	.23	.14
Standard deviation	.93	.92	.69	.78	.57	.74	1.23	.64	.90	.93	.84	.86	.51	1.13	.63

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 296 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	832	381	103	95	63	42	39	36	180	176	204	118	70
Effective base	305	163	36	29	19	14	9	10	85	62	75	30	20
Weighted Base	741	412	86	65	34	28	25	26	229	156	169	61	48
Very Dissatisfied (-2)	13 2%	9 2%	3 3%	* *%	- -%	- -%	* *%	* 1%	5 2%	4 2%	2 1%	* *%	* *%
Fairly Dissatisfied (-1)	55 7%	36 9%	9 10%	2 3%	* 1%	4 14%	1 4%	2 8%	14 6%	13 8%	12 7%	4 7%	5 10%
Neither Satisfied Nor Dissatisfied (0)	119 16%	69 17%	11 13%	20 31%	2 7%	1 2%	9 36%	1 5%	39 17%	29 18%	17 10%	12 20%	13 28%
Fairly Satisfied (1)	362 49%	209 51%	43 50%	28 43%	16 48%	7 24%	6 25%	11 42%	109 47%	88 56%	99 58%	20 33%	22 46%
Very Satisfied (2)	187 25%	88 21%	21 24%	15 23%	15 45%	16 57%	9 35%	12 45%	62 27%	23 15%	40 24%	24 40%	8 16%
Don't Know (DO NOT READ OUT)	4 1%	* *%	- -%	- -%	* *%	1 3%	* *%	- -%	1 *%	- -%	* *%	* *%	* *%
NET: Satisfied	549 74%	297 72%	64 74%	43 66%	32 93%	23 81%	15 60%	23 87%	171 75%	111 71%	139 82%	44 72%	30 62%
NET: Dissatisfied	68 9%	45 11%	11 13%	2 4%	* 1%	4 14%	1 4%	2 8%	19 8%	16 10%	14 8%	5 8%	5 10%
Answered	736	411	86	65	34	27	25	26	229	156	169	61	48
Mean Score	.9	.8	.8	.9	1.4 abc	1.3	.9	1.2	.9	.7	1.0	1.0	.7
Standard error	.03	.05	.10	.08	.08 abc	.17	.16	.15	.07	.07	.06	.09	.11
Standard deviation	.93	.94	1.01	.82	.64	1.07	.96	.91	.94	.89	.84	.96	.88

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 296 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	832	254	154	176	91	50	224	162	158	98	48
Effective base	305	107	55	60	21	12	100	50	54	27	14
Weighted Base	741	286	136	136	42	27	267	122	118	60	36
Very Dissatisfied (-2)	13 2%	2 1%	4 3%	1 1%	* *%	* 1%	3 1%	5 4%	1 *%	* *%	- -%
Fairly Dissatisfied (-1)	55 7%	17 6%	16 12%	6 5%	4 10%	5 17%	17 6%	12 10%	11 10%	3 5%	* *%
Neither Satisfied Nor Dissatisfied (0)	119 16%	60 21%	19 14%	14 10%	7 16%	8 28%	43 16%	23 19%	11 10%	10 17%	13 36%
Fairly Satisfied (1)	362 49%	139 49%	76 56%	82 61%	11 27%	12 44%	136 51%	60 50%	65 55%	23 39%	16 45%
Very Satisfied (2)	187 25%	67 24%	21 16%	32 24%	20 47%	3 10%	68 26%	21 18%	30 25%	23 39%	7 19%
Don't Know (DO NOT READ OUT)	4 1%	* *%	- -%	* *%	* *%	- -%	* *%	- -%	* *%	- -%	* *%
NET: Satisfied	549 74%	207 72%	97 71%	115 84%	31 74%	15 55%	204 76%	82 67%	94 80%	47 78%	22 63%
NET: Dissatisfied	68 9%	19 7%	19 14%	7 5%	4 10%	5 18%	20 8%	17 14%	12 10%	3 5%	* *%
Answered	736	286	136	136	42	27	267	122	118	60	35
Mean Score	.9	.9	.7	1.0	1.1	.5	.9	.7	1.0	1.1	.8
Standard error	.03	.05	.08	.06	.11	.13	.06	.08	.07	.09	.11
Standard deviation	.93	.86	.96	.78	1.03	.93	.88	1.01	.88	.88	.74

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 296 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		832	221	151	191	117	74	519	78	157	468	364	543	186
Effective base		305	96	49	71	42	20	198	24	56	178	129	199	56
Weighted Base		741	256	119	160	94	44	463	58	154	454	286	497	132
Very Dissatisfied	(-2)	13	5	4	1	2	*	9	-	3	8	5	7	*
		2%	2%	3%	1%	2%	*%	2%	-%	2%	2%	2%	1%	*%
Fairly Dissatisfied	(-1)	55	25	3	14	9	3	36	2	16	43	12	44	5
		7%	10%	2%	9%	9%	7%	8%	3%	10%	9%	4%	9%	4%
Neither Satisfied Nor Dissatisfied	(0)	119	38	15	16	29	15	74	14	25	79	40	90	17
		16%	15%	12%	10%	31%	34%	16%	24%	16%	17%	14%	18%	13%
					abc	abc								
Fairly Satisfied	(1)	362	136	63	81	26	12	199	32	90	239	123	247	74
		49%	53%	53%	51%	27%	28%	43%	54%	58%	53%	43%	50%	56%
			de	d	d					a				
Very Satisfied	(2)	187	52	35	48	28	14	144	11	20	84	103	109	36
		25%	20%	29%	30%	30%	31%	31%	19%	13%	18%	36%	22%	27%
								c				a		
Don't Know (DO NOT READ OUT)		4	*	*	1	*	*	1	*	*	1	3	*	*
		1%	*%	*%	1%	*%	*%	*%	*%	*%	*%	1%	*%	*%
NET: Satisfied		549	188	97	129	54	26	343	43	111	323	226	356	110
		74%	73%	82%	80%	57%	59%	74%	73%	72%	71%	79%	72%	83%
				de	d									
NET: Dissatisfied		68	31	6	15	11	3	45	2	19	51	17	51	5
		9%	12%	5%	9%	11%	7%	10%	3%	12%	11%	6%	10%	4%
Answered		736	256	118	159	93	44	462	58	154	453	283	497	132
Mean Score		.9	.8	1.0	1.0	.7	.8	.9	.9	.7	.8	1.1	.8	1.1
												a		
Standard error		.03	.06	.07	.07	.10	.11	.04	.09	.07	.04	.05	.04	.05
Standard deviation		.93	.95	.89	.90	1.06	.97	.98	.75	.89	.92	.91	.92	.74

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 296 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	832	438	256	183	576	549	180	426	268	187	572
Effective base	305	172	73	84	195	201	54	163	83	85	193
Weighted Base	741	427	177	188	488	504	125	415	189	198	478
Very Dissatisfied (-2)	13 2%	5 1%	3 2%	4 2%	8 2%	7 1%	* *%	5 1%	3 2%	3 1%	9 2%
Fairly Dissatisfied (-1)	55 7%	28 7%	15 9%	15 8%	39 8%	44 9%	4 3%	27 7%	16 9%	17 8%	37 8%
Neither Satisfied Nor Dissatisfied (0)	119 16%	83 19%	17 10%	38 20%	76 15%	83 16%	25 20%	75 18%	25 13%	36 18%	77 16%
Fairly Satisfied (1)	362 49%	199 47%	101 57%	87 46%	233 48%	256 51%	65 52%	211 51%	89 47%	88 44%	232 49%
Very Satisfied (2)	187 25%	112 26%	39 22%	43 23%	132 27%	114 23%	31 24%	96 23%	55 29%	53 27%	122 26%
Don't Know (DO NOT READ OUT)	4 1%	* *%	* *%	1 *%	1 *%	* *%	* *%	* *%	* *%	1 1%	* *%
NET: Satisfied	549 74%	310 73%	140 79%	131 69%	365 75%	370 73%	96 77%	307 74%	144 76%	141 71%	355 74%
NET: Dissatisfied	68 9%	33 8%	19 11%	19 10%	47 10%	51 10%	4 3%	33 8%	19 10%	20 10%	46 10%
Answered	736	426	177	188	487	504	125	415	188	197	478
Mean Score	.9	.9	.9	.8	.9	.8	1.0	.9	.9	.9	.9
Standard error	.03	.04	.06	.07	.04	.04	.06	.04	.06	.07	.04
Standard deviation	.93	.91	.91	.96	.94	.92	.76	.88	.96	.96	.94

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 296 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	832	523	508	191	2	492	441	161	2	637	397	197	1
Effective base	305	173	193	62	2	165	163	55	2	233	149	72	1
Weighted Base	741	433	476	155	5	421	385	138	2	575	353	159	2
Very Dissatisfied (-2)	13 2%	4 1%	5 1%	1 1%	- -%	2 *%	8 2%	1 1%	- -%	7 1%	8 2%	2 1%	- -%
Fairly Dissatisfied (-1)	55 7%	31 7%	43 9%	22 15%	- -%	30 7%	23 6%	20 14%	- -%	43 7%	28 8%	15 9%	- -%
Neither Satisfied Nor Dissatisfied (0)	119 16%	74 17%	79 17%	23 15%	5 100%	79 19%	67 17%	25 18%	- -%	95 17%	62 17%	42 27%	2 100%
Fairly Satisfied (1)	362 49%	223 51%	250 52%	73 47%	- -%	211 50%	192 50%	56 41%	1 23%	264 46%	173 49%	59 37%	- -%
Very Satisfied (2)	187 25%	102 23%	98 21%	35 23%	- -%	98 23%	94 25%	35 25%	2 77%	164 29%	82 23%	41 25%	- -%
Don't Know (DO NOT READ OUT)	4 1%	* *%	* *%	* *%	- -%	1 *%	* *%	* *%	- -%	1 *%	* *%	- -%	- -%
NET: Satisfied	549 74%	324 75%	348 73%	108 70%	- -%	309 73%	287 75%	91 66%	2 100%	428 74%	255 72%	100 63%	- -%
NET: Dissatisfied	68 9%	35 8%	49 10%	24 15%	- -%	32 8%	31 8%	21 15%	- -%	50 9%	37 10%	17 11%	- -%
Answered	736	433	476	155	5	420	385	138	2	573	353	159	2
Mean Score	.9	.9	.8	.8	-	.9	.9	.8	1.8	.9	.8	.8	-
Standard error	.03	.04	.04	.07	-	.04	.04	.08	.39	.04	.05	.07	-
Standard deviation	.93	.87	.90	.99	-	.86	.91	1.02	.55	.93	.96	.98	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 296 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	832	542	493	339	471	360	42	218	218	241	85	48
Effective base	305	200	183	138	162	148	11	97	87	97	38	23
Weighted Base	741	506	466	339	422	353	30	235	228	247	81	47
Very Dissatisfied (-2)	13 2%	7 1%	5 1%	5 2%	5 1%	6 2%	- -%	5 2%	5 2%	5 2%	1 1%	- -%
Fairly Dissatisfied (-1)	55 7%	43 8%	35 7%	35 10%	38 9%	32 9%	4 13%	24 10%	20 9%	23 9%	7 9%	8 17%
Neither Satisfied Nor Dissatisfied (0)	119 16%	93 18%	86 18%	71 21%	77 18%	66 19%	2 7%	59 25%	58 26%	56 23%	20 25%	10 21%
Fairly Satisfied (1)	362 49%	248 49%	224 48%	151 45%	194 46%	166 47%	6 19%	99 42%	93 41%	110 45%	32 40%	21 45%
Very Satisfied (2)	187 25%	115 23%	116 25%	75 22%	107 25%	83 24%	18 61%	49 21%	51 23%	51 21%	20 24%	8 17%
Don't Know (DO NOT READ OUT)	4 1%	* *%	* *%	1 *%	1 *%	* *%	- -%	- -%	- -%	1 *%	- -%	- -%
NET: Satisfied	549 74%	363 72%	340 73%	226 67%	302 71%	249 71%	24 80%	148 63%	144 63%	161 65%	52 64%	29 62%
NET: Dissatisfied	68 9%	50 10%	40 9%	40 12%	43 10%	38 11%	4 13%	29 12%	26 11%	28 12%	9 11%	8 17%
Answered	736	506	466	338	422	352	30	235	228	246	81	47
Mean Score	.9	.8	.9	.8	.9	.8	1.3	.7	.7	.7	.8	.6
Standard error	.03	.04	.04	.05	.04	.05	.17	.07	.07	.06	.11	.14
Standard deviation	.93	.92	.90	.96	.94	.95	1.08	.98	.98	.97	.97	.96

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 296 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	832	97	67	71	31	678	535	742	594	541	527	636	157	-	527	42
Effective base	305	38	23	29	14	246	188	269	212	185	185	242	56	-	192	23
Weighted Base	741	88	56	68	35	598	438	659	502	441	461	592	129	-	453	64
Very Dissatisfied (-2)	13 2%	4 4%	* *%	3 4%	- -%	11 2%	9 2%	11 2%	12 2%	11 3%	6 1%	11 2%	4 3%	- -%	4 1%	6 10% a
Fairly Dissatisfied (-1)	55 7%	10 12%	3 6%	8 12%	3 9%	47 8%	21 5%	47 7%	34 7%	22 5%	30 7%	45 8%	10 8%	- -%	17 4%	3 5%
Neither Satisfied Nor Dissatisfied (0)	119 16%	13 15%	4 6%	8 12%	8 22%	99 17%	93 21%	111 17%	89 18%	75 17%	75 16%	100 17%	25 19%	- -%	73 16%	9 14%
Fairly Satisfied (1)	362 49%	41 47%	24 43%	23 34%	17 50%	304 51%	202 46%	327 50%	240 48%	211 48%	230 50%	293 49%	61 47%	- -%	235 52%	36 56%
Very Satisfied (2)	187 25%	19 22%	24 43%	25 37%	6 19%	133 22%	111 25%	159 24%	122 24%	119 27%	120 26%	139 24%	29 23%	- -%	124 27%	10 16%
Don't Know (DO NOT READ OUT)	4 1%	* *%	1 2%	* *%	- -%	3 1%	2 *%	3 1%	3 1%	3 1%	1 *%	4 1%	- -%	- -%	1 *%	- -%
NET: Satisfied	549 74%	61 69%	48 86%	49 71%	24 69%	438 73%	313 71%	486 74%	363 72%	329 75%	350 76%	432 73%	90 70%	- -%	359 79%	46 71%
NET: Dissatisfied	68 9%	14 16%	3 6%	11 16%	3 9%	58 10%	30 7%	58 9%	46 9%	34 8%	36 8%	56 10%	14 11%	- -%	20 4%	9 15% a
Answered	736	88	55	68	35	595	436	655	498	438	460	588	129	-	452	64
Mean Score	.9	.7	1.3 a	.9	.8	.8	.9	.9	.9	.9	.9	.9	.8	-	1.0 b	.6
Standard error	.03	.11	.10	.14	.16	.04	.04	.03	.04	.04	.04	.04	.08	-	.04	.17
Standard deviation	.93	1.08	.84	1.17	.87	.92	.91	.92	.95	.94	.89	.93	1.00	-	.81	1.12

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 296 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	832	344	291	696	32	351	481	200	463	159	270	206	328
Effective base	305	136	107	251	15	125	181	70	172	62	95	73	130
Weighted Base	741	339	264	607	41	295	446	157	435	143	225	182	311
Very Dissatisfied (-2)	13 2%	7 2%	3 1%	6 1%	2 5%	10 3%	3 1%	1 1%	4 1%	8 6%	7 3%	3 2%	2 1%
Fairly Dissatisfied (-1)	55 7%	29 9%	19 7%	36 6%	8 20%	28 10%	27 6%	12 7%	35 8%	8 6%	15 7%	16 9%	23 7%
Neither Satisfied Nor Dissatisfied (0)	119 16%	70 21%	33 13%	81 13%	5 13%	51 17%	69 15%	19 12%	63 14%	38 26%	38 17%	30 17%	47 15%
Fairly Satisfied (1)	362 49%	155 46%	136 51%	304 50%	21 50%	148 50%	214 48%	74 47%	237 54%	51 35%	87 39%	100 55%	163 53%
Very Satisfied (2)	187 25%	78 23%	71 27%	178 29%	5 12%	57 19%	130 29%	50 32%	94 22%	38 27%	75 33%	32 18%	75 24%
Don't Know (DO NOT READ OUT)	4 1%	* *%	1 *%	3 *%	* *%	* *%	4 1%	1 1%	3 1%	* *%	2 1%	- -%	1 *%
NET: Satisfied	549 74%	233 69%	207 78%	482 79%	26 62%	205 70%	344 77%	125 80%	330 76%	89 62%	162 72%	133 73%	238 77%
NET: Dissatisfied	68 9%	36 11%	22 9%	41 7%	10 24%	38 13%	29 7%	12 8%	39 9%	16 12%	22 10%	19 11%	25 8%
Answered	736	339	263	604	41	295	442	156	432	143	223	182	310
Mean Score	.9	.8	1.0	1.0	.5	.7	1.0	1.0	.9	.7	.9	.8	.9
Standard error	.03	.05	.05	.03	.20	.05	.04	.06	.04	.09	.06	.06	.05
Standard deviation	.93	.96	.90	.87	1.10	.99	.86	.89	.87	1.10	1.04	.90	.86

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 296 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		832	454	378
Effective base		305	146	159
Weighted Base		741	364	377
Very Dissatisfied	(-2)	13 2%	10 3%	3 1%
Fairly Dissatisfied	(-1)	55 7%	27 7%	28 7%
Neither Satisfied Nor Dissatisfied	(0)	119 16%	61 17%	58 15%
Fairly Satisfied	(1)	362 49%	157 43%	205 54%
Very Satisfied	(2)	187 25%	104 29%	83 22%
Don't Know (DO NOT READ OUT)		4 1%	4 1%	* *%
NET: Satisfied		549 74%	261 72%	288 76%
NET: Dissatisfied		68 9%	37 10%	31 8%
Answered		736	360	377
Mean Score		.9	.9	.9
Standard error		.03	.05	.04
Standard deviation		.93	1.00	.85

Columns Tested: a,b

Table 296 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

		Month											
Total base		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	832	48	84	76	66	81	45	41	81	65	62	48	135
Effective base	305	13	35	45	24	56	24	9	32	27	9	20	45
Weighted Base	741	23	55	92	21	122	43	8	114	57	14	57	135
Very Dissatisfied (-2)	13 2%	- -%	- -%	1 1%	* 1%	5 4%	- -%	1 10%	* *%	1 2%	- -%	4 7%	* *%
Fairly Dissatisfied (-1)	55 7%	4 16%	7 12%	8 8%	1 6%	8 6%	* *%	2 24%	* *%	3 5%	1 4%	5 8%	18 13%
Neither Satisfied Nor Dissatisfied (0)	119 16%	1 5%	8 14%	8 9%	2 9%	30 24%	12 27%	2 23%	24 21%	13 23%	2 13%	10 17%	9 6%
Fairly Satisfied (1)	362 49%	9 38%	24 43%	37 40%	11 52%	51 42%	21 47%	3 35%	64 57%	31 55%	11 75%	28 49%	73 54%
Very Satisfied (2)	187 25%	9 40%	16 29%	37 41%	6 28%	28 23%	11 26%	1 8%	25 22%	6 11%	1 8%	11 19%	35 26%
Don't Know (DO NOT READ OUT)	4 1%	* 1%	1 1%	* *%	1 3%	* *%	- -%	* *%	* *%	2 3%	* *%	- -%	* *%
NET: Satisfied	549 74%	18 78%	40 72%	74 81%	17 81%	79 65%	32 73%	3 43%	90 79%	38 66%	12 83%	38 67%	109 81%
NET: Dissatisfied	68 9%	4 16%	7 12%	9 10%	2 7%	13 10%	* *%	3 34%	* *%	4 7%	1 4%	9 15%	18 13%
Answered	736	23	54	91	20	122	43	8	114	55	14	57	135
Mean Score	.9	1.0	.9	1.1	1.0	.7	1.0	.1	1.0	.7	.9	.6	.9
Standard error	.03	.16	.9	.9	.9	.11	.11	.19	.07	.11	.08	.16	.08
Standard deviation	.93	1.07	.97	.99	.87	1.02	.73	1.22	.67	.83	.62	1.11	.93

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 296 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	832	208	192	187	245	400	432
Effective base	305	92	97	59	72	188	131
Weighted Base	741	170	187	178	206	357	384
Very Dissatisfied (-2)	13 2%	1 1%	5 3%	2 1%	4 2%	6 2%	6 2%
Fairly Dissatisfied (-1)	55 7%	18 11%	9 5%	5 3%	23 11%	27 8%	28 7%
Neither Satisfied Nor Dissatisfied (0)	119 16%	17 10%	44 23%	39 22%	20 10%	61 17%	59 15%
Fairly Satisfied (1)	362 49%	69 41%	83 44%	99 55%	111 54%	152 43%	210 55%
Very Satisfied (2)	187 25%	63 37%	45 24%	32 18%	47 23%	108 30%	79 21%
Don't Know (DO NOT READ OUT)	4 1%	1 1%	1 1%	2 1%	* *%	2 1%	2 1%
NET: Satisfied	549 74%	132 78%	128 69%	131 73%	158 77%	260 73%	289 75%
NET: Dissatisfied	68 9%	20 11%	14 8%	7 4%	27 13%	34 9%	34 9%
Answered	736	169	186	176	206	354	382
Mean Score	.9	1.0	.8	.9	.8	.9	.9
Standard error	.03	.07	.07	.06	.06	.05	.04
Standard deviation	.93	.99	.95	.78	.97	.97	.89

Columns Tested:: a,b,c,d - a,b

Table 297

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	832	117	715	513	153	52	114	319
Effective base	305	35	275	273	64	28	54	89
Weighted Base	741	55	686	696	37	5	3	44
Very Dissatisfied (-2)	11 1%	3 5%	8 1%	10 1%	* %	* 2%	- %	* %
Fairly Dissatisfied (-1)	25 3%	2 4%	22 3%	24 3%	* 1%	* 1%	* 1%	* 1%
Neither Satisfied Nor Dissatisfied (0)	81 11%	3 5%	78 11%	76 11%	5 13%	* 4%	* 9%	5 12%
Fairly Satisfied (1)	310 42%	13 24%	296 43%	293 42%	13 37%	2 39%	1 52%	17 38%
Very Satisfied (2)	307 41%	33 60%	274 40%	286 41%	18 48%	3 53%	1 37%	21 48%
Don't Know (DO NOT READ OUT)	7 1%	1 2%	6 1%	7 1%	* 1%	* 1%	* 1%	* 1%
NET: Satisfied	617 83%	46 85%	571 83%	579 83%	31 85%	5 92%	2 89%	38 86%
NET: Dissatisfied	35 5%	5 9%	30 4%	35 5%	* 1%	* 3%	* 1%	1 2%
Answered	733	54	679	689	36	5	3	44
Mean Score	1.2	1.3	1.2	1.2	1.3	1.4	1.3	1.3
Standard error	.03	.10	.03	.04	.06	.12	.08	.04
Standard deviation	.87	1.08	.85	.87	.77	.88	.84	.77

Columns Tested:: a,b - a,b,c,d,e

Table 297 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level:	95%										
Unweighted Base		832	202	236	75	95	110	114	513	153	166
Effective base		305	125	122	32	43	42	54	273	64	57
Weighted Base		741	334	314	48	27	15	3	696	37	8
Very Dissatisfied	(-2)	11 1%	6 2%	4 1%	1 2%	* *%	* 1%	- -%	10 1%	* *%	* 1%
Fairly Dissatisfied	(-1)	25 3%	15 4%	7 2%	2 4%	* 1%	* *%	* 1%	24 3%	* 1%	* 1%
Neither Satisfied Nor Dissatisfied	(0)	81 11%	35 11%	34 11%	6 14%	5 17%	1 3%	* 9%	76 11%	5 13%	* 6%
Fairly Satisfied	(1)	310 42%	132 40%	134 43%	27 56%	8 31%	7 48%	1 52%	293 42%	13 37%	3 44%
Very Satisfied	(2)	307 41%	141 42%	133 42%	12 25%	13 50%	7 46%	1 37%	286 41%	18 48%	4 47%
Don't Know (DO NOT READ OUT)		7 1%	5 2%	2 1%	- -%	- -%	* 2%	* 1%	7 1%	* 1%	* 1%
NET: Satisfied		617 83%	273 82%	267 85%	39 81%	21 81%	14 94%	2 89%	579 83%	31 85%	7 91%
NET: Dissatisfied		35 5%	21 6%	11 4%	3 5%	* 2%	* 1%	* 1%	35 5%	* 1%	* 2%
Answered		733	329	312	48	27	15	3	689	36	8
Mean Score		1.2	1.2	1.2	1.0	1.3	1.4	1.3	1.2	1.3	1.4
Standard error		.03	.07	.05	.10	.09	.06	.08	.04	.06	.06
Standard deviation		.87	.92	.83	.83	.84	.66	.84	.87	.77	.81

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 297 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	832	311	202	153	52	114	285	163	65	37	129
Effective base	305	197	93	64	28	54	152	68	22	10	21
Weighted Base	741	555	141	37	5	3	420	146	37	21	23
Very Dissatisfied	(-2) 11 1%	9 2%	1 1%	* *%	* 2%	- -%	7 2%	1 1%	* *%	- -%	- -%
Fairly Dissatisfied	(-1) 25 3%	19 3%	5 4%	* 1%	* 1%	* 1%	16 4%	4 3%	2 6%	- -%	* 2%
Neither Satisfied Nor Dissatisfied	(0) 81 11%	60 11%	16 11%	5 13%	* 4%	* 9%	45 11%	18 13%	* *%	1 3%	2 8%
Fairly Satisfied	(1) 310 42%	222 40%	71 50%	13 37%	2 39%	1 52%	157 37%	74 51%	20 54%	8 37%	9 38%
Very Satisfied	(2) 307 41%	238 43%	48 34%	18 48%	3 53%	1 37%	187 45%	49 34%	14 39%	13 60%	12 53%
Don't Know (DO NOT READ OUT)	7 1%	7 1%	- -%	* 1%	* 1%	* 1%	7 2%	- -%	- -%	* *%	- -%
NET: Satisfied	617 83%	460 83%	119 84%	31 85%	5 92%	2 89%	344 82%	123 84%	35 93%	20 97%	21 90%
NET: Dissatisfied	35 5%	28 5%	7 5%	* 1%	* 3%	* 1%	24 6%	5 3%	2 6%	- -%	* 2%
Answered	733	548	141	36	5	3	413	146	37	21	23
Mean Score	1.2	1.2	1.1	1.3	1.4	1.3	1.2	1.1	1.3	1.6	1.4
Standard error	.03	.05	.06	.06	.12	.08	.05	.06	.10	.09	.06
Standard deviation	.87	.89	.83	.77	.88	.84	.91	.77	.78	.57	.72

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 297 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	*d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		832	56	50	107	29	60	68	47	50	52
Effective base		305	28	24	55	13	30	38	25	26	26
Weighted Base		741	72	50	151	31	77	106	75	63	51
Very Dissatisfied	(-2)	11 1%	3 4%	3 6%	1 1%	- -%	- -%	- -%	2 3%	- -%	- -%
Fairly Dissatisfied	(-1)	25 3%	8 12%	* 1%	4 3%	- -%	3 3%	2 2%	2 2%	* *%	3 5%
Neither Satisfied Nor Dissatisfied	(0)	81 11%	8 11%	1 1%	18 12%	7 22%	11 15%	12 12%	3 4%	7 12%	9 18%
Fairly Satisfied	(1)	310 42%	30 42%	22 45%	71 47%	8 27%	39 50%	29 28%	41 54%	25 40%	22 43%
Very Satisfied	(2)	307 41%	23 32%	23 47%	57 37%	16 51%	25 32%	60 57%	28 37%	28 45%	17 34%
Don't Know (DO NOT READ OUT)		7 1%	- -%	* *%	- -%	- -%	- -%	3 2%	- -%	2 3%	* *%
NET: Satisfied		617 83%	53 74%	45 91%	128 84%	24 78%	64 82%	89 84%	69 91%	54 85%	39 77%
NET: Dissatisfied		35 5%	11 16%	4 7%	6 4%	- -%	3 3%	2 2%	4 5%	* *%	3 5%
Answered		733	72	50	151	31	77	103	75	61	51
Mean Score		1.2	.9	1.2	1.2	1.3	1.1	1.4	1.2	1.3	1.1
Standard error		.03	.15	.15	.08	.15	.10	.09	.13	.10	.12
Standard deviation		.87	1.11	1.03	.82	.81	.77	.77	.86	.70	.86

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 297 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		832	141	156	222	519	313	117	102	94
Effective base		305	68	77	118	262	82	34	33	28
Weighted Base		741	159	185	333	676	65	35	18	11
Very Dissatisfied	(-2)	11 1%	- %	6 3%	4 1%	10 1%	1 1%	* 1%	1 3%	* %
Fairly Dissatisfied	(-1)	25 3%	5 3%	9 5%	8 2%	22 3%	3 4%	1 4%	1 6%	* %
Neither Satisfied Nor Dissatisfied	(0)	81 11%	27 17%	16 8%	33 10%	76 11%	5 8%	3 7%	2 9%	1 11%
Fairly Satisfied	(1)	310 42%	69 43%	77 42%	141 42%	287 42%	23 35%	11 31%	7 41%	4 38%
Very Satisfied	(2)	307 41%	58 36%	75 41%	144 43%	277 41%	31 47%	19 55%	6 32%	5 48%
Don't Know (DO NOT READ OUT)		7 1%	* %	2 1%	3 1%	4 1%	3 4%	1 3%	2 9%	* 2%
NET: Satisfied		617 83%	126 80%	152 82%	285 86%	564 83%	53 82%	30 85%	13 73%	10 87%
NET: Dissatisfied		35 5%	5 3%	15 8%	12 4%	32 5%	3 5%	2 5%	2 9%	* %
Answered		733	159	183	330	672	62	34	17	11
Mean Score		1.2	1.1	1.1	1.3	1.2	1.3	1.4	1.0	1.4
Standard error		.03	.07	.08	.06	.04	.05	.08	.10	.08
Standard deviation		.87	.81	.99	.82	.87	.90	.87	1.03	.74

Columns Tested:: a,b,c,d,e,f,g,h

Table 297 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

		Industry									
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
		a	b	*c	d	e	f	*g	*h	i	
Significance Level: 95%											
Unweighted Base	832	35	98	11	109	96	254	20	23	295	
Effective base	305	14	32	6	37	41	99	5	8	109	
Weighted Base	741	25	75	12	87	124	199	11	10	284	
Very Dissatisfied	(-2)	11	-	-	*	*	1	6	3	-	1
		1%	-%	-%	1%	*%	1%	3%	29%	-%	*%
Fairly Dissatisfied	(-1)	25	-	3	-	3	4	8	-	-	9
		3%	-%	4%	-%	4%	4%	4%	-%	-%	3%
Neither Satisfied Nor Dissatisfied	(0)	81	2	9	4	13	10	14	*	*	42
		11%	9%	12%	36%	15%	8%	7%	1%	*%	15%
Fairly Satisfied	(1)	310	11	25	1	26	53	87	*	4	128
		42%	44%	34%	5%	30%	43%	44%	3%	36%	45%
Very Satisfied	(2)	307	12	37	7	44	52	82	8	7	103
		41%	47%	50%	58%	51%	42%	41%	67%	64%	36%
Don't Know (DO NOT READ OUT)		7	-	*	-	*	3	3	-	-	2
		1%	-%	*%	-%	*%	2%	1%	-%	-%	1%
NET: Satisfied		617	23	63	8	70	106	169	8	10	231
		83%	91%	84%	63%	81%	85%	85%	70%	100%	81%
NET: Dissatisfied		35	-	3	*	3	5	13	3	-	10
		5%	-%	4%	1%	4%	4%	7%	29%	-%	3%
Answered		733	25	75	12	87	121	196	11	10	283
Mean Score		1.2	1.4	1.3	1.2	1.3	1.3	1.2	.8	1.6	1.1
Standard error		.03	.11	.09	.31	.08	.06	.06	.42	.11	.05
Standard deviation		.87	.65	.85	1.03	.87	.81	.93	1.88	.51	.81

Columns Tested: a,b,c,d,e,f,g,h,i

Table 297 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	832	240	254	338	745	87	-	689	143	816	16
Effective base	305	90	99	120	271	37	-	273	34	299	6
Weighted Base	741	236	199	306	628	113	-	678	63	723	18
Very Dissatisfied (-2)	11 1%	1 *%	6 3%	4 1%	5 1%	6 5%	- -%	10 1%	1 1%	11 1%	- -%
Fairly Dissatisfied (-1)	25 3%	8 3%	8 4%	9 3%	21 3%	4 3%	- -%	23 3%	1 2%	25 3%	* *%
Neither Satisfied Nor Dissatisfied (0)	81 11%	26 11%	14 7%	42 14%	66 11%	15 13%	- -%	70 10%	11 17%	81 11%	- -%
Fairly Satisfied (1)	310 42%	90 38%	87 44%	132 43%	265 42%	45 40%	- -%	288 42%	22 35%	308 43%	1 7%
Very Satisfied (2)	307 41%	109 46%	82 41%	117 38%	265 42%	42 37%	- -%	280 41%	28 44%	291 40%	17 93%
Don't Know (DO NOT READ OUT)	7 1%	3 1%	3 1%	2 1%	5 1%	2 2%	- -%	7 1%	* *%	7 1%	- -%
NET: Satisfied	617 83%	199 84%	169 85%	249 81%	530 84%	87 77%	- -%	568 84%	50 79%	599 83%	18 100%
NET: Dissatisfied	35 5%	9 4%	13 7%	13 4%	26 4%	9 8%	- -%	33 5%	2 3%	35 5%	* *%
Answered	733	233	196	304	623	111	-	671	62	715	18
Mean Score	1.2	1.3	1.2	1.1	1.2	1.0	-	1.2	1.2	1.2	1.9
Standard error	.03	.05	.06	.05	.03	.11	-	.03	.07	.03	.07
Standard deviation	.87	.82	.93	.86	.83	1.05	-	.87	.88	.87	.28

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 297 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		832	364	220	244
Effective base		305	139	73	93
Weighted Base		741	355	151	231
Very Dissatisfied	(-2)	11 1%	5 1%	2 1%	3 1%
Fairly Dissatisfied	(-1)	25 3%	13 4%	* *%	12 5%
Neither Satisfied Nor Dissatisfied	(0)	81 11%	44 12%	15 10%	23 10%
Fairly Satisfied	(1)	310 42%	148 42%	71 47%	91 40%
Very Satisfied	(2)	307 41%	140 39%	63 42%	101 44%
Don't Know (DO NOT READ OUT)		7 1%	6 2%	* *%	1 *%
NET: Satisfied		617 83%	288 81%	134 88%	192 83%
NET: Dissatisfied		35 5%	18 5%	2 2%	15 6%
Answered		733	349	151	230
Mean Score		1.2	1.2	1.3	1.2
Standard error		.03	.05	.05	.06
Standard deviation		.87	.88	.76	.90

Columns Tested: a,b,c

Table 297 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	832	506	183	56	27	30	16	7	7	689	143	87
Effective base	305	215	58	15	10	8	3	2	1	272	33	18
Weighted Base	741	528	134	36	8	21	8	1	5	662	79	43
Very Dissatisfied	(-2)	11	10	1	-	*	-	-	-	11	*	*
		1%	2%	1%	-%	-%	-%	-%	-%	2%	-%	-%
Fairly Dissatisfied	(-1)	25	18	5	2	-	-	*	-	23	2	*
		3%	3%	4%	5%	-%	-%	-%	1%	3%	2%	-%
Neither Satisfied Nor Dissatisfied	(0)	81	63	15	1	1	*	1	-	78	3	2
		11%	12%	11%	2%	12%	-%	14%	-%	12%	3%	5%
Fairly Satisfied	(1)	310	210	64	14	3	12	3	*	273	36	23
		42%	40%	48%	38%	41%	55%	36%	7%	41%	46%	53%
Very Satisfied	(2)	307	221	49	20	4	10	4	1	269	38	18
		41%	42%	36%	55%	47%	45%	50%	92%	41%	48%	42%
Don't Know (DO NOT READ OUT)		7	6	1	-	*	-	*	-	7	*	*
		1%	1%	1%	-%	-%	-%	-%	-%	1%	-%	-%
NET: Satisfied		617	430	112	33	7	21	7	1	543	74	41
		83%	82%	84%	93%	87%	100%	86%	99%	82%	94%	95%
NET: Dissatisfied		35	28	5	2	-	*	-	*	33	2	*
		5%	5%	4%	5%	-%	-%	-%	1%	5%	3%	-%
Answered	733	522	133	36	8	21	8	1	5	654	79	43
Mean Score	1.2	1.2	1.2	1.4	1.3	1.4	1.4	1.9	1.0	1.2	1.4	1.4
Standard error	.03	.04	.06	.11	.14	.10	.20	.67	.01	.03	.06	.06
Standard deviation	.87	.91	.81	.79	.73	.54	.76	1.76	.03	.89	.68	.59

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 297 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	832	188	318	326	729	694	751	759	524	423	62	406	61	72	47	61	42
Effective base	305	91	124	91	255	245	270	278	189	130	34	166	19	19	11	13	8
Weighted Base	741	241	287	213	629	604	665	676	479	326	87	420	39	45	23	28	23
Very Dissatisfied (-2)	11 1%	4 2%	6 2%	1 *%	7 1%	7 1%	7 1%	10 1%	6 1%	2 1%	- -%	6 1%	* 1%	1 2%	- -%	- -%	* 1%
Fairly Dissatisfied (-1)	25 3%	5 2%	13 5%	7 3%	23 4%	21 4%	23 3%	25 4%	18 4%	14 4%	2 2%	10 2%	- -%	2 4%	2 8%	2 8%	5 23% b
Neither Satisfied Nor Dissatisfied (0)	81 11%	31 13%	32 11%	18 8%	75 12%	74 12%	80 12%	75 11%	52 11%	33 10%	11 12%	49 12%	8 21% d	* 1%	4 19%	7 24% d	1 4%
Fairly Satisfied (1)	310 42%	100 41%	110 38%	100 47%	275 44%	254 42%	285 43%	283 42%	215 45%	145 45%	36 41%	188 45%	21 55% f	18 40%	14 59% f	5 17%	4 15%
Very Satisfied (2)	307 41%	102 42%	119 42%	87 41%	245 39%	243 40%	264 40%	279 41%	183 38%	131 40%	34 39%	165 39%	9 24% e	24 53%	3 14%	14 51%	13 58% e
Don't Know (DO NOT READ OUT)	7 1%	* *%	6 2%	1 *%	4 1%	4 1%	6 1%	5 1%	5 1%	* *%	5 5% b	2 *%	- -%	- -%	- -%	* *%	- -%
NET: Satisfied	617 83%	201 84%	229 80%	187 88%	520 83%	497 82%	548 82%	562 83%	398 83%	277 85%	70 80%	353 84%	30 78%	42 93%	17 73%	19 68%	17 73%
NET: Dissatisfied	35 5%	8 3%	19 7%	7 4%	30 5%	29 5%	30 5%	35 5%	25 5%	15 5%	2 2%	16 4%	* 1%	3 6%	2 8%	2 8%	6 24% b
Answered	733	241	281	212	625	600	659	671	475	326	82	418	39	45	23	28	23
Mean Score	1.2	1.2	1.1	1.3	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.0	1.4	.8	1.1	1.1
Standard error	.03	.06	.05	.04	.03	.03	.03	.03	.04	.04	.10	.04	.09	.10	.12	.14	.20
Standard deviation	.87	.85	.95	.77	.86	.87	.86	.88	.86	.83	.76	.84	.72	.84	.79	1.05	1.29

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 297 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	*f	*g	a	b	c	d	e	*f	*g
Unweighted Base	832	453	79	56	53	34	29	25	373	129	73	36	38	24	21
Effective base	305	193	24	13	9	11	6	4	155	41	21	16	6	9	4
Weighted Base	741	488	51	27	25	13	16	9	395	104	36	29	17	11	13
Very Dissatisfied (-2)	11 1%	6 1%	1 3%	* *%	- -%	- -%	- -%	* *%	6 2%	- -%	* 1%	1 3%	- -%	- -%	* 1%
Fairly Dissatisfied (-1)	25 3%	19 4%	* *%	2 7%	* *%	* 3%	2 10%	- -%	5 1%	5 5%	1 1%	4 13%	* *%	2 24%	4 35%
Neither Satisfied Nor Dissatisfied (0)	81 11%	55 11%	7 15%	2 6%	* 1%	4 34%	6 38%	* 1%	49 12%	18 17%	5 14%	1 2%	1 4%	* *%	1 7%
Fairly Satisfied (1)	310 42%	216 44%	28 55%	14 53%	8 33%	6 44%	* 3%	2 23%	168 43%	47 45%	18 50%	10 33%	9 55%	1 9%	2 18%
Very Satisfied (2)	307 41%	188 39%	14 27%	9 33%	16 66%	3 20%	8 50%	7 76%	163 41%	35 33%	12 34%	14 49%	7 40%	7 67%	5 40%
Don't Know (DO NOT READ OUT)	7 1%	4 1%	- -%	- -%	- -%	* *%	- -%	- -%	3 1%	* *%	- -%	- -%	* *%	- -%	- -%
NET: Satisfied	617 83%	404 83%	42 82%	23 87%	25 99%	8 63%	8 53%	9 98%	331 84%	81 78%	30 84%	24 82%	16 95%	8 76%	8 58%
NET: Dissatisfied	35 5%	25 5%	2 3%	2 7%	* *%	* 3%	2 10%	* *%	11 3%	5 5%	1 2%	4 15%	* *%	2 24%	5 35%
Answered	733	484	51	27	25	13	16	9	391	104	36	29	17	11	13
Mean Score	1.2	1.2	1.0	1.1	1.7	.8	.9	1.7	1.2	1.1	1.2	1.1	1.4	1.2	.6
Standard error	.03	.04	.09	.11	.07	.14	.22	.11	.04	.07	.09	.19	.10	.27	.30
Standard deviation	.87	.86	.84	.85	.51	.81	1.16	.56	.83	.83	.77	1.13	.60	1.32	1.39

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 297 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	832	381	103	95	63	42	39	36	180	176	204	118	70
Effective base	305	163	36	29	19	14	9	10	85	62	75	30	20
Weighted Base	741	412	86	65	34	28	25	26	229	156	169	61	48
Very Dissatisfied (-2)	11 1%	7 2%	1 1%	2 4%	- -%	* 1%	- -%	- -%	* *%	- -%	7 4%	- -%	* *%
Fairly Dissatisfied (-1)	25 3%	13 3%	2 3%	5 7%	1 3%	2 7%	2 6%	* 1%	5 2%	9 6%	1 1%	3 5%	4 8%
Neither Satisfied Nor Dissatisfied (0)	81 11%	52 13%	11 12%	8 12%	1 3%	* *%	1 4%	2 7%	29 13%	24 16%	14 9%	5 7%	8 16%
Fairly Satisfied (1)	310 42%	157 38%	52 60%	26 39%	16 48%	9 34%	9 36%	13 51%	95 42%	67 43%	74 44%	26 43%	22 45%
Very Satisfied (2)	307 41%	179 44%	20 24%	25 38%	16 46%	15 55%	13 53%	11 41%	95 42%	53 34%	72 43%	27 44%	15 31%
Don't Know (DO NOT READ OUT)	7 1%	4 1%	- -%	- -%	- -%	1 3%	* *%	- -%	4 2%	3 2%	* *%	* *%	- -%
NET: Satisfied	617 83%	336 82%	72 84%	50 77%	32 94%	25 89%	22 90%	24 92%	191 83%	120 77%	147 87%	53 87%	37 76%
NET: Dissatisfied	35 5%	19 5%	3 4%	7 11%	1 3%	2 8%	2 6%	* 1%	6 2%	9 6%	8 5%	3 5%	4 8%
Answered	733	408	86	65	34	27	25	26	226	153	169	61	48
Mean Score	1.2	1.2	1.0	1.0	1.4	1.4	1.4	1.3	1.2	1.1	1.2	1.3	1.0
Standard error	.03	.05	.07	.11	.09	.14	.14	.11	.06	.07	.07	.08	.11
Standard deviation	.87	.90	.75	1.06	.70	.90	.84	.67	.78	.87	.93	.82	.91

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 297 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	832	254	154	176	91	50	224	162	158	98	48
Effective base	305	107	55	60	21	12	100	50	54	27	14
Weighted Base	741	286	136	136	42	27	267	122	118	60	36
Very Dissatisfied (-2)	11 1%	3 1%	2 2%	1 1%	- -%	* *%	* *%	1 1%	6 5%	- -%	- -%
Fairly Dissatisfied (-1)	25 3%	12 4%	6 4%	1 1%	3 8%	1 3%	4 1%	9 8%	1 1%	4 7%	3 8%
Neither Satisfied Nor Dissatisfied (0)	81 11%	32 11%	24 17%	13 9%	2 4%	6 21%	40 15%	12 10%	11 10%	3 6%	7 20%
Fairly Satisfied (1)	310 42%	117 41%	70 52%	55 40%	19 46%	13 47%	109 41%	57 47%	49 42%	23 38%	16 46%
Very Satisfied (2)	307 41%	121 42%	31 23%	66 49%	18 43%	8 29%	111 41%	42 35%	50 42%	30 50%	9 26%
Don't Know (DO NOT READ OUT)	7 1%	2 1%	3 2%	* *%	* *%	- -%	4 1%	- -%	* *%	- -%	- -%
NET: Satisfied	617 83%	238 83%	102 75%	121 89%	37 88%	21 76%	220 82%	100 82%	99 84%	52 88%	25 71%
NET: Dissatisfied	35 5%	15 5%	8 6%	3 2%	3 8%	1 4%	4 1%	10 8%	8 6%	4 7%	3 8%
Answered	733	285	133	136	42	27	264	122	118	60	36
Mean Score	1.2	1.2	.9	1.3	1.2	1.0	1.2	1.1	1.1	1.3	.9
Standard error	.03	.06	.07	.06	.09	.12	.05	.07	.08	.09	.13
Standard deviation	.87	.88	.86	.77	.86	.83	.76	.90	1.02	.86	.89

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 297 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		832	221	151	191	117	74	519	78	157	468	364	543	186
Effective base		305	96	49	71	42	20	198	24	56	178	129	199	56
Weighted Base		741	256	119	160	94	44	463	58	154	454	286	497	132
Very Dissatisfied	(-2)	11	1	2	6	*	1	6	1	3	9	2	4	3
		1%	1%	2%	3%	1%	2%	1%	1%	2%	2%	1%	1%	3%
Fairly Dissatisfied	(-1)	25	5	1	5	12	3	17	5	3	15	10	18	5
		3%	2%	1%	3%	12%	7%	4%	8%	2%	3%	3%	4%	4%
Neither Satisfied Nor Dissatisfied	(0)	81	27	17	16	9	4	41	10	23	55	26	57	18
		11%	11%	15%	10%	10%	9%	9%	18%	15%	12%	9%	11%	14%
Fairly Satisfied	(1)	310	114	53	56	35	23	195	19	69	202	107	222	53
		42%	44%	45%	35%	37%	51%	42%	32%	45%	45%	38%	45%	40%
Very Satisfied	(2)	307	106	45	77	38	13	199	24	56	168	139	193	52
		41%	41%	38%	48%	41%	30%	43%	41%	36%	37%	49%	39%	40%
Don't Know (DO NOT READ OUT)		7	3	*	1	*	*	5	-	*	5	2	4	-
		1%	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	0%
NET: Satisfied		617	220	98	133	73	36	394	43	125	370	247	414	105
		83%	86%	83%	83%	78%	82%	85%	73%	81%	82%	86%	83%	80%
NET: Dissatisfied		35	6	3	10	12	4	23	5	6	24	12	22	8
		5%	2%	2%	6%	12%	9%	5%	9%	4%	5%	4%	4%	6%
Answered		733	253	118	159	94	44	458	58	154	449	285	493	132
Mean Score		1.2	1.3	1.2	1.2	1.1	1.0	1.2	1.0	1.1	1.1	1.3	1.2	1.1
Standard error		.03	.05	.07	.07	.09	.11	.04	.12	.07	.04	.04	.04	.07
Standard deviation		.87	.76	.83	.98	1.01	.94	.86	1.02	.88	.89	.83	.83	.95

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 297 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	832	438	256	183	576	549	180	426	268	187	572
Effective base	305	172	73	84	195	201	54	163	83	85	193
Weighted Base	741	427	177	188	488	504	125	415	189	198	478
Very Dissatisfied	(-2) 11 1%	7 2%	1 *%	5 2%	6 1%	3 1%	4 3%	7 2%	1 *%	5 3%	5 1%
Fairly Dissatisfied	(-1) 25 3%	15 4%	6 3%	7 4%	18 4%	18 4%	5 4%	15 4%	6 3%	11 6%	13 3%
Neither Satisfied Nor Dissatisfied	(0) 81 11%	51 12%	23 13%	26 14%	48 10%	59 12%	16 13%	45 11%	29 15%	26 13%	48 10%
Fairly Satisfied	(1) 310 42%	179 42%	75 43%	86 45%	197 40%	227 45%	48 38%	179 43%	75 40%	86 43%	197 41%
Very Satisfied	(2) 307 41%	171 40%	72 41%	63 33%	216 44%	193 38%	52 42%	165 40%	77 41%	67 34%	213 45%
Don't Know (DO NOT READ OUT)	7 1%	4 1%	- -%	2 1%	2 *%	4 1%	- -%	4 1%	- -%	3 1%	2 *%
NET: Satisfied	617 83%	350 82%	147 83%	149 79%	414 85%	420 83%	100 80%	345 83%	153 81%	153 77%	410 86%
NET: Dissatisfied	35 5%	22 5%	7 4%	11 6%	23 5%	21 4%	9 7%	22 5%	7 4%	17 8%	18 4%
Answered	733	423	177	186	485	500	125	411	189	195	476
Mean Score	1.2	1.2	1.2	1.1	1.2	1.2	1.1	1.2	1.2	1.0	1.3
Standard error	.03	.04	.05	.07	.04	.04	.07	.04	.05	.07	.03
Standard deviation	.87	.89	.82	.92	.86	.82	1.00	.88	.84	.98	.83

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 297 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	832	523	508	191	2	492	441	161	2	637	397	197	1
Effective base	305	173	193	62	2	165	163	55	2	233	149	72	1
Weighted Base	741	433	476	155	5	421	385	138	2	575	353	159	2
Very Dissatisfied (-2)	11 1%	4 1%	6 1%	2 2%	- -%	7 2%	3 1%	2 2%	- -%	10 2%	5 1%	4 2%	- -%
Fairly Dissatisfied (-1)	25 3%	19 4%	15 3%	8 5%	- -%	14 3%	13 3%	8 6%	2 77%	17 3%	18 5%	8 5%	- -%
Neither Satisfied Nor Dissatisfied (0)	81 11%	54 12%	59 12%	25 16%	- -%	56 13%	49 13%	22 16%	- -%	63 11%	42 12%	25 16%	- -%
Fairly Satisfied (1)	310 42%	196 45%	209 44%	64 41%	1 26%	182 43%	153 40%	52 38%	- -%	233 40%	143 40%	58 36%	- -%
Very Satisfied (2)	307 41%	157 36%	183 38%	53 34%	4 74%	159 38%	164 43%	51 37%	1 23%	250 43%	142 40%	61 38%	2 100%
Don't Know (DO NOT READ OUT)	7 1%	3 1%	4 1%	3 2%	- -%	2 *%	3 1%	2 1%	- -%	3 1%	3 1%	3 2%	- -%
NET: Satisfied	617 83%	353 82%	392 82%	117 75%	5 100%	341 81%	317 82%	103 75%	1 23%	482 84%	284 81%	119 75%	2 100%
NET: Dissatisfied	35 5%	23 5%	21 4%	11 7%	- -%	21 5%	16 4%	10 8%	2 77%	27 5%	23 6%	12 7%	- -%
Answered	733	431	471	152	5	419	381	136	2	572	349	156	2
Mean Score	1.2	1.1	1.2	1.0	1.7	1.1	1.2	1.0	-3	1.2	1.1	1.1	2.0
Standard error	.03	.04	.04	.07	.34	.04	.04	.08	1.17	.03	.05	.07	-
Standard deviation	.87	.86	.86	.93	.49	.89	.85	.97	1.66	.88	.92	.99	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 297 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	832	542	493	339	471	360	42	218	218	241	85	48
Effective base	305	200	183	138	162	148	11	97	87	97	38	23
Weighted Base	741	506	466	339	422	353	30	235	228	247	81	47
Very Dissatisfied (-2)	11 1%	4 1%	3 1%	9 3%	4 1%	3 1%	- -%	3 1%	3 1%	6 2%	2 3%	- -%
Fairly Dissatisfied (-1)	25 3%	18 4%	15 3%	13 4%	13 3%	16 4%	- -%	11 5%	9 4%	11 4%	7 9%	4 9%
Neither Satisfied Nor Dissatisfied (0)	81 11%	63 12%	60 13%	38 11%	57 13%	49 14%	1 4%	31 13%	25 11%	24 10%	13 16%	12 26% c
Fairly Satisfied (1)	310 42%	222 44%	198 43%	156 46%	174 41%	158 45%	13 45%	104 44%	107 47%	107 43%	25 31%	13 26%
Very Satisfied (2)	307 41%	196 39%	185 40%	120 36%	170 40%	121 34%	15 51%	85 36%	84 37%	99 40%	33 41%	17 35%
Don't Know (DO NOT READ OUT)	7 1%	4 1%	4 1%	3 1%	4 1%	6 2%	- -%	2 1%	- -%	1 *%	- -%	2 3%
NET: Satisfied	617 83%	417 82%	383 82%	276 82%	344 81%	279 79%	29 96%	189 80%	192 84%	205 83%	58 72%	29 61%
NET: Dissatisfied	35 5%	22 4%	19 4%	22 7%	17 4%	18 5%	- -%	14 6%	12 5%	16 7%	10 12%	4 9%
Answered	733	502	462	336	418	346	30	234	228	246	81	46
Mean Score	1.2	1.2	1.2	1.1	1.2	1.1	1.5	1.1	1.1	1.1	1.0	.9
Standard error	.03	.04	.04	.05	.04	.05	.09	.06	.06	.06	.12	.15
Standard deviation	.87	.84	.83	.93	.85	.86	.59	.89	.85	.93	1.10	1.02

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 297 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	832	97	67	71	31	678	535	742	594	541	527	636	157	-	527	42
Effective base	305	38	23	29	14	246	188	269	212	185	185	242	56	-	192	23
Weighted Base	741	88	56	68	35	598	438	659	502	441	461	592	129	-	453	64
Very Dissatisfied (-2)	11 1%	2 3%	3 6%	- -%	1 4%	10 2%	5 1%	10 1%	10 2%	10 2%	8 2%	7 1%	1 1%	- -%	6 1%	3 5%
Fairly Dissatisfied (-1)	25 3%	4 5%	* *%	6 8%	1 2%	20 3%	19 4%	25 4%	18 4%	21 5%	18 4%	23 4%	6 5%	- -%	15 3%	4 7%
Neither Satisfied Nor Dissatisfied (0)	81 11%	14 15%	5 9%	10 14%	5 14%	65 11%	45 10%	69 11%	48 10%	42 9%	49 11%	56 9%	10 8%	- -%	43 9%	5 8%
Fairly Satisfied (1)	310 42%	30 34%	28 50%	29 43%	18 52%	256 43%	182 42%	281 43%	223 44%	171 39%	206 45%	255 43%	50 38%	- -%	197 44%	25 39%
Very Satisfied (2)	307 41%	36 40%	19 34%	23 34%	8 24%	241 40%	184 42%	267 41%	196 39%	193 44%	176 38%	244 41%	58 45%	- -%	189 42%	24 38%
Don't Know (DO NOT READ OUT)	7 1%	3 3%	1 2%	* *%	2 5%	7 1%	3 1%	7 1%	7 1%	4 1%	4 1%	7 1%	4 3%	- -%	3 1%	3 4%
NET: Satisfied	617 83%	65 74%	47 83%	53 77%	26 75%	497 83%	366 84%	548 83%	419 84%	365 83%	381 83%	499 84%	108 83%	- -%	387 85%	49 76%
NET: Dissatisfied	35 5%	6 7%	3 6%	6 8%	2 6%	29 5%	24 5%	34 5%	28 6%	31 7%	26 6%	30 5%	7 6%	- -%	21 5%	8 12%
Answered	733	85	55	68	33	591	435	652	495	437	457	585	125	-	451	62
Mean Score	1.2	1.1	1.1	1.0	.9	1.2	1.2	1.2	1.2	1.2	1.1	1.2	1.3	-	1.2	1.0
Standard error	.03	.10	.12	.11	.17	.03	.04	.03	.04	.04	.04	.03	.07	-	.04	.17
Standard deviation	.87	1.01	.99	.91	.95	.88	.87	.88	.89	.95	.89	.86	.88	-	.85	1.12

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 297 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	832	344	291	696	32	351	481	200	463	159	270	206	328
Effective base	305	136	107	251	15	125	181	70	172	62	95	73	130
Weighted Base	741	339	264	607	41	295	446	157	435	143	225	182	311
Very Dissatisfied (-2)	11 1%	7 2%	2 1%	1 *	7 17%	10 3%	* %	6 4%	3 1%	2 1%	5 2%	2 1%	4 1%
Fairly Dissatisfied (-1)	25 3%	16 5%	4 1%	8 1%	11 27%	22 8%	2 *	7 4%	14 3%	4 3%	14 6%	4 2%	6 2%
Neither Satisfied Nor Dissatisfied (0)	81 11%	47 14%	24 9%	43 7%	9 22%	53 18%	28 6%	14 9%	46 10%	22 15%	23 10%	15 8%	42 13%
Fairly Satisfied (1)	310 42%	150 44%	109 41%	262 43%	11 26%	137 46%	173 39%	56 35%	202 46%	52 36%	89 40%	76 42%	130 42%
Very Satisfied (2)	307 41%	118 35%	119 45%	288 48%	4 9%	70 24%	238 53%	74 47%	167 38%	61 43%	89 39%	83 45%	129 42%
Don't Know (DO NOT READ OUT)	7 1%	2 1%	5 2%	4 1%	- -%	3 1%	5 1%	1 1%	4 1%	2 1%	4 2%	3 1%	- -%
NET: Satisfied	617 83%	268 79%	228 86%	551 91%	14 34%	206 70%	411 92%	130 83%	368 85%	113 79%	178 79%	158 87%	259 83%
NET: Dissatisfied	35 5%	23 7%	6 2%	9 1%	18 44%	33 11%	3 1%	12 8%	17 4%	6 4%	19 9%	6 3%	10 3%
Answered	733	338	259	603	41	292	441	156	431	141	220	180	311
Mean Score	1.2	1.1	1.3	1.4	-2	.8	1.5	1.2	1.2	1.2	1.1	1.3	1.2
Standard error	.03	.05	.05	.03	.22	.05	.03	.07	.04	.07	.06	.06	.05
Standard deviation	.87	.93	.78	.69	1.24	1.00	.65	1.02	.81	.89	.98	.80	.84

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 297 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		832	454	378
Effective base		305	146	159
Weighted Base		741	364	377
Very Dissatisfied	(-2)	11 1%	7 2%	3 1%
Fairly Dissatisfied	(-1)	25 3%	19 5%	6 2%
Neither Satisfied Nor Dissatisfied	(0)	81 11%	42 11%	39 10%
Fairly Satisfied	(1)	310 42%	163 45%	147 39%
Very Satisfied	(2)	307 41%	127 35%	180 48%
Don't Know (DO NOT READ OUT)		7 1%	5 1%	2 *%
NET: Satisfied		617 83%	290 80%	327 87%
NET: Dissatisfied		35 5%	26 7%	9 2%
Answered		733	358	375
Mean Score		1.2	1.1	1.3
Standard error		.03	.04	.04
Standard deviation		.87	.93	.79

Columns Tested: a,b

Table 297 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

		Month											
Total base		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	832	48	84	76	66	81	45	41	81	65	62	48	135
Effective base	305	13	35	45	24	56	24	9	32	27	9	20	45
Weighted Base	741	23	55	92	21	122	43	8	114	57	14	57	135
Very Dissatisfied	(-2) 11 1%	* 2%	1 1%	2 2%	* 1%	- -%	- -%	- -%	- -%	1 2%	- -%	6 11%	- -%
Fairly Dissatisfied	(-1) 25 3%	* *%	3 6%	1 1%	1 3%	6 5%	2 4%	1 20% cl	8 7%	1 2%	* 2%	* *%	1 1%
Neither Satisfied Nor Dissatisfied	(0) 81 11%	* *%	8 14%	10 11%	1 5%	19 15%	5 11%	1 19%	7 7%	7 12%	* 2%	8 14%	14 11%
Fairly Satisfied	(1) 310 42%	11 48%	18 32%	34 37%	15 70% bcefhik	48 39%	18 41%	3 43%	43 38%	24 43%	9 65%	20 36%	67 49%
Very Satisfied	(2) 307 41%	12 50%	25 46%	45 49% d	4 21%	49 40%	16 37%	1 17%	55 48% d	23 39%	4 31%	22 39%	51 38%
Don't Know (DO NOT READ OUT)	7 1%	- -%	- -%	- -%	- -%	2 1%	3 6%	- -%	* *%	1 2%	* *%	- -%	2 1%
NET: Satisfied	617 83%	23 98% g	43 78%	79 86%	19 91%	96 79%	34 78%	5 61%	98 86%	47 82%	13 95%	43 75%	118 87%
NET: Dissatisfied	35 5%	* 2%	4 8%	3 3%	1 4%	6 5%	2 4%	1 20% l	8 7%	2 4%	* 2%	6 11% l	1 1%
Answered	733	23	55	92	21	121	41	8	114	56	14	57	133
Mean Score	1.2	1.4	1.1	1.3	1.1	1.2	1.2	.6	1.3	1.2	1.2	.9	1.3
Standard error	.03	.10	.11	.10	.08	.10	.12	.17	.10	.11	.08	.18	.06
Standard deviation	.87	.71	.99	.88	.69	.85	.82	1.07	.88	.86	.62	1.23	.68

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 297 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	832	208	192	187	245	400	432
Effective base	305	92	97	59	72	188	131
Weighted Base	741	170	187	178	206	357	384
Very Dissatisfied (-2)	11 1%	3 2%	* *%	1 1%	6 3%	4 1%	7 2%
Fairly Dissatisfied (-1)	25 3%	4 3%	8 4%	11 6%	1 1%	12 3%	12 3%
Neither Satisfied Nor Dissatisfied (0)	81 11%	18 10%	25 13%	16 9%	23 11%	43 12%	39 10%
Fairly Satisfied (1)	310 42%	63 37%	80 43%	71 40%	96 47%	143 40%	167 43%
Very Satisfied (2)	307 41%	82 48%	69 37%	79 44%	78 38%	151 42%	157 41%
Don't Know (DO NOT READ OUT)	7 1%	- -%	4 2%	1 1%	2 1%	4 1%	3 1%
NET: Satisfied	617 83%	144 85%	149 80%	150 84%	174 85%	294 82%	323 84%
NET: Dissatisfied	35 5%	8 5%	8 4%	12 7%	7 4%	16 4%	19 5%
Answered	733	170	182	177	204	352	381
Mean Score	1.2	1.3	1.2	1.2	1.2	1.2	1.2
Standard error	.03	.06	.06	.07	.06	.04	.04
Standard deviation	.87	.89	.82	.89	.87	.86	.88

Columns Tested:: a,b,c,d - a,b

Table 298

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: SUMMARY TABLE

Base: All those who use other providers to RM (QV4=2-18,98)

		Areas							
		Delivery time (when you receive your mail delivery)	Delivery consistency / reliability (e.g. arrives as promised consistently)	Time of collection	Collection reliability	Latest collection time	Amount / level of lost mail	Price of postage	Items being delivered intact/undamaged
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base		832	832	832	832	832	832	832	832
Effective base		305	305	305	305	305	305	305	305
Weighted Base		741	741	741	741	741	741	741	741
Very Dissatisfied	(-2)	4 1%	13 2%	4 1%	9 1%	12 2%	15 2%	13 2%	11 1%
Fairly Dissatisfied	(-1)	35 5%	35 5%	27 4%	37 5%	22 3%	36 5%	55 7% ceh	25 3%
Neither Satisfied Nor Dissatisfied	(0)	112 15%	98 13%	123 17%	111 15%	129 17%	97 13%	119 16%	81 11%
Fairly Satisfied	(1)	320 43%	303 41%	302 41%	290 39%	287 39%	275 37%	362 49% bcdef	310 42%
Very Satisfied	(2)	250 34%	284 38%	238 32%	251 34%	238 32%	274 37%	187 25%	307 41%
Don't Know (DO NOT READ OUT)		g 19 3%	g 8 1%		g 43 6%		g 53 7%		aceg 7 1%
NET: Satisfied		g 571 77%	g 587 79%	abgh 540 73%	abgh 541 73%	abgh 525 71%	abgh 549 74%	abgh 549 74%	cdefg 617 83%
NET: Dissatisfied		g 39 5%	e 48 6%	e 31 4%	e 46 6%	e 34 5%	e 51 7%	ceh 68 9%	e 35 5%
Answered		722	732	695	698	687	697	736	733
Mean Score		1.1	1.1	1.1	1.1	1.0	1.1	.9	1.2
Standard error		.g	.g	.g	.g	.g	.g		.eg
Standard deviation		.03	.03	.03	.03	.03	.03	.03	.03
		.86	.93	.85	.92	.90	.96	.93	.87

Columns Tested: a,b,c,d,e,f,g,h

Table 299

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	816	113	703	502	152	51	111	314
Effective base	299	33	270	267	63	28	53	88
Weighted Base	722	53	669	678	36	5	3	44
Very Dissatisfied (-2)	4 1%	* *%	4 1%	4 1%	* *%	* 2%	- -%	* *%
Fairly Dissatisfied (-1)	35 5%	1 3%	33 5%	32 5%	2 6%	* 3%	* 1%	3 6%
Neither Satisfied Nor Dissatisfied (0)	112 16%	5 10%	107 16%	104 15%	7 20%	* 7%	* 4%	8 18%
Fairly Satisfied (1)	320 44%	17 33%	303 45%	303 45%	14 37%	2 47%	1 49%	17 39%
Very Satisfied (2)	250 35%	28 54%	222 33%	234 35%	13 36%	2 41%	1 45%	16 37%
NET: Satisfied	571 79%	46 87%	525 78%	537 79%	27 73%	4 88%	2 95%	34 76%
NET: Dissatisfied	39 5%	1 3%	37 6%	36 5%	2 6%	* 5%	* 1%	3 6%
Answered	722	53	669	678	36	5	3	44
Mean Score	1.1	1.4 b	1.1	1.1	1.0	1.2	1.4 abe	1.1
Standard error	.03	.07	.03	.04	.07	.13	.08	.05
Standard deviation	.86	.79	.86	.86	.92	.94	.79	.90

Columns Tested: a,b - a,b,c,d,e

Table 299 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		816	196	232	74	95	108	111	502	152	162
Effective base		299	121	120	31	43	40	53	267	63	56
Weighted Base		722	320	311	47	27	15	3	678	36	8
Very Dissatisfied	(-2)	4 1%	- -%	4 1%	- -%	* *%	* 1%	- -%	4 1%	* *%	* 1%
Fairly Dissatisfied	(-1)	35 5%	12 4%	12 4%	8 18%	1 4%	1 9%	* 1%	32 5%	2 6%	* 2%
Neither Satisfied Nor Dissatisfied	(0)	112 16%	49 15%	49 16%	7 14%	7 25%	1 8%	* 4%	104 15%	7 20%	* 6%
Fairly Satisfied	(1)	320 44%	158 50%	122 39%	23 48%	8 29%	8 54%	1 49%	303 45%	14 37%	4 48%
Very Satisfied	(2)	250 35%	101 31%	124 40%	9 19%	11 42%	4 28%	1 45%	234 35%	13 36%	3 43%
NET: Satisfied		571 79%	259 81%	246 79%	32 68%	19 71%	12 83%	2 95%	537 79%	27 73%	7 90%
NET: Dissatisfied		39 5%	12 4%	16 5%	8 18%	1 4%	1 10%	* 1%	36 5%	2 6%	* 3%
Answered		722	320	311	47	27	15	3	678	36	8
Mean Score		1.1	1.1	1.1	.7	1.1	1.0	1.4	1.1	1.0	1.3
Standard error		.03	.06	.06	.11	.10	.09	.08	.04	.07	.07
Standard deviation		.86	.78	.91	.99	.93	.91	.79	.86	.92	.83

Columns Tested: a,b,c,d,e,f,g,h,i

Table 299 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	816	302	200	152	51	111	278	163	64	36	129
Effective base	299	192	92	63	28	53	147	68	21	10	21
Weighted Base	722	538	140	36	5	3	403	146	36	21	23
Very Dissatisfied (-2)	4 1%	4 1%	- -%	* *%	* 2%	- -%	4 1%	- -%	- -%	- -%	- -%
Fairly Dissatisfied (-1)	35 5%	21 4%	11 8%	2 6%	* 3%	* 1%	23 6%	7 5%	2 5%	- -%	1 4%
Neither Satisfied Nor Dissatisfied (0)	112 16%	86 16%	18 13%	7 20%	* 7%	* 4%	74 18%	20 14%	3 7%	1 3%	2 11%
Fairly Satisfied (1)	320 44%	246 46%	57 41%	14 37%	2 47%	1 49%	170 42%	65 44%	17 48%	12 56%	10 42%
Very Satisfied (2)	250 35%	181 34%	53 38%	13 36%	2 41%	1 45%	132 33%	54 37%	15 40%	9 41%	10 44%
NET: Satisfied	571 79%	427 79%	110 79%	27 73%	4 88%	2 95%	302 75%	119 81%	32 88%	20 97%	20 86%
NET: Dissatisfied	39 5%	25 5%	11 8%	2 6%	* 5%	* 1%	27 7%	7 5%	2 5%	- -%	1 4%
Answered	722	538	140	36	5	3	403	146	36	21	23
Mean Score	1.1	1.1	1.1	1.0	1.2	1.4	1.0	1.1	1.2	1.4	1.3
Standard error	.03	.05	.06	.07	.13	.08	.05	.07	.10	.09	.07
Standard deviation	.86	.85	.91	.92	.94	.79	.91	.83	.79	.56	.81

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 299 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	*d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		816	56	47	105	29	60	66	46	49	50
Effective base		299	28	23	54	13	30	36	25	25	27
Weighted Base		722	72	48	149	31	77	102	71	62	46
Very Dissatisfied	(-2)	4 1%	- -%	3 7%	* *%	- -%	- -%	- -%	- -%	- -%	- -%
Fairly Dissatisfied	(-1)	35 5%	8 11%	1 3%	10 6%	- -%	2 2%	1 1%	5 7%	1 2%	4 8%
Neither Satisfied Nor Dissatisfied	(0)	112 16%	11 15%	4 7%	31 21%	5 15%	21 28%	5 5%	13 18%	7 11%	11 24%
Fairly Satisfied	(1)	320 44%	29 40%	22 45%	62 42%	14 46%	19 25%	57 56%	36 51%	34 54%	18 38%
Very Satisfied	(2)	250 35%	24 33%	18 38%	46 31%	12 39%	35 45%	38 38%	17 24%	20 33%	14 30%
NET: Satisfied		571 79%	53 73%	40 83%	108 73%	26 85%	54 70%	96 94%	53 75%	54 87%	31 68%
NET: Dissatisfied		39 5%	8 11%	5 10%	10 7%	- -%	2 2%	1 1%	5 7%	1 2%	4 8%
Answered		722	72	48	149	31	77	102	71	62	46
Mean Score		1.1	1.0	1.0	1.0	1.2	1.1	1.3	.9	1.2	.9
Standard error		.03	.13	.16	.09	.13	.12	gi .08	.12	.10	.13
Standard deviation		.86	.98	1.09	.88	.70	.90	.62	.83	.70	.93

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 299 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		816	139	152	217	508	308	115	100	93
Effective base		299	68	76	115	256	79	33	32	27
Weighted Base		722	154	182	322	659	63	34	18	11
Very Dissatisfied	(-2)	4 1%	- -%	3 2%	* *%	3 *%	1 2%	* *%	1 6%	* *%
Fairly Dissatisfied	(-1)	35 5%	5 3%	11 6%	16 5%	32 5%	3 4%	1 4%	1 4%	1 5%
Neither Satisfied Nor Dissatisfied	(0)	112 16%	37 24%	21 12%	49 15%	108 16%	5 7%	2 6%	2 10%	1 6%
Fairly Satisfied	(1)	320 44%	51 33%	84 46%	156 48%	292 44%	28 45%	13 39%	9 53%	6 52%
Very Satisfied	(2)	250 35%	61 39%	63 34%	101 31%	224 34%	26 41%	17 51%	5 26%	4 37%
NET: Satisfied		571 79%	112 73%	147 81%	257 80%	516 78%	54 86%	31 90%	14 79%	10 89%
NET: Dissatisfied		39 5%	5 3%	14 8%	16 5%	35 5%	4 6%	1 4%	2 11%	1 6%
Answered		722	154	182	322	659	63	34	18	11
Mean Score		1.1	1.1	1.1	1.1	1.1	1.2	1.4	.9	1.2
Standard error		.03	.07	.08	.06	.04	.05	.07	.11	.09
Standard deviation		.86	.88	.93	.81	.86	.90	.79	1.07	.83

Columns Tested: a,b,c,d,e,f,g,h

Table 299 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	*g	*h	i
Significance Level: 95%										
Unweighted Base	816	35	97	11	108	94	247	20	23	289
Effective base	299	14	32	6	37	40	97	5	8	107
Weighted Base	722	25	75	12	87	123	189	11	10	276
Very Dissatisfied	(-2) 4 1%	- -%	- -%	- -%	- -%	* *%	1 1%	3 29%	- -%	- -%
Fairly Dissatisfied	(-1) 35 5%	1 3%	5 7%	- -%	5 6%	12 10%	5 2%	* *%	- -%	12 4%
Neither Satisfied Nor Dissatisfied	(0) 112 16%	1 2%	6 8%	6 47%	12 14%	15 12%	30 16%	* 1%	* 2%	55 20%
Fairly Satisfied	(1) 320 44%	14 57%	41 55%	* 1%	41 47%	42 35%	79 42%	4 39%	3 31%	136 49%
Very Satisfied	(2) 250 35%	9 37%	22 30%	6 51%	28 33%	53 44%	75 39%	3 31%	7 67%	74 27%
NET: Satisfied	571 79%	24 95%	63 84%	6 53%	70 80%	96 78%	154 81%	8 70%	10 98%	210 76%
NET: Dissatisfied	39 5%	1 3%	5 7%	- -%	5 6%	12 10%	6 3%	3 29%	- -%	12 4%
Answered	722	25	75	12	87	123	189	11	10	276
Mean Score	1.1	1.3	1.1	1.0	1.1	1.1	1.2	.4	1.6	1.0
Standard error	.03	.12	.08	.31	.08	.10	.05	.38	.12	.05
Standard deviation	.86	.68	.82	1.04	.85	.97	.83	1.68	.55	.80

Columns Tested: a,b,c,d,e,f,g,h,i

Table 299 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	816	237	247	332	732	84	-	675	141	802	14
Effective base	299	89	97	118	265	36	-	267	34	293	6
Weighted Base	722	235	189	298	614	108	-	659	62	708	13
Very Dissatisfied (-2)	4 1%	* *%	1 1%	3 1%	1 *%	3 3%	- -%	3 *%	1 2%	4 1%	- -%
Fairly Dissatisfied (-1)	35 5%	18 8%	5 2%	12 4%	27 4%	8 7%	- -%	33 5%	2 3%	35 5%	- -%
Neither Satisfied Nor Dissatisfied (0)	112 16%	27 12%	30 16%	55 19%	96 16%	16 15%	- -%	102 16%	10 16%	112 16%	* *%
Fairly Satisfied (1)	320 44%	98 42%	79 42%	143 48%	269 44%	51 47%	- -%	297 45%	23 37%	317 45%	3 24%
Very Satisfied (2)	250 35%	91 39%	75 39%	84 28%	221 36%	30 27%	- -%	224 34%	27 43%	240 34%	10 76%
NET: Satisfied	571 79%	189 81%	154 81%	228 76%	490 80%	81 75%	- -%	521 79%	50 80%	557 79%	13 100%
NET: Dissatisfied	39 5%	18 8%	6 3%	15 5%	28 5%	11 10%	- -%	36 5%	3 5%	39 5%	- -%
Answered	722	235	189	298	614	108	-	659	62	708	13
Mean Score	1.1	1.1	1.2	1.0	1.1	.9	-	1.1	1.2	1.1	1.8
Standard error	.03	.06	.05	.05	.03	.11	-	.03	.08	.03	.12
Standard deviation	.86	.90	.83	.85	.83	.99	-	.86	.92	.86	.45

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 299 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		816	361	218	233
Effective base		299	139	72	88
Weighted Base		722	350	149	219
Very Dissatisfied	(-2)	4 1%	4 1%	* *%	* *%
Fairly Dissatisfied	(-1)	35 5%	21 6%	3 2%	11 5%
Neither Satisfied Nor Dissatisfied	(0)	112 16%	48 14%	27 18%	37 17%
Fairly Satisfied	(1)	320 44%	183 52% bc	53 36%	85 39%
Very Satisfied	(2)	250 35%	95 27%	66 44% a	86 40%
NET: Satisfied		571 79%	277 79%	119 80%	171 78%
NET: Dissatisfied		39 5%	25 7%	3 2%	11 5%
Answered		722	350	149	219
Mean Score		1.1	1.0	1.2	1.1
Standard error		.03	.05	.06	.06
Standard deviation		.86	.87	.81	.86

Columns Tested: a,b,c

Table 299 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	816	498	178	55	26	30	15	7	7	676	140	85
Effective base	299	211	55	15	10	8	3	2	1	266	32	18
Weighted Base	722	519	125	35	8	21	8	1	5	643	78	43
Very Dissatisfied (-2)	4 1%	4 1%	- -%	- -%	* *%	- -%	* *%	- -%	- -%	4 1%	* *%	* *%
Fairly Dissatisfied (-1)	35 5%	29 6%	3 3%	1 4%	1 11%	* *%	* 1%	- -%	- -%	32 5%	2 3%	1 2%
Neither Satisfied Nor Dissatisfied (0)	112 16%	72 14%	36 29% acij	* 1%	* 1%	2 9%	1 14%	* 1%	* 3%	108 17%	4 5%	3 8%
Fairly Satisfied (1)	320 44%	233 45%	51 41%	17 50%	3 33%	11 50%	1 10%	* 4%	5 96%	284 44%	36 47%	19 44%
Very Satisfied (2)	250 35%	180 35%	34 27%	16 45%	4 54%	9 40%	6 74%	1 95%	* 1%	215 33%	36 46%	20 46%
NET: Satisfied	571 79%	414 80%	85 68%	33 95% b	7 87%	19 90%	6 84%	1 99%	5 97%	498 77%	72 92% b	39 90%
NET: Dissatisfied	39 5%	33 6%	3 3%	1 4%	1 12%	* *%	* 1%	- -%	- -%	37 6%	2 3%	1 3%
Answered	722	519	125	35	8	21	8	1	5	643	78	43
Mean Score	1.1	1.1	.9	1.4	1.3	1.3	1.6	1.9	1.0	1.0	1.3	1.3
Standard error	.03	.04	.06	.09	.20	.12	.22	.48	.08	.03	.06	.08
Standard deviation	.86	.88	.82	.70	1.04	.67	.85	1.26	.22	.87	.72	.74

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 299 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	816	186	312	318	716	680	736	743	515	420	60	398	60	71	47	60	40
Effective base	299	91	121	87	250	239	264	271	185	129	33	164	18	18	11	13	7
Weighted Base	722	236	283	203	612	586	647	657	469	322	86	408	37	44	23	28	20
Very Dissatisfied (-2)	4 1%	4 2%	- -%	* *%	4 1%	4 1%	4 1%	4 1%	4 1%	1 *%	- -%	4 1%	- -%	* *%	- -%	- -%	- -%
Fairly Dissatisfied (-1)	35 5%	12 5%	17 6%	6 3%	33 5%	28 5%	33 5%	34 5%	26 6%	21 7%	4 5%	24 6%	1 4%	* 1%	1 5%	* 1%	1 5%
Neither Satisfied Nor Dissatisfied (0)	112 16%	34 15%	38 13%	40 20%	103 17%	99 17%	107 16%	111 17%	83 18%	43 13%	8 10%	65 16%	13 36%	11 25%	1 3%	7 25%	1 7%
Fairly Satisfied (1)	320 44%	107 46%	126 44%	87 43%	277 45%	256 44%	290 45%	276 42%	198 42%	130 41%	43 50%	178 44%	16 42%	16 37%	16 68%	13 46%	8 41%
Very Satisfied (2)	250 35%	78 33%	103 36%	70 34%	196 32%	199 34%	213 33%	232 35%	157 34%	126 39%	30 36%	137 33%	7 18%	16 37%	5 23%	8 28%	10 47%
NET: Satisfied	571 79%	185 78%	228 81%	157 77%	472 77%	455 78%	504 78%	508 77%	355 76%	257 80%	73 85%	315 77%	23 61%	33 74%	21 91%	21 74%	18 88%
NET: Dissatisfied	39 5%	17 7%	17 6%	6 3%	37 6%	32 5%	37 6%	38 6%	30 6%	22 7%	4 5%	29 7%	1 4%	* 1%	1 5%	* 1%	1 5%
Answered	722	236	283	203	612	586	647	657	469	322	86	408	37	44	23	28	20
Mean Score	1.1	1.0	1.1	1.1	1.0	1.1	1.0	1.1	1.0	1.1	1.2	1.0	.8	1.1	1.1	1.0	1.3
Standard error	.03	.07	.05	.05	.03	.03	.03	.03	.04	.04	.10	.05	.10	.10	.10	.10	.13
Standard deviation	.86	.92	.85	.81	.88	.87	.87	.89	.91	.90	.79	.91	.81	.82	.70	.78	.81

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 299 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	*f	*g	a	b	c	d	e	*f	*g
Unweighted Base	816	445	78	55	53	33	29	23	363	128	71	36	37	24	21
Effective base	299	190	24	12	9	11	6	3	151	41	19	16	6	9	4
Weighted Base	722	476	51	26	25	13	16	6	379	104	33	29	17	11	13
Very Dissatisfied (-2)	4 1%	4 1%	* %	- %	* %	- %	- %	- %	3 1%	1 1%	* %	- %	- %	- %	- %
Fairly Dissatisfied (-1)	35 5%	28 6%	1 3%	1 3%	* %	1 10%	1 6%	* 1%	19 5%	6 6%	1 2%	* 1%	* 2%	1 12%	- %
Neither Satisfied Nor Dissatisfied (0)	112 16%	75 16%	18 35%	3 11%	1 4%	* 1%	6 37%	1 17%	56 15%	26 25%	6 19%	8 28%	1 5%	1 13%	* 2%
Fairly Satisfied (1)	320 44%	219 46%	15 29%	18 68%	9 36%	7 57%	8 49%	1 20%	168 44%	38 36%	17 52%	13 45%	10 56%	4 36%	7 55%
Very Satisfied (2)	250 35%	150 31%	17 33%	5 18%	15 60%	4 32%	1 8%	4 62%	133 35%	33 32%	9 27%	7 26%	6 37%	4 39%	5 42%
NET: Satisfied	571 79%	369 77%	32 62%	22 86%	24 96%	12 89%	9 58%	5 82%	301 79%	71 68%	26 79%	20 71%	16 94%	8 75%	13 98%
NET: Dissatisfied	39 5%	32 7%	1 3%	1 3%	* %	1 10%	1 6%	* 1%	22 6%	7 7%	1 2%	* 1%	* 2%	1 12%	- %
Answered	722	476	51	26	25	13	16	6	379	104	33	29	17	11	13
Mean Score	1.1	1.0	.9	1.0	1.6	1.1	.6	1.4	1.1	.9	1.0	1.0	1.3	1.0	1.4
Standard error	.03	.04	.10	.09	.08	.15	.14	.18	.05	.08	.09	.13	.11	.22	.12
Standard deviation	.86	.89	.90	.66	.59	.88	.74	.87	.88	.95	.75	.78	.66	1.05	.56

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 299 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	816	371	100	95	63	40	38	36	175	176	197	115	70
Effective base	299	160	34	29	19	12	9	10	83	62	72	29	20
Weighted Base	722	399	83	65	34	25	25	26	222	156	160	59	48
Very Dissatisfied (-2)	4 1%	4 1%	- -	* *%	* *%	- -	- -	- -	1 1%	* *%	3 2%	- -	- -
Fairly Dissatisfied (-1)	35 5%	18 4%	5 7%	6 9%	2 4%	* 1%	2 7%	1 3%	7 3%	16 10%	7 5%	1 2%	1 3%
Neither Satisfied Nor Dissatisfied (0)	112 16%	65 16%	18 22%	19 29%	3 9%	5 22%	* 1%	1 2%	30 13%	27 17%	32 20%	5 9%	13 28%
Fairly Satisfied (1)	320 44%	168 42%	39 47%	12 19%	17 51%	5 22%	14 57%	19 72%	96 43%	75 48%	64 40%	33 56%	22 45%
Very Satisfied (2)	250 35%	143 36%	21 25%	28 43%	12 35%	14 55%	9 35%	6 23%	88 40%	38 24%	54 34%	19 32%	12 25%
NET: Satisfied	571 79%	312 78%	59 72%	40 62%	29 86%	19 77%	23 92%	25 95%	185 83%	113 73%	118 74%	52 89%	33 69%
NET: Dissatisfied	39 5%	22 6%	5 7%	6 9%	2 5%	* 1%	2 7%	1 3%	8 4%	16 10%	11 7%	1 2%	1 3%
Answered	722	399	83	65	34	25	25	26	222	156	160	59	48
Mean Score	1.1	1.1	.9	1.0	1.2	1.3	1.2	1.2	1.2	.9	1.0	1.2	.9
Standard error	.03	.05	.09	.11	.10	.14	.13	.10	.06	.07	.07	.06	.10
Standard deviation	.86	.89	.85	1.05	.79	.86	.80	.59	.82	.90	.95	.69	.80

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 299 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Frequency - letters sent					Frequency - large letters sent					
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e	
Unweighted Base	816	249	154	170	89	50	219	161	152	96	48	
Effective base	299	104	55	59	20	12	98	50	52	26	14	
Weighted Base	722	277	136	129	42	27	260	122	109	58	36	
Very Dissatisfied	(-2)	4 1%	4 2%	* *%	- -%	- -%	- -%	1 *%	- -%	3 3%	- -%	- -%
Fairly Dissatisfied	(-1)	35 5%	13 5%	13 9%	5 4%	1 3%	1 3%	7 3%	12 10%	7 6%	2 3%	1 2%
Neither Satisfied Nor Dissatisfied	(0)	112 16%	39 14%	24 18%	28 22%	1 3%	10 38%	43 17%	20 16%	20 19%	5 9%	9 27%
Fairly Satisfied	(1)	320 44%	113 41%	78 57%	51 40%	25 60%	10 36%	107 41%	58 48%	44 40%	30 51%	18 50%
Very Satisfied	(2)	250 35%	108 39%	21 16%	45 35%	14 34%	6 23%	102 39%	32 27%	35 32%	21 36%	8 21%
NET: Satisfied		571 79%	221 80%	99 73%	96 74%	39 93%	16 59%	208 80%	90 74%	79 72%	51 88%	25 72%
NET: Dissatisfied		39 5%	17 6%	13 9%	5 4%	1 3%	1 3%	8 3%	12 10%	10 9%	2 3%	1 2%
Answered		722	277	136	129	42	27	260	122	109	58	36
Mean Score		1.1	1.1	.8	1.1	1.2	.8	1.2	.9	.9	1.2	.9
Standard error		.03	b .06	a .07	a .07	b .07	b .12	.06	.07	.08	.07	.11
Standard deviation		.86	b .92	a .82	a .85	b .67	b .84	.83	.90	1.01	.73	.75

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 299 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	816	217	147	188	114	72	509	77	153	457	359	531	185
Effective base	299	95	48	68	40	20	194	23	55	173	127	195	55
Weighted Base	722	251	112	156	92	43	452	56	149	440	282	483	130
Very Dissatisfied (-2)	4 1%	1 *%	- -%	3 2%	- -%	* *%	1 *%	* *%	3 2%	3 1%	1 *%	* *%	4 3% a
Fairly Dissatisfied (-1)	35 5%	6 2%	7 7%	10 6%	7 8%	3 8%	17 4%	6 11%	10 7%	20 5%	14 5%	25 5%	7 6%
Neither Satisfied Nor Dissatisfied (0)	112 16%	47 19%	10 9%	37 24%	13 15%	4 9%	78 17%	9 15%	24 16%	80 18%	32 11%	84 18%	19 14%
Fairly Satisfied (1)	320 44%	103 41%	51 45%	49 31%	48 52%	25 57%	180 40%	26 46%	70 47%	213 48%	108 38%	232 48%	45 35%
Very Satisfied (2)	250 35%	95 38%	44 39%	57 37%	23 25%	11 26%	175 39%	15 27%	42 28%	123 28%	127 45% a	141 29%	55 42%
NET: Satisfied	571 79%	198 79%	95 84%	106 68%	71 77%	36 83%	355 79%	41 73%	111 75%	336 76%	235 83%	373 77%	99 77%
NET: Dissatisfied	39 5%	7 3%	7 7%	13 8%	7 8%	3 8%	18 4%	6 11%	13 9%	24 5%	15 5%	25 5%	12 9%
Answered	722	251	112	156	92	43	452	56	149	440	282	483	130
Mean Score	1.1	1.1	1.2	.9	.9	1.0	1.1	.9	.9	1.0	1.2 a	1.0	1.1
Standard error	.03	.06	.07	.07	.08	.10	.04	.11	.08	.04	.05	.04	.08
Standard deviation	.86	.82	.85	1.02	.85	.83	.85	.94	.95	.85	.87	.82	1.05

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 299 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	816	426	254	178	565	537	179	414	266	181	562
Effective base	299	167	72	82	191	197	53	159	82	83	189
Weighted Base	722	415	170	176	481	490	123	404	182	190	467
Very Dissatisfied (-2)	4 1%	3 1%	1 1%	* *%	4 1%	* *%	4 4%	3 1%	1 1%	* *%	4 1%
Fairly Dissatisfied (-1)	35 5%	19 5%	8 5%	4 3%	29 6%	26 5%	6 5%	18 4%	10 6%	3 2%	30 7%
Neither Satisfied Nor Dissatisfied (0)	112 16%	71 17%	28 16%	45 26%	66 14%	83 17%	20 16%	71 18%	27 15%	42 22%	69 15%
Fairly Satisfied (1)	320 44%	188 45%	69 40%	90 51%	186 39%	239 49%	38 31%	183 45%	73 40%	95 50%	180 39%
Very Satisfied (2)	250 35%	134 32%	64 38%	37 21%	196 41%	141 29%	54 44%	129 32%	70 38%	49 26%	183 39%
NET: Satisfied	571 79%	322 77%	133 78%	126 72%	381 79%	380 78%	92 75%	312 77%	143 79%	145 76%	363 78%
NET: Dissatisfied	39 5%	23 5%	10 6%	5 3%	33 7%	27 5%	11 9%	21 5%	11 6%	3 2%	35 7%
Answered	722	415	170	176	481	490	123	404	182	190	467
Mean Score	1.1	1.0	1.1	.9	1.1	1.0	1.1	1.0	1.1	1.0	1.1
Standard error	.03	.04	.06	.06	.04	.04	.08	.04	.06	.06	.04
Standard deviation	.86	.87	.89	.75	.92	.82	1.06	.86	.90	.74	.94

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 299 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	816	516	499	186	2	483	433	157	2	625	389	194	1
Effective base	299	169	191	59	2	161	160	52	2	227	146	70	1
Weighted Base	722	418	463	142	5	405	375	129	2	560	340	157	2
Very Dissatisfied (-2)	4 1%	4 1%	3 1%	- -%	- -%	4 1%	- -%	- -%	- -%	4 1%	- -%	1 1%	- -%
Fairly Dissatisfied (-1)	35 5%	21 5%	22 5%	5 4%	- -%	16 4%	17 5%	6 5%	- -%	24 4%	16 5%	7 4%	- -%
Neither Satisfied Nor Dissatisfied (0)	112 16%	70 17%	81 17%	32 22%	4 74%	65 16%	64 17%	29 23%	- -%	94 17%	59 17%	28 18%	- -%
Fairly Satisfied (1)	320 44%	194 46%	208 45%	71 50%	1 26%	193 48%	164 44%	65 51%	2 77%	226 40%	149 44%	80 51%	2 100%
Very Satisfied (2)	250 35%	129 31%	149 32%	34 24%	- -%	127 31%	131 35%	28 22%	1 23%	212 38%	116 34%	41 26%	- -%
NET: Satisfied	571 79%	323 77%	357 77%	105 74%	1 26%	320 79%	294 78%	93 73%	2 100%	438 78%	265 78%	121 77%	2 100%
NET: Dissatisfied	39 5%	25 6%	26 6%	5 4%	- -%	21 5%	17 5%	6 5%	- -%	28 5%	16 5%	8 5%	- -%
Answered	722	418	463	142	5	405	375	129	2	560	340	157	2
Mean Score	1.1	1.0	1.0	.9	.3	1.0	1.1	.9	1.2	1.1	1.1	1.0	1.0
Standard error	.03	.04	.04	.06	.34	.04	.04	.06	.39	.04	.04	.06	-
Standard deviation	.86	.88	.87	.78	.49	.86	.83	.79	.55	.88	.84	.82	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 299 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	816	531	481	331	461	352	42	214	215	234	83	47
Effective base	299	196	178	135	158	145	11	95	85	94	37	22
Weighted Base	722	492	450	330	409	344	30	227	222	238	79	46
Very Dissatisfied (-2)	4 1%	* *%	- -%	3 1%	* *%	- -%	- -%	- -%	- -%	3 1%	- -%	- -%
Fairly Dissatisfied (-1)	35 5%	23 5%	16 4%	15 4%	18 4%	14 4%	- -%	10 4%	12 6%	12 5%	4 5%	2 4%
Neither Satisfied Nor Dissatisfied (0)	112 16%	82 17%	80 18%	74 23%	64 16%	67 19%	4 15%	49 21%	41 19%	51 22%	14 18%	7 15%
Fairly Satisfied (1)	320 44%	238 48%	206 46%	149 45%	199 49%	159 46%	14 48%	110 49%	107 48%	101 43%	39 50%	27 58%
Very Satisfied (2)	250 35%	148 30%	149 33%	89 27%	129 31%	103 30%	11 37%	58 26%	61 28%	70 30%	21 27%	10 23%
NET: Satisfied	571 79%	386 78%	354 79%	237 72%	328 80%	263 76%	25 85%	169 74%	168 76%	171 72%	61 77%	37 81%
NET: Dissatisfied	39 5%	24 5%	16 4%	18 5%	18 4%	14 4%	- -%	10 4%	12 6%	15 6%	4 5%	2 4%
Answered	722	492	450	330	409	344	30	227	222	238	79	46
Mean Score	1.1	1.0	1.1	.9	1.1	1.0	1.2	1.0	1.0	.9	1.0	1.0
Standard error	.03	.04	.04	.05	.04	.04	.11	.05	.06	.06	.09	.11
Standard deviation	.86	.81	.80	.87	.80	.81	.69	.80	.83	.91	.82	.75

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 299 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	816	96	65	69	30	668	527	731	585	531	520	626	154	-	516	42
Effective base	299	38	22	28	13	243	185	265	209	182	182	239	55	-	187	23
Weighted Base	722	83	54	68	34	586	424	645	490	427	449	580	118	-	437	64
Very Dissatisfied (-2)	4 1%	- -%	3 6%	- -%	- -%	4 1%	- -%	4 1%	3 1%	3 1%	4 1%	- -%	- -%	- -%	- -%	3 5%
Fairly Dissatisfied (-1)	35 5%	11 13%	* 1%	2 2%	6 18% b	21 4%	20 5%	30 5%	21 4%	21 5%	21 5%	24 4%	3 3%	- -%	18 4%	9 14% a
Neither Satisfied Nor Dissatisfied (0)	112 16%	20 24%	5 9%	26 38% b	3 10%	99 17%	77 18%	103 16%	82 17%	65 15%	79 18%	86 15%	20 17%	- -%	44 10%	13 20%
Fairly Satisfied (1)	320 44%	29 35%	26 49%	19 28%	20 59%	269 46%	177 42%	288 45%	222 45%	187 44%	200 45%	269 46%	61 52%	- -%	220 50%	20 31%
Very Satisfied (2)	250 35%	23 28%	19 36%	22 32%	5 14%	193 33%	150 35%	219 34%	162 33%	151 35%	144 32%	200 35%	34 29%	- -%	155 36%	20 30%
NET: Satisfied	571 79%	53 63%	45 84%	40 60%	24 73%	462 79%	326 77%	507 79%	384 78%	337 79%	344 77%	469 81%	95 80%	- -%	375 86% b	40 61%
NET: Dissatisfied	39 5%	11 13%	4 7%	2 2%	6 18%	25 4%	20 5%	34 5%	24 5%	24 6%	26 6%	24 4%	3 3%	- -%	18 4%	12 19% a
Answered Mean Score	722 1.1	83 .8	54 1.1	68 .9	34 .7	586 1.1	424 1.1	645 1.1	490 1.1	427 1.1	449 1.0	580 1.1	118 1.1	- -	437 1.2 b	64 .7
Standard error	.03	.10	.13	.11	.17	.03	.04	.03	.04	.04	.04	.03	.06	-	.03	.18
Standard deviation	.86	1.00	1.02	.89	.93	.84	.85	.86	.85	.87	.88	.81	.75	-	.77	1.19

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 299 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	816	338	282	688	32	347	469	194	456	158	262	204	326
Effective base	299	134	103	247	15	123	176	69	168	61	92	71	129
Weighted Base	722	333	254	591	41	291	431	150	424	142	216	179	305
Very Dissatisfied (-2)	4 1%	3 1%	- -%	- -%	3 8%	4 2%	* *%	4 3%	* *%	- -%	* *%	1 1%	3 1%
Fairly Dissatisfied (-1)	35 5%	21 6%	5 2%	10 2%	20 48%	29 10%	6 1%	9 6%	18 4%	8 5%	12 5%	12 7%	10 3%
Neither Satisfied Nor Dissatisfied (0)	112 16%	65 19%	33 13%	69 12%	6 16%	58 20%	54 13%	19 13%	67 16%	26 19%	36 17%	25 14%	46 15%
Fairly Satisfied (1)	320 44%	153 46%	122 48%	270 46%	9 23%	127 44%	193 45%	54 36%	207 49%	58 41%	84 39%	87 49%	142 46%
Very Satisfied (2)	250 35%	90 27%	94 37%	242 41%	2 6%	73 25%	177 41%	63 42%	133 31%	50 35%	83 39%	53 29%	104 34%
NET: Satisfied	571 79%	243 73%	216 85%	512 87%	12 28%	200 69%	371 86%	117 78%	340 80%	108 76%	167 78%	140 78%	246 81%
NET: Dissatisfied	39 5%	25 7%	5 2%	10 2%	23 56%	33 11%	6 1%	14 9%	18 4%	8 5%	12 5%	14 8%	14 4%
Answered	722	333	254	591	41	291	431	150	424	142	216	179	305
Mean Score	1.1	.9	1.2	1.3	-.3	.8	1.3	1.1	1.1	1.1	1.1	1.0	1.1
Standard error	.03	.05	.04	.03	.19	.05	.03	.07	.04	.07	.05	.06	.05
Standard deviation	.86	.90	.74	.73	1.09	.97	.72	1.03	.80	.87	.88	.88	.85

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 299 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		816	447	369
Effective base		299	144	155
Weighted Base		722	361	361
Very Dissatisfied (-2)		4	4	*
		1%	1%	*%
Fairly Dissatisfied (-1)		35	22	13
		5%	6%	4%
Neither Satisfied Nor Dissatisfied (0)		112	53	59
		16%	15%	16%
Fairly Satisfied (1)		320	164	156
		44%	45%	43%
Very Satisfied (2)		250	118	132
		35%	33%	37%
NET: Satisfied		571	282	288
		79%	78%	80%
NET: Dissatisfied		39	26	13
		5%	7%	4%
Answered		722	361	361
Mean Score		1.1	1.0	1.1
Standard error		.03	.04	.04
Standard deviation		.86	.91	.81

Columns Tested: a,b

Table 299 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		Month											
Total base		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	816	48	84	74	65	78	45	40	79	62	60	47	134
Effective base	299	13	35	43	23	54	24	8	31	26	9	20	45
Weighted Base	722	23	55	89	21	118	43	7	109	51	14	57	135
Very Dissatisfied	(-2)	4	-	*	-	-	-	-	1	-	*	-	3
		1%	-%	*%	-%	-%	-%	-%	16%	-%	*%	-%	6%
								l					
Fairly Dissatisfied	(-1)	35	*	*	5	1	4	1	*	4	2	*	4
		5%	2%	*%	5%	7%	4%	3%	6%	3%	3%	2%	6%
													9%
Neither Satisfied Nor Dissatisfied	(0)	112	1	10	14	1	21	9	2	4	18	5	14
		16%	4%	19%	16%	5%	17%	21%	32%	3%	34%	34%	25%
							h	h	h	adh	h	h	h
Fairly Satisfied	(1)	320	11	22	27	14	59	20	3	62	11	4	18
		44%	48%	40%	31%	69%	50%	46%	44%	57%	21%	28%	32%
					bcijk	i				ci			i
Very Satisfied	(2)	250	11	23	42	4	34	13	*	40	21	5	17
		35%	46%	41%	48%	19%	29%	31%	1%	36%	42%	35%	31%
			g	g	dg					g	g		
NET: Satisfied		571	22	45	70	18	93	33	3	102	32	9	35
		79%	94%	81%	79%	88%	79%	77%	45%	93%	62%	64%	63%
			gik	g	gi					gik			g
NET: Dissatisfied		39	*	*	5	1	4	1	2	4	2	*	7
		5%	2%	*%	5%	7%	4%	3%	23%	3%	3%	2%	12%
									b				b
Answered		722	23	55	89	21	118	43	7	109	51	14	57
Mean Score		1.1	1.4	1.2	1.2	1.0	1.0	1.0	.1	1.3	1.0	1.0	.8
			g	g	g	g	g	g		gk	g		g
Standard error		.03	.10	.08	.10	.09	.09	.12	.19	.08	.12	.12	.17
Standard deviation		.86	.67	.76	.90	.74	.79	.80	1.19	.69	.95	.92	1.14

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 299 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	816	206	188	181	241	394	422
Effective base	299	90	93	57	72	183	129
Weighted Base	722	167	182	168	205	349	373
Very Dissatisfied (-2)	4 1%	* *%	- -%	1 1%	3 2%	* *%	4 1%
Fairly Dissatisfied (-1)	35 5%	5 3%	7 4%	6 4%	17 8%	12 3%	22 6%
Neither Satisfied Nor Dissatisfied (0)	112 16%	26 15%	31 17%	23 14%	32 16%	56 16%	56 15%
Fairly Satisfied (1)	320 44%	60 36%	93 51%	76 45%	91 44%	153 44%	167 45%
Very Satisfied (2)	250 35%	76 45% bd	52 28%	61 37%	62 30%	127 36%	123 33%
NET: Satisfied	571 79%	136 81%	144 79%	137 82%	153 75%	280 80%	290 78%
NET: Dissatisfied	39 5%	5 3%	7 4%	7 4%	20 10%	12 3%	27 7%
Answered	722	167	182	168	205	349	373
Mean Score	1.1	1.2 d	1.0	1.1	.9	1.1	1.0
Standard error	.03	.06	.06	.06	.06	.04	.04
Standard deviation	.86	.82	.78	.83	.96	.81	.91

Columns Tested:: a,b,c,d - a,b

Table 300

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	818	114	704	507	151	51	109	311
Effective base	301	33	272	269	63	28	53	88
Weighted Base	732	53	679	688	36	5	3	44
Very Dissatisfied	(-2) 13 2%	* *%	13 2%	13 2%	* *%	* 2%	- -%	* *%
Fairly Dissatisfied	(-1) 35 5%	2 3%	33 5%	32 5%	2 6%	* 3%	* 3%	3 6%
Neither Satisfied Nor Dissatisfied	(0) 98 13%	6 11%	92 14%	92 13%	5 15%	1 11%	* 1%	6 13%
Fairly Satisfied	(1) 303 41%	15 27%	288 42%	287 42%	14 37%	2 33%	1 45%	16 37%
Very Satisfied	(2) 284 39%	31 58%	253 37%	265 38%	15 42%	2 51%	1 51%	19 43%
NET: Satisfied	587 80%	45 85%	541 80%	551 80%	29 79%	4 83%	2 96%	35 80%
NET: Dissatisfied	48 7%	2 3%	46 7%	45 7%	2 7%	* 5%	* 3%	3 6%
Answered	732	53	679	688	36	5	3	44
Mean Score	1.1	1.4	1.1	1.1	1.1	1.3	1.4	1.2
Standard error	.03	.08	.04	.04	.07	.15	.08	.05
Standard deviation	.93	.83	.93	.93	.92	1.04	.84	.91

Columns Tested: a,b - a,b,c,d,e

Table 300 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		818	199	233	75	95	107	109	507	151	160
Effective base		301	123	120	32	43	40	53	269	63	56
Weighted Base		732	331	310	48	27	15	3	688	36	8
Very Dissatisfied	(-2)	13 2%	6 2%	7 2%	- -%	* *%	* 1%	- -%	13 2%	* *%	* 1%
Fairly Dissatisfied	(-1)	35 5%	15 5%	11 3%	6 13%	2 7%	1 5%	* 3%	32 5%	2 6%	* 3%
Neither Satisfied Nor Dissatisfied	(0)	98 13%	48 15%	35 11%	8 18%	5 18%	1 8%	* 1%	92 13%	5 15%	1 8%
Fairly Satisfied	(1)	303 41%	134 40%	133 43%	20 42%	9 32%	7 44%	1 45%	287 42%	14 37%	3 37%
Very Satisfied	(2)	284 39%	128 39%	124 40%	13 27%	11 43%	6 43%	1 51%	265 38%	15 42%	4 51%
NET: Satisfied		587 80%	262 79%	257 83%	33 69%	20 75%	13 87%	2 96%	551 80%	29 79%	7 88%
NET: Dissatisfied		48 7%	21 6%	18 6%	6 13%	2 7%	1 5%	* 3%	45 7%	2 7%	* 4%
Answered		732	331	310	48	27	15	3	688	36	8
Mean Score		1.1	1.1	1.1	.8	1.1	1.2	1.4	1.1	1.1	1.3
Standard error		.03	.07	.06	.11	.10	.08	.08	.04	.07	.07
Standard deviation		.93	.93	.92	.99	.96	.86	.84	.93	.92	.91

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 300 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	818	306	201	151	51	109	281	162	65	36	126
Effective base	301	194	93	63	28	53	149	67	22	10	21
Weighted Base	732	548	140	36	5	3	413	146	37	21	23
Very Dissatisfied (-2)	13 2%	13 2%	* *%	* *%	* 2%	- -%	13 3%	* *%	* *%	- -%	- -%
Fairly Dissatisfied (-1)	35 5%	21 4%	11 8%	2 6%	* 3%	* 3%	21 5%	9 6%	3 8%	- -%	1 3%
Neither Satisfied Nor Dissatisfied (0)	98 13%	77 14%	14 10%	5 15%	1 11%	* 1%	67 16%	15 11%	3 9%	1 5%	1 5%
Fairly Satisfied (1)	303 41%	221 40%	66 47%	14 37%	2 33%	1 45%	156 38%	62 43%	12 33%	15 69%	7 29%
Very Satisfied (2)	284 39%	216 39%	49 35%	15 42%	2 51%	1 51%	156 38%	59 41%	19 51%	5 26%	15 64%
NET: Satisfied	587 80%	437 80%	114 81%	29 79%	4 83%	2 96%	312 76%	121 83%	31 83%	20 95%	21 92%
NET: Dissatisfied	48 7%	34 6%	11 8%	2 7%	* 5%	* 3%	34 8%	9 6%	3 8%	- -%	1 3%
Answered	732	548	140	36	5	3	413	146	37	21	23
Mean Score	1.1	1.1	1.1	1.1	1.3	1.4	1.0	1.2	1.3	1.2	1.5
Standard error	.03	.05	.06	.07	.15	.08	.06	.07	.12	.09	.06
Standard deviation	.93	.94	.89	.92	1.04	.84	1.01	.86	.94	.52	.73

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 300 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	*d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		818	56	48	107	29	60	67	46	48	50
Effective base		301	28	23	55	13	30	37	24	25	25
Weighted Base		732	72	49	151	31	77	104	73	62	50
Very Dissatisfied	(-2)	13 2%	6 8%	3 7%	3 2%	- -%	- -%	- -%	* *%	- -%	- -%
Fairly Dissatisfied	(-1)	35 5%	4 6%	* 1%	7 5%	2 7%	1 1%	2 2%	6 8%	- -%	7 13%
Neither Satisfied Nor Dissatisfied	(0)	98 13%	7 9%	4 7%	36 24%	4 13%	17 22%	11 10%	4 6%	6 9%	5 10%
Fairly Satisfied	(1)	303 41%	34 47%	19 40%	54 36%	13 42%	29 38%	43 42%	33 45%	29 46%	21 43%
Very Satisfied	(2)	284 39%	21 29%	22 45%	50 33%	11 37%	30 39%	48 46%	29 40%	27 44%	17 34%
NET: Satisfied		587 80%	55 76%	41 85%	104 69%	24 80%	60 77%	91 87%	62 85%	56 91%	38 77%
NET: Dissatisfied		48 7%	10 14%	4 7%	11 7%	2 7%	1 1%	2 2%	6 9%	- -%	7 13%
Answered		732	72	49	151	31	77	104	73	62	50
Mean Score		1.1	.8	1.2	.9	1.1	1.2	1.3 ac	1.2	1.3	1.0
Standard error		.03	.16	.15	.10	.17	.10	.09	.13	.09	.14
Standard deviation		.93	1.17	1.07	.98	.91	.80	.75	.90	.65	.99

Columns Tested: a,b,c,d,e,f,g,h,i

Table 300 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		GOR (QC3)									
		Net: North		Net: Midlands		Net: South		Net: England		Net: Scotland, Wales and Northern Ireland	
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
			a	b	c	d	e	f	g	h	
Significance Level: 95%											
Unweighted Base		818	139	152	220	511	307	115	101	91	
Effective base		301	67	76	117	258	80	33	33	27	
Weighted Base		732	158	183	328	669	63	34	18	11	
Very Dissatisfied	(-2)	13 2%	- -%	9 5%	4 1%	13 2%	* *%	* *%	- -%	* 1%	
Fairly Dissatisfied	(-1)	35 5%	10 6%	5 3%	16 5%	30 5%	5 7%	1 4%	3 17%	* *%	
Neither Satisfied Nor Dissatisfied	(0)	98 13%	26 16%	16 9%	51 16%	93 14%	5 7%	2 6%	1 4%	2 15%	
Fairly Satisfied	(1)	303 41%	64 40%	82 45%	130 40%	277 41%	26 42%	12 35%	10 53%	5 43%	
Very Satisfied	(2)	284 39%	59 37%	70 39%	127 39%	256 38%	28 44%	19 54%	5 26%	4 40%	
NET: Satisfied		587 80%	123 77%	153 84%	257 78%	533 80%	54 85%	31 89%	15 79%	9 83%	
NET: Dissatisfied		48 7%	10 6%	14 8%	20 6%	43 6%	5 7%	2 4%	3 17%	* 1%	
Answered		732	158	183	328	669	63	34	18	11	
Mean Score		1.1	1.1	1.1	1.1	1.1	1.2	1.4	.9	1.2	
Standard error		.03	.07	.08	.06	.04	.05	.08	.10	.09	
Standard deviation		.93	.88	1.01	.91	.93	.89	.81	1.01	.82	

Columns Tested:: a,b,c,d,e,f,g,h

Table 300 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	*g	*h	i
Significance Level: 95%										
Unweighted Base	818	35	96	10	106	95	248	20	23	291
Effective base	301	14	32	5	37	41	97	5	8	108
Weighted Base	732	25	75	11	87	123	195	11	10	281
Very Dissatisfied	(-2) 13 2%	- -%	3 5%	- -%	3 4%	4 3%	3 1%	3 29%	- -%	* *%
Fairly Dissatisfied	(-1) 35 5%	2 6%	2 2%	- -%	2 2%	5 4%	6 3%	* 2%	- -%	21 7%
Neither Satisfied Nor Dissatisfied	(0) 98 13%	1 4%	6 8%	5 45%	11 13%	20 17%	27 14%	- -%	* 3%	38 13%
Fairly Satisfied	(1) 303 41%	16 62%	32 43%	* 1%	32 37%	40 32%	84 43%	1 12%	5 45%	125 45%
Very Satisfied	(2) 284 39%	7 28%	32 42%	6 54%	38 44%	55 44%	75 38%	6 57%	5 53%	98 35%
NET: Satisfied	587 80%	23 90%	64 85%	6 55%	70 81%	94 77%	159 81%	8 69%	10 97%	223 79%
NET: Dissatisfied	48 7%	2 6%	5 7%	- -%	5 6%	8 7%	9 5%	3 31%	- -%	21 7%
Answered	732	25	75	11	87	123	195	11	10	281
Mean Score	1.1	1.1	1.2	1.1	1.2	1.1	1.1	.7	1.5	1.1
Standard error	.03	.13	.10	.33	.10	.10	.06	.42	.12	.05
Standard deviation	.93	.75	1.00	1.04	1.00	1.01	.87	1.86	.58	.88

Columns Tested: a,b,c,d,e,f,g,h,i

Table 300 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	818	236	248	334	734	84	-	677	141	802	16
Effective base	301	89	97	119	267	36	-	269	34	294	6
Weighted Base	732	234	195	303	623	110	-	670	62	714	18
Very Dissatisfied (-2)	13 2%	7 3%	3 1%	3 1%	4 1%	9 8%	- -%	13 2%	* *%	13 2%	- -%
Fairly Dissatisfied (-1)	35 5%	8 3%	6 3%	21 7%	29 5%	6 5%	- -%	31 5%	4 6%	35 5%	- -%
Neither Satisfied Nor Dissatisfied (0)	98 13%	33 14%	27 14%	38 13%	86 14%	12 10%	- -%	92 14%	6 9%	97 14%	* 2%
Fairly Satisfied (1)	303 41%	87 37%	84 43%	131 43%	254 41%	49 45%	- -%	278 42%	24 39%	300 42%	3 17%
Very Satisfied (2)	284 39%	99 42%	75 38%	109 36%	250 40%	34 31%	- -%	255 38%	29 46%	269 38%	15 81%
NET: Satisfied	587 80%	187 80%	159 81%	241 80%	503 81%	83 76%	- -%	534 80%	53 85%	569 80%	18 98%
NET: Dissatisfied	48 7%	15 6%	9 5%	24 8%	33 5%	15 14%	- -%	44 7%	4 6%	48 7%	- -%
Answered	732	234	195	303	623	110	-	670	62	714	18
Mean Score	1.1	1.1	1.1	1.1	1.2	.8	-	1.1	1.2	1.1	1.8
Standard error	.03	.06	.06	.05	.03	.13	-	.04	.07	.03	.11
Standard deviation	.93	.98	.87	.93	.87	1.17	-	.93	.86	.93	.46

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 300 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		818	361	216	237
Effective base		301	138	72	91
Weighted Base		732	352	150	226
Very Dissatisfied	(-2)	13 2%	10 3%	* *%	3 1%
Fairly Dissatisfied	(-1)	35 5%	18 5%	6 4%	11 5%
Neither Satisfied Nor Dissatisfied	(0)	98 13%	56 16%	9 6%	32 14%
Fairly Satisfied	(1)	303 41%	148 42%	61 41%	94 41%
Very Satisfied	(2)	284 39%	119 34%	74 49%	87 38%
NET: Satisfied		587 80%	268 76%	136 90%	180 80%
NET: Dissatisfied		48 7%	28 8%	6 4%	14 6%
Answered		732	352	150	226
Mean Score		1.1	1.0	1.4	1.1
Standard error		.03	.05	.05	.06
Standard deviation		.93	.98	.77	.90

Columns Tested: a,b,c

Table 300 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	818	500	178	56	26	29	15	7	7	678	140	84
Effective base	301	212	56	15	10	8	3	2	1	268	33	18
Weighted Base	732	522	131	36	8	21	8	1	5	653	79	43
Very Dissatisfied	(-2)	13	13	*	-	-	*	-	-	13	*	*
		2%	2%	*%	-%	-%	*%	-%	-%	2%	*%	*%
Fairly Dissatisfied	(-1)	35	26	8	1	*	*	*	-	33	2	*
		5%	5%	6%	4%	*%	*%	2%	-%	5%	2%	1%
Neither Satisfied Nor Dissatisfied	(0)	98	79	17	1	*	-	1	*	95	2	1
		13%	15%	13%	3%	2%	-%	12%	1%	15%	3%	3%
Fairly Satisfied	(1)	303	204	60	21	3	8	1	*	265	38	17
		41%	39%	46%	60%	39%	38%	8%	10%	41%	48%	38%
Very Satisfied	(2)	284	201	46	12	5	13	6	1	247	37	25
		39%	38%	35%	33%	58%	61%	77%	89%	38%	47%	58%
NET: Satisfied		587	405	106	33	8	21	7	1	512	75	42
		80%	78%	81%	93%	97%	99%	86%	99%	78%	95%	97%
											ai	
NET: Dissatisfied		48	38	8	1	*	*	*	-	46	2	*
		7%	7%	6%	4%	*%	1%	2%	-%	7%	2%	1%
Answered	732	522	131	36	8	21	8	1	5	653	79	43
Mean Score	1.1	1.1	1.1	1.2	1.6	1.6	1.6	1.9	1.1	1.1	1.4	1.5
												abi
Standard error	.03	.04	.06	.09	.12	.10	.22	.60	.12	.04	.06	.07
Standard deviation	.93	.97	.85	.69	.60	.55	.84	1.58	.32	.95	.66	.60

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 300 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	818	186	314	318	718	682	738	745	514	420	60	401	58	71	47	59	42
Effective base	301	90	122	89	252	242	266	273	186	130	33	165	18	18	11	13	8
Weighted Base	732	238	284	210	623	596	658	668	473	326	86	417	37	44	23	28	23
Very Dissatisfied (-2)	13 2%	3 1%	9 3%	* *%	13 2%	13 2%	13 2%	13 2%	13 3%	4 1%	- -%	13 3%	- -%	- -%	- -%	- -%	* *%
Fairly Dissatisfied (-1)	35 5%	14 6%	12 4%	9 4%	33 5%	30 5%	35 5%	34 5%	24 5%	18 5%	5 6%	23 6%	* 1%	2 5%	* 2%	2 7%	1 5%
Neither Satisfied Nor Dissatisfied (0)	98 13%	35 15%	44 15%	19 9%	85 14%	78 13%	91 14%	91 14%	64 13%	37 11%	16 19%	49 12%	4 10%	3 8%	5 23%	7 25%	7 28%
Fairly Satisfied (1)	303 41%	101 42%	104 36%	99 47%	263 42%	246 41%	274 42%	272 41%	201 43%	131 40%	34 40%	176 42%	25 69%	19 42%	11 50%	5 18%	3 12%
Very Satisfied (2)	284 39%	85 36%	116 41%	83 39%	229 37%	229 38%	245 37%	258 39%	172 36%	136 42%	30 35%	155 37%	7 19%	20 46%	6 26%	14 49%	13 54%
NET: Satisfied	587 80%	186 78%	219 77%	181 86%	492 79%	475 80%	519 79%	530 79%	373 79%	267 82%	64 75%	332 80%	33 89%	39 88%	17 76%	19 68%	15 66%
NET: Dissatisfied	48 7%	17 7%	21 7%	10 5%	46 7%	43 7%	47 7%	47 7%	36 8%	21 7%	5 6%	36 9%	* 1%	2 5%	* 2%	2 7%	1 5%
Answered	732	238	284	210	623	596	658	668	473	326	86	417	37	44	23	28	23
Mean Score	1.1	1.1	1.1	1.2	1.1	1.1	1.1	1.1	1.0	1.2	1.0	1.1	1.1	1.3	1.0	1.1	1.1
Standard error	.03	.07	.06	.04	.04	.04	.03	.03	.04	.04	.11	.05	.08	.10	.11	.13	.16
Standard deviation	.93	.93	1.01	.80	.95	.95	.95	.95	.97	.91	.89	1.00	.58	.81	.76	1.03	1.04

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 300 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	*f	*g	a	b	c	d	e	*f	*g
Unweighted Base	818	448	77	54	53	33	28	25	367	127	70	36	37	24	21
Effective base	301	191	23	12	9	11	6	4	153	41	19	16	6	9	4
Weighted Base	732	484	50	26	25	13	16	9	390	103	33	29	17	11	13
Very Dissatisfied	(-2)	13	13	-	-	-	-	*	13	-	-	-	-	-	*
		2%	3%	-%	-%	-%	-%	-%	3%	-%	-%	-%	-%	-%	1%
Fairly Dissatisfied	(-1)	35	28	1	*	-	1	3	21	4	2	2	*	1	*
		5%	6%	3%	*%	-%	5%	17%	5%	4%	7%	7%	1%	14%	*%
Neither Satisfied Nor Dissatisfied	(0)	98	58	11	4	2	3	6	47	16	5	3	*	1	6
		13%	12%	23%	15%	9%	26%	36%	12%	15%	15%	11%	2%	11%	45%
Fairly Satisfied	(1)	303	216	22	10	7	6	*	157	48	16	17	6	*	2
		41%	45%	45%	37%	28%	45%	2%	40%	46%	48%	60%	35%	2%	15%
Very Satisfied	(2)	284	169	15	12	16	3	7	153	36	10	6	11	8	5
		39%	35%	30%	48%	63%	24%	46%	39%	35%	30%	22%	62%	73%	39%
NET: Satisfied		587	385	37	22	23	9	8	310	84	26	24	17	8	7
		80%	80%	75%	85%	91%	69%	48%	79%	81%	78%	82%	97%	75%	54%
NET: Dissatisfied		48	41	1	*	-	1	3	34	4	2	2	*	1	*
		7%	9%	3%	*%	-%	5%	17%	9%	4%	7%	7%	1%	14%	1%
Answered		732	484	50	26	25	13	16	390	103	33	29	17	11	13
Mean Score		1.1	1.0	1.0	1.3	1.5	.9	.8	1.1	1.1	1.0	1.0	1.6	1.3	.9
Standard error		.03	.05	.09	.10	.09	.15	.23	.05	.07	.10	.13	.10	.24	.21
Standard deviation		.93	.97	.81	.74	.66	.86	1.23	1.01	.80	.86	.79	.62	1.18	.98

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 300 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	818	374	102	92	63	41	38	35	178	174	197	116	70
Effective base	301	161	35	28	19	13	9	10	84	61	73	29	20
Weighted Base	732	407	84	65	34	27	25	26	226	156	167	60	48
Very Dissatisfied (-2)	13 2%	11 3%	- -%	2 4%	- -%	- -%	- -%	- -%	- -%	4 2%	9 5%	- -%	- -%
Fairly Dissatisfied (-1)	35 5%	18 4%	10 11%	3 5%	* *%	* 1%	1 4%	2 8%	10 4%	9 6%	10 6%	5 8%	1 2%
Neither Satisfied Nor Dissatisfied (0)	98 13%	61 15%	12 14%	9 14%	4 11%	3 10%	1 2%	1 6%	24 11%	32 21%	22 13%	3 5%	10 21%
Fairly Satisfied (1)	303 41%	155 38%	49 58%	27 42%	14 41%	13 48%	5 20%	8 32%	101 45%	62 40%	62 37%	22 37%	27 55%
Very Satisfied (2)	284 39%	162 40%	13 16%	23 35%	16 47%	11 41%	18 73%	14 54%	91 40%	49 32%	64 38%	30 50%	11 22%
NET: Satisfied	587 80%	317 78%	62 74%	50 77%	30 88%	24 89%	23 93%	23 86%	192 85%	111 71%	126 76%	52 87%	37 77%
NET: Dissatisfied	48 7%	29 7%	10 11%	5 8%	* *%	* 1%	1 4%	2 8%	10 4%	13 8%	19 11%	5 8%	1 2%
Answered	732	407	84	65	34	27	25	26	226	156	167	60	48
Mean Score	1.1	1.1	.8	1.0	1.4	1.3	1.6	1.3	1.2	.9	1.0	1.3	1.0
Standard error	.03	.05	.08	.11	.09	.11	.12	.16	.06	.07	.08	.08	.08
Standard deviation	.93	.98	.85	1.01	.70	.69	.76	.93	.80	.99	1.11	.90	.71

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 300 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	818	252	153	169	90	50	222	158	153	97	48
Effective base	301	106	55	59	21	12	99	50	53	26	14
Weighted Base	732	283	135	133	42	27	264	121	116	58	36
Very Dissatisfied (-2)	13 2%	3 1%	6 5%	3 3%	- -%	- -%	- -%	4 3%	9 8%	- -%	- -%
Fairly Dissatisfied (-1)	35 5%	16 5%	9 7%	5 4%	3 7%	1 3%	12 5%	7 6%	7 6%	4 7%	- -%
Neither Satisfied Nor Dissatisfied (0)	98 13%	24 9%	31 23%	22 17%	2 5%	5 20%	29 11%	20 16%	17 15%	3 5%	9 26%
Fairly Satisfied (1)	303 41%	129 46%	54 40%	49 36%	17 39%	14 51%	118 45%	46 38%	43 37%	19 32%	20 57%
Very Satisfied (2)	284 39%	111 39%	34 25%	54 40%	21 49%	7 27%	105 40%	45 37%	40 34%	33 56%	6 16%
NET: Satisfied	587 80%	240 85%	89 66%	102 77%	37 88%	21 78%	223 84%	91 75%	82 71%	51 88%	26 74%
NET: Dissatisfied	48 7%	19 7%	15 11%	9 6%	3 7%	1 3%	12 5%	11 9%	16 14%	4 7%	- -%
Answered	732	283	135	133	42	27	264	121	116	58	36
Mean Score	1.1	1.2	.8	1.1	1.3	1.0	1.2	1.0	.8	1.4	.9
Standard error	.03	b .06	.09	.08	b .09	.11	c .05	.08	.10	c .09	.09
Standard deviation	.93	.88	1.05	.98	.85	.77	.81	1.03	1.19	.87	.65

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 300 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	818	217	149	187	115	72	512	75	154	459	359	535	183
Effective base	301	95	49	69	41	20	195	24	56	174	128	197	56
Weighted Base	732	253	118	158	92	44	456	58	154	447	286	492	131
Very Dissatisfied (-2)	13 2%	- -%	4 3%	9 6%	- -%	* 1%	10 2%	* *%	3 2%	9 2%	4 1%	10 2%	3 3%
Fairly Dissatisfied (-1)	35 5%	11 4%	4 3%	10 6%	7 7%	3 7%	21 5%	* 1%	13 8%	28 6%	7 2%	30 6%	3 2%
Neither Satisfied Nor Dissatisfied (0)	98 13%	41 16%	12 11%	23 14%	9 10%	5 13%	58 13%	5 9%	28 18%	66 15%	32 11%	66 13%	19 15%
Fairly Satisfied (1)	303 41%	102 40%	52 44%	57 36%	40 43%	21 48%	182 40%	34 59%	56 36%	194 43%	109 38%	220 45%	43 33%
Very Satisfied (2)	284 39%	100 40%	47 40%	59 37%	36 39%	14 32%	186 41%	18 31%	54 35%	149 33%	134 47%	166 34%	62 48%
NET: Satisfied	587 80%	201 80%	98 83%	116 73%	76 83%	35 80%	368 81%	52 91%	109 71%	344 77%	243 85%	386 79%	106 80%
NET: Dissatisfied	48 7%	11 4%	8 6%	19 12%	7 7%	3 8%	31 7%	* 1%	16 11%	37 8%	11 4%	40 8%	6 5%
Answered	732	253	118	158	92	44	456	58	154	447	286	492	131
Mean Score	1.1	1.2	1.1	.9	1.1	1.0	1.1	1.2	.9	1.0	1.3	1.0	1.2
Standard error	.03	.06	.08	.08	.08	.11	.04	.07	.08	.04	.05	.04	.07
Standard deviation	.93	.84	.95	1.14	.88	.89	.95	.63	1.03	.96	.85	.95	.95

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 300 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	818	429	253	180	565	541	177	417	265	183	562
Effective base	301	169	73	82	193	198	54	160	82	83	191
Weighted Base	732	420	176	183	485	499	124	408	188	192	475
Very Dissatisfied	(-2) 13 2%	13 3%	* *%	2 1%	11 2%	10 2%	3 3%	13 3%	* *%	2 1%	11 2%
Fairly Dissatisfied	(-1) 35 5%	25 6%	6 3%	12 7%	22 5%	30 6%	4 3%	25 6%	5 3%	10 5%	24 5%
Neither Satisfied Nor Dissatisfied	(0) 98 13%	54 13%	24 14%	34 18%	57 12%	66 13%	19 16%	52 13%	25 14%	35 18%	56 12%
Fairly Satisfied	(1) 303 41%	162 38%	84 48%	71 39%	201 41%	222 45%	40 33%	169 41%	77 41%	78 41%	194 41%
Very Satisfied	(2) 284 39%	167 40%	62 35%	64 35%	194 40%	171 34%	58 46%	149 37%	80 42%	67 35%	191 40%
NET: Satisfied	587 80%	329 78%	146 83%	135 74%	395 81%	394 79%	98 79%	318 78%	157 84%	145 75%	385 81%
NET: Dissatisfied	48 7%	38 9%	6 3%	15 8%	33 7%	39 8%	7 6%	38 9%	5 3%	13 7%	34 7%
Answered	732	420	176	183	485	499	124	408	188	192	475
Mean Score	1.1	1.1	1.2	1.0	1.1	1.0	1.2	1.0	1.2	1.0	1.1
Standard error	.03	.05	.05	.07	.04	.04	.07	.05	.05	.07	.04
Standard deviation	.93	1.02	.77	.96	.94	.94	.98	1.01	.79	.93	.95

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 300 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	818	520	499	189	2	486	433	159	2	627	391	196	1
Effective base	301	172	190	61	2	163	160	54	2	229	147	71	1
Weighted Base	732	432	470	153	5	416	378	136	2	567	350	158	2
Very Dissatisfied (-2)	13 2%	7 2%	9 2%	2 2%	- -%	9 2%	6 2%	2 2%	- -%	9 2%	6 2%	2 1%	- -%
Fairly Dissatisfied (-1)	35 5%	22 5%	29 6%	13 8%	- -%	21 5%	20 5%	9 7%	- -%	32 6%	14 4%	9 6%	- -%
Neither Satisfied Nor Dissatisfied (0)	98 13%	67 15%	66 14%	24 15%	4 74%	59 14%	48 13%	23 17%	2 77%	77 14%	51 15%	28 18%	- -%
Fairly Satisfied (1)	303 41%	183 42%	190 41%	63 41%	1 26%	175 42%	159 42%	55 40%	- -%	218 38%	147 42%	58 36%	2 100%
Very Satisfied (2)	284 39%	154 36%	175 37%	52 34%	- -%	153 37%	145 38%	47 35%	1 23%	231 41%	132 38%	61 39%	- -%
NET: Satisfied	587 80%	337 78%	365 78%	115 75%	1 26%	327 79%	303 80%	102 75%	1 23%	449 79%	278 80%	118 75%	2 100%
NET: Dissatisfied	48 7%	29 7%	38 8%	15 10%	- -%	30 7%	26 7%	11 8%	- -%	41 7%	20 6%	12 7%	- -%
Answered	732	432	470	153	5	416	378	136	2	567	350	158	2
Mean Score	1.1	1.1	1.0	1.0	.3	1.1	1.1	1.0	.5	1.1	1.1	1.0	1.0
Standard error	.03	.04	.04	.07	.34	.04	.04	.08	.78	.04	.05	.07	-
Standard deviation	.93	.92	.97	.98	.49	.95	.93	.97	1.11	.95	.91	.97	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 300 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	818	535	485	332	464	353	41	214	215	236	84	47
Effective base	301	197	180	135	159	146	11	94	85	95	37	22
Weighted Base	732	501	459	332	417	348	30	230	224	243	79	46
Very Dissatisfied (-2)	13 2%	10 2%	6 1%	9 3%	6 1%	10 3%	- -%	6 3%	6 3%	9 4%	2 3%	- -%
Fairly Dissatisfied (-1)	35 5%	28 6%	28 6%	18 5%	21 5%	20 6%	* *%	8 4%	9 4%	15 6%	9 12%	4 8%
Neither Satisfied Nor Dissatisfied (0)	98 13%	70 14%	63 14%	60 18%	50 12%	50 14%	2 5%	40 18%	40 18%	43 18%	15 19%	13 28%
Fairly Satisfied (1)	303 41%	219 44%	190 41%	136 41%	185 44%	145 42%	12 41%	100 44%	90 40%	96 40%	25 31%	15 33%
Very Satisfied (2)	284 39%	174 35%	172 37%	109 33%	154 37%	123 35%	16 54%	75 33%	79 35%	79 33%	28 35%	14 31%
NET: Satisfied	587 80%	393 79%	362 79%	245 74%	340 81%	268 77%	28 95%	175 76%	168 75%	175 72%	52 66%	29 64%
NET: Dissatisfied	48 7%	38 8%	35 8%	27 8%	27 7%	29 8%	* *%	14 6%	15 7%	24 10%	12 15%	4 8%
Answered	732	501	459	332	417	348	30	230	224	243	79	46
Mean Score	1.1	1.0	1.1	1.0	1.1	1.0	1.5	1.0	1.0	.9	.8	.9
Standard error	.03	.04	.04	.05	.04	.05	.09	.06	.07	.07	.12	.14
Standard deviation	.93	.94	.94	.99	.90	.99	.61	.94	.97	1.04	1.12	.96

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 300 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
Total base		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		818	95	65	70	30	671	528	733	586	535	522	628	157	-	521	41
Effective base		301	37	22	29	13	244	186	267	209	184	183	239	56	-	190	23
Weighted Base		732	85	54	68	34	593	433	654	497	439	458	587	129	-	449	64
Very Dissatisfied	(-2)	13	9	3	-	-	13	6	13	9	10	6	10	-	-	3	10
		2%	11%	6%	-%	-%	2%	1%	2%	2%	2%	1%	2%	-%	-%	1%	16%
Fairly Dissatisfied	(-1)	35	7	5	3	5	23	22	29	25	23	26	22	5	-	31	-
		5%	8%	10%	4%	14%	4%	5%	4%	5%	5%	6%	4%	4%	-%	7%	-%
Neither Satisfied Nor Dissatisfied	(0)	98	13	2	20	5	87	54	89	76	59	65	82	27	-	37	18
		13%	15%	4%	30%	15%	15%	13%	14%	15%	13%	14%	14%	21%	-%	8%	28%
					b											a	
Fairly Satisfied	(1)	303	29	16	23	11	258	185	281	201	169	193	248	45	-	191	18
		41%	35%	30%	34%	32%	44%	43%	43%	41%	38%	42%	42%	35%	-%	43%	29%
Very Satisfied	(2)	284	27	27	22	13	213	167	243	184	179	169	225	52	-	187	18
		39%	31%	50%	32%	40%	36%	38%	37%	37%	41%	37%	38%	40%	-%	42%	28%
NET: Satisfied		587	56	43	45	24	471	351	523	385	348	362	473	97	-	378	36
		80%	66%	80%	67%	71%	79%	81%	80%	78%	79%	79%	81%	75%	-%	84%	57%
																b	
NET: Dissatisfied		48	16	9	3	5	36	28	42	35	33	32	32	5	-	34	10
		7%	19%	16%	4%	14%	6%	6%	6%	7%	7%	7%	5%	4%	-%	8%	16%
Answered		732	85	54	68	34	593	433	654	497	439	458	587	129	-	449	64
Mean Score		1.1	.7	1.1	1.0	1.0	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	-	1.2	.5
																b	
Standard error		.03	.13	.15	.11	.19	.04	.04	.03	.04	.04	.04	.04	.07	-	.04	.21
Standard deviation		.93	1.30	1.22	.88	1.06	.92	.91	.92	.95	.97	.92	.90	.88	-	.89	1.34

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 300 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	818	341	283	689	32	345	473	197	458	155	264	203	326
Effective base	301	136	103	248	15	124	177	69	170	60	93	72	128
Weighted Base	732	339	256	600	41	294	438	155	433	139	222	181	307
Very Dissatisfied (-2)	13 2%	13 4%	- -%	- -%	7 17%	10 3%	3 1%	9 6%	* *%	4 3%	6 3%	4 2%	3 1%
Fairly Dissatisfied (-1)	35 5%	26 8%	8 3%	12 2%	17 41%	34 12%	1 *%	14 9%	19 4%	2 1%	7 3%	14 8%	14 5%
Neither Satisfied Nor Dissatisfied (0)	98 13%	62 18%	20 8%	52 9%	9 21%	58 20%	40 9%	12 8%	66 15%	20 15%	41 18%	27 15%	30 10%
Fairly Satisfied (1)	303 41%	121 36%	127 49%	264 44%	7 18%	118 40%	185 42%	46 30%	193 45%	63 46%	87 39%	68 38%	135 44%
Very Satisfied (2)	284 39%	118 35%	102 40%	272 45%	1 3%	75 26%	209 48%	74 48%	155 36%	50 36%	81 37%	67 37%	125 41%
NET: Satisfied	587 80%	239 70%	229 89%	536 89%	9 21%	193 66%	394 90%	120 77%	348 80%	113 81%	169 76%	135 75%	260 85%
NET: Dissatisfied	48 7%	38 11%	8 3%	12 2%	24 57%	44 15%	4 1%	23 15%	19 4%	6 4%	13 6%	18 10%	17 6%
Answered	732	339	256	600	41	294	438	155	433	139	222	181	307
Mean Score	1.1	.9	1.3	1.3	-.5	.7	1.4	1.0	1.1	1.1	1.0	1.0	1.2
Standard error	.03	.06	.04	.03	.19	.06	.03	.09	.04	.07	.06	.07	.05
Standard deviation	.93	1.08	.73	.72	1.08	1.07	.72	1.21	.82	.89	.96	1.01	.86

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 300 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		818	446	372
Effective base		301	144	157
Weighted Base		732	359	374
Very Dissatisfied	(-2)	13 2%	11 3%	2 1%
Fairly Dissatisfied	(-1)	35 5%	15 4%	20 5%
Neither Satisfied Nor Dissatisfied	(0)	98 13%	50 14%	48 13%
Fairly Satisfied	(1)	303 41%	152 42%	151 40%
Very Satisfied	(2)	284 39%	132 37%	152 41%
NET: Satisfied		587 80%	284 79%	303 81%
NET: Dissatisfied		48 7%	25 7%	23 6%
Answered		732	359	374
Mean Score		1.1	1.1	1.2
Standard error		.03	.05	.05
Standard deviation		.93	.97	.89

Columns Tested: a,b

Table 300 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	818	48	83	74	66	79	45	41	80	62	60	48	132
Effective base	301	13	35	43	24	55	24	9	32	26	9	20	45
Weighted Base	732	23	55	88	21	120	43	8	114	56	14	57	134
Very Dissatisfied (-2)	13 2%	- -%	* *%	3 4%	* 1%	- -%	- -%	- -%	- -%	* *%	- -%	9 16%	- -%
Fairly Dissatisfied (-1)	35 5%	* 2%	2 3%	1 1%	1 4%	5 4%	2 4%	2 21% c	3 2%	5 10%	1 6%	2 4%	12 9%
Neither Satisfied Nor Dissatisfied (0)	98 13%	* 1%	11 21%	7 8%	1 7%	24 20%	9 21%	3 42% acdhjl	10 9%	12 22%	* 3%	7 12%	11 8%
Fairly Satisfied (1)	303 41%	13 54%	22 39%	30 34%	13 63% cgi	53 44%	19 43%	2 22%	45 40%	19 34%	8 59%	22 39%	58 43%
Very Satisfied (2)	284 39%	10 43%	20 36%	47 53% deg	5 26%	37 31%	14 32%	1 15%	56 49%	19 34%	4 32%	16 28%	53 40%
NET: Satisfied	587 80%	22 97% gjk	42 76% g	76 87% g	19 89% g	91 76% g	32 75% g	3 37% g	101 89% g	38 68% g	13 91% g	38 67% g	111 83% g
NET: Dissatisfied	48 7%	* 2%	2 4%	4 5%	1 5%	5 4%	2 4%	2 21%	3 2%	6 10%	1 6%	12 20% beh	12 9%
Answered	732	23	55	88	21	120	43	8	114	56	14	57	134
Mean Score	1.1	1.4	1.1	1.3	1.1	1.0	1.0	.3	1.4	.9	1.2	.6	1.1
Standard error	.03	gk	g	gk	g	g	g	gk	gk	g	g	g	g
Standard deviation	.93	.09	.09	.11	.09	.09	.13	.16	.08	.13	.10	.20	.08
		.62	.85	.96	.75	.82	.85	1.04	.74	1.00	.77	1.37	.90

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 300 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	818	205	190	183	240	395	423
Effective base	301	90	95	59	72	185	130
Weighted Base	732	166	184	177	205	350	382
Very Dissatisfied (-2)	13 2%	3 2%	* *%	* *%	9 4%	4 1%	9 2%
Fairly Dissatisfied (-1)	35 5%	3 2%	8 4%	10 5%	15 7%	11 3%	24 6%
Neither Satisfied Nor Dissatisfied (0)	98 13%	19 11%	35 19%	25 14%	19 9%	54 15%	44 11%
Fairly Satisfied (1)	303 41%	64 38%	85 46%	66 37%	88 43%	149 42%	154 40%
Very Satisfied (2)	284 39%	77 46%	57 31%	76 43%	74 36%	134 38%	150 39%
NET: Satisfied	587 80%	141 85%	142 77%	142 80%	162 79%	282 81%	304 80%
NET: Dissatisfied	48 7%	7 4%	8 4%	10 6%	24 12%	14 4%	34 9%
Answered	732	166	184	177	205	350	382
Mean Score	1.1	1.2	1.0	1.2	1.0	1.1	1.1
Standard error	.03	.06	.06	.07	.07	.04	.05
Standard deviation	.93	.89	.82	.88	1.07	.86	.99

Columns Tested:: a,b,c,d - a,b

Table 301

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	776	93	683	467	149	48	112	309
Effective base	282	26	259	251	62	26	54	86
Weighted Base	695	46	649	651	36	5	3	43
Very Dissatisfied	(-2)	4	3	4	-	-	-	-
		1%	1%	1%	0%	0%	0%	0%
Fairly Dissatisfied	(-1)	27	27	25	1	*	*	2
		4%	4%	4%	4%	2%	4%	4%
Neither Satisfied Nor Dissatisfied	(0)	123	115	114	9	*	*	10
		18%	18%	17%	24%	10%	9%	22%
Fairly Satisfied	(1)	302	294	284	15	2	1	18
		43%	45%	44%	41%	41%	41%	41%
Very Satisfied	(2)	238	209	224	11	2	1	15
		34%	32%	34%	31%	47%	46%	34%
NET: Satisfied		540	503	508	26	4	2	32
		78%	78%	78%	72%	88%	87%	74%
NET: Dissatisfied		31	30	30	1	*	*	2
		4%	5%	5%	4%	2%	4%	4%
Answered	695	46	649	651	36	5	3	43
Mean Score	1.1	1.4	1.0	1.1	1.0	1.3	1.3	1.0
Standard error	.03	.10	.03	.04	.07	.12	.09	.05
Standard deviation	.85	.93	.84	.85	.86	.83	.99	.85

Columns Tested.: a,b - a,b,c,d,e

Table 301 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		Business Size 2								
Total base		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	776	171	223	73	94	103	112	467	149	160
Effective base	282	110	117	31	42	39	54	251	62	55
Weighted Base	695	301	303	46	26	15	3	651	36	7
Very Dissatisfied	(-2)	4	4	-	-	-	-	4	-	-
	1%	*%	1%	-%	-%	-%	-%	1%	-%	-%
Fairly Dissatisfied	(-1)	27	11	6	1	*	*	25	1	*
	4%	3%	4%	13%	4%	2%	4%	4%	4%	3%
				agi						
Neither Satisfied Nor Dissatisfied	(0)	123	55	13	7	2	*	114	9	1
	18%	15%	18%	27%	28%	14%	9%	17%	24%	10%
				fi	fi				fi	
Fairly Satisfied	(1)	302	121	18	10	7	1	284	15	3
	43%	48%	40%	38%	38%	45%	41%	44%	41%	41%
Very Satisfied	(2)	238	111	10	8	6	1	224	11	3
	34%	34%	37%	22%	29%	39%	46%	34%	31%	47%
				c						c
NET: Satisfied		540	233	28	18	12	2	508	26	6
	78%	82%	77%	60%	68%	84%	87%	78%	72%	88%
		c				c	cdh	c		cdh
NET: Dissatisfied		31	15	6	1	*	*	30	1	*
	4%	3%	5%	13%	4%	2%	4%	5%	4%	3%
				ai						
Answered	695	301	303	46	26	15	3	651	36	7
Mean Score	1.1	1.1	1.1	.7	.9	1.2	1.3	1.1	1.0	1.3
		c	c			c	c	c		cdh
Standard error	.03	.06	.06	.11	.09	.08	.09	.04	.07	.06
Standard deviation	.85	.77	.90	.97	.88	.79	.99	.85	.86	.81

Columns Tested: a,b,c,d,e,f,g,h,i

Table 301 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	776	276	191	149	48	112	265	154	62	36	129
Effective base	282	179	89	62	26	54	142	62	21	10	21
Weighted Base	695	515	136	36	5	3	394	135	35	21	23
Very Dissatisfied	(-2)	4	4	*	-	-	3	*	-	-	-
		1%	1%	*%	-%	-%	1%	*%	-%	-%	-%
Fairly Dissatisfied	(-1)	27	18	7	1	*	16	9	1	*	*
		4%	4%	5%	4%	2%	4%	6%	3%	2%	2%
Neither Satisfied Nor Dissatisfied	(0)	123	87	27	9	*	71	25	2	5	5
		18%	17%	20%	24%	10%	18%	19%	6%	26%	22%
				e							
Fairly Satisfied	(1)	302	229	55	15	2	165	61	20	8	9
		43%	44%	41%	41%	41%	42%	45%	58%	39%	39%
Very Satisfied	(2)	238	177	47	11	2	139	40	12	7	9
		34%	34%	34%	31%	47%	35%	30%	34%	34%	37%
NET: Satisfied		540	406	102	26	4	304	101	32	15	18
		78%	79%	75%	72%	88%	77%	75%	92%	73%	77%
					c						
NET: Dissatisfied		31	22	7	1	*	20	9	1	*	*
		4%	4%	5%	4%	2%	5%	6%	3%	2%	2%
Answered		695	515	136	36	5	394	135	35	21	23
Mean Score		1.1	1.1	1.0	1.0	1.3	1.1	1.0	1.2	1.0	1.1
Standard error		.03	.05	.06	.07	.12	.05	.07	.09	.14	.07
Standard deviation		.85	.85	.88	.86	.99	.88	.87	.68	.83	.82

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 301 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	*d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		776	51	45	105	28	58	65	46	47	47
Effective base		282	25	21	54	12	30	36	25	24	24
Weighted Base		695	63	43	149	30	76	101	74	60	42
Very Dissatisfied	(-2)	4 1%	- -%	3 7%	- -%	- -%	- -%	- -%	* *%	- -%	- -%
Fairly Dissatisfied	(-1)	27 4%	- -%	6 14%	10 7%	- -%	3 4%	3 3%	- -%	2 3%	2 5%
Neither Satisfied Nor Dissatisfied	(0)	123 18%	11 18%	8 19%	30 20%	8 26%	9 12%	16 16%	15 21%	3 5%	13 30%
Fairly Satisfied	(1)	302 43%	29 46%	13 30%	73 49%	13 45%	45 59% bi	37 36%	34 46%	25 42%	12 29%
Very Satisfied	(2)	238 34%	23 36%	13 30%	35 24%	8 28%	20 26%	45 44% c	24 33%	29 49% c	15 36%
NET: Satisfied		540 78%	52 82%	26 60%	109 73%	22 74%	65 84%	81 81%	59 79%	55 92% bi	27 65%
NET: Dissatisfied		31 4%	- -%	9 21% afg	10 7%	- -%	3 4%	3 3%	* *%	2 3%	2 5%
Answered		695	63	43	149	30	76	101	74	60	42
Mean Score		1.1	1.2	.6	.9	1.0	1.1	1.2	1.1	1.4	1.0
Standard error		.03	.10	.19	.08	.14	.10	b	.11	bc	.14
Standard deviation		.85	.71	1.26	.84	.75	.73	.83	.75	.74	.93

Columns Tested: a,b,c,d,e,f,g,h,i

Table 301 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		776	133	143	216	492	284	107	95	82
Effective base		282	64	69	114	245	69	28	29	23
Weighted Base		695	148	166	324	638	57	31	16	10
Very Dissatisfied	(-2)	4 1%	- -%	3 2%	* *%	3 1%	1 2%	1 3%	- -%	- -%
Fairly Dissatisfied	(-1)	27 4%	5 3%	8 5%	13 4%	26 4%	1 2%	* 1%	1 4%	* 1%
Neither Satisfied Nor Dissatisfied	(0)	123 18%	29 20%	23 14%	62 19%	114 18%	9 16%	6 18%	2 15%	1 13%
Fairly Satisfied	(1)	302 43%	70 48%	67 41%	144 45%	282 44%	20 35%	7 24%	8 50%	4 47%
Very Satisfied	(2)	238 34%	43 29%	65 39%	104 32%	212 33%	26 45%	17 55%	5 30%	4 40%
NET: Satisfied		540 78%	113 77%	132 80%	248 77%	494 78%	46 81%	25 79%	13 81%	8 86%
NET: Dissatisfied		31 4%	5 3%	11 7%	13 4%	29 5%	2 3%	1 4%	1 4%	* 1%
Answered		695	148	166	324	638	57	31	16	10
Mean Score		1.1	1.0	1.1	1.0	1.1	1.2	1.3	1.1	1.3
Standard error		.03	.07	.08	.06	.04	.05	.10	.08	.08
Standard deviation		.85	.79	.94	.83	.85	.89	.99	.81	.73

Columns Tested:: a,b,c,d,e,f,g,h

Table 301 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	*g	*h	i
Significance Level: 95%										
Unweighted Base	776	34	96	10	106	91	236	16	21	272
Effective base	282	13	32	5	37	38	92	4	6	100
Weighted Base	695	24	75	11	86	116	188	10	7	264
Very Dissatisfied	(-2) 4 1%	- -%	- -%	- -%	- -%	1 1%	1 *%	3 33%	- -%	- -%
Fairly Dissatisfied	(-1) 27 4%	- -%	2 3%	1 9%	3 4%	1 1%	10 5%	* 3%	- -%	13 5%
Neither Satisfied Nor Dissatisfied	(0) 123 18%	7 28%	11 15%	4 35%	15 17%	24 21%	25 13%	* *%	- -%	52 20%
Fairly Satisfied	(1) 302 43%	9 39%	35 47%	* *%	35 41%	50 43%	72 38%	1 7%	1 16%	134 51%
Very Satisfied	(2) 238 34%	8 33%	26 35%	6 55%	33 38%	40 35%	81 43%	6 58%	6 84%	65 25%
NET: Satisfied	540 78%	17 72%	61 82%	6 56%	68 79%	90 78%	153 81%	6 64%	7 100%	199 75%
NET: Dissatisfied	31 4%	- -%	2 3%	1 9%	3 4%	1 1%	10 5%	3 35%	- -%	13 5%
Answered	695	24	75	11	86	116	188	10	7	264
Mean Score	1.1	1.1	1.1	1.0	1.1	1.1	1.2	.5	1.8	1.0
Standard error	.03	.14	.08	.37	.08	.08	.06	.49	.09	.05
Standard deviation	.85	.80	.79	1.18	.84	.79	.87	1.95	.40	.80

Columns Tested: a,b,c,d,e,f,g,h,i

Table 301 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	776	231	236	309	700	76	-	640	136	761	15
Effective base	282	86	92	108	253	32	-	252	32	276	6
Weighted Base	695	225	188	281	598	96	-	634	61	681	13
Very Dissatisfied (-2)	4 1%	1 *%	1 *%	3 1%	1 *%	3 3%	- -%	4 1%	- -%	4 1%	- -%
Fairly Dissatisfied (-1)	27 4%	4 2%	10 5%	13 5%	27 4%	- -%	- -%	26 4%	1 1%	27 4%	- -%
Neither Satisfied Nor Dissatisfied (0)	123 18%	46 20%	25 13%	52 19%	100 17%	23 24%	- -%	111 18%	12 19%	120 18%	3 20%
Fairly Satisfied (1)	302 43%	94 42%	72 38%	136 48%	252 42%	50 52%	- -%	277 44%	25 42%	299 44%	3 23%
Very Satisfied (2)	238 34%	81 36%	81 43%	77 27%	218 36%	20 21%	- -%	216 34%	23 37%	231 34%	8 57%
NET: Satisfied	540 78%	175 78%	153 81%	212 76%	470 79%	70 73%	- -%	492 78%	48 79%	529 78%	11 80%
NET: Dissatisfied	31 4%	5 2%	10 5%	16 6%	28 5%	3 3%	- -%	30 5%	1 1%	31 5%	- -%
Answered	695	225	188	281	598	96	-	634	61	681	13
Mean Score	1.1	1.1	1.2	1.0	1.1	.9	-	1.1	1.2	1.1	1.4
Standard error	.03	.05	.06	.05	.03	.10	-	.03	.07	.03	.21
Standard deviation	.85	.81	.87	.86	.85	.86	-	.86	.78	.85	.82

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 301 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		776	340	212	220
Effective base		282	130	70	82
Weighted Base		695	337	147	207
Very Dissatisfied	(-2)	4 1%	4 1%	- -%	1 *%
Fairly Dissatisfied	(-1)	27 4%	14 4%	1 1%	11 5%
Neither Satisfied Nor Dissatisfied	(0)	123 18%	64 19%	21 14%	38 18%
Fairly Satisfied	(1)	302 43%	153 45%	67 46%	78 38%
Very Satisfied	(2)	238 34%	102 30%	57 39%	80 38%
NET: Satisfied		540 78%	255 76%	124 85%	158 76%
NET: Dissatisfied		31 4%	18 5%	1 1%	11 6%
Answered		695	337	147	207
Mean Score		1.1	1.0	1.2	1.1
Standard error		.03	.05	.05	.06
Standard deviation		.85	.88	.72	.89

Columns Tested: a,b,c

Table 301 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	776	462	175	55	26	29	15	7	7	637	139	84
Effective base	282	197	54	15	10	8	3	2	1	250	32	18
Weighted Base	695	493	123	35	8	21	8	1	5	616	78	43
Very Dissatisfied	(-2)	4	3	1	-	-	-	-	-	4	-	-
		1%	1%	1%	-%	-%	-%	-%	-%	1%	-%	-%
Fairly Dissatisfied	(-1)	27	19	2	5	*	1	-	-	21	6	1
		4%	4%	2%	13%	*%	14%	-%	-%	3%	7%	2%
Neither Satisfied Nor Dissatisfied	(0)	123	92	23	5	2	*	-	-	115	8	3
		18%	19%	19%	14%	9%	2%	-%	-%	19%	11%	7%
Fairly Satisfied	(1)	302	212	57	12	7	6	*	5	269	33	21
		43%	43%	46%	36%	28%	33%	83%	8%	44%	42%	48%
Very Satisfied	(2)	238	167	40	13	5	12	*	1	207	31	18
		34%	34%	32%	37%	57%	58%	1%	92%	2%	34%	40%
NET: Satisfied		540	379	97	26	7	19	6	1	476	64	39
		78%	77%	79%	73%	86%	91%	84%	100%	77%	82%	90%
NET: Dissatisfied		31	22	3	5	*	*	1	-	26	6	1
		4%	5%	3%	13%	*%	*%	14%	-%	4%	7%	2%
Answered		695	493	123	35	8	21	8	1	616	78	43
Mean Score		1.1	1.1	1.1	1.0	1.4	1.5	.7	1.9	1.1	1.2	1.3
Standard error		.03	.04	.06	.14	.15	.12	.20	.46	.05	.03	.08
Standard deviation		.85	.86	.81	1.03	.79	.67	.76	1.22	.85	.88	.72

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 301 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	776	162	300	314	696	663	713	720	506	414	53	389	58	70	45	58	40
Effective base	282	83	114	86	240	230	253	260	181	127	30	157	17	18	10	13	8
Weighted Base	695	228	266	201	595	570	628	638	463	316	79	398	36	44	20	28	22
Very Dissatisfied (-2)	4 1%	3 1%	* *%	1 *%	4 1%	4 1%	4 1%	4 1%	3 1%	- -%	1 1%	3 1%	* 1%	- -%	- -%	- -%	- -%
Fairly Dissatisfied (-1)	27 4%	7 3%	12 5%	8 4%	26 4%	26 5%	26 4%	26 4%	22 5%	12 4%	- -%	19 5%	* *%	* *%	* 2%	1 5%	6 25% ab
Neither Satisfied Nor Dissatisfied (0)	123 18%	37 16%	55 21%	31 15%	106 18%	104 18%	116 19%	116 18%	81 17%	46 15%	21 26%	69 17%	10 27%	5 12%	3 13%	8 30%	* 2%
Fairly Satisfied (1)	302 43%	103 45%	109 41%	90 45%	272 46%	251 44%	282 45%	270 42%	204 44%	139 44%	35 44%	179 45%	18 49%	22 50%	10 51%	5 18%	13 59%
Very Satisfied (2)	238 34%	78 34%	89 34%	71 35%	187 31%	185 32%	199 32%	221 35%	153 33%	119 38%	23 29%	127 32%	9 24%	16 37%	7 35%	13 47%	3 14%
NET: Satisfied	540 78%	180 79%	198 75%	161 80%	459 77%	436 76%	480 77%	491 77%	357 77%	258 82%	58 73%	306 77%	26 72%	38 87%	17 86%	18 65%	16 73%
NET: Dissatisfied	31 4%	10 4%	12 5%	9 4%	30 5%	30 5%	31 5%	31 5%	25 5%	12 4%	1 1%	22 6%	* 1%	* *%	* 2%	1 5%	6 25% b
Answered	695	228	266	201	595	570	628	638	463	316	79	398	36	44	20	28	22
Mean Score	1.1	1.1	1.0	1.1	1.0	1.0	1.0	1.1	1.0	1.2	1.0	1.0	.9	1.2	1.2	1.1	.6
Standard error	.03	.07	.05	.05	.03	.03	.03	.03	.04	.04	.11	.04	.10	.08	.11	.13	.16
Standard deviation	.85	.87	.86	.84	.86	.87	.86	.87	.87	.81	.80	.87	.77	.68	.73	1.01	1.03

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 301 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	*f	*g	a	b	c	d	e	*f	*g
Unweighted Base	776	428	79	55	51	32	28	23	352	126	70	34	37	23	21
Effective base	282	180	24	13	9	14	5	4	145	39	19	15	6	9	4
Weighted Base	695	459	51	26	25	10	16	8	370	100	33	27	17	10	13
Very Dissatisfied	(-2)	4	4	-	-	-	-	-	3	-	*	-	-	-	-
		1%	1%	-%	-%	-%	-%	-%	1%	-%	1%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	27	21	3	*	-	1	1	14	5	*	-	-	2	5
		4%	5%	6%	1%	-%	7%	6%	4%	5%	1%	-%	-%	23%	36%
Neither Satisfied Nor Dissatisfied	(0)	123	74	17	5	1	1	8	70	22	6	5	1	*	*
		18%	16%	33%	18%	5%	11%	48%	19%	22%	18%	18%	4%	2%	2%
Fairly Satisfied	(1)	302	214	18	15	13	5	1	160	44	17	16	5	1	6
		43%	47%	36%	56%	53%	46%	3%	43%	44%	53%	61%	32%	9%	50%
Very Satisfied	(2)	238	145	13	7	10	4	7	122	29	9	6	11	7	2
		34%	32%	25%	25%	42%	36%	43%	33%	29%	27%	21%	64%	66%	12%
NET: Satisfied		540	359	31	21	24	8	7	282	73	26	22	16	8	8
		78%	78%	61%	81%	95%	82%	46%	76%	73%	80%	82%	96%	76%	61%
NET: Dissatisfied		31	26	3	*	-	1	1	18	5	*	-	-	2	5
		4%	6%	6%	1%	-%	7%	6%	5%	5%	1%	-%	-%	23%	36%
Answered		695	459	51	26	25	10	8	370	100	33	27	17	10	13
Mean Score		1.1	1.0	.8	1.0	1.4	1.1	.8	1.0	1.0	1.1	1.0	1.6	1.2	.4
Standard error		.03	.04	.10	.09	.08	.16	.21	.05	.07	.09	.11	.10	.27	.25
Standard deviation		.85	.86	.89	.69	.59	.90	1.09	.87	.84	.75	.64	.59	1.31	1.14

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 301 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	b	c	d	e	f	g	a	b	c	d	e	
Significance Level: 95%														
Unweighted Base	776	355	100	92	62	38	37	36	166	171	193	112	69	
Effective base	282	151	34	27	19	11	9	10	79	59	69	27	19	
Weighted Base	695	383	83	63	34	24	25	26	220	150	153	56	48	
Very Dissatisfied	(-2)	4 1%	4 1%	- -%	- -%	- -%	* 1%	- -%	- -%	1 *%	* *%	3 2%	- -%	- -%
Fairly Dissatisfied	(-1)	27 4%	15 4%	8 10%	1 2%	1 3%	* *%	* 4%	* 1%	5 2%	9 6%	7 5%	4 8%	2 3%
Neither Satisfied Nor Dissatisfied	(0)	123 18%	63 16%	25 30%	18 29%	4 12%	3 14%	* 1%	2 9%	41 19%	33 22%	24 16%	10 18%	8 17%
Fairly Satisfied	(1)	302 43%	173 45%	36 43%	17 26%	15 44%	5 22%	14 55%	12 44%	95 43%	73 49%	70 46%	23 41%	21 43%
Very Satisfied	(2)	238 34%	129 34%	14 17%	27 43%	14 41%	15 64%	10 39%	12 45%	78 35%	35 23%	49 32%	19 33%	18 37%
NET: Satisfied		540 78%	301 79%	50 60%	44 69%	29 84%	21 85%	23 95%	23 90%	173 79%	108 72%	119 78%	41 74%	38 79%
NET: Dissatisfied		31 4%	19 5%	8 10%	1 2%	1 3%	* 1%	1 4%	* 1%	5 2%	9 6%	10 7%	4 8%	2 3%
Answered	695	383	83	63	34	24	25	26	220	150	153	56	48	
Mean Score	1.1	1.1	.7	1.1	1.2	1.5	1.3	1.3	1.1	.9	1.0	1.0	1.1	
Standard error	.03	b	b	b	b	b	b	b	.06	.06	.07	.09	.10	
Standard deviation	.85	.87	.87	.88	.79	.83	.70	.71	.81	.83	.92	.92	.82	

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 301 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Frequency - letters sent					Frequency - large letters sent					
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e	
Unweighted Base	776	240	149	166	89	49	212	158	148	93	48	
Effective base	282	102	52	55	21	12	94	49	50	24	14	
Weighted Base	695	277	128	120	42	27	256	118	104	55	36	
Very Dissatisfied	(-2)	4 1%	4 1%	* *%	- -%	- -%	- -%	* *%	* *%	3 3%	- -%	- -%
Fairly Dissatisfied	(-1)	27 4%	7 2%	12 9%	3 3%	4 10%	* 2%	10 4%	7 6%	4 4%	4 8%	1 3%
Neither Satisfied Nor Dissatisfied	(0)	123 18%	46 16%	25 19%	20 17%	9 21%	6 24%	46 18%	25 21%	18 17%	8 15%	7 21%
Fairly Satisfied	(1)	302 43%	130 47%	67 52%	51 43%	11 26%	13 49%	109 42%	51 43%	53 51%	24 44%	14 40%
Very Satisfied	(2)	238 34%	91 33%	25 19%	45 38%	18 43%	7 26%	91 35%	35 30%	26 25%	18 33%	13 36%
NET: Satisfied		540 78%	221 80%	91 71%	97 81%	29 68%	20 75%	200 78%	86 73%	79 76%	42 77%	27 76%
NET: Dissatisfied		31 4%	11 4%	12 9%	3 3%	4 10%	* 2%	10 4%	7 6%	8 7%	4 8%	1 3%
Answered		695	277	128	120	42	27	256	118	104	55	36
Mean Score		1.1	1.1	.8	1.2	1.0	1.0	1.1	1.0	.9	1.0	1.1
Standard error		.03	.05	.07	.06	.11	.11	.06	.07	.08	.09	.12
Standard deviation		.85	.84	.86	.79	1.04	.77	.83	.87	.93	.90	.84

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 301 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	776	209	143	179	112	72	493	76	148	443	333	522	174
Effective base	282	91	46	63	40	20	186	23	53	165	118	189	52
Weighted Base	695	247	106	149	90	43	434	56	147	424	271	471	125
Very Dissatisfied (-2)	4 1%	1 *%	- -%	3 2%	- -%	1 1%	1 *%	- -%	3 2%	3 1%	1 *%	* *%	4 3% a
Fairly Dissatisfied (-1)	27 4%	4 2%	2 2%	7 5%	11 13% ab	1 3%	20 5%	2 4%	5 3%	20 5%	6 2%	25 5%	2 1%
Neither Satisfied Nor Dissatisfied (0)	123 18%	51 20%	13 12%	27 18%	21 23%	5 12%	69 16%	9 17%	38 26%	75 18%	48 18%	79 17%	27 22%
Fairly Satisfied (1)	302 43%	105 43%	57 54% cd	52 35%	26 29%	27 62% cd	186 43%	23 41%	61 41%	196 46%	106 39%	223 47%	49 39%
Very Satisfied (2)	238 34%	86 35%	34 32%	59 40%	32 35%	10 22%	158 36%	22 39%	41 28%	128 30%	110 41%	144 31%	43 35%
NET: Satisfied	540 78%	191 77%	91 86% d	112 75%	58 64%	36 84%	344 79%	45 80%	102 69%	325 77%	215 79%	367 78%	92 74%
NET: Dissatisfied	31 4%	5 2%	2 2%	11 7%	11 13% ab	2 4%	21 5%	2 4%	8 5%	24 6%	7 3%	25 5%	6 5%
Answered	695	247	106	149	90	43	434	56	147	424	271	471	125
Mean Score	1.1	1.1	1.2	1.1	.9	1.0	1.1	1.1	.9	1.0	1.2	1.0	1.0
Standard error	.03	.06	.06	.07	.10	.09	.04	.10	.08	.04	.05	.04	.07
Standard deviation	.85	.80	.70	.99	1.04	.76	.85	.83	.92	.86	.83	.83	.95

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 301 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	776	415	248	170	550	528	168	403	260	174	546
Effective base	282	160	70	77	184	191	50	152	79	78	183
Weighted Base	695	400	170	170	467	477	118	388	182	179	458
Very Dissatisfied	(-2) 4 1%	4 1%	- -%	- -%	4 1%	* *%	4 3%	4 1%	- -%	- -%	4 1%
Fairly Dissatisfied	(-1) 27 4%	23 6%	4 2%	6 3%	21 4%	22 5%	4 3%	23 6%	3 2%	7 4%	20 4%
Neither Satisfied Nor Dissatisfied	(0) 123 18%	73 18%	31 18%	36 21%	80 17%	80 17%	25 22%	71 18%	33 18%	36 20%	80 17%
Fairly Satisfied	(1) 302 43%	175 44%	76 45%	80 47%	190 41%	234 49%	38 33%	173 45%	78 43%	86 48%	184 40%
Very Satisfied	(2) 238 34%	126 31%	59 35%	48 28%	173 37%	141 29%	46 39%	118 30%	67 37%	51 28%	170 37%
NET: Satisfied	540 78%	301 75%	135 79%	129 75%	362 78%	374 78%	85 72%	290 75%	146 80%	136 76%	354 77%
NET: Dissatisfied	31 4%	26 7%	4 2%	6 3%	25 5%	23 5%	8 7%	27 7%	3 2%	7 4%	24 5%
Answered	695	400	170	170	467	477	118	388	182	179	458
Mean Score	1.1	1.0	1.1	1.0	1.1	1.0	1.0	1.0	1.1	1.0	1.1
Standard error	.03	.04	.05	.06	.04	.04	.08	.04	.05	.06	.04
Standard deviation	.85	.90	.78	.79	.89	.81	1.02	.90	.78	.80	.89

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 301 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	776	508	482	182	2	477	419	149	2	611	376	187	1
Effective base	282	165	180	58	2	158	151	49	2	219	139	66	1
Weighted Base	695	415	444	142	5	404	355	123	2	545	328	149	2
Very Dissatisfied (-2)	4 1%	3 1%	4 1%	- -%	- -%	3 1%	1 *%	- -%	- -%	4 1%	* *%	* *%	- -%
Fairly Dissatisfied (-1)	27 4%	14 3%	23 5%	10 7%	- -%	18 4%	18 5%	10 9%	- -%	22 4%	11 3%	10 7%	- -%
Neither Satisfied Nor Dissatisfied (0)	123 18%	81 19%	73 17%	22 15%	5 100%	73 18%	53 15%	16 13%	2 77%	94 17%	61 19%	21 14%	- -%
Fairly Satisfied (1)	302 43%	193 47%	207 47%	66 46%	- -%	187 46%	167 47%	54 44%	- -%	228 42%	150 46%	61 41%	- -%
Very Satisfied (2)	238 34%	124 30%	137 31%	44 31%	- -%	122 30%	116 33%	42 35%	1 23%	196 36%	105 32%	57 38%	2 100%
NET: Satisfied	540 78%	317 76%	344 77%	110 78%	- -%	310 77%	283 80%	96 78%	1 23%	424 78%	255 78%	117 79%	2 100%
NET: Dissatisfied	31 4%	18 4%	27 6%	10 7%	- -%	21 5%	19 5%	10 9%	- -%	26 5%	12 4%	11 7%	- -%
Answered	695	415	444	142	5	404	355	123	2	545	328	149	2
Mean Score	1.1	1.0	1.0	1.0	-	1.0	1.1	1.0	.5	1.1	1.1	1.1	2.0
Standard error	.03	.04	.04	.06	-	.04	.04	.07	.78	.04	.04	.07	-
Standard deviation	.85	.84	.87	.87	-	.86	.83	.91	1.11	.87	.81	.90	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 301 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	776	521	471	317	458	342	42	205	206	228	78	43
Effective base	282	189	172	127	157	139	11	88	80	89	33	19
Weighted Base	695	480	439	310	409	329	30	213	209	226	71	39
Very Dissatisfied (-2)	4 1%	* *%	1 *%	3 1%	* *%	1 *%	- -%	- -%	- -%	3 1%	- -%	- -%
Fairly Dissatisfied (-1)	27 4%	23 5%	23 5%	17 6%	17 4%	19 6%	* *%	11 5%	15 7%	17 7%	7 10%	7 19%
Neither Satisfied Nor Dissatisfied (0)	123 18%	78 16%	74 17%	66 21%	67 16%	68 21%	1 3%	44 20%	54 26%	51 23%	10 14%	9 24%
Fairly Satisfied (1)	302 43%	234 49%	196 45%	132 42%	199 49%	146 44%	11 38%	98 46%	84 40%	86 38%	27 38%	9 24%
Very Satisfied (2)	238 34%	145 30%	145 33%	91 29%	126 31%	96 29%	18 59%	61 29%	57 27%	68 30%	28 39%	13 33%
NET: Satisfied	540 78%	379 79%	342 78%	223 72%	325 79%	241 73%	29 97%	158 74%	141 67%	154 68%	55 77%	22 57%
NET: Dissatisfied	31 4%	23 5%	24 5%	21 7%	17 4%	19 6%	* *%	11 5%	15 7%	20 9%	7 10%	7 19%
Answered	695	480	439	310	409	329	30	213	209	226	71	39
Mean Score	1.1	1.0	1.1	.9	1.1	1.0	1.6 ab	1.0	.9	.9	1.1	.7
Standard error	.03	.04	.04	.05	.04	.05	.09	.06	.06	.06	.11	.17
Standard deviation	.85	.81	.85	.91	.80	.86	.57	.83	.89	.97	.96	1.13

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 301 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	776	94	63	67	29	639	504	702	555	503	508	594	149	-	504	41
Effective base	282	36	21	26	13	231	176	254	198	172	177	226	53	-	181	22
Weighted Base	695	78	52	64	33	565	411	625	471	412	443	558	119	-	428	61
Very Dissatisfied (-2)	4 1%	- -%	3 6%	- -%	- -%	4 1%	1 *%	4 1%	4 1%	4 1%	3 1%	1 *%	- -%	- -%	1 *%	3 5%
Fairly Dissatisfied (-1)	27 4%	4 5%	2 4%	5 7%	2 7%	22 4%	15 4%	25 4%	23 5%	17 4%	21 5%	23 4%	6 5%	- -%	16 4%	4 7%
Neither Satisfied Nor Dissatisfied (0)	123 18%	19 24%	2 3%	14 22%	7 21%	102 18%	86 21%	113 18%	85 18%	77 19%	83 19%	96 17%	23 20%	- -%	55 13%	15 25%
Fairly Satisfied (1)	302 43%	31 40%	27 52%	24 38%	15 46%	249 44%	161 39%	271 43%	201 43%	167 40%	196 44%	248 44%	46 38%	- -%	199 46%	20 32%
Very Satisfied (2)	238 34%	24 31%	18 34%	21 33%	9 26%	188 33%	147 36%	211 34%	157 33%	147 36%	140 32%	190 34%	44 37%	- -%	158 37%	18 30%
NET: Satisfied	540 78%	55 71%	45 87%	45 71%	24 72%	437 77%	308 75%	482 77%	358 76%	314 76%	336 76%	438 78%	90 75%	- -%	357 83%	38 62%
NET: Dissatisfied	31 4%	4 5%	5 10%	5 7%	2 7%	26 5%	16 4%	29 5%	27 6%	21 5%	24 6%	25 4%	6 5%	- -%	17 4%	8 13%
Answered Mean Score	695 1.1	78 1.0	52 1.0	64 1.0	33 .9	565 1.1	411 1.1	625 1.1	471 1.0	412 1.1	443 1.0	558 1.1	119 1.1	- -	428 1.2	61 .7
Standard error	.03	.09	.13	.11	.16	.03	.04	.03	.04	.04	.04	.03	.07	-	.04	.18
Standard deviation	.85	.88	1.05	.93	.87	.86	.86	.86	.89	.90	.87	.83	.88	-	.80	1.13

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 301 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	776	330	275	654	29	336	440	190	434	148	247	200	310
Effective base	282	129	99	234	13	117	166	65	159	58	85	69	123
Weighted Base	695	321	250	574	38	278	416	144	412	134	202	173	300
Very Dissatisfied (-2)	4 1%	3 1%	* *%	- -%	4 10%	4 2%	- -%	4 3%	1 *%	- -%	* *%	* *%	4 1%
Fairly Dissatisfied (-1)	27 4%	20 6%	5 2%	8 1%	12 33%	23 8%	4 1%	6 4%	17 4%	4 3%	12 6%	7 4%	8 3%
Neither Satisfied Nor Dissatisfied (0)	123 18%	63 20%	31 13%	78 14%	13 34%	55 20%	68 16%	19 13%	76 18%	28 21%	46 23%	26 15%	47 16%
Fairly Satisfied (1)	302 43%	134 42%	125 50%	261 45%	5 14%	123 44%	179 43%	54 37%	183 44%	65 48%	75 37%	85 49%	134 45%
Very Satisfied (2)	238 34%	101 31%	89 35%	227 39%	3 9%	72 26%	166 40%	61 43%	136 33%	37 27%	69 34%	55 32%	106 35%
NET: Satisfied	540 78%	234 73%	213 85%	488 85%	9 23%	196 70%	345 83%	115 80%	319 77%	102 76%	144 71%	140 81%	241 80%
NET: Dissatisfied	31 4%	23 7%	5 2%	8 1%	16 43%	27 10%	4 1%	10 7%	17 4%	4 3%	12 6%	7 4%	12 4%
Answered	695	321	250	574	38	278	416	144	412	134	202	173	300
Mean Score	1.1	1.0	1.2	1.2	-2	.8	1.2	1.1	1.1	1.0	1.0	1.1	1.1
Standard error	.03	.05	.04	.03	.21	.05	.04	.07	.04	.06	.06	.06	.05
Standard deviation	.85	.93	.73	.73	1.11	.95	.74	.97	.83	.78	.90	.80	.86

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 301 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		776	421	355
Effective base		282	135	148
Weighted Base		695	342	353
Very Dissatisfied	(-2)	4 1%	4 1%	- -%
Fairly Dissatisfied	(-1)	27 4%	13 4%	14 4%
Neither Satisfied Nor Dissatisfied	(0)	123 18%	59 17%	64 18%
Fairly Satisfied	(1)	302 43%	160 47%	142 40%
Very Satisfied	(2)	238 34%	105 31%	133 38%
NET: Satisfied		540 78%	266 78%	275 78%
NET: Dissatisfied		31 4%	17 5%	14 4%
Answered		695	342	353
Mean Score		1.1	1.0	1.1
Standard error		.03	.04	.04
Standard deviation		.85	.87	.84

Columns Tested: a,b

Table 301 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		Month											
Total base		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	776	45	78	67	63	74	40	38	76	62	59	42	132
Effective base	282	12	32	39	22	52	21	9	32	26	8	17	45
Weighted Base	695	20	51	84	20	111	39	6	114	51	13	50	134
Very Dissatisfied	(-2)	4	-	-	-	1	-	-	-	1	-	3	-
		1%	-%	-%	-%	4%	-%	-%	-%	1%	-%	6%	-%
Fairly Dissatisfied	(-1)	27	*	1	-	*	3	2	*	4	1	*	14
		4%	2%	2%	-%	2%	3%	5%	7%	4%	2%	*%	*%
Neither Satisfied Nor Dissatisfied	(0)	123	1	9	22	4	17	8	16	15	5	4	20
		18%	5%	18%	26%	19%	15%	20%	24%	14%	30%	37%	15%
Fairly Satisfied	(1)	302	9	18	31	10	61	16	3	48	28	4	27
		43%	42%	36%	36%	52%	55%	40%	44%	42%	55%	28%	54%
Very Satisfied	(2)	238	10	22	32	5	30	14	2	45	7	5	16
		34%	51%	44%	38%	24%	27%	35%	26%	40%	13%	35%	31%
			i	i	i				i				i
NET: Satisfied		540	19	41	62	15	91	30	4	93	35	8	42
		78%	93%	80%	74%	76%	82%	75%	69%	82%	68%	63%	85%
NET: Dissatisfied		31	*	1	-	1	3	2	*	4	1	*	3
		4%	2%	2%	-%	5%	3%	5%	7%	4%	3%	*%	6%
Answered		695	20	51	84	20	111	39	6	114	51	13	50
Mean Score		1.1	1.4	1.2	1.1	.9	1.1	1.1	.9	1.2	.8	1.0	1.0
			i	i					i				
Standard error		.03	.10	.09	.10	.12	.09	.14	.16	.09	.09	.12	.15
Standard deviation		.85	.70	.81	.79	.92	.73	.87	.96	.82	.73	.88	1.00

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 301 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	776	190	177	176	233	367	409
Effective base	282	82	88	57	69	170	125
Weighted Base	695	156	171	171	198	326	368
Very Dissatisfied (-2)	4 1%	- -%	1 *%	1 *%	3 2%	1 *%	4 1%
Fairly Dissatisfied (-1)	27 4%	1 1%	5 3%	6 3%	14 7%	7 2%	20 5%
Neither Satisfied Nor Dissatisfied (0)	123 18%	32 21%	29 17%	33 19%	30 15%	61 19%	62 17%
Fairly Satisfied (1)	302 43%	58 37%	87 51%	79 46%	78 40%	145 44%	157 43%
Very Satisfied (2)	238 34%	64 41%	49 28%	53 31%	72 36%	113 35%	125 34%
NET: Satisfied	540 78%	122 78%	136 80%	132 77%	150 76%	258 79%	282 77%
NET: Dissatisfied	31 4%	1 1%	6 4%	6 4%	17 9%	7 2%	24 6%
Answered	695	156	171	171	198	326	368
Mean Score	1.1	1.2	1.0	1.0	1.0	1.1	1.0
Standard error	.03	.06	.06	.06	.06	.04	.04
Standard deviation	.85	.79	.79	.82	.98	.79	.90

Columns Tested:: a,b,c,d - a,b

Table 302

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	779	91	688	468	150	49	112	311
Effective base	284	25	261	253	63	26	54	87
Weighted Base	698	45	653	654	36	5	3	44
Very Dissatisfied (-2)	9 1%	3 7%	6 1%	8 1%	1 2%	* 2%	* 1%	1 2%
Fairly Dissatisfied (-1)	37 5%	* *%	37 6%	35 5%	2 5%	* 1%	* 3%	2 5%
Neither Satisfied Nor Dissatisfied (0)	111 16%	5 10%	106 16%	105 16% d	5 14%	* 5%	* 3%	5 12%
Fairly Satisfied (1)	290 42%	7 16%	283 43% a	273 42%	14 38%	2 40%	1 44%	17 39%
Very Satisfied (2)	251 36%	30 66% b	221 34%	232 36%	15 41%	2 52%	1 48%	19 43%
NET: Satisfied	541 78%	37 82%	504 77%	505 77%	29 80%	4 92%	2 92% a	36 82%
NET: Dissatisfied	46 7%	3 7%	43 7%	43 7%	2 7%	* 3%	* 4%	3 6%
Answered	698	45	653	654	36	5	3	44
Mean Score	1.1	1.3	1.0	1.0	1.1	1.4	1.4 a	1.2
Standard error	.03	.12	.03	.04	.08	.12	.09	.05
Standard deviation	.92	1.15	.90	.92	.96	.87	.99	.93

Columns Tested:: a,b - a,b,c,d,e

Table 302 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level:	95%										
Unweighted Base		779	172	223	73	95	104	112	468	150	161
Effective base		284	110	118	31	43	40	54	253	63	55
Weighted Base		698	303	305	46	27	15	3	654	36	7
Very Dissatisfied	(-2)	9 1%	2 1%	6 2%	- -%	* 1%	* 2%	* 1%	8 1%	1 2%	* 1%
Fairly Dissatisfied	(-1)	37 5%	12 4%	13 4%	10 21%	1 5%	1 4%	* 3%	35 5%	2 5%	* 2%
Neither Satisfied Nor Dissatisfied	(0)	111 16%	49 16%	49 16%	8 17%	3 11%	2 15%	* 3%	105 16%	5 14%	* 4%
Fairly Satisfied	(1)	290 42%	140 46%	119 39%	15 32%	10 38%	6 41%	1 44%	273 42%	14 38%	3 42%
Very Satisfied	(2)	251 36%	100 33%	119 39%	14 30%	12 45%	6 38%	1 48%	232 36%	15 41%	4 51%
NET: Satisfied		541 78%	239 79%	237 78%	29 62%	22 82%	12 79%	2 92%	505 77%	29 80%	7 92%
NET: Dissatisfied		46 7%	15 5%	19 6%	10 21%	2 6%	1 6%	* 4%	43 7%	2 7%	* 3%
Answered		698	303	305	46	27	15	3	654	36	7
Mean Score		1.1	1.1	1.1	.7	1.2	1.1	1.4	1.0	1.1	1.4
Standard error		.03	.06	.06	.13	.10	.10	.09	.04	.08	.07
Standard deviation		.92	.85	.94	1.12	.94	.98	.99	.92	.96	.84

Columns Tested: a,b,c,d,e,f,g,h,i

Table 302 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	779	278	190	150	49	112	269	154	63	36	129
Effective base	284	181	89	63	26	54	143	63	21	10	21
Weighted Base	698	518	136	36	5	3	397	137	35	21	23
Very Dissatisfied	(-2)	9	6	2	1	*	3	2	*	*	-
		1%	1%	1%	2%	2%	1%	1%	*%	2%	-%
Fairly Dissatisfied	(-1)	37	22	13	2	*	21	13	1	-	1
		5%	4%	9%	5%	1%	5%	10%	4%	-%	3%
Neither Satisfied Nor Dissatisfied	(0)	111	91	15	5	*	70	18	2	5	3
		16%	18%	11%	14%	5%	18%	13%	5%	25%	11%
		e									
Fairly Satisfied	(1)	290	220	53	14	2	165	54	19	8	10
		42%	42%	39%	38%	40%	42%	40%	54%	36%	44%
Very Satisfied	(2)	251	178	54	15	2	137	49	13	8	10
		36%	34%	40%	41%	52%	35%	36%	37%	37%	42%
NET: Satisfied		541	398	107	29	4	302	103	32	15	20
		78%	77%	79%	80%	92%	76%	76%	91%	73%	86%
						ab					
NET: Dissatisfied		46	29	15	2	*	25	15	1	*	1
		7%	6%	11%	7%	3%	6%	11%	4%	2%	3%
Answered	698	518	136	36	5	3	397	137	35	21	23
Mean Score	1.1	1.0	1.1	1.1	1.4	1.4	1.0	1.0	1.2	1.1	1.3
						a					
Standard error	.03	.05	.07	.08	.12	.09	.05	.08	.09	.15	.07
Standard deviation	.92	.90	1.00	.96	.87	.99	.90	1.01	.73	.89	.77

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 302 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	*d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		779	53	45	106	27	58	66	46	49	47
Effective base		284	26	21	54	12	30	36	25	25	24
Weighted Base		698	65	43	150	29	76	102	74	61	42
Very Dissatisfied	(-2)	9 1%	* *%	4 8%	- -%	2 5%	* *%	- -%	2 3%	- -%	- -%
				c							
Fairly Dissatisfied	(-1)	37 5%	- -%	8 18%	12 8%	- -%	3 4%	3 3%	4 5%	4 7%	2 4%
				a							
Neither Satisfied Nor Dissatisfied	(0)	111 16%	7 11%	5 11%	40 26%	5 16%	10 14%	18 17%	7 9%	4 6%	9 21%
					h						
Fairly Satisfied	(1)	290 42%	33 52%	16 36%	55 37%	14 48%	39 51%	37 36%	35 47%	25 41%	18 43%
Very Satisfied	(2)	251 36%	24 37%	12 27%	43 29%	9 31%	24 32%	44 43%	26 35%	28 45%	13 31%
NET: Satisfied		541 78%	57 89%	28 64%	98 66%	23 79%	63 83%	81 80%	61 82%	53 87%	31 74%
				bc							
NET: Dissatisfied		46 7%	* *%	11 26%	12 8%	2 5%	3 4%	3 3%	6 8%	4 7%	2 4%
				acefi							
Answered		698	65	43	150	29	76	102	74	61	42
Mean Score		1.1	1.3	.6	.9	1.0	1.1	1.2	1.1	1.2	1.0
			b					b		b	
Standard error		.03	.09	.19	.09	.19	.10	.10	.14	.12	.12
Standard deviation		.92	.66	1.29	.93	.99	.78	.84	.98	.86	.85

Columns Tested: a,b,c,d,e,f,g,h,i

Table 302 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		779	132	147	218	497	282	106	95	81
Effective base		284	63	71	115	248	66	27	28	22
Weighted Base		698	147	169	326	642	55	30	16	9
Very Dissatisfied	(-2)	9 1%	2 1%	4 2%	2 1%	8 1%	1 2%	1 3%	* *%	* 2%
Fairly Dissatisfied	(-1)	37 5%	5 3%	12 7%	19 6%	36 6%	1 2%	* 1%	1 4%	* 1%
Neither Satisfied Nor Dissatisfied	(0)	111 16%	24 16%	16 9%	64 20%	104 16%	7 13%	3 10%	3 16%	1 17%
Fairly Satisfied	(1)	290 42%	71 48%	75 44%	127 39%	272 42%	18 33%	9 29%	7 41%	2 29%
Very Satisfied	(2)	251 36%	46 31%	63 37%	114 35%	223 35%	28 50%	17 56%	6 38%	4 52%
NET: Satisfied		541 78%	117 80%	138 82%	240 74%	495 77%	46 83%	26 86%	13 80%	7 80%
NET: Dissatisfied		46 7%	6 4%	16 9%	22 7%	44 7%	2 4%	1 4%	1 5%	* 3%
Answered		698	147	169	326	642	55	30	16	9
Mean Score		1.1	1.1	1.1	1.0	1.0	1.3	1.3	1.1	1.3
Standard error		.03	.07	.08	.06	.04	.06	.09	.09	.11
Standard deviation		.92	.84	.97	.92	.92	.92	.95	.88	.98

Columns Tested: a,b,c,d,e,f,g,h

Table 302 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	*g	*h	i
Unweighted Base	779	34	95	10	105	92	236	17	22	273
Effective base	284	13	31	5	36	38	92	4	7	101
Weighted Base	698	24	74	11	85	116	189	10	8	266
Very Dissatisfied	(-2)	9	*	-	*	1	3	3	-	2
	1%	-%	*%	-%	*%	1%	2%	31%	-%	1%
Fairly Dissatisfied	(-1)	37	2	-	2	5	17	*	*	13
	5%	1%	2%	-%	2%	4%	9%	2%	3%	5%
Neither Satisfied Nor Dissatisfied	(0)	111	3	4	7	18	24	-	-	55
	16%	30%	4%	38%	8%	16%	13%	-%	-%	21%
		b								b
Fairly Satisfied	(1)	290	35	1	35	55	76	3	1	112
	42%	34%	47%	6%	41%	47%	40%	25%	13%	42%
Very Satisfied	(2)	251	6	6	41	38	69	4	7	84
	36%	35%	47%	56%	48%	33%	36%	42%	84%	32%
NET: Satisfied		541	69	7	76	92	145	7	8	196
	78%	70%	94%	62%	89%	80%	77%	67%	97%	74%
			afi							
NET: Dissatisfied		46	2	-	2	5	20	3	*	15
	7%	1%	3%	-%	2%	5%	11%	33%	3%	6%
Answered	698	24	74	11	85	116	189	10	8	266
Mean Score	1.1	1.0	1.4	1.2	1.4	1.1	1.0	.4	1.8	1.0
			i		i					
Standard error	.03	.14	.07	.32	.07	.09	.07	.44	.14	.05
Standard deviation	.92	.84	.69	1.00	.73	.83	1.00	1.83	.63	.88

Columns Tested: a,b,c,d,e,f,g,h,i

Table 302 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	779	231	236	312	702	77	-	643	136	764	15
Effective base	284	85	92	110	255	32	-	254	32	278	6
Weighted Base	698	225	189	285	601	96	-	637	61	684	13
Very Dissatisfied (-2)	9 1%	1 *%	3 2%	5 2%	6 1%	3 3%	- -%	7 1%	2 3%	9 1%	- -%
Fairly Dissatisfied (-1)	37 5%	6 3%	17 9%	13 5%	31 5%	6 6%	- -%	36 6%	1 2%	37 5%	- -%
Neither Satisfied Nor Dissatisfied (0)	111 16%	32 14%	24 13%	55 19%	97 16%	14 15%	- -%	100 16%	11 17%	110 16%	* 3%
Fairly Satisfied (1)	290 42%	98 44%	76 40%	116 41%	246 41%	44 46%	- -%	269 42%	21 35%	288 42%	3 19%
Very Satisfied (2)	251 36%	87 39%	69 36%	95 34%	222 37%	29 30%	- -%	225 35%	26 43%	240 35%	11 79%
NET: Satisfied	541 78%	185 82%	145 77%	211 74%	468 78%	73 76%	- -%	494 78%	47 78%	528 77%	13 97%
NET: Dissatisfied	46 7%	7 3%	20 11%	18 6%	37 6%	9 10%	- -%	43 7%	3 4%	46 7%	- -%
Answered	698	225	189	285	601	96	-	637	61	684	13
Mean Score	1.1	1.2	1.0	1.0	1.1	.9	-	1.0	1.1	1.0	1.8
Standard error	.03	.05	.07	.05	.03	.11	-	.04	.08	.03	.13
Standard deviation	.92	.81	1.00	.94	.90	1.00	-	.91	.96	.92	.50

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 302 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		779	337	217	221
Effective base		284	130	72	83
Weighted Base		698	336	150	208
Very Dissatisfied	(-2)	9 1%	4 1%	4 3%	1 *%
Fairly Dissatisfied	(-1)	37 5%	16 5%	8 5%	13 6%
Neither Satisfied Nor Dissatisfied	(0)	111 16%	65 19%	18 12%	28 14%
Fairly Satisfied	(1)	290 42%	144 43%	63 42%	84 40%
Very Satisfied	(2)	251 36%	107 32%	58 39%	82 40%
NET: Satisfied		541 78%	250 75%	121 80%	166 80%
NET: Dissatisfied		46 7%	21 6%	12 8%	13 6%
Answered		698	336	150	208
Mean Score		1.1	1.0	1.1	1.1
Standard error		.03	.05	.07	.06
Standard deviation		.92	.91	.97	.89

Columns Tested: a,b,c

Table 302 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	779	465	173	56	26	30	15	7	7	638	141	85
Effective base	284	198	53	15	10	8	3	2	1	251	33	18
Weighted Base	698	497	122	36	8	21	8	1	5	619	79	43
Very Dissatisfied	(-2)	9	6	3	-	*	*	-	-	9	*	*
		1%	1%	2%	-%	1%	1%	-%	-%	1%	*%	1%
Fairly Dissatisfied	(-1)	37	24	6	5	*	*	2	*	30	7	2
		5%	5%	5%	13%	*%	*%	27%	1%	3%	5%	9%
Neither Satisfied Nor Dissatisfied	(0)	111	89	16	3	1	*	1	-	105	5	2
		16%	18%	13%	9%	13%	*%	15%	-%	17%	7%	5%
Fairly Satisfied	(1)	290	190	59	18	3	10	4	*	250	40	23
		42%	38%	49%	50%	39%	48%	54%	10%	40%	51%	52%
Very Satisfied	(2)	251	188	37	10	4	11	*	1	225	26	16
		36%	38%	30%	29%	47%	51%	4%	89%	36%	33%	37%
NET: Satisfied		541	378	96	28	7	21	4	1	475	67	38
		78%	76%	79%	79%	86%	99%	58%	99%	77%	84%	89%
NET: Dissatisfied		46	29	9	5	*	*	2	*	39	7	3
		7%	6%	8%	13%	2%	1%	27%	1%	3%	6%	6%
Answered		698	497	122	36	8	21	8	1	619	79	43
Mean Score		1.1	1.1	1.0	.9	1.3	1.5	.4	1.9	.9	1.1	1.1
Standard error		.03	.04	.07	.13	.17	.12	.26	.71	.14	.04	.07
Standard deviation		.92	.92	.93	.95	.86	.63	.99	1.87	.37	.92	.89

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 302 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	779	163	302	314	699	665	716	723	507	417	53	390	59	69	45	59	41
Effective base	284	84	116	86	243	232	255	262	182	127	30	159	18	18	10	13	8
Weighted Base	698	228	268	201	599	574	631	641	464	317	79	401	37	43	20	28	23
Very Dissatisfied (-2)	9 1%	3 1%	3 1%	3 2%	6 1%	6 1%	7 1%	9 1%	5 1%	2 1%	1 1%	3 1%	*	*	*	2 6%	* %
Fairly Dissatisfied (-1)	37 5%	10 4%	14 5%	13 7%	36 6%	33 6%	36 6%	36 6%	30 6%	24 8%	4 5%	23 6%	*	1 1%	2 12%	2 5%	6 24% b
Neither Satisfied Nor Dissatisfied (0)	111 16%	50 22%	39 14%	22 11%	96 16%	90 16%	104 16%	105 16%	67 14%	47 15%	17 22%	68 17%	5 14%	3 8%	1 5%	5 19%	3 14%
Fairly Satisfied (1)	290 42%	92 40%	98 37%	100 50%	257 43%	241 42%	266 42%	259 40%	206 44%	132 42%	29 37%	167 42%	22 60%	20 47%	15 76%	6 21%	6 26%
Very Satisfied (2)	251 36%	73 32%	115 43%	63 31%	203 34%	204 35%	218 35%	232 36%	156 34%	112 35%	29 36%	139 35%	9 24%	19 43%	1 6%	14 48%	8 35%
NET: Satisfied	541 78%	165 72%	213 79%	163 81%	460 77%	445 78%	485 77%	491 77%	362 78%	244 77%	58 73%	306 76%	31 85%	39 91%	16 82%	20 70%	14 61%
NET: Dissatisfied	46 7%	13 6%	17 6%	17 8%	43 7%	39 7%	43 7%	45 7%	35 8%	26 8%	4 6%	26 6%	*	1 2%	3 13%	3 11%	6 25%
Answered	698	228	268	201	599	574	631	641	464	317	79	401	37	43	20	28	23
Mean Score	1.1	1.0	1.2	1.0	1.0	1.1	1.0	1.0	1.0	1.0	1.0	1.0	1.1	1.3	.7	1.0	.7
Standard error	.03	.07	.05	.05	.03	.04	.03	.03	.04	.05	.13	.05	.09	.09	.12	.16	.19
Standard deviation	.92	.92	.92	.91	.92	.91	.92	.94	.92	.93	.93	.91	.71	.72	.83	1.21	1.21

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 302 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	*f	*g	a	b	c	d	e	*f	*g
Unweighted Base	779	429	79	55	51	32	29	24	355	125	70	34	37	23	21
Effective base	284	182	24	13	9	14	6	4	147	39	19	15	6	9	4
Weighted Base	698	462	51	26	25	10	16	8	373	100	33	27	17	10	13
Very Dissatisfied (-2)	9 1%	4 1%	* 1%	- -%	- -%	* 4%	2 10%	- -%	3 1%	1 1%	2 6%	- -%	- -%	- -%	* %
Fairly Dissatisfied (-1)	37 5%	32 7%	2 3%	2 7%	* *%	* 4%	1 6%	* 2%	13 3%	10 10%	* 1%	2 9%	1 3%	2 23%	4 35%
Neither Satisfied Nor Dissatisfied (0)	111 16%	77 17%	8 17%	1 4%	1 5%	2 16%	5 30%	2 28%	68 18%	17 17%	3 10%	1 3%	* *%	* 3%	1 6%
Fairly Satisfied (1)	290 42%	197 43%	26 52%	15 58%	6 23%	5 46%	2 12%	6 68%	147 39%	44 44%	21 65%	17 62%	9 52%	1 14%	1 10%
Very Satisfied (2)	251 36%	153 33%	14 28%	8 31%	18 72%	3 31%	7 42%	* 3%	142 38%	28 28%	6 18%	7 26%	8 44%	6 61%	6 49%
NET: Satisfied	541 78%	350 76%	41 80%	23 89%	23 95%	8 77%	9 54%	6 70%	289 77%	73 73%	27 83%	24 89%	17 97%	8 75%	8 60%
NET: Dissatisfied	46 7%	36 8%	2 4%	2 7%	* *%	1 7%	3 16%	* 2%	16 4%	10 10%	2 7%	2 9%	1 3%	2 23%	4 35%
Answered	698	462	51	26	25	10	16	8	373	100	33	27	17	10	13
Mean Score	1.1	1.0	1.0	1.1	1.7 abe	1.0	.7	.7	1.1	.9	.9	1.1	1.4	1.1	.7
Standard error	.03	.04	.09	.11	.08	.18	.26	.12	.05	.08	.11	.14	.11	.27	.31
Standard deviation	.92	.92	.80	.80	.59	1.02	1.38	.57	.88	.94	.94	.81	.67	1.30	1.43

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 302 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	779	354	101	95	61	39	37	36	168	171	192	112	70
Effective base	284	151	35	29	19	12	9	10	81	60	69	27	20
Weighted Base	698	383	83	65	34	26	25	26	222	150	153	56	48
Very Dissatisfied (-2)	9 1%	7 2%	- -%	- -%	* *%	* 2%	* *%	2 6%	1 *%	* *%	3 2%	2 3%	* 1%
Fairly Dissatisfied (-1)	37 5%	11 3%	13 16%	2 2%	1 4%	6 23%	1 4%	3 10%	5 2%	13 9%	6 4%	6 11%	7 14%
Neither Satisfied Nor Dissatisfied (0)	111 16%	77 20%	11 13%	14 21%	* *%	2 9%	1 4%	* 1%	43 19%	31 20%	20 13%	4 7%	6 13%
Fairly Satisfied (1)	290 42%	152 40%	37 44%	29 44%	16 48%	4 15%	13 51%	9 36%	90 40%	54 36%	74 49%	23 41%	25 53%
Very Satisfied (2)	251 36%	136 36%	23 27%	21 33%	16 48%	13 51%	10 41%	12 47%	84 38%	53 35%	49 32%	21 38%	10 20%
NET: Satisfied	541 78%	288 75%	59 71%	50 77%	32 96%	17 66%	23 92%	22 83%	174 78%	106 71%	124 81%	44 79%	35 73%
NET: Dissatisfied	46 7%	18 5%	13 16%	2 2%	1 4%	6 25%	1 4%	4 16%	6 3%	14 9%	9 6%	8 14%	7 15%
Answered	698	383	83	65	34	26	25	26	222	150	153	56	48
Mean Score	1.1	1.0	.8	1.1	1.4	.9	1.3	1.1	1.1	1.0	1.0	1.0	.8
Standard error	.03	.05	.10	.08	.09	.21	.12	.20	.06	.07	.06	.10	.12
Standard deviation	.92	.91	1.01	.80	.71	1.32	.75	1.21	.82	.96	.90	1.09	.96

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 302 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	779	243	147	166	89	50	214	158	148	93	48
Effective base	284	104	52	56	21	12	96	49	50	24	14
Weighted Base	698	280	128	120	42	27	260	118	104	55	36
Very Dissatisfied	(-2) 9 1%	4 1%	* *%	- -%	2 4%	* 2%	* *%	2 2%	3 3%	* *%	* *%
Fairly Dissatisfied	(-1) 37 5%	11 4%	14 11%	1 1%	6 14%	4 14%	6 2%	12 11%	5 5%	6 11%	3 8%
Neither Satisfied Nor Dissatisfied	(0) 111 16%	41 15%	31 24%	15 12%	3 8%	6 22%	55 21%	12 10%	15 14%	3 6%	5 15%
Fairly Satisfied	(1) 290 42%	119 42%	49 38%	62 51%	13 31%	14 53%	95 36%	51 43%	51 49%	26 48%	18 52%
Very Satisfied	(2) 251 36%	105 37%	33 26%	42 35%	18 43%	3 9%	104 40%	41 34%	30 29%	19 35%	9 25%
NET: Satisfied	541 78%	224 80%	82 64%	104 87%	31 74%	17 62%	198 76%	91 78%	81 78%	45 83%	27 77%
NET: Dissatisfied	46 7%	15 5%	15 12%	1 1%	8 18%	4 16%	6 2%	15 12%	8 8%	6 11%	3 9%
Answered	698	280	128	120	42	27	260	118	104	55	36
Mean Score	1.1	1.1	.8	1.2	1.0	.5	1.1	1.0	1.0	1.1	.9
Standard error	.03	.06	.08	.05	.13	.13	.06	.08	.08	.10	.13
Standard deviation	.92	.89	.97	.69	1.21	.92	.84	1.02	.96	.94	.88

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 302 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	779	210	142	183	111	73	495	76	149	445	334	525	174
Effective base	284	92	46	65	39	20	187	23	54	166	119	191	52
Weighted Base	698	248	106	151	90	44	437	56	148	425	273	473	126
Very Dissatisfied (-2)	9 1%	1 *%	2 2%	4 2%	- -%	2 5%	6 1%	* *%	3 2%	7 2%	1 1%	* *%	6 5% a
Fairly Dissatisfied (-1)	37 5%	5 2%	4 4%	13 9%	9 10% a	3 7%	22 5%	2 4%	12 8%	30 7%	7 3%	34 7%	2 2%
Neither Satisfied Nor Dissatisfied (0)	111 16%	59 24% e	13 12%	20 13%	12 13%	2 5%	53 12%	11 19%	41 27% a	74 17%	37 13%	74 16%	23 18%
Fairly Satisfied (1)	290 42%	93 37%	47 44%	58 39%	35 39%	26 60%	189 43%	26 46%	45 30%	187 44%	104 38%	211 45%	46 36%
Very Satisfied (2)	251 36%	91 37%	40 37%	57 37%	34 38%	10 24%	167 38%	18 31%	48 32%	127 30%	124 45% a	154 33%	49 39%
NET: Satisfied	541 78%	184 74%	87 82%	115 76%	69 77%	37 83%	356 81% c	43 77%	92 62%	314 74%	228 83%	365 77%	95 75%
NET: Dissatisfied	46 7%	5 2%	7 6%	17 11% a	9 10%	5 12%	28 6%	2 4%	16 11%	37 9%	9 3%	34 7%	8 7%
Answered	698	248	106	151	90	44	437	56	148	425	273	473	126
Mean Score	1.1	1.1	1.1	1.0	1.0	.9	1.1 c	1.0	.8	.9 a	1.2	1.0	1.0
Standard error	.03	.06	.08	.08	.09	.12	.04	.09	.09	.05	.05	.04	.08
Standard deviation	.92	.84	.93	1.03	.96	1.02	.90	.82	1.05	.95	.83	.88	1.04

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 302 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	779	417	248	170	553	531	168	405	260	175	548
Effective base	284	162	70	76	187	192	50	153	79	78	185
Weighted Base	698	403	171	170	472	480	119	391	183	180	462
Very Dissatisfied	(-2) 9 1%	5 1%	1 *%	2 1%	7 1%	2 *%	4 4%	4 1%	2 1%	2 1%	7 1%
Fairly Dissatisfied	(-1) 37 5%	25 6%	8 4%	6 4%	30 6%	34 7%	2 2%	23 6%	9 5%	9 5%	28 6%
Neither Satisfied Nor Dissatisfied	(0) 111 16%	63 16%	27 16%	37 22%	68 14%	73 15%	24 20%	63 16%	27 15%	34 19%	71 15%
Fairly Satisfied	(1) 290 42%	167 42%	74 43%	75 44%	184 39%	220 46%	37 31%	171 44%	71 39%	93 52%	167 36%
Very Satisfied	(2) 251 36%	141 35%	62 36%	49 29%	183 39%	151 32%	51 43%	130 33%	74 40%	43 24%	189 41%
NET: Satisfied	541 78%	309 77%	136 80%	124 73%	367 78%	372 77%	88 74%	300 77%	144 79%	135 75%	356 77%
NET: Dissatisfied	46 7%	30 8%	8 5%	9 5%	37 8%	36 8%	7 6%	27 7%	11 6%	11 6%	35 7%
Answered	698	403	171	170	472	480	119	391	183	180	462
Mean Score	1.1	1.0	1.1	1.0	1.1	1.0	1.1	1.0	1.1	.9	1.1
Standard error	.03	.05	.05	.07	.04	.04	.08	.05	.06	.06	.04
Standard deviation	.92	.94	.85	.88	.95	.89	1.03	.91	.92	.85	.96

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 302 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	779	508	484	184	2	478	420	149	2	615	377	186	1
Effective base	284	166	183	58	2	159	153	49	2	221	140	66	1
Weighted Base	698	416	448	142	5	405	358	123	2	549	330	149	2
Very Dissatisfied (-2)	9 1%	5 1%	6 1%	2 1%	- -%	5 1%	1 *%	* *%	- -%	9 2%	4 1%	* *%	- -%
Fairly Dissatisfied (-1)	37 5%	27 6%	35 8%	16 11%	- -%	22 5%	17 5%	17 14%	2 77%	32 6%	14 4%	14 9%	- -%
Neither Satisfied Nor Dissatisfied (0)	111 16%	68 16%	61 14%	21 15%	5 100%	68 17%	48 13%	17 14%	- -%	90 16%	49 15%	20 13%	- -%
Fairly Satisfied (1)	290 42%	179 43%	186 42%	60 42%	- -%	180 44%	151 42%	46 37%	- -%	208 38%	143 43%	56 38%	- -%
Very Satisfied (2)	251 36%	137 33%	160 36%	43 30%	- -%	130 32%	142 40%	43 35%	1 23%	210 38%	118 36%	59 40%	2 100%
NET: Satisfied	541 78%	316 76%	346 77%	103 73%	- -%	310 76%	293 82%	88 72%	1 23%	418 76%	262 79%	115 77%	2 100%
NET: Dissatisfied	46 7%	32 8%	42 9%	18 12%	- -%	28 7%	18 5%	17 14%	2 77%	41 7%	18 6%	14 9%	- -%
Answered	698	416	448	142	5	405	358	123	2	549	330	149	2
Mean Score	1.1	1.0	1.0	.9	-	1.0	1.2	.9	-.3	1.1	1.1	1.1	2.0
Standard error	.03	.04	.04	.07	-	.04	.04	.08	1.17	.04	.05	.07	-
Standard deviation	.92	.93	.97	1.01	-	.91	.85	1.03	1.66	.96	.89	.96	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 302 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	779	525	473	320	460	345	42	207	209	229	78	43
Effective base	284	191	173	127	158	140	11	89	81	89	33	19
Weighted Base	698	483	441	311	410	331	30	214	210	226	71	39
Very Dissatisfied (-2)	9 1%	* *%	2 1%	6 2%	2 *%	2 1%	- -%	- -%	* *%	3 1%	* *%	- -%
Fairly Dissatisfied (-1)	37 5%	35 7%	28 6%	30 10%	30 7%	24 7%	4 14%	15 7%	20 10%	29 13%	9 13%	7 19%
Neither Satisfied Nor Dissatisfied (0)	111 16%	76 16%	68 15%	53 17%	56 14%	58 18%	1 3%	37 17%	36 17%	41 18%	6 9%	6 16%
Fairly Satisfied (1)	290 42%	212 44%	189 43%	133 43%	182 44%	157 47%	9 31%	97 45%	89 42%	81 36%	26 37%	12 32%
Very Satisfied (2)	251 36%	159 33%	154 35%	90 29%	140 34%	90 27%	16 52%	65 30%	64 31%	71 32%	29 41%	13 33%
NET: Satisfied	541 78%	371 77%	343 78%	223 72%	322 79%	246 74%	25 83%	162 76%	154 73%	153 68%	55 78%	25 65%
NET: Dissatisfied	46 7%	36 7%	30 7%	36 11%	32 8%	27 8%	4 14%	15 7%	21 10%	32 14%	9 13%	7 19%
Answered	698	483	441	311	410	331	30	214	210	226	71	39
Mean Score	1.1	1.0	1.1	.9	1.0	.9	1.2	1.0	.9	.8	1.1	.8
Standard error	.03	.04	.04	.06	.04	.05	.16	.06	.06	.07	.12	.17
Standard deviation	.92	.89	.89	1.00	.90	.89	1.05	.87	.93	1.06	1.02	1.11

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 302 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	779	94	63	67	30	640	503	702	555	504	509	593	150	-	508	41
Effective base	284	36	20	27	13	232	177	254	198	173	179	226	54	-	183	22
Weighted Base	698	78	51	66	34	567	412	626	471	413	445	558	120	-	431	61
Very Dissatisfied (-2)	9 1%	- -%	3 6%	2 3%	- -%	7 1%	4 1%	7 1%	7 2%	9 2%	4 1%	4 1%	* *%	- -%	5 1%	3 5%
Fairly Dissatisfied (-1)	37 5%	6 8%	* *%	10 15%	8 25% b	27 5%	21 5%	33 5%	34 7%	23 6%	30 7%	30 5%	12 10%	- -%	22 5%	6 9%
Neither Satisfied Nor Dissatisfied (0)	111 16%	17 21%	8 15%	9 13%	4 10%	95 17%	76 18%	101 16%	75 16%	63 15%	83 19%	80 14%	16 13%	- -%	44 10%	17 27% a
Fairly Satisfied (1)	290 42%	36 46%	21 41%	26 39%	15 44%	241 42%	154 37%	261 42%	183 39%	157 38%	181 41%	235 42%	45 38%	- -%	191 44%	20 34%
Very Satisfied (2)	251 36%	19 24%	19 38%	20 30%	7 20%	198 35%	157 38%	224 36%	172 36%	161 39%	146 33%	210 38%	46 39%	- -%	170 39%	15 25%
NET: Satisfied	541 78%	55 70%	40 79%	45 69%	22 64%	438 77%	311 76%	486 78%	355 75%	318 77%	328 74%	445 80%	92 76%	- -%	360 84% b	35 58%
NET: Dissatisfied	46 7%	6 8%	3 6%	12 18%	8 25%	34 6%	25 6%	40 6%	41 9%	32 8%	34 8%	33 6%	12 10%	- -%	27 6%	9 15%
Answered	698	78	51	66	34	567	412	626	471	413	445	558	120	-	431	61
Mean Score	1.1	.9	1.0	.8	.6	1.0	1.1	1.1	1.0	1.1	1.0	1.1	1.0	-	1.2 b	.6
Standard error	.03	.09	.13	.14	.20	.04	.04	.03	.04	.04	.04	.04	.08	-	.04	.17
Standard deviation	.92	.88	1.05	1.12	1.09	.90	.92	.91	.98	.98	.93	.88	.97	-	.88	1.12

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 302 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	779	330	279	655	29	339	440	192	436	147	246	201	313
Effective base	284	129	101	236	13	118	166	66	160	58	86	69	125
Weighted Base	698	320	253	577	38	280	418	145	414	133	204	173	302
Very Dissatisfied (-2)	9 1%	5 2%	3 1%	2 *%	6 16%	9 3%	* *%	6 4%	3 1%	* *%	3 1%	2 1%	4 1%
Fairly Dissatisfied (-1)	37 5%	30 9%	7 3%	8 1%	18 48%	33 12%	4 1%	10 7%	24 6%	3 2%	16 8%	10 6%	11 4%
Neither Satisfied Nor Dissatisfied (0)	111 16%	58 18%	29 11%	66 11%	6 16%	56 20%	54 13%	14 10%	69 17%	28 21%	42 21%	22 13%	46 15%
Fairly Satisfied (1)	290 42%	136 42%	115 45%	256 44%	7 19%	125 45%	165 40%	57 39%	181 44%	52 39%	72 35%	80 46%	126 42%
Very Satisfied (2)	251 36%	91 28%	100 40%	245 43%	* 1%	57 20%	194 46%	59 40%	137 33%	51 38%	72 35%	58 34%	115 38%
NET: Satisfied	541 78%	227 71%	215 85%	501 87%	8 20%	182 65%	359 86%	115 79%	318 77%	103 77%	144 70%	138 80%	241 80%
NET: Dissatisfied	46 7%	35 11%	9 4%	10 2%	24 64%	42 15%	4 1%	16 11%	27 7%	3 2%	18 9%	12 7%	15 5%
Answered	698	320	253	577	38	280	418	145	414	133	204	173	302
Mean Score	1.1	.9	1.2	1.3	-.6	.7	1.3	1.0	1.0	1.1	1.0	1.1	1.1
Standard error	.03	.05	.05	.03	.19	.06	.04	.08	.04	.07	.06	.06	.05
Standard deviation	.92	.98	.82	.74	1.02	1.03	.74	1.07	.89	.82	1.00	.91	.89

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 302 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		779	422	357
Effective base		284	135	149
Weighted Base		698	343	355
Very Dissatisfied	(-2)	9	9	*
		1%	3%	*%
Fairly Dissatisfied	(-1)	37	21	16
		5%	6%	4%
Neither Satisfied Nor Dissatisfied	(0)	111	52	58
		16%	15%	16%
Fairly Satisfied	(1)	290	144	146
		42%	42%	41%
Very Satisfied	(2)	251	117	134
		36%	34%	38%
NET: Satisfied		541	261	281
		78%	76%	79%
NET: Dissatisfied		46	30	16
		7%	9%	4%
Answered		698	343	355
Mean Score		1.1	1.0	1.1
Standard error		.03	.05	.04
Standard deviation		.92	.99	.84

Columns Tested: a,b

Table 302 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		Month												
		Total base	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
			a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%														
Unweighted Base		779	45	77	67	64	73	42	37	77	61	59	44	133
Effective base		284	12	32	39	22	51	22	9	32	26	8	19	45
Weighted Base		698	20	52	84	20	111	40	6	114	51	13	52	134
Very Dissatisfied	(-2)	9 1%	- -%	- -%	2 3%	1 4%	* *%	- -%	- -%	- -%	1 1%	* 1%	3 6%	2 1%
Fairly Dissatisfied	(-1)	37 5%	1 3%	3 5%	2 2%	* 1%	2 2%	- -%	* 8%	5 4%	3 5%	* *%	1 1%	21 16% e
Neither Satisfied Nor Dissatisfied	(0)	111 16%	* *%	7 13%	18 21%	2 12%	22 20%	10 a 24%	1 20%	12 11%	15 al 29%	1 5%	10 20%	14 10%
Fairly Satisfied	(1)	290 42%	8 41%	18 35%	30 35%	11 54%	52 47%	15 38%	3 49%	44 39%	19 38%	7 55%	21 40%	61 46%
Very Satisfied	(2)	251 36%	11 56%	24 47%	33 39%	6 30%	35 31%	15 38%	1 23%	53 46%	13 27%	5 39%	18 34%	36 27%
NET: Satisfied		541 78%	20 97%	43 82%	62 74%	17 84%	87 79%	30 76%	4 72%	97 85%	33 65%	12 94%	38 73%	97 72%
NET: Dissatisfied		46 7%	1 3%	3 5%	4 5%	1 4%	2 2%	- -%	* 8%	5 4%	3 7%	* 1%	4 7%	23 17% e
Answered		698	20	52	84	20	111	40	6	114	51	13	52	134
Mean Score		1.1	1.5 il	1.2	1.1	1.1	1.1	1.1	.9 l	1.3	.8	1.3	.9	.8
Standard error		.03	.10	.10	.12	.11	.09	.12	.16	.09	.12	.09	.16	.09
Standard deviation		.92	.66	.86	.97	.90	.76	.79	.95	.82	.94	.68	1.07	1.05

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 302 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	779	189	179	175	236	368	411
Effective base	284	82	88	56	70	170	126
Weighted Base	698	156	171	170	200	328	370
Very Dissatisfied (-2)	9 1%	2 1%	1 *	1 *	5 3%	3 1%	6 2%
Fairly Dissatisfied (-1)	37 5%	5 3%	2 1%	8 5%	22 11%	7 2%	30 8%
Neither Satisfied Nor Dissatisfied (0)	111 16%	24 16%	34 20%	28 16%	25 12%	58 18%	53 14%
Fairly Satisfied (1)	290 42%	56 36%	78 46%	66 39%	89 45%	135 41%	156 42%
Very Satisfied (2)	251 36%	68 44%	56 33%	67 40%	59 29%	125 38%	126 34%
NET: Satisfied	541 78%	125 80%	135 79%	134 79%	148 74%	259 79%	282 76%
NET: Dissatisfied	46 7%	7 5%	3 2%	9 5%	27 14%	10 3%	36 10%
Answered	698	156	171	170	200	328	370
Mean Score	1.1	1.2	1.1	1.1	.9	1.1	1.0
Standard error	.03	.07	.06	.07	.07	.04	.05
Standard deviation	.92	.91	.78	.88	1.04	.84	.98

Columns Tested: a,b,c,d - a,b

Table 303

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	769	84	685	460	149	49	111	309
Effective base	281	23	260	250	63	26	53	87
Weighted Base	687	42	646	644	36	5	3	44
Very Dissatisfied	(-2)	12	12	12	-	-	*	*
	2%	1%	2%	2%	-%	-%	4%	*%
Fairly Dissatisfied	(-1)	22	20	21	1	-	*	1
	3%	3%	3%	3%	3%	-%	2%	3%
Neither Satisfied Nor Dissatisfied	(0)	129	119	122	6	1	*	7
	19%	25%	18%	19%	17%	14%	11%	16%
Fairly Satisfied	(1)	287	280	267	16	2	1	19
	42%	16%	43%	42%	45%	39%	45%	45%
Very Satisfied	(2)	238	215	222	13	2	1	16
	35%	56%	33%	35%	35%	47%	38%	36%
NET: Satisfied		30	495	489	29	4	2	35
	76%	71%	77%	76%	80%	86%	83%	81%
NET: Dissatisfied		2	32	32	1	-	*	1
	5%	4%	5%	5%	3%	-%	5%	3%
Answered	687	42	646	644	36	5	3	44
Mean Score	1.0	1.2	1.0	1.0	1.1	1.3	1.1	1.1
Standard error	.03	.11	.03	.04	.07	.11	.11	.05
Standard deviation	.90	.99	.90	.91	.81	.80	1.20	.81

Columns Tested: a,b - a,b,c,d,e

Table 303 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level:	95%										
Unweighted Base		769	170	220	70	94	104	111	460	149	160
Effective base		281	108	117	30	42	40	53	250	63	55
Weighted Base		687	298	299	46	26	15	3	644	36	7
Very Dissatisfied	(-2)	12 2%	3 1%	8 3%	1 2%	- -%	- -%	* 4%	12 2%	- -%	* 1%
Fairly Dissatisfied	(-1)	22 3%	6 2%	10 3%	5 11%	1 3%	* 3%	* 2%	21 3%	1 3%	* 1%
Neither Satisfied Nor Dissatisfied	(0)	129 19%	63 21%	49 16%	10 21%	5 17%	2 15%	* 11%	122 19%	6 17%	1 13%
Fairly Satisfied	(1)	287 42%	126 42%	124 41%	17 38%	12 45%	6 44%	1 45%	267 42%	16 45%	3 41%
Very Satisfied	(2)	238 35%	100 34%	109 36%	13 29%	9 35%	6 38%	1 38%	222 35%	13 35%	3 44%
NET: Satisfied		525 76%	226 76%	232 78%	31 66%	21 80%	12 82%	2 83%	489 76%	29 80%	6 85%
NET: Dissatisfied		34 5%	9 3%	18 6%	6 13%	1 3%	* 3%	* 5%	32 5%	1 3%	* 2%
Answered		687	298	299	46	26	15	3	644	36	7
Mean Score		1.0	1.1	1.1	.8	1.1	1.2	1.1	1.0	1.1	1.3
Standard error		.03	.06	.06	.12	.08	.08	.11	.04	.07	.07
Standard deviation		.90	.84	.95	1.04	.81	.81	1.20	.91	.81	.87

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 303 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	769	274	186	149	49	111	267	154	64	35	129
Effective base	281	178	89	63	26	53	142	64	21	11	21
Weighted Base	687	508	136	36	5	3	393	137	36	16	23
Very Dissatisfied (-2)	12 2%	10 2%	2 1%	- -%	- -%	* 4%	8 2%	2 2%	1 3%	- -%	- -%
Fairly Dissatisfied (-1)	22 3%	10 2%	11 8%	1 3%	- -%	* 2%	10 3%	8 6%	- -%	* 2%	* 1%
Neither Satisfied Nor Dissatisfied (0)	129 19%	103 20%	19 14%	6 17%	1 14%	* 11%	78 20%	26 19%	4 12%	1 5%	7 31%
Fairly Satisfied (1)	287 42%	211 42%	56 41%	16 45%	2 39%	1 45%	164 42%	52 38%	16 45%	7 44%	10 43%
Very Satisfied (2)	238 35%	174 34%	48 35%	13 35%	2 47%	1 38%	134 34%	48 35%	14 40%	8 48%	6 25%
NET: Satisfied	525 76%	386 76%	104 76%	29 80%	4 86%	2 83%	297 76%	100 73%	31 85%	15 93%	16 68%
NET: Dissatisfied	34 5%	19 4%	13 9%	1 3%	- -%	* 5%	18 5%	10 8%	1 3%	* 2%	* 1%
Answered	687	508	136	36	5	3	393	137	36	16	23
Mean Score	1.0	1.0	1.0	1.1	1.3	1.1	1.0	1.0	1.2	1.4	.9
Standard error	.03	.05	.07	.07	.11	.11	.06	.08	.11	.12	.07
Standard deviation	.90	.89	.98	.81	.80	1.20	.91	.97	.85	.71	.78

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 303 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	*d	e	f	g	h	i
Unweighted Base		769	53	46	104	28	59	64	45	49	46
Effective base		281	26	22	53	12	30	35	25	25	23
Weighted Base		687	65	45	146	30	77	94	74	61	41
Very Dissatisfied	(-2)	12 2%	- -%	9 20% acefghi	* *%	- -%	2 2%	- -%	* *%	- -%	- -%
Fairly Dissatisfied	(-1)	22 3%	* *%	1 3%	- -%	- -%	1 1%	3 3%	8 11% c	1 2%	6 14% c
Neither Satisfied Nor Dissatisfied	(0)	129 19%	7 10%	9 20%	40 28%	5 17%	17 23%	16 17%	6 9%	8 12%	12 31%
Fairly Satisfied	(1)	287 42%	33 50%	16 36%	54 37%	13 45%	30 39%	37 39%	41 55%	31 50%	11 27%
Very Satisfied	(2)	238 35%	25 39%	10 21%	51 35%	11 38%	27 35%	38 40%	18 24% i	22 36%	12 29%
NET: Satisfied		525 76%	58 89% bi	26 57%	106 72%	24 83%	57 74%	75 79%	59 80%	53 86% bi	23 56%
NET: Dissatisfied		34 5%	* *%	11 23% acefh	* *%	- -%	3 4%	3 3%	9 11% c	1 2%	6 14% c
Answered		687	65	45	146	30	77	94	74	61	41
Mean Score		1.0	1.3 bi	.3	1.1 b	1.2	1.0 b	1.2 b	.9	1.2 b	.7
Standard error		.03	.09	.21	.08	.14	.12	.10	.13	.10	.15
Standard deviation		.90	.66	1.40	.80	.73	.91	.83	.90	.72	1.04

Columns Tested: a,b,c,d,e,f,g,h,i

Table 303 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level:	95%									
Unweighted Base		769	133	148	213	494	275	100	93	82
Effective base		281	64	72	112	246	63	25	28	23
Weighted Base		687	148	171	315	634	54	29	16	9
Very Dissatisfied	(-2)	12 2%	2 1%	9 5% c	* *% c	11 2%	1 1%	* 1%	* 3%	- -%
Fairly Dissatisfied	(-1)	22 3%	7 4%	3 2%	12 4%	21 3%	1 2%	* 1%	1 3%	* *%
Neither Satisfied Nor Dissatisfied	(0)	129 19%	35 24%	23 14%	63 20%	122 19%	7 13%	1 4%	4 26%	2 20%
Fairly Satisfied	(1)	287 42%	54 37%	80 46%	132 42%	266 42%	20 38%	11 37%	5 33%	4 49%
Very Satisfied	(2)	238 35%	50 34%	57 33%	107 34%	214 34%	24 46%	16 57%	6 34%	3 31%
NET: Satisfied		525 76%	104 71%	136 79%	239 76%	480 76%	45 84%	27 94%	11 67%	7 80%
NET: Dissatisfied		34 5%	8 6%	12 7%	12 4%	32 5%	2 3%	1 2%	1 6%	* *%
Answered		687	148	171	315	634	54	29	16	9
Mean Score		1.0	1.0	1.0	1.1	1.0	1.3	1.5	.9	1.1
Standard error		.03	.08	.08	.06	.04	.05	.07	.11	.08
Standard deviation		.90	.93	1.01	.83	.91	.85	.72	1.02	.76

Columns Tested:: a,b,c,d,e,f,g,h

Table 303 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	*g	*h	i
Unweighted Base	769	32	95	11	106	91	232	17	23	268
Effective base	281	16	31	6	37	38	91	4	8	98
Weighted Base	687	19	74	12	86	115	187	10	10	259
Very Dissatisfied	(-2)	12	1	-	1	*	6	3	-	1
	2%	-%	1%	-%	1%	*%	3%	32%	-%	1%
Fairly Dissatisfied	(-1)	22	2	1	3	1	9	*	-	9
	3%	-%	3%	8%	4%	1%	5%	2%	-%	3%
Neither Satisfied Nor Dissatisfied	(0)	129	11	5	16	26	30	*	-	53
	19%	20%	15%	40%	18%	23%	16%	1%	-%	21%
Fairly Satisfied	(1)	287	36	*	37	29	85	1	4	124
	42%	31%	49%	*%	42%	26%	45%	11%	40%	48%
Very Satisfied	(2)	238	e				e			e
	35%	49%	32%	51%	35%	50%	31%	54%	60%	28%
NET: Satisfied	525	15	60	6	67	88	143	7	10	196
	76%	80%	81%	52%	77%	76%	76%	65%	100%	76%
NET: Dissatisfied	34	-	3	1	4	1	15	3	-	10
	5%	-%	4%	8%	5%	1%	8%	34%	-%	4%
Answered	687	19	74	12	86	115	187	10	10	259
Mean Score	1.0	1.3	1.1	1.0	1.1	1.3	1.0	.5	1.6	1.0
Standard error	.03	.14	.09	.35	.08	.09	.06	.46	.11	.05
Standard deviation	.90	.80	.83	1.16	.87	.85	.98	1.91	.52	.82

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 303 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	769	229	232	308	693	76	-	633	136	754	15
Effective base	281	85	91	108	251	33	-	251	32	275	6
Weighted Base	687	220	187	280	589	98	-	627	61	674	13
Very Dissatisfied (-2)	12 2%	1 *%	6 3%	5 2%	7 1%	5 5%	- -%	12 2%	- -%	12 2%	- -%
Fairly Dissatisfied (-1)	22 3%	4 2%	9 5%	9 3%	20 3%	2 2%	- -%	22 3%	* *%	22 3%	- -%
Neither Satisfied Nor Dissatisfied (0)	129 19%	46 21%	30 16%	53 19%	109 18%	20 21%	- -%	116 18%	13 22%	126 19%	3 19%
Fairly Satisfied (1)	287 42%	72 33%	85 45%	129 46%	238 40%	48 49%	- -%	260 41%	27 44%	283 42%	3 25%
Very Satisfied (2)	238 35%	97 44%	57 31%	83 30%	216 37%	22 23%	- -%	218 35%	21 34%	231 34%	8 57%
NET: Satisfied	525 76%	169 77%	143 76%	213 76%	454 77%	71 72%	- -%	477 76%	47 78%	514 76%	11 81%
NET: Dissatisfied	34 5%	5 2%	15 8%	14 5%	26 4%	7 7%	- -%	34 5%	* *%	34 5%	- -%
Answered	687	220	187	280	589	98	-	627	61	674	13
Mean Score	1.0	1.2	1.0	1.0	1.1	.8	-	1.0	1.1	1.0	1.4
Standard error	.03	.06	.06	.05	.03	.11	-	.04	.06	.03	.21
Standard deviation	.90	.85	.98	.88	.88	.99	-	.92	.75	.90	.81

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 303 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		769	329	214	222
Effective base		281	128	71	83
Weighted Base		687	329	147	208
Very Dissatisfied	(-2)	12 2%	3 1%	3 2%	5 3%
Fairly Dissatisfied	(-1)	22 3%	5 2%	11 7%	6 3%
Neither Satisfied Nor Dissatisfied	(0)	129 19%	69 21%	19 13%	41 20%
Fairly Satisfied	(1)	287 42%	141 43%	63 43%	82 40%
Very Satisfied	(2)	238 35%	110 34%	51 35%	73 35%
NET: Satisfied		525 76%	251 76%	114 78%	156 75%
NET: Dissatisfied		34 5%	9 3%	14 9%	11 5%
Answered		687	329	147	208
Mean Score		1.0	1.1	1.0	1.0
Standard error		.03	.05	.07	.06
Standard deviation		.90	.83	.98	.94

Columns Tested: a,b,c

Table 303 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		Annual postal spend											
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+	
		a	b	c	*d	e	*f	*g	*h	i	j	k	
Significance Level: 95%													
Unweighted Base	769	458	170	56	26	30	15	7	7	628	141	85	
Effective base	281	197	52	15	10	8	3	2	1	248	33	18	
Weighted Base	687	490	119	36	8	21	8	1	5	608	79	43	
Very Dissatisfied	(-2)	12	9	*	1	-	-	2	-	-	9	3	2
		2%	2%	*%	3%	-%	-%	28%	-%	-%	1%	4%	5%
Fairly Dissatisfied	(-1)	22	9	6	3	*	2	1	-	-	15	6	3
		3%	2%	5%	9%	3%	9%	12%	-%	-%	3%	8%	7%
Neither Satisfied Nor Dissatisfied	(0)	129	97	23	5	1	*	4	*	-	120	9	5
		19%	20%	19%	13%	12%	1%	49%	1%	-%	20%	12%	11%
Fairly Satisfied	(1)	287	204	54	13	2	8	1	*	5	258	28	15
		42%	42%	46%	35%	28%	36%	7%	10%	97%	42%	36%	36%
Very Satisfied	(2)	238	171	35	14	5	12	*	1	*	206	32	18
		35%	35%	30%	40%	57%	55%	3%	89%	3%	34%	41%	41%
NET: Satisfied		525	375	89	27	7	19	1	1	5	464	60	33
		76%	77%	75%	75%	86%	91%	11%	99%	100%	76%	76%	77%
NET: Dissatisfied		34	18	6	4	*	2	3	-	-	24	9	5
		5%	4%	5%	12%	3%	9%	41%	-%	-%	4%	12%	12%
Answered	687	490	119	36	8	21	8	1	5	608	79	43	
Mean Score	1.0	1.1	1.0	1.0	1.4	1.4	-.5	1.9	1.0	1.0	1.0	1.0	
Standard error	.03	.04	.07	.14	.17	.16	.30	.60	.08	.03	.09	.12	
Standard deviation	.90	.88	.85	1.08	.85	.89	1.16	1.58	.20	.87	1.10	1.13	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 303 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	769	159	299	311	693	661	709	714	506	417	51	387	58	70	43	58	42
Effective base	281	82	116	85	242	231	253	259	180	126	30	158	17	18	10	13	8
Weighted Base	687	223	266	198	597	569	627	634	458	313	79	399	34	44	20	28	23
Very Dissatisfied (-2)	12 2%	4 2%	4 2%	3 2%	11 2%	11 2%	11 2%	11 2%	7 2%	4 1%	- -%	10 3%	* 1%	- -%	* %	- -%	1 4%
Fairly Dissatisfied (-1)	22 3%	3 2%	6 2%	13 6%	20 3%	16 3%	20 3%	21 3%	18 4%	9 3%	4 5%	6 2%	6 18%	1 3%	2 11%	* 1%	* %
Neither Satisfied Nor Dissatisfied (0)	129 19%	42 19%	54 20%	32 16%	116 19%	110 19%	122 20%	126 20%	82 18%	56 18%	19 24%	76 19%	3 10%	6 14%	1 6%	7 26%	9 39%
Fairly Satisfied (1)	287 42%	89 40%	115 43%	82 42%	255 43%	241 42%	265 42%	255 40%	196 43%	130 42%	28 36%	178 45%	19 57%	20 47%	7 35%	7 25%	5 22%
Very Satisfied (2)	238 35%	84 38%	87 33%	67 34%	194 33%	191 34%	207 33%	220 35%	155 34%	114 36%	28 35%	128 32%	5 15%	16 36%	10 48%	13 48%	8 34%
NET: Satisfied	525 76%	173 78%	202 76%	149 76%	450 75%	432 76%	472 75%	475 75%	352 77%	244 78%	56 71%	306 77%	24 72%	36 83%	17 83%	20 72%	13 56%
NET: Dissatisfied	34 5%	8 3%	10 4%	16 8%	31 5%	28 5%	32 5%	33 5%	25 5%	13 4%	4 5%	16 4%	6 18%	1 3%	2 11%	* 1%	1 5%
Answered	687	223	266	198	597	569	627	634	458	313	79	399	34	44	20	28	23
Mean Score	1.0	1.1	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.1	1.0	1.0	.7	1.2	1.2	1.2	.8
Standard error	.03	.07	.05	.05	.03	.04	.03	.03	.04	.04	.13	.05	.13	.09	.15	.12	.17
Standard deviation	.90	.89	.87	.96	.91	.91	.91	.92	.90	.88	.90	.90	.97	.78	1.00	.89	1.07

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 303 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		a	b	c	d	e	*f	*g	a	b	c	d	e	*f	*g	
Unweighted Base	769	425	78	56	50	31	28	25	353	125	68	34	37	23	21	
Effective base	281	181	24	13	9	14	5	4	146	39	19	15	6	9	4	
Weighted Base	687	459	51	27	25	10	16	9	374	98	31	27	17	10	13	
Very Dissatisfied	(-2)	12	10	-	*	*	-	1	-	7	3	*	*	-	1	*
		2%	2%	-%	*%	*%	-%	6%	-%	2%	3%	1%	*%	-%	9%	1%
Fairly Dissatisfied	(-1)	22	10	4	4	1	1	-	*	4	10	*	2	-	*	*
		3%	2%	8%	14%	5%	7%	-%	1%	1%	10%	1%	7%	-%	4%	1%
				a							a					
Neither Satisfied Nor Dissatisfied	(0)	129	89	13	2	1	2	5	4	76	14	9	4	1	1	5
		19%	19%	25%	7%	3%	18%	31%	48%	20%	15%	31%	13%	5%	13%	35%
Fairly Satisfied	(1)	287	203	23	7	12	3	6	2	166	36	14	15	6	1	3
		42%	44%	45%	28%	46%	25%	36%	23%	44%	37%	44%	55%	36%	13%	24%
Very Satisfied	(2)	238	146	11	14	11	5	4	3	121	35	7	7	10	6	5
		35%	32%	22%	51%	46%	49%	27%	28%	32%	35%	24%	25%	60%	62%	39%
NET: Satisfied		525	349	34	21	23	8	10	5	286	71	21	22	16	8	8
		76%	76%	67%	79%	92%	74%	63%	51%	77%	73%	68%	80%	95%	75%	63%
NET: Dissatisfied		34	20	4	4	1	1	1	*	12	12	*	2	-	1	*
		5%	4%	8%	14%	5%	7%	6%	1%	3%	13%	1%	7%	-%	12%	1%
				a							a					
Answered	687	459	51	27	25	10	16	9	374	98	31	27	17	10	13	
Mean Score	1.0	1.0	.8	1.2	1.3	1.2	.8	.8	1.0	.9	.9	1.0	1.6	1.2	1.0	
Standard error	.03	.04	.10	.15	.11	.18	.20	.18	.05	.10	.10	.14	.10	.28	.21	
Standard deviation	.90	.90	.88	1.09	.76	1.02	1.06	.92	.86	1.08	.81	.83	.60	1.35	.95	

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 303 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	769	347	99	95	60	40	37	36	162	171	191	112	70
Effective base	281	149	34	29	19	13	9	10	78	60	70	27	20
Weighted Base	687	379	80	65	31	27	25	26	217	152	152	56	48
Very Dissatisfied (-2)	12 2%	3 1%	4 5%	1 1%	- -	* 1%	1 4%	2 8%	* %	1 1%	7 5%	3 5%	* %
Fairly Dissatisfied (-1)	22 3%	7 2%	8 10%	3 4%	1 4%	2 7%	- -	* 2%	10 5%	3 2%	2 1%	3 5%	2 5%
Neither Satisfied Nor Dissatisfied (0)	129 19%	82 22%	17 21%	13 20%	4 12%	5 18%	5 22%	* 1%	42 19%	33 22%	21 14%	10 19%	17 35%
Fairly Satisfied (1)	287 42%	167 44%	34 42%	22 34%	9 30%	6 22%	6 24%	11 44%	78 36%	81 54%	71 46%	19 33%	16 33%
Very Satisfied (2)	238 35%	120 32%	18 23%	26 40%	17 53%	14 51%	12 50%	12 46%	87 40%	33 22%	52 34%	21 37%	13 27%
NET: Satisfied	525 76%	287 76%	52 64%	49 75%	26 84%	19 73%	18 74%	24 90%	165 76%	115 76%	123 81%	40 71%	29 60%
NET: Dissatisfied	34 5%	10 3%	12 15%	4 5%	1 4%	2 8%	1 4%	3 10%	10 5%	4 3%	9 6%	6 11%	2 5%
Answered	687	379	80	65	31	27	25	26	217	152	152	56	48
Mean Score	1.0	1.0	.7	1.1	1.3	1.2	1.2	1.2	1.1	.9	1.0	.9	.8
Standard error	.03	.04	.11	.10	.11	.17	.17	.19	.07	.06	.07	.11	.11
Standard deviation	.90	.83	1.08	.94	.86	1.05	1.05	1.12	.88	.76	.97	1.13	.91

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 303 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	769	238	149	163	89	50	210	156	150	93	48
Effective base	281	102	54	55	21	12	94	48	51	24	14
Weighted Base	687	277	131	118	42	27	256	115	107	55	36
Very Dissatisfied (-2)	12 2%	6 2%	4 3%	- -%	1 2%	- -%	* *%	1 1%	7 7%	3 5%	* *%
Fairly Dissatisfied (-1)	22 3%	13 5%	* *%	2 1%	5 12%	* 2%	6 3%	4 4%	* *%	3 6%	2 6%
Neither Satisfied Nor Dissatisfied (0)	129 19%	43 16%	34 26%	18 16%	4 9%	16 58%	54 21%	20 17%	13 12%	15 27%	8 23%
Fairly Satisfied (1)	287 42%	112 40%	67 51%	56 48%	12 29%	8 29%	102 40%	59 51%	49 46%	18 33%	13 37%
Very Satisfied (2)	238 35%	103 37%	25 19%	42 35%	20 48%	3 12%	93 36%	31 27%	37 35%	16 29%	12 35%
NET: Satisfied	525 76%	215 77%	93 71%	98 83%	33 77%	11 41%	195 76%	90 78%	86 81%	34 62%	25 71%
NET: Dissatisfied	34 5%	19 7%	4 3%	2 1%	6 14%	* 2%	7 3%	5 5%	7 7%	6 11%	2 6%
Answered	687	277	131	118	42	27	256	115	107	55	36
Mean Score	1.0	1.1	.8	1.2	1.1	.5	1.1	1.0	1.0	.7	1.0
Standard error	.03	.06	.07	.06	.12	.10	.06	.07	.09	.12	.13
Standard deviation	.90	.96	.85	.74	1.12	.73	.82	.83	1.04	1.11	.92

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 303 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	769	200	142	184	110	73	491	77	143	439	330	519	174
Effective base	281	88	47	65	39	20	185	24	51	163	119	190	52
Weighted Base	687	239	107	151	90	44	433	57	144	418	269	472	125
Very Dissatisfied (-2)	12 2%	- -%	- -%	4 3%	5 5%	1 1%	5 1%	1 2%	5 4%	9 2%	3 1%	6 1%	5 4%
Fairly Dissatisfied (-1)	22 3%	9 4%	1 1%	3 2%	6 7%	2 5%	20 5%	2 3%	* *%	12 3%	10 4%	17 4%	3 3%
Neither Satisfied Nor Dissatisfied (0)	129 19%	54 22%	14 13%	28 18%	21 24%	9 21%	84 20%	7 12%	35 24%	96 23%	33 12%	98 21%	18 14%
Fairly Satisfied (1)	287 42%	91 38%	63 59%	52 35%	28 31%	21 47%	169 39%	25 43%	61 43%	191 46%	96 36%	219 46%	36 29%
Very Satisfied (2)	238 35%	86 36%	29 27%	63 42%	30 33%	11 25%	154 36%	23 40%	42 30%	111 26%	128 47%	132 28%	62 50%
NET: Satisfied	525 76%	177 74%	92 86%	116 77%	58 64%	32 73%	324 75%	47 83%	104 72%	301 72%	223 83%	351 74%	98 79%
NET: Dissatisfied	34 5%	9 4%	1 1%	7 5%	11 12%	3 7%	25 6%	3 5%	5 4%	21 5%	13 5%	23 5%	9 7%
Answered	687	239	107	151	90	44	433	57	144	418	269	472	125
Mean Score	1.0	1.1	1.1	1.1	.8	.9	1.0	1.2	.9	.9	1.2	1.0	1.2
Standard error	.03	.06	.06	.07	.11	.10	.04	.10	.08	.04	.05	.04	.08
Standard deviation	.90	.85	.66	.96	1.14	.89	.92	.89	.93	.89	.88	.86	1.05

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 303 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	769	411	250	168	546	525	168	400	261	173	541
Effective base	281	161	70	76	184	192	50	153	78	76	183
Weighted Base	687	399	171	168	465	479	118	390	180	175	458
Very Dissatisfied (-2)	12 2%	8 2%	3 2%	1 1%	11 2%	6 1%	5 4%	8 2%	3 2%	1 1%	11 2%
Fairly Dissatisfied (-1)	22 3%	13 3%	3 2%	4 2%	18 4%	17 4%	3 3%	13 3%	4 2%	4 2%	18 4%
Neither Satisfied Nor Dissatisfied (0)	129 19%	81 20%	28 17%	37 22%	89 19%	98 20%	18 15%	82 21%	28 16%	41 23%	85 19%
Fairly Satisfied (1)	287 42%	169 42%	72 42%	84 50%	171 37%	224 47%	31 26%	171 44%	70 39%	90 51%	166 36%
Very Satisfied (2)	238 35%	127 32%	63 37%	42 25%	177 38%	134 28%	60 51%	116 30%	75 42%	40 23%	179 39%
NET: Satisfied	525 76%	296 74%	136 80%	126 75%	348 75%	359 75%	91 77%	287 74%	145 81%	130 74%	345 75%
NET: Dissatisfied	34 5%	21 5%	6 4%	5 3%	28 6%	23 5%	9 7%	21 5%	7 4%	5 3%	28 6%
Answered	687	399	171	168	465	479	118	390	180	175	458
Mean Score	1.0	1.0	1.1	1.0	1.0	1.0	1.2	1.0	1.2	.9	1.1
Standard error	.03	.05	.06	.06	.04	.04	.08	.05	.05	.06	.04
Standard deviation	.90	.92	.87	.79	.96	.86	1.08	.91	.88	.77	.97

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 303 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	769	505	479	184	2	475	419	150	2	609	372	187	1
Effective base	281	165	182	59	2	157	153	50	2	218	139	66	1
Weighted Base	687	413	447	144	5	401	358	123	2	542	329	148	2
Very Dissatisfied (-2)	12 2%	7 2%	11 2%	3 2%	- -%	11 3%	2 1%	4 3%	- -%	11 2%	4 1%	4 3%	- -%
Fairly Dissatisfied (-1)	22 3%	15 4%	15 3%	4 2%	- -%	6 1%	5 1%	5 4%	2 77%	13 2%	10 3%	6 4%	- -%
Neither Satisfied Nor Dissatisfied (0)	129 19%	88 21%	85 19%	30 21%	4 74%	84 21%	58 16%	22 18%	- -%	113 21%	59 18%	22 15%	- -%
Fairly Satisfied (1)	287 42%	171 41%	188 42%	67 46%	- -%	175 44%	159 44%	57 47%	1 23%	213 39%	141 43%	69 46%	- -%
Very Satisfied (2)	238 35%	131 32%	147 33%	41 28%	1 26%	125 31%	135 38%	34 28%	- -%	192 35%	115 35%	47 32%	2 100%
NET: Satisfied	525 76%	302 73%	335 75%	107 74%	1 26%	300 75%	294 82%	91 74%	1 23%	405 75%	256 78%	116 78%	2 100%
NET: Dissatisfied	34 5%	22 5%	26 6%	6 4%	- -%	17 4%	7 2%	9 8%	2 77%	25 5%	14 4%	10 7%	- -%
Answered	687	413	447	144	5	401	358	123	2	542	329	148	2
Mean Score	1.0	1.0	1.0	1.0	.5	1.0	1.2	.9	-.5	1.0	1.1	1.0	2.0
Standard error	.03	.04	.04	.07	.69	.04	.04	.08	.78	.04	.05	.07	-
Standard deviation	.90	.91	.94	.88	.97	.91	.79	.96	1.11	.92	.87	.94	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 303 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	769	520	467	318	455	342	42	206	209	230	79	44
Effective base	281	191	171	127	157	139	11	89	81	90	34	20
Weighted Base	687	482	438	310	409	329	30	213	212	228	73	41
Very Dissatisfied (-2)	12 2%	7 1%	6 1%	10 3%	8 2%	8 2%	- -%	1 *%	5 2%	10 4%	3 4%	- -%
Fairly Dissatisfied (-1)	22 3%	13 3%	13 3%	11 4%	10 2%	15 5%	* *%	4 2%	6 3%	7 3%	* *%	5 12% ad
Neither Satisfied Nor Dissatisfied (0)	129 19%	97 20%	95 22%	73 23%	85 21%	80 24%	5 17%	52 24%	49 23%	59 26%	14 20%	12 30%
Fairly Satisfied (1)	287 42%	225 47%	186 43%	125 40%	189 46%	128 39%	9 31%	90 42%	87 41%	80 35%	32 44%	13 31%
Very Satisfied (2)	238 35%	140 29%	137 31%	91 29%	118 29%	98 30%	16 52%	67 31%	65 31%	72 32%	24 32%	11 27%
NET: Satisfied	525 76%	365 76%	324 74%	216 70%	306 75%	225 69%	25 83%	157 74%	152 72%	152 67%	56 76%	24 58%
NET: Dissatisfied	34 5%	20 4%	19 4%	21 7%	18 4%	24 7%	* *%	5 2%	11 5%	17 7%	3 4%	5 12% a
Answered	687	482	438	310	409	329	30	213	212	228	73	41
Mean Score	1.0	1.0	1.0	.9	1.0	.9	1.4	1.0	1.0	.9	1.0	.7
Standard error	.03	.04	.04	.05	.04	.05	.12	.06	.06	.07	.11	.15
Standard deviation	.90	.86	.88	.98	.88	.97	.77	.82	.92	1.04	.95	1.00

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 303 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	769	93	62	67	30	630	495	692	547	495	508	583	149	-	505	39
Effective base	281	36	19	26	13	230	174	251	195	168	177	223	53	-	183	20
Weighted Base	687	78	49	63	34	563	407	620	466	403	441	552	117	-	430	56
Very Dissatisfied (-2)	12 2%	4 5%	3 7%	1 1%	2 6%	9 2%	1 *	9 1%	11 2%	11 3%	10 2%	6 1%	- -%	- -%	3 1%	4 7%
Fairly Dissatisfied (-1)	22 3%	5 6%	* *%	* *%	* *%	19 3%	14 4%	19 3%	14 3%	13 3%	10 2%	18 3%	* *%	- -%	16 4%	1 2%
Neither Satisfied Nor Dissatisfied (0)	129 19%	21 27%	13 26%	20 31%	5 16%	111 20%	84 21%	119 19%	92 20%	75 19%	95 21%	101 18%	24 21%	- -%	60 14%	21 37%
Fairly Satisfied (1)	287 42%	26 34%	22 44%	26 40%	15 45%	244 43%	163 40%	266 43%	201 43%	159 39%	192 43%	243 44%	53 45%	- -%	188 44%	23 41%
Very Satisfied (2)	238 35%	22 28%	11 22%	17 27%	11 33%	180 32%	144 35%	207 33%	147 32%	145 36%	134 30%	184 33%	39 34%	- -%	162 38%	7 13%
NET: Satisfied	525 76%	48 62%	32 67%	42 67%	26 78%	424 75%	307 75%	473 76%	348 75%	304 75%	326 74%	427 77%	92 79%	- -%	350 81%	30 54%
NET: Dissatisfied	34 5%	8 11%	3 7%	1 2%	2 6%	28 5%	16 4%	28 4%	25 5%	24 6%	21 5%	24 4%	* *%	- -%	20 5%	5 9%
Answered	687	78	49	63	34	563	407	620	466	403	441	552	117	-	430	56
Mean Score	1.0	.7	.7	.9	1.0	1.0	1.1	1.0	1.0	1.0	1.0	1.1	1.1	-	1.1	.5
Standard error	.03	.11	.13	.10	.19	.04	.04	.03	.04	.04	.04	.04	.06	-	.04	.16
Standard deviation	.90	1.09	1.03	.84	1.04	.89	.85	.88	.92	.96	.91	.86	.74	-	.85	1.00

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 303 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	769	326	276	649	30	336	433	193	428	144	241	199	311
Effective base	281	126	101	233	14	117	165	67	158	56	85	67	125
Weighted Base	687	314	253	570	39	276	412	147	405	130	197	170	301
Very Dissatisfied (-2)	12 2%	11 4%	* *%	4 1%	6 15% a	8 3%	4 1%	11 7%	1 *%	* *%	6 3%	1 1%	5 2%
Fairly Dissatisfied (-1)	22 3%	11 4%	6 2%	13 2%	5 13% a	11 4%	11 3%	5 3%	13 3%	4 3%	9 4%	8 5%	1 *%
Neither Satisfied Nor Dissatisfied (0)	129 19%	78 25%	36 14%	79 14%	11 28% a	76 27%	53 13%	19 13%	77 19%	32 25%	46 23%	32 19%	51 17%
Fairly Satisfied (1)	287 42%	137 44%	111 44%	241 42%	17 43%	109 40%	177 43%	52 35%	179 44%	55 42%	64 32%	81 48%	134 45%
Very Satisfied (2)	238 35%	76 24%	99 39% a	233 41% b	1 2% a	72 26%	166 40%	61 41%	134 33%	39 30%	72 36%	49 29%	111 37%
NET: Satisfied	525 76%	214 68%	210 83% a	474 83% b	18 45%	181 66%	344 83% a	113 77%	313 77%	93 72%	136 69%	129 76%	245 81% a
NET: Dissatisfied	34 5%	23 7%	6 3%	17 3%	11 27% a	19 7%	15 4%	15 10% b	14 4%	4 3%	15 8% c	9 5%	6 2%
Answered	687	314	253	570	39	276	412	147	405	130	197	170	301
Mean Score	1.0	.8	1.2 a	1.2 b	* a	.8	1.2 a	1.0	1.1	1.0	.9	1.0	1.1
Standard error	.03	.05	.05	.03	.20	.05	.04	.08	.04	.07	.07	.06	.05
Standard deviation	.90	.96	.78	.81	1.12	.96	.83	1.15	.82	.83	1.03	.85	.82

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 303 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level:	95%			
Unweighted Base		769	413	356
Effective base		281	133	149
Weighted Base		687	338	349
Very Dissatisfied	(-2)	12 2%	11 3%	1 *%
Fairly Dissatisfied	(-1)	22 3%	5 2%	16 5%
Neither Satisfied Nor Dissatisfied	(0)	129 19%	67 20%	62 18%
Fairly Satisfied	(1)	287 42%	152 45%	135 39%
Very Satisfied	(2)	238 35%	103 31%	135 39%
NET: Satisfied		525 76%	255 75%	270 77%
NET: Dissatisfied		34 5%	16 5%	18 5%
Answered		687	338	349
Mean Score		1.0	1.0	1.1
Standard error		.03	.05	.05
Standard deviation		.90	.92	.88

Columns Tested: a,b

Table 303 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	769	45	76	66	62	72	42	38	74	61	56	44	133
Effective base	281	13	31	39	21	50	22	9	30	26	8	19	45
Weighted Base	687	22	50	83	19	108	40	6	108	51	13	52	134
Very Dissatisfied (-2)	12 2%	* 2%	- -%	2 2%	- -%	1 1%	- -%	- -%	- -%	1 1%	- -%	3 6%	5 4%
Fairly Dissatisfied (-1)	22 3%	- -%	5 9%	- -%	* 1%	4 3%	1 3%	1 12%	- -%	* *%	4 34%	4 7%	3 3%
Neither Satisfied Nor Dissatisfied (0)	129 19%	1 4%	6 11%	23 27%	* 3%	16 14%	10 26%	2 32%	14 13%	22 43%	1 9%	6 12%	28 21%
Fairly Satisfied (1)	287 42%	11 50%	27 55%	20 24%	11 56%	55 51%	16 39%	2 36%	45 42%	19 38%	4 32%	21 41%	54 40%
Very Satisfied (2)	238 35%	10 44%	13 25%	38 46%	8 40%	32 30%	13 32%	1 20%	49 45%	9 18%	3 25%	18 35%	44 33%
NET: Satisfied	525 76%	21 94%	40 80%	59 70%	18 96%	87 81%	28 71%	3 56%	94 87%	28 56%	8 57%	40 76%	98 73%
NET: Dissatisfied	34 5%	* 2%	5 9%	2 2%	* 1%	5 4%	1 3%	1 12%	- -%	1 1%	4 34%	7 13%	8 6%
Answered	687	22	50	83	19	108	40	6	108	51	13	52	134
Mean Score	1.0	1.3	1.0	1.1	1.3	1.1	1.0	.6	1.3	.7	.5	.9	1.0
Standard error	.03	.11	.10	.12	.08	.10	.13	.17	.08	.10	.17	.17	.08
Standard deviation	.90	.75	.86	.98	.61	.81	.84	1.03	.70	.81	1.24	1.14	.98

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 303 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	769	187	176	173	233	363	406
Effective base	281	82	87	55	70	168	125
Weighted Base	687	156	167	165	200	322	365
Very Dissatisfied (-2)	12 2%	2 2%	1 *%	1 *%	8 4%	3 1%	9 2%
Fairly Dissatisfied (-1)	22 3%	5 3%	5 3%	1 *%	11 6%	10 3%	12 3%
Neither Satisfied Nor Dissatisfied (0)	129 19%	29 19%	26 16%	38 23%	35 18%	56 17%	73 20%
Fairly Satisfied (1)	287 42%	59 38%	82 49%	66 40%	80 40%	140 43%	146 40%
Very Satisfied (2)	238 35%	61 39%	53 32%	59 36%	65 33%	114 35%	125 34%
NET: Satisfied	525 76%	119 77%	134 81%	126 76%	145 73%	254 79%	271 74%
NET: Dissatisfied	34 5%	7 5%	6 4%	1 1%	19 10%	13 4%	21 6%
Answered	687	156	167	165	200	322	365
Mean Score	1.0	1.1	1.1	1.1	.9	1.1	1.0
Standard error	.03	.07	.06	.06	.07	.04	.05
Standard deviation	.90	.91	.80	.80	1.04	.86	.94

Columns Tested:: a,b,c,d - a,b

Table 304

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	796	111	685	487	147	51	111	309
Effective base	286	33	258	256	60	28	53	85
Weighted Base	697	52	645	655	34	5	3	42
Very Dissatisfied	(-2)	15	10	14	*	*	*	*
	2%	10%	1%	2%	1%	1%	1%	1%
Fairly Dissatisfied	(-1)	36	35	35	1	*	*	1
	5%	1%	5%	5%	2%	2%	1%	2%
Neither Satisfied Nor Dissatisfied	(0)	97	93	92	5	*	*	5
	14%	8%	14%	14%	14%	5%	10%	13%
Fairly Satisfied	(1)	275	264	261	10	2	1	14
	39%	21%	41%	40%	31%	45%	44%	33%
Very Satisfied	(2)	274	243	253	18	2	1	21
	39%	60%	38%	39%	52%	48%	45%	51%
NET: Satisfied		42	507	514	28	5	2	35
	79%	80%	79%	78%	82%	92%	89%	84%
NET: Dissatisfied		6	45	49	1	*	*	1
	7%	11%	7%	8%	4%	3%	1%	3%
Answered	697	52	645	655	34	5	3	42
Mean Score	1.1	1.2	1.1	1.1	1.3	1.4	1.3	1.3
Standard error	.03	.12	.04	.04	.07	.12	.08	.05
Standard deviation	.96	1.29	.93	.97	.90	.84	.89	.87

Columns Tested: a,b - a,b,c,d,e

Table 304 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		796	192	225	70	91	107	111	487	147	162
Effective base		286	118	115	29	40	40	53	256	60	56
Weighted Base		697	313	299	44	24	15	3	655	34	8
Very Dissatisfied	(-2)	15 2%	7 2%	6 2%	1 3%	* 2%	* 1%	* *%	14 2%	* 1%	* 1%
Fairly Dissatisfied	(-1)	36 5%	14 4%	17 6%	5 10%	1 3%	* 1%	* 1%	35 5%	1 2%	* 1%
Neither Satisfied Nor Dissatisfied	(0)	97 14%	50 16%	30 10%	11 25%	5 19%	* 3%	* 10%	92 14%	5 14%	* 7%
Fairly Satisfied	(1)	275 39%	122 39%	128 43%	11 26%	6 24%	7 47%	1 44%	261 40%	10 31%	3 44%
Very Satisfied	(2)	274 39%	120 38%	118 39%	15 35%	13 53%	7 48%	1 45%	253 39%	18 52%	4 47%
NET: Satisfied		549 79%	242 77%	246 82%	27 61%	19 77%	14 95%	2 89%	514 78%	28 82%	7 91%
NET: Dissatisfied		51 7%	21 7%	23 8%	6 14%	1 4%	* 2%	* 1%	49 8%	1 4%	* 2%
Answered		697	313	299	44	24	15	3	655	34	8
Mean Score		1.1	1.1	1.1	.8	1.2	1.4	1.3	1.1	1.3	1.4
Standard error		.03	.07	.06	.14	.10	acg	c	.04	.07	acg
Standard deviation		.96	.96	.94	1.14	.98	.71	.89	.97	.90	.79

Columns Tested: a,b,c,d,e,f,g,h,i

Table 304 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	796	296	191	147	51	111	271	158	63	36	127
Effective base	286	186	87	60	28	53	142	65	21	10	19
Weighted Base	697	526	130	34	5	3	391	143	35	21	22
Very Dissatisfied (-2)	15 2%	13 2%	1 1%	* 1%	* 1%	* *%	9 2%	- -%	* 1%	- -%	- -%
Fairly Dissatisfied (-1)	36 5%	18 3%	17 13% ace	1 2%	* 2%	* 1%	22 6%	9 6%	* *%	* 2%	1 7%
Neither Satisfied Nor Dissatisfied (0)	97 14%	69 13%	23 18%	5 14%	* 5%	* 10%	60 15%	20 14%	6 17%	* *%	3 12%
Fairly Satisfied (1)	275 39%	216 41%	45 35%	10 31%	2 45%	1 44%	154 39%	52 37%	10 29%	17 81% abce	5 25%
Very Satisfied (2)	274 39%	210 40%	43 33%	18 52% b	2 48%	1 45%	146 37%	62 43%	18 53%	4 17%	12 57% d
NET: Satisfied	549 79%	426 81% b	89 68%	28 82% b	5 92% b	2 89% b	300 77%	114 80%	28 82%	21 98%	18 81%
NET: Dissatisfied	51 7%	31 6%	18 14% ace	1 4%	* 3%	* 1%	31 8%	9 6%	* 1%	* 2%	1 7%
Answered	697	526	130	34	5	3	391	143	35	21	22
Mean Score	1.1	1.1	.9	1.3	1.4	1.3	1.0	1.2	1.3	1.1	1.3
Standard error	.03	b .05	b .08	b .07	b .12	b .08	.06	.07	.11	.08	.08
Standard deviation	.96	.94	1.06	.90	.84	.89	.98	.90	.85	.48	.94

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 304 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	*d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		796	54	47	103	29	59	67	44	45	45
Effective base		286	27	22	52	13	30	37	23	23	23
Weighted Base		697	71	47	143	31	77	105	66	58	40
Very Dissatisfied	(-2)	15 2%	3 4%	6 13% cef	- -%	- -%	- -%	- -%	2 3%	* 1%	3 7%
Fairly Dissatisfied	(-1)	36 5%	5 6%	2 4%	12 8%	* 1%	3 3%	1 1%	13 19% fhi	* *%	- -%
Neither Satisfied Nor Dissatisfied	(0)	97 14%	11 16%	9 19%	27 19%	- -%	11 14%	15 14%	3 4%	4 7%	10 25%
Fairly Satisfied	(1)	275 39%	29 40%	15 32%	53 37%	12 41%	33 43%	41 39%	27 41%	28 49%	17 43%
Very Satisfied	(2)	274 39%	23 33%	15 32%	52 36%	18 58%	30 40%	48 46%	22 33%	25 43%	10 25%
NET: Satisfied		549 79%	52 73%	30 64%	105 73%	30 99%	63 83%	89 85%	48 73%	53 92% bi	27 68%
NET: Dissatisfied		51 7%	7 10%	8 17% f	12 8%	* 1%	3 3%	1 1%	15 23% efh	1 1%	3 7%
Answered		697	71	47	143	31	77	105	66	58	40
Mean Score		1.1	.9	.7	1.0	1.6	1.2	1.3	.8	1.3	.8
Standard error		.03	.14	.19	.09	.11	.10	.09	.18	.10	.16
Standard deviation		.96	1.06	1.32	.94	.58	.81	.74	1.19	.68	1.05

Columns Tested: a,b,c,d,e,f,g,h,i

Table 304 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		796	133	146	214	493	303	113	97	93
Effective base		286	64	72	112	246	77	31	35	27
Weighted Base		697	147	175	314	637	60	33	16	11
Very Dissatisfied	(-2)	15 2%	3 2%	9 5%	2 1%	14 2%	1 1%	* 1%	* 3%	* *%
Fairly Dissatisfied	(-1)	36 5%	3 2%	6 4%	25 8%	35 5%	1 2%	1 2%	* 2%	* *%
Neither Satisfied Nor Dissatisfied	(0)	97 14%	21 14%	24 14%	45 14%	90 14%	7 12%	4 13%	2 14%	1 6%
Fairly Satisfied	(1)	275 39%	62 42%	72 41%	121 39%	256 40%	19 32%	9 27%	6 38%	4 40%
Very Satisfied	(2)	274 39%	58 40%	63 36%	121 39%	242 38%	32 53%	19 58%	7 44%	6 53%
NET: Satisfied		549 79%	121 82%	135 77%	242 77%	498 78%	51 85%	28 84%	13 82%	10 93%
NET: Dissatisfied		51 7%	6 4%	16 9%	28 9%	49 8%	2 3%	1 3%	1 5%	* 1%
Answered		697	147	175	314	637	60	33	16	11
Mean Score		1.1	1.2	1.0	1.1	1.1	1.3	1.4	1.2	1.4
Standard error		.03	.08	.09	.07	.04	bcd	.08	.10	.07
Standard deviation		.96	.88	1.06	.96	.97	.86	.86	.96	.71

Columns Tested:: a,b,c,d,e,f,g,h

Table 304 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	*g	*h	i
Unweighted Base	796	32	95	11	106	95	239	19	23	282
Effective base	286	13	31	6	36	41	92	4	8	102
Weighted Base	697	22	74	12	86	123	183	9	10	265
Very Dissatisfied	(-2) 15 2%	- -%	* 1%	- -%	* *%	* *%	8 4%	3 36%	- -%	4 1%
Fairly Dissatisfied	(-1) 36 5%	* 2%	7 10%	1 7%	8 9%	8 7%	6 3%	- -%	- -%	13 5%
Neither Satisfied Nor Dissatisfied	(0) 97 14%	1 4%	7 9%	4 33%	11 13%	16 13%	23 13%	* 2%	* *%	45 17%
Fairly Satisfied	(1) 275 39%	17 79%	25 34%	1 8%	26 30%	38 31%	83 46%	3 37%	5 47%	103 39%
Very Satisfied	(2) 274 39%	3 16%	34 47%	6 52%	41 47%	60 49%	62 34%	2 24%	5 52%	101 38%
NET: Satisfied	549 79%	20 94%	59 80%	7 61%	66 78%	98 80%	146 80%	5 61%	10 100%	203 77%
NET: Dissatisfied	51 7%	* 2%	8 10%	1 7%	8 10%	8 7%	14 8%	3 36%	- -%	17 6%
Answered	697	22	74	12	86	123	183	9	10	265
Mean Score	1.1	1.1	1.2	1.1	1.1	1.2	1.0	.1	1.5	1.1
Standard error	.03	.09	.10	.33	.10	.09	.06	.41	.11	.06
Standard deviation	.96	.52	.99	1.10	1.00	.93	.99	1.77	.53	.93

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 304 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	796	233	239	324	718	78	-	659	137	781	15
Effective base	286	87	92	112	257	33	-	257	32	280	6
Weighted Base	697	230	183	284	598	99	-	640	58	684	13
Very Dissatisfied (-2)	15 2%	* *%	8 4%	7 2%	8 1%	7 7%	- -%	15 2%	* *%	15 2%	- -%
Fairly Dissatisfied (-1)	36 5%	17 7%	6 3%	13 4%	26 4%	10 10%	- -%	33 5%	3 5%	36 5%	- -%
Neither Satisfied Nor Dissatisfied (0)	97 14%	28 12%	23 13%	45 16%	84 14%	13 13%	- -%	88 14%	9 16%	97 14%	* *%
Fairly Satisfied (1)	275 39%	81 35%	83 46%	111 39%	232 39%	43 43%	- -%	255 40%	20 34%	272 40%	3 21%
Very Satisfied (2)	274 39%	104 45%	62 34%	108 38%	248 41%	27 27%	- -%	249 39%	26 44%	264 39%	11 79%
NET: Satisfied	549 79%	185 80%	146 80%	219 77%	480 80%	70 70%	- -%	504 79%	45 79%	536 78%	13 100%
NET: Dissatisfied	51 7%	17 7%	14 8%	20 7%	34 6%	17 17%	- -%	48 8%	3 5%	51 7%	- -%
Answered	697	230	183	284	598	99	-	640	58	684	13
Mean Score	1.1	1.2	1.0	1.1	1.1	.7	-	1.1	1.2	1.1	1.8
Standard error	.03	.06	.06	.05	.03	.13	-	.04	.08	.03	.11
Standard deviation	.96	.92	.99	.97	.91	1.17	-	.97	.89	.96	.43

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 304 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		796	343	215	235
Effective base		286	127	71	89
Weighted Base		697	325	149	220
Very Dissatisfied	(-2)	15 2%	6 2%	3 2%	6 3%
Fairly Dissatisfied	(-1)	36 5%	20 6%	7 5%	8 4%
Neither Satisfied Nor Dissatisfied	(0)	97 14%	52 16%	24 16%	21 10%
Fairly Satisfied	(1)	275 39%	131 40%	46 31%	95 43%
Very Satisfied	(2)	274 39%	116 36%	69 46%	90 41%
NET: Satisfied		549 79%	247 76%	114 77%	184 84%
NET: Dissatisfied		51 7%	26 8%	10 7%	14 6%
Answered		697	325	149	220
Mean Score		1.1	1.0	1.1	1.2
Standard error		.03	.05	.07	.06
Standard deviation		.96	.97	.98	.93

Columns Tested: a,b,c

Table 304 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	796	477	178	56	26	30	15	7	7	655	141	85
Effective base	286	198	56	15	10	8	3	2	1	254	33	18
Weighted Base	697	491	127	36	8	21	8	1	5	618	79	43
Very Dissatisfied	(-2)	15	12	*	2	1	-	-	-	12	3	1
		2%	2%	*%	5%	11%	-%	-%	-%	2%	3%	2%
Fairly Dissatisfied	(-1)	36	26	8	*	1	*	-	*	34	2	1
		5%	5%	7%	1%	13%	*%	-%	1%	6%	2%	3%
Neither Satisfied Nor Dissatisfied	(0)	97	70	19	6	-	*	2	-	89	8	2
		14%	14%	15%	15%	-%	1%	29%	-%	14%	10%	5%
Fairly Satisfied	(1)	275	203	43	15	2	5	2	*	246	29	14
		39%	41%	34%	41%	24%	25%	21%	10%	40%	36%	33%
Very Satisfied	(2)	274	179	57	13	4	16	4	1	236	38	25
		39%	37%	45%	37%	52%	74%	50%	89%	38%	48%	58%
NET: Satisfied		549	383	100	28	6	21	5	1	482	67	39
		79%	78%	79%	78%	76%	99%	71%	99%	78%	85%	90%
NET: Dissatisfied		51	38	8	2	2	*	-	*	47	4	2
		7%	8%	7%	6%	24%	*%	-%	1%	8%	5%	5%
Answered		697	491	127	36	8	21	8	1	618	79	43
Mean Score		1.1	1.0	1.2	1.0	.9	1.7	1.2	1.9	1.1	1.2	1.4
Standard error		.03	.04	.07	.14	.30	.09	.24	.71	.05	.04	.08
Standard deviation		.96	.97	.92	1.02	1.52	.47	.92	1.87	.12	.96	.87

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 304 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	796	176	301	319	702	666	719	726	504	415	55	385	60	72	46	59	42
Effective base	286	84	114	89	243	232	254	261	178	126	30	156	18	19	11	13	8
Weighted Base	697	222	269	206	597	570	627	635	453	316	78	391	38	45	23	28	23
Very Dissatisfied (-2)	15 2%	5 2%	7 3%	3 1%	10 2%	8 1%	10 2%	15 2%	8 2%	3 1%	1 2%	6 1%	* 1%	* 1%	3 12%	- -	* %
Fairly Dissatisfied (-1)	36 5%	9 4%	17 6%	10 5%	35 6%	25 4%	35 6%	36 6%	29 6%	20 6%	10 13%	9 2%	6 16%	4 8%	* 1%	1 2%	5 23%
Neither Satisfied Nor Dissatisfied (0)	97 14%	34 15%	36 13%	26 13%	87 15%	84 15%	93 15%	89 14%	56 12%	50 16%	15 19%	59 15%	7 18%	1 3%	3 15%	6 22%	1 5%
Fairly Satisfied (1)	275 39%	88 40%	115 43%	72 35%	236 40%	227 40%	246 39%	241 38%	183 40%	108 34%	23 30%	176 45%	12 31%	14 31%	8 33%	6 23%	7 32%
Very Satisfied (2)	274 39%	85 39%	94 35%	95 46%	230 38%	225 40%	242 39%	255 40%	178 39%	135 43%	28 36%	141 36%	13 35%	26 57%	9 39%	15 53%	9 40%
NET: Satisfied	549 79%	173 78%	209 78%	167 81%	466 78%	453 79%	488 78%	496 78%	361 80%	243 77%	52 66%	317 81%	25 66%	40 89%	17 72%	21 76%	17 72%
NET: Dissatisfied	51 7%	14 6%	24 9%	13 6%	45 8%	33 6%	46 7%	50 8%	37 8%	23 7%	11 15%	15 4%	6 17%	4 9%	3 13%	1 2%	5 23%
Answered	697	222	269	206	597	570	627	635	453	316	78	391	38	45	23	28	23
Mean Score	1.1	1.1	1.0	1.2	1.1	1.1	1.1	1.1	1.1	1.1	.9	1.1	.8	1.4	.9	1.3	.9
Standard error	.03	.07	.06	.05	.04	.04	.04	.04	.04	.05	.15	.04	.14	.11	.19	.12	.18
Standard deviation	.96	.95	.99	.93	.96	.91	.95	.98	.96	.96	1.11	.85	1.11	.94	1.31	.88	1.19

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 304 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	*f	*g	a	b	c	d	e	*f	*g
Unweighted Base	796	431	77	56	52	33	28	25	351	126	71	36	37	24	21
Effective base	286	182	23	13	9	11	5	4	144	40	20	16	6	9	4
Weighted Base	697	459	49	27	25	13	16	9	365	101	35	29	17	11	13
Very Dissatisfied (-2)	15 2%	7 2%	- -%	2 7%	* *%	1 7%	- -%	* *%	6 2%	- -%	* 1%	2 8%	- -%	- -%	- -%
Fairly Dissatisfied (-1)	36 5%	27 6%	6 13%	* *%	- -%	1 6%	* 1%	1 9%	9 3%	5 5%	3 8%	4 13%	* *%	* 4%	4 35%
Neither Satisfied Nor Dissatisfied (0)	97 14%	69 15%	3 7%	4 15%	1 4%	3 22%	6 37%	* 2%	54 15%	26 26%	2 5%	- -%	1 3%	2 20%	* 2%
Fairly Satisfied (1)	275 39%	185 40%	22 45%	7 26%	13 53%	7 53%	* 3%	1 16%	156 43%	35 34%	15 45%	11 39%	3 15%	1 9%	7 54%
Very Satisfied (2)	274 39%	170 37%	17 36%	14 52%	11 43%	2 13%	9 59%	7 73%	141 39%	36 35%	14 42%	12 41%	14 81%	7 68%	1 10%
NET: Satisfied	549 79%	355 77%	39 80%	21 78%	24 96%	9 66%	10 62%	8 89%	297 81%	70 70%	30 87%	23 80%	17 97%	8 76%	8 63%
NET: Dissatisfied	51 7%	34 7%	6 13%	2 7%	* *%	2 12%	* 1%	1 9%	15 4%	5 5%	3 9%	6 20%	* *%	* 4%	4 35%
Answered	697	459	49	27	25	13	16	9	365	101	35	29	17	11	13
Mean Score	1.1	1.1	1.0	1.2	1.4	.6	1.2	1.5	1.1	1.0	1.2	.9	1.8	1.4	.4
Standard error	.03	.05	.11	.15	.08	.18	.19	.19	.05	.08	.11	.21	.08	.20	.24
Standard deviation	.96	.95	.98	1.15	.58	1.05	1.01	.97	.87	.90	.92	1.29	.51	.97	1.11

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 304 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	796	355	102	93	61	41	38	36	167	173	190	116	70
Effective base	286	149	35	28	18	13	9	10	77	59	70	30	20
Weighted Base	697	377	83	64	33	27	25	26	209	150	157	61	48
Very Dissatisfied (-2)	15 2%	9 2%	- -%	2 4%	- -%	2 9%	1 4%	* *%	1 1%	* *%	6 4%	1 2%	2 4%
Fairly Dissatisfied (-1)	36 5%	16 4%	16 20%	1 1%	1 3%	1 3%	* *%	* 1%	14 7%	14 9%	1 1%	3 6%	2 5%
Neither Satisfied Nor Dissatisfied (0)	97 14%	55 15%	12 14%	11 17%	3 8%	4 14%	2 9%	2 8%	24 12%	31 20%	18 11%	9 15%	11 23%
Fairly Satisfied (1)	275 39%	143 38%	38 46%	24 37%	18 54%	5 19%	5 22%	7 27%	80 38%	62 41%	73 46%	15 25%	16 33%
Very Satisfied (2)	274 39%	153 41%	17 21%	26 41%	12 35%	15 54%	16 65%	16 63%	90 43%	43 28%	60 38%	32 52%	17 35%
NET: Satisfied	549 79%	296 79%	55 66%	50 78%	29 89%	20 73%	22 87%	24 90%	170 81%	105 70%	133 84%	47 77%	33 68%
NET: Dissatisfied	51 7%	25 7%	16 20%	3 4%	1 3%	3 12%	1 4%	* 1%	15 7%	15 10%	7 4%	5 8%	4 9%
Answered	697	377	83	64	33	27	25	26	209	150	157	61	48
Mean Score	1.1	1.1	.7	1.1	1.2	1.1	1.5	1.5	1.2	.9	1.1	1.2	.9
Standard error	.03	.05	.10	.10	.09	.20	.15	.12	.07	.07	.07	.10	.13
Standard deviation	.96	.96	1.02	.97	.72	1.30	.95	.73	.91	.94	.91	1.04	1.07

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 304 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	796	244	151	164	89	50	208	159	149	98	48
Effective base	286	102	53	56	21	12	91	50	51	27	14
Weighted Base	697	271	130	125	42	27	244	121	108	60	36
Very Dissatisfied (-2)	15 2%	4 2%	2 2%	* %	3 8%	- %	* %	* %	6 5%	- %	2 5%
Fairly Dissatisfied (-1)	36 5%	16 6%	14 11%	4 3%	1 3%	* 2%	13 5%	5 4%	2 1%	3 6%	2 6%
Neither Satisfied Nor Dissatisfied (0)	97 14%	33 12%	27 21%	12 10%	5 11%	10 37% ac	34 14%	21 18%	12 12%	10 16%	7 19%
Fairly Satisfied (1)	275 39%	109 40%	51 40%	56 45%	10 23%	10 37%	89 36%	57 47%	56 51%	13 22%	13 36%
Very Satisfied (2)	274 39%	110 40%	35 27%	54 43%	23 56%	7 24%	108 44%	38 31%	33 31%	33 56%	12 35%
NET: Satisfied	549 79%	218 80%	87 67%	110 87%	33 79%	17 61%	196 80%	94 78%	89 82%	47 78%	25 71%
NET: Dissatisfied	51 7%	20 7%	17 13%	4 3%	4 10%	* 2%	13 6%	6 5%	7 7%	3 6%	4 11%
Answered	697	271	130	125	42	27	244	121	108	60	36
Mean Score	1.1	1.1	.8	1.3	1.2	.8	1.2	1.0	1.0	1.3	.9
Standard error	.03	b .06	b .08	b .06	.13	.12	.06	.07	.08	.10	.16
Standard deviation	.96	.95	1.02	.76	1.21	.82	.88	.83	.98	.94	1.12

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 304 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	796	206	144	184	114	73	498	77	147	443	353	520	182
Effective base	286	87	46	67	41	20	187	24	52	166	122	190	53
Weighted Base	697	235	107	154	92	44	436	57	141	425	272	472	126
Very Dissatisfied (-2)	15 2%	2 1%	2 2%	7 4%	1 2%	2 5%	7 2%	1 2%	6 4%	12 3%	3 1%	5 1%	6 4%
Fairly Dissatisfied (-1)	36 5%	13 6%	9 8%	6 4%	5 5%	2 5%	29 7%	2 3%	4 3%	25 6%	11 4%	33 7%	2 1%
Neither Satisfied Nor Dissatisfied (0)	97 14%	39 16%	10 10%	18 12%	17 18%	3 7%	54 12%	6 11%	29 20%	67 16%	30 11%	66 14%	21 17%
Fairly Satisfied (1)	275 39%	86 37%	46 43%	59 38%	31 33%	18 40%	160 37%	22 38%	60 42%	173 41%	102 37%	201 43%	35 28%
Very Satisfied (2)	274 39%	94 40%	39 37%	64 42%	39 42%	19 42%	186 43%	26 46%	43 30%	148 35%	127 47%	167 35%	62 49%
NET: Satisfied	549 79%	181 77%	86 80%	124 80%	69 75%	36 83%	346 79%	48 83%	102 72%	321 76%	228 84%	368 78%	98 78%
NET: Dissatisfied	51 7%	15 7%	11 11%	13 8%	6 7%	4 10%	36 8%	3 5%	10 7%	37 9%	14 5%	38 8%	7 6%
Answered	697	235	107	154	92	44	436	57	141	425	272	472	126
Mean Score	1.1	1.1	1.0	1.1	1.1	1.1	1.1	1.2	.9	1.0	1.2	1.0	1.2
Standard error	.03	.06	.08	.08	.09	.13	.04	.11	.08	.05	.05	.04	.08
Standard deviation	.96	.93	1.00	1.04	.97	1.07	.98	.93	1.01	1.00	.88	.93	1.04

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 304 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	796	413	253	174	552	526	176	403	263	180	546
Effective base	286	161	71	79	183	191	52	153	80	81	180
Weighted Base	697	402	168	169	466	479	119	392	178	184	451
Very Dissatisfied	(-2) 15 2%	8 2%	* *%	8 5%	6 1%	5 1%	5 4%	8 2%	* *%	8 4%	7 1%
Fairly Dissatisfied	(-1) 36 5%	22 6%	3 2%	3 2%	32 7%	33 7%	2 2%	20 5%	6 3%	9 5%	27 6%
Neither Satisfied Nor Dissatisfied	(0) 97 14%	54 13%	31 18%	36 21%	53 11%	64 13%	22 19%	55 14%	30 17%	32 17%	57 13%
Fairly Satisfied	(1) 275 39%	155 38%	72 43%	66 39%	175 37%	205 43%	31 26%	165 42%	62 35%	72 39%	168 37%
Very Satisfied	(2) 274 39%	164 41%	61 36%	56 33%	200 43%	172 36%	58 49%	145 37%	80 45%	64 35%	192 43%
NET: Satisfied	549 79%	319 79%	134 80%	122 72%	374 80%	376 79%	89 75%	310 79%	142 80%	136 74%	360 80%
NET: Dissatisfied	51 7%	30 7%	3 2%	12 7%	39 8%	38 8%	7 6%	27 7%	6 3%	17 9%	34 7%
Answered	697	402	168	169	466	479	119	392	178	184	451
Mean Score	1.1	1.1	1.1	.9	1.1	1.1	1.1	1.1	1.2	1.0	1.1
Standard error	.03	.05	.05	.08	.04	.04	.08	.05	.05	.08	.04
Standard deviation	.96	.96	.79	1.03	.96	.93	1.05	.94	.85	1.05	.95

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 304 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	796	507	487	184	2	476	422	154	2	614	378	188	1
Effective base	286	166	184	59	2	158	153	51	2	219	140	66	1
Weighted Base	697	411	450	142	5	399	360	128	2	543	328	151	2
Very Dissatisfied (-2)	15 2%	5 1%	9 2%	2 2%	1 26%	6 1%	3 1%	2 2%	2 77%	13 2%	6 2%	3 2%	- -%
Fairly Dissatisfied (-1)	36 5%	32 8%	28 6%	9 6%	- -%	17 4%	13 4%	11 8%	- -%	31 6%	12 4%	8 5%	- -%
Neither Satisfied Nor Dissatisfied (0)	97 14%	63 15%	72 16%	30 21%	- -%	68 17%	50 14%	24 18%	- -%	74 14%	43 13%	22 14%	- -%
Fairly Satisfied (1)	275 39%	164 40%	168 37%	50 35%	- -%	163 41%	143 40%	42 33%	- -%	196 36%	143 44%	56 37%	- -%
Very Satisfied (2)	274 39%	146 36%	174 39%	51 36%	4 74%	146 37%	151 42%	50 39%	1 23%	230 42%	124 38%	61 41%	2 100%
NET: Satisfied	549 79%	310 76%	342 76%	101 71%	4 74%	309 77%	293 82%	91 71%	1 23%	426 78%	266 81%	118 78%	2 100%
NET: Dissatisfied	51 7%	38 9%	36 8%	11 8%	1 26%	23 6%	16 4%	13 10%	2 77%	44 8%	18 6%	11 8%	- -%
Answered	697	411	450	142	5	399	360	128	2	543	328	151	2
Mean Score	1.1	1.0	1.0	1.0	1.0	1.1	1.2	1.0	-1.1	1.1	1.1	1.1	2.0
Standard error	.03	.04	.04	.07	1.37	.04	.04	.08	1.56	.04	.05	.07	-
Standard deviation	.96	.97	.98	.99	1.94	.91	.86	1.04	2.21	1.00	.90	.98	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 304 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	796	519	470	321	452	342	42	207	208	231	79	44
Effective base	286	190	173	129	155	138	11	89	81	92	35	21
Weighted Base	697	481	439	317	403	330	30	216	213	235	76	44
Very Dissatisfied (-2)	15 2%	5 1%	4 1%	13 4%	5 1%	5 1%	* 1%	5 2%	4 2%	8 3%	3 4%	- -%
Fairly Dissatisfied (-1)	36 5%	29 6%	22 5%	21 7%	27 7%	19 6%	- -%	6 3%	14 6%	17 7%	6 8%	4 10%
Neither Satisfied Nor Dissatisfied (0)	97 14%	71 15%	68 16%	52 16%	56 14%	54 16%	4 14%	34 16%	26 12%	40 17%	15 20%	13 29%
Fairly Satisfied (1)	275 39%	202 42%	175 40%	125 39%	167 41%	129 39%	8 25%	92 43%	93 44%	85 36%	24 31%	11 26%
Very Satisfied (2)	274 39%	174 36%	169 39%	107 34%	149 37%	122 37%	18 59%	79 36%	76 36%	86 37%	28 37%	16 35%
NET: Satisfied	549 79%	376 78%	344 78%	232 73%	315 78%	252 76%	25 84%	171 79%	169 79%	171 73%	52 68%	27 61%
NET: Dissatisfied	51 7%	34 7%	27 6%	33 11%	31 8%	23 7%	* 1%	11 5%	18 8%	24 10%	9 12%	4 10%
Answered	697	481	439	317	403	330	30	216	213	235	76	44
Mean Score	1.1	1.1	1.1	.9	1.1	1.1	1.4	1.1	1.1	1.0	.9	.9
Standard error	.03	.04	.04	.06	.04	.05	.13	.06	.07	.07	.12	.15
Standard deviation	.96	.91	.91	1.06	.94	.94	.84	.91	.96	1.06	1.11	1.03

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 304 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	796	93	66	67	28	646	513	709	565	515	505	605	147	-	504	39
Effective base	286	36	23	26	12	229	176	252	197	172	172	225	51	-	182	20
Weighted Base	697	78	55	63	31	558	407	617	466	410	428	553	112	-	429	58
Very Dissatisfied (-2)	15 2%	5 6%	3 6%	1 2%	* 1%	14 3%	8 2%	14 2%	14 3%	11 3%	11 2%	11 2%	2 2%	- -%	8 2%	4 8%
Fairly Dissatisfied (-1)	36 5%	5 6%	* *%	10 15%	5 15%	28 5%	21 5%	33 5%	28 6%	24 6%	28 6%	27 5%	6 5%	- -%	24 6%	5 9%
Neither Satisfied Nor Dissatisfied (0)	97 14%	12 15%	7 13%	8 13%	6 21%	83 15%	61 15%	87 14%	69 15%	54 13%	68 16%	77 14%	23 21%	- -%	54 13%	9 16%
Fairly Satisfied (1)	275 39%	33 43%	19 35%	21 34%	11 35%	217 39%	150 37%	238 39%	191 41%	146 36%	161 37%	219 40%	38 34%	- -%	162 38%	25 44%
Very Satisfied (2)	274 39%	24 30%	26 46%	23 36%	9 28%	217 39%	168 41%	245 40%	164 35%	175 43%	161 38%	218 39%	43 38%	- -%	180 42%	13 23%
NET: Satisfied	549 79%	57 73%	45 81%	44 69%	19 63%	433 78%	318 78%	483 78%	355 76%	321 78%	322 75%	438 79%	81 72%	- -%	342 80%	38 67%
NET: Dissatisfied	51 7%	10 12%	3 6%	11 18%	5 16%	42 8%	28 7%	47 8%	42 9%	35 9%	38 9%	38 7%	8 7%	- -%	32 7%	10 17%
Answered	697	78	55	63	31	558	407	617	466	410	428	553	112	-	429	58
Mean Score	1.1	.8	1.2	.9	.7	1.1	1.1	1.1	1.0	1.1	1.0	1.1	1.0	-	1.1	.7
Standard error	.03	.12	.13	.14	.20	.04	.04	.04	.04	.04	.04	.04	.08	-	.04	.19
Standard deviation	.96	1.12	1.06	1.15	1.08	.98	.96	.98	1.01	1.02	1.01	.95	.98	-	.96	1.16

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 304 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	796	329	274	668	32	343	453	195	446	147	259	201	312
Effective base	286	129	99	234	15	120	166	68	164	53	90	70	120
Weighted Base	697	322	245	566	41	285	412	149	417	124	212	176	288
Very Dissatisfied (-2)	15 2%	9 3%	4 2%	* 19%	8 29%	14 5%	* 19%	8 5%	6 1%	1 1%	11 5%	* 1%	4 1%
Fairly Dissatisfied (-1)	36 5%	19 6%	15 6%	22 4%	12 29%	22 8%	13 3%	4 3%	25 6%	6 5%	13 6%	12 7%	6 2%
Neither Satisfied Nor Dissatisfied (0)	97 14%	57 18%	25 10%	44 8%	6 15%	62 22%	35 9%	13 9%	67 16%	17 14%	20 9%	31 17%	46 16%
Fairly Satisfied (1)	275 39%	126 39%	100 41%	237 42%	12 29%	110 39%	165 40%	55 37%	170 41%	50 40%	81 38%	68 39%	121 42%
Very Satisfied (2)	274 39%	112 35%	101 41%	263 46%	3 8%	76 27%	198 48%	69 47%	149 36%	50 40%	87 41%	66 37%	110 38%
NET: Satisfied	549 79%	238 74%	201 82%	500 88%	15 37%	186 65%	363 88%	124 83%	319 76%	100 80%	168 79%	134 76%	231 80%
NET: Dissatisfied	51 7%	27 9%	19 8%	23 4%	20 48%	37 13%	14 3%	12 8%	31 8%	7 6%	24 11%	12 7%	11 4%
Answered	697	322	245	566	41	285	412	149	417	124	212	176	288
Mean Score	1.1	1.0	1.1	1.3	-2	.7	1.3	1.2	1.0	1.1	1.0	1.1	1.1
Standard error	.03	.06	.06	.03	.23	.06	.04	.08	.04	.07	.07	.06	.05
Standard deviation	.96	1.00	.94	.78	1.29	1.09	.78	1.06	.94	.89	1.10	.90	.86

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 304 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		796	438	358
Effective base		286	137	150
Weighted Base		697	344	353
Very Dissatisfied	(-2)	15 2%	10 3%	5 1%
Fairly Dissatisfied	(-1)	36 5%	19 6%	17 5%
Neither Satisfied Nor Dissatisfied	(0)	97 14%	46 13%	51 14%
Fairly Satisfied	(1)	275 39%	137 40%	138 39%
Very Satisfied	(2)	274 39%	132 38%	142 40%
NET: Satisfied		549 79%	269 78%	280 79%
NET: Dissatisfied		51 7%	29 8%	22 6%
Answered		697	344	353
Mean Score		1.1	1.1	1.1
Standard error		.03	.05	.05
Standard deviation		.96	1.00	.92

Columns Tested: a,b

Table 304 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		Month											
Total base		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	796	47	80	74	62	78	43	41	78	59	57	46	131
Effective base	286	13	32	43	22	54	23	9	30	24	8	18	44
Weighted Base	697	21	51	87	20	117	42	8	108	48	13	53	131
Very Dissatisfied	(-2) 15 2%	* 2%	2 4%	2 3%	1 7%	- -%	- -%	1 20% ehl	- -%	* 1%	- -%	6 11% el	1 1%
Fairly Dissatisfied	(-1) 36 5%	1 4%	1 1%	- -%	* *%	7 6%	1 2%	* 6%	7 7%	1 2%	5 37% bcdefil	7 13% c	6 4%
Neither Satisfied Nor Dissatisfied	(0) 97 14%	* 2%	9 17%	11 12%	2 8%	20 17%	13 32% adhjl	2 25%	10 10%	8 18%	* *%	6 11%	15 12%
Fairly Satisfied	(1) 275 39%	9 43%	21 40%	25 29%	11 55% c	42 36%	11 28%	2 25%	49 46%	21 44%	3 26%	24 45%	57 43%
Very Satisfied	(2) 274 39%	10 50%	19 37%	48 56% dk	6 29%	48 41%	16 38%	2 24%	41 38%	17 36%	5 36%	10 20%	52 40%
NET: Satisfied	549 79%	19 93% g	39 77%	74 85% g	17 84%	89 76%	27 66%	4 49%	91 84% g	38 80%	8 62%	34 64%	109 83% g
NET: Dissatisfied	51 7%	1 6%	3 6%	2 3%	1 7%	7 6%	1 2%	2 25% c	7 7%	1 3%	5 37% bcefil	13 24% cefil	7 5%
Answered	697	21	51	87	20	117	42	8	108	48	13	53	131
Mean Score	1.1	1.3 gk	1.0	1.4 gk	1.0	1.1 gk	1.0	.3	1.2 gk	1.1 k	.6	.5	1.2 gk
Standard error	.03	.13	.11	.10	.13	.10	.14	.24	.10	.11	.18	.19	.07
Standard deviation	.96	.89	1.01	.89	1.04	.91	.89	1.52	.85	.82	1.36	1.27	.85

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 304 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	796	201	183	178	234	384	412
Effective base	286	86	91	54	68	178	123
Weighted Base	697	159	178	163	197	337	361
Very Dissatisfied	(-2) 15 2%	5 3%	1 1%	2 1%	7 3%	6 2%	9 2%
Fairly Dissatisfied	(-1) 36 5%	2 1%	8 5%	9 5%	17 9%	10 3%	26 7%
Neither Satisfied Nor Dissatisfied	(0) 97 14%	20 13%	35 20%	21 13%	21 11%	55 16%	42 12%
Fairly Satisfied	(1) 275 39%	55 35%	64 36%	72 44%	84 43%	119 35%	156 43%
Very Satisfied	(2) 274 39%	77 49%	69 39%	60 37%	68 34%	147 44%	128 35%
NET: Satisfied	549 79%	132 83%	133 75%	132 81%	152 77%	265 79%	284 79%
NET: Dissatisfied	51 7%	6 4%	10 5%	10 6%	24 12%	16 5%	35 10%
Answered	697	159	178	163	197	337	361
Mean Score	1.1	1.2	1.1	1.1	1.0	1.2	1.0
Standard error	.03	.07	.07	.07	.07	.05	.05
Standard deviation	.96	.93	.92	.89	1.06	.93	.99

Columns Tested:: a,b,c,d - a,b

Table 305

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	814	103	711	503	151	50	110	311
Effective base	302	31	274	270	63	27	54	87
Weighted Base	736	51	685	693	36	5	3	44
Very Dissatisfied (-2)	13 2%	1 3%	11 2%	12 2%	1 3%	- %	- %	1 3%
Fairly Dissatisfied (-1)	55 7%	4 8%	51 7%	52 7%	3 8%	* 3%	* 1%	3 7%
Neither Satisfied Nor Dissatisfied (0)	119 16%	9 18%	110 16%	112 16%	7 19%	1 11%	* 10%	8 18%
Fairly Satisfied (1)	362 49%	11 22%	351 51%	344 50%	14 38%	3 56%	1 49%	18 41%
Very Satisfied (2)	187 25%	25 49%	162 24%	173 25%	11 31%	1 29%	1 40%	14 32%
NET: Satisfied	549 75%	36 71%	513 75%	517 75%	25 70%	4 86%	2 89%	32 73%
NET: Dissatisfied	68 9%	5 11%	62 9%	63 9%	4 11%	* 3%	* 1%	4 10%
Answered	736	51	685	693	36	5	3	44
Mean Score	.9	1.1	.9	.9	.9	1.1	1.3	.9
Standard error	.03	.11	.03	.04	.09	.11	.08	.06
Standard deviation	.93	1.12	.91	.92	1.07	.81	.86	1.02

Columns Tested.: a,b - a,b,c,d,e

Table 305 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level:	95%										
Unweighted Base		814	196	234	73	94	107	110	503	151	160
Effective base		302	123	122	32	42	40	54	270	63	55
Weighted Base		736	331	314	48	26	15	3	693	36	7
Very Dissatisfied	(-2)	13 2%	5 2%	6 2%	* *%	1 5%	* *%	- -%	12 2%	1 3%	- -%
Fairly Dissatisfied	(-1)	55 7%	20 6%	28 9%	4 8%	2 7%	1 9%	* 1%	52 7%	3 8%	* 2%
Neither Satisfied Nor Dissatisfied	(0)	119 16%	42 13%	61 20%	9 18%	6 23%	1 9%	* 10%	112 16%	7 19%	1 11%
Fairly Satisfied	(1)	362 49%	178 54%	141 45%	25 53%	9 36%	7 49%	1 49%	344 50%	14 38%	4 54%
Very Satisfied	(2)	187 25%	86 26%	78 25%	10 20%	8 31%	5 32%	1 40%	173 25%	11 31%	2 33%
NET: Satisfied		549 75%	264 80%	219 70%	35 73%	17 66%	12 82%	2 89%	517 75%	25 70%	6 87%
NET: Dissatisfied		68 9%	25 8%	34 11%	4 9%	3 11%	1 9%	* 1%	63 9%	4 11%	* 2%
Answered		736	331	314	48	26	15	3	693	36	7
Mean Score		.9	1.0	.8	.8	.8	1.0	1.3	.9	.9	1.2
Standard error		.03	.06	.06	.10	.11	.09	abcdgh	.04	.09	bdg
Standard deviation		.93	.88	.97	.86	1.10	.91	.86	.92	1.07	.76

Columns Tested: a,b,c,d,e,f,g,h,i

Table 305 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	814	305	198	151	50	110	283	162	65	36	129
Effective base	302	195	93	63	27	54	151	68	22	10	21
Weighted Base	736	552	141	36	5	3	418	146	37	21	23
Very Dissatisfied (-2)	13 2%	10 2%	2 1%	1 3%	- -%	- -%	8 2%	2 1%	- -%	- -%	1 5%
Fairly Dissatisfied (-1)	55 7%	39 7%	13 9%	3 8%	* 3%	* 1%	35 8%	7 5%	2 4%	1 7%	2 7%
Neither Satisfied Nor Dissatisfied (0)	119 16%	89 16%	23 16%	7 19%	1 11%	* 10%	62 15%	22 15%	3 8%	6 27%	4 15%
Fairly Satisfied (1)	362 49%	275 50%	69 49%	14 38%	3 56%	1 49%	223 53%	71 48%	18 49%	8 40%	11 47%
Very Satisfied (2)	187 25%	139 25%	35 25%	11 31%	1 29%	1 40%	90 22%	45 30%	14 39%	5 26%	6 26%
NET: Satisfied	549 75%	414 75%	104 74%	25 70%	4 86%	2 89%	313 75%	115 79%	32 87%	14 66%	17 72%
NET: Dissatisfied	68 9%	49 9%	15 10%	4 11%	* 3%	* 1%	43 10%	9 6%	2 4%	1 7%	3 12%
Answered	736	552	141	36	5	3	418	146	37	21	23
Mean Score	.9	.9	.9	.9	1.1	1.3	.8	1.0	1.2	.9	.8
Standard error	.03	.05	.07	.09	.11	.08	.05	.07	.10	.15	.10
Standard deviation	.93	.92	.94	1.07	.81	.86	.92	.87	.78	.91	1.09

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 305 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	*d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		814	56	49	106	29	60	68	47	50	51
Effective base		302	28	24	55	13	30	38	25	26	26
Weighted Base		736	72	50	151	31	77	106	75	63	51
Very Dissatisfied	(-2)	13 2%	4 6%	- -%	3 2%	- -%	- -%	1 1%	2 2%	* *%	- -%
Fairly Dissatisfied	(-1)	55 7%	- -%	5 10%	11 7%	2 7%	8 10%	7 7%	4 5%	4 6%	8 16% a
Neither Satisfied Nor Dissatisfied	(0)	119 16%	22 31% be	3 6%	29 19%	9 29%	6 8%	18 17%	9 12%	6 10%	10 20%
Fairly Satisfied	(1)	362 49%	27 37%	29 58%	87 58%	16 52%	37 48%	50 47%	39 51%	33 52%	24 47%
Very Satisfied	(2)	187 25%	19 26%	13 27%	21 14%	3 11%	26 34%	30 28%	22 30%	20 31%	9 18%
NET: Satisfied		549 75%	46 64%	42 84%	108 72%	19 63%	63 82%	79 75%	61 81%	52 83%	33 64%
NET: Dissatisfied		68 9%	4 6%	5 10%	14 9%	2 7%	8 10%	8 8%	5 7%	4 7%	8 16%
Answered		736	72	50	151	31	77	106	75	63	51
Mean Score		.9	.8	1.0	.7	.7	1.1	.9	1.0	1.1	.7
Standard error		.03	.14	.12	.08	.14	.12	.11	.13	.12	.13
Standard deviation		.93	1.03	.85	.86	.78	.91	.91	.91	.84	.96

Columns Tested: a,b,c,d,e,f,g,h,i

Table 305 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		814	140	155	221	516	298	113	97	88
Effective base		302	68	77	118	261	75	32	31	26
Weighted Base		736	159	185	333	676	60	34	17	10
Very Dissatisfied	(-2)	13 2%	- %	4 2%	6 2%	10 2%	3 4%	2 5%	1 6%	* %
Fairly Dissatisfied	(-1)	55 7%	18 11%	9 5%	22 7%	49 7%	6 10%	1 4%	5 27%	* 3%
Neither Satisfied Nor Dissatisfied	(0)	119 16%	25 16%	31 17%	56 17%	112 17%	7 12%	3 10%	2 13%	2 18%
Fairly Satisfied	(1)	362 49%	77 48%	88 48%	176 53%	341 50%	21 35%	12 35%	6 32%	4 41%
Very Satisfied	(2)	187 25%	39 24%	52 28%	73 22%	164 24%	23 38%	16 46%	4 23%	4 38%
NET: Satisfied		549 75%	116 73%	140 76%	249 75%	505 75%	45 74%	27 82%	10 55%	7 79%
NET: Dissatisfied		68 9%	18 11%	13 7%	28 8%	59 9%	9 15%	3 9%	6 33%	* 3%
Answered		736	159	185	333	676	60	34	17	10
Mean Score		.9	.9	.9	.9	.9	.9	1.1	.4	1.1
Standard error		.03	.08	.07	.06	.04	.07	.10	.13	.09
Standard deviation		.93	.92	.92	.89	.91	1.15	1.08	1.29	.87

Columns Tested: a,b,c,d,e,f,g,h

Table 305 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		Industry								
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	*g	*h	i
Significance Level: 95%										
Unweighted Base	814	34	96	11	107	96	247	18	23	289
Effective base	302	14	31	6	37	41	98	4	8	108
Weighted Base	736	25	74	12	86	124	197	11	10	283
Very Dissatisfied	(-2)	13	2	-	2	4	1	-	1	5
	2%	1%	2%	-%	2%	3%	1%	-%	12%	2%
Fairly Dissatisfied	(-1)	55	1	1	2	11	14	3	1	24
	7%	3%	2%	9%	3%	9%	7%	24%	7%	8%
Neither Satisfied Nor Dissatisfied	(0)	119	9	16	3	19	23	*	*	58
	16%	34%	22%	28%	22%	8%	12%	1%	4%	21%
		ef								
Fairly Satisfied	(1)	362	11	25	1	26	63	7	3	147
	49%	44%	33%	10%	30%	51%	53%	69%	29%	52%
		d								d
Very Satisfied	(2)	187	5	31	6	37	36	1	5	50
	25%	18%	41%	54%	43%	29%	27%	6%	48%	18%
		i								i
NET: Satisfied	549	16	55	8	63	99	159	8	8	197
	75%	62%	74%	63%	73%	80%	80%	75%	77%	69%
NET: Dissatisfied	68	1	3	1	4	15	15	3	2	28
	9%	3%	4%	9%	5%	12%	8%	24%	19%	10%
Answered	736	25	74	12	86	124	197	11	10	283
Mean Score	.9	.8	1.1	1.1	1.1	.9	1.0	.6	.9	.8
Standard error	.03	.14	.10	.34	.09	.10	.05	.23	.30	.05
Standard deviation	.93	.82	.96	1.12	.98	1.00	.86	.97	1.44	.90

Columns Tested: a,b,c,d,e,f,g,h,i

Table 305 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	814	237	247	330	730	84	-	675	139	798	16
Effective base	302	89	98	119	268	37	-	270	33	296	6
Weighted Base	736	235	197	304	624	112	-	674	62	718	18
Very Dissatisfied (-2)	13 2%	6 2%	1 1%	6 2%	7 1%	5 5%	- -%	13 2%	- -%	13 2%	- -%
Fairly Dissatisfied (-1)	55 7%	14 6%	14 7%	27 9%	49 8%	6 5%	- -%	50 7%	5 8%	55 8%	- -%
Neither Satisfied Nor Dissatisfied (0)	119 16%	38 16%	23 12%	59 19%	98 16%	22 19%	- -%	108 16%	12 19%	119 17%	* 1%
Fairly Satisfied (1)	362 49%	100 43%	105 53%	157 52%	298 48%	64 57%	- -%	330 49%	32 52%	355 49%	7 38%
Very Satisfied (2)	187 25%	78 33%	54 27%	56 18%	172 28%	15 14%	- -%	174 26%	13 21%	176 25%	11 61%
NET: Satisfied	549 75%	178 76%	159 80%	213 70%	470 75%	79 71%	- -%	504 75%	45 73%	531 74%	18 99%
NET: Dissatisfied	68 9%	20 8%	15 8%	33 11%	57 9%	11 10%	- -%	63 9%	5 8%	68 9%	- -%
Answered	736	235	197	304	624	112	-	674	62	718	18
Mean Score	.9	1.0	1.0	.8	.9	.7	-	.9	.9	.9	1.6
Standard error	.03	.06	.05	.05	.03	.10	-	.04	.07	.03	.13
Standard deviation	.93	.97	.86	.92	.92	.94	-	.94	.84	.93	.52

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 305 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	c
Unweighted Base		814	356	218	236
Effective base		302	138	73	92
Weighted Base		736	353	151	228
Very Dissatisfied	(-2)	13 2%	11 3%	2 1%	* *%
Fairly Dissatisfied	(-1)	55 7%	29 8%	11 7%	15 6%
Neither Satisfied Nor Dissatisfied	(0)	119 16%	53 15%	19 13%	47 21%
Fairly Satisfied	(1)	362 49%	201 57%	74 49%	84 37%
Very Satisfied	(2)	187 25%	60 17%	45 29%	82 36%
NET: Satisfied		549 75%	261 74%	119 79%	167 73%
NET: Dissatisfied		68 9%	39 11%	13 9%	15 6%
Answered		736	353	151	228
Mean Score		.9	.8	1.0	1.0
Standard error		.03	.05	.06	.06
Standard deviation		.93	.93	.92	.91

Columns Tested: a,b,c

Table 305 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	814	492	182	56	26	30	14	7	7	674	140	84
Effective base	302	212	57	15	10	8	3	2	1	269	33	18
Weighted Base	736	525	133	36	8	21	8	1	5	657	79	43
Very Dissatisfied	(-2)	13	11	2	-	*	-	-	*	13	*	*
		2%	2%	1%	-%	*%	-%	-%	-%	3%	2%	*%
Fairly Dissatisfied	(-1)	55	41	11	2	-	*	1	-	52	3	1
		7%	8%	8%	5%	-%	*%	12%	-%	8%	3%	2%
Neither Satisfied Nor Dissatisfied	(0)	119	76	30	7	*	2	*	-	5	106	14
		16%	14%	23%	19%	3%	9%	*%	-%	89%	16%	17%
Fairly Satisfied	(1)	362	275	52	18	2	7	7	*	*	327	35
		49%	52%	39%	51%	27%	34%	86%	28%	6%	50%	44%
Very Satisfied	(2)	187	122	37	9	6	12	*	1	*	160	28
		25%	23%	28%	25%	70%	57%	1%	72%	1%	24%	35%
						ai						
NET: Satisfied	549	397	90	27	8	19	7	1	*	487	62	35
	75%	76%	68%	76%	97%	91%	87%	100%	8%	74%	79%	82%
NET: Dissatisfied	68	52	13	2	*	*	1	-	*	65	3	1
	9%	10%	10%	5%	*%	*%	12%	-%	3%	10%	4%	3%
Answered	736	525	133	36	8	21	8	1	5	657	79	43
Mean Score	.9	.9	.8	1.0	1.7	1.5	.8	1.7	*	.9	1.1	1.2
Standard error	.03	.04	.07	.11	.12	.12	.19	.75	.20	.04	.07	.09
Standard deviation	.93	.93	.98	.81	.60	.68	.72	1.98	.54	.94	.82	.83

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 305 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	814	178	314	322	721	687	742	750	520	421	60	402	61	72	46	60	41
Effective base	302	89	124	90	255	245	269	277	189	130	34	166	19	19	11	13	8
Weighted Base	736	238	287	212	629	603	665	675	479	326	87	419	39	45	23	28	23
Very Dissatisfied (-2)	13 2%	2 1%	9 3%	2 1%	7 1%	8 1%	10 2%	12 2%	10 2%	7 2%	2 2%	8 2%	*	-	*	*	*
Fairly Dissatisfied (-1)	55 7%	21 9%	20 7%	14 6%	48 8%	43 7%	48 7%	54 8%	30 6%	18 5%	5 6%	39 9%	*	1 2%	*	2 7%	1 5%
Neither Satisfied Nor Dissatisfied (0)	119 16%	41 17%	34 12%	44 21%	107 17%	101 17%	110 16%	113 17%	72 15%	47 14%	12 13%	67 16%	7 18%	11 25%	*	6 21%	6 28%
Fairly Satisfied (1)	362 49%	130 55%	145 50%	87 41%	321 51%	300 50%	338 51%	320 47%	247 52%	164 50%	48 55%	218 52%	21 55%	18 39%	15 63%	5 18%	13 58%
Very Satisfied (2)	187 25%	43 18%	79 27%	65 31%	145 23%	151 25%	159 24%	176 26%	121 25%	90 28%	21 24%	87 21%	10 27%	15 34%	8 34%	15 53%	2 10%
NET: Satisfied	549 75%	174 73%	223 78%	152 72%	466 74%	451 75%	496 75%	496 73%	367 77%	254 78%	68 79%	305 73%	32 81%	33 73%	22 98%	20 71%	16 67%
NET: Dissatisfied	68 9%	23 10%	29 10%	16 7%	56 9%	52 9%	59 9%	66 10%	40 8%	24 8%	7 8%	47 11%	*	1 2%	*	2 8%	1 5%
Answered	736	238	287	212	629	603	665	675	479	326	87	419	39	45	23	28	23
Mean Score	.9	.8	.9	.9	.9	.9	.9	.9	.9	1.0	.9	.8	1.1	1.0	1.3	1.2	.7
Standard error	.03	.06	.06	.05	.03	.03	.03	.03	.04	.04	.12	.05	.09	.10	.08	.14	.12
Standard deviation	.93	.86	.98	.93	.89	.91	.91	.94	.91	.91	.89	.94	.70	.83	.54	1.06	.74

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 305 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	*f	*g	a	b	c	d	e	*f	*g
Unweighted Base	814	448	79	55	52	33	29	25	370	128	72	36	37	24	20
Effective base	302	193	24	13	9	11	6	4	155	41	21	16	6	9	4
Weighted Base	736	488	51	27	25	13	16	9	394	104	36	29	17	11	13
Very Dissatisfied	(-2) 13 2%	7 1%	- -%	* *%	* *%	- -%	* 1%	* 2%	5 1%	3 3%	- -%	* *%	- -%	* 1%	- -%
Fairly Dissatisfied	(-1) 55 7%	43 9%	2 3%	* *%	* 1%	* 4%	2 16%	* *%	32 8%	7 7%	2 6%	1 3%	- -%	1 12%	* 1%
Neither Satisfied Nor Dissatisfied	(0) 119 16%	83 17%	8 16%	4 16%	7 26%	* 3%	5 29%	1 9%	62 16%	23 22%	5 13%	4 13%	* 1%	1 11%	6 44%
Fairly Satisfied	(1) 362 49%	249 51%	32 63%	8 29%	17 67%	6 50%	1 9%	7 77%	205 52%	52 50%	17 48%	10 35%	7 38%	3 28%	6 49%
Very Satisfied	(2) 187 25%	106 22%	9 18%	14 54%	1 6%	6 43%	7 45%	1 12%	91 23%	18 17%	12 33%	14 48%	11 61%	5 48%	1 5%
NET: Satisfied	549 75%	355 73%	41 81%	22 84%	18 73%	12 93%	9 54%	8 89%	296 75%	70 68%	29 81%	24 83%	17 99%	8 76%	7 55%
NET: Dissatisfied	68 9%	50 10%	2 3%	* 1%	* 1%	* 4%	3 16%	* 2%	37 9%	10 10%	2 6%	1 4%	- -%	1 13%	* 1%
Answered	736	488	51	27	25	13	16	9	394	104	36	29	17	11	13
Mean Score	.9	.8	1.0	1.4	.8	1.3	.8	1.0	.9	.7	1.1	1.3	1.6	1.1	.6
Standard error	.03	.04	.08	.11	.08	.13	.23	.13	.05	.08	.10	.14	.08	.23	.14
Standard deviation	.93	.92	.69	.78	.57	.74	1.23	.64	.90	.93	.84	.86	.51	1.13	.63

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 305 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	814	376	103	95	62	41	37	36	176	176	201	117	69
Effective base	302	163	36	29	19	13	9	10	84	62	75	30	20
Weighted Base	736	411	86	65	34	27	25	26	229	156	169	61	48
Very Dissatisfied (-2)	13 2%	9 2%	3 3%	* *%	- -%	- -%	* *%	* 1%	5 2%	4 2%	2 1%	* *%	* *%
Fairly Dissatisfied (-1)	55 7%	36 9%	9 10%	2 3%	* 1%	4 14%	1 4%	2 8%	14 6%	13 8%	12 7%	4 7%	5 10%
Neither Satisfied Nor Dissatisfied (0)	119 16%	69 17%	11 13%	20 31% de	2 7%	1 2%	9 36%	1 5%	39 17%	29 18%	17 10%	12 20%	13 28% c
Fairly Satisfied (1)	362 49%	209 51%	43 50%	28 43%	16 48%	7 24%	6 26%	11 42%	109 47%	88 56%	99 58%	20 33%	22 46%
Very Satisfied (2)	187 25%	88 21%	21 24%	15 23%	15 45%	16 59%	9 35%	12 45%	62 27%	23 15%	40 24%	24 40%	8 16%
NET: Satisfied	549 75%	297 72%	64 74%	43 66%	32 93%	23 83%	15 60%	23 87%	171 75%	111 71%	139 82%	44 72%	30 62%
NET: Dissatisfied	68 9%	45 11%	11 13%	2 4%	* 1%	4 14%	1 4%	2 8%	19 8%	16 10%	14 8%	5 8%	5 10%
Answered	736	411	86	65	34	27	25	26	229	156	169	61	48
Mean Score	.9	.8	.8	.9	1.4 abc	1.3	.9	1.2	.9	.7	1.0	1.0	.7
Standard error	.03	.05	.10	.08	.08 abc	.17	.16	.15	.07	.07	.06	.09	.11
Standard deviation	.93	.94	1.01	.82	.64	1.07	.96	.91	.94	.89	.84	.96	.88

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 305 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	814	250	154	173	90	50	221	162	155	98	47
Effective base	302	107	55	60	21	12	100	50	54	27	14
Weighted Base	736	286	136	136	42	27	267	122	118	60	35
Very Dissatisfied (-2)	13 2%	2 1%	4 3%	1 1%	* *%	* 1%	3 1%	5 4%	1 *%	* *%	- -%
Fairly Dissatisfied (-1)	55 7%	17 6%	16 12%	6 5%	4 10%	5 17%	17 6%	12 10%	11 10%	3 5%	* *%
Neither Satisfied Nor Dissatisfied (0)	119 16%	60 21%	19 14%	14 10%	7 16%	8 28%	43 16%	23 19%	11 10%	10 17%	13 37%
Fairly Satisfied (1)	362 49%	139 49%	76 56%	82 61%	11 27%	12 44%	136 51%	60 50%	65 55%	23 39%	16 45%
Very Satisfied (2)	187 25%	67 24%	21 16%	32 24%	20 47%	3 10%	68 26%	21 18%	30 25%	23 39%	7 19%
NET: Satisfied	549 75%	207 72%	97 71%	115 84%	31 74%	15 55%	204 76%	82 67%	94 80%	47 78%	22 63%
NET: Dissatisfied	68 9%	19 7%	19 14%	7 5%	4 10%	5 18%	20 8%	17 14%	12 10%	3 5%	* *%
Answered	736	286	136	136	42	27	267	122	118	60	35
Mean Score	.9	.9	.7	1.0	1.1	.5	.9	.7	1.0	1.1	.8
Standard error	.03	.05	.08	.06	.11	.13	.06	.08	.07	.09	.11
Standard deviation	.93	.86	.96	.78	1.03	.93	.88	1.01	.88	.88	.74

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 305 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		814	219	149	189	115	73	514	77	155	463	351	536	185
Effective base		302	96	49	70	41	20	197	24	56	177	126	199	56
Weighted Base		736	256	118	159	93	44	462	58	154	453	283	497	132
Very Dissatisfied	(-2)	13	5	4	1	2	*	9	-	3	8	5	7	*
		2%	2%	3%	1%	2%	1%	2%	0%	2%	2%	2%	1%	1%
Fairly Dissatisfied	(-1)	55	25	3	14	9	3	36	2	16	43	12	44	5
		7%	10%	2%	9%	9%	7%	8%	3%	10%	9%	4%	9%	4%
Neither Satisfied Nor Dissatisfied	(0)	119	38	15	16	29	15	74	14	25	79	40	90	17
		16%	15%	12%	10%	31%	34%	16%	24%	16%	17%	14%	18%	13%
					abc	abc								
Fairly Satisfied	(1)	362	136	63	81	26	12	199	32	90	239	123	247	74
		49%	53%	53%	51%	28%	28%	43%	54%	58%	53%	43%	50%	56%
			de	d	d					a				
Very Satisfied	(2)	187	52	35	48	28	14	144	11	20	84	103	109	36
		25%	20%	29%	30%	30%	31%	31%	19%	13%	19%	36%	22%	27%
								c				a		
NET: Satisfied		549	188	97	129	54	26	343	43	111	323	226	356	110
		75%	73%	82%	81%	57%	59%	74%	73%	72%	71%	80%	72%	83%
				de	de									
NET: Dissatisfied		68	31	6	15	11	3	45	2	19	51	17	51	5
		9%	12%	5%	9%	11%	7%	10%	3%	12%	11%	6%	10%	4%
Answered		736	256	118	159	93	44	462	58	154	453	283	497	132
Mean Score		.9	.8	1.0	1.0	.7	.8	.9	.9	.7	.8	1.1	.8	1.1
											a			
Standard error		.03	.06	.07	.07	.10	.11	.04	.09	.07	.04	.05	.04	.05
Standard deviation		.93	.95	.89	.90	1.06	.97	.98	.75	.89	.92	.91	.92	.74

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 305 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	814	432	255	181	569	542	179	420	267	185	565
Effective base	302	172	73	83	194	201	54	163	83	85	192
Weighted Base	736	426	177	188	487	504	125	415	188	197	478
Very Dissatisfied	(-2) 13 2%	5 1%	3 2%	4 2%	8 2%	7 1%	* *%	5 1%	3 2%	3 1%	9 2%
Fairly Dissatisfied	(-1) 55 7%	28 7%	15 9%	15 8%	39 8%	44 9%	4 3%	27 7%	16 9%	17 8%	37 8%
Neither Satisfied Nor Dissatisfied	(0) 119 16%	83 19%	17 10%	38 20%	76 16%	83 16%	25 20%	75 18%	25 13%	36 18%	77 16%
Fairly Satisfied	(1) 362 49%	199 47%	101 57%	87 47%	233 48%	256 51%	65 52%	211 51%	89 47%	88 45%	232 49%
Very Satisfied	(2) 187 25%	112 26%	39 22%	43 23%	132 27%	114 23%	31 24%	96 23%	55 29%	53 27%	122 26%
NET: Satisfied	549 75%	310 73%	140 79%	131 70%	365 75%	370 73%	96 77%	307 74%	144 76%	141 72%	355 74%
NET: Dissatisfied	68 9%	33 8%	19 11%	19 10%	47 10%	51 10%	4 3%	33 8%	19 10%	20 10%	46 10%
Answered	736	426	177	188	487	504	125	415	188	197	478
Mean Score	.9	.9	.9	.8	.9	.8	1.0	.9	.9	.9	.9
Standard error	.03	.04	.06	.07	.04	.04	.06	.04	.06	.07	.04
Standard deviation	.93	.91	.91	.96	.94	.92	.76	.88	.96	.96	.94

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 305 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	814	521	503	190	2	489	438	160	2	631	393	197	1
Effective base	302	173	193	62	2	165	163	55	2	232	149	72	1
Weighted Base	736	433	476	155	5	420	385	138	2	573	353	159	2
Very Dissatisfied (-2)	13 2%	4 1%	5 1%	1 1%	- -%	2 *%	8 2%	1 1%	- -%	7 1%	8 2%	2 1%	- -%
Fairly Dissatisfied (-1)	55 7%	31 7%	43 9%	22 15%	- -%	30 7%	23 6%	20 14%	- -%	43 7%	28 8%	15 9%	- -%
Neither Satisfied Nor Dissatisfied (0)	119 16%	74 17%	79 17%	23 15%	5 100%	79 19%	67 17%	25 18%	- -%	95 17%	62 17%	42 27%	2 100%
Fairly Satisfied (1)	362 49%	223 51%	250 52%	73 47%	- -%	211 50%	192 50%	56 41%	1 23%	264 46%	173 49%	59 37%	- -%
Very Satisfied (2)	187 25%	102 23%	98 21%	35 23%	- -%	98 23%	94 25%	35 25%	2 77%	164 29%	82 23%	41 25%	- -%
NET: Satisfied	549 75%	324 75%	348 73%	108 70%	- -%	309 74%	287 75%	91 66%	2 100%	428 75%	255 72%	100 63%	- -%
NET: Dissatisfied	68 9%	35 8%	49 10%	24 15%	- -%	32 8%	31 8%	21 15%	- -%	50 9%	37 10%	17 11%	- -%
Answered	736	433	476	155	5	420	385	138	2	573	353	159	2
Mean Score	.9	.9	.8	.8	-	.9	.9	.8	1.8	.9	.8	.8	-
Standard error	.03	.04	.04	.07	-	.04	.04	.08	.39	.04	.05	.07	-
Standard deviation	.93	.87	.90	.99	-	.86	.91	1.02	.55	.93	.96	.98	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 305 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	814	536	488	335	465	356	42	218	218	239	85	48
Effective base	302	199	183	138	161	148	11	97	87	96	38	23
Weighted Base	736	506	466	338	422	352	30	235	228	246	81	47
Very Dissatisfied (-2)	13 2%	7 1%	5 1%	5 2%	5 1%	6 2%	- -%	5 2%	5 2%	5 2%	1 1%	- -%
Fairly Dissatisfied (-1)	55 7%	43 8%	35 7%	35 10%	38 9%	32 9%	4 13%	24 10%	20 9%	23 9%	7 9%	8 17%
Neither Satisfied Nor Dissatisfied (0)	119 16%	93 18%	86 18%	71 21%	77 18%	66 19%	2 7%	59 25%	58 26%	56 23%	20 25%	10 21%
Fairly Satisfied (1)	362 49%	248 49%	224 48%	151 45%	194 46%	166 47%	6 19%	99 42%	93 41%	110 45%	32 40%	21 45%
Very Satisfied (2)	187 25%	115 23%	116 25%	75 22%	107 25%	83 24%	18 61%	49 21%	51 23%	51 21%	20 24%	8 17%
NET: Satisfied	549 75%	363 72%	340 73%	226 67%	302 71%	249 71%	24 80%	148 63%	144 63%	161 66%	52 64%	29 62%
NET: Dissatisfied	68 9%	50 10%	40 9%	40 12%	43 10%	38 11%	4 13%	29 12%	26 11%	28 12%	9 11%	8 17%
Answered	736	506	466	338	422	352	30	235	228	246	81	47
Mean Score	.9	.8	.9	.8	.9	.8	1.3	.7	.7	.7	.8	.6
Standard error	.03	.04	.04	.05	.04	.05	.17	.07	.07	.06	.11	.14
Standard deviation	.93	.92	.90	.96	.94	.95	1.08	.98	.98	.97	.97	.96

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 305 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	814	96	65	70	31	665	527	729	581	527	522	622	157	-	523	42
Effective base	302	37	23	29	14	244	186	267	209	183	184	239	56	-	192	23
Weighted Base	736	88	55	68	35	595	436	655	498	438	460	588	129	-	452	64
Very Dissatisfied (-2)	13 2%	4 4%	* %	3 4%	- -%	11 2%	9 2%	11 2%	12 2%	11 3%	6 1%	11 2%	4 3%	- -%	4 1%	6 10%
Fairly Dissatisfied (-1)	55 7%	10 12%	3 6%	8 12%	3 9%	47 8%	21 5%	47 7%	34 7%	22 5%	30 7%	45 8%	10 8%	- -%	17 4%	3 5%
Neither Satisfied Nor Dissatisfied (0)	119 16%	13 15%	4 6%	8 12%	8 22%	99 17%	93 21%	111 17%	89 18%	75 17%	75 16%	100 17%	25 19%	- -%	73 16%	9 14%
Fairly Satisfied (1)	362 49%	41 47%	24 44%	23 34%	17 50%	304 51%	202 46%	327 50%	240 48%	211 48%	230 50%	293 50%	61 47%	- -%	235 52%	36 56%
Very Satisfied (2)	187 25%	19 22%	24 44%	25 37%	6 19%	133 22%	111 25%	159 24%	122 25%	119 27%	120 26%	139 24%	29 23%	- -%	124 27%	10 16%
NET: Satisfied	549 75%	61 69%	48 88%	49 71%	24 69%	438 74%	313 72%	486 74%	363 73%	329 75%	350 76%	432 73%	90 70%	- -%	359 79%	46 71%
NET: Dissatisfied	68 9%	14 16%	3 6%	11 16%	3 9%	58 10%	30 7%	58 9%	46 9%	34 8%	36 8%	56 10%	14 11%	- -%	20 4%	9 15%
Answered	736	88	55	68	35	595	436	655	498	438	460	588	129	-	452	64
Mean Score	.9	.7	1.3 a	.9	.8	.8	.9	.9	.9	.9	.9	.9	.8	-	1.0 b	.6
Standard error	.03	.11	.10	.14	.16	.04	.04	.03	.04	.04	.04	.04	.08	-	.04	.17
Standard deviation	.93	1.08	.84	1.17	.87	.92	.91	.92	.95	.94	.89	.93	1.00	-	.81	1.12

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 305 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	814	339	287	688	30	347	467	197	453	158	261	206	326
Effective base	302	135	106	249	15	124	178	70	170	62	93	73	129
Weighted Base	736	339	263	604	41	295	442	156	432	143	223	182	310
Very Dissatisfied (-2)	13 2%	7 2%	3 1%	6 1%	2 5%	10 3%	3 1%	1 1%	4 1%	8 6%	7 3%	3 2%	2 1%
Fairly Dissatisfied (-1)	55 7%	29 9%	19 7%	36 6%	8 20%	28 10%	27 6%	12 7%	35 8%	8 6%	15 7%	16 9%	23 7%
Neither Satisfied Nor Dissatisfied (0)	119 16%	70 21%	33 13%	81 13%	5 13%	51 17%	69 16%	19 12%	63 15%	38 26%	38 17%	30 17%	47 15%
Fairly Satisfied (1)	362 49%	155 46%	136 52%	304 50%	21 50%	148 50%	214 48%	74 48%	237 55%	51 35%	87 39%	100 55%	163 53%
Very Satisfied (2)	187 25%	78 23%	71 27%	178 29%	5 12%	57 19%	130 29%	50 32%	94 22%	38 27%	75 34%	32 18%	75 24%
NET: Satisfied	549 75%	233 69%	207 79%	482 80%	26 63%	205 70%	344 78%	125 80%	330 76%	89 62%	162 73%	133 73%	238 77%
NET: Dissatisfied	68 9%	36 11%	22 9%	41 7%	10 24%	38 13%	29 7%	12 8%	39 9%	16 12%	22 10%	19 11%	25 8%
Answered	736	339	263	604	41	295	442	156	432	143	223	182	310
Mean Score	.9	.8	1.0	1.0	.5	.7	1.0	1.0	.9	.7	.9	.8	.9
Standard error	.03	.05	.05	.03	.20	.05	.04	.06	.04	.09	.06	.06	.05
Standard deviation	.93	.96	.90	.87	1.10	.99	.86	.89	.87	1.10	1.04	.90	.86

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 305 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level:	95%			
Unweighted Base		814	439	375
Effective base		302	143	159
Weighted Base		736	360	377
Very Dissatisfied	(-2)	13 2%	10 3%	3 1%
Fairly Dissatisfied	(-1)	55 7%	27 8%	28 7%
Neither Satisfied Nor Dissatisfied	(0)	119 16%	61 17%	58 15%
Fairly Satisfied	(1)	362 49%	157 44%	205 54%
Very Satisfied	(2)	187 25%	104 29%	83 22%
NET: Satisfied		549 75%	261 73%	288 76%
NET: Dissatisfied		68 9%	37 10%	31 8%
Answered		736	360	377
Mean Score		.9	.9	.9
Standard error		.03	.05	.04
Standard deviation		.93	1.00	.85

Columns Tested: a,b

Table 305 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	814	47	80	75	64	80	45	40	80	61	60	48	134
Effective base	302	13	34	44	23	56	24	9	32	25	9	20	45
Weighted Base	736	23	54	91	20	122	43	8	114	55	14	57	135
Very Dissatisfied (-2)	13 2%	- -%	- -%	1 1%	* 1%	5 4%	- -%	1 10%	* *%	1 2%	- -%	4 7%	* *%
Fairly Dissatisfied (-1)	55 7%	4 16%	7 12%	8 8%	1 7%	8 6%	* *%	2 24%	* *%	3 6%	1 4%	5 8%	18 13%
Neither Satisfied Nor Dissatisfied (0)	119 16%	1 5%	8 14%	8 9%	2 9%	30 25%	12 27%	2 23%	24 21%	13 24%	2 13%	10 17%	9 6%
Fairly Satisfied (1)	362 49%	9 39%	24 44%	37 40%	11 54%	51 42%	21 47%	3 35%	64 57%	31 57%	11 75%	28 49%	73 54%
Very Satisfied (2)	187 25%	9 40%	16 30%	37 41%	6 29%	28 23%	11 26%	1 8%	25 22%	6 11%	1 8%	11 19%	35 26%
NET: Satisfied	549 75%	18 79%	40 73%	74 81%	17 84%	79 65%	32 73%	3 43%	90 79%	38 68%	12 83%	38 67%	109 81%
NET: Dissatisfied	68 9%	4 16%	7 12%	9 10%	2 8%	13 10%	* *%	3 34%	* *%	4 8%	1 4%	9 15%	18 13%
Answered	736	23	54	91	20	122	43	8	114	55	14	57	135
Mean Score	.9	1.0	.9	1.1	1.0	.7	1.0	.1	1.0	.7	.9	.6	.9
Standard error	.03	.16	.g	.g	.g	.11	.g	.19	.g	.11	.08	.16	.08
Standard deviation	.93	1.07	.97	.99	.87	1.02	.73	1.22	.67	.83	.62	1.11	.93

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 305 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	814	202	189	181	242	391	423
Effective base	302	91	96	58	72	186	130
Weighted Base	736	169	186	176	206	354	382
Very Dissatisfied (-2)	13 2%	1 1%	5 3%	2 1%	4 2%	6 2%	6 2%
Fairly Dissatisfied (-1)	55 7%	18 11%	9 5%	5 3%	23 11%	27 8%	28 7%
Neither Satisfied Nor Dissatisfied (0)	119 16%	17 10%	44 23%	39 22%	20 10%	61 17%	59 15%
Fairly Satisfied (1)	362 49%	69 41%	83 45%	99 56%	111 54%	152 43%	210 55%
Very Satisfied (2)	187 25%	63 37% cd	45 24%	32 18%	47 23%	108 30%	79 21%
NET: Satisfied	549 75%	132 78%	128 69%	131 74%	158 77%	260 73%	289 76%
NET: Dissatisfied	68 9%	20 12%	14 8%	7 4%	27 13%	34 10%	34 9%
Answered	736	169	186	176	206	354	382
Mean Score	.9	1.0	.8	.9	.8	.9	.9
Standard error	.03	.07	.07	.06	.06	.05	.04
Standard deviation	.93	.99	.95	.78	.97	.97	.89

Columns Tested: a,b,c,d - a,b

Table 306

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Method		Business Size 1					
		CATI	CAWI	0-9	10-49	50-99	100-249	10+	
		a	b	a	b	c	d	e	
Significance Level: 95%									
Unweighted Base	824	115	709	509	152	51	112	315	
Effective base	301	34	272	270	63	28	54	88	
Weighted Base	733	54	679	689	36	5	3	44	
Very Dissatisfied	(-2)	11	3	8	10	*	*	-	*
		1%	5%	1%	2%	%	2%	-%	%
Fairly Dissatisfied	(-1)	25	2	22	24	*	*	*	*
		3%	4%	3%	4%	1%	1%	1%	1%
Neither Satisfied Nor Dissatisfied	(0)	81	3	78	76	5	*	*	5
		11%	5%	12%	11%	13%	4%	9%	12%
Fairly Satisfied	(1)	310	13	296	293	13	2	1	17
		42%	25%	44%	42%	37%	40%	52%	38%
Very Satisfied	(2)	307	33	274	286	18	3	1	21
		42%	61%	40%	42%	48%	53%	38%	48%
NET: Satisfied		617	46	571	579	31	5	2	38
		84%	86%	84%	84%	85%	93%	90%	86%
NET: Dissatisfied		35	5	30	35	*	*	*	1
		5%	9%	4%	5%	1%	3%	1%	2%
Answered	733	54	679	689	36	5	3	44	
Mean Score	1.2	1.3	1.2	1.2	1.3	1.4	1.3	1.3	
Standard error	.03	.10	.03	.04	.06	.12	.08	.04	
Standard deviation	.87	1.08	.85	.87	.77	.88	.84	.77	

Columns Tested.: a,b - a,b,c,d,e

Table 306 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		824	199	235	75	95	108	112	509	152	163
Effective base		301	123	121	32	43	40	54	270	63	57
Weighted Base		733	329	312	48	27	15	3	689	36	8
Very Dissatisfied	(-2)	11 1%	6 2%	4 1%	1 2%	* *%	* 1%	- -%	10 2%	* *%	* 1%
Fairly Dissatisfied	(-1)	25 3%	15 5%	7 2%	2 4%	* 1%	* *%	* 1%	24 4%	* 1%	* 1%
Neither Satisfied Nor Dissatisfied	(0)	81 11%	35 11%	34 11%	6 14%	5 17%	1 3%	* 9%	76 11%	5 13%	* 6%
Fairly Satisfied	(1)	310 42%	132 40%	134 43%	27 56%	8 31%	7 49%	1 52%	293 42%	13 37%	3 44%
Very Satisfied	(2)	307 42%	141 43%	133 43%	12 25%	13 50%	7 47%	1 38%	286 42%	18 48%	4 48%
NET: Satisfied		617 84%	273 83%	267 86%	39 81%	21 81%	14 96%	2 90%	579 84%	31 85%	7 92%
NET: Dissatisfied		35 5%	21 6%	11 4%	3 5%	* 2%	* 1%	* 1%	35 5%	* 1%	* 2%
Answered		733	329	312	48	27	15	3	689	36	8
Mean Score		1.2	1.2	1.2	1.0	1.3	1.4	1.3	1.2	1.3	1.4
Standard error		.03	.07	.05	.10	.09	.06	.08	.04	.06	.06
Standard deviation		.87	.92	.83	.83	.84	.66	.84	.87	.77	.81

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 306 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Business Size 3					Turnover					
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +	
		a	b	c	d	e	a	b	c	d	e	
Significance Level: 95%												
Unweighted Base	824	307	202	152	51	112	281	163	65	36	129	
Effective base	301	194	93	63	28	54	149	68	22	10	21	
Weighted Base	733	548	141	36	5	3	413	146	37	21	23	
Very Dissatisfied	(-2)	11	9	1	*	*	7	1	*	-	-	
		1%	2%	1%	*%	2%	-%	2%	1%	*%	-%	-%
Fairly Dissatisfied	(-1)	25	19	5	*	*	16	4	2	-	*	
		3%	3%	4%	1%	1%	1%	4%	3%	6%	-%	2%
Neither Satisfied Nor Dissatisfied	(0)	81	60	16	5	*	45	18	*	1	2	
		11%	11%	11%	13%	4%	9%	11%	13%	*%	3%	8%
Fairly Satisfied	(1)	310	222	71	13	2	157	74	20	8	9	
		42%	41%	50%	37%	40%	52%	38%	51%	54%	37%	38%
Very Satisfied	(2)	307	238	48	18	3	187	49	14	13	12	
		42%	43%	34%	48%	53%	38%	45%	34%	39%	60%	53%
NET: Satisfied		617	460	119	31	5	344	123	35	20	21	
		84%	84%	84%	85%	93%	90%	83%	84%	93%	97%	90%
NET: Dissatisfied		35	28	7	*	*	24	5	2	-	*	
		5%	5%	5%	1%	3%	1%	6%	3%	6%	-%	2%
Answered	733	548	141	36	5	3	413	146	37	21	23	
Mean Score	1.2	1.2	1.1	1.3	1.4	1.3	1.2	1.1	1.3	1.6	1.4	
Standard error	.03	.05	.06	.06	.12	.08	.05	.06	.10	.09	.06	
Standard deviation	.87	.89	.83	.77	.88	.84	.91	.77	.78	.57	.72	

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 306 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	*d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		824	56	49	107	29	60	67	47	49	51
Effective base		301	28	24	55	13	30	37	25	25	26
Weighted Base		733	72	50	151	31	77	103	75	61	51
Very Dissatisfied	(-2)	11	3	3	1	-	-	-	2	-	-
		1%	4%	6%	1%	-%	-%	-%	3%	-%	-%
Fairly Dissatisfied	(-1)	25	8	*	4	-	3	2	2	*	3
		3%	12%	1%	3%	-%	3%	2%	2%	*%	5%
Neither Satisfied Nor Dissatisfied	(0)	81	8	1	18	7	11	12	3	7	9
		11%	11%	1%	12%	22%	15%	12%	4%	12%	18%
Fairly Satisfied	(1)	310	30	22	71	8	39	29	41	25	22
		42%	42%	45%	47%	27%	50%	28%	54%	41%	43%
Very Satisfied	(2)	307	23	23	57	16	25	60	28	28	17
		42%	32%	47%	37%	51%	32%	58%	37%	47%	34%
NET: Satisfied		617	53	45	128	24	64	89	69	54	39
		84%	74%	91%	84%	78%	82%	86%	91%	88%	77%
NET: Dissatisfied		35	11	4	6	-	3	2	4	*	3
		5%	16%	7%	4%	-%	3%	2%	5%	*%	5%
Answered		733	72	50	151	31	77	103	75	61	51
Mean Score		1.2	.9	1.2	1.2	1.3	1.1	1.4	1.2	1.3	1.1
Standard error		.03	.15	.15	.08	.15	.10	.09	.13	.10	.12
Standard deviation		.87	1.11	1.03	.82	.81	.77	.77	.86	.70	.86

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 306 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		824	140	154	221	515	309	116	100	93
Effective base		301	68	76	117	260	80	33	37	27
Weighted Base		733	159	183	330	672	62	34	17	11
Very Dissatisfied	(-2)	11 1%	- %	6 3%	4 1%	10 1%	1 1%	* 1%	1 3%	* %
Fairly Dissatisfied	(-1)	25 3%	5 3%	9 5%	8 2%	22 3%	3 4%	1 4%	1 7%	* %
Neither Satisfied Nor Dissatisfied	(0)	81 11%	27 17%	16 9%	33 10%	76 11%	5 9%	3 7%	2 10%	1 11%
Fairly Satisfied	(1)	310 42%	69 43%	77 42%	141 43%	287 43%	23 36%	11 31%	7 45%	4 39%
Very Satisfied	(2)	307 42%	58 36%	75 41%	144 44%	277 41%	31 49%	19 56%	6 35%	5 50%
NET: Satisfied		617 84%	126 80%	152 83%	285 86%	564 84%	53 86%	30 88%	13 80%	10 89%
NET: Dissatisfied		35 5%	5 3%	15 8%	12 4%	32 5%	3 6%	2 5%	2 10%	* %
Answered		733	159	183	330	672	62	34	17	11
Mean Score		1.2	1.1	1.1	1.3	1.2	1.3	1.4	1.0	1.4
Standard error		.03	.07	.08	.06	.04	.05	.08	.10	.08
Standard deviation		.87	.81	.99	.82	.87	.90	.87	1.03	.74

Columns Tested: a,b,c,d,e,f,g,h

Table 306 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		Industry									
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
		a	b	*c	d	e	f	*g	*h	i	
Significance Level: 95%											
Unweighted Base	824	35	97	11	108	95	250	20	23	293	
Effective base	301	14	32	6	37	40	98	5	8	108	
Weighted Base	733	25	75	12	87	121	196	11	10	283	
Very Dissatisfied	(-2)	11	-	-	*	*	1	6	3	-	1
		1%	-%	-%	1%	*%	1%	3%	29%	-%	*%
Fairly Dissatisfied	(-1)	25	-	3	-	3	4	8	-	-	9
		3%	-%	4%	-%	4%	4%	4%	-%	-%	3%
Neither Satisfied Nor Dissatisfied	(0)	81	2	9	4	13	10	14	*	*	42
		11%	9%	12%	36%	15%	8%	7%	1%	*%	15%
Fairly Satisfied	(1)	310	11	25	1	26	53	87	*	4	128
		42%	44%	34%	5%	30%	44%	44%	3%	36%	45%
Very Satisfied	(2)	307	12	37	7	44	52	82	8	7	103
		42%	47%	50%	58%	51%	43%	42%	67%	64%	36%
NET: Satisfied		617	23	63	8	70	106	169	8	10	231
		84%	91%	84%	63%	81%	87%	86%	70%	100%	82%
NET: Dissatisfied		35	-	3	*	3	5	13	3	-	10
		5%	-%	4%	1%	4%	4%	7%	29%	-%	4%
Answered		733	25	75	12	87	121	196	11	10	283
Mean Score		1.2	1.4	1.3	1.2	1.3	1.3	1.2	.8	1.6	1.1
Standard error		.03	.11	.09	.31	.08	.08	.06	.42	.11	.05
Standard deviation		.87	.65	.85	1.03	.87	.81	.93	1.88	.51	.81

Columns Tested: a,b,c,d,e,f,g,h,i

Table 306 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	824	238	250	336	739	85	-	683	141	808	16
Effective base	301	89	98	119	268	36	-	270	34	295	6
Weighted Base	733	233	196	304	623	111	-	671	62	715	18
Very Dissatisfied (-2)	11 1%	1 *%	6 3%	4 1%	5 1%	6 5%	- -%	10 1%	1 1%	11 1%	- -%
Fairly Dissatisfied (-1)	25 3%	8 3%	8 4%	9 3%	21 3%	4 3%	- -%	23 3%	1 2%	25 3%	* *%
Neither Satisfied Nor Dissatisfied (0)	81 11%	26 11%	14 7%	42 14%	66 11%	15 13%	- -%	70 10%	11 18%	81 11%	- -%
Fairly Satisfied (1)	310 42%	90 39%	87 44%	132 43%	265 43%	45 41%	- -%	288 43%	22 35%	308 43%	1 7%
Very Satisfied (2)	307 42%	109 47%	82 42%	117 38%	265 43%	42 38%	- -%	280 42%	28 45%	291 41%	17 93%
NET: Satisfied	617 84%	199 85%	169 86%	249 82%	530 85%	87 79%	- -%	568 85%	50 79%	599 84%	18 100%
NET: Dissatisfied	35 5%	9 4%	13 7%	13 4%	26 4%	9 8%	- -%	33 5%	2 3%	35 5%	* *%
Answered	733	233	196	304	623	111	-	671	62	715	18
Mean Score	1.2	1.3	1.2	1.1	1.2	1.0	-	1.2	1.2	1.2	1.9
Standard error	.03	.05	.06	.05	.03	.11	-	.03	.07	.03	.07
Standard deviation	.87	.82	.93	.86	.83	1.05	-	.87	.88	.87	.28

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 306 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		824	360	219	241
Effective base		301	136	73	93
Weighted Base		733	349	151	230
Very Dissatisfied	(-2)	11 1%	5 1%	2 1%	3 1%
Fairly Dissatisfied	(-1)	25 3%	13 4%	* *%	12 5%
Neither Satisfied Nor Dissatisfied	(0)	81 11%	44 12%	15 10%	23 10%
Fairly Satisfied	(1)	310 42%	148 42%	71 47%	91 40%
Very Satisfied	(2)	307 42%	140 40%	63 42%	101 44%
NET: Satisfied		617 84%	288 82%	134 88%	192 84%
NET: Dissatisfied		35 5%	18 5%	2 2%	15 6%
Answered		733	349	151	230
Mean Score		1.2	1.2	1.3	1.2
Standard error		.03	.05	.05	.06
Standard deviation		.87	.88	.76	.90

Columns Tested: a,b,c

Table 306 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	824	501	182	56	26	30	15	7	7	683	141	85
Effective base	301	212	57	15	10	8	3	2	1	269	33	18
Weighted Base	733	522	133	36	8	21	8	1	5	654	79	43
Very Dissatisfied	(-2)	11	10	1	-	*	-	-	-	11	*	*
		1%	2%	1%	-%	-%	-%	-%	-%	2%	-%	-%
Fairly Dissatisfied	(-1)	25	18	5	2	-	-	*	-	23	2	*
		3%	3%	4%	5%	-%	-%	-%	1%	3%	2%	-%
Neither Satisfied Nor Dissatisfied	(0)	81	63	15	1	1	*	1	-	78	3	2
		11%	12%	11%	2%	12%	-%	14%	-%	12%	3%	5%
Fairly Satisfied	(1)	310	210	64	14	3	12	3	*	273	36	23
		42%	40%	48%	38%	41%	55%	36%	7%	42%	46%	53%
Very Satisfied	(2)	307	221	49	20	4	10	4	1	269	38	18
		42%	42%	37%	55%	47%	45%	51%	92%	41%	48%	42%
NET: Satisfied		617	430	112	33	7	21	7	5	543	74	41
		84%	83%	84%	93%	88%	100%	86%	99%	83%	94%	95%
NET: Dissatisfied		35	28	5	2	-	*	-	*	33	2	*
		5%	5%	4%	5%	-%	-%	-%	1%	5%	3%	-%
Answered		733	522	133	36	8	21	8	5	654	79	43
Mean Score		1.2	1.2	1.2	1.4	1.3	1.4	1.4	1.0	1.2	1.4	1.4
Standard error		.03	.04	.06	.11	.14	.10	.20	.67	.03	.06	.06
Standard deviation		.87	.91	.81	.79	.73	.54	.76	1.76	.89	.68	.59

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 306 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	824	187	314	323	724	689	744	752	519	422	59	403	61	72	47	60	42
Effective base	301	91	121	90	253	243	267	275	187	130	32	165	19	19	11	13	8
Weighted Base	733	241	281	212	625	600	659	671	475	326	82	418	39	45	23	28	23
Very Dissatisfied (-2)	11 1%	4 2%	6 2%	1 *%	7 1%	7 1%	7 1%	10 1%	6 1%	2 1%	- -%	6 2%	* 1%	1 2%	- -%	- -%	* 1%
Fairly Dissatisfied (-1)	25 3%	5 2%	13 5%	7 3%	23 4%	21 4%	23 3%	25 4%	18 4%	14 4%	2 2%	10 2%	- -%	2 4%	2 8%	2 8%	5 23% b
Neither Satisfied Nor Dissatisfied (0)	81 11%	31 13%	32 12%	18 8%	75 12%	74 12%	80 12%	75 11%	52 11%	33 10%	11 13%	49 12%	8 21% d	* 1%	4 19%	7 24% d	1 4%
Fairly Satisfied (1)	310 42%	100 41%	110 39%	100 47%	275 44%	254 42%	285 43%	283 42%	215 45%	145 45%	36 43%	188 45%	21 55% f	18 40%	14 59% f	5 17%	4 15%
Very Satisfied (2)	307 42%	102 42%	119 42%	87 41%	245 39%	243 40%	264 40%	279 42%	183 39%	131 40%	34 42%	165 40%	9 24% e	24 53% e	3 14%	14 51%	13 58% e
NET: Satisfied	617 84%	201 84%	229 82%	187 88%	520 83%	497 83%	548 83%	562 84%	398 84%	277 85%	70 85%	353 84%	30 78%	42 93%	17 73%	19 68%	17 73%
NET: Dissatisfied	35 5%	8 3%	19 7%	7 4%	30 5%	29 5%	30 5%	35 5%	25 5%	15 5%	2 2%	16 4%	* 1%	3 6%	2 8%	2 8%	6 24% b
Answered	733	241	281	212	625	600	659	671	475	326	82	418	39	45	23	28	23
Mean Score	1.2	1.2	1.1	1.3	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.0	1.4	.8	1.1	1.1
Standard error	.03	.06	.05	.04	.03	.03	.03	.03	.04	.04	.10	.04	.09	.10	.12	.14	.20
Standard deviation	.87	.85	.95	.77	.86	.87	.86	.88	.86	.83	.76	.84	.72	.84	.79	1.05	1.29

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 306 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	824	449	79	56	53	33	29	25	370	128	73	36	37	24	21
Effective base	301	191	24	13	9	11	6	4	153	41	21	16	6	9	4
Weighted Base	733	484	51	27	25	13	16	9	391	104	36	29	17	11	13
Very Dissatisfied (-2)	11 1%	6 1%	1 3%	* *%	- -%	- -%	- -%	* *%	6 2%	- -%	* 1%	1 3%	- -%	- -%	* 1%
Fairly Dissatisfied (-1)	25 3%	19 4%	* *%	2 7%	* *%	* 3%	2 10%	- -%	5 1%	5 5%	1 1%	4 13%	* *%	2 24%	4 35%
Neither Satisfied Nor Dissatisfied (0)	81 11%	55 11%	7 15%	2 6%	* 1%	4 34%	6 38%	* 1%	49 13%	18 17%	5 14%	1 2%	1 4%	* *%	1 7%
Fairly Satisfied (1)	310 42%	216 45%	28 55%	14 53%	8 33%	6 44%	* 3%	2 23%	168 43%	47 45%	18 50%	10 33%	9 55%	1 9%	2 18%
Very Satisfied (2)	307 42%	188 39%	14 27%	9 33%	16 66%	3 20%	8 50%	7 76%	163 42%	35 33%	12 34%	14 49%	7 40%	7 67%	5 40%
NET: Satisfied	617 84%	404 83%	42 82%	23 87%	25 99%	8 63%	8 53%	9 98%	331 85%	81 78%	30 84%	24 82%	16 95%	8 76%	8 58%
NET: Dissatisfied	35 5%	25 5%	2 3%	2 7%	* *%	* 3%	2 10%	* *%	11 3%	5 5%	1 2%	4 15%	* *%	2 24%	5 35%
Answered	733	484	51	27	25	13	16	9	391	104	36	29	17	11	13
Mean Score	1.2	1.2	1.0	1.1	1.7	.8	.9	1.7	1.2	1.1	1.2	1.1	1.4	1.2	.6
Standard error	.03	.04	.09	.11	.07	.14	.22	.11	.04	.07	.09	.19	.10	.27	.30
Standard deviation	.87	.86	.84	.85	.51	.81	1.16	.56	.83	.83	.77	1.13	.60	1.32	1.39

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 306 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	824	376	103	95	63	41	38	36	177	175	202	117	70
Effective base	301	161	36	29	19	13	9	10	83	61	75	30	20
Weighted Base	733	408	86	65	34	27	25	26	226	153	169	61	48
Very Dissatisfied (-2)	11 1%	7 2%	1 1%	2 4%	- -%	* 1%	- -%	- -%	* *%	- -%	7 4%	- -%	* *%
Fairly Dissatisfied (-1)	25 3%	13 3%	2 3%	5 7%	1 3%	2 7%	2 6%	* 1%	5 2%	9 6%	1 1%	3 5%	4 8%
Neither Satisfied Nor Dissatisfied (0)	81 11%	52 13%	11 12%	8 12%	1 3%	* *%	1 4%	2 7%	29 13%	24 16%	14 9%	5 7%	8 16%
Fairly Satisfied (1)	310 42%	157 38%	52 60%	26 39%	16 48%	9 35%	9 36%	13 51%	95 42%	67 44%	74 44%	26 43%	22 45%
Very Satisfied (2)	307 42%	179 44%	20 24%	25 38%	16 46%	15 57%	13 54%	11 41%	95 42%	53 34%	72 43%	27 44%	15 31%
NET: Satisfied	617 84%	336 82%	72 84%	50 77%	32 94%	25 92%	22 90%	24 92%	191 84%	120 78%	147 87%	53 87%	37 76%
NET: Dissatisfied	35 5%	19 5%	3 4%	7 11%	1 3%	2 8%	2 6%	* 1%	6 2%	9 6%	8 5%	3 5%	4 8%
Answered	733	408	86	65	34	27	25	26	226	153	169	61	48
Mean Score	1.2	1.2	1.0	1.0	1.4	1.4	1.4	1.3	1.2	1.1	1.2	1.3	1.0
Standard error	.03	.05	.07	.11	.09	.14	.14	.11	.06	.07	.07	.08	.11
Standard deviation	.87	.90	.75	1.06	.70	.90	.84	.67	.78	.87	.93	.82	.91

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 306 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	824	253	153	174	90	50	221	162	156	98	48
Effective base	301	106	54	60	21	12	98	50	54	27	14
Weighted Base	733	285	133	136	42	27	264	122	118	60	36
Very Dissatisfied (-2)	11 1%	3 1%	2 2%	1 1%	- -%	* *%	* *%	1 1%	6 5% a	- -%	- -%
Fairly Dissatisfied (-1)	25 3%	12 4%	6 4%	1 1%	3 8%	1 3%	4 1%	9 8%	1 1%	4 7%	3 8%
Neither Satisfied Nor Dissatisfied (0)	81 11%	32 11%	24 18%	13 9%	2 4%	6 21%	40 15%	12 10%	11 10%	3 6%	7 20%
Fairly Satisfied (1)	310 42%	117 41%	70 53%	55 40%	19 46%	13 47%	109 41%	57 47%	49 42%	23 38%	16 46%
Very Satisfied (2)	307 42%	121 42%	31 23%	66 49%	18 43%	8 29%	111 42%	42 35%	50 42%	30 50%	9 26%
NET: Satisfied	617 84%	238 84%	102 76%	121 89%	37 88%	21 76%	220 83%	100 82%	99 84%	52 88%	25 71%
NET: Dissatisfied	35 5%	15 5%	8 6%	3 2%	3 8%	1 4%	4 1%	10 8%	8 6%	4 7%	3 8%
Answered	733	285	133	136	42	27	264	122	118	60	36
Mean Score	1.2	1.2	.9	1.3	1.2	1.0	1.2	1.1	1.1	1.3	.9
Standard error	.03	.06	.07	.06	.09	.12	.05	.07	.08	.09	.13
Standard deviation	.87	.88	.86	.77	.86	.83	.76	.90	1.02	.86	.89

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 306 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	824	218	150	190	116	73	514	78	156	463	361	538	186
Effective base	301	94	49	70	42	20	196	24	56	175	128	197	56
Weighted Base	733	253	118	159	94	44	458	58	154	449	285	493	132
Very Dissatisfied (-2)	11 1%	1 *%	2 2%	6 3%	* *%	1 2%	6 1%	1 1%	3 2%	9 2%	2 1%	4 1%	3 3%
Fairly Dissatisfied (-1)	25 3%	5 2%	1 *%	5 3%	12 12%	3 7%	17 4%	5 8%	3 2%	15 3%	10 3%	18 4%	5 4%
Neither Satisfied Nor Dissatisfied (0)	81 11%	27 11%	17 15%	16 10%	9 10%	4 9%	41 9%	10 18%	23 15%	55 12%	26 9%	57 11%	18 14%
Fairly Satisfied (1)	310 42%	114 45%	53 45%	56 35%	35 37%	23 51%	195 43%	19 32%	69 45%	202 45%	107 38%	222 45%	53 40%
Very Satisfied (2)	307 42%	106 42%	45 38%	77 48%	38 41%	13 30%	199 43%	24 41%	56 36%	168 37%	139 49%	193 39%	52 40%
NET: Satisfied	617 84%	220 87%	98 83%	133 83%	73 78%	36 82%	394 86%	43 73%	125 81%	370 83%	247 87%	414 84%	105 80%
NET: Dissatisfied	35 5%	6 2%	3 2%	10 6%	12 12%	4 9%	23 5%	5 9%	6 4%	24 5%	12 4%	22 4%	8 6%
Answered	733	253	118	159	94	44	458	58	154	449	285	493	132
Mean Score	1.2	1.3	1.2	1.2	1.1	1.0	1.2	1.0	1.1	1.1	1.3	1.2	1.1
Standard error	.03	.05	.07	.07	.09	.11	.04	.12	.07	.04	.04	.04	.07
Standard deviation	.87	.76	.83	.98	1.01	.94	.86	1.02	.88	.89	.83	.83	.95

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 306 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	824	433	256	181	571	544	180	421	268	184	568
Effective base	301	170	73	82	193	199	54	161	83	84	192
Weighted Base	733	423	177	186	485	500	125	411	189	195	476
Very Dissatisfied	(-2) 11 1%	7 2%	1 *%	5 2%	6 1%	3 1%	4 3%	7 2%	1 *%	5 3%	5 1%
Fairly Dissatisfied	(-1) 25 3%	15 4%	6 3%	7 4%	18 4%	18 4%	5 4%	15 4%	6 3%	11 6%	13 3%
Neither Satisfied Nor Dissatisfied	(0) 81 11%	51 12%	23 13%	26 14%	48 10%	59 12%	16 13%	45 11%	29 15%	26 13%	48 10%
Fairly Satisfied	(1) 310 42%	179 42%	75 43%	86 46%	197 41%	227 45%	48 38%	179 44%	75 40%	86 44%	197 41%
Very Satisfied	(2) 307 42%	171 40%	72 41%	63 34%	216 45%	193 39%	52 42%	165 40%	77 41%	67 34%	213 45%
NET: Satisfied	617 84%	350 83%	147 83%	149 80%	414 85%	420 84%	100 80%	345 84%	153 81%	153 78%	410 86%
NET: Dissatisfied	35 5%	22 5%	7 4%	11 6%	23 5%	21 4%	9 7%	22 5%	7 4%	17 9%	18 4%
Answered	733	423	177	186	485	500	125	411	189	195	476
Mean Score	1.2	1.2	1.2	1.1	1.2	1.2	1.1	1.2	1.2	1.0	1.3
Standard error	.03	.04	.05	.07	.04	.04	.07	.04	.05	.07	.03
Standard deviation	.87	.89	.82	.92	.86	.82	1.00	.88	.84	.98	.83

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 306 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	824	522	504	190	2	490	438	160	2	633	394	195	1
Effective base	301	172	191	61	2	164	162	54	2	231	147	70	1
Weighted Base	733	431	471	152	5	419	381	136	2	572	349	156	2
Very Dissatisfied (-2)	11 1%	4 1%	6 1%	2 2%	- -%	7 2%	3 1%	2 2%	- -%	10 2%	5 1%	4 2%	- -%
Fairly Dissatisfied (-1)	25 3%	19 4%	15 3%	8 5%	- -%	14 3%	13 3%	8 6%	2 77%	17 3%	18 5%	8 5%	- -%
Neither Satisfied Nor Dissatisfied (0)	81 11%	54 13%	59 12%	25 16%	- -%	56 13%	49 13%	22 17%	- -%	63 11%	42 12%	25 16%	- -%
Fairly Satisfied (1)	310 42%	196 45%	209 44%	64 42%	1 26%	182 43%	153 40%	52 38%	- -%	233 41%	143 41%	58 37%	- -%
Very Satisfied (2)	307 42%	157 37%	183 39%	53 35%	4 74%	159 38%	164 43%	51 38%	1 23%	250 44%	142 41%	61 39%	2 100%
NET: Satisfied	617 84%	353 82%	392 83%	117 77%	5 100%	341 81%	317 83%	103 76%	1 23%	482 84%	284 81%	119 76%	2 100%
NET: Dissatisfied	35 5%	23 5%	21 4%	11 7%	- -%	21 5%	16 4%	10 8%	2 77%	27 5%	23 7%	12 8%	- -%
Answered	733	431	471	152	5	419	381	136	2	572	349	156	2
Mean Score	1.2	1.1	1.2	1.0	1.7	1.1	1.2	1.0	-.3	1.2	1.1	1.1	2.0
Standard error	.03	.04	.04	.07	.34	.04	.04	.08	1.17	.03	.05	.07	-
Standard deviation	.87	.86	.86	.93	.49	.89	.85	.97	1.66	.88	.92	.99	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 306 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	824	538	489	335	467	355	42	217	218	239	85	47
Effective base	301	198	181	137	159	145	11	96	87	96	38	22
Weighted Base	733	502	462	336	418	346	30	234	228	246	81	46
Very Dissatisfied (-2)	11 1%	4 1%	3 1%	9 3%	4 1%	3 1%	- -%	3 1%	3 1%	6 2%	2 3%	- -%
Fairly Dissatisfied (-1)	25 3%	18 4%	15 3%	13 4%	13 3%	16 5%	- -%	11 5%	9 4%	11 4%	7 9%	4 10%
Neither Satisfied Nor Dissatisfied (0)	81 11%	63 12%	60 13%	38 11%	57 14%	49 14%	1 4%	31 13%	25 11%	24 10%	13 16%	12 27% c
Fairly Satisfied (1)	310 42%	222 44%	198 43%	156 46%	174 42%	158 46%	13 45%	104 44%	107 47%	107 43%	25 31%	13 27%
Very Satisfied (2)	307 42%	196 39%	185 40%	120 36%	170 41%	121 35%	15 51%	85 36%	84 37%	99 40%	33 41%	17 36%
NET: Satisfied	617 84%	417 83%	383 83%	276 82%	344 82%	279 80%	29 96%	189 81%	192 84%	205 84%	58 72%	29 63%
NET: Dissatisfied	35 5%	22 4%	19 4%	22 7%	17 4%	18 5%	- -%	14 6%	12 5%	16 7%	10 12%	4 10%
Answered	733	502	462	336	418	346	30	234	228	246	81	46
Mean Score	1.2	1.2	1.2	1.1	1.2	1.1	1.5	1.1	1.1	1.1	1.0	.9
Standard error	.03	.04	.04	.05	.04	.05	.09	.06	.06	.06	.12	.15
Standard deviation	.87	.84	.83	.93	.85	.86	.59	.89	.85	.93	1.10	1.02

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 306 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	824	96	66	70	30	672	532	736	589	536	525	630	155	-	524	41
Effective base	301	37	23	29	13	243	186	266	208	183	183	238	54	-	191	22
Weighted Base	733	85	55	68	33	591	435	652	495	437	457	585	125	-	451	62
Very Dissatisfied (-2)	11 1%	2 3%	3 6%	- -%	1 4%	10 2%	5 1%	10 1%	10 2%	10 2%	8 2%	7 1%	1 1%	- -%	6 1%	3 5%
Fairly Dissatisfied (-1)	25 3%	4 5%	* *%	6 8%	1 2%	20 3%	19 4%	25 4%	18 4%	21 5%	18 4%	23 4%	6 5%	- -%	15 3%	4 7%
Neither Satisfied Nor Dissatisfied (0)	81 11%	14 16%	5 9%	10 14%	5 14%	65 11%	45 10%	69 11%	48 10%	42 10%	49 11%	56 10%	10 8%	- -%	43 9%	5 8%
Fairly Satisfied (1)	310 42%	30 35%	28 51%	29 43%	18 54%	256 43%	182 42%	281 43%	223 45%	171 39%	206 45%	255 44%	50 40%	- -%	197 44%	25 40%
Very Satisfied (2)	307 42%	36 42%	19 34%	23 34%	8 25%	241 41%	184 42%	267 41%	196 40%	193 44%	176 38%	244 42%	58 46%	- -%	189 42%	24 39%
NET: Satisfied	617 84%	65 77%	47 85%	53 77%	26 79%	497 84%	366 84%	548 84%	419 85%	365 83%	381 83%	499 85%	108 86%	- -%	387 86%	49 79%
NET: Dissatisfied	35 5%	6 8%	3 6%	6 8%	2 6%	29 5%	24 5%	34 5%	28 6%	31 7%	26 6%	30 5%	7 6%	- -%	21 5%	8 12%
Answered	733	85	55	68	33	591	435	652	495	437	457	585	125	-	451	62
Mean Score	1.2	1.1	1.1	1.0	.9	1.2	1.2	1.2	1.2	1.2	1.1	1.2	1.3	-	1.2	1.0
Standard error	.03	.10	.12	.11	.17	.03	.04	.03	.04	.04	.04	.03	.07	-	.04	.17
Standard deviation	.87	1.01	.99	.91	.95	.88	.87	.88	.89	.95	.89	.86	.88	-	.85	1.12

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 306 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	824	341	286	694	32	349	475	198	460	158	265	205	328
Effective base	301	135	104	249	15	124	178	70	170	61	92	72	130
Weighted Base	733	338	259	603	41	292	441	156	431	141	220	180	311
Very Dissatisfied (-2)	11 1%	7 2%	2 1%	1 *	7 17%	10 3%	* *	6 4%	3 1%	2 1%	5 2%	2 1%	4 1%
Fairly Dissatisfied (-1)	25 3%	16 5%	4 1%	8 1%	11 27%	22 8%	2 *	7 4%	14 3%	4 3%	14 7%	4 2%	6 2%
Neither Satisfied Nor Dissatisfied (0)	81 11%	47 14%	24 9%	43 7%	9 22%	53 18%	28 6%	14 9%	46 11%	22 15%	23 11%	15 9%	42 13%
Fairly Satisfied (1)	310 42%	150 44%	109 42%	262 44%	11 26%	137 47%	173 39%	56 36%	202 47%	52 37%	89 40%	76 42%	130 42%
Very Satisfied (2)	307 42%	118 35%	119 46%	288 48%	4 9%	70 24%	238 54%	74 48%	167 39%	61 43%	89 40%	83 46%	129 42%
NET: Satisfied	617 84%	268 79%	228 88%	551 91%	14 34%	206 71%	411 93%	130 83%	368 86%	113 80%	178 81%	158 88%	259 83%
NET: Dissatisfied	35 5%	23 7%	6 2%	9 1%	18 44%	33 11%	3 1%	12 8%	17 4%	6 4%	19 9%	6 3%	10 3%
Answered	733	338	259	603	41	292	441	156	431	141	220	180	311
Mean Score	1.2	1.1	1.3	1.4	-2	.8	1.5	1.2	1.2	1.2	1.1	1.3	1.2
Standard error	.03	.05	.05	.03	.22	.05	.03	.07	.04	.07	.06	.06	.05
Standard deviation	.87	.93	.78	.69	1.24	1.00	.65	1.02	.81	.89	.98	.80	.84

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 306 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		824	449	375
Effective base		301	143	158
Weighted Base		733	358	375
Very Dissatisfied	(-2)	11 1%	7 2%	3 1%
Fairly Dissatisfied	(-1)	25 3%	19 5%	6 2%
Neither Satisfied Nor Dissatisfied	(0)	81 11%	42 12%	39 11%
Fairly Satisfied	(1)	310 42%	163 45%	147 39%
Very Satisfied	(2)	307 42%	127 36%	180 48%
NET: Satisfied		617 84%	290 81%	327 87%
NET: Dissatisfied		35 5%	26 7%	9 2%
Answered		733	358	375
Mean Score		1.2	1.1	1.3
Standard error		.03	.04	.04
Standard deviation		.87	.93	.79

Columns Tested: a,b

Table 306 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		Month											
Total base		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	824	48	84	76	66	80	44	41	80	63	61	48	133
Effective base	301	13	35	45	24	55	24	9	32	26	9	20	44
Weighted Base	733	23	55	92	21	121	41	8	114	56	14	57	133
Very Dissatisfied	(-2) 11 1%	* 2%	1 1%	2 2%	* 1%	- -%	- -%	- -%	- -%	1 2%	- -%	6 11%	- -%
Fairly Dissatisfied	(-1) 25 3%	* %	3 6%	1 1%	1 3%	6 5%	2 4%	1 20% cl	8 7%	1 2%	* 2%	* %	1 1%
Neither Satisfied Nor Dissatisfied	(0) 81 11%	* %	8 14%	10 11%	1 5%	19 16%	5 12%	1 19%	7 7%	7 13%	* 2%	8 14%	14 11%
Fairly Satisfied	(1) 310 42%	11 48%	18 32%	34 37%	15 70% bcehk	48 40%	18 44%	3 43%	43 38%	24 43%	9 65%	20 36%	67 50%
Very Satisfied	(2) 307 42%	12 50%	25 46%	45 49% d	4 21%	49 40%	16 39%	1 17%	55 48% d	23 40%	4 31%	22 39%	51 38%
NET: Satisfied	617 84%	23 98% g	43 78%	79 86%	19 91%	96 80%	34 83%	5 61%	98 86%	47 84%	13 96%	43 75%	118 88% g
NET: Dissatisfied	35 5%	* 2%	4 8%	3 3%	1 4%	6 5%	2 4%	1 20% l	8 7%	2 4%	* 2%	6 11% l	1 1%
Answered	733	23	55	92	21	121	41	8	114	56	14	57	133
Mean Score	1.2	1.4	1.1	1.3	1.1	1.2	1.2	.6	1.3	1.2	1.2	.9	1.3
Standard error	.03	.10 g	.11	.10 g	.08	.10	.12	.17	.10	.11	.08	.18	.06 g
Standard deviation	.87	.71	.99	.88	.69	.85	.82	1.07	.88	.86	.62	1.23	.68

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 306 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	824	208	190	184	242	398	426
Effective base	301	92	95	59	71	186	130
Weighted Base	733	170	182	177	204	352	381
Very Dissatisfied	(-2) 11 1%	3 2%	* *%	1 1%	6 3%	4 1%	7 2%
Fairly Dissatisfied	(-1) 25 3%	4 3%	8 4%	11 6%	1 1%	12 4%	12 3%
Neither Satisfied Nor Dissatisfied	(0) 81 11%	18 10%	25 14%	16 9%	23 11%	43 12%	39 10%
Fairly Satisfied	(1) 310 42%	63 37%	80 44%	71 40%	96 47%	143 41%	167 44%
Very Satisfied	(2) 307 42%	82 48%	69 38%	79 45%	78 38%	151 43%	157 41%
NET: Satisfied	617 84%	144 85%	149 82%	150 84%	174 85%	294 83%	323 85%
NET: Dissatisfied	35 5%	8 5%	8 5%	12 7%	7 4%	16 5%	19 5%
Answered	733	170	182	177	204	352	381
Mean Score	1.2	1.3	1.2	1.2	1.2	1.2	1.2
Standard error	.03	.06	.06	.07	.06	.04	.04
Standard deviation	.87	.89	.82	.89	.87	.86	.88

Columns Tested:: a,b,c,d - a,b

Table 307

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: SUMMARY TABLE

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		Areas							
		Delivery time (when you receive your mail delivery)	Delivery consistency / reliability (e.g. arrives as promised consistently)	Time of collection	Collection reliability	Latest collection time	Amount / level of lost mail	Price of postage	Items being delivered intact/undamaged
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base		816	818	776	779	769	796	814	824
Effective base		299	301	282	284	281	286	302	301
Weighted Base		722	732	695	698	687	697	736	733
Very Dissatisfied	(-2)	4 1%	13 2%	4 1%	9 1%	12 2%	15 2%	13 2%	11 1%
Fairly Dissatisfied	(-1)	35 5%	35 5%	27 4%	37 5%	22 3%	36 5%	55 7% eh	25 3%
Neither Satisfied Nor Dissatisfied	(0)	112 16%	98 13%	123 18% h	111 16%	129 19% h	97 14%	119 16%	81 11%
Fairly Satisfied	(1)	320 44%	303 41%	302 43%	290 42%	287 42%	275 39%	362 49% f	310 42%
Very Satisfied	(2)	250 35%	284 39%	238 34%	251 36%	238 35%	274 39%	187 25%	307 42%
NET: Satisfied		571 79%	587 80%	540 78%	541 78%	525 76%	549 79%	549 75%	617 84% deg
NET: Dissatisfied		39 5%	48 7%	31 4%	46 7%	34 5%	51 7%	68 9% ceh	35 5%
Answered		722	732	695	698	687	697	736	733
Mean Score		1.1	1.1	1.1	1.1	1.0	1.1	.9	1.2
Standard error		.g .03	.g .03	.g .03	.g .03	.g .03	.g .03	.g .03	.eg .03
Standard deviation		.86	.93	.85	.92	.90	.96	.93	.87

Columns Tested: a,b,c,d,e,f,g,h

Table 308

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	832	117	715	513	153	52	114	319
Effective base	305	35	275	273	64	28	54	89
Weighted Base	741	55	686	696	37	5	3	44
Delivery consistency / reliability (e.g. not consistently arriving as promised)	113 15%	1 2%	112 16% a	104 15%	7 20%	1 21%	1 23%	9 20%
Items not being delivered intact/undamaged	107 14%	4 6%	103 15%	102 15%	3 7%	1 16%	1 28% abe	4 10%
Delivery time (when you receive your mail delivery)	99 13%	3 5%	96 14%	89 13%	7 20%	1 24%	1 22%	9 21%
Price of postage	63 9%	1 1%	63 9%	57 8%	5 13%	1 24% a	* 17% a	6 14%
Collection time of items you are sending	63 8%	3 5%	60 9%	57 8%	5 12%	* 10%	* 14%	5 12%
Collection reliability	54 7%	5 9%	49 7%	51 7%	2 6%	1 15%	* 9%	3 7%
Amount / level of sent post lost	43 6%	6 10%	37 5%	41 6%	1 2%	* 9%	* 12% be	2 4%
Latest collection time	21 3%	1 2%	20 3%	18 3%	2 5%	* 7%	* 2%	2 5%
Other	7 1%	- -%	7 1%	6 1%	1 1%	- -%	* 2%	1 1%
No Problems	446 60%	41 75%	405 59%	421 61% d	21 57% d	2 44%	1 38%	24 55% d
NET: Any problems	295 40%	14 25%	281 41%	275 39%	16 43%	3 56%	2 62% abe	20 45%

Columns Tested: a,b - a,b,c,d,e

Table 308 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	832	202	236	75	95	110	114	513	153	166
Effective base	305	125	122	32	43	42	54	273	64	57
Weighted Base	741	334	314	48	27	15	3	696	37	8
Delivery consistency / reliability (e.g. not consistently arriving as promised)	113 15%	54 16%	41 13%	9 19%	6 22%	3 17%	1 23%	104 15%	7 20%	2 22%
Items not being delivered intact/undamaged	107 14%	49 15%	42 13%	12 25%	2 9%	1 8%	1 28%	102 15%	3 7%	2 20%
Delivery time (when you receive your mail delivery)	99 13%	36 11%	46 15%	7 15%	6 23%	2 16%	1 22%	89 13%	7 20%	2 23%
Price of postage	63 9%	28 8%	24 8%	4 9%	3 10%	3 21%	* 17%	57 8%	5 13%	2 21%
Collection time of items you are sending	63 8%	25 7%	25 8%	8 16%	3 13%	2 11%	* 14%	57 8%	5 12%	1 11%
Collection reliability	54 7%	20 6%	22 7%	9 19%	2 7%	1 7%	* 9%	51 7%	2 6%	1 13%
Amount / level of sent post lost	43 6%	25 7%	10 3%	6 13%	1 2%	1 4%	* 12%	41 6%	1 2%	1 10%
Latest collection time	21 3%	11 3%	5 1%	3 6%	2 6%	1 4%	* 2%	18 3%	2 5%	* 5%
Other	7 1%	4 1%	2 1%	- -%	1 2%	- -%	* 2%	6 1%	1 1%	* 1%
No Problems	446 60%	202 61%	201 64%	18 37%	14 54%	9 59%	1 38%	421 61%	21 57%	3 42%
NET: Any problems	295 40%	132 39%	113 36%	30 63%	12 46%	6 41%	2 62%	275 39%	16 43%	4 58%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 308 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	832	311	202	153	52	114	285	163	65	37	129
Effective base	305	197	93	64	28	54	152	68	22	10	21
Weighted Base	741	555	141	37	5	3	420	146	37	21	23
Delivery consistency / reliability (e.g. not consistently arriving as promised)	113 15%	88 16%	16 11%	7 20%	1 21%	1 23%	66 16%	29 20%	8 21%	3 15%	5 23%
Items not being delivered intact/undamaged	107 14%	80 14%	22 16%	3 7%	1 16%	1 28% ac	52 12%	33 22%	10 28%	2 8%	2 9%
Delivery time (when you receive your mail delivery)	99 13%	67 12%	22 16%	7 20%	1 24%	1 22%	48 11%	30 20%	10 28% a	3 13%	4 19%
Price of postage	63 9%	36 7%	21 15% a	5 13%	1 24% a	* 17% a	32 8%	15 11%	2 7%	4 18%	5 23% a
Collection time of items you are sending	63 8%	37 7%	21 15% a	5 12%	* 10%	* 14%	25 6%	23 16% a	5 14%	5 22%	2 10%
Collection reliability	54 7%	37 7%	14 10%	2 6%	1 15%	* 9%	18 4%	21 14% a	4 10%	* 1%	1 4%
Amount / level of sent post lost	43 6%	30 5%	12 8%	1 2%	* 9%	* 12% c	21 5%	13 9%	* *%	1 4%	3 12%
Latest collection time	21 3%	15 3%	3 2%	2 5%	* 7%	* 2%	6 1%	12 8% a	1 4%	- -%	1 3%
Other	7 1%	6 1%	- -%	1 1%	- -%	* 2%	6 1%	- -%	- -%	- -%	- -%
No Problems	446 60%	347 62% e	75 53%	21 57% e	2 44%	1 38%	277 66% bc	56 38%	16 44%	15 72% b	11 49%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 308 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	832	311	202	153	52	114	285	163	65	37	129
Effective base	305	197	93	64	28	54	152	68	22	10	21
Weighted Base	741	555	141	37	5	3	420	146	37	21	23
NET: Any problems	295	208	66	16	3	2	143	90	21	6	12
	40%	38%	47%	43%	56%	62%	34%	62%	56%	28%	51%
						ac		ad	a		

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 308 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	*d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	832	56	50	107	29	60	68	47	50	52
Effective base	305	28	24	55	13	30	38	25	26	26
Weighted Base	741	72	50	151	31	77	106	75	63	51
Delivery consistency / reliability (e.g. not consistently arriving as promised)	113 15%	12 17%	11 21%	36 24%	5 17%	12 16%	12 11%	7 9%	5 8%	7 14%
Items not being delivered intact/undamaged	107 14%	18 25%	10 21%	16 11%	2 8%	12 16%	7 7%	17 22%	12 19%	6 12%
Delivery time (when you receive your mail delivery)	99 13%	13 19%	8 17%	37 25%	7 21%	9 12%	3 3%	4 5%	5 8%	3 5%
Price of postage	63 9%	10 14%	5 10%	15 10%	6 20%	6 8%	1 1%	6 8%	2 3%	6 11%
Collection time of items you are sending	63 8%	4 6%	3 7%	21 14%	4 13%	5 7%	10 9%	4 5%	1 2%	5 10%
Collection reliability	54 7%	2 3%	5 11%	16 11%	1 4%	8 10%	6 5%	9 11%	1 1%	2 4%
Amount / level of sent post lost	43 6%	* *%	4 8%	14 9%	2 8%	1 2%	4 4%	9 11%	* 1%	3 5%
Latest collection time	21 3%	* *%	- -%	13 9%	2 6%	- -%	6 5%	- -%	- -%	- -%
Other	7 1%	3 4%	- -%	1 *%	- -%	- -%	- -%	- -%	1 2%	2 5%
No Problems	446 60%	43 59%	26 52%	71 47%	17 56%	45 58%	76 72%	47 62%	47 74%	33 66%
NET: Any problems	295 40%	29 41%	24 48%	80 53%	13 44%	33 42%	30 28%	29 38%	16 26%	17 34%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 308 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	832	141	156	222	519	313	117	102	94
Effective base	305	68	77	118	262	82	34	33	28
Weighted Base	741	159	185	333	676	65	35	18	11
Delivery consistency / reliability (e.g. not consistently arriving as promised)	113 15%	24 15%	28 15%	54 16%	106 16%	7 11%	5 15%	1 6%	1 5%
Items not being delivered intact/undamaged	107 14%	21 13%	40 22% ef	40 12%	101 15%	6 9%	2 7%	2 10%	1 13%
Delivery time (when you receive your mail delivery)	99 13%	18 12%	27 14%	45 13%	90 13%	9 14%	5 15%	3 16%	1 6%
Price of postage	63 9%	18 11%	17 9%	23 7%	58 9%	5 8%	3 9%	1 6%	1 8%
Collection time of items you are sending	63 8%	15 9%	9 5%	34 10%	58 9%	5 8%	3 9%	* 1%	2 16% g
Collection reliability	54 7%	11 7%	8 5%	30 9%	50 7%	4 7%	3 8%	* 1%	1 11%
Amount / level of sent post lost	43 6%	6 4%	4 2%	27 8%	38 6%	5 8%	5 14% bg	* *% bg	* 3%
Latest collection time	21 3%	2 1%	* *% ef	19 6% be	20 3%	* *% ef	- -% ef	- -% ef	* 2%
Other	7 1%	2 2%	4 2%	1 *% ef	7 1%	* *% ef	* *% ef	- -% ef	- -% ef
No Problems	446 60%	95 60%	115 62%	194 58%	405 60%	41 63%	22 63%	12 66%	6 58%

Columns Tested: a,b,c,d,e,f,g,h

Table 308 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	832	141	156	222	519	313	117	102	94
Effective base	305	68	77	118	262	82	34	33	28
Weighted Base	741	159	185	333	676	65	35	18	11
NET: Any problems	295	63	69	138	271	24	13	6	5
	40%	40%	38%	42%	40%	37%	37%	34%	42%

Columns Tested:: a,b,c,d,e,f,g,h

Table 308 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	*g	*h	i
Significance Level: 95%										
Unweighted Base	832	35	98	11	109	96	254	20	23	295
Effective base	305	14	32	6	37	41	99	5	8	109
Weighted Base	741	25	75	12	87	124	199	11	10	284
Delivery consistency / reliability (e.g. not consistently arriving as promised)	113 15%	2 10%	6 9%	* 1%	7 8%	29 23%	31 16%	4 34%	3 33%	37 13%
Items not being delivered intact/undamaged	107 14%	2 8%	17 23%	2 20%	19 22%	11 9%	40 20%	3 30%	3 28%	28 10%
Delivery time (when you receive your mail delivery)	99 13%	4 15%	7 9%	3 28%	10 12%	27 21%	33 17%	3 29%	5 47%	17 6%
Price of postage	63 9%	8 31% bdfi	3 4%	* *%	3 3%	14 11%	17 9%	* 2%	2 15%	20 7%
Collection time of items you are sending	63 8%	4 17%	3 5%	2 15%	5 6%	12 10%	22 11%	* 1%	1 14%	18 6%
Collection reliability	54 7%	1 4%	7 9%	1 7%	7 9%	14 12%	14 7%	3 30%	- -%	14 5%
Amount / level of sent post lost	43 6%	1 3%	1 2%	* *%	1 2%	9 7%	9 5%	* *%	3 29%	20 7%
Latest collection time	21 3%	- -%	- -%	- -%	- -%	7 6%	10 5%	- -%	- -%	3 1%
Other	7 1%	- -%	- -%	- -%	- -%	1 *%	4 2%	2 21%	- -%	* *%
No Problems	446 60%	13 51%	48 64%	5 44%	53 61%	66 54%	115 58%	5 42%	5 49%	189 66%
NET: Any problems	295 40%	12 49%	27 36%	7 56%	34 39%	57 46%	84 42%	6 58%	5 51%	96 34%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 308 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	832	240	254	338	745	87	-	689	143	816	16
Effective base	305	90	99	120	271	37	-	273	34	299	6
Weighted Base	741	236	199	306	628	113	-	678	63	723	18
Delivery consistency / reliability (e.g. not consistently arriving as promised)	113 15%	38 16%	31 16%	44 14%	88 14%	25 22%	- -%	107 16%	6 9%	113 16%	* *%
Items not being delivered intact/ undamaged	107 14%	32 14%	40 20%	35 11%	82 13%	25 22%	- -%	100 15%	6 10%	106 15%	1 3%
Delivery time (when you receive your mail delivery)	99 13%	40 17%	33 17%	25 8%	82 13%	16 14%	- -%	86 13%	12 19%	98 14%	* *%
Price of postage	63 9%	24 10%	17 9%	22 7%	55 9%	9 8%	- -%	58 9%	5 9%	63 9%	- -%
Collection time of items you are sending	63 8%	21 9%	22 11%	20 6%	53 8%	10 9%	- -%	61 9%	2 3%	63 9%	- -%
Collection reliability	54 7%	23 10%	14 7%	17 6%	33 5%	21 19%	- -%	51 8%	3 4%	53 7%	* 2%
Amount / level of sent post lost	43 6%	11 5%	9 5%	23 8%	32 5%	10 9%	- -%	43 6%	* *%	43 6%	* *%
Latest collection time	21 3%	7 3%	10 5%	3 1%	16 3%	5 4%	- -%	21 3%	* *%	21 3%	- -%
Other	7 1%	1 *%	4 2%	2 1%	4 1%	2 2%	- -%	7 1%	- -%	7 1%	- -%
No Problems	446 60%	132 56%	115 58%	198 65%	380 61%	66 58%	- -%	407 60%	38 61%	429 59%	17 95%
NET: Any problems	295 40%	103 44%	84 42%	107 35%	248 39%	47 42%	- -%	271 40%	24 39%	294 41%	1 5%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 308 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	832	364	220	244
Effective base	305	139	73	93
Weighted Base	741	355	151	231
Delivery consistency / reliability (e.g. not consistently arriving as promised)	113 15%	57 16%	25 16%	31 14%
Items not being delivered intact/undamaged	107 14%	42 12%	24 16%	40 18%
Delivery time (when you receive your mail delivery)	99 13%	35 10%	27 18%	36 15%
Price of postage	63 9%	31 9%	17 11%	15 7%
Collection time of items you are sending	63 8%	26 7%	15 10%	21 9%
Collection reliability	54 7%	20 6%	7 5%	26 11%
Amount / level of sent post lost	43 6%	12 3%	14 9%	17 7%
Latest collection time	21 3%	3 1%	3 2%	15 6%
Other	7 1%	3 1%	- -%	4 2%
No Problems	446 60%	218 61%	81 53%	144 62%
NET: Any problems	295 40%	137 39%	70 47%	87 38%

Columns Tested.: a,b,c

Table 308 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	832	506	183	56	27	30	16	7	7	689	143	87
Effective base	305	215	58	15	10	8	3	2	1	272	33	18
Weighted Base	741	528	134	36	8	21	8	1	5	662	79	43
Delivery consistency / reliability (e.g. not consistently arriving as promised)	113 15%	69 13%	23 18%	5 15%	3 41%	7 32%	4 51%	*	*	93 14%	20 25%	15 34%
Items not being delivered intact/undamaged	107 14%	66 12%	24 18%	10 28%	3 39%	*	3 43%	*	*	90 14%	17 22%	7 16%
Delivery time (when you receive your mail delivery)	99 13%	50 9%	26 19%	9 26%	5 59%	8 38%	* 6%	-	-	76 11%	23 29%	14 31%
Price of postage	63 9%	44 8%	11 8%	1 3%	4 49%	3 13%	*	-	*	55 8%	8 10%	7 16%
Collection time of items you are sending	63 8%	29 5%	21 15%	5 13%	5 62%	1 4%	3 40%	-	-	49 7%	14 17%	9 21%
Collection reliability	54 7%	25 5%	19 14%	6 18%	1 15%	1 4%	2 29%	-	-	43 7%	11 13%	4 10%
Amount / level of sent post lost	43 6%	23 4%	12 9%	4 10%	2 29%	1 5%	* 2%	*	*	35 5%	7 9%	4 8%
Latest collection time	21 3%	11 2%	5 4%	4 12%	* 3%	* *	* 2%	-	*	16 2%	5 6%	* 1%
Other	7 1%	3 1%	4 3%	- -%	- -%	- -%	- -%	-	-	7 1%	- -%	- -%
No Problems	446 60%	340 64%	72 54%	18 50%	1 16%	8 37%	* 6%	1 92%	5 92%	413 62%	33 42%	15 35%
NET: Any problems	295 40%	188 36%	61 46%	18 50%	7 84%	13 63%	7 94%	*	*	249 38%	46 58%	28 65%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 308 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	832	188	318	326	729	694	751	759	524	423	62	406	61	72	47	61	42
Effective base	305	91	124	91	255	245	270	278	189	130	34	166	19	19	11	13	8
Weighted Base	741	241	287	213	629	604	665	676	479	326	87	420	39	45	23	28	23
Delivery consistency / reliability (e.g. not consistently arriving as promised)	113 15%	25 11%	44 15%	43 20%	103 16%	108 18%	113 17%	108 16%	96 20%	86 26%	10 12%	56 13%	9 23%	8 19%	7 29%	8 29%	14 62%
Items not being delivered intact/ undamaged	107 14%	14 6%	51 18%	41 19%	100 16%	95 16%	102 15%	98 15%	80 17%	62 19%	9 11%	72 17%	4 10%	3 7%	4 15%	5 19%	6 24%
Delivery time (when you receive your mail delivery)	99 13%	20 8%	30 10%	49 23%	85 14%	92 15%	92 14%	95 14%	88 18%	73 22%	- -%	55 13%	11 28%	6 12%	7 29%	12 42%	2 10%
Price of postage	63 9%	16 7%	28 10%	19 9%	55 9%	48 8%	60 9%	59 9%	46 10%	49 15%	16 19%	27 6%	6 16%	2 4%	2 10%	5 17%	1 6%
Collection time of items you are sending	63 8%	9 4%	20 7%	34 16%	56 9%	56 9%	60 9%	60 9%	58 12%	43 13%	4 5%	28 7%	7 19%	1 3%	2 10%	8 30%	8 32%
Collection reliability	54 7%	14 6%	10 4%	29 14%	46 7%	45 7%	50 7%	53 8%	45 9%	29 9%	4 4%	30 7%	3 9%	1 1%	2 8%	7 25%	3 12%
Amount / level of sent post lost	43 6%	8 3%	15 5%	20 9%	37 6%	32 5%	37 6%	43 6%	35 7%	34 10%	5 6%	11 3%	4 11%	2 4%	2 8%	5 19%	8 34%
Latest collection time	21 3%	7 3%	4 1%	10 4%	20 3%	17 3%	20 3%	18 3%	19 4%	13 4%	3 3%	12 3%	* *%	* *%	* *%	5 17%	* 2%
Other	7 1%	2 1%	1 *%	4 2%	3 *%	4 1%	4 1%	7 1%	3 1%	- -%	2 2%	3 1%	- -%	- -%	- -%	- -%	- -%
No Problems	446 60%	166 69%	175 61%	105 50%	368 58%	351 58%	389 58%	399 59%	257 54%	136 42%	57 65%	258 62%	17 44%	34 74%	8 37%	12 44%	2 9%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 308 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small a	Medium b	Large c	Letters a	Large Letters b	Any Letters c	Parcels and Packets d	Other types of post e	Bulk mail f	1-24 a	25-49 b	50-99 c	100-249 d	250-499 e	500-4,999 f	5,000+ g
Significance Level: 95%																	
Unweighted Base	832	188	318	326	729	694	751	759	524	423	62	406	61	72	47	61	42
Effective base	305	91	124	91	255	245	270	278	189	130	34	166	19	19	11	13	8
Weighted Base	741	241	287	213	629	604	665	676	479	326	87	420	39	45	23	28	23
NET: Any problems	295	75	112	107	261	253	277	278	222	190	30	162	22	12	14	16	21
	40%	31%	39%	50%	42%	42%	42%	41%	46%	58%	35%	38%	56%	26%	63%	56%	91%
				a						abcde				d			abd

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 308 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	e	*f	*g	a	b	c	d	e	*f	*g
Significance Level: 95%															
Unweighted Base	832	453	79	56	53	34	29	25	373	129	73	36	38	24	21
Effective base	305	193	24	13	9	11	6	4	155	41	21	16	6	9	4
Weighted Base	741	488	51	27	25	13	16	9	395	104	36	29	17	11	13
Delivery consistency / reliability (e.g. not consistently arriving as promised)	113 15%	74 15%	8 15%	3 11%	5 21%	4 30%	6 36%	4 41%	50 13%	21 20%	11 32% a	9 32% a	6 32%	2 16%	10 75%
Items not being delivered intact/undamaged	107 14%	82 17%	10 20%	3 12%	* 1%	2 18%	2 16%	* 2%	55 14%	21 20%	5 13%	6 21%	1 7%	3 29%	5 36%
Delivery time (when you receive your mail delivery)	99 13%	53 11%	12 23%	8 31% a	1 2%	3 23%	8 50%	1 13%	35 9%	32 31% a	7 19%	10 34% a	4 26%	2 20%	2 17%
Price of postage	63 9%	40 8%	6 12%	1 3%	2 9%	4 28% a	1 4%	1 13%	27 7%	10 10%	2 6%	4 15%	2 9%	2 15%	1 9%
Collection time of items you are sending	63 8%	38 8%	3 7%	3 12%	* *% abd	4 32%	5 30%	2 25%	15 4%	22 21% a	6 18% a	6 20% a	1 5%	* 4% a	5 41%
Collection reliability	54 7%	35 7%	1 2%	2 9%	* 2%	* 3%	6 41%	1 9%	19 5%	15 14% a	4 11%	2 6%	* 1%	4 42%	- -%
Amount / level of sent post lost	43 6%	21 4%	5 10%	2 8%	* 1%	1 6%	5 29%	3 36%	8 2%	13 13% a	1 3%	3 12% a	* 1%	1 8%	5 42%
Latest collection time	21 3%	14 3%	* *% a	- -%	* *% a	* 4%	5 29%	* 1%	7 2%	9 9% a	* *% a	- -% a	- -% a	* 4%	* 1%
Other	7 1%	3 1%	* *% a	- -%	- -%	- -%	- -%	- -%	2 *% a	3 2% a	- -% a	- -% a	- -% a	- -% a	- -% a
No Problems	446 60%	294 60%	27 54%	17 62%	17 69%	6 46%	5 33%	1 10%	264 67% bc	48 46%	13 37%	13 47%	7 39%	4 41%	1 9%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 308 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	*f	*g	a	b	c	d	e	*f	*g
Unweighted Base	832	453	79	56	53	34	29	25	373	129	73	36	38	24	21
Effective base	305	193	24	13	9	11	6	4	155	41	21	16	6	9	4
Weighted Base	741	488	51	27	25	13	16	9	395	104	36	29	17	11	13
NET: Any problems	295	194	24	10	8	7	11	8	130	56	22	15	10	6	12
	40%	40%	46%	38%	31%	54%	67%	90%	33%	54%	63%	53%	61%	59%	91%
									a	a					

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 308 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	832	381	103	95	63	42	39	36	180	176	204	118	70
Effective base	305	163	36	29	19	14	9	10	85	62	75	30	20
Weighted Base	741	412	86	65	34	28	25	26	229	156	169	61	48
Delivery consistency / reliability (e.g. not consistently arriving as promised)	113 15%	47 11%	14 17%	20 31%	9 26%	7 26%	6 24%	4 17%	25 11%	37 24%	20 12%	5 9%	25 52%
				a						a			abcd
Items not being delivered intact/undamaged	107 14%	42 10%	15 17%	13 21%	3 9%	14 49%	7 27%	4 17%	30 13%	24 15%	27 16%	10 16%	12 25%
						abd							
Delivery time (when you receive your mail delivery)	99 13%	30 7%	17 20%	18 28%	7 21%	14 51%	5 19%	4 14%	22 10%	27 17%	22 13%	8 14%	13 28%
			a	a	a	ab							a
Price of postage	63 9%	34 8%	6 7%	6 9%	7 22%	4 14%	* 2%	2 7%	12 5%	23 15%	15 9%	5 8%	5 11%
Collection time of items you are sending	63 8%	17 4%	15 18%	13 20%	6 18%	6 21%	* 2%	3 10%	9 4%	20 13%	8 5%	12 19%	11 22%
			a	a	a	a						ac	ac
Collection reliability	54 7%	12 3%	14 16%	8 12%	6 18%	5 18%	6 23%	2 9%	15 6%	7 4%	11 7%	9 15%	8 16%
			a	a	a	a	a						
Amount / level of sent post lost	43 6%	19 5%	5 5%	8 12%	4 11%	6 21%	* 1%	2 6%	2 1%	18 11%	5 3%	4 6%	7 15%
						a				a			ac
Latest collection time	21 3%	8 2%	3 3%	5 7%	2 5%	- -%	* 1%	* 1%	7 3%	3 2%	1 *%	4 7%	5 10%
													c
Other	7 1%	4 1%	- -%	3 4%	- -%	- -%	- -%	- -%	- -%	2 1%	3 2%	- -%	- -%
No Problems	446 60%	285 69%	47 55%	27 41%	10 28%	5 19%	8 34%	16 63%	151 66%	81 52%	106 62%	39 63%	11 23%
		cdef	e				e		e	e	e	e	

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 308 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	832	381	103	95	63	42	39	36	180	176	204	118	70
Effective base	305	163	36	29	19	14	9	10	85	62	75	30	20
Weighted Base	741	412	86	65	34	28	25	26	229	156	169	61	48
NET: Any problems	295	127	39	39	24	23	16	10	78	75	64	23	37
	40%	31%	45%	59%	72%	81%	66%	37%	34%	48%	38%	37%	77%
				a	a	abg	a						abcd

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 308 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	832	254	154	176	91	50	224	162	158	98	48
Effective base	305	107	55	60	21	12	100	50	54	27	14
Weighted Base	741	286	136	136	42	27	267	122	118	60	36
Delivery consistency / reliability (e.g. not consistently arriving as promised)	113 15%	41 14%	28 21%	15 11%	5 12%	14 50% abcd	31 12%	31 26% a	19 16%	9 15%	17 47% acd
Items not being delivered intact/undamaged	107 14%	46 16%	17 13%	22 16%	7 16%	7 27%	36 14%	24 20%	18 16%	9 15%	8 21%
Delivery time (when you receive your mail delivery)	99 13%	36 12%	20 15%	11 8%	8 18%	11 41% abc	30 11%	28 23%	19 16%	6 11%	9 27%
Price of postage	63 9%	14 5%	22 16% a	11 8%	3 6%	5 18%	15 6%	15 13%	9 7%	4 8%	4 11%
Collection time of items you are sending	63 8%	20 7%	16 12%	5 4%	9 21% c	6 24% c	10 4%	16 13% a	9 8%	11 18% a	10 29% ac
Collection reliability	54 7%	20 7%	7 5%	6 4%	8 20% c	5 17%	16 6%	5 4%	7 6%	9 15%	8 22% ab
Amount / level of sent post lost	43 6%	9 3%	15 11% ac	2 1%	5 12%	6 20% ac	8 3%	9 7%	5 4%	3 4%	7 21% ac
Latest collection time	21 3%	7 3%	3 2%	1 *%	4 10% c	5 17% abc	7 3%	* *%	1 *%	4 7%	5 13% bc
Other	7 1%	3 1%	- -%	* *%	- -%	- -%	- -%	2 1%	3 2%	- -%	- -%
No Problems	446 60%	171 60%	73 54%	90 66%	26 62%	5 19%	173 65%	63 51%	70 59%	37 62%	8 22%
		e	e	e	e		e		e	e	

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 308 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	832	254	154	176	91	50	224	162	158	98	48
Effective base	305	107	55	60	21	12	100	50	54	27	14
Weighted Base	741	286	136	136	42	27	267	122	118	60	36
NET: Any problems	295	115	63	46	16	22	95	59	48	23	28
	40%	40%	46%	34%	38%	81%	35%	49%	41%	38%	78%
						abcd					acd

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 308 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	832	221	151	191	117	74	519	78	157	468	364	543	186
Effective base	305	96	49	71	42	20	198	24	56	178	129	199	56
Weighted Base	741	256	119	160	94	44	463	58	154	454	286	497	132
Delivery consistency / reliability (e.g. not consistently arriving as promised)	113 15%	20 8%	20 17%	44 28% ad	11 12% a	12 28% a	70 15%	15 26%	23 15%	68 15%	45 16%	67 13%	36 28% a
Items not being delivered intact/ undamaged	107 14%	13 5%	24 20% a	27 17% a	17 19% a	16 36% a	68 15%	15 26%	15 10%	58 13%	48 17%	75 15%	25 19%
Delivery time (when you receive your mail delivery)	99 13%	23 9%	19 16%	28 18%	20 21%	6 13%	57 12%	18 31% a	20 13%	55 12%	44 15%	47 9%	39 29% a
Price of postage	63 9%	13 5%	12 10%	15 9%	11 12%	8 18%	43 9%	6 10%	10 6%	34 8%	29 10%	42 9%	13 10%
Collection time of items you are sending	63 8%	7 3%	9 8%	17 10% a	16 17% a	9 20% a	39 8%	10 17%	11 7%	24 5%	39 14% a	36 7%	20 15%
Collection reliability	54 7%	10 4%	4 3%	13 8%	18 19% ab	7 16%	31 7%	1 2%	21 14%	29 6%	24 9%	31 6%	15 11%
Amount / level of sent post lost	43 6%	5 2%	10 8%	14 9%	11 11% a	3 6% a	25 5%	6 11%	11 7%	24 5%	19 7%	21 4%	16 12% a
Latest collection time	21 3%	7 3%	* *%	2 1%	9 10% bc	* 1%	9 2%	* *%	9 6%	12 3%	9 3%	15 3%	5 4%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 308 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	832	221	151	191	117	74	519	78	157	468	364	543	186
Effective base	305	96	49	71	42	20	198	24	56	178	129	199	56
Weighted Base	741	256	119	160	94	44	463	58	154	454	286	497	132
Other	7	2	1	3	1	-	4	-	2	4	3	3	-
	1%	1%	*%	2%	1%	-%	1%	-%	2%	1%	1%	1%	-%
No Problems	446	185	69	81	50	14	282	24	93	287	158	320	47
	60%	72%	58%	50%	53%	31%	61%	41%	60%	63%	55%	64%	36%
		cde	e									b	
NET: Any problems	295	71	50	79	44	31	181	35	62	167	128	177	84
	40%	28%	42%	50%	47%	69%	39%	59%	40%	37%	45%	36%	64%
				a	a	ab							a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 308 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	832	438	256	183	576	549	180	426	268	187	572
Effective base	305	172	73	84	195	201	54	163	83	85	193
Weighted Base	741	427	177	188	488	504	125	415	189	198	478
Delivery consistency / reliability (e.g. not consistently arriving as promised)	113 15%	57 13%	51 29% a	25 13%	83 17%	70 14%	33 27% a	54 13%	54 28% a	29 15%	79 16%
Items not being delivered intact/undamaged	107 14%	64 15%	31 18%	20 10%	78 16%	76 15%	24 19%	60 15%	34 18%	25 13%	73 15%
Delivery time (when you receive your mail delivery)	99 13%	45 10%	48 27% a	27 14%	68 14%	52 10%	33 26% a	37 9%	55 29% a	29 14%	67 14%
Price of postage	63 9%	26 6%	22 13%	17 9%	42 9%	40 8%	15 12%	25 6%	23 12%	17 8%	43 9%
Collection time of items you are sending	63 8%	25 6%	31 17% a	6 3%	54 11% a	34 7%	22 17% a	20 5%	36 19% a	15 8%	45 9%
Collection reliability	54 7%	32 8%	12 7%	11 6%	43 9%	32 6%	14 11%	29 7%	16 9%	13 7%	40 8%
Amount / level of sent post lost	43 6%	14 3%	17 10% a	11 6%	32 6%	22 4%	15 12% a	13 3%	18 10% a	15 8%	27 6%
Latest collection time	21 3%	12 3%	5 3%	* *%	18 4%	15 3%	5 4%	12 3%	5 3%	- -%	18 4%
Other	7 1%	4 1%	- -%	4 2%	3 1%	3 1%	- -%	4 1%	- -%	4 2%	3 1%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 308 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	832	438	256	183	576	549	180	426	268	187	572
Effective base	305	172	73	84	195	201	54	163	83	85	193
Weighted Base	741	427	177	188	488	504	125	415	189	198	478
No Problems	446	276	75	115	283	320	48	276	75	120	279
	60%	65%	43%	61%	58%	63%	38%	67%	40%	61%	58%
		b				b		b			
NET: Any problems	295	151	102	73	204	184	77	139	114	78	199
	40%	35%	57%	39%	42%	37%	62%	33%	60%	39%	42%
			a			a		a			

Columns Tested.: a,b - a,b - a,b - a,b - a,b

Table 308 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	832	523	508	191	2	492	441	161	2	637	397	197	1
Effective base	305	173	193	62	2	165	163	55	2	233	149	72	1
Weighted Base	741	433	476	155	5	421	385	138	2	575	353	159	2
Delivery consistency / reliability (e.g. not consistently arriving as promised)	113 15%	81 19%	69 14%	29 19%	- -%	93 22%	62 16%	30 22%	2 77%	100 17%	52 15%	27 17%	- -%
Items not being delivered intact/ undamaged	107 14%	80 18%	77 16%	39 25%	- -%	81 19%	51 13%	35 25%	2 77%	86 15%	55 16%	34 22%	- -%
Delivery time (when you receive your mail delivery)	99 13%	70 16%	50 11%	27 17%	- -%	79 19%	44 11%	23 17%	2 77%	83 14%	43 12%	22 14%	- -%
Price of postage	63 9%	44 10%	32 7%	17 11%	- -%	42 10%	29 8%	13 9%	- -%	51 9%	28 8%	22 14%	- -%
Collection time of items you are sending	63 8%	49 11%	32 7%	22 14%	- -%	43 10%	29 8%	19 14%	2 77%	54 9%	28 8%	18 11%	- -%
Collection reliability	54 7%	38 9%	38 8%	15 10%	- -%	29 7%	27 7%	18 13%	2 77%	48 8%	21 6%	21 13%	- -%
Amount / level of sent post lost	43 6%	32 7%	16 3%	14 9%	1 26%	29 7%	11 3%	11 8%	2 77%	39 7%	15 4%	12 8%	- -%
Latest collection time	21 3%	17 4%	10 2%	6 4%	- -%	11 3%	5 1%	4 3%	- -%	12 2%	5 1%	4 2%	- -%
Other	7 1%	3 1%	3 1%	3 2%	- -%	4 1%	3 1%	1 1%	- -%	7 1%	3 1%	1 1%	- -%
No Problems	446 60%	229 53%	297 62%	81 52%	4 74%	211 50%	251 65%	72 52%	1 23%	330 57%	228 65%	81 51%	2 100%
NET: Any problems	295 40%	204 47%	179 38%	74 48%	1 26%	210 50%	133 35%	66 48%	2 77%	245 43%	125 35%	78 49%	- -%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 308 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	832	542	493	339	471	360	42	218	218	241	85	48
Effective base	305	200	183	138	162	148	11	97	87	97	38	23
Weighted Base	741	506	466	339	422	353	30	235	228	247	81	47
Delivery consistency / reliability (e.g. not consistently arriving as promised)	113 15%	70 14%	74 16%	59 18%	66 16%	57 16%	7 23%	43 18%	45 20%	47 19%	17 21%	9 18%
Items not being delivered intact/undamaged	107 14%	81 16%	72 15%	59 18%	60 14%	69 19%	10 32%	34 15%	35 15%	49 20%	24 29%	10 21%
Delivery time (when you receive your mail delivery)	99 13%	59 12%	54 12%	50 15%	60 14%	45 13%	11 36%	39 17%	34 15%	37 15%	13 17%	3 6%
Price of postage	63 9%	39 8%	38 8%	30 9%	32 8%	40 11%	3 9%	22 9%	25 11%	25 10%	11 13%	8 16%
Collection time of items you are sending	63 8%	42 8%	35 7%	24 7%	38 9%	35 10%	4 13%	18 7%	18 8%	24 10%	11 13%	9 19%
Collection reliability	54 7%	39 8%	33 7%	33 10%	33 8%	31 9%	* 1%	19 8%	23 10%	31 12%	12 15%	3 7%
Amount / level of sent post lost	43 6%	25 5%	22 5%	26 8%	23 5%	21 6%	* 1%	13 6%	20 9%	22 9%	7 8%	4 9%
Latest collection time	21 3%	20 4%	17 4%	9 3%	14 3%	15 4%	* *%	6 3%	6 3%	9 4%	1 1%	3 6%
Other	7 1%	3 1%	4 1%	6 2%	* *%	3 1%	- -%	2 1%	2 1%	4 1%	4 5%	- -%
No Problems	446 60%	323 64%	289 62%	208 61%	266 63%	205 58%	17 57%	157 67%	139 61%	150 61%	37 45%	29 61%
NET: Any problems	295 40%	183 36%	177 38%	130 39%	156 37%	148 42%	13 43%	78 33%	89 39%	96 39%	44 55%	18 39%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 308 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	832	97	67	71	31	678	535	742	594	541	527	636	157	-	527	42
Effective base	305	38	23	29	14	246	188	269	212	185	185	242	56	-	192	23
Weighted Base	741	88	56	68	35	598	438	659	502	441	461	592	129	-	453	64
Delivery consistency / reliability (e.g. not consistently arriving as promised)	113	25	19	11	7	77	63	94	79	80	86	60	22	-	56	13
	15%	28%	34%	16%	21%	13%	14%	14%	16%	18%	19%	10%	17%	-%	12%	20%
Items not being delivered intact/ undamaged	107	12	6	16	12	82	72	95	83	75	83	87	22	-	75	14
	14%	14%	12%	23%	34%	14%	16%	14%	17%	17%	18%	15%	17%	-%	16%	21%
Delivery time (when you receive your mail delivery)	99	27	13	11	6	77	68	93	67	54	85	62	22	-	44	17
	13%	31%	23%	16%	16%	13%	16%	14%	13%	12%	19%	11%	17%	-%	10%	26%
											b				a	
Price of postage	63	16	10	10	2	47	37	58	36	35	44	40	11	-	45	4
	9%	18%	18%	15%	5%	8%	8%	9%	7%	8%	9%	7%	8%	-%	10%	7%
Collection time of items you are sending	63	13	7	6	3	41	38	53	44	37	48	42	15	-	32	8
	8%	15%	12%	9%	7%	7%	9%	8%	9%	8%	10%	7%	11%	-%	7%	12%
Collection reliability	54	9	6	3	10	42	35	47	46	38	38	35	6	-	38	6
	7%	10%	11%	5%	30%	7%	8%	7%	9%	9%	8%	6%	5%	-%	8%	9%
					c											
Amount / level of sent post lost	43	6	2	10	4	31	32	40	33	36	35	22	9	-	22	5
	6%	7%	4%	14%	11%	5%	7%	6%	7%	8%	8%	4%	7%	-%	5%	7%
Latest collection time	21	4	5	*	-	21	18	21	20	7	14	16	4	-	8	7
	3%	5%	8%	*%	-%	3%	4%	3%	4%	2%	3%	3%	3%	-%	2%	11%
															a	
Other	7	1	-	-	-	6	4	6	4	4	4	6	1	-	6	-
	1%	1%	-%	-%	-%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	-%
No Problems	446	39	20	35	14	385	263	405	313	263	251	400	76	-	273	36
	60%	45%	36%	51%	41%	64%	60%	61%	62%	60%	54%	68%	59%	-%	60%	56%
												a				

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 308 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	RM product changes:					Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	832	97	67	71	31	678	535	742	594	541	527	636	157	-	527	42
Effective base	305	38	23	29	14	246	188	269	212	185	185	242	56	-	192	23
Weighted Base	741	88	56	68	35	598	438	659	502	441	461	592	129	-	453	64
NET: Any problems	295	48	36	33	21	213	175	254	189	178	211	192	53	-	180	28
	40%	55%	64%	49%	59%	36%	40%	39%	38%	40%	46% b	32%	41%	-%	40%	44%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 308 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	832	344	291	696	32	351	481	200	463	159	270	206	328
Effective base	305	136	107	251	15	125	181	70	172	62	95	73	130
Weighted Base	741	339	264	607	41	295	446	157	435	143	225	182	311
Delivery consistency / reliability (e.g. not consistently arriving as promised)	113 15%	79 23%	7 3%	57 9%	23 55%	113 38%	- -%	44 28%	56 13%	13 9%	33 15%	53 29%	27 9%
		b			a	b		bc				ac	
Items not being delivered intact/ undamaged	107 14%	68 20%	27 10%	67 11%	18 43%	107 36%	- -%	36 23%	53 12%	14 10%	45 20%	35 19%	22 7%
		b			a	b		bc			c	c	
Delivery time (when you receive your mail delivery)	99 13%	71 21%	2 1%	63 10%	11 26%	99 33%	- -%	38 24%	36 8%	20 14%	43 19%	22 12%	29 9%
		b				b		b			c		
Price of postage	63 9%	44 13%	8 3%	46 8%	9 23%	63 21%	- -%	21 14%	32 7%	10 7%	23 10%	24 13%	16 5%
		b			a	b						c	
Collection time of items you are sending	63 8%	33 10%	12 5%	36 6%	15 36%	63 21%	- -%	18 12%	32 7%	12 8%	26 11%	17 9%	19 6%
					a	b							
Collection reliability	54 7%	36 10%	14 5%	26 4%	15 36%	54 18%	- -%	20 13%	22 5%	12 8%	26 12%	6 3%	21 7%
					a	b		b			b		
Amount / level of sent post lost	43 6%	27 8%	5 2%	17 3%	18 44%	43 15%	- -%	12 8%	23 5%	7 5%	22 10%	12 7%	8 3%
		b			a	b					c		
Latest collection time	21 3%	17 5%	3 1%	13 2%	- -%	21 7%	- -%	3 2%	8 2%	9 7%	9 4%	3 2%	6 2%
						b							
Other	7 1%	3 1%	4 1%	6 1%	- -%	7 2%	- -%	3 2%	4 1%	- -%	- -%	- -%	7 2%
						b							

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 308 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	832	344	291	696	32	351	481	200	463	159	270	206	328
Effective base	305	136	107	251	15	125	181	70	172	62	95	73	130
Weighted Base	741	339	264	607	41	295	446	157	435	143	225	182	311
No Problems	446	160	211	409	4	-	446	62	283	100	120	88	223
	60%	47%	80%	67%	9%	-%	100%	39%	65%	70%	53%	48%	72%
		a	a	b	a	a	a	a	a	a	a	a	ab
NET: Any problems	295	179	53	197	38	295	-	95	152	43	105	95	87
	40%	53%	20%	33%	91%	100%	-%	61%	35%	30%	47%	52%	28%
		b	a	a	a	b	b	bc	bc	bc	c	c	c

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 308 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	832	454	378
Effective base	305	146	159
Weighted Base	741	364	377
Delivery consistency / reliability (e.g. not consistently arriving as promised)	113 15%	65 18%	48 13%
Items not being delivered intact/undamaged	107 14%	64 18%	43 11%
Delivery time (when you receive your mail delivery)	99 13%	73 20%	26 7%
Price of postage	63 9%	42 11%	22 6%
Collection time of items you are sending	63 8%	35 10%	27 7%
Collection reliability	54 7%	32 9%	22 6%
Amount / level of sent post lost	43 6%	28 8%	14 4%
Latest collection time	21 3%	14 4%	7 2%
Other	7 1%	* *%	7 2%
No Problems	446 60%	190 52%	256 68%
NET: Any problems	295 40%	174 48%	121 32%
		b	

Columns Tested: a,b

Table 308 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	832	48	84	76	66	81	45	41	81	65	62	48	135
Effective base	305	13	35	45	24	56	24	9	32	27	9	20	45
Weighted Base	741	23	55	92	21	122	43	8	114	57	14	57	135
Delivery consistency / reliability (e.g. not consistently arriving as promised)	113 15%	1 3%	11 21%	10 11%	3 12%	10 8%	6 14%	1 15%	19 16%	4 7%	1 6%	16 28% ae	32 24% e
Items not being delivered intact/undamaged	107 14%	2 9%	12 21%	10 11%	2 9%	15 12%	3 6%	1 18%	17 15%	6 11%	1 6%	11 19%	26 19%
Delivery time (when you receive your mail delivery)	99 13%	1 6%	6 10%	19 21% fh	1 7%	10 8%	* *% fh	1 16%	4 4%	13 22% fh	1 6%	13 22% fh	30 22% fh
Price of postage	63 9%	2 8%	4 7%	9 10%	1 6%	14 11% h	3 6%	2 21% h	1 1%	* *% hi	1 6%	13 24% hi	14 11%
Collection time of items you are sending	63 8%	* *% ae	6 12%	19 21% aehik	2 8%	3 2%	3 7%	* 1%	5 4%	2 4%	* 1%	1 1%	22 16% e
Collection reliability	54 7%	* *% efhi	2 4%	12 13%	1 4%	9 8%	2 4%	* 4%	5 4%	3 5%	* 3%	6 10%	14 11%
Amount / level of sent post lost	43 6%	2 9%	3 6%	9 10%	3 16% e	2 1%	* *% efhi	2 28%	5 4%	1 2%	- -%	2 4%	13 10%
Latest collection time	21 3%	- -% l	- -%	4 5%	* 2%	3 2%	4 9%	* 1%	- -%	6 10%	* 1%	- -%	3 2%
Other	7 1%	2 10%	- -%	1 1%	- -%	1 1%	- -%	- -%	3 2%	- -%	* *% ab	- -%	- -%
No Problems	446 60%	16 68%	35 63%	54 59%	12 55%	80 65%	26 61%	2 23%	79 69%	36 63%	12 83%	30 53%	65 48%
NET: Any problems	295 40%	7 32%	20 37%	37 41%	9 45%	43 35%	17 39%	6 77% abcefhij	35 31%	21 37%	2 17%	27 47%	70 52%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 308 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	832	208	192	187	245	400	432
Effective base	305	92	97	59	72	188	131
Weighted Base	741	170	187	178	206	357	384
Delivery consistency / reliability (e.g. not consistently arriving as promised)	113 15%	22 13%	19 10%	24 13%	49 24% b	40 11%	72 19%
Items not being delivered intact/undamaged	107 14%	24 14%	20 11%	25 14%	37 18%	44 12%	62 16%
Delivery time (when you receive your mail delivery)	99 13%	26 15%	12 6%	18 10%	43 21% b	38 11%	61 16%
Price of postage	63 9%	15 9%	18 10%	2 1%	28 14% c	32 9%	31 8%
Collection time of items you are sending	63 8%	26 15% bc	7 4%	7 4%	23 11%	33 9%	30 8%
Collection reliability	54 7%	14 8%	12 6%	8 4%	20 10%	26 7%	28 7%
Amount / level of sent post lost	43 6%	14 8%	5 3%	8 4%	16 8%	19 5%	24 6%
Latest collection time	21 3%	4 3%	7 4%	6 3%	3 2%	11 3%	9 2%
Other	7 1%	3 2%	1 1%	3 1%	* *%	4 1%	3 1%
No Problems	446 60%	105 62%	118 63%	117 65%	107 52%	222 62%	223 58%
NET: Any problems	295 40%	65 38%	69 37%	62 35%	99 48%	135 38%	161 42%

Columns Tested: a,b,c,d - a,b

Table OP3A_1RESP

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All who have had a problem with providers in the last 6 months

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	*c	d	e
Unweighted Base	314	15	299	179	56	25	54	135
Effective base	112	6	107	99	22	15	29	36
Weighted Base	267	9	258	249	14	3	2	18
Very Dissatisfied (-2)	30	4	26	29	*	*	-	1
	11%	46%	10%	12%	3%	3%	-%	3%
Fairly Dissatisfied (-1)	35	3	33	35	*	-	*	*
	13%	30%	13%	14%	1%	-%	10%	2%
Neither Satisfied Nor Dissatisfied (0)	49	1	48	46	3	*	*	3
	18%	8%	19%	18%	20%	7%	12%	18%
Fairly Satisfied (1)	50	*	50	45	4	1	*	5
	19%	*%	19%	18%	28%	41%	21%	29%
Very Satisfied (2)	74	1	72	66	6	1	1	8
	28%	15%	28%	26%	42%	45%	57%	44%
Have not Contacted / Not Applicable (DO NOT READ OUT)	26	*	26	26	*	*	*	*
	10%	1%	10%	10%	2%	4%	1%	2%
Don't Know (DO NOT READ OUT)	3	-	3	2	1	-	-	1
	1%	-%	1%	1%	4%	-%	-%	3%
NET: Satisfied	124	1	122	111	10	2	1	13
	46%	15%	47%	44%	70%	86%	78%	73%
NET: Dissatisfied	65	7	59	64	1	*	*	1
	24%	76%	23%	26%	5%	3%	10%	5%
Answered	238	9	230	221	13	3	2	17
Mean Score	.4	-.9	.5	.4	1.1	1.3	1.3	1.1
Standard error	.08	.39	.08	.11	.14	.23	.23	.09
Standard deviation	1.39	1.47	1.36	1.40	1.05	1.08	1.65	1.02

Columns Tested:: a,b - a,b,c,d,e

Table OP3A_1RESP (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All who have had a problem with providers in the last 6 months

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		314	65	81	33	38	43	54	179	56	79
Effective base		112	43	42	15	15	22	29	99	22	33
Weighted Base		267	117	103	29	11	6	2	249	14	4
Very Dissatisfied	(-2)	30 11%	22 19% fi	6 6%	1 3%	* 2%	* 5%	- -%	29 12%	* 3%	* 2%
Fairly Dissatisfied	(-1)	35 13%	8 6%	19 19% hi	8 29% adehi	- -%	* 3%	* 10%	35 14%	* 1%	* 4%
Neither Satisfied Nor Dissatisfied	(0)	49 18%	31 26% bi	7 7%	8 28% b	3 24%	* 7%	* 12%	46 18%	3 20%	* 9%
Fairly Satisfied	(1)	50 19%	23 20%	16 16%	5 18%	4 33%	1 25%	* 21%	45 18%	4 28%	1 34%
Very Satisfied	(2)	74 28%	17 15%	44 43% ac	4 15%	4 36%	3 54% acg	1 57% acg	66 26%	6 42% a	2 50% acg
Have not Contacted / Not Applicable (DO NOT READ OUT)		26 10%	16 14% f	9 8%	1 4%	- -%	* 5%	* 1%	26 10%	* 2%	* 3%
Don't Know (DO NOT READ OUT)		3 1%	- -%	1 1%	1 3%	1 5%	- -%	- -%	2 1%	1 4%	- -%
NET: Satisfied		124 46%	41 35%	61 59% a	9 33%	7 69% ac	5 79% acg	1 78% acg	111 44%	10 70% acg	4 83% abcg
NET: Dissatisfied		65 24%	30 25% dhi	25 25% hi	9 33% dhi	* 2%	* 8%	* 10%	64 26% dhi	1 5%	* 5%
Answered		238	101	93	27	10	6	2	221	13	4
Mean Score		.4	.1	.8 a	.1 a	1.1 ac	1.3 acg	1.3 acg	.4 acg	1.1 acg	1.3 acg
Standard error		.08	.19	.17	.21	.16	.19	.23	.11	.14	.12
Standard deviation		1.39	1.37	1.40	1.15	.96	1.21	1.65	1.40	1.05	1.04

Columns Tested:: a,b,c,d,e,f,g,h,i

Table OP3A_1RESP (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All who have had a problem with providers in the last 6 months

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	c	*d	e
Unweighted Base	314	102	77	56	25	54	109	76	30	13	57
Effective base	112	66	41	22	15	29	52	33	12	7	8
Weighted Base	267	188	61	14	3	2	131	82	20	4	12
Very Dissatisfied (-2)	30 11%	26 14%	3 5%	* 3%	* 3%	- -%	21 16%	3 3%	2 11%	- -%	* *%
Fairly Dissatisfied (-1)	35 13%	24 13%	12 19%	* 1%	- -%	* 10%	15 11%	13 16%	* *%	- -%	* 1%
Neither Satisfied Nor Dissatisfied (0)	49 18%	32 17%	14 23%	3 20%	* 7%	* 12%	28 21%	18 22%	1 7%	- -%	1 9%
Fairly Satisfied (1)	50 19%	33 17%	12 20%	4 28%	1 41%	* 21%	19 15%	17 21%	6 30%	1 17%	4 32%
Very Satisfied (2)	74 28%	51 27%	15 24%	6 42%	1 45%	1 57%	27 21%	26 31%	9 44%	4 83%	7 58%
Have not Contacted / Not Applicable (DO NOT READ OUT)	26 10%	22 12%	4 7%	* 2%	* 4%	* 1%	20 15%	5 6%	1 7%	- -%	* *%
Don't Know (DO NOT READ OUT)	3 1%	1 *%	1 2%	1 4%	- -%	- -%	2 1%	- -%	- -%	- -%	- -%
NET: Satisfied	124 46%	84 44%	27 44%	10 70%	2 86%	1 78%	46 35%	42 52%	15 75%	4 100%	11 90%
NET: Dissatisfied	65 24%	50 26%	15 24%	1 5%	* 3%	* 10%	35 27%	16 20%	2 12%	- -%	* 1%
Answered	238	165	56	13	3	2	110	77	19	4	12
Mean Score	.4	.4	.4	1.1	1.3	1.3	.2	.6	1.0	1.8	1.5
Standard error	.08	.16	.15	.14	.23	.23	.15	.14	.26	.12	.10
Standard deviation	1.39	1.44	1.26	1.05	1.08	1.65	1.43	1.21	1.32	.43	.73

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table OP3A_1RESP (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All who have had a problem with providers in the last 6 months

	Total base	GOR (QC3)									
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	
		*a	*b	c	*d	*e	*f	*g	*h	*i	
Significance Level: 95%											
Unweighted Base	314	24	20	55	11	26	19	19	12	22	
Effective base	112	12	11	26	5	11	11	9	5	11	
Weighted Base	267	28	19	73	12	25	29	29	13	17	
Very Dissatisfied	(-2)	30	6	2	8	-	2	1	5	-	6
		11%	22%	10%	11%	-%	8%	2%	16%	-%	33%
Fairly Dissatisfied	(-1)	35	6	8	6	-	3	-	8	-	2
		13%	21%	43%	8%	-%	12%	-%	29%	-%	11%
Neither Satisfied Nor Dissatisfied	(0)	49	6	-	12	*	6	8	6	4	2
		18%	23%	-%	17%	1%	25%	27%	21%	33%	13%
Fairly Satisfied	(1)	50	1	5	10	8	2	8	6	6	1
		19%	5%	27%	14%	64%	8%	27%	20%	46%	4%
Very Satisfied	(2)	74	4	1	35	4	10	4	4	2	3
		28%	14%	8%	48%	35%	38%	13%	13%	12%	15%
Have not Contacted / Not Applicable (DO NOT READ OUT)		26	4	2	1	-	2	9	*	1	2
		10%	15%	13%	2%	-%	8%	31%	1%	10%	14%
Don't Know (DO NOT READ OUT)		3	-	-	1	-	*	-	-	-	2
		1%	-%	-%	1%	-%	1%	-%	-%	-%	10%
NET: Satisfied		124	5	7	45	12	12	12	10	8	3
		46%	19%	34%	62%	99%	47%	40%	33%	58%	19%
NET: Dissatisfied		65	12	10	14	-	5	1	13	-	8
		24%	43%	53%	19%	-%	20%	2%	45%	-%	44%
Answered		238	24	17	72	12	23	20	28	12	13
Mean Score		.4	-.4	-.2	.8	1.3	.6	.7	-.1	.8	-.6
Standard error		.08	.30	.30	.20	.16	.29	.25	.32	.22	.38
Standard deviation		1.39	1.40	1.29	1.42	.52	1.40	.90	1.31	.69	1.61

Columns Tested: a,b,c,d,e,f,g,h,i

Table OP3A_1RESP (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All who have had a problem with providers in the last 6 months

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		314	59	56	93	208	106	40	31	35
Effective base		112	25	27	47	97	29	14	8	9
Weighted Base		267	54	60	131	246	21	12	5	5
Very Dissatisfied	(-2)	30 11%	8 14%	8 14%	14 10%	29 12%	* 2%	* 2%	* 1%	- -%
Fairly Dissatisfied	(-1)	35 13%	5 9%	14 23%	14 11%	33 13%	3 12%	* 2%	1 28%	1 20%
Neither Satisfied Nor Dissatisfied	(0)	49 18%	9 16%	11 18%	26 20%	46 19%	3 16%	1 7%	1 12%	2 40%
Fairly Satisfied	(1)	50 19%	10 19%	13 21%	24 18%	46 19%	4 17%	2 21%	* 3%	1 21%
Very Satisfied	(2)	74 28%	16 30%	7 12%	43 33%	66 27%	8 36%	6 53%	1 13%	1 17%
Have not Contacted / Not Applicable (DO NOT READ OUT)		26 10%	4 8%	8 13%	10 8%	23 9%	4 18%	2 14%	2 42%	* 1%
Don't Know (DO NOT READ OUT)		3 1%	2 4%	- -%	1 *%	3 1%	- -%	- -%	- -%	- -%
NET: Satisfied		124 46%	27 49%	20 32%	66 51%	112 46%	11 53%	9 74%	1 16%	2 39%
NET: Dissatisfied		65 24%	13 23%	22 37%	27 21%	62 25%	3 14%	1 5%	1 30%	1 20%
Answered Mean Score		238 .4	48 .5	53 -.1	120 .6	221 .4	18 .9	10 1.4	3 *	5 .4
Standard error		.08	.20	.19	.15	.10	.12	.17	.29	.20
Standard deviation		1.39	1.47	1.30	1.37	1.39	1.21	.99	1.53	1.12

Columns Tested:: a,b,c,d,e,f,g,h

Table OP3A_1RESP (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All who have had a problem with providers in the last 6 months

		Industry									
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
Significance Level: 95%		*a	b	*c	d	e	f	*g	*h	i	
Unweighted Base	314	14	34	8	42	41	95	11	14	97	
Effective base	112	8	9	3	12	18	38	3	4	34	
Weighted Base	267	12	24	7	31	54	79	6	5	80	
Very Dissatisfied	(-2)	30	-	*	1	1	-	13	-	*	16
		11%	-%	*%	14%	3%	-%	16%	-%	5%	20%
Fairly Dissatisfied	(-1)	35	1	6	1	7	8	9	3	-	7
		13%	10%	27%	12%	24%	15%	11%	52%	-%	8%
Neither Satisfied Nor Dissatisfied	(0)	49	2	5	4	9	16	15	*	-	7
		18%	16%	19%	60%	28%	30%	19%	3%	-%	9%
Fairly Satisfied	(1)	50	1	1	1	2	11	18	*	*	18
		19%	12%	4%	12%	6%	20%	23%	*%	*%	23%
Very Satisfied	(2)	74	6	10	*	11	11	19	*	5	21
		28%	55%	43%	1%	34%	20%	24%	8%	95%	27%
Have not Contacted / Not Applicable (DO NOT READ OUT)	26	1	1	-	1	8	4	2	-	-	11
	10%	7%	4%	-%	3%	14%	5%	37%	-%	-%	13%
Don't Know (DO NOT READ OUT)	3	-	1	-	1	1	1	-	-	-	-
	1%	-%	3%	-%	3%	2%	1%	-%	-%	-%	-%
NET: Satisfied	124	8	11	1	12	22	37	*	5	39	
	46%	67%	47%	13%	40%	40%	47%	8%	95%	49%	
NET: Dissatisfied	65	1	7	2	8	8	22	3	*	23	
	24%	10%	27%	26%	27%	15%	27%	52%	5%	28%	
Answered	238	11	22	7	29	46	74	4	5	69	
Mean Score	.4	1.2	.7	-.3	.5	.5	.3	-.6	1.8	.3	
Standard error	.08	.31	.24	.34	.21	.18	.15	.36	.25	.17	
Standard deviation	1.39	1.13	1.35	.96	1.32	1.05	1.42	1.14	.94	1.56	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table OP3A_1RESP (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All who have had a problem with providers in the last 6 months

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	*b	*c	a	b	a	*b
Unweighted Base	314	97	95	122	290	24	-	259	55	311	3
Effective base	112	36	38	40	100	14	-	101	12	112	2
Weighted Base	267	96	79	92	224	43	-	244	23	266	1
Very Dissatisfied (-2)	30 11%	1 1%	13 16%	16 18%	30 13%	- -%	- -%	30 12%	- -%	30 11%	- -%
Fairly Dissatisfied (-1)	35 13%	17 17%	9 11%	10 11%	14 6%	21 49%	- -%	35 14%	1 3%	35 13%	- -%
Neither Satisfied Nor Dissatisfied (0)	49 18%	26 27%	15 19%	7 8%	40 18%	9 21%	- -%	44 18%	5 20%	49 18%	- -%
Fairly Satisfied (1)	50 19%	14 15%	18 23%	18 20%	46 20%	5 11%	- -%	44 18%	6 24%	50 19%	1 62%
Very Satisfied (2)	74 28%	28 29%	19 24%	27 29%	72 32%	2 4%	- -%	63 26%	11 48%	74 28%	* 4%
Have not Contacted / Not Applicable (DO NOT READ OUT)	26 10%	9 10%	4 5%	13 14%	20 9%	6 14%	- -%	25 10%	1 5%	26 10%	- -%
Don't Know (DO NOT READ OUT)	3 1%	2 2%	1 1%	- -%	3 1%	- -%	- -%	3 1%	- -%	2 1%	* 35%
NET: Satisfied	124 46%	42 43%	37 47%	45 49%	117 52%	6 15%	- -%	107 44%	17 72%	123 46%	1 65%
NET: Dissatisfied	65 24%	18 18%	22 27%	26 28%	44 20%	21 49%	- -%	65 27%	1 3%	65 25%	- -%
Answered	238	86	74	78	202	37	-	216	22	238	1
Mean Score	.4	.6	.3	.4	.6	-.4	-	.3	1.2	.4	1.1
Standard error	.08	.12	.15	.15	.09	.20	-	.09	.13	.08	-
Standard deviation	1.39	1.17	1.42	1.56	1.41	.90	-	1.40	.90	1.39	-

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table OP3A_1RESP (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All who have had a problem with providers in the last 6 months

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		314	119	109	85
Effective base		112	46	34	34
Weighted Base		267	123	65	79
Very Dissatisfied	(-2)	30	10	8	13
		11%	8%	12%	16%
Fairly Dissatisfied	(-1)	35	18	2	16
		13%	14%	3%	20%
					b
Neither Satisfied Nor Dissatisfied	(0)	49	23	10	16
		18%	19%	15%	20%
Fairly Satisfied	(1)	50	22	17	11
		19%	18%	26%	14%
Very Satisfied	(2)	74	31	24	19
		28%	25%	38%	23%
Have not Contacted / Not Applicable (DO NOT READ OUT)		26	18	4	4
		10%	15%	6%	5%
Don't Know (DO NOT READ OUT)		3	1	-	1
		1%	1%	-%	1%
NET: Satisfied		124	53	41	30
		46%	43%	64%	37%
				c	
NET: Dissatisfied		65	27	10	28
		24%	22%	15%	36%
Answered		238	103	61	74
Mean Score		.4	.5	.8	.1
				c	
Standard error		.08	.13	.13	.17
Standard deviation		1.39	1.32	1.36	1.43

Columns Tested: a,b,c

Table OP3A_1RESP (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All who have had a problem with providers in the last 6 months

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	314	155	74	31	16	20	11	3	4	229	85	54
Effective base	112	67	25	8	7	5	3	2	2	92	21	13
Weighted Base	267	168	55	17	7	13	7	*	*	223	44	27
Very Dissatisfied (-2)	30	23	4	1	-	2	1	-	-	27	3	3
	11%	14%	7%	4%	-%	13%	13%	-%	-%	12%	7%	10%
Fairly Dissatisfied (-1)	35	24	8	1	*	*	2	*	-	32	4	2
	13%	14%	15%	8%	*%	*%	29%	67%	-%	14%	8%	8%
Neither Satisfied Nor Dissatisfied (0)	49	31	12	5	*	*	*	-	*	43	6	1
	18%	18%	22%	29%	1%	*%	3%	-%	80%	19%	13%	3%
Fairly Satisfied (1)	50	26	13	2	1	8	*	*	-	39	11	9
	19%	16%	23%	13%	16%	61%	1%	13%	-%	17%	25%	33%
Very Satisfied (2)	74	42	12	7	5	3	4	*	*	55	19	12
	28%	25%	22%	43%	69%	25%	54%	19%	20%	25%	43%	43%
Have not Contacted / Not Applicable (DO NOT READ OUT)	26	21	5	1	*	-	-	-	-	26	1	*
	10%	12%	9%	3%	*%	-%	-%	-%	-%	12%	1%	*%
Don't Know (DO NOT READ OUT)	3	1	1	-	1	-	-	-	-	2	1	1
	1%	*%	1%	-%	13%	-%	-%	-%	-%	1%	2%	3%
NET: Satisfied	124	69	25	10	6	11	4	*	*	94	30	20
	46%	41%	46%	56%	85%	86%	55%	33%	20%	42%	68%	76%
										ai	ai	ai
NET: Dissatisfied	65	47	12	2	*	2	3	*	-	58	7	5
	24%	28%	21%	12%	*%	14%	42%	67%	-%	26%	16%	18%
Answered	238	146	49	17	6	13	7	*	*	195	43	26
Mean Score	.4	.3	.4	.9	1.8	.8	.5	-2	.4	.3	.9	1.0
Standard error	.08	.12	.15	.23	.13	.28	.53	-	-	.10	.14	.19
Standard deviation	1.39	1.44	1.25	1.22	.50	1.25	1.76	-	-	1.39	1.28	1.34

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table OP3A_1RESP (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All who have had a problem with providers in the last 6 months

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	*a	b	c	*d	*e	f	g
Significance Level: 95%																	
Unweighted Base	314	49	106	159	290	285	301	296	239	227	18	132	32	25	22	39	33
Effective base	112	25	43	46	100	96	106	106	83	71	12	59	10	7	6	8	7
Weighted Base	267	68	100	99	240	231	255	250	208	173	30	147	17	10	14	15	21
Very Dissatisfied (-2)	30 11%	3 5%	20 19%	7 7%	26 11%	26 11%	26 10%	30 12%	18 9%	12 7%	- -%	18 12%	* 2%	* 3%	2 13%	1 8%	4 21%
Fairly Dissatisfied (-1)	35 13%	10 15%	14 14%	12 12%	34 14%	29 13%	35 14%	35 14%	30 15%	24 14%	7 24%	24 16%	2 12%	1 9%	* -%	1 5%	1 4%
Neither Satisfied Nor Dissatisfied (0)	49 18%	16 23%	15 15%	18 18%	45 19%	46 20%	49 19%	41 16%	37 18%	32 18%	7 23%	31 21%	1 8%	2 23%	1 4%	5 33%	2 11%
Fairly Satisfied (1)	50 19%	11 17%	15 15%	24 24%	45 19%	42 18%	46 18%	46 18%	40 19%	33 19%	5 16%	22 15%	3 15%	5 47%	9 65%	3 18%	1 3%
Very Satisfied (2)	74 28%	19 27%	24 24%	31 32%	65 27%	69 30%	72 28%	73 29%	71 34%	58 34%	4 14%	39 26%	10 58%	1 13%	2 12%	5 36%	11 51%
Have not Contacted / Not Applicable (DO NOT READ OUT)	26 10%	9 13%	12 12%	5 5%	23 9%	17 7%	23 9%	23 9%	12 6%	13 8%	6 21%	13 9%	1 5%	* 5%	* -%	* -%	2 11%
Don't Know (DO NOT READ OUT)	3 1%	- -%	1 1%	2 2%	2 1%	1 1%	2 1%	3 1%	- -%	1 1%	1 2%	1 1%	- -%	- -%	1 6%	- -%	- -%
NET: Satisfied	124 46%	30 44%	39 39%	55 56%	110 46%	112 48%	119 47%	119 48%	110 53%	91 53%	9 30%	61 41%	13 73%	6 61%	11 77%	8 54%	11 54%
NET: Dissatisfied	65 24%	13 20%	33 33%	19 19%	60 25%	55 24%	62 24%	65 26%	49 23%	36 21%	7 24%	42 28%	2 14%	1 12%	2 13%	2 13%	5 25%
Answered	238	59	87	92	215	213	230	225	196	159	23	133	17	9	14	15	19
Mean Score	.4	.5	.1	.7	.4	.5	.5	.4	.6	.6	.3	.3	1.2	.6	.7	.7	.7
Standard error	.08	.20	.16	.10	.08	.09	.08	.09	.09	.09	.30	.13	.22	.21	.26	.21	.31
Standard deviation	1.39	1.26	1.53	1.28	1.38	1.39	1.37	1.42	1.36	1.31	1.10	1.41	1.20	.99	1.18	1.27	1.74

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table OP3A_1RESP (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All who have had a problem with providers in the last 6 months

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Unweighted Base	314	156	31	26	19	19	21	18	103	70	33	19	25	19	16
Effective base	112	72	9	5	3	9	4	3	44	25	9	10	3	7	3
Weighted Base	267	182	15	10	8	6	11	8	116	53	21	15	10	6	12
Very Dissatisfied (-2)	30	24	*	2	-	-	-	-	12	6	1	2	-	1	4
	11%	13%	2%	19%	-%	-%	-%	-%	11%	11%	2%	12%	-%	19%	38%
Fairly Dissatisfied (-1)	35	31	1	*	*	1	-	1	20	5	3	1	-	*	-
	13%	17%	6%	3%	1%	12%	-%	10%	18%	9%	14%	10%	-%	2%	-%
Neither Satisfied Nor Dissatisfied (0)	49	31	7	1	*	*	5	*	23	18	-	2	1	1	1
	18%	17%	46%	11%	3%	5%	51%	2%	20%	34%	-%	15%	8%	20%	10%
Fairly Satisfied (1)	50	33	3	4	2	1	2	*	17	7	3	6	8	1	*
	19%	18%	19%	42%	23%	11%	23%	*%	15%	14%	15%	39%	82%	15%	*%
Very Satisfied (2)	74	44	2	2	6	3	3	5	28	15	13	3	1	3	6
	28%	24%	14%	24%	73%	57%	25%	61%	24%	29%	64%	21%	10%	45%	52%
Have not Contacted / Not Applicable (DO NOT READ OUT)	26	18	2	*	-	-	*	2	13	2	1	*	*	-	*
	10%	10%	14%	1%	-%	-%	*%	28%	12%	3%	4%	3%	*%	-%	*%
Don't Know (DO NOT READ OUT)	3	1	-	-	-	1	-	-	1	-	-	-	-	-	-
	1%	*%	-%	-%	-%	16%	-%	-%	1%	-%	-%	-%	-%	-%	-%
NET: Satisfied	124	77	5	6	7	4	5	5	46	22	16	9	9	4	6
	46%	42%	33%	66%	96%	68%	48%	61%	40%	43%	79%	60%	92%	60%	52%
NET: Dissatisfied	65	55	1	2	*	1	-	1	33	10	3	3	-	1	4
	24%	30%	8%	22%	1%	12%	-%	10%	28%	20%	16%	22%	-%	21%	38%
Answered	238	164	13	9	8	5	11	6	101	51	20	14	10	6	12
Mean Score	.4	.3	.4	.5	1.7	1.3	.7	1.5	.3	.4	1.3	.5	1.0	.7	.3
Standard error	.08	.12	.18	.31	.14	.29	.20	.29	.15	.16	.22	.32	.09	.38	.51
Standard deviation	1.39	1.41	.95	1.48	.62	1.22	.88	1.16	1.39	1.32	1.21	1.34	.44	1.66	1.97

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table OP3A_1RESP (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All who have had a problem with providers in the last 6 months

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	314	92	42	57	32	26	26	21	50	73	83	49	45
Effective base	112	42	16	16	12	10	6	5	26	25	31	15	15
Weighted Base	267	108	33	37	23	22	16	9	73	66	59	21	37
Very Dissatisfied (-2)	30 11%	20 18%	2 7%	5 13%	1 5%	2 9%	* %	- %	9 12%	6 9%	9 15%	* %	3 8%
Fairly Dissatisfied (-1)	35 13%	15 14%	8 24%	3 8%	2 8%	1 4%	5 28%	2 22%	8 11%	11 17%	8 14%	6 26%	3 7%
Neither Satisfied Nor Dissatisfied (0)	49 18%	16 14%	8 24%	11 30%	1 2%	4 18%	1 6%	* 5%	14 19%	10 16%	9 15%	7 33%	10 26%
Fairly Satisfied (1)	50 19%	16 15%	4 11%	8 22%	7 29%	3 13%	5 28%	4 47%	7 9%	10 15%	12 21%	5 25%	12 33%
Very Satisfied (2)	74 28%	24 22%	10 30%	10 26%	12 52%	10 46%	5 30%	2 19%	28 38%	20 31%	12 21%	3 15%	9 25%
Have not Contacted / Not Applicable (DO NOT READ OUT)	26 10%	16 15%	2 5%	1 1%	1 4%	2 10%	* 3%	1 6%	7 10%	7 10%	9 15%	* %	1 2%
Don't Know (DO NOT READ OUT)	3 1%	2 2%	- %	- %	- %	- %	1 5%	- %	1 1%	1 2%	- %	- %	- %
NET: Satisfied	124 46%	40 37%	13 40%	18 48%	19 81%	13 59%	9 57%	6 67%	34 48%	30 46%	24 42%	8 40%	21 57%
NET: Dissatisfied	65 24%	35 32%	10 31%	8 21%	3 13%	3 13%	5 28%	2 22%	17 23%	17 26%	17 29%	6 27%	5 15%
Answered	238	90	32	36	23	20	15	9	65	57	50	21	36
Mean Score	.4	.1	.3	.4	1.2	.9	.6	.7	.6	.5	.2	.3	.6
Standard error	.08	.18	.21	.18	.21	.28	.26	.26	.23	.18	.17	.15	.18
Standard deviation	1.39	1.52	1.35	1.32	1.16	1.38	1.26	1.12	1.47	1.41	1.44	1.04	1.19

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table OP3A_1RESP (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All who have had a problem with providers in the last 6 months

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	314	104	55	68	32	30	59	79	69	44	32
Effective base	112	40	22	23	10	9	28	23	23	13	12
Weighted Base	267	107	55	40	15	22	79	57	45	22	27
Very Dissatisfied (-2)	30 11%	13 12%	7 12%	4 10%	2 12%	- -%	9 11%	6 10%	9 19%	* *%	3 11%
Fairly Dissatisfied (-1)	35 13%	14 13%	14 25%	5 11%	2 10%	1 3%	11 14%	5 9%	6 14%	4 19%	3 9%
Neither Satisfied Nor Dissatisfied (0)	49 18%	21 20%	3 6%	6 16%	5 32%	9 42%	10 13%	15 27%	7 16%	8 34%	5 19%
Fairly Satisfied (1)	50 19%	13 12%	15 27%	7 18%	5 33%	5 22%	9 11%	7 13%	11 23%	3 15%	12 44% ab
Very Satisfied (2)	74 28%	35 32%	9 17%	12 31%	2 12%	6 29%	32 40%	18 32%	9 19%	6 29%	5 17%
Have not Contacted / Not Applicable (DO NOT READ OUT)	26 10%	10 10%	6 11%	5 13%	* *%	1 3%	8 11%	4 7%	3 8%	1 4%	* *%
Don't Know (DO NOT READ OUT)	3 1%	1 1%	1 1%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%
NET: Satisfied	124 46%	48 45%	24 44%	20 49%	7 45%	11 52%	41 51%	25 45%	19 43%	10 44%	17 61%
NET: Dissatisfied	65 24%	27 25%	21 37%	9 22%	3 23%	1 3%	20 25%	11 19%	15 33%	4 19%	5 20%
Answered	238	96	48	35	15	21	71	51	42	21	27
Mean Score	.4	.4	.1	.5	.2	.8	.6	.5	.1	.6	.5
Standard error	.08	.15	.20	.18	.22	.17	.21	.16	.18	.18	.22
Standard deviation	1.39	1.45	1.40	1.41	1.21	.93	1.48	1.36	1.45	1.15	1.22

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table OP3A_1RESP (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All who have had a problem with providers in the last 6 months

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	314	55	53	87	54	45	211	45	40	168	146	190	100
Effective base	112	24	16	31	21	14	76	12	20	62	51	67	33
Weighted Base	267	64	43	71	40	30	162	29	59	155	113	160	80
Very Dissatisfied (-2)	30 11%	8 12%	2 5%	14 19%	3 8%	3 9%	26 16%	* 1%	3 5%	26 17%	4 3%	25 16%	1 1%
Fairly Dissatisfied (-1)	35 13%	2 3%	9 21%	9 12%	5 12%	9 30%	22 14%	2 5%	12 20%	20 13%	15 14%	26 17%	8 10%
Neither Satisfied Nor Dissatisfied (0)	49 18%	11 18%	1 2%	9 12%	18 45%	1 5%	20 13%	8 28%	12 20%	30 20%	19 17%	33 20%	12 16%
Fairly Satisfied (1)	50 19%	9 14%	6 15%	17 24%	7 18%	7 23%	37 23%	4 12%	5 9%	27 17%	23 21%	29 18%	16 21%
Very Satisfied (2)	74 28%	23 36%	19 43%	17 24%	5 12%	9 32%	46 28%	12 41%	15 26%	35 23%	39 35%	28 18%	36 46%
Have not Contacted / Not Applicable (DO NOT READ OUT)	26 10%	11 18%	5 12%	5 7%	1 2%	* 2%	8 5%	3 9%	12 20%	15 10%	11 10%	18 11%	5 6%
Don't Know (DO NOT READ OUT)	3 1%	- -%	1 1%	1 2%	1 2%	- -%	2 1%	1 3%	- -%	1 1%	1 1%	1 1%	1 1%
NET: Satisfied	124 46%	32 50%	25 58%	34 48%	12 30%	16 54%	83 51%	15 53%	21 35%	62 40%	62 55%	57 36%	53 66%
NET: Dissatisfied	65 24%	9 15%	11 26%	23 32%	8 20%	12 39%	49 30%	2 6%	15 25%	46 30%	19 17%	51 32%	9 11%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table OP3A_1RESP (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All who have had a problem with providers in the last 6 months

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	314	55	53	87	54	45	211	45	40	168	146	190	100
Effective base	112	24	16	31	21	14	76	12	20	62	51	67	33
Weighted Base	267	64	43	71	40	30	162	29	59	155	113	160	80
Answered	238	53	37	65	38	29	152	25	47	138	100	141	74
Mean Score	.4	.7	.8	.2	.1	.4	.4	1.0	.4	.2	.8	.1	1.1
Standard error	.08	.21	.21	.17	.15	.22	.11	.17	.24	.12	a	.11	a
Standard deviation	1.39	1.43	1.43	1.50	1.08	1.46	1.48	1.08	1.34	1.45	1.22	1.38	1.10

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table OP3A_1RESP (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All who have had a problem with providers in the last 6 months

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
Total base		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	
Unweighted Base	314	138	147	72	224	197	93	131	154	77	219	
Effective base	112	55	41	34	73	69	31	50	46	35	71	
Weighted Base	267	133	98	71	179	166	73	122	109	78	173	
Very Dissatisfied	(-2)	30	25	1	17	13	25	1	25	1	21	9
		11%	19%	1%	24%	7%	15%	2%	20%	1%	27%	5%
		b	b	b	b	b	b	b	b	b	b	
Fairly Dissatisfied	(-1)	35	23	7	8	28	22	12	21	8	7	28
		13%	17%	7%	11%	15%	13%	17%	17%	7%	9%	16%
Neither Satisfied Nor Dissatisfied	(0)	49	20	26	13	28	33	12	20	26	13	28
		18%	15%	26%	18%	15%	20%	17%	16%	24%	16%	16%
Fairly Satisfied	(1)	50	26	16	14	32	34	11	22	20	12	34
		19%	20%	17%	20%	18%	20%	16%	18%	19%	16%	20%
Very Satisfied	(2)	74	28	41	12	61	33	32	24	46	16	57
		28%	21%	42%	16%	34%	20%	43%	19%	42%	21%	33%
			a	a			a	a			a	
Have not Contacted / Not Applicable (DO NOT READ OUT)		26	11	5	7	16	18	5	10	6	8	15
		10%	8%	6%	10%	9%	11%	6%	8%	6%	10%	9%
Don't Know (DO NOT READ OUT)		3	1	1	*	2	2	-	1	1	-	3
		1%	*%	1%	*%	1%	1%	-%	*%	1%	-%	1%
NET: Satisfied		124	54	58	26	93	67	43	45	66	29	90
		46%	41%	59%	36%	52%	40%	59%	37%	61%	37%	52%
									a			
NET: Dissatisfied		65	47	8	25	40	46	14	46	10	28	37
		24%	36%	8%	35%	23%	28%	19%	38%	9%	36%	21%
			b	b			b	b			b	
Answered		238	122	91	63	161	146	69	111	102	70	155
Mean Score		.4	.1	1.0	-.1	.6	.2	.9	*	1.0	-.1	.7
			a	a			a	a			a	
Standard error		.08	.13	.09	.18	.10	.11	.13	.14	.09	.19	.09
Standard deviation		1.39	1.46	1.08	1.47	1.35	1.39	1.23	1.46	1.08	1.57	1.29

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table OP3A_1RESP (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All who have had a problem with providers in the last 6 months

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	314	243	165	94	1	240	142	79	1	267	142	88	-
Effective base	112	79	65	31	1	78	49	25	1	93	50	34	-
Weighted Base	267	192	161	68	1	192	122	59	2	219	116	70	-
Very Dissatisfied (-2)	30 11%	19 10%	19 12%	11 16%	- -%	19 10%	15 12%	8 14%	2 100%	25 12%	15 13%	9 13%	- -%
Fairly Dissatisfied (-1)	35 13%	27 14%	25 16%	14 20%	1 100%	23 12%	16 13%	13 23%	- -%	31 14%	19 16%	14 21%	- -%
Neither Satisfied Nor Dissatisfied (0)	49 18%	35 19%	26 16%	12 17%	- -%	39 20%	15 12%	11 19%	- -%	29 13%	20 17%	7 11%	- -%
Fairly Satisfied (1)	50 19%	41 21%	38 24%	9 13%	- -%	39 20%	28 23%	7 11%	- -%	45 20%	22 19%	15 21%	- -%
Very Satisfied (2)	74 28%	52 27%	34 21%	15 22%	- -%	56 29%	40 33%	15 25%	- -%	66 30%	31 27%	17 24%	- -%
Have not Contacted / Not Applicable (DO NOT READ OUT)	26 10%	17 9%	17 10%	7 11%	- -%	15 8%	8 6%	5 8%	- -%	22 10%	8 7%	8 11%	- -%
Don't Know (DO NOT READ OUT)	3 1%	- -%	2 1%	1 1%	- -%	- -%	1 1%	- -%	- -%	2 1%	1 1%	- -%	- -%
NET: Satisfied	124 46%	93 49%	73 45%	24 35%	- -%	95 50%	68 55%	21 36%	- -%	111 50%	53 46%	32 45%	- -%
NET: Dissatisfied	65 24%	46 24%	44 27%	24 36%	1 100%	42 22%	31 25%	22 37%	2 100%	56 25%	34 29%	23 33%	- -%
Answered	238	174	143	60	1	177	114	55	2	196	107	62	-
Mean Score	.4	.5	.3	.1	-1.0	.5	.5	.1	-2.0	.5	.3	.3	-
Standard error	.08	.09	.11	.16	-	.09	.13	.17	-	.09	.13	.16	-
Standard deviation	1.39	1.35	1.36	1.46	-	1.34	1.43	1.45	-	1.42	1.42	1.44	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table OP3A_1RESP (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All who have had a problem with providers in the last 6 months

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	b	c	d	*e
Significance Level: 95%												
Unweighted Base	314	185	181	133	177	146	17	79	86	97	43	17
Effective base	112	66	64	51	55	58	4	31	32	36	18	8
Weighted Base	267	165	161	123	142	141	12	73	82	88	43	18
Very Dissatisfied (-2)	30 11%	23 14%	25 16%	20 16%	9 7%	25 17%	- -%	11 15%	12 14%	16 18%	11 25%	8 45%
Fairly Dissatisfied (-1)	35 13%	24 15%	21 13%	24 20%	23 16%	22 16%	1 6%	14 19%	17 20%	23 26%	11 25%	- -%
Neither Satisfied Nor Dissatisfied (0)	49 18%	36 22%	38 24%	25 21%	32 23%	25 18%	4 34%	16 22%	16 19%	17 19%	5 12%	4 19%
Fairly Satisfied (1)	50 19%	31 19%	24 15%	19 15%	28 20%	29 20%	* 4%	12 16%	12 14%	11 12%	5 12%	3 14%
Very Satisfied (2)	74 28%	32 20%	41 25%	19 15%	34 24%	27 19%	7 57%	9 13%	12 15%	13 15%	7 17%	2 10%
Have not Contacted / Not Applicable (DO NOT READ OUT)	26 10%	17 11%	11 7%	15 12%	15 11%	13 9%	- -%	11 15%	14 16%	8 9%	4 10%	2 12%
Don't Know (DO NOT READ OUT)	3 1%	1 *%	1 *%	1 1%	1 1%	1 *%	- -%	- -%	* *%	* *%	- -%	- -%
NET: Satisfied	124 46%	63 38%	65 40%	37 30%	62 43%	56 39%	7 61%	21 29%	24 29%	24 27%	13 29%	4 24%
NET: Dissatisfied	65 24%	47 28%	46 28%	44 36%	32 23%	47 33%	1 6%	25 34%	28 34%	39 44%	22 49%	8 45%
Answered	238	147	149	107	126	128	12	63	68	80	39	16
Mean Score	.4	.2	.2	-.1	.4	.1	1.1	-.1	*	-.2	-.3	-.6
Standard error	.08	.11	.11	.13	.10	.12	.27	.16	.16	.15	.24	.40
Standard deviation	1.39	1.37	1.42	1.36	1.27	1.42	1.11	1.32	1.36	1.36	1.49	1.55

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table OP3A_1RESP (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All who have had a problem with providers in the last 6 months

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	314	52	45	32	20	217	199	268	205	189	244	189	67	-	205	16
Effective base	112	21	14	14	8	79	68	94	72	64	80	71	23	-	74	9
Weighted Base	267	44	36	32	20	188	163	228	173	157	196	170	50	-	163	28
Very Dissatisfied (-2)	30	8	2	6	1	23	21	25	23	18	18	21	4	-	21	7
	11%	19%	5%	19%	3%	12%	13%	11%	13%	11%	9%	12%	9%	-%	13%	23%
Fairly Dissatisfied (-1)	35	7	7	2	13	23	24	29	28	31	25	18	5	-	26	7
	13%	17%	19%	6%	64%	12%	14%	13%	16%	20%	13%	11%	10%	-%	16%	25%
Neither Satisfied Nor Dissatisfied (0)	49	9	7	6	1	35	27	41	35	23	35	32	6	-	24	1
	18%	22%	18%	19%	4%	19%	17%	18%	20%	15%	18%	19%	11%	-%	15%	4%
Fairly Satisfied (1)	50	8	4	8	*	41	29	47	28	31	38	34	14	-	33	2
	19%	18%	12%	26%	1%	22%	18%	20%	16%	20%	20%	20%	29%	-%	20%	9%
Very Satisfied (2)	74	6	15	7	1	43	47	62	41	40	57	43	11	-	40	7
	28%	15%	41%	20%	6%	23%	29%	27%	24%	25%	29%	25%	22%	-%	25%	26%
Have not Contacted / Not Applicable (DO NOT READ OUT)	26	3	2	3	4	21	15	23	16	13	21	21	9	-	18	3
	10%	8%	5%	10%	22%	11%	9%	10%	9%	8%	11%	13%	19%	-%	11%	10%
Don't Know (DO NOT READ OUT)	3	1	-	-	-	1	1	1	2	1	1	1	-	-	1	1
	1%	2%	-%	-%	-%	*%	*%	*%	1%	1%	1%	*%	-%	-%	1%	3%
NET: Satisfied	124	15	19	15	1	84	76	109	69	71	96	77	25	-	73	10
	46%	33%	53%	46%	7%	45%	46%	48%	40%	45%	49%	45%	51%	-%	45%	35%
NET: Dissatisfied	65	16	9	8	14	47	44	54	51	49	44	39	9	-	46	13
	24%	35%	25%	25%	67%	25%	27%	24%	29%	31%	22%	23%	19%	-%	28%	48%
Answered	238	40	35	29	16	166	147	204	155	142	174	148	40	-	143	24
Mean Score	.4	-.1	.7	.3	-.7	.3	.4	.5	.2	.3	.5	.4	.6	-	.3	-.1
Standard error	.08	.20	.21	.27	.22	.10	.11	.09	.10	.11	.09	.11	.17	-	.11	.44
Standard deviation	1.39	1.39	1.37	1.45	.91	1.37	1.43	1.37	1.40	1.40	1.35	1.39	1.32	-	1.42	1.66

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table OP3A_1RESP (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All who have had a problem with providers in the last 6 months

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	*b	a	b	c	a	b	c
Unweighted Base	314	192	49	241	24	314	-	110	151	51	116	110	82
Effective base	112	70	19	79	12	112	-	40	54	19	40	37	33
Weighted Base	267	168	46	183	33	267	-	84	138	41	96	86	78
Very Dissatisfied (-2)	30 11%	22 13%	7 15%	10 5%	14 41%	30 11%	- -%	10 12%	18 13%	2 5%	15 15%	4 4%	12 15%
Fairly Dissatisfied (-1)	35 13%	25 15%	8 17%	14 8%	7 21%	35 13%	- -%	18 21%	11 8%	7 17%	20 21%	10 11%	5 7%
Neither Satisfied Nor Dissatisfied (0)	49 18%	38 23%	3 7%	24 13%	5 15%	49 18%	- -%	4 5%	34 25%	11 26%	14 15%	21 24%	14 18%
Fairly Satisfied (1)	50 19%	29 17%	10 22%	46 25%	1 4%	50 19%	- -%	24 28%	20 14%	7 17%	18 19%	14 16%	18 23%
Very Satisfied (2)	74 28%	40 24%	8 17%	64 35%	4 14%	74 28%	- -%	26 31%	33 24%	11 26%	21 22%	25 30%	21 27%
Have not Contacted / Not Applicable (DO NOT READ OUT)	26 10%	12 7%	10 22%	24 13%	1 2%	26 10%	- -%	2 3%	21 16%	3 7%	6 7%	12 14%	8 10%
Don't Know (DO NOT READ OUT)	3 1%	2 1%	* 1%	* *%	1 2%	3 1%	- -%	- -%	2 1%	1 2%	1 1%	1 1%	1 1%
NET: Satisfied	124 46%	69 41%	18 39%	110 60%	6 18%	124 46%	- -%	49 59%	52 38%	18 43%	39 41%	39 46%	39 50%
NET: Dissatisfied	65 24%	47 28%	15 32%	24 13%	21 62%	65 24%	- -%	28 33%	29 21%	9 22%	35 36%	13 16%	17 22%
Answered	238	154	36	159	32	238	-	82	115	37	88	73	70
Mean Score	.4	.3	.1	.9	-.7	.4	-	.5	.3	.5	.1	.7	.4
Standard error	.08	.10	.23	.08	.31	.08	-	.14	.12	.19	.14	.12	.17
Standard deviation	1.39	1.38	1.47	1.21	1.43	1.39	-	1.44	1.39	1.24	1.43	1.23	1.42

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table OP3A_1RESP (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All who have had a problem with providers in the last 6 months

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		314	194	120
Effective base		112	63	51
Weighted Base		267	160	107
Very Dissatisfied	(-2)	30	13	17
		11%	8%	16%
Fairly Dissatisfied	(-1)	35	26	10
		13%	16%	9%
Neither Satisfied Nor Dissatisfied	(0)	49	35	14
		18%	22%	13%
Fairly Satisfied	(1)	50	25	25
		19%	16%	23%
Very Satisfied	(2)	74	44	30
		28%	27%	28%
Have not Contacted / Not Applicable (DO NOT READ OUT)		26	17	10
		10%	10%	9%
Don't Know (DO NOT READ OUT)		3	1	1
		1%	1%	1%
NET: Satisfied		124	69	55
		46%	43%	52%
NET: Dissatisfied		65	39	26
		24%	24%	25%
Answered		238	142	96
Mean Score		.4	.4	.4
Standard error		.08	.10	.14
Standard deviation		1.39	1.34	1.46

Columns Tested: a,b

Table OP3A_1RESP (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All who have had a problem with providers in the last 6 months

		Month												
		Total base	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%			*a	b	*c	*d	*e	*f	*g	*h	*i	*j	*k	l
Unweighted Base		314	15	30	27	29	29	16	16	23	18	23	17	71
Effective base		112	4	12	16	11	19	8	5	9	8	11	9	23
Weighted Base		267	7	18	33	9	40	16	5	34	18	2	26	59
Very Dissatisfied	(-2)	30	-	7	5	-	3	3	2	7	*	-	2	2
		11%	-%	37%	14%	-%	8%	17%	32%	20%	1%	-%	9%	3%
Fairly Dissatisfied	(-1)	35	-	1	2	2	3	3	1	5	2	-	9	7
		13%	-%	5%	6%	23%	9%	17%	26%	13%	10%	-%	36%	12%
Neither Satisfied Nor Dissatisfied	(0)	49	*	*	5	2	9	1	*	8	4	*	4	16
		18%	1%	*%	14%	16%	23%	3%	10%	24%	23%	*%	16%	27%
Fairly Satisfied	(1)	50	2	4	8	3	4	3	*	9	5	1	3	8
		19%	28%	22%	23%	35%	11%	18%	6%	27%	25%	38%	12%	14%
Very Satisfied	(2)	74	1	3	8	1	13	4	*	5	7	1	5	25
		28%	13%	19%	26%	12%	32%	22%	1%	14%	38%	52%	21%	42%
Have not Contacted / Not Applicable (DO NOT READ OUT)		26	4	3	5	1	6	3	1	*	*	*	1	-
		10%	57%	17%	14%	14%	16%	22%	25%	1%	2%	10%	5%	-%
Don't Know (DO NOT READ OUT)		3	-	-	1	-	1	-	-	-	-	-	-	1
		1%	-%	-%	2%	-%	2%	-%	-%	-%	-%	-%	-%	2%
NET: Satisfied		124	3	7	16	4	17	6	*	14	12	2	8	33
		46%	42%	41%	49%	46%	43%	40%	7%	41%	63%	90%	33%	56%
NET: Dissatisfied		65	-	7	7	2	7	5	3	12	2	-	12	9
		24%	-%	42%	21%	23%	16%	34%	58%	33%	11%	-%	45%	15%
Answered Mean Score		238	3	15	28	8	33	12	3	34	18	2	24	58
		.4	1.3	-.2	.5	.4	.6	.1	-1.1	*	.9	1.6	*	.8
														b
Standard error		.08	.17	.35	.31	.22	.27	.44	.31	.31	.27	.16	.35	.15
Standard deviation		1.39	.61	1.79	1.45	1.10	1.36	1.63	1.16	1.37	1.11	.74	1.36	1.21

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table OP3A_1RESP (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All who have had a problem with providers in the last 6 months

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	314	72	74	57	111	146	168
Effective base	112	31	35	18	34	66	51
Weighted Base	267	57	65	57	87	123	145
Very Dissatisfied (-2)	30 11%	11 19%	6 9%	9 15%	4 5%	17 14%	13 9%
Fairly Dissatisfied (-1)	35 13%	3 5%	8 13%	8 13%	17 19%	11 9%	24 17%
Neither Satisfied Nor Dissatisfied (0)	49 18%	5 9%	11 17%	13 23%	20 23%	16 13%	33 23%
Fairly Satisfied (1)	50 19%	13 23%	10 16%	14 25%	12 14%	24 19%	26 18%
Very Satisfied (2)	74 28%	13 22%	18 27%	12 21%	31 36%	30 25%	43 30%
Have not Contacted / Not Applicable (DO NOT READ OUT)	26 10%	12 20%	11 17%	2 3%	2 2%	23 19%	4 2%
Don't Know (DO NOT READ OUT)	3 1%	d 1%	d 1%	- -%	1 1%	b 1%	1 1%
NET: Satisfied	124 46%	26 46%	28 43%	26 46%	44 50%	54 44%	70 48%
NET: Dissatisfied	65 24%	14 25%	14 22%	16 28%	21 24%	28 23%	37 26%
Answered	238	45	53	56	84	98	140
Mean Score	.4	.3	.5	.2	.6	.4	.5
Standard error	.08	.20	.17	.19	.13	.13	.11
Standard deviation	1.39	1.56	1.38	1.37	1.30	1.46	1.33

Columns Tested: a,b,c,d - a,b

Table OP3A_1RESPX

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	*c	d	e
Unweighted Base	280	14	266	151	53	23	53	129
Effective base	97	6	92	85	21	14	29	34
Weighted Base	238	9	230	221	13	3	2	17
Very Dissatisfied (-2)	30 13%	4 46%	26 11%	29 13%	* 4%	* 3%	- -%	1 3%
Fairly Dissatisfied (-1)	35 15%	3 30%	33 14%	35 16%	* 1%	- -%	* 10%	* 2%
Neither Satisfied Nor Dissatisfied (0)	49 21%	1 8%	48 21%	46 21%	3 21%	* 8%	* 12%	3 18%
Fairly Satisfied (1)	50 21%	* *%	50 22%	45 20%	4 30%	1 43%	* 21%	5 31%
Very Satisfied (2)	74 31%	1 15%	72 32%	66 30%	6 44%	1 47%	1 57%	8 46%
NET: Satisfied	124 52%	1 15%	122 53%	111 50%	10 74%	2 90%	1 79%	13 77%
NET: Dissatisfied	65 27%	7 76%	59 26%	64 29%	1 5%	* 3%	* 10%	1 5%
Answered	238	9	230	221	13	3	2	17
Mean Score	.4	-.9	.5	.4	1.1	1.3	1.3	1.1
Standard error	.08	.39	.08	.11	.14	.23	.23	.09
Standard deviation	1.39	1.47	1.36	1.40	1.05	1.08	1.65	1.02

Columns Tested:: a,b - a,b,c,d,e

Table OP3A_1RESPX (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	*c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		280	53	69	29	37	39	53	151	53	76
Effective base		97	36	36	14	14	20	29	85	21	31
Weighted Base		238	101	93	27	10	6	2	221	13	4
Very Dissatisfied	(-2)	30	22	6	1	*	*	-	29	*	*
		13%	22%	7%	4%	2%	6%	-%	13%	4%	2%
			fhi						f		
Fairly Dissatisfied	(-1)	35	8	19	8	-	*	*	35	*	*
		15%	8%	20%	32%	-%	3%	10%	16%	1%	4%
				hi							
Neither Satisfied Nor Dissatisfied	(0)	49	31	7	8	3	*	*	46	3	*
		21%	30%	8%	30%	25%	8%	12%	21%	21%	9%
			bei								
Fairly Satisfied	(1)	50	23	16	5	4	1	*	45	4	1
		21%	23%	17%	19%	34%	27%	21%	20%	30%	34%
Very Satisfied	(2)	74	17	44	4	4	3	1	66	6	2
		31%	17%	48%	16%	38%	57%	57%	30%	44%	51%
			a				ag	ag		a	ag
NET: Satisfied		124	41	61	9	7	5	1	111	10	4
		52%	40%	65%	35%	72%	84%	79%	50%	74%	85%
			a			a	ag	ag		a	ag
NET: Dissatisfied		65	30	25	9	*	*	*	64	1	*
		27%	29%	27%	35%	2%	9%	10%	29%	5%	6%
			dhi	dhi					dfhi		
Answered		238	101	93	27	10	6	2	221	13	4
Mean Score		.4	.1	.8	.1	1.1	1.3	1.3	.4	1.1	1.3
			a			a	ag	ag		ag	ag
Standard error		.08	.19	.17	.21	.16	.19	.23	.11	.14	.12
Standard deviation		1.39	1.37	1.40	1.15	.96	1.21	1.65	1.40	1.05	1.04

Columns Tested:: a,b,c,d,e,f,g,h,i

Table OP3A_1RESPX (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	*c	*d	e
Unweighted Base	280	84	67	53	23	53	87	73	26	13	55
Effective base	97	56	35	21	14	29	41	31	10	7	8
Weighted Base	238	165	56	13	3	2	110	77	19	4	12
Very Dissatisfied	(-2)	30	26	3	*	*	21	3	2	-	*
		13%	16%	6%	4%	3%	19%	3%	12%	-%	*%
		e					b				
Fairly Dissatisfied	(-1)	35	24	12	*	-	15	13	*	-	*
		15%	14%	21%	1%	-%	13%	18%	*%	-%	1%
			c								
Neither Satisfied Nor Dissatisfied	(0)	49	32	14	3	*	28	18	1	-	1
		21%	19%	25%	21%	8%	25%	24%	7%	-%	9%
Fairly Satisfied	(1)	50	33	12	4	1	19	17	6	1	4
		21%	20%	22%	30%	43%	17%	22%	33%	17%	32%
Very Satisfied	(2)	74	51	15	6	1	27	26	9	4	7
		31%	31%	27%	44%	47%	25%	33%	48%	83%	58%
					ab						
NET: Satisfied		124	84	27	10	2	46	42	15	4	11
		52%	51%	48%	74%	90%	42%	55%	81%	100%	90%
					ab						a
NET: Dissatisfied		65	50	15	1	*	35	16	2	-	*
		27%	30%	27%	5%	3%	32%	21%	12%	-%	1%
			ce	c			e				
Answered		238	165	56	13	3	110	77	19	4	12
Mean Score		.4	.4	.4	1.1	1.3	.2	.6	1.0	1.8	1.5
					ab						a
Standard error		.08	.16	.15	.14	.23	.15	.14	.26	.12	.10
Standard deviation		1.39	1.44	1.26	1.05	1.08	1.43	1.21	1.32	.43	.73

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table OP3A_1RESPX (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			*a	*b	c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		280	21	18	53	11	23	13	17	10	18
Effective base		97	11	10	25	5	9	8	9	4	9
Weighted Base		238	24	17	72	12	23	20	28	12	13
Very Dissatisfied	(-2)	30	6	2	8	-	2	1	5	-	6
		13%	26%	12%	12%	-%	9%	3%	16%	-%	43%
Fairly Dissatisfied	(-1)	35	6	8	6	-	3	-	8	-	2
		15%	25%	49%	8%	-%	13%	-%	29%	-%	15%
Neither Satisfied Nor Dissatisfied	(0)	49	6	-	12	*	6	8	6	4	2
		21%	27%	-%	17%	1%	27%	39%	21%	36%	18%
Fairly Satisfied	(1)	50	1	5	10	8	2	8	6	6	1
		21%	6%	31%	14%	64%	9%	39%	21%	51%	5%
Very Satisfied	(2)	74	4	1	35	4	10	4	4	2	3
		31%	17%	9%	49%	35%	42%	18%	13%	13%	20%
NET: Satisfied		124	5	7	45	12	12	12	10	8	3
		52%	22%	39%	63%	99%	51%	57%	34%	64%	25%
NET: Dissatisfied		65	12	10	14	-	5	1	13	-	8
		27%	51%	61%	19%	-%	22%	3%	45%	-%	57%
Answered		238	24	17	72	12	23	20	28	12	13
Mean Score		.4	-.4	-.2	.8	1.3	.6	.7	-.1	.8	-.6
Standard error		.08	.30	.30	.20	.16	.29	.25	.32	.22	.38
Standard deviation		1.39	1.40	1.29	1.42	.52	1.40	.90	1.31	.69	1.61

Columns Tested:: a,b,c,d,e,f,g,h,i

Table OP3A_1RESPX (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

		GOR (QC3)									
		Net: North		Net: Midlands		Net: South		Net: England		Net: Scotland, Wales and Northern Ireland	
		Total base									
			a	b	c	d	e	f	*g	h	
Significance Level: 95%											
Unweighted Base		280	52	49	83	184	96	36	27	33	
Effective base		97	21	23	42	85	24	11	5	9	
Weighted Base		238	48	53	120	221	18	10	3	5	
Very Dissatisfied	(-2)	30	8	8	14	29	*	*	*	-	
		13%	16%	16%	11%	13%	2%	3%	3%	-%	
Fairly Dissatisfied	(-1)	35	5	14	14	33	3	*	1	1	
		15%	10%	27%	12%	15%	15%	3%	49%	20%	
Neither Satisfied Nor Dissatisfied	(0)	49	9	11	26	46	3	1	1	2	
		21%	18%	20%	22%	21%	19%	9%	21%	41%	
Fairly Satisfied	(1)	50	10	13	24	46	4	2	*	1	
		21%	21%	24%	20%	21%	21%	24%	6%	21%	
Very Satisfied	(2)	74	16	7	43	66	8	6	1	1	
		31%	34%	13%	36%	30%	44%	62%	22%	18%	
NET: Satisfied		124	27	20	66	112	11	9	1	2	
		52%	56%	37%	55%	51%	64%	86%	28%	39%	
NET: Dissatisfied		65	13	22	27	62	3	1	1	1	
		27%	26%	42%	23%	28%	17%	5%	51%	20%	
Answered		238	48	53	120	221	18	10	3	5	
Mean Score		.4	.5	-.1	.6	.4	.9	1.4	*	.4	
Standard error		.08	.20	.19	.15	.10	.12	.17	.29	.20	
Standard deviation		1.39	1.47	1.30	1.37	1.39	1.21	.99	1.53	1.12	

Columns Tested:: a,b,c,d,e,f,g,h

Table OP3A_1RESPX (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

	Total base	Industry									
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
Significance Level: 95%		*a	b	*c	d	e	f	*g	*h	i	
Unweighted Base	280	13	32	8	40	34	85	10	14	84	
Effective base	97	7	8	3	11	14	34	2	4	28	
Weighted Base	238	11	22	7	29	46	74	4	5	69	
Very Dissatisfied	(-2)	30	-	*	1	1	-	13	-	*	16
		13%	-%	*%	14%	3%	-%	17%	-%	5%	23%
Fairly Dissatisfied	(-1)	35	1	6	1	7	8	9	3	-	7
		15%	11%	29%	12%	25%	18%	12%	83%	-%	10%
Neither Satisfied Nor Dissatisfied	(0)	49	2	5	4	9	16	15	*	-	7
		21%	17%	20%	60%	29%	35%	21%	5%	-%	10%
Fairly Satisfied	(1)	50	1	1	1	2	11	18	*	*	18
		21%	13%	4%	12%	6%	24%	24%	*%	*%	26%
Very Satisfied	(2)	74	6	10	*	11	11	19	*	5	21
		31%	59%	47%	1%	36%	24%	26%	12%	95%	31%
NET: Satisfied		124	8	11	1	12	22	37	*	5	39
		52%	72%	51%	13%	42%	47%	50%	12%	95%	57%
NET: Dissatisfied		65	1	7	2	8	8	22	3	*	23
		27%	11%	29%	26%	28%	18%	29%	83%	5%	33%
Answered	238	11	22	7	29	46	74	4	5	69	
Mean Score	.4	1.2	.7	-.3	.5	.5	.3	-.6	1.8	.3	
Standard error	.08	.31	.24	.34	.21	.18	.15	.36	.25	.17	
Standard deviation	1.39	1.13	1.35	.96	1.32	1.05	1.42	1.14	.94	1.56	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table OP3A_1RESPX (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	*b	*c	a	b	a	*b
Unweighted Base	280	87	85	108	259	21	-	228	52	278	2
Effective base	97	31	34	33	87	11	-	86	11	97	1
Weighted Base	238	86	74	78	202	37	-	216	22	238	1
Very Dissatisfied (-2)	30 13%	1 1%	13 17%	16 21%	30 15%	- -%	- -%	30 14%	- -%	30 13%	- -%
Fairly Dissatisfied (-1)	35 15%	17 19%	9 12%	10 13%	14 7%	21 58%	- -%	35 16%	1 3%	35 15%	- -%
Neither Satisfied Nor Dissatisfied (0)	49 21%	26 31%	15 21%	7 9%	40 20%	9 25%	- -%	44 21%	5 21%	49 21%	- -%
Fairly Satisfied (1)	50 21%	14 16%	18 24%	18 23%	46 23%	5 12%	- -%	44 21%	6 26%	50 21%	1 94%
Very Satisfied (2)	74 31%	28 32%	19 26%	27 34%	72 36%	2 5%	- -%	63 29%	11 50%	74 31%	* 6%
NET: Satisfied	124 52%	42 49%	37 50%	45 57%	117 58%	6 17%	- -%	107 50%	17 76%	123 52%	1 100%
NET: Dissatisfied	65 27%	18 20%	22 29%	26 33%	44 22%	21 58%	- -%	65 30%	1 3%	65 27%	- -%
Answered	238	86	74	78	202	37	-	216	22	238	1
Mean Score	.4	.6	.3	.4	.6	-.4	-	.3	1.2	.4	1.1
Standard error	.08	.12	.15	.15	.09	.20	-	.09	.13	.08	-
Standard deviation	1.39	1.17	1.42	1.56	1.41	.90	-	1.40	.90	1.39	-

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table OP3A_1RESPX (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		280	101	104	74
Effective base		97	37	31	31
Weighted Base		238	103	61	74
Very Dissatisfied	(-2)	30 13%	10 9%	8 13%	13 17%
Fairly Dissatisfied	(-1)	35 15%	18 17%	2 3%	16 21%
Neither Satisfied Nor Dissatisfied	(0)	49 21%	23 23%	10 16%	16 22%
Fairly Satisfied	(1)	50 21%	22 21%	17 28%	11 15%
Very Satisfied	(2)	74 31%	31 30%	24 40%	19 25%
NET: Satisfied		124 52%	53 51%	41 68%	30 40%
NET: Dissatisfied		65 27%	27 26%	10 16%	28 38%
Answered		238	103	61	74
Mean Score		.4	.5	.8	.1
Standard error		.08	.13	.13	.17
Standard deviation		1.39	1.32	1.36	1.43

Columns Tested: a,b,c

Table OP3A_1RESPX (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

		Annual postal spend											
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+	
		a	b	*c	*d	*e	*f	*g	*h	i	j	k	
Significance Level: 95%													
Unweighted Base	280	132	67	29	14	20	11	3	4	199	81	52	
Effective base	97	56	21	8	6	5	3	2	2	78	20	12	
Weighted Base	238	146	49	17	6	13	7	*	*	195	43	26	
Very Dissatisfied	(-2)	30	23	4	1	-	2	1	-	-	27	3	3
		13%	16%	7%	4%	-%	13%	13%	-%	-%	14%	8%	10%
Fairly Dissatisfied	(-1)	35	24	8	1	*	*	2	*	-	32	4	2
		15%	16%	16%	8%	*%	*%	29%	67%	-%	16%	8%	8%
Neither Satisfied Nor Dissatisfied	(0)	49	31	12	5	*	*	*	-	*	43	6	1
		21%	21%	25%	30%	1%	*%	3%	-%	80%	22%	13%	3%
Fairly Satisfied	(1)	50	26	13	2	1	8	*	*	-	39	11	9
		21%	18%	26%	13%	18%	61%	1%	13%	-%	20%	26%	34%
Very Satisfied	(2)	74	42	12	7	5	3	4	*	*	55	19	12
		31%	29%	25%	44%	80%	25%	54%	19%	20%	28%	45%	45%
NET: Satisfied		124	69	25	10	6	11	4	*	*	94	30	20
		52%	47%	51%	58%	98%	86%	55%	33%	20%	48%	71%	79%
													ai
NET: Dissatisfied		65	47	12	2	*	2	3	*	-	58	7	5
		27%	32%	24%	12%	*%	14%	42%	67%	-%	30%	16%	18%
Answered	238	146	49	17	6	13	7	*	*	195	43	26	
Mean Score	.4	.3	.4	.9	1.8	.8	.5	-.2	.4	.3	.9	1.0	
Standard error	.08	.12	.15	.23	.13	.28	.53	-	-	.10	.14	.19	
Standard deviation	1.39	1.44	1.25	1.22	.50	1.25	1.76	-	-	1.39	1.28	1.34	

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table OP3A_1RESPX (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	f	g
Significance Level: 95%																	
Unweighted Base	280	39	93	148	262	259	271	266	223	211	14	116	29	23	20	38	31
Effective base	97	20	36	41	87	86	92	92	76	63	9	51	9	6	5	7	6
Weighted Base	238	59	87	92	215	213	230	225	196	159	23	133	17	9	14	15	19
Very Dissatisfied (-2)	30 13%	3 6%	20 22%	7 8%	26 12%	26 12%	26 11%	30 13%	18 9%	12 7%	- -%	18 14%	* 2%	* 3%	2 13%	1 8%	4 24%
Fairly Dissatisfied (-1)	35 15%	10 17%	14 16%	12 13%	34 16%	29 14%	35 15%	35 16%	30 15%	24 15%	7 31%	24 18%	2 13%	1 10%	* -%	1 5%	1 4%
Neither Satisfied Nor Dissatisfied (0)	49 21%	16 27%	15 17%	18 20%	45 21%	46 21%	49 21%	41 18%	37 19%	32 20%	7 30%	31 23%	1 9%	2 24%	1 4%	5 33%	2 12%
Fairly Satisfied (1)	50 21%	11 19%	15 17%	24 26%	45 21%	42 20%	46 20%	46 20%	40 20%	33 21%	5 21%	22 16%	3 15%	5 50%	9 69%	3 18%	1 3%
Very Satisfied (2)	74 31%	19 31%	24 27%	31 34%	65 30%	69 33%	72 32%	73 32%	71 36%	58 37%	4 18%	39 29%	10 61%	1 14%	2 13%	5 36%	11 57%
NET: Satisfied	124 52%	30 50%	39 44%	55 60%	110 51%	112 52%	119 52%	119 53%	110 56%	91 57%	9 39%	61 46%	13 76%	6 64%	11 82%	8 54%	11 60%
NET: Dissatisfied	65 27%	13 23%	33 38%	19 20%	60 28%	55 26%	62 27%	65 29%	49 25%	36 23%	7 31%	42 31%	2 15%	1 12%	2 14%	2 13%	5 28%
Answered	238	59	87	92	215	213	230	225	196	159	23	133	17	9	14	15	19
Mean Score	.4	.5	.1	.7	.4	.5	.5	.4	.6	.6	.3	.3	1.2	.6	.7	.7	.7
Standard error	.08	.20	.16	.10	.08	.09	.08	.09	.09	.09	.30	.13	.22	.21	.26	.21	.31
Standard deviation	1.39	1.26	1.53	1.28	1.38	1.39	1.37	1.42	1.36	1.31	1.10	1.41	1.20	.99	1.18	1.27	1.74

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table OP3A_1RESPX (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Unweighted Base	280	138	28	23	19	18	20	16	86	67	31	17	24	19	15
Effective base	97	63	7	5	3	8	4	2	37	24	9	9	3	7	3
Weighted Base	238	164	13	9	8	5	11	6	101	51	20	14	10	6	12
Very Dissatisfied	(-2)	30	24	*	2	-	-	-	12	6	1	2	-	1	4
		13%	15%	2%	19%	-%	-%	-%	12%	12%	3%	13%	-%	19%	38%
Fairly Dissatisfied	(-1)	35	31	1	*	1	-	1	20	5	3	1	-	*	-
		15%	19%	7%	3%	1%	14%	-%	20%	9%	15%	10%	-%	2%	-%
Neither Satisfied Nor Dissatisfied	(0)	49	31	7	1	*	*	5	23	18	-	2	1	1	1
		21%	19%	53%	11%	3%	6%	51%	22%	35%	-%	15%	8%	20%	10%
Fairly Satisfied	(1)	50	33	3	4	2	1	2	17	7	3	6	8	1	*
		21%	20%	22%	43%	23%	13%	23%	17%	15%	16%	40%	82%	15%	*%
Very Satisfied	(2)	74	44	2	2	6	3	3	28	15	13	3	1	3	6
		31%	27%	16%	24%	73%	68%	25%	28%	30%	67%	22%	10%	45%	52%
NET: Satisfied		124	77	5	6	7	4	5	46	22	16	9	9	4	6
		52%	47%	38%	67%	96%	80%	49%	45%	44%	83%	62%	92%	60%	52%
NET: Dissatisfied		65	55	1	2	*	1	-	33	10	3	3	-	1	4
		27%	34%	9%	22%	1%	14%	-%	32%	21%	17%	23%	-%	21%	38%
Answered		238	164	13	9	8	5	11	101	51	20	14	10	6	12
Mean Score		.4	.3	.4	.5	1.7	1.3	.7	.3	.4	1.3	.5	1.0	.7	.3
Standard error		.08	.12	.18	.31	.14	.29	.20	.15	.16	.22	.32	.09	.38	.51
Standard deviation		1.39	1.41	.95	1.48	.62	1.22	.88	1.39	1.32	1.21	1.34	.44	1.66	1.97

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table OP3A_1RESPX (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	280	75	40	53	30	25	24	19	42	64	74	47	43
Effective base	97	33	15	16	11	9	5	5	22	20	26	15	14
Weighted Base	238	90	32	36	23	20	15	9	65	57	50	21	36
Very Dissatisfied	(-2)	30	20	2	5	1	2	*	9	6	9	*	3
		13%	22%	7%	13%	5%	10%	*%	13%	10%	17%	*%	8%
Fairly Dissatisfied	(-1)	35	15	8	3	2	1	5	8	11	8	6	3
		15%	16%	26%	8%	8%	4%	31%	13%	19%	17%	26%	7%
Neither Satisfied Nor Dissatisfied	(0)	49	16	8	11	1	4	1	14	10	9	7	10
		21%	17%	25%	30%	2%	20%	7%	21%	18%	17%	34%	26%
Fairly Satisfied	(1)	50	16	4	8	7	3	5	7	10	12	5	12
		21%	18%	11%	22%	30%	14%	30%	11%	17%	24%	25%	33%
Very Satisfied	(2)	74	24	10	10	12	10	5	28	20	12	3	9
		31%	27%	31%	26%	54%	52%	32%	43%	35%	25%	15%	25%
NET: Satisfied		124	40	13	18	19	13	9	34	30	24	8	21
		52%	44%	42%	49%	84%	66%	63%	53%	53%	49%	40%	58%
NET: Dissatisfied		65	35	10	8	3	3	5	17	17	17	6	5
		27%	38%	32%	21%	13%	15%	31%	26%	29%	34%	27%	15%
Answered		238	90	32	36	23	20	15	65	57	50	21	36
Mean Score		.4	.1	.3	.4	1.2	.9	.6	.6	.5	.2	.3	.6
Standard error		.08	.18	.21	.18	.21	.28	.26	.23	.18	.17	.15	.18
Standard deviation		1.39	1.52	1.35	1.32	1.16	1.38	1.26	1.47	1.41	1.44	1.04	1.19

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table OP3A_1RESPX (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	e
Unweighted Base	280	92	47	63	30	29	49	72	64	41	31
Effective base	97	34	19	20	10	8	24	19	21	12	12
Weighted Base	238	96	48	35	15	21	71	51	42	21	27
Very Dissatisfied (-2)	30 13%	13 14%	7 14%	4 12%	2 12%	- -%	9 12%	6 11%	9 21%	* *%	3 11%
Fairly Dissatisfied (-1)	35 15%	14 14%	14 29%	5 13%	2 10%	1 3%	11 16%	5 10%	6 15%	4 19%	3 9%
Neither Satisfied Nor Dissatisfied (0)	49 21%	21 22%	3 7%	6 18%	5 33%	9 43%	10 15%	15 30%	7 18%	8 35%	5 19%
Fairly Satisfied (1)	50 21%	13 14%	15 31%	7 21%	5 33%	5 23%	9 13%	7 15%	11 25%	3 15%	12 44%
Very Satisfied (2)	74 31%	35 36%	9 20%	12 36%	2 12%	6 30%	32 44%	18 35%	9 21%	6 30%	5 17%
NET: Satisfied	124 52%	48 50%	24 51%	20 56%	7 45%	11 54%	41 57%	25 50%	19 46%	10 45%	17 61%
NET: Dissatisfied	65 27%	27 28%	21 43%	9 25%	3 23%	1 3%	20 28%	11 21%	15 36%	4 20%	5 20%
Answered	238	96	48	35	15	21	71	51	42	21	27
Mean Score	.4	.4	.1	.5	.2	.8	.6	.5	.1	.6	.5
Standard error	.08	.15	.20	.18	.22	.17	.21	.16	.18	.18	.22
Standard deviation	1.39	1.45	1.40	1.41	1.21	.93	1.48	1.36	1.45	1.15	1.22

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table OP3A_1RESPX (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	280	46	48	76	50	44	193	41	32	150	130	169	93
Effective base	97	19	13	27	19	14	69	10	15	54	44	57	30
Weighted Base	238	53	37	65	38	29	152	25	47	138	100	141	74
Very Dissatisfied (-2)	30 13%	8 14%	2 6%	14 21%	3 9%	3 9%	26 17%	* 1%	3 7%	26 19%	4 4%	25 18%	1 1%
Fairly Dissatisfied (-1)	35 15%	2 4%	9 24%	9 14%	5 13%	9 30%	22 15%	2 6%	12 24%	20 15%	15 15%	26 19%	8 11%
Neither Satisfied Nor Dissatisfied (0)	49 21%	11 21%	1 3%	9 13%	18 48%	1 5%	20 13%	8 32%	12 26%	30 22%	19 19%	33 23%	12 17%
Fairly Satisfied (1)	50 21%	9 17%	6 17%	17 26%	7 18%	7 23%	37 24%	4 14%	5 11%	27 19%	23 23%	29 20%	16 22%
Very Satisfied (2)	74 31%	23 44%	19 50%	17 26%	5 13%	9 32%	46 30%	12 47%	15 32%	35 25%	39 39%	28 20%	36 49%
NET: Satisfied	124 52%	32 61%	25 67%	34 52%	12 31%	16 55%	83 55%	15 61%	21 43%	62 45%	62 62%	57 40%	53 71%
NET: Dissatisfied	65 27%	9 18%	11 30%	23 35%	8 21%	12 40%	49 32%	2 7%	15 31%	46 33%	19 19%	51 36%	9 12%
Answered	238	53	37	65	38	29	152	25	47	138	100	141	74
Mean Score	.4	.7	.8	.2	.1	.4	.4	1.0	.4	.2	.8	.1	1.1
Standard error	.08	.21	.21	.17	.15	.22	.11	.17	.24	.12	.11	.11	.11
Standard deviation	1.39	1.43	1.43	1.50	1.08	1.46	1.48	1.08	1.34	1.45	1.22	1.38	1.10

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table OP3A_1RESPX (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	
Unweighted Base	280	120	139	66	200	174	88	116	143	69	197	
Effective base	97	48	37	30	63	59	29	44	42	31	62	
Weighted Base	238	122	91	63	161	146	69	111	102	70	155	
Very Dissatisfied	(-2)	30 13%	25 20%	1 2%	17 27%	13 8%	25 17%	1 2%	25 22%	1 1%	21 30%	9 6%
Fairly Dissatisfied	(-1)	35 15%	23 19%	7 7%	8 12%	28 17%	22 15%	12 18%	21 19%	8 8%	7 10%	28 18%
Neither Satisfied Nor Dissatisfied	(0)	49 21%	20 17%	26 28%	13 21%	28 17%	33 23%	12 18%	20 18%	26 26%	13 18%	28 18%
Fairly Satisfied	(1)	50 21%	26 21%	16 18%	14 22%	32 20%	34 23%	11 17%	22 20%	20 20%	12 18%	34 22%
Very Satisfied	(2)	74 31%	28 23%	41 45%	12 18%	61 38%	33 23%	32 46%	24 21%	46 45%	16 23%	57 36%
NET: Satisfied		124 52%	54 44%	58 63%	26 40%	93 58%	67 46%	43 63%	45 41%	66 65%	29 41%	90 58%
NET: Dissatisfied		65 27%	47 39%	8 9%	25 39%	40 25%	46 32%	14 20%	46 41%	10 9%	28 41%	37 24%
Answered	238	122	91	63	161	146	69	111	102	70	155	
Mean Score	.4	.1	1.0	-.1	.6	.2	.9	*	1.0	-.1	.7	
Standard error	.08	.13	.09	.18	.10	.11	.13	.14	.09	.19	.09	
Standard deviation	1.39	1.46	1.08	1.47	1.35	1.39	1.23	1.46	1.08	1.57	1.29	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table OP3A_1RESPX (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	280	220	145	87	1	219	129	72	1	240	128	79	-
Effective base	97	70	56	27	1	70	44	22	1	80	44	29	-
Weighted Base	238	174	143	60	1	177	114	55	2	196	107	62	-
Very Dissatisfied (-2)	30 13%	19 11%	19 13%	11 18%	- -%	19 11%	15 13%	8 15%	2 100%	25 13%	15 14%	9 14%	- -%
Fairly Dissatisfied (-1)	35 15%	27 15%	25 18%	14 23%	1 100%	23 13%	16 14%	13 25%	- -%	31 16%	19 18%	14 23%	- -%
Neither Satisfied Nor Dissatisfied (0)	49 21%	35 20%	26 18%	12 20%	- -%	39 22%	15 13%	11 21%	- -%	29 15%	20 19%	7 12%	- -%
Fairly Satisfied (1)	50 21%	41 23%	38 27%	9 15%	- -%	39 22%	28 24%	7 12%	- -%	45 23%	22 20%	15 24%	- -%
Very Satisfied (2)	74 31%	52 30%	34 24%	15 25%	- -%	56 32%	40 35%	15 27%	- -%	66 34%	31 29%	17 27%	- -%
NET: Satisfied	124 52%	93 53%	73 51%	24 40%	- -%	95 54%	68 60%	21 39%	- -%	111 56%	53 49%	32 51%	- -%
NET: Dissatisfied	65 27%	46 26%	44 31%	24 41%	1 100%	42 24%	31 27%	22 40%	2 100%	56 28%	34 32%	23 37%	- -%
Answered	238	174	143	60	1	177	114	55	2	196	107	62	-
Mean Score	.4	.5	.3	.1	-1.0	.5	.5	.1	-2.0	.5	.3	.3	-
Standard error	.08	.09	.11	.16	-	.09	.13	.17	-	.09	.13	.16	-
Standard deviation	1.39	1.35	1.36	1.46	-	1.34	1.43	1.45	-	1.42	1.42	1.44	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table OP3A_1RESPX (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	b	c	d	*e
Significance Level: 95%												
Unweighted Base	280	164	164	118	156	135	17	70	74	88	39	15
Effective base	97	57	57	43	47	53	4	26	26	31	16	7
Weighted Base	238	147	149	107	126	128	12	63	68	80	39	16
Very Dissatisfied (-2)	30 13%	23 16%	25 17%	20 19%	9 8%	25 19%	- -%	11 18%	12 17%	16 20%	11 28%	8 51%
Fairly Dissatisfied (-1)	35 15%	24 16%	21 14%	24 23%	23 18%	22 17%	1 6%	14 22%	17 24%	23 29%	11 27%	- -%
Neither Satisfied Nor Dissatisfied (0)	49 21%	36 25%	38 26%	25 24%	32 26%	25 20%	4 34%	16 26%	16 23%	17 21%	5 13%	4 22%
Fairly Satisfied (1)	50 21%	31 21%	24 16%	19 17%	28 22%	29 22%	* 4%	12 19%	12 17%	11 14%	5 14%	3 16%
Very Satisfied (2)	74 31%	32 22%	41 27%	19 17%	34 27%	27 21%	7 57%	9 15%	12 18%	13 16%	7 19%	2 12%
NET: Satisfied	124 52%	63 43%	65 44%	37 35%	62 49%	56 44%	7 61%	21 34%	24 35%	24 30%	13 32%	4 27%
NET: Dissatisfied	65 27%	47 32%	46 31%	44 41%	32 25%	47 37%	1 6%	25 40%	28 41%	39 49%	22 55%	8 51%
Answered	238	147	149	107	126	128	12	63	68	80	39	16
Mean Score	.4	.2	.2	-.1	.4	.1	1.1	-.1	*	-.2	-.3	-.6
Standard error	.08	.11	.11	.13	.10	.12	.27	.16	.16	.15	.24	.40
Standard deviation	1.39	1.37	1.42	1.36	1.27	1.42	1.11	1.32	1.36	1.36	1.49	1.55

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table OP3A_1RESPX (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	280	48	42	29	18	193	183	243	182	168	219	165	58	-	182	14
Effective base	97	19	13	12	6	68	61	82	62	56	69	60	18	-	64	7
Weighted Base	238	40	35	29	16	166	147	204	155	142	174	148	40	-	143	24
Very Dissatisfied (-2)	30	8	2	6	1	23	21	25	23	18	18	21	4	-	21	7
	13%	21%	5%	21%	4%	14%	14%	12%	15%	12%	10%	14%	11%	-%	14%	27%
Fairly Dissatisfied (-1)	35	7	7	2	13	23	24	29	28	31	25	18	5	-	26	7
	15%	18%	20%	7%	81%	14%	16%	14%	18%	22%	15%	12%	12%	-%	18%	28%
Neither Satisfied Nor Dissatisfied (0)	49	9	7	6	1	35	27	41	35	23	35	32	6	-	24	1
	21%	24%	19%	21%	5%	21%	18%	20%	23%	16%	20%	22%	14%	-%	17%	5%
Fairly Satisfied (1)	50	8	4	8	*	41	29	47	28	31	38	34	14	-	33	2
	21%	20%	12%	29%	1%	25%	20%	23%	18%	22%	22%	23%	36%	-%	23%	10%
Very Satisfied (2)	74	6	15	7	1	43	47	62	41	40	57	43	11	-	40	7
	31%	16%	43%	23%	8%	26%	32%	30%	26%	28%	33%	29%	27%	-%	28%	30%
NET: Satisfied	124	15	19	15	1	84	76	109	69	71	96	77	25	-	73	10
	52%	37%	55%	51%	9%	51%	51%	53%	44%	50%	55%	52%	63%	-%	51%	40%
NET: Dissatisfied	65	16	9	8	14	47	44	54	51	49	44	39	9	-	46	13
	27%	39%	26%	28%	86%	28%	30%	26%	33%	34%	25%	26%	23%	-%	32%	55%
Answered	238	40	35	29	16	166	147	204	155	142	174	148	40	-	143	24
Mean Score	.4	-.1	.7	.3	-.7	.3	.4	.5	.2	.3	.5	.4	.6	-	.3	-.1
Standard error	.08	.20	.21	.27	.22	.10	.11	.09	.10	.11	.09	.11	.17	-	.11	.44
Standard deviation	1.39	1.39	1.37	1.45	.91	1.37	1.43	1.37	1.40	1.40	1.35	1.39	1.32	-	1.42	1.66

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table OP3A_1RESPX (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	*b	a	b	c	a	b	c
Unweighted Base	280	173	40	215	21	280	-	105	128	45	102	100	73
Effective base	97	62	14	67	11	97	-	38	43	16	36	31	29
Weighted Base	238	154	36	159	32	238	-	82	115	37	88	73	70
Very Dissatisfied (-2)	30	22	7	10	14	30	-	10	18	2	15	4	12
	13%	14%	19%	6%	43%	13%	-%	12%	16%	5%	17%	5%	17%
Fairly Dissatisfied (-1)	35	25	8	14	7	35	-	18	11	7	20	10	5
	15%	16%	22%	9%	22%	15%	-%	22%	9%	19%	23%	13%	8%
Neither Satisfied Nor Dissatisfied (0)	49	38	3	24	5	49	-	4	34	11	14	21	14
	21%	25%	10%	15%	16%	21%	-%	5%	30%	29%	16%	28%	20%
								a	a				
Fairly Satisfied (1)	50	29	10	46	1	50	-	24	20	7	18	14	18
	21%	19%	28%	29%	5%	21%	-%	29%	17%	19%	21%	19%	26%
Very Satisfied (2)	74	40	8	64	4	74	-	26	33	11	21	25	21
	31%	26%	22%	40%	14%	31%	-%	32%	28%	29%	23%	35%	30%
NET: Satisfied	124	69	18	110	6	124	-	49	52	18	39	39	39
	52%	45%	50%	69%	19%	52%	-%	61%	45%	47%	44%	54%	56%
NET: Dissatisfied	65	47	15	24	21	65	-	28	29	9	35	13	17
	27%	31%	41%	15%	65%	27%	-%	34%	25%	24%	39%	18%	25%
Answered	238	154	36	159	32	238	-	82	115	37	88	73	70
Mean Score	.4	.3	.1	.9	-.7	.4	-	.5	.3	.5	.1	.7	.4
Standard error	.08	.10	.23	.08	.31	.08	-	.14	.12	.19	.14	.12	.17
Standard deviation	1.39	1.38	1.47	1.21	1.43	1.39	-	1.44	1.39	1.24	1.43	1.23	1.42

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table OP3A_1RESPX (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		280	173	107
Effective base		97	54	44
Weighted Base		238	142	96
Very Dissatisfied	(-2)	30	13	17
		13%	9%	17%
Fairly Dissatisfied	(-1)	35	26	10
		15%	18%	10%
Neither Satisfied Nor Dissatisfied	(0)	49	35	14
		21%	25%	15%
Fairly Satisfied	(1)	50	25	25
		21%	18%	26%
Very Satisfied	(2)	74	44	30
		31%	31%	32%
NET: Satisfied		124	69	55
		52%	48%	58%
NET: Dissatisfied		65	39	26
		27%	27%	28%
Answered		238	142	96
Mean Score		.4	.4	.4
Standard error		.08	.10	.14
Standard deviation		1.39	1.34	1.46

Columns Tested: a,b

Table OP3A_1RESPX (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

		Month												
		Total base	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	l
Unweighted Base		280	13	26	22	26	25	14	14	19	17	20	15	69
Effective base		97	2	10	13	9	17	6	4	8	7	9	8	23
Weighted Base		238	3	15	28	8	33	12	3	34	18	2	24	58
Very Dissatisfied	(-2)	30	-	7	5	-	3	3	2	7	*	-	2	2
		13%	-%	45%	17%	-%	10%	22%	43%	21%	1%	-%	10%	3%
Fairly Dissatisfied	(-1)	35	-	1	2	2	3	3	1	5	2	-	9	7
		15%	-%	5%	8%	27%	10%	22%	34%	13%	10%	-%	38%	13%
Neither Satisfied Nor Dissatisfied	(0)	49	*	*	5	2	9	1	*	8	4	*	4	16
		21%	2%	1%	17%	19%	28%	4%	14%	24%	24%	*%	17%	27%
Fairly Satisfied	(1)	50	2	4	8	3	4	3	*	9	5	1	3	8
		21%	66%	26%	27%	40%	13%	23%	8%	27%	25%	43%	13%	14%
Very Satisfied	(2)	74	1	3	8	1	13	4	*	5	7	1	5	25
		31%	31%	23%	31%	14%	39%	29%	1%	15%	39%	57%	22%	43%
NET: Satisfied		124	3	7	16	4	17	6	*	14	12	2	8	33
		52%	98%	49%	58%	54%	52%	51%	9%	42%	65%	100%	35%	57%
NET: Dissatisfied		65	-	7	7	2	7	5	3	12	2	-	12	9
		27%	-%	50%	25%	27%	20%	44%	77%	34%	12%	-%	48%	15%
Answered		238	3	15	28	8	33	12	3	34	18	2	24	58
Mean Score		.4	1.3	-.2	.5	.4	.6	.1	-1.1	*	.9	1.6	*	.8
Standard error		.08	.17	.35	.31	.22	.27	.44	.31	.31	.27	.16	.35	.15
Standard deviation		1.39	.61	1.79	1.45	1.10	1.36	1.63	1.16	1.37	1.11	.74	1.36	1.21

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table OP3A_1RESPX (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	280	61	65	50	104	126	154
Effective base	97	24	30	17	32	53	48
Weighted Base	238	45	53	56	84	98	140
Very Dissatisfied	(-2)	30	11	6	9	17	13
	13%	25%	11%	16%	5%	17%	9%
		d					
Fairly Dissatisfied	(-1)	35	3	8	8	11	24
	15%	6%	16%	14%	20%	12%	17%
Neither Satisfied Nor Dissatisfied	(0)	49	5	11	13	16	33
	21%	11%	21%	23%	24%	16%	24%
Fairly Satisfied	(1)	50	13	10	14	24	26
	21%	30%	19%	25%	15%	24%	19%
Very Satisfied	(2)	74	13	18	12	30	43
	31%	28%	33%	22%	37%	31%	31%
NET: Satisfied		124	26	28	26	44	70
	52%	58%	52%	47%	52%	55%	50%
NET: Dissatisfied		65	14	14	16	28	37
	27%	31%	27%	29%	25%	29%	26%
Answered	238	45	53	56	84	98	140
Mean Score	.4	.3	.5	.2	.6	.4	.5
Standard error	.08	.20	.17	.19	.13	.13	.11
Standard deviation	1.39	1.56	1.38	1.37	1.30	1.46	1.33

Columns Tested:: a,b,c,d - a,b

Table OP3A_3RESP

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All who have had a problem with providers in the last 6 months

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	*c	d	e
Unweighted Base	314	15	299	179	56	25	54	135
Effective base	112	6	107	99	22	15	29	36
Weighted Base	267	9	258	249	14	3	2	18
Very Dissatisfied (-2)	16 6%	2 20%	14 5%	15 6%	* 2%	- -%	* 4%	* 2%
Fairly Dissatisfied (-1)	15 6%	- -%	15 6%	15 6%	* 2%	* 3%	* 8%	1 3%
Neither Satisfied Nor Dissatisfied (0)	41 15%	1 13%	40 16%	39 16%	2 13%	* 7%	* 5%	2 11%
Fairly Satisfied (1)	95 35%	4 42%	91 35%	88 35%	5 37%	1 55%	* 27%	7 39%
Very Satisfied (2)	86 32%	2 25%	84 32%	79 32%	6 40%	1 32%	1 50%	7 40%
Have not Contacted / Not Applicable (DO NOT READ OUT)	14 5%	* 1%	14 5%	13 5%	* 2%	* 2%	* 6%	* 3%
Don't Know (DO NOT READ OUT)	1 *%	- -%	1 *%	- -%	1 4%	- -%	- -%	1 3%
NET: Satisfied	181 68%	6 66%	175 68%	167 67%	11 77%	2 88%	1 78%	14 78%
NET: Dissatisfied	31 11%	2 20%	29 11%	30 12%	1 5%	* 3%	* 12%	1 5%
Answered	253	9	244	236	13	3	2	17
Mean Score	.9	.5	.9	.9	1.2	1.2	1.2	1.2
Standard error	.07	.40	.07	.09	.13	.18	.27	.08
Standard deviation	1.13	1.49	1.12	1.15	.96	.90	1.92	.94

Columns Tested: a,b - a,b,c,d,e

Table OP3A_3RESP (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All who have had a problem with providers in the last 6 months

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		314	65	81	33	38	43	54	179	56	79
Effective base		112	43	42	15	15	22	29	99	22	33
Weighted Base		267	117	103	29	11	6	2	249	14	4
Very Dissatisfied	(-2)	16	10	4	1	*	-	*	15	*	*
		6%	9%	4%	3%	3%	-%	4%	6%	2%	1%
Fairly Dissatisfied	(-1)	15	9	5	1	*	*	*	15	*	*
		6%	8%	4%	3%	1%	5%	8%	6%	2%	5%
Neither Satisfied Nor Dissatisfied	(0)	41	19	13	8	1	1	*	39	2	*
		15%	16%	12%	28%	13%	9%	5%	16%	13%	6%
					fi						
Fairly Satisfied	(1)	95	35	42	11	4	3	*	88	5	2
		35%	30%	40%	38%	35%	49%	27%	35%	37%	45%
Very Satisfied	(2)	86	34	38	7	5	2	1	79	6	2
		32%	29%	37%	24%	44%	30%	50%	32%	40%	39%
Have not Contacted / Not Applicable (DO NOT READ OUT)		14	10	2	1	-	*	*	13	*	*
		5%	8%	2%	5%	-%	7%	6%	5%	2%	4%
Don't Know (DO NOT READ OUT)		1	-	-	-	1	-	-	-	1	-
		*%	-%	-%	-%	5%	-%	-%	-%	4%	-%
NET: Satisfied		181	69	80	18	8	5	1	167	11	4
		68%	59%	77%	62%	78%	79%	78%	67%	77%	84%
											a
NET: Dissatisfied		31	19	9	2	*	*	*	30	1	*
		11%	16%	9%	6%	4%	5%	12%	12%	5%	6%
Answered		253	107	101	28	10	5	2	236	13	4
Mean Score		.9	.7	1.0	.8	1.2	1.1	1.2	.9	1.2	1.2
Standard error		.07	.17	.12	.17	.16	.14	.27	.09	.13	.12
Standard deviation		1.13	1.26	1.04	.96	.99	.87	1.92	1.15	.96	1.01

Columns Tested:: a,b,c,d,e,f,g,h,i

Table OP3A_3RESP (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All who have had a problem with providers in the last 6 months

	Total base	Business Size 3					Turnover					
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +	
		a	b	c	*d	e	a	b	c	*d	e	
Significance Level: 95%												
Unweighted Base	314	102	77	56	25	54	109	76	30	13	57	
Effective base	112	66	41	22	15	29	52	33	12	7	8	
Weighted Base	267	188	61	14	3	2	131	82	20	4	12	
Very Dissatisfied	(-2)	16	13	2	*	-	*	9	3	1	*	*
		6%	7%	4%	2%	-%	4%	7%	4%	4%	8%	1%
Fairly Dissatisfied	(-1)	15	9	5	*	*	*	11	1	2	-	*
		6%	5%	9%	2%	3%	8%	8%	2%	12%	-%	*%
Neither Satisfied Nor Dissatisfied	(0)	41	30	10	2	*	*	22	13	1	*	4
		15%	16%	16%	13%	7%	5%	17%	16%	6%	*%	37%
Fairly Satisfied	(1)	95	67	21	5	1	*	47	28	7	3	3
		35%	36%	34%	37%	55%	27%	36%	34%	32%	61%	23%
Very Satisfied	(2)	86	59	20	6	1	1	31	34	9	1	4
		32%	31%	32%	40%	32%	50%	24%	42%	43%	31%	38%
Have not Contacted / Not Applicable (DO NOT READ OUT)		14	10	3	*	*	*	11	2	1	-	*
		5%	5%	5%	2%	2%	6%	8%	3%	3%	-%	1%
Don't Know (DO NOT READ OUT)		1	-	-	1	-	-	-	-	-	-	-
		*%	-%	-%	4%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		181	126	40	11	2	1	78	62	15	4	7
		68%	67%	66%	77%	88%	78%	60%	76%	75%	92%	61%
NET: Dissatisfied		31	22	8	1	*	*	21	5	3	*	*
		11%	12%	13%	5%	3%	12%	16%	6%	15%	8%	1%
Answered		253	178	58	13	3	2	120	80	20	4	12
Mean Score		.9	.8	.9	1.2	1.2	1.2	.7	1.1	1.0	1.1	1.0
Standard error		.07	.12	.13	.13	.18	.27	.12	.12	.22	.32	.13
Standard deviation		1.13	1.16	1.12	.96	.90	1.92	1.19	1.02	1.18	1.15	.94

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table OP3A_3RESP (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All who have had a problem with providers in the last 6 months

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			*a	*b	c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		314	24	20	55	11	26	19	19	12	22
Effective base		112	12	11	26	5	11	11	9	5	11
Weighted Base		267	28	19	73	12	25	29	29	13	17
Very Dissatisfied	(-2)	16	4	2	2	2	-	1	-	-	5
		6%	15%	10%	3%	14%	-%	3%	-%	-%	27%
Fairly Dissatisfied	(-1)	15	-	-	7	-	1	1	2	-	3
		6%	-%	-%	9%	-%	4%	2%	8%	-%	19%
Neither Satisfied Nor Dissatisfied	(0)	41	9	*	13	*	7	1	8	-	2
		15%	31%	*%	18%	3%	26%	2%	28%	-%	12%
Fairly Satisfied	(1)	95	10	11	18	6	10	12	10	9	3
		35%	34%	58%	24%	52%	40%	42%	34%	66%	18%
Very Satisfied	(2)	86	5	4	32	4	7	9	8	4	3
		32%	18%	20%	43%	32%	26%	31%	29%	34%	20%
Have not Contacted / Not Applicable (DO NOT READ OUT)		14	1	2	1	-	1	6	*	*	1
		5%	2%	13%	2%	-%	3%	21%	1%	*%	5%
Don't Know (DO NOT READ OUT)		1	-	-	1	-	-	-	-	-	-
		*%	-%	-%	1%	-%	-%	-%	-%	-%	-%
NET: Satisfied		181	14	15	49	10	17	21	18	13	7
		68%	51%	78%	68%	84%	67%	73%	63%	100%	38%
NET: Dissatisfied		31	4	2	9	2	1	1	2	-	8
		11%	15%	10%	13%	14%	4%	5%	8%	-%	45%
Answered		253	27	17	72	12	24	23	28	13	16
Mean Score		.9	.4	.9	1.0	.9	.9	1.2	.8	1.3	-.1
Standard error		.07	.27	.27	.16	.39	.18	.22	.23	.15	.35
Standard deviation		1.13	1.25	1.13	1.15	1.30	.86	.90	.96	.49	1.58

Columns Tested: a,b,c,d,e,f,g,h,i

Table OP3A_3RESP (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All who have had a problem with providers in the last 6 months

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		314	59	56	93	208	106	40	31	35
Effective base		112	25	27	47	97	29	14	8	9
Weighted Base		267	54	60	131	246	21	12	5	5
Very Dissatisfied	(-2)	16 6%	6 12%	6 10%	3 2%	15 6%	* 1%	* 2%	- -%	- -%
Fairly Dissatisfied	(-1)	15 6%	4 8%	- -%	10 8%	14 6%	1 4%	* 3%	* 6%	* 4%
Neither Satisfied Nor Dissatisfied	(0)	41 15%	9 16%	9 15%	21 16%	39 16%	2 11%	1 6%	1 25%	* 8%
Fairly Satisfied	(1)	95 35%	19 36%	29 49%	40 30%	88 36%	6 29%	3 22%	2 36%	2 40%
Very Satisfied	(2)	86 32%	14 25%	13 22%	49 37%	76 31%	10 47%	7 58%	1 21%	2 44%
Have not Contacted / Not Applicable (DO NOT READ OUT)		14 5%	2 3%	3 5%	7 6%	12 5%	2 8%	1 8%	1 12%	* 5%
Don't Know (DO NOT READ OUT)		1 *%	- -%	- -%	1 *%	1 *%	- -%	- -%	- -%	- -%
NET: Satisfied		181 68%	33 61%	43 70%	89 68%	165 67%	16 76%	10 81%	3 57%	4 83%
NET: Dissatisfied		31 11%	11 20%	6 10%	13 10%	30 12%	1 5%	1 5%	* 6%	* 4%
Answered		253	53	57	123	233	20	11	4	4
Mean Score		.9	.6	.8	1.0	.8	1.3	1.4	.8	1.3
Standard error		.07	.17	.16	.11	.08	a	a	.18	.15
Standard deviation		1.13	1.30	1.14	1.06	1.14	.94	.97	.99	.89

Columns Tested: a,b,c,d,e,f,g,h

Table OP3A_3RESP (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All who have had a problem with providers in the last 6 months

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	*h	i
Unweighted Base	314	14	34	8	42	41	95	11	14	97
Effective base	112	8	9	3	12	18	38	3	4	34
Weighted Base	267	12	24	7	31	54	79	6	5	80
Very Dissatisfied	(-2)	16	*	-	*	-	8	-	-	7
	6%	-%	*%	-%	*%	-%	10%	-%	-%	9%
Fairly Dissatisfied	(-1)	15	2	-	2	1	3	*	-	9
	6%	-%	9%	-%	7%	1%	4%	4%	-%	12%
Neither Satisfied Nor Dissatisfied	(0)	41	4	4	8	14	11	*	-	6
	15%	19%	17%	64%	27%	27%	14%	*%	-%	7%
					i					
Fairly Satisfied	(1)	95	4	9	2	12	9	37	3	27
	35%	38%	39%	36%	39%	17%	47%	51%	32%	34%
						e				
Very Satisfied	(2)	86	4	8	-	8	25	17	3	26
	32%	36%	31%	-%	24%	46%	22%	45%	68%	32%
Have not Contacted / Not Applicable (DO NOT READ OUT)	14	1	1	-	1	4	4	-	-	5
	5%	7%	3%	-%	3%	7%	5%	-%	-%	6%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	1	-	-	-	-
	*%	-%	-%	-%	-%	1%	-%	-%	-%	-%
NET: Satisfied	181	9	17	2	19	35	54	6	5	53
	68%	74%	71%	36%	63%	64%	68%	96%	100%	66%
NET: Dissatisfied	31	-	2	-	2	1	11	*	-	17
	11%	-%	9%	-%	7%	1%	14%	4%	-%	21%
Answered	253	11	23	7	30	50	75	6	5	75
Mean Score	.9	1.2	1.0	.4	.8	1.2	.7	1.4	1.7	.7
Standard error	.07	.22	.17	.18	.14	.15	.13	.23	.14	.14
Standard deviation	1.13	.78	.96	.52	.91	.91	1.18	.75	.52	1.32

Columns Tested:: a,b,c,d,e,f,g,h,i

Table OP3A_3RESP (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All who have had a problem with providers in the last 6 months

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	*b	*c	a	b	a	*b
Unweighted Base	314	97	95	122	290	24	-	259	55	311	3
Effective base	112	36	38	40	100	14	-	101	12	112	2
Weighted Base	267	96	79	92	224	43	-	244	23	266	1
Very Dissatisfied (-2)	16 6%	* *%	8 10%	7 8%	16 7%	- -%	- -%	14 6%	2 7%	16 6%	- -%
Fairly Dissatisfied (-1)	15 6%	3 3%	3 4%	9 10%	15 7%	* *%	- -%	14 6%	1 3%	15 6%	- -%
Neither Satisfied Nor Dissatisfied (0)	41 15%	25 26%	11 14%	6 6%	27 12%	14 33%	- -%	34 14%	7 30%	41 16%	- -%
Fairly Satisfied (1)	95 35%	26 27%	37 47%	32 35%	76 34%	18 43%	- -%	88 36%	7 30%	94 35%	1 62%
Very Satisfied (2)	86 32%	37 38%	17 22%	32 35%	77 34%	9 22%	- -%	79 32%	7 29%	86 32%	* 38%
Have not Contacted / Not Applicable (DO NOT READ OUT)	14 5%	6 6%	4 5%	5 5%	13 6%	1 1%	- -%	14 6%	* 1%	14 5%	- -%
Don't Know (DO NOT READ OUT)	1 *%	1 1%	- -%	- -%	1 *%	- -%	- -%	1 *%	- -%	1 *%	- -%
NET: Satisfied	181 68%	62 65%	54 68%	65 70%	153 68%	28 65%	- -%	167 68%	14 59%	180 68%	1 100%
NET: Dissatisfied	31 11%	3 3%	11 14%	17 18%	31 14%	* *%	- -%	28 12%	2 10%	31 12%	- -%
Answered	253	90	75	87	211	42	-	230	23	252	1
Mean Score	.9	1.1	.7	.8	.9	.9	-	.9	.7	.9	1.4
Standard error	.07	.10	.13	.12	.07	.16	-	.07	.16	.07	-
Standard deviation	1.13	.90	1.18	1.28	1.20	.76	-	1.13	1.15	1.13	-

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table OP3A_3RESP (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All who have had a problem with providers in the last 6 months

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		314	119	109	85
Effective base		112	46	34	34
Weighted Base		267	123	65	79
Very Dissatisfied	(-2)	16 6%	5 4%	2 2%	9 11%
Fairly Dissatisfied	(-1)	15 6%	9 7%	5 7%	1 2%
Neither Satisfied Nor Dissatisfied	(0)	41 15%	24 20%	4 6%	13 17%
Fairly Satisfied	(1)	95 35%	40 32%	23 36%	32 40%
Very Satisfied	(2)	86 32%	37 30%	29 46%	20 25%
Have not Contacted / Not Applicable (DO NOT READ OUT)		14 5%	7 6%	2 3%	5 6%
Don't Know (DO NOT READ OUT)		1 *%	1 *%	- -%	- -%
NET: Satisfied		181 68%	77 62%	53 81%	52 65%
NET: Dissatisfied		31 11%	14 11%	6 10%	10 13%
Answered		253	115	63	75
Mean Score		.9	.8	1.2	.7
Standard error		.07	.11	.10	.14
Standard deviation		1.13	1.11	1.02	1.22

Columns Tested: a,b,c

Table OP3A_3RESP (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All who have had a problem with providers in the last 6 months

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	314	155	74	31	16	20	11	3	4	229	85	54
Effective base	112	67	25	8	7	5	3	2	2	92	21	13
Weighted Base	267	168	55	17	7	13	7	*	*	223	44	27
Very Dissatisfied (-2)	16 6%	10 6%	4 8%	- -%	1 13%	* *%	- -%	- -%	- -%	15 7%	1 2%	1 3%
Fairly Dissatisfied (-1)	15 6%	12 7%	1 1%	1 4%	- -%	2 13%	* 1%	- -%	- -%	13 6%	2 6%	2 7%
Neither Satisfied Nor Dissatisfied (0)	41 15%	29 17%	6 11%	1 7%	- -%	* *%	5 65%	* 67%	- -%	35 16%	6 14%	5 18%
Fairly Satisfied (1)	95 35%	55 33%	29 53%	7 42%	2 28%	1 7%	* 1%	* 33%	* 87%	84 38%	10 23%	3 12%
Very Satisfied (2)	86 32%	49 29%	13 23%	8 45%	4 58%	10 79%	2 33%	- -%	- -%	62 28%	24 54%	16 60%
Have not Contacted / Not Applicable (DO NOT READ OUT)	14 5%	12 7%	2 3%	1 3%	* *%	* *%	- -%	- -%	* 13%	13 6%	1 1%	* *%
Don't Know (DO NOT READ OUT)	1 *%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%
NET: Satisfied	181 68%	105 62%	42 76%	15 86%	6 86%	11 85%	2 34%	* 33%	* 87%	147 66%	34 77%	19 72%
NET: Dissatisfied	31 11%	22 13%	5 10%	1 4%	1 13%	2 14%	* 1%	- -%	- -%	27 12%	3 8%	3 10%
Answered	253	156	53	17	7	13	7	*	*	209	44	27
Mean Score	.9	.8	.8	1.3	1.2	1.5	.7	.3	1.0	.8	1.2	1.2
Standard error	.07	.10	.13	.15	.37	.26	.31	-	-	.08	.12	.17
Standard deviation	1.13	1.16	1.08	.79	1.44	1.11	1.03	-	-	1.14	1.04	1.18

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table OP3A_3RESP (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All who have had a problem with providers in the last 6 months

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	*a	b	c	*d	*e	f	g
Significance Level: 95%																	
Unweighted Base	314	49	106	159	290	285	301	296	239	227	18	132	32	25	22	39	33
Effective base	112	25	43	46	100	96	106	106	83	71	12	59	10	7	6	8	7
Weighted Base	267	68	100	99	240	231	255	250	208	173	30	147	17	10	14	15	21
Very Dissatisfied (-2)	16 6%	3 5%	7 7%	5 5%	14 6%	13 6%	14 6%	16 6%	9 4%	5 3%	- -%	9 6%	* 2%	- -%	3 21%	2 11%	- -%
Fairly Dissatisfied (-1)	15 6%	3 5%	9 9%	3 3%	15 6%	15 7%	15 6%	15 6%	15 7%	14 8%	- -%	9 6%	* 2%	* 2%	* 1%	1 5%	5 22%
Neither Satisfied Nor Dissatisfied (0)	41 15%	17 25%	12 12%	12 12%	40 17%	36 16%	41 16%	36 15%	29 14%	25 14%	6 20%	23 16%	1 5%	- -%	1 5%	6 39%	5 22%
Fairly Satisfied (1)	95 35%	25 37%	31 30%	39 40%	81 34%	84 37%	89 35%	88 35%	79 38%	59 34%	8 27%	55 37%	11 64%	7 68%	3 19%	4 25%	2 8%
Very Satisfied (2)	86 32%	15 22%	34 34%	37 37%	77 32%	71 31%	82 32%	84 34%	69 33%	67 39%	12 40%	42 29%	5 26%	3 28%	8 54%	3 21%	9 44%
Have not Contacted / Not Applicable (DO NOT READ OUT)	14 5%	5 7%	7 7%	2 2%	12 5%	10 4%	13 5%	10 4%	8 4%	3 2%	3 11%	8 6%	* 2%	* 2%	- -%	- -%	1 4%
Don't Know (DO NOT READ OUT)	1 *%	- -%	1 1%	- -%	- -%	1 *%	1 *%	1 *%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	181 68%	40 59%	65 65%	76 77%	158 66%	155 67%	171 67%	173 69%	148 71%	126 73%	20 67%	97 66%	16 90%	9 96%	11 73%	7 46%	11 52%
NET: Dissatisfied	31 11%	6 9%	16 16%	9 9%	29 12%	28 12%	29 11%	30 12%	24 11%	19 11%	- -%	18 12%	1 3%	* 2%	3 22%	2 16%	5 22%
Answered	253	63	93	97	227	220	241	239	200	170	27	139	17	9	14	15	20
Mean Score	.9	.7	.8	1.0	.8	.8	.9	.9	.9	1.0	1.2	.8	1.1	1.3	.8	.4	.8
Standard error	.07	.16	.13	.09	.07	.07	.07	.07	.07	.07	.21	.10	.14	.12	.35	.20	.24
Standard deviation	1.13	1.05	1.24	1.07	1.14	1.13	1.13	1.15	1.08	1.07	.82	1.14	.73	.57	1.63	1.23	1.28

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table OP3A_3RESP (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All who have had a problem with providers in the last 6 months

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Unweighted Base	314	156	31	26	19	19	21	18	103	70	33	19	25	19	16
Effective base	112	72	9	5	3	9	4	3	44	25	9	10	3	7	3
Weighted Base	267	182	15	10	8	6	11	8	116	53	21	15	10	6	12
Very Dissatisfied	(-2)	16	9	-	2	-	1	2	-	7	3	2	2	-	-
		6%	5%	-%	19%	-%	21%	15%	-%	6%	6%	9%	12%	-%	-%
Fairly Dissatisfied	(-1)	15	13	*	*	-	1	-	*	7	2	*	1	-	*
		6%	7%	1%	4%	-%	16%	-%	*%	6%	5%	1%	5%	-%	*%
Neither Satisfied Nor Dissatisfied	(0)	41	25	5	1	*	*	5	4	22	7	4	*	1	2
		15%	14%	31%	9%	2%	3%	51%	44%	19%	14%	18%	*%	6%	38%
Fairly Satisfied	(1)	95	68	5	1	2	3	1	1	38	23	12	8	1	2
		35%	37%	31%	12%	29%	58%	8%	13%	33%	44%	57%	58%	6%	30%
Very Satisfied	(2)	86	57	4	5	5	*	3	3	32	16	3	4	8	2
		32%	31%	24%	53%	68%	1%	26%	42%	28%	31%	13%	25%	88%	32%
Have not Contacted / Not Applicable (DO NOT READ OUT)		14	10	2	*	-	-	-	*	9	*	*	-	-	-
		5%	6%	13%	2%	-%	-%	-%	1%	8%	*%	1%	-%	-%	-%
Don't Know (DO NOT READ OUT)		1	-	-	-	-	-	-	-	1	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%
NET: Satisfied		181	125	9	6	8	3	4	4	70	40	14	12	9	4
		68%	68%	56%	65%	98%	60%	34%	54%	61%	75%	70%	83%	94%	62%
NET: Dissatisfied		31	23	*	2	-	2	2	*	14	5	2	2	-	*
		11%	12%	1%	23%	-%	37%	15%	*%	12%	10%	10%	17%	-%	*%
Answered		253	172	13	9	8	6	11	8	106	52	20	15	10	6
Mean Score		.9	.9	.9	.8	1.7	*	.3	1.0	.8	.9	.6	.8	1.8	.9
Standard error		.07	.09	.16	.35	.13	.33	.29	.26	.12	.13	.19	.29	.11	.21
Standard deviation		1.13	1.12	.85	1.68	.56	1.42	1.34	1.00	1.14	1.07	1.06	1.27	.54	.92

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table OP3A_3RESP (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All who have had a problem with providers in the last 6 months

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	314	92	42	57	32	26	26	21	50	73	83	49	45
Effective base	112	42	16	16	12	10	6	5	26	25	31	15	15
Weighted Base	267	108	33	37	23	22	16	9	73	66	59	21	37
Very Dissatisfied (-2)	16 6%	6 6%	2 7%	3 7%	- -%	2 9%	1 5%	2 17%	5 7%	* *%	4 8%	2 8%	3 8%
Fairly Dissatisfied (-1)	15 6%	11 10%	2 7%	2 4%	* *%	- -%	* 1%	* 1%	2 3%	6 9%	6 10%	* 1%	1 2%
Neither Satisfied Nor Dissatisfied (0)	41 15%	15 14%	7 19%	8 22%	2 7%	* *%	5 28%	* 2%	12 17%	9 14%	9 16%	1 6%	9 25%
Fairly Satisfied (1)	95 35%	34 32%	13 38%	11 30%	11 47%	10 44%	6 39%	3 34%	21 28%	26 39%	18 31%	10 46%	14 39%
Very Satisfied (2)	86 32%	35 32%	9 26%	12 33%	11 45%	10 46%	4 23%	4 46%	27 37%	20 31%	18 30%	8 39%	9 25%
Have not Contacted / Not Applicable (DO NOT READ OUT)	14 5%	7 7%	1 3%	1 3%	* 1%	- -%	1 3%	* *%	6 8%	4 6%	3 5%	* *%	* *%
Don't Know (DO NOT READ OUT)	1 *%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%
NET: Satisfied	181 68%	69 63%	21 64%	23 63%	22 92%	20 90%	10 62%	7 80%	47 65%	46 70%	36 62%	18 85%	24 64%
NET: Dissatisfied	31 11%	17 15%	5 13%	4 11%	* *%	2 9%	1 6%	2 19%	7 10%	6 9%	10 18%	2 8%	4 10%
Answered	253	101	32	36	23	22	16	9	67	61	56	21	37
Mean Score	.9	.8	.7	.8	1.4	1.2	.8	.9	.9	1.0	.7	1.1	.7
Standard error	.07	.13	.18	.16	.11	.23	.21	.35	.18	.11	.14	.16	.17
Standard deviation	1.13	1.20	1.15	1.18	.63	1.16	1.04	1.52	1.19	.94	1.25	1.11	1.12

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table OP3A_3RESP (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All who have had a problem with providers in the last 6 months

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	314	104	55	68	32	30	59	79	69	44	32
Effective base	112	40	22	23	10	9	28	23	23	13	12
Weighted Base	267	107	55	40	15	22	79	57	45	22	27
Very Dissatisfied (-2)	16 6%	7 7%	2 4%	- -%	3 22%	1 5%	4 5%	2 4%	4 10%	1 3%	2 7%
Fairly Dissatisfied (-1)	15 6%	4 4%	6 10%	4 11%	* 1%	1 3%	4 5%	6 10%	4 9%	* 1%	1 3%
Neither Satisfied Nor Dissatisfied (0)	41 15%	14 13%	11 19%	6 16%	1 6%	8 38%	11 14%	6 10%	9 21%	5 21%	6 21%
Fairly Satisfied (1)	95 35%	34 32%	17 31%	13 33%	8 50%	9 41%	26 33%	27 47%	13 30%	9 39%	10 35%
Very Satisfied (2)	86 32%	42 39%	15 28%	14 35%	3 19%	3 13%	27 34%	14 24%	12 27%	8 36%	9 34%
Have not Contacted / Not Applicable (DO NOT READ OUT)	14 5%	5 5%	5 8%	2 5%	* 1%	* 1%	7 8%	2 4%	2 3%	* *%	* *%
Don't Know (DO NOT READ OUT)	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%
NET: Satisfied	181 68%	76 71%	32 58%	27 68%	11 69%	12 53%	54 67%	40 72%	26 57%	17 74%	19 69%
NET: Dissatisfied	31 11%	11 10%	8 14%	4 11%	4 24%	2 8%	8 11%	8 14%	8 19%	1 4%	3 9%
Answered	253	101	51	38	15	22	73	54	43	22	27
Mean Score	.9	1.0	.7	1.0	.4	.5	.9	.8	.6	1.0	.9
Standard error	.07	.12	.16	.13	.27	.18	.16	.12	.16	.15	.20
Standard deviation	1.13	1.17	1.13	1.01	1.47	.95	1.13	1.06	1.28	.97	1.14

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table OP3A_3RESP (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All who have had a problem with providers in the last 6 months

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	314	55	53	87	54	45	211	45	40	168	146	190	100
Effective base	112	24	16	31	21	14	76	12	20	62	51	67	33
Weighted Base	267	64	43	71	40	30	162	29	59	155	113	160	80
Very Dissatisfied (-2)	16 6%	3 5%	- -%	6 8%	3 7%	4 12%	11 7%	1 3%	4 7%	13 8%	3 2%	11 7%	3 4%
Fairly Dissatisfied (-1)	15 6%	2 4%	* *%	9 13%	3 6%	1 2%	13 8%	2 8%	- -%	12 8%	3 3%	13 8%	2 2%
Neither Satisfied Nor Dissatisfied (0)	41 15%	9 15%	10 23%	6 9%	7 18%	4 12%	23 14%	1 5%	12 20%	32 21%	9 8%	29 18%	11 14%
Fairly Satisfied (1)	95 35%	13 21%	18 41%	26 36%	19 47%	13 45%	56 35%	16 54%	16 28%	49 32%	46 41%	53 33%	28 35%
Very Satisfied (2)	86 32%	32 49%	12 28%	23 33%	7 18%	8 26%	53 33%	8 28%	23 39%	38 25%	48 42%	42 26%	35 44%
Have not Contacted / Not Applicable (DO NOT READ OUT)	14 5%	4 7%	3 6%	1 2%	1 3%	1 2%	6 4%	1 2%	4 6%	10 6%	4 4%	11 7%	1 2%
Don't Know (DO NOT READ OUT)	1 *%	- -%	1 1%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	1 *%	- -%	- -%
NET: Satisfied	181 68%	45 70%	30 69%	49 69%	26 65%	21 71%	110 68%	24 82%	39 67%	88 57%	93 83%	95 60%	63 79%
NET: Dissatisfied	31 11%	6 9%	* *%	15 21%	5 14%	4 15%	23 14%	3 11%	4 7%	25 16%	6 5%	24 15%	5 6%
Answered	253	60	40	70	39	29	156	28	55	145	108	149	79
Mean Score	.9	1.1	1.1	.7	.6	.7	.8	1.0	1.0	.6	1.2	.7	1.2
Standard error	.07	.16	.11	.14	.16	.19	.08	.15	.19	.10	.08	.09	.10

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table OP3A_3RESP (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All who have had a problem with providers in the last 6 months

	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	314	55	53	87	54	45	211	45	40	168	146	190	100
Effective base	112	24	16	31	21	14	76	12	20	62	51	67	33
Weighted Base	267	64	43	71	40	30	162	29	59	155	113	160	80
Standard deviation	1.13	1.15	.75	1.28	1.11	1.26	1.19	.98	1.14	1.22	.90	1.19	.99

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table OP3A_3RESP (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All who have had a problem with providers in the last 6 months

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	314	138	147	72	224	197	93	131	154	77	219
Effective base	112	55	41	34	73	69	31	50	46	35	71
Weighted Base	267	133	98	71	179	166	73	122	109	78	173
Very Dissatisfied (-2)	16 6%	13 10%	* *%	8 11%	8 4%	13 8%	* *%	11 9%	2 2%	8 10%	8 4%
Fairly Dissatisfied (-1)	15 6%	10 8%	5 5%	4 6%	10 6%	11 7%	4 5%	12 10%	3 3%	7 9%	8 5%
Neither Satisfied Nor Dissatisfied (0)	41 15%	22 17%	14 15%	14 19%	23 13%	33 20%	7 10%	22 18%	14 13%	13 17%	23 13%
Fairly Satisfied (1)	95 35%	47 36%	37 38%	17 24%	71 40%	53 32%	28 39%	42 35%	42 39%	19 24%	70 41%
Very Satisfied (2)	86 32%	33 25%	38 39%	23 33%	61 34%	45 27%	32 44%	27 22%	44 41%	26 34%	58 33%
Have not Contacted / Not Applicable (DO NOT READ OUT)	14 5%	7 6%	3 3%	4 6%	6 3%	11 7%	1 2%	7 6%	3 3%	4 6%	6 3%
Don't Know (DO NOT READ OUT)	1 *%	1 *%	- -%	- -%	1 *%	- -%	- -%	1 *%	- -%	- -%	1 *%
NET: Satisfied	181 68%	80 60%	75 77%	40 57%	132 74%	98 59%	61 83%	69 57%	86 79%	45 58%	128 74%
NET: Dissatisfied	31 11%	23 17%	5 6%	12 17%	18 10%	24 15%	4 6%	23 19%	5 5%	15 19%	16 9%
Answered	253	125	95	66	173	155	72	114	106	73	166
Mean Score	.9	.6	1.1	.7	1.0	.7	1.2	.5	1.2	.7	1.0
Standard error	.07	.11	.08	.16	.07	.09	.09	.11	.08	.16	.07
Standard deviation	1.13	1.24	.89	1.34	1.06	1.21	.87	1.24	.91	1.34	1.05

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table OP3A_3RESP (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All who have had a problem with providers in the last 6 months

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	314	243	165	94	1	240	142	79	1	267	142	88	-
Effective base	112	79	65	31	1	78	49	25	1	93	50	34	-
Weighted Base	267	192	161	68	1	192	122	59	2	219	116	70	-
Very Dissatisfied (-2)	16 6%	11 6%	11 7%	6 9%	- -%	9 5%	7 6%	2 3%	2 100%	12 6%	8 7%	2 3%	- -%
Fairly Dissatisfied (-1)	15 6%	10 5%	11 7%	5 7%	- -%	14 8%	7 6%	6 9%	- -%	13 6%	7 6%	5 8%	- -%
Neither Satisfied Nor Dissatisfied (0)	41 15%	25 13%	29 18%	6 10%	- -%	26 13%	18 15%	6 10%	- -%	28 13%	19 16%	6 9%	- -%
Fairly Satisfied (1)	95 35%	72 38%	56 35%	27 40%	1 100%	72 38%	51 42%	26 43%	- -%	81 37%	47 40%	29 41%	- -%
Very Satisfied (2)	86 32%	63 33%	43 27%	18 27%	- -%	61 32%	33 27%	18 31%	- -%	75 34%	31 27%	22 32%	- -%
Have not Contacted / Not Applicable (DO NOT READ OUT)	14 5%	9 5%	11 7%	5 7%	- -%	10 5%	6 5%	2 3%	- -%	9 4%	3 3%	5 7%	- -%
Don't Know (DO NOT READ OUT)	1 *%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	1 *%	1 *%	- -%	- -%
NET: Satisfied	181 68%	135 71%	99 62%	46 67%	1 100%	134 70%	84 69%	44 75%	- -%	156 71%	78 68%	51 73%	- -%
NET: Dissatisfied	31 11%	22 11%	22 14%	11 16%	- -%	23 12%	14 11%	8 13%	2 100%	26 12%	15 13%	8 11%	- -%
Answered	253	182	151	63	1	182	116	57	2	210	112	65	-
Mean Score	.9	.9	.7	.7	1.0	.9	.8	.9	-2.0	.9	.8	1.0	-
Standard error	.07	.07	.10	.13	-	.07	.10	.12	-	.07	.10	.12	-
Standard deviation	1.13	1.13	1.17	1.25	-	1.10	1.10	1.07	-	1.13	1.14	1.05	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table OP3A_3RESP (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All who have had a problem with providers in the last 6 months

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	b	c	d	*e
Significance Level: 95%												
Unweighted Base	314	185	181	133	177	146	17	79	86	97	43	17
Effective base	112	66	64	51	55	58	4	31	32	36	18	8
Weighted Base	267	165	161	123	142	141	12	73	82	88	43	18
Very Dissatisfied (-2)	16 6%	11 7%	13 8%	10 8%	4 3%	13 9%	- -%	5 6%	4 5%	6 7%	5 10%	2 11%
Fairly Dissatisfied (-1)	15 6%	9 5%	13 8%	5 4%	7 5%	13 9%	1 6%	5 7%	5 6%	5 6%	4 10%	4 24%
Neither Satisfied Nor Dissatisfied (0)	41 15%	34 21%	34 21%	25 21%	29 21%	29 20%	* *%	18 25%	21 26%	21 24%	6 15%	2 13%
Fairly Satisfied (1)	95 35%	52 32%	53 33%	39 32%	46 32%	40 29%	6 53%	26 35%	20 25%	31 35%	16 36%	8 46%
Very Satisfied (2)	86 32%	48 29%	40 25%	38 31%	44 31%	39 28%	5 41%	14 19%	26 32%	22 25%	10 23%	1 4%
Have not Contacted / Not Applicable (DO NOT READ OUT)	14 5%	11 7%	8 5%	6 5%	11 8%	6 5%	- -%	6 8%	5 7%	3 3%	2 6%	* 2%
Don't Know (DO NOT READ OUT)	1 *%	- -%	1 *%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	181 68%	100 61%	93 58%	77 62%	90 64%	80 56%	11 94%	40 54%	46 57%	53 60%	26 59%	9 50%
NET: Dissatisfied	31 11%	20 12%	26 16%	15 12%	11 8%	26 18%	1 6%	10 13%	9 11%	11 13%	9 21%	6 35%
Answered	253	154	153	117	130	135	12	67	77	86	41	18
Mean Score	.9	.8	.6	.8	.9	.6	1.3	.6	.8	.7	.5	.1
Standard error	.07	.09	.09	.11	.08	.11	.19	.13	.13	.12	.21	.30
Standard deviation	1.13	1.16	1.20	1.19	1.03	1.27	.78	1.11	1.14	1.15	1.29	1.17

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table OP3A_3RESP (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All who have had a problem with providers in the last 6 months

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	314	52	45	32	20	217	199	268	205	189	244	189	67	-	205	16
Effective base	112	21	14	14	8	79	68	94	72	64	80	71	23	-	74	9
Weighted Base	267	44	36	32	20	188	163	228	173	157	196	170	50	-	163	28
Very Dissatisfied (-2)	16 6%	5 11%	- -%	3 10%	* *%	11 6%	9 6%	11 5%	10 6%	9 6%	9 4%	9 5%	1 1%	- -%	14 9%	1 3%
Fairly Dissatisfied (-1)	15 6%	5 11%	2 6%	5 17%	1 3%	11 6%	10 6%	13 6%	10 6%	10 6%	13 7%	8 5%	5 9%	- -%	8 5%	5 19%
Neither Satisfied Nor Dissatisfied (0)	41 15%	10 23%	6 16%	1 2%	4 19%	27 14%	28 17%	37 16%	27 16%	23 15%	23 12%	21 12%	* *%	- -%	24 14%	6 20%
Fairly Satisfied (1)	95 35%	11 26%	14 38%	14 44%	8 40%	70 37%	62 38%	86 37%	73 42%	61 39%	81 41%	72 43%	22 45%	- -%	54 33%	10 36%
Very Satisfied (2)	86 32%	10 22%	14 39%	7 23%	3 16%	58 31%	46 28%	70 31%	43 25%	49 31%	59 30%	47 28%	17 35%	- -%	54 33%	3 12%
Have not Contacted / Not Applicable (DO NOT READ OUT)	14 5%	3 8%	1 2%	1 5%	4 22%	11 6%	8 5%	12 5%	9 5%	5 3%	12 6%	13 7%	5 9%	- -%	10 6%	3 10%
Don't Know (DO NOT READ OUT)	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	181 68%	21 48%	28 76%	21 66%	11 56%	128 68%	108 66%	156 68%	115 67%	110 70%	140 71%	120 70%	40 80%	- -%	108 66%	13 48%
NET: Dissatisfied	31 11%	9 21%	2 6%	9 27%	1 4%	22 11%	19 12%	24 10%	20 12%	19 12%	22 11%	17 10%	5 11%	- -%	22 13%	6 22%
Answered	253	40	36	31	16	177	155	216	163	151	184	157	45	-	153	25
Mean Score	.9	.4	1.1	.6	.9	.9	.8	.9	.8	.9	.9	.9	1.1	-	.8	.4
Standard error	.07	.19	.14	.25	.19	.08	.08	.07	.08	.09	.07	.08	.13	-	.09	.28
Standard deviation	1.13	1.30	.90	1.32	.82	1.12	1.11	1.08	1.10	1.12	1.07	1.06	.98	-	1.23	1.09

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table OP3A_3RESP (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All who have had a problem with providers in the last 6 months

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	*b	a	b	c	a	b	c
Unweighted Base	314	192	49	241	24	314	-	110	151	51	116	110	82
Effective base	112	70	19	79	12	112	-	40	54	19	40	37	33
Weighted Base	267	168	46	183	33	267	-	84	138	41	96	86	78
Very Dissatisfied (-2)	16 6%	13 8%	2 4%	7 4%	5 14%	16 6%	- -%	9 10%	4 3%	3 6%	7 7%	2 2%	7 9%
Fairly Dissatisfied (-1)	15 6%	12 7%	1 2%	8 4%	5 16%	15 6%	- -%	1 1%	12 9%	2 6%	5 6%	6 7%	4 5%
Neither Satisfied Nor Dissatisfied (0)	41 15%	36 22%	3 6%	7 4%	8 25%	41 15%	- -%	11 13%	22 16%	9 22%	16 16%	12 14%	14 18%
Fairly Satisfied (1)	95 35%	49 29%	22 48%	72 39%	13 39%	95 35%	- -%	33 40%	48 34%	14 34%	35 37%	28 33%	31 40%
Very Satisfied (2)	86 32%	48 29%	14 31%	78 43%	1 3%	86 32%	- -%	29 35%	42 31%	10 24%	29 30%	32 37%	18 23%
Have not Contacted / Not Applicable (DO NOT READ OUT)	14 5%	8 5%	4 10%	12 7%	1 3%	14 5%	- -%	1 1%	10 7%	3 8%	3 4%	6 7%	4 5%
Don't Know (DO NOT READ OUT)	1 *%	1 *%	- -%	- -%	- -%	1 *%	- -%	- -%	1 *%	- -%	- -%	- -%	1 1%
NET: Satisfied	181 68%	98 58%	37 79%	150 82%	14 42%	181 68%	- -%	63 75%	90 65%	24 58%	64 67%	60 70%	49 63%
NET: Dissatisfied	31 11%	26 15%	3 6%	14 8%	10 31%	31 11%	- -%	9 11%	16 12%	5 12%	12 13%	8 9%	11 14%
Answered	253	160	42	171	32	253	-	83	128	38	92	80	73
Mean Score	.9	.7	1.1	1.2	*	.9	-	.9	.9	.7	.8	1.0	.7
Standard error	.07	.09	.14	.07	.25	.07	-	.12	.09	.17	.11	.10	.14
Standard deviation	1.13	1.22	.93	.99	1.15	1.13	-	1.21	1.08	1.15	1.16	1.02	1.19

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table OP3A_3RESP (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All who have had a problem with providers in the last 6 months

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		314	194	120
Effective base		112	63	51
Weighted Base		267	160	107
Very Dissatisfied	(-2)	16	7	9
		6%	4%	8%
Fairly Dissatisfied	(-1)	15	10	6
		6%	6%	5%
Neither Satisfied Nor Dissatisfied	(0)	41	20	21
		15%	12%	20%
Fairly Satisfied	(1)	95	51	44
		35%	32%	41%
Very Satisfied	(2)	86	63	23
		32%	40%	21%
			b	
Have not Contacted / Not Applicable (DO NOT READ OUT)		14	9	5
		5%	6%	4%
Don't Know (DO NOT READ OUT)		1	-	1
		*%	-%	*%
NET: Satisfied		181	115	66
		68%	71%	62%
NET: Dissatisfied		31	17	14
		11%	10%	13%
Answered		253	151	102
Mean Score		.9	1.0	.7
Standard error		.07	.08	.11
Standard deviation		1.13	1.11	1.14

Columns Tested: a,b

Table OP3A_3RESP (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All who have had a problem with providers in the last 6 months

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		*a	b	*c	*d	*e	*f	*g	*h	*i	*j	*k	l
Unweighted Base	314	15	30	27	29	29	16	16	23	18	23	17	71
Effective base	112	4	12	16	11	19	8	5	9	8	11	9	23
Weighted Base	267	7	18	33	9	40	16	5	34	18	2	26	59
Very Dissatisfied (-2)	16 6%	- -%	4 20%	3 9%	- -%	2 5%	- -%	1 32%	3 7%	* 1%	- -%	- -%	3 5%
Fairly Dissatisfied (-1)	15 6%	* 1%	* *%	- -%	* 3%	1 3%	3 17%	- -%	4 13%	1 4%	* 4%	2 9%	3 5%
Neither Satisfied Nor Dissatisfied (0)	41 15%	* 1%	4 20%	4 14%	* 1%	6 16%	3 16%	* *%	- -%	5 24%	* 1%	6 25%	13 22%
Fairly Satisfied (1)	95 35%	2 28%	7 40%	11 34%	5 54%	9 22%	4 24%	3 61%	13 38%	9 47%	1 29%	8 33%	23 39%
Very Satisfied (2)	86 32%	3 47%	3 20%	13 39%	3 27%	17 44%	4 27%	* 1%	14 40%	4 23%	1 47%	7 27%	16 27%
Have not Contacted / Not Applicable (DO NOT READ OUT)	14 5%	2 23%	* *%	1 3%	1 14%	4 10%	3 17%	* 5%	* 1%	- -%	* 18%	1 5%	1 1%
Don't Know (DO NOT READ OUT)	1 *%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	181 68%	5 75%	11 60%	24 72%	8 82%	26 66%	8 50%	3 62%	27 79%	13 70%	2 77%	15 60%	39 66%
NET: Dissatisfied	31 11%	* 1%	4 20%	3 9%	* 3%	3 8%	3 17%	1 32%	7 20%	1 6%	* 4%	2 9%	6 10%
Answered	253	5	18	31	8	36	13	4	34	18	2	24	59
Mean Score	.9	1.6	.4	1.0	1.2	1.1	.7	*	.9	.9	1.5	.8	.8
Standard error	.07	.18	.26	.24	.14	.22	.30	.43	.28	.21	.27	.25	.13
Standard deviation	1.13	.68	1.40	1.20	.69	1.14	1.16	1.62	1.28	.89	1.20	.98	1.06

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table OP3A_3RESP (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All who have had a problem with providers in the last 6 months

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	314	72	74	57	111	146	168
Effective base	112	31	35	18	34	66	51
Weighted Base	267	57	65	57	87	123	145
Very Dissatisfied (-2)	16 6%	6 11%	2 3%	4 8%	3 3%	8 7%	7 5%
Fairly Dissatisfied (-1)	15 6%	* *%	4 6%	5 9%	6 7%	4 3%	11 8%
Neither Satisfied Nor Dissatisfied (0)	41 15%	8 14%	9 14%	5 8%	20 23%	17 14%	24 17%
Fairly Satisfied (1)	95 35%	20 35%	18 27%	25 43%	32 37%	38 31%	57 39%
Very Satisfied (2)	86 32%	19 34%	24 37%	18 32%	24 28%	44 36%	42 29%
Have not Contacted / Not Applicable (DO NOT READ OUT)	14 5%	3 5%	8 12%	1 1%	2 3%	11 9%	3 2%
Don't Know (DO NOT READ OUT)	1 *%	1 1%	- -%	- -%	- -%	1 *%	- -%
NET: Satisfied	181 68%	39 69%	42 64%	43 75%	57 65%	81 66%	99 69%
NET: Dissatisfied	31 11%	7 12%	6 9%	10 17%	9 10%	13 10%	18 12%
Answered	253	54	57	57	85	111	142
Mean Score	.9	.8	1.0	.8	.8	.9	.8
Standard error	.07	.15	.13	.17	.10	.10	.09
Standard deviation	1.13	1.27	1.09	1.20	1.03	1.18	1.10

Columns Tested:: a,b,c,d - a,b

Table OP3A_3RESPX

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	b	a	b	*c	d	e
Significance Level: 95%								
Unweighted Base	290	14	276	164	52	24	50	126
Effective base	104	6	99	92	20	15	27	33
Weighted Base	253	9	244	236	13	3	2	17
Very Dissatisfied	(-2) 16 6%	2 20%	14 6%	15 6%	* 3%	- -%	* 4%	* 2%
Fairly Dissatisfied	(-1) 15 6%	- -%	15 6%	15 6%	* 2%	* 3%	* 8%	1 3%
Neither Satisfied Nor Dissatisfied	(0) 41 16%	1 13%	40 16%	39 17%	2 13%	* 7%	* 5%	2 12%
Fairly Satisfied	(1) 95 37%	4 42%	91 37%	88 37%	5 39%	1 57%	* 29%	7 41%
Very Satisfied	(2) 86 34%	2 25%	84 34%	79 33%	6 43%	1 33%	1 54%	7 42%
NET: Satisfied	181 72%	6 67%	175 72%	167 71%	11 82%	2 89%	1 83%	14 83%
NET: Dissatisfied	31 12%	2 20%	29 12%	30 13%	1 5%	* 3%	* 12%	1 5%
Answered	253	9	244	236	13	3	2	17
Mean Score	.9	.5	.9	.9	1.2	1.2	1.2	1.2
Standard error	.07	.40	.07	.09	.13	.18	.27	.08
Standard deviation	1.13	1.49	1.12	1.15	.96	.90	1.92	.94

Columns Tested:: a,b - a,b,c,d,e

Table OP3A_3RESPX (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		290	56	77	31	37	39	50	164	52	74
Effective base		104	38	41	14	14	19	27	92	20	31
Weighted Base		253	107	101	28	10	5	2	236	13	4
Very Dissatisfied	(-2)	16 6%	10 9%	4 4%	1 3%	* 3%	- -%	* 4%	15 6%	* 3%	* 1%
Fairly Dissatisfied	(-1)	15 6%	9 8%	5 4%	1 3%	* 1%	* 5%	* 8%	15 6%	* 2%	* 5%
Neither Satisfied Nor Dissatisfied	(0)	41 16%	19 18%	13 12%	8 29% fi	1 14%	1 10%	* 5%	39 17%	2 13%	* 6%
Fairly Satisfied	(1)	95 37%	35 33%	42 41%	11 39%	4 36%	3 52%	* 29%	88 37%	5 39%	2 46%
Very Satisfied	(2)	86 34%	34 32%	38 38%	7 25%	5 46%	2 33%	1 54%	79 33%	6 43%	2 40%
NET: Satisfied		181 72%	69 65%	80 79%	18 65%	8 82%	5 85%	1 83%	167 71%	11 82%	4 87% a
NET: Dissatisfied		31 12%	19 18%	9 9%	2 6%	* 4%	* 5%	* 12%	30 13%	1 5%	* 7%
Answered		253	107	101	28	10	5	2	236	13	4
Mean Score		.9	.7	1.0	.8	1.2	1.1	1.2	.9	1.2	1.2
Standard error		.07	.17	.12	.17	.16	.14	.27	.09	.13	.12
Standard deviation		1.13	1.26	1.04	.96	.99	.87	1.92	1.15	.96	1.01

Columns Tested: a,b,c,d,e,f,g,h,i

Table OP3A_3RESPX (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

	Total base	Business Size 3					Turnover					
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +	
		a	b	c	*d	e	a	b	*c	*d	e	
Significance Level: 95%												
Unweighted Base	290	91	73	52	24	50	98	72	28	13	52	
Effective base	104	61	38	20	15	27	46	31	11	7	8	
Weighted Base	253	178	58	13	3	2	120	80	20	4	12	
Very Dissatisfied	(-2)	16	13	2	*	-	*	9	3	1	*	*
		6%	7%	4%	3%	-%	4%	8%	4%	4%	8%	1%
Fairly Dissatisfied	(-1)	15	9	5	*	*	*	11	1	2	-	*
		6%	5%	9%	2%	3%	8%	9%	2%	12%	-%	*%
Neither Satisfied Nor Dissatisfied	(0)	41	30	10	2	*	*	22	13	1	*	4
		16%	17%	17%	13%	7%	5%	18%	16%	6%	*%	38%
Fairly Satisfied	(1)	95	67	21	5	1	*	47	28	7	3	3
		37%	38%	36%	39%	57%	29%	39%	35%	33%	61%	23%
Very Satisfied	(2)	86	59	20	6	1	1	31	34	9	1	4
		34%	33%	34%	43%	33%	54%	26%	43%	44%	31%	38%
NET: Satisfied		181	126	40	11	2	1	78	62	15	4	7
		72%	71%	70%	82%	89%	83%	65%	78%	78%	92%	62%
NET: Dissatisfied		31	22	8	1	*	*	21	5	3	*	*
		12%	12%	13%	5%	3%	12%	17%	6%	16%	8%	1%
Answered		253	178	58	13	3	2	120	80	20	4	12
Mean Score		.9	.8	.9	1.2	1.2	1.2	.7	1.1	1.0	1.1	1.0
Standard error		.07	.12	.13	.13	.18	.27	.12	.12	.22	.32	.13
Standard deviation		1.13	1.16	1.12	.96	.90	1.92	1.19	1.02	1.18	1.15	.94

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table OP3A_3RESPX (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			*a	*b	c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		290	21	18	53	11	24	16	17	11	20
Effective base		104	12	10	25	5	10	9	9	5	10
Weighted Base		253	27	17	72	12	24	23	28	13	16
Very Dissatisfied	(-2)	16	4	2	2	2	-	1	-	-	5
		6%	15%	11%	3%	14%	-%	3%	-%	-%	28%
Fairly Dissatisfied	(-1)	15	-	-	7	-	1	1	2	-	3
		6%	-%	-%	10%	-%	5%	3%	8%	-%	20%
Neither Satisfied Nor Dissatisfied	(0)	41	9	*	13	*	7	1	8	-	2
		16%	32%	*%	18%	3%	27%	2%	28%	-%	12%
Fairly Satisfied	(1)	95	10	11	18	6	10	12	10	9	3
		37%	35%	67%	25%	52%	42%	53%	34%	66%	19%
Very Satisfied	(2)	86	5	4	32	4	7	9	8	4	3
		34%	18%	22%	44%	32%	27%	39%	30%	34%	21%
NET: Satisfied		181	14	15	49	10	17	21	18	13	7
		72%	53%	89%	69%	84%	69%	92%	64%	100%	40%
NET: Dissatisfied		31	4	2	9	2	1	1	2	-	8
		12%	15%	11%	13%	14%	5%	6%	8%	-%	48%
Answered		253	27	17	72	12	24	23	28	13	16
Mean Score		.9	.4	.9	1.0	.9	.9	1.2	.8	1.3	-.1
Standard error		.07	.27	.27	.16	.39	.18	.22	.23	.15	.35
Standard deviation		1.13	1.25	1.13	1.15	1.30	.86	.90	.96	.49	1.58

Columns Tested:: a,b,c,d,e,f,g,h,i

Table OP3A_3RESPX (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

		GOR (QC3)									
		Net: North		Net: Midlands		Net: South		Net: England		Net: Scotland, Wales and Northern Ireland	
		Total base									
			a	b	c	d	e	f	*g	h	
Significance Level: 95%											
Unweighted Base		290	55	50	86	191	99	37	29	33	
Effective base		104	24	25	43	91	26	12	6	8	
Weighted Base		253	53	57	123	233	20	11	4	4	
Very Dissatisfied	(-2)	16 6%	6 12%	6 10%	3 2%	15 7%	*	*	-	-	-
Fairly Dissatisfied	(-1)	15 6%	4 8%	- -%	10 8%	14 6%	1 4%	*	*	*	*
Neither Satisfied Nor Dissatisfied	(0)	41 16%	9 17%	9 15%	21 17%	39 17%	2 12%	1 7%	1 28%	*	8%
Fairly Satisfied	(1)	95 37%	19 37%	29 51%	40 32%	88 38%	6 32%	3 24%	2 41%	2 42%	
Very Satisfied	(2)	86 34%	14 26%	13 23%	49 40%	76 33%	10 51%	7 63%	1 24%	2 46%	
NET: Satisfied		181 72%	33 63%	43 74%	89 72%	165 71%	16 83%	10 88%	3 65%	4 88%	
NET: Dissatisfied		31 12%	11 20%	6 10%	13 11%	30 13%	1 5%	1 6%	*	*	4%
Answered		253	53	57	123	233	20	11	4	4	
Mean Score		.9	.6	.8	1.0	.8	1.3	1.4	.8	1.3	
Standard error		.07	.17	.16	.11	.08	a	a	.18	.15	
Standard deviation		1.13	1.30	1.14	1.06	1.14	.94	.97	.99	.89	

Columns Tested:: a,b,c,d,e,f,g,h

Table OP3A_3RESPX (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

		Industry								
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	*h	i
Unweighted Base	290	13	33	8	41	36	86	11	14	89
Effective base	104	7	9	3	12	16	35	3	4	32
Weighted Base	253	11	23	7	30	50	75	6	5	75
Very Dissatisfied	(-2) 16 6%	- -%	* *%	- -%	* *%	- -%	8 11%	- -%	- -%	7 10%
Fairly Dissatisfied	(-1) 15 6%	- -%	2 9%	- -%	2 7%	1 1%	3 4%	* 4%	- -%	9 12%
Neither Satisfied Nor Dissatisfied	(0) 41 16%	2 20%	4 18%	4 64%	8 28%	14 29%	11 14%	* *%	- -%	6 7%
Fairly Satisfied	(1) 95 37%	4 41%	9 41%	2 36%	12 40%	9 19%	37 49%	3 51%	2 32%	27 36%
Very Satisfied	(2) 86 34%	4 38%	8 32%	- -%	8 25%	25 50%	17 23%	3 45%	4 68%	26 34%
NET: Satisfied	181 72%	9 80%	17 73%	2 36%	19 65%	35 70%	54 71%	6 96%	5 100%	53 70%
NET: Dissatisfied	31 12%	- -%	2 9%	- -%	2 7%	1 1%	11 14%	* 4%	- -%	17 22%
Answered	253	11	23	7	30	50	75	6	5	75
Mean Score	.9	1.2	1.0	.4	.8	1.2	.7	1.4	1.7	.7
Standard error	.07	.22	.17	.18	.14	.15	.13	.23	.14	.14
Standard deviation	1.13	.78	.96	.52	.91	.91	1.18	.75	.52	1.32

Columns Tested: a,b,c,d,e,f,g,h,i

Table OP3A_3RESPX (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	*b	*c	a	b	a	*b
Unweighted Base	290	90	86	114	267	23	-	236	54	287	3
Effective base	104	33	35	37	92	13	-	93	12	104	2
Weighted Base	253	90	75	87	211	42	-	230	23	252	1
Very Dissatisfied (-2)	16 6%	* *%	8 11%	7 9%	16 7%	- -%	- -%	14 6%	2 7%	16 6%	- -%
Fairly Dissatisfied (-1)	15 6%	3 3%	3 4%	9 11%	15 7%	* *%	- -%	14 6%	1 3%	15 6%	- -%
Neither Satisfied Nor Dissatisfied (0)	41 16%	25 28%	11 14%	6 6%	27 13%	14 34%	- -%	34 15%	7 30%	41 16%	- -%
Fairly Satisfied (1)	95 37%	26 28%	37 49%	32 37%	76 36%	18 44%	- -%	88 38%	7 30%	94 37%	1 62%
Very Satisfied (2)	86 34%	37 41%	17 23%	32 37%	77 36%	9 22%	- -%	79 34%	7 30%	86 34%	* 38%
NET: Satisfied	181 72%	62 69%	54 71%	65 74%	153 73%	28 66%	- -%	167 73%	14 59%	180 71%	1 100%
NET: Dissatisfied	31 12%	3 3%	11 14%	17 19%	31 14%	* *%	- -%	28 12%	2 10%	31 12%	- -%
Answered	253	90	75	87	211	42	-	230	23	252	1
Mean Score	.9	1.1	.7	.8	.9	.9	-	.9	.7	.9	1.4
Standard error	.07	.10	.13	.12	.07	.16	-	.07	.16	.07	-
Standard deviation	1.13	.90	1.18	1.28	1.20	.76	-	1.13	1.15	1.13	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table OP3A_3RESPX (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		290	111	103	75
Effective base		104	42	32	31
Weighted Base		253	115	63	75
Very Dissatisfied	(-2)	16 6%	5 4%	2 3%	9 12%
Fairly Dissatisfied	(-1)	15 6%	9 8%	5 7%	1 2%
Neither Satisfied Nor Dissatisfied	(0)	41 16%	24 21%	4 6%	13 18%
Fairly Satisfied	(1)	95 37%	40 35%	23 37%	32 43%
Very Satisfied	(2)	86 34%	37 32%	29 47%	20 26%
NET: Satisfied		181 72%	77 67%	53 84%	52 69%
NET: Dissatisfied		31 12%	14 12%	6 10%	10 14%
Answered		253	115	63	75
Mean Score		.9	.8	1.2	.7
Standard error		.07	.11	.10	.14
Standard deviation		1.13	1.11	1.02	1.22

Columns Tested: a,b,c

Table OP3A_3RESPX (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	290	141	70	29	15	18	11	3	3	211	79	50
Effective base	104	61	24	8	7	5	3	2	1	84	20	12
Weighted Base	253	156	53	17	7	13	7	*	*	209	44	27
Very Dissatisfied	(-2)	16	10	4	-	1	*	-	-	15	1	1
		6%	6%	8%	-%	13%	*%	-%	-%	7%	2%	4%
Fairly Dissatisfied	(-1)	15	12	1	1	-	2	*	-	13	2	2
		6%	8%	1%	4%	-%	13%	1%	-%	6%	6%	7%
Neither Satisfied Nor Dissatisfied	(0)	41	29	6	1	-	*	5	*	35	6	5
		16%	19%	12%	7%	-%	*%	65%	67%	17%	14%	18%
Fairly Satisfied	(1)	95	55	29	7	2	1	*	*	84	10	3
		37%	36%	54%	43%	29%	7%	1%	33%	40%	24%	12%
				jk						k		
Very Satisfied	(2)	86	49	13	8	4	10	2	-	62	24	16
		34%	32%	24%	46%	58%	79%	33%	-%	30%	55%	60%
										bi		bi
NET: Satisfied		181	105	42	15	6	11	2	*	147	34	19
		72%	67%	78%	89%	87%	86%	34%	33%	70%	79%	72%
NET: Dissatisfied		31	22	5	1	1	2	*	-	27	3	3
		12%	14%	10%	4%	13%	14%	1%	-%	13%	8%	10%
Answered		253	156	53	17	7	13	7	*	209	44	27
Mean Score		.9	.8	.8	1.3	1.2	1.5	.7	.3	1.0	.8	1.2
Standard error		.07	.10	.13	.15	.37	.26	.31	-	.08	.12	.17
Standard deviation		1.13	1.16	1.08	.79	1.44	1.11	1.03	-	1.14	1.04	1.18

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table OP3A_3RESPX (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	f	*g
Significance Level: 95%																	
Unweighted Base	290	43	98	149	270	264	279	276	227	217	15	121	29	24	22	39	29
Effective base	104	22	39	44	93	89	98	99	79	69	10	55	9	7	6	8	7
Weighted Base	253	63	93	97	227	220	241	239	200	170	27	139	17	9	14	15	20
Very Dissatisfied (-2)	16 6%	3 5%	7 8%	5 6%	14 6%	13 6%	14 6%	16 6%	9 4%	5 3%	- -%	9 7%	* 2%	- -%	3 21%	2 11%	- -%
Fairly Dissatisfied (-1)	15 6%	3 5%	9 9%	3 3%	15 7%	15 7%	15 6%	15 6%	15 7%	14 8%	- -%	9 7%	* 2%	* 2%	* 1%	1 5%	5 23%
Neither Satisfied Nor Dissatisfied (0)	41 16%	17 26%	12 13%	12 13%	40 18%	36 17%	41 17%	36 15%	29 14%	25 15%	6 23%	23 17%	1 5%	- -%	1 5%	6 39%	5 23%
Fairly Satisfied (1)	95 37%	25 39%	31 33%	39 41%	81 36%	84 38%	89 37%	88 37%	79 39%	59 35%	8 31%	55 39%	11 65%	7 70%	3 19%	4 25%	2 9%
Very Satisfied (2)	86 34%	15 24%	34 37%	37 38%	77 34%	71 32%	82 34%	84 35%	69 34%	67 39%	12 46%	42 31%	5 27%	3 28%	8 54%	3 21%	9 46%
NET: Satisfied	181 72%	40 64%	65 70%	76 78%	158 70%	155 71%	171 71%	173 72%	148 74%	126 74%	20 77%	97 70%	16 92%	9 98%	11 73%	7 46%	11 54%
NET: Dissatisfied	31 12%	6 10%	16 17%	9 9%	29 13%	28 13%	29 12%	30 13%	24 12%	19 11%	- -%	18 13%	1 3%	* 2%	3 22%	2 16%	5 23%
Answered	253	63	93	97	227	220	241	239	200	170	27	139	17	9	14	15	20
Mean Score	.9	.7	.8	1.0	.8	.8	.9	.9	.9	1.0	1.2	.8	1.1	1.3	.8	.4	.8
Standard error	.07	.16	.13	.09	.07	.07	.07	.07	.07	.07	.21	.10	.14	.12	.35	.20	.24
Standard deviation	1.13	1.05	1.24	1.07	1.14	1.13	1.13	1.15	1.08	1.07	.82	1.14	.73	.57	1.63	1.23	1.28

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table OP3A_3RESPX (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	b	c	*d	*e	*f	*g	
Unweighted Base	290	145	28	23	19	19	21	15	88	68	32	19	25	19	13	
Effective base	104	67	7	5	3	9	4	3	39	25	9	10	3	7	3	
Weighted Base	253	172	13	9	8	6	11	8	106	52	20	15	10	6	11	
Very Dissatisfied	(-2)	16	9	-	2	-	1	2	-	7	3	2	2	-	-	-
		6%	5%	-%	20%	-%	21%	15%	-%	6%	6%	9%	12%	-%	-%	-%
Fairly Dissatisfied	(-1)	15	13	*	*	-	1	-	*	7	2	*	1	-	*	5
		6%	8%	1%	4%	-%	16%	-%	*%	7%	5%	1%	5%	-%	*%	43%
Neither Satisfied Nor Dissatisfied	(0)	41	25	5	1	*	*	5	4	22	7	4	*	1	2	-
		16%	15%	35%	9%	2%	3%	51%	45%	21%	14%	19%	*%	6%	38%	-%
Fairly Satisfied	(1)	95	68	5	1	2	3	1	1	38	23	12	8	1	2	*
		37%	39%	36%	13%	29%	58%	8%	13%	36%	45%	58%	58%	6%	30%	3%
Very Satisfied	(2)	86	57	4	5	5	*	3	3	32	16	3	4	8	2	6
		34%	33%	28%	54%	68%	1%	26%	42%	30%	31%	13%	25%	88%	32%	54%
NET: Satisfied		181	125	9	6	8	3	4	4	70	40	14	12	9	4	6
		72%	72%	64%	67%	98%	60%	34%	55%	66%	76%	71%	83%	94%	62%	57%
NET: Dissatisfied		31	23	*	2	-	2	2	*	14	5	2	2	-	*	5
		12%	13%	1%	24%	-%	37%	15%	*%	13%	10%	10%	17%	-%	*%	43%
Answered		253	172	13	9	8	6	11	8	106	52	20	15	10	6	11
Mean Score		.9	.9	.9	.8	1.7	*	.3	1.0	.8	.9	.6	.8	1.8	.9	.7
Standard error		.07	.09	.16	.35	.13	.33	.29	.26	.12	.13	.19	.29	.11	.21	.43
Standard deviation		1.13	1.12	.85	1.68	.56	1.42	1.34	1.00	1.14	1.07	1.06	1.27	.54	.92	1.54

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table OP3A_3RESPX (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	b	c	d	*e	*f	*g	a	b	c	d	e	
Significance Level: 95%														
Unweighted Base	290	81	41	54	31	26	24	19	45	67	76	46	44	
Effective base	104	38	16	15	12	10	5	5	23	22	28	14	15	
Weighted Base	253	101	32	36	23	22	16	9	67	61	56	21	37	
Very Dissatisfied	(-2)	16	6	2	3	-	2	1	2	5	*	4	2	3
		6%	6%	7%	7%	-%	9%	6%	17%	7%	*%	8%	8%	8%
Fairly Dissatisfied	(-1)	15	11	2	2	*	-	*	*	2	6	6	*	1
		6%	11%	7%	4%	*%	-%	1%	1%	4%	9%	11%	1%	2%
Neither Satisfied Nor Dissatisfied	(0)	41	15	7	8	2	*	5	*	12	9	9	1	9
		16%	15%	20%	23%	7%	*%	29%	2%	18%	15%	17%	6%	26%
Fairly Satisfied	(1)	95	34	13	11	11	10	6	3	21	26	18	10	14
		37%	34%	39%	31%	47%	44%	40%	34%	31%	42%	33%	46%	39%
Very Satisfied	(2)	86	35	9	12	11	10	4	4	27	20	18	8	9
		34%	34%	27%	34%	45%	46%	24%	46%	40%	33%	32%	39%	26%
NET: Satisfied		181	69	21	23	22	20	10	7	47	46	36	18	24
		72%	68%	66%	65%	93%	90%	65%	80%	71%	75%	65%	85%	65%
NET: Dissatisfied		31	17	5	4	*	2	1	2	7	6	10	2	4
		12%	17%	14%	12%	*%	9%	6%	19%	11%	10%	19%	8%	10%
Answered		253	101	32	36	23	22	16	9	67	61	56	21	37
Mean Score		.9	.8	.7	.8	1.4	1.2	.8	.9	.9	1.0	.7	1.1	.7
Standard error		.07	.13	.18	.16	.11	.23	.21	.35	.18	.11	.14	.16	.17
Standard deviation		1.13	1.20	1.15	1.18	.63	1.16	1.04	1.52	1.19	.94	1.25	1.11	1.12

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table OP3A_3RESPX (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

	Total base	Frequency - letters sent					Frequency - large letters sent					
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	b	c	*d	*e	a	b	c	d	e	
Significance Level: 95%												
Unweighted Base	290	98	48	65	29	29	52	74	63	42	31	
Effective base	104	37	20	21	10	8	25	21	22	12	11	
Weighted Base	253	101	51	38	15	22	73	54	43	22	27	
Very Dissatisfied	(-2)	16	7	2	-	3	1	4	2	4	1	2
		6%	7%	4%	-%	23%	5%	6%	4%	10%	3%	7%
Fairly Dissatisfied	(-1)	15	4	6	4	*	1	4	6	4	*	1
		6%	4%	11%	12%	1%	3%	6%	11%	9%	1%	3%
Neither Satisfied Nor Dissatisfied	(0)	41	14	11	6	1	8	11	6	9	5	6
		16%	14%	21%	16%	6%	38%	15%	10%	21%	21%	21%
Fairly Satisfied	(1)	95	34	17	13	8	9	26	27	13	9	10
		37%	34%	34%	35%	50%	41%	36%	49%	31%	39%	35%
Very Satisfied	(2)	86	42	15	14	3	3	27	14	12	8	9
		34%	41%	30%	37%	20%	13%	38%	26%	28%	36%	34%
NET: Satisfied		181	76	32	27	11	12	54	40	26	17	19
		72%	75%	64%	72%	70%	54%	73%	75%	59%	74%	69%
NET: Dissatisfied		31	11	8	4	4	2	8	8	8	1	3
		12%	11%	15%	12%	24%	8%	12%	15%	19%	4%	9%
Answered		253	101	51	38	15	22	73	54	43	22	27
Mean Score		.9	1.0	.7	1.0	.4	.5	.9	.8	.6	1.0	.9
Standard error		.07	.12	.16	.13	.27	.18	.16	.12	.16	.15	.20
Standard deviation		1.13	1.17	1.13	1.01	1.47	.95	1.13	1.06	1.28	.97	1.14

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table OP3A_3RESPX (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	290	50	50	81	50	43	200	41	35	155	135	175	95
Effective base	104	22	15	30	20	14	72	12	18	57	48	61	32
Weighted Base	253	60	40	70	39	29	156	28	55	145	108	149	79
Very Dissatisfied (-2)	16 6%	3 5%	- -%	6 8%	3 8%	4 13%	11 7%	1 3%	4 7%	13 9%	3 2%	11 7%	3 4%
Fairly Dissatisfied (-1)	15 6%	2 4%	* *%	9 13%	3 6%	1 2%	13 8%	2 8%	- -%	12 8%	3 3%	13 9%	2 2%
Neither Satisfied Nor Dissatisfied (0)	41 16%	9 16%	10 25%	6 9%	7 19%	4 13%	23 15%	1 5%	12 22%	32 22%	9 8%	29 20%	11 14%
Fairly Satisfied (1)	95 37%	13 22%	18 44%	26 37%	19 48%	13 46%	56 36%	16 56%	16 30%	49 34%	46 42%	53 36%	28 36%
Very Satisfied (2)	86 34%	32 53%	12 31%	23 33%	7 19%	8 26%	53 34%	8 28%	23 42%	38 27%	48 44%	42 28%	35 45%
NET: Satisfied	181 72%	45 75%	30 75%	49 70%	26 67%	21 72%	110 70%	24 84%	39 71%	88 60%	93 86%	95 64%	63 80%
NET: Dissatisfied	31 12%	6 9%	* *%	15 21%	5 14%	4 15%	23 15%	3 11%	4 7%	25 17%	6 5%	24 16%	5 6%
Answered Mean Score	253 .9	60 1.1	40 1.1	70 .7	39 .6	29 .7	156 .8	28 1.0	55 1.0	145 .6	108 1.2	149 .7	79 1.2
Standard error	.07	.16	.11	.14	.16	.19	.08	.15	.19	.10	.08	.09	.10
Standard deviation	1.13	1.15	.75	1.28	1.11	1.26	1.19	.98	1.14	1.22	.90	1.19	.99

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table OP3A_3RESPX (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	290	125	139	69	207	181	89	118	146	74	202
Effective base	104	50	39	32	68	63	30	45	44	33	67
Weighted Base	253	125	95	66	173	155	72	114	106	73	166
Very Dissatisfied	(-2) 16 6%	13 10%	* *%	8 12%	8 4%	13 9%	* *%	11 10%	2 2%	8 11%	8 5%
Fairly Dissatisfied	(-1) 15 6%	10 8%	5 5%	4 6%	10 6%	11 7%	4 5%	12 10%	3 3%	7 9%	8 5%
Neither Satisfied Nor Dissatisfied	(0) 41 16%	22 18%	14 15%	14 21%	23 13%	33 21%	7 10%	22 19%	14 14%	13 18%	23 14%
Fairly Satisfied	(1) 95 37%	47 38%	37 39%	17 26%	71 41%	53 34%	28 40%	42 37%	42 40%	19 25%	70 42%
Very Satisfied	(2) 86 34%	33 26%	38 40%	23 35%	61 35%	45 29%	32 45%	27 24%	44 42%	26 36%	58 35%
NET: Satisfied	181 72%	80 64%	75 79%	40 61%	132 76%	98 63%	61 84%	69 61%	86 81%	45 62%	128 77%
NET: Dissatisfied	31 12%	23 18%	5 6%	12 18%	18 10%	24 16%	4 6%	23 20%	5 5%	15 20%	16 9%
Answered	253	125	95	66	173	155	72	114	106	73	166
Mean Score	.9	.6	1.1	.7	1.0	.7	1.2	.5	1.2	.7	1.0
Standard error	.07	.11	.08	.16	.07	.09	.09	.11	.08	.16	.07
Standard deviation	1.13	1.24	.89	1.34	1.06	1.21	.87	1.24	.91	1.34	1.05

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table OP3A_3RESPX (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	290	227	150	88	1	222	132	73	1	249	133	80	-
Effective base	104	74	60	28	1	73	46	24	1	87	47	30	-
Weighted Base	253	182	151	63	1	182	116	57	2	210	112	65	-
Very Dissatisfied (-2)	16 6%	11 6%	11 7%	6 10%	- -%	9 5%	7 6%	2 4%	2 100%	12 6%	8 7%	2 3%	- -%
Fairly Dissatisfied (-1)	15 6%	10 6%	11 7%	5 7%	- -%	14 8%	7 6%	6 10%	- -%	13 6%	7 7%	5 8%	- -%
Neither Satisfied Nor Dissatisfied (0)	41 16%	25 14%	29 20%	6 10%	- -%	26 14%	18 16%	6 10%	- -%	28 13%	19 17%	6 10%	- -%
Fairly Satisfied (1)	95 37%	72 40%	56 37%	27 43%	1 100%	72 40%	51 44%	26 45%	- -%	81 39%	47 42%	29 44%	- -%
Very Satisfied (2)	86 34%	63 35%	43 29%	18 29%	- -%	61 34%	33 28%	18 32%	- -%	75 36%	31 28%	22 34%	- -%
NET: Satisfied	181 72%	135 74%	99 66%	46 72%	1 100%	134 73%	84 72%	44 77%	- -%	156 75%	78 70%	51 78%	- -%
NET: Dissatisfied	31 12%	22 12%	22 15%	11 17%	- -%	23 13%	14 12%	8 13%	2 100%	26 12%	15 14%	8 12%	- -%
Answered	253	182	151	63	1	182	116	57	2	210	112	65	-
Mean Score	.9	.9	.7	.7	1.0	.9	.8	.9	-2.0	.9	.8	1.0	-
Standard error	.07	.07	.10	.13	-	.07	.10	.12	-	.07	.10	.12	-
Standard deviation	1.13	1.13	1.17	1.25	-	1.10	1.10	1.07	-	1.13	1.14	1.05	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table OP3A_3RESPX (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	
Significance Level: 95%		a	b	c	a	b	*c	a	b	c	d	*e	
Unweighted Base	290	169	167	126	160	137	17	72	80	93	39	15	
Effective base	104	60	59	48	49	55	4	28	29	34	17	8	
Weighted Base	253	154	153	117	130	135	12	67	77	86	41	18	
Very Dissatisfied	(-2)	16	11	13	10	4	13	-	5	4	6	5	2
		6%	7%	8%	8%	3%	10%	-%	7%	5%	7%	11%	11%
Fairly Dissatisfied	(-1)	15	9	13	5	7	13	1	5	5	5	4	4
		6%	6%	9%	4%	5%	10%	6%	8%	7%	6%	11%	25%
Neither Satisfied Nor Dissatisfied	(0)	41	34	34	25	29	29	*	18	21	21	6	2
		16%	22%	22%	22%	22%	21%	*%	27%	28%	25%	16%	14%
Fairly Satisfied	(1)	95	52	53	39	46	40	6	26	20	31	16	8
		37%	34%	35%	33%	35%	30%	53%	38%	27%	36%	38%	47%
Very Satisfied	(2)	86	48	40	38	44	39	5	14	26	22	10	1
		34%	31%	26%	32%	34%	29%	41%	21%	34%	26%	24%	4%
NET: Satisfied		181	100	93	77	90	80	11	40	46	53	26	9
		72%	65%	61%	66%	69%	59%	94%	59%	61%	62%	62%	51%
NET: Dissatisfied		31	20	26	15	11	26	1	10	9	11	9	6
		12%	13%	17%	13%	9%	19%	6%	14%	12%	13%	22%	36%
Answered		253	154	153	117	130	135	12	67	77	86	41	18
Mean Score		.9	.8	.6	.8	.9	.6	1.3	.6	.8	.7	.5	.1
Standard error		.07	.09	.09	.11	.08	.11	.19	.13	.13	.12	.21	.30
Standard deviation		1.13	1.16	1.20	1.19	1.03	1.27	.78	1.11	1.14	1.15	1.29	1.17

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table OP3A_3RESPX (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	290	49	44	28	18	201	185	248	189	172	224	170	60	-	188	15
Effective base	104	19	14	13	6	73	64	88	67	60	74	64	21	-	68	8
Weighted Base	253	40	36	31	16	177	155	216	163	151	184	157	45	-	153	25
Very Dissatisfied (-2)	16 6%	5 12%	- -%	3 10%	* *%	11 6%	9 6%	11 5%	10 6%	9 6%	9 5%	9 5%	1 2%	- -%	14 9%	1 3%
Fairly Dissatisfied (-1)	15 6%	5 12%	2 6%	5 18%	1 4%	11 6%	10 7%	13 6%	10 6%	10 7%	13 7%	8 5%	5 10%	- -%	8 5%	5 21%
Neither Satisfied Nor Dissatisfied (0)	41 16%	10 25%	6 16%	1 3%	4 24%	27 15%	28 18%	37 17%	27 17%	23 15%	23 12%	21 13%	* 1%	- -%	24 15%	6 23%
Fairly Satisfied (1)	95 37%	11 28%	14 38%	14 46%	8 51%	70 40%	62 40%	86 40%	73 45%	61 40%	81 44%	72 46%	22 49%	- -%	54 35%	10 39%
Very Satisfied (2)	86 34%	10 24%	14 40%	7 24%	3 20%	58 33%	46 30%	70 32%	43 26%	49 32%	59 32%	47 30%	17 39%	- -%	54 35%	3 13%
NET: Satisfied	181 72%	21 52%	28 78%	21 69%	11 71%	128 72%	108 70%	156 72%	115 71%	110 73%	140 76%	120 76%	40 88%	- -%	108 70%	13 53%
NET: Dissatisfied	31 12%	9 23%	2 6%	9 28%	1 5%	22 12%	19 12%	24 11%	20 13%	19 12%	22 12%	17 11%	5 12%	- -%	22 14%	6 24%
Answered	253	40	36	31	16	177	155	216	163	151	184	157	45	-	153	25
Mean Score	.9	.4	1.1	.6	.9	.9	.8	.9	.8	.9	.9	.9	1.1	-	.8	.4
Standard error	.07	.19	.14	.25	.19	.08	.08	.07	.08	.09	.07	.08	.13	-	.09	.28
Standard deviation	1.13	1.30	.90	1.32	.82	1.12	1.11	1.08	1.10	1.12	1.07	1.06	.98	-	1.23	1.09

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table OP3A_3RESPX (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	*b	a	b	c	a	b	c
Unweighted Base	290	178	43	222	22	290	-	107	136	45	107	101	76
Effective base	104	65	16	72	12	104	-	39	49	16	38	33	31
Weighted Base	253	160	42	171	32	253	-	83	128	38	92	80	73
Very Dissatisfied (-2)	16 6%	13 8%	2 4%	7 4%	5 15%	16 6%	- -%	9 10%	4 3%	3 7%	7 7%	2 2%	7 10%
Fairly Dissatisfied (-1)	15 6%	12 8%	1 2%	8 4%	5 17%	15 6%	- -%	1 1%	12 9%	2 6%	5 6%	6 8%	4 5%
Neither Satisfied Nor Dissatisfied (0)	41 16%	36 23%	3 6%	7 4%	8 26%	41 16%	- -%	11 13%	22 17%	9 24%	16 17%	12 15%	14 19%
Fairly Satisfied (1)	95 37%	49 31%	22 53%	72 42%	13 40%	95 37%	- -%	33 40%	48 37%	14 37%	35 39%	28 35%	31 42%
Very Satisfied (2)	86 34%	48 30%	14 35%	78 46%	1 3%	86 34%	- -%	29 35%	42 33%	10 26%	29 31%	32 40%	18 24%
NET: Satisfied	181 72%	98 61%	37 88%	150 88%	14 43%	181 72%	- -%	63 75%	90 70%	24 63%	64 70%	60 75%	49 67%
NET: Dissatisfied	31 12%	26 16%	3 6%	14 8%	10 31%	31 12%	- -%	9 11%	16 13%	5 13%	12 13%	8 10%	11 15%
Answered	253	160	42	171	32	253	-	83	128	38	92	80	73
Mean Score	.9	.7	1.1	1.2	*	.9	-	.9	.9	.7	.8	1.0	.7
Standard error	.07	.09	.14	.07	.25	.07	-	.12	.09	.17	.11	.10	.14
Standard deviation	1.13	1.22	.93	.99	1.15	1.13	-	1.21	1.08	1.15	1.16	1.02	1.19

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table OP3A_3RESPX (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		290	181	109
Effective base		104	58	47
Weighted Base		253	151	102
Very Dissatisfied	(-2)	16	7	9
		6%	5%	8%
Fairly Dissatisfied	(-1)	15	10	6
		6%	6%	5%
Neither Satisfied Nor Dissatisfied	(0)	41	20	21
		16%	13%	21%
Fairly Satisfied	(1)	95	51	44
		37%	34%	43%
Very Satisfied	(2)	86	63	23
		34%	42%	22%
			b	
NET: Satisfied		181	115	66
		72%	76%	65%
NET: Dissatisfied		31	17	14
		12%	11%	14%
Answered		253	151	102
Mean Score		.9	1.0	.7
Standard error		.07	.08	.11
Standard deviation		1.13	1.11	1.14

Columns Tested: a,b

Table OP3A_3RESPX (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

		Month												
		Total base	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	l
Unweighted Base		290	14	29	25	26	26	15	14	21	18	19	15	68
Effective base		104	3	12	15	9	17	7	4	8	8	8	8	23
Weighted Base		253	5	18	31	8	36	13	4	34	18	2	24	59
Very Dissatisfied	(-2)	16	-	4	3	-	2	-	1	3	*	-	-	3
		6%	-%	20%	9%	-%	5%	-%	34%	7%	1%	-%	-%	5%
Fairly Dissatisfied	(-1)	15	*	*	-	*	1	3	-	4	1	*	2	3
		6%	2%	*%	-%	3%	3%	20%	-%	13%	4%	5%	10%	6%
Neither Satisfied Nor Dissatisfied	(0)	41	*	4	4	*	6	3	*	-	5	*	6	13
		16%	1%	20%	14%	2%	18%	20%	*%	-%	24%	1%	27%	22%
Fairly Satisfied	(1)	95	2	7	11	5	9	4	3	13	9	1	8	23
		37%	36%	40%	35%	63%	25%	28%	65%	39%	47%	36%	35%	40%
Very Satisfied	(2)	86	3	3	13	3	17	4	*	14	4	1	7	16
		34%	61%	20%	41%	32%	49%	32%	1%	41%	23%	58%	29%	28%
NET: Satisfied		181	5	11	24	8	26	8	3	27	13	2	15	39
		72%	97%	60%	76%	95%	73%	61%	66%	79%	70%	94%	64%	67%
NET: Dissatisfied		31	*	4	3	*	3	3	1	7	1	*	2	6
		12%	2%	20%	9%	3%	9%	20%	34%	21%	6%	5%	10%	10%
Answered		253	5	18	31	8	36	13	4	34	18	2	24	59
Mean Score		.9	1.6	.4	1.0	1.2	1.1	.7	*	.9	.9	1.5	.8	.8
Standard error		.07	.18	.26	.24	.14	.22	.30	.43	.28	.21	.27	.25	.13
Standard deviation		1.13	.68	1.40	1.20	.69	1.14	1.16	1.62	1.28	.89	1.20	.98	1.06

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table OP3A_3RESPX (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	290	68	67	53	102	135	155
Effective base	104	29	31	17	33	60	49
Weighted Base	253	54	57	57	85	111	142
Very Dissatisfied	(-2) 16 6%	6 12%	2 3%	4 8%	3 3%	8 8%	7 5%
Fairly Dissatisfied	(-1) 15 6%	* *%	4 7%	5 9%	6 7%	4 4%	11 8%
Neither Satisfied Nor Dissatisfied	(0) 41 16%	8 15%	9 16%	5 8%	20 23%	17 15%	24 17%
Fairly Satisfied	(1) 95 37%	20 37%	18 31%	25 43%	32 38%	38 34%	57 40%
Very Satisfied	(2) 86 34%	19 36%	24 43%	18 32%	24 29%	44 39%	42 30%
NET: Satisfied	181 72%	39 73%	42 74%	43 75%	57 67%	81 73%	99 70%
NET: Dissatisfied	31 12%	7 12%	6 10%	10 17%	9 10%	13 11%	18 13%
Answered	253	54	57	57	85	111	142
Mean Score	.9	.8	1.0	.8	.8	.9	.8
Standard error	.07	.15	.13	.17	.10	.10	.09
Standard deviation	1.13	1.27	1.09	1.20	1.03	1.18	1.10

Columns Tested:: a,b,c,d - a,b

Table OP3A_4RESP

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	*c	d	e
Unweighted Base	314	15	299	179	56	25	54	135
Effective base	112	6	107	99	22	15	29	36
Weighted Base	267	9	258	249	14	3	2	18
Very Dissatisfied (-2)	30 11%	4 42%	27 10%	30 12%	- -%	* 4%	- -%	* 1%
Fairly Dissatisfied (-1)	25 9%	1 16%	23 9%	24 10%	1 5%	* 1%	* *%	1 4%
Neither Satisfied Nor Dissatisfied (0)	39 15%	2 26%	37 14%	36 15%	2 11%	1 25%	* 16%	2 13%
Fairly Satisfied (1)	81 30%	- -%	81 31%	74 30%	6 44%	1 23%	* 31%	7 40%
Very Satisfied (2)	68 25%	1 15%	67 26%	61 25%	4 32%	1 44%	1 50%	6 35%
Have not Contacted / Not Applicable (DO NOT READ OUT)	24 9%	* 1%	24 9%	23 9%	1 5%	* 3%	* 3%	1 4%
Don't Know (DO NOT READ OUT)	1 *%	- -%	1 *%	- -%	1 4%	- -%	- -%	1 3%
NET: Satisfied	149 56%	1 15%	148 57%	135 54%	11 76%	2 67%	1 81%	14 75%
NET: Dissatisfied	55 20%	5 58%	50 19%	54 22%	1 5%	* 5%	* *%	1 5%
Answered	243	9	234	226	13	3	2	17
Mean Score	.5	-.7	.6	.5	1.1	1.0	1.3	1.1
Standard error	.08	.40	.08	.11	.12	.29	.18	.08
Standard deviation	1.33	1.50	1.30	1.35	.85	1.38	1.26	.88

Columns Tested:: a,b - a,b,c,d,e

Table OP3A_4RESP (continuation)

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		314	65	81	33	38	43	54	179	56	79
Effective base		112	43	42	15	15	22	29	99	22	33
Weighted Base		267	117	103	29	11	6	2	249	14	4
Very Dissatisfied	(-2)	30 11%	19 16% fhi	10 9%	1 5%	- -%	* 2%	- -%	30 12% f	- -%	* 3%
Fairly Dissatisfied	(-1)	25 9%	7 6%	8 8%	9 32% abdefghi	* 3%	* 6%	* *%	24 10%	1 5%	* 1%
Neither Satisfied Nor Dissatisfied	(0)	39 15%	24 21%	9 9%	3 12%	1 13%	1 13%	* 16%	36 15%	2 11%	1 21%
Fairly Satisfied	(1)	81 30%	27 23%	39 38% e	8 29%	6 57% aegi	1 11%	* 31%	74 30%	6 44% e	1 26%
Very Satisfied	(2)	68 25%	24 21%	32 31%	5 16%	2 23%	3 55% acg	1 50% acg	61 25%	4 32%	2 46% acg
Have not Contacted / Not Applicable (DO NOT READ OUT)		24 9%	16 14%	6 5%	2 5%	* *%	1 12%	* 3%	23 9%	1 5%	* 3%
Don't Know (DO NOT READ OUT)		1 *%	- -%	- -%	- -%	1 5%	- -%	- -%	- -%	1 4%	- -%
NET: Satisfied		149 56%	51 44%	71 69% a	13 46%	9 79% a	4 66%	1 81% acg	135 54%	11 76% a	3 72% a
NET: Dissatisfied		55 20%	26 22% fi	18 17% f	11 37% defhi	* 3%	* 8%	* *%	54 22% fi	1 5%	* 3%
Answered		243	101	98	27	10	5	2	226	13	4
Mean Score		.5	.3	.8	.2	1.0 ac	1.3 acg	1.3 acg	.5	1.1 acg	1.2 acg
Standard error		.08	.19	.15	.23	.12	.20	.18	.11	.12	.13
Standard deviation		1.33	1.40	1.27	1.25	.75	1.22	1.26	1.35	.85	1.12

Columns Tested: a,b,c,d,e,f,g,h,i

Table OP3A_4RESP (continuation)

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	c	*d	e
Unweighted Base	314	102	77	56	25	54	109	76	30	13	57
Effective base	112	66	41	22	15	29	52	33	12	7	8
Weighted Base	267	188	61	14	3	2	131	82	20	4	12
Very Dissatisfied (-2)	30 11%	27 14% ce	4 6%	- -%	* 4%	- -%	22 17%	3 4%	2 8%	- -%	* *%
Fairly Dissatisfied (-1)	25 9%	11 6%	13 21% ae	1 5%	* 1%	* *%	10 7%	12 14%	1 3%	* 8%	* 4%
Neither Satisfied Nor Dissatisfied (0)	39 15%	30 16%	6 10%	2 11%	1 25%	* 16%	16 12%	10 12%	1 6%	* 2%	1 10%
Fairly Satisfied (1)	81 30%	57 30%	17 28%	6 44%	1 23%	* 31%	40 31%	29 36%	6 31%	1 20%	4 38%
Very Satisfied (2)	68 25%	43 23%	19 30%	4 32%	1 44%	1 50% a	25 19%	23 29%	9 44%	3 70%	6 48%
Have not Contacted / Not Applicable (DO NOT READ OUT)	24 9%	21 11%	2 4%	1 5%	* 3%	* 3%	18 14%	4 5%	1 7%	- -%	* 1%
Don't Know (DO NOT READ OUT)	1 *%	- -%	- -%	1 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	149 56%	100 53%	36 59%	11 76%	2 67%	1 81% ab	65 50%	52 64%	15 75%	4 90%	10 85%
NET: Dissatisfied	55 20%	37 20% e	17 27% ce	1 5%	* 5%	* *%	31 24%	15 18%	2 12%	* 8%	* 4%
Answered	243	167	59	13	3	2	113	77	19	4	12
Mean Score	.5	.5	.6	1.1	1.0	1.3	.3	.7	1.1	1.5	1.3
Standard error	.08	.15	.16	.12	.29	.18	.15	.14	.24	.28	.12
Standard deviation	1.33	1.36	1.31	.85	1.38	1.26	1.42	1.16	1.25	1.00	.85

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table OP3A_4RESP (continuation)

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	c	*d	*e	*f	*g	*h	*i
Unweighted Base	314	24	20	55	11	26	19	19	12	22
Effective base	112	12	11	26	5	11	11	9	5	11
Weighted Base	267	28	19	73	12	25	29	29	13	17
Very Dissatisfied	(-2) 30 11%	10 35%	1 8%	8 11%	- -%	- -%	- -%	5 16%	* 3%	4 22%
Fairly Dissatisfied	(-1) 25 9%	3 11%	2 11%	3 4%	* 1%	2 7%	6 20%	6 19%	- -%	2 14%
Neither Satisfied Nor Dissatisfied	(0) 39 15%	2 6%	2 8%	12 16%	3 26%	2 9%	3 9%	10 34%	1 5%	3 15%
Fairly Satisfied	(1) 81 30%	2 6%	10 54%	29 40%	6 55%	7 27%	13 45%	* *%	5 38%	3 19%
Very Satisfied	(2) 68 25%	8 29%	1 7%	17 24%	2 16%	12 48%	1 3%	8 29%	6 46%	3 17%
Have not Contacted / Not Applicable (DO NOT READ OUT)	24 9%	4 13%	2 13%	3 4%	* 1%	2 8%	7 23%	* 1%	1 8%	2 14%
Don't Know (DO NOT READ OUT)	1 *%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	149 56%	10 34%	12 61%	47 64%	8 71%	19 75%	14 47%	9 30%	11 84%	6 35%
NET: Dissatisfied	55 20%	13 46%	4 18%	11 15%	* 1%	2 7%	6 20%	10 35%	* 3%	6 36%
Answered	243	25	17	70	12	23	22	28	12	15
Mean Score	.5	-.2	.5	.6	.9	1.3	.4	.1	1.3	-.1
Standard error	.08	.38	.26	.17	.23	.20	.25	.35	.29	.34
Standard deviation	1.33	1.79	1.12	1.25	.71	.96	.93	1.45	.91	1.53

Columns Tested: a,b,c,d,e,f,g,h,i

Table OP3A_4RESP (continuation)

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
Total base		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		a	b	c	d	e	f	g	h	
Significance Level: 95%										
Unweighted Base	314	59	56	93	208	106	40	31	35	
Effective base	112	25	27	47	97	29	14	8	9	
Weighted Base	267	54	60	131	246	21	12	5	5	
Very Dissatisfied	(-2)	30	4	12	13	28	2	*	1	*
		11%	7%	19%	10%	12%	8%	4%	24%	1%
Fairly Dissatisfied	(-1)	25	4	5	14	24	1	*	*	*
		9%	8%	9%	11%	10%	2%	1%	6%	1%
Neither Satisfied Nor Dissatisfied	(0)	39	8	4	24	36	3	1	*	1
		15%	15%	7%	19%	15%	12%	8%	2%	32%
Fairly Satisfied	(1)	81	17	17	42	76	5	2	2	2
		30%	31%	28%	32%	31%	24%	18%	30%	33%
Very Satisfied	(2)	68	17	15	27	59	9	7	1	1
		25%	31%	26%	20%	24%	41%	59%	17%	22%
							bcd			
Have not Contacted / Not Applicable (DO NOT READ OUT)		24	5	7	10	21	3	1	1	1
		9%	8%	12%	7%	9%	13%	10%	20%	11%
Don't Know (DO NOT READ OUT)		1	-	-	1	1	-	-	-	-
		*%	-%	-%	*%	*%	-%	-%	-%	-%
NET: Satisfied		149	33	32	69	135	14	9	2	3
		56%	62%	54%	53%	55%	65%	77%	47%	55%
NET: Dissatisfied		55	8	17	27	52	2	1	2	*
		20%	15%	28%	21%	21%	11%	5%	31%	2%
Answered		243	50	53	121	224	19	11	4	4
Mean Score		.5	.8	.4	.5	.5	1.0	1.4	.1	.8
							bcd			
Standard error		.08	.17	.22	.14	.10	.13	.18	.35	.18
Standard deviation		1.33	1.23	1.54	1.26	1.33	1.28	1.08	1.84	.98

Columns Tested: a,b,c,d,e,f,g,h

Table OP3A_4RESP (continuation)

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

		Industry								
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	*h	i
Unweighted Base	314	14	34	8	42	41	95	11	14	97
Effective base	112	8	9	3	12	18	38	3	4	34
Weighted Base	267	12	24	7	31	54	79	6	5	80
Very Dissatisfied	(-2) 30 11%	1 10%	* *%	- -%	* *%	4 7%	12 16%	- -%	- -%	13 16%
Fairly Dissatisfied	(-1) 25 9%	1 7%	4 17%	1 9%	5 15%	5 10%	8 10%	* 3%	- -%	6 7%
Neither Satisfied Nor Dissatisfied	(0) 39 15%	* 2%	5 20%	3 50%	8 26%	8 15%	13 16%	* *%	- -%	10 12%
Fairly Satisfied	(1) 81 30%	2 16%	5 22%	3 39%	8 26%	14 26%	27 34%	3 50%	* 2%	27 34%
Very Satisfied	(2) 68 25%	7 58%	9 37%	* 3%	9 30%	17 31%	15 20%	1 10%	5 98%	14 18%
Have not Contacted / Not Applicable (DO NOT READ OUT)	24 9%	1 7%	1 4%	- -%	1 3%	6 11%	3 4%	2 37%	- -%	11 13%
Don't Know (DO NOT READ OUT)	1 *%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%
NET: Satisfied	149 56%	8 74%	14 60%	3 41%	17 56%	31 56%	42 53%	4 60%	5 100%	42 52%
NET: Dissatisfied	55 20%	2 17%	4 17%	1 9%	5 15%	9 17%	21 26%	* 3%	- -%	18 23%
Answered	243	11	23	7	30	48	76	4	5	69
Mean Score	.5	1.1	.8	.4	.7	.7	.3	1.1	2.0	.4
Standard error	.08	.40	.20	.26	.17	.21	.15	.21	.04	.15
Standard deviation	1.33	1.45	1.16	.73	1.08	1.29	1.36	.66	.15	1.38

Columns Tested:: a,b,c,d,e,f,g,h,i

Table OP3A_4RESP (continuation)

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	*b	*c	a	b	a	*b
Unweighted Base	314	97	95	122	290	24	-	259	55	311	3
Effective base	112	36	38	40	100	14	-	101	12	112	2
Weighted Base	267	96	79	92	224	43	-	244	23	266	1
Very Dissatisfied (-2)	30 11%	5 5%	12 16%	13 14%	27 12%	4 8%	- -%	30 12%	- -%	30 11%	- -%
Fairly Dissatisfied (-1)	25 9%	11 11%	8 10%	6 6%	15 7%	9 22%	- -%	23 9%	1 6%	25 9%	- -%
Neither Satisfied Nor Dissatisfied (0)	39 15%	16 17%	13 16%	10 11%	28 12%	11 25%	- -%	34 14%	5 20%	39 15%	- -%
Fairly Satisfied (1)	81 30%	24 25%	27 34%	31 34%	70 31%	11 26%	- -%	78 32%	3 15%	81 30%	* 35%
Very Satisfied (2)	68 25%	32 34%	15 20%	20 22%	66 29%	2 4%	- -%	55 22%	13 57%	67 25%	1 65%
Have not Contacted / Not Applicable (DO NOT READ OUT)	24 9%	8 8%	3 4%	13 14%	18 8%	6 14%	- -%	24 10%	1 2%	24 9%	- -%
Don't Know (DO NOT READ OUT)	1 *%	1 1%	- -%	- -%	1 *%	- -%	- -%	1 *%	- -%	1 *%	- -%
NET: Satisfied	149 56%	56 58%	42 53%	51 55%	136 61%	13 30%	- -%	132 54%	17 71%	148 56%	1 100%
NET: Dissatisfied	55 20%	16 16%	21 26%	18 20%	42 19%	13 30%	- -%	53 22%	1 6%	55 21%	- -%
Answered	243	88	76	79	206	37	-	220	23	242	1
Mean Score	.5	.8	.3	.5	.6	*	-	.5	1.2 a	.5	1.7
Standard error	.08	.13	.15	.13	.08	.24	-	.09	.15	.08	-
Standard deviation	1.33	1.24	1.36	1.37	1.34	1.09	-	1.34	1.02	1.33	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table OP3A_4RESP (continuation)

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

		Total base	Role of mail services		
			Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	c
Unweighted Base		314	119	109	85
Effective base		112	46	34	34
Weighted Base		267	123	65	79
Very Dissatisfied (-2)		30	13	7	11
		11%	11%	10%	13%
Fairly Dissatisfied (-1)		25	7	4	13
		9%	6%	6%	17%
Neither Satisfied Nor Dissatisfied (0)		39	19	2	17
		15%	16%	3%	22%
				b	
Fairly Satisfied (1)		81	44	23	15
		30%	35%	36%	18%
Very Satisfied (2)		68	23	26	19
		25%	18%	40%	24%
				a	
Have not Contacted / Not Applicable (DO NOT READ OUT)		24	16	3	4
		9%	13%	5%	5%
Don't Know (DO NOT READ OUT)		1	1	-	-
		*%	*%	-%	-%
NET: Satisfied		149	66	49	34
		56%	54%	76%	43%
				ac	
NET: Dissatisfied		55	20	10	24
		20%	17%	16%	30%
Answered		243	106	61	75
Mean Score		.5	.5	.9	.2
				c	
Standard error		.08	.12	.13	.16
Standard deviation		1.33	1.25	1.30	1.39

Columns Tested: a,b,c

Table OP3A_4RESP (continuation)

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	314	155	74	31	16	20	11	3	4	229	85	54
Effective base	112	67	25	8	7	5	3	2	2	92	21	13
Weighted Base	267	168	55	17	7	13	7	*	*	223	44	27
Very Dissatisfied	(-2)	30	26	3	-	2	-	-	-	28	2	2
		11%	15%	5%	-%	14%	-%	-%	-%	13%	4%	6%
Fairly Dissatisfied	(-1)	25	11	8	5	-	*	*	-	19	5	*
		9%	7%	15%	29%	-%	*%	2%	-%	9%	12%	1%
				k								
Neither Satisfied Nor Dissatisfied	(0)	39	25	13	1	*	*	-	-	37	1	*
		15%	15%	23%	8%	1%	1%	-%	-%	17%	3%	1%
				j								
Fairly Satisfied	(1)	81	51	15	3	3	5	3	*	-	66	15
		30%	30%	27%	17%	50%	42%	44%	87%	-%	30%	34%
												44%
Very Satisfied	(2)	68	33	15	8	3	5	4	*	*	48	20
		25%	20%	27%	43%	49%	43%	54%	13%	20%	21%	46%
											ai	a
Have not Contacted / Not Applicable (DO NOT READ OUT)		24	22	1	1	*	*	*	-	*	23	1
		9%	13%	3%	3%	*%	*%	*%	-%	80%	10%	2%
												2%
Don't Know (DO NOT READ OUT)		1	1	-	-	-	-	-	-	-	1	-
		*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%
												-%
NET: Satisfied		149	84	30	11	6	11	7	*	*	114	35
		56%	50%	54%	61%	98%	85%	98%	100%	20%	51%	79%
											ai	abi
NET: Dissatisfied		55	37	11	5	-	2	*	-	-	48	7
		20%	22%	20%	29%	-%	14%	2%	-%	-%	21%	15%
												7%
Answered		243	146	53	17	7	13	7	*	*	199	43
Mean Score		.5	.4	.6	.8	1.5	1.0	1.5	1.1	2.0	.4	1.1
											ai	ai
Standard error		.08	.12	.14	.25	.15	.31	.21	-	-	.09	.13
Standard deviation		1.33	1.38	1.20	1.33	.57	1.35	.66	-	-	1.34	1.16
												1.03

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table OP3A_4RESP (continuation)

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	*a	b	c	*d	*e	f	g
Unweighted Base	314	49	106	159	290	285	301	296	239	227	18	132	32	25	22	39	33
Effective base	112	25	43	46	100	96	106	106	83	71	12	59	10	7	6	8	7
Weighted Base	267	68	100	99	240	231	255	250	208	173	30	147	17	10	14	15	21
Very Dissatisfied (-2)	30 11%	3 5%	22 22%	4 5%	27 11%	28 12%	28 11%	30 12%	21 10%	16 9%	1 4%	20 13%	* 2%	* 5%	2 14%	- -	5 21%
Fairly Dissatisfied (-1)	25 9%	5 7%	6 6%	13 13%	24 10%	18 8%	25 10%	24 10%	19 9%	11 6%	7 23%	11 7%	3 19%	* 2%	* 2%	1 5%	2 11%
Neither Satisfied Nor Dissatisfied (0)	39 15%	20 29%	5 5%	14 14%	37 16%	33 14%	37 15%	35 14%	27 13%	21 12%	5 16%	19 13%	2 9%	5 50%	1 4%	6 41%	1 5%
Fairly Satisfied (1)	81 30%	22 32%	30 29%	30 30%	70 29%	75 32%	77 30%	75 30%	70 34%	55 32%	5 16%	46 31%	8 46%	3 27%	8 54%	2 11%	6 30%
Very Satisfied (2)	68 25%	8 12%	25 25%	35 35%	62 26%	63 27%	67 26%	66 26%	62 30%	59 34%	5 18%	40 27%	4 22%	1 15%	4 25%	6 41%	7 32%
Have not Contacted / Not Applicable (DO NOT READ OUT)	24 9%	10 15%	12 12%	2 2%	20 8%	14 6%	21 8%	20 8%	9 4%	11 6%	7 22%	13 9%	* 2%	* 2%	* 1%	* 2%	* %
Don't Know (DO NOT READ OUT)	1 *%	- -%	1 1%	- -%	- -%	1 *%	1 *%	1 *%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	149 56%	30 44%	54 54%	65 65%	131 55%	138 60%	144 56%	141 56%	132 64%	114 66%	10 34%	85 58%	12 68%	4 42%	11 79%	8 52%	13 62%
NET: Dissatisfied	55 20%	8 12%	29 29%	18 18%	51 21%	46 20%	53 21%	54 22%	39 19%	27 15%	8 27%	30 20%	4 21%	1 6%	2 16%	1 5%	7 33%
Answered	243	58	88	97	219	216	234	230	199	162	23	134	17	9	14	14	21
Mean Score	.5	.5	.3	.8	.5	.6	.6	.5	.7	.8	.3	.6	.7	.5	.7	.9	.4
Standard error	.08	.16	.17	.10	.08	.08	.08	.08	.09	.09	.35	.13	.21	.21	.29	.17	.28
Standard deviation	1.33	1.03	1.58	1.20	1.33	1.33	1.32	1.35	1.29	1.27	1.28	1.37	1.12	.99	1.31	1.05	1.58

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table OP3A_4RESP (continuation)

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Unweighted Base	314	156	31	26	19	19	21	18	103	70	33	19	25	19	16
Effective base	112	72	9	5	3	9	4	3	44	25	9	10	3	7	3
Weighted Base	267	182	15	10	8	6	11	8	116	53	21	15	10	6	12
Very Dissatisfied (-2)	30 11%	25 14%	* *%	2 19%	- -%	- -%	- -%	* 1%	16 14%	5 9%	* 1%	2 15%	* 2%	- -%	4 38%
Fairly Dissatisfied (-1)	25 9%	18 10%	1 10%	1 9%	- -%	1 18%	* 2%	2 28%	11 9%	4 8%	2 10%	1 5%	* *%	* 3%	- -%
Neither Satisfied Nor Dissatisfied (0)	39 15%	26 14%	5 31%	1 7%	* 3%	* 2%	5 51%	* 1%	19 17%	5 9%	1 5%	5 31%	1 7%	2 37%	* 2%
Fairly Satisfied (1)	81 30%	54 30%	4 25%	* 1%	6 83%	2 34%	1 14%	2 23%	35 30%	16 30%	9 43%	5 34%	5 48%	* 1%	6 47%
Very Satisfied (2)	68 25%	41 22%	4 27%	6 63%	1 14%	2 43%	3 31%	4 47%	21 18%	23 44%	8 38%	2 14%	4 42%	3 59%	1 13%
Have not Contacted / Not Applicable (DO NOT READ OUT)	24 9%	19 10%	1 7%	* 1%	* *%	* 3%	* 2%	* 1%	13 11%	* 1%	* 2%	* 1%	- -%	- -%	* *%
Don't Know (DO NOT READ OUT)	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	149 56%	95 52%	8 52%	6 64%	7 97%	4 77%	5 45%	6 70%	56 49%	39 74%	17 81%	7 48%	9 91%	4 60%	7 60%
NET: Dissatisfied	55 20%	43 24%	2 10%	3 28%	- -%	1 18%	* 2%	2 28%	27 23%	9 17%	2 11%	3 20%	* 2%	* 3%	4 38%
Answered	243	164	14	9	8	6	10	8	102	52	20	15	10	6	12
Mean Score	.5	.4	.7	.8	1.1	1.1	.8	.9	.3	.9	1.1	.3	1.3	1.2	*
Standard error	.08	.12	.20	.37	.10	.28	.22	.34	.15	.16	.18	.31	.17	.26	.43
Standard deviation	1.33	1.37	1.04	1.76	.42	1.21	.98	1.37	1.34	1.29	1.01	1.27	.83	1.12	1.66

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table OP3A_4RESP (continuation)

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	314	92	42	57	32	26	26	21	50	73	83	49	45
Effective base	112	42	16	16	12	10	6	5	26	25	31	15	15
Weighted Base	267	108	33	37	23	22	16	9	73	66	59	21	37
Very Dissatisfied (-2)	30 11%	23 21%	2 7%	3 7%	- -%	2 9%	* *%	- -%	10 13%	10 15%	6 11%	* 1%	2 5%
Fairly Dissatisfied (-1)	25 9%	6 5%	12 37%	4 10%	* *%	2 10%	* *%	* 2%	3 5%	6 8%	8 14%	4 21%	3 8%
Neither Satisfied Nor Dissatisfied (0)	39 15%	16 14%	4 11%	5 14%	1 5%	* 2%	6 34%	3 32%	15 21%	1 1%	7 12%	4 18%	10 28%
Fairly Satisfied (1)	81 30%	31 28%	8 23%	12 32%	16 69%	4 20%	1 7%	3 34%	18 25%	26 40%	15 25%	9 41%	9 26%
Very Satisfied (2)	68 25%	16 14%	7 21%	13 35%	5 22%	13 59%	9 56%	3 31%	17 24%	16 25%	17 29%	4 18%	12 32%
Have not Contacted / Not Applicable (DO NOT READ OUT)	24 9%	17 16%	1 2%	1 2%	1 4%	- -%	1 4%	* 2%	9 12%	6 9%	5 9%	* 1%	1 2%
Don't Know (DO NOT READ OUT)	1 *%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%
NET: Satisfied	149 56%	46 43%	15 44%	25 67%	21 91%	18 79%	10 62%	6 65%	35 49%	43 65%	32 54%	12 59%	21 57%
NET: Dissatisfied	55 20%	29 27%	15 44%	6 17%	* *%	4 20%	* *%	* 2%	13 18%	16 24%	14 25%	5 22%	5 13%
Answered	243	91	33	36	23	22	16	9	64	59	53	21	36
Mean Score	.5	.1	.1	.8	1.2	1.1	1.2	1.0	.5	.6	.5	.5	.7
Standard error	.08	.16	.21	.18	.09	.27	.20	.20	.21	.17	.17	.16	.17
Standard deviation	1.33	1.45	1.32	1.24	.52	1.39	.97	.89	1.35	1.42	1.39	1.09	1.16

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table OP3A_4RESP (continuation)

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	314	104	55	68	32	30	59	79	69	44	32
Effective base	112	40	22	23	10	9	28	23	23	13	12
Weighted Base	267	107	55	40	15	22	79	57	45	22	27
Very Dissatisfied (-2)	30 11%	11 11%	12 21%	2 4%	2 12%	- -%	11 14%	9 15%	6 14%	* 1%	2 7%
Fairly Dissatisfied (-1)	25 9%	6 6%	7 13%	5 13%	4 29%	1 5%	2 2%	3 5%	8 17%	3 14%	3 9%
Neither Satisfied Nor Dissatisfied (0)	39 15%	19 18%	4 7%	7 17%	1 8%	6 29%	13 16%	1 2%	5 11%	4 17%	10 36%
Fairly Satisfied (1)	81 30%	38 36%	13 24%	9 21%	5 31%	5 22%	22 28%	24 42%	11 25%	9 38%	9 34%
Very Satisfied (2)	68 25%	23 21%	14 25%	13 33%	3 18%	9 41%	22 28%	17 30%	14 32%	6 26%	4 15%
Have not Contacted / Not Applicable (DO NOT READ OUT)	24 9%	9 9%	6 10%	4 11%	* 2%	1 3%	10 12%	2 4%	1 2%	1 4%	- -%
Don't Know (DO NOT READ OUT)	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%
NET: Satisfied	149 56%	61 57%	27 49%	22 55%	7 48%	14 63%	44 56%	41 72%	25 56%	14 64%	13 48%
NET: Dissatisfied	55 20%	18 17%	19 34%	7 17%	6 41%	1 5%	13 16%	11 20%	14 31%	3 15%	4 16%
Answered	243	98	50	36	15	21	70	54	44	21	27
Mean Score	.5	.6	.2	.7	.1	1.0	.6	.7	.4	.8	.4
Standard error	.08	.13	.23	.16	.26	.18	.20	.16	.19	.17	.19
Standard deviation	1.33	1.25	1.56	1.25	1.40	.98	1.38	1.39	1.46	1.06	1.08

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table OP3A_4RESP (continuation)

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	314	55	53	87	54	45	211	45	40	168	146	190	100
Effective base	112	24	16	31	21	14	76	12	20	62	51	67	33
Weighted Base	267	64	43	71	40	30	162	29	59	155	113	160	80
Very Dissatisfied (-2)	30 11%	8 12%	6 14%	12 17%	2 6%	2 7%	27 17%	- -%	3 5%	28 18%	3 2%	26 16%	1 1%
Fairly Dissatisfied (-1)	25 9%	* *%	5 12%	9 12%	6 16%	3 11%	15 9%	4 14%	5 9%	9 6%	16 14%	19 12%	5 7%
Neither Satisfied Nor Dissatisfied (0)	39 15%	12 18%	1 1%	3 5%	13 33%	6 21%	19 11%	4 13%	12 21%	20 13%	19 16%	28 18%	9 11%
Fairly Satisfied (1)	81 30%	20 32%	10 23%	30 41%	7 17%	6 21%	46 28%	9 31%	20 34%	46 30%	35 31%	42 26%	27 34%
Very Satisfied (2)	68 25%	12 18%	17 39%	16 22%	10 26%	11 38%	47 29%	12 41%	7 12%	33 21%	35 31%	25 15%	37 46%
Have not Contacted / Not Applicable (DO NOT READ OUT)	24 9%	13 20%	4 9%	2 3%	1 3%	1 2%	8 5%	* 2%	12 20%	19 12%	6 5%	20 12%	* 1%
Don't Know (DO NOT READ OUT)	1 *%	- -%	1 1%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	1 *%	- -%	- -%
NET: Satisfied	149 56%	32 50%	27 62%	45 63%	17 43%	18 59%	93 57%	21 72%	27 46%	80 51%	69 62%	67 42%	64 80%
NET: Dissatisfied	55 20%	8 12%	11 26%	21 29%	9 22%	5 18%	42 26%	4 14%	8 13%	36 23%	19 16%	45 28%	6 8%
Answered	243	51	39	69	39	29	154	28	47	136	107	140	80

Table OP3A_4RESP (continuation)

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	314	55	53	87	54	45	211	45	40	168	146	190	100
Effective base	112	24	16	31	21	14	76	12	20	62	51	67	33
Weighted Base	267	64	43	71	40	30	162	29	59	155	113	160	80
Mean Score	.5	.5	.7	.4	.4	.7	.5	1.0	.5	.4	.8	.1	1.2
Standard error	.08	.19	.23	.16	.17	.20	.10	.17	.19	.12	.10	.11	.10
Standard deviation	1.33	1.28	1.53	1.42	1.22	1.30	1.46	1.07	1.07	1.44	1.13	1.37	.95

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table OP3A_4RESP (continuation)

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	a	b	a	b	a	b	a	b	
Significance Level: 95%												
Unweighted Base	314	138	147	72	224	197	93	131	154	77	219	
Effective base	112	55	41	34	73	69	31	50	46	35	71	
Weighted Base	267	133	98	71	179	166	73	122	109	78	173	
Very Dissatisfied	(-2)	30	28	-	15	15	26	*	26	2	18	12
		11%	21%	-%	21%	8%	16%	*%	21%	2%	24%	7%
			b				b		b		b	
Fairly Dissatisfied	(-1)	25	13	4	5	19	19	6	13	4	5	19
		9%	10%	4%	7%	11%	11%	8%	11%	4%	6%	11%
Neither Satisfied Nor Dissatisfied	(0)	39	17	15	11	23	26	11	18	15	10	25
		15%	13%	15%	16%	13%	16%	15%	15%	13%	13%	14%
Fairly Satisfied	(1)	81	38	37	14	61	41	29	35	40	17	58
		30%	29%	38%	20%	34%	25%	39%	29%	37%	22%	34%
Very Satisfied	(2)	68	23	41	19	47	34	27	16	48	21	45
		25%	17%	42%	27%	26%	21%	37%	13%	44%	27%	26%
				a						a		
Have not Contacted / Not Applicable (DO NOT READ OUT)		24	13	1	6	14	20	*	13	1	6	14
		9%	10%	1%	9%	8%	12%	*%	11%	1%	8%	8%
			b				b		b			
Don't Know (DO NOT READ OUT)		1	1	-	-	1	-	-	1	-	-	1
		*%	*%	-%	-%	*%	-%	-%	*%	-%	-%	*%
NET: Satisfied		149	61	77	33	108	75	56	51	88	38	102
		56%	46%	79%	47%	60%	45%	77%	42%	80%	49%	59%
				a				a		a		
NET: Dissatisfied		55	41	4	20	34	45	6	39	6	23	31
		20%	31%	4%	28%	19%	27%	8%	32%	6%	30%	18%
			b				b		b			
Answered		243	120	97	64	165	146	73	108	109	71	158
Mean Score		.5	.1	1.2	.3	.6	.3	1.1	*	1.2	.3	.7
				a				a		a		
Standard error		.08	.13	.07	.19	.09	.11	.10	.13	.08	.18	.09

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table OP3A_4RESP (continuation)

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	314	138	147	72	224	197	93	131	154	77	219
Effective base	112	55	41	34	73	69	31	50	46	35	71
Weighted Base	267	133	98	71	179	166	73	122	109	78	173
Standard deviation	1.33	1.46	.85	1.54	1.26	1.42	.93	1.42	.94	1.58	1.22

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table OP3A_4RESP (continuation)

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	314	243	165	94	1	240	142	79	1	267	142	88	-
Effective base	112	79	65	31	1	78	49	25	1	93	50	34	-
Weighted Base	267	192	161	68	1	192	122	59	2	219	116	70	-
Very Dissatisfied (-2)	30 11%	19 10%	20 13%	11 16%	- -%	19 10%	17 14%	8 14%	2 100%	23 11%	17 15%	8 12%	- -%
Fairly Dissatisfied (-1)	25 9%	17 9%	16 10%	12 18%	1 100%	12 6%	12 9%	12 20%	- -%	21 9%	13 11%	10 14%	- -%
Neither Satisfied Nor Dissatisfied (0)	39 15%	29 15%	26 16%	9 14%	- -%	27 14%	13 11%	8 13%	- -%	28 13%	16 14%	11 16%	- -%
Fairly Satisfied (1)	81 30%	58 30%	47 29%	11 17%	- -%	65 34%	43 35%	13 22%	- -%	72 33%	32 28%	20 28%	- -%
Very Satisfied (2)	68 25%	57 30%	34 21%	19 28%	- -%	58 30%	31 25%	17 29%	- -%	58 26%	31 27%	16 23%	- -%
Have not Contacted / Not Applicable (DO NOT READ OUT)	24 9%	12 6%	18 11%	5 8%	- -%	10 5%	6 5%	1 1%	- -%	17 8%	6 6%	6 8%	- -%
Don't Know (DO NOT READ OUT)	1 *%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	1 *%	1 *%	- -%	- -%
NET: Satisfied	149 56%	115 60%	81 50%	31 45%	- -%	123 64%	74 60%	31 52%	- -%	130 59%	64 55%	36 51%	- -%
NET: Dissatisfied	55 20%	36 19%	36 22%	23 34%	1 100%	31 16%	29 24%	20 34%	2 100%	44 20%	29 25%	18 25%	- -%
Answered	243	179	143	63	1	181	116	58	2	202	109	64	-
Mean Score	.5	.7	.4	.3	-1.0	.7	.5	.3	-2.0	.6	.4	.4	-
Standard error	.08	.09	.11	.16	-	.09	.12	.17	-	.08	.12	.15	-
Standard deviation	1.33	1.30	1.34	1.50	-	1.27	1.38	1.45	-	1.31	1.41	1.35	-

Columns Tested.: a,b,c,d - a,b,c,d - a,b,c,d

Table OP3A_4RESP (continuation)

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	b	c	d	*e
Significance Level: 95%												
Unweighted Base	314	185	181	133	177	146	17	79	86	97	43	17
Effective base	112	66	64	51	55	58	4	31	32	36	18	8
Weighted Base	267	165	161	123	142	141	12	73	82	88	43	18
Very Dissatisfied (-2)	30 11%	25 15%	26 16%	22 18%	13 9%	28 19%	- -%	13 18%	16 19%	18 21%	10 24%	6 35%
Fairly Dissatisfied (-1)	25 9%	19 11%	13 8%	12 10%	11 8%	12 9%	1 6%	6 8%	8 9%	12 13%	4 10%	5 26%
Neither Satisfied Nor Dissatisfied (0)	39 15%	31 19%	28 18%	20 16%	25 17%	26 18%	* 2%	17 23%	15 19%	15 17%	8 18%	1 3%
Fairly Satisfied (1)	81 30%	39 24%	43 27%	25 20%	42 30%	26 18%	* 2%	9 13%	16 20%	15 17%	6 13%	1 3%
Very Satisfied (2)	68 25%	31 19%	36 22%	28 23%	38 26%	34 24%	10 89%	17 23%	14 17%	20 23%	11 25%	4 21%
Have not Contacted / Not Applicable (DO NOT READ OUT)	24 9%	20 12%	13 8%	15 12%	14 10%	15 11%	* 2%	11 15%	14 16%	8 9%	5 10%	2 12%
Don't Know (DO NOT READ OUT)	1 *%	- -%	1 *%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	149 56%	71 43%	79 49%	54 44%	80 56%	60 43%	11 91%	26 36%	30 36%	35 40%	16 38%	4 24%
NET: Dissatisfied	55 20%	44 26%	40 25%	34 28%	23 16%	40 28%	1 6%	19 26%	23 28%	30 34%	15 34%	11 61%
Answered	243	145	147	108	128	126	12	63	69	80	39	16
Mean Score	.5	.2	.3	.2	.6	.2	1.8	.2	.1	.1	*	-.6
Standard error	.08	.11	.11	.14	.10	.13	.19	.18	.17	.16	.26	.42
Standard deviation	1.33	1.38	1.41	1.48	1.26	1.50	.78	1.48	1.45	1.51	1.58	1.64

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table OP3A_4RESP (continuation)

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	314	52	45	32	20	217	199	268	205	189	244	189	67	-	205	16
Effective base	112	21	14	14	8	79	68	94	72	64	80	71	23	-	74	9
Weighted Base	267	44	36	32	20	188	163	228	173	157	196	170	50	-	163	28
Very Dissatisfied (-2)	30	11	1	5	1	28	25	28	26	20	19	24	6	-	20	10
	11%	26%	2%	14%	7%	15%	15%	12%	15%	13%	10%	14%	12%	-%	12%	36%
		b														
Fairly Dissatisfied (-1)	25	3	2	2	5	13	17	19	17	16	18	13	4	-	17	-
	9%	7%	5%	6%	26%	7%	10%	9%	10%	10%	9%	8%	9%	-%	10%	-%
Neither Satisfied Nor Dissatisfied (0)	39	7	3	3	5	32	27	39	24	17	23	25	4	-	26	*
	15%	15%	8%	9%	23%	17%	17%	17%	14%	11%	12%	15%	9%	-%	16%	*%
Fairly Satisfied (1)	81	9	20	8	3	52	33	59	56	55	64	45	12	-	39	12
	30%	20%	55%	25%	17%	28%	20%	26%	33%	35%	32%	26%	23%	-%	24%	43%
		a														
Very Satisfied (2)	68	10	10	11	1	40	45	60	31	39	56	39	16	-	40	3
	25%	23%	29%	36%	5%	21%	28%	26%	18%	25%	29%	23%	32%	-%	24%	10%
Have not Contacted / Not Applicable (DO NOT READ OUT)	24	4	*	3	5	23	16	23	17	9	17	23	7	-	21	3
	9%	9%	1%	10%	22%	12%	10%	10%	10%	6%	9%	14%	15%	-%	13%	11%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
NET: Satisfied	149	19	30	19	4	92	78	119	87	94	120	84	28	-	79	15
	56%	43%	84%	60%	22%	49%	48%	52%	51%	60%	61%	50%	56%	-%	49%	53%
		a														
NET: Dissatisfied	55	15	3	7	7	41	41	48	43	36	37	37	10	-	37	10
	20%	33%	7%	21%	33%	22%	25%	21%	25%	23%	19%	22%	21%	-%	23%	36%
Answered Mean Score	243	40	36	29	16	165	147	205	155	147	179	147	42	-	142	25
	.5	.1	1.0	.7	-.2	.4	.4	.5	.3	.5	.7	.4	.7	-	.4	-.1
		a														
Standard error	.08	.23	.13	.28	.28	.10	.11	.09	.10	.10	.09	.11	.19	-	.10	.43
Standard deviation	1.33	1.58	.87	1.48	1.11	1.38	1.45	1.36	1.37	1.35	1.30	1.40	1.44	-	1.38	1.63

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table OP3A_4RESP (continuation)

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	*b	a	b	c	a	b	c
Unweighted Base	314	192	49	241	24	314	-	110	151	51	116	110	82
Effective base	112	70	19	79	12	112	-	40	54	19	40	37	33
Weighted Base	267	168	46	183	33	267	-	84	138	41	96	86	78
Very Dissatisfied (-2)	30 11%	26 15%	5 10%	11 6%	11 32%	30 11%	- -%	8 10%	15 11%	7 16%	18 19%	2 3%	10 12%
Fairly Dissatisfied (-1)	25 9%	14 8%	5 10%	7 4%	9 28%	25 9%	- -%	7 8%	14 10%	4 9%	10 10%	12 14%	3 4%
Neither Satisfied Nor Dissatisfied (0)	39 15%	27 16%	7 15%	21 11%	1 3%	39 15%	- -%	10 12%	23 17%	6 14%	14 14%	10 11%	16 20%
Fairly Satisfied (1)	81 30%	47 28%	13 28%	62 34%	11 34%	81 30%	- -%	32 38%	36 26%	13 31%	22 24%	28 33%	31 39%
Very Satisfied (2)	68 25%	40 24%	7 16%	60 33%	* *%	68 25%	- -%	26 31%	29 21%	9 22%	27 29%	26 30%	10 13%
Have not Contacted / Not Applicable (DO NOT READ OUT)	24 9%	14 8%	10 22%	22 12%	1 2%	24 9%	- -%	1 1%	20 14%	3 7%	5 5%	9 10%	8 10%
Don't Know (DO NOT READ OUT)	1 *%	1 *%	- -%	- -%	- -%	1 *%	- -%	- -%	1 *%	- -%	- -%	- -%	1 1%
NET: Satisfied	149 56%	87 51%	20 43%	122 67%	11 34%	149 56%	- -%	58 69%	65 47%	22 53%	50 52%	54 62%	41 52%
NET: Dissatisfied	55 20%	40 24%	9 20%	18 10%	20 61%	55 20%	- -%	15 17%	30 22%	10 25%	28 29%	14 17%	13 16%
Answered	243	154	36	161	32	243	-	83	117	38	91	77	69
Mean Score	.5	.4	.4	1.0	-.6	.5	-	.7	.4	.4	.3	.8	.4
Standard error	.08	.11	.20	.08	.28	.08	-	.12	.12	.21	.15	.12	.14
Standard deviation	1.33	1.40	1.30	1.13	1.29	1.33	-	1.26	1.33	1.42	1.50	1.15	1.22

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table OP3A_4RESP (continuation)

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		314	194	120
Effective base		112	63	51
Weighted Base		267	160	107
Very Dissatisfied	(-2)	30	16	15
		11%	10%	14%
Fairly Dissatisfied	(-1)	25	9	15
		9%	6%	14%
Neither Satisfied Nor Dissatisfied	(0)	39	24	15
		15%	15%	14%
Fairly Satisfied	(1)	81	48	33
		30%	30%	31%
Very Satisfied	(2)	68	49	19
		25%	31%	18%
Have not Contacted / Not Applicable (DO NOT READ OUT)		24	14	10
		9%	9%	9%
Don't Know (DO NOT READ OUT)		1	-	1
		*%	-%	*%
NET: Satisfied		149	97	52
		56%	61%	48%
NET: Dissatisfied		55	25	30
		20%	15%	28%
Answered		243	146	97
Mean Score		.5	.7	.3
Standard error		.08	.10	.13
Standard deviation		1.33	1.28	1.36

Columns Tested: a,b

Table OP3A_4RESP (continuation)

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

		Month												
Total base		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	
Significance Level: 95%		*a	b	*c	*d	*e	*f	*g	*h	*i	*j	*k	l	
Unweighted Base	314	15	30	27	29	29	16	16	23	18	23	17	71	
Effective base	112	4	12	16	11	19	8	5	9	8	11	9	23	
Weighted Base	267	7	18	33	9	40	16	5	34	18	2	26	59	
Very Dissatisfied	(-2)	30	-	3	4	*	2	2	*	7	2	*	6	3
		11%	-%	20%	13%	*%	5%	13%	*%	20%	10%	11%	23%	5%
Fairly Dissatisfied	(-1)	25	-	2	2	2	6	1	*	*	1	*	2	8
		9%	-%	11%	7%	16%	16%	4%	1%	*%	8%	15%	9%	13%
Neither Satisfied Nor Dissatisfied	(0)	39	*	*	4	1	6	5	3	5	3	*	4	7
		15%	1%	*%	13%	12%	16%	30%	63%	13%	18%	22%	15%	12%
Fairly Satisfied	(1)	81	2	6	7	3	6	2	1	18	11	*	7	20
		30%	27%	31%	22%	26%	14%	11%	30%	52%	58%	4%	27%	33%
Very Satisfied	(2)	68	1	4	13	2	10	3	*	4	1	1	5	21
		25%	15%	25%	41%	25%	26%	21%	5%	13%	6%	38%	21%	36%
Have not Contacted / Not Applicable (DO NOT READ OUT)		24	4	2	1	2	9	3	*	*	-	*	1	*
		9%	57%	13%	2%	20%	23%	22%	1%	1%	-%	10%	5%	1%
Don't Know (DO NOT READ OUT)		1	-	-	1	-	-	-	-	-	-	-	-	-
		*%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		149	3	10	20	5	16	5	2	22	12	1	12	41
		56%	42%	56%	62%	51%	40%	31%	35%	65%	64%	42%	48%	69%
NET: Dissatisfied		55	-	5	7	2	8	3	*	7	3	1	8	11
		20%	-%	30%	20%	17%	21%	17%	2%	20%	18%	26%	32%	18%
Answered		243	3	15	31	8	31	12	5	34	18	2	24	59
Mean Score		.5	1.3	.4	.7	.7	.5	.3	.4	.4	.4	.5	.1	.8
Standard error		.08	.18	.32	.29	.25	.27	.38	.18	.30	.26	.48	.39	.15
Standard deviation		1.33	.63	1.61	1.45	1.21	1.34	1.41	.69	1.34	1.09	2.16	1.52	1.22

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table OP3A_4RESP (continuation)

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	314	72	74	57	111	146	168
Effective base	112	31	35	18	34	66	51
Weighted Base	267	57	65	57	87	123	145
Very Dissatisfied (-2)	30 11%	8 14%	4 6%	9 15%	9 11%	12 10%	18 13%
Fairly Dissatisfied (-1)	25 9%	4 7%	9 13%	1 3%	10 12%	13 10%	12 8%
Neither Satisfied Nor Dissatisfied (0)	39 15%	5 8%	12 19%	11 19%	11 13%	17 14%	22 15%
Fairly Satisfied (1)	81 30%	14 25%	10 15%	30 52%	27 31%	24 20%	57 39%
Very Satisfied (2)	68 25%	19 33%	16 24%	6 10%	27 31%	35 28%	33 23%
Have not Contacted / Not Applicable (DO NOT READ OUT)	24 9%	7 12%	15 22%	* 1%	2 2%	22 18%	2 2%
Don't Know (DO NOT READ OUT)	1 *%	1 1%	- -%	- -%	- -%	1 *%	- -%
NET: Satisfied	149 56%	33 58%	26 40%	36 62%	54 62%	59 48%	90 62%
NET: Dissatisfied	55 20%	12 21%	13 19%	10 18%	20 23%	25 20%	30 21%
Answered	243	50	51	57	85	100	142
Mean Score	.5	.6	.5	.4	.6	.6	.5
Standard error	.08	.18	.17	.17	.13	.12	.10
Standard deviation	1.33	1.46	1.32	1.20	1.34	1.39	1.29

Columns Tested:: a,b,c,d - a,b

Table OP3A_4RESPX

QOP3a.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	*c	d	e
Unweighted Base	281	14	267	156	50	23	52	125
Effective base	100	6	95	88	20	14	28	32
Weighted Base	243	9	234	226	13	3	2	17
Very Dissatisfied	(-2) 30 12%	4 42%	27 11%	30 13%	- -%	* 5%	- -%	*
Fairly Dissatisfied	(-1) 25 10%	1 16%	23 10%	24 11%	1 5%	* 1%	* *%	1 4%
Neither Satisfied Nor Dissatisfied	(0) 39 16%	2 27%	37 16%	36 16%	2 12%	1 26%	* 16%	2 14%
Fairly Satisfied	(1) 81 33%	- -%	81 35%	74 33%	6 48%	1 24%	* 32%	7 43%
Very Satisfied	(2) 68 28%	1 15%	67 28%	61 27%	4 35%	1 45%	1 52%	6 38%
NET: Satisfied	149 61%	1 15%	148 63%	135 60%	11 83%	2 69%	1 84%	14 81%
NET: Dissatisfied	55 23%	5 58%	50 21%	54 24%	1 5%	* 5%	* *%	1 5%
Answered	243	9	234	226	13	3	2	17
Mean Score	.5	-.7	.6	.5	1.1	1.0	1.3	1.1
Standard error	.08	.40	.08	.11	.12	.29	.18	.08
Standard deviation	1.33	1.50	1.30	1.35	.85	1.38	1.26	.88

Columns Tested.: a,b - a,b,c,d,e

Table OP3A_4RESPX (continuation)

QOP3a.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

		Business Size 2								
Total base		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	281	53	74	29	36	37	52	156	50	75
Effective base	100	36	39	14	14	18	28	88	20	31
Weighted Base	243	101	98	27	10	5	2	226	13	4
Very Dissatisfied	(-2) 30 12%	19 19% fhi	10 10%	1 5%	- -%	* 2%	- -%	30 13% f	- -%	* 3%
Fairly Dissatisfied	(-1) 25 10%	7 7%	8 8%	9 33%	* 3%	* 7%	* *%	24 11%	1 5%	* 1%
Neither Satisfied Nor Dissatisfied	(0) 39 16%	24 24%	9 9%	3 13%	1 13%	1 15%	* 16%	36 16%	2 12%	1 22%
Fairly Satisfied	(1) 81 33%	27 27%	39 40%	8 31%	6 59% aei	1 13%	* 32%	74 33%	6 48% e	1 27%
Very Satisfied	(2) 68 28%	24 24%	32 33%	5 17%	2 24%	3 63% abdg	1 52% ag	61 27%	4 35%	2 48% g
NET: Satisfied	149 61%	51 51%	71 73% a	13 48%	9 83% a	4 75%	1 84% ag	135 60%	11 83% a	3 74% a
NET: Dissatisfied	55 23%	26 25% fi	18 18% f	11 39%	* 3%	* 10%	* *%	54 24% fi	1 5%	* 3%
Answered	243	101	98	27	10	5	2	226	13	4
Mean Score	.5	.3	.8	.2	1.0	1.3	1.3	.5	1.1	1.2
Standard error	.08	.19	.15	.23	.12	ag .20	ag .18	.11	ag .12	ag .13
Standard deviation	1.33	1.40	1.27	1.25	.75	1.22	1.26	1.35	.85	1.12

Columns Tested: a,b,c,d,e,f,g,h,i

Table OP3A_4RESPX (continuation)

QOP3a.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	*d	e	a	b	*c	*d	e
Significance Level: 95%											
Unweighted Base	281	86	70	50	23	52	89	72	27	13	54
Effective base	100	57	38	20	14	28	43	31	10	7	8
Weighted Base	243	167	59	13	3	2	113	77	19	4	12
Very Dissatisfied	(-2) 30 12%	27 16%	4 6%	- -%	* 5%	- -%	22 19%	3 4%	2 9%	- -%	* *%
Fairly Dissatisfied	(-1) 25 10%	11 6%	13 22%	1 5%	* 1%	* *%	10 9%	12 15%	1 4%	* 8%	* 4%
Neither Satisfied Nor Dissatisfied	(0) 39 16%	30 18%	6 11%	2 12%	1 26%	* 16%	16 14%	10 13%	1 6%	* 2%	1 10%
Fairly Satisfied	(1) 81 33%	57 34%	17 29%	6 48%	1 24%	* 32%	40 35%	29 38%	6 34%	1 20%	4 38%
Very Satisfied	(2) 68 28%	43 26%	19 32%	4 35%	1 45%	1 52%	25 22%	23 30%	9 47%	3 70%	6 48%
NET: Satisfied	149 61%	100 60%	36 61%	11 83%	2 69%	1 84%	65 58%	52 68%	15 81%	4 90%	10 86%
NET: Dissatisfied	55 23%	37 22%	17 28%	1 5%	* 5%	* *%	31 28%	15 19%	2 13%	* 8%	* 4%
Answered	243	167	59	13	3	2	113	77	19	4	12
Mean Score	.5	.5	.6	1.1	1.0	1.3	.3	.7	1.1	1.5	1.3
Standard error	.08	.15	.16	.12	.29	.18	.15	.14	.24	.28	.12
Standard deviation	1.33	1.36	1.31	.85	1.38	1.26	1.42	1.16	1.25	1.00	.85

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table OP3A_4RESPX (continuation)

QOP3a.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			*a	*b	c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		281	22	18	53	10	24	14	17	10	20
Effective base		100	11	10	25	4	10	9	9	4	10
Weighted Base		243	25	17	70	12	23	22	28	12	15
Very Dissatisfied	(-2)	30	10	1	8	-	-	-	5	*	4
		12%	40%	9%	12%	-%	-%	-%	16%	4%	25%
Fairly Dissatisfied	(-1)	25	3	2	3	*	2	6	6	-	2
		10%	13%	12%	4%	1%	8%	26%	20%	-%	16%
Neither Satisfied Nor Dissatisfied	(0)	39	2	2	12	3	2	3	10	1	3
		16%	7%	9%	17%	27%	10%	12%	34%	5%	17%
Fairly Satisfied	(1)	81	2	10	29	6	7	13	*	5	3
		33%	7%	62%	42%	56%	30%	58%	*%	41%	22%
Very Satisfied	(2)	68	8	1	17	2	12	1	8	6	3
		28%	33%	8%	25%	16%	52%	4%	30%	50%	19%
NET: Satisfied		149	10	12	47	8	19	14	9	11	6
		61%	40%	70%	67%	72%	82%	62%	30%	91%	41%
NET: Dissatisfied		55	13	4	11	*	2	6	10	*	6
		23%	53%	21%	16%	1%	8%	26%	36%	4%	42%
Answered		243	25	17	70	12	23	22	28	12	15
Mean Score		.5	-.2	.5	.6	.9	1.3	.4	.1	1.3	-.1
Standard error		.08	.38	.26	.17	.23	.20	.25	.35	.29	.34
Standard deviation		1.33	1.79	1.12	1.25	.71	.96	.93	1.45	.91	1.53

Columns Tested:: a,b,c,d,e,f,g,h,i

Table OP3A_4RESPX (continuation)

QOP3a.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	*g	h
Significance Level: 95%										
Unweighted Base		281	54	50	84	188	93	36	27	30
Effective base		100	23	24	42	87	24	12	6	7
Weighted Base		243	50	53	121	224	19	11	4	4
Very Dissatisfied	(-2)	30 12%	4 8%	12 22%	13 11%	28 13%	2 9%	* 5%	1 30%	* 1%
Fairly Dissatisfied	(-1)	25 10%	4 9%	5 10%	14 12%	24 11%	1 3%	* 1%	* 8%	* 1%
Neither Satisfied Nor Dissatisfied	(0)	39 16%	8 16%	4 7%	24 20%	36 16%	3 14%	1 9%	* 2%	1 36%
Fairly Satisfied	(1)	81 33%	17 33%	17 32%	42 35%	76 34%	5 28%	2 20%	2 38%	2 37%
Very Satisfied	(2)	68 28%	17 34%	15 29%	27 22%	59 26%	9 47%	7 65%	1 21%	1 24%
NET: Satisfied		149 61%	33 67%	32 61%	69 57%	135 60%	14 74%	9 85%	2 59%	3 62%
NET: Dissatisfied		55 23%	8 17%	17 32%	27 23%	52 23%	2 12%	1 6%	2 38%	* 2%
Answered		243	50	53	121	224	19	11	4	4
Mean Score		.5	.8	.4	.5	.5	1.0	1.4	.1	.8
Standard error		.08	.17	.22	.14	.10	.13	.18	.35	.18
Standard deviation		1.33	1.23	1.54	1.26	1.33	1.28	1.08	1.84	.98

Columns Tested:: a,b,c,d,e,f,g,h

Table OP3A_4RESPX (continuation)

QOP3a.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

		Industry								
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	*h	i
Unweighted Base	281	13	32	8	40	36	84	10	14	84
Effective base	100	7	9	3	12	15	35	2	4	29
Weighted Base	243	11	23	7	30	48	76	4	5	69
Very Dissatisfied	(-2) 30 12%	1 11%	* *%	- -%	* *%	4 8%	12 16%	- -%	- -%	13 18%
Fairly Dissatisfied	(-1) 25 10%	1 8%	4 17%	1 9%	5 15%	5 11%	8 11%	* 4%	- -%	6 8%
Neither Satisfied Nor Dissatisfied	(0) 39 16%	* 2%	5 20%	3 50%	8 27%	8 17%	13 17%	* *%	- -%	10 14%
Fairly Satisfied	(1) 81 33%	2 17%	5 23%	3 39%	8 27%	14 29%	27 35%	3 79%	* 2%	27 40%
Very Satisfied	(2) 68 28%	7 62%	9 39%	* 3%	9 31%	17 35%	15 20%	1 16%	5 98%	14 20%
NET: Satisfied	149 61%	8 79%	14 62%	3 41%	17 57%	31 64%	42 56%	4 96%	5 100%	42 60%
NET: Dissatisfied	55 23%	2 18%	4 18%	1 9%	5 16%	9 19%	21 27%	* 4%	- -%	18 26%
Answered	243	11	23	7	30	48	76	4	5	69
Mean Score	.5	1.1	.8	.4	.7	.7	.3	1.1	2.0	.4
Standard error	.08	.40	.20	.26	.17	.21	.15	.21	.04	.15
Standard deviation	1.33	1.45	1.16	.73	1.08	1.29	1.36	.66	.15	1.38

Columns Tested: a,b,c,d,e,f,g,h,i

Table OP3A_4RESPX (continuation)

QOP3a.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	*b	*c	a	b	a	*b
Unweighted Base	281	89	84	108	261	20	-	232	49	278	3
Effective base	100	32	35	33	90	11	-	89	11	99	2
Weighted Base	243	88	76	79	206	37	-	220	23	242	1
Very Dissatisfied (-2)	30 12%	5 6%	12 16%	13 16%	27 13%	4 10%	- -%	30 14%	- -%	30 12%	- -%
Fairly Dissatisfied (-1)	25 10%	11 12%	8 11%	6 7%	15 7%	9 25%	- -%	23 10%	1 7%	25 10%	- -%
Neither Satisfied Nor Dissatisfied (0)	39 16%	16 18%	13 17%	10 12%	28 14%	11 30%	- -%	34 16%	5 20%	39 16%	- -%
Fairly Satisfied (1)	81 33%	24 27%	27 35%	31 39%	70 34%	11 30%	- -%	78 35%	3 15%	81 33%	* 35%
Very Satisfied (2)	68 28%	32 37%	15 20%	20 25%	66 32%	2 5%	- -%	55 25%	13 58%	67 28%	1 65%
NET: Satisfied	149 61%	56 64%	42 56%	51 65%	136 66%	13 35%	- -%	132 60%	17 73%	148 61%	1 100%
NET: Dissatisfied	55 23%	16 18%	21 27%	18 23%	42 20%	13 35%	- -%	53 24%	1 7%	55 23%	- -%
Answered	243	88	76	79	206	37	-	220	23	242	1
Mean Score	.5	.8	.3	.5	.6	*	-	.5	1.2	.5	1.7
Standard error	.08	.13	.15	.13	.08	.24	-	.09	.15	.08	-
Standard deviation	1.33	1.24	1.36	1.37	1.34	1.09	-	1.34	1.02	1.33	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table OP3A_4RESPX (continuation)

QOP3a.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		281	102	103	75
Effective base		100	39	32	32
Weighted Base		243	106	61	75
Very Dissatisfied	(-2)	30 12%	13 12%	7 11%	11 14%
Fairly Dissatisfied	(-1)	25 10%	7 7%	4 6%	13 18%
Neither Satisfied Nor Dissatisfied	(0)	39 16%	19 18%	2 3%	17 23%
Fairly Satisfied	(1)	81 33%	44 41%	23 38%	15 19%
Very Satisfied	(2)	68 28%	23 21%	26 42%	19 26%
NET: Satisfied		149 61%	66 62%	49 80%	34 45%
NET: Dissatisfied		55 23%	20 19%	10 17%	24 32%
Answered		243	106	61	75
Mean Score		.5	.5	.9	.2
Standard error		.08	.12	.13	.16
Standard deviation		1.33	1.25	1.30	1.39

Columns Tested: a,b,c

Table OP3A_4RESPX (continuation)

QOP3a.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	281	131	71	29	15	19	10	3	3	202	79	50
Effective base	100	57	24	8	7	5	3	2	2	80	20	12
Weighted Base	243	146	53	17	7	13	7	*	*	199	43	26
Very Dissatisfied (-2)	30 12%	26 18%	3 5%	- -%	- -%	2 14%	- -%	- -%	- -%	28 14%	2 4%	2 6%
Fairly Dissatisfied (-1)	25 10%	11 8%	8 15%	5 30%	- -%	* *%	* 2%	- -%	- -%	19 10%	5 12%	* 1%
Neither Satisfied Nor Dissatisfied (0)	39 16%	25 17%	13 24%	1 8%	* 1%	* 1%	- -%	- -%	- -%	37 19%	1 3%	* 1%
Fairly Satisfied (1)	81 33%	51 35%	15 28%	3 18%	3 50%	5 42%	3 44%	* 87%	- -%	66 33%	15 34%	12 45%
Very Satisfied (2)	68 28%	33 23%	15 28%	8 45%	3 49%	5 43%	4 54%	* 13%	* 100%	48 24%	20 47%	13 48%
NET: Satisfied	149 61%	84 58%	30 56%	11 63%	6 99%	11 86%	7 98%	* 100%	* 100%	114 57%	35 81%	24 92%
NET: Dissatisfied	55 23%	37 25%	11 20%	5 30%	- -%	2 14%	* 2%	- -%	- -%	48 24%	7 16%	2 7%
Answered	243	146	53	17	7	13	7	*	*	199	43	26
Mean Score	.5	.4	.6	.8	1.5	1.0	1.5	1.1	2.0	.4	1.1	1.3
Standard error	.08	.12	.14	.25	.15	.31	.21	-	-	.09	.13	.15
Standard deviation	1.33	1.38	1.20	1.33	.57	1.35	.66	-	-	1.34	1.16	1.03

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table OP3A_4RESPX (continuation)

QOP3a.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	f	g
Unweighted Base	281	40	91	150	262	259	271	268	223	210	13	118	29	22	20	38	31
Effective base	100	20	37	44	90	88	95	96	78	66	9	52	9	7	6	7	7
Weighted Base	243	58	88	97	219	216	234	230	199	162	23	134	17	9	14	14	21
Very Dissatisfied (-2)	30 12%	3 6%	22 26%	4 5%	27 12%	28 13%	28 12%	30 13%	21 10%	16 10%	1 5%	20 15%	* 2%	* 5%	2 14%	- -	5 21%
Fairly Dissatisfied (-1)	25 10%	5 8%	6 7%	13 14%	24 11%	18 8%	25 11%	24 11%	19 9%	11 7%	7 30%	11 8%	3 19%	* 2%	* 2%	1 5%	2 11%
Neither Satisfied Nor Dissatisfied (0)	39 16%	20 34%	5 5%	14 15%	37 17%	33 15%	37 16%	35 15%	27 14%	21 13%	5 21%	19 14%	2 9%	5 51%	1 4%	6 42%	1 5%
Fairly Satisfied (1)	81 33%	22 37%	30 34%	30 31%	70 32%	75 35%	77 33%	75 33%	70 35%	55 34%	5 21%	46 34%	8 47%	3 27%	8 55%	2 12%	6 30%
Very Satisfied (2)	68 28%	8 14%	25 28%	35 36%	62 28%	63 29%	67 29%	66 29%	62 31%	59 36%	5 23%	40 30%	4 23%	1 15%	4 25%	6 42%	7 32%
NET: Satisfied	149 61%	30 52%	54 62%	65 67%	131 60%	138 64%	144 62%	141 61%	132 67%	114 70%	10 44%	85 64%	12 70%	4 42%	11 80%	8 53%	13 62%
NET: Dissatisfied	55 23%	8 14%	29 33%	18 18%	51 23%	46 21%	53 22%	54 24%	39 20%	27 17%	8 35%	30 22%	4 21%	1 6%	2 17%	1 5%	7 33%
Answered	243	58	88	97	219	216	234	230	199	162	23	134	17	9	14	14	21
Mean Score	.5	.5	.3	.8	.5	.6	.6	.5	.7	.8	.3	.6	.7	.5	.7	.9	.4
Standard error	.08	.16	.17	.10	.08	.08	.08	.08	.09	.09	.35	.13	.21	.21	.29	.17	.28
Standard deviation	1.33	1.03	1.58	1.20	1.33	1.33	1.32	1.35	1.29	1.27	1.28	1.37	1.12	.99	1.31	1.05	1.58

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table OP3A_4RESPX (continuation)

QOP3a.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	b	c	*d	*e	*f	*g	
Unweighted Base	281	139	28	23	18	18	20	16	86	66	31	17	25	19	15	
Effective base	100	64	8	5	3	8	4	3	38	25	9	9	3	7	3	
Weighted Base	243	164	14	9	8	6	10	8	102	52	20	15	10	6	12	
Very Dissatisfied	(-2)	30	25	*	2	-	-	-	*	16	5	*	2	*	-	4
		12%	15%	1%	19%	-%	-%	-%	1%	16%	9%	1%	16%	2%	-%	38%
Fairly Dissatisfied	(-1)	25	18	1	1	-	1	*	2	11	4	2	1	*	*	-
		10%	11%	10%	9%	-%	18%	2%	28%	10%	8%	10%	5%	*%	3%	-%
Neither Satisfied Nor Dissatisfied	(0)	39	26	5	1	*	*	5	*	19	5	1	5	1	2	*
		16%	16%	33%	7%	3%	2%	52%	1%	19%	9%	5%	31%	7%	37%	2%
Fairly Satisfied	(1)	81	54	4	*	6	2	1	2	35	16	9	5	5	*	6
		33%	33%	27%	1%	83%	35%	14%	23%	34%	30%	44%	35%	48%	1%	47%
Very Satisfied	(2)	68	41	4	6	1	2	3	4	21	23	8	2	4	3	1
		28%	25%	29%	63%	14%	45%	32%	47%	21%	44%	39%	14%	42%	59%	13%
NET: Satisfied		149	95	8	6	7	4	5	6	56	39	17	7	9	4	7
		61%	58%	56%	64%	97%	79%	46%	70%	55%	74%	83%	48%	91%	60%	60%
NET: Dissatisfied		55	43	2	3	-	1	*	2	27	9	2	3	*	*	4
		23%	26%	11%	28%	-%	18%	2%	28%	26%	17%	12%	20%	2%	3%	38%
Answered		243	164	14	9	8	6	10	8	102	52	20	15	10	6	12
Mean Score		.5	.4	.7	.8	1.1	1.1	.8	.9	.3	.9	1.1	.3	1.3	1.2	*
Standard error		.08	.12	.20	.37	.10	.28	.22	.34	.15	.16	.18	.31	.17	.26	.43
Standard deviation		1.33	1.37	1.04	1.76	.42	1.21	.98	1.37	1.34	1.29	1.01	1.27	.83	1.12	1.66

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table OP3A_4RESPX (continuation)

QOP3a.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	281	78	40	50	31	26	24	19	42	67	71	46	44
Effective base	100	34	16	16	11	10	5	5	22	22	28	14	14
Weighted Base	243	91	33	36	23	22	16	9	64	59	53	21	36
Very Dissatisfied	(-2)	30	23	2	3	-	2	*	10	10	6	*	2
		12%	25%	7%	7%	-%	9%	-%	15%	17%	12%	1%	5%
Fairly Dissatisfied	(-1)	25	6	12	4	*	2	*	3	6	8	4	3
		10%	6%	38%	10%	ad	10%	-%	5%	9%	16%	21%	8%
Neither Satisfied Nor Dissatisfied	(0)	39	16	4	5	1	*	6	15	1	7	4	10
		16%	17%	11%	15%	5%	2%	35%	24%	2%	13%	18%	29%
Fairly Satisfied	(1)	81	31	8	12	16	4	1	18	26	15	9	9
		33%	34%	23%	33%	72%	20%	7%	28%	44%	27%	41%	26%
					abc								
Very Satisfied	(2)	68	16	7	13	5	13	9	17	16	17	4	12
		28%	17%	21%	36%	23%	59%	58%	27%	28%	32%	18%	32%
NET: Satisfied		149	46	15	25	21	18	10	35	43	32	12	21
		61%	51%	45%	68%	95%	79%	65%	55%	72%	60%	60%	58%
					ab								
NET: Dissatisfied		55	29	15	6	*	4	*	13	16	14	5	5
		23%	32%	44%	17%	-%	20%	-%	20%	26%	27%	23%	13%
			d	d									
Answered		243	91	33	36	23	22	16	64	59	53	21	36
Mean Score		.5	.1	.1	.8	1.2	1.1	1.2	.5	.6	.5	.5	.7
					ab								
Standard error		.08	.16	.21	.18	.09	.27	.20	.21	.17	.17	.16	.17
Standard deviation		1.33	1.45	1.32	1.24	.52	1.39	.97	1.35	1.42	1.39	1.09	1.16

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table OP3A_4RESPX (continuation)

QOP3a.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	*d	*e	a	b	c	d	e
Unweighted Base	281	93	48	62	29	29	48	74	62	41	32
Effective base	100	36	19	21	10	8	24	21	22	12	12
Weighted Base	243	98	50	36	15	21	70	54	44	21	27
Very Dissatisfied (-2)	30 12%	11 12%	12 23%	2 5%	2 13%	- -%	11 16%	9 16%	6 14%	* 1%	2 7%
Fairly Dissatisfied (-1)	25 10%	6 7%	7 14%	5 15%	4 30%	1 5%	2 2%	3 5%	8 17%	3 14%	3 9%
Neither Satisfied Nor Dissatisfied (0)	39 16%	19 19%	4 8%	7 19%	1 8%	6 30%	13 18%	1 3%	5 11%	4 18%	10 36%
Fairly Satisfied (1)	81 33%	38 39%	13 27%	9 24%	5 31%	5 23%	22 32%	24 44%	11 25%	9 40%	9 34%
Very Satisfied (2)	68 28%	23 23%	14 28%	13 38%	3 18%	9 42%	22 31%	17 32%	14 32%	6 26%	4 15%
NET: Satisfied	149 61%	61 62%	27 54%	22 61%	7 49%	14 65%	44 64%	41 76%	25 58%	14 66%	13 48%
NET: Dissatisfied	55 23%	18 18%	19 37%	7 20%	6 42%	1 5%	13 18%	11 21%	14 31%	3 16%	4 16%
Answered	243	98	50	36	15	21	70	54	44	21	27
Mean Score	.5	.6	.2	.7	.1	1.0	.6	.7	.4	.8	.4
Standard error	.08	.13	.23	.16	.26	.18	.20	.16	.19	.17	.19
Standard deviation	1.33	1.25	1.56	1.25	1.40	.98	1.38	1.39	1.46	1.06	1.08

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table OP3A_4RESPX (continuation)

QOP3a.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	281	46	46	81	50	43	194	42	32	146	135	166	96
Effective base	100	19	14	29	20	14	71	12	15	53	47	57	33
Weighted Base	243	51	39	69	39	29	154	28	47	136	107	140	80
Very Dissatisfied (-2)	30 12%	8 15%	6 15%	12 17%	2 6%	2 7%	27 18%	- -%	3 6%	28 20%	3 3%	26 19%	1 1%
Fairly Dissatisfied (-1)	25 10%	* 1%	5 14%	9 13%	6 16%	3 11%	15 10%	4 14%	5 11%	9 6%	16 15%	19 13%	5 7%
Neither Satisfied Nor Dissatisfied (0)	39 16%	12 23%	1 1%	3 5%	13 34%	6 21%	19 12%	4 13%	12 26%	20 15%	19 17%	28 20%	9 11%
Fairly Satisfied (1)	81 33%	20 39%	10 26%	30 43%	7 18%	6 21%	46 30%	9 31%	20 42%	46 34%	35 33%	42 30%	27 34%
Very Satisfied (2)	68 28%	12 22%	17 44%	16 22%	10 26%	11 39%	47 30%	12 42%	7 15%	33 24%	35 33%	25 18%	37 46%
NET: Satisfied	149 61%	32 62%	27 69%	45 65%	17 44%	18 60%	93 60%	21 73%	27 57%	80 58%	69 65%	67 48%	64 81%
NET: Dissatisfied	55 23%	8 15%	11 29%	21 30%	9 22%	5 19%	42 27%	4 14%	8 17%	36 27%	19 17%	45 32%	6 8%
Answered	243	51	39	69	39	29	154	28	47	136	107	140	80
Mean Score	.5	.5	.7	.4	.4	.7	.5	1.0	.5	.4	.8	.1	1.2
Standard error	.08	.19	.23	.16	.17	.20	.10	.17	.19	.12	.10	.11	.10
Standard deviation	1.33	1.28	1.53	1.42	1.22	1.30	1.46	1.07	1.07	1.44	1.13	1.37	.95

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table OP3A_4RESPX (continuation)

QOP3a.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	
Unweighted Base	281	119	140	67	201	172	90	111	148	73	195	
Effective base	100	48	40	31	65	59	31	42	46	32	64	
Weighted Base	243	120	97	64	165	146	73	108	109	71	158	
Very Dissatisfied	(-2)	30 12%	28 23%	- -%	15 23%	15 9%	26 18%	* *%	26 24%	2 2%	18 26%	12 7%
Fairly Dissatisfied	(-1)	25 10%	13 11%	4 4%	5 8%	19 12%	19 13%	6 8%	13 12%	4 4%	5 7%	19 12%
Neither Satisfied Nor Dissatisfied	(0)	39 16%	17 15%	15 16%	11 18%	23 14%	26 18%	11 15%	18 17%	15 13%	10 14%	25 16%
Fairly Satisfied	(1)	81 33%	38 32%	37 38%	14 22%	61 37%	41 28%	29 39%	35 33%	40 37%	17 24%	58 37%
Very Satisfied	(2)	68 28%	23 19%	41 42%	19 29%	47 28%	34 23%	27 38%	16 14%	48 44%	21 30%	45 28%
NET: Satisfied		149 61%	61 51%	77 80%	33 51%	108 65%	75 51%	56 77%	51 47%	88 81%	38 54%	102 65%
NET: Dissatisfied		55 23%	41 34%	4 4%	20 31%	34 21%	45 31%	6 8%	39 36%	6 6%	23 32%	31 20%
Answered	243	120	97	64	165	146	73	108	109	71	158	
Mean Score	.5	.1	1.2	.3	.6	.3	1.1	*	1.2	.3	.7	
Standard error	.08	.13	.07	.19	.09	.11	.10	.13	.08	.18	.09	
Standard deviation	1.33	1.46	.85	1.54	1.26	1.42	.93	1.42	.94	1.58	1.22	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table OP3A_4RESPX (continuation)

QOP3a.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	281	220	145	87	1	218	132	75	1	240	131	79	-
Effective base	100	73	57	28	1	73	46	24	1	83	46	30	-
Weighted Base	243	179	143	63	1	181	116	58	2	202	109	64	-
Very Dissatisfied (-2)	30 12%	19 10%	20 14%	11 17%	- -%	19 11%	17 15%	8 14%	2 100%	23 12%	17 15%	8 13%	- -%
Fairly Dissatisfied (-1)	25 10%	17 9%	16 11%	12 19%	1 100%	12 6%	12 10%	12 20%	- -%	21 10%	13 12%	10 15%	- -%
Neither Satisfied Nor Dissatisfied (0)	39 16%	29 16%	26 18%	9 15%	- -%	27 15%	13 11%	8 13%	- -%	28 14%	16 15%	11 17%	- -%
Fairly Satisfied (1)	81 33%	58 32%	47 33%	11 18%	- -%	65 36%	43 37%	13 23%	- -%	72 35%	32 30%	20 31%	- -%
Very Satisfied (2)	68 28%	57 32%	34 23%	19 31%	- -%	58 32%	31 27%	17 30%	- -%	58 29%	31 29%	16 25%	- -%
NET: Satisfied	149 61%	115 64%	81 57%	31 49%	- -%	123 68%	74 64%	31 52%	- -%	130 64%	64 59%	36 56%	- -%
NET: Dissatisfied	55 23%	36 20%	36 25%	23 36%	1 100%	31 17%	29 25%	20 34%	2 100%	44 22%	29 27%	18 28%	- -%
Answered	243	179	143	63	1	181	116	58	2	202	109	64	-
Mean Score	.5	.7	.4	.3	-1.0	.7	.5	.3	-2.0	.6	.4	.4	-
Standard error	.08	.09	.11	.16	-	.09	.12	.17	-	.08	.12	.15	-
Standard deviation	1.33	1.30	1.34	1.50	-	1.27	1.38	1.45	-	1.31	1.41	1.35	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table OP3A_4RESPX (continuation)

QOP3a.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	b	c	d	*e
Significance Level: 95%												
Unweighted Base	281	161	160	118	154	132	16	70	74	88	38	15
Effective base	100	56	57	44	47	52	4	26	26	32	16	7
Weighted Base	243	145	147	108	128	126	12	63	69	80	39	16
Very Dissatisfied (-2)	30 12%	25 17%	26 18%	22 20%	13 10%	28 22%	- -%	13 21%	16 23%	18 23%	10 27%	6 40%
Fairly Dissatisfied (-1)	25 10%	19 13%	13 9%	12 12%	11 8%	12 10%	1 6%	6 9%	8 11%	12 15%	4 11%	5 29%
Neither Satisfied Nor Dissatisfied (0)	39 16%	31 21%	28 19%	20 18%	25 19%	26 20%	* 2%	17 27%	15 22%	15 19%	8 20%	1 4%
Fairly Satisfied (1)	81 33%	39 27%	43 29%	25 23%	42 33%	26 21%	* 2%	9 15%	16 24%	15 18%	6 14%	1 4%
Very Satisfied (2)	68 28%	31 22%	36 24%	28 26%	38 29%	34 27%	10 91%	17 27%	14 20%	20 25%	11 28%	4 24%
NET: Satisfied	149 61%	71 49%	79 54%	54 50%	80 62%	60 48%	11 93%	26 42%	30 44%	35 44%	16 42%	4 27%
NET: Dissatisfied	55 23%	44 30%	40 27%	34 32%	23 18%	40 32%	1 6%	19 31%	23 34%	30 38%	15 38%	11 69%
Answered	243	145	147	108	128	126	12	63	69	80	39	16
Mean Score	.5	.2	.3	.2	.6	.2	1.8	.2	.1	.1	*	-.6
Standard error	.08	.11	.11	.14	.10	.13	.19	.18	.17	.16	.26	.42
Standard deviation	1.33	1.38	1.41	1.48	1.26	1.50	.78	1.48	1.45	1.51	1.58	1.64

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table OP3A_4RESPX (continuation)

QOP3a.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	281	47	43	28	16	191	179	240	183	169	218	165	58	-	181	14
Effective base	100	19	14	12	6	68	61	83	63	58	72	60	19	-	64	8
Weighted Base	243	40	36	29	16	165	147	205	155	147	179	147	42	-	142	25
Very Dissatisfied (-2)	30	11	1	5	1	28	25	28	26	20	19	24	6	-	20	10
	12%	28%	2%	16%	9%	17%	17%	14%	17%	14%	11%	16%	14%	-%	14%	41%
		b														
Fairly Dissatisfied (-1)	25	3	2	2	5	13	17	19	17	16	18	13	4	-	17	-
	10%	8%	5%	7%	33%	8%	11%	9%	11%	11%	10%	9%	10%	-%	12%	-%
Neither Satisfied Nor Dissatisfied (0)	39	7	3	3	5	32	27	39	24	17	23	25	4	-	26	*
	16%	16%	8%	10%	29%	19%	19%	19%	16%	12%	13%	17%	11%	-%	18%	*%
Fairly Satisfied (1)	81	9	20	8	3	52	33	59	56	55	64	45	12	-	39	12
	33%	22%	56%	28%	22%	32%	23%	29%	36%	37%	36%	31%	27%	-%	28%	48%
Very Satisfied (2)	68	10	10	11	1	40	45	60	31	39	56	39	16	-	40	3
	28%	25%	29%	40%	6%	24%	31%	29%	20%	27%	31%	27%	38%	-%	28%	11%
NET: Satisfied	149	19	30	19	4	92	78	119	87	94	120	84	28	-	79	15
	61%	47%	85%	67%	28%	56%	53%	58%	56%	64%	67%	58%	65%	-%	56%	59%
		a														
NET: Dissatisfied	55	15	3	7	7	41	41	48	43	36	37	37	10	-	37	10
	23%	36%	7%	23%	43%	25%	28%	23%	28%	24%	20%	25%	24%	-%	26%	41%
		b														
Answered	243	40	36	29	16	165	147	205	155	147	179	147	42	-	142	25
Mean Score	.5	.1	1.0	.7	-.2	.4	.4	.5	.3	.5	.7	.4	.7	-	.4	-.1
		a														
Standard error	.08	.23	.13	.28	.28	.10	.11	.09	.10	.10	.09	.11	.19	-	.10	.43
Standard deviation	1.33	1.58	.87	1.48	1.11	1.38	1.45	1.36	1.37	1.35	1.30	1.40	1.44	-	1.38	1.63

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table OP3A_4RESPX (continuation)

QOP3a.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	*b	a	b	c	a	b	c
Unweighted Base	281	170	41	216	22	281	-	105	129	45	105	100	71
Effective base	100	63	14	69	12	100	-	39	45	17	37	33	29
Weighted Base	243	154	36	161	32	243	-	83	117	38	91	77	69
Very Dissatisfied (-2)	30 12%	26 17%	5 13%	11 7%	11 33%	30 12%	- -%	8 10%	15 13%	7 18%	18 20%	2 3%	10 14%
Fairly Dissatisfied (-1)	25 10%	14 9%	5 13%	7 4%	9 29%	25 10%	- -%	7 8%	14 12%	4 9%	10 11%	12 15%	3 4%
Neither Satisfied Nor Dissatisfied (0)	39 16%	27 18%	7 20%	21 13%	1 3%	39 16%	- -%	10 12%	23 19%	6 16%	14 15%	10 12%	16 23%
Fairly Satisfied (1)	81 33%	47 30%	13 35%	62 39%	11 35%	81 33%	- -%	32 39%	36 31%	13 33%	22 25%	28 36%	31 44%
Very Satisfied (2)	68 28%	40 26%	7 20%	60 37%	* *%	68 28%	- -%	26 31%	29 24%	9 24%	27 30%	26 33%	10 15%
NET: Satisfied	149 61%	87 56%	20 55%	122 76%	11 35%	149 61%	- -%	58 70%	65 55%	22 57%	50 55%	54 69%	41 59%
NET: Dissatisfied	55 23%	40 26%	9 25%	18 11%	20 62%	55 23%	- -%	15 18%	30 25%	10 27%	28 30%	14 18%	13 19%
Answered	243	154	36	161	32	243	-	83	117	38	91	77	69
Mean Score	.5	.4	.4	1.0	-.6	.5	-	.7	.4	.4	.3	.8	.4
Standard error	.08	.11	.20	.08	.28	.08	-	.12	.12	.21	.15	.12	.14
Standard deviation	1.33	1.40	1.30	1.13	1.29	1.33	-	1.26	1.33	1.42	1.50	1.15	1.22

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table OP3A_4RESPX (continuation)

QOP3a.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		281	174	107
Effective base		100	56	45
Weighted Base		243	146	97
Very Dissatisfied	(-2)	30	16	15
		12%	11%	15%
Fairly Dissatisfied	(-1)	25	9	15
		10%	6%	16%
Neither Satisfied Nor Dissatisfied	(0)	39	24	15
		16%	17%	15%
Fairly Satisfied	(1)	81	48	33
		33%	33%	34%
Very Satisfied	(2)	68	49	19
		28%	34%	20%
NET: Satisfied		149	97	52
		61%	67%	54%
NET: Dissatisfied		55	25	30
		23%	17%	31%
Answered		243	146	97
Mean Score		.5	.7	.3
Standard error		.08	.10	.13
Standard deviation		1.33	1.28	1.36

Columns Tested: a,b

Table OP3A_4RESPX (continuation)

QOP3a.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

		Month												
		Total base	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	l
Unweighted Base		281	13	26	25	23	25	14	15	20	18	20	15	67
Effective base		100	2	11	15	8	17	6	5	8	8	9	8	23
Weighted Base		243	3	15	31	8	31	12	5	34	18	2	24	59
Very Dissatisfied	(-2)	30 12%	- -%	3 23%	4 14%	* 1%	2 7%	2 16%	* *%	7 21%	2 10%	* 12%	6 25%	3 5%
Fairly Dissatisfied	(-1)	25 10%	- -%	2 12%	2 7%	2 21%	6 21%	1 5%	* 1%	* *%	1 8%	* 17%	2 10%	8 13%
Neither Satisfied Nor Dissatisfied	(0)	39 16%	* 2%	* *%	4 14%	1 15%	6 21%	5 38%	3 63%	5 13%	3 18%	* 24%	4 15%	7 12%
Fairly Satisfied	(1)	81 33%	2 63%	6 36%	7 23%	3 33%	6 18%	2 14%	1 30%	18 53%	11 58%	* 5%	7 28%	20 33%
Very Satisfied	(2)	68 28%	1 35%	4 29%	13 42%	2 31%	10 34%	3 26%	* 5%	4 13%	1 6%	1 42%	5 22%	21 36%
NET: Satisfied		149 61%	3 98%	10 65%	20 65%	5 64%	16 52%	5 40%	2 35%	22 66%	12 64%	1 47%	12 50%	41 69%
NET: Dissatisfied		55 23%	- -%	5 35%	7 21%	2 21%	8 27%	3 22%	* 2%	7 21%	3 18%	1 29%	8 34%	11 18%
Answered		243	3	15	31	8	31	12	5	34	18	2	24	59
Mean Score		.5	1.3	.4	.7	.7	.5	.3	.4	.4	.4	.5	.1	.8
Standard error		.08	.18	.32	.29	.25	.27	.38	.18	.30	.26	.48	.39	.15
Standard deviation		1.33	.63	1.61	1.45	1.21	1.34	1.41	.69	1.34	1.09	2.16	1.52	1.22

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table OP3A_4RESPX (continuation)

QOP3a.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

	Total base	Quarter				Half		
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023	
Significance Level: 95%		a	b	c	d	a	b	
Unweighted Base	281	64	62	53	102	126	155	
Effective base	100	27	29	17	33	56	50	
Weighted Base	243	50	51	57	85	100	142	
Very Dissatisfied	(-2)	30	8	4	9	9	12	18
		12%	16%	8%	16%	11%	12%	13%
Fairly Dissatisfied	(-1)	25	4	9	1	10	13	12
		10%	8%	17%	3%	12%	13%	8%
Neither Satisfied Nor Dissatisfied	(0)	39	5	12	11	11	17	22
		16%	9%	24%	19%	13%	17%	16%
Fairly Satisfied	(1)	81	14	10	30	27	24	57
		33%	29%	19%	53%	31%	24%	40%
Very Satisfied	(2)	68	19	16	6	27	35	33
		28%	38%	31%	10%	32%	35%	23%
			c					
NET: Satisfied	149	33	26	36	54	59	90	
	61%	67%	51%	63%	64%	59%	63%	
NET: Dissatisfied	55	12	13	10	20	25	30	
	23%	24%	25%	18%	23%	25%	21%	
Answered	243	50	51	57	85	100	142	
Mean Score	.5	.6	.5	.4	.6	.6	.5	
Standard error	.08	.18	.17	.17	.13	.12	.10	
Standard deviation	1.33	1.46	1.32	1.20	1.34	1.39	1.29	

Columns Tested:: a,b,c,d - a,b

Table 405

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	*c	d	e
Unweighted Base	236	23	213	125	53	21	37	111
Effective base	72	6	68	62	19	12	17	29
Weighted Base	168	6	162	154	11	2	1	14
Very low	(-2)	2	2	2	-	-	-	-
		1%	1%	1%	-%	-%	-%	-%
Quite low	(-1)	6	6	6	*	*	*	*
		4%	4%	4%	1%	1%	*%	1%
Neither low nor high	(0)	39	38	36	2	*	*	2
		23%	23%	24%	20%	10%	3%	17%
Quite high	(1)	64	61	55	7	1	*	9
		38%	38%	36%	65%	50%	48%	62%
Very high	(2)	56	53	53	2	1	*	3
		33%	33%	35%	15%	39%	47%	20%
							b	
Don't Know (DO NOT READ OUT)		2	2	2	-	-	*	*
		1%	1%	1%	-%	-%	2%	*%
NET: High		120	115	108	9	2	1	11
		71%	71%	70%	79%	89%	95%	82%
							a	
NET: Low		8	8	7	*	*	*	*
		5%	5%	5%	1%	1%	*%	1%
Answered	166	6	160	152	11	2	1	14
Mean Score	1.0	1.3	1.0	1.0	.9	1.3	1.4	1.0
Standard error	.06	.15	.06	.08	.09	.22	-	.06
Standard deviation	.90	.74	.90	.92	.64	.99	-	.66

Columns Tested:: a,b - a,b,c,d,e

Table 405 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	*c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		236	43	58	24	35	39	37	125	53	58
Effective base		72	24	29	10	14	23	17	62	19	23
Weighted Base		168	69	68	17	9	4	1	154	11	3
Very low	(-2)	2 1%	- -%	2 2%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%
Quite low	(-1)	6 4%	- -%	5 7%	1 5%	- -%	* 3%	* *%	6 4%	* 1%	* 1%
Neither low nor high	(0)	39 23%	15 22%	12 17%	9 56%	2 22%	* 9%	* 3%	36 24%	2 20%	* 7%
Quite high	(1)	64 38%	29 43%	23 34%	2 14%	6 69%	2 47%	* 48%	55 36%	7 65%	1 50%
Very high	(2)	56 33%	23 34%	26 38%	4 22%	1 9%	1 41%	* 47%	53 35%	2 15%	1 42%
Don't Know (DO NOT READ OUT)		2 1%	1 1%	* *%	1 4%	- -%	- -%	* 2%	2 1%	- -%	* 1%
NET: High		120 71%	53 77%	50 73%	6 35%	7 78%	3 88%	1 95%	108 70%	9 79%	3 91%
NET: Low		8 5%	- -%	7 10%	1 5%	- -%	* 3%	* *%	7 5%	* 1%	* 1%
Answered		166	68	68	16	9	4	1	152	11	3
Mean Score		1.0	1.1	1.0	.5	.9	1.3	1.4	1.0	.9	1.3
Standard error		.06	.12	.14	.19	.10	.14	-	.08	.09	.11
Standard deviation		.90	.75	1.04	.93	.58	.87	-	.92	.64	.80

Columns Tested: a,b,c,d,e,f,g,h,i

Table 405 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	*d	e	a	b	*c	*d	e
Significance Level: 95%											
Unweighted Base	236	71	54	53	21	37	70	55	16	13	44
Effective base	72	42	26	19	12	17	32	22	4	3	10
Weighted Base	168	120	34	11	2	1	82	49	9	6	7
Very low	(-2)	2	1	1	-	-	1	1	-	-	-
		1%	1%	2%	-%	-%	1%	2%	-%	-%	-%
Quite low	(-1)	6	5	1	*	*	6	-	-	-	*
		4%	4%	2%	1%	1%	7%	-%	-%	-%	-%
Neither low nor high	(0)	39	25	11	2	*	17	14	*	-	1
		23%	21%	34%	20%	10%	21%	27%	5%	-%	10%
			e								
Quite high	(1)	64	46	9	7	1	36	12	2	5	4
		38%	38%	27%	65%	50%	44%	25%	19%	73%	59%
			b								
Very high	(2)	56	42	11	2	1	21	22	6	2	2
		33%	35%	32%	15%	39%	26%	46%	68%	27%	31%
			c								
Don't Know (DO NOT READ OUT)		2	1	1	-	-	1	*	1	-	-
		1%	1%	2%	-%	-%	1%	-%	8%	-%	-%
NET: High		120	88	20	9	2	57	35	8	6	6
		71%	74%	59%	79%	89%	70%	71%	87%	100%	90%
			b								
NET: Low		8	6	2	*	*	7	1	-	-	*
		5%	5%	5%	1%	1%	8%	2%	-%	-%	-%
Answered	166	119	33	11	2	1	81	49	8	6	7
Mean Score	1.0	1.0	.9	.9	1.3	1.4	.9	1.1	1.7	1.3	1.2
Standard error	.06	.11	.14	.09	.22	-	.11	.13	.16	.13	.10
Standard deviation	.90	.90	1.00	.64	.99	-	.92	.93	.62	.48	.66

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 405 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			*a	*b	c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		236	14	15	36	7	11	19	12	12	12
Effective base		72	6	6	17	4	5	10	5	6	7
Weighted Base		168	14	15	42	4	15	23	16	15	9
Very low	(-2)	2	-	-	-	-	1	-	-	-	1
		1%	-%	-%	-%	-%	5%	-%	-%	-%	10%
Quite low	(-1)	6	2	2	-	-	1	-	-	1	-
		4%	15%	12%	-%	-%	5%	-%	-%	8%	-%
Neither low nor high	(0)	39	1	3	20	-	-	4	-	4	3
		23%	8%	22%	47%	-%	-%	17%	-%	30%	37%
Quite high	(1)	64	3	6	14	1	7	14	4	5	3
		38%	23%	38%	34%	32%	45%	63%	26%	34%	32%
Very high	(2)	56	6	4	7	3	7	4	12	4	2
		33%	47%	27%	17%	68%	45%	20%	74%	29%	21%
Don't Know (DO NOT READ OUT)		2	1	*	1	-	-	-	-	-	-
		1%	7%	*%	2%	-%	-%	-%	-%	-%	-%
NET: High		120	10	10	22	4	13	19	16	9	5
		71%	70%	66%	51%	100%	89%	83%	100%	62%	53%
NET: Low		8	2	2	-	-	2	-	-	1	1
		5%	15%	12%	-%	-%	11%	-%	-%	8%	10%
Answered		166	13	15	41	4	15	23	16	15	9
Mean Score		1.0	1.1	.8	.7	1.7	1.2	1.0	1.7	.8	.5
Standard error		.06	.32	.27	.13	.20	.33	.14	.13	.28	.34
Standard deviation		.90	1.15	1.01	.76	.53	1.09	.62	.45	.96	1.19

Columns Tested: a,b,c,d,e,f,g,h,i

Table 405 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	*g	h
Significance Level: 95%										
Unweighted Base		236	30	41	67	138	98	36	29	33
Effective base		72	13	18	31	61	22	9	8	15
Weighted Base		168	28	43	81	152	15	9	4	2
Very low	(-2)	2 1%	2 6%	- -%	- -%	2 1%	- -%	- -%	- -%	- -%
Quite low	(-1)	6 4%	1 3%	5 12%	- -%	6 4%	* 1%	* 1%	* *%	* *%
Neither low nor high	(0)	39 23%	3 12%	9 20%	24 29%	36 23%	3 19%	1 10%	2 41%	* 10%
Quite high	(1)	64 38%	11 38%	14 32%	33 41%	58 38%	6 40%	3 37%	2 45%	1 42%
Very high	(2)	56 33%	11 41%	15 34%	24 29%	50 33%	6 40%	4 51%	1 13%	1 47%
Don't Know (DO NOT READ OUT)		2 1%	- -%	1 2%	1 1%	2 1%	* *%	- -%	- -%	* 1%
NET: High		120 71%	22 79%	29 66%	57 70%	108 71%	12 80%	8 89%	3 59%	2 89%
NET: Low		8 5%	2 9%	5 12%	- -%	7 5%	* 1%	* 1%	* *%	* *%
Answered		166	28	42	80	151	15	9	4	2
Mean Score		1.0	1.1	.9	1.0	1.0	1.2	1.4	.7	1.4
Standard error		.06	.20	.16	.10	.08	.08	.13	.15	.16
Standard deviation		.90	1.10	1.02	.77	.91	.79	.76	.78	.87

Columns Tested: a,b,c,d,e,f,g,h

Table 405 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

		Industry								
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		*a	b	*c	d	*e	f	*g	*h	i
Significance Level: 95%										
Unweighted Base	236	8	32	2	34	25	70	6	7	86
Effective base	72	4	10	1	12	6	25	1	2	26
Weighted Base	168	2	25	4	30	18	48	4	3	64
Very low	(-2)	2	-	-	-	-	2	-	-	-
	1%	-%	-%	-%	-%	-%	3%	-%	-%	-%
Quite low	(-1)	6	1	-	1	-	3	*	-	2
	4%	-%	3%	-%	3%	-%	6%	1%	-%	3%
Neither low nor high	(0)	39	1	1	3	4	7	7	3	17
	23%	45%	2%	80%	13%	40%	14%	91%	-%	26%
Quite high	(1)	64	1	9	1	9	2	19	*	32
	38%	23%	34%	20%	32%	13%	40%	9%	6%	51%
Very high	(2)	56	1	15	-	15	8	17	-	11
	33%	32%	61%	-%	52%	47%	36%	-%	94%	17%
Don't Know (DO NOT READ OUT)			i		i					
	2	-	*	-	*	-	*	-	-	2
	1%	-%	*%	-%	*%	-%	*%	-%	-%	3%
NET: High	120	1	24	1	25	11	36	*	3	43
	71%	55%	95%	20%	84%	60%	76%	9%	100%	68%
NET: Low	8	-	1	-	1	-	5	*	-	2
	5%	-%	3%	-%	3%	-%	10%	1%	-%	3%
Answered	166	2	25	4	30	18	48	4	3	62
Mean Score	1.0	.9	1.5	.2	1.3	1.1	1.0	.1	1.9	.8
Standard error	.06	.40	.13	.32	.14	.19	.13	.14	.11	.08
Standard deviation	.90	1.13	.71	.46	.82	.96	1.05	.34	.28	.75

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 405 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	*b	*c	a	b	a	*b
Unweighted Base	236	67	70	99	215	21	-	185	51	233	3
Effective base	72	20	25	29	67	7	-	63	11	71	2
Weighted Base	168	50	48	70	144	24	-	152	16	167	1
Very low (-2)	2 1%	- -%	2 3%	- -%	1 1%	1 3%	- -%	2 1%	- -%	2 1%	- -%
Quite low (-1)	6 4%	1 2%	3 6%	2 3%	6 4%	* *%	- -%	4 3%	2 12%	6 4%	- -%
Neither low nor high (0)	39 23%	12 24%	7 14%	20 28%	26 18%	13 54%	- -%	33 21%	6 39%	39 23%	- -%
Quite high (1)	64 38%	12 25%	19 40%	33 46%	57 39%	7 30%	- -%	59 39%	5 29%	63 38%	1 76%
Very high (2)	56 33%	25 49%	17 36%	14 20%	53 37%	3 12%	- -%	53 35%	3 20%	56 33%	* 24%
Don't Know (DO NOT READ OUT)	2 1%	* *%	* *%	2 2%	2 1%	- -%	- -%	2 1%	* *%	2 1%	- -%
NET: High	120 71%	37 74%	36 76%	47 66%	110 76%	10 42%	- -%	112 74%	8 49%	119 71%	1 100%
NET: Low	8 5%	1 2%	5 10%	2 3%	7 5%	1 3%	- -%	6 4%	2 12%	8 5%	- -%
Answered	166	50	48	69	142	24	-	150	16	165	1
Mean Score	1.0	1.2	1.0	.9	1.1	.5	-	1.0	.6	1.0	1.2
Standard error	.06	.11	.13	.08	.06	.19	-	.07	.14	.06	.99
Standard deviation	.90	.88	1.05	.78	.88	.85	-	.88	.97	.90	1.72

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 405 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		236	100	64	71
Effective base		72	32	20	22
Weighted Base		168	79	32	57
Very low	(-2)	2 1%	1 1%	- -%	1 1%
Quite low	(-1)	6 4%	1 1%	5 15%	* *%
Neither low nor high	(0)	39 23%	27 34%	2 6%	10 17%
Quite high	(1)	64 38%	23 29%	18 57%	22 39%
Very high	(2)	56 33%	26 33%	7 22%	23 40%
Don't Know (DO NOT READ OUT)		2 1%	1 1%	* *%	1 1%
NET: High		120 71%	49 62%	25 79%	45 80%
NET: Low		8 5%	2 3%	5 15%	1 2%
Answered		166	78	32	56
Mean Score		1.0	.9	.9	1.2
Standard error		.06	.09	.12	.10
Standard deviation		.90	.92	.94	.83

Columns Tested:: a,b,c

Table 405 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	j	*k
Significance Level: 95%												
Unweighted Base	236	130	56	23	7	10	3	3	4	186	50	27
Effective base	72	47	14	6	3	3	2	1	2	60	12	6
Weighted Base	168	113	26	17	3	8	*	1	*	139	29	12
Very low	(-2)	2	1	-	-	1	-	-	-	1	1	1
		1%	1%	-%	-%	33%	-%	-%	-%	1%	3%	7%
Quite low	(-1)	6	6	*	*	-	*	-	-	6	*	*
		4%	5%	*%	1%	-%	*%	-%	-%	4%	*%	*%
Neither low nor high	(0)	39	26	10	3	-	*	*	-	35	3	*
		23%	23%	38%	18%	-%	6%	4%	-%	25%	12%	4%
Quite high	(1)	64	47	11	5	*	*	*	*	58	5	1
		38%	42%	42%	30%	6%	4%	57%	1%	42%	19%	4%
Very high	(2)	56	33	5	8	2	7	-	1	38	18	10
		33%	29%	20%	48%	61%	90%	-%	99%	27%	63%	84%
											abi	
Don't Know (DO NOT READ OUT)	2	1	-	1	-	-	*	-	-	1	1	*
	1%	1%	-%	4%	-%	-%	39%	-%	-%	1%	2%	*%
NET: High	120	80	16	13	2	8	*	1	*	96	24	11
	71%	71%	62%	77%	67%	94%	57%	100%	100%	69%	82%	89%
NET: Low	8	7	*	*	1	*	-	-	-	7	1	1
	5%	6%	*%	1%	33%	*%	-%	-%	-%	5%	3%	7%
Answered	166	112	26	16	3	8	*	1	*	138	28	12
Mean Score	1.0	.9	.8	1.3	.6	1.8	.9	2.0	1.9	.9	1.4	1.6
Standard error	.06	.08	.10	.17	.89	.17	-	-	-	.06	.14	.22
Standard deviation	.90	.89	.76	.81	2.35	.53	-	-	-	.87	.96	1.14

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 405 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		a	b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Unweighted Base	236	51	79	106	218	208	222	221	164	139	13	108	18	22	18	29	14
Effective base	72	20	27	26	63	60	66	67	50	40	7	37	6	6	4	5	3
Weighted Base	168	54	59	54	150	141	156	154	120	90	17	94	9	10	7	15	5
Very low	2 1%	- %	1 1%	1 2%	2 1%	1 1%	2 1%	2 1%	1 1%	2 2%	- %	1 1%	- %	- %	1 13%	- %	- %
Quite low	6 4%	2 4%	4 7%	* %	4 3%	4 3%	4 3%	4 3%	2 2%	3 3%	- %	4 4%	- %	- %	- %	- %	* %
Neither low nor high	39 23%	21 38%	5 8%	13 24%	35 24%	38 27%	38 24%	34 22%	36 30%	21 23%	1 4%	29 31%	1 16%	* %	1 8%	7 42%	* 3%
Quite high	64 38%	13 25%	34 58%	16 30%	57 38%	51 36%	57 36%	58 38%	40 34%	27 30%	6 33%	32 34%	6 70%	7 70%	4 56%	3 18%	* 5%
Very high	56 33%	17 32%	15 26%	23 43%	51 34%	46 33%	54 34%	54 35%	40 33%	38 42%	10 63%	28 29%	1 14%	3 30%	2 23%	6 40%	4 78%
Don't Know (DO NOT READ OUT)	2 1%	1 2%	* %	1 1%	2 1%	2 1%	2 1%	2 1%	1 1%	* %	- %	1 1%	* %	- %	- %	* %	1 14%
NET: High	120 71%	31 56%	50 84%	40 73%	107 71%	97 69%	111 71%	112 73%	80 67%	65 72%	16 96%	59 63%	7 84%	10 100%	5 79%	9 58%	4 83%
NET: Low	8 5%	2 4%	5 8%	1 2%	6 4%	5 3%	6 4%	6 4%	3 2%	4 5%	- %	5 5%	- %	- %	1 13%	- %	* %
Answered	166	53	59	54	149	140	155	152	119	90	17	93	9	10	7	15	4
Mean Score	1.0	.9	1.0	1.1	1.0	1.0	1.0	1.0	1.0	1.1	1.6	.9	1.0	1.3	.8	1.0	1.9
Standard error	.06	.13	.10	.09	.06	.06	.06	.06	.07	.08	.16	.09	.14	.10	.31	.18	.13
Standard deviation	.90	.93	.86	.91	.89	.88	.90	.89	.88	.97	.59	.92	.58	.49	1.31	.94	.48

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 405 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	b	*c	*d	*e	*f	*g
Unweighted Base	236	120	25	18	18	17	10	10	89	49	21	10	23	9	7
Effective base	72	45	9	3	6	6	2	3	30	16	7	4	2	4	3
Weighted Base	168	113	7	5	5	8	9	4	75	41	9	5	7	3	2
Very low	(-2)	2	-	1	-	-	1	-	1	-	-	-	-	-	-
		1%	-%	11%	-%	-%	11%	-%	1%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	6	4	-	-	-	-	*	1	3	-	-	-	*	-
		4%	4%	-%	-%	-%	-%	*%	2%	7%	-%	-%	-%	*%	-%
Neither low nor high	(0)	39	27	1	1	*	2	4	22	12	1	2	1	*	*
		23%	24%	20%	19%	3%	26%	48%	29%	30%	6%	41%	8%	3%	8%
Quite high	(1)	64	42	4	3	3	4	*	22	19	7	*	1	2	*
		38%	37%	62%	67%	62%	53%	2%	29%	48%	73%	8%	11%	70%	4%
Very high	(2)	56	39	*	1	2	1	5	28	6	2	2	6	1	1
		33%	35%	6%	14%	36%	10%	50%	37%	15%	21%	51%	81%	27%	88%
Don't Know (DO NOT READ OUT)		2	1	*	-	-	*	-	2	*	-	-	*	-	-
		1%	1%	*%	-%	-%	*%	-%	2%	*%	-%	-%	*%	-%	-%
NET: High		120	81	5	4	4	5	5	49	25	9	3	7	3	2
		71%	72%	68%	81%	97%	63%	52%	66%	62%	94%	59%	92%	97%	92%
NET: Low		8	4	1	-	-	1	-	2	3	-	-	-	*	-
		5%	4%	11%	-%	-%	11%	-%	3%	7%	-%	-%	-%	*%	-%
Answered		166	112	7	5	5	8	9	73	41	9	5	7	3	2
Mean Score		1.0	1.0	.5	.9	1.3	.5	1.0	1.0	.7	1.2	1.1	1.7	1.2	1.8
Standard error		.06	.08	.23	.15	.14	.28	.33	.10	.12	.11	.34	.14	.20	.33
Standard deviation		.90	.86	1.12	.64	.60	1.12	1.05	.92	.82	.52	1.07	.65	.61	.87

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 405 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	*d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	236	85	38	36	20	15	17	10	50	46	56	38	30
Effective base	72	32	11	10	6	5	5	3	20	16	17	7	8
Weighted Base	168	79	21	21	9	11	3	10	58	30	35	17	16
Very low	2 1%	- -%	1 4%	- -%	- -%	- -%	1 34%	- -%	1 2%	1 3%	- -%	- -%	- -%
Quite low	6 4%	3 4%	* *%	1 4%	- -%	* 1%	- -%	- -%	3 6%	1 3%	* *%	* *%	* 1%
Neither low nor high	39 23%	17 22%	8 40%	7 33%	1 6%	1 5%	- -%	* 1%	18 31%	2 8%	8 23%	3 18%	7 43%
Quite high	64 38%	29 36%	10 49%	6 26%	6 71%	2 19%	1 38%	4 39%	12 20%	15 50%	21 60%	5 31%	4 26%
Very high	56 33%	28 35%	2 8%	8 36%	2 23%	8 75%	1 27%	6 59%	22 39%	11 36%	6 17%	9 51%	5 31%
Don't Know (DO NOT READ OUT)	2 1%	2 2%	- -%	* *%	- -%	- -%	* 1%	- -%	2 3%	- -%	* *%	- -%	- -%
NET: High	120 71%	56 72%	12 57%	13 63%	8 94%	10 94%	2 65%	10 99%	34 59%	26 87%	27 77%	14 82%	9 56%
NET: Low	8 5%	3 4%	1 4%	1 4%	- -%	* 1%	1 34%	- -%	4 7%	2 5%	* *%	* *%	* 1%
Answered	166	77	21	21	9	11	3	10	56	30	35	17	16
Mean Score	1.0	1.1	.6	1.0	1.2	1.7	.2	1.6	.9	1.2	.9	1.3	.9
Standard error	.06	.10	.13	.16	.12	.17	.54	.17	.15	.13	.09	.13	.16
Standard deviation	.90	.87	.81	.94	.55	.64	2.14	.55	1.05	.89	.64	.78	.89

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 405 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e
Unweighted Base	236	73	47	43	30	23	62	44	42	38	19
Effective base	72	26	15	12	6	6	21	14	11	8	6
Weighted Base	168	71	30	22	14	12	59	28	24	17	13
Very low (-2)	2 1%	2 2%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%
Quite low (-1)	6 4%	4 6%	- -%	* *%	* *%	- -%	3 5%	1 3%	* *%	* *%	* 1%
Neither low nor high (0)	39 23%	21 29%	2 6%	3 13%	3 21%	7 58%	20 34%	3 10%	6 26%	3 20%	5 40%
Quite high (1)	64 38%	17 24%	21 69%	13 59%	3 21%	2 21%	13 22%	16 60%	13 53%	5 31%	4 28%
Very high (2)	56 33%	25 36%	7 24%	6 27%	8 58%	2 21%	20 35%	7 25%	5 21%	9 50%	4 32%
Don't Know (DO NOT READ OUT)	2 1%	2 2%	- -%	* *%	- -%	- -%	2 3%	* *%	* *%	- -%	- -%
NET: High	120 71%	43 60%	28 94%	19 86%	12 79%	5 42%	34 57%	23 85%	18 74%	14 80%	8 60%
NET: Low	8 5%	6 8%	- -%	* *%	* *%	- -%	3 5%	2 6%	* *%	* *%	* 1%
Answered	166	69	30	22	14	12	57	28	24	17	13
Mean Score	1.0	.9	1.2	1.1	1.4	.6	.9	1.0	.9	1.3	.9
Standard error	.06	.13	.08	.10	.15	.18	.13	.13	.11	.13	.20
Standard deviation	.90	1.06	.53	.65	.83	.84	.97	.86	.70	.80	.89

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 405 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		236	58	50	45	41	26	154	23	39	134	102	153	65
Effective base		72	23	10	17	13	8	50	7	11	41	32	43	20
Weighted Base		168	59	26	28	32	8	101	19	33	99	68	100	50
Very low	(-2)	2	-	1	1	-	-	1	1	-	2	-	-	2
		1%	-%	3%	3%	-%	-%	1%	5%	-%	2%	-%	-%	3%
Quite low	(-1)	6	3	*	1	-	*	3	1	*	4	2	4	-
		4%	5%	*%	3%	-%	1%	3%	4%	*%	4%	3%	4%	-%
Neither low nor high	(0)	39	15	2	6	9	2	16	1	17	26	12	20	15
		23%	25%	8%	21%	29%	25%	15%	8%	51%	26%	18%	20%	31%
Quite high	(1)	64	18	15	12	12	1	48	2	7	44	19	47	10
		38%	30%	56%	43%	36%	17%	47%	13%	22%	45%	28%	47%	20%
Very high	(2)	56	22	8	8	11	4	33	13	8	21	35	28	23
		33%	37%	32%	30%	35%	48%	32%	71%	24%	21%	51%	28%	46%
Don't Know (DO NOT READ OUT)		2	1	*	-	*	1	1	-	1	2	-	2	-
		1%	2%	*%	-%	*%	9%	1%	-%	3%	2%	-%	2%	-%
NET: High		120	40	23	20	23	5	81	16	15	66	54	74	33
		71%	68%	89%	73%	71%	65%	80%	83%	46%	66%	79%	74%	66%
NET: Low		8	3	1	2	-	*	4	2	*	6	2	4	2
		5%	5%	3%	6%	-%	1%	4%	9%	*%	6%	3%	4%	3%
Answered		166	58	26	28	32	7	100	19	32	98	68	98	50
Mean Score		1.0	1.0	1.2	.9	1.1	1.2	1.1	1.4	.7	.8	1.3	1.0	1.1
Standard error		.06	.12	.12	.14	.13	.19	.07	.24	.14	.08	.09	.07	.13
Standard deviation		.90	.93	.82	.97	.81	.97	.83	1.13	.85	.88	.86	.81	1.04

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 405 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	236	118	90	53	168	157	61	114	94	51	170
Effective base	72	36	24	20	46	44	20	33	27	20	47
Weighted Base	168	85	57	48	105	105	46	84	57	43	110
Very low	2 1%	1 1%	- -%	- -%	2 2%	1 1%	1 2%	- -%	1 1%	1 2%	1 1%
Quite low	6 4%	3 4%	1 2%	2 4%	2 2%	4 4%	- -%	3 4%	1 2%	2 5%	2 2%
Neither low nor high	39 23%	20 24%	18 31%	13 27%	21 20%	23 22%	13 28%	26 31%	11 19%	9 22%	25 22%
Quite high	64 38%	37 44%	14 25%	19 38%	39 37%	46 44%	10 23%	33 39%	18 32%	21 49%	37 33%
Very high	56 33%	22 26%	24 42%	14 29%	40 38%	29 28%	22 47%	20 24%	26 46%	8 19%	46 41%
Don't Know (DO NOT READ OUT)	2 1%	2 2%	- -%	1 1%	1 1%	2 2%	- -%	2 2%	- -%	2 4%	* *%
NET: High	120 71%	59 70%	39 68%	32 67%	80 76%	75 72%	32 70%	53 63%	45 78%	29 68%	82 75%
NET: Low	8 5%	4 5%	1 2%	2 4%	4 4%	5 5%	1 2%	3 4%	2 3%	3 7%	3 3%
Answered	166	83	57	47	104	103	46	82	57	42	110
Mean Score	1.0	.9	1.1	.9	1.1	1.0	1.1	.8	1.2	.8	1.1
Standard error	.06	.08	.09	.12	.07	.07	.12	.08	.09	.13	.07
Standard deviation	.90	.87	.90	.87	.90	.86	.95	.84	.90	.88	.88

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 405 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	236	161	134	68	-	166	111	58	-	188	109	66	-
Effective base	72	44	44	19	-	49	32	20	-	57	34	23	-
Weighted Base	168	102	108	49	-	118	72	46	-	127	74	49	-
Very low (-2)	2 1%	1 1%	2 2%	1 2%	- -%	1 1%	1 1%	- -%	- -%	2 1%	- -%	- -%	- -%
Quite low (-1)	6 4%	4 4%	2 2%	* *%	- -%	3 2%	2 3%	1 2%	- -%	4 3%	1 1%	1 2%	- -%
Neither low nor high (0)	39 23%	24 24%	23 22%	4 8%	- -%	26 22%	13 18%	4 9%	- -%	31 24%	6 9%	6 11%	- -%
Quite high (1)	64 38%	34 33%	51 48%	18 37%	- -%	46 39%	31 43%	17 38%	- -%	50 39%	34 46%	20 40%	- -%
Very high (2)	56 33%	37 36%	28 26%	25 51%	- -%	42 35%	24 33%	23 50%	- -%	39 30%	31 42%	22 45%	- -%
Don't Know (DO NOT READ OUT)	2 1%	2 2%	2 2%	1 1%	- -%	1 1%	2 2%	1 2%	- -%	2 1%	2 2%	1 1%	- -%
NET: High	120 71%	70 69%	79 73%	43 88%	- -%	87 74%	55 76%	40 87%	- -%	88 70%	65 88%	42 85%	- -%
NET: Low	8 5%	5 5%	4 3%	1 2%	- -%	4 3%	3 4%	1 2%	- -%	6 5%	1 1%	1 2%	- -%
Answered Mean Score	166 1.0	100 1.0	106 1.0	48 1.4	- -	117 1.1	71 1.1	46 1.4	- -	125 1.0	72 1.3	48 1.3	- -
Standard error	.06	.07	.07	.10	-	.07	.08	.10	-	.07	.07	.09	-
Standard deviation	.90	.92	.84	.79	-	.86	.86	.74	-	.90	.68	.75	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 405 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	b	c	*d	*e
Significance Level: 95%												
Unweighted Base	236	153	140	92	142	94	16	52	60	67	29	13
Effective base	72	42	42	28	37	33	4	17	18	20	12	6
Weighted Base	168	108	109	65	98	71	13	35	45	50	23	12
Very low (-2)	2 1%	1 1%	1 1%	1 1%	1 1%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%
Quite low (-1)	6 4%	3 3%	4 4%	2 3%	4 4%	4 6%	* *%	* *%	2 5%	2 4%	- -%	- -%
Neither low nor high (0)	39 23%	26 24%	28 26%	15 23%	23 23%	13 18%	2 15%	8 22%	9 20%	13 25%	1 6%	3 24%
Quite high (1)	64 38%	46 42%	42 39%	28 43%	40 41%	32 45%	* 3%	16 46%	21 46%	21 42%	10 42%	6 48%
Very high (2)	56 33%	30 28%	32 29%	17 26%	28 29%	20 28%	11 81%	9 27%	12 28%	14 27%	12 53%	3 28%
Don't Know (DO NOT READ OUT)	2 1%	2 2%	2 2%	2 3%	2 2%	2 2%	- -%	2 5%	1 2%	1 1%	- -%	- -%
NET: High	120 71%	76 70%	74 68%	45 70%	69 70%	52 73%	11 85%	26 73%	33 73%	35 70%	22 94%	9 76%
NET: Low	8 5%	4 4%	5 4%	3 5%	5 5%	5 7%	* *%	* *%	2 5%	2 4%	- -%	- -%
Answered	166	106	107	63	97	69	13	33	44	50	23	12
Mean Score	1.0	1.0	.9	.9	.9	1.0	1.7	1.1	1.0	.9	1.5	1.0
Standard error	.06	.07	.08	.09	.08	.09	.19	.10	.11	.10	.11	.21
Standard deviation	.90	.85	.88	.88	.88	.90	.76	.73	.83	.84	.61	.75

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 405 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	236	29	28	22	10	191	156	215	159	147	169	171	56	-	148	14
Effective base	72	10	9	7	4	58	47	66	44	42	48	53	20	-	43	8
Weighted Base	168	20	22	12	4	136	105	154	111	95	115	128	48	-	105	16
Very low (-2)	2	2	-	-	-	1	1	1	1	1	2	1	-	-	1	1
	1%	8%	-%	-%	-%	1%	1%	1%	1%	1%	1%	1%	-%	-%	1%	5%
Quite low (-1)	6	-	*	2	-	5	3	5	5	4	5	3	2	-	1	5
	4%	-%	*%	16%	-%	4%	3%	3%	5%	4%	4%	3%	4%	-%	1%	29%
Neither low nor high (0)	39	6	7	4	1	34	22	37	29	17	29	21	4	-	23	6
	23%	31%	32%	32%	18%	25%	21%	24%	26%	18%	25%	17%	8%	-%	21%	37%
Quite high (1)	64	10	8	2	1	56	35	58	39	36	40	57	16	-	42	4
	38%	49%	35%	16%	16%	41%	33%	38%	35%	38%	35%	44%	34%	-%	40%	27%
Very high (2)	56	2	7	4	3	38	42	51	36	36	38	44	25	-	37	*
	33%	12%	33%	36%	66%	28%	40%	33%	32%	37%	33%	35%	52%	-%	35%	2%
Don't Know (DO NOT READ OUT)	2	-	-	-	*	2	2	2	2	2	2	2	1	-	2	-
	1%	-%	-%	-%	1%	1%	2%	1%	2%	2%	1%	1%	2%	-%	2%	-%
NET: High	120	12	15	6	3	94	77	109	75	71	78	101	42	-	79	5
	71%	61%	67%	52%	82%	69%	73%	71%	67%	75%	68%	79%	86%	-%	75%	29%
NET: Low	8	2	*	2	-	6	4	6	6	5	7	4	2	-	2	6
	5%	8%	*%	16%	-%	4%	4%	4%	5%	5%	6%	3%	4%	-%	2%	34%
Answered	166	20	22	12	4	134	103	152	110	93	114	127	47	-	103	16
Mean Score	1.0	.6	1.0	.7	1.5	.9	1.1	1.0	.9	1.1	.9	1.1	1.4	-	1.1	-.1
Standard error	.06	.19	.16	.25	.30	.06	.07	.06	.07	.08	.07	.06	.11	-	.07	.26
Standard deviation	.90	1.02	.83	1.17	.89	.86	.90	.87	.92	.90	.95	.82	.81	-	.83	.96

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 405 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	236	113	67	185	8	120	116	68	124	41	78	65	83
Effective base	72	34	20	53	3	37	36	21	37	14	24	19	29
Weighted Base	168	86	49	119	11	77	90	40	91	32	41	41	79
Very low (-2)	2 1%	2 2%	- -%	1 1%	- -%	2 2%	- -%	- -%	- -%	2 5%	1 2%	- -%	1 1%
Quite low (-1)	6 4%	4 4%	2 4%	3 3%	1 8%	5 6%	1 1%	3 7%	3 4%	* *%	2 5%	4 9%	* *%
Neither low nor high (0)	39 23%	28 33%	7 14%	13 11%	9 89%	30 39%	9 10%	5 12%	23 25%	11 33%	7 18%	7 18%	24 30%
Quite high (1)	64 38%	29 34%	23 47%	48 40%	- -%	17 22%	46 51%	15 37%	36 40%	12 38%	18 43%	14 35%	31 40%
Very high (2)	56 33%	23 26%	15 31%	53 45%	* 3%	24 31%	32 36%	17 42%	27 30%	8 24%	13 32%	16 38%	22 28%
Don't Know (DO NOT READ OUT)	2 1%	* *%	2 4%	1 1%	- -%	* *%	2 2%	1 2%	1 1%	- -%	- -%	* *%	1 1%
NET: High	120 71%	52 61%	38 78%	101 85%	* 3%	41 53%	79 87%	32 79%	64 70%	20 62%	31 75%	30 73%	53 67%
NET: Low	8 5%	6 6%	2 4%	4 3%	1 8%	6 8%	1 1%	3 7%	3 4%	2 5%	3 7%	4 9%	1 1%
Answered	166	86	47	118	11	77	89	40	90	32	41	41	78
Mean Score	1.0	.8	1.1	1.3	*	.7	1.2	1.2	1.0	.8	1.0	1.0	.9
Standard error	.06	.09	.10	.06	.16	.10	.06	.11	.08	.16	.11	.12	.09
Standard deviation	.90	.95	.81	.81	.47	1.04	.68	.91	.84	1.01	.95	.98	.83

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 405 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		236	144	92
Effective base		72	40	32
Weighted Base		168	91	76
Very low (-2)		2	1	1
		1%	1%	1%
Quite low (-1)		6	3	3
		4%	3%	4%
Neither low nor high (0)		39	18	21
		23%	20%	27%
Quite high (1)		64	37	27
		38%	41%	35%
Very high (2)		56	33	23
		33%	36%	30%
Don't Know (DO NOT READ OUT)		2	*	2
		1%	*%	2%
NET: High		120	70	50
		71%	76%	65%
NET: Low		8	4	4
		5%	4%	5%
Answered		166	91	75
Mean Score		1.0	1.1	.9
Standard error		.06	.07	.10
Standard deviation		.90	.87	.93

Columns Tested: a,b

Table 405 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

		Month											
Total base		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	l
Unweighted Base	236	12	15	11	27	19	10	19	18	18	27	13	47
Effective base	72	6	6	6	9	13	6	4	5	9	6	5	15
Weighted Base	168	1	10	16	8	30	11	3	17	16	3	11	42
Very low	(-2)	2	-	1	-	-	-	-	-	-	-	-	1
		1%	-%	8%	-%	-%	-%	-%	-%	-%	-%	-%	2%
Quite low	(-1)	6	-	-	-	*	2	2	*	-	-	*	2
		4%	-%	-%	-%	1%	7%	18%	1%	-%	-%	*%	4%
Neither low nor high	(0)	39	*	*	4	2	4	3	2	5	6	*	8
		23%	18%	1%	27%	28%	12%	23%	52%	31%	35%	1%	19%
Quite high	(1)	64	*	7	5	5	14	5	*	6	9	1	10
		38%	24%	66%	29%	59%	41%	17%	33%	54%	28%	33%	24%
Very high	(2)	56	1	3	7	1	10	2	*	6	2	2	21
		33%	58%	26%	44%	11%	35%	17%	8%	37%	10%	71%	50%
Don't Know (DO NOT READ OUT)		2	-	-	-	-	-	1	*	-	-	1	*
		1%	-%	-%	-%	-%	-%	23%	*%	-%	-%	9%	*%
NET: High		120	1	9	12	5	24	6	1	12	10	3	31
		71%	82%	92%	73%	70%	82%	59%	24%	69%	65%	99%	74%
NET: Low		8	-	1	-	*	2	2	*	-	-	*	3
		5%	-%	8%	-%	1%	7%	18%	1%	-%	-%	*%	6%
Answered		166	1	10	16	8	30	11	2	17	16	3	42
Mean Score		1.0	1.4	1.0	1.2	.8	1.1	.6	.4	1.1	.7	1.7	1.2
Standard error		.06	.64	.27	.26	.13	.20	.33	.21	.20	.15	.11	.15
Standard deviation		.90	2.23	1.03	.86	.68	.86	1.03	.90	.84	.65	.58	1.03

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 405 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	236	38	56	55	87	94	142
Effective base	72	13	24	14	22	37	36
Weighted Base	168	27	49	36	55	76	92
Very low	(-2)	2	1	-	1	1	1
		1%	3%	-%	2%	1%	1%
Quite low	(-1)	6	-	4	*	4	2
		4%	-%	8%	*%	5%	2%
Neither low nor high	(0)	39	5	8	12	13	26
		23%	17%	17%	35%	17%	28%
Quite high	(1)	64	12	23	15	35	29
		38%	42%	48%	41%	46%	32%
Very high	(2)	56	10	13	8	24	32
		33%	38%	27%	23%	31%	35%
Don't Know (DO NOT READ OUT)		2	-	-	1	1	2
		1%	-%	-%	2%	2%	2%
NET: High		120	22	36	23	38	58
		71%	80%	75%	63%	69%	77%
NET: Low		8	1	4	*	3	3
		5%	3%	8%	*%	5%	3%
Answered		166	27	49	35	54	90
Mean Score		1.0	1.1	.9	.9	1.1	1.0
Standard error		.06	.15	.12	.11	.11	.08
Standard deviation		.90	.91	.89	.77	.99	.91

Columns Tested:: a,b,c,d - a,b

Table 407

QOP4.4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	b	a	*b	*c	*d	e
Significance Level: 95%								
Unweighted Base	105	-	105	52	22	9	22	53
Effective base	36	-	36	32	13	5	14	21
Weighted Base	96	-	96	89	5	1	1	6
Very low	(-2)	3	3	2	*	-	-	*
	3%	-%	3%	2%	10%	-%	-%	7%
Quite low	(-1)	10	10	10	-	*	*	*
	11%	-%	11%	11%	-%	7%	13%	2%
Neither low nor high	(0)	38	38	38	1	*	-	1
	40%	-%	40%	42%	13%	9%	-%	11%
				e				
Quite high	(1)	31	31	28	3	*	*	3
	33%	-%	33%	31%	58%	11%	34%	49%
Very high	(2)	13	13	11	1	1	*	2
	13%	-%	13%	13%	14%	72%	51%	25%
Don't Know (DO NOT READ OUT)		*	*	*	*	-	*	*
	1%	-%	1%	*%	6%	-%	2%	5%
NET: High		44	44	39	3	1	1	5
	46%	-%	46%	44%	72%	84%	85%	75%
								a
NET: Low		13	13	12	*	*	*	1
	13%	-%	13%	14%	10%	7%	13%	10%
Answered	95	-	95	89	4	1	1	6
Mean Score	.4	-	.4	.4	.7	1.5	1.3	.9
Standard error	.09	-	.09	.13	.26	-	-	.17
Standard deviation	.95	-	.95	.93	1.20	-	-	1.18

Columns Tested:: a,b - a,b,c,d,e

Table 407 (continuation)

QOP4.4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			*a	*b	*c	*d	*e	*f	g	*h	i
Significance Level: 95%											
Unweighted Base		105	16	29	7	16	15	22	52	22	31
Effective base		36	12	18	5	10	6	14	32	13	16
Weighted Base		96	40	45	4	3	2	1	89	5	2
Very low	(-2)	3	2	-	-	*	*	-	2	*	-
		3%	5%	-%	-%	3%	16%	-%	2%	10%	-%
Quite low	(-1)	10	4	6	1	-	*	*	10	-	*
		11%	10%	12%	18%	-%	2%	13%	11%	-%	10%
Neither low nor high	(0)	38	24	14	*	1	*	-	38	1	*
		40%	59%	30%	7%	18%	5%	-%	42%	13%	4%
									i		
Quite high	(1)	31	10	16	3	2	1	*	28	3	*
		33%	24%	35%	58%	58%	43%	34%	31%	58%	23%
Very high	(2)	13	1	10	1	1	1	*	11	1	1
		13%	2%	22%	17%	21%	23%	51%	13%	14%	61%
											g
Don't Know (DO NOT READ OUT)		*	-	*	-	-	*	*	*	*	*
		1%	-%	*%	-%	-%	12%	2%	*%	6%	1%
NET: High		44	10	26	3	2	1	1	39	3	1
		46%	26%	57%	75%	79%	66%	85%	44%	72%	84%
											g
NET: Low		13	6	6	1	*	*	*	12	*	*
		13%	15%	12%	18%	3%	18%	13%	14%	10%	10%
Answered		95	40	45	4	3	2	1	89	4	1
Mean Score		.4	.1	.7	.7	.9	.6	1.3	.4	.7	1.4
											g
Standard error		.09	.20	.18	.41	.25	.52	-	.13	.26	.31
Standard deviation		.95	.79	.96	1.07	1.00	1.95	-	.93	1.20	1.70

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 407 (continuation)

QOP4.4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*c	*d	*e
Unweighted Base	105	29	23	22	9	22	32	28	13	6	22
Effective base	36	22	20	13	5	14	12	14	5	5	3
Weighted Base	96	71	18	5	1	1	35	41	6	4	7
Very low (-2)	3 3%	2 3%	- -%	* 10%	- -%	- -%	* 1%	2 5%	- -%	- -%	- -%
Quite low (-1)	10 11%	9 13%	1 4%	- -%	* 7%	* 13%	5 13%	* *%	- -%	- -%	4 50%
Neither low nor high (0)	38 40%	35 49%	3 15%	1 13%	* 9%	- -%	20 55%	16 39%	2 32%	- -%	1 7%
Quite high (1)	31 33%	20 28%	8 47%	3 58%	* 11%	* 34%	8 23%	17 41%	4 63%	- -%	3 36%
Very high (2)	13 13%	5 7%	6 34%	1 14%	1 72%	* 51%	2 7%	6 15%	* 5%	4 100%	* 6%
Don't Know (DO NOT READ OUT)	* 1%	* *%	- -%	* 6%	- -%	* 2%	* 1%	- -%	- -%	- -%	* *%
NET: High	44 46%	25 35%	15 81%	3 72%	1 84%	1 85%	10 29%	23 56%	4 68%	4 100%	3 43%
NET: Low	13 13%	11 16%	1 4%	* 10%	* 7%	* 13%	5 15%	2 5%	- -%	- -%	4 50%
Answered	95	71	18	4	1	1	35	41	6	4	7
Mean Score	.4	.2	1.1	.7	1.5	1.3	.2	.6	.7	2.0	*
Standard error	.09	.17	.17	.26	-	-	.15	.18	.17	-	.25
Standard deviation	.95	.88	.83	1.20	-	-	.81	.93	.60	-	1.14

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 407 (continuation)

QOP4.4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

		GOR (QC3)								
Total base		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%										
Unweighted Base	105	9	8	23	3	8	6	4	7	7
Effective base	36	4	4	10	2	4	3	2	2	3
Weighted Base	96	8	8	33	2	11	11	4	6	6
Very low	(-2)	3	2	-	*	-	-	-	-	-
	3%	-%	25%	-%	7%	-%	-%	-%	-%	-%
Quite low	(-1)	10	*	*	-	6	-	-	*	-
	11%	46%	*%	*%	-%	58%	-%	-%	3%	-%
Neither low nor high	(0)	38	5	14	2	1	7	-	4	6
	40%	-%	61%	42%	67%	7%	67%	-%	68%	94%
Quite high	(1)	31	1	16	1	4	3	4	2	*
	33%	11%	10%	48%	26%	34%	26%	97%	27%	1%
Very high	(2)	13	*	3	-	*	1	*	*	*
	13%	41%	4%	10%	-%	*%	7%	3%	2%	4%
Don't Know (DO NOT READ OUT)		*	-	-	-	-	-	-	-	-
	1%	2%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	44	4	1	19	1	4	4	4	2	*
	46%	52%	14%	58%	26%	35%	33%	100%	29%	6%
NET: Low	13	4	2	*	*	6	-	-	*	-
	13%	46%	25%	*%	7%	58%	-%	-%	3%	-%
Answered	95	8	8	33	2	11	11	4	6	6
Mean Score	.4	.5	-.3	.7	.1	-.2	.4	1.0	.3	.1
Standard error	.09	.54	.41	.14	.54	.35	.26	.10	.23	.18
Standard deviation	.95	1.52	1.15	.66	.94	.99	.65	.19	.60	.46

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 407 (continuation)

QOP4.4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		Total base	*a	*b	c	d	e	*f	*g	*h
Significance Level: 95%										
Unweighted Base		105	18	24	33	75	30	15	6	9
Effective base		36	8	9	15	32	7	4	3	5
Weighted Base		96	19	22	48	89	6	5	1	1
Very low	(-2)	3	*	2	-	2	*	-	*	*
		3%	1%	9%	-%	2%	5%	-%	16%	24%
Quite low	(-1)	10	6	4	*	10	*	-	*	-
		11%	33%	18%	*%	12%	1%	-%	7%	-%
Neither low nor high	(0)	38	8	9	21	38	*	*	-	*
		40%	42%	40%	44%	42%	7%	4%	-%	39%
Quite high	(1)	31	4	3	23	30	1	*	1	*
		33%	23%	15%	48%	34%	10%	3%	77%	1%
Very high	(2)	13	*	4	4	8	5	5	-	*
		13%	2%	17%	8%	9%	73%	93%	-%	1%
Don't Know (DO NOT READ OUT)		*	-	*	-	*	*	*	-	*
		1%	-%	1%	-%	*%	4%	*%	-%	34%
NET: High		44	5	7	27	39	5	5	1	*
		46%	25%	32%	56%	43%	83%	96%	77%	2%
NET: Low		13	6	6	*	13	*	-	*	*
		13%	34%	27%	*%	14%	5%	-%	23%	24%
Answered		95	19	22	48	89	6	5	1	1
Mean Score		.4	-.1	.1	.6	.4	1.5	1.9	.4	-.7
						cd				
Standard error		.09	.19	.25	.11	.10	.21	.12	-	-
Standard deviation		.95	.83	1.21	.64	.90	1.11	.45	-	-

Columns Tested:: a,b,c,d,e,f,g,h

Table 407 (continuation)

QOP4.4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

		Industry								
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		*a	*b	*c	*d	*e	*f	*g	*h	i
Significance Level: 95%										
Unweighted Base	105	8	9	4	13	17	24	3	6	34
Effective base	36	6	3	2	4	7	8	1	3	11
Weighted Base	96	5	6	2	8	27	20	3	5	27
Very low	(-2)	3	-	-	*	*	-	2	-	*
		3%	-%	-%	6%	1%	-%	10%	-%	1%
Quite low	(-1)	10	*	4	-	4	4	*	*	2
		11%	3%	72%	-%	56%	14%	*%	3%	7%
Neither low nor high	(0)	38	-	-	1	1	4	14	3	16
		40%	-%	-%	46%	10%	16%	70%	97%	58%
Quite high	(1)	31	1	1	1	2	19	3	-	7
		33%	22%	18%	47%	24%	69%	14%	-%	24%
Very high	(2)	13	4	1	-	1	*	1	*	2
		13%	75%	10%	-%	8%	1%	5%	*%	9%
Don't Know (DO NOT READ OUT)		*	-	-	*	*	-	*	-	*
		1%	-%	-%	1%	*%	-%	1%	-%	1%
NET: High	44	5	2	1	3	19	4	*	5	9
	46%	97%	28%	47%	32%	70%	19%	*%	100%	32%
NET: Low	13	*	4	*	5	4	2	*	-	2
	13%	3%	72%	6%	57%	14%	10%	3%	-%	8%
Answered	95	5	6	2	8	27	20	3	5	27
Mean Score	.4	1.7	-.3	.4	-.2	.6	*	*	2.0	.3
Standard error	.09	.24	.40	.68	.33	.18	.18	.12	.03	.14
Standard deviation	.95	.67	1.19	1.18	1.14	.75	.89	.21	.07	.80

Columns Tested: a,b,c,d,e,f,g,h,i

Table 407 (continuation)

QOP4.4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	*b	c	a	*b	*c	a	*b	a	*b
Unweighted Base	105	38	24	43	100	5	-	80	25	104	1
Effective base	36	14	8	15	33	4	-	30	6	36	1
Weighted Base	96	40	20	35	81	14	-	84	12	96	*
Very low	(-2) 3 3%	* *% 3%	2 10% 3%	* 1% -%	* 1% 1%	2 14% 14%	- -% -%	2 3% 3%	* 2% 2%	3 3% 3%	- -% -%
Quite low	(-1) 10 11%	8 21% 11%	* *% 11%	2 6% -%	10 13% 13%	- -% -%	- -% -%	5 6% 6%	6 46% 46%	10 11% 11%	- -% -%
Neither low nor high	(0) 38 40%	5 13% 40%	14 70% 40%	19 54% -%	26 32% 32%	12 84% 84%	- -% -%	35 41% 41%	4 31% 31%	38 40% 40%	- -% -%
Quite high	(1) 31 33%	22 54% 33%	3 14% 14%	7 19% 19%	31 38% 38%	- -% -%	- -% -%	29 35% 35%	2 15% 15%	31 33% 33%	- -% -%
Very high	(2) 13 13%	5 12% 13%	1 5% 13%	7 20% 20%	13 16% 16%	- -% -%	- -% -%	12 15% 15%	1 4% 4%	13 13% 13%	* 100% 100%
Don't Know (DO NOT READ OUT)	* 1%	* *% 1%	* 1% 1%	* 1% 1%	* *% 1%	* 2% 2%	- -% -%	* *% 2%	* 2% 2%	* 1% 1%	- -% -%
NET: High	44 46%	27 66% 46%	4 19% 19%	13 38% 38%	44 54% 54%	- -% -%	- -% -%	42 50% 50%	2 19% 19%	44 46% 46%	* 100% 100%
NET: Low	13 13%	8 21% 13%	2 10% 10%	2 7% 7%	11 13% 13%	2 14% 14%	- -% -%	7 9% 9%	6 48% 48%	13 13% 13%	- -% -%
Answered	95	40	20	35	81	14	-	83	12	95	*
Mean Score	.4	.6	*	.5	.6	-.3	-	.5	-.3	.4	2.0
Standard error	.09	.16	.18	.14	.09	.37	-	.10	.19	.09	-
Standard deviation	.95	.97	.89	.92	.93	.74	-	.92	.93	.95	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 407 (continuation)

QOP4.4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	*c
Unweighted Base		105	39	46	20
Effective base		36	14	15	7
Weighted Base		96	40	35	21
Very low (-2)		3	*	2	*
		3%	*%	7%	*%
Quite low (-1)		10	6	1	4
		11%	14%	3%	18%
Neither low nor high (0)		38	17	12	10
		40%	42%	35%	46%
Quite high (1)		31	14	14	3
		33%	35%	42%	13%
Very high (2)		13	3	5	5
		13%	8%	14%	23%
Don't Know (DO NOT READ OUT)		*	*	*	-
		1%	1%	*%	-%
NET: High		44	17	19	7
		46%	43%	56%	35%
NET: Low		13	6	3	4
		13%	15%	9%	18%
Answered		95	40	34	21
Mean Score		.4	.4	.5	.4
Standard error		.09	.14	.15	.24
Standard deviation		.95	.84	1.01	1.07

Columns Tested: a,b,c

Table 407 (continuation)

QOP4.4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	*b	*c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	105	45	21	7	6	16	5	1	4	66	39	32
Effective base	36	18	7	2	4	4	2	1	2	25	11	10
Weighted Base	96	52	18	3	4	12	6	1	*	70	26	23
Very low	(-2)	3	*	-	-	*	2	-	-	*	2	2
		3%	1%	-%	-%	2%	35%	-%	-%	-%	9%	10%
Quite low	(-1)	10	7	-	-	*	4	-	*	7	4	4
		11%	12%	-%	-%	-%	63%	-%	64%	9%	15%	17%
Neither low nor high	(0)	38	23	13	-	2	*	-	-	36	2	2
		40%	45%	74%	-%	15%	1%	-%	-%	52%	7%	8%
			jk							jk		
Quite high	(1)	31	19	2	*	1	8	-	*	21	10	9
		33%	37%	12%	18%	28%	68%	-%	-%	31%	38%	41%
Very high	(2)	13	2	3	2	3	2	*	1	5	8	6
		13%	5%	15%	82%	72%	15%	1%	100%	7%	31%	24%
Don't Know (DO NOT READ OUT)		*	*	-	-	*	-	-	-	*	*	*
		1%	1%	-%	-%	-%	-%	-%	-%	1%	-%	-%
NET: High	44	22	5	3	4	10	*	1	*	26	18	15
	46%	41%	26%	100%	100%	83%	1%	100%	36%	38%	69%	65%
NET: Low	13	7	-	-	-	*	6	-	*	7	6	6
	13%	13%	-%	-%	-%	2%	98%	-%	64%	10%	24%	27%
Answered	95	52	18	3	4	12	6	1	*	69	26	23
Mean Score	.4	.3	.4	1.8	1.7	.9	-1.3	2.0	-1	.3	.7	.5
Standard error	.09	.12	.16	.18	.21	.18	.29	-	-	.10	.21	.24
Standard deviation	.95	.78	.75	.47	.52	.70	.65	-	-	.77	1.32	1.32

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 407 (continuation)

QOP4.4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Unweighted Base	105	14	31	60	101	102	103	101	96	94	2	39	8	11	13	16	14
Effective base	36	8	11	18	34	34	35	34	33	32	2	18	3	4	3	6	3
Weighted Base	96	24	28	43	89	89	93	90	85	84	8	46	6	2	10	13	10
Very low (-2)	3 3%	- -%	* 1%	2 5%	3 3%	3 3%	3 3%	3 3%	3 3%	3 3%	- -%	2 5%	- -%	* 11%	* 2%	- -%	* 1%
Quite low (-1)	10 11%	3 12%	4 13%	4 9%	10 12%	10 12%	10 11%	10 12%	10 12%	10 12%	- -%	7 14%	- -%	* 3%	- -%	- -%	4 40%
Neither low nor high (0)	38 40%	16 67%	7 26%	15 34%	36 41%	32 36%	36 39%	36 40%	32 38%	31 37%	4 55%	20 44%	5 79%	* 9%	1 5%	6 48%	1 8%
Quite high (1)	31 33%	5 20%	14 51%	12 27%	27 30%	31 35%	31 33%	27 30%	27 32%	28 33%	4 45%	11 24%	* 7%	1 73%	8 78%	2 14%	5 49%
Very high (2)	13 13%	- -%	2 8%	10 24%	13 14%	13 14%	13 14%	13 14%	13 15%	13 15%	- -%	6 12%	1 14%	* 5%	2 15%	5 38%	* 1%
Don't Know (DO NOT READ OUT)	* 1%	* 1%	* 1%	* *%	* *%	* 1%	* 1%	* 1%	* 1%	* *%	- -%	* 1%	* *%	- -%	- -%	- -%	- -%
NET: High	44 46%	5 20%	17 59%	22 51%	40 45%	44 49%	44 47%	40 45%	40 47%	40 48%	4 45%	17 37%	1 21%	1 77%	9 93%	7 52%	5 50%
NET: Low	13 13%	3 12%	4 14%	6 14%	13 14%	13 15%	13 14%	13 14%	13 15%	13 15%	- -%	9 19%	- -%	* 14%	* 2%	- -%	4 41%
Answered	95	24	28	43	89	88	93	90	84	84	8	45	6	2	10	13	10
Mean Score	.4	.1	.5	.6	.4	.5	.4	.4	.4	.4	.5	.3	.4	.6	1.1	.9	.1
Standard error	.09	.16	.16	.15	.10	.10	.10	.10	.10	.10	.38	.17	.30	.48	.17	.24	.28
Standard deviation	.95	.57	.88	1.12	.97	.98	.96	.97	.99	.99	.53	1.01	.79	1.58	.62	.96	1.04

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 407 (continuation)

QOP4.4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	105	46	9	9	9	11	6	11	23	28	19	8	13	4	7
Effective base	36	21	5	2	1	7	2	2	11	10	6	4	3	2	1
Weighted Base	96	58	5	6	5	5	6	5	31	26	12	3	10	3	5
Very low	(-2)	3	2	*	*	-	*	-	-	2	*	-	-	-	*
		3%	4%	4%	2%	-%	3%	-%	-%	8%	3%	-%	-%	-%	2%
Quite low	(-1)	10	7	*	*	-	-	4	2	5	4	*	-	-	*
		11%	11%	1%	2%	-%	-%	77%	6%	18%	30%	5%	-%	-%	2%
Neither low nor high	(0)	38	27	1	2	-	-	6	18	8	5	*	1	-	-
		40%	47%	12%	32%	-%	-%	96%	58%	33%	44%	5%	5%	-%	-%
Quite high	(1)	31	14	4	4	5	-	*	11	4	1	1	8	2	5
		33%	25%	83%	62%	95%	-%	3%	35%	17%	7%	28%	77%	55%	95%
Very high	(2)	13	7	-	*	*	5	*	*	6	2	2	2	1	*
		13%	12%	-%	2%	5%	97%	2%	35%	23%	16%	63%	18%	45%	1%
Don't Know (DO NOT READ OUT)		*	*	-	-	-	-	-	*	*	*	-	-	-	-
		1%	*%	-%	-%	-%	-%	-%	1%	1%	*%	-%	-%	-%	-%
NET: High		44	22	4	4	5	5	*	11	10	3	3	10	3	5
		46%	37%	83%	65%	100%	97%	4%	35%	40%	23%	90%	95%	100%	96%
NET: Low		13	9	*	*	-	*	4	2	7	4	*	-	-	*
		13%	15%	5%	3%	-%	3%	77%	6%	26%	33%	5%	-%	-%	4%
Answered		95	57	5	6	5	5	6	31	25	12	3	10	3	5
Mean Score		.4	.3	.7	.6	1.1	1.9	.1	.3	.3	*	1.5	1.1	1.5	.9
Standard error		.09	.14	.25	.24	.08	.23	.13	.13	.24	.26	.35	.14	.31	.22
Standard deviation		.95	.96	.76	.71	.25	.76	.32	.59	1.27	1.10	.99	.49	.62	.58

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 407 (continuation)

QOP4.4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	b	*c	*d	*e	
Unweighted Base	105	22	12	20	15	13	8	11	15	31	24	14	19	
Effective base	36	10	6	8	5	5	2	3	4	11	10	6	5	
Weighted Base	96	29	4	22	13	10	7	5	14	31	22	8	18	
Very low	(-2)	3	-	*	-	*	*	2	-	-	*	2	*	
		3%	-%	3%	-%	-%	2%	2%	44%	-%	-%	2%	25%	1%
Quite low	(-1)	10	2	-	5	*	-	4	*	-	7	*	-	4
		11%	7%	-%	20%	*%	-%	49%	3%	-%	21%	1%	-%	20%
Neither low nor high	(0)	38	20	*	7	3	5	-	2	11	7	9	2	8
		40%	69%	4%	31%	22%	49%	-%	37%	78%	23%	40%	19%	45%
Quite high	(1)	31	5	3	8	6	1	3	*	3	11	10	2	4
		33%	17%	88%	36%	51%	9%	46%	3%	19%	36%	48%	26%	24%
Very high	(2)	13	1	*	3	3	4	*	1	*	6	2	3	2
		13%	5%	5%	13%	27%	40%	3%	14%	*%	20%	10%	31%	11%
Don't Know (DO NOT READ OUT)		*	*	-	-	-	*	-	-	*	*	-	-	-
		1%	2%	-%	-%	-%	*%	-%	-%	3%	*%	-%	-%	-%
NET: High		44	7	4	11	10	5	4	1	3	17	12	5	6
		46%	22%	93%	49%	78%	49%	49%	17%	19%	56%	58%	56%	34%
NET: Low		13	2	*	5	*	*	4	2	-	7	*	2	4
		13%	7%	3%	20%	*%	2%	51%	47%	-%	21%	2%	25%	21%
Answered		95	29	4	22	13	10	7	5	14	31	22	8	18
Mean Score		.4	.2	.9	.4	1.0	.9	*	-.6	.2	.5	.6	.4	.2
Standard error		.09	.14	.19	.22	.19	.31	.41	.48	.12	.19	.15	.43	.22
Standard deviation		.95	.65	.66	.98	.74	1.08	1.15	1.60	.42	1.05	.75	1.63	.94

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 407 (continuation)

QOP4.4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

	Total base	Frequency - letters sent					Frequency - large letters sent					
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
Significance Level: 95%		a	*b	*c	*d	*e	*a	b	*c	*d	*e	
Unweighted Base	105	38	22	13	11	16	23	30	24	14	11	
Effective base	36	12	8	7	5	4	9	11	8	5	2	
Weighted Base	96	38	19	12	6	14	22	31	16	10	10	
Very low	(-2)	3	2	*	-	*	-	-	*	2	-	
		3%	6%	1%	-%	-%	1%	-%	-%	3%	20%	-%
Quite low	(-1)	10	5	2	-	4	-	7	*	4	*	
		11%	12%	10%	-%	25%	-%	22%	1%	35%	1%	
Neither low nor high	(0)	38	16	6	5	8	14	10	4	*	4	
		40%	42%	30%	40%	59%	61%	33%	24%	*%	46%	
Quite high	(1)	31	13	6	6	*	4	11	9	2	4	
		33%	33%	31%	53%	1%	19%	37%	54%	21%	44%	
Very high	(2)	13	2	5	1	2	4	3	3	2	1	
		13%	6%	28%	7%	14%	18%	8%	18%	24%	9%	
Don't Know (DO NOT READ OUT)		*	*	-	-	-	*	*	-	-	-	
		1%	1%	-%	-%	-%	2%	*%	-%	-%	-%	
NET: High		44	15	11	7	2	8	14	12	5	5	
		46%	39%	58%	60%	15%	37%	45%	73%	45%	53%	
NET: Low		13	7	2	-	4	-	7	1	6	*	
		13%	18%	11%	-%	26%	-%	22%	4%	55%	1%	
Answered		95	38	19	12	14	22	31	16	10	10	
Mean Score		.4	.2	.7	.7	1.2	.6	.3	.8	-.1	.6	
Standard error		.09	.16	.22	.17	.24	.17	.17	.17	.43	.21	
Standard deviation		.95	.95	1.03	.63	.88	.80	.92	.85	1.60	.70	

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 407 (continuation)

QOP4.4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
Total base		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		*a	*b	c	*d	*e	a	*b	*c	a	b	a	b
Significance Level: 95%													
Unweighted Base	105	15	20	34	19	12	72	18	11	52	53	53	48
Effective base	36	6	8	12	8	3	24	5	7	17	19	15	19
Weighted Base	96	19	9	34	19	7	52	11	27	47	49	34	56
Very low	(-2)	3	-	*	-	*	*	-	2	-	3	*	2
		3%	-%	2%	-%	1%	-%	1%	8%	-%	5%	-%	4%
Quite low	(-1)	10	2	-	1	4	4	5	2	6	4	3	7
		11%	10%	-%	3%	20%	7%	44%	7%	14%	8%	9%	13%
Neither low nor high	(0)	38	14	2	12	6	11	5	21	23	15	15	21
		40%	71%	28%	36%	33%	20%	46%	78%	49%	31%	46%	38%
Quite high	(1)	31	4	2	17	4	25	1	2	15	16	10	17
		33%	19%	23%	49%	21%	47%	10%	7%	32%	33%	29%	31%
Very high	(2)	13	*	4	4	5	13	*	-	2	11	5	8
		13%	-%	42%	12%	24%	24%	-%	-%	4%	22%	15%	14%
Don't Know (DO NOT READ OUT)		*	-	*	-	*	*	-	*	*	*	*	*
		1%	-%	5%	-%	-%	1%	-%	-%	1%	-%	1%	-%
NET: High		44	4	6	21	9	37	1	2	17	27	15	25
		46%	19%	65%	61%	45%	71%	10%	7%	37%	55%	44%	45%
NET: Low		13	2	*	1	4	4	5	4	6	7	3	10
		13%	10%	2%	3%	21%	8%	44%	15%	14%	13%	10%	17%
Answered		95	19	8	34	19	52	11	27	47	48	33	56
Mean Score		.4	.1	1.1	.7	.5	.9	-.3	-.2	.3	.6	.5	.4
Standard error		.09	.14	.24	.12	.27	.11	.17	.21	.11	.15	.12	.15
Standard deviation		.95	.55	1.02	.72	1.13	.90	.70	.66	.76	1.09	.88	1.03

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 407 (continuation)

QOP4.4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
Total base		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	b	*a	b	a	b	*a	b	*a	b
Unweighted Base	105	28	74	21	80	57	44	27	75	26	75
Effective base	36	10	24	7	27	17	17	8	26	9	25
Weighted Base	96	29	59	19	71	42	48	23	66	21	69
Very low	(-2) 3 3%	- -%	3 4%	- -%	3 4%	* *%	2 5%	- -%	3 4%	- -%	3 4%
Quite low	(-1) 10 11%	2 7%	8 14%	2 11%	8 12%	7 16%	4 8%	2 9%	8 13%	2 9%	8 12%
Neither low nor high	(0) 38 40%	17 57%	15 25%	7 34%	30 42%	15 36%	21 45%	15 63%	17 26%	7 33%	29 43%
Quite high	(1) 31 33%	8 26%	23 39%	9 50%	18 25%	14 33%	13 27%	5 21%	26 39%	9 43%	18 27%
Very high	(2) 13 13%	2 8%	10 17%	1 5%	12 17%	6 14%	7 15%	1 5%	12 18%	3 13%	10 15%
Don't Know (DO NOT READ OUT)	* 1%	* 2%	- -%	* *%	* 1%	* 1%	- -%	* 2%	* *%	* 1%	* *%
NET: High	44 46%	10 34%	33 56%	10 55%	30 42%	20 47%	20 42%	6 26%	37 57%	12 56%	28 41%
NET: Low	13 13%	2 7%	11 18%	2 11%	11 15%	7 16%	6 13%	2 9%	11 17%	2 9%	11 16%
Answered	95	29	59	19	71	41	48	23	66	21	69
Mean Score	.4	.4	.5	.5	.4	.4	.4	.2	.5	.6	.4
Standard error	.09	.15	.12	.17	.12	.13	.15	.14	.12	.17	.12
Standard deviation	.95	.75	1.07	.78	1.02	.94	1.00	.69	1.05	.86	1.00

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 407 (continuation)

QOP4.4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	*c	*d	a	b	*c	*d	a	b	*c	*d
Unweighted Base	105	88	57	26	-	83	49	28	-	92	44	24	-
Effective base	36	31	21	10	-	29	15	9	-	31	15	11	-
Weighted Base	96	85	56	18	-	81	36	18	-	83	37	15	-
Very low (-2)	3 3%	3 3%	2 4%	2 13%	- -%	3 3%	* *%	2 12%	- -%	3 3%	2 6%	2 14%	- -%
Quite low (-1)	10 11%	8 10%	6 11%	- -%	- -%	8 10%	6 18%	1 5%	- -%	5 6%	10 27%	1 6%	- -%
Neither low nor high (0)	38 40%	36 43%	16 29%	5 31%	- -%	29 36%	* *%	9 51%	- -%	36 44%	6 16%	3 19%	- -%
Quite high (1)	31 33%	25 29%	24 44%	6 34%	- -%	28 34%	24 65%	3 17%	- -%	27 32%	12 31%	5 36%	- -%
Very high (2)	13 13%	13 15%	7 12%	4 21%	- -%	13 16%	6 17%	3 15%	- -%	12 14%	7 18%	3 24%	- -%
Don't Know (DO NOT READ OUT)	* 1%	* *%	* *%	* 1%	- -%	* *%	- -%	* *%	- -%	* 1%	* 1%	* 1%	- -%
NET: High	44 46%	37 44%	31 56%	10 56%	- -%	40 50%	30 82%	6 32%	- -%	39 47%	18 50%	9 60%	- -%
NET: Low	13 13%	11 13%	9 15%	2 13%	- -%	11 14%	6 18%	3 17%	- -%	7 9%	12 33%	3 20%	- -%
Answered	95	85	56	18	-	80	36	18	-	82	37	14	-
Mean Score	.4	.4	.5	.5	-	.5	.8	.2	-	.5	.3	.5	-
Standard error	.09	.10	.13	.25	-	.11	.13	.22	-	.10	.19	.28	-
Standard deviation	.95	.97	.99	1.24	-	.99	.94	1.15	-	.92	1.24	1.35	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 407 (continuation)

QOP4.4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	*b	*c	*d	*e
Significance Level: 95%												
Unweighted Base	105	54	51	42	54	44	9	30	23	27	16	8
Effective base	36	17	16	13	16	17	3	9	7	8	7	4
Weighted Base	96	43	43	32	46	40	7	24	15	22	8	4
Very low (-2)	3 3%	2 5%	* *%	2 6%	2 5%	2 6%	- -%	- -%	- -%	2 10%	2 25%	- -%
Quite low (-1)	10 11%	2 5%	6 15%	2 6%	4 10%	6 16%	- -%	2 8%	- -%	- -%	- -%	- -%
Neither low nor high (0)	38 40%	18 41%	19 45%	12 37%	19 42%	15 38%	4 54%	8 34%	5 31%	12 53%	- -%	- -%
Quite high (1)	31 33%	14 33%	10 24%	10 32%	14 30%	10 25%	* 1%	8 34%	6 43%	3 15%	3 35%	1 35%
Very high (2)	13 13%	7 15%	6 15%	6 19%	6 12%	6 16%	3 44%	6 23%	4 26%	5 23%	3 40%	2 65%
Don't Know (DO NOT READ OUT)	* 1%	* *%	* 1%	- -%	* 1%	* *%	- -%	- -%	- -%	- -%	- -%	- -%
NET: High	44 46%	21 49%	17 39%	16 51%	19 42%	16 40%	3 46%	14 58%	10 69%	8 37%	6 75%	4 100%
NET: Low	13 13%	4 10%	7 15%	4 13%	7 15%	9 21%	- -%	2 8%	- -%	2 10%	2 25%	- -%
Answered	95	43	43	32	45	40	7	24	15	22	8	4
Mean Score	.4	.5	.4	.5	.4	.3	.9	.7	1.0	.4	.7	1.6
Standard error	.09	.14	.14	.17	.14	.17	.35	.17	.16	.22	.42	.20
Standard deviation	.95	.99	.94	1.08	.99	1.10	1.06	.93	.78	1.15	1.69	.56

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 407 (continuation)

QOP4.4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		*a	*b	*c	*d	a	b	c	d	e	a	b	*c	*d	a	*b	
Significance Level: 95%																	
Unweighted Base	105	24	19	6	6	69	58	87	54	66	84	56	21	-	60	5	
Effective base	36	8	8	3	2	21	18	27	20	23	27	18	7	-	20	3	
Weighted Base	96	17	22	8	3	60	45	76	48	61	73	48	12	-	43	10	
Very low	(-2)	3	*	-	-	2	*	*	*	2	3	*	*	*	2	-	
		3%	1%	-%	-%	66%	1%	1%	1%	5%	4%	3%	*%	2%	-%	5%	-%
Quite low	(-1)	10	2	4	1	-	2	9	10	2	10	8	6	*	4	1	
		11%	13%	17%	11%	-%	4%	20%	13%	4%	17%	10%	12%	*%	9%	8%	
Neither low nor high	(0)	38	*	13	6	*	27	16	29	20	23	26	20	6	-	11	10
		40%	1%	57%	78%	4%	44%	34%	39%	42%	38%	36%	41%	46%	-%	25%	92%
Quite high	(1)	31	11	3	1	1	21	11	24	13	18	24	15	3	-	19	-
		33%	64%	12%	11%	23%	34%	23%	32%	28%	29%	33%	31%	22%	-%	44%	-%
Very high	(2)	13	4	3	*	*	10	10	12	10	7	12	7	3	-	7	*
		13%	21%	14%	1%	7%	17%	21%	16%	21%	12%	17%	15%	28%	-%	17%	*%
Don't Know (DO NOT READ OUT)		*	-	-	-	-	*	*	*	*	*	*	*	*	-	*	-
		1%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	2%	-%	*%	-%
NET: High		44	14	6	1	1	31	20	36	23	25	36	22	6	-	26	*
		46%	85%	26%	12%	30%	51%	45%	48%	49%	41%	50%	46%	50%	-%	61%	*%
NET: Low		13	2	4	1	2	3	10	10	4	13	10	6	*	-	6	1
		13%	14%	17%	11%	66%	4%	21%	13%	9%	21%	14%	12%	2%	-%	13%	8%
Answered		95	17	22	8	3	60	45	76	48	61	73	48	12	-	43	10
Mean Score		.4	.9	.2	*	-.9	.6	.4	.5	.6	.3	.5	.5	.8	-	.6	-.1
Standard error		.09	.19	.21	.22	.74	.10	.14	.10	.14	.13	.11	.12	.22	-	.13	.14
Standard deviation		.95	.93	.92	.53	1.81	.83	1.07	.93	1.03	1.02	1.01	.90	.96	-	1.03	.31

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 407 (continuation)

QOP4.4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	a	*b	a	b	*c	a	b	*c
Unweighted Base	105	62	15	83	5	77	28	46	45	12	35	45	22
Effective base	36	23	7	29	2	29	7	18	15	3	13	16	7
Weighted Base	96	62	3	74	4	77	19	42	41	12	33	42	20
Very low (-2)	3 3%	2 4%	- -%	* *%	- -%	2 3%	* 1%	2 5%	- -%	* 2%	2 7%	* 1%	- -%
Quite low (-1)	10 11%	7 11%	- -%	6 8%	1 24%	8 11%	2 11%	4 11%	6 14%	* 1%	6 18%	5 11%	- -%
Neither low nor high (0)	38 40%	29 47%	* 1%	24 33%	3 76%	28 36%	11 56%	7 16%	21 50%	11 89%	5 14%	17 42%	16 81%
Quite high (1)	31 33%	18 29%	1 36%	31 41%	- -%	27 36%	4 20%	18 42%	13 31%	1 6%	13 40%	15 37%	3 14%
Very high (2)	13 13%	6 10%	2 49%	13 17%	- -%	11 14%	2 9%	11 26%	2 5%	* 1%	7 22%	4 9%	1 6%
Don't Know (DO NOT READ OUT)	* 1%	* *%	* 15%	* *%	- -%	* *%	* 2%	- -%	* 1%	- -%	- -%	* 1%	- -%
NET: High	44 46%	24 39%	3 85%	43 59%	- -%	38 50%	6 29%	29 68%	14 35%	1 7%	20 61%	19 46%	4 19%
NET: Low	13 13%	9 14%	- -%	6 8%	1 24%	11 14%	2 12%	7 16%	6 14%	* 3%	8 25%	5 12%	- -%
Answered	95	62	3	74	4	77	19	42	41	12	33	41	20
Mean Score	.4	.3	1.6	.7	-.2	.5	.3	.7	.3	*	.5	.4	.3
Standard error	.09	.12	.18	.10	.22	.11	.16	.17	.12	.14	.21	.13	.12
Standard deviation	.95	.92	.65	.87	.49	.97	.84	1.13	.76	.47	1.22	.84	.57

Columns Tested.: a,b - a,b - a,b - a,b,c - a,b,c

Table 407 (continuation)

QOP4.4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		105	69	36
Effective base		36	24	13
Weighted Base		96	72	24
Very low	(-2)	3	3	-
		3%	4%	-%
Quite low	(-1)	10	7	4
		11%	9%	15%
Neither low nor high	(0)	38	29	9
		40%	41%	37%
Quite high	(1)	31	24	7
		33%	33%	30%
Very high	(2)	13	9	4
		13%	13%	15%
Don't Know (DO NOT READ OUT)		*	-	*
		1%	-%	2%
NET: High		44	33	11
		46%	46%	46%
NET: Low		13	9	4
		13%	13%	15%
Answered		95	72	23
Mean Score		.4	.4	.5
Standard error		.09	.11	.17
Standard deviation		.95	.96	.95

Columns Tested: a,b

Table 407 (continuation)

QOP4.4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

		Month											
Total base		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	105	2	18	16	5	9	6	-	8	7	5	6	23
Effective base	36	2	6	9	4	5	2	-	4	2	3	3	8
Weighted Base	96	*	9	20	*	13	3	-	17	6	1	9	18
Very low	(-2)	3	-	-	2	*	-	-	-	*	-	-	*
		3%	-%	-%	10%	22%	-%	-%	-%	3%	-%	-%	1%
Quite low	(-1)	10	-	*	-	-	3	-	-	4	*	-	-
		11%	-%	1%	-%	-%	22%	-%	-%	23%	2%	-%	-%
Neither low nor high	(0)	38	-	4	4	*	7	3	-	4	5	-	4
		40%	-%	40%	22%	75%	56%	94%	-%	26%	80%	-%	41%
Quite high	(1)	31	*	4	10	*	3	*	-	9	*	*	4
		33%	64%	40%	48%	3%	22%	4%	-%	51%	1%	46%	41%
Very high	(2)	13	-	2	4	-	*	*	-	*	1	*	1
		13%	-%	19%	20%	-%	*%	2%	-%	*%	10%	54%	16%
Don't Know (DO NOT READ OUT)		*	*	-	-	-	-	-	-	*	-	*	-
		1%	36%	-%	-%	-%	-%	-%	-%	5%	-%	2%	-%
NET: High		44	*	5	14	*	3	*	-	9	1	1	5
		46%	64%	59%	68%	3%	22%	6%	-%	51%	10%	100%	57%
NET: Low		13	-	*	2	*	3	-	-	4	*	-	-
		13%	-%	1%	10%	22%	22%	-%	-%	23%	5%	-%	-%
Answered		95	*	9	20	*	13	3	-	17	5	1	9
Mean Score		.4	1.0	.8	.7	-.4	*	.1	-	.3	.1	1.5	.7
Standard error		.09	-	.19	.29	-	.23	.17	-	.30	.34	-	.34
Standard deviation		.95	-	.79	1.14	-	.70	.41	-	.84	.83	-	.77

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 407 (continuation)

QOP4.4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	*b	*c	d	a	b
Unweighted Base	105	36	20	15	34	56	49
Effective base	36	15	7	6	11	21	16
Weighted Base	96	29	16	23	27	46	50
Very low	(-2)	3	2	*	*	2	*
		3%	7%	1%	1%	5%	1%
Quite low	(-1)	10	*	3	4	3	8
		11%	*%	17%	18%	6%	15%
Neither low nor high	(0)	38	8	10	9	18	20
		40%	28%	64%	39%	40%	40%
Quite high	(1)	31	13	3	9	16	15
		33%	45%	18%	39%	36%	30%
Very high	(2)	13	6	*	1	6	7
		13%	20%	1%	2%	13%	14%
Don't Know (DO NOT READ OUT)		*	*	-	*	*	*
		1%	*%	-%	1%	1%	1%
NET: High		44	19	3	9	22	22
		46%	65%	19%	41%	49%	44%
NET: Low		13	2	3	4	5	8
		13%	7%	18%	18%	11%	16%
Answered		95	29	16	22	27	50
Mean Score		.4	.7	*	.2	.6	.4
Standard error		.09	.17	.15	.22	.18	.14
Standard deviation		.95	1.03	.66	.82	1.03	.94

Columns Tested:: a,b,c,d - a,b

Table 408

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	b	a	*b	*c	*d	e
Significance Level: 95%								
Unweighted Base	129	10	119	81	29	7	12	48
Effective base	47	7	42	40	12	4	6	16
Weighted Base	106	7	100	98	7	1	*	9
Very low	(-2)	2	2	1	*	-	-	*
		1%	2%	1%	6%	-%	-%	5%
Quite low	(-1)	6	6	6	*	-	*	*
		6%	6%	6%	1%	-%	1%	1%
Neither low nor high	(0)	24	22	21	3	-	*	3
		22%	22%	22%	34%	-%	5%	29%
Quite high	(1)	46	44	43	2	1	*	3
		43%	44%	44%	32%	63%	58%	36%
Very high	(2)	28	25	26	2	*	*	3
		27%	26%	26%	28%	37%	35%	29%
Don't Know (DO NOT READ OUT)		1	1	1	-	-	-	-
		1%	1%	1%	-%	-%	-%	-%
NET: High		74	70	69	4	1	*	6
		70%	70%	70%	60%	100%	93%	65%
NET: Low		7	7	7	1	-	*	1
		7%	7%	7%	7%	-%	1%	6%
Answered	106	7	99	97	7	1	*	9
Mean Score	.9	1.1	.9	.9	.7	1.4	1.3	.8
Standard error	.08	.28	.09	.10	.21	-	-	.16
Standard deviation	.92	.88	.92	.91	1.13	-	-	1.08

Columns Tested:: a,b - a,b,c,d,e

Table 408 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			*a	b	*c	*d	*e	*f	g	*h	*i
Unweighted Base		129	21	40	20	19	17	12	81	29	19
Effective base		47	12	20	10	9	6	6	40	12	7
Weighted Base		106	36	47	15	6	3	*	98	7	1
Very low	(-2)	2 1%	* *%	- -%	1 6%	* 8%	- -%	- -%	1 1%	* 6%	- -%
Quite low	(-1)	6 6%	- -%	4 9%	2 10%	* 1%	* 1%	* 1%	6 6%	* 1%	* *%
Neither low nor high	(0)	24 22%	7 18%	9 18%	6 41%	2 41%	* 8%	* 5%	21 22%	3 34%	* 2%
Quite high	(1)	46 43%	21 59%	19 41%	3 19%	1 15%	2 76%	* 58%	43 44%	2 32%	1 62%
Very high	(2)	28 27%	8 23%	15 32%	3 19%	2 35%	* 15%	* 35%	26 26%	2 28%	* 36%
Don't Know (DO NOT READ OUT)		1 1%	- -%	* *%	1 5%	- -%	- -%	- -%	1 1%	- -%	- -%
NET: High		74 70%	29 81%	34 73%	6 38%	3 51%	2 90%	* 93%	69 70%	4 60%	1 98%
NET: Low		7 7%	* *%	4 9%	3 17%	* 8%	* 1%	* 1%	7 7%	1 7%	* *%
Answered		106	36	47	14	6	3	*	97	7	1
Mean Score		.9	1.0	1.0	.3	.7	1.0	1.3	.9	.7	1.3
Standard error		.08	.15	.15	.26	.30	.16	-	.10	.21	.27
Standard deviation		.92	.68	.94	1.15	1.30	.67	-	.91	1.13	1.19

Columns Tested: a,b,c,d,e,f,g,h,i

Table 408 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	*c	*d	*e	a	b	*c	*d	*e
Significance Level: 95%											
Unweighted Base	129	40	41	29	7	12	34	32	17	8	21
Effective base	47	22	22	12	4	6	17	12	7	3	7
Weighted Base	106	65	33	7	1	*	42	24	11	10	3
Very low	(-2)	2	*	1	*	-	1	1	-	-	-
	1%	*%	3%	6%	-%	-%	1%	4%	-%	-%	-%
Quite low	(-1)	6	2	4	*	-	3	3	-	-	*
	6%	3%	12%	1%	-%	1%	6%	13%	-%	-%	*%
Neither low nor high	(0)	24	15	6	3	-	9	10	2	-	*
	22%	23%	20%	34%	-%	5%	21%	42%	16%	-%	2%
Quite high	(1)	46	33	11	2	1	19	4	6	8	2
	43%	50%	32%	32%	63%	58%	46%	18%	56%	82%	78%
Very high	(2)	28	16	10	2	*	11	6	3	2	1
	27%	24%	31%	28%	37%	35%	25%	24%	23%	18%	20%
Don't Know (DO NOT READ OUT)	1	-	1	-	-	-	-	*	1	-	-
	1%	-%	2%	-%	-%	-%	-%	*%	6%	-%	-%
NET: High	74	48	21	4	1	*	30	10	9	10	3
	70%	74%	63%	60%	100%	93%	71%	41%	78%	100%	98%
NET: Low	7	2	5	1	-	*	3	4	-	-	*
	7%	3%	15%	7%	-%	1%	8%	17%	-%	-%	*%
Answered	106	65	32	7	1	*	42	24	11	10	3
Mean Score	.9	.9	.8	.7	1.4	1.3	.9	.4	1.1	1.2	1.2
Standard error	.08	.12	.18	.21	-	-	.16	.20	.17	.14	.12
Standard deviation	.92	.78	1.12	1.13	-	-	.92	1.12	.67	.41	.53

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 408 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		129	13	9	14	5	8	12	8	8	8
Effective base		47	6	5	10	2	4	6	3	5	3
Weighted Base		106	12	6	29	6	8	15	9	6	5
Very low	(-2)	2	*	-	-	-	1	-	-	*	-
		1%	4%	-%	-%	-%	11%	-%	-%	2%	-%
Quite low	(-1)	6	*	2	1	2	2	-	-	-	-
		6%	*%	30%	3%	28%	19%	-%	-%	-%	-%
Neither low nor high	(0)	24	2	1	11	-	*	2	3	2	1
		22%	17%	23%	38%	-%	4%	12%	32%	35%	29%
Quite high	(1)	46	7	1	12	4	4	11	1	*	3
		43%	57%	23%	40%	71%	44%	71%	15%	8%	57%
Very high	(2)	28	3	2	5	*	2	2	5	3	1
		27%	22%	25%	16%	1%	23%	16%	53%	55%	14%
Don't Know (DO NOT READ OUT)		1	-	-	1	-	-	-	-	-	-
		1%	-%	-%	2%	-%	-%	-%	-%	-%	-%
NET: High		74	10	3	17	4	6	13	6	4	3
		70%	79%	47%	57%	72%	66%	88%	68%	63%	71%
NET: Low		7	*	2	1	2	3	-	-	*	-
		7%	4%	30%	3%	28%	30%	-%	-%	2%	-%
Answered		106	12	6	29	6	8	15	9	6	5
Mean Score		.9	.9	.4	.7	.5	.5	1.0	1.2	1.1	.8
Standard error		.08	.25	.42	.22	.45	.50	.16	.33	.41	.25
Standard deviation		.92	.89	1.26	.78	1.00	1.41	.55	.95	1.15	.72

Columns Tested: a,b,c,d,e,f,g,h,i

Table 408 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		Total base								
Significance Level: 95%			*a	b	c	d	e	*f	*g	*h
Unweighted Base		129	21	30	34	85	44	20	10	14
Effective base		47	9	15	18	39	12	7	4	7
Weighted Base		106	19	24	53	96	11	8	1	2
Very low	(-2)	2 1%	1 5%	1 2%	- -%	2 2%	- -%	- -%	- -%	- -%
Quite low	(-1)	6 6%	3 17%	2 8%	1 1%	6 6%	* *%	* *%	- -%	* 3%
Neither low nor high	(0)	24 22%	2 9%	5 23%	16 30%	23 24%	1 9%	1 9%	* 5%	* 11%
Quite high	(1)	46 43%	10 55%	9 37%	24 45%	43 45%	3 32%	2 30%	1 59%	* 17%
Very high	(2)	28 27%	3 14%	7 31%	12 23%	22 23%	6 59%	5 61%	* 37%	1 69%
Don't Know (DO NOT READ OUT)		1 1%	- -%	- -%	1 1%	1 1%	* *%	- -%	- -%	* *%
NET: High		74 70%	13 69%	16 67%	36 67%	65 68%	10 91%	7 91%	1 95%	1 86%
NET: Low		7 7%	4 22%	2 10%	1 1%	7 8%	* *%	* *%	- -%	* 3%
Answered		106	19	24	53	95	11	8	1	2
Mean Score		.9	.6	.9	.9	.8	1.5	1.5	1.3	1.5
Standard error		.08	.24	.19	.13	.10	.11	.16	.35	.37
Standard deviation		.92	1.11	1.04	.77	.91	.70	.70	1.11	1.33

Columns Tested:: a,b,c,d,e,f,g,h

Table 408 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	i
Unweighted Base	129	7	17	4	21	10	44	2	7	38
Effective base	47	4	6	2	8	4	18	2	2	15
Weighted Base	106	11	16	5	21	12	22	1	3	37
Very low	(-2)	2	*	-	1	1	-	*	-	-
	1%	1%	-%	18%	4%	-%	-%	74%	-%	-%
Quite low	(-1)	6	-	1	-	1	3	-	*	2
	6%	-%	5%	-%	4%	6%	12%	-%	2%	4%
Neither low nor high	(0)	24	-	2	3	5	3	*	-	10
	22%	-%	12%	65%	25%	44%	14%	26%	-%	27%
Quite high	(1)	46	10	5	*	5	9	-	*	16
	43%	84%	30%	1%	23%	49%	42%	-%	13%	45%
Very high	(2)	28	2	8	1	9	*	7	-	2
	27%	15%	53%	16%	43%	1%	32%	-%	85%	22%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	-	*	-	-	1
	1%	-%	-%	-%	-%	-%	*%	-%	-%	2%
NET: High	74	11	13	1	14	6	17	-	3	24
	70%	99%	82%	17%	66%	50%	74%	-%	98%	66%
NET: Low	7	*	1	1	2	1	3	*	*	2
	7%	1%	5%	18%	8%	6%	12%	74%	2%	4%
Answered	106	11	16	5	21	12	22	1	3	36
Mean Score	.9	1.1	1.3	*	1.0	.4	.9	-1.5	1.8	.9
Standard error	.08	.20	.22	.65	.25	.21	.15	-	.24	.14
Standard deviation	.92	.52	.90	1.31	1.14	.65	.99	-	.63	.82

Columns Tested: a,b,c,d,e,f,g,h,i

Table 408 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	*b	*c	a	*b	a	*b
Unweighted Base	129	38	44	47	118	11	-	108	21	127	2
Effective base	47	16	18	17	42	6	-	39	7	46	2
Weighted Base	106	44	22	40	86	21	-	92	15	105	1
Very low (-2)	2 1%	1 2%	- -%	* 1%	2 2%	- -%	- -%	2 2%	- -%	2 1%	- -%
Quite low (-1)	6 6%	2 4%	3 12%	2 4%	5 6%	1 4%	- -%	2 2%	4 28%	6 6%	- -%
Neither low nor high (0)	24 22%	10 24%	3 14%	10 26%	15 18%	9 43%	- -%	20 22%	3 23%	24 22%	* 28%
Quite high (1)	46 43%	20 46%	9 42%	17 42%	40 47%	6 31%	- -%	40 44%	6 41%	46 44%	- -%
Very high (2)	28 27%	11 25%	7 32%	10 25%	23 27%	5 23%	- -%	27 30%	1 8%	27 26%	1 72%
Don't Know (DO NOT READ OUT)	1 1%	- -%	* *%	1 2%	1 1%	- -%	- -%	1 1%	- -%	1 1%	- -%
NET: High	74 70%	31 70%	17 74%	27 67%	63 74%	11 54%	- -%	67 73%	7 49%	74 70%	1 72%
NET: Low	7 7%	3 6%	3 12%	2 5%	7 8%	1 4%	- -%	3 3%	4 28%	7 7%	- -%
Answered	106	44	22	39	85	21	-	91	15	105	1
Mean Score	.9	.9	.9	.9	.9	.7	-	1.0	.3	.9	1.4
Standard error	.08	.15	.15	.13	.09	.26	-	.08	.22	.08	1.96
Standard deviation	.92	.92	.99	.89	.93	.88	-	.87	.99	.91	2.77

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 408 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		129	44	41	43
Effective base		47	14	20	18
Weighted Base		106	37	23	45
Very low	(-2)	2 1%	* *%	1 6%	- -%
Quite low	(-1)	6 6%	1 2%	4 18%	1 2%
Neither low nor high	(0)	24 22%	10 26%	7 28%	7 16%
Quite high	(1)	46 43%	18 47%	6 25%	23 50%
Very high	(2)	28 27%	9 24%	6 23%	14 30%
Don't Know (DO NOT READ OUT)		1 1%	* *%	- -%	1 2%
NET: High		74 70%	27 71%	11 48%	37 80%
NET: Low		7 7%	1 3%	6 24%	1 2%
Answered		106	37	23	45
Mean Score		.9	.9	.4	1.1
Standard error		.08	.12	.19	.11
Standard deviation		.92	.80	1.22	.74

Columns Tested: a,b,c

Table 408 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	*b	*c	*d	*e	*f	*g	*h	i	j	*k
Significance Level: 95%												
Unweighted Base	129	67	22	20	6	4	4	2	4	89	40	20
Effective base	47	27	9	7	3	2	1	1	2	35	12	8
Weighted Base	106	62	24	14	3	1	1	1	*	86	21	6
Very low	(-2)	2	*	-	-	-	1	-	*	*	1	1
		1%	1%	-%	-%	-%	86%	-%	64%	*%	5%	17%
Quite low	(-1)	6	4	2	-	-	*	-	-	6	*	*
		6%	6%	10%	-%	-%	*%	-%	-%	7%	*%	*%
Neither low nor high	(0)	24	14	7	1	1	*	-	-	21	3	1
		22%	23%	30%	10%	33%	31%	-%	-%	25%	13%	21%
Quite high	(1)	46	31	7	8	*	*	*	-	38	9	*
		43%	50%	27%	59%	*%	1%	14%	-%	10%	44%	42%
Very high	(2)	28	13	8	4	2	1	*	1	21	8	4
		27%	21%	33%	26%	67%	68%	*%	100%	25%	24%	36%
Don't Know (DO NOT READ OUT)		1	*	-	1	-	-	-	-	*	1	-
		1%	*%	-%	5%	-%	-%	-%	-%	*%	3%	-%
NET: High		74	44	14	12	2	1	*	1	58	16	4
		70%	71%	61%	85%	67%	69%	14%	100%	36%	68%	62%
NET: Low		7	4	2	-	-	*	1	-	6	1	1
		7%	6%	10%	-%	-%	*%	86%	-%	64%	7%	5%
Answered		106	62	24	14	3	1	1	1	86	20	6
Mean Score		.9	.8	.8	1.2	1.3	1.4	-1.6	2.0	.8	1.1	.9
Standard error		.08	.10	.22	.14	.48	.82	1.74	-	.09	.16	.37
Standard deviation		.92	.84	1.02	.62	1.18	1.64	3.49	-	.89	1.02	1.65

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 408 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Unweighted Base	129	20	47	62	117	112	118	122	95	81	6	59	8	11	8	15	11
Effective base	47	9	22	20	41	39	42	45	34	28	3	23	5	4	3	5	4
Weighted Base	106	28	33	45	94	89	95	99	81	61	6	54	4	12	5	11	3
Very low (-2)	2 1%	* 2%	- -%	1 2%	2 2%	2 2%	2 2%	2 2%	2 2%	2 2%	- -%	1 2%	* 11%	- -%	- -%	- -%	* 5%
Quite low (-1)	6 6%	1 3%	3 8%	2 5%	4 4%	4 5%	4 4%	4 4%	3 4%	6 10%	- -%	2 4%	- -%	- -%	* 1%	2 15%	- -%
Neither low nor high (0)	24 22%	6 22%	8 23%	10 22%	23 24%	20 23%	23 24%	24 24%	19 23%	13 21%	1 22%	14 26%	* 1%	* 2%	1 17%	6 52%	* 4%
Quite high (1)	46 43%	14 50%	17 50%	15 34%	42 44%	39 43%	42 44%	41 41%	35 43%	26 43%	3 48%	18 34%	3 71%	11 96%	4 77%	1 9%	1 43%
Very high (2)	28 27%	7 23%	6 18%	15 35%	24 25%	24 27%	25 26%	28 28%	22 27%	14 24%	2 30%	18 34%	1 17%	* 2%	* 5%	3 24%	1 24%
Don't Know (DO NOT READ OUT)	1 1%	* *%	- -%	1 2%	1 1%	1 1%	1 1%	1 1%	1 1%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	1 24%
NET: High	74 70%	21 73%	23 69%	31 69%	65 69%	63 70%	66 70%	69 70%	57 70%	41 67%	5 78%	37 68%	4 88%	12 98%	4 82%	4 33%	2 67%
NET: Low	7 7%	1 4%	3 8%	3 8%	6 6%	6 6%	6 6%	6 6%	5 6%	7 12%	- -%	3 6%	* 11%	- -%	* 1%	2 15%	* 5%
Answered	106	28	33	44	93	88	95	99	80	61	6	54	4	12	5	11	2
Mean Score	.9	.9	.8	.9	.9	.9	.9	.9	.9	.8	1.1	.9	.8	1.0	.9	.4	1.1
Standard error	.08	.19	.12	.13	.08	.09	.08	.08	.09	.11	.32	.13	.43	.06	.19	.27	.41
Standard deviation	.92	.85	.85	1.02	.90	.91	.90	.91	.92	1.01	.78	.97	1.22	.20	.54	1.06	1.29

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 408 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g
Unweighted Base	129	66	9	8	9	12	6	7	48	26	12	7	9	6	4
Effective base	47	27	5	2	4	5	2	2	17	11	6	4	4	2	2
Weighted Base	106	65	5	5	3	8	7	1	42	27	6	9	2	2	1
Very low	(-2)	2	1	-	*	-	-	*	*	1	-	*	-	-	-
		1%	1%	-%	9%	-%	-%	14%	1%	3%	-%	2%	-%	-%	-%
Quite low	(-1)	6	1	2	*	*	-	2	2	1	2	-	-	*	-
		6%	1%	29%	*%	1%	-%	22%	4%	3%	26%	-%	-%	*%	-%
Neither low nor high	(0)	24	14	2	*	*	2	4	12	7	*	1	-	-	*
		22%	21%	41%	1%	2%	29%	61%	29%	24%	2%	14%	-%	-%	16%
Quite high	(1)	46	30	*	4	3	3	1	11	15	4	6	1	2	*
		43%	47%	5%	85%	87%	40%	16%	27%	54%	67%	65%	49%	100%	1%
Very high	(2)	28	19	1	*	*	2	*	16	4	*	2	1	-	1
		27%	29%	25%	4%	10%	31%	1%	38%	16%	5%	19%	51%	-%	84%
Don't Know (DO NOT READ OUT)		1	*	-	-	-	-	1	1	-	-	-	-	-	-
		1%	*%	-%	-%	-%	-%	68%	2%	-%	-%	-%	-%	-%	-%
NET: High		74	49	2	4	3	6	1	27	19	5	8	2	2	1
		70%	76%	30%	89%	97%	71%	17%	65%	69%	72%	84%	100%	100%	84%
NET: Low		7	2	2	*	*	-	2	2	2	2	*	-	*	-
		7%	3%	29%	9%	1%	-%	22%	5%	7%	26%	2%	-%	*%	-%
Answered		106	65	5	5	3	8	7	42	27	6	9	2	2	1
Mean Score		.9	1.0	.3	.7	1.1	1.0	*	1.0	.8	.5	1.0	1.5	1.0	1.7
Standard error		.08	.10	.42	.37	.16	.24	.29	.14	.18	.29	.27	.25	.08	-
Standard deviation		.92	.84	1.25	1.04	.48	.83	.70	.97	.90	1.02	.73	.76	.20	-

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 408 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	*b	*c	*d	*e	*f	*g	*a	*b	c	*d	*e
Significance Level: 95%													
Unweighted Base	129	43	16	19	14	8	11	11	22	27	36	19	14
Effective base	47	17	8	8	8	4	2	4	8	11	12	7	6
Weighted Base	106	40	12	18	6	4	7	12	25	19	21	16	14
Very low	(-2)	2	-	*	1	-	-	-	*	1	*	-	-
		1%	-%	4%	5%	-%	-%	-%	1%	-%	7%	1%	-%
Quite low	(-1)	6	*	2	1	-	-	*	2	*	2	1	2
		6%	*%	13%	5%	-%	-%	*%	13%	*%	8%	4%	10%
Neither low nor high	(0)	24	15	2	6	-	-	1	*	9	3	*	4
		22%	37%	19%	32%	-%	-%	13%	1%	37%	17%	1%	23%
Quite high	(1)	46	14	6	5	3	1	1	10	3	8	15	9
		43%	35%	48%	28%	52%	33%	20%	84%	12%	41%	73%	54%
Very high	(2)	28	10	2	5	3	2	5	*	12	5	4	2
		27%	26%	17%	30%	48%	67%	68%	1%	48%	27%	22%	13%
Don't Know (DO NOT READ OUT)		1	1	-	-	-	-	-	-	1	-	-	-
		1%	2%	-%	-%	-%	-%	-%	-%	3%	-%	-%	-%
NET: High		74	25	8	11	6	4	6	10	15	13	19	11
		70%	61%	65%	58%	100%	100%	87%	85%	60%	68%	94%	67%
NET: Low		7	*	2	2	-	-	*	2	*	3	1	2
		7%	*%	16%	10%	-%	-%	*%	14%	*%	15%	5%	10%
Answered	106	39	12	18	6	4	7	12	24	19	21	16	14
Mean Score	.9	.9	.6	.7	1.5	1.7	1.5	.7	1.1	.7	1.1	.7	.7
Standard error	.08	.12	.27	.26	.15	.20	.23	.24	.21	.23	.11	.19	.17
Standard deviation	.92	.81	1.06	1.13	.54	.55	.77	.78	.95	1.18	.67	.84	.65

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 408 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	129	33	27	35	10	11	26	29	28	19	9
Effective base	47	12	11	12	5	4	11	11	11	6	4
Weighted Base	106	31	24	20	10	9	32	16	15	14	12
Very low (-2)	2 1%	1 4%	- -%	- -%	- -%	- -%	- -%	1 9%	* 1%	- -%	- -%
Quite low (-1)	6 6%	2 5%	- -%	1 4%	2 16%	- -%	* *%	4 26%	* *%	* *%	- -%
Neither low nor high (0)	24 22%	9 29%	5 23%	* 1%	2 16%	6 67%	10 32%	2 10%	1 9%	3 19%	4 38%
Quite high (1)	46 43%	6 20%	13 55%	15 76%	5 54%	2 23%	7 22%	6 38%	10 64%	9 61%	7 59%
Very high (2)	28 27%	12 39%	5 21%	4 19%	1 14%	1 11%	14 43%	3 18%	4 26%	3 19%	* 3%
Don't Know (DO NOT READ OUT)	1 1%	1 2%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%
NET: High	74 70%	19 59%	18 77%	19 95%	7 68%	3 33%	21 66%	9 56%	14 90%	12 80%	7 62%
NET: Low	7 7%	3 10%	- -%	1 4%	2 16%	- -%	* *%	5 34%	* 1%	* *%	- -%
Answered	106	31	24	20	10	9	31	16	15	14	12
Mean Score	.9	.9	1.0	1.1	.7	.4	1.1	.3	1.1	1.0	.7
Standard error	.08	.21	.13	.10	.30	.22	.18	.24	.13	.15	.19
Standard deviation	.92	1.16	.68	.60	.96	.72	.89	1.31	.67	.65	.57

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 408 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		*a	*b	c	*d	*e	a	*b	*c	a	b	a	b	
Significance Level: 95%														
Unweighted Base	129	21	22	32	28	18	96	13	11	71	58	84	33	
Effective base	47	9	10	13	10	6	38	4	4	28	19	30	11	
Weighted Base	106	24	20	17	24	13	78	7	13	60	46	69	25	
Very low	(-2)	2	-	-	1	-	*	1	-	*	-	2	*	1
		1%	-%	-%	8%	-%	1%	1%	-%	3%	-%	3%	-%	6%
Quite low	(-1)	6	*	1	1	-	2	3	1	-	3	3	2	2
		6%	-%	4%	5%	-%	18%	4%	11%	-%	5%	6%	2%	10%
Neither low nor high	(0)	24	9	4	3	8	*	14	3	7	16	8	16	7
		22%	36%	19%	15%	34%	3%	18%	40%	54%	26%	17%	23%	27%
Quite high	(1)	46	7	11	8	11	4	37	3	*	27	19	33	9
		43%	29%	53%	50%	45%	28%	48%	42%	3%	45%	42%	48%	35%
Very high	(2)	28	8	5	4	5	6	22	1	5	13	15	18	6
		27%	35%	25%	22%	21%	45%	28%	7%	41%	22%	32%	26%	22%
Don't Know (DO NOT READ OUT)		1	-	-	-	-	1	1	-	-	1	-	1	-
		1%	-%	-%	-%	-%	5%	1%	-%	-%	1%	-%	1%	-%
NET: High		74	15	16	12	16	10	60	4	6	40	34	51	14
		70%	64%	77%	71%	66%	73%	76%	49%	43%	67%	74%	74%	57%
NET: Low		7	*	1	2	-	2	4	1	*	3	4	2	4
		7%	-%	4%	13%	-%	19%	5%	11%	3%	5%	9%	3%	15%
Answered		106	24	20	17	24	13	78	7	13	59	46	69	25
Mean Score		.9	1.0	1.0	.7	.9	1.0	.5	.8	.8	.9	1.0	.6	
Standard error		.08	.19	.17	.20	.14	.29	.09	.23	.34	.10	.13	.09	.20
Standard deviation		.92	.86	.79	1.15	.74	1.21	.87	.84	1.13	.84	1.02	.78	1.12

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 408 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	*a	b	a	b	a	b	*a	b
Significance Level: 95%											
Unweighted Base	129	63	49	29	93	87	30	64	48	27	95
Effective base	47	25	14	15	31	31	10	24	16	14	31
Weighted Base	106	61	29	28	72	72	23	58	31	27	72
Very low (-2)	2 1%	- -%	2 5%	- -%	2 2%	* *%	1 6%	- -%	2 5%	- -%	2 2%
Quite low (-1)	6 6%	3 5%	1 3%	* *%	4 6%	3 5%	1 3%	1 1%	3 11%	1 3%	3 4%
Neither low nor high (0)	24 22%	14 23%	6 22%	13 47%	11 15%	17 23%	6 27%	14 24%	7 21%	11 42%	12 17%
Quite high (1)	46 43%	27 45%	12 40%	9 34%	32 44%	33 46%	9 39%	26 45%	12 40%	8 31%	33 45%
Very high (2)	28 27%	16 26%	8 29%	5 16%	24 33%	18 25%	6 25%	17 29%	7 23%	6 21%	22 31%
Don't Know (DO NOT READ OUT)	1 1%	1 1%	- -%	1 3%	- -%	1 1%	- -%	1 1%	- -%	1 3%	- -%
NET: High	74 70%	43 71%	20 69%	14 50%	55 77%	51 71%	14 64%	43 74%	19 63%	14 52%	55 76%
NET: Low	7 7%	3 5%	2 8%	* *%	5 8%	3 5%	2 10%	1 1%	5 16%	1 3%	5 7%
Answered	106	60	29	27	72	71	23	58	31	26	72
Mean Score	.9	.9	.8	.7	1.0	.9	.7	1.0	.7	.7	1.0
Standard error	.08	.11	.15	.14	.10	.09	.20	.10	.16	.17	.10
Standard deviation	.92	.84	1.06	.76	.95	.83	1.09	.77	1.11	.85	.93

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 408 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	129	89	71	39	1	94	63	35	-	113	53	39	-
Effective base	47	28	29	15	1	33	25	14	-	42	19	15	-
Weighted Base	106	67	64	35	1	77	57	33	-	96	46	31	-
Very low (-2)	2 1%	1 2%	* 1%	* 1%	- -%	2 2%	- -%	- -%	- -%	2 2%	- -%	- -%	- -%
Quite low (-1)	6 6%	3 5%	4 6%	2 7%	- -%	4 5%	2 3%	1 3%	- -%	4 4%	2 5%	1 3%	- -%
Neither low nor high (0)	24 22%	10 15%	13 20%	* 1%	1 100%	20 27%	9 15%	4 11%	- -%	24 25%	4 8%	4 12%	- -%
Quite high (1)	46 43%	32 47%	29 45%	20 58%	- -%	28 37%	29 51%	16 50%	- -%	39 41%	23 51%	15 47%	- -%
Very high (2)	28 27%	21 31%	18 28%	11 31%	- -%	22 28%	17 30%	11 34%	- -%	26 28%	16 35%	11 37%	- -%
Don't Know (DO NOT READ OUT)	1 1%	1 1%	1 1%	1 2%	- -%	1 1%	1 1%	1 2%	- -%	1 1%	1 2%	1 2%	- -%
NET: High	74 70%	53 78%	47 72%	31 89%	- -%	50 65%	47 81%	27 84%	- -%	66 69%	39 85%	26 83%	- -%
NET: Low	7 7%	4 6%	4 7%	3 8%	- -%	6 7%	2 3%	1 3%	- -%	6 6%	2 5%	1 3%	- -%
Answered	106	67	64	34	1	76	57	32	-	95	45	30	-
Mean Score	.9	1.0	.9	1.1	-	.9	1.1	1.2	-	.9	1.2	1.2	-
Standard error	.08	.10	.11	.14	-	.10	.10	.13	-	.09	.11	.12	-
Standard deviation	.92	.90	.89	.85	-	.97	.75	.75	-	.92	.80	.76	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 408 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	b	c	*d	*e
Significance Level: 95%												
Unweighted Base	129	88	84	60	78	57	10	38	40	48	27	13
Effective base	47	32	32	24	27	23	4	17	16	18	11	7
Weighted Base	106	76	76	63	65	54	9	50	48	50	25	11
Very low (-2)	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Quite low (-1)	6 6%	2 2%	4 5%	1 1%	4 6%	3 6%	- -%	1 2%	1 2%	- -%	- -%	- -%
Neither low nor high (0)	24 22%	20 27%	20 27%	16 26%	20 31%	16 29%	1 15%	11 23%	15 31%	11 23%	2 9%	2 19%
Quite high (1)	46 43%	34 44%	32 42%	28 45%	21 32%	23 43%	5 57%	22 45%	20 42%	22 43%	12 49%	5 48%
Very high (2)	28 27%	20 26%	19 25%	17 27%	19 30%	11 21%	2 28%	14 29%	12 25%	17 33%	11 42%	4 33%
Don't Know (DO NOT READ OUT)	1 1%	1 1%	1 1%	1 1%	1 1%	1 1%	- -%	1 1%	- -%	1 1%	- -%	- -%
NET: High	74 70%	53 70%	51 67%	45 72%	40 62%	34 64%	8 85%	37 74%	32 68%	38 76%	23 91%	9 81%
NET: Low	7 7%	2 2%	4 5%	1 1%	4 6%	3 6%	- -%	1 2%	1 2%	- -%	- -%	- -%
Answered	106	75	75	62	64	53	9	49	48	50	25	11
Mean Score	.9	1.0	.9	1.0	.9	.8	1.1	1.0	.9	1.1	1.3	1.1
Standard error	.08	.09	.09	.10	.11	.11	.21	.13	.13	.11	.12	.21
Standard deviation	.92	.79	.85	.77	.93	.85	.68	.78	.79	.75	.64	.74

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 408 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	a	b	c	d	e	a	b	*c	*d	a	*b
Significance Level: 95%																
Unweighted Base	129	23	13	15	8	101	84	113	92	86	101	89	29	-	83	7
Effective base	47	9	7	6	3	38	33	41	33	31	37	33	13	-	28	4
Weighted Base	106	20	7	5	11	88	73	94	74	72	88	72	25	-	62	7
Very low (-2)	2	*	-	-	-	*	-	*	-	1	*	-	-	-	*	-
	1%	1%	-%	-%	-%	*%	-%	*%	-%	2%	*%	-%	-%	-%	*%	-%
Quite low (-1)	6	1	*	2	1	3	1	3	3	6	3	2	2	-	3	3
	6%	4%	1%	46%	7%	3%	1%	3%	4%	8%	4%	2%	7%	-%	5%	39%
Neither low nor high (0)	24	8	3	*	-	22	22	22	22	14	23	14	5	-	10	3
	22%	39%	48%	3%	-%	25%	31%	24%	29%	19%	26%	19%	20%	-%	16%	43%
Quite high (1)	46	8	1	1	5	38	31	41	24	30	36	33	13	-	28	1
	43%	39%	21%	13%	43%	44%	42%	44%	32%	42%	41%	46%	51%	-%	45%	17%
Very high (2)	28	3	2	2	6	24	18	27	25	21	24	23	5	-	20	-
	27%	17%	31%	37%	50%	27%	25%	29%	34%	29%	28%	32%	21%	-%	33%	-%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	1	1	1	1	1	1	1	-	-	1	-
	1%	-%	-%	-%	-%	1%	1%	1%	1%	1%	1%	1%	-%	-%	1%	-%
NET: High	74	11	3	3	10	62	49	68	49	50	61	56	18	-	48	1
	70%	57%	52%	51%	93%	71%	67%	73%	67%	70%	69%	78%	72%	-%	78%	17%
NET: Low	7	1	*	2	1	3	1	3	3	7	4	2	2	-	3	3
	7%	5%	1%	46%	7%	3%	1%	3%	4%	10%	4%	2%	7%	-%	5%	39%
Answered	106	20	7	5	11	87	72	93	74	71	87	71	25	-	61	7
Mean Score	.9	.7	.8	.4	1.4	1.0	.9	1.0	1.0	.9	.9	1.1	.9	-	1.1	-.2
Standard error	.08	.18	.27	.40	.30	.08	.09	.08	.09	.11	.08	.08	.16	-	.09	.29
Standard deviation	.92	.85	.96	1.54	.84	.82	.78	.81	.89	.97	.85	.78	.85	-	.85	.78

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 408 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	*c	a	b	c
Unweighted Base	129	65	36	105	4	74	55	41	64	22	49	37	39
Effective base	47	23	14	35	3	27	20	17	21	10	17	15	14
Weighted Base	106	47	37	73	3	56	51	30	50	27	35	33	37
Very low (-2)	2 1%	* *%	- -%	- -%	1 41%	1 2%	* *%	- -%	1 3%	* 1%	* 1%	1 3%	- -%
Quite low (-1)	6 6%	6 12%	* *%	4 6%	2 59%	6 11%	- -%	4 14%	* *%	2 6%	* *%	5 15%	1 2%
Neither low nor high (0)	24 22%	15 32%	7 19%	8 11%	- -%	17 30%	7 14%	1 5%	10 20%	12 46%	8 22%	4 12%	12 32%
Quite high (1)	46 43%	20 42%	13 37%	33 45%	- -%	16 29%	30 59%	10 34%	29 59%	7 25%	12 36%	16 48%	18 48%
Very high (2)	28 27%	6 13%	15 42%	28 39%	- -%	15 27%	13 26%	13 44%	9 17%	6 23%	14 41%	7 21%	7 18%
Don't Know (DO NOT READ OUT)	1 1%	- -%	1 2%	* *%	- -%	- -%	1 1%	1 2%	* *%	- -%	- -%	- -%	* *%
NET: High	74 70%	26 55%	29 79%	61 84%	- -%	31 57%	43 85%	23 78%	38 77%	13 48%	27 76%	23 69%	24 66%
NET: Low	7 7%	6 13%	* *%	4 6%	3 100%	7 13%	* *%	4 14%	1 3%	2 6%	1 1%	6 18%	1 2%
Answered Mean Score	106 .9	47 .5	36 1.2	73 1.2	3 -1.4	56 .7	50 1.1	29 1.1	50 .9	27 .6	35 1.1	33 .7	37 .8
Standard error	.08	.11	.13	.08	.31	.12	.09	.17	.10	.20	.12	.18	.12
Standard deviation	.92	.88	.77	.84	.62	1.07	.65	1.06	.79	.93	.87	1.08	.75

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 408 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		129	73	56
Effective base		47	27	19
Weighted Base		106	61	46
Very low (-2)		2	2	-
		1%	2%	-%
Quite low (-1)		6	5	1
		6%	8%	2%
Neither low nor high (0)		24	16	8
		22%	26%	17%
Quite high (1)		46	23	23
		43%	38%	51%
Very high (2)		28	15	13
		27%	25%	28%
Don't Know (DO NOT READ OUT)		1	*	1
		1%	*%	2%
NET: High		74	38	36
		70%	63%	80%
NET: Low		7	7	1
		7%	11%	2%
Answered		106	61	45
Mean Score		.9	.7	1.1
Standard error		.08	.12	.10
Standard deviation		.92	1.01	.73

Columns Tested: a,b

Table 408 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

		Month												
		Total base	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base		129	5	8	16	11	7	7	9	14	9	8	7	28
Effective base		47	3	4	8	5	5	3	4	5	5	5	5	10
Weighted Base		106	*	6	20	4	11	7	2	19	10	1	10	17
Very low	(-2)	2 1%	- -%	1 17%	- -%	- -%	- -%	* 7%	- -%	* 1%	- -%	- -%	- -%	- -%
Quite low	(-1)	6 6%	- -%	1 15%	- -%	- -%	1 7%	- -%	- -%	* *%	1 7%	* 5%	* *%	3 21%
Neither low nor high	(0)	24 22%	* 9%	2 40%	7 36%	2 42%	2 18%	2 31%	* 26%	- -%	5 51%	- -%	1 13%	2 10%
Quite high	(1)	46 43%	* 58%	* 4%	8 39%	1 28%	6 60%	3 43%	* 1%	9 46%	4 35%	* 32%	7 72%	7 45%
Very high	(2)	28 27%	* 32%	1 24%	5 25%	1 30%	2 15%	1 19%	1 36%	10 53%	1 7%	1 63%	2 16%	4 24%
Don't Know (DO NOT READ OUT)		1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 37%	* *%	- -%	- -%	- -%	- -%
NET: High		74 70%	* 91%	2 29%	13 64%	2 58%	8 75%	4 62%	1 37%	19 99%	4 42%	1 95%	9 87%	11 69%
NET: Low		7 7%	- -%	2 31%	- -%	- -%	1 7%	* 7%	- -%	* 1%	1 7%	* 5%	* *%	3 21%
Answered		106	*	6	20	4	11	7	1	19	10	1	10	17
Mean Score		.9	1.2	*	.9	.9	.8	.7	1.2	1.5	.4	1.5	1.0	.7
Standard error		.08	-	.53	.20	.29	.31	.41	.91	.17	.26	-	.21	.20
Standard deviation		.92	-	1.49	.79	.97	.81	1.08	2.58	.60	.77	-	.56	1.08

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 408 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		*a	*b	c	d	a	b
Unweighted Base	129	29	25	32	43	54	75
Effective base	47	12	11	10	16	23	24
Weighted Base	106	26	21	31	28	48	59
Very low	(-2)	2	1	*	*	1	*
		1%	4%	2%	*%	-%	3%
Quite low	(-1)	6	1	1	1	3	2
		6%	3%	4%	2%	13%	3%
Neither low nor high	(0)	24	10	6	6	3	15
		22%	36%	27%	18%	11%	32%
Quite high	(1)	46	8	10	12	15	19
		43%	32%	49%	40%	55%	40%
Very high	(2)	28	7	4	11	6	11
		27%	25%	19%	37%	22%	22%
Don't Know (DO NOT READ OUT)		1	-	-	1	-	1
		1%	-%	-%	2%	-%	1%
NET: High		74	15	14	24	21	30
		70%	57%	68%	77%	77%	62%
NET: Low		7	2	1	1	3	3
		7%	7%	6%	3%	13%	6%
Answered		106	26	21	30	28	48
Mean Score		.9	.7	.8	1.1	.9	.7
Standard error		.08	.19	.18	.15	.14	.13
Standard deviation		.92	1.01	.88	.85	.92	.88

Columns Tested:: a,b,c,d - a,b

Table 410

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	*c	d	e
Unweighted Base	262	12	250	169	42	15	36	93
Effective base	98	4	94	89	19	7	19	27
Weighted Base	257	9	248	243	11	2	1	13
Very low	(-2)	4	4	3	*	-	-	*
		1%	1%	1%	4%	-%	-%	3%
Quite low	(-1)	8	8	7	*	*	-	*
		3%	3%	3%	4%	4%	-%	4%
Neither low nor high	(0)	69	68	66	3	-	*	3
		27%	27%	27%	25%	-%	9%	21%
Quite high	(1)	105	99	98	5	1	*	6
		41%	40%	40%	48%	41%	47%	47%
Very high	(2)	68	66	65	2	1	*	3
		27%	27%	27%	18%	55%	44%	24%
Don't Know (DO NOT READ OUT)		3	3	3	*	-	-	*
		1%	1%	1%	1%	-%	-%	*%
NET: High		173	165	163	7	1	1	10
		67%	67%	67%	66%	96%	91%	71%
							a	
NET: Low		11	11	11	1	*	-	1
		4%	5%	4%	8%	4%	-%	7%
Answered	254	9	244	240	11	2	1	13
Mean Score	.9	1.1	.9	.9	.7	1.5	1.4	.9
Standard error	.06	.20	.06	.07	.15	.30	-	.10
Standard deviation	.89	.66	.89	.88	.99	1.16	-	.98

Columns Tested: a,b - a,b,c,d,e

Table 410 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	*c	*d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		262	67	73	29	23	34	36	169	42	51
Effective base		98	40	38	14	12	12	19	89	19	14
Weighted Base		257	115	109	19	7	6	1	243	11	2
Very low	(-2)	4	-	3	-	*	-	-	3	*	-
		1%	-%	3%	-%	6%	-%	-%	1%	4%	-%
Quite low	(-1)	8	-	6	1	*	*	-	7	*	*
		3%	-%	6%	4%	6%	2%	-%	3%	4%	3%
Neither low nor high	(0)	69	32	29	6	3	*	*	66	3	*
		27%	27%	26%	33%	38%	1%	9%	27%	25%	3%
			ei	i					ei		
Quite high	(1)	105	52	39	7	2	4	*	98	5	1
		41%	45%	35%	40%	34%	65%	47%	40%	48%	43%
Very high	(2)	68	30	31	4	1	2	*	65	2	1
		27%	26%	28%	22%	16%	32%	44%	27%	18%	52%
Don't Know (DO NOT READ OUT)		3	2	2	-	-	*	-	3	*	-
		1%	1%	1%	-%	-%	1%	-%	1%	1%	-%
NET: High		173	82	69	12	4	5	1	163	7	2
		67%	71%	64%	62%	49%	96%	91%	67%	66%	95%
							bgh	bg			bgh
NET: Low		11	-	10	1	1	*	-	11	1	*
		4%	-%	9%	4%	12%	2%	-%	4%	8%	3%
Answered		254	114	108	19	7	6	1	240	11	2
Mean Score		.9	1.0	.8	.8	.5	1.3	1.4	.9	.7	1.4
											bgh
Standard error		.06	.09	.12	.16	.23	.11	-	.07	.15	.13
Standard deviation		.89	.74	1.02	.85	1.11	.63	-	.88	.99	.90

Columns Tested: a,b,c,d,e,f,g,h,i

Table 410 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	*c	*d	e
Unweighted Base	262	106	63	42	15	36	112	53	16	16	41
Effective base	98	67	30	19	7	19	58	20	6	6	10
Weighted Base	257	201	42	11	2	1	166	44	11	4	6
Very low	(-2)	4	3	-	*	-	3	-	*	-	*
	1%	2%	-%	4%	-%	-%	2%	-%	3%	-%	1%
Quite low	(-1)	8	6	1	*	-	7	*	-	*	*
	3%	3%	2%	4%	4%	-%	4%	1%	-%	10%	1%
Neither low nor high	(0)	69	57	9	3	-	40	16	3	-	2
	27%	28%	21%	25%	-%	9%	24%	36%	25%	-%	28%
Quite high	(1)	105	77	21	5	1	63	21	3	1	3
	41%	38%	50%	48%	41%	47%	38%	49%	28%	23%	50%
Very high	(2)	68	54	11	2	1	52	6	5	2	1
	27%	27%	27%	18%	55%	44%	31%	14%	44%	67%	20%
Don't Know (DO NOT READ OUT)		3	3	*	*	-	2	*	*	-	-
	1%	2%	*%	1%	-%	-%	1%	*%	1%	-%	-%
NET: High	173	131	32	7	1	1	114	27	8	3	4
	67%	65%	77%	66%	96%	91%	69%	63%	72%	90%	70%
NET: Low	11	10	1	1	*	-	10	*	*	*	*
	4%	5%	2%	8%	4%	-%	6%	1%	3%	10%	2%
Answered	254	198	42	11	2	1	164	44	11	4	6
Mean Score	.9	.9	1.0	.7	1.5	1.4	.9	.8	1.1	1.5	.9
Standard error	.06	.09	.10	.15	.30	-	.09	.10	.27	.27	.13
Standard deviation	.89	.91	.76	.99	1.16	-	.95	.70	1.04	1.08	.85

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 410 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		262	17	14	26	11	23	29	14	17	22
Effective base		98	9	8	15	4	13	14	7	10	10
Weighted Base		257	26	14	49	10	33	37	22	28	22
Very low	(-2)	4	-	3	-	-	*	-	-	*	-
		1%	-%	23%	-%	-%	*%	-%	-%	1%	-%
Quite low	(-1)	8	4	*	-	-	1	-	-	*	2
		3%	14%	2%	-%	-%	2%	-%	-%	2%	11%
Neither low nor high	(0)	69	5	1	15	7	7	14	9	5	4
		27%	17%	10%	31%	69%	22%	38%	39%	18%	17%
Quite high	(1)	105	7	8	22	2	10	13	10	13	13
		41%	26%	56%	45%	20%	31%	36%	47%	45%	59%
Very high	(2)	68	11	1	12	1	15	9	3	8	3
		27%	43%	9%	24%	12%	45%	26%	14%	28%	13%
Don't Know (DO NOT READ OUT)		3	-	-	-	-	-	-	-	2	-
		1%	-%	-%	-%	-%	-%	-%	-%	6%	-%
NET: High		173	18	9	34	3	25	23	13	21	16
		67%	69%	65%	69%	31%	75%	62%	61%	73%	72%
NET: Low		11	4	4	-	-	1	-	-	1	2
		4%	14%	25%	-%	-%	3%	-%	-%	3%	11%
Answered		254	26	14	49	10	33	37	22	27	22
Mean Score		.9	1.0	.3	.9	.4	1.2	.9	.7	1.0	.7
Standard error		.06	.27	.37	.15	.22	.18	.15	.19	.21	.18
Standard deviation		.89	1.09	1.38	.75	.73	.88	.80	.70	.84	.83

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 410 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		a	b	c	d	e	f	g	h	
Significance Level: 95%										
Unweighted Base		262	56	48	69	173	89	26	32	31
Effective base		98	27	26	36	88	26	9	11	7
Weighted Base		257	65	69	108	242	15	7	5	3
Very low	(-2)	4	*	4	-	4	-	-	-	-
		1%	*%	5%	-%	2%	-%	-%	-%	-%
Quite low	(-1)	8	3	4	-	8	*	-	*	*
		3%	5%	6%	-%	3%	1%	-%	1%	4%
Neither low nor high	(0)	69	18	11	38	67	2	1	1	*
		27%	28%	16%	35%	28%	15%	11%	29%	1%
Quite high	(1)	105	25	28	46	98	6	2	2	2
		41%	38%	40%	42%	41%	43%	34%	42%	63%
Very high	(2)	68	19	21	24	64	5	2	1	1
		27%	29%	30%	23%	26%	30%	32%	27%	32%
Don't Know (DO NOT READ OUT)		3	-	2	-	2	2	2	*	*
		1%	-%	2%	-%	1%	11%	23%	1%	*%
NET: High		173	44	48	70	162	11	4	4	3
		67%	67%	70%	65%	67%	73%	66%	69%	95%
NET: Low		11	3	8	-	11	*	-	*	*
		4%	5%	12%	-%	5%	1%	-%	1%	4%
Answered		254		c						
Mean Score		.9	.65	.67	.108	.240	.13	.05	.05	.03
Standard error		.06	.12	.16	.09	.07	.08	.16	.15	.14
Standard deviation		.89	.88	1.10	.75	.89	.76	.78	.86	.79

Columns Tested:: a,b,c,d,e,f,g,h

Table 410 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	*h	i
Unweighted Base	262	8	30	2	32	36	89	8	4	85
Effective base	98	5	10	1	11	19	39	3	2	29
Weighted Base	257	4	21	4	25	60	67	9	2	89
Very low	(-2)	4	*	-	*	-	*	3	-	-
	1%	-%	2%	-%	2%	-%	*%	36%	-%	-%
Quite low	(-1)	8	1	-	1	4	*	2	-	*
	3%	-%	6%	-%	5%	6%	1%	27%	-%	*%
Neither low nor high	(0)	69	5	4	9	18	18	-	2	22
	27%	26%	25%	100%	37%	29%	26%	-%	90%	24%
Quite high	(1)	105	10	-	10	19	30	3	*	41
	41%	54%	46%	-%	39%	31%	44%	36%	10%	46%
Very high	(2)	68	3	-	3	21	19	*	*	25
	27%	21%	13%	-%	11%	34%	28%	1%	*%	28%
Don't Know (DO NOT READ OUT)	3	-	2	-	2	-	*	-	-	2
	1%	-%	7%	-%	6%	-%	*%	-%	-%	2%
NET: High	173	3	12	-	12	39	49	3	*	66
	67%	74%	59%	-%	50%	65%	73%	37%	10%	74%
NET: Low	11	-	2	-	2	4	*	6	-	*
	4%	-%	8%	-%	7%	6%	1%	63%	-%	*%
Answered	254	4	19	4	23	60	67	9	2	87
Mean Score	.9	1.0	.7	-	.6	.9	1.0	-.6	.1	1.0
Standard error	.06	.27	.17	-	.15	.16	.08	.49	.21	.08
Standard deviation	.89	.77	.89	-	.85	.94	.77	1.39	.42	.74

Columns Tested: a,b,c,d,e,f,g,h,i

Table 410 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	262	76	89	97	225	37	-	221	41	258	4
Effective base	98	31	39	33	82	17	-	90	8	97	1
Weighted Base	257	90	67	100	201	55	-	239	18	252	5
Very low (-2)	4 1%	* *%	* *%	3 3%	* *%	3 6%	- -%	4 2%	* *%	4 1%	- -%
Quite low (-1)	8 3%	5 5%	* 1%	2 2%	2 1%	6 11%	- -%	7 3%	1 3%	8 3%	- -%
Neither low nor high (0)	69 27%	28 31%	18 26%	24 24%	55 27%	14 25%	- -%	63 26%	6 35%	69 27%	- -%
Quite high (1)	105 41%	31 34%	30 44%	44 44%	81 40%	23 42%	- -%	100 42%	5 27%	99 40%	5 99%
Very high (2)	68 27%	24 27%	19 28%	25 25%	61 30%	7 13%	- -%	62 26%	6 34%	68 27%	* 1%
Don't Know (DO NOT READ OUT)	3 1%	2 2%	* *%	2 2%	2 1%	2 3%	- -%	3 1%	- -%	3 1%	- -%
NET: High	173 67%	55 61%	49 73%	69 69%	142 71%	31 55%	- -%	162 68%	11 62%	168 67%	5 100%
NET: Low	11 4%	5 6%	* 1%	6 6%	2 1%	9 17%	- -%	11 5%	1 3%	11 5%	- -%
Answered	254	88	67	98	200	54	-	235	18	248	5
Mean Score	.9	.8	1.0	.9	1.0 b	.5	-	.9	.9	.9	1.0
Standard error	.06	.11	.08	.10	.05	.18	-	.06	.15	.06	.04
Standard deviation	.89	.91	.77	.94	.80	1.06	-	.88	.95	.90	.08

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 410 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		262	106	57	99
Effective base		98	46	19	34
Weighted Base		257	132	37	87
Very low	(-2)	4 1%	3 2%	* 1%	- -%
Quite low	(-1)	8 3%	6 5%	1 4%	* *%
Neither low nor high	(0)	69 27%	39 29%	10 27%	20 23%
Quite high	(1)	105 41%	57 43%	13 36%	35 40%
Very high	(2)	68 27%	25 19%	10 28%	33 37%
Don't Know (DO NOT READ OUT)		3 1%	2 1%	2 4%	* *%
NET: High		173 67%	82 62%	24 64%	67 77%
NET: Low		11 4%	10 7%	2 5%	* *%
Answered		254	130	36	87
Mean Score		.9	.7	.9	1.1
Standard error		.06	.09	.12	.08
Standard deviation		.89	.92	.92	.77

Columns Tested: a,b,c

Table 410 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	j	*k
Significance Level: 95%												
Unweighted Base	262	149	73	18	7	6	5	3	1	222	40	22
Effective base	98	69	22	8	3	2	2	1	1	91	7	4
Weighted Base	257	179	61	5	1	6	1	1	5	239	17	12
Very low	(-2)	4	3	-	*	*	-	-	-	3	*	*
		1%	2%	-%	7%	12%	-%	-%	-%	1%	3%	1%
Quite low	(-1)	8	7	*	-	*	-	*	-	8	*	*
		3%	4%	1%	-%	6%	-%	12%	-%	3%	1%	1%
Neither low nor high	(0)	69	54	14	*	-	*	-	-	68	1	*
		27%	30%	23%	10%	-%	8%	-%	-%	28%	5%	4%
Quite high	(1)	105	67	31	2	*	4	*	*	98	6	4
		41%	38%	51%	42%	13%	72%	5%	7%	41%	37%	35%
Very high	(2)	68	43	16	2	*	1	*	1	59	9	7
		27%	24%	26%	41%	69%	20%	83%	93%	25%	54%	60%
Don't Know (DO NOT READ OUT)		3	3	*	-	-	-	-	-	3	-	-
		1%	2%	*%	-%	-%	-%	-%	-%	1%	-%	-%
NET: High		173	111	46	4	1	5	*	1	157	16	12
		67%	62%	76%	83%	82%	92%	88%	100%	66%	91%	95%
NET: Low		11	11	*	*	*	-	*	-	11	1	*
		4%	6%	1%	7%	18%	-%	12%	-%	5%	3%	2%
Answered		254	175	61	5	1	6	1	1	236	17	12
Mean Score		.9	.8	1.0	1.1	1.2	1.1	1.6	1.9	.9	1.4	1.5
Standard error		.06	.08	.08	.28	-	.23	-	-	.06	.14	.15
Standard deviation		.89	.92	.72	1.20	-	.57	-	-	.88	.86	.71

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 410 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	262	55	94	113	242	235	250	248	182	128	22	150	16	20	17	16	9
Effective base	98	30	40	29	88	85	93	93	67	36	14	62	7	4	4	4	1
Weighted Base	257	81	98	78	234	227	245	243	186	99	30	171	6	13	11	9	6
Very low (-2)	4 1%	3 4%	- -%	* 1%	4 2%	4 2%	4 1%	4 2%	4 2%	* *%	- -%	3 2%	- -%	* 3%	- -%	- -%	* 2%
Quite low (-1)	8 3%	3 4%	4 4%	* 1%	5 2%	5 2%	5 2%	8 3%	5 3%	5 5%	* *%	5 3%	- -%	- -%	* 3%	* 5%	- -%
Neither low nor high (0)	69 27%	30 37%	24 25%	15 19%	67 29%	65 29%	69 28%	65 27%	54 29%	26 26%	5 16%	57 34%	1 26%	* *%	1 5%	5 49%	* *%
Quite high (1)	105 41%	31 38%	37 38%	37 48%	93 40%	90 40%	99 41%	97 40%	71 38%	36 36%	16 55%	62 36%	4 68%	4 30%	5 49%	3 30%	5 92%
Very high (2)	68 27%	12 15%	31 32%	25 32%	61 26%	61 27%	65 26%	67 27%	52 28%	31 32%	7 23%	42 25%	* 6%	9 67%	5 43%	1 16%	* 7%
Don't Know (DO NOT READ OUT)	3 1%	2 2%	2 2%	* *%	3 1%	2 1%	3 1%	3 1%	- -%	- -%	2 5%	2 1%	- -%	- -%	- -%	- -%	- -%
NET: High	173 67%	43 53%	68 70%	62 80% a	154 66%	151 67%	164 67%	163 67%	123 66%	67 68%	23 79%	104 61%	4 74%	12 97%	10 92%	4 46%	5 98%
NET: Low	11 4%	6 8%	4 4%	1 1%	9 4%	9 4%	9 4%	11 5%	9 5%	6 6%	* *%	8 5%	- -%	* 3%	* 3%	* 5%	* 2%
Answered	254	79	96	78	231	225	242	240	186	99	28	169	6	13	11	9	6
Mean Score	.9	.6	1.0	1.1 a	.9	.9	.9	.9	.9	.9	1.1	.8	.8	1.6	1.3	.6	1.0
Standard error	.06	.13	.09	.07 a	.06	.06	.06	.06	.07	.08	.14	.07	.15	.18	.18	.22	.17
Standard deviation	.89	.94	.87	.77	.88	.89	.88	.90	.92	.92	.66	.91	.59	.81	.74	.86	.50

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 410 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	b	*c	*d	*e	*f	*g
Unweighted Base	262	167	23	16	16	7	7	6	146	40	19	5	12	8	5
Effective base	98	72	7	3	3	3	1	4	63	10	8	4	2	3	1
Weighted Base	257	191	19	6	7	5	5	*	172	29	9	1	7	4	5
Very low	(-2)	4	4	-	-	-	-	*	3	-	-	*	-	-	*
		1%	2%	-%	-%	-%	-%	45%	2%	-%	-%	33%	-%	-%	2%
Quite low	(-1)	8	5	-	*	*	-	-	4	1	-	-	*	-	-
		3%	2%	-%	6%	7%	-%	-%	2%	4%	-%	-%	7%	-%	-%
Neither low nor high	(0)	69	51	11	*	-	4	*	52	12	*	-	1	*	-
		27%	27%	61%	7%	1%	84%	3%	30%	42%	4%	-%	8%	3%	-%
Quite high	(1)	105	83	7	2	1	-	1	68	2	7	*	4	3	4
		41%	43%	36%	25%	17%	-%	11%	39%	7%	84%	30%	66%	87%	91%
Very high	(2)	68	46	1	4	6	4	*	44	14	1	*	1	*	*
		27%	24%	3%	68%	76%	93%	5%	26%	47%	13%	37%	19%	10%	8%
Don't Know (DO NOT READ OUT)		3	3	-	-	-	-	-	2	-	-	-	-	-	-
		1%	2%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%
NET: High		173	129	7	6	7	4	1	112	16	9	1	6	4	5
		67%	67%	39%	93%	92%	93%	16%	65%	54%	96%	67%	85%	97%	98%
NET: Low		11	8	-	*	*	-	*	7	1	-	*	*	-	*
		4%	4%	-%	6%	7%	-%	45%	4%	4%	-%	33%	7%	-%	2%
Answered		254	188	19	6	7	5	5	170	29	9	1	7	4	5
Mean Score		.9	.9	.4	1.6	1.6	1.8	.2	.9	1.0	1.1	.4	1.0	1.1	1.0
Standard error		.06	.07	.12	.17	.21	.33	.22	.07	.17	.10	2.27	.23	.15	.24
Standard deviation		.89	.88	.56	.66	.86	.87	.58	.90	1.04	.42	5.07	.81	.42	.53

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 410 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	*d	*e	*f	*g	a	b	c	d	*e
Significance Level: 95%													
Unweighted Base	262	141	32	32	11	14	12	6	61	53	72	41	21
Effective base	98	63	8	10	4	3	4	2	33	17	27	9	7
Weighted Base	257	163	21	27	7	8	12	5	88	47	66	20	24
Very low (-2)	4 1%	3 2%	- -%	- -%	- -%	* 5%	- -%	* 2%	- -%	* 1%	3 5%	- -%	- -%
Quite low (-1)	8 3%	6 4%	- -%	1 3%	- -%	- -%	* 4%	- -%	* *%	4 9%	1 1%	* *%	* 1%
Neither low nor high (0)	69 27%	46 28%	8 36%	6 22%	1 8%	4 56%	1 5%	- -%	25 28%	10 21%	24 37%	1 3%	9 38%
Quite high (1)	105 41%	64 39%	7 32%	11 39%	5 74%	1 7%	9 75%	- -%	34 38%	26 55%	24 36%	7 34%	8 35%
Very high (2)	68 27%	42 26%	7 32%	8 29%	1 18%	2 32%	2 17%	5 98%	26 30%	6 13%	14 21%	12 63%	6 26%
Don't Know (DO NOT READ OUT)	3 1%	2 1%	- -%	2 6%	- -%	- -%	- -%	- -%	3 4%	- -%	- -%	- -%	- -%
NET: High	173 67%	106 65%	13 64%	18 69%	6 92%	3 39%	11 91%	5 98%	60 68%	32 68%	37 57%	19 97%	14 60%
NET: Low	11 4%	10 6%	- -%	1 3%	- -%	* 5%	* 4%	* 2%	* *%	5 10%	4 6%	* *%	* 1%
Answered	254	162	21	25	7	8	12	5	85	47	66	20	24
Mean Score	.9	.8	1.0	1.0	1.1	.6	1.0	1.9	1.0	.7	.7	1.6	.8
Standard error	.06	.08	.15	.15	.16	.31	.18	.24	.10	.12	.12	.09	.18
Standard deviation	.89	.93	.85	.85	.54	1.16	.63	.60	.78	.85	.99	.57	.84

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 410 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e
Unweighted Base	262	75	54	62	33	16	78	54	53	35	13
Effective base	98	37	17	22	7	4	35	19	17	9	5
Weighted Base	257	101	45	56	17	13	94	51	43	19	18
Very low (-2)	4 1%	4 4%	- -%	* *%	- -%	- -%	- -%	* 1%	3 8%	- -%	- -%
Quite low (-1)	8 3%	1 1%	4 8%	1 1%	* *%	* 3%	* *%	5 9%	1 1%	- -%	- -%
Neither low nor high (0)	69 27%	24 24%	11 25%	23 41%	* *%	9 68%	27 29%	16 32%	17 39%	1 3%	4 25%
Quite high (1)	105 41%	40 39%	23 52%	22 39%	4 26%	2 17%	40 43%	18 35%	16 36%	7 34%	8 46%
Very high (2)	68 27%	30 29%	6 14%	11 20%	12 73%	2 12%	25 27%	12 24%	7 16%	12 63%	5 29%
Don't Know (DO NOT READ OUT)	3 1%	3 3%	- -%	- -%	- -%	- -%	2 2%	- -%	- -%	- -%	- -%
NET: High	173 67%	69 68%	30 67%	33 58%	17 100%	4 29%	65 69%	30 58%	23 52%	19 97%	13 75%
NET: Low	11 4%	4 4%	4 8%	1 1%	* *%	* 3%	* *%	5 10%	4 9%	- -%	- -%
Answered	254	98	45	56	17	13	92	51	43	19	18
Mean Score	.9	.9	.7	.8	1.7 abc	.4	1.0	.7	.5	1.6 abc	1.0
Standard error	.06	.11	.11	.10	.08	.19	.09	.13	.14	.09	.21
Standard deviation	.89	.96	.81	.78	.48	.75	.76	.96	1.04	.56	.76

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 410 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
Total base		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	262	75	48	64	40	20	166	19	61	188	74	208	34
Effective base	98	37	16	23	13	5	62	7	25	71	27	77	11
Weighted Base	257	98	38	58	33	16	159	14	70	191	65	208	26
Very low	(-2) 4	-	-	4	-	-	*	*	3	3	*	*	3
	1%	-%	-%	6%	-%	-%	*%	3%	5%	2%	1%	*%	12%
													a
Quite low	(-1) 8	2	4	2	-	*	5	1	2	5	3	5	*
	3%	3%	9%	3%	-%	1%	3%	6%	3%	3%	4%	2%	1%
Neither low nor high	(0) 69	33	4	22	5	1	31	9	25	52	17	58	9
	27%	33%	10%	38%	15%	8%	20%	64%	36%	27%	26%	28%	35%
Quite high	(1) 105	33	21	22	13	7	67	4	26	76	29	83	10
	41%	34%	54%	38%	40%	44%	42%	25%	37%	40%	44%	40%	39%
Very high	(2) 68	27	9	9	15	7	53	*	13	53	15	58	3
	27%	28%	23%	15%	44%	48%	33%	3%	19%	28%	23%	28%	12%
Don't Know (DO NOT READ OUT)	3	2	2	-	*	-	3	-	-	2	2	3	-
	1%	2%	4%	-%	*%	-%	2%	-%	-%	1%	3%	2%	-%
NET: High	173	61	29	31	28	14	120	4	39	129	44	141	13
	67%	62%	77%	53%	85%	91%	76%	28%	56%	67%	67%	68%	51%
NET: Low	11	2	4	5	-	*	5	1	6	8	3	6	4
	4%	3%	9%	9%	-%	1%	3%	8%	8%	4%	5%	3%	14%
Answered	254	96	37	58	33	16	156	14	70	190	64	205	26
Mean Score	.9	.9	.9	.5	1.3	1.4	1.1	.2	.6	.9	.9	.9	.4
					c		c					b	
Standard error	.06	.10	.13	.12	.12	.15	.06	.17	.13	.07	.10	.06	.19
Standard deviation	.89	.85	.87	1.00	.73	.68	.81	.72	.99	.90	.86	.83	1.13

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 410 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	262	177	58	75	173	212	30	171	64	75	173
Effective base	98	68	17	35	59	78	10	65	20	36	58
Weighted Base	257	178	49	80	163	206	28	172	54	89	154
Very low	4 1%	3 2%	* 1%	* *%	3 2%	* *%	3 12%	3 2%	* 1%	- -%	4 2%
Quite low	8 3%	4 2%	1 3%	1 1%	7 4%	5 2%	* 1%	4 2%	1 2%	- -%	8 5%
Neither low nor high	69 27%	40 22%	25 52%	17 22%	48 29%	58 28%	9 33%	40 23%	25 46%	20 22%	45 29%
Quite high	105 41%	72 41%	17 36%	35 44%	61 37%	85 41%	8 27%	73 42%	17 31%	41 46%	56 36%
Very high	68 27%	57 32%	4 9%	25 31%	42 26%	54 26%	7 27%	51 29%	11 20%	27 30%	40 26%
Don't Know (DO NOT READ OUT)	3 1%	2 1%	- -%	2 2%	2 1%	3 2%	- -%	2 1%	- -%	2 2%	2 1%
NET: High	173 67%	129 73%	22 44%	60 75%	103 63%	139 67%	15 54%	123 72%	27 51%	67 76%	96 62%
NET: Low	11 4%	7 4%	2 3%	1 1%	11 6%	6 3%	4 13%	7 4%	2 3%	- -%	11 7%
Answered	254	176	49	78	162	203	28	171	54	87	152
Mean Score	.9	1.0	.5	1.1	.8	.9	.6	1.0	.7	1.1	.8
Standard error	.06	.07	.10	.09	.07	.06	.23	.07	.11	.09	.07
Standard deviation	.89	.90	.73	.78	.94	.82	1.25	.90	.85	.73	.97

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 410 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	262	174	188	75	1	169	165	59	-	217	140	80	-
Effective base	98	56	71	21	1	61	58	18	-	78	55	25	-
Weighted Base	257	158	182	59	4	169	150	51	-	209	139	59	-
Very low (-2)	4 1%	4 2%	4 2%	- -%	- -%	4 2%	* *%	- -%	- -%	4 2%	* *%	* 1%	- -%
Quite low (-1)	8 3%	2 1%	5 3%	* 1%	- -%	2 1%	4 3%	1 3%	- -%	4 2%	7 5%	1 2%	- -%
Neither low nor high (0)	69 27%	54 34%	42 23%	13 22%	4 100%	52 31%	21 14%	11 22%	- -%	52 25%	26 18%	8 13%	- -%
Quite high (1)	105 41%	68 43%	82 45%	24 41%	- -%	71 42%	77 51%	21 40%	- -%	88 42%	69 50%	31 53%	- -%
Very high (2)	68 27%	32 20%	47 26%	21 36%	- -%	40 24%	45 30%	18 35%	- -%	58 28%	38 27%	18 31%	- -%
Don't Know (DO NOT READ OUT)	3 1%	- -%	3 2%	- -%	- -%	- -%	2 1%	- -%	- -%	3 2%	- -%	- -%	- -%
NET: High	173 67%	99 63%	129 71%	45 77%	- -%	111 66%	122 81%	39 75%	- -%	146 70%	107 77%	50 84%	- -%
NET: Low	11 4%	5 3%	9 5%	* 1%	- -%	5 3%	5 3%	1 3%	- -%	8 4%	7 5%	2 3%	- -%
Answered	254	158	179	59	4	169	148	51	-	206	139	59	-
Mean Score	.9	.8	.9	1.1	-	.8	1.1	1.1	-	.9	1.0	1.1	-
Standard error	.06	.07	.07	.09	-	.07	.06	.11	-	.06	.07	.09	-
Standard deviation	.89	.86	.89	.78	-	.87	.77	.82	-	.88	.81	.77	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 410 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	
		a	b	c	a	b	*c	a	b	c	d	*e	
Significance Level: 95%													
Unweighted Base		262	210	192	144	176	154	23	104	108	117	41	25
Effective base		98	78	71	60	64	57	5	45	45	47	16	9
Weighted Base		257	212	190	157	176	150	14	125	122	128	35	20
Very low	(-2)	4	*	*	4	*	*	*	*	-	4	*	-
		1%	*%	*%	2%	*%	*%	3%	*%	-%	3%	1%	-%
Quite low	(-1)	8	4	5	7	5	5	*	6	7	4	*	-
		3%	2%	3%	4%	3%	3%	*%	5%	5%	3%	1%	-%
Neither low nor high	(0)	69	64	47	35	47	43	4	27	27	24	4	-
		27%	30%	25%	22%	27%	29%	31%	22%	22%	19%	12%	-%
Quite high	(1)	105	85	79	69	74	63	2	56	53	59	19	11
		41%	40%	42%	44%	42%	42%	11%	45%	43%	46%	53%	58%
Very high	(2)	68	56	57	41	48	35	8	35	34	35	12	8
		27%	26%	30%	26%	28%	24%	55%	28%	28%	27%	33%	42%
Don't Know (DO NOT READ OUT)		3	3	2	2	2	3	-	-	2	2	-	-
		1%	2%	1%	1%	1%	2%	-%	-%	1%	1%	-%	-%
NET: High		173	140	137	110	122	98	9	91	87	94	30	20
		67%	66%	72%	70%	69%	65%	66%	73%	71%	73%	86%	100%
NET: Low		11	5	5	10	5	6	*	6	7	8	1	-
		4%	2%	3%	6%	3%	4%	4%	5%	5%	6%	2%	-%
Answered		254	208	188	156	174	147	14	125	121	126	35	20
Mean Score		.9	.9	1.0	.9	.9	.9	1.1	1.0	1.0	.9	1.2	1.4
Standard error		.06	.06	.06	.08	.06	.07	.23	.08	.08	.09	.12	.10
Standard deviation		.89	.82	.82	.93	.82	.83	1.11	.85	.85	.93	.77	.51

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 410 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	262	34	17	26	11	225	170	237	205	179	180	222	60	-	205	17
Effective base	98	12	5	10	6	86	62	90	76	63	64	88	18	-	72	11
Weighted Base	257	33	10	27	17	231	163	243	195	157	171	230	44	-	175	32
Very low (-2)	4 1%	- -%	3 33%	- -%	* 3%	4 2%	* *%	4 2%	3 2%	4 2%	4 2%	* *%	* *%	- -%	- -%	4 12%
Quite low (-1)	8 3%	4 13%	* 1%	1 3%	- -%	7 3%	4 3%	7 3%	4 2%	5 3%	* *%	7 3%	- -%	- -%	3 2%	4 14%
Neither low nor high (0)	69 27%	8 24%	- -%	11 39%	2 13%	64 27%	36 22%	64 26%	45 23%	26 17%	36 21%	60 26%	7 17%	- -%	26 15%	8 26%
Quite high (1)	105 41%	14 41%	3 34%	10 37%	10 56%	98 42%	68 41%	101 42%	88 45%	81 52%	80 47%	95 41%	18 40%	- -%	84 48%	10 31%
Very high (2)	68 27%	7 22%	3 32%	4 14%	5 28%	58 25%	54 33%	65 27%	53 27%	40 26%	49 28%	67 29%	19 42%	- -%	59 34%	6 18%
Don't Know (DO NOT READ OUT)	3 1%	* *%	- -%	2 6%	- -%	2 1%	2 1%	2 1%	2 1%	* *%	2 1%	2 1%	- -%	- -%	3 2%	- -%
NET: High	173 67%	21 63%	6 66%	14 51%	14 84%	156 67%	122 74%	167 69%	141 72%	122 77%	128 75%	162 70%	36 83%	- -%	143 82%	16 49%
NET: Low	11 4%	4 13%	3 34%	1 3%	* 3%	10 4%	4 3%	10 4%	8 4%	9 6%	4 2%	7 3%	* *%	- -%	3 2%	8 26%
Answered	254	33	10	25	17	230	162	241	194	157	169	229	44	-	172	32
Mean Score	.9	.7	.3	.7	1.1	.9	1.1	.9	.9	1.0	1.0	1.0	1.2	-	1.2	.3
Standard error	.06	.17	.43	.16	.25	.06	.06	.06	.06	.07	.06	.06	.10	-	.05	.30
Standard deviation	.89	.96	1.79	.79	.83	.88	.82	.88	.87	.88	.84	.83	.75	-	.73	1.26

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 410 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	262	123	114	222	8	95	167	53	150	58	73	53	131
Effective base	98	50	40	78	5	39	60	18	59	22	25	25	47
Weighted Base	257	139	102	202	16	104	153	48	155	54	73	66	110
Very low (-2)	4 1%	4 3%	- -%	- -%	3 21%	4 4%	- -%	4 8%	- -%	* *%	* 1%	- -%	3 3%
Quite low (-1)	8 3%	5 4%	2 2%	3 2%	1 5%	7 7%	* *%	2 4%	2 2%	4 7%	5 6%	1 1%	2 2%
Neither low nor high (0)	69 27%	50 36%	16 15%	42 21%	4 27%	36 35%	33 21%	5 11%	47 30%	17 31%	14 19%	20 30%	31 28%
Quite high (1)	105 41%	45 32%	52 51%	93 46%	6 40%	44 42%	61 40%	27 56%	55 36%	23 42%	36 49%	27 40%	42 38%
Very high (2)	68 27%	34 25%	30 30%	61 30%	1 8%	13 13%	55 36%	10 22%	49 31%	9 16%	16 22%	17 26%	32 29%
Don't Know (DO NOT READ OUT)	3 1%	2 1%	2 2%	3 2%	- -%	- -%	3 2%	- -%	2 1%	2 3%	2 2%	2 2%	* *%
NET: High	173 67%	79 57%	82 81%	153 76%	7 48%	57 54%	116 76%	37 78%	104 67%	32 59%	52 72%	44 66%	73 67%
NET: Low	11 4%	9 6%	2 2%	3 2%	4 26%	11 11%	* *%	5 11%	2 2%	4 7%	5 7%	1 1%	6 5%
Answered	254	138	100	199	16	104	149	48	153	52	71	65	110
Mean Score	.9	.7	1.1	1.1	.1	.5	1.1	.8	1.0	.7	.9	.9	.9
Standard error	.06	.09	.07	.05	.46	.10	.06	.15	.07	.11	.10	.11	.08
Standard deviation	.89	.97	.74	.76	1.29	.93	.76	1.07	.83	.84	.86	.80	.96

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 410 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		262	110	152
Effective base		98	36	63
Weighted Base		257	108	149
Very low (-2)		4	4	*
		1%	3%	*%
Quite low (-1)		8	5	3
		3%	5%	2%
Neither low nor high (0)		69	32	37
		27%	30%	25%
Quite high (1)		105	46	59
		41%	43%	39%
Very high (2)		68	21	47
		27%	20%	32%
Don't Know (DO NOT READ OUT)		3	*	3
		1%	*%	2%
NET: High		173	67	106
		67%	62%	71%
NET: Low		11	9	3
		4%	8%	2%
Answered		254	108	145
Mean Score		.9	.7	1.0
Standard error		.06	.09	.07
Standard deviation		.89	.95	.82

Columns Tested: a,b

Table 410 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

		Month												
		Total base	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%			*a	b	*c	*d	e	*f	*g	*h	*i	*j	*k	l
Unweighted Base		262	21	38	14	19	35	11	9	29	18	14	15	39
Effective base		98	7	16	7	8	25	7	3	11	9	4	9	13
Weighted Base		257	9	23	16	4	52	13	1	42	24	2	30	41
Very low	(-2)	4 1%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 11%	* *%
Quite low	(-1)	8 3%	2 28%	* *%	- -%	- -%	1 2%	- -%	- -%	* 1%	- -%	* 2%	4 12%	* 1%
Neither low nor high	(0)	69 27%	* *%	5 21%	9 53%	1 16%	11 20%	5 34%	- -%	- -%	11 44%	* 12%	4 12%	25 62%
Quite high	(1)	105 41%	5 59%	7 29%	6 38%	3 61%	19 37%	5 37%	* 25%	30 71%	13 55%	1 59%	7 25%	9 21%
Very high	(2)	68 27%	1 13%	9 41%	1 8%	1 21%	20 38%	4 29%	1 75%	12 28%	* 1%	* 27%	12 40%	6 16%
Don't Know (DO NOT READ OUT)		3 1%	- -%	2 7%	- -%	* 1%	2 3%	- -%	- -%	* *%	- -%	- -%	- -%	- -%
NET: High		173 67%	6 72%	16 70%	7 47%	4 82%	39 75%	9 66%	1 100%	41 99%	13 56%	2 86%	19 65%	15 37%
NET: Low		11 4%	2 28%	* 2%	- -%	- -%	1 2%	- -%	- -%	* 1%	- -%	* 2%	7 23%	* 1%
Answered		254	9	21	16	4	51	13	1	42	24	2	30	41
Mean Score		.9	.6	1.2	.6	1.1	1.1	1.0	1.7	1.3	.6	1.1	.7	.5
Standard error		.06	.24	.15	.18	.16	.14	.25	-	.10	.12	.27	.36	.13
Standard deviation		.89	1.09	.92	.67	.70	.81	.83	-	.52	.53	1.03	1.40	.78

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 410 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	262	73	65	56	68	138	124
Effective base	98	28	35	20	23	63	43
Weighted Base	257	48	70	67	72	118	139
Very low (-2)	4 1%	* 1%	- -%	- -%	3 5%	* *%	3 2%
Quite low (-1)	8 3%	2 5%	1 1%	* 1%	4 6%	3 3%	4 3%
Neither low nor high (0)	69 27%	14 28%	16 23%	11 16%	29 40%	29 25%	40 29%
Quite high (1)	105 41%	18 37%	27 38%	43 64%	17 24%	45 38%	60 43%
Very high (2)	68 27%	12 25%	25 35%	13 19%	19 26%	37 31%	32 23%
Don't Know (DO NOT READ OUT)	3 1%	2 3%	2 2%	* *%	- -%	3 3%	* *%
NET: High	173 67%	30 62%	52 74%	56 83%	36 50%	81 69%	92 66%
NET: Low	11 4%	3 6%	1 1%	* 1%	7 10%	4 3%	8 6%
Answered	254	46	68	67	72	114	139
Mean Score	.9	.8	1.1	1.0	.6	1.0	.8
Standard error	.06	.11	.10	.08	.13	.07	.08
Standard deviation	.89	.91	.80	.62	1.08	.85	.91

Columns Tested:: a,b,c,d - a,b

Table 411

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri on each of the following aspects: The quality of the postal services provided by Evri in the last 12 months

Base: All those who use Evri (QV4=8)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	b	a	b	*c	*d	e
Significance Level: 95%								
Unweighted Base	195	14	181	149	30	4	12	46
Effective base	99	8	93	93	14	3	6	15
Weighted Base	236	10	227	228	8	*	*	9
Very low	(-2)	7	4	7	-	*	-	*
	3%	26%	2%	3%	-%	9%	-%	*%
Quite low	(-1)	30	30	29	1	*	*	1
	13%	1%	13%	13%	14%	36%	3%	14%
Neither low nor high	(0)	54	51	53	1	*	*	1
	23%	28%	23%	23%	15%	13%	14%	15%
Quite high	(1)	84	82	81	2	-	*	2
	35%	17%	36%	36%	28%	-%	44%	28%
Very high	(2)	62	59	58	4	*	*	4
	26%	29%	26%	26%	43%	42%	39%	43%
NET: High	146	4	141	139	6	*	*	6
	62%	46%	62%	61%	71%	42%	83%	71%
NET: Low	37	3	34	36	1	*	*	1
	16%	26%	15%	16%	14%	45%	3%	14%
Answered	236	10	227	228	8	*	*	9
Mean Score	.7	.2	.7	.7	1.0	.3	1.2	1.0
Standard error	.08	.43	.08	.09	.21	-	-	.17
Standard deviation	1.08	1.61	1.05	1.08	1.13	-	-	1.14

Columns Tested:: a,b - a,b,c,d,e

Table 411 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri on each of the following aspects: The quality of the postal services provided by Evri in the last 12 months

Base: All those who use Evri (QV4=8)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	*c	*d	*e	*f	g	h	*i
Significance Level: 95%											
Unweighted Base		195	78	57	14	18	16	12	149	30	16
Effective base		99	57	30	6	10	10	6	93	14	8
Weighted Base		236	143	73	11	7	2	*	228	8	*
Very low	(-2)	7	2	3	2	-	*	-	7	-	*
		3%	2%	4%	14%	-%	1%	-%	3%	-%	5%
Quite low	(-1)	30	17	7	5	1	*	*	29	1	*
		13%	12%	9%	48%	14%	15%	3%	13%	14%	20%
Neither low nor high	(0)	54	37	15	1	1	*	*	53	1	*
		23%	26%	20%	7%	17%	6%	14%	23%	15%	13%
Quite high	(1)	84	53	26	2	2	*	*	81	2	*
		35%	37%	36%	19%	27%	30%	44%	36%	28%	22%
Very high	(2)	62	34	23	1	3	1	*	58	4	*
		26%	23%	32%	12%	42%	48%	39%	26%	43%	40%
NET: High		146	87	49	3	5	1	*	139	6	*
		62%	60%	67%	31%	69%	78%	83%	61%	71%	62%
NET: Low		37	19	10	7	1	*	*	36	1	*
		16%	14%	13%	62%	14%	16%	3%	16%	14%	24%
Answered		236	143	73	11	7	2	*	228	8	*
Mean Score		.7	.7	.8	-.3	1.0	1.1	1.2	.7	1.0	.7
Standard error		.08	.11	.14	.35	.27	.47	-	.09	.21	-
Standard deviation		1.08	1.02	1.09	1.33	1.16	1.89	-	1.08	1.13	-

Columns Tested: a,b,c,d,e,f,g,h,i

Table 411 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri on each of the following aspects: The quality of the postal services provided by Evri in the last 12 months

Base: All those who use Evri (QV4=8)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	*d	*e	a	b	*c	*d	*e
Significance Level: 95%											
Unweighted Base	195	109	40	30	4	12	101	36	16	7	11
Effective base	99	77	20	14	3	6	65	15	9	4	3
Weighted Base	236	201	27	8	*	*	167	31	8	2	3
Very low	(-2)	7	4	2	-	*	3	1	1	-	-
		3%	2%	9%	-%	9%	2%	3%	9%	-%	-%
Quite low	(-1)	30	23	6	1	*	16	9	2	*	*
		13%	11%	23%	14%	36%	10%	29%	20%	21%	3%
Neither low nor high	(0)	54	49	4	1	*	39	3	2	1	-
		23%	24%	14%	15%	13%	24%	9%	20%	38%	-%
Quite high	(1)	84	74	7	2	-	65	8	2	*	1
		35%	37%	26%	28%	-%	39%	26%	21%	21%	40%
Very high	(2)	62	51	7	4	*	44	10	2	*	2
		26%	25%	28%	43%	42%	26%	34%	30%	21%	57%
NET: High		146	125	14	6	*	109	18	4	1	3
		62%	62%	54%	71%	42%	65%	60%	51%	41%	97%
NET: Low		37	27	9	1	*	19	10	2	*	*
		16%	14%	32%	14%	45%	11%	31%	29%	21%	3%
Answered	236	201	27	8	*	*	167	31	8	2	3
Mean Score	.7	.7	.4	1.0	.3	1.2	.8	.6	.4	.4	1.5
Standard error	.08	.10	.22	.21	-	-	.10	.22	.36	.64	.24
Standard deviation	1.08	1.03	1.37	1.13	-	-	1.00	1.31	1.43	1.69	.81

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 411 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri on each of the following aspects: The quality of the postal services provided by Evri in the last 12 months

Base: All those who use Evri (QV4=8)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		195	17	18	15	11	26	22	15	15	11
Effective base		99	12	13	9	4	14	13	11	11	8
Weighted Base		236	28	22	23	11	32	35	32	30	13
Very low	(-2)	7	-	-	-	-	1	1	2	-	3
		3%	-%	-%	-%	-%	2%	2%	7%	-%	20%
Quite low	(-1)	30	7	*	7	3	6	1	4	-	2
		13%	25%	1%	29%	28%	19%	2%	12%	-%	15%
Neither low nor high	(0)	54	9	1	6	1	10	4	12	5	3
		23%	33%	7%	28%	9%	32%	10%	38%	18%	23%
Quite high	(1)	84	10	10	6	7	4	22	10	7	2
		35%	35%	47%	25%	61%	13%	64%	31%	23%	16%
Very high	(2)	62	2	10	4	*	11	8	4	17	3
		26%	7%	45%	18%	1%	33%	22%	12%	59%	26%
NET: High		146	12	21	10	7	15	30	14	24	5
		62%	42%	92%	44%	62%	46%	86%	43%	82%	42%
NET: Low		37	7	*	7	3	7	1	6	-	5
		16%	25%	1%	29%	28%	22%	4%	19%	-%	35%
Answered		236	28	22	23	11	32	35	32	30	13
Mean Score		.7	.2	1.4	.3	.4	.6	1.0	.3	1.4	.1
Standard error		.08	.23	.16	.29	.29	.24	.16	.28	.20	.46
Standard deviation		1.08	.93	.69	1.10	.95	1.22	.77	1.07	.79	1.53

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 411 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri on each of the following aspects: The quality of the postal services provided by Evri in the last 12 months

Base: All those who use Evri (QV4=8)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	*f	*g	*h
Significance Level: 95%										
Unweighted Base		195	48	50	52	150	45	16	23	6
Effective base		99	25	35	33	92	19	8	10	3
Weighted Base		236	57	80	90	227	9	5	4	1
Very low	(-2)	7 3%	3 6%	- -%	3 3%	6 3%	* 3%	* 6%	* *%	- -%
Quite low	(-1)	30 13%	11 20%	7 9%	11 12%	30 13%	* 4%	- -%	* 2%	* 40%
Neither low nor high	(0)	54 23%	14 25%	16 20%	22 25%	53 23%	1 11%	1 22%	* *%	* 4%
Quite high	(1)	84 35%	13 23%	27 34%	38 42%	78 34%	6 59%	2 47%	3 75%	* 43%
Very high	(2)	62 26%	14 25%	30 37%	16 18%	60 26%	2 23%	1 25%	1 22%	* 14%
NET: High		146 62%	28 48%	57 71%	54 60%	138 61%	8 82%	3 72%	4 97%	* 56%
NET: Low		37 16%	15 26%	7 9%	14 16%	36 16%	1 7%	* 6%	* 2%	* 40%
Answered		236	57	80	90	227	9	5	4	1
Mean Score		.7	.4	1.0	.6	.7	.9	.8	1.2	.3
Standard error		.08	.18	.14	.14	.09	.14	.28	.13	-
Standard deviation		1.08	1.24	.98	1.02	1.09	.92	1.11	.65	-

Columns Tested:: a,b,c,d,e,f,g,h

Table 411 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri on each of the following aspects: The quality of the postal services provided by Evri in the last 12 months

Base: All those who use Evri (QV4=8)

		Industry								
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		*a	*b	*c	*d	*e	f	*g	*h	i
Significance Level: 95%										
Unweighted Base	195	5	18	1	19	23	82	2	2	62
Effective base	99	3	7	1	8	11	45	1	1	33
Weighted Base	236	2	17	2	19	33	96	3	2	81
Very low	(-2)	7	1	-	1	-	5	*	-	1
	3%	-	5%	-	4%	-	5%	1%	-	1%
Quite low	(-1)	30	1	-	1	11	8	-	-	10
	13%	-	8%	-	7%	34%	8%	-	-	12%
Neither low nor high	(0)	54	7	-	7	4	25	-	-	18
	23%	*	39%	-	35%	13%	26%	-	-	22%
Quite high	(1)	84	5	-	5	9	29	3	2	34
	35%	68%	27%	-	24%	28%	30%	99%	100%	42%
Very high	(2)	62	4	2	6	8	29	-	*	18
	26%	12%	21%	100%	29%	25%	31%	-	*	23%
NET: High		146	8	2	10	18	59	3	2	52
	62%	79%	48%	100%	54%	53%	61%	99%	100%	65%
NET: Low		37	2	-	2	11	13	*	-	11
	16%	-	13%	-	12%	34%	13%	1%	-	13%
Answered	236	2	17	2	19	33	96	3	2	81
Mean Score	.7	.9	.5	2.0	.7	.4	.7	1.0	1.0	.7
Standard error	.08	.37	.26	-	.26	.25	.13	.20	.02	.12
Standard deviation	1.08	.82	1.09	-	1.13	1.21	1.14	.28	.02	.98

Columns Tested: a,b,c,d,e,f,g,h,i

Table 411 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri on each of the following aspects: The quality of the postal services provided by Evri in the last 12 months

Base: All those who use Evri (QV4=8)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	*b	*c	a	*b	a	*b
Unweighted Base	195	47	82	66	167	28	-	173	22	192	3
Effective base	99	20	45	35	86	15	-	94	7	99	1
Weighted Base	236	54	96	86	190	46	-	227	9	236	1
Very low (-2)	7 3%	1 1%	5 5%	1 1%	6 3%	1 2%	- -%	7 3%	* *%	7 3%	- -%
Quite low (-1)	30 13%	13 24%	8 8%	10 11%	17 9%	14 30%	- -%	30 13%	* 1%	30 13%	- -%
Neither low nor high (0)	54 23%	11 21%	25 26%	18 21%	47 25%	7 16%	- -%	49 22%	5 48%	54 23%	* 3%
Quite high (1)	84 35%	15 28%	29 30%	39 46%	71 37%	13 29%	- -%	81 36%	3 34%	84 36%	* 4%
Very high (2)	62 26%	14 26%	29 31%	18 21%	51 27%	11 24%	- -%	60 27%	2 17%	61 26%	1 93%
NET: High	146 62%	29 54%	59 61%	58 67%	121 64%	24 53%	- -%	141 62%	5 51%	145 62%	1 97%
NET: Low	37 16%	14 25%	13 13%	11 12%	22 12%	14 32%	- -%	37 16%	* 1%	37 16%	- -%
Answered	236	54	96	86	190	46	-	227	9	236	1
Mean Score	.7	.5	.7	.7	.8	.4	-	.7	.7	.7	1.9
Standard error	.08	.17	.13	.12	.08	.23	-	.08	.17	.08	-
Standard deviation	1.08	1.16	1.14	.95	1.04	1.21	-	1.09	.81	1.08	-

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 411 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri on each of the following aspects: The quality of the postal services provided by Evri in the last 12 months

Base: All those who use Evri (QV4=8)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		195	71	38	85
Effective base		99	36	17	46
Weighted Base		236	84	34	115
Very low	(-2)	7 3%	1 1%	2 6%	4 3%
Quite low	(-1)	30 13%	13 16%	1 3%	16 14%
Neither low nor high	(0)	54 23%	19 22%	7 22%	28 24%
Quite high	(1)	84 35%	35 42%	12 35%	37 32%
Very high	(2)	62 26%	16 19%	12 34%	31 27%
NET: High		146 62%	51 61%	24 69%	68 59%
NET: Low		37 16%	14 17%	3 9%	20 17%
Answered		236	84	34	115
Mean Score		.7	.6	.9	.7
Standard error		.08	.12	.18	.12
Standard deviation		1.08	1.00	1.13	1.12

Columns Tested: a,b,c

Table 411 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri on each of the following aspects: The quality of the postal services provided by Evri in the last 12 months

Base: All those who use Evri (QV4=8)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k
Significance Level: 95%												
Unweighted Base	195	132	39	11	7	4	1	1	-	171	24	13
Effective base	99	75	18	3	2	1	1	1	-	94	6	5
Weighted Base	236	180	44	9	2	1	*	1	-	224	12	4
Very low	(-2)	7	6	1	-	-	-	-	-	7	-	-
		3%	3%	2%	-%	-%	-%	-%	-%	3%	-%	-%
Quite low	(-1)	30	28	*	2	*	-	-	-	28	2	*
		13%	16%	1%	22%	5%	-%	-%	-%	13%	16%	3%
Neither low nor high	(0)	54	38	16	*	-	-	*	-	54	*	*
		23%	21%	36%	1%	-%	-%	100%	-%	24%	1%	1%
Quite high	(1)	84	72	9	1	1	*	-	1	80	3	2
		35%	40%	19%	17%	71%	4%	-%	100%	36%	29%	56%
Very high	(2)	62	36	19	5	*	1	-	-	55	7	1
		26%	20%	42%	60%	24%	96%	-%	-%	25%	54%	40%
NET: High		146	108	27	7	2	1	-	1	136	10	3
		62%	60%	62%	77%	95%	100%	-%	100%	60%	83%	97%
NET: Low		37	34	1	2	*	-	-	-	35	2	*
		16%	19%	3%	22%	5%	-%	-%	-%	16%	16%	3%
Answered		236	180	44	9	2	1	*	1	224	12	4
Mean Score		.7	.6	1.0	1.2	1.1	2.0	-	1.0	.7	1.2	1.3
Standard error		.08	.09	.16	.39	.39	.41	-	-	.08	.23	.21
Standard deviation		1.08	1.08	1.00	1.29	1.03	.81	-	-	1.07	1.13	.74

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 411 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri on each of the following aspects: The quality of the postal services provided by Evri in the last 12 months

Base: All those who use Evri (QV4=8)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Unweighted Base	195	46	86	63	170	165	178	183	120	80	19	104	17	14	7	9	8
Effective base	99	28	47	24	82	79	87	92	56	31	12	57	6	5	4	4	2
Weighted Base	236	66	114	56	201	187	211	219	133	80	34	143	10	6	8	3	7
Very low (-2)	7 3%	- %	6 5%	1 1%	4 2%	4 2%	4 2%	7 3%	3 2%	3 3%	- %	2 2%	* 3%	- %	2 23%	- %	- %
Quite low (-1)	30 13%	9 14%	19 16%	2 4%	30 15%	20 11%	30 14%	30 14%	18 14%	15 19%	11 31%	13 9%	* 1%	- %	* 6%	* %	6 94%
Neither low nor high (0)	54 23%	15 23%	23 20%	16 28%	46 23%	49 26%	49 23%	47 22%	37 28%	19 24%	3 8%	34 24%	2 24%	4 62%	4 51%	1 37%	- %
Quite high (1)	84 35%	31 47%	41 36%	12 21%	67 34%	56 30%	69 33%	74 34%	40 30%	21 26%	15 44%	45 32%	6 61%	1 22%	- %	1 31%	* 1%
Very high (2)	62 26%	11 16%	26 23%	25 45%	53 26%	59 31%	59 28%	61 28%	36 27%	23 28%	6 18%	48 33%	1 11%	1 17%	2 20%	1 32%	* 5%
NET: High	146 62%	42 63%	66 58%	37 66%	120 60%	114 61%	128 60%	135 62%	75 57%	43 54%	21 61%	93 65%	7 72%	2 38%	2 20%	2 63%	* 6%
NET: Low	37 16%	9 14%	24 21%	3 6%	34 17%	24 13%	35 16%	37 17%	21 15%	18 22%	11 31%	15 11%	* 3%	- %	2 29%	* %	6 94%
Answered	236	66	114	56	201	187	211	219	133	80	34	143	10	6	8	3	7
Mean Score	.7	.7	.5	1.0	.7	.8	.7	.7	.7	.6	.5	.9	.8	.5	-.1	.9	-.8
Standard error	.08	.14	.13	.13	.08	.08	.08	.08	.10	.13	.26	.10	.19	.22	.53	.34	.27
Standard deviation	1.08	.92	1.16	1.02	1.09	1.08	1.09	1.11	1.08	1.18	1.12	1.04	.79	.83	1.41	1.01	.75

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 411 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri on each of the following aspects: The quality of the postal services provided by Evri in the last 12 months

Base: All those who use Evri (QV4=8)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g
Unweighted Base	195	117	22	13	4	8	3	3	100	25	19	8	3	5	5
Effective base	99	64	8	6	2	2	1	1	56	11	8	5	2	3	1
Weighted Base	236	162	21	9	3	4	1	1	128	34	9	7	1	3	5
Very low	(-2)	7	2	1	2	-	-	-	2	-	*	2	-	-	-
		3%	1%	4%	20%	-%	-%	-%	2%	-%	3%	26%	-%	-%	-%
Quite low	(-1)	30	24	5	-	*	*	1	13	1	*	-	-	1	5
		13%	15%	22%	-%	*%	11%	95%	10%	4%	2%	-%	-%	32%	93%
Neither low nor high	(0)	54	35	7	1	1	3	-	28	13	5	2	*	1	-
		23%	22%	33%	6%	41%	64%	-%	22%	37%	53%	31%	21%	39%	-%
Quite high	(1)	84	59	3	5	*	1	*	42	11	2	1	1	-	*
		35%	36%	13%	53%	2%	21%	5%	32%	31%	20%	17%	73%	-%	*%
Very high	(2)	62	43	6	2	2	*	-	44	10	2	2	*	1	*
		26%	27%	29%	21%	56%	4%	-%	34%	28%	22%	25%	5%	29%	7%
NET: High		146	102	9	7	2	1	*	85	20	4	3	1	1	*
		62%	63%	42%	74%	58%	25%	5%	67%	59%	43%	42%	79%	29%	7%
NET: Low		37	25	5	2	*	*	1	15	1	*	2	-	1	5
		16%	16%	25%	20%	*%	11%	95%	12%	4%	5%	26%	-%	32%	93%
Answered		236	162	21	9	3	4	1	128	34	9	7	1	3	5
Mean Score		.7	.7	.4	.6	1.1	.2	-.9	.9	.8	.6	.1	.8	.3	-.8
Standard error		.08	.10	.27	.40	.61	.27	-	.11	.18	.23	.57	2.19	.66	.39
Standard deviation		1.08	1.04	1.24	1.44	1.22	.76	-	1.06	.89	1.00	1.61	3.79	1.47	.87

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 411 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri on each of the following aspects: The quality of the postal services provided by Evri in the last 12 months

Base: All those who use Evri (QV4=8)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	*b	*c	*d	*e	*f	*g	a	b	c	*d	*e
Significance Level: 95%													
Unweighted Base	195	101	25	20	15	10	7	5	39	44	56	21	17
Effective base	99	58	12	9	8	5	2	2	26	17	30	9	7
Weighted Base	236	135	33	23	9	12	6	1	60	49	76	11	14
Very low	7 3%	4 3%	1 2%	- -%	- -%	2 18%	- -%	- -%	* *%	2 3%	* *%	- -%	3 18%
Quite low	30 13%	16 12%	10 29%	3 13%	1 6%	- -%	1 18%	* 15%	8 13%	9 19%	12 16%	1 12%	* 2%
Neither low nor high	54 23%	22 17%	6 19%	9 37%	1 16%	4 32%	5 78%	* 10%	10 17%	8 16%	19 25%	4 37%	7 52%
Quite high	84 35%	57 42%	7 21%	2 8%	5 54%	3 27%	* 2%	* *%	21 34%	24 48%	19 25%	2 23%	2 14%
Very high	62 26%	37 27%	9 28%	10 41%	2 24%	3 23%	* 1%	* 75%	21 35%	7 13%	26 34%	3 29%	2 14%
NET: High	146 62%	93 69%	16 49%	12 50%	7 78%	6 50%	* 3%	* 75%	42 70%	30 62%	45 59%	6 52%	4 28%
NET: Low	37 16%	19 14%	11 32%	3 13%	1 6%	2 18%	1 18%	* 15%	8 13%	11 22%	12 16%	1 12%	3 20%
Answered	236	135	33	23	9	12	6	1	60	49	76	11	14
Mean Score	.7	.8	.4	.8	1.0	.4	-.1	1.3	.9	.5	.8	.7	*
Standard error	.08	.11	.25	.26	.22	.44	.20	-	.17	.16	.15	.23	.30
Standard deviation	1.08	1.06	1.26	1.15	.85	1.38	.53	-	1.04	1.05	1.09	1.06	1.24

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 411 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri on each of the following aspects: The quality of the postal services provided by Evri in the last 12 months

Base: All those who use Evri (QV4=8)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	*d	*e	a	b	c	*d	*e
Unweighted Base	195	66	35	41	15	12	47	42	45	18	12
Effective base	99	38	14	20	8	4	29	14	23	11	6
Weighted Base	236	90	38	54	9	9	66	40	60	12	9
Very low (-2)	7 3%	1 1%	1 2%	* *%	2 21%	1 8%	* *%	2 4%	* *%	1 6%	2 21%
Quite low (-1)	30 13%	9 9%	13 34%	8 14%	1 11%	* 4%	4 6%	10 25%	5 8%	1 11%	* *%
Neither low nor high (0)	54 23%	21 23%	2 6%	18 34%	* 4%	4 45%	14 21%	13 32%	14 24%	4 33%	4 42%
Quite high (1)	84 35%	35 39%	15 40%	12 22%	2 28%	2 22%	21 32%	11 28%	18 30%	3 27%	1 14%
Very high (2)	62 26%	25 28%	7 18%	16 30%	3 35%	2 22%	26 40%	5 11%	23 38%	3 24%	2 23%
NET: High	146 62%	60 66%	22 58%	28 52%	6 64%	4 43%	48 72%	16 39%	41 68%	6 50%	3 37%
NET: Low	37 16%	9 10%	14 36%	8 14%	3 32%	1 12%	4 6%	12 29%	5 8%	2 17%	2 21%
Answered	236	90	38	54	9	9	66	40	60	12	9
Mean Score	.7	.8	.4	.7	.5	.5	1.1	.2	1.0	.5	.2
Standard error	.08	.12	.20	.17	.43	.34	b	b	b	b	b
Standard deviation	1.08	.97	1.20	1.06	1.66	1.18	.14	.16	.15	.28	.42
							.95	1.06	.97	1.19	1.45

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 411 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri on each of the following aspects: The quality of the postal services provided by Evri in the last 12 months

Base: All those who use Evri (QV4=8)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
Total base		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
		a	b	c	*d	*e	a	*b	*c	a	b	a	b	
Significance Level: 95%														
Unweighted Base	195	45	39	53	29	17	143	15	25	124	71	140	30	
Effective base	99	26	19	27	15	8	74	5	13	63	36	71	11	
Weighted Base	236	62	44	72	24	18	177	11	31	154	82	177	23	
Very low	(-2)	7	-	3	*	2	2	6	-	1	6	1	3	1
		3%	-%	7%	*%	7%	12%	3%	-%	2%	4%	1%	2%	3%
Quite low	(-1)	30	8	6	14	1	1	18	1	12	25	5	30	*
		13%	13%	14%	20%	6%	4%	10%	7%	37%	16%	6%	17%	1%
Neither low nor high	(0)	54	12	7	11	11	6	36	5	6	37	17	40	6
		23%	20%	17%	15%	44%	36%	20%	44%	20%	24%	20%	23%	26%
Quite high	(1)	84	25	19	23	5	1	62	1	11	56	28	57	10
		35%	41%	43%	32%	23%	7%	35%	5%	36%	36%	34%	32%	45%
Very high	(2)	62	17	8	24	5	7	55	5	1	30	31	47	6
		26%	27%	19%	34%	20%	40%	31%	43%	4%	20%	38%	27%	25%
NET: High		146	42	27	47	10	8	117	5	13	86	59	104	16
		62%	68%	63%	65%	43%	48%	66%	48%	40%	56%	72%	59%	69%
NET: Low		37	8	9	14	3	3	24	1	12	31	6	33	1
		16%	13%	20%	20%	12%	16%	13%	7%	40%	20%	7%	19%	5%
Answered		236	62	44	72	24	18	177	11	31	154	82	177	23
Mean Score		.7	.8	.5	.8	.4	.6	.8	.8	*	.5	1.0	.6	.9
											a			
Standard error		.08	.15	.19	.15	.20	.34	.09	.29	.20	.10	.12	.09	.17
Standard deviation		1.08	.98	1.16	1.12	1.10	1.40	1.09	1.12	1.01	1.10	.97	1.10	.94

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 411 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri on each of the following aspects: The quality of the postal services provided by Evri in the last 12 months

Base: All those who use Evri (QV4=8)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	195	121	44	54	129	140	30	118	47	55	128
Effective base	99	63	17	36	59	71	11	61	19	34	59
Weighted Base	236	146	42	64	155	177	23	146	42	72	147
Very low	(-2) 7 3%	4 2%	1 2%	4 6%	3 2%	3 2%	1 3%	3 2%	2 4%	5 7%	2 1%
Quite low	(-1) 30 13%	18 13%	1 3%	7 10%	24 15%	30 17%	* 1%	18 13%	1 3%	11 15%	20 13%
Neither low nor high	(0) 54 23%	35 24%	14 33%	18 28%	29 19%	40 23%	6 26%	33 23%	16 38%	17 23%	30 21%
Quite high	(1) 84 35%	45 31%	11 25%	23 36%	51 33%	57 32%	10 44%	44 30%	12 28%	23 32%	51 35%
Very high	(2) 62 26%	43 30%	15 36%	12 19%	49 32%	47 26%	6 26%	47 32%	11 27%	17 24%	44 30%
NET: High	146 62%	89 61%	26 62%	35 55%	100 64%	104 58%	16 70%	91 63%	23 55%	40 55%	95 65%
NET: Low	37 16%	22 15%	2 5%	11 17%	26 17%	33 19%	1 5%	21 15%	3 7%	15 21%	21 15%
Answered	236	146	42	64	155	177	23	146	42	72	147
Mean Score	.7	.7	.9	.5	.8	.6	.9	.8	.7	.5	.8
Standard error	.08	.10	.15	.15	.10	.09	.17	.10	.15	.16	.09
Standard deviation	1.08	1.10	1.01	1.11	1.11	1.10	.94	1.09	1.03	1.20	1.06

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 411 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri on each of the following aspects: The quality of the postal services provided by Evri in the last 12 months

Base: All those who use Evri (QV4=8)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	195	119	136	48	1	110	119	39	1	158	111	51	-
Effective base	99	54	69	22	1	48	61	19	1	78	58	25	-
Weighted Base	236	136	170	54	4	118	134	50	2	191	133	59	-
Very low (-2)	7 3%	3 2%	4 2%	2 3%	- -%	1 1%	3 2%	- -%	2 100%	6 3%	4 3%	* *%	- -%
Quite low (-1)	30 13%	23 17%	28 17%	11 21%	- -%	18 15%	18 13%	11 23%	- -%	29 15%	18 14%	15 26%	- -%
Neither low nor high (0)	54 23%	38 28%	39 23%	22 40%	- -%	38 32%	32 23%	19 38%	- -%	35 18%	33 25%	14 24%	- -%
Quite high (1)	84 35%	44 32%	52 31%	8 15%	4 100%	37 31%	34 25%	10 20%	- -%	66 34%	35 26%	15 25%	- -%
Very high (2)	62 26%	28 21%	46 27%	11 21%	- -%	25 21%	49 36%	10 19%	- -%	56 29%	42 32%	15 25%	- -%
NET: High	146 62%	72 53%	98 58%	19 36%	4 100%	61 52%	83 61%	19 39%	- -%	122 64%	77 58%	30 50%	- -%
NET: Low	37 16%	26 19%	32 19%	13 24%	- -%	19 16%	20 15%	11 23%	2 100%	34 18%	22 17%	15 26%	- -%
Answered	236	136	170	54	4	118	134	50	2	191	133	59	-
Mean Score	.7	.5	.6	.3	1.0	.6	.8	.4	-2.0	.7	.7	.5	-
Standard error	.08	.10	.10	.16	-	.10	.10	.17	-	.09	.11	.16	-
Standard deviation	1.08	1.08	1.12	1.12	-	1.01	1.13	1.05	-	1.13	1.15	1.15	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 411 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri on each of the following aspects: The quality of the postal services provided by Evri in the last 12 months

Base: All those who use Evri (QV4=8)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	b	c	d	*e
Significance Level: 95%												
Unweighted Base	195	139	136	107	108	117	6	72	70	82	30	23
Effective base	99	69	66	55	47	62	1	38	33	40	15	9
Weighted Base	236	175	158	135	115	148	5	88	82	102	37	23
Very low (-2)	7 3%	4 2%	4 2%	5 4%	4 4%	4 2%	- -%	3 3%	2 2%	2 2%	- -%	- -%
Quite low (-1)	30 13%	29 17%	19 12%	23 17%	22 19%	26 18%	* 2%	15 17%	21 25%	23 22%	10 28%	7 29%
Neither low nor high (0)	54 23%	40 23%	44 28%	32 23%	20 17%	36 24%	4 82%	25 28%	13 16%	21 20%	14 38%	6 26%
Quite high (1)	84 35%	55 32%	44 28%	49 36%	40 35%	39 26%	1 17%	25 28%	30 36%	38 37%	9 24%	5 22%
Very high (2)	62 26%	46 26%	48 30%	27 20%	29 25%	43 29%	- -%	20 23%	17 21%	19 19%	4 10%	5 23%
NET: High	146 62%	101 58%	92 58%	76 56%	69 60%	82 56%	1 17%	45 51%	47 57%	57 56%	13 34%	10 45%
NET: Low	37 16%	33 19%	23 14%	28 20%	26 22%	30 20%	* 2%	18 20%	23 28%	24 24%	10 28%	7 29%
Answered	236	175	158	135	115	148	5	88	82	102	37	23
Mean Score	.7	.6	.7	.5	.6	.6	.1	.5	.5	.5	.2	.4
Standard error	.08	.09	.09	.11	.11	.11	.18	.13	.14	.12	.17	.24
Standard deviation	1.08	1.11	1.09	1.10	1.16	1.15	.45	1.12	1.15	1.09	.96	1.16

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 411 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri on each of the following aspects: The quality of the postal services provided by Evri in the last 12 months

Base: All those who use Evri (QV4=8)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	195	28	12	27	8	153	133	172	147	133	128	158	35	-	140	10
Effective base	99	16	5	14	4	77	65	85	75	62	61	81	17	-	69	7
Weighted Base	236	33	10	41	13	187	149	206	180	153	157	192	39	-	154	21
Very low (-2)	7 3%	3 8%	- -%	- -%	- -%	7 4%	5 3%	7 3%	6 3%	5 3%	3 2%	7 3%	1 2%	- -%	7 4%	- -%
Quite low (-1)	30 13%	4 13%	- -%	10 25%	4 30%	22 12%	17 11%	26 12%	21 12%	23 15%	21 13%	22 11%	5 12%	- -%	20 13%	5 26%
Neither low nor high (0)	54 23%	10 29%	2 24%	8 20%	5 35%	42 22%	41 27%	49 24%	39 21%	37 24%	33 21%	46 24%	11 28%	- -%	37 24%	1 3%
Quite high (1)	84 35%	8 24%	5 45%	7 18%	2 15%	69 37%	53 35%	75 37%	66 37%	48 32%	57 37%	72 37%	12 30%	- -%	45 29%	15 71%
Very high (2)	62 26%	9 26%	3 31%	15 37%	3 20%	48 26%	33 22%	50 24%	49 27%	40 26%	41 26%	46 24%	11 29%	- -%	46 30%	- -%
NET: High	146 62%	16 49%	8 76%	22 55%	4 35%	117 63%	86 58%	125 61%	115 64%	88 58%	99 63%	118 61%	23 59%	- -%	90 59%	15 71%
NET: Low	37 16%	7 21%	- -%	10 25%	4 30%	28 15%	22 15%	32 16%	27 15%	28 18%	24 16%	28 15%	5 13%	- -%	27 17%	5 26%
Answered	236	33	10	41	13	187	149	206	180	153	157	192	39	-	154	21
Mean Score	.7	.5	1.1	.7	.3	.7	.6	.7	.7	.6	.7	.7	.7	-	.7	.5
Standard error	.08	.24	.22	.23	.40	.09	.09	.08	.09	.10	.09	.08	.18	-	.10	.28
Standard deviation	1.08	1.25	.78	1.22	1.14	1.09	1.06	1.08	1.08	1.12	1.07	1.07	1.07	-	1.16	.90

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 411 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri on each of the following aspects: The quality of the postal services provided by Evri in the last 12 months

Base: All those who use Evri (QV4=8)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	195	95	73	156	14	89	106	53	105	37	76	39	79
Effective base	99	47	40	77	9	41	58	26	55	19	36	19	46
Weighted Base	236	117	95	186	24	97	139	55	140	42	95	50	91
Very low (-2)	7 3%	4 4%	2 3%	1 *	6 24%	7 7%	- -%	2 4%	4 3%	1 2%	4 5%	1 2%	2 2%
Quite low (-1)	30 13%	25 22%	4 5%	12 6%	12 50%	25 26%	5 4%	6 12%	17 12%	7 16%	16 17%	8 15%	6 7%
Neither low nor high (0)	54 23%	33 28%	16 16%	35 19%	2 8%	37 38%	17 12%	16 30%	33 24%	4 10%	22 24%	13 26%	18 20%
Quite high (1)	84 35%	36 31%	36 38%	77 41%	4 18%	21 22%	63 45%	12 22%	52 37%	20 48%	18 19%	26 51%	40 45%
Very high (2)	62 26%	18 15%	36 38%	62 33%	- -%	7 7%	55 39%	18 32%	34 24%	10 24%	35 37%	3 6%	24 27%
NET: High	146 62%	54 46%	72 76%	139 75%	4 18%	28 29%	118 84%	30 54%	86 61%	30 72%	52 55%	29 57%	65 71%
NET: Low	37 16%	30 25%	7 7%	13 7%	18 74%	32 33%	5 4%	9 16%	21 15%	8 18%	20 21%	9 17%	8 9%
Answered	236	117	95	186	24	97	139	55	140	42	95	50	91
Mean Score	.7	.3	1.0	1.0	-.8	*	1.2	.7	.7	.8	.7	.4	.9
Standard error	.08	.11	.12	.07	.27	.11	.08	.16	.10	.17	.14	.14	.11
Standard deviation	1.08	1.09	.99	.90	1.02	1.03	.79	1.17	1.06	1.06	1.25	.89	.94

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 411 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri on each of the following aspects: The quality of the postal services provided by Evri in the last 12 months

Base: All those who use Evri (QV4=8)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		195	99	96
Effective base		99	41	59
Weighted Base		236	105	131
Very low	(-2)	7	3	3
		3%	3%	3%
Quite low	(-1)	30	22	8
		13%	21%	6%
Neither low nor high			b	
Neither low nor high	(0)	54	29	25
		23%	27%	19%
Quite high	(1)	84	32	51
		35%	31%	39%
Very high	(2)	62	19	43
		26%	18%	33%
NET: High		146	51	95
		62%	48%	72%
NET: Low			a	
NET: Low		37	25	11
		16%	24%	9%
Answered		236	105	131
Mean Score		.7	.4	.9
Standard error		.08	.11	.10
Standard deviation		1.08	1.10	1.00

Columns Tested:: a,b

Table 411 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri on each of the following aspects: The quality of the postal services provided by Evri in the last 12 months

Base: All those who use Evri (QV4=8)

		Month											
Total base		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	195	10	22	18	11	31	12	7	21	13	11	10	29
Effective base	99	5	14	11	7	24	7	3	11	6	3	8	11
Weighted Base	236	10	25	19	8	48	13	3	35	13	3	23	35
Very low	(-2)	7	-	3	3	-	1	-	*	-	*	-	-
		3%	-%	10%	15%	-%	2%	-%	1%	-%	2%	-%	-%
Quite low	(-1)	30	-	2	-	-	7	1	1	4	-	-	5
		13%	-%	7%	-%	-%	15%	4%	26%	13%	-%	-%	24%
Neither low nor high	(0)	54	-	7	5	2	12	3	1	11	1	*	3
		23%	-%	26%	24%	24%	25%	23%	56%	31%	8%	8%	13%
Quite high	(1)	84	10	8	6	6	14	6	*	12	8	1	11
		35%	97%	33%	30%	73%	28%	46%	17%	34%	61%	19%	47%
Very high	(2)	62	*	6	6	*	14	3	*	8	4	2	4
		26%	3%	24%	31%	3%	30%	26%	1%	22%	29%	74%	16%
NET: High		146	10	14	12	6	28	10	*	20	12	3	15
		62%	100%	57%	61%	76%	58%	72%	17%	56%	90%	92%	63%
NET: Low		37	-	4	3	-	8	1	1	4	*	-	5
		16%	-%	17%	15%	-%	17%	4%	27%	13%	2%	-%	24%
Answered		236	10	25	19	8	48	13	3	35	13	3	23
Mean Score		.7	1.0	.5	.6	.8	.7	.9	-.1	.6	1.1	1.7	.6
Standard error		.08	.06	.26	.32	.15	.20	.24	.33	.21	.21	.23	.33
Standard deviation		1.08	.19	1.24	1.37	.51	1.11	.84	.87	.97	.76	.76	1.04

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 411 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri on each of the following aspects: The quality of the postal services provided by Evri in the last 12 months

Base: All those who use Evri (QV4=8)

	Total base	Quarter				Half		
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023	
Significance Level: 95%		a	b	c	d	a	b	
Unweighted Base	195	50	54	41	50	104	91	
Effective base	99	31	37	18	20	68	38	
Weighted Base	236	55	70	51	61	124	112	
Very low	(-2)	7	6	1	*	6	*	
		3%	10%	1%	1%	-%	5%	*%
Quite low	(-1)	30	2	8	5	15	10	21
		13%	3%	12%	10%	25%	8%	18%
					a			
Neither low nor high	(0)	54	11	17	14	12	28	26
		23%	21%	24%	27%	20%	23%	23%
Quite high	(1)	84	24	26	20	14	50	34
		35%	43%	37%	40%	23%	40%	31%
Very high	(2)	62	12	18	11	20	30	31
		26%	23%	26%	23%	32%	25%	28%
NET: High		146	36	44	32	34	80	66
		62%	66%	63%	63%	55%	64%	59%
NET: Low		37	7	9	5	15	16	21
		16%	13%	13%	11%	25%	13%	19%
Answered		236	55	70	51	61	124	112
Mean Score		.7	.7	.8	.7	.6	.7	.7
Standard error		.08	.17	.14	.15	.17	.11	.11
Standard deviation		1.08	1.17	1.01	.95	1.19	1.08	1.08

Columns Tested: a,b,c,d - a,b

Table 421

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	*d	e
Unweighted Base	193	36	157	118	44	8	23	75
Effective base	70	9	62	59	23	4	10	28
Weighted Base	161	15	146	146	13	1	1	15
Very low	(-2)	2	2	2	*	-	-	*
		2%	2%	1%	3%	-%	-%	3%
Quite low	(-1)	4	4	3	1	-	*	1
		3%	3%	2%	9%	-%	*%	8%
Neither low nor high	(0)	20	20	19	1	*	*	1
		12%	14%	13%	5%	2%	25%	6%
Quite high	(1)	73	65	65	7	*	*	8
		46%	45%	45%	56%	56%	34%	55%
Very high	(2)	57	51	54	3	*	*	4
		36%	35%	37%	22%	42%	40%	24%
Don't Know (DO NOT READ OUT)		4	4	3	1	-	*	1
		2%	2%	2%	5%	-%	1%	5%
NET: High		131	116	119	10	1	*	12
		81%	79%	82%	78%	98%	74%	79%
NET: Low		7	7	5	2	-	*	2
		4%	4%	3%	12%	-%	*%	11%
Answered		157	142	143	13	1	1	14
Mean Score		1.1	1.1	1.2	.9	1.4	1.2	.9
Standard error		.06	.07	.08	.16	-	-	.12
Standard deviation		.85	.87	.84	1.01	-	-	.99

Columns Tested:: a,b - a,b,c,d,e

Table 421 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	*c	d	*e	*f	g	h	i
Significance Level: 95%											
Unweighted Base		193	39	59	20	30	22	23	118	44	31
Effective base		70	23	30	8	19	6	10	59	23	10
Weighted Base		161	58	77	11	11	4	1	146	13	1
Very low	(-2)	2 2%	- -%	2 3%	- -%	* 4%	- -%	- -%	2 1%	* 3%	- -%
Quite low	(-1)	4 3%	- -%	2 3%	1 7%	1 11%	- -%	* *%	3 2%	1 9%	* *%
Neither low nor high	(0)	20 12%	11 20%	6 8%	1 10%	* 5%	* 6%	* 25%	19 13%	1 5%	* 12%
Quite high	(1)	73 46%	29 49%	34 44%	3 29%	5 52%	2 67%	* 34%	65 45%	7 56%	1 46%
Very high	(2)	57 36%	16 27%	33 43%	5 44%	2 23%	1 25%	* 40%	54 37%	3 22%	1 41%
Don't Know (DO NOT READ OUT)		4 2%	2 3%	- -%	1 10%	1 6%	* 2%	* 1%	3 2%	1 5%	* *%
NET: High		131 81%	44 77%	67 86%	8 72%	8 74%	3 92%	* 74%	119 82%	10 78%	1 87%
NET: Low		7 4%	- -%	4 5%	1 7%	2 15%	- -%	* *%	5 3%	2 12%	* *%
Answered		157	56	77	10	10	3	1	143	13	1
Mean Score		1.1	1.1	1.2	1.2	.8	1.2	1.2	1.2	.9	1.3
Standard error		.06	.11	.12	.23	.21	.14	-	.08	.16	.24
Standard deviation		.85	.70	.91	.99	1.11	.63	-	.84	1.01	1.30

Columns Tested: a,b,c,d,e,f,g,h,i

Table 421 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Business Size 3					Turnover					
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +	
		a	b	c	*d	*e	a	b	*c	*d	e	
Significance Level: 95%												
Unweighted Base	193	61	57	44	8	23	60	30	15	17	31	
Effective base	70	38	23	23	4	10	32	16	5	8	8	
Weighted Base	161	104	42	13	1	1	90	28	9	9	5	
Very low	(-2)	2	*	*	-	-	2	1	-	-	-	
	2%	2%	1%	3%	-%	-%	2%	2%	-%	-%	-%	
Quite low	(-1)	4	2	1	1	-	*	3	-	-	-	1
	3%	2%	2%	9%	-%	*%	3%	-%	-%	-%	24%	
Neither low nor high	(0)	20	14	5	1	*	*	12	6	1	*	*
	12%	13%	12%	5%	2%	25%	13%	23%	12%	1%	3%	
Quite high	(1)	73	48	17	7	*	*	42	9	2	4	3
	46%	47%	40%	56%	56%	34%	47%	34%	21%	48%	57%	
Very high	(2)	57	36	18	3	*	*	28	11	6	4	1
	36%	34%	43%	22%	42%	40%	31%	41%	67%	51%	16%	
Don't Know (DO NOT READ OUT)	4	2	1	1	-	*	3	-	*	-	*	
	2%	2%	3%	5%	-%	1%	3%	-%	1%	-%	*%	
NET: High	131	84	35	10	1	*	70	21	8	8	4	
	81%	81%	83%	78%	98%	74%	78%	75%	87%	99%	73%	
NET: Low	7	4	1	2	-	*	5	1	-	-	1	
	4%	4%	3%	12%	-%	*%	5%	2%	-%	-%	24%	
Answered	157	102	41	13	1	1	87	28	9	9	5	
Mean Score	1.1	1.1	1.3	.9	1.4	1.2	1.1	1.1	1.5	1.5	.7	
Standard error	.06	.11	.11	.16	-	-	.12	.17	.20	.14	.21	
Standard deviation	.85	.85	.80	1.01	-	-	.89	.93	.74	.56	1.13	

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 421 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		193	13	14	19	12	17	24	13	11	9
Effective base		70	8	5	9	6	8	13	6	6	4
Weighted Base		161	21	13	18	7	17	38	15	8	9
Very low	(-2)	2	-	2	-	-	-	*	*	-	-
		2%	-%	14%	-%	-%	-%	1%	2%	-%	-%
Quite low	(-1)	4	2	-	-	-	1	1	-	*	-
		3%	10%	-%	-%	-%	5%	3%	-%	*%	-%
Neither low nor high	(0)	20	6	5	4	1	1	1	-	3	-
		12%	26%	37%	20%	18%	4%	1%	-%	42%	-%
Quite high	(1)	73	7	5	3	5	7	27	11	*	3
		46%	34%	38%	17%	69%	38%	71%	72%	2%	36%
Very high	(2)	57	6	1	11	1	7	9	4	3	6
		36%	30%	11%	61%	13%	42%	24%	26%	40%	64%
Don't Know (DO NOT READ OUT)		4	-	-	1	-	2	-	-	1	*
		2%	-%	-%	3%	-%	10%	-%	-%	15%	*%
NET: High		131	13	6	14	6	14	36	15	3	9
		81%	64%	49%	77%	82%	80%	94%	98%	42%	100%
NET: Low		7	2	2	-	-	1	2	*	*	-
		4%	10%	14%	-%	-%	5%	4%	2%	*%	-%
Answered		157	21	13	17	7	16	38	15	6	9
Mean Score		1.1	.8	.3	1.4	.9	1.3	1.1	1.2	1.0	1.6
Standard error		.06	.27	.31	.20	.17	.20	.14	.18	.34	.18
Standard deviation		.85	.99	1.18	.83	.60	.82	.68	.63	1.07	.51

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 421 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	*f	*g	*h
Significance Level: 95%										
Unweighted Base		193	38	38	56	132	61	22	20	19
Effective base		70	17	18	27	61	12	4	9	7
Weighted Base		161	33	42	71	146	15	8	3	3
Very low	(-2)	2 2%	- -%	2 4%	1 1%	2 2%	- -%	- -%	- -%	- -%
Quite low	(-1)	4 3%	1 2%	2 5%	1 2%	4 3%	- -%	- -%	- -%	- -%
Neither low nor high	(0)	20 12%	2 6%	14 33%	4 6%	20 13%	* 2%	* 1%	* 5%	* 1%
Quite high	(1)	73 46%	15 44%	12 30%	41 57%	68 46%	6 39%	3 35%	2 51%	1 35%
Very high	(2)	57 36%	14 42%	11 26%	24 34%	49 33%	9 59%	5 64%	1 38%	2 64%
Don't Know (DO NOT READ OUT)		4 2%	2 5%	1 3%	1 1%	3 2%	* 1%	- -%	* 5%	* *%
NET: High		131 81%	29 86%	23 55%	65 91%	116 80%	14 97%	8 99%	3 90%	3 99%
NET: Low		7 4%	1 2%	4 9%	2 3%	7 4%	- -%	- -%	- -%	- -%
Answered		157	31	40	71	142	15	8	3	3
Mean Score		1.1	1.3	.7	1.2	1.1	1.6	1.6	1.3	1.6
Standard error		.06	b				bd			
Standard deviation		.85	.12	.18	.10	.08	.07	.11	.17	.14
			.72	1.07	.71	.86	.55	.53	.71	.60

Columns Tested:: a,b,c,d,e,f,g,h

Table 421 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	i
Unweighted Base	193	9	24	3	27	17	66	5	2	67
Effective base	70	5	12	1	13	5	22	2	2	27
Weighted Base	161	5	24	4	28	14	43	1	*	70
Very low	(-2)	2	*	-	*	-	2	-	-	-
	2%	-%	2%	-%	1%	-%	5%	-%	-%	-%
Quite low	(-1)	4	2	-	2	-	-	-	-	2
	3%	-%	8%	-%	7%	-%	-%	-%	-%	3%
Neither low nor high	(0)	20	2	-	2	*	5	*	-	12
	12%	1%	10%	-%	8%	3%	11%	2%	-%	18%
Quite high	(1)	73	13	1	14	3	20	*	*	33
	46%	56%	54%	16%	49%	25%	47%	25%	100%	47%
Very high	(2)	57	5	3	8	9	14	1	-	23
	36%	44%	22%	81%	29%	69%	33%	73%	-%	32%
Don't Know (DO NOT READ OUT)	4	-	1	*	1	1	2	-	-	-
	2%	-%	5%	3%	4%	4%	4%	-%	-%	-%
NET: High	131	5	19	3	22	13	34	1	*	56
	81%	99%	76%	97%	79%	93%	80%	98%	100%	79%
NET: Low	7	-	2	-	2	-	2	-	-	2
	4%	-%	10%	-%	9%	-%	5%	-%	-%	3%
Answered	157	5	23	3	27	13	41	1	*	70
Mean Score	1.1	1.4	.9	1.8	1.0	1.7	1.1	1.7	1.0	1.1
Standard error	.06	.19	.20	.31	.19	.14	.12	-	-	.10
Standard deviation	.85	.57	.92	.44	.93	.54	.97	-	-	.79

Columns Tested: a,b,c,d,e,f,g,h,i

Table 421 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	*b	*c	a	*b	a	*b
Unweighted Base	193	53	66	74	168	25	-	164	29	188	5
Effective base	70	22	22	28	61	11	-	62	10	68	3
Weighted Base	161	47	43	71	130	31	-	147	14	155	6
Very low (-2)	2 2%	* 1%	2 5%	- -%	2 2%	- -%	- -%	1 *%	2 13%	2 2%	- -%
Quite low (-1)	4 3%	2 4%	- -%	2 3%	4 3%	- -%	- -%	3 2%	1 9%	4 3%	- -%
Neither low nor high (0)	20 12%	3 6%	5 11%	12 17%	9 7%	11 35%	- -%	20 13%	* 1%	20 13%	- -%
Quite high (1)	73 46%	20 43%	20 47%	33 47%	62 48%	12 37%	- -%	65 44%	9 63%	71 46%	3 46%
Very high (2)	57 36%	20 43%	14 33%	23 33%	49 38%	8 27%	- -%	55 38%	2 14%	54 35%	3 54%
Don't Know (DO NOT READ OUT)	4 2%	2 4%	2 4%	- -%	4 3%	* *%	- -%	4 2%	- -%	4 2%	- -%
NET: High	131 81%	40 85%	34 80%	57 80%	111 85%	20 65%	- -%	120 82%	11 77%	125 81%	6 100%
NET: Low	7 4%	2 5%	2 5%	2 3%	7 5%	- -%	- -%	3 2%	3 22%	7 4%	- -%
Answered	157	45	41	71	126	31	-	143	14	151	6
Mean Score	1.1	1.3	1.1	1.1	1.2	.9	-	1.2	.6	1.1	1.5
Standard error	.06	.12	.12	.09	.07	.16	-	.06	.24	.06	.25
Standard deviation	.85	.84	.97	.79	.86	.80	-	.78	1.27	.86	.55

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 421 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		193	79	43	70
Effective base		70	28	16	27
Weighted Base		161	55	45	60
Very low	(-2)	2 2%	- -%	2 4%	1 1%
Quite low	(-1)	4 3%	3 6%	1 2%	- -%
Neither low nor high	(0)	20 12%	11 19%	2 4%	8 12%
Quite high	(1)	73 46%	28 51%	16 36%	29 49%
Very high	(2)	57 36%	11 21%	25 55%	21 34%
Don't Know (DO NOT READ OUT)		4 2%	2 3%	* *%	2 3%
NET: High		131 81%	39 72%	41 90%	50 83%
NET: Low		7 4%	3 6%	3 6%	1 1%
Answered		157	53	45	58
Mean Score		1.1	.9	1.3	1.2
Standard error		.06	.09	.15	.09
Standard deviation		.85	.81	.96	.75

Columns Tested: a,b,c

Table 421 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k
Significance Level: 95%												
Unweighted Base	193	119	45	15	7	4	2	1	-	164	29	14
Effective base	70	48	14	5	3	2	1	1	-	62	9	6
Weighted Base	161	107	34	14	2	2	*	1	-	141	19	5
Very low	(-2)	2	*	*	-	-	-	-	-	2	*	-
		2%	1%	3%	-%	-%	-%	-%	-%	1%	2%	-%
Quite low	(-1)	4	-	-	-	*	-	-	-	4	*	*
		3%	4%	-%	-%	3%	-%	-%	-%	3%	4%	3%
Neither low nor high	(0)	20	*	4	*	-	-	-	-	16	4	*
		12%	14%	30%	30%	-%	-%	-%	-%	11%	22%	3%
Quite high	(1)	73	18	5	*	-	*	-	-	68	6	*
		46%	51%	38%	3%	-%	89%	-%	-%	48%	29%	1%
Very high	(2)	57	15	4	2	2	*	1	-	48	9	5
		36%	45%	29%	97%	100%	11%	100%	-%	34%	47%	99%
Don't Know (DO NOT READ OUT)		4	1	-	-	-	-	-	-	4	-	-
		2%	4%	-%	-%	-%	-%	-%	-%	3%	-%	-%
NET: High		131	33	10	2	2	*	1	-	116	14	5
		81%	95%	67%	100%	100%	100%	100%	-%	82%	76%	100%
NET: Low		7	*	*	-	*	-	-	-	6	*	*
		4%	1%	3%	-%	3%	-%	-%	-%	4%	2%	3%
Answered		157	33	14	2	2	*	1	-	138	19	5
Mean Score		1.1	1.4	.9	2.0	2.0	1.1	2.0	-	1.1	1.2	2.0
Standard error		.06	.09	.24	.09	.03	-	-	-	.07	.17	.04
Standard deviation		.85	.60	.94	.23	.05	-	-	-	.84	.94	.14

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 421 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	193	35	84	74	162	158	166	176	117	92	9	107	14	10	9	11	6
Effective base	70	16	32	23	58	58	61	64	44	32	5	41	5	5	5	6	2
Weighted Base	161	35	72	54	139	138	144	151	102	81	8	94	13	18	4	4	2
Very low (-2)	2 2%	- -%	2 3%	1 1%	1 *%	1 *%	1 *%	1 *%	* *%	2 3%	- -%	* *%	- -%	- -%	- -%	* 11%	- -%
Quite low (-1)	4 3%	3 8%	1 2%	* *%	4 3%	4 3%	4 3%	4 3%	4 4%	1 1%	- -%	4 4%	* *%	- -%	- -%	- -%	- -%
Neither low nor high (0)	20 12%	6 18%	9 13%	4 8%	20 14%	20 14%	20 14%	20 13%	10 10%	10 13%	- -%	15 16%	* 2%	4 20%	* 4%	* 3%	1 34%
Quite high (1)	73 46%	8 23%	42 59%	23 43%	64 46%	62 45%	66 46%	70 46%	44 44%	39 48%	4 52%	45 48%	9 67%	5 25%	2 53%	* 12%	* 5%
Very high (2)	57 36%	18 51%	15 21%	24 45%	47 34%	48 35%	50 35%	53 35%	40 39%	29 36%	3 42%	30 32%	4 31%	8 46%	2 43%	3 74%	* *%
Don't Know (DO NOT READ OUT)	4 2%	- -%	2 3%	1 2%	3 2%	4 3%	4 3%	4 2%	3 3%	* *%	1 6%	* *%	- -%	2 10%	- -%	- -%	1 61%
NET: High	131 81%	26 74%	57 80%	47 88%	111 80%	110 80%	116 80%	123 81%	84 83%	68 84%	8 94%	75 80%	13 98%	13 70%	3 96%	3 87%	* 5%
NET: Low	7 4%	3 8%	3 4%	1 1%	5 3%	5 3%	5 3%	5 3%	4 4%	3 4%	- -%	4 5%	* *%	- -%	- -%	* 11%	- -%
Answered	157	35	69	52	136	135	140	147	99	81	8	94	13	16	4	4	1
Mean Score	1.1	1.2	1.0	1.3	1.1	1.1	1.1	1.2	1.2	1.1	1.4	1.1	1.3	1.3	1.4	1.4	.1
Standard error	.06	.17	.09	.09	.06	.07	.06	.06	.08	.09	.19	.08	.14	.28	.22	.44	-
Standard deviation	.85	1.00	.81	.74	.80	.81	.80	.79	.82	.87	.53	.82	.52	.83	.67	1.47	-

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 421 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	
Unweighted Base	193	103	25	9	9	12	1	3	102	25	10	7	9	2	3	
Effective base	70	41	8	3	4	6	1	1	38	12	5	2	5	2	1	
Weighted Base	161	96	18	7	12	4	*	1	85	38	6	5	3	1	1	
Very low	(-2)	2	*	-	-	-	*	-	*	-	-	-	-	*	-	
		2%	*%	-%	-%	-%	10%	-%	-%	*%	-%	-%	-%	-%	57%	-%
Quite low	(-1)	4	4	-	*	-	-	-	3	1	-	-	-	-	-	
		3%	4%	-%	*%	-%	-%	-%	4%	2%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	20	15	4	-	*	*	-	16	*	*	4	*	-	-	
		12%	15%	22%	-%	1%	4%	-%	19%	1%	3%	70%	3%	-%	-%	
Quite high	(1)	73	50	5	3	6	*	-	40	18	3	*	1	*	-	
		46%	52%	29%	40%	45%	12%	-%	48%	48%	44%	3%	31%	43%	-%	
Very high	(2)	57	27	7	4	6	3	*	25	18	1	1	2	-	*	
		36%	28%	39%	58%	45%	73%	100%	29%	49%	21%	27%	65%	-%	*%	
Don't Know (DO NOT READ OUT)		4	*	2	*	1	-	-	1	-	2	-	-	-	1	
		2%	*%	10%	1%	9%	-%	-%	1%	-%	31%	-%	-%	-%	100%	
NET: High		131	77	13	7	11	3	*	65	37	4	2	3	*	*	
		81%	80%	68%	99%	90%	85%	100%	77%	97%	66%	30%	97%	43%	*%	
NET: Low		7	4	-	*	-	*	-	3	1	-	-	-	*	-	
		4%	4%	-%	*%	-%	10%	-%	4%	2%	-%	-%	-%	57%	-%	
Answered		157	96	17	7	11	4	*	84	38	4	5	3	1	*	
Mean Score		1.1	1.0	1.2	1.6	1.5	1.4	2.0	1.0	1.4	1.3	.6	1.6	-.7	2.0	
Standard error		.06	.08	.17	.19	.42	-	-	.08	.13	.22	.37	.22	-	-	
Standard deviation		.85	.80	.83	.53	.54	1.46	-	.82	.63	.61	.99	.67	-	-	

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 421 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	*c	*d	*e	*f	*g	a	b	c	*d	*e
Significance Level: 95%													
Unweighted Base	193	93	32	20	8	8	6	9	40	40	47	28	10
Effective base	70	38	12	7	3	4	3	2	17	17	16	8	3
Weighted Base	161	90	27	19	3	4	2	6	44	38	35	22	4
Very low	2 (-2)	*	-	-	-	-	-	*	-	*	*	-	-
	2%	*%	-%	-%	-%	-%	-%	7%	-%	1%	1%	-%	-%
Quite low	4 (-1)	3	-	1	-	-	-	*	-	4	-	-	-
	3%	4%	-%	4%	-%	-%	-%	*%	-%	11%	-%	-%	-%
Neither low nor high	20 (0)	11	6	2	*	*	*	-	6	6	3	4	-
	12%	12%	22%	13%	*%	9%	10%	-%	14%	16%	8%	19%	-%
Quite high	73 (1)	44	16	7	*	3	*	-	24	17	23	2	*
	46%	49%	58%	36%	3%	69%	24%	-%	53%	44%	68%	8%	2%
Very high	57 (2)	31	6	7	3	1	1	4	15	9	6	16	4
	36%	34%	20%	37%	97%	22%	66%	74%	33%	24%	18%	73%	95%
Don't Know (DO NOT READ OUT)	4	1	*	2	-	-	-	1	-	2	2	*	*
	2%	1%	*%	10%	-%	-%	-%	20%	-%	4%	5%	*%	2%
NET: High	131	75	21	14	3	4	1	4	38	26	30	17	4
	81%	83%	78%	73%	100%	91%	90%	74%	86%	68%	86%	81%	98%
NET: Low	7	3	-	1	-	-	-	*	-	4	*	-	-
	4%	4%	-%	4%	-%	-%	-%	7%	-%	11%	1%	-%	-%
Answered	157	90	27	17	3	4	2	5	44	36	33	22	4
Mean Score	1.1	1.1	1.0	1.2	2.0	1.1	1.6	1.7	1.2	.8	1.1	1.5	2.0
Standard error	.06	.08	.12	.21	.08	.22	.44	.44	.10	.16	.09	.16	.06
Standard deviation	.85	.79	.66	.87	.22	.62	1.09	1.23	.66	.97	.62	.81	.17

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 421 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	*d	*e	a	b	c	*d	*e
Unweighted Base	193	57	33	42	23	6	53	37	37	23	7
Effective base	70	24	14	12	7	3	25	11	13	7	2
Weighted Base	161	62	28	29	17	1	66	22	25	20	3
Very low (-2)	2 2%	- -%	* 1%	* 1%	- -%	- -%	- -%	* 1%	* 2%	- -%	- -%
Quite low (-1)	4 3%	1 1%	3 12%	- -%	- -%	- -%	3 5%	1 4%	- -%	- -%	- -%
Neither low nor high (0)	20 12%	13 20%	5 18%	1 2%	* 2%	- -%	9 13%	3 15%	3 11%	4 19%	- -%
Quite high (1)	73 46%	33 54%	11 39%	18 62%	2 10%	* 7%	32 49%	12 55%	17 65%	1 7%	- -%
Very high (2)	57 36%	15 25%	7 26%	8 28%	15 88%	1 86%	22 33%	4 17%	4 15%	15 74%	3 100%
Don't Know (DO NOT READ OUT)	4 2%	- -%	1 4%	2 6%	* *%	* 7%	- -%	2 8%	2 8%	- -%	- -%
NET: High	131 81%	49 78%	18 65%	26 90%	17 98%	1 93%	54 82%	16 72%	20 80%	17 81%	3 100%
NET: Low	7 4%	1 1%	3 12%	* 1%	- -%	- -%	3 5%	1 5%	* 2%	- -%	- -%
Answered	157	62	27	27	17	1	66	20	23	20	3
Mean Score	1.1	1.0	.8	1.2	1.9	1.9	1.1	.9	1.0	1.6	2.0
Standard error	.06	.09	.18	.10	.09	.23	.11	.14	.11	.17	-
Standard deviation	.85	.71	1.01	.64	.42	.51	.81	.81	.67	.81	-

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 421 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Total base		a	b	c	d	*e	a	*b	c	a	b	a	*b
Significance Level: 95%													
Unweighted Base	193	45	32	45	35	18	129	13	34	100	93	134	28
Effective base	70	18	11	19	11	6	50	5	9	38	33	50	9
Weighted Base	161	50	24	39	28	9	117	10	24	95	65	125	14
Very low	(-2)	2	-	-	-	1	1	-	-	-	2	1	-
		2%	-%	-%	-%	7%	1%	-%	-%	-%	4%	1%	-%
Quite low	(-1)	4	3	-	1	-	1	1	2	3	1	4	*
		3%	6%	-%	2%	-%	1%	8%	8%	3%	2%	3%	*%
Neither low nor high	(0)	20	7	3	5	3	14	2	3	18	2	17	2
		12%	14%	14%	13%	8%	12%	24%	13%	19%	3%	14%	17%
Quite high	(1)	73	26	12	23	6	50	3	17	53	20	63	1
		46%	51%	49%	59%	20%	43%	29%	69%	56%	31%	50%	10%
Very high	(2)	57	14	5	10	18	47	4	2	18	39	37	10
		36%	29%	22%	26%	67%	40%	38%	9%	19%	59%	30%	72%
Don't Know (DO NOT READ OUT)		4	*	3	-	*	4	-	*	3	1	3	*
		2%	*%	15%	-%	1%	3%	-%	*%	3%	1%	2%	1%
NET: High		131	40	17	34	24	97	6	19	72	59	100	11
		81%	80%	71%	85%	87%	83%	67%	79%	75%	90%	80%	82%
NET: Low		7	3	-	1	-	2	1	2	3	4	5	*
		4%	6%	-%	2%	-%	2%	8%	8%	3%	6%	4%	*%
Answered		157	50	20	39	27	113	10	24	92	65	122	14
Mean Score		1.1	1.0	1.1	1.1	1.5	1.2	1.0	.8	.9	1.4	1.1	1.6
Standard error		.06	.13	.12	.10	.13	.07	.29	.13	.07	.10	.07	.15
Standard deviation		.85	.83	.66	.69	1.11	.76	1.04	.74	.72	.95	.79	.80

Columns Tested.: a,b,c,d,e - a,b,c - a,b - a,b

Table 421 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	*b	a	b	a	b
Significance Level: 95%											
Unweighted Base	193	117	41	32	144	134	28	112	46	33	143
Effective base	70	46	12	15	49	50	8	43	16	15	49
Weighted Base	161	115	23	33	118	122	17	108	30	35	116
Very low	2 2%	1 1%	- -%	- -%	1 1%	1 1%	- -%	1 1%	- -%	- -%	1 1%
Quite low	4 3%	3 3%	1 4%	- -%	4 3%	4 3%	* *%	3 3%	1 3%	- -%	4 3%
Neither low nor high	20 12%	18 15%	2 10%	4 12%	16 14%	17 14%	2 14%	17 15%	3 10%	4 12%	16 13%
Quite high	73 46%	53 46%	9 39%	21 63%	50 42%	63 52%	1 8%	53 49%	9 32%	23 66%	47 41%
Very high	57 36%	37 32%	11 47%	7 20%	46 39%	34 28%	13 78%	31 29%	16 55%	8 22%	45 39%
Don't Know (DO NOT READ OUT)	4 2%	3 3%	* *%	2 6%	2 2%	3 2%	* 1%	3 3%	* *%	* *%	4 3%
NET: High	131 81%	90 78%	20 86%	27 82%	96 81%	97 79%	15 85%	84 78%	26 87%	31 88%	92 79%
NET: Low	7 4%	4 3%	1 4%	- -%	5 4%	5 4%	* *%	4 4%	1 3%	- -%	5 4%
Answered	157	112	23	31	116	119	17	105	30	35	112
Mean Score	1.1	1.1	1.3	1.1	1.2	1.1	1.6	1.1	1.4	1.1	1.2
Standard error	.06	.08	.13	.11	.07	.07	.14	.08	.12	.10	.07
Standard deviation	.85	.81	.81	.58	.84	.79	.74	.80	.79	.58	.84

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 421 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	193	114	121	49	-	109	109	42	-	155	91	52	-
Effective base	70	39	46	21	-	38	43	19	-	57	34	23	-
Weighted Base	161	88	107	39	-	95	84	40	-	135	67	46	-
Very low (-2)	2 2%	- -%	1 1%	- -%	- -%	* *%	1 1%	* 1%	- -%	1 *%	* 1%	* 1%	- -%
Quite low (-1)	4 3%	3 3%	4 4%	- -%	- -%	1 1%	4 5%	1 2%	- -%	2 1%	4 6%	2 4%	- -%
Neither low nor high (0)	20 12%	6 7%	19 17%	4 10%	- -%	19 20%	11 13%	6 16%	- -%	20 15%	7 11%	7 14%	- -%
Quite high (1)	73 46%	45 51%	49 46%	12 29%	- -%	41 43%	31 36%	12 31%	- -%	60 44%	25 37%	15 33%	- -%
Very high (2)	57 36%	31 35%	32 30%	23 58%	- -%	32 34%	34 41%	19 48%	- -%	49 36%	27 41%	21 45%	- -%
Don't Know (DO NOT READ OUT)	4 2%	3 4%	3 3%	1 3%	- -%	1 1%	4 4%	1 3%	- -%	4 3%	3 5%	1 3%	- -%
NET: High	131 81%	76 86%	81 75%	34 87%	- -%	74 78%	65 77%	31 78%	- -%	109 81%	52 77%	36 78%	- -%
NET: Low	7 4%	3 3%	5 4%	- -%	- -%	1 1%	5 6%	1 3%	- -%	3 2%	4 7%	2 5%	- -%
Answered Mean Score	157 1.1	85 1.2	104 1.0	38 1.5	- -	94 1.1	80 1.2	39 1.3	- -	131 1.2	63 1.2	45 1.2	- -
Standard error	.06	.07	.08	.10	-	.08	.09	.14	-	.06	.10	.13	-
Standard deviation	.85	.73	.84	.69	-	.78	.91	.88	-	.78	.91	.92	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 421 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	b	c	*d	*e
Significance Level: 95%												
Unweighted Base	193	137	126	81	121	89	14	54	57	66	25	14
Effective base	70	51	47	32	45	38	5	24	22	28	12	7
Weighted Base	161	123	117	75	112	86	10	51	55	61	23	14
Very low (-2)	2 2%	1 1%	1 1%	- -%	1 1%	* *%	- -%	- -%	- -%	- -%	- -%	- -%
Quite low (-1)	4 3%	3 3%	4 3%	3 4%	4 4%	4 5%	- -%	3 6%	- -%	2 3%	- -%	- -%
Neither low nor high (0)	20 12%	18 15%	18 15%	11 15%	18 16%	10 12%	1 5%	9 18%	10 18%	11 19%	6 26%	- -%
Quite high (1)	73 46%	59 48%	56 48%	36 48%	53 48%	37 43%	1 10%	18 36%	27 50%	23 38%	10 45%	5 37%
Very high (2)	57 36%	39 32%	35 30%	22 29%	35 31%	31 36%	7 73%	17 34%	15 27%	22 35%	6 24%	9 63%
Don't Know (DO NOT READ OUT)	4 2%	3 2%	3 3%	3 4%	1 1%	3 4%	1 11%	3 6%	3 5%	3 5%	1 5%	- -%
NET: High	131 81%	98 80%	91 78%	58 77%	88 79%	68 79%	8 83%	36 70%	42 77%	45 73%	16 69%	14 100%
NET: Low	7 4%	4 3%	5 4%	3 4%	5 4%	4 5%	- -%	3 6%	- -%	2 3%	- -%	- -%
Answered	157	120	114	72	111	82	9	48	52	58	22	14
Mean Score	1.1	1.1	1.1	1.1	1.1	1.1	1.8	1.0	1.1	1.1	1.0	1.6
Standard error	.06	.07	.07	.09	.08	.09	.16	.13	.09	.11	.15	.13
Standard deviation	.85	.79	.81	.80	.82	.84	.57	.91	.69	.84	.74	.50

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 421 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	193	25	6	15	7	169	129	175	152	134	119	156	36	-	127	11
Effective base	70	10	2	5	5	62	47	64	55	46	45	57	17	-	47	6
Weighted Base	161	22	7	7	10	142	107	147	119	105	103	131	24	-	109	16
Very low (-2)	2 2%	* 2%	- -%	- -%	- -%	2 2%	* *%	2 2%	2 2%	2 2%	2 2%	1 *%	2 8%	- -%	1 1%	2 12%
Quite low (-1)	4 3%	- -%	- -%	1 11%	- -%	3 2%	3 3%	3 2%	3 3%	2 2%	* *%	3 2%	1 5%	- -%	1 1%	3 18%
Neither low nor high (0)	20 12%	8 35%	- -%	* 6%	* 4%	19 14%	12 11%	19 13%	11 9%	19 18%	13 13%	19 14%	2 8%	- -%	14 13%	* 3%
Quite high (1)	73 46%	6 28%	5 68%	5 65%	5 48%	63 44%	51 47%	64 44%	56 47%	50 47%	45 44%	58 44%	13 53%	- -%	49 45%	10 62%
Very high (2)	57 36%	6 27%	1 16%	1 17%	5 48%	51 36%	39 37%	55 37%	43 36%	29 28%	41 40%	47 36%	6 26%	- -%	40 37%	1 5%
Don't Know (DO NOT READ OUT)	4 2%	2 9%	1 17%	- -%	- -%	3 2%	2 2%	3 2%	3 3%	2 2%	2 2%	3 2%	- -%	- -%	3 3%	- -%
NET: High	131 81%	12 54%	6 83%	6 82%	10 96%	113 80%	90 84%	118 81%	100 84%	79 75%	86 83%	105 80%	19 79%	- -%	90 82%	10 67%
NET: Low	7 4%	* 2%	- -%	1 11%	- -%	6 4%	3 3%	6 4%	5 4%	4 4%	2 2%	4 3%	3 13%	- -%	2 2%	5 30%
Answered	157	20	6	7	10	139	105	144	116	103	101	127	24	-	106	16
Mean Score	1.1	.9	1.2	.9	1.4	1.1	1.2	1.1	1.2	1.0	1.2	1.2	.8	-	1.2	.3
Standard error	.06	.19	.19	.23	.23	.07	.07	.07	.07	.08	.08	.07	.19	-	.07	.37
Standard deviation	.85	.94	.43	.89	.60	.87	.77	.86	.85	.88	.82	.80	1.12	-	.76	1.22

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 421 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	193	73	76	163	5	72	121	46	108	38	63	46	77
Effective base	70	32	24	59	2	27	44	19	40	12	22	17	29
Weighted Base	161	77	58	135	6	58	103	35	99	26	46	44	63
Very low (-2)	2 2%	2 3%	- -%	2 1%	1 11%	2 4%	- -%	2 6%	* *%	- -%	- -%	2 6%	- -%
Quite low (-1)	4 3%	3 4%	1 2%	1 1%	1 14%	1 1%	3 3%	1 2%	1 1%	2 8%	1 3%	1 2%	2 3%
Neither low nor high (0)	20 12%	10 13%	8 13%	11 8%	- -%	14 24%	6 6%	5 13%	8 8%	7 27%	4 9%	5 12%	9 15%
Quite high (1)	73 46%	38 49%	28 48%	69 51%	1 14%	22 37%	52 50%	9 27%	51 51%	13 49%	26 56%	21 47%	21 33%
Very high (2)	57 36%	20 26%	21 37%	50 37%	3 60%	16 29%	41 40%	15 44%	38 38%	4 15%	14 30%	13 29%	30 48%
Don't Know (DO NOT READ OUT)	4 2%	3 5%	* *%	1 1%	- -%	2 4%	1 1%	3 8%	1 1%	* *%	1 2%	2 4%	1 1%
NET: High	131 81%	58 75%	49 84%	119 88%	4 74%	38 66%	93 90%	25 70%	89 90%	17 64%	40 86%	34 76%	51 81%
NET: Low	7 4%	5 7%	1 2%	3 2%	1 26%	3 6%	3 3%	3 8%	2 2%	2 8%	1 3%	3 7%	2 3%
Answered	157	74	58	133	6	55	102	32	99	26	45	42	63
Mean Score	1.1	1.0	1.2	1.2	1.0	.9	1.3	1.1	1.3	.7	1.2	1.0	1.3
Standard error	.06	.11	.09	.06	.73	.12	.07	.17	.07	.14	.09	.16	.10
Standard deviation	.85	.94	.75	.76	1.64	1.01	.72	1.16	.70	.83	.70	1.03	.84

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 421 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		193	101	92
Effective base		70	28	42
Weighted Base		161	64	97
Very low (-2)		2	2	-
		2%	4%	-%
Quite low (-1)		4	2	2
		3%	3%	2%
Neither low nor high (0)		20	6	14
		12%	9%	14%
Quite high (1)		73	35	39
		46%	54%	40%
Very high (2)		57	18	39
		36%	29%	40%
Don't Know (DO NOT READ OUT)		4	*	4
		2%	*%	4%
NET: High		131	53	77
		81%	83%	80%
NET: Low		7	4	2
		4%	7%	2%
Answered		157	64	93
Mean Score		1.1	1.0	1.2
Standard error		.06	.09	.08
Standard deviation		.85	.93	.78

Columns Tested: a,b

Table 421 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

		Month												
		Total base	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	l
Unweighted Base		193	8	19	14	16	18	9	11	22	15	12	15	34
Effective base		70	3	10	9	8	11	4	5	8	6	2	6	13
Weighted Base		161	7	17	15	3	23	6	3	26	7	6	8	38
Very low	(-2)	2	-	-	-	-	-	-	*	-	*	-	-	2
		2%	-%	-%	-%	-%	-%	-%	12%	-%	4%	-%	-%	5%
Quite low	(-1)	4	-	-	-	-	3	-	-	-	1	-	-	*
		3%	-%	-%	-%	-%	12%	-%	-%	-%	17%	-%	-%	*%
Neither low nor high	(0)	20	-	1	-	*	7	-	1	*	2	1	2	5
		12%	-%	7%	-%	3%	31%	-%	22%	1%	34%	11%	29%	13%
Quite high	(1)	73	3	8	6	2	10	6	1	19	1	4	1	11
		46%	46%	45%	41%	49%	42%	98%	45%	72%	16%	72%	15%	30%
Very high	(2)	57	4	6	9	1	3	*	1	7	2	1	3	19
		36%	54%	38%	56%	43%	15%	2%	21%	26%	29%	17%	42%	52%
Don't Know (DO NOT READ OUT)		4	-	2	1	*	-	-	-	*	-	-	1	-
		2%	-%	11%	3%	5%	-%	-%	-%	*%	-%	-%	14%	-%
NET: High		131	7	14	15	3	13	6	2	26	3	5	5	31
		81%	100%	82%	97%	92%	57%	100%	67%	99%	46%	89%	57%	82%
NET: Low		7	-	-	-	-	3	-	*	-	1	-	-	2
		4%	-%	-%	-%	-%	12%	-%	12%	-%	20%	-%	-%	5%
Answered		157	7	15	15	3	23	6	3	26	7	6	7	38
Mean Score		1.1	1.5	1.3	1.6	1.4	.6	1.0	.6	1.3	.5	1.1	1.2	1.2
Standard error		.06	.19	.15	.14	.19	.21	.05	.42	.10	.33	.17	.26	.18
Standard deviation		.85	.54	.64	.51	.67	.90	.16	1.40	.47	1.27	.58	.97	1.03

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 421 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Quarter				Half		
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023	
Significance Level: 95%		a	b	c	d	a	b	
Unweighted Base	193	41	43	48	61	84	109	
Effective base	70	21	18	14	20	39	33	
Weighted Base	161	39	33	37	51	72	88	
Very low	(-2)	2	-	-	1	2	-	2
		2%	-%	-%	2%	4%	-%	3%
Quite low	(-1)	4	-	3	1	*	3	1
		3%	-%	9%	3%	*%	4%	1%
Neither low nor high	(0)	20	1	7	3	8	8	11
		12%	3%	22%	9%	15%	12%	13%
Quite high	(1)	73	17	18	22	17	35	38
		46%	44%	54%	59%	32%	48%	44%
Very high	(2)	57	19	5	10	24	24	34
		36%	47%	15%	27%	46%	33%	38%
Don't Know (DO NOT READ OUT)		b	b	b	b	b	b	
	4	2	*	*	1	3	1	
	2%	6%	1%	*%	2%	3%	1%	
NET: High	131	36	23	32	41	58	72	
	81%	91%	69%	86%	79%	81%	82%	
NET: Low	7	-	3	2	2	3	4	
	4%	-%	9%	5%	4%	4%	4%	
Answered	157	37	33	37	50	70	87	
Mean Score	1.1	1.5	.8	1.1	1.2	1.1	1.1	
Standard error		b	b	b	b	b	b	
Standard deviation	.06	.09	.13	.12	.12	.09	.09	
	.85	.57	.83	.81	.97	.78	.90	

Columns Tested:: a,b,c,d - a,b

Table OP4_1RESP

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by ANY PROVIDER (other than Royal Mail) COMBINED in the last 12 months

Base: All who use any provider other than RM at QV4

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1484	114	1370	896	297	92	199	588
Effective base	548	36	516	484	129	49	95	174
Weighted Base	1323	59	1265	1235	75	9	5	88
Very low (-2)	23 2%	3 4%	21 2%	21 2%	2 3%	* 1%	- -	2 3%
Quite low (-1)	86 7%	* *%	86 7%	82 7%	4 5%	* 3%	* 3%	4 5%
Neither low nor high (0)	308 23%	7 12%	301 24%	293 24%	14 19%	1 6%	* 9%	15 17%
Quite high (1)	518 39%	23 39%	495 39%	476 39%	35 47%	5 52%	2 44%	42 47%
Very high (2)	378 29%	26 44%	352 28%	354 29%	19 25%	3 38%	2 43%	24 27%
Don't Know (DO NOT READ OUT)	10 1%	* *%	10 1%	9 1%	1 2%	- -	* 1%	1 2%
NET: High	896 68%	49 83%	847 67%	830 67%	53 71%	8 90%	4 87%	66 74%
NET: Low	110 8%	3 4%	107 8%	103 8%	6 8%	* 4%	* 3%	6 7%
Answered	1313	59	1254	1226	73	9	5	87
Mean Score	.9	1.2 b	.9	.9	.9	1.2 abe	1.3 abe	.9
Standard error	.03	.09	.03	.03	.06	.08	.06	.04
Standard deviation	.96	.97	.96	.97	.96	.80	.84	.94

Columns Tested: a,b - a,b,c,d,e

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by ANY PROVIDER (other than Royal Mail) COMBINED in the last 12 months

Base: All who use any provider other than RM at QV4

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1484	320	414	162	196	193	199	896	297	291
Effective base		548	202	219	78	95	71	95	484	129	103
Weighted Base		1323	552	565	118	58	25	5	1235	75	14
Very low	(-2)	23 2%	5 1%	11 2%	5 4%	2 3%	1 2%	- %	21 2%	2 3%	* 1%
Quite low	(-1)	86 7%	21 4%	41 7%	20 17%	3 6%	1 2%	* 3%	82 7%	4 5%	* 3%
Neither low nor high	(0)	308 23%	152 28%	109 19%	32 27%	13 22%	2 8%	* 9%	293 24%	14 19%	1 7%
Quite high	(1)	518 39%	219 40%	224 40%	32 27%	25 43%	14 56%	2 44%	476 39%	35 47%	7 49%
Very high	(2)	378 29%	151 27%	178 31%	26 22%	14 25%	8 30%	2 43%	354 29%	19 25%	5 40%
Don't Know (DO NOT READ OUT)		10 1%	4 1%	2 *	3 2%	1 2%	* 2%	* 1%	9 1%	1 2%	* *
NET: High		896 68%	370 67%	402 71%	58 49%	40 68%	22 86%	4 87%	830 67%	53 71%	12 89%
NET: Low		110 8%	26 5%	52 9%	25 21%	5 9%	1 5%	* 3%	103 8%	6 8%	* 3%
Answered		1313	548	563	115	57	25	5	1226	73	14
Mean Score		.9	.9	.9	.5	.8	1.1	1.3	.9	.9	1.3
Standard error		.03	.05	.05	.09	.07	.06	.06	.03	.06	.05
Standard deviation		.96	.88	.99	1.15	.98	.84	.84	.97	.96	.78

Columns Tested:: a,b,c,d,e,f,g,h,i

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by ANY PROVIDER (other than Royal Mail) COMBINED in the last 12 months

Base: All who use any provider other than RM at QV4

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1484	523	373	297	92	199	532	315	138	90	234
Effective base	548	340	182	129	49	95	276	126	48	23	34
Weighted Base	1323	968	267	75	9	5	735	280	97	45	45
Very low (-2)	23 2%	14 1%	7 3%	2 3%	* 1%	- -%	14 2%	5 2%	1 2%	- -%	* *%
Quite low (-1)	86 7%	54 6%	28 10%	4 5%	* 3%	* 3%	52 7%	21 7%	2 2%	1 2%	6 13%
Neither low nor high (0)	308 23%	244 25%	49 18%	14 19%	1 6%	* 9%	179 24%	76 27%	14 14%	1 2%	7 16%
Quite high (1)	518 39%	379 39%	97 36%	35 47%	5 52%	2 44%	279 38%	95 34%	45 47%	24 55%	19 42%
Very high (2)	378 29%	270 28%	84 32%	19 25%	3 38%	2 43%	205 28%	82 29%	33 34%	19 42%	13 29%
Don't Know (DO NOT READ OUT)	10 1%	6 1%	3 1%	1 2%	- -%	* 1%	6 1%	* *%	2 2%	- -%	* *%
NET: High	896 68%	649 67%	181 68%	53 71%	8 90%	4 87%	484 66%	177 63%	78 81%	43 96%	32 71%
NET: Low	110 8%	69 7%	34 13%	6 8%	* 4%	* 3%	66 9%	26 9%	3 3%	1 2%	6 13%
Answered	1313	961	265	73	9	5	729	280	95	45	45
Mean Score	.9	.9	.8	.9	1.2 abc	1.3 abc	.8	.8	1.1	1.4 abe	.9
Standard error	.03	.04	.06	.06	.08	.06	.04	.06	.07	.06	.07
Standard deviation	.96	.94	1.06	.96	.80	.84	.98	1.00	.83	.61	1.00

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by ANY PROVIDER (other than Royal Mail) COMBINED in the last 12 months

Base: All who use any provider other than RM at QV4

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1484	100	103	191	64	130	143	87	93	83
Effective base		548	51	55	98	26	64	75	42	47	39
Weighted Base		1323	130	106	261	57	164	205	123	120	71
Very low	(-2)	23 2%	* *%	9 8% acf	- -%	* 1%	4 3%	1 1%	2 2%	1 1%	4 6% c
Quite low	(-1)	86 7%	22 17% cfh	9 9% f	13 5%	5 8%	22 14% fh	2 1%	6 5%	2 1%	4 6%
Neither low nor high	(0)	308 23%	28 22%	19 18%	93 36% bef	11 20%	32 20%	36 18%	30 25%	29 25%	17 24%
Quite high	(1)	518 39%	38 29%	36 34%	93 36%	30 53% ae	48 30%	117 57% abceh	52 43%	38 32%	29 40%
Very high	(2)	378 29%	40 31%	33 31%	59 23%	11 19%	55 33%	49 24%	32 26%	47 39% c	17 24%
Don't Know (DO NOT READ OUT)		10 1%	1 1%	* *%	2 1%	- -%	2 1%	- -%	- -%	3 2%	* *%
NET: High		896 68%	78 60%	69 65%	152 58%	41 71%	103 63%	166 81% abcei	84 69%	85 71%	45 64%
NET: Low		110 8%	23 17% cfh	18 17% cfh	13 5%	5 9%	26 16% cfh	3 1%	8 7%	3 2%	9 12% f
Answered Mean Score		1313 .9	129 .7	106 .7	259 .8	57 .8	162 .8	205 1.0 c	123 .9	117 1.1 c	71 .7
Standard error		.03	.11	.12	.06	.11	.10	.06 c	.10	.09 c	.12
Standard deviation		.96	1.09	1.24	.86	.87	1.13	.71	.93	.89	1.09

Columns Tested: a,b,c,d,e,f,g,h,i

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by ANY PROVIDER (other than Royal Mail) COMBINED in the last 12 months

Base: All who use any provider other than RM at QV4

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		1484	277	296	421	994	490	170	169	151
Effective base		548	127	151	214	489	116	44	53	45
Weighted Base		1323	292	356	589	1237	86	45	25	16
Very low	(-2)	23 2%	9 3%	10 3%	4 1%	23 2%	1 1%	* 1%	* %	* 1%
Quite low	(-1)	86 7%	31 11%	33 9%	20 3%	85 7%	1 1%	* %	* 1%	* 3%
Neither low nor high	(0)	308 23%	61 21%	76 21%	160 27%	297 24%	11 13%	4 9%	6 24%	1 6%
Quite high	(1)	518 39%	107 37%	112 31%	263 45%	482 39%	36 42%	16 36%	12 50%	7 44%
Very high	(2)	378 29%	82 28%	120 34%	140 24%	342 28%	36 42%	23 51%	6 24%	7 44%
Don't Know (DO NOT READ OUT)		10 1%	2 1%	4 1%	2 %	8 1%	2 2%	2 4%	* 1%	* 2%
NET: High		896 68%	189 65%	232 65%	403 68%	824 67%	72 83%	39 87%	18 74%	14 88%
NET: Low		110 8%	40 14%	44 12%	24 4%	108 9%	2 2%	* 1%	* 2%	1 4%
Answered Mean Score		1313 .9	290 .8	352 .8	587 .9	1229 .8	84 1.3	43 1.4	25 1.0	16 1.3
Standard error		.03	.06	.06	.04	.03	.04	.06	.06	.07
Standard deviation		.96	1.07	1.09	.83	.97	.78	.73	.77	.84

Columns Tested: a,b,c,d,e,f,g,h

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by ANY PROVIDER (other than Royal Mail) COMBINED in the last 12 months

Base: All who use any provider other than RM at QV4

		Industry								
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1484	54	188	22	210	171	493	33	42	481
Effective base	548	22	66	11	77	70	198	10	13	178
Weighted Base	1323	40	149	27	176	221	384	27	18	457
Very low	(-2) 23 2%	* 1%	4 3%	1 4%	5 3%	- -%	13 3%	4 13%	- -%	1 *%
Quite low	(-1) 86 7%	* *%	18 12%	* *%	18 10%	23 10%	18 5%	6 21%	* *%	22 5%
Neither low nor high	(0) 308 23%	3 7%	23 16%	15 56%	38 22%	50 22%	91 24%	7 24%	2 11%	118 26%
Quite high	(1) 518 39%	25 61%	55 37%	2 8%	58 33%	78 36%	145 38%	11 39%	4 20%	198 43%
Very high	(2) 378 29%	12 31%	46 31%	8 31%	54 31%	69 31%	116 30%	1 3%	12 69%	113 25%
Don't Know (DO NOT READ OUT)	10 1%	- -%	3 2%	* *%	3 2%	1 *%	2 1%	- -%	- -%	5 1%
NET: High	896 68%	37 92%	101 68%	11 39%	112 63%	147 67%	261 68%	11 42%	16 89%	311 68%
NET: Low	110 8%	* 1%	22 15%	1 4%	23 13%	23 10%	30 8%	9 34%	* *%	23 5%
Answered	1313	40	147	27	173	220	382	27	18	452
Mean Score	.9	1.2	.8	.6	.8	.9	.9	*	1.6	.9
Standard error	.03	.09	.08	.24	.08	.07	.05	.20	.11	.04
Standard deviation	.96	.64	1.10	1.07	1.09	.97	1.01	1.14	.71	.85

Columns Tested:: a,b,c,d,e,f,g,h,i

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by ANY PROVIDER (other than Royal Mail) COMBINED in the last 12 months

Base: All who use any provider other than RM at QV4

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	1484	435	493	556	1332	152	-	1221	263	1460	24
Effective base	548	163	198	198	486	72	-	489	63	540	8
Weighted Base	1323	437	384	502	1093	231	-	1206	117	1302	21
Very low (-2)	23 2%	6 1%	13 3%	5 1%	17 2%	7 3%	- -%	20 2%	4 3%	23 2%	- -%
Quite low (-1)	86 7%	41 9%	18 5%	28 5%	56 5%	30 13%	- -%	73 6%	13 11%	86 7%	- -%
Neither low nor high (0)	308 23%	91 21%	91 24%	126 25%	227 21%	80 35%	- -%	274 23%	34 29%	307 24%	* 2%
Quite high (1)	518 39%	161 37%	145 38%	213 42%	442 40%	76 33%	- -%	474 39%	44 37%	509 39%	9 44%
Very high (2)	378 29%	136 31%	116 30%	126 25%	342 31%	36 15%	- -%	356 30%	22 18%	367 28%	11 55%
Don't Know (DO NOT READ OUT)	10 1%	3 1%	2 1%	5 1%	8 1%	2 1%	- -%	10 1%	1 1%	10 1%	- -%
NET: High	896 68%	296 68%	261 68%	339 67%	784 72%	112 48%	- -%	830 69%	65 56%	875 67%	21 98%
NET: Low	110 8%	47 11%	30 8%	32 6%	73 7%	37 16%	- -%	92 8%	17 15%	110 8%	- -%
Answered	1313	434	382	498	1084	229	-	1196	117	1292	21
Mean Score	.9	.9	.9	.9	1.0 b	.5	-	.9 b	.6	.9	1.5
Standard error	.03	.05	.05	.04	.03	.08	-	.03	.06	.03	.11
Standard deviation	.96	1.00	1.01	.89	.93	1.00	-	.95	1.03	.97	.54

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by ANY PROVIDER (other than Royal Mail) COMBINED in the last 12 months

Base: All who use any provider other than RM at QV4

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		1484	561	394	524
Effective base		548	215	137	200
Weighted Base		1323	546	271	502
Very low	(-2)	23 2%	5 1%	12 4%	6 1%
				a	
Quite low	(-1)	86 7%	45 8%	18 7%	23 5%
Neither low nor high	(0)	308 23%	142 26%	61 22%	105 21%
Quite high	(1)	518 39%	231 42%	98 36%	189 38%
Very high	(2)	378 29%	118 22%	81 30%	176 35%
				a	
Don't Know (DO NOT READ OUT)		10 1%	5 1%	2 1%	3 1%
NET: High		896 68%	349 64%	179 66%	365 73%
NET: Low		110 8%	51 9%	30 11%	29 6%
Answered		1313	542	269	498
Mean Score		.9	.8	.8	1.0
				a	
Standard error		.03	.04	.05	.04
Standard deviation		.96	.92	1.08	.93

Columns Tested: a,b,c

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by ANY PROVIDER (other than Royal Mail) COMBINED in the last 12 months

Base: All who use any provider other than RM at QV4

		Annual postal spend											
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+	
		a	b	c	d	e	*f	*g	*h	i	j	k	
Significance Level: 95%													
Unweighted Base	1484	813	339	138	59	62	29	25	19	1152	332	194	
Effective base	548	357	111	37	23	16	6	14	2	468	81	44	
Weighted Base	1323	869	276	86	18	41	17	9	6	1146	177	91	
Very low	(-2)	23	16	2	1	1	*	3	-	*	18	6	4
		2%	2%	1%	1%	5%	*%	18%	-%	5%	2%	3%	5%
Quite low	(-1)	86	74	6	2	*	*	4	*	*	80	6	4
		7%	9%	2%	2%	1%	*%	22%	*%	3%	7%	3%	5%
			b								b		
Neither low nor high	(0)	308	212	74	13	1	4	4	-	-	286	22	8
		23%	24%	27%	15%	5%	9%	21%	-%	-%	25%	12%	9%
			djk	djk							djk		
Quite high	(1)	518	358	100	38	3	14	3	2	*	458	59	22
		39%	41%	36%	44%	15%	35%	15%	19%	2%	40%	33%	24%
			dk	d	d						dk		
Very high	(2)	378	202	93	31	14	22	4	7	5	295	83	53
		29%	23%	34%	35%	74%	55%	24%	81%	90%	26%	47%	58%
			a		abcij	ai						ai	abci
Don't Know (DO NOT READ OUT)		10	8	1	1	-	*	*	-	-	9	1	*
		1%	1%	*%	2%	-%	*%	*%	-%	-%	1%	1%	*%
NET: High		896	560	193	68	16	37	7	9	5	753	143	74
		68%	64%	70%	79%	88%	90%	39%	100%	92%	66%	80%	81%
						ai	ai					ai	ai
NET: Low		110	90	8	3	1	*	7	*	*	98	12	9
		8%	10%	3%	4%	6%	1%	39%	*%	8%	9%	7%	9%
			b								b		
Answered		1313	862	275	85	18	41	17	9	6	1137	176	91
Mean Score		.9	.8	1.0	1.1	1.5	1.4	.1	1.8	1.7	.8	1.2	1.2
				a	a	abi	ai					ai	ai
Standard error		.03	.03	.05	.07	.14	.09	.28	.09	.25	.03	.06	.08
Standard deviation		.96	.97	.87	.85	1.06	.72	1.46	.43	1.08	.95	1.00	1.12

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by ANY PROVIDER (other than Royal Mail) COMBINED in the last 12 months

Base: All who use any provider other than RM at QV4

		Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent							
Total base		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g	
Significance Level: 95%																		
Unweighted Base		1484	275	538	671	1351	1314	1384	1390	1056	851	83	720	98	140	98	149	96
Effective base		548	136	222	191	480	469	502	514	380	270	50	309	31	38	28	36	15
Weighted Base		1323	355	515	454	1173	1140	1224	1235	929	673	123	766	56	102	59	77	41
Very low	(-2)	23 2%	5 1%	11 2%	7 2%	17 1%	17 1%	18 1%	20 2%	14 1%	15 2%	- %	12 2%	1 1%	3 5%	* 1%	* 1%	
Quite low	(-1)	86 7%	29 8%	45 9%	12 3%	80 7%	68 6%	80 7%	82 7%	65 7%	57 8%	12 10%	53 7%	* %	1 1%	1 2%	2 3%	10 25%
Neither low nor high		308 23%	c 109 31%	c 103 20%	96 21%	290 25%	287 25%	298 24%	286 23%	239 26%	155 23%	16 13%	205 27%	11 19%	21 21%	8 13%	32 42%	6 13%
Quite high	(1)	518 39%	138 39%	220 43%	160 35%	446 38%	420 37%	464 38%	471 38%	336 36%	244 36%	56 46%	278 36%	34 61%	41 40%	29 49%	14 18%	12 29%
Very high	(2)	378 29%	71 20%	131 26%	176 39%	330 28%	340 30%	354 29%	366 30%	270 29%	202 30%	36 30%	215 28%	10 18%	35 35%	19 31%	28 37%	11 25%
Don't Know (DO NOT READ OUT)		10 1%	3 1%	5 1%	3 1%	9 1%	9 1%	10 1%	10 1%	5 1%	1 *	2 2%	3 %	* %	2 2%	- %	* %	3 6%
NET: High		896 68%	209 59%	351 68%	336 74%	776 66%	760 67%	818 67%	837 68%	606 65%	446 66%	93 75%	493 64%	45 79%	77 75%	47 80%	42 55%	22 54%
NET: Low		110 8%	34 10%	56 11%	19 4%	97 8%	84 7%	98 8%	102 8%	79 8%	72 11%	12 10%	65 9%	1 1%	2 2%	4 7%	2 3%	11 26%
Answered		1313	352	510	451	1163	1132	1214	1225	923	673	121	763	56	99	59	77	39
Mean Score		.9	.7	.8	1.1	.9	.9	.9	.9	.8	.8	1.0	.8	.9	1.1	1.0	.9	.6
Standard error		.03	.06	.04	.04	.03	.03	.03	.03	.03	.04	.10	.04	.07	.07	.10	.08	.13
Standard deviation		.96	.94	.99	.92	.96	.96	.96	.97	.97	1.02	.92	.97	.70	.83	1.00	.97	1.19

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by ANY PROVIDER (other than Royal Mail) COMBINED in the last 12 months

Base: All who use any provider other than RM at QV4

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	1484	789	148	105	96	93	55	65	630	270	130	76	107	48	53
Effective base	548	350	44	23	19	34	10	9	272	95	43	30	18	19	7
Weighted Base	1323	865	98	59	48	45	36	21	669	264	72	52	41	21	21
Very low (-2)	23 2%	11 1%	2 2%	2 4%	- -%	2 4%	- -%	* 2%	8 1%	5 2%	1 1%	3 5%	- -%	* 2%	* 1%
Quite low (-1)	86 7%	63 7%	8 8%	* *%	1 1%	1 2%	3 7%	5 22%	34 5%	21 8%	5 8%	1 2%	1 2%	1 4%	5 23%
Neither low nor high (0)	308 23%	204 24%	38 39%	8 13%	3 6%	8 18%	24 66%	5 25%	179 27%	66 25%	16 22%	19 36%	3 6%	4 19%	* 2%
Quite high (1)	518 39%	350 40%	31 31%	28 48%	21 44%	13 29%	3 7%	1 5%	245 37%	92 35%	33 45%	13 24%	18 44%	10 51%	10 46%
Very high (2)	378 29%	233 27%	18 18%	20 35%	22 46%	21 48%	7 19%	8 40%	198 30%	80 30%	16 22%	17 32%	20 47%	5 24%	5 22%
Don't Know (DO NOT READ OUT)	10 1%	4 1%	2 2%	* *%	1 2%	* *%	- -%	1 7%	5 1%	* *%	2 3%	* 1%	* *%	- -%	1 6%
NET: High	896 68%	583 67%	48 49%	49 82%	43 90%	35 77%	10 27%	9 44%	443 66%	173 65%	48 67%	29 56%	38 91%	15 74%	14 68%
NET: Low	110 8%	74 9%	10 10%	3 4%	1 1%	2 5%	3 7%	5 24%	42 6%	25 10%	6 9%	4 7%	1 2%	1 6%	5 24%
Answered Mean Score	1313 .9	861 .8	96 .6	59 1.1	47 1.4	45 1.2	36 .4	19 .6	664 .9	264 .8	70 .8	52 .8	41 1.4	21 .9	20 .7
Standard error	.03	.03	.08	.09	.07	.11	.12	.17	.04	.06	.08	.13	.07	.13	.16
Standard deviation	.96	.95	.95	.93	.66	1.02	.89	1.33	.93	1.00	.91	1.10	.72	.90	1.14

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by ANY PROVIDER (other than Royal Mail) COMBINED in the last 12 months

Base: All who use any provider other than RM at QV4

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1484	591	198	207	127	104	90	73	270	312	382	230	181
Effective base	548	269	65	72	47	33	17	20	128	113	141	67	52
Weighted Base	1323	660	154	178	69	68	48	58	345	271	321	148	133
Very low (-2)	23 2%	8 1%	2 1%	3 1%	- %	3 4%	1 2%	3 5%	1 *	7 3%	4 1%	2 1%	3 2%
Quite low (-1)	86 7%	42 6%	12 8%	17 10%	4 6%	* %	5 11%	2 3%	13 4%	38 14%	18 6%	7 4%	5 3%
Neither low nor high (0)	308 23%	160 24%	42 27%	46 26%	7 11%	18 26%	10 22%	2 4%	92 27%	45 16%	81 25%	26 17%	54 41%
Quite high (1)	518 39%	261 40%	64 42%	50 28%	36 52%	18 27%	18 37%	24 42%	114 33%	129 47%	141 44%	44 30%	33 25%
Very high (2)	378 29%	184 28%	34 22%	58 33%	22 32%	29 42%	13 28%	26 44%	119 34%	51 19%	75 23%	70 47%	38 29%
Don't Know (DO NOT READ OUT)	10 1%	5 1%	* %	4 2%	- %	* %	* %	1 2%	6 2%	2 1%	2 1%	* %	* %
NET: High	896 68%	445 67%	98 63%	108 61%	58 83%	47 69%	31 65%	50 86%	233 68%	179 66%	216 67%	114 77%	71 54%
NET: Low	110 8%	50 8%	14 9%	20 11%	4 6%	3 5%	6 13%	5 8%	14 4%	45 17%	23 7%	9 6%	7 5%
Answered	1313	654	154	175	69	68	48	57	339	270	320	148	133
Mean Score	.9	.9	.7	.8	1.1 b	1.0	.8	1.2	1.0 b	.7	.8	1.2 bce	.8
Standard error	.03	.04	.07	.07	.07	.10	.11	.12	.06	.06	.05	.06	.07
Standard deviation	.96	.94	.93	1.05	.82	1.05	1.06	1.03	.90	1.02	.90	.96	.98

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by ANY PROVIDER (other than Royal Mail) COMBINED in the last 12 months

Base: All who use any provider other than RM at QV4

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1484	436	272	327	168	136	354	302	313	213	122
Effective base	548	183	98	112	50	36	158	98	107	69	35
Weighted Base	1323	482	225	257	111	91	412	239	235	157	90
Very low (-2)	23 2%	12 2%	2 1%	* *	2 2%	1 1%	* *	7 3%	5 2%	3 2%	2 2%
Quite low (-1)	86 7%	32 7%	31 14%	10 4%	3 2%	4 5%	12 3%	37 16%	10 4%	9 5%	* *
Neither low nor high (0)	308 23%	122 25%	39 18%	69 27%	9 8%	49 54%	119 29%	59 25%	51 21%	27 17%	31 34%
Quite high (1)	518 39%	172 36%	107 48%	115 45%	34 30%	16 18%	137 33%	98 41%	108 46%	45 28%	30 34%
Very high (2)	378 29%	138 29%	44 19%	62 24%	64 57%	21 23%	138 34%	37 15%	61 26%	75 47%	27 30%
Don't Know (DO NOT READ OUT)	10 1%	6 1%	1 1%	2 1%	* *	* *	4 1%	2 1%	2 1%	- -	* *
NET: High	896 68%	310 64%	151 67%	176 69%	97 88%	37 40%	276 67%	134 56%	168 72%	119 76%	57 63%
NET: Low	110 8%	44 9%	33 15%	10 4%	4 4%	5 6%	12 3%	44 19%	14 6%	11 7%	2 2%
Answered	1313	476	223	256	111	91	407	237	234	157	90
Mean Score	.9	.8	.7	.9	1.4 abce	.6	1.0 b	.5	.9 b	1.1 b	.9 b
Standard error	.03	.05	.06	.05	.07	.08	.05	.06	.05	.07	.08
Standard deviation	.96	1.00	.97	.82	.87	.93	.87	1.03	.90	1.00	.91

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by ANY PROVIDER (other than Royal Mail) COMBINED in the last 12 months

Base: All who use any provider other than RM at QV4

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Total base		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1484	305	279	371	265	163	1018	142	219	881	603	1025	326
Effective base	548	138	92	141	97	46	388	47	83	333	216	379	101
Weighted Base	1323	365	218	323	225	99	897	98	240	825	499	927	246
Very low	(-2) 23 2%	- -%	4 2%	8 2%	3 1%	3 3%	10 1%	3 3%	6 3%	12 1%	11 2%	8 1%	9 4% a
Quite low	(-1) 86 7%	20 5%	15 7%	29 9%	7 3%	11 11%	46 5%	15 16% a	21 9%	62 8%	24 5%	66 7%	15 6%
Neither low nor high	(0) 308 23%	107 29% b	29 13%	73 23%	57 25% b	19 19%	166 19%	28 29%	92 38% a	222 27% b	85 17%	216 23%	74 30%
Quite high	(1) 518 39%	127 35%	114 52% ade	134 41% e	69 31%	25 25%	360 40%	27 28%	83 35%	336 41%	182 36%	374 40% b	72 29%
Very high	(2) 378 29%	108 30%	50 23%	79 24%	89 39% bc	40 41% bc	306 34% c	24 25%	36 15%	184 22%	194 39% a	255 27%	76 31%
Don't Know (DO NOT READ OUT)	10 1%	3 1%	6 3%	* *% *	* *% *	1 1%	9 1%	- -%	1 *% *	8 1%	2 *% *	9 1%	* *% *
NET: High	896 68%	235 64%	164 75%	213 66%	158 70%	65 65%	666 74% bc	51 52%	119 50%	520 63%	376 75% a	628 68%	148 60%
NET: Low	110 8%	20 5%	19 9%	37 11%	10 4%	14 14% d	56 6%	18 19% a	28 12%	75 9%	35 7%	73 8%	24 10%
Answered	1313	362	212	323	225	98	888	98	239	817	496	918	245
Mean Score	.9	.9	.9	.8	1.0	.9	1.0	.5	.5	.8	1.1	.9	.8
Standard error	.03	.05	.06	.05	.06	.09	.03	.09	.06	.03	.04	.03	.06
Standard deviation	.96	.90	.91	1.00	.94	1.16	.92	1.12	.95	.94	.98	.93	1.07

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by ANY PROVIDER (other than Royal Mail) COMBINED in the last 12 months

Base: All who use any provider other than RM at QV4

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1484	806	508	344	1046	1041	310	780	534	353	1037
Effective base	548	323	145	166	351	385	95	303	167	166	349
Weighted Base	1323	793	347	353	883	938	235	759	381	372	863
Very low	(-2) 23 2%	8 1%	8 2%	5 1%	15 2%	9 1%	8 4%	7 1%	10 3%	6 2%	14 2%
Quite low	(-1) 86 7%	48 6%	20 6%	13 4%	70 8%	66 7%	14 6%	39 5%	28 7%	21 6%	62 7%
Neither low nor high	(0) 308 23%	183 23%	105 30%	93 26%	193 22%	225 24%	65 28%	182 24%	105 28%	87 23%	199 23%
Quite high	(1) 518 39%	307 39%	113 33%	151 43%	320 36%	381 41%	65 28%	300 39%	120 32%	161 43%	311 36%
Very high	(2) 378 29%	239 30%	101 29%	86 24%	279 32%	247 26%	83 35%	223 29%	116 31%	94 25%	272 32%
Don't Know (DO NOT READ OUT)	10 1%	8 1%	* *%	5 1%	5 1%	9 1%	* *%	8 1%	* *%	4 1%	6 1%
NET: High	896 68%	546 69%	214 62%	237 67%	600 68%	629 67%	148 63%	523 69%	237 62%	254 68%	583 68%
NET: Low	110 8%	56 7%	28 8%	18 5%	85 10%	75 8%	22 9%	46 6%	38 10%	26 7%	76 9%
Answered	1313	785	347	348	877	928	235	751	380	368	857
Mean Score	.9	.9	.8	.9	.9	.9	.8	.9	.8	.9	.9
Standard error	.03	.03	.04	.05	.03	.03	.06	.03	.05	.05	.03
Standard deviation	.96	.93	1.00	.88	1.00	.93	1.08	.91	1.04	.91	.99

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by ANY PROVIDER (other than Royal Mail) COMBINED in the last 12 months

Base: All who use any provider other than RM at QV4

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1484	1018	945	427	3	1003	833	367	2	1232	748	442	-
Effective base	548	338	370	143	3	346	313	136	2	451	286	172	-
Weighted Base	1323	836	887	332	9	870	709	308	2	1095	657	348	-
Very low (-2)	23 2%	14 2%	16 2%	6 2%	- -%	12 1%	7 1%	4 1%	2 77%	18 2%	9 1%	5 1%	- -%
Quite low (-1)	86 7%	61 7%	64 7%	17 5%	- -%	52 6%	47 7%	23 7%	- -%	66 6%	55 8%	28 8%	- -%
Neither low nor high (0)	308 23%	215 26%	207 23%	66 20%	5 57%	240 28%	127 18%	76 25%	- -%	252 23%	118 18%	57 16%	- -%
Quite high (1)	518 39%	325 39%	356 40%	119 36%	4 43%	326 37%	283 40%	96 31%	- -%	424 39%	255 39%	138 40%	- -%
Very high (2)	378 29%	215 26%	235 27%	122 37%	- -%	236 27%	237 33%	105 34%	1 23%	326 30%	213 32%	117 34%	- -%
Don't Know (DO NOT READ OUT)	10 1%	6 1%	9 1%	3 1%	- -%	3 *%	8 1%	3 1%	- -%	10 1%	6 1%	3 1%	- -%
NET: High	896 68%	540 65%	591 67%	240 72%	4 43%	562 65%	520 73%	201 65%	1 23%	749 68%	468 71%	254 73%	- -%
NET: Low	110 8%	75 9%	79 9%	23 7%	- -%	64 7%	55 8%	27 9%	2 77%	84 8%	64 10%	34 10%	- -%
Answered Mean Score	1313 .9	830 .8	878 .8	330 1.0	9 .4	866 .8	701 1.0	305 .9	2 -1.1	1085 .9	651 .9	345 1.0	- -
Standard error	.03	.03	.03	.05	.30	.03	.03	.05	1.56	.03	.04	.05	-
Standard deviation	.96	.96	.96	.97	.52	.94	.94	1.01	2.21	.96	.99	.98	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by ANY PROVIDER (other than Royal Mail) COMBINED in the last 12 months

Base: All who use any provider other than RM at QV4

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1484	1044	976	693	929	760	115	472	474	547	235	142
Effective base	548	380	363	274	319	312	36	199	182	210	99	59
Weighted Base	1323	954	912	682	801	741	93	489	475	538	205	113
Very low (-2)	23 2%	10 1%	7 1%	12 2%	11 1%	9 1%	1 1%	3 1%	2 *	8 1%	3 1%	- -%
Quite low (-1)	86 7%	53 6%	57 6%	45 7%	58 7%	66 9%	* *%	32 7%	35 7%	39 7%	12 6%	7 6%
Neither low nor high (0)	308 23%	241 25%	235 26%	158 23%	196 25%	188 25%	21 22%	122 25%	102 21%	123 23%	43 21%	16 14%
Quite high (1)	518 39%	381 40%	337 37%	283 42%	308 38%	261 35%	24 26%	186 38%	202 43%	212 39%	84 41%	45 40%
Very high (2)	378 29%	261 27%	268 29%	176 26%	222 28%	207 28%	46 50% ab	140 29%	128 27%	150 28%	62 30%	46 40%
Don't Know (DO NOT READ OUT)	10 1%	9 1%	8 1%	7 1%	6 1%	9 1%	1 1%	5 1%	6 1%	6 1%	1 1%	- -%
NET: High	896 68%	642 67%	604 66%	459 67%	530 66%	468 63%	70 76%	326 67%	330 70%	362 67%	146 71%	90 80% a
NET: Low	110 8%	62 7%	64 7%	57 8%	69 9%	76 10%	1 1%	36 7%	37 8%	47 9%	15 7%	7 6%
Answered	1313	945	903	675	795	732	92	484	469	532	204	113
Mean Score	.9	.9	.9	.8	.8	.8	1.2 ab	.9	.9	.9	.9	1.1 c
Standard error	.03	.03	.03	.04	.03	.04	.08	.04	.04	.04	.06	.07
Standard deviation	.96	.91	.93	.95	.96	.99	.87	.93	.90	.96	.94	.88

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by ANY PROVIDER (other than Royal Mail) COMBINED in the last 12 months

Base: All who use any provider other than RM at QV4

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1484	222	134	156	83	1186	956	1313	1045	1007	1046	1118	333	-	1017	89
Effective base	548	84	48	61	39	435	346	480	383	355	370	423	124	-	368	50
Weighted Base	1323	185	113	144	101	1069	826	1179	913	852	922	1014	255	-	850	125
Very low (-2)	23 2%	5 3%	3 3%	2 1%	3 3%	17 2%	7 1%	17 1%	17 2%	20 2%	16 2%	10 1%	5 2%	- -%	11 1%	10 8%
Quite low (-1)	86 7%	17 9%	11 10%	22 16%	7 7%	54 5%	45 5%	66 6%	50 5%	71 8%	47 5%	51 5%	12 5%	- -%	42 5%	33 26%
Neither low nor high (0)	308 23%	52 28%	34 31%	42 29%	14 14%	263 25%	191 23%	283 24%	210 23%	175 20%	212 23%	222 22%	50 20%	- -%	157 18%	31 25%
Quite high (1)	518 39%	68 37%	27 24%	38 26%	43 43%	431 40%	317 38%	466 40%	361 40%	347 41%	364 39%	424 42%	98 38%	- -%	357 42%	43 35%
Very high (2)	378 29%	41 22%	36 32%	39 27%	34 33%	295 28%	260 31%	339 29%	267 29%	235 28%	276 30%	299 30%	90 35%	- -%	274 32%	8 6%
Don't Know (DO NOT READ OUT)	10 1%	2 1%	1 1%	2 1%	* *%	7 1%	6 1%	8 1%	7 1%	5 1%	7 1%	7 1%	1 *%	- -%	9 1%	- -%
NET: High	896 68%	109 59%	63 56%	77 53%	77 76%	727 68%	577 70%	805 68%	629 69%	581 68%	640 69%	723 71%	187 73%	- -%	631 74%	51 41%
NET: Low	110 8%	22 12%	14 12%	24 17%	10 10%	72 7%	52 6%	84 7%	67 7%	91 11%	63 7%	61 6%	17 7%	- -%	53 6%	43 34%
Answered Mean Score	1313 .9	183 .7	111 .7	142 .6	101 1.0	1062 .9	819 .9	1171 .9	906 .9	847 .8	916 .9	1006 .9	254 1.0	- -	841 1.0	125 .1
Standard error	.03	.07	.10	.09	.11	.03	.03	.03	.03	.03	.03	.03	.05	-	.03	.12
Standard deviation	.96	1.02	1.10	1.08	1.01	.93	.92	.94	.95	1.00	.94	.90	.95	-	.91	1.09

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by ANY PROVIDER (other than Royal Mail) COMBINED in the last 12 months

Base: All who use any provider other than RM at QV4

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	1484	729	490	1207	63	725	759	425	769	276	494	400	551
Effective base	548	288	176	429	32	262	287	155	287	107	173	147	219
Weighted Base	1323	724	412	1017	82	613	710	321	729	262	421	360	513
Very low (-2)	23 2%	19 3%	2 1%	6 1%	13 16%	23 4%	* *%	14 4%	6 1%	3 1%	9 2%	9 3%	6 1%
Quite low (-1)	86 7%	69 9%	13 3%	37 4%	27 33%	74 12%	12 2%	32 10%	31 4%	23 9%	37 9%	31 9%	17 3%
Neither low nor high (0)	308 23%	222 31%	60 15%	170 17%	20 25%	198 32%	110 16%	49 15%	168 23%	91 35%	79 19%	88 24%	135 26%
Quite high (1)	518 39%	261 36%	178 43%	444 44%	16 19%	196 32%	322 45%	112 35%	303 42%	98 37%	155 37%	148 41%	203 40%
Very high (2)	378 29%	148 20%	153 37%	354 35%	5 6%	120 20%	258 36%	110 34%	218 30%	45 17%	138 33%	81 22%	150 29%
Don't Know (DO NOT READ OUT)	10 1%	5 1%	5 1%	6 1%	- -%	3 *%	7 1%	5 1%	4 *%	2 1%	3 1%	4 1%	2 *%
NET: High	896 68%	409 56%	332 81%	798 78%	21 25%	316 52%	580 82%	222 69%	520 71%	144 55%	293 70%	228 63%	353 69%
NET: Low	110 8%	88 12%	15 4%	43 4%	41 50%	97 16%	13 2%	46 14%	37 5%	26 10%	46 11%	40 11%	23 4%
Answered	1313	719	407	1011	82	611	703	317	725	260	418	356	511
Mean Score	.9	.6	1.1	1.1	-.3	.5	1.2	.9	1.0	.6	.9	.7	.9
Standard error	.03	.04	.04	.02	.14	.04	.03	.06	.03	.06	.05	.05	.04
Standard deviation	.96	1.00	.83	.84	1.15	1.06	.75	1.13	.88	.92	1.03	.99	.89

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by ANY PROVIDER (other than Royal Mail) COMBINED in the last 12 months

Base: All who use any provider other than RM at QV4

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		1484	801	683
Effective base		548	258	292
Weighted Base		1323	659	664
Very low	(-2)	23 2%	18 3%	5 1%
Quite low	(-1)	86 7%	62 9%	24 4%
Neither low nor high			b	
Neither low nor high	(0)	308 23%	169 26%	139 21%
Quite high	(1)	518 39%	253 38%	265 40%
Very high	(2)	378 29%	156 24%	222 33%
Don't Know (DO NOT READ OUT)			a	
Don't Know (DO NOT READ OUT)		10 1%	* *%	10 1%
NET: High		896 68%	409 62%	487 73%
NET: Low			a	
NET: Low		110 8%	81 12%	29 4%
Answered		1313	659	654
Mean Score		.9	.7	1.0
Standard error			a	
Standard error		.03	.04	.03
Standard deviation		.96	1.02	.88

Columns Tested: a,b

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by ANY PROVIDER (other than Royal Mail) COMBINED in the last 12 months

Base: All who use any provider other than RM at QV4

		Month											
Total base		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1484	77	159	118	110	165	73	72	143	102	99	82	284
Effective base	548	19	76	64	41	113	36	21	52	44	14	40	95
Weighted Base	1323	30	119	141	31	244	63	14	189	96	19	106	272
Very low (-2)	23 2%	- -%	5 4%	5 4%	* *%	3 1%	* 1%	* 3%	* *%	1 1%	- -%	3 3%	5 2%
Quite low (-1)	86 7%	2 8%	4 3%	- -%	1 3%	23 10%	3 4%	1 5%	9 5%	2 2%	* 2%	16 15%	24 9%
Neither low nor high (0)	308 23%	* 1%	22 18%	34 24%	7 23%	65 27%	16 26%	4 31%	22 12%	37 39%	1 7%	22 20%	76 28%
Quite high (1)	518 39%	21 69%	51 43%	50 36%	17 54%	84 34%	30 48%	5 34%	95 50%	45 47%	8 43%	37 35%	75 28%
Very high (2)	378 29%	6 21%	34 28%	51 36%	6 19%	67 28%	14 22%	2 17%	62 33%	10 11%	9 47%	25 24%	91 34%
Don't Know (DO NOT READ OUT)	10 1%	* *%	3 3%	1 1%	* 1%	2 1%	- -%	1 10%	* *%	* *%	- -%	2 2%	* *%
NET: High	896 68%	27 91%	85 71%	101 72%	23 73%	151 62%	44 70%	7 50%	157 83%	55 58%	17 91%	63 59%	167 61%
NET: Low	110 8%	2 8%	9 8%	5 4%	1 3%	27 11%	3 5%	1 8%	9 5%	3 3%	* 2%	20 18%	29 11%
Answered Mean Score	1313 .9	30 1.0	116 .9	140 1.0	31 .9	242 .8	63 .9	12 .6	189 1.1	95 .7	19 1.4	104 .6	272 .8
Standard error	.03	.09	.08	.09	.07	.08	.10	.12	.07	.07	.07	.13	.06
Standard deviation	.96	.75	1.01	.97	.76	1.00	.83	1.00	.80	.73	.73	1.11	1.05

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by ANY PROVIDER (other than Royal Mail) COMBINED in the last 12 months

Base: All who use any provider other than RM at QV4

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1484	354	348	317	465	702	782
Effective base	548	154	172	99	145	327	244
Weighted Base	1323	290	338	298	397	628	696
Very low	(-2)	23	10	4	1	8	14
		2%	3%	1%	1%	2%	2%
Quite low	(-1)	86	7	27	12	41	33
		7%	2%	8%	4%	10%	5%
			a		a		
Neither low nor high	(0)	308	56	88	64	99	144
		23%	19%	26%	21%	25%	23%
Quite high	(1)	518	122	130	145	121	252
		39%	42%	39%	49%	30%	40%
			d		d		
Very high	(2)	378	91	87	75	126	177
		29%	31%	26%	25%	32%	28%
Don't Know (DO NOT READ OUT)		10	4	2	2	2	6
		1%	1%	1%	1%	1%	1%
NET: High		896	213	217	220	246	430
		68%	73%	64%	74%	62%	68%
			d				
NET: Low		110	17	31	13	49	47
		8%	6%	9%	4%	12%	8%
					ac		
Answered	1313	286	336	297	395	621	692
Mean Score	.9	1.0	.8	.9	.8	.9	.9
Standard error	.03	.05	.05	.05	.05	.04	.03
Standard deviation	.96	.96	.95	.82	1.06	.96	.97

Columns Tested: a,b,c,d - a,b

Table 422

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by providers in the last 12 months SUMMARY TABLE

Base: All who use each provider at QV4

		DHL	UK Mail	UPS	Parcelforce	Evri	DPD/DPD Local
Unweighted Base		236	105	129	262	195	193
Effective base		72	36	47	98	99	70
Weighted Base		168	96	106	257	236	161
Very low	(-2)	2 1%	3 3%	2 1%	4 1%	7 3%	2 2%
Quite low	(-1)	6 4%	10 11%	6 6%	8 3%	30 13%	4 3%
Neither low nor high	(0)	39 23%	38 40%	24 22%	69 27%	54 23%	20 12%
Quite high	(1)	64 38%	31 33%	46 43%	105 41%	84 35%	73 46%
Very high	(2)	56 33%	13 13%	28 27%	68 27%	62 26%	57 36%
Don't Know (DO NOT READ OUT)		2 1%	* 1%	1 1%	3 1%	- -%	4 2%
NET: High		120 71%	44 46%	74 70%	173 67%	146 62%	131 81%
NET: Low		8 5%	13 13%	7 7%	11 4%	37 16%	7 4%
Answered		166	95	106	254	236	157
Mean Score		1.0	.4	.9	.9	.7	1.1
Standard error		.06	.09	.08	.06	.08	.06
Standard deviation		.90	.95	.92	.89	1.08	.85

Table 423

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	b	a	b	*c	d	e
Significance Level: 95%								
Unweighted Base	236	23	213	125	53	21	37	111
Effective base	72	6	68	62	19	12	17	29
Weighted Base	168	6	162	154	11	2	1	14
Very dissatisfied	(-2) 3 2%	- -%	3 2%	3 2%	- -%	- -%	- -%	- -%
Fairly dissatisfied	(-1) 4 2%	- -%	4 2%	3 2%	* 4%	* 1%	* 2%	* 3%
Neither satisfied nor dissatisfied	(0) 41 25%	1 12%	40 25%	39 25%	2 18%	* 4%	* 22%	2 17%
Fairly satisfied	(1) 58 35%	3 46%	55 34%	54 35%	3 29%	1 43%	* 30%	4 31%
Very satisfied	(2) 61 36%	2 42%	59 36%	54 35%	5 49%	1 52%	* 45%	7 49%
Don't Know (DO NOT READ OUT)	1 *%	- -%	1 *%	1 *%	- -%	- -%	* 2%	* *%
NET: Satisfied	119 71%	5 88%	114 71%	108 70%	9 78%	2 95%	1 75%	11 80%
NET: Dissatisfied	7 4%	- -%	7 4%	6 4%	* 4%	* 1%	* 2%	* 3%
Answered	167	6	161	153	11	2	1	14
Mean Score	1.0	1.3	1.0	1.0	1.2	1.5	1.2	1.3
Standard error	.06	.15	.06	.08	.13	.20	-	.08
Standard deviation	.93	.74	.93	.93	.93	.93	-	.89

Columns Tested:: a,b - a,b,c,d,e

Table 423 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

		Business Size 2								
Total base		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	236	43	58	24	35	39	37	125	53	58
Effective base	72	24	29	10	14	23	17	62	19	23
Weighted Base	168	69	68	17	9	4	1	154	11	3
Very dissatisfied	(-2)	3	3	-	-	-	-	3	-	-
	2%	-%	4%	-%	-%	-%	-%	2%	-%	-%
Fairly dissatisfied	(-1)	4	2	1	*	*	*	3	*	*
	2%	-%	3%	5%	5%	1%	2%	2%	4%	1%
Neither satisfied nor dissatisfied	(0)	41	14	7	2	*	*	39	2	*
	25%	25%	21%	44%	19%	8%	22%	25%	18%	10%
Fairly satisfied	(1)	58	22	4	3	1	*	54	3	1
	35%	41%	32%	21%	28%	39%	30%	35%	29%	38%
Very satisfied	(2)	61	26	4	5	2	*	54	5	1
	36%	34%	39%	26%	48%	52%	45%	35%	49%	49%
Don't Know (DO NOT READ OUT)		1	*	1	-	-	*	1	-	*
	*%	-%	*%	4%	-%	-%	2%	*%	-%	1%
NET: Satisfied		119	49	8	7	3	1	108	9	2
	71%	75%	71%	47%	76%	91%	75%	70%	78%	88%
NET: Dissatisfied		7	5	1	*	*	*	6	*	*
	4%	-%	8%	5%	5%	1%	2%	4%	4%	1%
Answered	167	69	68	16	9	4	1	153	11	3
Mean Score	1.0	1.1	1.0	.7	1.2	1.4	1.2	1.0	1.2	1.4
Standard error	.06	.12	.14	.20	.16	.13	-	.08	.13	.12
Standard deviation	.93	.77	1.07	.95	.96	.78	-	.93	.93	.90

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 423 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	*d	e	a	b	*c	*d	e
Significance Level: 95%											
Unweighted Base	236	71	54	53	21	37	70	55	16	13	44
Effective base	72	42	26	19	12	17	32	22	4	3	10
Weighted Base	168	120	34	11	2	1	82	49	9	6	7
Very dissatisfied	(-2) 3 2%	3 2%	- -%	- -%	- -%	- -%	3 4%	- -%	- -%	- -%	- -%
Fairly dissatisfied	(-1) 4 2%	1 1%	2 6%	* 4%	* 1%	* 2%	2 2%	1 2%	* 5%	- -%	* *%
Neither satisfied nor dissatisfied	(0) 41 25%	29 24%	9 28%	2 18%	* 4%	* 22%	21 26%	13 26%	- -%	* 7%	1 12%
Fairly satisfied	(1) 58 35%	43 36%	10 31%	3 29%	1 43%	* 30%	34 41%	15 30%	* 4%	1 12%	2 32%
Very satisfied	(2) 61 36%	43 36%	11 33%	5 49%	1 52%	* 45%	22 27%	20 41%	7 83%	5 81%	4 56%
Don't Know (DO NOT READ OUT)	1 *%	- -%	1 2%	- -%	- -%	* 2%	* *%	- -%	1 8%	- -%	- -%
NET: Satisfied	119 71%	87 72%	22 64%	9 78%	2 95%	1 75%	56 68%	35 71%	8 87%	6 93%	6 88%
NET: Dissatisfied	7 4%	4 3%	2 6%	* 4%	* 1%	* 2%	5 6%	1 2%	* 5%	- -%	* *%
Answered	167	120	33	11	2	1	82	49	8	6	7
Mean Score	1.0	1.0	.9	1.2	1.5	1.2	.9	1.1	1.8	1.7	1.4
Standard error	.06	.11	.13	.13	.20	-	.12	.12	.19	.17	.12
Standard deviation	.93	.93	.94	.93	.93	-	.97	.88	.75	.63	.76

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 423 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			*a	*b	c	*d	*e	*f	*g	*h	*i
Unweighted Base		236	14	15	36	7	11	19	12	12	12
Effective base		72	6	6	17	4	5	10	5	6	7
Weighted Base		168	14	15	42	4	15	23	16	15	9
Very dissatisfied		(-2)	3	2	-	-	-	-	-	-	1
			2%	15%	-%	-%	-%	-%	-%	-%	10%
Fairly dissatisfied		(-1)	4	-	-	1	-	1	*	-	1
			2%	-%	-%	3%	-%	5%	2%	-%	8%
Neither satisfied nor dissatisfied		(0)	41	2	7	16	1	*	3	*	4
			25%	13%	50%	38%	25%	1%	15%	1%	30%
Fairly satisfied		(1)	58	7	1	16	1	8	3	8	6
			35%	48%	10%	38%	14%	52%	14%	48%	41%
Very satisfied		(2)	61	3	6	8	3	6	16	8	3
			36%	24%	40%	20%	61%	41%	68%	51%	21%
Don't Know (DO NOT READ OUT)			1	-	*	1	-	-	-	-	-
			*%	-%	*%	2%	-%	-%	-%	-%	-%
NET: Satisfied			119	10	7	24	3	14	19	16	9
			71%	72%	50%	58%	75%	93%	83%	99%	62%
NET: Dissatisfied			7	2	-	1	-	1	*	-	1
			4%	15%	-%	3%	-%	5%	2%	-%	8%
Answered			167	14	15	41	4	15	23	16	15
Mean Score			1.0	.7	.9	.8	1.4	1.3	1.5	1.5	.8
Standard error			.06	.35	.26	.14	.37	.23	.19	.15	.26
Standard deviation			.93	1.31	.98	.81	.97	.77	.84	.53	.90

Columns Tested: a,b,c,d,e,f,g,h,i

Table 423 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

		GOR (QC3)							
		Net: Scotland, Wales and Northern Ireland							
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	*g	h
Significance Level: 95%									
Unweighted Base	236	30	41	67	138	98	36	29	33
Effective base	72	13	18	31	61	22	9	8	15
Weighted Base	168	28	43	81	152	15	9	4	2
Very dissatisfied	(-2)	3 2%	2 5%	- -%	3 2%	- -%	- -%	- -%	- -%
Fairly dissatisfied	(-1)	4 2%	1 3%	1 3%	2 2%	4 2%	* *%	* *%	- -%
Neither satisfied nor dissatisfied	(0)	41 25%	5 19%	14 32%	19 24%	38 25%	3 17%	2 18%	1 12%
Fairly satisfied	(1)	58 35%	10 37%	14 33%	27 33%	52 34%	7 43%	2 28%	3 74%
Very satisfied	(2)	61 36%	11 38%	12 28%	32 40%	55 36%	6 40%	5 54%	1 14%
Don't Know (DO NOT READ OUT)		1 *%	- -%	* *%	1 1%	1 *%	* *%	- -%	- -%
NET: Satisfied		119 71%	21 75%	27 61%	59 73%	107 70%	13 82%	7 82%	4 88%
NET: Dissatisfied		7 4%	2 6%	3 7%	2 2%	7 4%	* *%	* *%	* *%
Answered	167	28	43	80	152	15	9	4	2
Mean Score	1.0	1.0	.8	1.1	1.0	1.2	1.4	1.0	1.1
Standard error	.06	.18	.17	.10	.08	.08	.14	.11	.18
Standard deviation	.93	1.00	1.05	.85	.94	.76	.83	.59	1.02

Columns Tested:: a,b,c,d,e,f,g,h

Table 423 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	*e	f	*g	*h	i
Unweighted Base	236	8	32	2	34	25	70	6	7	86
Effective base	72	4	10	1	12	6	25	1	2	26
Weighted Base	168	2	25	4	30	18	48	4	3	64
Very dissatisfied	(-2) 3 2%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	2 3%
Fairly dissatisfied	(-1) 4 2%	- -%	1 5%	- -%	1 5%	* 3%	2 4%	* 1%	- -%	* *%
Neither satisfied nor dissatisfied	(0) 41 25%	1 35%	2 8%	3 80%	5 18%	6 34%	12 25%	3 93%	* 3%	14 21%
Fairly satisfied	(1) 58 35%	* 6%	6 26%	- -%	6 22%	7 41%	16 33%	* 1%	* 3%	29 45%
Very satisfied	(2) 61 36%	1 60%	16 61%	1 20%	16 55%	4 23%	17 36%	* 5%	3 94%	19 29%
Don't Know (DO NOT READ OUT)	1 *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	- -%	1 1%
NET: Satisfied	119 71%	2 65%	22 87%	1 20%	23 77%	11 64%	33 69%	* 7%	3 97%	47 74%
NET: Dissatisfied	7 4%	- -%	1 5%	- -%	1 5%	* 3%	3 6%	* 1%	- -%	2 3%
Answered	167	2	25	4	30	18	48	4	3	63
Mean Score	1.0	1.3	1.4	.4	1.3	.8	1.0	.1	1.9	1.0
Standard error	.06	.43	.16	.65	.16	.17	.12	.22	.17	.10
Standard deviation	.93	1.22	.87	.91	.93	.83	.98	.55	.45	.90

Columns Tested: a,b,c,d,e,f,g,h,i

Table 423 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	*b	*c	a	b	a	*b
Unweighted Base	236	67	70	99	215	21	-	185	51	233	3
Effective base	72	20	25	29	67	7	-	63	11	71	2
Weighted Base	168	50	48	70	144	24	-	152	16	167	1
Very dissatisfied	(-2) 3 2%	- -%	1 2%	2 3%	3 2%	- -%	- -%	3 2%	- -%	3 2%	- -%
Fairly dissatisfied	(-1) 4 2%	2 4%	2 4%	* *%	4 3%	* *%	- -%	4 2%	* *%	4 2%	- -%
Neither satisfied nor dissatisfied	(0) 41 25%	12 24%	12 25%	17 24%	28 20%	13 54%	- -%	36 24%	5 30%	41 25%	- -%
Fairly satisfied	(1) 58 35%	14 28%	16 33%	29 41%	55 38%	4 15%	- -%	53 35%	5 30%	57 34%	1 85%
Very satisfied	(2) 61 36%	22 44%	17 36%	22 31%	54 37%	7 31%	- -%	55 36%	6 40%	61 37%	* 15%
Don't Know (DO NOT READ OUT)	1 *%	* *%	* *%	1 1%	1 1%	- -%	- -%	1 *%	* *%	1 *%	- -%
NET: Satisfied	119 71%	36 72%	33 69%	51 72%	108 75%	11 46%	- -%	108 71%	11 70%	118 71%	1 100%
NET: Dissatisfied	7 4%	2 4%	3 6%	2 3%	7 5%	* *%	- -%	7 4%	* *%	7 4%	- -%
Answered	167	50	48	70	143	24	-	151	16	166	1
Mean Score	1.0	1.1	1.0	1.0	1.1	.8	-	1.0	1.1	1.0	1.2
Standard error	.06	.11	.12	.09	.06	.20	-	.07	.12	.06	.83
Standard deviation	.93	.91	.98	.91	.93	.91	-	.94	.86	.93	1.44

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 423 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		236	100	64	71
Effective base		72	32	20	22
Weighted Base		168	79	32	57
Very dissatisfied	(-2)	3 2%	1 1%	2 6%	- -%
Fairly dissatisfied	(-1)	4 2%	2 2%	2 6%	* *%
Neither satisfied nor dissatisfied	(0)	41 25%	23 29%	6 19%	12 21%
Fairly satisfied	(1)	58 35%	28 36%	13 41%	17 30%
Very satisfied	(2)	61 36%	25 31%	9 28%	27 48%
Don't Know (DO NOT READ OUT)		1 *%	- -%	* *%	1 1%
NET: Satisfied		119 71%	53 67%	22 68%	44 78%
NET: Dissatisfied		7 4%	3 3%	4 12%	* *%
Answered		167	79	32	56
Mean Score		1.0	.9	.8	1.3
Standard error		.06	.09	.14	.10
Standard deviation		.93	.90	1.13	.79

Columns Tested: a,b,c

Table 423 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	j	*k
Significance Level: 95%												
Unweighted Base	236	130	56	23	7	10	3	3	4	186	50	27
Effective base	72	47	14	6	3	3	2	1	2	60	12	6
Weighted Base	168	113	26	17	3	8	*	1	*	139	29	12
Very dissatisfied	(-2)	3	2	-	-	1	-	-	-	2	1	1
		2%	2%	-%	-%	33%	-%	-%	-%	1%	3%	7%
Fairly dissatisfied	(-1)	4	3	*	1	-	*	-	-	3	1	*
		2%	2%	*%	3%	-%	6%	-%	-%	2%	4%	4%
Neither satisfied nor dissatisfied	(0)	41	30	8	3	*	*	-	-	38	3	*
		25%	26%	32%	18%	1%	2%	-%	-%	27%	11%	2%
Fairly satisfied	(1)	58	39	11	2	*	6	*	-	50	8	6
		35%	35%	43%	12%	5%	70%	61%	-%	36%	27%	48%
Very satisfied	(2)	61	40	7	10	2	2	-	1	46	15	5
		36%	35%	25%	62%	61%	22%	-%	100%	33%	52%	39%
Don't Know (DO NOT READ OUT)		1	*	-	1	-	-	*	-	*	1	*
		*%	*%	-%	4%	-%	-%	39%	-%	*%	2%	*%
NET: Satisfied		119	79	18	12	2	7	*	1	97	23	11
		71%	70%	68%	74%	66%	92%	61%	100%	69%	80%	87%
NET: Dissatisfied		7	5	*	1	1	*	-	-	5	2	1
		4%	4%	*%	3%	33%	6%	-%	-%	3%	7%	11%
Answered	167	113	26	16	3	8	*	1	*	139	28	12
Mean Score	1.0	1.0	.9	1.4	.6	1.1	1.0	2.0	2.0	1.0	1.3	1.1
Standard error	.06	.08	.10	.20	.89	.23	-	-	-	.07	.15	.23
Standard deviation	.93	.93	.77	.94	2.35	.72	-	-	-	.90	1.03	1.15

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 423 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	236	51	79	106	218	208	222	221	164	139	13	108	18	22	18	29	14
Effective base	72	20	27	26	63	60	66	67	50	40	7	37	6	6	4	5	3
Weighted Base	168	54	59	54	150	141	156	154	120	90	17	94	9	10	7	15	5
Very dissatisfied (-2)	3 2%	- -%	2 3%	1 2%	3 2%	2 1%	3 2%	3 2%	- -%	1 1%	- -%	2 2%	- -%	- -%	1 13%	- -%	- -%
Fairly dissatisfied (-1)	4 2%	2 4%	1 1%	1 2%	3 2%	3 2%	3 2%	4 2%	4 3%	3 3%	- -%	3 3%	- -%	- -%	- -%	1 4%	- -%
Neither satisfied nor dissatisfied (0)	41 25%	21 39%	9 15%	11 21%	41 27%	40 28%	41 26%	36 23%	33 28%	16 18%	1 8%	32 34%	1 16%	* 4%	1 13%	5 31%	* 6%
Fairly satisfied (1)	58 35%	18 33%	22 37%	19 35%	47 31%	42 30%	51 33%	53 34%	38 32%	30 33%	10 61%	19 21%	2 28%	6 63%	2 26%	8 53%	3 68%
Very satisfied (2)	61 36%	13 25%	26 44%	22 40%	55 37%	54 38%	57 36%	57 37%	44 37%	40 45%	5 31%	38 40%	5 56%	3 33%	3 47%	2 13%	1 12%
Don't Know (DO NOT READ OUT)	1 *% *% -%	- -%	* *% *% -%	1 1% 1% 1%	1 *% 1% *% -%	1 1% 1% 1%	1 *% 1% *% -%	1 *% 1% *% -%	1 1% 1% 1%	* *% *% -%	- -%	- -%	* *% *% -%	- -%	- -%	* *% *% -%	1 14% 14% -%
NET: Satisfied	119 71%	31 57%	48 81%	40 74%	102 68%	96 68%	108 69%	110 72%	82 69%	70 78%	15 92%	57 61%	7 84%	9 96%	5 74%	10 66%	4 79%
NET: Dissatisfied	7 4%	2 4%	3 5%	2 4%	6 4%	5 4%	6 4%	7 4%	4 3%	3 4%	- -%	5 5%	- -%	- -%	1 13%	1 4%	- -%
Answered	167	54	59	54	150	141	156	153	119	90	17	94	9	10	7	15	4
Mean Score	1.0	.8	1.2	1.1	1.0	1.0	1.0	1.0	1.0	1.2	1.2	.9	1.4	1.3	.9	.8	1.1
Standard error	.06	.12	.11	.09	.07	.07	.06	.06	.07	.08	.17	.10	.19	.12	.34	.14	.14
Standard deviation	.93	.87	.96	.92	.95	.94	.94	.94	.88	.90	.60	1.03	.79	.56	1.46	.74	.52

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 423 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	b	*c	*d	*e	*f	*g
Unweighted Base	236	120	25	18	18	17	10	10	89	49	21	10	23	9	7
Effective base	72	45	9	3	6	6	2	3	30	16	7	4	2	4	3
Weighted Base	168	113	7	5	5	8	9	4	75	41	9	5	7	3	2
Very dissatisfied	(-2)	3	2	-	-	1	-	-	-	2	-	-	-	-	-
		2%	2%	-%	-%	11%	-%	-%	-%	5%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	4	3	-	*	1	-	-	1	1	-	-	-	1	-
		2%	2%	-%	*%	7%	-%	-%	2%	4%	-%	-%	-%	20%	-%
Neither satisfied nor dissatisfied	(0)	41	33	1	1	*	1	4	*	28	9	1	*	1	*
		25%	30%	22%	19%	3%	8%	48%	2%	38%	23%	8%	7%	11%	*%
Fairly satisfied	(1)	58	26	4	3	4	2	5	3	19	10	4	2	5	1
		35%	23%	64%	63%	86%	27%	49%	78%	25%	25%	42%	45%	70%	43%
Very satisfied	(2)	61	49	1	1	*	4	*	*	26	18	5	2	1	1
		36%	43%	13%	18%	11%	48%	3%	3%	35%	43%	50%	48%	19%	37%
Don't Know (DO NOT READ OUT)		1	-	*	-	-	*	-	1	1	*	-	-	*	-
		*%	-%	*%	-%	-%	*%	-%	17%	1%	*%	-%	-%	*%	-%
NET: Satisfied		119	75	5	4	4	6	5	3	45	28	9	5	6	2
		71%	66%	78%	81%	97%	74%	52%	81%	60%	68%	92%	93%	89%	80%
NET: Dissatisfied		7	5	-	*	-	1	-	-	1	4	-	-	-	1
		4%	4%	-%	*%	-%	18%	-%	-%	2%	9%	-%	-%	-%	20%
Answered		167	113	7	5	5	8	9	3	74	41	9	5	7	3
Mean Score		1.0	1.0	.9	1.0	1.1	.9	.6	1.0	.9	1.0	1.4	1.4	1.1	1.0
Standard error		.06	.09	.13	.16	.10	.36	.19	.10	.10	.16	.15	.22	.12	.45
Standard deviation		.93	1.00	.64	.69	.41	1.43	.59	.30	.90	1.14	.67	.69	.58	1.34

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 423 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	*d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	236	85	38	36	20	15	17	10	50	46	56	38	30
Effective base	72	32	11	10	6	5	5	3	20	16	17	7	8
Weighted Base	168	79	21	21	9	11	3	10	58	30	35	17	16
Very dissatisfied (-2)	3 2%	2 3%	- -%	- -%	- -%	- -%	1 34%	- -%	3 5%	- -%	- -%	- -%	- -%
Fairly dissatisfied (-1)	4 2%	1 1%	* 2%	1 7%	- -%	- -%	* %	1 5%	1 2%	1 5%	* %	* %	1 3%
Neither satisfied nor dissatisfied (0)	41 25%	19 24%	10 45%	5 25%	1 7%	1 7%	* 10%	* 3%	16 27%	1 3%	13 39%	5 31%	5 31%
Fairly satisfied (1)	58 35%	26 33%	8 39%	5 25%	5 50%	3 31%	* 17%	5 54%	18 32%	7 24%	11 31%	9 51%	7 42%
Very satisfied (2)	61 36%	30 38%	3 13%	9 43%	4 43%	7 62%	1 37%	4 38%	19 33%	20 68%	11 31%	3 19%	4 24%
Don't Know (DO NOT READ OUT)	1 *%	1 1%	- -%	* *%	- -%	- -%	* 1%	- -%	1 1%	- -%	* *%	- -%	- -%
NET: Satisfied	119 71%	56 71%	11 53%	14 68%	8 93%	10 93%	1 54%	9 92%	37 65%	28 92%	21 61%	12 69%	10 66%
NET: Dissatisfied	7 4%	3 4%	* 2%	1 7%	- -%	- -%	1 35%	1 5%	4 7%	1 5%	* *%	* *%	1 3%
Answered	167	78	21	21	9	11	3	10	57	30	35	17	16
Mean Score	1.0	1.0	.6	1.0	1.4	1.6	.2	1.2	.9	1.5	.9	.9	.9
Standard error	.06	.11	.12	.17	.14	.17	.56	.25	.15	.12	.11	.12	.15
Standard deviation	.93	.97	.75	1.00	.64	.65	2.23	.79	1.07	.80	.84	.71	.84

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 423 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	a	b	c	d	*e
Significance Level: 95%											
Unweighted Base	236	73	47	43	30	23	62	44	42	38	19
Effective base	72	26	15	12	6	6	21	14	11	8	6
Weighted Base	168	71	30	22	14	12	59	28	24	17	13
Very dissatisfied (-2)	3 2%	3 4%	- -%	- -%	- -%	- -%	2 3%	- -%	- -%	- -%	- -%
Fairly dissatisfied (-1)	4 2%	3 4%	* *%	* *%	- -%	1 5%	1 2%	1 5%	* *%	* *%	1 4%
Neither satisfied nor dissatisfied (0)	41 25%	21 29%	9 28%	3 13%	3 21%	5 41%	16 28%	2 8%	11 44%	5 30%	4 35%
Fairly satisfied (1)	58 35%	20 28%	8 26%	6 27%	9 59%	5 42%	16 26%	6 22%	6 27%	9 52%	5 38%
Very satisfied (2)	61 36%	24 34%	14 46%	13 59%	3 20%	1 12%	23 39%	18 64%	7 29%	3 18%	3 23%
Don't Know (DO NOT READ OUT)	1 *%	1 1%	- -%	* *%	- -%	- -%	1 1%	* *%	* *%	- -%	- -%
NET: Satisfied	119 71%	44 62%	22 72%	19 86%	11 79%	6 54%	39 66%	24 86%	13 56%	12 70%	8 61%
NET: Dissatisfied	7 4%	6 8%	* *%	* *%	- -%	1 5%	3 5%	1 5%	* *%	* *%	1 4%
Answered	167	70	30	22	14	12	58	28	24	17	13
Mean Score	1.0	.9	1.2	1.5	1.0	.6	1.0	1.5	.8	.9	.8
Standard error	.06	.13	.13	.12	.12	.16	.13	.13	.13	.11	.20
Standard deviation	.93	1.07	.86	.74	.66	.79	1.04	.87	.86	.71	.88

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 423 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Total base		a	b	c	d	*e	a	*b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	236	58	50	45	41	26	154	23	39	134	102	153	65
Effective base	72	23	10	17	13	8	50	7	11	41	32	43	20
Weighted Base	168	59	26	28	32	8	101	19	33	99	68	100	50
Very dissatisfied	(-2)	3	2	-	1	-	2	1	-	3	-	2	1
		2%	3%	-%	3%	-%	2%	5%	-%	3%	-%	2%	2%
Fairly dissatisfied	(-1)	4	2	*	1	1	3	1	*	3	1	3	*
		2%	3%	*%	3%	2%	3%	4%	*%	3%	1%	3%	*%
Neither satisfied nor dissatisfied	(0)	41	12	1	7	16	19	3	14	27	14	23	18
		25%	20%	4%	24%	48%	19%	15%	43%	27%	21%	23%	36%
					b								
Fairly satisfied	(1)	58	26	6	7	11	35	7	11	33	26	34	13
		35%	45%	22%	26%	35%	34%	37%	33%	33%	37%	34%	26%
Very satisfied	(2)	61	18	19	12	5	42	7	8	34	28	37	18
		36%	30%	73%	43%	15%	42%	39%	24%	34%	40%	37%	37%
				ad									
Don't Know (DO NOT READ OUT)		1	-	*	-	*	1	-	-	1	-	1	-
		*%	-%	*%	-%	*%	1%	-%	-%	1%	-%	1%	-%
NET: Satisfied		119	44	25	19	16	77	14	19	66	53	71	31
		71%	74%	96%	70%	50%	76%	76%	57%	67%	78%	71%	62%
				d									
NET: Dissatisfied		7	4	*	2	1	5	2	*	6	1	5	1
		4%	6%	*%	6%	2%	5%	9%	*%	6%	1%	5%	2%
Answered		167	59	26	28	32	100	19	33	99	68	99	50
Mean Score		1.0	.9	1.7	1.0	.6	1.1	1.0	.8	.9	1.2	1.0	1.0
				acd									
Standard error		.06	.13	.08	.16	.12	.08	.23	.13	.09	.08	.08	.12
Standard deviation		.93	.96	.56	1.06	.76	.95	1.09	.81	1.00	.81	.96	.95

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 423 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	a	b	a	b	a	b	a	b	
Significance Level: 95%												
Unweighted Base	236	118	90	53	168	157	61	114	94	51	170	
Effective base	72	36	24	20	46	44	20	33	27	20	47	
Weighted Base	168	85	57	48	105	105	46	84	57	43	110	
Very dissatisfied	(-2)	3	2	-	2	1	3	-	2	-	2	1
		2%	2%	-%	4%	1%	3%	-%	2%	-%	5%	1%
Fairly dissatisfied	(-1)	4	1	2	*	3	3	*	1	2	*	3
		2%	1%	4%	1%	3%	3%	-%	1%	4%	1%	3%
Neither satisfied nor dissatisfied	(0)	41	24	16	9	27	25	16	30	9	8	28
		25%	28%	28%	18%	26%	24%	34%	36%	16%	18%	26%
Fairly satisfied	(1)	58	28	14	22	31	34	13	27	15	21	32
		35%	33%	25%	45%	30%	33%	28%	32%	27%	48%	29%
Very satisfied	(2)	61	29	25	14	43	38	17	23	31	12	46
		36%	34%	44%	30%	41%	36%	37%	28%	53%	27%	42%
Don't Know (DO NOT READ OUT)		1	1	-	1	*	1	-	1	-	1	*
		-%	1%	-%	1%	-%	1%	-%	1%	-%	2%	-%
NET: Satisfied		119	57	39	36	74	73	30	50	46	32	78
		71%	67%	69%	75%	70%	69%	65%	59%	80%	75%	71%
NET: Dissatisfied		7	3	2	3	4	6	*	3	2	3	4
		4%	4%	4%	5%	4%	6%	-%	4%	4%	6%	4%
Answered		167	84	57	47	105	104	46	83	57	43	110
Mean Score		1.0	1.0	1.1	1.0	1.1	1.0	1.0	.8	1.3	.9	1.1
Standard error		.06	.09	.10	.13	.07	.08	.11		a	.14	.07
Standard deviation		.93	.95	.93	.97	.93	1.00	.86	.95	.87	.97	.93

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 423 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	236	161	134	68	-	166	111	58	-	188	109	66	-
Effective base	72	44	44	19	-	49	32	20	-	57	34	23	-
Weighted Base	168	102	108	49	-	118	72	46	-	127	74	49	-
Very dissatisfied (-2)	3 2%	2 2%	1 1%	- -%	- -%	2 2%	- -%	- -%	- -%	3 2%	- -%	- -%	- -%
Fairly dissatisfied (-1)	4 2%	3 3%	2 2%	- -%	- -%	2 2%	2 3%	1 2%	- -%	4 3%	1 1%	1 2%	- -%
Neither satisfied nor dissatisfied (0)	41 25%	22 22%	32 30%	4 7%	- -%	29 25%	13 18%	6 13%	- -%	31 25%	9 12%	6 12%	- -%
Fairly satisfied (1)	58 35%	29 29%	31 29%	20 40%	- -%	35 30%	29 40%	14 31%	- -%	42 33%	30 41%	16 33%	- -%
Very satisfied (2)	61 36%	44 44%	41 38%	25 51%	- -%	49 42%	28 38%	25 53%	- -%	46 36%	33 45%	25 52%	- -%
Don't Know (DO NOT READ OUT)	1 *%	1 1%	1 1%	1 1%	- -%	1 1%	1 1%	1 2%	- -%	1 1%	1 1%	1 1%	- -%
NET: Satisfied	119 71%	74 73%	72 67%	45 91%	- -%	84 71%	56 78%	39 84%	- -%	88 70%	63 86%	42 85%	- -%
NET: Dissatisfied	7 4%	5 5%	3 3%	- -%	- -%	4 3%	2 3%	1 2%	- -%	7 5%	1 1%	1 2%	- -%
Answered	167	101	107	48	-	117	72	46	-	126	73	48	-
Mean Score	1.0	1.1	1.0	1.4	-	1.1	1.1	1.4	-	1.0	1.3	1.4	-
Standard error	.06	.08	.08	.08	-	.07	.08	.10	-	.07	.07	.10	-
Standard deviation	.93	.98	.91	.63	-	.95	.82	.78	-	.97	.73	.76	-

Columns Tested.: a,b,c,d - a,b,c,d - a,b,c,d

Table 423 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	b	c	*d	*e
Significance Level: 95%												
Unweighted Base	236	153	140	92	142	94	16	52	60	67	29	13
Effective base	72	42	42	28	37	33	4	17	18	20	12	6
Weighted Base	168	108	109	65	98	71	13	35	45	50	23	12
Very dissatisfied (-2)	3 2%	2 2%	2 2%	3 4%	2 2%	2 3%	- -%	- -%	2 5%	2 4%	- -%	- -%
Fairly dissatisfied (-1)	4 2%	2 2%	3 2%	* 1%	3 3%	3 4%	- -%	* *%	* 1%	- -%	- -%	- -%
Neither satisfied nor dissatisfied (0)	41 25%	30 28%	31 29%	20 31%	26 27%	17 24%	* 1%	9 26%	14 31%	17 35%	3 12%	5 43%
Fairly satisfied (1)	58 35%	34 31%	30 28%	18 28%	31 32%	23 32%	8 59%	14 40%	14 30%	14 28%	6 27%	2 16%
Very satisfied (2)	61 36%	40 37%	42 39%	22 34%	35 36%	25 36%	5 40%	11 32%	15 33%	16 32%	14 61%	5 41%
Don't Know (DO NOT READ OUT)	1 *%	1 1%	1 1%	1 1%	1 1%	1 1%	- -%	1 2%	- -%	1 1%	- -%	- -%
NET: Satisfied	119 71%	73 68%	72 66%	41 63%	67 68%	48 68%	13 99%	25 72%	29 64%	30 60%	20 88%	7 57%
NET: Dissatisfied	7 4%	4 3%	5 4%	3 5%	5 5%	5 7%	- -%	* *%	2 6%	2 4%	- -%	- -%
Answered	167	107	108	64	98	70	13	34	45	50	23	12
Mean Score	1.0	1.0	1.0	.9	1.0	1.0	1.4	1.1	.9	.8	1.5	1.0
Standard error	.06	.08	.08	.11	.08	.11	.13	.11	.14	.13	.13	.27
Standard deviation	.93	.95	.98	1.05	.97	1.01	.53	.78	1.05	1.02	.72	.96

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 423 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Total base		*a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	236	29	28	22	10	191	156	215	159	147	169	171	56	-	148	14
Effective base	72	10	9	7	4	58	47	66	44	42	48	53	20	-	43	8
Weighted Base	168	20	22	12	4	136	105	154	111	95	115	128	48	-	105	16
Very dissatisfied	(-2)	3	1	-	-	2	2	2	3	-	3	2	-	-	-	3
		2%	4%	-%	-%	2%	2%	1%	3%	-%	3%	2%	-%	-%	-%	18%
Fairly dissatisfied	(-1)	4	1	1	2	2	2	2	2	2	2	2	-	-	3	1
		2%	6%	2%	16%	2%	2%	2%	2%	3%	2%	1%	-%	-%	3%	5%
Neither satisfied nor dissatisfied	(0)	41	7	5	1	35	20	39	34	21	29	25	4	-	20	3
		25%	36%	24%	10%	26%	19%	25%	31%	22%	25%	19%	8%	-%	19%	20%
Fairly satisfied	(1)	58	9	9	4	49	39	53	34	30	37	50	20	-	33	7
		35%	45%	41%	34%	36%	37%	34%	31%	32%	32%	39%	41%	-%	32%	44%
Very satisfied	(2)	61	2	7	5	47	41	57	38	41	44	49	25	-	48	2
		36%	8%	32%	39%	34%	40%	37%	34%	43%	38%	38%	52%	-%	45%	13%
Don't Know (DO NOT READ OUT)		1	-	-	-	1	1	1	1	1	1	1	-	-	1	-
		*%	-%	-%	-%	1%	1%	*%	1%	1%	1%	1%	-%	-%	1%	-%
NET: Satisfied		119	11	17	9	95	81	110	72	71	81	99	45	-	81	9
		71%	54%	74%	74%	70%	77%	72%	65%	75%	70%	77%	92%	-%	77%	57%
NET: Dissatisfied		7	2	1	2	4	4	4	5	2	5	4	-	-	3	4
		4%	10%	2%	16%	3%	4%	3%	4%	3%	5%	3%	-%	-%	3%	23%
Answered		167	20	22	12	135	104	153	111	94	115	128	48	-	104	16
Mean Score		1.0	.5	1.0	1.0	1.0	1.1	1.1	.9	1.2	1.0	1.1	1.4	-	1.2	.3
Standard error		.06	.17	.16	.24	.07	.07	.06	.08	.07	.08	.07	.09	-	.07	.35
Standard deviation		.93	.92	.83	1.12	.90	.91	.90	.97	.86	.98	.88	.64	-	.85	1.32

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 423 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	236	113	67	185	8	120	116	68	124	41	78	65	83
Effective base	72	34	20	53	3	37	36	21	37	14	24	19	29
Weighted Base	168	86	49	119	11	77	90	40	91	32	41	41	79
Very dissatisfied (-2)	3 2%	1 1%	2 4%	- -%	- -%	3 4%	- -%	- -%	2 2%	1 3%	3 7%	- -%	- -%
Fairly dissatisfied (-1)	4 2%	2 3%	1 3%	3 2%	1 8%	2 3%	2 2%	1 3%	2 3%	* *%	1 2%	3 6%	* *%
Neither satisfied nor dissatisfied (0)	41 25%	30 34%	6 12%	14 12%	9 89%	26 34%	15 16%	9 23%	22 24%	10 30%	11 27%	5 13%	25 31%
Fairly satisfied (1)	58 35%	23 27%	19 38%	51 43%	- -%	20 26%	38 42%	15 38%	34 37%	9 29%	13 30%	15 35%	31 39%
Very satisfied (2)	61 36%	30 35%	20 42%	51 43%	* 3%	26 34%	35 39%	14 34%	31 34%	12 38%	14 33%	19 45%	23 30%
Don't Know (DO NOT READ OUT)	1 *%	* *%	1 1%	* *%	- -%	* *%	1 1%	1 2%	- -%	- -%	- -%	* *%	- -%
NET: Satisfied	119 71%	53 62%	39 80%	101 85%	* 3%	46 60%	73 81%	29 72%	65 71%	22 67%	26 64%	33 81%	54 69%
NET: Dissatisfied	7 4%	3 4%	3 7%	3 2%	1 8%	5 6%	2 2%	1 3%	4 5%	1 3%	4 10%	3 6%	* *%
Answered	167	86	48	119	11	77	90	40	91	32	41	41	79
Mean Score	1.0	.9	1.1	1.3	*	.8	1.2	1.0	1.0	1.0	.8	1.2	1.0
Standard error	.06	.09	.13	.06	.16	.10	.07	.11	.08	.15	.13	.11	.09
Standard deviation	.93	.95	1.02	.76	.46	1.05	.78	.86	.95	.98	1.15	.91	.79

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 423 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		236	144	92
Effective base		72	40	32
Weighted Base		168	91	76
Very dissatisfied	(-2)	3 2%	1 1%	2 3%
Fairly dissatisfied	(-1)	4 2%	2 3%	1 2%
Neither satisfied nor dissatisfied	(0)	41 25%	17 19%	24 31%
Fairly satisfied	(1)	58 35%	31 34%	27 35%
Very satisfied	(2)	61 36%	39 43%	22 29%
Don't Know (DO NOT READ OUT)		1 *%	- -%	1 1%
NET: Satisfied		119 71%	71 77%	49 64%
NET: Dissatisfied		7 4%	3 4%	3 4%
Answered		167	91	76
Mean Score		1.0	1.2	.9
Standard error		.06	.07	.10
Standard deviation		.93	.89	.95

Columns Tested: a,b

Table 423 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

		Month											
Total base		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	l
Unweighted Base	236	12	15	11	27	19	10	19	18	18	27	13	47
Effective base	72	6	6	6	9	13	6	4	5	9	6	5	15
Weighted Base	168	1	10	16	8	30	11	3	17	16	3	11	42
Very dissatisfied	(-2)	3	-	-	-	-	2	-	-	-	-	-	1
		2%	-%	-%	-%	-%	18%	-%	-%	-%	-%	-%	2%
Fairly dissatisfied	(-1)	4	*	-	1	2	-	*	*	1	-	-	*
		2%	1%	-%	9%	7%	-%	1%	*%	3%	-%	-%	1%
Neither satisfied nor dissatisfied	(0)	41	*	3	4	2	3	*	5	4	*	5	13
		25%	17%	29%	27%	20%	23%	*%	31%	28%	1%	45%	32%
Fairly satisfied	(1)	58	*	4	3	4	9	5	6	6	1	5	15
		35%	23%	37%	16%	57%	29%	41%	65%	33%	36%	38%	47%
Very satisfied	(2)	61	1	3	9	1	18	2	*	6	5	2	13
		36%	59%	34%	57%	14%	58%	18%	11%	37%	33%	61%	8%
Don't Know (DO NOT READ OUT)		1	-	-	-	-	-	1	-	-	-	-	*
		*%	-%	-%	-%	-%	-%	23%	-%	-%	-%	-%	*%
NET: Satisfied		119	1	7	12	6	26	6	12	11	3	6	27
		71%	82%	71%	73%	71%	87%	59%	76%	69%	99%	55%	65%
NET: Dissatisfied		7	*	-	-	1	2	2	*	*	1	-	1
		4%	1%	-%	-%	9%	7%	18%	1%	*%	3%	-%	3%
Answered	167	1	10	16	8	30	11	2	17	16	3	11	42
Mean Score	1.0	1.4	1.1	1.3	.8	1.4	.4	1.1	1.1	1.0	1.6	.6	.9
Standard error	.06	.66	.22	.27	.16	.20	.43	.12	.20	.21	.12	.18	.14
Standard deviation	.93	2.30	.83	.90	.85	.89	1.37	.53	.84	.89	.63	.66	.93

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 423 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

	Total base	Quarter				Half		
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023	
Significance Level: 95%		a	b	c	d	a	b	
Unweighted Base	236	38	56	55	87	94	142	
Effective base	72	13	24	14	22	37	36	
Weighted Base	168	27	49	36	55	76	92	
Very dissatisfied	(-2)	3	-	2	-	1	2	1
		2%	-%	4%	-%	2%	3%	1%
Fairly dissatisfied	(-1)	4	*	3	1	*	3	1
		2%	*%	5%	2%	1%	3%	1%
Neither satisfied nor dissatisfied	(0)	41	8	6	10	18	14	28
		25%	27%	12%	27%	32%	18%	30%
Fairly satisfied	(1)	58	7	18	13	21	24	34
		35%	24%	36%	37%	37%	32%	37%
Very satisfied	(2)	61	13	21	12	16	34	27
		36%	48%	42%	33%	28%	44%	30%
Don't Know (DO NOT READ OUT)		1	-	-	1	*	-	1
		*%	-%	-%	2%	*%	-%	1%
NET: Satisfied		119	20	38	25	36	58	61
		71%	73%	78%	70%	65%	76%	67%
NET: Dissatisfied		7	*	5	1	1	5	2
		4%	*%	10%	2%	2%	6%	2%
Answered		167	27	49	35	55	76	91
Mean Score		1.0	1.2	1.1	1.0	.9	1.1	.9
Standard error		.06	.14	.14	.11	.10	.10	.07
Standard deviation		.93	.86	1.07	.83	.88	1.00	.86

Columns Tested:: a,b,c,d - a,b

Table 424

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	*b	*c	*d	e
Unweighted Base	105	-	105	52	22	9	22	53
Effective base	36	-	36	32	13	5	14	21
Weighted Base	96	-	96	89	5	1	1	6
Very dissatisfied	(-2)	*	*	*	*	-	-	*
		*%	*%	*%	5%	-%	-%	4%
Fairly dissatisfied	(-1)	9	9	9	*	*	*	*
		10%	10%	10%	5%	7%	1%	5%
Neither satisfied nor dissatisfied	(0)	32	32	32	*	*	*	1
		34%	34%	36%	8%	4%	12%	8%
Fairly satisfied	(1)	33	33	30	2	*	*	3
		34%	34%	34%	45%	37%	31%	42%
Very satisfied	(2)	20	20	18	1	*	*	2
		21%	21%	20%	30%	52%	56%	36%
Don't Know (DO NOT READ OUT)		*	*	-	*	-	-	*
		*%	*%	-%	6%	-%	-%	4%
NET: Satisfied		53	53	48	4	1	1	5
		56%	56%	54%	75%	89%	87%	78%
NET: Dissatisfied		10	10	9	*	*	*	1
		10%	10%	10%	11%	7%	1%	9%
Answered		95	95	89	4	1	1	6
Mean Score		.7	.7	.6	.9	1.3	1.4	1.1
Standard error		.09	.09	.13	.27	-	-	.16
Standard deviation		.94	.94	.93	1.21	-	-	1.12

Columns Tested: a,b - a,b,c,d,e

Table 424 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			*a	*b	*c	*d	*e	*f	g	*h	i
Unweighted Base		105	16	29	7	16	15	22	52	22	31
Effective base		36	12	18	5	10	6	14	32	13	16
Weighted Base		96	40	45	4	3	2	1	89	5	2
Very dissatisfied	(-2)	*	*	-	-	*	*	-	*	*	-
		%	%	-%	-%	2%	8%	-%	%	5%	-%
Fairly dissatisfied	(-1)	9	4	5	1	*	*	*	9	*	*
		10%	9%	10%	18%	3%	9%	1%	10%	5%	4%
Neither satisfied nor dissatisfied	(0)	32	23	9	-	*	*	*	32	*	*
		34%	57%	20%	-%	12%	1%	12%	36%	8%	9%
									i		
Fairly satisfied	(1)	33	13	16	1	1	1	*	30	2	1
		34%	33%	36%	18%	43%	46%	31%	34%	45%	34%
Very satisfied	(2)	20	-	15	3	1	1	*	18	1	1
		21%	-%	34%	64%	40%	23%	56%	20%	30%	54%
											g
Don't Know (DO NOT READ OUT)		*	-	-	-	-	*	-	-	*	-
		%	-%	-%	-%	-%	12%	-%	-%	6%	-%
NET: Satisfied		53	13	32	4	3	2	1	48	4	1
		56%	33%	70%	82%	82%	70%	87%	54%	75%	88%
											g
NET: Dissatisfied		10	4	5	1	*	*	*	9	*	*
		10%	10%	10%	18%	5%	17%	1%	10%	11%	4%
Answered		95	40	45	4	3	2	1	89	4	2
Mean Score		.7	.2	.9	1.3	1.1	.8	1.4	.6	.9	1.4
											g
Standard error		.09	.16	.18	.49	.27	.46	-	.13	.27	.25
Standard deviation		.94	.63	.98	1.29	1.09	1.74	-	.93	1.21	1.37

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 424 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*c	*d	*e
Unweighted Base	105	29	23	22	9	22	32	28	13	6	22
Effective base	36	22	20	13	5	14	12	14	5	5	3
Weighted Base	96	71	18	5	1	1	35	41	6	4	7
Very dissatisfied	(-2)	*	*	-	*	-	*	-	-	-	-
		*%	*%	-%	5%	-%	1%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	9	8	2	*	*	5	2	-	-	*
		10%	11%	8%	5%	7%	15%	4%	-%	-%	2%
Neither satisfied nor dissatisfied	(0)	32	31	1	*	*	19	8	2	-	4
		34%	44%	4%	8%	4%	52%	21%	32%	-%	51%
Fairly satisfied	(1)	33	23	7	2	*	6	22	1	*	3
		34%	33%	38%	45%	37%	18%	53%	24%	9%	40%
Very satisfied	(2)	20	9	9	1	*	5	9	3	3	1
		21%	13%	49%	30%	52%	13%	22%	44%	91%	7%
Don't Know (DO NOT READ OUT)		*	-	-	*	-	-	-	-	-	-
		*%	-%	-%	6%	-%	-%	-%	-%	-%	-%
NET: Satisfied	53	33	16	4	1	1	11	31	4	4	3
	56%	46%	87%	75%	89%	87%	32%	75%	68%	100%	47%
NET: Dissatisfied	10	8	2	*	*	*	6	2	-	-	*
	10%	11%	8%	11%	7%	1%	16%	4%	-%	-%	2%
Answered	95	71	18	4	1	1	35	41	6	4	7
Mean Score	.7	.5	1.3	.9	1.3	1.4	.3	.9	1.1	1.9	.5
Standard error	.09	.16	.19	.27	-	-	.16	.15	.26	.14	.15
Standard deviation	.94	.86	.92	1.21	-	-	.92	.79	.95	.33	.71

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 424 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		105	9	8	23	3	8	6	4	7	7
Effective base		36	4	4	10	2	4	3	2	2	3
Weighted Base		96	8	8	33	2	11	11	4	6	6
Very dissatisfied	(-2)	*	-	-	-	-	-	-	-	*	-
		*%	-%	-%	-%	-%	-%	-%	-%	3%	-%
Fairly dissatisfied	(-1)	9	4	*	1	-	3	-	-	-	2
		10%	46%	*%	2%	-%	25%	-%	-%	-%	31%
Neither satisfied nor dissatisfied	(0)	32	-	3	6	-	8	7	-	4	4
		34%	-%	39%	19%	-%	74%	67%	-%	68%	64%
Fairly satisfied	(1)	33	1	3	18	2	*	2	4	1	*
		34%	13%	33%	54%	93%	*%	21%	98%	12%	2%
Very satisfied	(2)	20	3	2	8	*	-	1	*	1	*
		21%	41%	28%	24%	7%	-%	12%	2%	17%	3%
Don't Know (DO NOT READ OUT)		*	-	-	-	-	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		53	4	5	26	2	*	4	4	2	*
		56%	54%	61%	78%	100%	*%	33%	100%	29%	6%
NET: Dissatisfied		10	4	*	1	-	3	-	-	*	2
		10%	46%	*%	2%	-%	25%	-%	-%	3%	31%
Answered		95	8	8	33	2	11	11	4	6	6
Mean Score		.7	.5	.9	1.0	1.1	-.2	.4	1.0	.4	-.2
Standard error		.09	.50	.31	.15	.19	.16	.30	.07	.36	.27
Standard deviation		.94	1.51	.87	.73	.33	.46	.73	.15	.94	.70

Columns Tested: a,b,c,d,e,f,g,h,i

Table 424 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

		GOR (QC3)							
		Net: Scotland, Wales and Northern Ireland							
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland
		*a	*b	c	d	e	*f	*g	*h
Significance Level: 95%									
Unweighted Base	105	18	24	33	75	30	15	6	9
Effective base	36	8	9	15	32	7	4	3	5
Weighted Base	96	19	22	48	89	6	5	1	1
Very dissatisfied	(-2)	*	*	-	*	*	-	-	*
	*%	-%	1%	-%	*%	4%	-%	-%	33%
Fairly dissatisfied	(-1)	9	5	4	1	9	*	*	*
	10%	24%	17%	2%	10%	5%	2%	23%	5%
Neither satisfied nor dissatisfied	(0)	32	12	7	13	32	*	*	-
	34%	62%	32%	28%	36%	1%	-%	7%	-%
Fairly satisfied	(1)	33	2	4	24	31	1	*	*
	34%	13%	20%	51%	35%	23%	19%	70%	10%
Very satisfied	(2)	20	*	7	9	16	4	-	*
	21%	2%	30%	19%	18%	64%	79%	-%	18%
Don't Know (DO NOT READ OUT)		*	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	4%	-%	-%	34%
NET: Satisfied	53	3	11	34	48	6	5	*	*
	56%	14%	50%	70%	53%	87%	98%	70%	28%
NET: Dissatisfied	10	5	4	1	9	1	*	*	*
	10%	24%	18%	2%	10%	9%	2%	23%	38%
Answered	95	19	22	48	89	6	5	1	1
Mean Score	.7	-.1	.6	.9	.6	1.4	1.8	.5	-.4
Standard error	.09	.16	.23	.13	.10	.21	.16	-	-
Standard deviation	.94	.67	1.13	.73	.91	1.11	.62	-	-

Columns Tested.: a,b,c,d,e,f,g,h

Table 424 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	i
Unweighted Base	105	8	9	4	13	17	24	3	6	34
Effective base	36	6	3	2	4	7	8	1	3	11
Weighted Base	96	5	6	2	8	27	20	3	5	27
Very dissatisfied	(-2)	*	*	-	-	-	-	-	-	*
		*%	3%	-%	-%	-%	-%	-%	-%	1%
Fairly dissatisfied	(-1)	9	-	1	*	1	4	3	-	2
		10%	-%	14%	6%	12%	14%	13%	-%	8%
Neither satisfied nor dissatisfied	(0)	32	-	4	1	4	8	7	3	9
		34%	-%	58%	46%	56%	30%	36%	100%	-%
Fairly satisfied	(1)	33	2	1	-	1	8	7	*	14
		34%	36%	12%	-%	10%	29%	37%	*%	49%
Very satisfied	(2)	20	3	1	1	2	7	3	-	2
		21%	61%	15%	48%	23%	28%	14%	-%	7%
Don't Know (DO NOT READ OUT)		*	-	-	-	-	-	-	-	*
		*%	-%	-%	-%	-%	-%	-%	-%	1%
NET: Satisfied	53	5	2	1	3	15	10	*	5	15
	56%	97%	28%	48%	32%	56%	51%	*%	100%	56%
NET: Dissatisfied	10	*	1	*	1	4	3	-	-	2
	10%	3%	14%	6%	12%	14%	13%	-%	-%	9%
Answered	95	5	6	2	8	27	20	3	5	27
Mean Score	.7	1.5	.3	.9	.4	.7	.5	*	1.7	.5
Standard error	.09	.29	.32	.82	.29	.25	.19	.02	.22	.14
Standard deviation	.94	.82	.97	1.64	1.04	1.04	.91	.03	.53	.79

Columns Tested: a,b,c,d,e,f,g,h,i

Table 424 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	*b	c	a	*b	*c	a	*b	a	*b
Unweighted Base	105	38	24	43	100	5	-	80	25	104	1
Effective base	36	14	8	15	33	4	-	30	6	36	1
Weighted Base	96	40	20	35	81	14	-	84	12	96	*
Very dissatisfied (-2)	* *%	* *%	- -%	* 1%	* *%	- -%	- -%	* *%	* 2%	* *%	- -%
Fairly dissatisfied (-1)	9 10%	5 12%	3 13%	2 6%	9 12%	- -%	- -%	7 9%	2 16%	9 10%	- -%
Neither satisfied nor dissatisfied (0)	32 34%	13 31%	7 36%	13 36%	20 25%	12 84%	- -%	28 34%	4 33%	32 34%	- -%
Fairly satisfied (1)	33 34%	10 26%	7 37%	15 43%	31 38%	2 14%	- -%	30 35%	3 26%	33 34%	* 100%
Very satisfied (2)	20 21%	13 31%	3 14%	5 14%	20 25%	- -%	- -%	18 21%	2 21%	20 21%	- -%
Don't Know (DO NOT READ OUT)	* *%	- -%	- -%	* 1%	- -%	* 2%	- -%	- -%	* 2%	* *%	- -%
NET: Satisfied	53 56%	23 57%	10 51%	20 57%	51 63%	2 14%	- -%	48 57%	6 47%	53 56%	* 100%
NET: Dissatisfied	10 10%	5 12%	3 13%	2 7%	10 12%	- -%	- -%	8 9%	2 18%	10 10%	- -%
Answered	95	40	20	35	81	14	-	84	12	95	*
Mean Score	.7	.8	.5	.6	.8	.1	-	.7	.5	.7	1.0
Standard error	.09	.17	.19	.13	.10	.18	-	.10	.22	.09	-
Standard deviation	.94	1.04	.91	.83	.98	.37	-	.92	1.10	.94	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 424 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	*c
Unweighted Base		105	39	46	20
Effective base		36	14	15	7
Weighted Base		96	40	35	21
Very dissatisfied	(-2)	*	*	*	-
		*%	*%	1%	-%
Fairly dissatisfied	(-1)	9	3	3	4
		10%	7%	8%	18%
Neither satisfied nor dissatisfied	(0)	32	19	7	7
		34%	46%	20%	32%
Fairly satisfied	(1)	33	15	13	5
		34%	37%	38%	22%
Very satisfied	(2)	20	3	11	6
		21%	8%	33%	27%
Don't Know (DO NOT READ OUT)		*	*	-	-
		*%	1%	-%	-%
NET: Satisfied		53	18	25	10
		56%	46%	71%	49%
NET: Dissatisfied		10	3	3	4
		10%	7%	9%	18%
Answered		95	40	35	21
Mean Score		.7	.5	.9	.6
Standard error		.09	.13	.14	.25
Standard deviation		.94	.77	.97	1.10

Columns Tested: a,b,c

Table 424 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	*b	*c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	105	45	21	7	6	16	5	1	4	66	39	32
Effective base	36	18	7	2	4	4	2	1	2	25	11	10
Weighted Base	96	52	18	3	4	12	6	1	*	70	26	23
Very dissatisfied	(-2)	*	-	-	-	*	*	-	*	-	*	*
	*%	-%	-%	-%	-%	2%	1%	-%	64%	-%	2%	2%
Fairly dissatisfied	(-1)	9	7	-	*	-	2	-	-	7	2	2
	10%	14%	-%	4%	-%	16%	-%	-%	-%	11%	8%	8%
Neither satisfied nor dissatisfied	(0)	32	18	11	-	-	*	4	-	-	29	4
	34%	34%	62%	-%	-%	*%	63%	-%	-%	41%	14%	16%
Fairly satisfied	(1)	33	17	6	1	-	8	2	-	-	22	11
	34%	32%	31%	33%	-%	63%	35%	-%	-%	32%	41%	42%
Very satisfied	(2)	20	10	1	2	4	2	*	1	*	11	9
	21%	19%	7%	64%	100%	20%	1%	100%	36%	16%	35%	32%
Don't Know (DO NOT READ OUT)		*	*	-	-	-	-	-	-	*	-	-
	*%	1%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
NET: Satisfied	53	27	7	3	4	10	2	1	*	34	20	17
	56%	51%	38%	96%	100%	83%	36%	100%	36%	48%	76%	74%
NET: Dissatisfied	10	7	-	*	-	2	*	-	*	7	2	2
	10%	14%	-%	4%	-%	17%	1%	-%	64%	11%	9%	10%
Answered	95	52	18	3	4	12	6	1	*	70	26	23
Mean Score	.7	.6	.5	1.6	2.0	.8	.3	2.0	-.6	.5	1.0	.9
Standard error	.09	.15	.14	.32	-	.25	.27	-	-	.11	.16	.18
Standard deviation	.94	.97	.64	.84	-	1.01	.61	-	-	.89	.99	1.00

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 424 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	105	14	31	60	101	102	103	101	96	94	2	39	8	11	13	16	14
Effective base	36	8	11	18	34	34	35	34	33	32	2	18	3	4	3	6	3
Weighted Base	96	24	28	43	89	89	93	90	85	84	8	46	6	2	10	13	10
Very dissatisfied (-2)	* *%	- -%	- -%	* 1%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	* *%	- -%	* 11%	- -%	- -%	* 1%
Fairly dissatisfied (-1)	9 10%	3 12%	5 16%	2 5%	9 10%	9 11%	9 10%	9 10%	9 11%	9 11%	- -%	7 14%	2 31%	1 45%	- -%	- -%	* 2%
Neither satisfied nor dissatisfied (0)	32 34%	15 63%	3 10%	15 34%	29 32%	32 36%	32 35%	29 32%	29 34%	23 27%	4 45%	15 34%	3 47%	- -%	* *%	6 47%	5 47%
Fairly satisfied (1)	33 34%	5 19%	12 43%	16 37%	33 37%	28 32%	33 35%	33 36%	28 33%	32 38%	4 55%	16 35%	* 6%	* 8%	9 95%	2 19%	* *%
Very satisfied (2)	20 21%	1 5%	9 31%	10 24%	18 20%	18 20%	18 19%	19 21%	19 22%	19 23%	- -%	7 16%	1 15%	1 36%	* 5%	4 34%	5 49%
Don't Know (DO NOT READ OUT)	* *%	* 1%	- -%	- -%	- -%	* *%	* *%	* *%	* *%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	53 56%	6 24%	21 74%	26 61%	51 57%	46 52%	51 55%	51 57%	46 54%	51 61%	4 55%	23 51%	1 21%	1 44%	10 100%	7 53%	5 49%
NET: Dissatisfied	10 10%	3 12%	5 16%	2 5%	10 11%	10 11%	10 10%	10 11%	10 11%	10 12%	- -%	7 14%	2 31%	1 56%	- -%	- -%	* 4%
Answered	95	24	28	43	89	89	93	90	84	84	8	45	6	2	10	13	10
Mean Score	.7	.2	.9	.8	.7	.6	.6	.7	.6	.7	.5	.5	*	.1	1.0	.9	.9
Standard error	.09	.20	.19	.12	.09	.09	.09	.09	.10	.10	.38	.15	.38	.72	.06	.23	.31
Standard deviation	.94	.71	1.04	.90	.94	.94	.93	.94	.96	.96	.53	.94	1.09	2.38	.23	.93	1.15

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 424 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	105	46	9	9	9	11	6	11	23	28	19	8	13	4	7
Effective base	36	21	5	2	1	7	2	2	11	10	6	4	3	2	1
Weighted Base	96	58	5	6	5	5	6	5	31	26	12	3	10	3	5
Very dissatisfied	(-2)	*	*	*	-	-	-	*	-	*	*	*	-	-	-
		*%	*%	4%	-%	-%	-%	3%	-%	*%	2%	5%	-%	-%	-%
Fairly dissatisfied	(-1)	9	7	1	2	-	-	*	4	5	*	1	-	-	*
		10%	11%	17%	33%	-%	-%	2%	12%	18%	*%	26%	-%	-%	4%
Neither satisfied nor dissatisfied	(0)	32	18	2	*	-	-	4	15	8	7	*	-	2	*
		34%	32%	33%	2%	-%	-%	70%	50%	32%	60%	1%	-%	54%	3%
Fairly satisfied	(1)	33	25	1	4	*	2	2	10	7	3	-	8	1	*
		34%	43%	12%	63%	3%	34%	28%	31%	28%	24%	-%	81%	19%	*%
Very satisfied	(2)	20	8	2	*	5	3	*	2	5	2	2	2	1	5
		21%	14%	34%	2%	97%	66%	2%	6%	21%	14%	69%	19%	26%	93%
Don't Know (DO NOT READ OUT)		*	-	-	-	-	-	-	-	*	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%
NET: Satisfied		53	33	2	4	5	5	2	12	12	5	2	10	1	5
		56%	57%	46%	65%	100%	100%	30%	38%	48%	38%	69%	100%	46%	93%
NET: Dissatisfied		10	7	1	2	-	-	-	4	5	*	1	-	-	*
		10%	11%	21%	33%	-%	-%	-%	12%	18%	2%	31%	-%	-%	4%
Answered		95	58	5	6	5	5	6	31	25	12	3	10	3	5
Mean Score		.7	.6	.6	.3	2.0	1.7	.3	.3	.5	.5	1.0	1.2	.7	1.8
Standard error		.09	.13	.46	.35	.06	.16	.23	.16	.20	.19	.64	.11	.53	.28
Standard deviation		.94	.87	1.38	1.06	.18	.53	.56	.78	1.04	.84	1.82	.41	1.06	.75

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 424 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	b	*c	*d	*e
Unweighted Base	105	22	12	20	15	13	8	11	15	31	24	14	19
Effective base	36	10	6	8	5	5	2	3	4	11	10	6	5
Weighted Base	96	29	4	22	13	10	7	5	14	31	22	8	18
Very dissatisfied	(-2)	*	-	-	*	-	*	-	*	-	*	-	-
		*%	-%	-%	*%	-%	2%	-%	3%	-%	-%	2%	-%
Fairly dissatisfied	(-1)	9	3	*	6	*	-	*	-	8	1	-	*
		10%	9%	3%	29%	*%	-%	-%	2%	-%	27%	4%	-%
Neither satisfied nor dissatisfied	(0)	32	12	-	6	3	5	4	*	6	5	8	2
		34%	40%	-%	27%	22%	49%	49%	*%	44%	16%	37%	18%
Fairly satisfied	(1)	33	14	1	5	2	2	3	4	6	8	9	5
		34%	49%	30%	24%	13%	25%	46%	91%	42%	25%	41%	60%
Very satisfied	(2)	20	*	3	4	8	2	*	*	2	10	4	2
		21%	1%	67%	20%	65%	25%	5%	4%	12%	32%	17%	22%
Don't Know (DO NOT READ OUT)		*	*	-	-	-	-	-	-	*	-	-	-
		*%	1%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%
NET: Satisfied		53	15	4	10	10	5	4	4	8	18	12	7
		56%	50%	97%	44%	78%	49%	51%	95%	54%	57%	58%	82%
NET: Dissatisfied		10	3	*	6	*	*	*	*	*	8	1	-
		10%	9%	3%	29%	*%	2%	-%	5%	*%	27%	5%	-%
Answered		95	29	4	22	13	10	7	5	14	31	22	8
Mean Score		.7	.4	1.6	.3	1.4	.7	.6	.9	.7	.6	.7	1.0
Standard error		.09	.15	.21	.25	.23	.27	.22	.21	.20	.22	.18	.18
Standard deviation		.94	.68	.73	1.13	.87	.96	.64	.70	.74	1.21	.87	.67

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 424 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*a	b	*c	*d	*e
Unweighted Base	105	38	22	13	11	16	23	30	24	14	11
Effective base	36	12	8	7	5	4	9	11	8	5	2
Weighted Base	96	38	19	12	6	14	22	31	16	10	10
Very dissatisfied	(-2)	*	*	*	-	-	*	-	*	-	-
		*%	*%	1%	-%	-%	*%	-%	2%	-%	-%
Fairly dissatisfied	(-1)	9	6	2	1	-	*	-	8	1	-
		10%	17%	11%	6%	-%	1%	-%	28%	6%	-%
Neither satisfied nor dissatisfied	(0)	32	9	1	5	2	12	9	10	3	5
		34%	25%	6%	40%	25%	84%	41%	34%	20%	50%
Fairly satisfied	(1)	33	12	13	4	3	1	9	3	8	3
		34%	32%	67%	35%	45%	8%	41%	8%	52%	34%
Very satisfied	(2)	20	10	3	2	2	1	4	9	3	2
		21%	26%	15%	20%	30%	7%	16%	30%	21%	17%
Don't Know (DO NOT READ OUT)		*	-	-	-	-	-	*	-	-	-
		*%	-%	-%	-%	-%	-%	1%	-%	-%	-%
NET: Satisfied	53	22	16	6	5	2	13	12	12	5	5
	56%	58%	82%	54%	75%	15%	57%	39%	72%	50%	52%
NET: Dissatisfied	10	7	2	1	-	*	*	8	1	-	-
	10%	17%	12%	6%	-%	1%	*%	28%	8%	-%	-%
Answered	95	38	19	12	6	14	22	31	16	10	10
Mean Score	.7	.7	.8	.7	1.0	.2	.7	.4	.8	.7	.6
Standard error	.09	.17	.18	.25	.24	.15	.16	.22	.19	.21	.18
Standard deviation	.94	1.06	.87	.89	.81	.59	.75	1.20	.92	.78	.59

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 424 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
Total base		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		*a	*b	c	*d	*e	a	*b	*c	a	b	a	b
Significance Level: 95%													
Unweighted Base	105	15	20	34	19	12	72	18	11	52	53	53	48
Effective base	36	6	8	12	8	3	24	5	7	17	19	15	19
Weighted Base	96	19	9	34	19	7	52	11	27	47	49	34	56
Very dissatisfied	(-2)	*	*	-	-	*	*	-	-	*	*	*	*
		*%	2%	-%	-%	2%	1%	-%	-%	*%	1%	1%	*%
Fairly dissatisfied	(-1)	9	3	3	4	-	*	7	2	4	6	4	6
		10%	14%	8%	21%	-%	*%	66%	7%	8%	12%	11%	10%
Neither satisfied nor dissatisfied	(0)	32	4	11	8	4	14	3	12	24	9	11	18
		34%	23%	31%	42%	55%	26%	25%	46%	50%	18%	31%	33%
Fairly satisfied	(1)	33	11	13	3	2	20	1	13	16	17	13	20
		34%	56%	37%	15%	38%	38%	5%	47%	35%	34%	40%	35%
Very satisfied	(2)	20	1	8	4	*	18	*	*	3	17	6	12
		21%	7%	25%	22%	5%	35%	3%	*%	7%	36%	18%	22%
Don't Know (DO NOT READ OUT)		*	-	-	-	-	*	-	-	*	-	-	-
		*%	-%	-%	-%	-%	1%	-%	-%	1%	-%	-%	-%
NET: Satisfied		53	12	21	7	3	38	1	13	19	34	19	32
		56%	63%	61%	38%	42%	72%	8%	47%	41%	70%	57%	57%
NET: Dissatisfied		10	3	3	4	*	1	7	2	4	6	4	6
		10%	15%	8%	21%	2%	1%	66%	7%	8%	12%	12%	11%
Answered		95	19	34	19	7	52	11	27	47	49	34	56
Mean Score		.7	.5	.8	.4	.4	1.1	-.6	.4	.4	.9	.6	.7
Standard error		.09	.22	.16	.25	.21	.10	.18	.19	.10	.14	.13	.14
Standard deviation		.94	.86	1.01	1.08	.74	.84	.77	.63	.74	1.04	.93	.95

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 424 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	b	*a	b	a	b	*a	b	*a	b
Unweighted Base	105	28	74	21	80	57	44	27	75	26	75
Effective base	36	10	24	7	27	17	17	8	26	9	25
Weighted Base	96	29	59	19	71	42	48	23	66	21	69
Very dissatisfied (-2)	*	-	*	*	*	*	*	*	*	-	*
	*%	-%	1%	*%	*%	*%	*%	*%	*%	-%	1%
Fairly dissatisfied (-1)	9	2	7	2	7	3	6	2	7	3	7
	10%	7%	12%	11%	10%	7%	13%	9%	11%	13%	10%
Neither satisfied nor dissatisfied (0)	32	11	22	8	21	14	15	10	23	7	22
	34%	36%	37%	41%	29%	33%	31%	42%	34%	33%	31%
Fairly satisfied (1)	33	14	14	8	24	18	15	10	18	9	24
	34%	48%	24%	45%	34%	44%	30%	44%	28%	41%	35%
Very satisfied (2)	20	3	15	1	18	6	12	1	17	2	16
	21%	9%	26%	3%	25%	16%	24%	4%	26%	12%	23%
Don't Know (DO NOT READ OUT)	*	*	-	-	*	-	-	*	-	*	-
	*%	1%	-%	-%	*%	-%	-%	1%	-%	1%	-%
NET: Satisfied	53	17	30	9	42	25	26	11	35	11	40
	56%	56%	50%	48%	59%	60%	55%	48%	54%	53%	58%
NET: Dissatisfied	10	2	8	2	8	3	7	2	8	3	7
	10%	7%	13%	11%	11%	8%	14%	9%	12%	13%	10%
Answered	95	29	59	19	71	42	48	23	66	21	69
Mean Score	.7	.6	.6	.4	.7	.7	.6	.4	.7	.5	.7
Standard error	.09	.15	.12	.16	.11	.11	.15	.14	.12	.18	.11
Standard deviation	.94	.76	1.03	.75	.97	.85	1.01	.74	1.01	.88	.96

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 424 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	*c	*d	a	b	*c	*d	a	b	*c	*d
Significance Level: 95%													
Unweighted Base	105	88	57	26	-	83	49	28	-	92	44	24	-
Effective base	36	31	21	10	-	29	15	9	-	31	15	11	-
Weighted Base	96	85	56	18	-	81	36	18	-	83	37	15	-
Very dissatisfied (-2)	* *%	* *%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%
Fairly dissatisfied (-1)	9 10%	7 9%	3 5%	* *%	- -%	6 7%	3 8%	3 15%	- -%	4 4%	7 18%	2 11%	- -%
Neither satisfied nor dissatisfied (0)	32 34%	28 34%	15 27%	5 30%	- -%	31 39%	9 26%	7 41%	- -%	29 35%	5 14%	3 19%	- -%
Fairly satisfied (1)	33 34%	32 37%	26 47%	8 43%	- -%	26 33%	13 35%	2 12%	- -%	31 38%	16 42%	4 29%	- -%
Very satisfied (2)	20 21%	17 20%	11 20%	5 26%	- -%	17 21%	11 32%	6 32%	- -%	18 22%	10 26%	6 42%	- -%
Don't Know (DO NOT READ OUT)	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%
NET: Satisfied	53 56%	49 57%	38 67%	12 69%	- -%	43 54%	24 66%	8 44%	- -%	50 60%	25 68%	10 71%	- -%
NET: Dissatisfied	10 10%	8 9%	3 5%	* *%	- -%	6 7%	3 8%	3 15%	- -%	4 5%	7 18%	2 11%	- -%
Answered	95	85	56	18	-	80	36	18	-	82	37	15	-
Mean Score	.7	.7	.8	1.0	-	.7	.9	.6	-	.8	.8	1.0	-
Standard error	.09	.10	.11	.15	-	.10	.14	.21	-	.09	.16	.21	-
Standard deviation	.94	.91	.83	.78	-	.90	.96	1.12	-	.86	1.04	1.05	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 424 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	*b	*c	*d	*e
Significance Level: 95%												
Unweighted Base	105	54	51	42	54	44	9	30	23	27	16	8
Effective base	36	17	16	13	16	17	3	9	7	8	7	4
Weighted Base	96	43	43	32	46	40	7	24	15	22	8	4
Very dissatisfied	(-2)	*	*	-	-	*	-	-	-	-	-	-
		*%	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	9	3	3	2	3	-	2	*	*	-	-
		10%	6%	7%	6%	7%	-%	9%	1%	*%	-%	-%
Neither satisfied nor dissatisfied	(0)	32	15	22	13	20	4	8	6	13	2	-
		34%	34%	52%	41%	44%	52%	34%	40%	60%	19%	-%
Fairly satisfied	(1)	33	18	12	11	17	14	*	8	5	4	3
		34%	41%	27%	33%	38%	34%	3%	34%	31%	18%	41%
Very satisfied	(2)	20	8	6	6	7	6	3	6	4	5	3
		21%	19%	14%	20%	14%	14%	45%	23%	29%	22%	40%
Don't Know (DO NOT READ OUT)		*	-	*	-	*	-	-	-	-	-	-
		*%	-%	1%	-%	1%	-%	-%	-%	-%	-%	-%
NET: Satisfied		53	26	18	17	24	19	3	14	9	9	7
		56%	60%	41%	53%	52%	48%	48%	57%	59%	40%	81%
NET: Dissatisfied		10	3	3	2	2	3	-	2	*	*	-
		10%	7%	7%	6%	4%	7%	-%	9%	1%	*%	-%
Answered		95	43	43	32	46	40	7	24	15	22	8
Mean Score		.7	.7	.5	.7	.6	.5	.9	.7	.9	.6	1.2
Standard error		.09	.12	.12	.14	.11	.13	.35	.17	.18	.16	.20
Standard deviation		.94	.86	.83	.88	.78	.83	1.06	.94	.87	.85	.79

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 424 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Total base		*a	*b	*c	*d	a	b	c	d	e	a	b	*c	*d	a	*b
Significance Level: 95%																
Unweighted Base	105	24	19	6	6	69	58	87	54	66	84	56	21	-	60	5
Effective base	36	8	8	3	2	21	18	27	20	23	27	18	7	-	20	3
Weighted Base	96	17	22	8	3	60	45	76	48	61	73	48	12	-	43	10
Very dissatisfied	(-2)	*	*	*	-	*	*	*	*	*	*	*	*	-	*	-
		*%	1%	*%	-%	1%	1%	1%	*%	1%	1%	*%	2%	-%	*%	-%
Fairly dissatisfied	(-1)	9	2	*	1	3	6	7	3	9	5	6	1	-	1	1
		10%	13%	*%	11%	5%	13%	9%	6%	15%	7%	12%	6%	-%	2%	8%
Neither satisfied nor dissatisfied	(0)	32	5	12	4	20	15	27	19	17	24	16	4	-	18	3
		34%	31%	53%	50%	33%	34%	36%	39%	27%	33%	33%	31%	-%	42%	31%
Fairly satisfied	(1)	33	4	8	2	26	15	28	15	19	29	18	3	-	15	5
		34%	22%	38%	28%	43%	32%	36%	31%	32%	40%	38%	26%	-%	35%	44%
Very satisfied	(2)	20	6	2	1	11	9	14	12	15	14	8	4	-	9	2
		21%	33%	9%	12%	18%	20%	19%	24%	25%	20%	16%	36%	-%	20%	18%
Don't Know (DO NOT READ OUT)		*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	53	9	10	3	2	37	24	42	26	35	44	26	7	-	24	6
	56%	55%	47%	39%	77%	62%	52%	55%	55%	57%	60%	55%	61%	-%	55%	61%
NET: Dissatisfied	10	2	*	1	1	3	6	7	3	10	5	6	1	-	1	1
	10%	13%	*%	11%	23%	5%	14%	9%	6%	16%	7%	13%	8%	-%	2%	8%
Answered	95	17	22	8	3	60	45	76	48	61	73	48	12	-	43	10
Mean Score	.7	.7	.5	.4	.6	.7	.6	.6	.7	.7	.7	.6	.9	-	.7	.7
Standard error	.09	.23	.16	.36	.47	.10	.13	.10	.13	.13	.10	.12	.23	-	.11	.40
Standard deviation	.94	1.11	.68	.89	1.16	.84	.98	.91	.92	1.04	.88	.92	1.06	-	.83	.89

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 424 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	a	*b	a	b	*c	a	b	*c
Unweighted Base	105	62	15	83	5	77	28	46	45	12	35	45	22
Effective base	36	23	7	29	2	29	7	18	15	3	13	16	7
Weighted Base	96	62	3	74	4	77	19	42	41	12	33	42	20
Very dissatisfied (-2)	* *%	* *%	- -%	* *%	* 3%	* *%	* 2%	* 1%	- -%	* 1%	* *%	* 1%	- -%
Fairly dissatisfied (-1)	9 10%	4 6%	- -%	9 11%	1 20%	6 7%	4 20%	1 2%	6 14%	3 22%	6 18%	4 9%	- -%
Neither satisfied nor dissatisfied (0)	32 34%	29 47%	* 12%	15 21%	3 76%	26 34%	6 33%	7 16%	21 51%	4 36%	* *%	15 36%	17 86%
Fairly satisfied (1)	33 34%	19 30%	1 48%	30 40%	- -%	26 34%	7 34%	17 40%	11 27%	5 38%	17 52%	13 32%	2 8%
Very satisfied (2)	20 21%	10 16%	1 32%	20 28%	- -%	19 24%	2 10%	17 41%	3 7%	* 2%	10 29%	10 23%	1 5%
Don't Know (DO NOT READ OUT)	* *%	- -%	* 8%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	53 56%	29 46%	2 80%	50 68%	- -%	45 59%	8 44%	34 81%	14 34%	5 41%	27 82%	23 55%	3 14%
NET: Dissatisfied	10 10%	4 6%	- -%	9 12%	1 24%	6 7%	4 22%	1 3%	6 14%	3 23%	6 18%	4 9%	- -%
Answered	95	62	3	74	4	77	19	42	41	12	33	42	20
Mean Score	.7	.6	1.2	.8	-.3	.8	.3	1.2	.3	.2	.9	.7	.2
Standard error	.09	.11	.22	.11	.26	.10	.19	.12	.12	.25	.17	.14	.11
Standard deviation	.94	.85	.81	.97	.59	.91	.99	.83	.80	.88	1.02	.96	.52

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 424 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		105	69	36
Effective base		36	24	13
Weighted Base		96	72	24
Very dissatisfied	(-2)	*	*	-
		*%	1%	-%
Fairly dissatisfied	(-1)	9	8	2
		10%	10%	8%
Neither satisfied nor dissatisfied	(0)	32	20	12
		34%	28%	51%
Fairly satisfied	(1)	33	26	7
		34%	37%	28%
Very satisfied	(2)	20	17	3
		21%	24%	13%
Don't Know (DO NOT READ OUT)		*	-	*
		*%	-%	1%
NET: Satisfied		53	44	10
		56%	61%	41%
NET: Dissatisfied		10	8	2
		10%	11%	8%
Answered		95	72	24
Mean Score		.7	.7	.5
Standard error		.09	.12	.14
Standard deviation		.94	.97	.83

Columns Tested: a,b

Table 424 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

		Month											
Total base		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	105	2	18	16	5	9	6	-	8	7	5	6	23
Effective base	36	2	6	9	4	5	2	-	4	2	3	3	8
Weighted Base	96	*	9	20	*	13	3	-	17	6	1	9	18
Very dissatisfied	(-2)	*	-	-	-	*	-	-	*	*	-	-	-
		*%	-%	-%	-%	1%	-%	-%	1%	3%	-%	-%	-%
Fairly dissatisfied	(-1)	9	3	-	*	3	-	-	4	*	-	-	-
		10%	30%	-%	22%	22%	-%	-%	22%	*%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	32	2	5	-	9	3	-	-	*	*	7	7
		34%	64%	20%	24%	-%	68%	94%	-%	2%	2%	76%	42%
Fairly satisfied	(1)	33	4	8	*	1	*	-	9	5	*	2	3
		34%	-%	41%	40%	47%	10%	3%	-%	50%	89%	44%	24%
Very satisfied	(2)	20	1	7	*	*	*	-	5	-	*	*	7
		21%	36%	9%	37%	31%	*%	3%	-%	27%	-%	54%	*%
Don't Know (DO NOT READ OUT)		*	-	-	-	-	-	-	-	*	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%	-%
NET: Satisfied		53	5	15	*	1	*	-	13	5	1	2	10
		56%	36%	50%	76%	78%	10%	6%	-%	77%	89%	98%	24%
NET: Dissatisfied		10	3	-	*	3	-	-	4	*	-	-	-
		10%	-%	30%	-%	22%	22%	-%	23%	3%	-%	-%	-%
Answered		95	9	20	*	13	3	-	17	5	1	9	18
Mean Score		.7	.3	1.1	.9	-.1	.1	-	.8	.9	1.5	.2	1.0
Standard error		.09	-.25	.20	-	.20	.18	-	.40	.26	-	.19	.19
Standard deviation		.94	-	1.05	.78	-	.60	-.45	1.12	.63	-	.46	.92

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 424 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	*b	*c	d	a	b
Unweighted Base	105	36	20	15	34	56	49
Effective base	36	15	7	6	11	21	16
Weighted Base	96	29	16	23	27	46	50
Very dissatisfied	(-2)	*	-	*	*	-	*
		*%	-%	*%	1%	-%	*%
Fairly dissatisfied	(-1)	9	3	3	4	-	6
		10%	9%	18%	17%	-%	12%
Neither satisfied nor dissatisfied	(0)	32	7	11	*	14	18
		34%	22%	71%	1%	52%	39%
Fairly satisfied	(1)	33	12	2	14	6	13
		34%	40%	9%	60%	22%	29%
Very satisfied	(2)	20	8	*	5	7	9
		21%	28%	2%	20%	26%	19%
Don't Know (DO NOT READ OUT)		*	-	-	*	-	-
		*%	-%	-%	1%	-%	-%
NET: Satisfied		53	20	2	18	13	22
		56%	68%	11%	80%	48%	63%
NET: Dissatisfied		10	3	3	4	-	6
		10%	9%	18%	18%	-%	12%
Answered		95	29	16	22	27	46
Mean Score		.7	.9	-.1	.8	.7	.5
Standard error		.09	.16	.14	.27	.15	.13
Standard deviation		.94	.94	.62	1.01	.86	.95

Columns Tested:: a,b,c,d - a,b

Table 425

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	*b	*c	*d	e
Unweighted Base	129	10	119	81	29	7	12	48
Effective base	47	7	42	40	12	4	6	16
Weighted Base	106	7	100	98	7	1	*	9
Very dissatisfied	(-2) 1 1%	- -%	1 1%	1 1%	- -%	- -%	- -%	- -%
Fairly dissatisfied	(-1) 2 2%	- -%	2 2%	2 2%	- -%	- -%	- -%	- -%
Neither satisfied nor dissatisfied	(0) 18 17%	2 27%	17 17%	18 19%	* 3%	- -%	- -%	* 3%
Fairly satisfied	(1) 45 42%	2 32%	43 43%	39 40%	5 62%	1 71%	* 99%	6 64%
Very satisfied	(2) 40 38%	3 40%	37 37%	37 38%	3 35%	* 29%	* *%	3 33%
Don't Know (DO NOT READ OUT)	1 1%	- -%	1 1%	1 1%	- -%	- -%	* 1%	* *%
NET: Satisfied	85 80%	5 73%	80 80%	76 78%	7 97%	1 100%	* 99%	8 97%
NET: Dissatisfied	3 2%	- -%	3 3%	3 3%	- -%	- -%	- -%	- -%
Answered	106	7	99	97	7	1	*	9
Mean Score	1.1	1.1	1.2	1.1	1.3	1.3	1.0	1.3
Standard error	.07	.28	.08	.09	.11	-	-	.08
Standard deviation	.82	.88	.82	.84	.57	-	-	.55

Columns Tested:: a,b - a,b,c,d,e

Table 425 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			*a	b	*c	*d	*e	*f	g	*h	*i
Unweighted Base		129	21	40	20	19	17	12	81	29	19
Effective base		47	12	20	10	9	6	6	40	12	7
Weighted Base		106	36	47	15	6	3	*	98	7	1
Very dissatisfied	(-2)	1 1%	- -%	- -%	1 5%	- -%	- -%	- -%	1 1%	- -%	- -%
Fairly dissatisfied	(-1)	2 2%	- -%	* *%	2 11%	- -%	- -%	- -%	2 2%	- -%	- -%
Neither satisfied nor dissatisfied	(0)	18 17%	7 19%	5 12%	6 39%	* 1%	* 8%	- -%	18 19%	* 3%	- -%
Fairly satisfied	(1)	45 42%	14 40%	23 49%	2 13%	3 59%	2 71%	* 99%	39 40%	5 62%	1 79%
Very satisfied	(2)	40 38%	15 41%	18 39%	4 26%	2 41%	1 21%	* *%	37 38%	3 35%	* 21%
Don't Know (DO NOT READ OUT)		1 1%	- -%	- -%	1 5%	- -%	- -%	* 1%	1 1%	- -%	* *%
NET: Satisfied		85 80%	29 81%	41 88%	6 40%	6 99%	3 92%	* 99%	76 78%	7 97%	1 100%
NET: Dissatisfied		3 2%	- -%	* *%	3 17%	- -%	- -%	- -%	3 3%	- -%	- -%
Answered		106	36	47	14	6	3	*	97	7	1
Mean Score		1.1	1.2	1.3	.5	1.4	1.1	1.0	1.1	1.3	1.2
Standard error		.07	.16	.11	.28	.13	.16	-	.09	.11	.22
Standard deviation		.82	.75	.66	1.21	.56	.65	-	.84	.57	.92

Columns Tested: a,b,c,d,e,f,g,h,i

Table 425 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	*e	a	b	*c	*d	*e
Unweighted Base	129	40	41	29	7	12	34	32	17	8	21
Effective base	47	22	22	12	4	6	17	12	7	3	7
Weighted Base	106	65	33	7	1	*	42	24	11	10	3
Very dissatisfied	(-2)	1	-	1	-	-	1	-	-	-	-
	1%	-%	2%	-%	-%	-%	2%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	2	-	2	-	-	-	2	-	-	-
	2%	-%	5%	-%	-%	-%	-%	7%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	18	12	6	*	-	8	8	-	-	*
	17%	19%	18%	3%	-%	-%	18%	33%	-%	-%	1%
Fairly satisfied	(1)	45	30	9	5	1	14	5	7	9	3
	42%	46%	28%	62%	71%	99%	35%	22%	64%	90%	82%
Very satisfied	(2)	40	23	14	3	*	19	9	3	1	1
	38%	35%	44%	35%	29%	*%	45%	38%	30%	10%	16%
Don't Know (DO NOT READ OUT)	1	-	1	-	-	*	-	-	1	-	*
	1%	-%	2%	-%	-%	1%	-%	-%	6%	-%	*%
NET: Satisfied	85	53	24	7	1	*	33	15	11	10	3
	80%	81%	72%	97%	100%	99%	80%	60%	94%	100%	99%
NET: Dissatisfied	3	-	3	-	-	-	1	2	-	-	-
	2%	-%	8%	-%	-%	-%	2%	7%	-%	-%	-%
Answered	106	65	32	7	1	*	42	24	11	10	3
Mean Score	1.1	1.2	1.1	1.3	1.3	1.0	1.2	.9	1.3	1.1	1.2
Standard error	.07	.11	.17	.11	-	-	.15	.18	.12	.11	.11
Standard deviation	.82	.72	1.05	.57	-	-	.89	1.01	.49	.32	.47

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 425 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		129	13	9	14	5	8	12	8	8	8
Effective base		47	6	5	10	2	4	6	3	5	3
Weighted Base		106	12	6	29	6	8	15	9	6	5
Very dissatisfied	(-2)	1 1%	- -%	- -%	- -%	- -%	1 10%	- -%	- -%	- -%	- -%
Fairly dissatisfied	(-1)	2 2%	- -%	* *%	1 3%	- -%	1 11%	- -%	- -%	- -%	- -%
Neither satisfied nor dissatisfied	(0)	18 17%	2 17%	3 41%	10 34%	- -%	- -%	- -%	3 32%	- -%	- -%
Fairly satisfied	(1)	45 42%	5 39%	2 30%	8 27%	* 8%	5 64%	12 84%	1 16%	3 58%	4 84%
Very satisfied	(2)	40 38%	5 44%	2 29%	10 34%	5 92%	1 15%	2 16%	5 52%	2 42%	1 16%
Don't Know (DO NOT READ OUT)		1 1%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied		85 80%	10 83%	4 59%	18 61%	6 100%	7 79%	15 100%	6 68%	6 100%	5 100%
NET: Dissatisfied		3 2%	- -%	* *%	1 3%	- -%	2 21%	- -%	- -%	- -%	- -%
Answered		106	12	6	29	6	8	15	9	6	5
Mean Score		1.1	1.3	.9	.9	1.9	.6	1.2	1.2	1.4	1.2
Standard error		.07	.21	.30	.25	.13	.43	.11	.33	.19	.15
Standard deviation		.82	.76	.91	.91	.29	1.23	.38	.94	.54	.42

Columns Tested: a,b,c,d,e,f,g,h,i

Table 425 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

		GOR (QC3)							
		Net: Scotland, Wales and Northern Ireland							
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland
		*a	b	c	d	e	*f	*g	*h
Significance Level: 95%									
Unweighted Base	129	21	30	34	85	44	20	10	14
Effective base	47	9	15	18	39	12	7	4	7
Weighted Base	106	19	24	53	96	11	8	1	2
Very dissatisfied	(-2)	1	-	-	1	-	-	-	-
		1%	4%	-%	1%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	2	*	1	2	-	-	-	-
		2%	5%	*%	1%	2%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	18	5	13	17	1	1	*	*
		17%	-%	19%	24%	18%	9%	8%	5%
Fairly satisfied	(1)	45	10	22	41	4	2	1	1
		42%	52%	41%	41%	43%	34%	27%	59%
Very satisfied	(2)	40	9	17	34	6	5	*	1
		38%	39%	39%	32%	35%	57%	64%	37%
Don't Know (DO NOT READ OUT)		1	-	1	1	*	*	-	-
		1%	-%	-%	1%	1%	*%	*%	-%
NET: Satisfied		85	19	39	75	10	7	1	1
		80%	91%	81%	73%	78%	91%	92%	95%
NET: Dissatisfied		3	*	1	3	-	-	-	-
		2%	9%	*%	1%	3%	-%	-%	-%
Answered	106	19	24	53	95	11	8	1	2
Mean Score	1.1	1.2	1.2	1.1	1.1	1.5	1.6	1.3	1.2
Standard error	.07	.22	.14	.14	.09	.11	.16	.35	.32
Standard deviation	.82	1.00	.76	.80	.83	.69	.69	1.11	1.18

Columns Tested:: a,b,c,d,e,f,g,h

Table 425 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	i
Unweighted Base	129	7	17	4	21	10	44	2	7	38
Effective base	47	4	6	2	8	4	18	2	2	15
Weighted Base	106	11	16	5	21	12	22	1	3	37
Very dissatisfied	(-2) 1 1%	- -%	1 5%	- -%	1 4%	- -%	- -%	- -%	- -%	- -%
Fairly dissatisfied	(-1) 2 2%	- -%	- -%	1 18%	1 4%	1 6%	* *%	- -%	- -%	- -%
Neither satisfied nor dissatisfied	(0) 18 17%	- -%	- -%	3 65%	3 16%	6 47%	2 10%	* 26%	- -%	7 19%
Fairly satisfied	(1) 45 42%	7 65%	7 44%	* 1%	7 34%	4 34%	10 43%	- -%	* 8%	16 45%
Very satisfied	(2) 40 38%	4 35%	8 50%	1 16%	9 42%	1 12%	10 47%	* 74%	2 92%	12 34%
Don't Know (DO NOT READ OUT)	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%
NET: Satisfied	85 80%	11 100%	15 95%	1 17%	16 76%	6 47%	20 90%	* 74%	3 100%	29 79%
NET: Dissatisfied	3 2%	- -%	1 5%	1 18%	2 8%	1 6%	* *%	- -%	- -%	- -%
Answered	106	11	16	5	21	12	22	1	3	36
Mean Score	1.1	1.4	1.4	.1	1.1	.5	1.4	1.5	1.9	1.1
Standard error	.07	.19	.23	.50	.23	.26	.10	-	.13	.12
Standard deviation	.82	.50	.95	1.00	1.08	.82	.67	-	.35	.73

Columns Tested: a,b,c,d,e,f,g,h,i

Table 425 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	*b	*c	a	*b	a	*b
Unweighted Base	129	38	44	47	118	11	-	108	21	127	2
Effective base	47	16	18	17	42	6	-	39	7	46	2
Weighted Base	106	44	22	40	86	21	-	92	15	105	1
Very dissatisfied (-2)	1 1%	1 2%	- -%	- -%	1 1%	- -%	- -%	1 1%	- -%	1 1%	- -%
Fairly dissatisfied (-1)	2 2%	2 4%	* *%	- -%	2 2%	- -%	- -%	1 1%	1 5%	2 2%	- -%
Neither satisfied nor dissatisfied (0)	18 17%	9 20%	2 10%	7 18%	10 11%	9 42%	- -%	15 16%	3 23%	18 17%	- -%
Fairly satisfied (1)	45 42%	19 42%	10 43%	17 42%	42 48%	3 16%	- -%	39 43%	5 36%	44 42%	1 100%
Very satisfied (2)	40 38%	14 32%	10 47%	15 38%	31 36%	9 42%	- -%	35 38%	5 35%	40 38%	- -%
Don't Know (DO NOT READ OUT)	1 1%	- -%	- -%	1 2%	1 1%	- -%	- -%	1 1%	* *%	1 1%	- -%
NET: Satisfied	85 80%	33 74%	20 90%	32 80%	73 85%	12 58%	- -%	74 81%	11 72%	84 79%	1 100%
NET: Dissatisfied	3 2%	3 6%	* *%	- -%	3 3%	- -%	- -%	2 2%	1 5%	3 2%	- -%
Answered	106	44	22	39	85	21	-	91	15	105	1
Mean Score	1.1	1.0	1.4	1.2	1.2	1.0	-	1.2	1.0	1.2	1.0
Standard error	.07	.15	.10	.11	.07	.28	-	.08	.21	.07	-
Standard deviation	.82	.93	.67	.74	.79	.94	-	.80	.92	.82	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 425 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		129	44	41	43
Effective base		47	14	20	18
Weighted Base		106	37	23	45
Very dissatisfied	(-2)	1 1%	- -%	1 3%	- -%
Fairly dissatisfied	(-1)	2 2%	1 2%	1 4%	* *%
Neither satisfied nor dissatisfied	(0)	18 17%	7 18%	5 23%	6 13%
Fairly satisfied	(1)	45 42%	14 39%	10 41%	21 46%
Very satisfied	(2)	40 38%	15 41%	7 29%	18 40%
Don't Know (DO NOT READ OUT)		1 1%	- -%	* *%	1 2%
NET: Satisfied		85 80%	30 80%	16 69%	39 85%
NET: Dissatisfied		3 2%	1 2%	2 7%	* *%
Answered		106	37	23	45
Mean Score		1.1	1.2	.9	1.3
Standard error		.07	.12	.16	.11
Standard deviation		.82	.81	1.01	.69

Columns Tested: a,b,c

Table 425 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	*b	*c	*d	*e	*f	*g	*h	i	j	*k
Significance Level: 95%												
Unweighted Base	129	67	22	20	6	4	4	2	4	89	40	20
Effective base	47	27	9	7	3	2	1	1	2	35	12	8
Weighted Base	106	62	24	14	3	1	1	1	*	86	21	6
Very dissatisfied	(-2)	1	-	-	-	-	-	-	-	1	-	-
		1%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%
Fairly dissatisfied	(-1)	2	1	-	-	-	1	-	-	1	1	1
		2%	*%	3%	-%	-%	86%	-%	-%	1%	5%	15%
Neither satisfied nor dissatisfied	(0)	18	5	1	-	-	-	-	-	17	1	-
		17%	19%	10%	-%	-%	-%	-%	-%	20%	7%	-%
Fairly satisfied	(1)	45	11	8	2	*	*	-	*	34	10	2
		42%	46%	59%	66%	1%	14%	-%	34%	40%	50%	32%
Very satisfied	(2)	40	7	4	1	1	*	1	*	33	7	3
		38%	31%	27%	34%	98%	*%	100%	66%	38%	35%	53%
Don't Know (DO NOT READ OUT)		1	-	1	-	*	-	-	-	-	1	*
		1%	-%	5%	-%	*%	-%	-%	-%	-%	3%	*%
NET: Satisfied		85	18	12	3	1	*	1	*	67	18	5
		80%	77%	85%	100%	100%	14%	100%	100%	78%	85%	85%
NET: Dissatisfied		3	1	-	-	-	1	-	-	2	1	1
		2%	3%	-%	-%	-%	86%	-%	-%	2%	5%	15%
Answered	106	62	24	14	3	1	1	1	*	86	20	6
Mean Score	1.1	1.2	1.1	1.2	1.3	2.0	-.7	2.0	1.7	1.1	1.2	1.2
Standard error	.07	.10	.17	.14	.24	.12	1.16	-	-	.09	.13	.26
Standard deviation	.82	.84	.81	.62	.60	.20	2.32	-	-	.83	.78	1.12

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 425 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Unweighted Base	129	20	47	62	117	112	118	122	95	81	6	59	8	11	8	15	11
Effective base	47	9	22	20	41	39	42	45	34	28	3	23	5	4	3	5	4
Weighted Base	106	28	33	45	94	89	95	99	81	61	6	54	4	12	5	11	3
Very dissatisfied (-2)	1 1%	1 3%	- -%	- -%	1 1%	1 1%	1 1%	1 1%	1 1%	1 1%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%
Fairly dissatisfied (-1)	2 2%	- -%	* *%	2 4%	2 2%	2 2%	2 2%	2 2%	1 1%	2 3%	- -%	2 3%	- -%	- -%	- -%	- -%	- -%
Neither satisfied nor dissatisfied (0)	18 17%	6 22%	6 18%	6 14%	18 19%	17 19%	18 19%	18 19%	14 18%	9 15%	1 22%	10 19%	* 1%	2 13%	- -%	4 41%	- -%
Fairly satisfied (1)	45 42%	8 30%	15 45%	21 48%	36 39%	37 41%	37 39%	38 38%	28 35%	27 44%	1 18%	14 26%	2 51%	10 87%	5 100%	3 24%	2 72%
Very satisfied (2)	40 38%	13 45%	12 37%	15 33%	37 39%	33 37%	37 39%	40 40%	36 44%	22 37%	4 60%	27 50%	2 48%	- -%	* *%	4 36%	* 5%
Don't Know (DO NOT READ OUT)	1 1%	- -%	- -%	1 2%	1 1%	1 1%	1 1%	1 1%	1 1%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	1 24%
NET: Satisfied	85 80%	21 75%	27 82%	36 81%	73 78%	69 78%	74 78%	78 78%	64 79%	49 80%	5 78%	41 76%	4 99%	10 87%	5 100%	6 59%	2 76%
NET: Dissatisfied	3 2%	1 3%	* *%	2 4%	3 3%	3 3%	3 3%	3 3%	2 2%	3 4%	- -%	3 5%	- -%	- -%	- -%	- -%	- -%
Answered	106	28	33	44	93	88	95	99	80	61	6	54	4	12	5	11	2
Mean Score	1.1	1.1	1.2	1.1	1.1	1.1	1.1	1.2	1.2	1.1	1.4	1.2	1.5	.9	1.0	.9	1.1
Standard error	.07	.22	.11	.10	.08	.08	.08	.08	.09	.10	.37	.13	.21	.11	.01	.24	.10
Standard deviation	.82	.97	.73	.79	.85	.84	.85	.85	.85	.87	.90	.96	.60	.36	.03	.91	.32

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 425 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g
Unweighted Base	129	66	9	8	9	12	6	7	48	26	12	7	9	6	4
Effective base	47	27	5	2	4	5	2	2	17	11	6	4	4	2	2
Weighted Base	106	65	5	5	3	8	7	1	42	27	6	9	2	2	1
Very dissatisfied	(-2)	1	1	-	-	-	-	-	-	1	-	-	-	-	-
		1%	1%	-%	-%	-%	-%	-%	-%	3%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	2	1	1	-	-	-	-	1	1	-	-	-	-	-
		2%	1%	14%	-%	-%	-%	-%	2%	3%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	18	12	*	*	1	-	4	8	8	*	-	-	-	-
		17%	18%	3%	5%	36%	-%	61%	20%	29%	2%	-%	-%	-%	-%
Fairly satisfied	(1)	45	20	3	4	2	6	1	11	11	4	8	*	1	1
		42%	31%	56%	85%	51%	79%	16%	26%	41%	59%	89%	26%	96%	100%
Very satisfied	(2)	40	31	1	*	*	2	2	22	7	2	1	1	*	-
		38%	48%	27%	9%	14%	21%	23%	51%	24%	39%	11%	74%	4%	-%
Don't Know (DO NOT READ OUT)		1	-	-	*	-	-	1	1	-	-	-	-	*	-
		1%	-%	-%	*%	-%	-%	68%	2%	-%	-%	-%	-%	*%	-%
NET: Satisfied		85	51	4	4	2	8	3	32	18	6	9	2	2	1
		80%	79%	83%	95%	64%	100%	39%	76%	65%	98%	100%	100%	100%	100%
NET: Dissatisfied		3	2	1	-	-	-	-	1	2	-	-	-	-	-
		2%	3%	14%	-%	-%	-%	-%	2%	6%	-%	-%	-%	-%	-%
Answered		106	65	5	5	3	8	7	42	27	6	9	2	2	1
Mean Score		1.1	1.2	1.0	1.0	.8	1.2	.6	1.3	.8	1.4	1.1	1.7	1.0	1.0
Standard error		.07	.11	.35	.16	.27	.13	.37	.13	.19	.17	.13	.22	.15	-
Standard deviation		.82	.89	1.04	.43	.80	.44	.90	.86	.96	.58	.34	.67	.34	-

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 425 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	*b	*c	*d	*e	*f	*g	*a	*b	c	*d	*e
Significance Level: 95%													
Unweighted Base	129	43	16	19	14	8	11	11	22	27	36	19	14
Effective base	47	17	8	8	8	4	2	4	8	11	12	7	6
Weighted Base	106	40	12	18	6	4	7	12	25	19	21	16	14
Very dissatisfied	(-2)	1	-	-	1	-	-	-	-	1	-	-	-
		1%	-%	-%	4%	-%	-%	-%	-%	4%	-%	-%	-%
Fairly dissatisfied	(-1)	2	*	1	1	-	-	-	*	1	1	-	-
		2%	*%	6%	5%	-%	-%	-%	*%	5%	4%	-%	-%
Neither satisfied nor dissatisfied	(0)	18	12	2	4	*	-	-	8	-	1	4	4
		17%	30%	14%	24%	3%	-%	-%	34%	-%	7%	23%	31%
Fairly satisfied	(1)	45	12	6	3	3	2	10	4	9	8	9	7
		42%	29%	50%	15%	53%	51%	27%	17%	48%	39%	57%	46%
Very satisfied	(2)	40	16	4	9	3	2	5	11	8	10	3	3
		38%	39%	30%	51%	43%	49%	73%	46%	43%	50%	20%	23%
Don't Know (DO NOT READ OUT)		1	1	-	-	-	-	*	1	-	-	*	-
		1%	2%	-%	-%	-%	-%	*%	3%	-%	-%	*%	-%
NET: Satisfied		85	27	10	12	6	4	7	16	18	18	13	10
		80%	68%	80%	66%	97%	100%	100%	63%	91%	89%	77%	69%
NET: Dissatisfied		3	*	1	2	-	-	-	*	2	1	-	-
		2%	*%	6%	10%	-%	-%	-%	*%	9%	4%	-%	-%
Answered		106	39	12	18	6	4	7	24	19	21	16	14
Mean Score		1.1	1.1	1.0	1.0	1.4	1.5	1.7	1.1	1.2	1.4	1.0	.9
Standard error		.07	.13	.22	.28	.16	.21	.15	.20	.19	.13	.16	.20
Standard deviation		.82	.84	.87	1.20	.60	.59	.48	.92	1.00	.79	.68	.75

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 425 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

	Total base	Frequency - letters sent					Frequency - large letters sent					
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
Significance Level: 95%		a	*b	c	*d	*e	*a	*b	*c	*d	*e	
Unweighted Base	129	33	27	35	10	11	26	29	28	19	9	
Effective base	47	12	11	12	5	4	11	11	11	6	4	
Weighted Base	106	31	24	20	10	9	32	16	15	14	12	
Very dissatisfied	(-2)	1 1%	1 3%	- -%	- -%	- -%	- -%	1 5%	- -%	- -%	- -%	
Fairly dissatisfied	(-1)	2 2%	1 3%	- -%	1 4%	- -%	- -%	2 11%	- -%	- -%	- -%	
Neither satisfied nor dissatisfied	(0)	18 17%	8 26%	2 10%	1 6%	2 16%	4 48%	8 26%	1 8%	* 2%	2 16%	4 38%
Fairly satisfied	(1)	45 42%	8 24%	12 49%	8 39%	5 55%	4 42%	6 18%	7 48%	9 58%	10 67%	5 41%
Very satisfied	(2)	40 38%	13 42%	10 40%	10 50%	3 30%	1 10%	17 54%	4 28%	6 40%	2 17%	3 22%
Don't Know (DO NOT READ OUT)		1 1%	1 2%	- -%	* *%	- -%	- -%	1 2%	- -%	- -%	* *%	- -%
NET: Satisfied		85 80%	21 66%	21 90%	18 90%	8 84%	5 52%	23 72%	12 76%	15 98%	12 84%	7 62%
NET: Dissatisfied		3 2%	2 6%	- -%	1 4%	- -%	- -%	* *%	3 16%	- -%	- -%	- -%
Answered	106	31	24	20	10	9	31	16	15	14	12	
Mean Score	1.1	1.0	1.3	1.4	1.1	.6	1.3	.8	1.1	1.4	1.0	.8
Standard error	.07	.18	.13	.13	.22	.21	.17	.21	.10	.14	.26	
Standard deviation	.82	1.05	.66	.79	.70	.70	.87	1.15	.54	.60	.79	

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 425 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
Total base		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		*a	*b	c	*d	*e	a	*b	*c	a	b	a	b
Significance Level: 95%													
Unweighted Base	129	21	22	32	28	18	96	13	11	71	58	84	33
Effective base	47	9	10	13	10	6	38	4	4	28	19	30	11
Weighted Base	106	24	20	17	24	13	78	7	13	60	46	69	25
Very dissatisfied	(-2)	1	-	-	1	-	-	1	-	1	-	1	-
		1%	-%	-%	5%	-%	-%	11%	-%	1%	-%	1%	-%
Fairly dissatisfied	(-1)	2	-	-	1	-	2	-	-	-	2	1	1
		2%	-%	-%	6%	-%	2%	-%	-%	-%	4%	1%	4%
Neither satisfied nor dissatisfied	(0)	18	8	2	-	8	12	*	6	12	6	12	6
		17%	34%	8%	-%	34%	16%	1%	45%	21%	13%	17%	25%
Fairly satisfied	(1)	45	4	11	8	12	30	6	2	26	19	31	6
		42%	16%	53%	51%	50%	39%	78%	12%	43%	41%	44%	23%
Very satisfied	(2)	40	12	8	6	4	33	1	6	20	19	25	12
		38%	49%	39%	39%	16%	43%	10%	42%	34%	42%	36%	49%
Don't Know (DO NOT READ OUT)		1	*	-	-	1	1	*	-	1	*	1	*
		1%	*%	-%	-%	5%	1%	*%	-%	1%	*%	1%	*%
NET: Satisfied		85	16	19	15	16	64	7	7	46	39	55	18
		80%	66%	92%	89%	66%	81%	88%	55%	77%	83%	80%	72%
NET: Dissatisfied		3	-	-	2	-	2	1	-	1	2	2	1
		2%	-%	-%	11%	-%	2%	11%	-%	1%	4%	2%	4%
Answered		106	24	20	17	24	78	7	13	59	46	69	25
Mean Score		1.1	1.1	1.3	1.1	.8	1.2	.8	1.0	1.1	1.2	1.1	1.2
Standard error		.07	.21	.13	.19	.13	.08	.32	.29	.10	.11	.09	.17
Standard deviation		.82	.92	.63	1.05	.70	.79	1.09	.97	.82	.82	.82	.95

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 425 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
Total base		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	*a	b	a	b	a	b	*a	b
Unweighted Base	129	63	49	29	93	87	30	64	48	27	95
Effective base	47	25	14	15	31	31	10	24	16	14	31
Weighted Base	106	61	29	28	72	72	23	58	31	27	72
Very dissatisfied	(-2) 1 1%	- -%	1 3%	- -%	1 1%	1 1%	- -%	- -%	1 3%	- -%	1 1%
Fairly dissatisfied	(-1) 2 2%	1 1%	1 3%	- -%	2 2%	1 1%	1 4%	1 1%	1 3%	- -%	2 2%
Neither satisfied nor dissatisfied	(0) 18 17%	12 20%	5 16%	10 38%	8 11%	12 16%	6 28%	12 20%	5 15%	10 39%	8 11%
Fairly satisfied	(1) 45 42%	24 39%	13 45%	10 35%	28 39%	32 44%	5 21%	23 39%	14 45%	9 32%	29 40%
Very satisfied	(2) 40 38%	24 39%	9 33%	7 25%	33 46%	26 36%	11 47%	22 38%	11 35%	7 27%	33 45%
Don't Know (DO NOT READ OUT)	1 1%	1 1%	* *%	1 3%	* *%	1 1%	* *%	1 1%	* *%	1 3%	* *%
NET: Satisfied	85 80%	47 78%	22 78%	16 60%	61 85%	58 81%	15 68%	45 77%	24 79%	16 58%	62 86%
NET: Dissatisfied	3 2%	1 1%	2 6%	- -%	3 4%	2 2%	1 4%	1 1%	2 6%	- -%	3 3%
Answered	106	60	29	27	72	71	23	58	31	26	72
Mean Score	1.1	1.2	1.0	.9	1.3	1.1	1.1	1.2	1.1	.9	1.3
Standard error	.07	.10	.14	.15	.09	.09	.18	.10	.14	.16	.09
Standard deviation	.82	.79	.95	.81	.84	.82	.97	.79	.94	.83	.83

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 425 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	129	89	71	39	1	94	63	35	-	113	53	39	-
Effective base	47	28	29	15	1	33	25	14	-	42	19	15	-
Weighted Base	106	67	64	35	1	77	57	33	-	96	46	31	-
Very dissatisfied (-2)	1 1%	1 1%	1 1%	- -%	- -%	1 1%	1 1%	1 2%	- -%	1 1%	1 2%	1 3%	- -%
Fairly dissatisfied (-1)	2 2%	1 1%	1 1%	- -%	- -%	2 2%	- -%	- -%	- -%	2 2%	- -%	- -%	- -%
Neither satisfied nor dissatisfied (0)	18 17%	8 12%	10 16%	* 1%	1 100%	17 22%	7 11%	2 7%	- -%	18 19%	4 8%	3 8%	- -%
Fairly satisfied (1)	45 42%	26 38%	25 39%	17 50%	- -%	30 39%	24 41%	15 46%	- -%	36 38%	16 35%	13 42%	- -%
Very satisfied (2)	40 38%	31 46%	27 42%	16 48%	- -%	27 35%	26 45%	14 43%	- -%	38 40%	25 54%	14 45%	- -%
Don't Know (DO NOT READ OUT)	1 1%	1 1%	1 1%	1 2%	- -%	1 1%	1 1%	1 2%	- -%	1 1%	1 2%	1 2%	- -%
NET: Satisfied	85 80%	57 84%	52 81%	34 97%	- -%	57 74%	49 86%	29 88%	- -%	75 78%	41 89%	27 87%	- -%
NET: Dissatisfied	3 2%	2 3%	2 2%	- -%	- -%	3 3%	1 1%	1 2%	- -%	3 3%	1 2%	1 3%	- -%
Answered	106	67	64	34	1	76	57	32	-	95	45	30	-
Mean Score	1.1	1.3	1.2	1.5	-	1.1	1.3	1.3	-	1.2	1.4	1.3	-
Standard error	.07	.09	.10	.08	-	.09	.10	.14	-	.08	.11	.14	-
Standard deviation	.82	.83	.84	.52	-	.87	.79	.82	-	.85	.79	.85	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 425 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	b	c	*d	*e
Significance Level: 95%												
Unweighted Base	129	88	84	60	78	57	10	38	40	48	27	13
Effective base	47	32	32	24	27	23	4	17	16	18	11	7
Weighted Base	106	76	76	63	65	54	9	50	48	50	25	11
Very dissatisfied (-2)	1 1%	- -%	1 1%	- -%	1 1%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%
Fairly dissatisfied (-1)	2 2%	1 1%	1 1%	1 1%	1 1%	- -%	- -%	1 2%	1 2%	- -%	- -%	- -%
Neither satisfied nor dissatisfied (0)	18 17%	16 22%	16 21%	12 19%	16 25%	12 22%	- -%	10 19%	12 24%	9 18%	2 9%	2 19%
Fairly satisfied (1)	45 42%	32 42%	32 42%	27 43%	23 35%	21 40%	7 81%	19 38%	17 35%	19 38%	12 46%	6 56%
Very satisfied (2)	40 38%	26 34%	26 34%	22 36%	24 36%	19 35%	2 19%	20 40%	19 39%	22 43%	11 45%	3 25%
Don't Know (DO NOT READ OUT)	1 1%	1 1%	1 1%	1 1%	1 1%	1 1%	- -%	1 1%	- -%	1 1%	- -%	- -%
NET: Satisfied	85 80%	58 76%	58 76%	49 79%	46 71%	40 75%	9 100%	39 78%	35 74%	40 80%	23 91%	9 81%
NET: Dissatisfied	3 2%	1 1%	2 2%	1 1%	2 2%	1 2%	- -%	1 2%	1 2%	- -%	- -%	- -%
Answered	106	75	75	62	64	53	9	49	48	50	25	11
Mean Score	1.1	1.1	1.1	1.1	1.0	1.1	1.2	1.2	1.1	1.3	1.4	1.1
Standard error	.07	.08	.09	.10	.10	.11	.13	.13	.13	.11	.13	.19
Standard deviation	.82	.78	.84	.77	.89	.85	.41	.80	.83	.75	.65	.70

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 425 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
Total base		*a	*b	*c	*d	a	b	c	d	e	a	b	*c	*d	a	*b	
Significance Level: 95%																	
Unweighted Base	129	23	13	15	8	101	84	113	92	86	101	89	29	-	83	7	
Effective base	47	9	7	6	3	38	33	41	33	31	37	33	13	-	28	4	
Weighted Base	106	20	7	5	11	88	73	94	74	72	88	72	25	-	62	7	
Very dissatisfied	(-2)	1	-	-	1	-	-	-	-	1	-	-	-	-	-	1	
		1%	-%	-%	15%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	12%	
Fairly dissatisfied	(-1)	2	-	-	1	*	-	*	1	2	1	1	-	-	1	-	
		2%	-%	-%	7%	*%	-%	*%	1%	2%	1%	1%	-%	-%	1%	-%	
Neither satisfied nor dissatisfied	(0)	18	6	-	*	18	18	18	18	10	18	11	4	-	4	3	
		17%	32%	-%	7%	21%	25%	20%	24%	14%	20%	15%	15%	-%	7%	47%	
Fairly satisfied	(1)	45	8	5	1	35	28	38	26	27	36	31	14	-	29	3	
		42%	39%	80%	13%	39%	38%	41%	34%	37%	41%	43%	54%	-%	47%	41%	
Very satisfied	(2)	40	6	1	3	35	26	37	29	32	33	29	8	-	28	-	
		38%	29%	20%	65%	39%	36%	39%	39%	44%	37%	40%	31%	-%	44%	-%	
Don't Know (DO NOT READ OUT)		1	-	-	-	1	1	1	1	1	1	1	-	-	1	-	
		1%	-%	-%	-%	1%	1%	1%	1%	1%	1%	1%	-%	-%	1%	-%	
NET: Satisfied		85	13	7	4	69	53	75	55	58	69	60	21	-	57	3	
		80%	68%	100%	78%	79%	74%	80%	74%	81%	78%	83%	85%	-%	91%	41%	
NET: Dissatisfied		3	-	-	1	1	1	1	1	3	1	1	-	-	1	1	
		2%	-%	-%	15%	7%	*%	-%	*%	1%	3%	1%	1%	-%	1%	12%	
Answered		106	20	7	5	11	87	72	93	74	71	87	71	25	-	61	7
Mean Score		1.1	1.0	1.2	1.1	1.4	1.2	1.1	1.2	1.1	1.2	1.2	1.2	-	1.4	.2	
Standard error		.07	.17	.12	.41	.30	.08	.09	.07	.09	.08	.08	.13	-	.07	.38	
Standard deviation		.82	.80	.44	1.60	.84	.76	.78	.75	.82	.86	.77	.74	-	.67	1.00	

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 425 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	*c	a	b	c
Unweighted Base	129	65	36	105	4	74	55	41	64	22	49	37	39
Effective base	47	23	14	35	3	27	20	17	21	10	17	15	14
Weighted Base	106	47	37	73	3	56	51	30	50	27	35	33	37
Very dissatisfied (-2)	1 1%	1 2%	- -%	- -%	1 31%	1 1%	- -%	1 3%	- -%	- -%	- -%	1 2%	- -%
Fairly dissatisfied (-1)	2 2%	1 2%	* *%	* *%	2 64%	2 3%	- -%	- -%	1 2%	1 3%	- -%	2 5%	* *%
Neither satisfied nor dissatisfied (0)	18 17%	11 24%	5 15%	5 7%	- -%	12 21%	7 13%	1 4%	8 16%	10 35%	8 21%	* 1%	11 29%
Fairly satisfied (1)	45 42%	24 51%	12 33%	31 42%	- -%	18 32%	27 53%	9 29%	27 55%	9 34%	12 35%	18 55%	14 38%
Very satisfied (2)	40 38%	10 21%	18 50%	37 51%	* 5%	24 43%	16 32%	18 62%	14 28%	8 28%	15 44%	12 37%	12 33%
Don't Know (DO NOT READ OUT)	1 1%	- -%	1 2%	* *%	- -%	* *%	1 1%	1 2%	* *%	- -%	- -%	* *%	- -%
NET: Satisfied	85 80%	34 72%	31 83%	68 93%	* 5%	41 75%	43 85%	27 91%	41 83%	17 62%	28 79%	31 92%	26 71%
NET: Dissatisfied	3 2%	2 3%	* *%	* *%	3 95%	3 5%	- -%	1 3%	1 2%	1 3%	- -%	3 8%	* *%
Answered	106	47	36	73	3	56	50	29	50	27	35	33	37
Mean Score	1.1	.9	1.4	1.4	-1.1	1.1	1.2	1.5	1.1	.9	1.2	1.2	1.0
Standard error	.07	.10	.13	.06	.55	.11	.09	.13	.09	.19	.11	.15	.13
Standard deviation	.82	.82	.74	.62	1.11	.94	.66	.83	.72	.87	.79	.88	.80

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 425 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		129	73	56
Effective base		47	27	19
Weighted Base		106	61	46
Very dissatisfied	(-2)	1 1%	1 1%	- -%
Fairly dissatisfied	(-1)	2 2%	2 3%	- -%
Neither satisfied nor dissatisfied	(0)	18 17%	10 17%	8 18%
Fairly satisfied	(1)	45 42%	25 41%	20 44%
Very satisfied	(2)	40 38%	23 38%	17 37%
Don't Know (DO NOT READ OUT)		1 1%	- -%	1 2%
NET: Satisfied		85 80%	48 79%	37 81%
NET: Dissatisfied		3 2%	3 4%	- -%
Answered		106	61	45
Mean Score		1.1	1.1	1.2
Standard error		.07	.10	.10
Standard deviation		.82	.88	.73

Columns Tested: a,b

Table 425 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

		Month											
Total base		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Significance Level: 95%													
Unweighted Base	129	5	8	16	11	7	7	9	14	9	8	7	28
Effective base	47	3	4	8	5	5	3	4	5	5	5	5	10
Weighted Base	106	*	6	20	4	11	7	2	19	10	1	10	17
Very dissatisfied	(-2)	1	-	-	-	1	-	-	-	-	-	-	-
		1%	-%	-%	-%	7%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	2	-	1	-	-	-	-	-	1	-	*	-
		2%	-%	17%	-%	-%	-%	-%	-%	7%	-%	*%	-%
Neither satisfied nor dissatisfied	(0)	18	*	2	7	2	-	2	*	-	4	-	1
		17%	9%	40%	36%	39%	-%	31%	11%	-%	38%	-%	11%
Fairly satisfied	(1)	45	*	*	7	2	10	3	1	5	5	*	1
		42%	6%	1%	32%	60%	88%	43%	38%	24%	47%	42%	13%
Very satisfied	(2)	40	*	2	7	*	*	2	*	14	1	1	8
		38%	85%	42%	32%	2%	4%	25%	14%	76%	8%	58%	76%
Don't Know (DO NOT READ OUT)		1	-	-	-	-	-	1	*	-	-	-	-
		1%	-%	-%	-%	-%	-%	37%	*%	-%	-%	-%	-%
NET: Satisfied		85	*	2	13	2	10	4	1	19	6	1	9
		80%	91%	43%	64%	61%	93%	69%	52%	100%	55%	100%	89%
NET: Dissatisfied		3	-	1	-	-	1	-	-	1	-	*	-
		2%	-%	17%	-%	-%	7%	-%	-%	7%	-%	*%	-%
Answered		106	*	6	20	4	11	7	1	19	10	1	10
Mean Score		1.1	1.8	.7	1.0	.6	.8	.9	1.0	1.8	.6	1.6	1.6
Standard error		.07	-	.46	.21	.18	.33	.31	.59	.12	.26	-	.27
Standard deviation		.82	-	1.30	.84	.60	.87	.82	1.66	.44	.79	-	.71

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 425 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		*a	*b	c	d	a	b
Unweighted Base	129	29	25	32	43	54	75
Effective base	47	12	11	10	16	23	24
Weighted Base	106	26	21	31	28	48	59
Very dissatisfied	(-2)	1	-	1	-	1	-
		1%	-%	4%	-%	-%	2%
Fairly dissatisfied	(-1)	2	1	-	1	*	1
		2%	4%	-%	2%	*%	2%
Neither satisfied nor dissatisfied	(0)	18	10	4	4	1	13
		17%	36%	17%	13%	4%	28%
Fairly satisfied	(1)	45	7	15	10	13	21
		42%	25%	69%	32%	49%	45%
Very satisfied	(2)	40	9	2	15	13	11
		38%	35%	10%	50%	47%	24%
Don't Know (DO NOT READ OUT)		1	-	-	1	-	-
		1%	-%	-%	2%	-%	1%
NET: Satisfied		85	16	17	25	27	33
		80%	60%	79%	82%	96%	69%
NET: Dissatisfied		3	1	1	1	*	2
		2%	4%	4%	2%	*%	4%
Answered	106	26	21	30	28	48	58
Mean Score	1.1	.9	.8	1.3	1.4	.9	1.4
							a
Standard error	.07	.17	.16	.15	.09	.12	.08
Standard deviation	.82	.94	.78	.81	.58	.86	.71

Columns Tested: a,b,c,d - a,b

Table 427

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	*c	d	e
Unweighted Base	262	12	250	169	42	15	36	93
Effective base	98	4	94	89	19	7	19	27
Weighted Base	257	9	248	243	11	2	1	13
Very dissatisfied	(-2)	1	1	1	*	-	-	*
		*%	*%	*%	4%	-%	-%	3%
Fairly dissatisfied	(-1)	11	11	10	1	*	-	1
		4%	4%	4%	7%	3%	-%	6%
Neither satisfied nor dissatisfied	(0)	31	30	31	1	-	*	1
		12%	12%	13%	6%	-%	3%	5%
Fairly satisfied	(1)	113	107	107	5	1	1	6
		44%	43%	44%	42%	70%	66%	47%
Very satisfied	(2)	100	99	95	5	*	*	5
		39%	40%	39%	42%	28%	30%	39%
NET: Satisfied		213	205	202	9	2	1	12
		83%	83%	83%	84%	97%	97%	86%
NET: Dissatisfied		12	12	11	1	*	-	1
		5%	5%	4%	11%	3%	-%	9%
Answered	257	9	248	243	11	2	1	13
Mean Score	1.2	1.0	1.2	1.2	1.1	1.2	1.3	1.1
Standard error	.05	.17	.05	.06	.17	.25	-	.10
Standard deviation	.84	.58	.84	.83	1.08	.96	-	1.01

Columns Tested:: a,b - a,b,c,d,e

Table 427 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	*c	*d	e	f	g	h	i
Unweighted Base		262	67	73	29	23	34	36	169	42	51
Effective base		98	40	38	14	12	12	19	89	19	14
Weighted Base		257	115	109	19	7	6	1	243	11	2
Very dissatisfied	(-2)	1 *%	- -%	- -%	1 4%	* 6%	- -%	- -%	1 *%	* 4%	- -%
Fairly dissatisfied	(-1)	11 4%	- -%	10 9%	- -%	1 10%	* 1%	- -%	10 4%	1 7%	* 2%
Neither satisfied nor dissatisfied	(0)	31 12%	13 11%	12 11%	6 30%	1 8%	* 1%	* 3%	31 13%	1 6%	* 1%
Fairly satisfied	(1)	113 44%	59 51%	42 38%	6 31%	3 44%	3 48%	1 66%	107 44%	5 42%	2 68%
Very satisfied	(2)	100 39%	43 37%	45 42%	6 34%	2 32%	3 50%	* 30%	95 39%	5 42%	1 29%
NET: Satisfied		213 83%	102 89%	87 80%	12 66%	5 76%	5 98%	1 97%	202 83%	9 84%	2 97%
NET: Dissatisfied		12 5%	- -%	10 9%	1 4%	1 16%	* 1%	- -%	11 4%	1 11%	* 2%
Answered		257	115	109	19	7	6	1	243	11	2
Mean Score		1.2	1.3	1.1	.9	.9	1.5	1.3	1.2	1.1	1.2
Standard error		.05	.08	.11	.19	.26	.11	-	.06	.17	.10
Standard deviation		.84	.65	.94	1.04	1.24	.66	-	.83	1.08	.74

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 427 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	*c	*d	e
Unweighted Base	262	106	63	42	15	36	112	53	16	16	41
Effective base	98	67	30	19	7	19	58	20	6	6	10
Weighted Base	257	201	42	11	2	1	166	44	11	4	6
Very dissatisfied	(-2)	1	-	1	*	-	1	-	-	-	*
		*%	-%	2%	4%	-%	1%	-%	-%	-%	1%
Fairly dissatisfied	(-1)	11	10	*	1	*	9	1	*	*	*
		4%	5%	1%	7%	3%	5%	3%	2%	10%	1%
Neither satisfied nor dissatisfied	(0)	31	23	8	1	-	10	10	2	-	*
		12%	12%	18%	6%	-%	6%	22%	20%	-%	*%
Fairly satisfied	(1)	113	91	16	5	1	79	13	6	1	4
		44%	45%	37%	42%	70%	48%	31%	56%	38%	56%
Very satisfied	(2)	100	77	18	5	*	67	19	3	2	3
		39%	38%	42%	42%	28%	40%	43%	23%	52%	42%
NET: Satisfied		213	168	34	9	2	146	32	9	3	6
		83%	84%	80%	84%	97%	88%	74%	78%	90%	98%
NET: Dissatisfied		12	10	1	1	*	10	1	*	*	*
		5%	5%	2%	11%	3%	6%	3%	2%	10%	2%
Answered	257	201	42	11	2	1	166	44	11	4	6
Mean Score	1.2	1.2	1.2	1.1	1.2	1.3	1.2	1.1	1.0	1.3	1.4
Standard error	.05	.08	.11	.17	.25	-	.08	.12	.19	.26	.11
Standard deviation	.84	.82	.89	1.08	.96	-	.84	.89	.74	1.06	.72

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 427 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		262	17	14	26	11	23	29	14	17	22
Effective base		98	9	8	15	4	13	14	7	10	10
Weighted Base		257	26	14	49	10	33	37	22	28	22
Very dissatisfied	(-2)	1 *%	- -%	- -%	* 1%	- -%	1 3%	- -%	- -%	- -%	- -%
Fairly dissatisfied	(-1)	11 4%	4 14%	4 25%	- -%	- -%	2 6%	* 1%	- -%	* 2%	1 3%
Neither satisfied nor dissatisfied	(0)	31 12%	5 17%	- -%	11 22%	3 30%	- -%	10 28%	- -%	- -%	1 6%
Fairly satisfied	(1)	113 44%	4 15%	8 54%	17 34%	5 53%	18 55%	14 39%	13 57%	12 42%	14 65%
Very satisfied	(2)	100 39%	14 54%	3 21%	21 43%	2 17%	12 36%	12 33%	9 43%	16 56%	6 27%
NET: Satisfied		213 83%	18 69%	11 75%	38 77%	7 70%	30 91%	26 71%	22 100%	28 98%	20 92%
NET: Dissatisfied		12 5%	4 14%	4 25%	* 1%	- -%	3 9%	* 1%	- -%	* 2%	1 3%
Answered		257	26	14	49	10	33	37	22	28	22
Mean Score		1.2	1.1	.7	1.2	.9	1.2	1.0	1.4	1.5	1.2
Standard error		.05	.28	.29	.16	.21	.19	.15	.14	.15	.14
Standard deviation		.84	1.14	1.10	.83	.70	.92	.81	.51	.60	.65

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 427 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		a	b	c	d	e	*f	g	h	
Significance Level: 95%										
Unweighted Base		262	56	48	69	173	89	26	32	31
Effective base		98	27	26	36	88	26	9	11	7
Weighted Base		257	65	69	108	242	15	7	5	3
Very dissatisfied	(-2)	1	1	-	*	1	-	-	-	-
		*%	1%	-%	*%	1%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	11	3	8	*	11	*	*	*	*
		4%	4%	11%	*%	4%	2%	3%	1%	1%
Neither satisfied nor dissatisfied	(0)	31	4	5	21	30	1	*	1	-
		12%	7%	7%	20%	12%	9%	2%	23%	-%
Fairly satisfied	(1)	113	38	24	43	105	9	4	2	2
		44%	58%	34%	40%	43%	57%	62%	45%	64%
Very satisfied	(2)	100	20	33	43	95	5	2	2	1
		39%	30%	48%	39%	39%	32%	33%	31%	35%
NET: Satisfied		213	57	57	86	200	13	6	4	3
		83%	88%	82%	80%	83%	89%	95%	76%	99%
NET: Dissatisfied		12	3	8	1	12	*	*	*	*
		5%	5%	11%	1%	5%	2%	3%	1%	1%
Answered		257	65	69	108	242	15	7	5	3
Mean Score		1.2	1.1	1.2	1.2	1.2	1.2	1.2	1.1	1.3
Standard error		.05	.11	.14	.09	.06	.07	.14	.15	.12
Standard deviation		.84	.80	.98	.78	.84	.70	.70	.84	.65

Columns Tested:: a,b,c,d,e,f,g,h

Table 427 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	*h	i
Unweighted Base	262	8	30	2	32	36	89	8	4	85
Effective base	98	5	10	1	11	19	39	3	2	29
Weighted Base	257	4	21	4	25	60	67	9	2	89
Very dissatisfied	(-2) 1 *%	- -%	1 4%	- -%	1 3%	- -%	* *%	- -%	- -%	* *%
Fairly dissatisfied	(-1) 11 4%	- -%	1 4%	1 15%	1 6%	4 6%	1 1%	3 36%	- -%	2 2%
Neither satisfied nor dissatisfied	(0) 31 12%	1 26%	2 9%	3 85%	5 21%	4 7%	7 10%	- -%	1 34%	13 15%
Fairly satisfied	(1) 113 44%	2 54%	5 24%	- -%	5 20%	25 41%	34 51%	3 30%	1 56%	43 48%
Very satisfied	(2) 100 39%	1 21%	12 59%	- -%	12 50%	27 45%	25 38%	3 34%	* 10%	31 34%
NET: Satisfied	213 83%	3 74%	17 83%	- -%	17 70%	52 87%	59 88%	6 64%	1 66%	74 83%
NET: Dissatisfied	12 5%	- -%	2 8%	1 15%	2 9%	4 6%	1 1%	3 36%	- -%	2 3%
Answered	257	4	21	4	25	60	67	9	2	89
Mean Score	1.2	1.0	1.3	-1	1.1	1.3	1.3	.6	.8	1.1
Standard error	.05	.27	.20	.29	.20	.14	.07	.48	.42	.08
Standard deviation	.84	.77	1.07	.41	1.13	.84	.69	1.36	.85	.77

Columns Tested: a,b,c,d,e,f,g,h,i

Table 427 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	262	76	89	97	225	37	-	221	41	258	4
Effective base	98	31	39	33	82	17	-	90	8	97	1
Weighted Base	257	90	67	100	201	55	-	239	18	252	5
Very dissatisfied (-2)	1 *%	1 1%	* *%	* *%	1 1%	- -%	- -%	1 *%	* 2%	1 *%	- -%
Fairly dissatisfied (-1)	11 4%	5 6%	1 1%	5 5%	4 2%	7 12%	- -%	8 4%	2 14%	11 4%	- -%
Neither satisfied nor dissatisfied (0)	31 12%	11 12%	7 10%	14 14%	23 11%	9 16%	- -%	28 12%	3 19%	31 13%	- -%
Fairly satisfied (1)	113 44%	32 36%	34 51%	47 47%	90 45%	23 42%	- -%	109 46%	4 22%	108 43%	5 99%
Very satisfied (2)	100 39%	41 45%	25 38%	34 34%	84 41%	17 30%	- -%	92 39%	8 44%	100 40%	* 1%
NET: Satisfied	213 83%	73 82%	59 88%	81 81%	173 86%	40 72%	- -%	201 84%	12 65%	208 83%	5 100%
NET: Dissatisfied	12 5%	6 7%	1 1%	5 5%	5 3%	7 12%	- -%	9 4%	3 16%	12 5%	- -%
Answered	257	90	67	100	201	55	-	239	18	252	5
Mean Score	1.2	1.2	1.3	1.1	1.2	.9	-	1.2	.9	1.2	1.0
Standard error	.05	.11	.07	.09	.05	.16	-	.05	.19	.05	.04
Standard deviation	.84	.92	.69	.84	.78	.98	-	.80	1.20	.84	.08

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 427 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level:	95%				
Unweighted Base		262	106	57	99
Effective base		98	46	19	34
Weighted Base		257	132	37	87
Very dissatisfied	(-2)	1 *%	- -%	1 3%	- -%
Fairly dissatisfied	(-1)	11 4%	9 7%	1 3%	* 1%
Neither satisfied nor dissatisfied	(0)	31 12%	15 12%	4 11%	12 14%
Fairly satisfied	(1)	113 44%	61 46%	17 44%	35 40%
Very satisfied	(2)	100 39%	46 35%	14 38%	40 46%
NET: Satisfied		213 83%	107 81%	31 82%	75 86%
NET: Dissatisfied		12 5%	9 7%	2 7%	* 1%
Answered		257	132	37	87
Mean Score		1.2	1.1	1.1	1.3
Standard error		.05	.08	.13	.07
Standard deviation		.84	.86	.97	.72

Columns Tested: a,b,c

Table 427 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

		Annual postal spend											
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+	
		a	b	*c	*d	*e	*f	*g	*h	i	j	*k	
Significance Level: 95%													
Unweighted Base	262	149	73	18	7	6	5	3	1	222	40	22	
Effective base	98	69	22	8	3	2	2	1	1	91	7	4	
Weighted Base	257	179	61	5	1	6	1	1	5	239	17	12	
Very dissatisfied	(-2)	1	-	-	*	-	-	-	-	1	*	*	
		*%	1%	-%	-%	12%	-%	-%	-%	-%	*%	*%	1%
Fairly dissatisfied	(-1)	11	1	*	*	-	-	-	-	10	*	*	
		4%	6%	1%	8%	6%	-%	-%	-%	4%	2%	*%	
Neither satisfied nor dissatisfied	(0)	31	6	1	-	-	-	-	-	31	1	-	
		12%	14%	10%	10%	-%	-%	-%	-%	13%	3%	-%	
Fairly satisfied	(1)	113	31	2	-	*	*	*	-	111	3	1	
		44%	45%	51%	41%	-%	1%	90%	7%	46%	15%	5%	
Very satisfied	(2)	100	23	2	1	6	*	1	5	86	14	12	
		39%	35%	38%	41%	82%	99%	10%	93%	100%	36%	79%	94%
											ai		
NET: Satisfied		213	54	4	1	6	1	1	5	197	16	12	
		83%	80%	89%	82%	100%	100%	100%	100%	82%	94%	99%	
NET: Dissatisfied		12	1	*	*	-	-	-	-	12	1	*	
		5%	6%	1%	8%	18%	-%	-%	-%	5%	3%	1%	
Answered		257	61	5	1	6	1	1	5	239	17	12	
Mean Score		1.2	1.3	1.2	1.3	2.0	1.1	1.9	2.0	1.1	1.7	1.9	
Standard error		.05	.08	.23	-	.04	-	-	-	.06	.11	.09	
Standard deviation		.84	.68	1.00	-	.09	-	-	-	.83	.71	.44	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 427 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	262	55	94	113	242	235	250	248	182	128	22	150	16	20	17	16	9
Effective base	98	30	40	29	88	85	93	93	67	36	14	62	7	4	4	4	1
Weighted Base	257	81	98	78	234	227	245	243	186	99	30	171	6	13	11	9	6
Very dissatisfied (-2)	1 *%	1 1%	* *%	* *%	1 1%	1 1%	1 1%	1 1%	1 1%	1 1%	- -%	1 *%	- -%	* 3%	- -%	- -%	* 2%
Fairly dissatisfied (-1)	11 4%	5 6%	5 5%	1 1%	11 5%	11 5%	11 4%	11 4%	9 5%	5 5%	* *%	9 5%	1 10%	- -%	* 3%	1 9%	- -%
Neither satisfied nor dissatisfied (0)	31 12%	18 23%	6 6%	7 9%	30 13%	28 12%	31 13%	31 13%	23 13%	9 9%	5 16%	20 12%	- -%	* *%	- -%	6 66%	* *%
Fairly satisfied (1)	113 44%	35 44%	44 45%	34 43%	96 41%	99 43%	104 43%	104 43%	76 41%	39 40%	14 48%	73 43%	2 27%	8 59%	1 11%	1 16%	5 92%
Very satisfied (2)	100 39%	21 26%	42 43%	37 47%	95 41%	88 39%	97 40%	96 39%	76 41%	45 45%	11 36%	67 39%	4 62%	5 38%	10 86%	1 9%	* 6%
NET: Satisfied	213 83%	56 70%	87 89%	70 90%	191 82%	187 82%	202 82%	200 82%	152 82%	84 84%	25 84%	141 82%	5 90%	12 97%	11 97%	2 25%	5 98%
NET: Dissatisfied	12 5%	6 7%	5 5%	1 1%	12 5%	12 5%	12 5%	12 5%	10 5%	6 6%	* *%	10 6%	1 10%	* 3%	* 3%	1 9%	* 2%
Answered	257	81	98	78	234	227	245	243	186	99	30	171	6	13	11	9	6
Mean Score	1.2	.9	1.3	1.4	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.4	1.3	1.8	.2	1.0
Standard error	.05	.12	.08	.07	.06	.06	.05	.05	.06	.08	.15	.07	.25	.17	.15	.20	.16
Standard deviation	.84	.91	.81	.71	.86	.85	.85	.85	.87	.90	.71	.87	1.01	.76	.61	.79	.49

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 427 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	b	*c	*d	*e	*f	*g
Unweighted Base	262	167	23	16	16	7	7	6	146	40	19	5	12	8	5
Effective base	98	72	7	3	3	3	1	4	63	10	8	4	2	3	1
Weighted Base	257	191	19	6	7	5	5	*	172	29	9	1	7	4	5
Very dissatisfied	(-2)	1	*	-	-	-	-	*	-	1	-	*	-	-	*
		*%	2%	-%	-%	-%	-%	45%	-%	3%	-%	30%	-%	-%	2%
Fairly dissatisfied	(-1)	11	9	1	*	1	-	-	9	1	-	-	*	*	-
		4%	5%	3%	-%	6%	15%	-%	5%	4%	-%	-%	7%	10%	-%
Neither satisfied nor dissatisfied	(0)	31	24	2	*	-	4	*	18	8	-	-	*	2	-
		12%	13%	8%	-%	1%	-%	84%	11%	27%	-%	-%	*%	44%	-%
Fairly satisfied	(1)	113	75	15	*	*	1	*	77	10	4	*	1	2	5
		44%	39%	79%	83%	2%	10%	15%	45%	33%	47%	33%	12%	45%	91%
Very satisfied	(2)	100	82	2	7	3	*	*	68	10	5	*	5	*	*
		39%	43%	8%	17%	91%	74%	1%	39%	34%	53%	37%	80%	1%	7%
NET: Satisfied		213	157	16	6	7	4	1	145	20	9	1	6	2	5
		83%	82%	87%	100%	93%	85%	16%	84%	67%	100%	70%	93%	45%	98%
NET: Dissatisfied		12	10	1	*	1	-	*	9	2	-	*	*	*	*
		5%	5%	5%	-%	6%	15%	-%	5%	7%	-%	30%	7%	10%	2%
Answered		257	191	19	6	7	5	5	172	29	9	1	7	4	5
Mean Score		1.2	1.2	.9	1.2	1.8	1.4	.2	1.2	.9	1.5	.5	1.7	.4	1.0
Standard error		.05	.07	.14	.10	.20	.46	.16	.07	.16	.12	2.19	.26	.28	.24
Standard deviation		.84	.87	.68	.41	.81	1.22	.43	.82	1.01	.53	4.90	.89	.78	.53

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 427 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	b	c	*d	*e	*f	*g	a	b	c	d	*e	
Significance Level: 95%														
Unweighted Base	262	141	32	32	11	14	12	6	61	53	72	41	21	
Effective base	98	63	8	10	4	3	4	2	33	17	27	9	7	
Weighted Base	257	163	21	27	7	8	12	5	88	47	66	20	24	
Very dissatisfied	(-2)	1	*	-	1	-	-	-	*	-	1	*	-	*
		*%	*%	-%	3%	-%	-%	-%	2%	-%	2%	-%	-%	1%
Fairly dissatisfied	(-1)	11	9	-	1	-	-	*	*	-	4	6	*	*
		4%	6%	-%	3%	-%	-%	4%	8%	-%	9%	9%	*%	1%
Neither satisfied nor dissatisfied	(0)	31	21	1	8	1	*	1	-	19	3	1	2	7
		12%	13%	6%	29%	8%	*%	5%	-%	22%	5%	2%	8%	29%
Fairly satisfied	(1)	113	74	9	3	1	5	7	4	29	26	35	7	6
		44%	45%	44%	13%	20%	63%	53%	82%	33%	56%	54%	37%	26%
Very satisfied	(2)	100	58	11	14	5	3	5	*	40	13	23	11	10
		39%	36%	50%	52%	72%	36%	39%	8%	45%	28%	35%	55%	42%
NET: Satisfied		213	133	20	17	6	8	11	4	69	39	58	18	16
		83%	81%	94%	65%	92%	100%	91%	90%	78%	84%	89%	91%	68%
NET: Dissatisfied		12	9	-	2	-	-	*	*	-	5	6	*	1
		5%	6%	-%	6%	-%	-%	4%	10%	-%	11%	9%	*%	3%
Answered		257	163	21	27	7	8	12	5	88	47	66	20	24
Mean Score		1.2	1.1	1.4	1.1	1.6	1.4	1.3	.9	1.2	1.0	1.1	1.5	1.1
Standard error		.05	.07	.11	.20	.20	.14	.22	.34	.10	.13	.10	.11	.21
Standard deviation		.84	.85	.62	1.12	.68	.52	.75	.83	.79	.94	.86	.67	.97

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 427 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	a	b	c	d	*e
Significance Level: 95%											
Unweighted Base	262	75	54	62	33	16	78	54	53	35	13
Effective base	98	37	17	22	7	4	35	19	17	9	5
Weighted Base	257	101	45	56	17	13	94	51	43	19	18
Very dissatisfied	(-2) 1	1	-	*	-	-	-	1	*	-	*
	*%	1%	-%	*%	-%	-%	-%	2%	*%	-%	2%
Fairly dissatisfied	(-1) 11	3	4	3	*	*	2	5	4	-	-
	4%	3%	10%	5%	*%	3%	2%	9%	10%	-%	-%
Neither satisfied nor dissatisfied	(0) 31	18	4	*	2	7	18	*	2	2	6
	12%	18%	8%	*%	9%	53%	19%	*%	5%	9%	35%
Fairly satisfied	(1) 113	29	24	31	7	5	33	32	24	7	2
	44%	29%	53%	55%	41%	36%	35%	63%	56%	35%	12%
Very satisfied	(2) 100	50	13	22	8	1	41	13	13	11	9
	39%	49%	28%	39%	50%	9%	43%	26%	30%	56%	51%
NET: Satisfied	213	79	37	53	15	6	74	46	37	18	11
	83%	78%	82%	95%	91%	45%	79%	89%	86%	91%	63%
NET: Dissatisfied	12	4	4	3	*	*	2	6	4	-	*
	5%	4%	10%	5%	*%	3%	2%	11%	10%	-%	2%
Answered	257	101	45	56	17	13	94	51	43	19	18
Mean Score	1.2	1.2	1.0	1.3	1.4	.5	1.2	1.0	1.1	1.5	1.1
Standard error	.05	.11	.12	.09	.12	.18	.09	.12	.12	.11	.29
Standard deviation	.84	.93	.88	.73	.68	.72	.82	.89	.87	.67	1.04

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 427 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
Total base		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	*e	a	*b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	262	75	48	64	40	20	166	19	61	188	74	208	34
Effective base	98	37	16	23	13	5	62	7	25	71	27	77	11
Weighted Base	257	98	38	58	33	16	159	14	70	191	65	208	26
Very dissatisfied	(-2) 1	-	-	1	-	-	*	1	-	1	*	1	*
	*%	-%	-%	2%	-%	-%	*%	6%	-%	1%	*%	*%	1%
Fairly dissatisfied	(-1) 11	2	4	5	-	*	5	1	5	9	2	7	4
	4%	2%	10%	8%	-%	3%	3%	4%	7%	5%	2%	3%	16%
Neither satisfied nor dissatisfied	(0) 31	21	1	2	6	2	10	1	20	19	13	23	7
	12%	21%	1%	3%	18%	14%	6%	9%	29%	10%	19%	11%	28%
Fairly satisfied	(1) 113	36	23	29	14	2	78	9	16	93	20	92	4
	44%	37%	61%	50%	42%	10%	49%	66%	23%	49%	30%	44%	15%
Very satisfied	(2) 100	39	11	21	13	11	66	2	28	69	31	85	10
	39%	40%	28%	37%	40%	72%	41%	15%	40%	36%	48%	41%	40%
NET: Satisfied	213	75	34	51	27	13	144	11	44	162	51	177	14
	83%	77%	89%	87%	82%	83%	90%	81%	63%	85%	78%	85%	55%
NET: Dissatisfied	12	2	4	6	-	*	6	1	5	10	2	8	4
	5%	2%	10%	10%	-%	3%	3%	10%	7%	5%	2%	4%	17%
Answered	257	98	38	58	33	16	159	14	70	191	65	208	26
Mean Score	1.2	1.2	1.1	1.1	1.2	1.5	1.3	.8	1.0	1.1	1.2	1.2	.8
Standard error	.05	.10	.12	.12	.12	.20	.06	.22	.13	.06	.10	.06	.21
Standard deviation	.84	.82	.84	.95	.74	.87	.74	.97	1.00	.83	.86	.80	1.20

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 427 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	262	177	58	75	173	212	30	171	64	75	173
Effective base	98	68	17	35	59	78	10	65	20	36	58
Weighted Base	257	178	49	80	163	206	28	172	54	89	154
Very dissatisfied (-2)	1 *%	* *%	1 2%	- -%	1 1%	1 1%	- -%	- -%	1 2%	- -%	1 1%
Fairly dissatisfied (-1)	11 4%	10 6%	1 2%	* 1%	10 6%	7 3%	4 15%	8 5%	3 5%	- -%	11 7%
Neither satisfied nor dissatisfied (0)	31 12%	16 9%	12 24%	13 16%	18 11%	24 12%	6 21%	16 9%	12 22%	12 13%	20 13%
Fairly satisfied (1)	113 44%	75 42%	23 48%	39 49%	65 40%	93 45%	4 13%	77 45%	21 40%	48 54%	56 36%
Very satisfied (2)	100 39%	77 43%	11 23%	28 34%	68 42%	81 39%	14 52%	71 41%	17 31%	30 33%	66 43%
NET: Satisfied	213 83%	152 85%	35 72%	67 83%	133 82%	174 84%	18 64%	148 86%	38 71%	77 87%	122 79%
NET: Dissatisfied	12 5%	10 6%	2 4%	* 1%	12 7%	8 4%	4 15%	8 5%	4 8%	- -%	12 8%
Answered	257	178	49	80	163	206	28	172	54	89	154
Mean Score	1.2	1.2	.9	1.2	1.2	1.2	1.0	1.2	.9	1.2	1.1
Standard error	.05	.06	.11	.08	.07	.06	.21	.06	.12	.08	.07
Standard deviation	.84	.84	.87	.71	.91	.81	1.17	.80	.98	.65	.95

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 427 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	262	174	188	75	1	169	165	59	-	217	140	80	-
Effective base	98	56	71	21	1	61	58	18	-	78	55	25	-
Weighted Base	257	158	182	59	4	169	150	51	-	209	139	59	-
Very dissatisfied (-2)	1	1	1	-	-	1	1	1	-	1	1	1	-
	*%	1%	1%	-%	-%	1%	1%	2%	-%	1%	1%	2%	-%
Fairly dissatisfied (-1)	11	6	11	*	-	7	7	1	-	7	7	1	-
	4%	4%	6%	1%	-%	4%	5%	2%	-%	3%	5%	1%	-%
Neither satisfied nor dissatisfied (0)	31	23	19	7	-	18	7	5	-	22	14	6	-
	12%	14%	11%	11%	-%	10%	5%	9%	-%	10%	10%	10%	-%
Fairly satisfied (1)	113	69	69	25	4	76	58	20	-	92	56	21	-
	44%	43%	38%	42%	100%	45%	39%	40%	-%	44%	40%	36%	-%
Very satisfied (2)	100	60	82	27	-	68	77	24	-	88	62	30	-
	39%	38%	45%	46%	-%	40%	51%	47%	-%	42%	44%	51%	-%
NET: Satisfied	213	128	151	52	4	143	135	45	-	180	118	51	-
	83%	81%	83%	88%	100%	85%	90%	87%	-%	86%	85%	87%	-%
NET: Dissatisfied	12	7	12	*	-	8	8	2	-	8	8	2	-
	5%	5%	6%	1%	-%	5%	5%	4%	-%	4%	6%	3%	-%
Answered	257	158	182	59	4	169	150	51	-	209	139	59	-
Mean Score	1.2	1.1	1.2	1.3	1.0	1.2	1.3	1.3	-	1.2	1.2	1.3	-
Standard error	.05	.06	.07	.08	-	.06	.07	.11	-	.05	.07	.09	-
Standard deviation	.84	.86	.90	.70	-	.83	.84	.88	-	.81	.87	.84	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 427 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	
		a	b	c	a	b	*c	a	b	c	d	*e	
Significance Level: 95%													
Unweighted Base	262	210	192	144	176	154	23	104	108	117	41	25	
Effective base	98	78	71	60	64	57	5	45	45	47	16	9	
Weighted Base	257	212	190	157	176	150	14	125	122	128	35	20	
Very dissatisfied	(-2)	1	*	1	-	1	1	*	-	-	-	-	-
		*%	*%	1%	-%	1%	1%	1%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	11	7	7	10	6	6	*	6	6	7	*	-
		4%	3%	4%	6%	4%	4%	*%	4%	5%	6%	1%	-%
Neither satisfied nor dissatisfied	(0)	31	29	16	13	26	20	-	8	9	11	3	-
		12%	14%	8%	8%	15%	13%	-%	7%	7%	8%	7%	-%
Fairly satisfied	(1)	113	93	92	75	75	70	11	62	58	57	13	10
		44%	44%	48%	48%	43%	47%	81%	50%	47%	44%	36%	51%
Very satisfied	(2)	100	83	74	60	67	52	3	49	50	53	19	10
		39%	39%	39%	38%	38%	35%	18%	39%	41%	41%	55%	49%
NET: Satisfied		213	176	166	135	142	122	14	111	107	110	32	20
		83%	83%	87%	86%	81%	82%	99%	89%	88%	86%	91%	100%
NET: Dissatisfied		12	7	8	10	8	7	*	6	6	7	*	-
		5%	3%	4%	6%	4%	5%	1%	4%	5%	6%	1%	-%
Answered		257	212	190	157	176	150	14	125	122	128	35	20
Mean Score		1.2	1.2	1.2	1.2	1.1	1.1	1.2	1.2	1.2	1.2	1.4	1.5
Standard error		.05	.05	.06	.07	.06	.07	.10	.08	.08	.08	.11	.10
Standard deviation		.84	.79	.79	.82	.85	.83	.49	.77	.80	.83	.70	.51

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 427 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b	
Significance Level: 95%																	
Unweighted Base		262	34	17	26	11	225	170	237	205	179	180	222	60	-	205	17
Effective base		98	12	5	10	6	86	62	90	76	63	64	88	18	-	72	11
Weighted Base		257	33	10	27	17	231	163	243	195	157	171	230	44	-	175	32
Very dissatisfied	(-2)	1	-	*	1	*	*	*	*	1	*	*	*	-	*	1	
		*%	-%	3%	3%	*%	*%	*%	*%	1%	*%	*%	*%	-%	*%	3%	
Fairly dissatisfied	(-1)	11	5	3	*	-	10	6	10	8	8	4	7	-	-	1	7
		4%	14%	33%	*%	-%	4%	4%	4%	4%	5%	2%	3%	-%	-%	1%	22%
Neither satisfied nor dissatisfied	(0)	31	5	-	2	-	29	15	30	18	9	14	22	1	-	15	5
		12%	15%	-%	8%	-%	12%	9%	12%	9%	6%	8%	10%	1%	-%	8%	15%
Fairly satisfied	(1)	113	13	3	18	8	106	73	109	99	73	82	110	25	-	80	8
		44%	38%	36%	67%	48%	46%	45%	45%	51%	47%	48%	48%	58%	-%	46%	25%
Very satisfied	(2)	100	11	3	6	9	86	68	93	70	65	70	91	18	-	79	11
		39%	33%	27%	21%	51%	37%	42%	39%	36%	41%	41%	40%	41%	-%	45%	36%
NET: Satisfied		213	23	6	24	17	193	141	202	168	138	153	201	43	-	159	19
		83%	71%	63%	88%	100%	83%	86%	83%	86%	88%	89%	87%	99%	-%	91%	61%
NET: Dissatisfied		12	5	4	1	*	10	7	10	9	9	4	7	*	-	1	8
		5%	14%	37%	3%	*%	4%	4%	4%	4%	6%	2%	3%	*%	-%	1%	24%
Answered		257	33	10	27	17	231	163	243	195	157	171	230	44	-	175	32
Mean Score		1.2	.9	.5	1.0	1.5	1.2	1.2	1.2	1.2	1.2	1.3	1.2	1.4	-	1.4	.7
Standard error		.05	.18	.33	.15	.17	.05	.06	.05	.05	.06	.05	.05	.07	-	.05	.30
Standard deviation		.84	1.03	1.36	.77	.57	.81	.80	.81	.78	.83	.73	.76	.54	-	.68	1.26

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 427 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	262	123	114	222	8	95	167	53	150	58	73	53	131
Effective base	98	50	40	78	5	39	60	18	59	22	25	25	47
Weighted Base	257	139	102	202	16	104	153	48	155	54	73	66	110
Very dissatisfied (-2)	1 *%	1 1%	- -%	* *%	1 5%	1 1%	- -%	1 2%	- -%	* *%	* 1%	1 1%	- -%
Fairly dissatisfied (-1)	11 4%	8 6%	2 2%	2 1%	4 23%	8 8%	3 2%	4 8%	3 2%	4 7%	5 6%	1 1%	6 5%
Neither satisfied nor dissatisfied (0)	31 12%	22 16%	8 8%	18 9%	- -%	18 18%	13 9%	2 3%	19 12%	11 20%	6 9%	* *%	25 23%
Fairly satisfied (1)	113 44%	70 50%	39 38%	92 46%	7 45%	51 49%	62 41%	16 33%	75 49%	22 41%	32 44%	37 55%	37 34%
Very satisfied (2)	100 39%	38 27%	53 52%	90 45%	4 27%	26 25%	74 49%	25 53%	57 37%	17 32%	30 41%	28 42%	42 38%
NET: Satisfied	213 83%	108 77%	92 90%	182 90%	11 72%	76 73%	137 90%	41 86%	133 86%	39 73%	62 85%	65 98%	79 72%
NET: Dissatisfied	12 5%	9 7%	2 2%	2 1%	4 28%	9 9%	3 2%	5 11%	3 2%	4 7%	5 7%	1 2%	6 5%
Answered	257	139	102	202	16	104	153	48	155	54	73	66	110
Mean Score	1.2	1.0	1.4	1.3	.7	.9	1.4	1.3	1.2	1.0	1.2	1.4	1.1
Standard error	.05	.08	.07	.05	.45	.09	.06	.14	.06	.12	.10	.09	.08
Standard deviation	.84	.86	.72	.69	1.28	.92	.72	1.04	.73	.91	.88	.67	.91

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 427 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		262	110	152
Effective base		98	36	63
Weighted Base		257	108	149
Very dissatisfied	(-2)	1 *%	1 1%	* *%
Fairly dissatisfied	(-1)	11 4%	8 7%	3 2%
Neither satisfied nor dissatisfied	(0)	31 12%	17 16%	15 10%
Fairly satisfied	(1)	113 44%	46 42%	67 45%
Very satisfied	(2)	100 39%	37 34%	63 43%
NET: Satisfied		213 83%	83 76%	131 88%
NET: Dissatisfied		12 5%	9 8%	3 2%
Answered		257	108	149
Mean Score		1.2	1.0	1.3
Standard error		.05	.09	.06
Standard deviation		.84	.94	.73

Columns Tested: a,b

Table 427 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

		Month												
		Total base	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%			*a	b	*c	*d	e	*f	*g	*h	*i	*j	*k	l
Unweighted Base		262	21	38	14	19	35	11	9	29	18	14	15	39
Effective base		98	7	16	7	8	25	7	3	11	9	4	9	13
Weighted Base		257	9	23	16	4	52	13	1	42	24	2	30	41
Very dissatisfied	(-2)	1	-	-	*	-	1	-	-	-	-	-	-	*
		*%	-%	-%	2%	-%	2%	-%	-%	-%	-%	-%	-%	*%
Fairly dissatisfied	(-1)	11	-	*	-	-	-	2	*	*	-	*	7	1
		4%	-%	1%	-%	-%	-%	15%	53%	1%	-%	2%	23%	2%
Neither satisfied nor dissatisfied	(0)	31	*	*	5	*	8	3	-	-	6	-	3	6
		12%	*%	*%	32%	*%	16%	19%	-%	-%	26%	-%	11%	14%
Fairly satisfied	(1)	113	6	12	4	2	21	5	*	10	17	1	5	29
		44%	73%	52%	28%	36%	41%	37%	25%	23%	69%	71%	18%	72%
Very satisfied	(2)	100	2	11	6	3	22	4	*	32	1	*	14	4
		39%	27%	47%	38%	64%	42%	29%	21%	75%	5%	26%	48%	11%
NET: Satisfied		213	9	23	11	4	43	9	*	41	18	2	20	34
		83%	100%	99%	66%	100%	82%	66%	47%	99%	74%	98%	66%	83%
NET: Dissatisfied		12	-	*	*	-	1	2	*	*	-	*	7	1
		5%	-%	1%	2%	-%	2%	15%	53%	1%	-%	2%	23%	2%
Answered		257	9	23	16	4	52	13	1	42	24	2	30	41
Mean Score		1.2	1.3	1.4	1.0	1.6	1.2	.8	.1	1.7	.8	1.2	.9	.9
Standard error		.05	.10	.09	.26	.13	.14	.32	-	.10	.13	.22	.32	.10
Standard deviation		.84	.47	.58	.97	.56	.83	1.05	-	.52	.53	.82	1.24	.60

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 427 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

	Total base	Quarter				Half		
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023	
		a	b	c	d	a	b	
Significance Level: 95%								
Unweighted Base	262	73	65	56	68	138	124	
Effective base	98	28	35	20	23	63	43	
Weighted Base	257	48	70	67	72	118	139	
Very dissatisfied	(-2)	1	*	1	-	*	1	*
		%	1%	1%	-%	%	1%	%
Fairly dissatisfied	(-1)	11	*	2	1	8	2	9
		4%	1%	3%	1%	11%	2%	6%
Neither satisfied nor dissatisfied	(0)	31	5	11	6	9	16	15
		12%	11%	16%	9%	12%	14%	11%
Fairly satisfied	(1)	113	23	28	27	36	50	63
		44%	48%	40%	40%	50%	43%	45%
Very satisfied	(2)	100	19	29	33	19	48	52
		39%	40%	41%	50%	27%	41%	38%
NET: Satisfied		213	42	56	60	56	98	115
		83%	88%	80%	89%	77%	83%	83%
NET: Dissatisfied		12	1	3	1	8	3	9
		5%	1%	4%	1%	11%	3%	6%
Answered	257	48	70	67	72	118	139	
Mean Score	1.2	1.3	1.2	1.4	.9	1.2	1.1	
Standard error	.05	.09	.11	.10	.11	.07	.08	
Standard deviation	.84	.73	.87	.71	.92	.82	.85	

Columns Tested:: a,b,c,d - a,b

Table 428

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri

Base: All those who use Evri (QV4=8)

	Total base	Method		Business Size 1					
		CATI	CAWI	0-9	10-49	50-99	100-249	10+	
		*a	b	a	b	*c	*d	e	
Significance Level: 95%									
Unweighted Base	195	14	181	149	30	4	12	46	
Effective base	99	8	93	93	14	3	6	15	
Weighted Base	236	10	227	228	8	*	*	9	
Very dissatisfied	(-2)	11	2	9	11	-	*	-	*
	5%	26%	4%	5%	-%	9%	-%	*%	
Fairly dissatisfied	(-1)	25	*	25	23	1	*	-	1
	10%	1%	11%	10%	15%	36%	-%	15%	
Neither satisfied nor dissatisfied	(0)	33	3	31	32	1	-	*	1
	14%	28%	13%	14%	10%	-%	56%	11%	
Fairly satisfied	(1)	93	2	91	90	2	*	*	2
	39%	17%	40%	40%	27%	42%	19%	27%	
Very satisfied	(2)	74	3	72	70	4	*	*	4
	31%	29%	32%	31%	48%	13%	25%	46%	
NET: Satisfied	167	4	163	161	6	*	*	6	
	71%	46%	72%	71%	75%	55%	44%	74%	
NET: Dissatisfied	36	3	34	35	1	*	-	1	
	15%	26%	15%	15%	15%	45%	-%	15%	
Answered	236	10	227	228	8	*	*	9	
Mean Score	.8	.2	.8	.8	1.1	.1	.7	1.0	
Standard error	.08	.43	.08	.09	.21	-	-	.17	
Standard deviation	1.13	1.61	1.11	1.13	1.16	-	-	1.16	

Columns Tested:: a,b - a,b,c,d,e

Table 428 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri

Base: All those who use Evri (QV4=8)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	*c	*d	*e	*f	g	h	*i
Unweighted Base		195	78	57	14	18	16	12	149	30	16
Effective base		99	57	30	6	10	10	6	93	14	8
Weighted Base		236	143	73	11	7	2	*	228	8	*
Very dissatisfied	(-2)	11 5%	6 4%	5 7%	1 7%	- -%	* 1%	- -%	11 5%	- -%	* 5%
Fairly dissatisfied	(-1)	25 10%	11 8%	7 10%	5 48%	1 14%	* 22%	- -%	23 10%	1 15%	* 18%
Neither satisfied nor dissatisfied	(0)	33 14%	24 17%	8 11%	- -%	1 12%	- -%	* 56%	32 14%	1 10%	* 28%
Fairly satisfied	(1)	93 39%	59 41%	30 40%	2 16%	2 27%	* 29%	* 19%	90 40%	2 27%	* 31%
Very satisfied	(2)	74 31%	44 31%	23 32%	3 29%	3 47%	1 48%	* 25%	70 31%	4 48%	* 19%
NET: Satisfied		167 71%	103 72%	53 72%	5 45%	5 74%	1 77%	* 44%	161 71%	6 75%	* 50%
NET: Dissatisfied		36 15%	16 11%	12 17%	6 55%	1 14%	* 23%	- -%	35 15%	1 15%	* 22%
Answered		236	143	73	11	7	2	*	228	8	*
Mean Score		.8	.9	.8	.1	1.1	1.0	.7	.8	1.1	.4
Standard error		.08	.12	.16	.40	.27	.51	-	.09	.21	-
Standard deviation		1.13	1.06	1.19	1.51	1.16	2.05	-	1.13	1.16	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 428 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri

Base: All those who use Evri (QV4=8)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	*e	a	b	*c	*d	*e
Unweighted Base	195	109	40	30	4	12	101	36	16	7	11
Effective base	99	77	20	14	3	6	65	15	9	4	3
Weighted Base	236	201	27	8	*	*	167	31	8	2	3
Very dissatisfied	(-2) 11 5%	11 5%	1 3%	- -%	* 9%	- -%	6 4%	3 10%	- -%	- -%	- -%
Fairly dissatisfied	(-1) 25 10%	17 8%	6 24%	1 15%	* 36%	- -%	14 8%	6 18%	2 23%	- -%	* 3%
Neither satisfied nor dissatisfied	(0) 33 14%	32 16%	1 3%	1 10%	- -%	* 56%	22 13%	* 1%	* 6%	1 40%	* 2%
Fairly satisfied	(1) 93 39%	83 41%	7 27%	2 27%	* 42%	* 19%	75 45%	9 31%	3 42%	* 4%	1 37%
Very satisfied	(2) 74 31%	59 29%	11 43%	4 48%	* 13%	* 25%	50 30%	12 40%	2 30%	1 56%	2 59%
NET: Satisfied	167 71%	142 71%	19 70%	6 75%	* 55%	* 44%	125 75%	22 71%	6 71%	1 60%	3 95%
NET: Dissatisfied	36 15%	27 14%	7 27%	1 15%	* 45%	- -%	20 12%	9 28%	2 23%	- -%	* 3%
Answered	236	201	27	8	*	*	167	31	8	2	3
Mean Score	.8	.8	.8	1.1	.1	.7	.9	.7	.8	1.2	1.5
Standard error	.08	.11	.21	.21	-	-	.10	.24	.29	.60	.25
Standard deviation	1.13	1.11	1.32	1.16	-	-	1.04	1.43	1.18	1.58	.84

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 428 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri

Base: All those who use Evri (QV4=8)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		195	17	18	15	11	26	22	15	15	11
Effective base		99	12	13	9	4	14	13	11	11	8
Weighted Base		236	28	22	23	11	32	35	32	30	13
Very dissatisfied	(-2)	11	3	3	-	-	-	-	2	-	3
		5%	11%	14%	-%	-%	-%	-%	7%	-%	20%
Fairly dissatisfied	(-1)	25	4	-	2	5	6	1	4	-	2
		10%	14%	-%	8%	45%	19%	4%	12%	-%	15%
Neither satisfied nor dissatisfied	(0)	33	6	1	8	1	5	*	5	4	3
		14%	20%	7%	32%	6%	15%	*%	14%	13%	23%
Fairly satisfied	(1)	93	10	5	10	6	9	24	15	10	*
		39%	36%	22%	41%	49%	29%	69%	46%	32%	1%
Very satisfied	(2)	74	5	13	4	*	12	9	7	16	5
		31%	19%	57%	18%	1%	37%	27%	21%	55%	41%
NET: Satisfied		167	15	18	14	6	21	33	21	26	5
		71%	55%	79%	60%	50%	66%	96%	67%	87%	42%
NET: Dissatisfied		36	7	3	2	5	6	1	6	-	5
		15%	25%	14%	8%	45%	19%	4%	19%	-%	35%
Answered		236	28	22	23	11	32	35	32	30	13
Mean Score		.8	.4	1.1	.7	.1	.8	1.2	.6	1.4	.3
Standard error		.08	.31	.33	.23	.31	.22	.13	.30	.19	.50
Standard deviation		1.13	1.27	1.42	.88	1.03	1.14	.63	1.16	.72	1.66

Columns Tested: a,b,c,d,e,f,g,h,i

Table 428 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri

Base: All those who use Evri (QV4=8)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	*f	*g	*h
Significance Level: 95%										
Unweighted Base		195	48	50	52	150	45	16	23	6
Effective base		99	25	35	33	92	19	8	10	3
Weighted Base		236	57	80	90	227	9	5	4	1
Very dissatisfied	(-2)	11 5%	3 5%	6 8%	2 2%	11 5%	* 3%	* 6%	* %	- -%
Fairly dissatisfied	(-1)	25 10%	13 23%	4 5%	7 8%	24 11%	* 3%	* 5%	* 2%	- -%
Neither satisfied nor dissatisfied	(0)	33 14%	8 15%	11 13%	12 14%	32 14%	2 18%	1 30%	* %	* 40%
Fairly satisfied	(1)	93 39%	15 27%	25 31%	48 54%	88 39%	4 47%	1 19%	3 78%	* 43%
Very satisfied	(2)	74 31%	17 30%	34 43%	20 22%	72 32%	3 29%	2 40%	1 19%	* 18%
NET: Satisfied		167 71%	32 57%	59 74%	68 76%	160 70%	7 76%	3 59%	4 97%	* 60%
NET: Dissatisfied		36 15%	16 28%	10 13%	9 10%	35 16%	1 6%	* 10%	* 2%	- -%
Answered		236	57	80	90	227	9	5	4	1
Mean Score		.8	.5	1.0	.9	.8	1.0	.8	1.1	.8
Standard error		.08	.18	.17	.13	.09	.15	.33	.13	-
Standard deviation		1.13	1.28	1.22	.94	1.14	.98	1.33	.62	-

Columns Tested: a,b,c,d,e,f,g,h

Table 428 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri

Base: All those who use Evri (QV4=8)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	i
Unweighted Base	195	5	18	1	19	23	82	2	2	62
Effective base	99	3	7	1	8	11	45	1	1	33
Weighted Base	236	2	17	2	19	33	96	3	2	81
Very dissatisfied	(-2) 11 5%	- -%	1 5%	- -%	1 4%	3 9%	4 4%	3 100%	- -%	- -%
Fairly dissatisfied	(-1) 25 10%	- -%	1 8%	- -%	1 7%	8 25%	7 8%	- -%	- -%	8 9%
Neither satisfied nor dissatisfied	(0) 33 14%	- -%	5 26%	- -%	5 24%	1 2%	18 18%	- -%	- -%	11 13%
Fairly satisfied	(1) 93 39%	1 46%	6 34%	- -%	6 30%	11 34%	37 38%	- -%	2 100%	36 44%
Very satisfied	(2) 74 31%	1 54%	5 27%	2 100%	7 35%	10 30%	30 31%	- -%	* *%	27 33%
NET: Satisfied	167 71%	2 100%	10 61%	2 100%	12 65%	21 64%	67 69%	- -%	2 100%	63 78%
NET: Dissatisfied	36 15%	- -%	2 13%	- -%	2 12%	11 34%	12 12%	3 100%	- -%	8 9%
Answered	236	2	17	2	19	33	96	3	2	81
Mean Score	.8	1.5	.7	2.0	.8	.5	.8	-2.0	1.0	1.0
Standard error	.08	.32	.27	-	.26	.29	.12	-	.02	.12
Standard deviation	1.13	.73	1.13	-	1.14	1.40	1.09	-	.02	.92

Columns Tested: a,b,c,d,e,f,g,h,i

Table 428 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri

Base: All those who use Evri (QV4=8)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	*b	*c	a	*b	a	*b
Unweighted Base	195	47	82	66	167	28	-	173	22	192	3
Effective base	99	20	45	35	86	15	-	94	7	99	1
Weighted Base	236	54	96	86	190	46	-	227	9	236	1
Very dissatisfied (-2)	11 5%	4 7%	4 4%	3 4%	5 3%	6 14%	- -%	11 5%	* *%	11 5%	- -%
Fairly dissatisfied (-1)	25 10%	10 18%	7 8%	8 9%	14 7%	11 23%	- -%	24 11%	* 4%	25 10%	- -%
Neither satisfied nor dissatisfied (0)	33 14%	5 9%	18 18%	11 12%	27 14%	6 14%	- -%	31 14%	2 21%	33 14%	* 3%
Fairly satisfied (1)	93 39%	18 33%	37 38%	38 44%	80 42%	13 28%	- -%	87 38%	5 57%	93 39%	- -%
Very satisfied (2)	74 31%	18 33%	30 31%	27 31%	65 34%	10 21%	- -%	73 32%	2 18%	74 31%	1 97%
NET: Satisfied	167 71%	36 66%	67 69%	65 75%	144 76%	22 49%	- -%	160 71%	7 75%	166 71%	1 97%
NET: Dissatisfied	36 15%	14 25%	12 12%	11 13%	19 10%	17 37%	- -%	36 16%	* 5%	36 15%	- -%
Answered	236	54	96	86	190	46	-	227	9	236	1
Mean Score	.8	.7	.8	.9	1.0	.2	-	.8	.9	.8	1.9
Standard error	.08	.19	.12	.13	.08	.26	-	.09	.17	.08	-
Standard deviation	1.13	1.30	1.09	1.06	1.01	1.38	-	1.15	.80	1.13	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 428 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri

Base: All those who use Evri (QV4=8)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		195	71	38	85
Effective base		99	36	17	46
Weighted Base		236	84	34	115
Very dissatisfied	(-2)	11	6	2	3
		5%	8%	6%	3%
Fairly dissatisfied	(-1)	25	6	3	15
		10%	8%	10%	13%
Neither satisfied nor dissatisfied	(0)	33	12	4	17
		14%	14%	13%	15%
Fairly satisfied	(1)	93	40	10	43
		39%	47%	30%	37%
Very satisfied	(2)	74	20	14	37
		31%	24%	41%	32%
NET: Satisfied		167	60	24	80
		71%	71%	71%	69%
NET: Dissatisfied		36	13	6	18
		15%	15%	16%	16%
Answered		236	84	34	115
Mean Score		.8	.7	.9	.8
Standard error		.08	.14	.20	.12
Standard deviation		1.13	1.14	1.24	1.10

Columns Tested:: a,b,c

Table 428 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri

Base: All those who use Evri (QV4=8)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	j	*k
Significance Level: 95%												
Unweighted Base	195	132	39	11	7	4	1	1	-	171	24	13
Effective base	99	75	18	3	2	1	1	1	-	94	6	5
Weighted Base	236	180	44	9	2	1	*	1	-	224	12	4
Very dissatisfied	(-2)	11	11	1	-	-	-	-	-	11	-	-
		5%	6%	2%	-%	-%	-%	-%	-%	5%	-%	-%
Fairly dissatisfied	(-1)	25	23	*	1	*	-	-	-	24	1	*
		10%	13%	*%	11%	11%	-%	-%	-%	11%	9%	5%
Neither satisfied nor dissatisfied	(0)	33	21	12	*	-	-	-	-	33	*	-
		14%	12%	27%	3%	-%	-%	-%	-%	15%	2%	-%
Fairly satisfied	(1)	93	75	9	6	1	*	-	-	85	8	1
		39%	42%	21%	75%	69%	2%	-%	-%	38%	63%	34%
Very satisfied	(2)	74	50	22	1	*	1	*	1	71	3	2
		31%	28%	49%	11%	20%	98%	100%	100%	32%	25%	61%
NET: Satisfied		167	125	31	7	2	1	*	1	156	11	3
		71%	70%	70%	86%	89%	100%	100%	100%	70%	89%	95%
NET: Dissatisfied		36	34	1	1	*	-	-	-	35	1	*
		15%	19%	2%	11%	11%	-%	-%	-%	16%	9%	5%
Answered		236	180	44	9	2	1	*	1	224	12	4
Mean Score		.8	.7	1.1	.9	1.0	2.0	2.0	2.0	.8	1.0	1.5
Standard error		.08	.10	.16	.24	.47	.31	-	-	.09	.17	.25
Standard deviation		1.13	1.17	.97	.78	1.25	.61	-	-	1.15	.83	.89

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 428 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri

Base: All those who use Evri (QV4=8)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	195	46	86	63	170	165	178	183	120	80	19	104	17	14	7	9	8
Effective base	99	28	47	24	82	79	87	92	56	31	12	57	6	5	4	4	2
Weighted Base	236	66	114	56	201	187	211	219	133	80	34	143	10	6	8	3	7
Very dissatisfied (-2)	11 5%	3 5%	7 7%	1 1%	9 4%	6 3%	9 4%	11 5%	5 4%	5 6%	3 9%	4 3%	* 3%	- -%	2 23%	- -%	- -%
Fairly dissatisfied (-1)	25 10%	11 17%	12 11%	1 2%	23 11%	15 8%	23 11%	25 11%	15 11%	10 12%	7 22%	14 10%	* 2%	* 5%	* 2%	- -%	1 15%
Neither satisfied nor dissatisfied (0)	33 14%	6 9%	15 13%	12 22%	30 15%	30 16%	31 14%	33 15%	27 20%	16 20%	1 3%	20 14%	- -%	4 57%	- -%	1 38%	4 68%
Fairly satisfied (1)	93 39%	32 48%	44 38%	17 30%	80 40%	72 38%	84 40%	79 36%	47 35%	28 35%	17 48%	54 38%	6 63%	2 26%	4 51%	* 9%	1 11%
Very satisfied (2)	74 31%	14 21%	36 31%	25 44%	59 29%	64 34%	65 31%	72 33%	40 30%	21 27%	6 18%	51 35%	3 32%	1 12%	2 24%	2 53%	* 6%
NET: Satisfied	167 71%	46 69%	79 70%	42 74%	139 69%	136 73%	149 70%	150 69%	86 65%	49 61%	23 66%	105 73%	10 96%	2 38%	6 75%	2 62%	1 17%
NET: Dissatisfied	36 15%	14 22%	20 17%	2 4%	32 16%	21 11%	32 15%	36 16%	20 15%	15 18%	11 31%	18 12%	* 4%	* 5%	2 25%	- -%	1 15%
Answered	236	66	114	56	201	187	211	219	133	80	34	143	10	6	8	3	7
Mean Score	.8	.6	.8	1.1	.8	.9	.8	.8	.8	.6	.4	.9	1.2	.5	.5	1.2	.1
Standard error	.08	.17	.13	.12	.09	.08	.08	.09	.10	.13	.29	.10	.19	.22	.59	.38	.27
Standard deviation	1.13	1.14	1.19	.94	1.12	1.06	1.12	1.17	1.11	1.18	1.27	1.07	.80	.84	1.56	1.15	.75

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 428 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri

Base: All those who use Evri (QV4=8)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g
Unweighted Base	195	117	22	13	4	8	3	3	100	25	19	8	3	5	5
Effective base	99	64	8	6	2	2	1	1	56	11	8	5	2	3	1
Weighted Base	236	162	21	9	3	4	1	1	128	34	9	7	1	3	5
Very dissatisfied	(-2)	11	7	-	2	-	-	-	4	-	*	2	-	-	-
		5%	4%	-%	20%	-%	-%	-%	3%	-%	3%	26%	-%	-%	-%
Fairly dissatisfied	(-1)	25	17	5	-	-	*	1	13	1	*	*	-	1	*
		10%	10%	24%	-%	-%	4%	95%	10%	10%	4%	2%	5%	-%	31%
Neither satisfied nor dissatisfied	(0)	33	28	2	-	-	*	-	14	6	2	2	*	1	4
		14%	17%	9%	-%	-%	1%	-%	11%	18%	20%	26%	5%	38%	91%
Fairly satisfied	(1)	93	66	6	3	1	3	*	44	21	5	1	*	-	*
		39%	41%	29%	35%	44%	70%	5%	35%	60%	56%	19%	21%	-%	1%
Very satisfied	(2)	74	44	8	4	2	1	-	53	6	2	2	1	1	*
		31%	27%	38%	46%	56%	25%	-%	41%	18%	20%	23%	73%	30%	7%
NET: Satisfied		167	110	14	7	3	4	*	97	27	7	3	1	1	*
		71%	68%	67%	80%	100%	95%	5%	76%	78%	76%	42%	95%	30%	7%
NET: Dissatisfied		36	24	5	2	-	*	1	17	1	*	2	-	1	*
		15%	15%	24%	20%	-%	4%	95%	13%	4%	5%	31%	-%	31%	2%
Answered		236	162	21	9	3	4	1	128	34	9	7	1	3	5
Mean Score		.8	.8	.8	.9	1.6	1.2	-.9	1.0	.9	.9	.1	1.7	.3	.1
Standard error		.08	.10	.26	.44	.31	.25	-	.11	.14	.20	.57	2.54	.66	.26
Standard deviation		1.13	1.10	1.21	1.58	.61	.71	-	1.10	.72	.89	1.61	4.39	1.49	.59

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 428 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri

Base: All those who use Evri (QV4=8)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	*b	*c	*d	*e	*f	*g	a	b	c	*d	*e
Significance Level: 95%													
Unweighted Base	195	101	25	20	15	10	7	5	39	44	56	21	17
Effective base	99	58	12	9	8	5	2	2	26	17	30	9	7
Weighted Base	236	135	33	23	9	12	6	1	60	49	76	11	14
Very dissatisfied	(-2) 11 5%	9 7%	- -%	- -%	- -%	2 18%	- -%	- -%	* *%	1 2%	6 8%	- -%	2 13%
Fairly dissatisfied	(-1) 25 10%	8 6%	10 29%	3 14%	1 7%	2 16%	1 18%	* 15%	7 11%	5 10%	9 12%	1 9%	1 8%
Neither satisfied nor dissatisfied	(0) 33 14%	14 11%	4 13%	4 19%	1 12%	4 32%	5 78%	- -%	8 14%	8 16%	7 9%	2 19%	5 36%
Fairly satisfied	(1) 93 39%	58 43%	6 19%	9 38%	5 56%	1 5%	* 3%	* 24%	20 34%	28 57%	27 36%	5 44%	3 21%
Very satisfied	(2) 74 31%	46 34%	13 39%	7 29%	2 25%	3 29%	* *%	* 61%	25 41%	7 15%	26 35%	3 28%	3 22%
NET: Satisfied	167 71%	104 77%	19 58%	15 67%	7 81%	4 34%	* 3%	* 85%	45 75%	35 72%	54 71%	8 72%	6 43%
NET: Dissatisfied	36 15%	17 13%	10 29%	3 14%	1 7%	4 33%	1 18%	* 15%	7 12%	6 11%	15 20%	1 9%	3 21%
Answered	236	135	33	23	9	12	6	1	60	49	76	11	14
Mean Score	.8	.9	.7	.8	1.0	.1	-.2	1.3	1.0	.7	.8	.9	.3
Standard error	.08	.11	.26	.23	.22	.47	.18	-	.16	.14	.17	.21	.32
Standard deviation	1.13	1.14	1.28	1.03	.86	1.50	.48	-	1.03	.90	1.28	.95	1.30

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 428 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri

Base: All those who use Evri (QV4=8)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	*d	*e	a	b	c	*d	*e
Significance Level: 95%											
Unweighted Base	195	66	35	41	15	12	47	42	45	18	12
Effective base	99	38	14	20	8	4	29	14	23	11	6
Weighted Base	236	90	38	54	9	9	66	40	60	12	9
Very dissatisfied	(-2) 11 5%	3 4%	1 2%	3 6%	2 21%	- -%	* *%	1 2%	3 5%	- -%	2 21%
Fairly dissatisfied	(-1) 25 10%	8 9%	8 22%	5 8%	1 11%	1 9%	3 5%	5 14%	5 8%	2 14%	* 5%
Neither satisfied nor dissatisfied	(0) 33 14%	15 16%	7 18%	4 8%	- -%	4 45%	8 12%	12 31%	6 11%	2 18%	1 16%
Fairly satisfied	(1) 93 39%	35 39%	15 40%	25 47%	3 33%	1 12%	24 36%	16 39%	24 39%	5 39%	3 34%
Very satisfied	(2) 74 31%	29 33%	7 18%	16 31%	3 35%	3 34%	31 47%	6 14%	22 37%	3 29%	2 24%
NET: Satisfied	167 71%	64 71%	22 58%	42 77%	6 68%	4 46%	55 83%	22 53%	46 76%	8 68%	5 58%
NET: Dissatisfied	36 15%	11 13%	9 24%	8 14%	3 32%	1 9%	3 5%	6 16%	8 13%	2 14%	2 26%
Answered	236	90	38	54	9	9	66	40	60	12	9
Mean Score	.8	.9	.5	.9	.5	.7	1.2	.5	.9	.8	.3
Standard error	.08	.13	.19	.18	.43	.32	.13	.15	.17	.25	.44
Standard deviation	1.13	1.08	1.10	1.12	1.66	1.10	.88	.97	1.13	1.05	1.52

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 428 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri

Base: All those who use Evri (QV4=8)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
Total base		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	*d	*e	a	*b	*c	a	b	a	b
Significance Level: 95%													
Unweighted Base	195	45	39	53	29	17	143	15	25	124	71	140	30
Effective base	99	26	19	27	15	8	74	5	13	63	36	71	11
Weighted Base	236	62	44	72	24	18	177	11	31	154	82	177	23
Very dissatisfied	(-2) 11 5%	3 5%	2 5%	3 4%	1 3%	2 12%	5 3%	- -%	6 20%	11 7%	1 1%	6 3%	3 14%
Fairly dissatisfied	(-1) 25 10%	5 8%	6 14%	12 16%	2 8%	* 1%	14 8%	1 8%	9 30%	20 13%	5 6%	22 13%	* 2%
Neither satisfied nor dissatisfied	(0) 33 14%	6 9%	2 5%	14 20%	6 24%	5 26%	28 16%	* *%	4 14%	24 16%	9 11%	29 16%	1 4%
Fairly satisfied	(1) 93 39%	29 47%	17 39%	19 26%	10 42%	4 21%	69 39%	5 45%	4 14%	63 41%	30 36%	71 40%	9 39%
Very satisfied	(2) 74 31%	20 31%	16 36%	24 33%	5 23%	7 41%	60 34%	5 47%	7 22%	37 24%	37 46%	49 28%	10 41%
NET: Satisfied	167 71%	49 78%	33 75%	43 59%	15 65%	11 62%	129 73%	10 91%	11 36%	100 65%	67 82%	120 68%	19 80%
NET: Dissatisfied	36 15%	8 13%	8 19%	15 21%	3 11%	2 13%	20 11%	1 8%	16 50%	30 20%	6 7%	28 16%	4 16%
Answered	236	62	44	72	24	18	177	11	31	154	82	177	23
Mean Score	.8	.9	.9	.7	.7	.8	.9	1.3	-.1	.6	1.2	.8	.9
Standard error	.08	.16	.19	.17	.19	.33	.09	.23	.30	.11	.11	.09	.25
Standard deviation	1.13	1.08	1.21	1.22	1.03	1.35	1.04	.89	1.48	1.18	.94	1.09	1.36

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 428 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri

Base: All those who use Evri (QV4=8)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
Total base		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	195	121	44	54	129	140	30	118	47	55	128
Effective base	99	63	17	36	59	71	11	61	19	34	59
Weighted Base	236	146	42	64	155	177	23	146	42	72	147
Very dissatisfied	(-2) 11 5%	5 4%	1 2%	4 6%	7 5%	6 3%	3 14%	5 4%	1 2%	4 6%	7 5%
Fairly dissatisfied	(-1) 25 10%	14 10%	1 3%	8 12%	17 11%	23 13%	- -%	14 10%	1 4%	7 10%	18 12%
Neither satisfied nor dissatisfied	(0) 33 14%	26 18%	4 9%	16 24%	17 11%	29 16%	1 4%	26 18%	4 10%	19 26%	14 9%
Fairly satisfied	(1) 93 39%	48 33%	24 58%	24 38%	54 35%	70 40%	10 41%	49 34%	23 54%	26 37%	52 36%
Very satisfied	(2) 74 31%	53 36%	11 27%	13 20%	59 38%	49 28%	10 41%	52 35%	13 31%	16 22%	56 38%
NET: Satisfied	167 71%	101 69%	36 85%	37 57%	114 73%	119 67%	19 82%	101 69%	35 85%	42 59%	108 74%
NET: Dissatisfied	36 15%	19 13%	2 5%	12 18%	24 16%	29 16%	3 14%	19 13%	2 5%	11 15%	25 17%
Answered	236	146	42	64	155	177	23	146	42	72	147
Mean Score	.8	.9	1.1	.5	.9	.8	1.0	.9	1.1	.6	.9
Standard error	.08	.10	.13	.15	.10	.09	.24	.10	.12	.15	.10
Standard deviation	1.13	1.12	.83	1.13	1.17	1.09	1.33	1.11	.86	1.11	1.19

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 428 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri

Base: All those who use Evri (QV4=8)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	195	119	136	48	1	110	119	39	1	158	111	51	-
Effective base	99	54	69	22	1	48	61	19	1	78	58	25	-
Weighted Base	236	136	170	54	4	118	134	50	2	191	133	59	-
Very dissatisfied (-2)	11 5%	5 4%	9 5%	1 1%	- -%	3 3%	1 1%	- -%	2 100%	10 5%	3 2%	* *%	- -%
Fairly dissatisfied (-1)	25 10%	19 14%	21 12%	6 11%	- -%	13 11%	14 10%	6 13%	- -%	23 12%	14 11%	12 20%	- -%
Neither satisfied nor dissatisfied (0)	33 14%	25 19%	27 16%	21 39%	- -%	22 19%	23 17%	18 37%	- -%	28 15%	22 16%	14 24%	- -%
Fairly satisfied (1)	93 39%	55 40%	60 35%	12 23%	4 100%	51 44%	41 30%	14 28%	- -%	64 34%	44 33%	18 30%	- -%
Very satisfied (2)	74 31%	32 24%	53 31%	14 25%	- -%	28 24%	56 41%	11 22%	- -%	66 34%	50 38%	15 26%	- -%
NET: Satisfied	167 71%	87 64%	113 66%	26 48%	4 100%	79 67%	96 72%	25 50%	- -%	130 68%	94 71%	33 56%	- -%
NET: Dissatisfied	36 15%	24 18%	30 18%	7 12%	- -%	16 14%	15 11%	6 13%	2 100%	33 17%	17 13%	12 20%	- -%
Answered	236	136	170	54	4	118	134	50	2	191	133	59	-
Mean Score	.8	.7	.7	.6	1.0	.7	1.0	.6	-2.0	.8	.9	.6	-
Standard error	.08	.10	.10	.15	-	.10	.09	.16	-	.09	.10	.15	-
Standard deviation	1.13	1.10	1.18	1.03	-	1.03	1.04	.98	-	1.19	1.09	1.09	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 428 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri

Base: All those who use Evri (QV4=8)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	
		a	b	c	a	b	*c	a	b	c	d	*e	
Significance Level: 95%													
Unweighted Base		195	139	136	107	108	117	6	72	70	82	30	23
Effective base		99	69	66	55	47	62	1	38	33	40	15	9
Weighted Base		236	175	158	135	115	148	5	88	82	102	37	23
Very dissatisfied	(-2)	11	6	2	11	3	5	-	2	5	8	-	-
		5%	3%	1%	8%	2%	4%	-%	2%	6%	8%	-%	-%
Fairly dissatisfied	(-1)	25	22	15	17	17	19	*	11	16	16	6	2
		10%	12%	10%	12%	15%	13%	2%	12%	19%	16%	16%	8%
Neither satisfied nor dissatisfied	(0)	33	29	30	29	17	28	4	23	13	24	16	8
		14%	17%	19%	22%	15%	19%	81%	26%	16%	24%	43%	34%
											b		
Fairly satisfied	(1)	93	69	58	47	42	47	*	27	26	31	11	7
		39%	40%	37%	34%	36%	32%	1%	30%	32%	31%	28%	29%
Very satisfied	(2)	74	49	53	32	36	48	1	26	22	22	5	7
		31%	28%	33%	24%	32%	33%	16%	29%	27%	21%	14%	29%
NET: Satisfied		167	118	111	79	78	96	1	52	49	53	16	13
		71%	68%	70%	58%	68%	65%	17%	60%	59%	52%	42%	58%
NET: Dissatisfied		36	27	17	28	20	24	*	13	21	24	6	2
		15%	16%	11%	20%	17%	16%	2%	15%	25%	24%	16%	8%
Answered		236	175	158	135	115	148	5	88	82	102	37	23
Mean Score		.8	.8	.9	.5	.8	.8	.3	.7	.6	.4	.4	.8
Standard error		.08	.09	.09	.12	.11	.11	.35	.13	.15	.13	.17	.20
Standard deviation		1.13	1.09	1.01	1.21	1.11	1.14	.85	1.08	1.24	1.22	.92	.98

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 428 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri

Base: All those who use Evri (QV4=8)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	195	28	12	27	8	153	133	172	147	133	128	158	35	-	140	10
Effective base	99	16	5	14	4	77	65	85	75	62	61	81	17	-	69	7
Weighted Base	236	33	10	41	13	187	149	206	180	153	157	192	39	-	154	21
Very dissatisfied (-2)	11	2	3	-	-	11	6	11	11	10	8	8	-	-	8	3
	5%	6%	32%	-%	-%	6%	4%	6%	6%	6%	5%	4%	-%	-%	5%	15%
Fairly dissatisfied (-1)	25	4	*	7	4	16	10	20	13	17	14	16	1	-	17	1
	10%	13%	3%	18%	30%	9%	7%	10%	7%	11%	9%	8%	2%	-%	11%	4%
Neither satisfied nor dissatisfied (0)	33	7	2	11	5	30	30	31	31	25	23	29	10	-	18	5
	14%	20%	18%	27%	35%	16%	20%	15%	17%	16%	15%	15%	25%	-%	12%	24%
Fairly satisfied (1)	93	15	1	5	2	77	58	84	69	57	61	80	16	-	60	10
	39%	46%	6%	13%	15%	41%	39%	41%	39%	38%	39%	42%	40%	-%	39%	47%
Very satisfied (2)	74	5	4	17	3	53	45	60	56	44	51	60	13	-	51	2
	31%	16%	41%	43%	20%	28%	30%	29%	31%	29%	33%	31%	33%	-%	33%	9%
NET: Satisfied	167	20	5	23	4	130	103	144	125	102	112	140	29	-	110	12
	71%	61%	46%	55%	35%	69%	69%	70%	69%	66%	71%	73%	73%	-%	72%	56%
NET: Dissatisfied	36	6	4	7	4	28	16	32	25	27	22	24	1	-	25	4
	15%	19%	35%	18%	30%	15%	11%	15%	14%	17%	14%	13%	2%	-%	17%	20%
Answered	236	33	10	41	13	187	149	206	180	153	157	192	39	-	154	21
Mean Score	.8	.5	.2	.8	.3	.8	.8	.8	.8	.7	.9	.9	1.0	-	.8	.3
Standard error	.08	.21	.52	.23	.40	.09	.09	.09	.09	.10	.10	.09	.14	-	.10	.38
Standard deviation	1.13	1.09	1.81	1.19	1.14	1.14	1.07	1.14	1.14	1.18	1.13	1.08	.82	-	1.16	1.21

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 428 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri

Base: All those who use Evri (QV4=8)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	195	95	73	156	14	89	106	53	105	37	76	39	79
Effective base	99	47	40	77	9	41	58	26	55	19	36	19	46
Weighted Base	236	117	95	186	24	97	139	55	140	42	95	50	91
Very dissatisfied (-2)	11 5%	6 5%	6 6%	3 2%	8 35%	11 12%	- -%	5 10%	6 4%	* *%	4 5%	4 8%	3 4%
Fairly dissatisfied (-1)	25 10%	24 21%	1 1%	11 6%	8 34%	20 21%	5 3%	7 13%	10 7%	7 17%	13 13%	5 10%	7 8%
Neither satisfied nor dissatisfied (0)	33 14%	26 23%	6 7%	15 8%	6 26%	29 30%	4 3%	14 26%	18 13%	1 2%	16 17%	6 11%	11 12%
Fairly satisfied (1)	93 39%	41 35%	41 43%	83 44%	1 4%	27 27%	66 47%	11 21%	60 43%	21 51%	26 28%	29 58%	37 40%
Very satisfied (2)	74 31%	20 17%	41 43%	74 40%	- -%	10 10%	64 46%	16 30%	45 32%	13 31%	35 37%	7 13%	33 36%
NET: Satisfied	167 71%	60 52%	82 87%	157 84%	1 4%	37 38%	130 93%	28 51%	105 75%	34 82%	61 65%	35 71%	70 76%
NET: Dissatisfied	36 15%	30 26%	6 7%	14 7%	17 69%	31 32%	5 3%	13 23%	16 12%	7 17%	17 18%	9 18%	10 11%
Answered	236	117	95	186	24	97	139	55	140	42	95	50	91
Mean Score	.8	.4	1.2	1.2	-1.0	*	1.4	.5	.9	1.0	.8	.6	1.0
Standard error	.08	.12	.12	.07	.24	.12	.07	.18	.10	.17	.14	.18	.12
Standard deviation	1.13	1.14	1.02	.92	.91	1.18	.71	1.31	1.07	1.01	1.21	1.09	1.06

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 428 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri

Base: All those who use Evri (QV4=8)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		195	99	96
Effective base		99	41	59
Weighted Base		236	105	131
Very dissatisfied	(-2)	11 5%	9 8%	3 2%
Fairly dissatisfied	(-1)	25 10%	15 14%	9 7%
Neither satisfied nor dissatisfied	(0)	33 14%	22 21%	11 9%
Fairly satisfied	(1)	93 39%	39 37%	54 41%
Very satisfied	(2)	74 31%	21 20%	53 41%
NET: Satisfied		167 71%	59 56%	108 82%
NET: Dissatisfied		36 15%	24 23%	12 9%
Answered		236	105	131
Mean Score		.8	.5	1.1
Standard error		.08	.12	.10
Standard deviation		1.13	1.20	.98

Columns Tested:: a,b

Table 428 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri

Base: All those who use Evri (QV4=8)

		Month											
Total base		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	195	10	22	18	11	31	12	7	21	13	11	10	29
Effective base	99	5	14	11	7	24	7	3	11	6	3	8	11
Weighted Base	236	10	25	19	8	48	13	3	35	13	3	23	35
Very dissatisfied	(-2)	11	-	2	2	-	4	-	*	-	*	-	3
		5%	-%	7%	11%	-%	8%	-%	1%	-%	2%	-%	14%
Fairly dissatisfied	(-1)	25	2	2	1	-	4	1	-	-	-	*	5
		10%	19%	7%	6%	-%	9%	4%	-%	-%	-%	4%	24%
Neither satisfied nor dissatisfied	(0)	33	*	5	3	1	6	1	1	12	-	-	-
		14%	*%	20%	14%	9%	13%	9%	56%	33%	-%	-%	-%
Fairly satisfied	(1)	93	8	7	5	5	18	5	1	12	9	1	7
		39%	77%	28%	28%	65%	37%	39%	43%	34%	69%	23%	33%
Very satisfied	(2)	74	*	9	8	2	16	6	*	12	4	2	7
		31%	3%	37%	42%	26%	33%	48%	1%	33%	29%	73%	30%
NET: Satisfied		167	8	16	13	7	34	12	1	23	13	3	14
		71%	81%	66%	69%	91%	70%	87%	43%	67%	98%	96%	63%
NET: Dissatisfied		36	2	4	3	-	8	1	*	-	*	*	9
		15%	19%	15%	17%	-%	17%	4%	1%	-%	2%	4%	37%
Answered		236	10	25	19	8	48	13	3	35	13	3	23
Mean Score		.8	.7	.8	.8	1.2	.8	1.3	.4	1.0	1.2	1.7	.4
Standard error		.08	.27	.27	.32	.18	.22	.24	.26	.18	.19	.25	.47
Standard deviation		1.13	.86	1.24	1.36	.61	1.24	.84	.69	.83	.67	.82	1.50

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 428 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri

Base: All those who use Evri (QV4=8)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	195	50	54	41	50	104	91
Effective base	99	31	37	18	20	68	38
Weighted Base	236	55	70	51	61	124	112
Very dissatisfied	(-2) 11	4	4	*	3	8	4
	5%	7%	6%	1%	5%	6%	3%
Fairly dissatisfied	(-1) 25	5	5	-	15	10	15
	10%	9%	7%	-%	24%	8%	13%
				c			
Neither satisfied nor dissatisfied	(0) 33	8	8	13	4	16	17
	14%	14%	12%	26%	7%	13%	15%
Fairly satisfied	(1) 93	20	28	22	22	48	44
	39%	37%	41%	43%	36%	39%	39%
Very satisfied	(2) 74	18	24	15	17	42	32
	31%	33%	35%	30%	27%	34%	29%
NET: Satisfied	167	38	53	37	39	91	76
	71%	70%	76%	74%	64%	73%	68%
NET: Dissatisfied	36	9	9	*	18	18	18
	15%	16%	13%	1%	30%	14%	16%
				c			
Answered	236	55	70	51	61	124	112
Mean Score	.8	.8	.9	1.0	.6	.9	.8
Standard error	.08	.17	.15	.12	.18	.11	.12
Standard deviation	1.13	1.21	1.13	.79	1.27	1.16	1.10

Columns Tested: a,b,c,d - a,b

Table 438

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	*d	e
Unweighted Base	193	36	157	118	44	8	23	75
Effective base	70	9	62	59	23	4	10	28
Weighted Base	161	15	146	146	13	1	1	15
Very dissatisfied	(-2)	3	3	2	*	-	-	*
		2%	2%	2%	3%	-%	-%	3%
Fairly dissatisfied	(-1)	3	3	1	2	-	*	2
		2%	2%	1%	13% a	-%	8%	12% a
Neither satisfied nor dissatisfied	(0)	11	11	10	1	*	*	1
		7%	8%	7%	9%	2%	16%	9%
Fairly satisfied	(1)	66	60	62	3	*	*	4
		41%	41%	43%	25%	56%	39%	27%
Very satisfied	(2)	78	70	71	7	*	*	7
		48%	48%	48%	50%	42%	37%	49%
Don't Know (DO NOT READ OUT)		*	-	-	-	-	*	*
		*%	-%	-%	-%	-%	*%	*%
NET: Satisfied	144	15	129	133	10	1	*	11
		90%	89%	91%	75%	98%	76%	76%
NET: Dissatisfied	5	-	5	3	2	-	*	2
		3%	4%	2%	16% a	-%	8%	15% a
Answered	161	15	146	146	13	1	1	15
Mean Score	1.3	1.6	1.3	1.4	1.1	1.4	1.1	1.1
Standard error	.06	.09	.07	.07	.18	-	-	.14
Standard deviation	.82	.52	.84	.77	1.22	-	-	1.18

Columns Tested: a,b - a,b,c,d,e

Table 438 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

		Business Size 2								
Total base		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	*c	d	*e	*f	g	h	i
Unweighted Base	193	39	59	20	30	22	23	118	44	31
Effective base	70	23	30	8	19	6	10	59	23	10
Weighted Base	161	58	77	11	11	4	1	146	13	1
Very dissatisfied	(-2) 3 2%	- -%	2 3%	- -%	* 4%	- -%	- -%	2 2%	* 3%	- -%
Fairly dissatisfied	(-1) 3 2%	- -%	- -%	1 7%	2 16% abg	* 1%	* 8%	1 1%	2 13% bg	* 4%
Neither satisfied nor dissatisfied	(0) 11 7%	7 12%	3 4%	* 4%	1 9%	* 5%	* 16%	10 7%	1 9%	* 8%
Fairly satisfied	(1) 66 41%	31 54% dh	28 37%	3 28%	2 23%	1 37%	* 39%	62 43%	3 25%	1 48%
Very satisfied	(2) 78 48%	20 35%	44 57%	7 61%	5 47%	2 57%	* 37%	71 48%	7 50%	1 40%
Don't Know (DO NOT READ OUT)	* *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* *%
NET: Satisfied	144 90%	51 88%	72 93% d	10 89%	7 71%	3 94%	* 76%	133 91% d	10 75%	1 88%
NET: Dissatisfied	5 3%	- -%	2 3% d	1 7%	2 20% abg	* 1%	* 8%	3 2% g	2 16%	* 4%
Answered	161	58	77	11	11	4	1	146	13	1
Mean Score	1.3	1.2	1.4	1.4	.9	1.5	1.1	1.4	1.1	1.2
Standard error	.06	.10	.11	.20	.24	.16	-	.07	.18	.26
Standard deviation	.82	.65	.83	.91	1.31	.76	-	.77	1.22	1.44

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 438 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	*e	a	b	*c	*d	e
Unweighted Base	193	61	57	44	8	23	60	30	15	17	31
Effective base	70	38	23	23	4	10	32	16	5	8	8
Weighted Base	161	104	42	13	1	1	90	28	9	9	5
Very dissatisfied	(-2)	3	2	*	*	-	2	1	-	-	-
		2%	2%	1%	3%	-%	2%	2%	-%	-%	-%
Fairly dissatisfied	(-1)	3	-	1	2	-	1	-	-	-	2
		2%	-%	2%	13%	-%	1%	-%	-%	-%	35%
				a							ab
Neither satisfied nor dissatisfied	(0)	11	7	3	1	*	8	2	*	*	*
		7%	7%	6%	9%	2%	9%	9%	4%	1%	2%
Fairly satisfied	(1)	66	45	17	3	*	37	13	1	3	1
		41%	43%	41%	25%	56%	41%	46%	9%	40%	27%
Very satisfied	(2)	78	50	21	7	*	42	12	8	5	2
		48%	48%	50%	50%	42%	47%	43%	86%	59%	36%
Don't Know (DO NOT READ OUT)		*	-	-	-	*	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	144	94	38	10	1	*	79	25	9	8	3
	90%	91%	91%	75%	98%	76%	88%	89%	96%	99%	63%
NET: Dissatisfied	5	2	1	2	-	*	3	1	-	-	2
	3%	2%	3%	16%	-%	8%	3%	2%	-%	-%	35%
				a							a
Answered	161	104	42	13	1	1	90	28	9	9	5
Mean Score	1.3	1.3	1.4	1.1	1.4	1.1	1.3	1.3	1.8	1.6	.6
Standard error	.06	.10	.10	.18	-	-	.11	.15	.13	.13	.26
Standard deviation	.82	.78	.75	1.22	-	-	.85	.82	.51	.55	1.44

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 438 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		193	13	14	19	12	17	24	13	11	9
Effective base		70	8	5	9	6	8	13	6	6	4
Weighted Base		161	21	13	18	7	17	38	15	8	9
Very dissatisfied	(-2)	3	2	-	-	-	-	*	*	-	-
		2%	10%	-%	-%	-%	-%	1%	2%	-%	-%
Fairly dissatisfied	(-1)	3	-	-	1	-	1	1	-	-	-
		2%	-%	-%	3%	-%	5%	3%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	11	2	5	3	*	-	1	-	*	-
		7%	11%	37%	17%	2%	-%	1%	-%	5%	-%
Fairly satisfied	(1)	66	10	6	6	4	8	10	12	2	2
		41%	49%	43%	32%	57%	47%	26%	77%	26%	27%
Very satisfied	(2)	78	6	3	9	3	8	26	3	5	7
		48%	30%	20%	48%	41%	48%	69%	21%	69%	73%
Don't Know (DO NOT READ OUT)		*	-	-	-	-	-	-	-	-	*
		*%	-%	-%	-%	-%	-%	-%	-%	-%	*%
NET: Satisfied		144	17	8	14	7	17	36	15	7	9
		90%	79%	63%	80%	98%	95%	94%	98%	95%	100%
NET: Dissatisfied		5	2	-	1	-	1	2	*	-	-
		3%	10%	-%	3%	-%	5%	4%	2%	-%	-%
Answered		161	21	13	18	7	17	38	15	8	9
Mean Score		1.3	.9	.8	1.3	1.4	1.4	1.6	1.2	1.6	1.7
Standard error		.06	.32	.20	.20	.17	.18	.16	.17	.19	.17
Standard deviation		.82	1.16	.76	.86	.57	.74	.77	.60	.62	.47

Columns Tested: a,b,c,d,e,f,g,h,i

Table 438 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	*f	*g	*h
Significance Level: 95%										
Unweighted Base		193	38	38	56	132	61	22	20	19
Effective base		70	17	18	27	61	12	4	9	7
Weighted Base		161	33	42	71	146	15	8	3	3
Very dissatisfied	(-2)	3 2%	- -%	2 5%	1 1%	3 2%	- -%	- -%	- -%	- -%
Fairly dissatisfied	(-1)	3 2%	1 2%	- -%	2 2%	3 2%	* 1%	* 1%	- -%	* 1%
Neither satisfied nor dissatisfied	(0)	11 7%	* *%	7 18%	4 5%	11 8%	* 1%	- -%	* 5%	- -%
Fairly satisfied	(1)	66 41%	15 44%	18 43%	27 38%	60 41%	7 44%	3 35%	2 69%	2 44%
Very satisfied	(2)	78 48%	18 53%	14 34%	38 54%	70 48%	8 54%	5 64%	1 26%	2 55%
Don't Know (DO NOT READ OUT)		* *%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%
NET: Satisfied		144 90%	32 97%	32 77%	65 92%	129 89%	15 98%	8 99%	3 95%	3 99%
NET: Dissatisfied		5 3%	1 2%	2 5%	2 3%	5 4%	* 1%	* 1%	- -%	* 1%
Answered		161	33	42	71	146	15	8	3	3
Mean Score		1.3	1.5	1.0	1.4	1.3	1.5	1.6	1.2	1.5
Standard error		.06	.11	.16	.10	.07	.07	.12	.14	.15
Standard deviation		.82	.65	.99	.78	.83	.57	.55	.62	.67

Columns Tested:: a,b,c,d,e,f,g,h

Table 438 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Industry									
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	i	
Unweighted Base	193	9	24	3	27	17	66	5	2	67	
Effective base	70	5	12	1	13	5	22	2	2	27	
Weighted Base	161	5	24	4	28	14	43	1	*	70	
Very dissatisfied	(-2) 3 2%	- -%	* 2%	- -%	* 1%	- -%	* 1%	- -%	- -%	- -%	2 3%
Fairly dissatisfied	(-1) 3 2%	- -%	2 8%	- -%	2 7%	- -%	* *%	- -%	- -%	- -%	1 1%
Neither satisfied nor dissatisfied	(0) 11 7%	* 1%	* 2%	- -%	* 1%	1 7%	3 6%	* 2%	- -%	- -%	7 10%
Fairly satisfied	(1) 66 41%	3 56%	12 51%	* 3%	13 45%	3 24%	17 40%	* 25%	* 100%	* 43%	30 43%
Very satisfied	(2) 78 48%	2 44%	9 38%	3 97%	13 45%	10 70%	23 53%	1 73%	- -%	- -%	30 43%
Don't Know (DO NOT READ OUT)	* *%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	144 90%	5 99%	22 89%	4 100%	25 90%	13 93%	40 93%	1 98%	* 100%	* 86%	60 86%
NET: Dissatisfied	5 3%	- -%	2 10%	- -%	2 9%	- -%	* 1%	- -%	- -%	- -%	3 4%
Answered	161	5	24	4	28	14	43	1	*	70	
Mean Score	1.3	1.4	1.1	2.0	1.3	1.6	1.4	1.7	1.0	1.2	
Standard error	.06	.19	.20	.12	.18	.15	.08	-	-	.11	
Standard deviation	.82	.57	.94	.20	.92	.63	.68	-	-	.89	

Columns Tested: a,b,c,d,e,f,g,h,i

Table 438 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	*b	*c	a	*b	a	*b
Unweighted Base	193	53	66	74	168	25	-	164	29	188	5
Effective base	70	22	22	28	61	11	-	62	10	68	3
Weighted Base	161	47	43	71	130	31	-	147	14	155	6
Very dissatisfied (-2)	3 2%	* 1%	* 1%	2 3%	3 2%	- -%	- -%	3 2%	- -%	3 2%	- -%
Fairly dissatisfied (-1)	3 2%	2 4%	* *%	1 1%	3 2%	* *%	- -%	1 1%	1 9%	3 2%	- -%
Neither satisfied nor dissatisfied (0)	11 7%	1 3%	3 6%	7 10%	4 3%	7 22%	- -%	11 8%	* 1%	11 7%	- -%
Fairly satisfied (1)	66 41%	19 40%	17 40%	31 43%	57 44%	9 30%	- -%	57 39%	9 65%	64 41%	3 46%
Very satisfied (2)	78 48%	24 52%	23 53%	31 43%	63 49%	15 47%	- -%	74 51%	4 26%	75 48%	3 54%
Don't Know (DO NOT READ OUT)	* *%	* *%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	* *%	- -%
NET: Satisfied	144 90%	43 92%	40 93%	61 86%	120 93%	24 78%	- -%	131 90%	13 90%	138 89%	6 100%
NET: Dissatisfied	5 3%	2 5%	* 1%	3 4%	5 4%	* *%	- -%	4 3%	1 9%	5 3%	- -%
Answered	161	47	43	71	130	31	-	147	14	155	6
Mean Score	1.3	1.4	1.4	1.2	1.4	1.2	-	1.4	1.1	1.3	1.5
Standard error	.06	.11	.08	.10	.06	.16	-	.06	.15	.06	.25
Standard deviation	.82	.81	.68	.88	.82	.81	-	.81	.81	.82	.55

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 438 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		193	79	43	70
Effective base		70	28	16	27
Weighted Base		161	55	45	60
Very dissatisfied	(-2)	3 2%	2 4%	- -%	1 1%
Fairly dissatisfied	(-1)	3 2%	2 3%	1 2%	* *%
Neither satisfied nor dissatisfied	(0)	11 7%	8 14%	1 1%	3 5%
Fairly satisfied	(1)	66 41%	21 38%	17 39%	28 46%
Very satisfied	(2)	78 48%	22 40%	26 58%	29 48%
Don't Know (DO NOT READ OUT)		* *%	- -%	* *%	- -%
NET: Satisfied		144 90%	43 79%	44 97%	57 94%
NET: Dissatisfied		5 3%	4 7%	1 2%	1 1%
Answered		161	55	45	60
Mean Score		1.3	1.1	1.5	1.4
Standard error		.06	.11	.10	.08
Standard deviation		.82	1.01	.63	.69

Columns Tested: a,b,c

Table 438 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k
Significance Level: 95%												
Unweighted Base	193	119	45	15	7	4	2	1	-	164	29	14
Effective base	70	48	14	5	3	2	1	1	-	62	9	6
Weighted Base	161	107	34	14	2	2	*	1	-	141	19	5
Very dissatisfied	(-2)	3	2	*	*	-	-	-	-	2	*	-
		2%	2%	1%	3%	-%	-%	-%	-%	2%	2%	-%
Fairly dissatisfied	(-1)	3	2	1	-	-	-	-	-	3	-	-
		2%	2%	2%	-%	-%	-%	-%	-%	2%	-%	-%
Neither satisfied nor dissatisfied	(0)	11	11	*	*	-	-	-	-	11	*	-
		7%	10%	*%	3%	-%	-%	-%	-%	8%	2%	-%
Fairly satisfied	(1)	66	40	17	9	*	*	-	-	57	9	*
		41%	37%	49%	65%	*%	*%	89%	-%	40%	49%	*%
Very satisfied	(2)	78	52	17	4	2	2	*	1	69	9	5
		48%	49%	49%	30%	100%	100%	11%	100%	49%	47%	100%
Don't Know (DO NOT READ OUT)		*	*	-	-	-	-	-	-	*	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%
NET: Satisfied	144	92	34	14	2	2	*	1	-	126	18	5
		90%	86%	97%	95%	100%	100%	100%	100%	89%	96%	100%
NET: Dissatisfied	5	4	1	*	-	-	-	-	-	5	*	-
		3%	4%	2%	3%	-%	-%	-%	-%	3%	2%	-%
Answered	161	107	34	14	2	2	*	1	-	141	19	5
Mean Score	1.3	1.3	1.4	1.2	2.0	2.0	1.1	2.0	-	1.3	1.4	2.0
Standard error	.06	.08	.10	.19	.01	.01	-	-	-	.06	.14	.01
Standard deviation	.82	.87	.67	.75	.03	.02	-	-	-	.83	.74	.05

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 438 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	193	35	84	74	162	158	166	176	117	92	9	107	14	10	9	11	6
Effective base	70	16	32	23	58	58	61	64	44	32	5	41	5	5	5	6	2
Weighted Base	161	35	72	54	139	138	144	151	102	81	8	94	13	18	4	4	2
Very dissatisfied (-2)	3 2%	2 6%	- -%	1 1%	3 2%	3 2%	3 2%	3 2%	2 2%	* *%	- -%	2 2%	- -%	- -%	- -%	* 11%	- -%
Fairly dissatisfied (-1)	3 2%	1 2%	1 2%	1 1%	3 2%	3 2%	3 2%	3 2%	3 3%	1 2%	- -%	2 2%	- -%	- -%	1 14%	- -%	- -%
Neither satisfied nor dissatisfied (0)	11 7%	5 14%	6 8%	* 1%	11 8%	11 8%	11 8%	11 8%	4 4%	7 9%	1 6%	10 10%	* 2%	* 2%	* 4%	* 3%	* *%
Fairly satisfied (1)	66 41%	7 19%	33 46%	26 49%	56 40%	53 38%	56 39%	61 41%	39 38%	28 35%	3 38%	35 37%	11 85%	5 28%	* 9%	* 9%	1 44%
Very satisfied (2)	78 48%	21 58%	31 44%	26 48%	67 48%	69 50%	71 49%	73 48%	54 53%	44 54%	5 55%	45 48%	2 13%	13 70%	3 72%	3 77%	1 56%
Don't Know (DO NOT READ OUT)	* *%	- -%	* *%	- -%	* *%	* *%	* *%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	144 90%	27 78%	65 90%	52 97%	123 88%	122 88%	127 88%	134 89%	92 91%	72 89%	8 94%	80 85%	13 98%	18 98%	3 82%	3 87%	2 100%
NET: Dissatisfied	5 3%	3 8%	1 2%	1 2%	5 4%	5 4%	5 4%	5 4%	5 5%	2 2%	- -%	4 5%	- -%	- -%	1 14%	* 11%	- -%
Answered	161	35	72	54	139	138	144	151	102	81	8	94	13	18	4	4	2
Mean Score	1.3	1.2	1.3	1.4	1.3	1.3	1.3	1.3	1.4	1.4	1.5	1.3	1.1	1.7	1.4	1.4	1.6
Standard error	.06	.19	.08	.08	.07	.07	.07	.06	.08	.08	.22	.09	.10	.17	.42	.44	.28
Standard deviation	.82	1.15	.70	.69	.85	.86	.84	.83	.87	.76	.65	.91	.39	.52	1.27	1.47	.70

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 438 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	
Unweighted Base	193	103	25	9	9	12	1	3	102	25	10	7	9	2	3	
Effective base	70	41	8	3	4	6	1	1	38	12	5	2	5	2	1	
Weighted Base	161	96	18	7	12	4	*	1	85	38	6	5	3	1	1	
Very dissatisfied	(-2)	3	2	-	-	-	*	-	-	2	-	-	-	-	*	-
		2%	2%	-%	-%	-%	10%	-%	-%	3%	-%	-%	-%	-%	57%	-%
Fairly dissatisfied	(-1)	3	2	1	-	-	-	-	-	1	1	-	-	1	-	-
		2%	2%	3%	-%	-%	-%	-%	-%	2%	2%	-%	-%	17%	-%	-%
Neither satisfied nor dissatisfied	(0)	11	10	*	-	*	*	-	-	10	*	*	*	*	-	*
		7%	11%	2%	-%	1%	4%	100%	-%	12%	1%	3%	7%	3%	-%	*%
Fairly satisfied	(1)	66	40	12	3	*	*	-	1	29	17	2	3	*	*	*
		41%	42%	63%	42%	*%	10%	-%	99%	35%	45%	40%	62%	16%	43%	8%
Very satisfied	(2)	78	42	6	4	12	3	-	*	41	19	3	2	2	-	1
		48%	43%	32%	58%	99%	76%	-%	1%	49%	52%	57%	30%	64%	-%	92%
Don't Know (DO NOT READ OUT)		*	*	-	-	-	-	-	-	*	-	-	-	-	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
NET: Satisfied	144	82	18	7	12	3	-	1	71	37	6	5	2	*	1	
	90%	85%	95%	100%	99%	85%	-%	100%	83%	97%	97%	93%	80%	43%	100%	
NET: Dissatisfied	5	4	1	-	-	*	-	-	4	1	-	-	1	*	-	
	3%	5%	3%	-%	-%	10%	-%	-%	4%	2%	-%	-%	17%	57%	-%	
Answered	161	96	18	7	12	4	*	1	85	38	6	5	3	1	1	
Mean Score	1.3	1.2	1.2	1.6	2.0	1.4	-	1.0	1.3	1.5	1.5	1.2	1.3	-.7	1.9	
Standard error	.06	.09	.13	.18	.06	.42	-	-	.09	.13	.19	.24	.46	-	.37	
Standard deviation	.82	.89	.65	.53	.18	1.47	-	-	.93	.63	.60	.63	1.39	-	.64	

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 438 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	*c	*d	*e	*f	*g	a	b	c	*d	*e
Significance Level: 95%													
Unweighted Base	193	93	32	20	8	8	6	9	40	40	47	28	10
Effective base	70	38	12	7	3	4	3	2	17	17	16	8	3
Weighted Base	161	90	27	19	3	4	2	6	44	38	35	22	4
Very dissatisfied (-2)	3 2%	2 3%	- -%	- -%	- -%	- -%	- -%	* 7%	- -%	2 6%	* 1%	- -%	- -%
Fairly dissatisfied (-1)	3 2%	1 1%	- -%	1 7%	- -%	- -%	- -%	- -%	- -%	2 5%	1 2%	- -%	- -%
Neither satisfied nor dissatisfied (0)	11 7%	6 7%	2 7%	2 13%	- -%	* 9%	* 10%	* %	5 11%	3 8%	3 8%	1 4%	- -%
Fairly satisfied (1)	66 41%	35 39%	18 65%	7 35%	* 1%	1 33%	* 24%	* %	18 41%	16 42%	16 46%	5 22%	* 5%
Very satisfied (2)	78 48%	45 50%	8 28%	8 44%	3 99%	2 58%	1 66%	5 93%	21 47%	15 39%	15 44%	16 74%	4 95%
Don't Know (DO NOT READ OUT)	* *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%
NET: Satisfied	144 90%	80 89%	25 93%	15 80%	3 100%	4 91%	1 90%	5 93%	39 89%	31 81%	31 90%	21 96%	4 100%
NET: Dissatisfied	5 3%	4 4%	- -%	1 7%	- -%	- -%	- -%	* 7%	- -%	4 11%	1 3%	- -%	- -%
Answered	161	90	27	19	3	4	2	6	44	38	35	22	4
Mean Score	1.3	1.3	1.2	1.2	2.0	1.5	1.6	1.7	1.4	1.0	1.3	1.7	2.0
Standard error	.06	.09	.10	.21	.04	.27	.44	.36	.11	.18	.12	.10	.07
Standard deviation	.82	.87	.57	.94	.13	.75	1.09	1.09	.68	1.12	.78	.55	.24

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 438 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Frequency - letters sent					Frequency - large letters sent					
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	b	c	*d	*e	a	b	c	*d	*e	
Significance Level: 95%												
Unweighted Base	193	57	33	42	23	6	53	37	37	23	7	
Effective base	70	24	14	12	7	3	25	11	13	7	2	
Weighted Base	161	62	28	29	17	1	66	22	25	20	3	
Very dissatisfied	(-2)	3 2%	- -	2 8%	* 1%	- -	- -	- -	- -	- -	- -	- -
Fairly dissatisfied	(-1)	3 2%	1 1%	2 6%	* *	- -	- -	- -	- -	- -	- -	- -
Neither satisfied nor dissatisfied	(0)	11 7%	8 12%	2 8%	1 2%	* 2%	- -	- -	- -	- -	- -	- -
Fairly satisfied	(1)	66 41%	26 43%	15 53%	12 42%	1 8%	* 14%	- -	- -	- -	- -	- -
Very satisfied	(2)	78 48%	27 44%	7 24%	16 55%	16 89%	1 86%	- -	- -	- -	- -	- -
Don't Know (DO NOT READ OUT)		* *%	- -	- -	* *	- -	- -	- -	- -	- -	- -	- -
NET: Satisfied	144 90%	54 87%	22 77%	28 96%	17 98%	1 100%	- -	- -	- -	- -	- -	- -
NET: Dissatisfied	5 3%	1 1%	4 14%	* 2%	- -	- -	- -	- -	- -	- -	- -	- -
Answered	161	62	28	29	17	1	66	22	25	20	3	
Mean Score	1.3	1.3	.8	1.5	1.9	1.9	1.2	1.3	1.1	1.7	2.0	
Standard error	.06	.10	.20	.11	.08	.25	.13	.16	.13	.11	-	
Standard deviation	.82	.73	1.14	.70	.40	.62	.91	.95	.80	.51	-	

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 438 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	*e	a	*b	c	a	b	a	*b	
Significance Level: 95%														
Unweighted Base		193	45	32	45	35	18	129	13	34	100	93	134	28
Effective base		70	18	11	19	11	6	50	5	9	38	33	50	9
Weighted Base		161	50	24	39	28	9	117	10	24	95	65	125	14
Very dissatisfied	(-2)	3	2	-	-	-	1	1	-	2	2	1	3	-
		2%	4%	-%	-%	-%	7%	1%	-%	8%	2%	1%	2%	-%
Fairly dissatisfied	(-1)	3	1	1	1	-	*	1	1	*	1	1	3	-
		2%	2%	2%	2%	-%	*%	1%	14%	*%	1%	2%	2%	-%
Neither satisfied nor dissatisfied	(0)	11	5	1	5	*	*	8	*	3	10	2	10	1
		7%	10%	4%	13%	1%	*%	7%	4%	11%	10%	2%	8%	4%
Fairly satisfied	(1)	66	18	9	23	8	3	49	6	7	42	24	50	6
		41%	35%	40%	59%	28%	33%	42%	58%	29%	44%	37%	40%	42%
Very satisfied	(2)	78	25	13	10	20	6	58	2	12	40	38	59	7
		48%	49%	53%	26%	71%	60%	50%	24%	51%	42%	58%	47%	54%
Don't Know (DO NOT READ OUT)		*	*	-	-	-	-	-	-	*	-	*	*	-
		*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	*%	*%	-%
NET: Satisfied		144	42	22	34	27	9	107	8	19	82	62	110	13
		90%	83%	93%	85%	99%	93%	91%	82%	80%	86%	95%	88%	96%
NET: Dissatisfied		5	3	1	1	-	1	2	1	2	3	2	5	-
		3%	7%	2%	2%	-%	7%	2%	14%	9%	4%	3%	4%	-%
Answered		161	50	24	39	28	9	117	10	24	95	65	125	14
Mean Score		1.3	1.2	1.4	1.1	1.7	1.4	1.4	.9	1.1	1.2	1.5	1.3	1.5
Standard error		.06	.15	.12	.10	.08	.26	.06	.27	.21	.09	.08	.08	.11
Standard deviation		.82	1.01	.70	.69	.49	1.10	.72	.96	1.20	.85	.73	.87	.59

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 438 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	*b	a	b	a	b
Significance Level: 95%											
Unweighted Base	193	117	41	32	144	134	28	112	46	33	143
Effective base	70	46	12	15	49	50	8	43	16	15	49
Weighted Base	161	115	23	33	118	122	17	108	30	35	116
Very dissatisfied	(-2)	3	3	-	3	3	-	3	-	-	3
		2%	2%	-%	2%	2%	-%	2%	-%	-%	2%
Fairly dissatisfied	(-1)	3	2	1	-	3	-	2	1	-	3
		2%	2%	4%	-%	2%	-%	2%	3%	-%	2%
Neither satisfied nor dissatisfied	(0)	11	10	1	3	10	1	10	1	3	9
		7%	9%	5%	10%	8%	3%	9%	4%	8%	7%
Fairly satisfied	(1)	66	43	10	17	50	6	42	11	18	43
		41%	37%	45%	53%	41%	34%	38%	38%	52%	37%
Very satisfied	(2)	78	58	11	12	56	11	52	16	14	59
		48%	50%	46%	37%	46%	63%	48%	56%	41%	51%
Don't Know (DO NOT READ OUT)		*	*	-	-	*	-	*	-	-	*
		*%	*%	-%	-%	*%	-%	*%	-%	-%	*%
NET: Satisfied		144	101	21	30	106	17	94	28	32	102
		90%	87%	91%	90%	87%	97%	87%	93%	92%	88%
NET: Dissatisfied		5	4	1	-	5	-	4	1	-	5
		3%	4%	4%	-%	4%	-%	4%	3%	-%	5%
Answered		161	115	23	33	122	17	108	30	35	116
Mean Score		1.3	1.3	1.3	1.3	1.3	1.6	1.3	1.5	1.3	1.3
Standard error		.06	.08	.12	.11	.08	.11	.08	.11	.11	.07
Standard deviation		.82	.88	.75	.64	.87	.57	.89	.71	.62	.89

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 438 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	193	114	121	49	-	109	109	42	-	155	91	52	-
Effective base	70	39	46	21	-	38	43	19	-	57	34	23	-
Weighted Base	161	88	107	39	-	95	84	40	-	135	67	46	-
Very dissatisfied (-2)	3 2%	2 2%	3 3%	- -%	- -%	* *%	3 3%	* 1%	- -%	1 *%	2 4%	* 1%	- -%
Fairly dissatisfied (-1)	3 2%	1 2%	2 2%	* *%	- -%	1 1%	2 2%	1 2%	- -%	3 2%	2 3%	2 4%	- -%
Neither satisfied nor dissatisfied (0)	11 7%	4 5%	9 9%	2 6%	- -%	11 11%	4 4%	2 6%	- -%	11 8%	3 5%	3 6%	- -%
Fairly satisfied (1)	66 41%	39 44%	43 40%	13 33%	- -%	35 37%	36 42%	19 48%	- -%	52 39%	30 44%	21 46%	- -%
Very satisfied (2)	78 48%	42 48%	50 46%	24 60%	- -%	47 49%	40 48%	17 44%	- -%	68 50%	29 44%	20 43%	- -%
Don't Know (DO NOT READ OUT)	* *%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%
NET: Satisfied	144 90%	80 92%	92 87%	37 94%	- -%	82 87%	76 90%	36 91%	- -%	120 89%	59 88%	41 89%	- -%
NET: Dissatisfied	5 3%	3 4%	5 4%	* *%	- -%	2 2%	5 6%	1 3%	- -%	3 2%	5 7%	2 5%	- -%
Answered	161	88	107	39	-	95	84	40	-	135	67	46	-
Mean Score	1.3	1.3	1.3	1.5	-	1.3	1.3	1.3	-	1.4	1.2	1.3	-
Standard error	.06	.08	.08	.09	-	.07	.09	.12	-	.06	.10	.11	-
Standard deviation	.82	.83	.89	.63	-	.77	.91	.76	-	.76	.95	.83	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 438 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	b	c	*d	*e
Significance Level: 95%												
Unweighted Base	193	137	126	81	121	89	14	54	57	66	25	14
Effective base	70	51	47	32	45	38	5	24	22	28	12	7
Weighted Base	161	123	117	75	112	86	10	51	55	61	23	14
Very dissatisfied (-2)	3 2%	3 2%	3 2%	2 3%	3 2%	2 3%	- -%	2 4%	- -%	2 3%	- -%	- -%
Fairly dissatisfied (-1)	3 2%	2 1%	2 2%	1 2%	3 2%	3 3%	* *%	1 2%	* *%	* *%	- -%	- -%
Neither satisfied nor dissatisfied (0)	11 7%	10 8%	10 9%	6 7%	10 9%	4 4%	* 5%	3 6%	5 8%	5 9%	3 12%	- -%
Fairly satisfied (1)	66 41%	46 38%	44 38%	34 46%	38 34%	37 44%	* 4%	22 44%	26 48%	26 43%	12 54%	5 37%
Very satisfied (2)	78 48%	62 50%	58 49%	32 43%	58 52%	40 46%	9 91%	22 44%	24 44%	28 45%	8 34%	9 63%
Don't Know (DO NOT READ OUT)	* *%	* *%	* *%	* *%	* *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	144 90%	108 88%	102 87%	67 88%	96 86%	77 90%	9 95%	45 88%	50 91%	54 88%	20 88%	14 100%
NET: Dissatisfied	5 3%	4 4%	5 4%	3 4%	5 5%	5 6%	* *%	3 6%	* *%	2 3%	- -%	- -%
Answered	161	123	117	75	112	86	10	51	55	61	23	14
Mean Score	1.3	1.3	1.3	1.2	1.3	1.3	1.9	1.2	1.4	1.3	1.2	1.6
Standard error	.06	.07	.08	.10	.08	.10	.14	.13	.08	.11	.13	.13
Standard deviation	.82	.86	.88	.87	.91	.89	.52	.96	.64	.89	.65	.50

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 438 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		*a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b	
Significance Level: 95%																	
Unweighted Base		193	25	6	15	7	169	129	175	152	134	119	156	36	-	127	11
Effective base		70	10	2	5	5	62	47	64	55	46	45	57	17	-	47	6
Weighted Base		161	22	7	7	10	142	107	147	119	105	103	131	24	-	109	16
Very dissatisfied (-2)		3	*	-	-	-	3	2	3	2	1	*	3	-	-	1	2
		2%	2%	-%	-%	-%	2%	2%	2%	2%	1%	*%	2%	-%	-%	1%	13%
Fairly dissatisfied (-1)		3	*	-	1	-	1	2	2	1	2	*	2	1	-	1	1
		2%	*%	-%	19%	-%	1%	2%	1%	1%	2%	*%	1%	5%	-%	1%	5%
Neither satisfied nor dissatisfied (0)		11	2	-	*	*	10	5	10	5	11	6	10	2	-	10	*
		7%	11%	-%	6%	4%	7%	4%	7%	4%	11%	6%	7%	8%	-%	9%	2%
Fairly satisfied (1)		66	10	*	4	3	61	47	62	50	46	45	51	13	-	42	7
		41%	45%	3%	58%	31%	43%	44%	42%	42%	44%	44%	39%	54%	-%	38%	45%
Very satisfied (2)		78	9	7	1	7	66	51	70	60	45	52	65	8	-	56	5
		48%	41%	97%	17%	65%	47%	48%	48%	50%	43%	50%	50%	33%	-%	51%	34%
Don't Know (DO NOT READ OUT)		*	-	-	-	-	*	*	*	*	*	-	*	-	-	*	-
		*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	-%	*%	-%	-%	*%	-%
NET: Satisfied		144	19	7	5	10	127	98	132	110	91	97	117	21	-	97	12
		90%	87%	100%	75%	96%	90%	92%	90%	93%	87%	94%	89%	87%	-%	89%	79%
NET: Dissatisfied		5	*	-	1	-	4	4	4	4	3	*	4	1	-	2	3
		3%	2%	-%	19%	-%	3%	4%	3%	3%	3%	*%	3%	5%	-%	2%	19%
Answered		161	22	7	7	10	142	107	147	119	105	103	131	24	-	109	16
Mean Score		1.3	1.2	2.0	.7	1.6	1.3	1.3	1.3	1.4	1.3	1.4	1.3	1.1	-	1.4	.8
Standard error		.06	.16	.08	.27	.22	.06	.07	.06	.06	.07	.06	.07	.13	-	.07	.41
Standard deviation		.82	.81	.20	1.03	.59	.81	.82	.81	.79	.78	.64	.84	.79	-	.75	1.36

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 438 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	193	73	76	163	5	72	121	46	108	38	63	46	77
Effective base	70	32	24	59	2	27	44	19	40	12	22	17	29
Weighted Base	161	77	58	135	6	58	103	35	99	26	46	44	63
Very dissatisfied (-2)	3 2%	3 3%	- -%	- -%	1 11%	1 1%	2 2%	* 1%	* *%	2 8%	- -%	1 1%	2 3%
Fairly dissatisfied (-1)	3 2%	1 2%	1 2%	1 1%	1 14%	1 2%	1 1%	1 2%	2 2%	* *%	1 3%	1 2%	1 1%
Neither satisfied nor dissatisfied (0)	11 7%	4 5%	7 12%	3 3%	- -%	10 18%	1 1%	3 8%	8 8%	1 4%	3 6%	* *%	8 12%
Fairly satisfied (1)	66 41%	31 40%	22 38%	56 42%	3 60%	25 44%	41 40%	18 51%	36 36%	12 47%	27 59%	16 36%	17 28%
Very satisfied (2)	78 48%	39 50%	27 47%	74 55%	1 14%	20 34%	58 56%	14 38%	54 54%	10 40%	15 32%	27 61%	35 56%
Don't Know (DO NOT READ OUT)	* *%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	- -%
NET: Satisfied	144 90%	70 90%	49 86%	130 97%	4 74%	45 78%	99 96%	31 89%	90 90%	23 88%	42 91%	42 96%	53 84%
NET: Dissatisfied	5 3%	4 5%	1 2%	1 1%	1 26%	2 4%	3 3%	1 3%	2 2%	2 8%	1 3%	1 3%	3 4%
Answered	161	77	58	135	6	58	103	35	99	26	46	44	63
Mean Score	1.3	1.3	1.3	1.5	.5	1.1	1.5	1.2	1.4	1.1	1.2	1.5	1.3
Standard error	.06	.11	.09	.05	.61	.10	.07	.11	.07	.18	.09	.11	.11
Standard deviation	.82	.92	.77	.60	1.36	.85	.76	.76	.74	1.09	.68	.74	.96

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 438 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		193	101	92
Effective base		70	28	42
Weighted Base		161	64	97
Very dissatisfied	(-2)	3 2%	1 1%	2 2%
Fairly dissatisfied	(-1)	3 2%	2 3%	1 1%
Neither satisfied nor dissatisfied	(0)	11 7%	2 3%	9 10%
Fairly satisfied	(1)	66 41%	27 42%	39 41%
Very satisfied	(2)	78 48%	32 50%	46 47%
Don't Know (DO NOT READ OUT)		* *%	* *%	- -%
NET: Satisfied		144 90%	59 93%	85 88%
NET: Dissatisfied		5 3%	3 4%	3 3%
Answered		161	64	97
Mean Score		1.3	1.4	1.3
Standard error		.06	.08	.09
Standard deviation		.82	.79	.83

Columns Tested: a,b

Table 438 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

		Month											
Total base		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	l
Unweighted Base	193	8	19	14	16	18	9	11	22	15	12	15	34
Effective base	70	3	10	9	8	11	4	5	8	6	2	6	13
Weighted Base	161	7	17	15	3	23	6	3	26	7	6	8	38
Very dissatisfied	(-2)	3	-	-	-	2	-	*	-	*	-	-	-
		2%	-%	-%	-%	9%	-%	12%	-%	4%	-%	-%	-%
Fairly dissatisfied	(-1)	3	-	*	-	1	-	-	-	1	*	1	-
		2%	-%	*%	-%	3%	-%	-%	-%	17%	1%	6%	-%
Neither satisfied nor dissatisfied	(0)	11	-	*	1	*	-	*	-	2	1	2	5
		7%	-%	2%	3%	3%	-%	1%	-%	34%	10%	29%	13%
Fairly satisfied	(1)	66	3	10	6	2	4	3	11	*	4	1	15
		41%	46%	60%	41%	63%	31%	60%	79%	40%	1%	77%	8%
Very satisfied	(2)	78	4	6	9	1	13	3	*	16	3	1	5
		48%	54%	38%	56%	34%	57%	40%	9%	60%	44%	12%	57%
Don't Know (DO NOT READ OUT)		*	-	-	-	-	-	-	*	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
NET: Satisfied	144	7	17	15	3	21	6	3	26	3	5	5	33
	90%	100%	98%	97%	97%	88%	100%	88%	100%	46%	89%	65%	87%
NET: Dissatisfied	5	-	*	-	-	3	-	*	-	1	*	1	-
	3%	-%	*%	-%	-%	12%	-%	12%	-%	20%	1%	6%	-%
Answered	161	7	17	15	3	23	6	3	26	7	6	8	38
Mean Score	1.3	1.5	1.4	1.5	1.3	1.2	1.4	.7	1.6	.7	1.0	1.2	1.3
Standard error	.06	.19	.13	.16	.16	.29	.18	.38	.11	.36	.16	.29	.12
Standard deviation	.82	.54	.55	.58	.62	1.22	.53	1.25	.50	1.39	.55	1.11	.71

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 438 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	193	41	43	48	61	84	109
Effective base	70	21	18	14	20	39	33
Weighted Base	161	39	33	37	51	72	88
Very dissatisfied (-2)	3 2%	- -%	2 6%	1 2%	- -%	2 3%	1 1%
Fairly dissatisfied (-1)	3 2%	* *%	1 2%	1 3%	1 1%	1 1%	2 2%
Neither satisfied nor dissatisfied (0)	11 7%	1 2%	* *%	2 7%	8 15%	1 1%	10 12%
Fairly satisfied (1)	66 41%	20 50%	13 40%	13 36%	20 39%	33 46%	33 38%
Very satisfied (2)	78 48%	19 48%	17 51%	19 53%	23 44%	36 49%	42 48%
Don't Know (DO NOT READ OUT)	* *%	- -%	- -%	* *%	- -%	- -%	* *%
NET: Satisfied	144 90%	38 98%	30 91%	33 88%	43 84%	68 95%	76 86%
NET: Dissatisfied	5 3%	* *%	3 9%	2 5%	1 1%	3 4%	2 3%
Answered	161	39	33	37	51	72	88
Mean Score	1.3	1.5	1.3	1.3	1.3	1.4	1.3
Standard error	.06	.09	.16	.13	.10	.09	.08
Standard deviation	.82	.55	1.06	.88	.76	.82	.81

Columns Tested:: a,b,c,d - a,b

Table OP5BRESP
QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ANY PROVIDER (other than Royal Mail) COMBINED

Base: All who use any provider other than RM at QV4

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1484	114	1370	896	297	92	199	588
Effective base	548	36	516	484	129	49	95	174
Weighted Base	1323	59	1265	1235	75	9	5	88
Very dissatisfied (-2)	23 2%	3 4%	21 2%	22 2%	2 2%	* 1%	- -	2 2%
Fairly dissatisfied (-1)	69 5%	* *	69 5%	64 5%	4 6%	* 2%	* 2%	5 5%
Neither satisfied nor dissatisfied (0)	212 16%	7 12%	205 16%	202 16%	9 13%	* 2%	1 15%	10 12%
Fairly satisfied (1)	548 41%	23 39%	525 42%	515 42%	27 36%	4 45%	2 50%	34 38%
Very satisfied (2)	469 35%	26 44%	443 35%	431 35%	32 43%	4 49%	2 33%	38 43%
Don't Know (DO NOT READ OUT)	2 *%	* *%	2 *%	1 *%	* *%	* 1%	* *%	* *%
NET: Satisfied	1017 77%	49 84%	968 77%	946 77%	59 79%	8 94%	4 83%	71 81%
NET: Dissatisfied	92 7%	3 4%	90 7%	86 7%	6 8%	* 3%	* 2%	6 7%
Answered	1322	59	1263	1233	75	9	5	88
Mean Score	1.0	1.2	1.0	1.0	1.1	1.4	1.1	1.2
Standard error	.02	.09	.03	.03	.06	.08	.06	.04
Standard deviation	.94	.97	.94	.94	.99	.76	.81	.95

Columns Tested: a,b - a,b,c,d,e

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ANY PROVIDER (other than Royal Mail) COMBINED

Base: All who use any provider other than RM at QV4

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1484	320	414	162	196	193	199	896	297	291
Effective base		548	202	219	78	95	71	95	484	129	103
Weighted Base		1323	552	565	118	58	25	5	1235	75	14
Very dissatisfied	(-2)	23 2%	6 1%	10 2%	6 5% fi	1 2%	* 1%	- -%	22 2%	2 2%	* 1%
Fairly dissatisfied	(-1)	69 5%	20 4%	31 5%	13 11% aefi	4 7%	1 3%	* 2%	64 5%	4 6%	* 2%
Neither satisfied nor dissatisfied	(0)	212 16%	105 19% bei	68 12%	29 25% beh	8 15% e	1 5%	1 15% e	202 16% ei	9 13%	1 7%
Fairly satisfied	(1)	548 41%	243 44% c	240 43% c	31 26%	20 34%	11 44% c	2 50% cdh	515 42% c	27 36%	6 47% c
Very satisfied	(2)	469 35%	178 32%	216 38%	38 32%	25 42%	12 46% a	2 33%	431 35%	32 43%	6 43%
Don't Know (DO NOT READ OUT)		2 *%	- -%	* *%	1 1%	- -%	* 1%	* *%	1 *%	* *%	* 1%
NET: Satisfied		1017 77%	421 76% c	456 81% c	69 58%	45 76% c	23 90% acdgh	4 83% c	946 77% c	59 79% c	12 90% abcdgh
NET: Dissatisfied		92 7%	26 5%	41 7% f	19 16% abefgi	5 9% fi	1 4%	* 2%	86 7% f	6 8% f	* 2%
Answered		1322	552	565	116	58	25	5	1233	75	14
Mean Score		1.0	1.0	1.1	.7	1.1	1.3	1.1	1.0	1.1	1.3
Standard error		.02	.05	.05	.09	.07	.06	.06	.03	.06	.04
Standard deviation		.94	.87	.94	1.18	1.03	.80	.81	.94	.99	.76

Columns Tested: a,b,c,d,e,f,g,h,i

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ANY PROVIDER (other than Royal Mail) COMBINED

Base: All who use any provider other than RM at QV4

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1484	523	373	297	92	199	532	315	138	90	234
Effective base	548	340	182	129	49	95	276	126	48	23	34
Weighted Base	1323	968	267	75	9	5	735	280	97	45	45
Very dissatisfied	(-2) 23 2%	16 2%	6 2%	2 2%	* 1%	- -%	15 2%	6 2%	* *%	- -%	* *%
Fairly dissatisfied	(-1) 69 5%	48 5%	16 6%	4 6%	* 2%	* 2%	41 6%	16 6%	4 5%	* 1%	2 5%
Neither satisfied nor dissatisfied	(0) 212 16%	162 17%	40 15%	9 13%	* 2%	1 15%	111 15%	52 19%	10 10%	1 3%	9 20%
Fairly satisfied	(1) 548 41%	416 43%	98 37%	27 36%	4 45%	2 50% bc	313 43%	110 39%	44 45%	22 49%	15 35%
Very satisfied	(2) 469 35%	325 34%	106 40%	32 43%	4 49%	2 33%	255 35%	97 35%	37 38%	21 47%	18 40%
Don't Know (DO NOT READ OUT)	2 *%	- -%	1 1%	* *%	* 1%	* *%	* *%	- -%	1 1%	- -%	* *%
NET: Satisfied	1017 77%	742 77%	204 76%	59 79%	8 94% abc	4 83%	569 77%	206 74%	80 83%	43 96% abe	33 74%
NET: Dissatisfied	92 7%	64 7%	22 8% e	6 8% e	* 3%	* 2%	55 8%	22 8%	5 5%	* 1%	3 6%
Answered	1322	968	266	75	9	5	735	280	95	45	45
Mean Score	1.0	1.0	1.1	1.1	1.4 ab	1.1	1.0	1.0	1.2	1.4 ab	1.1
Standard error	.02	.04	.05	.06	.08	.06	.04	.05	.07	.06	.06
Standard deviation	.94	.92	1.00	.99	.76	.81	.95	.97	.83	.60	.93

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ANY PROVIDER (other than Royal Mail) COMBINED

Base: All who use any provider other than RM at QV4

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1484	100	103	191	64	130	143	87	93	83
Effective base		548	51	55	98	26	64	75	42	47	39
Weighted Base		1323	130	106	261	57	164	205	123	120	71
Very dissatisfied	(-2)	23 2%	7 6%	3 3%	2 1%	- -%	3 2%	* *%	2 2%	1 *%	4 6%
Fairly dissatisfied	(-1)	69 5%	15 12%	11 11%	6 2%	5 9%	15 9%	3 2%	4 3%	2 1%	6 9%
Neither satisfied nor dissatisfied	(0)	212 16%	18 14%	19 18%	74 29%	5 9%	22 14%	27 13%	9 8%	16 14%	12 17%
Fairly satisfied	(1)	548 41%	45 34%	31 29%	105 40%	29 51%	69 42%	90 44%	67 54%	48 40%	26 36%
Very satisfied	(2)	469 35%	45 35%	41 39%	72 28%	18 31%	55 33%	84 41%	40 33%	54 45%	23 32%
Don't Know (DO NOT READ OUT)		2 *%	- -%	* *%	1 1%	- -%	- -%	- -%	- -%	- -%	* *%
NET: Satisfied		1017 77%	90 69%	72 68%	177 68%	47 82%	124 76%	174 85%	107 87%	101 85%	49 68%
NET: Dissatisfied		92 7%	22 17%	15 14%	8 3%	5 9%	18 11%	4 2%	6 5%	2 2%	10 15%
Answered		1322	130	106	260	57	164	205	123	120	71
Mean Score		1.0	.8	.9	.9	1.0	1.0	1.2	1.1	1.3	.8
Standard error		.02	.12	.11	.06	.11	.09	.06	.09	.08	.13
Standard deviation		.94	1.19	1.13	.85	.88	1.00	.76	.83	.78	1.17

Columns Tested: a,b,c,d,e,f,g,h,i

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ANY PROVIDER (other than Royal Mail) COMBINED

Base: All who use any provider other than RM at QV4

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		a	b	c	d	e	f	g	h	
Total base										
Significance Level: 95%										
Unweighted Base		1484	277	296	421	994	490	170	169	151
Effective base		548	127	151	214	489	116	44	53	45
Weighted Base		1323	292	356	589	1237	86	45	25	16
Very dissatisfied	(-2)	23 2%	7 2%	11 3%	5 1%	23 2%	1 1%	* 1%	* 1%	* 2%
Fairly dissatisfied	(-1)	69 5%	27 9%	28 8%	13 2%	68 5%	1 1%	1 1%	* 1%	* 1%
Neither satisfied nor dissatisfied	(0)	212 16%	39 13%	54 15%	111 19%	205 17%	8 9%	4 9%	2 9%	1 7%
Fairly satisfied	(1)	548 41%	124 42%	123 35%	262 45%	509 41%	39 45%	16 35%	16 62%	8 48%
Very satisfied	(2)	469 35%	95 33%	140 39%	196 33%	431 35%	38 44%	24 54%	7 27%	7 40%
Don't Know (DO NOT READ OUT)		2 *%	* *%	* *%	1 *%	1 *%	* *%	* *%	- -%	* 2%
NET: Satisfied		1017 77%	219 75%	263 74%	458 78%	941 76%	77 89%	40 89%	22 89%	14 88%
NET: Dissatisfied		92 7%	34 12%	39 11%	18 3%	91 7%	2 2%	1 2%	* 1%	* 2%
Answered		1322	292	356	587	1236	86	45	25	16
Mean Score		1.0	.9	1.0	1.1	1.0	1.3	1.4	1.2	1.3
Standard error		.02	.06	.06	.04	.03	.03	.06	.05	.07
Standard deviation		.94	1.02	1.07	.83	.95	.74	.77	.64	.79

Columns Tested: a,b,c,d,e,f,g,h

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ANY PROVIDER (other than Royal Mail) COMBINED

Base: All who use any provider other than RM at QV4

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1484	54	188	22	210	171	493	33	42	481
Effective base	548	22	66	11	77	70	198	10	13	178
Weighted Base	1323	40	149	27	176	221	384	27	18	457
Very dissatisfied (-2)	23 2%	* *%	5 3%	- -%	5 3%	3 1%	6 1%	3 12% fi	- -%	6 1%
Fairly dissatisfied (-1)	69 5%	1 2%	8 5%	2 6%	9 5%	20 9%	19 5%	6 24% bdfi	- -%	13 3%
Neither satisfied nor dissatisfied (0)	212 16%	2 5%	23 15%	14 53%	37 21%	30 14%	59 15%	7 25%	1 5%	76 17%
Fairly satisfied (1)	548 41%	22 54% dg	48 32%	1 3%	49 28%	89 40%	161 42% d	3 12%	6 33%	218 48% bdg
Very satisfied (2)	469 35%	15 38%	66 44%	10 38%	76 43%	77 35%	139 36%	8 28%	11 62% i	141 31%
Don't Know (DO NOT READ OUT)	2 *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	- -%	2 *%
NET: Satisfied	1017 77%	37 92% dg	114 76% g	11 41%	125 71%	167 76% g	300 78% g	11 40%	17 95% g	360 79% g
NET: Dissatisfied	92 7%	1 2%	12 8%	2 6%	14 8%	24 11%	25 6%	10 35% abdefhi	- -%	19 4%
Answered	1322	40	149	27	176	221	384	27	18	455
Mean Score	1.0	1.3	1.1	.7	1.0	1.0	1.1	.2	1.6	1.0
Standard error	.02	.09	.08	.23	.07	.08	.04	.25	.09	.04
Standard deviation	.94	.69	1.04	1.06	1.05	1.00	.92	1.41	.60	.85

Columns Tested: a,b,c,d,e,f,g,h,i

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ANY PROVIDER (other than Royal Mail) COMBINED

Base: All who use any provider other than RM at QV4

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	1484	435	493	556	1332	152	-	1221	263	1460	24
Effective base	548	163	198	198	486	72	-	489	63	540	8
Weighted Base	1323	437	384	502	1093	231	-	1206	117	1302	21
Very dissatisfied (-2)	23 2%	8 2%	6 1%	10 2%	17 2%	6 3%	- -%	23 2%	1 1%	23 2%	- -%
Fairly dissatisfied (-1)	69 5%	30 7%	19 5%	19 4%	42 4%	26 11%	- -%	61 5%	8 6%	69 5%	- -%
Neither satisfied nor dissatisfied (0)	212 16%	70 16%	59 15%	83 17%	151 14%	62 27%	- -%	187 16%	25 22%	212 16%	* *%
Fairly satisfied (1)	548 41%	160 37%	161 42%	228 45%	470 43%	78 34%	- -%	502 42%	46 39%	536 41%	12 60%
Very satisfied (2)	469 35%	169 39%	139 36%	160 32%	411 38%	58 25%	- -%	431 36%	38 32%	461 35%	8 40%
Don't Know (DO NOT READ OUT)	2 *%	* *%	* *%	2 *%	2 *%	* *%	- -%	1 *%	* *%	2 *%	- -%
NET: Satisfied	1017 77%	329 75%	300 78%	388 77%	881 81%	136 59%	- -%	934 77%	84 71%	996 76%	21 100%
NET: Dissatisfied	92 7%	39 9%	25 6%	29 6%	60 5%	33 14%	- -%	84 7%	8 7%	92 7%	- -%
Answered	1322	437	384	501	1091	230	-	1204	117	1301	21
Mean Score	1.0	1.0	1.1	1.0	1.1	.7	-	1.0	1.0	1.0	1.4
Standard error	.02	.05	.04	.04	.02	.09	-	.03	.06	.02	.10
Standard deviation	.94	1.00	.92	.90	.89	1.06	-	.94	.92	.94	.50

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ANY PROVIDER (other than Royal Mail) COMBINED

Base: All who use any provider other than RM at QV4

		Total base	Role of mail services		
			Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	c
Unweighted Base		1484	561	394	524
Effective base		548	215	137	200
Weighted Base		1323	546	271	502
Very dissatisfied	(-2)	23 2%	11 2%	8 3%	4 1%
Fairly dissatisfied	(-1)	69 5%	32 6%	14 5%	22 4%
Neither satisfied nor dissatisfied	(0)	212 16%	99 18%	47 17%	66 13%
Fairly satisfied	(1)	548 41%	242 44%	104 38%	201 40%
Very satisfied	(2)	469 35%	161 29%	98 36%	207 41%
Don't Know (DO NOT READ OUT)		2 *%	* *%	* *%	1 *%
NET: Satisfied		1017 77%	403 74%	202 74%	408 81%
NET: Dissatisfied		92 7%	44 8%	22 8%	26 5%
Answered		1322	546	271	500
Mean Score		1.0	.9	1.0	1.2
Standard error		.02	.04	.05	.04
Standard deviation		.94	.95	1.00	.88

Columns Tested: a,b,c

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ANY PROVIDER (other than Royal Mail) COMBINED

Base: All who use any provider other than RM at QV4

		Annual postal spend											
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+	
		a	b	c	d	e	f	g	h	i	j	k	
Significance Level: 95%													
Unweighted Base	1484	813	339	138	59	62	29	25	19	1152	332	194	
Effective base	548	357	111	37	23	16	6	14	2	468	81	44	
Weighted Base	1323	869	276	86	18	41	17	9	6	1146	177	91	
Very dissatisfied	(-2)	23	19	2	1	1	*	*	-	*	21	2	1
		2%	2%	1%	1%	6%	*%	*%	-%	3%	2%	1%	2%
Fairly dissatisfied	(-1)	69	57	4	2	*	3	3	-	-	61	8	6
		5%	7%	1%	2%	1%	8%	18%	-%	-%	5%	5%	7%
Neither satisfied nor dissatisfied	(0)	212	140	58	6	*	*	7	-	*	198	14	8
		16%	16%	21%	8%	*%	1%	42%	-%	3%	17%	8%	8%
Fairly satisfied	(1)	548	366	114	41	5	19	3	*	*	480	68	27
		41%	42%	41%	47%	27%	47%	17%	1%	3%	42%	39%	30%
Very satisfied	(2)	469	287	99	35	12	18	4	9	5	386	83	48
		35%	33%	36%	40%	65%	44%	23%	99%	92%	34%	47%	53%
Don't Know (DO NOT READ OUT)		2	*	-	1	-	*	*	-	-	*	1	*
		*%	*%	-%	2%	-%	*%	*%	-%	-%	*%	1%	*%
NET: Satisfied		1017	653	213	76	17	37	7	9	5	866	151	76
		77%	75%	77%	88%	93%	91%	40%	100%	95%	76%	85%	83%
NET: Dissatisfied		92	76	5	3	1	3	3	-	*	82	10	8
		7%	9%	2%	3%	7%	8%	18%	-%	3%	7%	6%	9%
Answered		1322	869	276	85	18	41	17	9	6	1146	176	91
Mean Score		1.0	1.0	1.1	1.3	1.5	1.3	.4	2.0	1.8	1.0	1.3	1.3
Standard error		.02	.03	.04	.07	.14	.11	.20	.02	.18	.03	.05	.07
Standard deviation		.94	.98	.82	.77	1.04	.86	1.07	.12	.78	.94	.89	.99

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ANY PROVIDER (other than Royal Mail) COMBINED

Base: All who use any provider other than RM at QV4

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1484	275	538	671	1351	1314	1384	1390	1056	851	83	720	98	140	98	149	96
Effective base	548	136	222	191	480	469	502	514	380	270	50	309	31	38	28	36	15
Weighted Base	1323	355	515	454	1173	1140	1224	1235	929	673	123	766	56	102	59	77	41
Very dissatisfied (-2)	23 2%	8 2%	12 2%	4 1%	21 2%	17 2%	21 2%	23 2%	13 1%	12 2%	3 3%	14 2%	* *%	1 1%	3 5%	* 1%	* 1%
Fairly dissatisfied (-1)	69 5%	29 8%	28 6%	12 3%	66 6%	58 5%	66 5%	68 6%	55 6%	40 6%	7 6%	50 6%	3 5%	1 1%	1 2%	3 3%	1 3%
Neither satisfied nor dissatisfied (0)	212 16%	85 24%	55 11%	72 16%	203 17%	200 18%	209 17%	203 16%	171 18%	112 17%	15 12%	133 17%	4 8%	13 13%	2 3%	29 38%	13 32%
Fairly satisfied (1)	548 41%	137 39%	229 44%	182 40%	469 40%	450 39%	495 40%	494 40%	347 37%	259 38%	62 51%	287 38%	30 53%	52 52%	29 49%	21 28%	13 30%
Very satisfied (2)	469 35%	96 27%	191 37%	182 40% a	413 35%	412 36%	431 35%	446 36%	340 37%	251 37%	35 29%	282 37%	19 34%	34 34%	24 41%	23 30%	13 31%
Don't Know (DO NOT READ OUT)	2 *%	* *%	* *%	1 *%	2 *%	2 *%	2 *%	2 *%	2 *%	* *%	- -%	* *%	* *%	- -%	- -%	* *%	1 3% b
NET: Satisfied	1017 77%	233 66%	419 81% a	364 80% a	881 75%	863 76%	927 76%	939 76%	687 74%	510 76%	98 79%	570 74%	49 87%	87 85%	54 90%	45 58%	25 61%
NET: Dissatisfied	92 7%	36 10%	40 8%	16 4% c	87 7%	75 7%	87 7%	91 7%	68 7%	52 8%	11 9%	63 8%	3 5%	2 2%	4 6%	3 4%	2 4%
Answered	1322	355	515	452	1171	1138	1223	1233	927	673	123	766	56	102	59	77	40
Mean Score	1.0	.8	1.1	1.2	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.2	1.2	1.2	.8	.9
Standard error	.02	.06	.04	.03	.03	.03	.03	.03	.03	.03	.10	.04	.08	.06	.10	.08	.10
Standard deviation	.94	1.00	.95	.85	.95	.94	.95	.96	.96	.97	.94	.98	.80	.75	.95	.92	.92

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ANY PROVIDER (other than Royal Mail) COMBINED

Base: All who use any provider other than RM at QV4

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	1484	789	148	105	96	93	55	65	630	270	130	76	107	48	53
Effective base	548	350	44	23	19	34	10	9	272	95	43	30	18	19	7
Weighted Base	1323	865	98	59	48	45	36	21	669	264	72	52	41	21	21
Very dissatisfied (-2)	23 2%	17 2%	1 1%	2 3%	- -%	1 3%	- -%	* 1%	7 1%	6 2%	* 1%	3 5%	- -%	* 2%	* 1%
Fairly dissatisfied (-1)	69 5%	53 6%	8 8%	2 3%	* 1%	1 3%	1 2%	* 1%	39 6%	14 5%	* *	1 2%	1 2%	3 14%	* 1%
Neither satisfied nor dissatisfied (0)	212 16%	157 18%	9 10%	2 3%	3 5%	1 2%	23 62%	8 40%	111 17%	53 20%	14 20%	9 16%	2 5%	6 28%	5 24%
Fairly satisfied (1)	548 41%	331 38%	60 61%	37 63%	10 22%	16 35%	9 25%	5 25%	258 39%	102 39%	30 42%	24 45%	21 51%	8 41%	7 32%
Very satisfied (2)	469 35%	307 35%	21 21%	17 28%	34 72%	25 56%	4 10%	5 25%	251 38%	89 34%	27 38%	17 32%	17 42%	3 15%	9 42%
Don't Know (DO NOT READ OUT)	2 *%	* *%	* *%	* *%	- -%	* *%	- -%	1 7%	1 *%	* *%	- -%	- -%	* *%	* *%	- -%
NET: Satisfied	1017 77%	638 74%	81 82%	53 91%	45 94%	41 92%	13 35%	11 51%	510 76%	191 72%	57 79%	40 77%	38 93%	11 55%	15 74%
NET: Dissatisfied	92 7%	70 8%	8 8%	4 6%	* 1%	3 6%	1 2%	* 2%	46 7%	20 8%	1 1%	4 7%	1 2%	3 16%	* 2%
Answered	1322	865	98	59	48	45	36	19	667	264	72	52	41	21	21
Mean Score	1.0	1.0	.9	1.1	1.6	1.4	.4	.8	1.1	1.0	1.2	1.0	1.3	.5	1.1
Standard error	.02	.03	.07	.08	.07	.09	.10	.12	.04	.06	.07	.12	.07	.15	.12
Standard deviation	.94	.98	.82	.85	.64	.91	.72	.94	.93	.98	.79	1.02	.68	.99	.90

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ANY PROVIDER (other than Royal Mail) COMBINED

Base: All who use any provider other than RM at QV4

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	b	c	d	e	f	g	a	b	c	d	e	
Significance Level: 95%														
Unweighted Base	1484	591	198	207	127	104	90	73	270	312	382	230	181	
Effective base	548	269	65	72	47	33	17	20	128	113	141	67	52	
Weighted Base	1323	660	154	178	69	68	48	58	345	271	321	148	133	
Very dissatisfied	(-2)	23 2%	15 2%	- -%	2 1%	2 3%	3 4%	1 2%	1 1%	3 1%	7 2%	7 2%	2 1%	2 2%
Fairly dissatisfied	(-1)	69 5%	33 5%	11 7%	15 9%	2 3%	2 3%	2 5%	3 6%	10 3%	28 10%	21 7%	3 2%	3 2%
Neither satisfied nor dissatisfied	(0)	212 16%	104 16%	21 14%	44 25%	6 8%	14 20%	13 28%	1 1%	71 21%	29 11%	41 13%	20 13%	47 36%
Fairly satisfied	(1)	548 41%	276 42%	78 50%	49 27%	23 33%	18 27%	15 30%	35 61%	122 36%	127 47%	139 43%	66 45%	38 29%
Very satisfied	(2)	469 35%	231 35%	44 28%	68 38%	37 54%	32 47%	17 35%	18 31%	137 40%	80 30%	113 35%	57 39%	42 32%
Don't Know (DO NOT READ OUT)		2 *%	2 *%	- -%	* *%	- -%	- -%	* *%	- -%	2 *%	- -%	* *%	* *%	- -%
NET: Satisfied		1017 77%	507 77%	122 79%	116 65%	60 87%	50 73%	31 65%	53 92%	259 75%	207 76%	252 78%	123 83%	80 60%
NET: Dissatisfied		92 7%	47 7%	11 7%	18 10%	4 5%	5 7%	3 7%	4 7%	13 4%	35 13%	28 9%	5 3%	5 4%
Answered		1322	658	154	178	69	68	48	58	343	271	321	148	133
Mean Score		1.0	1.0	1.0	.9	1.3	1.1	.9	1.2	1.1	.9	1.0	1.2	.9
Standard error		.02	.04	.06	.07	.08	.10	.11	.09	.05	.06	.05	.05	.07
Standard deviation		.94	.95	.85	1.05	.93	1.07	1.00	.80	.89	1.02	.97	.83	.95

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ANY PROVIDER (other than Royal Mail) COMBINED

Base: All who use any provider other than RM at QV4

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1484	436	272	327	168	136	354	302	313	213	122
Effective base	548	183	98	112	50	36	158	98	107	69	35
Weighted Base	1323	482	225	257	111	91	412	239	235	157	90
Very dissatisfied (-2)	23 2%	9 2%	6 3%	4 1%	2 2%	- -%	4 1%	5 2%	4 2%	2 1%	2 2%
Fairly dissatisfied (-1)	69 5%	32 7%	22 10%	9 3%	1 1%	2 2%	11 3%	27 11%	14 6%	4 2%	2 2%
Neither satisfied nor dissatisfied (0)	212 16%	93 19%	33 15%	21 8%	10 9%	46 50%	79 19%	41 17%	27 11%	25 16%	27 30%
Fairly satisfied (1)	548 41%	173 36%	104 46%	119 46%	48 43%	22 24%	149 36%	98 41%	108 46%	64 40%	30 33%
Very satisfied (2)	469 35%	174 36%	60 27%	105 41%	50 45%	21 23%	167 41%	68 29%	83 35%	63 40%	29 32%
Don't Know (DO NOT READ OUT)	2 *%	1 *%	- -%	* *%	- -%	- -%	2 *%	* *%	* *%	* *%	- -%
NET: Satisfied	1017 77%	347 72%	164 73%	224 87%	98 88%	43 48%	316 77%	166 70%	191 81%	126 80%	59 65%
NET: Dissatisfied	92 7%	41 9%	28 12%	13 5%	3 3%	2 2%	15 4%	32 13%	18 8%	6 4%	4 5%
Answered	1322	481	225	257	111	91	410	239	235	157	90
Mean Score	1.0	1.0	.8	1.2	1.3	.7	1.1	.8	1.1	1.2	.9
Standard error	.02	.05	.06	.05	.06	.07	.05	.06	.05	.06	.09
Standard deviation	.94	1.00	1.01	.84	.81	.86	.89	1.03	.93	.86	.97

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ANY PROVIDER (other than Royal Mail) COMBINED

Base: All who use any provider other than RM at QV4

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base	1484	305	279	371	265	163	1018	142	219	881	603	1025	326	
Effective base	548	138	92	141	97	46	388	47	83	333	216	379	101	
Weighted Base	1323	365	218	323	225	99	897	98	240	825	499	927	246	
Very dissatisfied	(-2)	23	7	2	7	2	5	11	4	8	18	5	16	5
		2%	2%	1%	2%	1%	5%	1%	4%	3%	2%	1%	2%	2%
Fairly dissatisfied	(-1)	69	13	17	27	7	2	32	14	22	48	21	47	19
		5%	3%	8%	8%	3%	2%	4%	15%	9%	6%	4%	5%	8%
								a	a					
Neither satisfied nor dissatisfied	(0)	212	65	15	51	55	17	120	13	69	146	66	141	62
		16%	18%	7%	16%	24%	18%	13%	14%	29%	18%	13%	15%	25%
			b		b	b				ab			a	
Fairly satisfied	(1)	548	154	96	131	86	24	375	42	76	354	194	397	72
		41%	42%	44%	40%	38%	24%	42%	43%	32%	43%	39%	43%	29%
			e	e	e								b	
Very satisfied	(2)	469	126	87	107	75	50	357	24	65	257	212	324	88
		35%	35%	40%	33%	33%	50%	40%	25%	27%	31%	42%	35%	36%
						c		bc				a		
Don't Know (DO NOT READ OUT)		2	*	*	-	*	1	2	*	*	2	*	1	*
		*%	*%	*%	-%	*%	1%	*%	*%	*%	*%	*%	*%	*%
NET: Satisfied		1017	280	184	238	161	74	732	66	140	611	406	721	160
		77%	77%	84%	74%	72%	74%	82%	68%	59%	74%	81%	78%	65%
				d				bc				a	b	
NET: Dissatisfied		92	20	19	35	9	7	43	18	30	66	26	63	24
		7%	5%	9%	11%	4%	7%	5%	19%	13%	8%	5%	7%	10%
								a	a					
Answered		1322	365	218	323	225	98	895	98	240	823	499	925	246
Mean Score		1.0	1.0	1.1	.9	1.0	1.1	1.2	.7	.7	1.0	1.2	1.0	.9
								bc				a		
Standard error		.02	.05	.06	.05	.05	.09	.03	.09	.07	.03	.04	.03	.06
Standard deviation		.94	.92	.93	1.01	.88	1.09	.87	1.11	1.07	.96	.89	.93	1.04

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ANY PROVIDER (other than Royal Mail) COMBINED

Base: All who use any provider other than RM at QV4

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
Total base		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1484	806	508	344	1046	1041	310	780	534	353	1037
Effective base	548	323	145	166	351	385	95	303	167	166	349
Weighted Base	1323	793	347	353	883	938	235	759	381	372	863
Very dissatisfied	(-2)	23 2%	12 1%	5 1%	7 2%	17 2%	5 2%	10 1%	7 2%	8 2%	15 2%
Fairly dissatisfied	(-1)	69 5%	39 5%	19 5%	13 4%	55 6%	19 8%	36 5%	22 6%	11 3%	57 7%
Neither satisfied nor dissatisfied	(0)	212 16%	118 15%	82 24%	74 21%	128 15%	50 21%	123 16%	77 20%	72 19%	131 15%
Fairly satisfied	(1)	548 41%	321 40%	130 37%	164 46%	330 37%	65 28%	312 41%	138 36%	169 45%	325 38%
Very satisfied	(2)	469 35%	301 38%	111 32%	93 26%	352 40%	96 41%	277 36%	136 36%	111 30%	335 39%
Don't Know (DO NOT READ OUT)		2 *%	2 *%	* *%	1 *%	* *%	* *%	2 *%	* *%	2 *%	* *%
NET: Satisfied		1017 77%	622 78%	241 69%	257 73%	682 77%	161 68%	588 77%	274 72%	279 75%	660 77%
NET: Dissatisfied		92 7%	51 6%	24 7%	20 6%	72 8%	25 10%	46 6%	30 8%	19 5%	72 8%
Answered	1322	791	347	351	882	936	235	758	381	371	863
Mean Score	1.0	1.1	.9	.9	1.1	1.0	1.0	1.1	1.0	1.0	1.1
Standard error	.02	.03	.04	.05	.03	.03	.06	.03	.04	.05	.03
Standard deviation	.94	.93	.95	.89	.98	.92	1.07	.91	.98	.90	.98

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ANY PROVIDER (other than Royal Mail) COMBINED

Base: All who use any provider other than RM at QV4

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1484	1018	945	427	3	1003	833	367	2	1232	748	442	-
Effective base	548	338	370	143	3	346	313	136	2	451	286	172	-
Weighted Base	1323	836	887	332	9	870	709	308	2	1095	657	348	-
Very dissatisfied (-2)	23 2%	15 2%	17 2%	2 *%	- -%	11 1%	8 1%	3 1%	2 77%	19 2%	9 1%	4 1%	- -%
Fairly dissatisfied (-1)	69 5%	49 6%	52 6%	10 3%	- -%	41 5%	35 5%	16 5%	- -%	52 5%	40 6%	22 6%	- -%
Neither satisfied nor dissatisfied (0)	212 16%	146 18%	150 17%	52 16%	1 15%	166 19%	93 13%	61 20%	- -%	181 17%	84 13%	46 13%	- -%
Fairly satisfied (1)	548 41%	338 40%	347 39%	130 39%	8 85%	350 40%	272 38%	101 33%	- -%	434 40%	256 39%	128 37%	- -%
Very satisfied (2)	469 35%	286 34%	320 36%	137 41%	- -%	300 35%	301 42%	125 41%	1 23%	408 37%	266 40%	146 42%	- -%
Don't Know (DO NOT READ OUT)	2 *%	1 *%	1 *%	1 *%	- -%	2 *%	1 *%	1 *%	- -%	2 *%	1 *%	1 *%	- -%
NET: Satisfied	1017 77%	624 75%	667 75%	267 80%	8 85%	650 75%	573 81%	226 73%	1 23%	841 77%	523 80%	275 79%	- -%
NET: Dissatisfied	92 7%	64 8%	69 8%	12 4%	- -%	52 6%	43 6%	19 6%	2 77%	71 6%	49 7%	26 7%	- -%
Answered	1322	834	886	331	9	868	708	306	2	1094	656	347	-
Mean Score	1.0	1.0	1.0	1.2	.9	1.0	1.2	1.1	-1.1	1.1	1.1	1.1	-
Standard error	.02	.03	.03	.04	.22	.03	.03	.05	1.56	.03	.03	.05	-
Standard deviation	.94	.96	.97	.84	.38	.92	.91	.95	2.21	.94	.95	.94	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ANY PROVIDER (other than Royal Mail) COMBINED

Base: All who use any provider other than RM at QV4

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	
		a	b	c	a	b	c	a	b	c	d	e	
Significance Level: 95%													
Unweighted Base	1484	1044	976	693	929	760	115	472	474	547	235	142	
Effective base	548	380	363	274	319	312	36	199	182	210	99	59	
Weighted Base	1323	954	912	682	801	741	93	489	475	538	205	113	
Very dissatisfied	(-2)	23	12	12	16	13	14	1	4	7	13	*	-
		2%	1%	1%	2%	2%	2%	1%	1%	1%	2%	*%	-%
Fairly dissatisfied	(-1)	69	44	36	42	38	42	*	27	29	35	10	2
		5%	5%	4%	6%	5%	6%	*%	5%	6%	6%	5%	2%
Neither satisfied nor dissatisfied	(0)	212	164	165	116	156	137	12	82	69	100	38	18
		16%	17%	18%	17%	19%	18%	13%	17%	15%	19%	18%	16%
Fairly satisfied	(1)	548	401	363	283	306	295	43	203	205	203	75	42
		41%	42%	40%	41%	38%	40%	46%	42%	43%	38%	37%	37%
Very satisfied	(2)	469	332	334	223	287	251	37	171	164	186	82	52
		35%	35%	37%	33%	36%	34%	40%	35%	35%	35%	40%	46%
Don't Know (DO NOT READ OUT)		2	1	2	1	2	1	-	1	-	1	-	-
		*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	-%	-%
NET: Satisfied		1017	733	697	506	592	547	80	375	369	389	157	93
		77%	77%	76%	74%	74%	74%	86%	77%	78%	72%	77%	83%
NET: Dissatisfied		92	56	48	58	51	57	1	31	36	48	10	2
		7%	6%	5%	9%	6%	8%	1%	6%	8%	9%	5%	2%
Answered		1322	953	910	680	799	740	93	488	475	537	205	113
Mean Score		1.0	1.0	1.1	1.0	1.0	1.0	1.3	1.0	1.0	1.0	1.1	1.3
													c
Standard error		.02	.03	.03	.04	.03	.04	.07	.04	.04	.04	.06	.07
Standard deviation		.94	.90	.91	.98	.94	.96	.73	.90	.93	1.00	.88	.78

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ANY PROVIDER (other than Royal Mail) COMBINED

Base: All who use any provider other than RM at QV4

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1484	222	134	156	83	1186	956	1313	1045	1007	1046	1118	333	-	1017	89
Effective base	548	84	48	61	39	435	346	480	383	355	370	423	124	-	368	50
Weighted Base	1323	185	113	144	101	1069	826	1179	913	852	922	1014	255	-	850	125
Very dissatisfied (-2)	23 2%	3 2%	5 5%	2 2%	1 1%	18 2%	12 1%	18 2%	18 2%	16 2%	13 1%	14 1%	*	-	12 1%	11 9%
Fairly dissatisfied (-1)	69 5%	17 9%	7 7%	12 8%	9 9%	43 4%	32 4%	52 4%	42 5%	56 7%	36 4%	43 4%	5 2%	-	30 4%	18 14%
Neither satisfied nor dissatisfied (0)	212 16%	38 21%	26 23%	30 21%	9 9%	176 16%	132 16%	195 17%	157 17%	115 14%	149 16%	134 13%	33 13%	-	108 13%	27 21%
Fairly satisfied (1)	548 41%	79 43%	36 32%	53 37%	47 47%	467 44%	344 42%	499 42%	383 42%	357 42%	397 43%	453 45%	118 46%	-	353 41%	45 36%
Very satisfied (2)	469 35%	48 26%	39 34%	46 32%	35 35%	364 34%	303 37%	413 35%	312 34%	307 36%	327 35%	368 36%	99 39%	-	346 41%	24 19%
Don't Know (DO NOT READ OUT)	2 *%	- -%	- -%	- -%	* *%	1 *%	1 *%	1 *%	1 *%	1 *%	1 *%	1 *%	- -%	-	1 *%	- -%
NET: Satisfied	1017 77%	127 69%	74 66%	99 69%	83 82%	831 78%	647 78%	912 77%	696 76%	663 78%	723 78%	822 81%	217 85%	-	698 82%	70 55%
NET: Dissatisfied	92 7%	20 11%	13 11%	15 10%	9 9%	61 6%	45 5%	71 6%	60 7%	72 8%	49 5%	57 6%	5 2%	-	42 5%	29 23%
Answered Mean Score	1322 1.0	185 .8	113 .8	144 .9	101 1.1	1067 1.0	824 1.1	1178 1.0	912 1.0	851 1.0	921 1.1	1012 1.1	255 1.2	-	849 1.2	125 .4
Standard error	.02	.07	.10	.08	.10	.03	.03	.03	.03	.03	.03	.03	.04	-	.03	.13
Standard deviation	.94	.98	1.12	1.01	.92	.90	.90	.91	.94	.97	.89	.88	.75	-	.88	1.21

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ANY PROVIDER (other than Royal Mail) COMBINED

Base: All who use any provider other than RM at QV4

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	1484	729	490	1207	63	725	759	425	769	276	494	400	551
Effective base	548	288	176	429	32	262	287	155	287	107	173	147	219
Weighted Base	1323	724	412	1017	82	613	710	321	729	262	421	360	513
Very dissatisfied (-2)	23 2%	16 2%	8 2%	5 1%	12 15%	21 3%	2 *	11 3%	9 1%	3 1%	10 2%	8 2%	5 1%
Fairly dissatisfied (-1)	69 5%	52 7%	6 2%	30 3%	20 25%	55 9%	14 2%	22 7%	27 4%	20 7%	32 8%	18 5%	19 4%
Neither satisfied nor dissatisfied (0)	212 16%	163 22%	36 9%	84 8%	26 32%	153 25%	60 8%	48 15%	109 15%	54 21%	49 12%	44 12%	118 23%
Fairly satisfied (1)	548 41%	298 41%	166 40%	465 46%	17 21%	230 38%	318 45%	108 33%	329 45%	110 42%	176 42%	169 47%	187 37%
Very satisfied (2)	469 35%	195 27%	195 47%	433 43%	6 8%	155 25%	314 44%	131 41%	254 35%	75 29%	154 37%	121 34%	183 36%
Don't Know (DO NOT READ OUT)	2 *%	* *%	2 *%	* *%	- -%	* *%	2 *%	1 *%	* *%	* *%	* *%	* *%	- -%
NET: Satisfied	1017 77%	493 68%	360 88%	898 88%	23 28%	385 63%	632 89%	239 74%	583 80%	185 71%	330 78%	290 80%	371 72%
NET: Dissatisfied	92 7%	68 9%	14 3%	35 3%	33 40%	76 12%	16 2%	33 10%	36 5%	23 9%	42 10%	26 7%	24 5%
Answered	1322	724	410	1017	82	613	708	320	729	262	421	360	513
Mean Score	1.0	.8	1.3	1.3	-.2	.7	1.3	1.0	1.1	.9	1.0	1.0	1.0
Standard error	.02	.04	.04	.02	.15	.04	.03	.05	.03	.06	.05	.05	.04
Standard deviation	.94	.98	.84	.78	1.16	1.04	.74	1.07	.87	.95	1.00	.93	.91

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ANY PROVIDER (other than Royal Mail) COMBINED

Base: All who use any provider other than RM at QV4

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		1484	801	683
Effective base		548	258	292
Weighted Base		1323	659	664
Very dissatisfied (-2)		23	16	8
		2%	2%	1%
Fairly dissatisfied (-1)		69	48	21
		5%	7%	3%
			b	
Neither satisfied nor dissatisfied (0)		212	119	94
		16%	18%	14%
Fairly satisfied (1)		548	266	282
		41%	40%	43%
Very satisfied (2)		469	211	258
		35%	32%	39%
Don't Know (DO NOT READ OUT)		2	*	2
		*%	*%	*%
NET: Satisfied		1017	477	540
		77%	72%	81%
			a	
NET: Dissatisfied		92	64	29
		7%	10%	4%
			b	
Answered		1322	659	662
Mean Score		1.0	.9	1.2
			a	
Standard error		.02	.04	.03
Standard deviation		.94	1.00	.86

Columns Tested:: a,b

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ANY PROVIDER (other than Royal Mail) COMBINED

Base: All who use any provider other than RM at QV4

		Month											
Total base		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	1484	77	159	118	110	165	73	72	143	102	99	82	284
Effective base	548	19	76	64	41	113	36	21	52	44	14	40	95
Weighted Base	1323	30	119	141	31	244	63	14	189	96	19	106	272
Very dissatisfied	(-2) 23 2%	-	2	3	-	9	2	*	*	1	-	3	3
		-%	2%	2%	-%	4%	3%	3%	*%	1%	-%	3%	1%
Fairly dissatisfied	(-1) 69 5%	2	8	4	1	12	3	*	4	3	1	20	12
		6%	6%	3%	2%	5%	4%	3%	2%	3%	3%	19%	4%
												bcdefhil	
Neither satisfied nor dissatisfied	(0) 212 16%	*	15	30	4	44	12	2	18	25	1	19	43
		1%	12%	21%	13%	18%	19%	13%	10%	26%	3%	18%	16%
				a		a	a			ahj		a	
Fairly satisfied	(1) 548 41%	19	54	41	17	95	25	8	72	51	9	25	130
		64%	45%	29%	55%	39%	40%	60%	38%	53%	50%	24%	48%
		cek	k		ck			ck		ck		ck	ck
Very satisfied	(2) 469 35%	8	40	64	9	84	21	1	94	16	8	39	83
		28%	34%	45%	29%	34%	34%	11%	50%	17%	44%	36%	31%
			gi	gi		gi	g		dgil		g	gi	
Don't Know (DO NOT READ OUT)	2 *%	-	-	-	*	-	-	1	*	*	-	-	*
		-%	-%	-%	*%	-%	-%	10%	*%	*%	-%	-%	*%
								bcehl					
NET: Satisfied	1017 77%	28	94	105	26	179	46	10	166	67	18	64	214
		93%	79%	74%	85%	73%	74%	71%	88%	70%	94%	60%	78%
		ik	k		k				eik		ik		k
NET: Dissatisfied	92 7%	2	10	6	1	21	5	1	4	3	1	24	15
		6%	8%	5%	2%	9%	7%	6%	2%	3%	3%	22%	6%
												bcdehil	
Answered	1322	30	119	141	31	244	63	12	189	95	19	106	272
Mean Score	1.0	1.1	1.0	1.1	1.1	1.0	1.0	.8	1.4	.8	1.4	.7	1.0
									befgikl		gjk		
Standard error	.02	.08	.08	.09	.07	.08	.12	.10	.06	.08	.07	.14	.05
Standard deviation	.94	.73	.95	.96	.72	1.03	.99	.85	.75	.76	.70	1.23	.86

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ANY PROVIDER (other than Royal Mail) COMBINED

Base: All who use any provider other than RM at QV4

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1484	354	348	317	465	702	782
Effective base	548	154	172	99	145	327	244
Weighted Base	1323	290	338	298	397	628	696
Very dissatisfied	(-2) 23 2%	5 2%	11 3%	1 *	6 2%	16 3%	7 1%
Fairly dissatisfied	(-1) 69 5%	13 5%	15 4%	7 2%	33 8%	29 5%	40 6%
Neither satisfied nor dissatisfied	(0) 212 16%	45 15%	60 18%	45 15%	63 16%	104 17%	108 16%
Fairly satisfied	(1) 548 41%	115 40%	137 41%	131 44%	165 41%	252 40%	296 43%
Very satisfied	(2) 469 35%	112 39%	114 34%	112 37%	131 33%	227 36%	242 35%
Don't Know (DO NOT READ OUT)	2 *%	- -%	* *%	2 1%	* *%	* *%	2 *%
NET: Satisfied	1017 77%	227 78%	252 75%	243 81%	295 74%	479 76%	538 77%
NET: Dissatisfied	92 7%	18 6%	26 8%	8 3%	39 10%	45 7%	48 7%
Answered	1322	290	338	297	397	628	694
Mean Score	1.0	1.1	1.0	1.2	1.0	1.0	1.0
Standard error	.02	.05	.05	.05	.05	.04	.03
Standard deviation	.94	.93	1.00	.80	.98	.97	.91

Columns Tested:: a,b,c,d - a,b

Table 439

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from providers: SUMMARY TABLE

Base: All who use each provider at QV4

		DHL	UK Mail	UPS	Parcelforce	Evri	DPD/DPD Local
Unweighted Base		236	105	129	262	195	193
Effective base		72	36	47	98	99	70
Weighted Base		168	96	106	257	236	161
Very dissatisfied	(-2)	3 2%	* *%	1 1%	1 *%	11 5%	3 2%
Fairly dissatisfied	(-1)	4 2%	9 10%	2 2%	11 4%	25 10%	3 2%
Neither satisfied nor dissatisfied	(0)	41 25%	32 34%	18 17%	31 12%	33 14%	11 7%
Fairly satisfied	(1)	58 35%	33 34%	45 42%	113 44%	93 39%	66 41%
Very satisfied	(2)	61 36%	20 21%	40 38%	100 39%	74 31%	78 48%
Don't Know (DO NOT READ OUT)		1 *%	* *%	1 1%	- -%	- -%	* *%
NET: Satisfied		119 71%	53 56%	85 80%	213 83%	167 71%	144 90%
NET: Dissatisfied		7 4%	10 10%	3 2%	12 5%	36 15%	5 3%
Answered		167	95	106	257	236	161
Mean Score		1.0	.7	1.1	1.2	.8	1.3
Standard error		.06	.09	.07	.05	.08	.06
Standard deviation		.93	.94	.82	.84	1.13	.82

Table 440

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
Disagree very strongly (-2)	67 3%	18 8%	49 3%	66 3%	2 2%	* %	* 3%	2 2%
Disagree (-1)	229 11%	7 3%	221 13%	223 12%	5 6%	* 2%	* 7%	5 6%
Neither Agree nor disagree (0)	511 26%	38 16%	473 27%	492 26%	18 24%	1 14%	1 11%	20 22%
Agree (1)	901 45%	116 48%	785 45%	859 45%	35 46%	5 56%	2 50%	43 47%
Agree very strongly (2)	277 14%	53 22%	224 13%	257 13%	16 21%	3 28%	1 28%	20 22%
Don't Know (DO NOT READ OUT)	14 1%	8 3%	7 %	14 1%	* 1%	- %	* 1%	* 1%
NET: Agree	1178 59%	169 70%	1009 57%	1116 58%	51 67%	8 84%	4 78%	63 69%
NET: Disagree	296 15%	25 11%	271 15%	289 15%	7 9%	* 2%	1 10%	7 8%
Answered	1986	233	1753	1896	76	9	5	90
Mean Score	.5	.8	.5	.5	.8	1.1	.9	.8
Standard error	.02	.05	.02	.03	.05	.08	.07	.04
Standard deviation	.98	1.08	.96	.98	.93	.76	1.09	.92

Columns Tested: a,b - a,b,c,d,e

Table 440 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2227	674	651	222	225	237	218	1547	366	314
Effective base		828	388	305	89	102	90	93	762	152	91
Weighted Base		2000	1065	713	133	55	30	5	1910	76	14
Disagree very strongly	(-2)	67 3%	33 3%	30 4%	2 2%	1 1%	1 4%	* 3%	66 3%	2 2%	* 1%
Disagree	(-1)	229 11%	120 11%	81 11%	22 16%	3 6%	2 5%	* 7%	223 12%	5 6%	1 4%
Neither Agree nor disagree	(0)	511 26%	273 26%	191 27%	27 20%	13 23%	6 21%	1 11%	492 26%	18 24%	2 13%
Agree	(1)	901 45%	485 46%	311 44%	62 47%	26 47%	14 47%	2 50%	859 45%	35 46%	8 54%
Agree very strongly	(2)	277 14%	142 13%	96 13%	19 14%	12 22%	7 22%	1 28%	257 13%	16 21%	4 28%
Don't Know (DO NOT READ OUT)		14 1%	11 1%	3 *%	* *%	* *%	* 1%	* 1%	14 1%	* 1%	* *%
NET: Agree		1178 59%	627 59%	407 57%	81 61%	38 69%	20 69%	4 78%	1116 58%	51 67%	11 81%
NET: Disagree		296 15%	153 14%	111 16%	24 18%	4 7%	3 9%	1 10%	289 15%	7 9%	1 5%
Answered		1986	1053	710	133	55	29	5	1896	76	14
Mean Score		.5	.6	.5	.6	.8	.8	.9	.5	.8	1.0
Standard error		.02	.04	.04	.07	.06	.06	.07	.03	.05	.05
Standard deviation		.98	.97	1.00	.99	.89	.98	1.09	.98	.93	.85

Columns Tested: a,b,c,d,e,f,g,h,i

Table 440 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
Disagree very strongly (-2)	67 3%	52 3%	13 4%	2 2%	* *%	* 3%	33 3%	7 2%	2 3%	2 5%	* 1%
Disagree (-1)	229 11%	185 12% cd	39 11%	5 6%	* 2%	* 7%	148 12%	38 13%	8 11%	6 16%	5 8%
Neither Agree nor disagree (0)	511 26%	412 26% e	79 23% e	18 24% e	1 14%	1 11%	332 27% c	64 22% c	6 8%	7 18%	13 23%
Agree (1)	901 45%	688 44%	170 48%	35 46%	5 56%	2 50%	555 45%	144 50%	38 53%	16 39%	32 57%
Agree very strongly (2)	277 14%	208 13%	49 14%	16 21% a	3 28% ab	1 28% ab	150 12%	35 12%	18 25% ab	9 22%	6 10%
Don't Know (DO NOT READ OUT)	14 1%	13 1%	1 *%	* 1%	- -%	* 1%	6 *%	- -%	- -%	- -%	1 2%
NET: Agree	1178 59%	897 58%	219 62%	51 67% a	8 84% abc	4 78% ab	705 58%	179 62%	56 78% a	24 61%	38 67%
NET: Disagree	296 15%	237 15% cd	52 15% d	7 9%	* 2%	1 10%	181 15%	45 15%	10 14%	8 21%	5 9%
Answered	1986	1545	351	76	9	5	1218	288	72	40	56
Mean Score	.5	.5	.6	.8 ab	1.1 abc	.9 ab	.5	.6	.9 a	.6	.7
Standard error	.02	.03	.04	.05 ab	.08 abc	.07 ab	.03	.05	.09 a	.12	.05
Standard deviation	.98	.98	.99	.93	.76	1.09	.95	.95	1.01	1.15	.80

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 440 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2227	145	105	215	73	142	173	137	121	118
Effective base		828	82	57	120	35	73	108	80	65	59
Weighted Base		2000	189	129	329	79	182	316	234	162	139
Disagree very strongly	(-2)	67 3%	18 9%	8 7%	5 1%	1 1%	10 5%	7 2%	* *%	7 4%	- -%
			cfgi	gi			g				
Disagree	(-1)	229 11%	18 9%	8 6%	35 11%	5 6%	29 16%	37 12%	38 16%	20 12%	24 17%
Neither Agree nor disagree	(0)	511 26%	55 29%	33 26%	89 27%	18 23%	38 21%	82 26%	71 30%	48 30%	33 24%
Agree	(1)	901 45%	78 41%	54 41%	158 48%	44 55%	75 41%	158 50%	101 43%	71 44%	56 40%
Agree very strongly	(2)	277 14%	20 10%	26 20%	42 13%	12 15%	30 16%	33 10%	24 10%	16 10%	21 15%
Don't Know (DO NOT READ OUT)		14 1%	1 *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	4 3%
NET: Agree		1178 59%	98 52%	80 62%	200 61%	55 70%	105 58%	191 60%	125 53%	87 54%	77 56%
NET: Disagree		296 15%	35 19%	16 13%	40 12%	6 7%	39 22%	44 14%	38 16%	26 16%	24 17%
Answered		1986	188	129	329	79	182	316	234	162	134
Mean Score		.5	.3	.6	.6	.8 a	.5	.5	.5	.4	.6
Standard error		.02	.09	.11	.06	.10	.09	.07	.08	.09	.09
Standard deviation		.98	1.09	1.08	.89	.83	1.11	.91	.89	.97	.96

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 440 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		2227	333	371	525	1229	998	356	332	310
Effective base		828	167	204	307	671	269	110	92	120
Weighted Base		2000	400	480	880	1760	240	120	80	40
Disagree very strongly	(-2)	67 3%	11 3%	33 7%	12 1%	56 3%	11 5%	2 2%	7 9%	2 5%
				cdf			c		acdf	c
Disagree	(-1)	229 11%	58 15%	45 9%	109 12%	213 12%	16 6%	6 5%	7 9%	2 5%
			efh		efh	efh				
Neither Agree nor disagree	(0)	511 26%	89 22%	136 28%	242 28%	467 27%	44 18%	19 16%	16 20%	9 23%
				ef	ef	ef				
Agree	(1)	901 45%	175 44%	203 42%	417 47%	795 45%	106 44%	53 44%	37 47%	16 41%
Agree very strongly	(2)	277 14%	62 16%	62 13%	99 11%	224 13%	54 22%	33 28%	12 15%	8 20%
							bcd	abcdg		cd
Don't Know (DO NOT READ OUT)		14 1%	4 1%	1 *	- -%	5 *	9 4%	6 5%	1 1%	2 6%
							bcd	bcd		abcd
NET: Agree		1178 59%	237 59%	265 55%	516 59%	1018 58%	160 67%	86 72%	49 62%	24 61%
							bcd	abcd		
NET: Disagree		296 15%	69 17%	78 16%	122 14%	269 15%	27 11%	9 7%	14 18%	4 10%
			f	f		f			f	
Answered		1986	396	479	880	1755	231	114	79	38
Mean Score		.5	.6	.5	.5	.5	.8	.9	.5	.7
							abcd	abcdg		b
Standard error		.02	.06	.05	.04	.03	.03	.05	.06	.06
Standard deviation		.98	1.01	1.05	.90	.97	1.04	.94	1.13	1.05

Columns Tested:: a,b,c,d,e,f,g,h

Table 440 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

	Total base	Industry									
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
Significance Level: 95%		a	b	*c	d	e	f	g	h	i	
Unweighted Base	2227	102	177	22	199	228	538	94	101	962	
Effective base	828	38	53	9	61	98	207	28	30	373	
Weighted Base	2000	90	117	24	141	269	420	61	62	955	
Disagree very strongly	(-2)	67	2	6	-	6	11	15	5	3	26
		3%	2%	5%	-%	4%	4%	4%	8%	4%	3%
Disagree	(-1)	229	7	5	*	5	33	55	11	10	107
		11%	8%	4%	*%	3%	12%	13%	18%	17%	11%
						d	d	bd	bd	bd	
Neither Agree nor disagree	(0)	511	20	25	9	35	83	98	7	12	257
		26%	23%	22%	40%	25%	31%	23%	11%	19%	27%
						g					
Agree	(1)	901	51	58	3	61	109	195	25	28	431
		45%	56%	50%	14%	44%	41%	46%	40%	46%	45%
Agree very strongly	(2)	277	10	23	11	34	32	56	8	9	129
		14%	11%	19%	46%	24%	12%	13%	14%	14%	13%
					fi						
Don't Know (DO NOT READ OUT)		14	-	1	-	1	1	2	5	*	5
		1%	-%	1%	-%	1%	*%	*%	9%	*%	1%
								defi			
NET: Agree		1178	61	81	14	95	141	250	33	37	559
		59%	68%	69%	60%	67%	53%	60%	54%	60%	59%
NET: Disagree		296	9	10	*	10	44	70	16	13	133
		15%	10%	9%	*%	7%	16%	17%	26%	21%	14%
								bd			
Answered		1986	90	116	24	140	268	418	56	62	950
Mean Score		.5	.7	.7	1.1	.8	.4	.5	.4	.5	.6
						e					
Standard error		.02	.08	.07	.20	.07	.07	.04	.13	.11	.03
Standard deviation		.98	.86	.98	.96	.98	.99	1.00	1.22	1.08	.95

Columns Tested: a,b,c,d,e,f,g,h,i

Table 440 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
Disagree very strongly (-2)	67 3%	19 4%	15 4%	34 3%	42 3%	25 8%	- -%	62 3%	6 3%	67 3%	* *%
Disagree (-1)	229 11%	45 9%	55 13%	129 12%	182 11%	46 14%	- -%	209 11%	19 11%	223 12%	5 7%
Neither Agree nor disagree (0)	511 26%	138 28%	98 23%	275 26%	409 25%	102 31%	- -%	471 26%	40 24%	484 25%	27 37%
Agree (1)	901 45%	222 44%	195 46%	485 45%	777 47%	124 37%	- -%	827 45%	74 44%	871 45%	30 41%
Agree very strongly (2)	277 14%	76 15%	56 13%	146 13%	243 15%	34 10%	- -%	248 14%	29 17%	267 14%	10 14%
Don't Know (DO NOT READ OUT)	14 1%	2 *%	2 *%	11 1%	14 1%	* *%	- -%	14 1%	* *%	14 1%	* *%
NET: Agree	1178 59%	297 59%	250 60%	631 58%	1020 61%	159 48%	- -%	1075 59%	103 61%	1137 59%	41 56%
NET: Disagree	296 15%	63 13%	70 17%	162 15%	225 13%	71 22%	- -%	271 15%	25 15%	291 15%	5 7%
Answered	1986	498	418	1069	1653	332	-	1817	168	1912	73
Mean Score	.5	.6	.5	.5	.6 b	.3 a	-	.5	.6	.5	.6
Standard error	.02	.04	.04	.03	.02	.06	-	.02	.05	.02	.10
Standard deviation	.98	.98	1.00	.98	.95	1.07	-	.98	1.01	.99	.83

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 440 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		2227	1284	475	449
Effective base		828	503	148	172
Weighted Base		2000	1253	320	407
Disagree very strongly	(-2)	67 3%	45 4%	5 2%	13 3%
Disagree	(-1)	229 11%	159 13%	21 7%	48 12%
Neither Agree nor disagree	(0)	511 26%	333 27%	69 22%	100 25%
Agree	(1)	901 45%	564 45%	158 49%	177 43%
Agree very strongly	(2)	277 14%	140 11%	67 21%	67 17%
Don't Know (DO NOT READ OUT)		14 1%	13 1%	* *%	1 *%
NET: Agree		1178 59%	704 56%	224 70%	244 60%
NET: Disagree		296 15%	203 16%	26 8%	61 15%
Answered		1986	1240	320	406
Mean Score		.5	.5	.8	.6
Standard error		.02	.03	.04	.05
Standard deviation		.98	.97	.89	1.00

Columns Tested: a,b,c

Table 440 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

		Annual postal spend											
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+	
		a	b	c	d	e	*f	*g	*h	i	j	k	
Significance Level: 95%													
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114	
Effective base	828	684	100	23	9	11	4	2	1	782	46	23	
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57	
Disagree very strongly	(-2)	67 3%	61 4%	3 2%	* *% 3 25% abcij	- -%	* *%	- -%	- -%	65 3%	3 3%	3 5%	
Disagree	(-1)	229 11%	206 12%	16 8%	4 7%	1 8%	2 7%	* 1%	- -%	- -%	222 12%	6 6%	3 5%
Neither Agree nor disagree	(0)	511 26%	441 26%	50 24%	17 33%	* 3%	2 7%	1 10%	- -%	* 3%	490 26%	21 19%	4 7%
Agree	(1)	901 45%	752 45%	97 46%	20 39%	4 33%	13 47%	11 85%	* 13%	5 96%	849 45%	52 48%	32 56%
Agree very strongly	(2)	277 14%	208 12%	42 20%	11 21%	4 32%	11 39%	* 4%	1 87%	* 1%	250 13%	27 25%	16 27%
Don't Know (DO NOT READ OUT)		14 1%	14 1%	1 *% a	- -% -	- -% -	- -% -	* *% ai	- -% -	- -% -	14 1% a	* *% ai	* *% a
NET: Agree		1178 59%	960 57%	139 67%	31 60%	7 65%	23 86%	11 89%	1 100%	5 97%	1099 58%	79 72%	48 84%
NET: Disagree		296 15%	267 16%	19 9%	4 7%	4 32% bj	2 7%	* 1%	- -%	- -%	287 15%	9 9%	6 10%
Answered		1986	1669	208	52	11	27	13	5	1877	109	57	
Mean Score		.5	.5	.8	.7	.4	1.2	.9	1.9	1.0	.5	.9	1.0
Standard error		.02	.02	.05	.09	.28	.14	.10	.35	.07	.02	.07	.09
Standard deviation		.98	.98	.91	.88	1.66	.86	.43	1.12	.22	.98	.95	.99

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 440 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
Disagree very strongly (-2)	67 3%	28 3%	33 5%	6 2%	61 4%	49 3%	62 3%	49 3%	32 4%	18 3%	13 3%	40 4%	1 1%	1 1%	4 8%	3 6%	* 1%
Disagree (-1)	229 11%	140 13%	67 11%	22 7%	203 12%	174 12%	209 12%	147 11%	100 11%	70 11%	36 9%	144 13%	9 12%	10 11%	1 3%	6 13%	2 7%
Neither Agree nor disagree (0)	511 26%	297 28%	144 23%	71 22%	443 26%	366 26%	468 26%	340 24%	211 23%	123 20%	120 29%	292 27%	15 22%	18 20%	5 11%	10 20%	7 19%
Agree (1)	901 45%	444 42%	308 49%	149 47%	776 45%	624 44%	811 45%	654 47%	410 46%	308 49%	191 46%	476 43%	37 53%	43 48%	25 54%	16 32%	23 61%
Agree very strongly (2)	277 14%	135 13%	73 12%	69 22% ab	232 13%	196 14%	241 13%	202 15%	146 16%	108 17%	45 11%	141 13%	8 11%	17 19%	11 23%	14 28%	5 13% ab
Don't Know (DO NOT READ OUT)	14 1%	13 1%	1 *%	1 *%	6 *%	1 *%	7 *%	2 *%	* *%	* *%	5 1%	* *%	* *%	1 1%	- -%	* *%	- -%
NET: Agree	1178 59%	579 55%	381 61%	218 69% a	1008 59%	820 58%	1051 58%	856 61%	556 62%	415 66% abc	237 57%	617 56%	45 64%	60 67%	36 77%	30 61%	28 74%
NET: Disagree	296 15%	168 16%	100 16% c	29 9% c	264 15%	223 16%	271 15%	196 14%	132 15%	88 14%	49 12%	185 17%	9 13%	11 12%	5 11%	9 19%	3 7%
Answered Mean Score	1986 .5	1044 .5	625 .5	317 .8 ab	1715 .5	1409 .5	1791 .5	1392 .6	900 .6	626 .7	406 .5	1093 .5	70 .6	89 .7	46 .8	49 .6	37 .8
Standard error	.02	.03	.04	.04	.02	.02	.02	.03	.03	.03	.05	.03	.08	.08	.11	.12	.10
Standard deviation	.98	.97	1.01	.93	.99	.99	.98	.98	1.00	.98	.92	1.00	.89	.94	1.10	1.21	.78

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 440 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g	
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28	
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7	
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20	
Disagree very strongly	(-2)	67 3%	50 4%	2 2%	2 2%	4 8%	3 14%	* -%	- -%	40 4%	5 3%	- -%	* 1%	4 10%	* 1%	* 1%
Disagree	(-1)	229 11%	163 11%	23 21%	4 6%	6 13%	2 8%	4 16%	1 5%	143 14%	21 12%	3 5%	2 4%	* *%	4 24%	1 4%
Neither Agree nor disagree	(0)	511 26%	393 28%	16 15%	17 23%	7 14%	* 1%	8 29%	1 7%	299 29%	33 18%	11 18%	12 29%	2 6%	3 20%	5 27%
Agree	(1)	901 45%	640 45%	52 48%	36 48%	18 39%	12 52%	7 27%	11 72%	453 43%	76 42%	35 59%	21 49%	21 55%	4 26%	12 62%
Agree very strongly	(2)	277 14%	175 12%	15 14%	15 20%	12 25%	6 25%	8 28%	2 16%	115 11%	47 26%	9 16%	7 17%	11 29%	4 28%	1 6%
Don't Know (DO NOT READ OUT)		14 1%	5 *%	* *%	1 1%	- -%	* *%	- -%	- -%	- -%	* *%	1 1%	- -%	* *%	- -%	- -%
NET: Agree		1178 59%	815 57%	67 61%	50 68%	30 65%	17 76%	15 55%	13 88%	568 54%	123 67%	45 75%	28 66%	33 84%	9 55%	14 68%
NET: Disagree		296 15%	213 15%	26 24%	6 8%	10 21%	5 22%	4 16%	1 5%	183 17%	27 15%	3 5%	2 5%	4 10%	4 25%	1 5%
Answered		1986	1422	109	74	47	22	27	15	1050	183	59	43	39	16	20
Mean Score		.5	.5	.5	.8	.6	.6	.7	1.0	.4	.8	.9	.8	.9	.6	.7
Standard error		.02	.03	.08	.08	.12	.18	.13	.12	.03	.07	.07	.09	.15	.19	.13
Standard deviation		.98	.97	1.05	.91	1.24	1.35	1.08	.67	.98	1.05	.74	.81	1.13	1.19	.70

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 440 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
Disagree very strongly (-2)	67 3%	36 4%	8 5%	2 2%	* *%	* *%	3 9%	* *%	28 3%	16 4%	18 5%	1 1%	- -%
Disagree (-1)	229 11%	102 10%	28 18%	13 12%	1 3%	- -%	2 7%	2 4%	102 11%	53 14%	37 11%	10 9%	6 8%
Neither Agree nor disagree (0)	511 26%	272 28%	24 16%	20 18%	3 7%	10 29%	5 19%	6 15%	244 27%	91 25%	80 23%	33 29%	19 25%
Agree (1)	901 45%	468 47%	69 45%	38 36%	30 64%	16 47%	14 49%	19 50%	416 46%	170 46%	140 41%	44 39%	42 56%
Agree very strongly (2)	277 14%	108 11%	25 16%	33 31%	12 26%	8 24%	5 16%	12 31%	100 11%	39 10%	68 20%	25 22%	8 11%
Don't Know (DO NOT READ OUT)	14 1%	2 *%	- -%	* *%	- -%	- -%	* *%	- -%	5 1%	* *%	1 *%	* *%	- -%
NET: Agree	1178 59%	575 58%	94 61%	71 67%	42 89%	24 71%	19 65%	31 81%	515 58%	208 56%	208 61%	69 61%	50 67%
NET: Disagree	296 15%	137 14%	35 23%	15 14%	1 3%	* *%	5 16%	2 4%	130 15%	69 19%	55 16%	11 10%	6 8%
Answered	1986	985	154	106	46	33	29	39	889	369	342	113	74
Mean Score	.5	.5	.5	.8	1.1	1.0	.5	1.1	.5	.4	.6	.7	.7
Standard error	.02	.03	.08	.09	.07	.10	.16	.12	.03	.05	.05	.06	.07
Standard deviation	.98	.94	1.12	1.07	.67	.74	1.15	.82	.94	1.00	1.08	.95	.77

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 440 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

	Total base	Frequency - letters sent					Frequency - large letters sent					
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	b	c	d	e	a	b	c	d	e	
Significance Level: 95%												
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74	
Effective base	828	381	141	126	39	19	308	108	105	44	21	
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56	
Disagree very strongly	(-2)	67 3%	32 3%	17 5%	11 4%	1 2%	- -%	24 3%	10 4%	14 6%	1 1%	- -%
Disagree	(-1)	229 11%	114 11%	48 15%	32 12%	6 7%	2 5%	95 12%	43 17%	24 11%	6 7%	5 9%
Neither Agree nor disagree	(0)	511 26%	251 25%	84 26%	70 26%	23 27%	14 30%	217 28%	61 24%	44 20%	26 29%	14 24%
Agree	(1)	901 45%	473 48%	138 43%	110 40%	31 37%	24 51%	359 46%	107 42%	90 41%	36 40%	30 54%
Agree very strongly	(2)	277 14%	119 12%	34 11%	50 18%	22 26%	6 14%	90 11%	31 12%	44 20%	22 24%	7 13%
Don't Know (DO NOT READ OUT)		14 1%	5 1%	* *%	1 *%	* *%	- -%	* *%	* *%	1 *%	- -%	- -%
NET: Agree		1178 59%	592 59%	173 54%	159 59%	53 63%	30 65%	449 57%	138 55%	134 62%	58 64%	38 66%
NET: Disagree		296 15%	146 15%	65 20%	42 16%	8 9%	2 5%	119 15%	53 21%	38 18%	7 8%	5 9%
Answered	1986	989	322	271	84	47	785	252	216	92	56	
Mean Score	.5	.5	.4	.6	.8	.7	.5	.4	.6	.8	.7	
Standard error	.02	.03	.05	.05	.07	.09	.04	.06	.06	.07	.09	
Standard deviation	.98	.96	1.04	1.04	.98	.77	.95	1.04	1.13	.92	.81	

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 440 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base		828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base		2000	736	201	253	130	53	786	116	483	1714	286	1590	132
Disagree very strongly	(-2)	67 3%	27 4%	10 5%	6 3%	5 4%	* *%	29 4%	4 3%	15 3%	62 4%	6 2%	57 4%	4 3%
Disagree	(-1)	229 11%	85 12%	26 13%	20 8%	6 5%	6 11%	73 9%	9 8%	63 13%	207 12%	22 8%	193 12%	10 8%
Neither Agree nor disagree	(0)	511 26%	198 27%	37 18%	53 21%	35 27%	14 26%	183 23%	32 28%	125 26%	454 26%	58 20%	423 27%	20 15%
Agree	(1)	901 45%	341 46%	103 51%	120 48%	58 45%	19 35%	355 45%	54 47%	241 50%	762 44%	139 49%	702 44%	74 56%
Agree very strongly	(2)	277 14%	83 11%	24 12%	54 21%	26 20%	15 28%	145 18%	16 14%	39 8%	216 13%	61 21%	209 13%	23 18%
Don't Know (DO NOT READ OUT)		14 1%	2 *%	* *%	- -%	* *%	- -%	1 *%	- -%	1 *%	12 1%	2 1%	6 *%	1 1%
NET: Agree		1178 59%	424 58%	127 63%	174 69%	84 65%	33 63%	500 64%	71 61%	279 58%	979 57%	200 70%	911 57%	97 74%
NET: Disagree		296 15%	112 15%	36 18%	26 10%	11 9%	6 11%	103 13%	13 11%	78 16%	269 16%	27 9%	250 16%	14 11%
Answered		1986	735	201	253	130	53	785	116	482	1701	284	1584	131
Mean Score		.5	.5	.5	.8	.7	.8	.7	.6	.5	.5	.8	.5	.8
Standard error		.02	.04	.07	.05	.07	.10	.03	.08	.04	.02	.05	.02	.07
Standard deviation		.98	.97	1.03	.96	.96	.98	1.00	.95	.93	.98	.93	.99	.94

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 440 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Significance Level: 95%												
	Total base	a	b	a	b	a	b	a	b	a	b	
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572	
Effective base	828	512	73	388	195	649	54	503	83	390	193	
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478	
Disagree very strongly	(-2)	67 3%	48 4%	1 *%	28 3%	21 4%	57 4%	4 3%	46 4%	3 2%	28 3%	20 4%
Disagree	(-1)	229 11%	154 12%	20 12%	102 11%	45 9%	194 12%	9 8%	152 12%	22 12%	101 11%	46 10%
Neither Agree nor disagree	(0)	511 26%	325 26%	41 23%	231 25%	109 22%	429 27%	13 11%	331 27%	35 19%	236 26%	104 22%
Agree	(1)	901 45%	536 43%	88 50%	424 47%	230 47%	702 44%	74 59%	529 43%	95 50%	418 46%	236 49%
Agree very strongly	(2)	277 14%	169 14%	27 15%	121 13%	81 17%	209 13%	24 19%	162 13%	34 18%	131 14%	71 15%
Don't Know (DO NOT READ OUT)		14 1%	1 *%	- -%	1 *%	1 *%	6 *%	1 1%	1 *%	- -%	1 *%	1 *%
NET: Agree		1178 59%	705 57%	114 65%	545 60%	311 64%	911 57%	97 78%	691 57%	128 68%	549 60%	307 64%
NET: Disagree		296 15%	202 16%	21 12%	130 14%	66 14%	251 16%	14 11%	198 16%	25 13%	130 14%	66 14%
Answered		1986	1232	177	906	487	1591	124	1221	189	915	477
Mean Score		.5	.5	.7	.6	.6	.5	.8	.5	.7	.6	.6
Standard error		.02	.03	.06	.03	.04	.02	.07	.03	.06	.03	.04
Standard deviation		.98	1.01	.88	.96	1.01	.99	.94	1.00	.95	.97	.99

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 440 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
Disagree very strongly (-2)	67 3%	24 3%	52 4%	5 2%	- -%	23 3%	33 3%	4 2%	- -%	27 3%	28 4%	4 2%	- -%
Disagree (-1)	229 11%	101 12%	159 12%	32 13%	- -%	93 12%	112 12%	29 15%	- -%	104 11%	87 11%	24 11%	- -%
Neither Agree nor disagree (0)	511 26%	198 23%	347 26%	61 24%	4 74%	178 23%	253 27%	44 22%	2 52%	219 22%	187 24%	61 27%	- -%
Agree (1)	901 45%	402 47%	626 46%	122 48%	1 26%	365 46%	434 46%	90 46%	1 12%	462 47%	371 48%	104 46%	2 100%
Agree very strongly (2)	277 14%	120 14%	167 12%	34 13%	- -%	126 16%	118 12%	30 15%	2 36%	161 17%	92 12%	31 14%	- -%
Don't Know (DO NOT READ OUT)	14 1%	* *%	6 *%	* *%	- -%	* *%	1 *%	- -%	- -%	1 *%	1 *%	* *%	- -%
NET: Agree	1178 59%	522 62%	792 58%	156 61%	1 26%	491 63%	553 58%	120 61%	2 48%	624 64%	462 60%	135 60%	2 100%
NET: Disagree	296 15%	126 15%	211 16%	37 15%	- -%	115 15%	145 15%	33 17%	- -%	131 13%	115 15%	28 12%	- -%
Answered	1986	846	1350	254	5	785	950	197	5	974	764	224	2
Mean Score	.5	.6	.5	.6	.3	.6	.5	.6	.8	.6	.5	.6	1.0
Standard error	.02	.03	.03	.06	.34	.03	.03	.07	.52	.03	.03	.06	-
Standard deviation	.98	.97	.98	.94	.49	.99	.97	.98	1.05	.97	.97	.91	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 440 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	
		a	b	c	a	b	c	a	b	c	d	e	
Significance Level: 95%													
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75	
Effective base	828	625	483	384	494	420	14	266	197	184	59	38	
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87	
Disagree very strongly	(-2)	67 3%	51 3%	36 3%	34 4%	42 3%	32 3%	* *%	17 3%	12 2%	15 3%	3 2%	3 4%
Disagree	(-1)	229 11%	191 12%	138 12%	100 11%	123 10%	142 14%	2 6%	75 12%	61 12%	44 10%	18 13%	14 16%
Neither Agree nor disagree	(0)	511 26%	422 27%	329 28%	238 26%	315 26%	299 29%	5 14%	190 30%	125 25%	114 25%	37 28%	30 35%
Agree	(1)	901 45%	676 44%	515 44%	417 46%	550 45%	432 41%	13 38%	266 42%	231 47%	209 47%	60 45%	29 33%
Agree very strongly	(2)	277 14%	204 13%	157 13%	123 13%	177 15%	133 13%	14 42%	85 13%	66 13%	67 15%	16 12%	11 12%
Don't Know (DO NOT READ OUT)		14 1%	6 *%	1 *%	1 *%	6 *%	6 1%	- -%	1 *%	- -%	- -%	- -%	- -%
NET: Agree		1178 59%	881 57%	672 57%	539 59%	727 60%	564 54%	27 80%	350 55%	297 60%	275 61%	76 57%	39 45%
NET: Disagree		296 15%	242 16%	174 15%	134 15%	165 14%	174 17%	2 6%	92 15%	73 15%	59 13%	20 15%	17 20%
Answered		1986	1544	1174	911	1207	1037	34	632	496	449	133	87
Mean Score		.5	.5	.5	.5	.6	.5	1.2	.5	.6	.6	.5	.3
Standard error		.02	.02	.03	.03	.03	.03	.12	.04	.04	.05	.08	.12
Standard deviation		.98	.98	.97	.98	.97	.98	.91	.96	.95	.97	.94	1.02

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 440 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
Total base		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base		828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base		2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
Disagree very strongly (-2)		67 3%	14 7%	3 3%	5 6%	- -%	57 3%	31 3%	58 3%	48 4%	46 5%	26 3%	51 3%	6 3%	- -%	22 2%	25 18% a
Disagree (-1)		229 11%	37 19% b	4 4%	18 19% b	5 10%	182 11%	112 11%	190 11%	126 11%	107 11%	91 11%	176 11%	16 8%	- -%	111 8%	38 28% a
Neither Agree nor disagree (0)		511 26%	49 25%	20 18%	18 20%	10 21%	432 26% e	255 25%	450 26% e	268 24%	203 20%	184 22%	416 26%	62 31%	- -%	309 22%	27 20%
Agree (1)		901 45%	72 37%	57 50%	38 41%	21 45%	729 44%	456 44%	775 44%	481 43%	481 48%	388 47%	722 45%	84 42%	- -%	731 52% b	36 26%
Agree very strongly (2)		277 14%	26 13%	29 26%	13 14%	11 24%	239 14%	169 16%	259 15%	178 16%	149 15%	135 16%	225 14%	33 17%	- -%	237 17%	12 8%
Don't Know (DO NOT READ OUT)		14 1%	* *% -	- -%	- -%	* *%	14 1%	9 1%	14 1%	8 1%	7 1%	* *%	14 1%	- -%	- -%	6 *%	1 1%
NET: Agree		1178 59%	98 50%	87 76% ac	52 56%	33 69%	968 59%	625 61%	1035 59%	659 59%	630 63%	523 63%	947 59%	117 58%	- -%	968 68% b	47 34%
NET: Disagree		296 15%	51 26% b	7 6%	23 25% b	5 10%	239 14%	143 14%	248 14%	174 16%	153 15%	116 14%	227 14%	22 11%	- -%	134 9%	63 46% a
Answered Mean Score		1986 .5	198 .3	114 .9	93 .4	47 .8	1639 .6	1023 .6	1733 .6	1101 .6	986 .6	823 .6	1591 .6	202 .6	- -	1411 .7	138 -.2
Standard error		.02	.08	.08	.11	.13	.02	.03	.02	.03	.03	.03	.02	.06	-	.02	.11
Standard deviation		.98	1.13	.92	1.12	.91	.99	.99	.98	1.03	1.02	.99	.97	.95	-	.88	1.25

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 440 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
Disagree very strongly (-2)	67 3%	47 6%	18 2%	13 2%	3 8%	9 3%	18 4%	15 6%	27 2%	25 7%	26 9%	9 2%	31 2%
Disagree (-1)	229 11%	b 20%	64 6%	62 10%	10 23%	33 11%	52 12%	25 9%	121 9%	82 22%	34 11%	49 13%	143 11%
Neither Agree nor disagree (0)	511 26%	b 26%	294 27%	124 20%	9 22%	58 20%	103 23%	24 9%	370 28%	104 28%	59 20%	104 27%	325 26%
Agree (1)	901 45%	291 38%	535 48%	308 51%	15 37%	163 55%	199 45%	130 50%	619 46%	145 39%	120 40%	182 48%	577 46%
Agree very strongly (2)	277 14%	74 10%	182 16%	99 16%	4 9%	32 11%	73 16%	67 26%	194 14%	15 4%	58 20%	37 10%	179 14%
Don't Know (DO NOT READ OUT)	14 1%	* *%	12 1%	1 *%	- -%	1 *%	2 *%	* *%	13 1%	* *%	1 *%	* *%	12 1%
NET: Agree	1178 59%	365 48%	716 65%	407 67%	19 46%	195 66%	272 61%	197 75%	813 60%	160 43%	178 60%	220 57%	757 60%
NET: Disagree	296 15%	198 26%	82 7%	75 12%	13 31%	42 14%	70 16%	40 15%	148 11%	107 29%	60 20%	58 15%	174 14%
Answered	1986	758	1092	605	41	294	444	262	1331	372	298	382	1256
Mean Score	.5	.3	.7	.7	.2	.6	.6	.8	.6	.1	.5	.5	.6
Standard error	.02	.04	.02	.04	.20	.05	.05	.06	.02	.05	.06	.05	.03
Standard deviation	.98	1.08	.86	.94	1.13	.93	1.02	1.11	.91	1.02	1.19	.92	.95

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 440 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		2227	1197	1030
Effective base		828	368	460
Weighted Base		2000	893	1107
Disagree very strongly	(-2)	67 3%	47 5%	21 2%
			b	
Disagree	(-1)	229 11%	115 13%	113 10%
Neither Agree nor disagree	(0)	511 26%	202 23%	310 28%
Agree	(1)	901 45%	396 44%	505 46%
Agree very strongly	(2)	277 14%	121 14%	156 14%
Don't Know (DO NOT READ OUT)		14 1%	12 1%	2 *%
NET: Agree		1178 59%	517 58%	661 60%
NET: Disagree		296 15%	162 18%	134 12%
			b	
Answered		1986	881	1105
Mean Score		.5	.5	.6
Standard error		.02	.03	.03
Standard deviation		.98	1.05	.92

Columns Tested: a,b

Table 440 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

		Month											
Total base		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
Disagree very strongly (-2)	67 3%	* 1%	3 2%	12 5%	1 2%	13 4%	2 2%	1 2%	6 2%	5 3%	3 3%	8 6%	13 5%
Disagree (-1)	229 11%	5 10%	23 11%	28 11%	7 10%	49 16%	15 12%	2 4%	38 12%	12 8%	10 12%	10 8%	30 10%
Neither Agree nor disagree (0)	511 26%	7 13%	54 26%	78 32%	21 31%	78 25%	29 23%	4 12%	84 27%	30 19%	23 26%	40 31%	64 23%
Agree (1)	901 45%	30 57%	99 49%	86 35%	29 44%	129 42%	57 46%	14 42%	151 48%	74 48%	44 51%	54 43%	133 47%
Agree very strongly (2)	277 14%	10 19%	24 12%	39 16%	7 11%	40 13%	20 16%	14 40%	28 9%	32 20%	6 7%	11 9%	45 16%
Don't Know (DO NOT READ OUT)	14 1%	* 1%	* *%	* *%	1 1%	* *%	1 1%	- -%	5 2%	1 1%	1 1%	4 4%	* *%
NET: Agree	1178 59%	41 76%	123 60%	125 52%	37 55%	169 55%	77 62%	28 82%	178 57%	106 69%	51 58%	66 52%	178 62%
NET: Disagree	296 15%	6 10%	26 13%	39 16%	8 12%	62 20%	17 14%	2 6%	44 14%	18 11%	13 15%	18 14%	43 15%
Answered	1986	53	204	243	66	310	122	34	306	153	87	123	285
Mean Score	.5	.8	.6	.5	.5	.4	.6	1.1	.5	.7	.5	.4	.6
Standard error	.02	.08	.06	.07	.07	.07	.09	.08	.06	.08	.07	.08	.06
Standard deviation	.98	.88	.90	1.05	.90	1.04	.96	.93	.90	.99	.92	.99	1.02

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 440 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
Disagree very strongly	(-2)	67	15	16	12	24	32
		3%	3%	3%	2%	5%	3%
Disagree	(-1)	229	56	71	52	50	127
		11%	11%	14%	10%	10%	13%
Neither Agree nor disagree	(0)	511	139	128	118	127	267
		26%	28%	26%	24%	25%	27%
Agree	(1)	901	215	215	239	232	430
		45%	43%	43%	48%	46%	43%
Agree very strongly	(2)	277	74	68	73	62	142
		14%	15%	14%	15%	12%	14%
Don't Know (DO NOT READ OUT)		14	1	2	6	6	3
		1%	*%	*%	1%	1%	*%
NET: Agree		1178	289	283	312	294	572
		59%	58%	57%	62%	59%	57%
NET: Disagree		296	71	87	64	73	159
		15%	14%	17%	13%	15%	16%
Answered		1986	499	498	494	494	997
Mean Score		.5	.6	.5	.6	.5	.5
Standard error		.02	.04	.04	.04	.04	.03
Standard deviation		.98	.98	1.00	.94	1.00	.97

Columns Tested:: a,b,c,d - a,b

Table 441
QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?
 Base: All respondents

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
Increased	262 13%	26 11%	235 13%	244 13%	15 19%	2 24%	1 23%	18 20%
Stayed about the same	1344 67%	166 69%	1178 67%	1288 67%	47 62%	6 63%	3 56%	56 62%
Decreased	372 19%	43 18%	329 19%	358 19%	13 17%	1 11%	1 14%	14 16%
Don't Know (DO NOT READ OUT)	22 1%	5 2%	17 1%	20 1%	2 2%	* 1%	* 6%	2 2%
							a	

Columns Tested: a,b - a,b,c,d,e

Table 441 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
Increased	262 13%	129 12%	99 14%	15 12%	11 20%	5 18%	1 23%	244 13%	15 19%	3 24%
Stayed about the same	1344 67%	749 70%	452 63%	87 66%	36 65%	17 57%	3 56%	1288 67%	47 62%	9 61%
Decreased	372 19%	181 17%	147 21%	30 22%	7 13%	7 22%	1 14%	358 19%	13 17%	2 12%
Don't Know (DO NOT READ OUT)	22 1%	6 1%	14 2%	* *%	1 1%	1 3%	* 6%	20 1%	2 2%	* 3%
						a	abcg			

Columns Tested: a,b,c,d,e,f,g,h,i

Table 441 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
Increased	262 13%	203 13%	41 12%	15 19%	2 24%	1 23%	145 12%	49 17%	15 21%	6 14%	10 18%
Stayed about the same	1344 67%	1060 68%	228 65%	47 62%	6 63%	3 56%	882 72%	156 54%	36 50%	29 74%	31 56%
Decreased	372 19%	279 18%	78 22%	13 17%	1 11%	1 14%	193 16%	82 28%	16 22%	3 7%	14 25%
Don't Know (DO NOT READ OUT)	22 1%	16 1%	5 1%	2 2%	* 1%	* 6%	4 *%	1 *%	5 7%	2 5%	1 2%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 441 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
Increased	262	17	25	51	7	25	35	29	23	20
	13%	9%	20%	15%	9%	14%	11%	12%	14%	15%
Stayed about the same	1344	129	79	203	64	121	250	147	106	96
	67%	68%	61%	62%	81%	66%	79%	63%	65%	69%
Decreased	372	41	24	70	8	33	31	58	27	22
	19%	22%	19%	21%	10%	18%	10%	25%	17%	16%
Don't Know (DO NOT READ OUT)	22	f	f	f				f		
	1%	1%	1%	2%	-	4	-	1	5	*
					-%	2%	-%	*%	3%	*%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 441 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
Increased	262 13%	52 13%	65 14%	115 13%	232 13%	29 12%	14 11%	12 15%	4 10%
Stayed about the same	1344 67%	281 70%	313 65%	601 68%	1195 68%	149 62%	72 60%	52 65%	25 62%
Decreased	372 19%	63 16%	93 19%	159 18%	315 18%	57 24%	33 27%	15 19%	10 25%
Don't Know (DO NOT READ OUT)	22 1%	4 1%	9 2%	5 1%	18 1%	4 2%	2 2%	1 1%	1 3%
						ad	acd		c

Columns Tested:: a,b,c,d,e,f,g,h

Table 441 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
Increased	262 13%	11 12%	25 21%	8 34%	33 23%	33 12%	89 21%	4 6%	6 10%	85 9%
Stayed about the same	1344 67%	64 71%	59 51%	15 65%	75 53%	177 66%	245 58%	52 85%	33 53%	696 73%
Decreased	372 19%	15 17%	27 23%	* 1%	27 19%	55 20%	83 20%	5 8%	22 36%	165 17%
Don't Know (DO NOT READ OUT)	22 1%	- -%	6 5%	- -%	6 5%	4 1%	2 *%	- -%	1 1%	9 1%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 441 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
Increased	262 13%	77 15%	89 21%	95 9%	220 13%	41 12%	- -%	243 13%	19 11%	255 13%	7 10%
Stayed about the same	1344 67%	316 63%	245 58%	783 72%	1144 69%	200 60%	- -%	1232 67%	112 66%	1297 67%	47 64%
Decreased	372 19%	97 19%	83 20%	192 18%	287 17%	85 25%	- -%	339 18%	33 20%	357 19%	15 21%
Don't Know (DO NOT READ OUT)	22 1%	10 2%	2 *%	10 1%	16 1%	7 2%	- -%	17 1%	5 3%	19 1%	4 5%
											a

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 441 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
Increased	262 13%	81 7%	76 24%	99 24%
			a	a
Stayed about the same	1344 67%	901 72%	202 63%	233 57%
		bc		
Decreased	372 19%	260 21%	39 12%	69 17%
		b		
Don't Know (DO NOT READ OUT)	22 1%	10 1%	3 1%	5 1%

Columns Tested: a,b,c

Table 441 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
Increased	262 13%	155 9%	63 30%	15 30%	5 46%	17 61%	6 50%	* 1%	* 2%	218 12%	44 40%	28 49%
			ai	ai	ai	abi					ai	ai
Stayed about the same	1344 67%	1183 70%	121 58%	25 49%	5 44%	7 24%	2 15%	1 99%	* 7%	1304 69%	40 37%	15 26%
		bcej	ejk							bcej		
Decreased	372 19%	328 20%	25 12%	7 13%	1 10%	2 8%	4 35%	- -%	5 92%	353 19%	19 18%	12 22%
Don't Know (DO NOT READ OUT)	22 1%	16 1%	* *%	4 8%	- -%	2 7%	* *%	- -%	- -%	16 1%	6 6%	2 3%
				abi		bi					abi	

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 441 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
Increased	262 13%	39 4%	116 19%	107 34%	225 13%	225 16%	238 13%	245 18%	176 20%	140 22%	16 4%	126 12%	20 29%	20 22%	25 53%	16 34%	14 38%
Stayed about the same	1344 67%	799 76%	384 61%	161 51%	1159 67%	897 64%	1203 67%	892 64%	558 62%	384 61%	319 78%	730 67%	39 56%	57 63%	19 41%	22 45%	17 46%
Decreased	372 19%	205 19%	124 20%	44 14%	323 19%	274 19%	339 19%	244 18%	152 17%	94 15%	74 18%	227 21%	10 15%	10 11%	3 6%	10 21%	6 16%
Don't Know (DO NOT READ OUT)	22 1%	14 1%	2 *%	6 2%	15 1%	15 1%	17 1%	13 1%	13 1%	7 1%	3 1%	10 1%	- -%	3 4%	* *%	* *%	- -%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 441 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
Increased	262	153	16	22	13	6	8	5	99	54	23	12	21	6	10
	13%	11%	15%	30%	29%	29%	29%	35%	9%	29%	39%	28%	54%	36%	50%
			a	a	a				a	a	a	a	a	a	
Stayed about the same	1344	987	70	42	32	13	9	6	709	100	31	22	17	9	9
	67%	69%	65%	56%	69%	57%	35%	38%	67%	55%	52%	51%	45%	55%	46%
		f							b						
Decreased	372	275	23	7	1	3	10	4	232	26	4	9	*	1	1
	19%	19%	21%	9%	2%	14%	37%	27%	22%	14%	7%	20%	1%	9%	4%
		d					cd	d	c						
Don't Know (DO NOT READ OUT)	22	12	-	3	*	*	-	-	10	3	1	*	*	-	-
	1%	1%	-%	4%	*%	*%	-%	-%	1%	2%	2%	1%	*%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 441 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
Increased	262 13%	90 9%	43 28%	42 39%	23 50%	11 34%	19 67%	17 45%	52 6%	51 14%	79 23%	26 23%	27 36%
			a	a	ab	a	ab	a		a	ab	a	ab
Stayed about the same	1344 67%	699 71%	85 56%	44 42%	17 37%	17 50%	8 29%	21 54%	633 71%	256 69%	207 60%	74 65%	32 43%
			bcd						ce	e		e	
Decreased	372 19%	192 19%	26 17%	19 18%	4 9%	1 4%	1 5%	* 1%	196 22%	60 16%	55 16%	13 11%	15 21%
Don't Know (DO NOT READ OUT)	22 1%	6 1%	- -%	1 1%	2 4%	4 12%	* *%	- -%	12 1%	2 1%	2 *%	* *%	- -%
					a	abc							

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 441 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
Increased	262 13%	95 10%	43 13%	56 21%	20 24%	9 20%	59 8%	54 21%	65 30%	25 27%	21 37%
Stayed about the same	1344 67%	677 68%	228 71%	169 62%	57 68%	27 57%	535 68%	156 62%	124 57%	55 61%	21 38%
Decreased	372 19%	212 21%	49 15%	46 17%	7 8%	11 23%	179 23%	41 16%	27 13%	11 12%	14 25%
Don't Know (DO NOT READ OUT)	22 1%	11 1%	2 1%	1 *%	* *%	- -%	12 2%	* *%	1 1%	* *%	- -%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 441 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
Increased	262 13%	42 6%	44 22%	88 35%	38 29%	27 52%	203 26%	16 14%	26 5%	183 11%	79 27%	174 11%	50 38%
			a	ab	a	ab	c	c			a		a
Stayed about the same	1344 67%	545 74%	121 60%	129 51%	70 54%	16 31%	453 58%	65 56%	367 76%	1190 69%	154 54%	1101 69%	58 44%
		bcde	e						ab	b		b	
Decreased	372 19%	145 20%	31 15%	34 13%	22 17%	9 17%	128 16%	25 21%	90 19%	324 19%	48 17%	304 19%	19 15%
Don't Know (DO NOT READ OUT)	22 1%	5 1%	5 2%	2 1%	1 *	- -%	2 *	10 9%	1 *	17 1%	5 2%	11 1%	4 3%
								ac					

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 441 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
Increased	262 13%	167 14%	58 33% a	137 15%	108 22% a	182 11%	43 34% a	163 13%	62 33% a	141 15%	104 22% a
Stayed about the same	1344 67%	806 65%	91 51% b	611 67%	281 58% b	1100 69%	59 47% b	805 66%	92 49% b	614 67%	278 58% b
Decreased	372 19%	250 20%	23 13%	151 17%	93 19%	304 19%	19 15%	244 20%	29 16%	153 17%	91 19%
Don't Know (DO NOT READ OUT)	22 1%	9 1%	5 3%	7 1%	5 1%	11 1%	4 3% a	9 1%	5 3%	8 1%	5 1%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 441 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
Increased	262 13%	183 22%	159 12%	71 28%	- -%	182 23%	138 15%	58 30%	2 40%	225 23%	119 16%	71 32%	- -%
Stayed about the same	1344 67%	506 60%	934 69%	138 54%	5 100%	459 58%	609 64%	99 50%	3 60%	567 58%	500 65%	111 49%	2 100%
Decreased	372 19%	148 17%	262 19%	41 16%	- -%	136 17%	197 21%	35 18%	- -%	174 18%	141 18%	38 17%	- -%
Don't Know (DO NOT READ OUT)	22 1%	10 1%	2 *%	4 2%	- -%	8 1%	7 1%	5 2%	- -%	8 1%	5 1%	5 2%	- -%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 441 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
Increased	262 13%	172 11%	158 13%	155 17% a	155 13%	121 12%	11 33% ab	97 15%	91 18%	95 21%	42 31% ab	22 26%
Stayed about the same	1344 67%	1071 69%	779 66%	582 64%	840 69%	696 67%	17 49%	401 63% d	302 61%	256 57%	62 47%	49 56%
Decreased	372 19%	298 19%	229 20%	167 18%	208 17%	218 21%	2 6%	133 21%	97 20%	93 21%	25 19%	15 18%
Don't Know (DO NOT READ OUT)	22 1%	9 1%	9 1%	8 1%	10 1%	7 1%	4 12% ab	3 1%	6 1%	6 1%	4 3%	- -%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 441 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
Increased	262 13%	60 30%	38 34%	24 26%	10 22%	214 13%	139 14%	230 13%	164 15%	166 17%	169 21%	177 11%	36 18%	- -%	166 12%	30 22%
Stayed about the same	1344 67%	86 44%	58 51%	46 49%	27 58%	1106 67%	691 67%	1167 67%	728 66%	628 63%	493 60%	1098 68%	126 62%	- -%	997 70%	67 49%
Decreased	372 19%	51 26%	16 14%	23 25%	10 21%	322 19%	187 18%	332 19%	214 19%	189 19%	154 19%	315 20%	33 16%	- -%	243 17%	40 29%
Don't Know (DO NOT READ OUT)	22 1%	* *%	2 2%	* *%	- -%	11 1%	15 1%	17 1%	2 *%	10 1%	8 1%	14 1%	7 4%	- -%	11 1%	1 1%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 441 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
Increased	262 13%	164 22%	60 5%	120 20%	17 41%	95 32%	62 14%	262 100%	- -%	- -%	101 34%	68 18%	91 7%
Stayed about the same	1344 67%	402 53%	862 78%	359 59%	21 51%	152 52%	283 63%	- -%	1344 100%	- -%	139 47%	246 65%	928 73%
Decreased	372 19%	183 24%	171 15%	122 20%	3 8%	43 15%	100 22%	- -%	- -%	372 100%	58 19%	67 18%	244 19%
Don't Know (DO NOT READ OUT)	22 1%	10 1%	11 1%	6 1%	- -%	4 1%	2 *%	- -%	- -%	- -%	* *%	1 *%	4 *%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 441 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
Increased	262 13%	132 15%	130 12%
Stayed about the same	1344 67%	490 55%	854 77%
Decreased	372 19%	258 29%	114 10%
Don't Know (DO NOT READ OUT)	22 1%	12 1%	10 1%

Columns Tested.: a,b

Table 441 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
Increased	262 13%	5 9%	18 9%	38 15% h	6 9%	36 12%	9 7%	10 30% bdfh	19 6%	29 19% fh	7 8%	25 20% fh	60 21% bdfh
Stayed about the same	1344 67%	35 66%	143 70%	151 62%	43 65%	199 64%	97 78% ce	22 63%	220 71%	97 63%	66 76%	83 65%	187 66%
Decreased	372 19%	8 15%	43 21%	52 21% l	17 25% l	69 22% l	17 14%	2 6%	72 23% l	28 18%	14 15%	20 15%	31 11%
Don't Know (DO NOT READ OUT)	22 1%	5 9% bcdhik	* *%	2 1%	* *%	6 2%	1 1%	* 1%	- -%	* *%	* 1%	- -%	6 2%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 441 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
Increased	262 13%	61 12%	51 10%	58 12%	93 19% b	111 11%	150 15%
Stayed about the same	1344 67%	329 66%	339 68%	339 68%	337 67%	668 67%	676 68%
Decreased	372 19%	103 21% d	103 21% d	102 20%	64 13%	206 21%	167 17%
Don't Know (DO NOT READ OUT)	22 1%	7 1%	8 2%	1 *%	7 1%	15 2%	7 1%

Columns Tested: a,b,c,d - a,b

Table 442

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	d	e
Unweighted Base	302	46	256	175	61	20	46	127
Effective base	109	12	97	96	24	12	22	34
Weighted Base	262	26	235	244	15	2	1	18
Parcels and packets	151	23	129	143	7	1	1	8
	58%	87%	55%	59%	47%	41%	61%	47%
		b						
Large letters	96	6	90	90	5	1	*	7
	37%	23%	38%	37%	37%	46%	38%	38%
Letters	67	4	62	61	5	1	1	6
	26%	17%	27%	25%	34%	30%	51%	35%
							a	
Advertising and promotional material, such as catalogues, brochures and direct mail	30	-	30	29	1	*	*	2
	12%	-%	13%	12%	7%	11%	34%	9%
							abe	
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	27	-	27	24	2	*	*	3
	10%	-%	11%	10%	16%	13%	16%	16%
Order fulfilment (sending ordered goods to customers)	19	-	19	17	2	*	*	2
	7%	-%	8%	7%	11%	4%	1%	9%
Other everyday correspondence, such as invoices, one off bills etc.	13	-	13	11	1	1	*	2
	5%	-%	6%	5%	8%	25%	1%	9%
Publications, such as magazines, periodicals, customer newsletters	11	-	11	11	*	*	*	*
	4%	-%	5%	4%	1%	1%	11%	2%
None of these (DO NOT READ OUT)	11	1	11	9	2	*	-	2
	4%	2%	5%	4%	15%	2%	-%	13%
					a			

Columns Tested: a,b - a,b,c,d,e

Table 442 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	*c	d	e
Unweighted Base	302	46	256	175	61	20	46	127
Effective base	109	12	97	96	24	12	22	34
Weighted Base	262	26	235	244	15	2	1	18
Don't Know (DO NOT READ OUT)	1	-	1	1	*	-	-	*
	*%	-%	1%	*%	2%	-%	-%	2%
Refused (DO NOT READ OUT)	3	-	3	3	-	-	-	-
	1%	-%	1%	1%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c,d,e

Table 442 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	302	75	76	24	42	39	46	175	61	66
Effective base	109	47	40	16	17	18	22	96	24	25
Weighted Base	262	129	99	15	11	5	1	244	15	3
Parcels and packets	151	79	58	6	5	2	1	143	7	2
	58%	61%	59%	42%	47%	43%	61%	59%	47%	48%
Large letters	96	51	33	6	4	2	*	90	5	1
	37%	40%	33%	36%	36%	43%	38%	37%	37%	43%
Letters	67	33	22	6	4	2	1	61	5	1
	26%	25%	22%	36%	34%	32%	51%	25%	34%	37%
							abg			
Advertising and promotional material, such as catalogues, brochures and direct mail	30	7	19	3	1	*	*	29	1	1
	12%	6%	19%	18%	9%	6%	34%	12%	7%	19%
							aegh			
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	27	6	17	1	2	1	*	24	2	*
	10%	5%	18%	5%	14%	21%	16%	10%	16%	14%
Order fulfilment (sending ordered goods to customers)	19	4	13	1	*	1	*	17	2	*
	7%	3%	13%	5%	3%	25%	1%	7%	11%	3%
						afgi				
Other everyday correspondence, such as invoices, one off bills etc.	13	8	3	1	1	1	*	11	1	1
	5%	6%	3%	5%	10%	10%	1%	5%	8%	17%
Publications, such as magazines, periodicals, customer newsletters	11	2	6	3	*	*	*	11	*	*
	4%	2%	6%	17%	1%	*%	11%	4%	1%	4%
None of these (DO NOT READ OUT)	11	4	4	1	2	*	-	9	2	*
	4%	3%	4%	6%	19%	1%	-%	4%	15%	1%
				fgi				g		

Columns Tested: a,b,c,d,e,f,g,h,i

Table 442 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	302	75	76	24	42	39	46	175	61	66
Effective base	109	47	40	16	17	18	22	96	24	25
Weighted Base	262	129	99	15	11	5	1	244	15	3
Don't Know (DO NOT READ OUT)	1	-	*	*	*	*	-	1	*	-
	*%	-%	*%	3%	1%	3%	-%	*%	2%	-%
Refused (DO NOT READ OUT)	3	3	-	-	-	-	-	3	-	-
	1%	2%	-%	-%	-%	-%	-%	1%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 442 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	*c	*d	e
Unweighted Base	302	115	60	61	20	46	105	55	29	17	48
Effective base	109	71	42	24	12	22	57	21	13	9	6
Weighted Base	262	203	41	15	2	1	145	49	15	6	10
Parcels and packets	151 58%	117 58%	26 63%	7 47%	1 41%	1 61%	85 59%	23 47%	10 63%	5 83%	2 16%
Large letters	96 37%	76 37%	14 33%	5 37%	1 46%	* 38%	51 35%	17 36%	8 52%	3 46%	6 59%
Letters	67 26%	46 23%	15 36%	5 34%	1 30%	1 51%	36 25%	15 30%	5 36%	3 44%	1 11%
Advertising and promotional material, such as catalogues, brochures and direct mail	30 12%	21 10%	8 20%	1 7%	* 11%	* 34%	3 2%	18 37%	1 8%	3 61%	4 39%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	27 10%	19 9%	5 13%	2 16%	* 13%	* 16%	7 5%	17 35%	1 4%	1 21%	1 10%
Order fulfilment (sending ordered goods to customers)	19 7%	16 8%	2 4%	2 11%	* 4%	* 1%	6 4%	10 20%	2 14%	* 2%	1 8%
Other everyday correspondence, such as invoices, one off bills etc.	13 5%	8 4%	4 9%	1 8%	1 25%	* 1%	7 5%	3 7%	1 6%	2 30%	* 2%
Publications, such as magazines, periodicals, customer newsletters	11 4%	6 3%	5 12%	* 1%	* 1%	* 11%	2 1%	3 5%	* *%	3 44%	4 37%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 442 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	*c	*d	e
Unweighted Base	302	115	60	61	20	46	105	55	29	17	48
Effective base	109	71	42	24	12	22	57	21	13	9	6
Weighted Base	262	203	41	15	2	1	145	49	15	6	10
None of these (DO NOT READ OUT)	11	8	1	2	*	-	9	1	-	*	2
	4%	4%	2%	15%	2%	-%	6%	1%	-%	1%	18%
Don't Know (DO NOT READ OUT)	1	-	1	*	-	-	1	-	-	*	*
	*%	-%	2%	2%	-%	-%	1%	-%	-%	2%	2%
Refused (DO NOT READ OUT)	3	3	-	-	-	-	3	-	-	-	-
	1%	1%	-%	-%	-%	-%	2%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 442 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	c	*d	*e	*f	*g	*h	*i
Unweighted Base	302	16	20	45	12	20	18	20	19	16
Effective base	109	9	12	20	6	10	11	9	8	8
Weighted Base	262	17	25	51	7	25	35	29	23	20
Parcels and packets	151	10	14	30	7	10	23	17	10	13
	58%	61%	57%	58%	92%	41%	66%	58%	41%	62%
Large letters	96	10	12	25	*	9	6	5	7	10
	37%	57%	49%	50%	2%	36%	18%	16%	29%	51%
Letters	67	5	6	11	*	8	5	5	3	10
	26%	32%	24%	21%	6%	33%	15%	19%	14%	47%
Advertising and promotional material, such as catalogues, brochures and direct mail	30	3	5	14	1	4	-	-	1	*
	12%	21%	20%	27%	15%	15%	-%	-%	2%	*%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	27	3	6	12	2	1	-	1	1	*
	10%	15%	25%	24%	24%	5%	-%	3%	3%	*%
Order fulfilment (sending ordered goods to customers)	19	-	6	1	-	3	3	5	*	-
	7%	-%	24%	2%	-%	11%	9%	18%	2%	-%
Other everyday correspondence, such as invoices, one off bills etc.	13	2	4	2	-	1	*	-	4	-
	5%	10%	16%	4%	-%	3%	1%	-%	18%	-%
Publications, such as magazines, periodicals, customer newsletters	11	2	2	3	-	4	-	-	-	*
	4%	10%	8%	5%	-%	15%	-%	-%	-%	1%
None of these (DO NOT READ OUT)	11	-	3	2	-	*	-	4	-	1
	4%	-%	13%	4%	-%	2%	-%	16%	-%	4%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 442 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	c	*d	*e	*f	*g	*h	*i
Unweighted Base	302	16	20	45	12	20	18	20	19	16
Effective base	109	9	12	20	6	10	11	9	8	8
Weighted Base	262	17	25	51	7	25	35	29	23	20
Don't Know (DO NOT READ OUT)	1	-	-	-	*	*	-	*	-	-
	*%	-%	-%	-%	2%	2%	-%	2%	-%	-%
Refused (DO NOT READ OUT)	3	-	3	-	-	-	-	-	-	-
	1%	-%	11%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 442 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	302	48	55	83	186	116	38	41	37
Effective base	109	23	29	40	90	30	16	9	10
Weighted Base	262	52	65	115	232	29	14	12	4
Parcels and packets	151 58%	29 56%	34 52%	69 60%	133 57%	19 64%	11 78%	5 44%	3 76%
Large letters	96 37%	20 37%	29 44%	36 32%	84 36%	12 40%	6 45%	5 43%	1 17%
Letters	67 26%	18 35%	15 23%	21 19%	54 23%	13 42%	5 39%	6 54%	1 21%
Advertising and promotional material, such as catalogues, brochures and direct mail	30 12%	5 9%	9 14%	14 12%	28 12%	3 9%	2 15%	* 4%	* 6%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	27 10%	3 6%	10 15%	13 11%	26 11%	2 5%	1 9%	* 2%	* 2%
Order fulfilment (sending ordered goods to customers)	19 7%	3 5%	7 10%	9 8%	19 8%	* 1%	* 1%	* 1%	* *%
Other everyday correspondence, such as invoices, one off bills etc.	13 5%	1 2%	10 15% ce	2 2%	13 5%	* 1%	- -%	* 2%	* 1%
Publications, such as magazines, periodicals, customer newsletters	11 4%	4 7%	4 6%	3 2%	10 4%	1 3%	1 6%	* 1%	* 2%

Columns Tested: a,b,c,d,e,f,g,h

Table 442 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	302	48	55	83	186	116	38	41	37
Effective base	109	23	29	40	90	30	16	9	10
Weighted Base	262	52	65	115	232	29	14	12	4
None of these (DO NOT READ OUT)	11	1	3	6	11	1	-	1	-
	4%	2%	5%	5%	5%	2%	-%	5%	-%
Don't Know (DO NOT READ OUT)	1	1	-	*	1	*	*	-	-
	*%	1%	-%	*%	*%	*%	1%	-%	-%
Refused (DO NOT READ OUT)	3	-	3	-	3	-	-	-	-
	1%	-%	4%	-%	1%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h

Table 442 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	*h	i
Unweighted Base	302	16	32	6	38	37	95	10	10	96
Effective base	109	10	8	3	12	13	43	2	5	31
Weighted Base	262	11	25	8	33	33	89	4	6	85
Parcels and packets	151	7	14	3	18	14	59	1	4	50
	58%	62%	57%	41%	53%	41%	66%	14%	57%	59%
Large letters	96	5	7	4	11	16	32	*	4	28
	37%	43%	28%	54%	34%	47%	36%	4%	70%	33%
Letters	67	9	2	3	6	17	14	*	3	18
	26%	80%	10%	40%	17%	51%	16%	7%	47%	21%
						bfi				
Advertising and promotional material, such as catalogues, brochures and direct mail	30	5	4	2	6	10	6	*	1	2
	12%	48%	17%	24%	19%	29%	6%	5%	19%	3%
						fi				
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	27	2	*	3	4	11	6	*	3	3
	10%	15%	1%	41%	11%	32%	6%	2%	42%	3%
						fi				
Order fulfilment (sending ordered goods to customers)	19	-	5	2	7	*	8	-	*	4
	7%	-%	20%	24%	21%	*%	9%	-%	*%	5%
Other everyday correspondence, such as invoices, one off bills etc.	13	2	1	6	8	1	2	-	-	*
	5%	15%	5%	77%	23%	3%	3%	-%	-%	*%
					fi					
Publications, such as magazines, periodicals, customer newsletters	11	3	4	2	6	*	*	-	*	3
	4%	23%	15%	24%	17%	*%	*%	-%	*%	3%
			f		f					

Columns Tested: a,b,c,d,e,f,g,h,i

Table 442 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	*h	i
Unweighted Base	302	16	32	6	38	37	95	10	10	96
Effective base	109	10	8	3	12	13	43	2	5	31
Weighted Base	262	11	25	8	33	33	89	4	6	85
None of these (DO NOT READ OUT)	11	-	-	-	-	*	1	3	1	6
	4%	-%	-%	-%	-%	1%	1%	81%	19%	7%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	-	1	-	-	*
	*%	-%	-%	-%	-%	-%	1%	-%	-%	1%
Refused (DO NOT READ OUT)	3	-	-	-	-	-	-	-	-	3
	1%	-%	-%	-%	-%	-%	-%	-%	-%	3%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 442 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	*b	*c	a	b	a	*b
Unweighted Base	302	91	95	116	277	25	-	247	55	295	7
Effective base	109	32	43	36	96	14	-	98	13	107	2
Weighted Base	262	77	89	95	220	41	-	243	19	255	7
Parcels and packets	151	38	59	54	135	17	-	143	8	146	6
	58%	49%	66%	57%	61%	41%	-%	59%	43%	57%	82%
Large letters	96	32	32	33	73	23	-	89	7	91	5
	37%	41%	36%	34%	33%	56%	-%	37%	38%	36%	75%
Letters	67	32	14	21	54	12	-	62	5	60	6
	26%	41%	16%	22%	25%	30%	-%	25%	27%	24%	90%
		b									
Advertising and promotional material, such as catalogues, brochures and direct mail	30	21	6	4	28	2	-	26	4	30	-
	12%	27%	6%	4%	13%	5%	-%	11%	22%	12%	-%
		bc									
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	27	16	6	6	25	2	-	23	4	27	-
	10%	21%	6%	6%	11%	5%	-%	9%	23%	11%	-%
Order fulfilment (sending ordered goods to customers)	19	7	8	4	17	2	-	16	4	19	-
	7%	9%	9%	4%	8%	5%	-%	6%	19%	8%	-%
Other everyday correspondence, such as invoices, one off bills etc.	13	10	2	*	11	2	-	12	1	13	-
	5%	13%	3%	*%	5%	5%	-%	5%	5%	5%	-%
		c									
Publications, such as magazines, periodicals, customer newsletters	11	8	*	3	11	-	-	7	4	11	-
	4%	11%	*%	3%	5%	-%	-%	3%	24%	4%	-%
		b							a		

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 442 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	*b	*c	a	b	a	*b
Unweighted Base	302	91	95	116	277	25	-	247	55	295	7
Effective base	109	32	43	36	96	14	-	98	13	107	2
Weighted Base	262	77	89	95	220	41	-	243	19	255	7
None of these (DO NOT READ OUT)	11	*	1	10	8	3	-	10	1	11	-
	4%	1%	1%	11%	4%	8%	-%	4%	7%	4%	-%
Don't Know (DO NOT READ OUT)	1	-	1	*	1	-	-	1	-	1	-
	*%	-%	1%	1%	1%	-%	-%	1%	-%	*%	-%
Refused (DO NOT READ OUT)	3	-	-	3	3	-	-	3	-	3	-
	1%	-%	-%	3%	1%	-%	-%	1%	-%	1%	-%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 442 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	302	103	94	103
Effective base	109	33	34	41
Weighted Base	262	81	76	99
Parcels and packets	151	41	40	71
	58%	50%	52%	71%
Large letters	96	24	32	36
	37%	29%	42%	36%
Letters	67	22	23	21
	26%	28%	30%	21%
Advertising and promotional material, such as catalogues, brochures and direct mail	30	12	13	6
	12%	14%	17%	6%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	27	8	17	2
	10%	10%	23%	2%
Order fulfilment (sending ordered goods to customers)	19	3	8	8
	7%	4%	11%	8%
Other everyday correspondence, such as invoices, one off bills etc.	13	1	11	1
	5%	1%	14%	1%
Publications, such as magazines, periodicals, customer newsletters	11	6	4	*
	4%	8%	6%	*%
None of these (DO NOT READ OUT)	11	9	2	*
	4%	11%	3%	*%
		c		

Columns Tested: a,b,c

Table 442 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	302	103	94	103
Effective base	109	33	34	41
Weighted Base	262	81	76	99
Don't Know (DO NOT READ OUT)	1 *%	1 1%	- -%	* *%
Refused (DO NOT READ OUT)	3 1%	3 3%	- -%	- -%

Columns Tested:: a,b,c

Table 442 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	302	149	76	30	17	17	8	1	4	225	77	47
Effective base	109	61	30	9	6	5	2	1	2	91	18	11
Weighted Base	262	155	63	15	5	17	6	*	*	218	44	28
Parcels and packets	151	77	52	14	4	5	*	-	*	129	23	9
	58%	49%	83% aijk	88% ak	73%	32%	1%	-%	62%	59%	52%	33%
Large letters	96	43	32	4	3	9	4	-	*	75	21	17
	37%	28%	51% a	26%	68%	56%	63%	-%	28%	35%	48%	59% a
Letters	67	37	16	3	4	7	-	*	*	53	14	11
	26%	24%	25%	18%	83%	42%	-%	100%	28%	24%	32%	40%
Advertising and promotional material, such as catalogues, brochures and direct mail	30	12	4	1	3	5	6	-	*	16	14	14
	12%	8%	7%	4%	55%	30%	91%	-%	72%	7%	32% abi	48% abci
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	27	12	6	*	2	4	2	-	*	18	9	8
	10%	8%	10%	1%	43%	24%	34%	-%	28%	8%	20%	30% i
Order fulfilment (sending ordered goods to customers)	19	8	3	2	*	5	2	-	-	10	9	7
	7%	5%	4%	12%	6%	27%	33%	-%	-%	5%	20% i	24% i
Other everyday correspondence, such as invoices, one off bills etc.	13	6	3	*	1	1	2	-	-	9	4	4
	5%	4%	5%	3%	16%	5%	33%	-%	-%	4%	10%	13%
Publications, such as magazines, periodicals, customer newsletters	11	3	2	*	1	2	4	-	*	5	6	6
	4%	2%	3%	1%	16%	10%	57%	-%	11%	2%	14% i	21% ai

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 442 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	302	149	76	30	17	17	8	1	4	225	77	47
Effective base	109	61	30	9	6	5	2	1	2	91	18	11
Weighted Base	262	155	63	15	5	17	6	*	*	218	44	28
None of these (DO NOT READ OUT)	11	11	1	-	*	-	-	-	-	11	*	*
	4%	7%	1%	-%	1%	-%	-%	-%	-%	5%	*%	*%
Don't Know (DO NOT READ OUT)	1	1	*	-	-	-	*	-	-	1	*	*
	*%	1%	*%	-%	-%	-%	2%	-%	-%	*%	*%	1%
Refused (DO NOT READ OUT)	3	3	-	-	-	-	-	-	-	3	-	-
	1%	2%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 442 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	*a	b	c	d	e	*f	*g
Unweighted Base	302	42	107	153	269	256	277	281	201	182	19	121	31	31	32	27	16
Effective base	109	16	45	48	93	92	98	103	74	58	7	50	9	9	10	8	5
Weighted Base	262	39	116	107	225	225	238	245	176	140	16	126	20	20	25	16	14
Parcels and packets	151	7	70	75	120	125	131	147	93	67	8	79	18	5	9	9	4
	58%	18%	60%	70%	54%	56%	55%	60%	53%	48%	51%	62%	86%	23%	36%	54%	28%
Large letters	96	8	35	53	86	94	94	90	71	57	2	45	8	10	19	4	5
	37%	22%	30%	50%	38%	42%	39%	37%	40%	40%	13%	36%	38%	52%	77%	27%	35%
Letters	67	6	30	30	62	61	64	57	47	49	3	28	1	11	14	6	2
	26%	16%	26%	28%	28%	27%	27%	23%	27%	35%	18%	22%	5%	55%	57%	34%	15%
Advertising and promotional material, such as catalogues, brochures and direct mail	30	*	12	19	30	30	30	30	30	30	-	12	1	1	6	3	8
	12%	1%	10%	17%	14%	14%	13%	12%	17%	22%	-%	9%	4%	3%	26%	17%	57%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	27	3	9	15	25	25	25	25	25	27	-	9	1	1	7	3	5
	10%	8%	8%	14%	11%	11%	11%	10%	14%	19%	-%	7%	6%	6%	27%	16%	32%
Order fulfilment (sending ordered goods to customers)	19	2	6	11	15	15	15	17	15	18	-	8	-	*	-	5	2
	7%	6%	5%	11%	7%	7%	6%	7%	8%	13%	-%	6%	-%	1%	-%	30%	12%
Other everyday correspondence, such as invoices, one off bills etc.	13	5	1	7	13	13	13	13	13	13	-	9	1	*	*	2	-
	5%	12%	1%	7%	6%	6%	5%	5%	7%	9%	-%	7%	7%	2%	1%	10%	-%
Publications, such as magazines, periodicals, customer newsletters	11	*	3	8	11	11	11	11	11	11	*	5	1	*	*	2	4
	4%	*%	2%	8%	5%	5%	5%	4%	6%	8%	*%	4%	4%	*%	*%	11%	25%
None of these (DO NOT READ OUT)	11	9	2	1	11	6	11	6	7	2	5	6	-	-	-	1	-
	4%	22%	2%	1%	5%	3%	5%	3%	4%	1%	29%	5%	-%	-%	-%	4%	-%
		bc															

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 442 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	*a	b	c	d	e	*f	*g
Significance Level: 95%																	
Unweighted Base	302	42	107	153	269	256	277	281	201	182	19	121	31	31	32	27	16
Effective base	109	16	45	48	93	92	98	103	74	58	7	50	9	9	10	8	5
Weighted Base	262	39	116	107	225	225	238	245	176	140	16	126	20	20	25	16	14
Don't Know (DO NOT READ OUT)	1	-	1	*	1	1	1	1	1	*	-	1	-	*	-	-	*
	%	-%	1%	%	1%	1%	1%	1%	1%	%	-%	1%	-%	1%	-%	-%	1%
Refused (DO NOT READ OUT)	3	3	-	-	3	3	3	3	3	3	-	3	-	-	-	-	-
	1%	7%	-%	-%	1%	1%	1%	1%	2%	2%	-%	2%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 442 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Unweighted Base	302	147	31	27	27	17	13	7	99	61	37	20	20	9	10
Effective base	109	62	6	9	6	7	3	2	41	20	12	10	6	4	4
Weighted Base	262	153	16	22	13	6	8	5	99	54	23	12	21	6	10
Parcels and packets	151	83	14	8	7	4	3	2	66	30	13	4	6	3	3
	58%	54%	86%	37%	50%	63%	33%	33%	67%	56%	55%	32%	29%	53%	33%
Large letters	96	58	5	12	4	2	1	4	31	23	13	10	14	3	1
	37%	38%	32%	54%	30%	37%	8%	80%	31%	43%	56%	83%	65%	47%	8%
Letters	67	31	1	18	5	6	1	*	20	16	7	7	8	1	2
	26%	20%	7%	82%	34%	92%	13%	*%	20%	30%	29%	59%	37%	23%	21%
Advertising and promotional material, such as catalogues, brochures and direct mail	30	17	*	1	5	3	*	4	4	7	6	2	6	*	5
	12%	11%	3%	7%	34%	53%	2%	68%	4%	14%	24%	17%	30%	1%	47%
											a				
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	27	13	*	3	5	2	2	*	4	7	3	1	5	*	5
	10%	9%	2%	11%	40%	33%	21%	*%	4%	13%	12%	8%	26%	1%	47%
Order fulfilment (sending ordered goods to customers)	19	8	*	*	*	-	4	2	6	3	*	-	5	-	1
	7%	5%	3%	*%	4%	-%	57%	32%	6%	5%	1%	-%	24%	-%	10%
Other everyday correspondence, such as invoices, one off bills etc.	13	10	*	1	*	2	*	-	4	7	*	1	1	-	-
	5%	6%	1%	6%	*%	26%	*%	-%	4%	13%	*%	10%	5%	-%	-%
Publications, such as magazines, periodicals, customer newsletters	11	6	-	*	*	2	*	4	2	3	4	1	1	*	*
	4%	4%	-%	*%	*%	27%	*%	67%	2%	5%	19%	7%	4%	1%	*%
											a				
None of these (DO NOT READ OUT)	11	10	-	-	-	-	1	-	6	1	-	-	-	-	-
	4%	7%	-%	-%	-%	-%	7%	-%	6%	1%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 442 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Unweighted Base	302	147	31	27	27	17	13	7	99	61	37	20	20	9	10
Effective base	109	62	6	9	6	7	3	2	41	20	12	10	6	4	4
Weighted Base	262	153	16	22	13	6	8	5	99	54	23	12	21	6	10
Don't Know (DO NOT READ OUT)	1	1	-	-	*	-	*	-	*	1	-	-	-	*	-
	*%	1%	-%	-%	1%	-%	2%	-%	*%	1%	-%	-%	-%	3%	-%
Refused (DO NOT READ OUT)	3	3	-	-	-	-	-	-	3	-	-	-	-	-	-
	1%	2%	-%	-%	-%	-%	-%	-%	3%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 442 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	*d	*e	*f	*g	a	b	c	d	*e
Significance Level: 95%													
Unweighted Base	302	94	48	47	29	25	22	16	57	62	76	52	29
Effective base	109	40	16	15	12	10	6	8	22	20	30	16	11
Weighted Base	262	90	43	42	23	11	19	17	52	51	79	26	27
Parcels and packets	151	51	30	22	14	6	15	8	29	32	50	14	5
	58%	57%	70%	53%	62%	57%	77%	45%	55%	62%	63%	52%	19%
Large letters	96	27	25	16	5	7	9	1	10	22	34	7	21
	37%	31%	58%	38%	23%	65%	45%	5%	18%	42%	43%	26%	78%
Letters	67	24	3	13	5	5	5	3	9	12	29	5	9
	26%	26%	8%	32%	22%	41%	24%	17%	18%	23%	36%	20%	33%
Advertising and promotional material, such as catalogues, brochures and direct mail	30	3	*	8	11	1	4	2	*	7	5	8	10
	12%	4%	*%	19%	48%	12%	19%	12%	*%	13%	6%	30%	38%
												ac	
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	27	5	1	7	5	3	*	4	3	8	4	6	5
	10%	6%	1%	16%	24%	29%	1%	22%	5%	15%	5%	22%	17%
Order fulfilment (sending ordered goods to customers)	19	8	*	1	-	*	*	8	1	*	6	8	*
	7%	8%	1%	2%	-%	2%	2%	44%	2%	*%	8%	29%	1%
												ab	
Other everyday correspondence, such as invoices, one off bills etc.	13	3	1	5	2	*	-	2	*	6	3	4	*
	5%	4%	2%	11%	8%	3%	-%	12%	*%	11%	4%	16%	*%
Publications, such as magazines, periodicals, customer newsletters	11	2	-	*	4	*	4	-	*	-	4	4	4
	4%	2%	-%	*%	19%	1%	22%	-%	*%	-%	4%	14%	13%
None of these (DO NOT READ OUT)	11	6	-	-	-	-	-	-	7	-	4	*	-
	4%	7%	-%	-%	-%	-%	-%	-%	13%	-%	5%	*%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 442 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	*d	*e	*f	*g	a	b	c	d	*e
Unweighted Base	302	94	48	47	29	25	22	16	57	62	76	52	29
Effective base	109	40	16	15	12	10	6	8	22	20	30	16	11
Weighted Base	262	90	43	42	23	11	19	17	52	51	79	26	27
Don't Know (DO NOT READ OUT)	1	*	*	*	-	-	-	*	-	-	1	*	-
	%	1%	1%	*%	-%	-%	-%	1%	-%	-%	1%	*%	-%
Refused (DO NOT READ OUT)	3	-	3	-	-	-	-	-	-	-	3	-	-
	1%	-%	6%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 442 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	a	b	c	d	*e
Significance Level: 95%											
Unweighted Base	302	98	55	58	40	17	65	61	68	38	22
Effective base	109	37	18	23	11	5	25	21	25	12	8
Weighted Base	262	95	43	56	20	9	59	54	65	25	21
Parcels and packets	151	41	32	31	12	3	34	32	45	9	5
	58%	43%	75%	56%	59%	33%	57%	59%	69%	38%	22%
Large letters	96	33	24	16	7	6	20	14	32	11	17
	37%	35%	55%	29%	33%	67%	33%	26%	49%	42%	82%
Letters	67	12	11	27	7	5	13	13	24	4	7
	26%	13%	26%	48%	34%	48%	23%	24%	36%	16%	33%
Advertising and promotional material, such as catalogues, brochures and direct mail	30	13	3	6	4	4	*	7	5	11	6
	12%	13%	7%	11%	19%	40%	*%	13%	7%	42%	31%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	27	15	3	2	4	1	4	8	5	3	4
	10%	16%	7%	4%	18%	6%	7%	16%	8%	13%	21%
Order fulfilment (sending ordered goods to customers)	19	4	1	5	5	*	4	*	3	8	*
	7%	4%	2%	9%	23%	3%	6%	*%	5%	31%	2%
Other everyday correspondence, such as invoices, one off bills etc.	13	8	*	3	2	*	*	6	5	2	*
	5%	8%	1%	5%	10%	*%	*%	10%	8%	9%	*%
Publications, such as magazines, periodicals, customer newsletters	11	1	3	2	2	4	*	-	4	6	*
	4%	1%	6%	4%	8%	38%	*%	-%	7%	25%	*%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 442 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	a	b	c	d	*e
Significance Level: 95%											
Unweighted Base	302	98	55	58	40	17	65	61	68	38	22
Effective base	109	37	18	23	11	5	25	21	25	12	8
Weighted Base	262	95	43	56	20	9	59	54	65	25	21
None of these (DO NOT READ OUT)	11	10	-	1	*	-	2	-	4	-	-
	4%	10%	-%	2%	*%	-%	3%	-%	6%	-%	-%
Don't Know (DO NOT READ OUT)	1	-	-	1	*	-	-	1	*	-	-
	*%	-%	-%	2%	1%	-%	-%	2%	*%	-%	-%
Refused (DO NOT READ OUT)	3	-	-	3	-	-	3	-	-	-	-
	1%	-%	-%	5%	-%	-%	4%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 442 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	*b	c	a	b	a	b
Unweighted Base	302	50	55	84	52	38	225	25	30	199	103	206	63
Effective base	109	21	17	34	19	12	84	7	12	73	37	71	22
Weighted Base	262	42	44	88	38	27	203	16	26	183	79	174	50
Parcels and packets	151	12	28	63	27	16	134	5	8	104	47	98	22
	58%	30%	65%	72%	70%	59%	66%	31%	30%	57%	60%	56%	44%
			a	a	a		c						
Large letters	96	13	14	31	17	11	81	6	3	71	26	61	25
	37%	31%	32%	35%	46%	40%	40%	36%	13%	39%	32%	35%	49%
Letters	67	15	18	11	7	6	47	3	7	50	17	47	15
	26%	36%	41%	12%	20%	24%	23%	18%	29%	27%	22%	27%	30%
		c	c										
Advertising and promotional material, such as catalogues, brochures and direct mail	30	1	1	14	4	8	27	1	2	9	22	9	21
	12%	3%	3%	16%	10%	28%	13%	4%	8%	5%	28%	5%	42%
						ab					a		a
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	27	3	-	16	2	3	22	1	2	8	19	8	17
	10%	7%	-%	18%	5%	10%	11%	8%	8%	4%	24%	5%	33%
											a		a
Order fulfilment (sending ordered goods to customers)	19	2	3	2	5	2	14	1	2	6	13	12	3
	7%	5%	7%	3%	13%	9%	7%	7%	8%	4%	16%	7%	7%
											a		
Other everyday correspondence, such as invoices, one off bills etc.	13	*	1	8	2	*	6	5	2	8	5	10	3
	5%	*%	3%	9%	5%	*%	3%	30%	8%	4%	6%	6%	6%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 442 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	*b	c	a	b	a	b
Unweighted Base	302	50	55	84	52	38	225	25	30	199	103	206	63
Effective base	109	21	17	34	19	12	84	7	12	73	37	71	22
Weighted Base	262	42	44	88	38	27	203	16	26	183	79	174	50
Publications, such as magazines, periodicals, customer newsletters	11 4%	* 1%	1 2%	3 3%	2 5%	5 20%	10 5%	1 5%	- -%	6 3%	5 7%	4 2%	7 14% a
None of these (DO NOT READ OUT)	11 4%	3 6%	- -%	4 4%	- -%	* *%	1 1%	- -%	5 21% a	11 6%	* *%	8 4%	3 6%
Don't Know (DO NOT READ OUT)	1 *%	- -%	* *%	1 1%	* *%	- -%	1 *%	* 3%	- -%	1 *%	1 1%	1 1%	- -%
Refused (DO NOT READ OUT)	3 1%	- -%	3 6%	- -%	- -%	- -%	- -%	3 16%	- -%	3 1%	- -%	3 2%	- -%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 442 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	302	164	92	128	153	212	57	161	95	132	149
Effective base	109	65	28	55	49	73	20	62	32	55	48
Weighted Base	262	167	58	137	108	182	43	163	62	141	104
Parcels and packets	151 58%	99 59%	27 46%	80 58%	67 62%	104 57%	17 39%	96 59%	29 47%	84 59%	63 61%
Large letters	96 37%	64 38%	30 52%	50 36%	40 37%	70 38%	17 39%	59 36%	35 56%	50 35%	40 39%
Letters	67 26%	45 27%	15 27%	37 27%	20 19%	52 28%	11 25%	40 25%	21 34%	38 27%	19 18%
Advertising and promotional material, such as catalogues, brochures and direct mail	30 12%	7 4%	23 41% a	4 3%	26 24% a	11 6%	20 46% a	4 3%	26 42% a	7 5%	23 22% a
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	27 10%	7 4%	18 31% a	5 4%	20 19% a	10 5%	15 36% a	5 3%	20 32% a	6 4%	19 19% a
Order fulfilment (sending ordered goods to customers)	19 7%	12 7%	3 5%	6 5%	11 10%	12 6%	3 8%	12 7%	3 6%	6 4%	11 11%
Other everyday correspondence, such as invoices, one off bills etc.	13 5%	8 5%	5 9%	7 5%	6 5%	10 6%	3 7%	7 4%	6 10%	8 6%	5 5%
Publications, such as magazines, periodicals, customer newsletters	11 4%	5 3%	6 10%	2 2%	9 8%	7 4%	4 10%	2 1%	9 14% a	5 3%	6 6%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 442 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	302	164	92	128	153	212	57	161	95	132	149
Effective base	109	65	28	55	49	73	20	62	32	55	48
Weighted Base	262	167	58	137	108	182	43	163	62	141	104
None of these (DO NOT READ OUT)	11	6	-	3	3	8	3	6	-	3	3
	4%	4%	-%	2%	3%	4%	8%	4%	-%	2%	3%
Don't Know (DO NOT READ OUT)	1	1	*	*	1	1	-	1	-	*	1
	*%	*%	1%	*%	1%	1%	-%	1%	-%	*%	1%
Refused (DO NOT READ OUT)	3	3	-	3	-	3	-	3	-	3	-
	1%	2%	-%	2%	-%	1%	-%	2%	-%	2%	-%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 442 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	302	197	184	76	-	199	146	63	1	244	140	79	-
Effective base	109	73	69	29	-	73	58	25	1	91	55	31	-
Weighted Base	262	183	159	71	-	182	138	58	2	225	119	71	-
Parcels and packets	151	96	93	49	-	101	84	39	-	136	77	53	-
	58%	52%	59%	69%	-%	55%	61%	67%	-%	60%	65%	75%	-%
Large letters	96	77	65	27	-	74	64	28	2	85	39	20	-
	37%	42%	41%	37%	-%	41%	47%	48%	100%	38%	33%	28%	-%
Letters	67	56	44	20	-	55	31	16	2	55	27	13	-
	26%	30%	28%	28%	-%	30%	23%	28%	100%	25%	23%	18%	-%
Advertising and promotional material, such as catalogues, brochures and direct mail	30	28	24	8	-	28	23	7	-	29	18	10	-
	12%	15%	15%	12%	-%	16%	16%	13%	-%	13%	15%	14%	-%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	27	25	21	8	-	24	18	4	-	24	16	7	-
	10%	14%	13%	11%	-%	13%	13%	7%	-%	11%	13%	9%	-%
Order fulfilment (sending ordered goods to customers)	19	15	10	11	-	14	9	11	-	17	8	15	-
	7%	8%	7%	15%	-%	8%	7%	18%	-%	8%	7%	21%	-%
												ab	
Other everyday correspondence, such as invoices, one off bills etc.	13	13	9	5	-	12	7	4	-	13	8	7	-
	5%	7%	5%	7%	-%	7%	5%	7%	-%	6%	6%	10%	-%
Publications, such as magazines, periodicals, customer newsletters	11	11	7	1	-	11	7	1	-	11	7	4	-
	4%	6%	5%	1%	-%	6%	5%	2%	-%	5%	6%	5%	-%
None of these (DO NOT READ OUT)	11	4	11	1	-	4	3	-	-	5	1	-	-
	4%	2%	7%	2%	-%	2%	2%	-%	-%	2%	1%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 442 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	302	197	184	76	-	199	146	63	1	244	140	79	-
Effective base	109	73	69	29	-	73	58	25	1	91	55	31	-
Weighted Base	262	183	159	71	-	182	138	58	2	225	119	71	-
Don't Know (DO NOT READ OUT)	1	1	*	*	-	1	*	*	-	1	*	*	-
	*%	1%	*%	*%	-%	1%	*%	*%	-%	1%	*%	*%	-%
Refused (DO NOT READ OUT)	3	3	-	-	-	3	-	-	-	3	-	-	-
	1%	1%	-%	-%	-%	1%	-%	-%	-%	1%	-%	-%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 442 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	b	c	d	*e
Significance Level: 95%												
Unweighted Base	302	203	177	157	183	135	18	98	86	96	41	22
Effective base	109	70	65	63	62	50	5	42	35	40	19	10
Weighted Base	262	172	158	155	155	121	11	97	91	95	42	22
Parcels and packets	151	104	96	105	87	74	6	63	59	65	30	16
	58%	61%	61%	68%	56%	61%	54%	65%	65%	69%	71%	70%
Large letters	96	63	63	52	63	55	2	33	30	31	16	7
	37%	37%	40%	34%	41%	45%	16%	34%	33%	33%	38%	30%
Letters	67	53	42	42	48	35	4	37	32	24	9	6
	26%	31%	27%	27%	31%	29%	32%	38%	35%	26%	21%	25%
Advertising and promotional material, such as catalogues, brochures and direct mail	30	11	14	10	16	14	3	7	5	10	6	2
	12%	6%	9%	6%	10%	12%	26%	7%	6%	10%	13%	9%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	27	10	8	9	12	9	2	4	5	8	4	1
	10%	6%	5%	6%	8%	7%	13%	4%	6%	8%	10%	4%
Order fulfilment (sending ordered goods to customers)	19	14	12	9	14	7	5	6	5	9	5	3
	7%	8%	7%	6%	9%	6%	40%	7%	6%	9%	12%	12%
Other everyday correspondence, such as invoices, one off bills etc.	13	8	10	8	12	8	3	4	3	7	5	1
	5%	5%	6%	5%	8%	7%	24%	5%	3%	8%	11%	4%
Publications, such as magazines, periodicals, customer newsletters	11	4	9	4	8	9	2	4	4	4	1	1
	4%	2%	6%	2%	5%	8%	15%	4%	4%	4%	2%	4%
None of these (DO NOT READ OUT)	11	8	2	5	3	6	-	2	1	4	-	-
	4%	4%	1%	4%	2%	5%	-%	2%	1%	4%	-%	-%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 442 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	b	c	d	*e
Significance Level: 95%												
Unweighted Base	302	203	177	157	183	135	18	98	86	96	41	22
Effective base	109	70	65	63	62	50	5	42	35	40	19	10
Weighted Base	262	172	158	155	155	121	11	97	91	95	42	22
Don't Know (DO NOT READ OUT)	1	1	1	1	1	1	-	1	*	1	*	-
	*%	*%	1%	*%	1%	1%	-%	1%	*%	1%	*%	-%
Refused (DO NOT READ OUT)	3	3	3	3	3	-	-	-	3	3	-	-
	1%	2%	2%	2%	2%	-%	-%	-%	3%	3%	-%	-%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 442 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	302	49	46	29	11	251	180	278	209	195	197	222	53	-	202	19
Effective base	109	21	17	12	4	91	59	99	73	66	72	77	15	-	69	10
Weighted Base	262	60	38	24	10	214	139	230	164	166	169	177	36	-	166	30
Parcels and packets	151	43	15	20	7	130	89	135	118	104	96	117	22	-	99	19
	58%	71%	40%	84%	67%	61%	64%	58%	72%	62%	57%	66%	63%	-%	60%	64%
Large letters	96	28	12	13	2	81	58	90	53	66	71	65	14	-	60	7
	37%	47%	32%	54%	20%	38%	41%	39%	32%	40%	42%	37%	40%	-%	36%	25%
Letters	67	21	10	3	2	66	44	67	43	34	55	52	18	-	47	3
	26%	35%	26%	12%	16%	31%	32%	29%	26%	20%	32%	29%	50%	-%	29%	10%
Advertising and promotional material, such as catalogues, brochures and direct mail	30	3	10	*	3	16	14	22	11	28	23	10	5	-	16	*
	12%	5%	27%	*%	25%	8%	10%	10%	7%	17%	13%	6%	14%	-%	10%	1%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	27	3	4	2	3	15	10	18	11	23	20	6	4	-	11	2
	10%	6%	12%	10%	27%	7%	7%	8%	7%	14%	12%	3%	10%	-%	7%	6%
Order fulfilment (sending ordered goods to customers)	19	1	7	*	2	16	10	17	18	19	18	14	7	-	16	2
	7%	1%	20%	*%	20%	7%	7%	7%	11%	12%	11%	8%	19%	-%	10%	6%
Other everyday correspondence, such as invoices, one off bills etc.	13	7	2	1	3	4	9	10	8	9	12	5	3	-	12	1
	5%	12%	6%	3%	29%	2%	7%	4%	5%	6%	7%	3%	8%	-%	7%	4%
Publications, such as magazines, periodicals, customer newsletters	11	2	8	*	*	5	7	9	4	10	9	3	1	-	9	-
	4%	3%	20%	*%	1%	2%	5%	4%	2%	6%	5%	2%	2%	-%	6%	-%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 442 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	302	49	46	29	11	251	180	278	209	195	197	222	53	-	202	19
Effective base	109	21	17	12	4	91	59	99	73	66	72	77	15	-	69	10
Weighted Base	262	60	38	24	10	214	139	230	164	166	169	177	36	-	166	30
None of these (DO NOT READ OUT)	11	-	4	*	-	11	-	11	4	3	5	7	-	-	4	3
	4%	-%	10%	*%	-%	5%	-%	5%	2%	2%	3%	4%	-%	-%	2%	11%
Don't Know (DO NOT READ OUT)	1	*	*	-	-	1	1	1	1	1	1	1	*	-	1	-
	*%	*%	1%	-%	-%	*%	1%	1%	1%	*%	1%	*%	*%	-%	1%	-%
Refused (DO NOT READ OUT)	3	-	3	-	-	3	-	3	3	-	3	-	-	-	3	-
	1%	-%	7%	-%	-%	1%	-%	1%	2%	-%	2%	-%	-%	-%	2%	-%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 442 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	*b	*c	a	b	c
Unweighted Base	302	166	83	162	11	122	78	302	-	-	120	76	103
Effective base	109	66	25	53	6	45	25	109	-	-	41	33	34
Weighted Base	262	164	60	120	17	95	62	262	-	-	101	68	91
Parcels and packets	151 58%	95 58%	36 60%	85 71%	11 66%	56 59%	51 82%	151 58%	- -%	- -%	69 68%	41 61%	41 45%
Large letters	96 37%	61 37%	21 34%	47 40%	6 36%	44 46%	18 29%	96 37%	- -%	- -%	50 50%	26 38%	20 22%
Letters	67 26%	39 24%	20 34%	32 27%	2 11%	23 24%	13 22%	67 26%	- -%	- -%	27 27%	18 26%	22 24%
Advertising and promotional material, such as catalogues, brochures and direct mail	30 12%	14 8%	3 5%	22 18%	- -%	25 26%	3 5%	30 12%	- -%	- -%	15 14%	14 21%	1 2%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	27 10%	13 8%	2 4%	22 18%	- -%	21 22%	3 4%	27 10%	- -%	- -%	14 14%	13 18%	* *%
Order fulfilment (sending ordered goods to customers)	19 7%	13 8%	5 8%	13 11%	- -%	8 8%	8 13%	19 7%	- -%	- -%	8 7%	6 8%	5 6%
Other everyday correspondence, such as invoices, one off bills etc.	13 5%	11 7%	2 4%	4 4%	1 5%	5 6%	3 4%	13 5%	- -%	- -%	6 6%	3 5%	4 4%
Publications, such as magazines, periodicals, customer newsletters	11 4%	7 5%	2 3%	7 6%	- -%	9 9%	2 3%	11 4%	- -%	- -%	7 7%	4 6%	* *%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 442 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	*b	*c	a	b	c
Unweighted Base	302	166	83	162	11	122	78	302	-	-	120	76	103
Effective base	109	66	25	53	6	45	25	109	-	-	41	33	34
Weighted Base	262	164	60	120	17	95	62	262	-	-	101	68	91
None of these (DO NOT READ OUT)	11	9	2	-	3	3	-	11	-	-	*	-	11
	4%	6%	4%	-%	19%	3%	-%	4%	-%	-%	*%	-%	12%
													ab
Don't Know (DO NOT READ OUT)	1	1	*	1	-	1	*	1	-	-	*	-	1
	*%	1%	*%	1%	-%	1%	*%	*%	-%	-%	*%	-%	1%
Refused (DO NOT READ OUT)	3	3	-	-	-	-	-	3	-	-	-	3	-
	1%	2%	-%	-%	-%	-%	-%	1%	-%	-%	-%	4%	-%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 442 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	302	172	130
Effective base	109	52	57
Weighted Base	262	132	130
Parcels and packets	151 58%	66 50%	86 66%
Large letters	96 37%	58 44%	38 30%
Letters	67 26%	35 27%	32 24%
Advertising and promotional material, such as catalogues, brochures and direct mail	30 12%	20 15%	11 8%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	27 10%	23 17%	4 3%
Order fulfilment (sending ordered goods to customers)	19 7%	10 7%	9 7%
Other everyday correspondence, such as invoices, one off bills etc.	13 5%	9 7%	4 3%
Publications, such as magazines, periodicals, customer newsletters	11 4%	4 3%	7 6%
None of these (DO NOT READ OUT)	11 4%	9 7%	2 2%

Columns Tested: a,b

Table 442 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	302	172	130
Effective base	109	52	57
Weighted Base	262	132	130
Don't Know (DO NOT READ OUT)	1 *%	- -%	1 1%
Refused (DO NOT READ OUT)	3 1%	- -%	3 2%

Columns Tested: a,b

Table 442 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		*a	*b	c	*d	e	*f	*g	*h	*i	*j	*k	l
Unweighted Base	302	20	24	32	16	31	16	19	21	25	26	17	55
Effective base	109	5	9	21	6	21	7	5	5	10	3	9	20
Weighted Base	262	5	18	38	6	36	9	10	19	29	7	25	60
Parcels and packets	151	4	9	26	3	22	3	6	9	22	1	10	36
	58%	79%	51%	70%	50%	61%	37%	54%	46%	77%	20%	39%	61%
Large letters	96	1	5	14	4	17	*	4	7	13	1	10	21
	37%	26%	27%	37%	61%	48%	2%	43%	36%	44%	13%	38%	35%
Letters	67	1	10	16	2	10	4	5	1	6	1	2	9
	26%	25%	52%	43%	33%	28%	52%	46%	5%	21%	7%	7%	16%
Advertising and promotional material, such as catalogues, brochures and direct mail	30	*	*	9	*	4	-	*	9	*	*	*	8
	12%	2%	2%	24%	3%	11%	-%	1%	46%	*%	1%	*%	13%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	27	*	-	6	-	4	*	*	9	*	*	2	6
	10%	5%	-%	16%	-%	10%	*%	*%	46%	*%	1%	9%	10%
Order fulfilment (sending ordered goods to customers)	19	*	-	4	*	2	-	1	*	-	*	-	11
	7%	5%	-%	11%	1%	6%	-%	7%	3%	-%	3%	-%	18%
Other everyday correspondence, such as invoices, one off bills etc.	13	-	*	5	*	3	-	*	-	4	*	-	*
	5%	-%	2%	13%	1%	9%	-%	*%	-%	13%	3%	-%	1%
Publications, such as magazines, periodicals, customer newsletters	11	-	*	2	-	2	*	*	-	-	*	*	6
	4%	-%	*%	7%	-%	5%	*%	*%	-%	-%	*%	*%	11%
None of these (DO NOT READ OUT)	11	*	-	-	-	-	1	-	1	-	5	3	1
	4%	9%	-%	-%	-%	-%	13%	-%	6%	-%	61%	13%	1%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	*	-	-	-	-	*	-	*
	*%	-%	-%	-%	-%	1%	-%	-%	-%	-%	7%	-%	*%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 442 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		*a	*b	c	*d	e	*f	*g	*h	*i	*j	*k	l
Unweighted Base	302	20	24	32	16	31	16	19	21	25	26	17	55
Effective base	109	5	9	21	6	21	7	5	5	10	3	9	20
Weighted Base	262	5	18	38	6	36	9	10	19	29	7	25	60
Refused (DO NOT READ OUT)	3	-	-	-	-	-	-	-	-	-	-	3	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	11%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 442 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	302	76	63	65	98	139	163
Effective base	109	34	33	20	31	67	51
Weighted Base	262	61	51	58	93	111	150
Parcels and packets	151	39	28	36	48	68	84
	58%	65%	56%	63%	52%	61%	56%
Large letters	96	20	21	24	31	41	55
	37%	33%	42%	41%	34%	37%	37%
Letters	67	27	17	12	12	44	23
	26%	44%	33%	20%	13%	39%	15%
		d	d			b	
Advertising and promotional material, such as catalogues, brochures and direct mail	30	10	4	9	8	14	17
	12%	16%	8%	15%	9%	12%	11%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	27	6	4	9	8	10	17
	10%	10%	7%	15%	9%	9%	11%
Order fulfilment (sending ordered goods to customers)	19	5	2	1	11	7	12
	7%	7%	5%	2%	12%	6%	8%
Other everyday correspondence, such as invoices, one off bills etc.	13	5	3	4	1	9	4
	5%	9%	7%	7%	1%	8%	3%
Publications, such as magazines, periodicals, customer newsletters	11	3	2	*	7	4	7
	4%	4%	4%	*%	7%	4%	4%
None of these (DO NOT READ OUT)	11	*	1	1	9	2	10
	4%	1%	2%	2%	9%	1%	7%
Don't Know (DO NOT READ OUT)	1	-	*	-	1	*	1
	*%	-%	1%	-%	1%	*%	1%

Columns Tested.: a,b,c,d - a,b

Table 442 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	302	76	63	65	98	139	163
Effective base	109	34	33	20	31	67	51
Weighted Base	262	61	51	58	93	111	150
Refused (DO NOT READ OUT)	3	-	-	-	3	-	3
	1%	-%	-%	-%	3%	-%	2%

Columns Tested:: a,b,c,d - a,b

Table 443

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	*c	d	e
Significance Level: 95%								
Unweighted Base	468	155	313	336	83	13	36	132
Effective base	167	34	140	155	41	6	16	50
Weighted Base	372	43	329	358	13	1	1	14
Letters	240	35	205	231	8	*	1	9
	65%	80%	62%	65%	63%	36%	79%	62%
		b						
Large letters	137	21	116	131	5	*	1	5
	37%	48%	35%	37%	36%	13%	75%	36%
							abe	
Parcels and packets	117	12	105	113	4	*	*	4
	31%	27%	32%	32%	29%	10%	26%	28%
Other everyday correspondence, such as invoices, one off bills etc.	23	-	23	22	1	*	*	1
	6%	-%	7%	6%	10%	10%	8%	10%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	20	-	20	18	2	*	*	2
	5%	-%	6%	5%	13%	2%	14%	13%
Advertising and promotional material, such as catalogues, brochures and direct mail	19	*	19	18	1	1	*	1
	5%	*%	6%	5%	5%	56%	1%	9%
Publications, such as magazines, periodicals, customer newsletters	6	-	6	5	1	-	*	1
	2%	-%	2%	1%	6%	-%	6%	6%
Order fulfilment (sending ordered goods to customers)	4	-	4	4	*	*	*	*
	1%	-%	1%	1%	1%	28%	*%	3%
None of these (DO NOT READ OUT)	13	-	13	12	*	-	-	*
	3%	-%	4%	3%	4%	-%	-%	3%

Columns Tested: a,b - a,b,c,d,e

Table 443 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	*c	d	e
Unweighted Base	468	155	313	336	83	13	36	132
Effective base	167	34	140	155	41	6	16	50
Weighted Base	372	43	329	358	13	1	1	14
Don't Know (DO NOT READ OUT)	10	-	10	9	*	-	-	*
	3%	-%	3%	3%	3%	-%	-%	3%
Refused (DO NOT READ OUT)	*	-	*	*	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c,d,e

Table 443 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	468	134	150	52	39	57	36	336	83	49
Effective base	167	70	67	23	23	23	16	155	41	15
Weighted Base	372	181	147	30	7	7	1	358	13	2
Letters	240	107	105	20	4	4	1	231	8	1
	65%	59%	71%	66%	62%	60%	79%	65%	63%	53%
Large letters	137	70	52	10	2	3	1	131	5	1
	37%	39%	35%	33%	26%	43%	75%	37%	36%	39%
							abcdghi			
Parcels and packets	117	60	46	7	2	2	*	113	4	*
	31%	33%	31%	24%	30%	24%	26%	32%	29%	16%
Other everyday correspondence, such as invoices, one off bills etc.	23	14	4	4	*	1	*	22	1	*
	6%	8%	2%	15%	3%	17%	8%	6%	10%	9%
			b		b					
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	20	7	10	1	1	1	*	18	2	*
	5%	4%	7%	3%	9%	16%	14%	5%	13%	7%
Advertising and promotional material, such as catalogues, brochures and direct mail	19	6	8	3	1	1	*	18	1	1
	5%	3%	5%	12%	8%	10%	1%	5%	5%	33%
										abfgh
Publications, such as magazines, periodicals, customer newsletters	6	*	4	1	*	1	*	5	1	*
	2%	*%	3%	3%	1%	11%	6%	1%	6%	2%
					ag			a		
Order fulfilment (sending ordered goods to customers)	4	*	3	-	*	*	*	4	*	*
	1%	*%	2%	-%	1%	4%	*%	1%	1%	17%
										abgh

Columns Tested: a,b,c,d,e,f,g,h,i

Table 443 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	468	134	150	52	39	57	36	336	83	49
Effective base	167	70	67	23	23	23	16	155	41	15
Weighted Base	372	181	147	30	7	7	1	358	13	2
None of these (DO NOT READ OUT)	13	9	1	2	*	*	-	12	*	-
	3%	5%	1%	7%	5%	2%	-%	3%	4%	-%
Don't Know (DO NOT READ OUT)	10	1	6	3	*	*	-	9	*	-
	3%	1%	4%	9%	5%	2%	-%	3%	3%	-%
				a						
Refused (DO NOT READ OUT)	*	-	*	-	-	-	-	*	-	-
	*%	-%	*%	-%	-%	-%	-%	*%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 443 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
	a	b	c	*d	e	a	b	*c	*d	e	
Significance Level: 95%											
Unweighted Base	468	191	145	83	13	36	141	86	27	13	38
Effective base	167	107	62	41	6	16	74	40	11	6	9
Weighted Base	372	279	78	13	1	1	193	82	16	3	14
Letters	240	180	51	8	*	1	110	60	13	2	10
	65%	65%	65%	63%	36%	79%	57%	74%	77%	62%	72%
Large letters	137	102	30	5	*	1	67	38	4	2	7
	37%	36%	38%	36%	13%	75%	35%	47%	22%	63%	46%
						abc					
Parcels and packets	117	94	19	4	*	*	64	25	*	*	3
	31%	34%	24%	29%	10%	26%	33%	30%	3%	16%	24%
Other everyday correspondence, such as invoices, one off bills etc.	23	14	8	1	*	*	10	7	3	-	*
	6%	5%	10%	10%	10%	8%	5%	9%	19%	-%	1%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	20	13	5	2	*	*	10	7	3	*	*
	5%	5%	7%	13%	2%	14%	5%	9%	16%	4%	1%
Advertising and promotional material, such as catalogues, brochures and direct mail	19	10	8	1	1	*	7	6	2	-	1
	5%	3%	10%	5%	56%	1%	4%	8%	11%	-%	4%
Publications, such as magazines, periodicals, customer newsletters	6	2	3	1	-	*	2	2	2	-	*
	2%	1%	4%	6%	-%	6%	1%	3%	10%	-%	1%
				a							
Order fulfilment (sending ordered goods to customers)	4	2	2	*	*	*	2	2	-	-	*
	1%	1%	2%	1%	28%	*%	1%	2%	-%	-%	3%
None of these (DO NOT READ OUT)	13	9	3	*	-	-	9	2	1	*	-
	3%	3%	4%	4%	-%	-%	4%	3%	7%	12%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 443 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	*c	*d	e
Unweighted Base	468	191	145	83	13	36	141	86	27	13	38
Effective base	167	107	62	41	6	16	74	40	11	6	9
Weighted Base	372	279	78	13	1	1	193	82	16	3	14
Don't Know (DO NOT READ OUT)	10	6	3	*	-	-	3	1	*	*	2
	3%	2%	4%	3%	-%	-%	2%	2%	2%	4%	17%
											a
Refused (DO NOT READ OUT)	*	-	*	-	-	-	-	-	-	-	-
	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 443 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	c	*d	*e	*f	g	*h	*i
Unweighted Base	468	25	19	39	11	28	25	33	25	23
Effective base	167	15	12	25	7	14	13	19	17	13
Weighted Base	372	41	24	70	8	33	31	58	27	22
Letters	240	26	16	50	3	19	19	43	17	6
	65%	64%	67%	71%	34%	60%	60%	74%	61%	29%
Large letters	137	21	7	37	2	15	3	19	7	3
	37%	52%	30%	53%	20%	46%	11%	33%	26%	13%
Parcels and packets	117	19	5	24	5	15	9	10	5	13
	31%	46%	20%	34%	60%	45%	29%	17%	18%	58%
Other everyday correspondence, such as invoices, one off bills etc.	23	1	-	8	*	3	1	7	*	2
	6%	2%	-%	11%	1%	10%	2%	12%	1%	8%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	20	2	-	6	*	3	5	1	3	*
	5%	4%	-%	8%	3%	8%	16%	1%	10%	1%
Advertising and promotional material, such as catalogues, brochures and direct mail	19	3	-	8	*	1	2	*	2	3
	5%	7%	-%	11%	4%	3%	7%	*%	7%	13%
Publications, such as magazines, periodicals, customer newsletters	6	1	-	1	-	1	1	-	2	*
	2%	2%	-%	2%	-%	3%	2%	-%	6%	1%
Order fulfilment (sending ordered goods to customers)	4	1	2	1	*	*	-	-	*	*
	1%	2%	6%	1%	4%	*%	-%	-%	*%	1%
None of these (DO NOT READ OUT)	13	2	2	1	1	*	1	6	-	-
	3%	5%	7%	1%	13%	*%	3%	10%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 443 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	c	*d	*e	*f	g	*h	*i
Unweighted Base	468	25	19	39	11	28	25	33	25	23
Effective base	167	15	12	25	7	14	13	19	17	13
Weighted Base	372	41	24	70	8	33	31	58	27	22
Don't Know (DO NOT READ OUT)	10	-	-	2	-	1	1	3	-	-
	3%	-%	-%	3%	-%	2%	2%	6%	-%	-%
Refused (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 443 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	468	62	69	97	228	240	79	84	77
Effective base	167	32	41	56	127	67	30	23	28
Weighted Base	372	63	93	159	315	57	33	15	10
Letters	240	29	59	111	199	41	24	10	6
	65%	45%	64%	70%	63%	71%	74%	69%	64%
				a		a	a		
Large letters	137	19	36	60	115	22	13	5	4
	37%	31%	39%	38%	37%	38%	39%	32%	42%
Parcels and packets	117	32	29	43	103	14	6	5	3
	31%	51%	31%	27%	33%	24%	19%	33%	26%
		cefh							
Other everyday correspondence, such as invoices, one off bills etc.	23	5	1	15	22	1	*	*	1
	6%	8%	1%	10%	7%	2%	*%	2%	10%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	20	3	4	12	19	1	-	1	*
	5%	5%	5%	7%	6%	1%	-%	5%	*%
Advertising and promotional material, such as catalogues, brochures and direct mail	19	4	5	10	18	1	*	*	*
	5%	6%	5%	6%	6%	1%	*%	3%	1%
Publications, such as magazines, periodicals, customer newsletters	6	1	2	2	6	*	-	*	*
	2%	2%	3%	1%	2%	*%	-%	1%	*%
Order fulfilment (sending ordered goods to customers)	4	1	2	1	4	*	-	*	-
	1%	1%	3%	*%	1%	1%	-%	2%	-%

Columns Tested: a,b,c,d,e,f,g,h

Table 443 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	468	62	69	97	228	240	79	84	77
Effective base	167	32	41	56	127	67	30	23	28
Weighted Base	372	63	93	159	315	57	33	15	10
None of these (DO NOT READ OUT)	13 3%	1 2%	4 4%	7 5%	12 4%	1 1%	* 1%	- -%	* 4%
Don't Know (DO NOT READ OUT)	10 3%	1 1%	- -%	6 4%	7 2%	3 5%	2 7%	* 3%	* 3%
Refused (DO NOT READ OUT)	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* 1%

Columns Tested:: a,b,c,d,e,f,g,h

Table 443 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	h	i
Unweighted Base	468	22	39	2	41	53	106	16	32	198
Effective base	167	5	12	2	12	21	44	8	14	69
Weighted Base	372	15	27	*	27	55	83	5	22	165
Letters	240	9	15	-	15	38	45	4	17	112
	65%	58%	57%	-%	57%	70%	54%	79%	75%	68%
Large letters	137	1	7	*	7	21	35	2	9	61
	37%	9%	28%	56%	28%	38%	41%	48%	41%	37%
Parcels and packets	117	1	11	-	11	29	28	3	*	45
	31%	7%	40%	-%	40%	53%	34%	54%	2%	27%
			h		h	hi	h			h
Other everyday correspondence, such as invoices, one off bills etc.	23	*	2	-	2	10	3	1	*	6
	6%	3%	7%	-%	7%	19%	4%	15%	1%	4%
						i				
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	20	1	*	*	*	8	4	1	-	6
	5%	8%	1%	44%	2%	14%	5%	15%	-%	3%
Advertising and promotional material, such as catalogues, brochures and direct mail	19	*	3	-	3	5	6	-	*	5
	5%	3%	10%	-%	10%	10%	7%	-%	1%	3%
Publications, such as magazines, periodicals, customer newsletters	6	-	*	-	*	1	2	1	-	3
	2%	-%	*%	-%	*%	2%	2%	15%	-%	2%
Order fulfilment (sending ordered goods to customers)	4	1	-	-	-	*	3	-	-	*
	1%	5%	-%	-%	-%	*%	3%	-%	-%	*%
None of these (DO NOT READ OUT)	13	5	1	-	1	-	3	-	2	2
	3%	30%	4%	-%	4%	-%	3%	-%	9%	1%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 443 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Industry									
	Total base	Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	h	i
Unweighted Base	468	22	39	2	41	53	106	16	32	198
Effective base	167	5	12	2	12	21	44	8	14	69
Weighted Base	372	15	27	*	27	55	83	5	22	165
Don't Know (DO NOT READ OUT)	10	-	2	-	2	-	3	*	*	5
	3%	-%	6%	-%	6%	-%	3%	3%	2%	3%
Refused (DO NOT READ OUT)	*	-	-	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 443 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	468	116	106	246	398	70	-	393	75	454	14
Effective base	167	39	44	86	139	30	-	148	20	163	5
Weighted Base	372	97	83	192	287	85	-	339	33	357	15
Letters	240	62	45	133	178	62	-	216	24	228	12
	65%	64%	54%	69%	62%	73%	-%	64%	73%	64%	77%
Large letters	137	30	35	72	112	25	-	129	8	132	5
	37%	31%	41%	38%	39%	29%	-%	38%	23%	37%	33%
Parcels and packets	117	40	28	48	89	28	-	111	6	114	3
	31%	42%	34%	25%	31%	33%	-%	33%	17%	32%	23%
Other everyday correspondence, such as invoices, one off bills etc.	23	12	3	7	16	7	-	22	1	23	-
	6%	13%	4%	4%	5%	9%	-%	6%	4%	6%	-%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	20	10	4	6	7	13	-	19	1	20	-
	5%	10%	5%	3%	2%	15%	-%	6%	4%	6%	-%
						a					
Advertising and promotional material, such as catalogues, brochures and direct mail	19	8	6	5	11	8	-	15	4	19	-
	5%	9%	7%	2%	4%	9%	-%	5%	11%	5%	-%
Publications, such as magazines, periodicals, customer newsletters	6	1	2	3	4	2	-	5	1	6	-
	2%	1%	2%	2%	2%	2%	-%	2%	2%	2%	-%
Order fulfilment (sending ordered goods to customers)	4	1	3	*	4	-	-	4	*	4	-
	1%	1%	3%	*%	1%	-%	-%	1%	*%	1%	-%
None of these (DO NOT READ OUT)	13	6	3	4	8	5	-	12	*	12	*
	3%	6%	3%	2%	3%	5%	-%	4%	*%	3%	1%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 443 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	468	116	106	246	398	70	-	393	75	454	14
Effective base	167	39	44	86	139	30	-	148	20	163	5
Weighted Base	372	97	83	192	287	85	-	339	33	357	15
Don't Know (DO NOT READ OUT)	10	2	3	6	5	5	-	7	3	10	-
	3%	2%	3%	3%	2%	6%	-%	2%	9%	3%	-%
Refused (DO NOT READ OUT)	*	-	*	-	-	*	-	-	*	*	-
	*%	-%	*%	-%	-%	*%	-%	-%	*%	*%	-%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 443 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	468	310	80	73
Effective base	167	119	22	26
Weighted Base	372	260	39	69
Letters	240	189	18	30
	65%	73%	46%	44%
		bc		
Large letters	137	95	14	25
	37%	37%	36%	36%
Parcels and packets	117	56	17	43
	31%	22%	42%	62%
			a	a
Other everyday correspondence, such as invoices, one off bills etc.	23	16	*	6
	6%	6%	1%	9%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	20	9	1	10
	5%	4%	2%	14%
				a
Advertising and promotional material, such as catalogues, brochures and direct mail	19	9	2	8
	5%	3%	5%	12%
Publications, such as magazines, periodicals, customer newsletters	6	5	*	1
	2%	2%	*%	1%
Order fulfilment (sending ordered goods to customers)	4	2	*	2
	1%	1%	1%	3%
None of these (DO NOT READ OUT)	13	11	*	2
	3%	4%	*%	2%

Columns Tested: a,b,c

Table 443 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	468	310	80	73
Effective base	167	119	22	26
Weighted Base	372	260	39	69
Don't Know (DO NOT READ OUT)	10	9	1	-
	3%	3%	3%	-%
Refused (DO NOT READ OUT)	*	-	-	-
	*%	-%	-%	-%

Columns Tested:: a,b,c

Table 443 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	j	*k
Significance Level: 95%												
Unweighted Base	468	386	56	13	4	5	2	-	2	442	26	13
Effective base	167	148	14	4	2	1	1	-	1	161	6	3
Weighted Base	372	328	25	7	1	2	4	-	5	353	19	12
Letters	240	218	16	1	*	*	4	-	-	234	6	5
	65%	66%	66%	21%	17%	3%	100%	-%	-%	66%	32%	38%
Large letters	137	119	14	4	*	*	*	-	-	133	4	*
	37%	36%	55%	54%	22%	3%	*%	-%	-%	38%	21%	2%
Parcels and packets	117	90	16	5	*	2	-	-	5	106	11	6
	31%	27%	64%	67%	12%	85%	-%	-%	97%	30%	58%	52%
			ai									
Other everyday correspondence, such as invoices, one off bills etc.	23	16	6	-	*	-	-	-	-	23	*	*
	6%	5%	26%	-%	17%	-%	-%	-%	-%	6%	1%	2%
			ai									
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	20	15	4	1	*	-	-	-	-	19	1	*
	5%	4%	18%	12%	7%	-%	-%	-%	-%	5%	5%	1%
			a									
Advertising and promotional material, such as catalogues, brochures and direct mail	19	11	7	-	1	*	-	-	*	18	1	1
	5%	3%	29%	-%	86%	12%	-%	-%	3%	5%	7%	11%
			ai									
Publications, such as magazines, periodicals, customer newsletters	6	6	*	-	*	-	-	-	-	6	*	*
	2%	2%	*%	-%	7%	-%	-%	-%	-%	2%	*%	1%
Order fulfilment (sending ordered goods to customers)	4	1	2	1	*	*	-	-	-	3	1	*
	1%	*%	8%	12%	7%	*%	-%	-%	-%	1%	5%	1%
			a									

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 443 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k
Significance Level: 95%												
Unweighted Base	468	386	56	13	4	5	2	-	2	442	26	13
Effective base	167	148	14	4	2	1	1	-	1	161	6	3
Weighted Base	372	328	25	7	1	2	4	-	5	353	19	12
None of these (DO NOT READ OUT)	13	13	-	-	-	-	-	-	-	13	-	-
	3%	4%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%
Don't Know (DO NOT READ OUT)	10	9	1	-	-	-	-	-	-	10	-	-
	3%	3%	3%	-%	-%	-%	-%	-%	-%	3%	-%	-%
Refused (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	*	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 443 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	468	214	172	82	410	336	423	293	163	127	86	251	26	24	15	12	9
Effective base	167	90	59	19	145	121	153	111	64	41	38	97	8	5	4	3	2
Weighted Base	372	205	124	44	323	274	339	244	152	94	74	227	10	10	3	10	6
Letters	240	152	65	22	214	171	214	135	85	61	42	155	4	5	*	6	1
	65%	74%	53%	51%	66%	63%	63%	55%	56%	65%	58%	69%	39%	50%	12%	60%	19%
Large letters	137	80	39	18	115	124	128	85	63	30	14	93	6	7	1	6	1
	37%	39%	32%	40%	36%	45%	38%	35%	41%	32%	18%	41%	59%	75%	38%	59%	19%
Parcels and packets	117	41	49	27	106	98	109	112	65	28	11	77	6	4	1	6	5
	31%	20%	40%	61%	33%	36%	32%	46%	43%	29%	14%	34%	56%	40%	52%	58%	78%
Other everyday correspondence, such as invoices, one off bills etc.	23	8	9	7	23	19	23	20	19	12	4	10	1	-	*	7	*
	6%	4%	7%	15%	7%	7%	7%	8%	13%	13%	5%	5%	9%	-%	3%	73%	1%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	20	6	8	5	20	19	20	18	14	14	1	14	1	-	*	5	*
	5%	3%	7%	12%	6%	7%	6%	7%	9%	14%	1%	6%	8%	-%	6%	44%	3%
Advertising and promotional material, such as catalogues, brochures and direct mail	19	5	6	8	19	16	19	17	16	13	2	10	-	1	2	5	*
	5%	2%	5%	19%	6%	6%	6%	7%	11%	13%	2%	4%	-%	7%	65%	46%	5%
Publications, such as magazines, periodicals, customer newsletters	6	3	3	*	6	6	6	6	6	2	-	4	1	1	*	-	*
	2%	1%	3%	*%	2%	2%	2%	2%	4%	3%	-%	2%	8%	7%	1%	-%	1%
Order fulfilment (sending ordered goods to customers)	4	*	1	3	4	4	4	4	2	2	-	3	*	1	-	*	*
	1%	*%	1%	6%	1%	1%	1%	2%	1%	2%	-%	1%	*%	7%	-%	3%	1%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 443 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted Base	468	214	172	82	410	336	423	293	163	127	86	251	26	24	15	12	9
Effective base	167	90	59	19	145	121	153	111	64	41	38	97	8	5	4	3	2
Weighted Base	372	205	124	44	323	274	339	244	152	94	74	227	10	10	3	10	6
None of these (DO NOT READ OUT)	13	8	4	-	13	8	13	8	4	1	5	6	1	*	-	-	-
	3%	4%	4%	-%	4%	3%	4%	3%	3%	1%	7%	3%	10%	3%	-%	-%	-%
Don't Know (DO NOT READ OUT)	10	6	3	1	9	5	9	7	5	3	4	5	-	*	-	-	-
	3%	3%	2%	2%	3%	2%	3%	3%	3%	3%	6%	2%	-%	3%	-%	-%	-%
Refused (DO NOT READ OUT)	*	*	-	-	*	*	*	*	*	-	-	*	-	-	-	-	-
	*%	*%	-%	-%	*%	*%	*%	*%	*%	-%	-%	*%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 443 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	*c	*d	*e	*f	*g	a	b	*c	*d	*e	*f	*g
Significance Level: 95%															
Unweighted Base	468	313	36	23	14	11	8	5	254	39	17	14	5	4	3
Effective base	167	125	9	5	3	5	3	1	102	10	7	4	2	2	2
Weighted Base	372	275	23	7	1	3	10	4	232	26	4	9	*	1	1
Letters	240	184	18	4	1	1	6	*	153	12	1	5	*	1	*
	65%	67%	81%	56%	88%	30%	63%	3%	66%	45%	23%	52%	*%	79%	10%
Large letters	137	95	8	4	*	2	6	*	102	11	4	7	*	1	*
	37%	34%	37%	56%	22%	51%	62%	3%	44%	41%	83%	80%	23%	73%	10%
Parcels and packets	117	77	13	4	1	2	5	4	81	11	1	4	*	-	1
	31%	28%	59%	62%	65%	53%	52%	95%	35%	41%	28%	45%	99%	-%	88%
Other everyday correspondence, such as invoices, one off bills etc.	23	15	*	*	-	*	7	*	10	8	1	-	-	-	*
	6%	5%	1%	*%	-%	3%	75%	2%	5%	29%	21%	-%	-%	-%	10%
										a					
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	20	14	1	*	*	*	4	*	9	9	1	-	*	-	*
	5%	5%	3%	2%	9%	5%	44%	2%	4%	34%	24%	-%	23%	-%	22%
										a					
Advertising and promotional material, such as catalogues, brochures and direct mail	19	11	1	-	-	2	4	*	11	4	-	1	-	*	*
	5%	4%	3%	-%	-%	63%	44%	7%	5%	17%	-%	10%	-%	21%	10%
Publications, such as magazines, periodicals, customer newsletters	6	4	2	-	-	*	-	*	4	*	1	1	-	-	*
	2%	2%	7%	-%	-%	1%	-%	2%	2%	1%	19%	8%	-%	-%	10%
Order fulfilment (sending ordered goods to customers)	4	3	1	*	-	*	-	*	3	-	-	1	-	*	*
	1%	1%	3%	*%	-%	9%	-%	2%	1%	-%	-%	8%	-%	21%	10%
None of these (DO NOT READ OUT)	13	11	1	*	-	-	-	-	6	1	*	-	-	-	-
	3%	4%	5%	4%	-%	-%	-%	-%	3%	4%	6%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 443 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	a	b	*c	*d	*e	*f	*g
Unweighted Base	468	313	36	23	14	11	8	5	254	39	17	14	5	4	3
Effective base	167	125	9	5	3	5	3	1	102	10	7	4	2	2	2
Weighted Base	372	275	23	7	1	3	10	4	232	26	4	9	*	1	1
Don't Know (DO NOT READ OUT)	10	9	-	*	-	-	-	-	5	*	-	-	-	-	-
	3%	3%	-%	5%	-%	-%	-%	-%	2%	1%	-%	-%	-%	-%	-%
Refused (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	*	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 443 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	*c	*d	*e	*f	*g	a	b	c	d	*e
Significance Level: 95%													
Unweighted Base	468	207	38	24	12	3	5	4	184	86	86	47	19
Effective base	167	86	12	8	4	2	2	3	84	29	28	9	5
Weighted Base	372	192	26	19	4	1	1	*	196	60	55	13	15
Letters	240	113	13	8	*	1	*	*	126	37	40	4	8
	65%	59%	49%	42%	6%	75%	3%	19%	64%	61%	72%	28%	53%
Large letters	137	62	13	7	1	1	*	*	73	17	22	9	7
	37%	32%	52%	37%	25%	91%	3%	19%	37%	28%	40%	69%	46%
Parcels and packets	117	84	13	12	2	*	*	*	50	21	19	8	11
	31%	44%	52%	61%	51%	9%	15%	19%	26%	35%	34%	64%	69%
Other everyday correspondence, such as invoices, one off bills etc.	23	8	3	7	1	-	-	*	12	3	3	*	5
	6%	4%	11%	39%	21%	-%	-%	19%	6%	5%	5%	*%	29%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	20	10	1	6	1	-	*	*	6	6	3	*	5
	5%	5%	4%	30%	19%	-%	12%	19%	3%	10%	6%	1%	29%
Advertising and promotional material, such as catalogues, brochures and direct mail	19	4	4	7	*	*	1	*	7	2	4	*	6
	5%	2%	17%	37%	1%	9%	85%	100%	4%	3%	7%	1%	40%
Publications, such as magazines, periodicals, customer newsletters	6	4	1	*	1	-	-	*	1	1	4	*	*
	2%	2%	3%	1%	19%	-%	-%	19%	*%	1%	8%	*%	*%
Order fulfilment (sending ordered goods to customers)	4	3	-	1	-	-	*	*	*	1	3	-	-
	1%	1%	-%	4%	-%	-%	21%	19%	*%	1%	5%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 443 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	*c	*d	*e	*f	*g	a	b	c	d	*e
Significance Level: 95%													
Unweighted Base	468	207	38	24	12	3	5	4	184	86	86	47	19
Effective base	167	86	12	8	4	2	2	3	84	29	28	9	5
Weighted Base	372	192	26	19	4	1	1	*	196	60	55	13	15
None of these (DO NOT READ OUT)	13	6	*	-	1	-	-	-	11	1	-	*	-
	3%	3%	1%	-%	24%	-%	-%	-%	6%	2%	-%	3%	-%
Don't Know (DO NOT READ OUT)	10	7	-	-	-	-	-	-	6	3	-	-	*
	3%	4%	-%	-%	-%	-%	-%	-%	3%	5%	-%	-%	2%
Refused (DO NOT READ OUT)	*	-	*	-	-	-	-	-	*	-	-	-	-
	*%	-%	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 443 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	a	b	c	d	*e
Significance Level: 95%											
Unweighted Base	468	204	73	75	41	15	166	59	65	32	12
Effective base	167	89	25	22	14	4	76	17	25	7	4
Weighted Base	372	212	49	46	7	11	179	41	27	11	14
Letters	240	134	31	38	4	8	121	26	15	3	7
	65%	63%	63%	83%	55%	75%	67%	62%	54%	26%	52%
Large letters	137	69	18	19	3	7	83	13	12	9	7
	37%	33%	37%	41%	41%	67%	46%	32%	44%	77%	50%
Parcels and packets	117	67	17	13	3	6	53	18	8	8	11
	31%	31%	36%	28%	43%	59%	30%	43%	29%	69%	76%
Other everyday correspondence, such as invoices, one off bills etc.	23	12	3	3	*	5	9	4	1	-	5
	6%	6%	6%	7%	*%	43%	5%	10%	5%	-%	32%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	20	12	*	3	*	5	7	6	2	*	4
	5%	6%	1%	6%	2%	43%	4%	15%	7%	1%	31%
Advertising and promotional material, such as catalogues, brochures and direct mail	19	7	2	3	*	6	8	-	2	*	6
	5%	3%	3%	8%	1%	58%	5%	-%	7%	*%	44%
Publications, such as magazines, periodicals, customer newsletters	6	2	-	4	*	*	3	1	2	*	-
	2%	1%	-%	9%	*%	*%	2%	2%	7%	*%	-%
Order fulfilment (sending ordered goods to customers)	4	3	-	1	-	-	*	1	3	-	-
	1%	1%	-%	2%	-%	-%	*%	2%	10%	-%	-%
								a			

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 443 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	a	b	c	d	*e
Significance Level: 95%											
Unweighted Base	468	204	73	75	41	15	166	59	65	32	12
Effective base	167	89	25	22	14	4	76	17	25	7	4
Weighted Base	372	212	49	46	7	11	179	41	27	11	14
None of these (DO NOT READ OUT)	13	11	1	-	*	-	7	*	-	-	-
	3%	5%	3%	-%	5%	-%	4%	1%	-%	-%	-%
Don't Know (DO NOT READ OUT)	10	6	3	-	-	*	4	1	*	-	-
	3%	3%	6%	-%	-%	3%	2%	2%	1%	-%	-%
Refused (DO NOT READ OUT)	*	*	-	-	-	-	*	-	-	-	-
	*%	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 443 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted Base	468	157	36	56	30	10	152	23	116	402	66	377	33
Effective base	167	65	13	20	10	3	61	11	39	143	24	136	10
Weighted Base	372	145	31	34	22	9	128	25	90	324	48	304	19
Letters	240	88	22	13	9	2	42	14	76	214	26	202	13
	65%	61%	69%	40%	42%	20%	33%	58%	85%	66%	54%	66%	67%
					a								
Large letters	137	51	8	9	15	2	37	9	37	116	21	107	8
	37%	35%	24%	28%	68%	22%	29%	35%	41%	36%	44%	35%	44%
					bc								
Parcels and packets	117	60	9	21	16	6	74	14	24	95	22	96	10
	31%	41%	29%	63%	73%	65%	58%	56%	27%	29%	46%	32%	51%
					b		c						
Other everyday correspondence, such as invoices, one off bills etc.	23	6	*	2	9	*	6	4	9	14	9	17	6
	6%	4%	*%	7%	40%	1%	5%	17%	10%	4%	19%	5%	34%
					abc						a		a
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	20	6	6	1	5	-	12	-	6	10	10	14	6
	5%	4%	19%	4%	22%	-%	9%	-%	7%	3%	20%	5%	31%
					a						a		a
Advertising and promotional material, such as catalogues, brochures and direct mail	19	5	3	2	6	2	8	2	7	10	9	13	5
	5%	3%	9%	5%	29%	20%	6%	9%	8%	3%	20%	4%	28%
					a						a		a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 443 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted Base	468	157	36	56	30	10	152	23	116	402	66	377	33
Effective base	167	65	13	20	10	3	61	11	39	143	24	136	10
Weighted Base	372	145	31	34	22	9	128	25	90	324	48	304	19
Publications, such as magazines, periodicals, customer newsletters	6 2%	4 3%	1 2%	1 3%	- -%	- -%	2 2%	1 3%	3 4%	6 2%	* *%	5 2%	1 4%
Order fulfilment (sending ordered goods to customers)	4 1%	1 1%	1 3%	2 6%	* 1%	- -%	3 2%	1 3%	* *%	2 1%	2 3%	4 1%	* *%
None of these (DO NOT READ OUT)	13 3%	5 3%	2 7%	1 3%	- -%	- -%	5 4%	- -%	3 3%	12 4%	* *%	12 4%	* 1%
Don't Know (DO NOT READ OUT)	10 3%	7 5%	- -%	1 2%	- -%	- -%	5 4%	- -%	2 2%	9 3%	1 1%	9 3%	1 3%
Refused (DO NOT READ OUT)	* *%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	* *%	- -%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 443 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	468	300	36	188	105	377	33	293	43	186	107
Effective base	167	109	11	72	39	136	10	106	14	73	39
Weighted Base	372	250	23	151	93	304	19	244	29	153	91
Letters	240	161	10	75	60	201	13	157	14	79	56
	65%	64%	45%	49%	65%	66%	67%	64%	48%	52%	61%
Large letters	137	113	11	47	38	107	8	112	12	47	38
	37%	45%	50%	31%	41%	35%	43%	46%	42%	30%	42%
Parcels and packets	117	88	10	68	44	96	10	85	12	66	46
	31%	35%	44%	45%	48%	32%	51%	35%	43%	43%	50%
Other everyday correspondence, such as invoices, one off bills etc.	23	13	6	8	12	17	6	12	7	8	12
	6%	5%	28%	5%	13%	5%	33%	5%	22%	5%	13%
			a				a		a		
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	20	11	8	2	16	14	6	10	9	3	15
	5%	5%	34%	1%	17%	5%	31%	4%	30%	2%	17%
			a		a		a		a		a
Advertising and promotional material, such as catalogues, brochures and direct mail	19	11	6	3	14	14	5	8	8	4	13
	5%	4%	24%	2%	15%	4%	27%	3%	29%	3%	15%
			a		a		a		a		a
Publications, such as magazines, periodicals, customer newsletters	6	5	1	3	3	4	2	4	2	4	2
	2%	2%	3%	2%	3%	1%	8%	2%	5%	3%	2%

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 443 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	468	300	36	188	105	377	33	293	43	186	107
Effective base	167	109	11	72	39	136	10	106	14	73	39
Weighted Base	372	250	23	151	93	304	19	244	29	153	91
Order fulfilment (sending ordered goods to customers)	4 1%	3 1%	1 4%	1 1%	3 3%	3 1%	1 4%	3 1%	1 4%	4 2%	* *%
None of these (DO NOT READ OUT)	13 3%	8 3%	- -%	7 5%	* *%	12 4%	* 1%	8 3%	- -%	7 5%	* *%
Don't Know (DO NOT READ OUT)	10 3%	5 2%	1 2%	7 4%	1 1%	9 3%	1 3%	5 2%	1 2%	7 4%	1 1%
Refused (DO NOT READ OUT)	* *%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 443 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	468	174	336	54	-	157	262	40	-	203	172	40	-
Effective base	167	61	121	17	-	56	93	15	-	79	66	18	-
Weighted Base	372	148	262	41	-	136	197	35	-	174	141	38	-
Letters	240	90	177	25	-	69	125	14	-	86	84	5	-
	65%	61%	68%	62%	-%	51%	63%	41%	-%	49%	60%	13%	-%
Large letters	137	56	93	13	-	57	95	17	-	66	51	8	-
	37%	38%	36%	33%	-%	42%	48%	48%	-%	38%	36%	22%	-%
Parcels and packets	117	69	78	22	-	67	64	19	-	82	71	26	-
	31%	46%	30%	54%	-%	49%	33%	54%	-%	47%	50%	68%	-%
Other everyday correspondence, such as invoices, one off bills etc.	23	13	13	2	-	12	10	2	-	15	10	4	-
	6%	9%	5%	6%	-%	9%	5%	5%	-%	8%	7%	10%	-%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	20	18	13	3	-	16	9	*	-	17	4	1	-
	5%	12%	5%	8%	-%	12%	5%	1%	-%	10%	3%	3%	-%
Advertising and promotional material, such as catalogues, brochures and direct mail	19	12	13	3	-	9	10	4	-	17	5	6	-
	5%	8%	5%	7%	-%	7%	5%	11%	-%	10%	3%	17%	-%
												b	
Publications, such as magazines, periodicals, customer newsletters	6	6	5	4	-	6	5	2	-	5	2	3	-
	2%	4%	2%	10%	-%	4%	3%	5%	-%	3%	1%	9%	-%
Order fulfilment (sending ordered goods to customers)	4	2	2	*	-	2	2	*	-	4	2	2	-
	1%	1%	1%	1%	-%	1%	1%	1%	-%	2%	2%	4%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 443 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	468	174	336	54	-	157	262	40	-	203	172	40	-
Effective base	167	61	121	17	-	56	93	15	-	79	66	18	-
Weighted Base	372	148	262	41	-	136	197	35	-	174	141	38	-
None of these (DO NOT READ OUT)	13	5	11	1	-	6	4	1	-	7	5	2	-
	3%	3%	4%	2%	-%	5%	2%	2%	-%	4%	3%	6%	-%
Don't Know (DO NOT READ OUT)	10	2	9	-	-	4	4	-	-	6	2	-	-
	3%	1%	3%	-%	-%	3%	2%	-%	-%	4%	1%	-%	-%
Refused (DO NOT READ OUT)	*	-	*	-	-	-	*	-	-	-	*	-	-
	*%	-%	*%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 443 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	b	c	*d	*e
Significance Level: 95%												
Unweighted Base	468	367	282	192	271	260	10	119	95	85	23	10
Effective base	167	132	99	74	93	101	4	55	39	36	14	6
Weighted Base	372	298	229	167	208	218	2	133	97	93	25	15
Letters	240	207	151	90	141	138	1	76	51	44	6	8
	65%	69%	66%	54%	68%	63%	58%	58%	52%	47%	24%	50%
Large letters	137	111	117	58	85	83	2	50	35	31	11	5
	37%	37%	51%	35%	41%	38%	91%	38%	36%	33%	44%	30%
Parcels and packets	117	93	90	90	79	69	2	70	60	59	15	13
	31%	31%	39%	54%	38%	32%	93%	53%	62%	63%	60%	84%
Other everyday correspondence, such as invoices, one off bills etc.	23	18	11	12	10	15	*	8	6	10	2	2
	6%	6%	5%	7%	5%	7%	4%	6%	6%	11%	7%	15%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	20	19	15	6	15	11	*	6	6	5	-	1
	5%	6%	7%	4%	7%	5%	9%	4%	6%	6%	-%	5%
Advertising and promotional material, such as catalogues, brochures and direct mail	19	18	14	11	15	9	*	8	8	10	4	2
	5%	6%	6%	6%	7%	4%	4%	6%	8%	10%	14%	15%
Publications, such as magazines, periodicals, customer newsletters	6	6	5	3	5	4	*	3	3	2	2	1
	2%	2%	2%	2%	2%	2%	4%	2%	3%	3%	7%	5%
Order fulfilment (sending ordered goods to customers)	4	4	2	2	4	3	*	*	2	2	1	-
	1%	1%	1%	1%	2%	1%	4%	*%	2%	2%	2%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 443 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	b	c	*d	*e
Significance Level: 95%												
Unweighted Base	468	367	282	192	271	260	10	119	95	85	23	10
Effective base	167	132	99	74	93	101	4	55	39	36	14	6
Weighted Base	372	298	229	167	208	218	2	133	97	93	25	15
None of these (DO NOT READ OUT)	13	12	6	6	7	11	-	6	6	3	2	-
	3%	4%	3%	4%	4%	5%	-%	5%	6%	3%	10%	-%
Don't Know (DO NOT READ OUT)	10	9	4	6	6	7	-	4	5	3	-	-
	3%	3%	2%	4%	3%	3%	-%	3%	5%	3%	-%	-%
Refused (DO NOT READ OUT)	*	*	-	-	-	*	-	-	-	-	-	-
	*%	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 443 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	468	59	15	19	14	419	309	433	324	308	175	410	39	-	315	40
Effective base	167	24	5	9	7	148	94	152	102	92	66	144	18	-	112	19
Weighted Base	372	51	16	23	10	322	187	332	214	189	154	315	33	-	243	40
Letters	240	29	10	15	3	218	124	219	133	114	80	206	12	-	160	23
	65%	58%	63%	66%	26%	68%	66%	66%	62%	61%	52%	65%	37%	-%	66%	56%
Large letters	137	18	7	14	2	124	87	126	86	70	54	119	10	-	84	21
	37%	36%	45%	58%	18%	39%	46%	38%	40%	37%	35%	38%	30%	-%	35%	51%
Parcels and packets	117	20	1	8	3	99	70	106	85	80	69	99	18	-	65	14
	31%	40%	9%	33%	35%	31%	38%	32%	40%	42%	45%	32%	54%	-%	27%	34%
Other everyday correspondence, such as invoices, one off bills etc.	23	5	2	3	*	23	9	23	15	14	16	18	2	-	12	3
	6%	9%	10%	13%	1%	7%	5%	7%	7%	8%	10%	6%	8%	-%	5%	7%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	20	6	*	*	*	19	15	20	15	18	14	14	3	-	13	*
	5%	11%	1%	*%	1%	6%	8%	6%	7%	9%	9%	5%	9%	-%	6%	*%
Advertising and promotional material, such as catalogues, brochures and direct mail	19	2	4	5	1	16	8	16	17	18	17	11	4	-	7	3
	5%	4%	23%	23%	8%	5%	4%	5%	8%	9%	11%	3%	11%	-%	3%	8%
Publications, such as magazines, periodicals, customer newsletters	6	2	*	-	1	6	4	6	4	5	5	5	4	-	6	*
	2%	5%	2%	-%	8%	2%	2%	2%	2%	3%	3%	2%	12%	-%	2%	*%
Order fulfilment (sending ordered goods to customers)	4	2	-	2	1	3	3	4	3	3	4	2	2	-	3	*
	1%	3%	-%	7%	8%	1%	2%	1%	1%	2%	3%	1%	5%	-%	1%	*%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 443 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	468	59	15	19	14	419	309	433	324	308	175	410	39	-	315	40
Effective base	167	24	5	9	7	148	94	152	102	92	66	144	18	-	112	19
Weighted Base	372	51	16	23	10	322	187	332	214	189	154	315	33	-	243	40
None of these (DO NOT READ OUT)	13	1	*	-	2	11	6	11	5	2	5	11	1	-	7	3
	3%	2%	2%	-%	17%	3%	3%	3%	2%	1%	3%	4%	2%	-%	3%	8%
Don't Know (DO NOT READ OUT)	10	3	-	*	-	10	5	10	6	1	6	9	-	-	5	*
	3%	6%	-%	1%	-%	3%	3%	3%	3%	1%	4%	3%	-%	-%	2%	*%
Refused (DO NOT READ OUT)	*	-	-	-	-	*	*	*	*	*	-	*	-	-	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	-%	*%	-%	-%	*%	-%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 443 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	*a	*b	c	a	b	c
Unweighted Base	468	174	255	138	5	55	104	-	-	468	93	72	295
Effective base	167	76	82	54	2	20	42	-	-	167	28	27	111
Weighted Base	372	183	171	122	3	43	100	-	-	372	58	67	244
Letters	240	111	120	63	2	24	54	-	-	240	30	38	170
	65%	61%	70%	52%	68%	56%	54%	-%	-%	65%	53%	56%	69%
Large letters	137	63	68	44	2	23	35	-	-	137	26	20	90
	37%	35%	40%	36%	68%	52%	35%	-%	-%	37%	45%	29%	37%
Parcels and packets	117	68	40	44	1	22	40	-	-	117	29	25	63
	31%	37%	24%	36%	27%	51%	40%	-%	-%	31%	50%	37%	26%
											c		
Other everyday correspondence, such as invoices, one off bills etc.	23	16	5	5	2	7	5	-	-	23	4	3	16
	6%	9%	3%	4%	58%	17%	5%	-%	-%	6%	7%	5%	6%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	20	13	7	12	-	8	9	-	-	20	4	6	10
	5%	7%	4%	10%	-%	19%	9%	-%	-%	5%	7%	9%	4%
Advertising and promotional material, such as catalogues, brochures and direct mail	19	16	2	8	*	8	6	-	-	19	9	1	8
	5%	9%	1%	7%	4%	19%	6%	-%	-%	5%	16%	2%	3%
		b									c		
Publications, such as magazines, periodicals, customer newsletters	6	3	3	3	-	2	1	-	-	6	1	2	3
	2%	2%	2%	3%	-%	6%	1%	-%	-%	2%	2%	2%	1%
Order fulfilment (sending ordered goods to customers)	4	2	2	3	-	1	2	-	-	4	3	1	*
	1%	1%	1%	2%	-%	3%	2%	-%	-%	1%	5%	1%	*%
											c		

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 443 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	*a	*b	c	a	b	c
Unweighted Base	468	174	255	138	5	55	104	-	-	468	93	72	295
Effective base	167	76	82	54	2	20	42	-	-	167	28	27	111
Weighted Base	372	183	171	122	3	43	100	-	-	372	58	67	244
None of these (DO NOT READ OUT)	13	7	5	3	-	2	1	-	-	13	2	2	9
	3%	4%	3%	2%	-%	4%	1%	-%	-%	3%	3%	2%	4%
Don't Know (DO NOT READ OUT)	10	3	6	5	-	-	5	-	-	10	1	2	7
	3%	2%	4%	4%	-%	-%	5%	-%	-%	3%	2%	2%	3%
Refused (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	*	-	-	*
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 443 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	468	349	119
Effective base	167	113	54
Weighted Base	372	258	114
Letters	240	186	54
	65%	72%	48%
		b	
Large letters	137	93	44
	37%	36%	38%
Parcels and packets	117	79	38
	31%	30%	34%
Other everyday correspondence, such as invoices, one off bills etc.	23	21	2
	6%	8%	1%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	20	17	3
	5%	7%	2%
Advertising and promotional material, such as catalogues, brochures and direct mail	19	17	2
	5%	7%	2%
Publications, such as magazines, periodicals, customer newsletters	6	4	2
	2%	2%	2%
Order fulfilment (sending ordered goods to customers)	4	4	*
	1%	1%	*%
None of these (DO NOT READ OUT)	13	1	11
	3%	*%	10%
		a	

Columns Tested: a,b

Table 443 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	468	349	119
Effective base	167	113	54
Weighted Base	372	258	114
Don't Know (DO NOT READ OUT)	10	4	6
	3%	2%	5%
Refused (DO NOT READ OUT)	*	*	-
	*%	*%	-%

Columns Tested:: a,b

Table 443 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		*a	b	c	d	e	*f	g	h	*i	j	*k	l
Unweighted Base	468	24	59	43	47	50	22	33	55	25	33	29	48
Effective base	167	8	28	24	17	30	13	10	21	14	7	7	17
Weighted Base	372	8	43	52	17	69	17	2	72	28	14	20	31
Letters	240	5	27	37	12	41	8	2	53	21	10	9	16
	65%	62%	63%	71%	74%	59%	48%	70%	73%	74%	74%	47%	51%
Large letters	137	3	12	24	4	23	8	2	28	16	2	5	10
	37%	42%	27%	46%	24%	33%	46%	73%	39%	57%	18%	25%	33%
								bdejl					
Parcels and packets	117	2	14	13	2	24	4	*	19	10	1	14	12
	31%	20%	33%	26%	14%	35%	26%	17%	27%	37%	10%	70%	38%
Other everyday correspondence, such as invoices, one off bills etc.	23	-	*	7	*	5	1	*	4	2	*	1	3
	6%	-%	1%	14%	*%	7%	7%	1%	6%	6%	1%	4%	8%
				b									
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	20	-	1	7	*	6	-	*	1	-	*	1	4
	5%	-%	2%	13%	3%	9%	-%	3%	1%	-%	*%	4%	12%
Advertising and promotional material, such as catalogues, brochures and direct mail	19	*	3	6	2	*	-	*	3	2	*	1	3
	5%	2%	6%	11%	11%	*%	-%	1%	4%	7%	2%	4%	8%
Publications, such as magazines, periodicals, customer newsletters	6	-	3	1	*	*	-	-	*	-	-	1	1
	2%	-%	7%	1%	1%	*%	-%	-%	*%	-%	-%	4%	3%
Order fulfilment (sending ordered goods to customers)	4	-	1	1	*	*	-	-	*	2	-	-	*
	1%	-%	2%	2%	2%	*%	-%	-%	*%	6%	-%	-%	*%
None of these (DO NOT READ OUT)	13	2	*	1	*	-	2	-	5	1	1	-	1
	3%	19%	1%	3%	1%	-%	12%	-%	6%	3%	5%	-%	3%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 443 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		*a	b	c	d	e	*f	g	h	*i	j	*k	l
Unweighted Base	468	24	59	43	47	50	22	33	55	25	33	29	48
Effective base	167	8	28	24	17	30	13	10	21	14	7	7	17
Weighted Base	372	8	43	52	17	69	17	2	72	28	14	20	31
Don't Know (DO NOT READ OUT)	10	*	2	3	*	2	-	-	*	2	1	-	-
	3%	2%	4%	6%	1%	2%	-%	-%	*%	9%	4%	-%	-%
Refused (DO NOT READ OUT)	*	-	-	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 443 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	468	126	119	113	110	245	223
Effective base	167	57	54	34	30	111	62
Weighted Base	372	103	103	102	64	206	167
Letters	240	69	61	75	35	130	110
	65%	67%	60%	73%	55%	63%	66%
Large letters	137	39	35	46	17	74	63
	37%	38%	34%	45%	27%	36%	38%
Parcels and packets	117	29	31	30	27	60	57
	31%	28%	30%	29%	42%	29%	34%
Other everyday correspondence, such as invoices, one off bills etc.	23	8	6	6	4	13	10
	6%	7%	6%	6%	6%	7%	6%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	20	8	7	1	5	14	6
	5%	8%	6%	1%	7%	7%	3%
Advertising and promotional material, such as catalogues, brochures and direct mail	19	9	2	5	4	10	9
	5%	8%	2%	5%	6%	5%	5%
Publications, such as magazines, periodicals, customer newsletters	6	4	*	*	2	4	2
	2%	4%	*%	*%	3%	2%	1%
Order fulfilment (sending ordered goods to customers)	4	2	1	2	*	2	2
	1%	2%	1%	2%	*%	1%	1%
None of these (DO NOT READ OUT)	13	3	2	5	2	5	7
	3%	3%	2%	5%	3%	3%	4%
Don't Know (DO NOT READ OUT)	10	5	2	3	1	7	3
	3%	5%	2%	3%	1%	3%	2%

Columns Tested: a,b,c,d - a,b

Table 443 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	468	126	119	113	110	245	223
Effective base	167	57	54	34	30	111	62
Weighted Base	372	103	103	102	64	206	167
Refused (DO NOT READ OUT)	*	*	-	-	-	*	-
	*%	*%	-%	-%	-%	*%	-%

Columns Tested:: a,b,c,d - a,b

Table 447

QS4. Have you or your organisation ever considered trying a postal provider other than <MAIN PROVIDER FROM QV4>?

Base: All respondents

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
Yes, and we have tried another provider	298	69	229	285	10	2	1	13
	15%	29%	13%	15%	13%	26%	23%	15%
		b				b	ab	
Yes, but we have not tried another provider	382	25	357	366	14	1	1	16
	19%	10%	20%	19%	18%	16%	22%	18%
		a						
No	1268	133	1135	1210	50	5	3	58
	63%	55%	65%	63%	66%	56%	52%	64%
		a		d	d			d
Don't Know	52	14	38	49	3	*	*	3
	3%	6%	2%	3%	3%	2%	3%	3%
		b						
NET:								
Yes	680	94	586	651	23	4	2	29
	34%	39%	33%	34%	31%	42%	45%	33%
							abe	

Columns Tested: a,b - a,b,c,d,e

Table 447 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than <MAIN PROVIDER FROM QV4>?

Base: All respondents

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
Yes, and we have tried another provider	298 15%	154 14%	112 16%	19 15%	6 12%	6 19%	1 23%	285 15%	10 13%	3 25%
							adgh			abdgh
Yes, but we have not tried another provider	382 19%	187 18%	159 22%	19 15%	10 18%	5 18%	1 22%	366 19%	14 18%	3 18%
No	1268 63%	704 66%	418 59%	88 66%	38 68%	17 58%	3 52%	1210 63%	50 66%	8 55%
		bfi		f	f			f	f	
Don't Know	52 3%	19 2%	24 3%	6 5%	1 2%	2 5%	* 3%	49 3%	3 3%	* 2%
NET:										
Yes	680 34%	341 32%	271 38%	39 29%	17 30%	11 36%	2 45%	651 34%	23 31%	6 43%
							acdgh			a

Columns Tested: a,b,c,d,e,f,g,h,i

Table 447 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than <MAIN PROVIDER FROM QV4>?

Base: All respondents

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
Yes, and we have tried another provider	298 15%	234 15%	51 15%	10 13%	2 26%	1 23%	153 13%	47 16%	8 12%	8 21%	9 15%
Yes, but we have not tried another provider	382 19%	303 19%	63 18%	14 18%	1 16%	1 22%	253 21%	66 23%	12 16%	5 12%	9 17%
No	1268 63%	988 63%	223 63%	50 66%	5 56%	3 52%	795 65%	173 60%	47 64%	25 63%	37 66%
Don't Know	52 3%	34 2%	16 4%	3 3%	* 2%	* 3%	23 2%	2 1%	5 7%	2 4%	1 2%
NET:									ab		
Yes	680 34%	537 34%	114 32%	23 31%	4 42%	2 45%	407 33%	113 39%	20 28%	13 33%	18 32%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 447 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than <MAIN PROVIDER FROM QV4>?

Base: All respondents

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
Yes, and we have tried another provider	298 15%	28 15%	28 21% fg	55 17%	11 14%	30 17%	32 10%	21 9%	28 17%	17 12%
Yes, but we have not tried another provider	382 19%	33 18%	19 15%	67 20%	21 27%	32 18%	89 28%	34 14%	29 18%	33 24%
No	1268 63%	125 66%	79 61%	197 60%	47 59%	115 63%	188 60%	169 72%	102 63%	89 64%
Don't Know	52 3%	3 1%	4 3%	10 3%	- -%	4 2%	7 2%	10 4%	3 2%	- -%
NET:										
Yes	680 34%	61 32%	47 36%	122 37%	33 41%	63 34%	121 38%	55 23%	57 35%	50 36%
				g			g			

Columns Tested: a,b,c,d,e,f,g,h,i

Table 447 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than <MAIN PROVIDER FROM QV4>?

Base: All respondents

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
Yes, and we have tried another provider	298 15%	58 15%	83 17%	109 12%	250 14%	48 20%	27 22%	16 20%	6 14%
Yes, but we have not tried another provider	382 19%	87 22%	82 17%	189 22%	358 20%	24 10%	13 11%	8 10%	3 8%
No	1268 63%	251 63%	306 64%	555 63%	1111 63%	157 65%	73 61%	54 68%	29 73%
Don't Know	52 3%	4 1%	9 2%	27 3%	41 2%	11 5%	7 6%	2 2%	2 6%
NET:							ad		a
Yes	680 34%	145 36%	165 34%	298 34%	608 35%	72 30%	40 33%	24 30%	9 21%
		h	h	h	h		h		

Columns Tested:: a,b,c,d,e,f,g,h

Table 447 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than <MAIN PROVIDER FROM QV4>?

Base: All respondents

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
Yes, and we have tried another provider	298 15%	17 19%	31 26%	4 18%	35 25%	48 18%	99 24%	2 3%	6 9%	92 10%
Yes, but we have not tried another provider	382 19%	g 15%	gi 24%	5 22%	34 24%	69 26%	72 17%	4 7%	11 17%	178 19%
No	1268 63%	60 66%	52 44%	14 59%	66 47%	144 53%	240 57%	54 88%	46 74%	659 69%
Don't Know	52 3%	b -	7 6%	* 1%	7 5%	8 3%	9 2%	1 2%	* %	26 3%
NET:										
Yes	680 34%	31 34%	59 50%	9 40%	68 49%	117 44%	171 41%	6 10%	16 26%	270 28%
		g	ghi		ghi	gi	gi			g

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 447 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than <MAIN PROVIDER FROM QV4>?

Base: All respondents

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
Yes, and we have tried another provider	298 15%	100 20%	99 24%	100 9%	253 15%	45 14%	- -%	279 15%	19 11%	280 15%	18 25%
		c	c								
Yes, but we have not tried another provider	382 19%	116 23%	72 17%	194 18%	337 20%	45 14%	- -%	348 19%	34 20%	377 20%	5 7%
No	1268 63%	269 54%	240 57%	759 70% ab	1039 62%	229 69%	- -%	1163 63%	105 62%	1221 63%	47 64%
Don't Know	52 3%	15 3%	9 2%	28 3%	39 2%	13 4%	- -%	41 2%	11 7% a	49 3%	3 4%
NET:											
Yes	680 34%	216 43%	171 41%	293 27%	590 35%	90 27%	- -%	628 34%	53 31%	657 34%	23 32%
		c	c								

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 447 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than <MAIN PROVIDER FROM QV4>?

Base: All respondents

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
Yes, and we have tried another provider	298 15%	123 10%	53 16%	118 29%
			a	ab
Yes, but we have not tried another provider	382 19%	199 16%	88 28%	93 23%
			a	a
No	1268 63%	907 72%	168 52%	184 45%
		bc		
Don't Know	52 3%	25 2%	11 3%	11 3%
NET:				
Yes	680 34%	322 26%	141 44%	211 52%
			a	a

Columns Tested: a,b,c

Table 447 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than <MAIN PROVIDER FROM QV4>?

Base: All respondents

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
Yes, and we have tried another provider	298	205	56	17	7	10	2	*	*	261	37	20
	15%	12%	27%	34%	63%	37%	20%	24%	1%	14%	34%	35%
			ai	ai	abi	ai					ai	ai
Yes, but we have not tried another provider	382	301	50	8	2	6	9	*	5	351	31	22
	19%	18%	24%	16%	21%	21%	75%	4%	93%	19%	28%	39%
												ai
No	1268	1136	98	20	2	10	1	1	*	1234	34	13
	63%	68%	47%	40%	16%	35%	5%	72%	6%	65%	31%	23%
		bcdejk	k							bcdejk		
Don't Know	52	40	5	5	-	2	*	-	*	45	7	2
	3%	2%	2%	11%	-%	7%	*%	-%	*%	2%	7%	3%
				ai								
NET:												
Yes	680	507	105	26	9	16	12	*	5	612	68	42
	34%	30%	51%	50%	84%	58%	94%	28%	94%	32%	63%	74%
			ai	a	ai	a					ai	abi

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 447 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than <MAIN PROVIDER FROM QV4>?

Base: All respondents

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
Yes, and we have tried another provider	298 15%	81 8%	124 20%	93 29%	218 13%	230 16%	242 13%	270 19%	152 17%	117 19%	25 6%	165 15%	9 13%	11 12%	15 32%	9 18%	8 21%
			a	ab				ac		ac					ab		a
Yes, but we have not tried another provider	382 19%	123 12%	179 29%	81 25%	354 21%	295 21%	362 20%	312 22%	222 25%	202 32%	74 18%	208 19%	12 17%	29 33%	13 29%	8 16%	17 46%
			a	a						abcde				b			abcf
No	1268 63%	825 78%	311 50%	132 41%	1111 65%	848 60%	1153 64%	781 56%	497 55%	289 46%	309 75%	691 63%	45 64%	46 52%	18 39%	32 65%	11 30%
		bc			def	f	def	f	f		bdeg	eg	g			g	
Don't Know	52 3%	28 3%	12 2%	12 4%	39 2%	37 3%	41 2%	30 2%	29 3%	17 3%	3 1%	29 3%	4 6%	3 4%	* *%	* *%	1 2%
													a				
NET:																	
Yes	680 34%	204 19%	303 48%	174 55%	572 33%	525 37%	604 34%	582 42%	374 42%	320 51%	100 24%	373 34%	20 29%	40 45%	28 61%	17 34%	25 67%
			a	a				ac	ac	abcde		a		a	abc		abcf

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 447 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than <MAIN PROVIDER FROM QV4>?

Base: All respondents

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
Yes, and we have tried another provider	298	169	21	11	8	6	3	*	147	43	10	8	13	2	7
	15%	12%	20%	15%	16%	25%	12%	2%	14%	23%	17%	19%	34%	14%	33%
									a						
Yes, but we have not tried another provider	382	272	26	19	18	6	4	9	192	50	17	15	8	3	10
	19%	19%	24%	26%	38%	26%	16%	60%	18%	27%	29%	35%	21%	19%	49%
				a				a				a			
No	1268	959	55	41	21	11	20	5	686	81	31	19	17	10	3
	63%	67%	50%	54%	46%	48%	72%	34%	65%	44%	52%	45%	45%	66%	17%
		bd							bd						
Don't Know	52	28	7	3	*	*	*	1	25	10	1	-	*	*	-
	3%	2%	6%	4%	1%	*%	1%	5%	2%	5%	2%	-%	*%	2%	-%
NET:															
Yes	680	440	47	31	25	12	8	9	339	92	27	24	21	5	16
	34%	31%	43%	41%	54%	51%	28%	61%	32%	51%	46%	55%	55%	33%	83%
				a					a			a			

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 447 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than <MAIN PROVIDER FROM QV4>?

Base: All respondents

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
Yes, and we have tried another provider	298 15%	139 14%	52 34%	32 31%	11 24%	12 36%	19 65%	5 13%	88 10%	48 13%	66 19%	25 22%	13 18%
			a	a		a	acd				a	a	
Yes, but we have not tried another provider	382 19%	205 21%	38 25%	24 22%	13 27%	11 32%	5 17%	16 42%	128 14%	88 24%	91 27%	28 24%	27 36%
							a			a	a		a
No	1268 63%	624 63%	59 38%	48 45%	21 46%	7 20%	5 18%	17 45%	650 73%	222 60%	184 54%	61 54%	34 46%
			bcef						bcde				
Don't Know	52 3%	18 2%	5 3%	2 2%	2 4%	4 12%	* *%	- -%	28 3%	10 3%	2 1%	* *%	* 1%
						a							
NET:													
Yes	680 34%	345 35%	90 59%	56 53%	24 51%	23 68%	24 82%	21 55%	217 24%	137 37%	157 46%	53 46%	40 53%
			a	a		a	a			a	a	a	a

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 447 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than <MAIN PROVIDER FROM QV4>?

Base: All respondents

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
Yes, and we have tried another provider	298 15%	107 11%	50 16%	41 15%	13 15%	6 12%	93 12%	44 17%	59 27%	22 24%	12 21%
Yes, but we have not tried another provider	382 19%	178 18%	60 19%	89 33% ab	15 17%	12 26%	134 17%	63 25%	56 26%	23 25%	18 32%
No	1268 63%	683 69% c	201 62%	140 52%	56 67%	29 62%	530 67% bcd	139 55%	102 47%	47 51%	26 47%
Don't Know	52 3%	26 3%	10 3%	2 1%	* *% *	* 1%	29 4%	6 2%	1 *% *	* *% *	* 1%
NET:											
Yes	680 34%	285 29%	111 34%	130 48% ab	27 33%	18 38%	227 29%	108 43% a	115 53% a	45 49% a	30 53% a

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 447 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than <MAIN PROVIDER FROM QV4>?

Base: All respondents

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
Yes, and we have tried another provider	298 15%	94 13%	39 19%	78 31%	41 32%	15 28%	215 27%	14 12%	40 8%	192 11%	106 37%	177 11%	40 31%
				a	a	a	bc				a		a
Yes, but we have not tried another provider	382 19%	129 17%	56 28%	72 28%	30 23%	24 45%	180 23%	43 37%	88 18%	319 19%	62 22%	314 20%	39 30%
			a	a		ad		ac					
No	1268 63%	493 67%	101 50%	100 39%	58 45%	13 25%	379 48%	44 38%	351 73%	1160 68%	108 38%	1065 67%	46 35%
		bcde	e					ab		b		b	
Don't Know	52 3%	21 3%	5 3%	3 1%	* *%	1 1%	12 2%	15 13%	4 1%	42 2%	10 4%	33 2%	6 5%
								ac					
NET:													
Yes	680 34%	223 30%	94 47%	150 59%	72 55%	39 73%	396 50%	58 50%	128 27%	512 30%	168 59%	492 31%	80 61%
			a	a	a	ab	c	c		a		a	a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 447 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than <MAIN PROVIDER FROM QV4>?

Base: All respondents

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
Yes, and we have tried another provider	298 15%	176 14%	54 31% a	123 14%	148 30% a	182 11%	35 28% a	170 14%	60 32% a	137 15%	133 28% a
Yes, but we have not tried another provider	382 19%	242 20%	53 30% a	182 20%	130 27% a	317 20%	37 30% a	242 20%	53 28% a	181 20%	131 27% a
No	1268 63%	789 64% b	59 34% b	590 65% b	192 39% b	1065 67% b	46 37% b	778 64% b	70 37% b	582 64% b	200 42% b
Don't Know	52 3%	27 2%	10 6%	12 1%	19 4%	33 2%	6 5%	31 3%	6 3%	17 2%	14 3%
NET:											
Yes	680 34%	418 34%	107 61% a	305 34%	277 57% a	499 31%	73 58% a	412 34%	113 60% a	318 35%	264 55% a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 447 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than <MAIN PROVIDER FROM QV4>?

Base: All respondents

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
Yes, and we have tried another provider	298 15%	143 17%	164 12%	61 24%	1 26%	148 19%	154 16%	61 31%	3 64%	227 23%	150 20%	84 38%	- -%
		b		b				ab				ab	
Yes, but we have not tried another provider	382 19%	227 27%	264 19%	65 26%	4 74%	218 28%	176 18%	56 29%	- -%	257 26%	157 21%	54 24%	- -%
		b				b		b					
No	1268 63%	455 54%	908 67%	123 48%	- -%	404 51%	606 64%	74 38%	2 36%	474 49%	448 59%	80 36%	2 100%
			ac			c	ac			c	ac		
Don't Know	52 3%	21 2%	21 2%	5 2%	- -%	16 2%	15 2%	5 3%	- -%	18 2%	9 1%	5 2%	- -%
NET:													
Yes	680 34%	370 44%	428 32%	126 49%	5 100%	366 47%	330 35%	117 60%	3 64%	483 50%	307 40%	139 62%	- -%
		b		b		b		ab		b		ab	

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 447 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than <MAIN PROVIDER FROM QV4>?

Base: All respondents

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
Yes, and we have tried another provider	298	176	169	167	147	145	7	104	91	103	51	36
	15%	11%	14%	18%	12%	14%	20%	16%	18%	23%	38%	41%
			a								abc	abc
Yes, but we have not tried another provider	382	292	245	187	250	171	7	122	120	95	28	19
	19%	19%	21%	21%	21%	16%	20%	19%	24%	21%	21%	22%
No	1268	1055	732	543	789	704	16	402	275	244	50	32
	63%	68%	62%	60%	65%	68%	47%	63%	55%	54%	38%	37%
		bc						de	de	d		
Don't Know	52	26	30	14	26	23	5	5	10	7	4	-
	3%	2%	3%	1%	2%	2%	13%	1%	2%	1%	3%	-%
							ab					
NET:												
Yes	680	469	414	355	398	316	14	226	211	198	79	55
	34%	30%	35%	39%	33%	30%	40%	36%	43%	44%	59%	63%
			a								abc	abc

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 447 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than <MAIN PROVIDER FROM QV4>?

Base: All respondents

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
Yes, and we have tried another provider	298	47	18	51	14	241	185	258	211	215	161	228	41	-	171	35
	15%	24%	16%	55%	29%	15%	18%	15%	19%	22%	20%	14%	20%	-%	12%	25%
				ab					a	ac	b					a
Yes, but we have not tried another provider	382	59	56	25	13	288	200	331	229	202	232	291	50	-	258	30
	19%	30%	49%	27%	27%	17%	19%	19%	21%	20%	28%	18%	25%	-%	18%	22%
			ac								b					
No	1268	91	36	17	21	1091	614	1118	644	554	412	1047	102	-	957	72
	63%	46%	32%	19%	43%	66%	60%	64%	58%	56%	50%	65%	51%	-%	68%	52%
		c			c	bde		de			ac				b	
Don't Know	52	-	3	*	-	34	33	40	25	23	19	38	9	-	31	2
	3%	-%	3%	*%	-%	2%	3%	2%	2%	2%	2%	2%	4%	-%	2%	1%
NET:																
Yes	680	106	74	76	27	529	385	589	439	417	393	519	91	-	429	65
	34%	54%	65%	81%	57%	32%	37%	34%	40%	42%	48%	32%	45%	-%	30%	47%
				ad					ac	ac	b		b			a

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 447 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than <MAIN PROVIDER FROM QV4>?

Base: All respondents

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
Yes, and we have tried another provider	298 15%	146 19%	98 9%	174 29%	16 38%	105 36%	120 27%	101 39%	139 10%	58 16%	298 100%	- -%	- -%
		b						bc			bc		
Yes, but we have not tried another provider	382 19%	219 29%	125 11%	146 24%	14 34%	95 32%	88 20%	68 26%	246 18%	67 18%	- -%	382 100%	- -%
		b				b						ac	
No	1268 63%	374 49%	853 77%	265 44%	12 28%	87 30%	223 50%	91 35%	928 69%	244 66%	- -%	- -%	1268 100%
			a				a		a	a			ab
Don't Know	52 3%	20 3%	28 3%	22 4%	* *%	8 3%	15 3%	1 *%	30 2%	3 1%	- -%	- -%	- -%
NET:													
Yes	680 34%	365 48%	224 20%	320 53%	30 71%	200 68%	207 46%	169 65%	386 29%	125 34%	298 100%	382 100%	- -%
		b				b		bc			c	c	

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 447 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than <MAIN PROVIDER FROM QV4>?

Base: All respondents

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
Yes, and we have tried another provider	298 15%	188 21%	110 10%
		b	
Yes, but we have not tried another provider	382 19%	205 23%	177 16%
		b	
No	1268 63%	473 53%	795 72%
			a
Don't Know	52 3%	27 3%	25 2%
NET:			
Yes	680 34%	393 44%	288 26%
		b	

Columns Tested: a,b

Table 447 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than <MAIN PROVIDER FROM QV4>?

Base: All respondents

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
Yes, and we have tried another provider	298	4	16	47	11	34	22	6	38	32	7	22	60
	15%	8%	8%	19%	16%	11%	18%	18%	12%	21%	8%	17%	21%
				b			b			b			be
Yes, but we have not tried another provider	382	8	46	34	7	79	23	5	58	33	13	25	52
	19%	15%	22%	14%	10%	25%	18%	15%	19%	21%	15%	20%	18%
			d		cd								
No	1268	37	141	158	46	187	76	22	214	88	59	80	160
	63%	69%	69%	65%	70%	60%	62%	64%	69%	57%	67%	63%	56%
Don't Know	52	5	2	4	3	10	3	1	1	2	9	-	13
	3%	9%	1%	2%	4%	3%	2%	2%	*%	1%	11%	-%	4%
		bhk									bchk		
NET:													
Yes	680	12	61	81	17	113	44	11	96	65	20	47	112
	34%	23%	30%	33%	26%	36%	36%	34%	31%	42%	23%	37%	39%
										aj			

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 447 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than <MAIN PROVIDER FROM QV4>?

Base: All respondents

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
Yes, and we have tried another provider	298	67	66	76	89	133	165
	15%	13%	13%	15%	18%	13%	16%
Yes, but we have not tried another provider	382	87	108	97	90	195	187
	19%	17%	22%	19%	18%	20%	19%
No	1268	335	310	324	299	645	622
	63%	67%	62%	65%	60%	65%	62%
Don't Know	52	10	16	4	22	26	26
	3%	2%	3%	1%	4%	3%	3%
				c			
NET:							
Yes	680	154	174	173	179	328	352
	34%	31%	35%	35%	36%	33%	35%

Columns Tested: a,b,c,d - a,b

Table 448

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail?

Base: All those who use Royal Mail as their main provider

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1863	470	1393	1330	293	65	175	533
Effective base	700	110	597	651	119	27	74	156
Weighted Base	1714	204	1510	1646	57	6	4	68
Yes, and we have tried another provider	192	43	149	186	4	1	1	6
	11%	21%	10%	11%	8%	13%	20%	9%
		b					abe	
Yes, but we have not tried another provider	319	21	298	309	8	1	1	10
	19%	10%	20%	19%	15%	12%	23%	15%
		a						
No	1160	128	1032	1111	42	5	2	49
	68%	63%	68%	67%	74%	73%	55%	73%
				d	d			d
Don't Know	42	11	31	40	2	*	*	2
	2%	6%	2%	2%	4%	2%	2%	3%
		b						
NET:								
Yes	512	65	447	496	13	2	2	16
	30%	32%	30%	30%	23%	25%	42%	24%
							abe	

Columns Tested: a,b - a,b,c,d,e

Table 448 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail?

Base: All those who use Royal Mail as their main provider

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1863	593	550	187	177	181	175	1330	293	240
Effective base	700	340	254	73	79	66	74	651	119	63
Weighted Base	1714	944	590	112	41	23	4	1646	57	10
Yes, and we have tried another provider	192 11%	111 12%	69 12%	6 6%	3 7%	2 10%	1 20%	186 11%	4 8%	2 16%
Yes, but we have not tried another provider	319 19%	159 17%	135 23%	16 14%	6 14%	3 16%	1 23%	309 19%	8 15%	2 16%
No	1160 68%	658 70%	369 63%	84 75%	32 77%	15 67%	2 55%	1111 67%	42 74%	7 66%
Don't Know	42 2%	17 2%	17 3%	6 5%	1 2%	2 7%	* 2%	40 2%	2 4%	* 2%
NET:						ag				
Yes	512 30%	270 29%	204 35%	22 20%	9 21%	6 26%	2 42%	496 30%	13 23%	3 32%
			cdh				acdegh			

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 448 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail?

Base: All those who use Royal Mail as their main provider

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1863	826	504	293	65	175	701	286	99	70	179
Effective base	700	485	222	119	27	74	399	121	31	22	31
Weighted Base	1714	1355	291	57	6	4	1112	211	48	28	49
Yes, and we have tried another provider	192 11%	163 12%	23 8%	4 8%	1 13%	1 20%	122 11%	19 9%	2 4%	1 3%	5 9%
Yes, but we have not tried another provider	319 19%	258 19%	51 18%	8 15%	1 12%	1 23%	228 20%	45 21%	7 14%	4 14%	9 18%
No	1160 68%	908 67%	203 70%	42 74%	5 73%	2 55%	741 67%	146 69%	38 80%	21 76%	35 71%
Don't Know	42 2%	26 2%	14 5%	2 4%	* 2%	* 2%	21 2%	1 *	1 3%	2 6%	1 2%
NET:			a	e						b	
Yes	512 30%	421 31%	74 26%	13 23%	2 25%	2 42%	349 31%	64 31%	9 18%	5 17%	13 27%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 448 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail?

Base: All those who use Royal Mail as their main provider

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1863	128	85	168	58	118	144	119	101	102
Effective base	700	72	48	95	29	59	94	72	55	52
Weighted Base	1714	163	113	266	65	149	281	213	138	124
Yes, and we have tried another provider	192	16	19	35	6	20	19	15	12	17
	11%	10%	17%	13%	10%	14%	7%	7%	9%	13%
Yes, but we have not tried another provider	319	26	17	49	20	26	82	29	27	26
	19%	16%	15%	18%	31%	17%	29%	14%	20%	21%
No	1160	119	73	172	39	102	175	159	95	82
	68%	73%	65%	65%	60%	69%	62%	75%	69%	66%
Don't Know	42	1	4	10	-	*	6	10	3	-
	2%	1%	3%	4%	-%	*%	2%	5%	2%	-%
NET:										
Yes	512	42	36	84	26	47	101	44	40	42
	30%	26%	32%	31%	40%	31%	36%	21%	29%	34%
					g		g			

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 448 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail?

Base: All those who use Royal Mail as their main provider

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1863	278	314	431	1023	840	288	284	268
Effective base	700	140	175	260	570	228	89	79	109
Weighted Base	1714	338	414	760	1512	201	95	72	35
Yes, and we have tried another provider	192 11%	43 13%	48 12%	68 9%	159 11%	33 16% cd	16 17% c	13 19% cd	3 9%
Yes, but we have not tried another provider	319 19%	71 21% efgh	71 17% efgh	160 21% efgh	302 20% efgh	17 9%	9 10%	5 8%	2 7%
No	1160 68%	223 66%	287 69%	506 67%	1017 67%	143 71%	64 68%	52 72%	28 79% acd
Don't Know	42 2%	* *%	8 2%	26 3% a	34 2%	8 4% a	5 5% a	1 2%	1 4% a
NET:									
Yes	512 30%	115 34% h	118 29% h	228 30% h	461 31% h	50 25%	26 27%	19 26%	6 16%

Columns Tested: a,b,c,d,e,f,g,h

Table 448 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail?

Base: All those who use Royal Mail as their main provider

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1863	83	120	15	135	186	411	81	95	869
Effective base	700	32	33	6	38	80	160	25	27	343
Weighted Base	1714	76	67	18	85	216	335	57	55	888
Yes, and we have tried another provider	192 11%	10 14%	11 16%	4 24%	15 18%	22 10%	70 21% eghi	1 2%	2 4%	71 8%
Yes, but we have not tried another provider	319 19%	10 13%	18 26%	1 4%	18 22%	58 27%	60 18%	4 7%	9 17%	159 18%
No	1160 68%	56 73%	37 55%	13 71%	49 58%	127 59%	198 59%	51 90%	43 79%	635 72%
Don't Know	42 2%	- -%	2 3%	* 1%	2 2%	8 4%	8 2%	* 1%	* %	23 3%
NET:										
Yes	512 30%	20 27%	28 42%	5 28%	34 39%	81 38%	130 39%	5 9%	12 21%	230 26%
			gi		g	gi	gi			

Columns Tested: a,b,c,d,e,f,g,h,i

Table 448 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail?

Base: All those who use Royal Mail as their main provider

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1863	404	411	1048	1618	245	-	1548	315	1791	72
Effective base	700	149	160	395	596	107	-	627	78	673	27
Weighted Base	1714	377	335	1002	1416	297	-	1569	145	1650	64
Yes, and we have tried another provider	192 11%	48 13%	70 21%	74 7%	161 11%	31 11%	- -%	182 12%	11 7%	181 11%	11 18%
Yes, but we have not tried another provider	319 19%	87 23%	60 18%	173 17%	276 20%	43 15%	- -%	293 19%	26 18%	317 19%	2 3%
No	1160 68%	232 62%	198 59%	731 73% ab	950 67%	210 71%	- -%	1062 68%	98 68%	1113 67%	47 74%
Don't Know	42 2%	10 3%	8 2%	24 2%	29 2%	13 4%	- -%	33 2%	9 6% a	39 2%	3 5%
NET:											
Yes	512 30%	135 36% c	130 39%	247 25%	437 31%	75 25%	- -%	475 30%	37 26%	498 30%	13 21%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 448 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail?

Base: All those who use Royal Mail as their main provider

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1863	1125	368	355
Effective base	700	448	116	132
Weighted Base	1714	1134	260	304
Yes, and we have tried another provider	192 11%	88 8%	29 11%	70 23% ab
Yes, but we have not tried another provider	319 19%	168 15%	71 27% a	80 26% a
No	1160 68%	857 76% bc	150 58%	147 48%
Don't Know	42 2%	20 2%	10 4%	6 2%
NET:				
Yes	512 30%	256 23%	100 38% a	150 49% a

Columns Tested:: a,b,c

Table 448 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail?

Base: All those who use Royal Mail as their main provider

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1863	1479	253	65	19	23	12	6	6	1732	131	66
Effective base	700	600	74	15	3	7	3	1	1	672	28	13
Weighted Base	1714	1495	150	34	6	14	9	1	5	1645	68	35
Yes, and we have tried another provider	192 11%	143 10%	33 22% ai	7 21%	5 86%	4 26%	* 2%	* 10%	- -%	176 11%	16 23% ai	9 25%
Yes, but we have not tried another provider	319 19%	257 17%	38 25%	7 22%	* 4%	4 27%	9 93%	* 2%	5 93%	295 18%	24 36% ai	17 49% ai
No	1160 68%	1060 71% bjk	75 50% k	18 53%	1 9%	5 35%	* 5%	1 88%	* 7%	1135 69% bjk	25 37%	7 20%
Don't Know	42 2%	34 2%	4 3%	1 4%	- -%	2 12%	* *%	- -%	- -%	39 2%	3 4%	2 5%
NET:												
Yes	512 30%	401 27%	71 47% ai	14 43%	5 91%	7 53%	9 95%	* 12%	5 93%	471 29%	40 59% ai	26 75% ai

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 448 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail?

Base: All those who use Royal Mail as their main provider

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	1863	823	656	384	1625	1330	1677	1213	732	614	338	930	93	116	73	86	41
Effective base	700	374	228	102	606	492	633	469	287	204	150	380	24	33	17	18	13
Weighted Base	1714	971	525	218	1504	1201	1560	1139	732	496	370	962	53	78	38	30	29
Yes, and we have tried another provider	192 11%	62 6%	82 16%	49 22%	146 10%	152 13%	160 10%	173 15%	100 14%	73 15%	12 3%	110 11%	4 8%	9 12%	10 27%	7 22%	7 26%
			a	a				ac				a		a	a	a	a
Yes, but we have not tried another provider	319 19%	104 11%	153 29%	62 28%	298 20%	250 21%	306 20%	252 22%	177 24%	160 32%	63 17%	183 19%	7 12%	25 32%	12 32%	6 22%	10 35%
			a	a					abcd								
No	1160 68%	780 80%	280 53%	100 46%	1028 68%	768 64%	1061 68%	690 61%	432 59%	251 51%	293 79%	646 67%	38 72%	41 52%	16 42%	17 56%	10 36%
			bc		def	f	def	f			bdefg	eg	g				
Don't Know	42 2%	24 3%	10 2%	7 3%	32 2%	31 3%	33 2%	23 2%	23 3%	12 2%	2 *	23 2%	4 8%	3 4%	- -%	* *%	1 3%
												a					
NET:																	
Yes	512 30%	166 17%	235 45%	111 51%	444 29%	403 34%	465 30%	426 37%	277 38%	232 47%	75 20%	293 30%	11 20%	34 44%	22 58%	13 44%	18 61%
			a	a				ac	ac	abcde		a		a	abc	a	abc

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 448 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail?

Base: All those who use Royal Mail as their main provider

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	1863	1186	141	96	84	43	58	17	902	179	101	58	43	31	16
Effective base	700	500	38	28	17	8	15	5	378	49	29	20	9	12	7
Weighted Base	1714	1264	91	65	39	17	17	12	934	133	50	32	28	10	15
Yes, and we have tried another provider	192	107	16	11	7	3	3	*	100	22	9	7	8	1	6
	11%	8%	17%	17%	18%	16%	18%	1%	11%	16%	18%	20%	28%	15%	42%
Yes, but we have not tried another provider	319	232	23	16	12	4	4	7	167	43	14	12	8	3	5
	19%	18%	26%	25%	32%	21%	25%	57%	18%	32%	28%	36%	28%	25%	34%
									a			a			
No	1160	904	45	35	19	11	9	4	647	59	26	14	12	6	3
	68%	72%	50%	54%	50%	62%	55%	37%	69%	45%	52%	44%	44%	58%	23%
		bc							bd						
Don't Know	42	21	7	3	*	*	*	1	20	9	1	-	*	*	-
	2%	2%	7%	5%	*%	*%	1%	6%	2%	7%	3%	-%	*%	2%	-%
			a												
NET:															
Yes	512	338	39	27	19	6	7	7	266	64	23	18	16	4	11
	30%	27%	43%	41%	49%	38%	44%	57%	29%	48%	45%	56%	56%	40%	77%
			a		a				a			a			

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 448 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail?

Base: All those who use Royal Mail as their main provider

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1863	825	133	96	57	37	36	29	693	333	368	201	79
Effective base	700	355	42	26	19	13	9	10	307	133	130	45	21
Weighted Base	1714	867	111	69	29	20	22	21	804	315	299	87	52
Yes, and we have tried another provider	192 11%	103 12%	28 25%	15 22%	4 15%	8 40%	13 58%	2 8%	55 7%	31 10%	55 19%	12 14%	5 10%
		a	a	a	a	a	ad				ab		
Yes, but we have not tried another provider	319 19%	173 20%	31 28%	17 25%	7 23%	7 36%	5 22%	13 59%	114 14%	68 22%	78 26%	26 30%	19 37%
		a	a	a	a	a	a				a	a	a
No	1160 68%	577 66%	47 42%	34 50%	16 56%	5 24%	4 20%	7 33%	613 76%	207 66%	164 55%	49 56%	27 53%
		bef							bcde				
Don't Know	42 2%	15 2%	5 4%	2 3%	2 6%	* *%	* *%	- -%	22 3%	8 3%	2 1%	* *%	* 1%
NET:													
Yes	512 30%	276 32%	59 53%	32 47%	11 38%	15 76%	18 80%	14 67%	169 21%	100 32%	133 45%	38 44%	25 47%
		a	a	a	a	ad	ad			a	ab	a	a

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 448 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail?

Base: All those who use Royal Mail as their main provider

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1863	764	309	316	171	62	606	246	273	142	51
Effective base	700	335	119	106	32	16	269	89	84	36	13
Weighted Base	1714	882	280	239	65	37	695	214	182	69	35
Yes, and we have tried another provider	192 11%	66 8%	36 13%	34 14%	7 10%	3 7%	53 8%	34 16%	49 27%	12 17%	4 13%
Yes, but we have not tried another provider	319 19%	150 17%	48 17%	75 31%	13 20%	12 33%	122 18%	48 23%	46 25%	21 31%	11 31%
No	1160 68%	644 73%	187 67%	129 54%	45 69%	22 60%	497 72%	126 59%	86 47%	36 52%	19 55%
Don't Know	42 2%	21 2%	8 3%	2 1%	* *%	* *%	23 3%	6 3%	1 1%	* *%	* 1%
NET:											
Yes	512 30%	217 25%	84 30%	109 45%	20 30%	15 40%	175 25%	83 39%	95 52%	33 48%	15 44%
				ab				a	a	a	

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 448 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail?

Base: All those who use Royal Mail as their main provider

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	*b	a	*b
Unweighted Base	1863	594	193	222	129	52	638	104	462	1863	-	1600	25
Effective base	700	264	65	81	40	13	251	34	180	700	-	597	9
Weighted Base	1714	664	155	188	86	27	601	76	454	1714	-	1478	26
Yes, and we have tried another provider	192 11%	66 10%	24 15%	57 30% ab	23 26% a	4 13%	136 23% bc	4 6%	33 7%	192 11%	- -%	140 9%	5 21%
Yes, but we have not tried another provider	319 19%	112 17%	47 30% a	48 26%	25 29%	18 66% abcd	143 24%	27 36% c	82 18%	319 19%	- -%	292 20%	6 24%
No	1160 68%	467 70% bcde	84 54% e	80 43%	38 44%	5 18%	311 52%	34 45%	337 74% ab	1160 68%	- -%	1014 69%	14 55%
Don't Know	42 2%	19 3%	1 *% e	3 1%	* *% e	1 3%	11 2%	10 13% ac	2 *% e	42 2%	- -%	32 2%	- -%
NET:													
Yes	512 30%	179 27%	71 46% a	105 56% a	48 55% a	21 80% ab	279 46% c	32 42%	115 25%	512 30%	- -%	432 29%	12 45%

Columns Tested.: a,b,c,d,e - a,b,c - a,b - a,b

Table 448 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail?

Base: All those who use Royal Mail as their main provider

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	1863	1239	91	945	268	1604	21	1238	92	942	271
Effective base	700	471	22	383	88	599	7	467	25	383	88
Weighted Base	1714	1136	66	898	241	1486	18	1133	68	904	235
Yes, and we have tried another provider	192 11%	137 12%	16 24%	122 14%	52 21%	145 10%	1 3%	137 12%	15 23%	132 15%	42 18%
Yes, but we have not tried another provider	319 19%	227 20%	23 36%	181 20%	71 29%	295 20%	3 17%	227 20%	23 33%	179 20%	73 31%
No	1160 68%	746 66%	22 34%	584 65%	106 44%	1014 68%	14 80%	738 65%	30 44%	578 64%	112 48%
Don't Know	42 2%	26 2%	5 7%	11 1%	12 5%	32 2%	- -%	31 3%	* *%	16 2%	7 3%
NET:											
Yes	512 30%	364 32%	39 60%	303 34%	122 51%	440 30%	4 20%	364 32%	38 56%	311 34%	115 49%
			a		a				a		a

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 448 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail?

Base: All those who use Royal Mail as their main provider

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1863	779	1309	213	1	717	954	164	4	815	711	184	-
Effective base	700	277	499	79	1	260	354	62	3	312	280	72	-
Weighted Base	1714	695	1219	202	4	648	815	147	5	757	637	159	-
Yes, and we have tried another provider	192	95	112	42	-	101	98	41	3	141	99	56	-
	11%	14%	9%	21%	-%	16%	12%	28%	64%	19%	15%	35%	-%
				b				ab				ab	
Yes, but we have not tried another provider	319	181	231	50	4	181	155	41	-	204	127	41	-
	19%	26%	19%	25%	100%	28%	19%	28%	-%	27%	20%	26%	-%
		b				b				b			
No	1160	405	857	109	-	357	551	64	2	400	409	61	-
	68%	58%	70%	54%	-%	55%	68%	44%	36%	53%	64%	38%	-%
		ac				ac				c	ac		
Don't Know	42	14	19	1	-	10	11	1	-	12	3	1	-
	2%	2%	2%	1%	-%	2%	1%	1%	-%	2%	*%	*%	-%
NET:													
Yes	512	276	343	92	4	281	253	82	3	345	225	97	-
	30%	40%	28%	46%	100%	43%	31%	56%	64%	46%	35%	61%	-%
		b		b		b		b		b		ab	

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 448 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail?

Base: All those who use Royal Mail as their main provider

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1863	1530	1189	905	1227	971	40	565	443	422	109	67
Effective base	700	571	439	362	453	381	12	252	184	170	55	35
Weighted Base	1714	1426	1071	859	1117	948	18	600	460	410	118	82
Yes, and we have tried another provider	192	137	130	145	117	107	4	93	79	85	42	32
	11%	10%	12%	17%	11%	11%	25%	15%	17%	21%	36%	39%
				a							abc	abc
Yes, but we have not tried another provider	319	270	230	182	237	156	6	118	117	92	27	18
	19%	19%	22%	21%	21%	16%	31%	20%	25%	22%	23%	22%
No	1160	998	686	521	741	668	7	384	258	231	48	32
	68%	70%	64%	61%	66%	70%	42%	64%	56%	56%	41%	39%
		bc				c		de				
Don't Know	42	21	25	9	21	17	*	5	6	3	-	-
	2%	1%	2%	1%	2%	2%	2%	1%	1%	1%	-%	-%
NET:												
Yes	512	406	361	328	354	263	10	210	196	177	69	50
	30%	28%	34%	38%	32%	28%	56%	35%	43%	43%	59%	61%
				a			b				abc	abc

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 448 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail?

Base: All those who use Royal Mail as their main provider

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1863	175	116	70	38	1636	1142	1704	1160	1079	721	1550	182	-	1503	108
Effective base	700	71	41	27	16	605	384	630	398	361	275	578	70	-	550	50
Weighted Base	1714	181	102	67	33	1453	879	1514	937	818	669	1400	160	-	1293	126
Yes, and we have tried another provider	192	43	14	36	7	163	124	171	147	139	107	156	31	-	123	34
	11%	24%	14%	54%	20%	11%	14%	11%	16%	17%	16%	11%	19%	-%	9%	27%
				abd					ac	ac	b		b			a
Yes, but we have not tried another provider	319	54	53	20	12	249	172	285	194	162	194	251	36	-	242	22
	19%	30%	52%	30%	35%	17%	20%	19%	21%	20%	29%	18%	22%	-%	19%	18%
			a								b					
No	1160	84	32	11	15	1009	554	1025	575	503	356	962	89	-	904	67
	68%	46%	31%	16%	45%	69%	63%	68%	61%	61%	53%	69%	55%	-%	70%	53%
		c			c	bde		de			ac				b	
Don't Know	42	-	3	*	-	31	29	33	21	15	12	30	5	-	25	2
	2%	-%	3%	*%	-%	2%	3%	2%	2%	2%	2%	2%	3%	-%	2%	1%
NET:																
Yes	512	97	67	56	18	413	296	456	341	301	301	407	67	-	364	57
	30%	54%	66%	83%	55%	28%	34%	30%	36%	37%	45%	29%	42%	-%	28%	45%
				ad					ac	ac	b		b			a

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 448 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail?

Base: All those who use Royal Mail as their main provider

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1863	674	1189	391	16	181	287	199	1231	402	260	309	1239
Effective base	700	274	426	143	9	66	111	73	476	143	83	125	475
Weighted Base	1714	678	1036	365	28	167	287	183	1190	324	192	319	1160
Yes, and we have tried another provider	192 11%	122 18%	71 7%	89 24%	12 43%	51 31%	67 23%	65 36%	88 7%	39 12%	192 100%	- -%	- -%
		b						bc			bc		
Yes, but we have not tried another provider	319 19%	200 29%	120 12%	98 27%	5 17%	59 35%	61 21%	42 23%	219 18%	58 18%	- -%	319 100%	- -%
		b				b						ac	
No	1160 68%	342 50%	818 79%	166 46%	11 41%	54 32%	149 52%	75 41%	857 72%	224 69%	- -%	- -%	1160 100%
			a			a			a	a			ab
Don't Know	42 2%	15 2%	27 3%	12 3%	- -%	3 2%	10 3%	1 1%	27 2%	2 1%	- -%	- -%	- -%
NET:													
Yes	512 30%	321 47%	191 18%	187 51%	16 59%	110 66%	128 45%	107 59%	306 26%	98 30%	192 100%	319 100%	- -%
		b				b		bc			c	c	

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 448 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail?

Base: All those who use Royal Mail as their main provider

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1863	987	876
Effective base	700	301	399
Weighted Base	1714	740	974
Yes, and we have tried another provider	192 11%	116 16% b	76 8%
Yes, but we have not tried another provider	319 19%	171 23% b	149 15%
No	1160 68%	434 59%	726 75% a
Don't Know	42 2%	19 3%	23 2%
NET:			
Yes	512 30%	287 39% b	225 23%

Columns Tested:: a,b

Table 448 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail?

Base: All those who use Royal Mail as their main provider

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1863	107	225	167	161	193	110	113	198	122	157	116	194
Effective base	700	34	106	99	53	129	64	15	76	50	34	41	70
Weighted Base	1714	42	187	190	57	279	103	31	266	136	84	114	225
Yes, and we have tried another provider	192	4	13	27	6	23	13	5	11	24	5	18	43
	11%	9%	7%	14%	11%	8%	13%	17%	4%	18%	6%	16%	19%
				h			h			bh		h	beh
Yes, but we have not tried another provider	319	7	39	18	6	70	19	3	48	30	13	25	41
	19%	18%	21%	10%	10%	25%	19%	10%	18%	22%	15%	22%	18%
			c			cd				c			
No	1160	26	134	143	42	176	67	22	206	81	58	71	133
	68%	62%	71%	75%	74%	63%	66%	71%	77%	60%	69%	62%	59%
				el					eil				
Don't Know	42	5	1	2	2	10	3	1	1	*	9	-	8
	2%	11%	*%	1%	4%	4%	3%	3%	1%	*%	10%	-%	4%
		bchik									bch		
NET:													
Yes	512	11	53	45	12	93	32	8	59	54	17	43	84
	30%	27%	28%	24%	22%	33%	32%	27%	22%	40%	21%	38%	37%
										cdh			h

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 448 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail?

Base: All those who use Royal Mail as their main provider

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1863	499	464	433	467	963	900
Effective base	700	235	232	138	142	467	280
Weighted Base	1714	419	439	433	423	858	856
Yes, and we have tried another provider	192	44	42	40	66	86	106
	11%	10%	10%	9%	16%	10%	12%
Yes, but we have not tried another provider	319	65	96	81	78	161	159
	19%	16%	22%	19%	19%	19%	19%
No	1160	303	286	309	262	589	571
	68%	72%	65%	71%	62%	69%	67%
Don't Know	42	7	15	3	17	22	20
	2%	2%	3%	1%	4%	3%	2%
NET:							
Yes	512	109	138	121	144	247	265
	30%	26%	31%	28%	34%	29%	31%

Columns Tested: a,b,c,d - a,b

Table 449

QS4. Have you or your organisation ever considered trying a postal provider other than DHL?

Base: All those who use DHL as their main provider

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	b	a	*b	*c	*d	e
Significance Level: 95%								
Unweighted Base	67	14	53	34	16	9	8	33
Effective base	20	5	17	16	5	6	5	8
Weighted Base	40	4	36	35	4	1	*	5
Yes, and we have tried another provider	11	2	8	9	1	1	*	1
	26%	57%	23%	26%	22%	66%	29%	31%
Yes, but we have not tried another provider	13	-	13	11	2	*	*	2
	32%	-%	35%	31%	52%	10%	24%	42%
No	15	1	14	14	1	*	*	1
	38%	32%	38%	39%	26%	25%	47%	27%
Don't Know	2	*	1	2	-	-	-	-
	4%	11%	3%	4%	-%	-%	-%	-%
NET:								
Yes	23	2	21	20	3	1	*	3
	58%	57%	59%	57%	74%	75%	53%	73%

Columns Tested:: a,b - a,b,c,d,e

Table 449 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than DHL?

Base: All those who use DHL as their main provider

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	g	*h	*i
Unweighted Base	67	11	15	8	9	16	8	34	16	17
Effective base	20	6	9	2	3	11	5	16	5	9
Weighted Base	40	14	17	4	3	2	*	35	4	1
Yes, and we have tried another provider	11	1	5	4	1	1	*	9	1	1
	26%	4%	28%	86%	26%	40%	29%	26%	22%	57%
Yes, but we have not tried another provider	13	8	3	*	1	1	*	11	2	*
	32%	57%	16%	3%	47%	37%	24%	31%	52%	13%
No	15	5	8	*	1	*	*	14	1	*
	38%	36%	49%	11%	27%	23%	47%	39%	26%	30%
Don't Know	2	*	1	-	-	-	-	2	-	-
	4%	3%	7%	-%	-%	-%	-%	4%	-%	-%
NET:										
Yes	23	8	8	4	2	1	*	20	3	1
	58%	61%	45%	89%	73%	77%	53%	57%	74%	70%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 449 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than DHL?

Base: All those who use DHL as their main provider

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	67	18	16	16	9	8	20	10	5	1	11
Effective base	20	9	8	5	6	5	7	5	3	1	4
Weighted Base	40	24	11	4	1	*	16	14	3	*	1
Yes, and we have tried another provider	11	2	7	1	1	*	3	3	2	-	*
	26%	10%	60%	22%	66%	29%	16%	26%	56%	-%	57%
Yes, but we have not tried another provider	13	9	2	2	*	*	10	-	1	-	*
	32%	38%	14%	52%	10%	24%	61%	-%	44%	-%	11%
No	15	12	2	1	*	*	4	9	-	*	*
	38%	50%	15%	26%	25%	47%	22%	66%	-%	100%	32%
Don't Know	2	*	1	-	-	-	-	1	-	-	-
	4%	2%	10%	-%	-%	-%	-%	8%	-%	-%	-%
NET:											
Yes	23	12	8	3	1	*	13	3	3	-	1
	58%	48%	74%	74%	75%	53%	78%	26%	100%	-%	68%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 449 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than DHL?

Base: All those who use DHL as their main provider

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	67	6	2	11	-	1	5	3	4	2
Effective base	20	3	2	5	-	1	4	1	3	1
Weighted Base	40	7	*	7	-	2	7	5	3	1
Yes, and we have tried another provider	11	*	*	2	-	-	3	*	3	-
	26%	7%	100%	27%	-%	-%	45%	2%	91%	-%
Yes, but we have not tried another provider	13	5	-	2	-	-	4	-	*	*
	32%	71%	-%	22%	-%	-%	48%	-%	9%	4%
No	15	*	-	4	-	2	1	5	-	1
	38%	7%	-%	50%	-%	100%	7%	98%	-%	96%
Don't Know	2	1	-	-	-	-	-	-	-	-
	4%	16%	-%	-%	-%	-%	-%	-%	-%	-%
NET:										
Yes	23	6	*	3	-	-	7	*	3	*
	58%	78%	100%	50%	-%	-%	93%	2%	100%	4%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 449 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than DHL?

Base: All those who use DHL as their main provider

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	d	e	*f	*g	*h
Unweighted Base	67	3	12	19	34	33	15	11	7
Effective base	20	2	5	8	15	10	4	5	4
Weighted Base	40	3	11	19	33	6	3	3	*
Yes, and we have tried another provider	11	-	4	5	9	1	*	1	*
	26%	-%	36%	28%	28%	18%	12%	24%	17%
Yes, but we have not tried another provider	13	*	6	5	11	2	*	1	*
	32%	1%	49%	27%	32%	32%	10%	46%	83%
No	15	3	*	9	12	3	2	1	-
	38%	99%	4%	45%	36%	44%	78%	17%	-%
Don't Know	2	-	1	-	1	*	-	*	-
	4%	-%	10%	-%	3%	6%	-%	14%	-%
NET:									
Yes	23	*	10	10	20	3	1	2	*
	58%	1%	86%	55%	60%	50%	22%	70%	100%

Columns Tested:: a,b,c,d,e,f,g,h

Table 449 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than DHL?

Base: All those who use DHL as their main provider

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	67	3	14	-	14	10	19	2	-	19
Effective base	20	1	4	-	4	3	6	2	-	7
Weighted Base	40	1	9	-	9	7	10	*	-	13
Yes, and we have tried another provider	11	*	2	-	2	2	6	*	-	2
	26%	3%	19%	-%	19%	22%	56%	30%	-%	13%
Yes, but we have not tried another provider	13	1	*	-	*	5	2	*	-	5
	32%	83%	3%	-%	3%	67%	19%	70%	-%	38%
No	15	*	7	-	7	1	1	-	-	6
	38%	15%	77%	-%	77%	11%	13%	-%	-%	46%
Don't Know	2	-	-	-	-	-	1	-	-	*
	4%	-%	-%	-%	-%	-%	12%	-%	-%	3%
NET:										
Yes	23	1	2	-	2	6	7	*	-	6
	58%	85%	23%	-%	23%	89%	76%	100%	-%	51%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 449 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than DHL?

Base: All those who use DHL as their main provider

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	a	*b	*c	a	*b	a	*b
Unweighted Base	67	27	19	21	65	2	-	56	11	67	-
Effective base	20	7	6	8	19	1	-	17	4	20	-
Weighted Base	40	17	10	13	38	2	-	37	3	40	-
Yes, and we have tried another provider	11 26%	3 19%	6 56%	2 13%	9 23%	2 93%	- -%	10 28%	* 4%	11 26%	- -%
Yes, but we have not tried another provider	13 32%	6 35%	2 19%	5 38%	13 33%	* 7%	- -%	11 31%	1 39%	13 32%	- -%
No	15 38%	8 46%	1 13%	6 45%	15 40%	- -%	- -%	14 39%	1 22%	15 38%	- -%
Don't Know	2 4%	- -%	1 12%	* 3%	2 4%	- -%	- -%	* 1%	1 35%	2 4%	- -%
NET:											
Yes	23 58%	9 54%	7 76%	7 52%	21 56%	2 100%	- -%	22 60%	1 44%	23 58%	- -%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 449 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than DHL?

Base: All those who use DHL as their main provider

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	*c
Unweighted Base	67	31	22	13
Effective base	20	10	7	4
Weighted Base	40	19	10	11
Yes, and we have tried another provider	11 26%	3 18%	2 17%	6 50%
Yes, but we have not tried another provider	13 32%	8 40%	5 50%	* 1%
No	15 38%	7 36%	3 34%	5 45%
Don't Know	2 4%	1 6%	- -%	* 4%
NET:				
Yes	23 58%	11 58%	7 66%	6 51%

Columns Tested:: a,b,c

Table 449 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than DHL?

Base: All those who use DHL as their main provider

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k
Significance Level: 95%												
Unweighted Base	67	39	16	6	1	3	-	2	-	55	12	6
Effective base	20	13	6	2	1	1	-	1	-	18	3	1
Weighted Base	40	23	8	4	*	5	-	*	-	30	9	5
Yes, and we have tried another provider	11	5	1	4	*	*	-	*	-	6	5	1
	26%	21%	15%	98%	100%	9%	-%	94%	-%	19%	49%	13%
Yes, but we have not tried another provider	13	9	4	*	-	*	-	*	-	12	*	*
	32%	39%	47%	2%	-%	4%	-%	6%	-%	41%	3%	4%
No	15	8	3	*	-	4	-	-	-	11	5	4
	38%	33%	38%	*%	-%	88%	-%	-%	-%	35%	48%	83%
Don't Know	2	2	-	-	-	-	-	-	-	2	-	-
	4%	7%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%
NET:												
Yes	23	14	5	4	*	1	-	*	-	18	5	1
	58%	60%	62%	100%	100%	12%	-%	100%	-%	60%	52%	17%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 449 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than DHL?

Base: All those who use DHL as their main provider

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	*b	*c	a	b	c	d	e	f	*a	*b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	67	20	19	28	57	54	59	61	44	34	5	29	5	6	3	7	4
Effective base	20	6	8	8	16	16	17	17	13	9	3	10	2	3	2	1	1
Weighted Base	40	13	9	17	33	29	35	35	25	23	8	13	2	4	*	5	2
Yes, and we have tried another provider	11	2	3	6	8	9	9	11	6	2	2	6	*	*	*	1	*
	26%	16%	27%	34%	23%	33%	27%	30%	25%	9%	23%	48%	13%	100%	12%	3%	
Yes, but we have not tried another provider	13	7	1	4	12	9	13	12	9	11	4	4	1	1	-	*	2
	32%	56%	15%	23%	38%	30%	37%	34%	35%	50%	53%	31%	36%	34%	-%	1%	97%
No	15	3	4	7	11	11	11	12	10	9	1	3	1	2	-	5	*
	38%	25%	46%	43%	35%	37%	33%	33%	40%	41%	9%	20%	64%	52%	-%	87%	1%
Don't Know	2	*	1	-	1	-	1	1	-	-	1	-	-	-	-	-	-
	4%	3%	12%	-%	3%	-%	3%	3%	-%	-%	15%	-%	-%	-%	-%	-%	-%
NET:																	
Yes	23	10	4	10	20	18	22	22	15	13	6	10	1	2	*	1	2
	58%	72%	42%	57%	62%	63%	64%	64%	60%	59%	77%	80%	36%	48%	100%	13%	99%

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 449 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than DHL?

Base: All those who use DHL as their main provider

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	67	34	6	4	4	4	3	2	25	10	5	5	5	1	3
Effective base	20	11	2	1	2	2	1	1	10	5	3	2	1	1	2
Weighted Base	40	21	2	1	1	1	5	2	12	8	*	3	5	1	*
Yes, and we have tried another provider	11	7	*	*	*	1	-	-	5	3	*	1	*	1	*
	26%	32%	3%	1%	16%	73%	-%	-%	39%	41%	18%	23%	2%	100%	31%
Yes, but we have not tried another provider	13	8	*	1	1	*	*	2	7	2	*	-	*	-	*
	32%	38%	20%	80%	84%	15%	*%	99%	53%	20%	74%	-%	1%	-%	62%
No	15	5	1	*	-	*	4	*	1	3	*	2	4	-	*
	38%	25%	77%	20%	-%	12%	100%	1%	8%	39%	8%	77%	97%	-%	6%
Don't Know	2	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	4%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET:															
Yes	23	15	*	1	1	1	*	2	11	5	*	1	*	1	*
	58%	70%	23%	80%	100%	88%	*%	99%	92%	61%	92%	23%	3%	100%	94%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 449 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than DHL?

Base: All those who use DHL as their main provider

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	67	23	13	6	6	5	4	4	18	14	12	10	5
Effective base	20	7	5	1	3	2	2	1	6	7	3	3	2
Weighted Base	40	14	8	2	2	3	1	5	12	8	5	9	1
Yes, and we have tried another provider	11	4	5	*	*	-	1	1	4	1	*	3	1
	26%	29%	58%	11%	13%	-%	98%	11%	33%	17%	6%	35%	90%
Yes, but we have not tried another provider	13	7	2	*	-	3	*	*	7	2	3	*	*
	32%	49%	27%	2%	-%	92%	2%	2%	60%	29%	57%	2%	10%
No	15	2	1	2	2	*	-	5	1	3	2	5	-
	38%	13%	16%	87%	87%	8%	-%	87%	7%	40%	37%	63%	-%
Don't Know	2	1	-	-	-	-	-	-	-	1	-	-	-
	4%	8%	-%	-%	-%	-%	-%	-%	-%	14%	-%	-%	-%
NET:													
Yes	23	11	7	*	*	3	1	1	11	4	3	3	1
	58%	78%	84%	13%	13%	92%	100%	13%	93%	45%	63%	37%	100%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 449 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than DHL?

Base: All those who use DHL as their main provider

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	67	24	15	8	8	2	17	13	10	8	5
Effective base	20	7	7	5	2	1	8	5	3	2	2
Weighted Base	40	14	9	1	8	1	8	6	5	9	1
Yes, and we have tried another provider	11 26%	3 20%	1 11%	* 28%	3 36%	1 100%	4 57%	1 13%	* 6%	3 35%	1 90%
Yes, but we have not tried another provider	13 32%	10 73%	2 19%	* 30%	* 2%	- -%	3 41%	2 37%	3 56%	* 2%	* 10%
No	15 38%	1 7%	5 57%	* 43%	5 62%	- -%	* 3%	3 50%	2 37%	5 63%	- -%
Don't Know	2 4%	- -%	1 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET:											
Yes	23 58%	13 93%	3 30%	* 57%	3 38%	1 100%	8 97%	3 50%	3 63%	3 37%	1 100%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 449 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than DHL?

Base: All those who use DHL as their main provider

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*c	*a	b	*a	b
Unweighted Base	67	20	11	11	10	9	42	9	9	-	67	21	36
Effective base	20	7	2	5	3	4	13	3	2	-	20	4	12
Weighted Base	40	14	3	7	10	1	24	9	3	-	40	12	21
Yes, and we have tried another provider	11 26%	4 30%	* 2%	1 10%	5 45%	1 84%	9 37%	* 4%	1 49%	- -%	11 26%	4 38%	3 15%
Yes, but we have not tried another provider	13 32%	7 45%	* 17%	4 64%	* 3%	* 13%	5 19%	7 81%	* 1%	- -%	13 32%	2 18%	10 50%
No	15 38%	2 17%	2 81%	2 27%	5 52%	* 3%	10 44%	1 15%	* 6%	- -%	15 38%	5 44%	6 29%
Don't Know	2 4%	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	1 44%	- -%	2 4%	- -%	1 5%
NET:													
Yes	23 58%	11 75%	* 19%	5 73%	5 48%	1 97%	13 56%	8 85%	1 50%	- -%	23 58%	7 56%	14 65%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 449 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than DHL?

Base: All those who use DHL as their main provider

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	b	*a	b	*a	b	*a	b	*a	b
Unweighted Base	67	17	37	3	58	22	35	14	40	5	56
Effective base	20	4	14	1	17	5	11	4	15	3	16
Weighted Base	40	12	17	1	35	12	20	11	17	1	34
Yes, and we have tried another provider	11 26%	6 53%	3 19%	1 100%	10 29%	5 42%	2 12%	6 51%	4 21%	1 90%	10 28%
Yes, but we have not tried another provider	13 32%	1 5%	8 48%	- -%	12 34%	2 16%	11 52%	* 3%	8 47%	- -%	12 35%
No	15 38%	5 43%	5 33%	* *%	12 34%	5 42%	6 30%	5 46%	5 31%	* 10%	12 34%
Don't Know	2 4%	- -%	- -%	- -%	1 3%	- -%	1 6%	- -%	- -%	- -%	1 3%
NET:											
Yes	23 58%	7 57%	11 67%	1 100%	22 63%	7 58%	13 64%	6 54%	12 69%	1 90%	21 63%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 449 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than DHL?

Base: All those who use DHL as their main provider

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	*c	*d	a	*b	*c	*d	a	*b	*c	*d
Unweighted Base	67	41	31	17	-	45	25	18	-	47	28	20	-
Effective base	20	11	11	5	-	14	8	6	-	15	9	6	-
Weighted Base	40	22	21	13	-	25	18	16	-	25	19	15	-
Yes, and we have tried another provider	11 26%	6 27%	6 30%	4 32%	- -%	5 22%	7 43%	6 40%	- -%	7 26%	7 39%	6 40%	- -%
Yes, but we have not tried another provider	13 32%	8 37%	7 36%	4 33%	- -%	8 34%	3 18%	5 30%	- -%	8 30%	7 35%	4 26%	- -%
No	15 38%	7 31%	6 29%	5 35%	- -%	11 43%	7 40%	5 30%	- -%	10 39%	4 19%	5 34%	- -%
Don't Know	2 4%	1 5%	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	1 6%	- -%	- -%
NET:													
Yes	23 58%	14 64%	13 65%	9 65%	- -%	14 57%	11 60%	11 70%	- -%	14 57%	14 75%	10 66%	- -%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 449 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than DHL?

Base: All those who use DHL as their main provider

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		*a	*b	*c	*a	*b	*c	*a	*b	*c	*d	*e
Significance Level: 95%												
Unweighted Base	67	22	18	8	20	11	2	2	3	5	2	2
Effective base	20	5	5	2	4	3	1	1	2	1	1	1
Weighted Base	40	12	13	4	9	7	5	1	1	4	1	3
Yes, and we have tried another provider	11	5	6	4	2	5	-	1	1	3	1	3
	26%	40%	47%	99%	19%	73%	-%	100%	95%	99%	100%	100%
Yes, but we have not tried another provider	13	2	2	*	2	2	-	-	*	*	-	-
	32%	17%	14%	1%	23%	27%	-%	-%	5%	1%	-%	-%
No	15	5	5	-	5	*	5	-	-	-	-	-
	38%	43%	39%	-%	58%	*%	100%	-%	-%	-%	-%	-%
Don't Know	2	-	-	-	-	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET:												
Yes	23	7	8	4	4	7	-	1	1	4	1	3
	58%	57%	61%	100%	42%	100%	-%	100%	100%	100%	100%	100%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 449 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than DHL?

Base: All those who use DHL as their main provider

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	a	b	c	d	e	a	b	*c	*d	*a	*b
Significance Level: 95%																
Unweighted Base	67	5	8	4	2	50	43	59	48	40	44	47	17	-	23	-
Effective base	20	3	2	3	2	15	13	19	13	10	12	15	6	-	6	-
Weighted Base	40	1	7	1	*	28	25	34	27	20	20	32	14	-	15	-
Yes, and we have tried another provider	11	1	1	*	*	10	8	10	9	6	3	10	3	-	7	-
	26%	56%	16%	58%	42%	35%	34%	29%	34%	30%	14%	31%	20%	-%	50%	-%
Yes, but we have not tried another provider	13	*	2	*	-	6	7	9	8	5	8	8	6	-	2	-
	32%	4%	21%	25%	-%	19%	27%	25%	31%	25%	38%	25%	42%	-%	11%	-%
No	15	*	4	*	*	11	10	14	9	8	8	13	5	-	6	-
	38%	40%	62%	17%	58%	40%	40%	40%	31%	43%	42%	40%	38%	-%	39%	-%
Don't Know	2	-	-	-	-	2	-	2	1	*	1	2	-	-	-	-
	4%	-%	-%	-%	-%	6%	-%	5%	4%	2%	6%	5%	-%	-%	-%	-%
NET:																
Yes	23	1	3	1	*	15	15	19	18	11	11	18	8	-	9	-
	58%	60%	38%	83%	42%	54%	60%	55%	65%	55%	52%	56%	62%	-%	61%	-%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 449 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than DHL?

Base: All those who use DHL as their main provider

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		*a	*b	a	*b	a	b	*a	b	*c	*a	*b	*c
Unweighted Base	67	21	6	49	3	37	30	20	34	12	26	20	19
Effective base	20	6	4	12	2	11	10	5	11	4	7	6	6
Weighted Base	40	14	1	28	1	16	24	12	22	5	11	13	15
Yes, and we have tried another provider	11	7	1	4	*	5	5	3	5	2	11	-	-
	26%	47%	67%	16%	25%	32%	23%	23%	24%	42%	100%	-%	-%
Yes, but we have not tried another provider	13	2	*	8	1	7	6	3	9	1	-	13	-
	32%	12%	33%	29%	67%	42%	26%	26%	40%	12%	-%	100%	-%
No	15	6	-	14	*	4	11	6	8	1	-	-	15
	38%	41%	-%	49%	8%	26%	45%	51%	34%	25%	-%	-%	100%
Don't Know	2	-	-	2	-	-	2	-	*	1	-	-	-
	4%	-%	-%	6%	-%	-%	6%	-%	2%	21%	-%	-%	-%
NET:													
Yes	23	8	1	13	1	12	12	6	14	3	11	13	-
	58%	59%	100%	45%	92%	74%	48%	49%	64%	54%	100%	100%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 449 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than DHL?

Base: All those who use DHL as their main provider

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	*b
Unweighted Base	67	42	25
Effective base	20	12	8
Weighted Base	40	20	19
Yes, and we have tried another provider	11 26%	7 33%	4 19%
Yes, but we have not tried another provider	13 32%	5 24%	8 40%
No	15 38%	7 35%	8 41%
Don't Know	2 4%	2 8%	- -%
NET:			
Yes	23 58%	12 58%	12 59%

Columns Tested:: a,b

Table 449 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than DHL?

Base: All those who use DHL as their main provider

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	67	6	1	3	9	5	3	3	4	7	10	3	13
Effective base	20	4	1	2	5	3	2	1	2	4	4	2	5
Weighted Base	40	*	2	3	2	4	4	1	2	4	1	1	15
Yes, and we have tried another provider	11	*	-	1	*	2	1	*	*	1	1	*	4
	26%	42%	-%	24%	11%	68%	26%	2%	*%	25%	81%	1%	24%
Yes, but we have not tried another provider	13	*	-	2	*	1	-	1	2	2	*	*	4
	32%	15%	-%	64%	21%	32%	-%	97%	98%	46%	2%	29%	27%
No	15	*	2	-	1	-	3	*	*	-	*	*	8
	38%	42%	100%	-%	68%	-%	74%	*%	2%	-%	17%	71%	49%
Don't Know	2	-	-	*	-	-	-	-	-	1	-	-	-
	4%	-%	-%	12%	-%	-%	-%	-%	-%	29%	-%	-%	-%
NET:													
Yes	23	*	-	3	1	4	1	1	2	3	1	*	8
	58%	58%	-%	88%	32%	100%	26%	100%	98%	71%	83%	29%	51%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 449 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than DHL?

Base: All those who use DHL as their main provider

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		*a	*b	*c	*d	*a	b
Unweighted Base	67	10	17	14	26	27	40
Effective base	20	4	7	7	6	10	10
Weighted Base	40	6	10	7	17	16	24
Yes, and we have tried another provider	11	1	4	1	5	5	6
	26%	17%	38%	15%	27%	30%	24%
Yes, but we have not tried another provider	13	2	2	4	4	4	9
	32%	40%	16%	67%	25%	24%	37%
No	15	2	5	*	8	7	8
	38%	35%	46%	1%	47%	42%	35%
Don't Know	2	*	-	1	-	*	1
	4%	7%	-%	17%	-%	3%	5%
NET:							
Yes	23	3	5	5	9	9	15
	58%	57%	54%	82%	53%	55%	61%

Columns Tested: a,b,c,d - a,b

Table 455

QS4. Have you or your organisation ever considered trying a postal provider other than Evri?

Base: All those who use Evri as their main provider

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	b	a	*b	*c	*d	*e
Significance Level: 95%								
Unweighted Base	53	7	46	44	6	1	2	9
Effective base	27	4	25	26	3	1	2	3
Weighted Base	63	3	60	62	1	*	*	1
Yes, and we have tried another provider	27	2	25	27	*	-	*	*
	43%	65%	42%	44%	15%	-%	71%	16%
Yes, but we have not tried another provider	5	-	5	5	1	-	*	1
	9%	-%	9%	7%	74%	-%	29%	71%
No	30	1	29	30	*	*	-	*
	48%	35%	49%	49%	12%	100%	-%	13%
NET:								
Yes	33	2	31	32	1	-	*	1
	52%	65%	51%	51%	88%	-%	100%	87%

Columns Tested:: a,b - a,b,c,d,e

Table 455 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Evri?

Base: All those who use Evri as their main provider

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	g	*h	*i
Unweighted Base	53	23	17	4	4	3	2	44	6	3
Effective base	27	16	9	2	2	2	2	26	3	2
Weighted Base	63	40	20	2	1	*	*	62	1	*
Yes, and we have tried another provider	27	14	12	1	*	-	*	27	*	*
	43%	35%	59%	59%	18%	-%	71%	44%	15%	35%
Yes, but we have not tried another provider	5	2	2	-	1	*	*	5	1	*
	9%	6%	12%	-%	67%	89%	29%	7%	74%	14%
No	30	24	6	1	*	*	-	30	*	*
	48%	59%	29%	41%	15%	11%	-%	49%	12%	52%
NET:										
Yes	33	16	14	1	1	*	*	32	1	*
	52%	41%	71%	59%	85%	89%	100%	51%	88%	48%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 455 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Evri?

Base: All those who use Evri as their main provider

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	53	33	11	6	1	2	23	12	5	-	2
Effective base	27	23	6	3	1	2	14	7	3	-	2
Weighted Base	63	57	5	1	*	*	35	12	3	-	*
Yes, and we have tried another provider	27	26	2	*	-	*	16	3	1	-	*
	43%	45%	33%	15%	-%	71%	46%	28%	44%	-%	100%
Yes, but we have not tried another provider	5	4	*	1	-	*	*	3	*	-	-
	9%	7%	10%	74%	-%	29%	1%	21%	9%	-%	-%
No	30	27	3	*	*	-	19	6	1	-	-
	48%	48%	56%	12%	100%	-%	54%	51%	47%	-%	-%
NET:											
Yes	33	30	2	1	-	*	16	6	1	-	*
	52%	52%	44%	88%	-%	100%	46%	49%	53%	-%	100%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 455 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Evri?

Base: All those who use Evri as their main provider

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	53	3	4	4	2	9	4	4	4	1
Effective base	27	3	4	4	2	6	3	3	3	1
Weighted Base	63	9	6	6	*	12	5	9	9	2
Yes, and we have tried another provider	27	6	2	3	*	4	1	5	6	-
	43%	73%	26%	47%	30%	33%	11%	48%	62%	-%
Yes, but we have not tried another provider	5	-	-	-	-	2	1	2	-	-
	9%	-%	-%	-%	-%	18%	10%	24%	-%	-%
No	30	2	5	3	*	6	4	3	3	2
	48%	27%	74%	53%	70%	50%	79%	28%	38%	100%
NET:										
Yes	33	6	2	3	*	6	1	7	6	-
	52%	73%	26%	47%	30%	50%	21%	72%	62%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 455 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Evri?

Base: All those who use Evri as their main provider

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	d	*e	*f	*g	*h
Unweighted Base	53	12	11	12	35	18	9	7	2
Effective base	27	7	9	9	24	7	5	3	1
Weighted Base	63	15	24	20	59	4	3	1	*
Yes, and we have tried another provider	27	4	13	8	25	2	1	1	-
	43%	27%	57%	38%	43%	51%	45%	86%	-%
Yes, but we have not tried another provider	5	2	-	3	5	*	*	*	-
	9%	15%	-%	14%	8%	11%	11%	9%	-%
No	30	9	10	10	29	2	1	*	*
	48%	58%	43%	48%	49%	38%	44%	5%	100%
NET:									
Yes	33	6	13	11	30	3	2	1	-
	52%	42%	57%	52%	51%	62%	56%	95%	-%

Columns Tested: a,b,c,d,e,f,g,h

Table 455 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Evri?

Base: All those who use Evri as their main provider

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	53	1	6	-	6	6	24	-	1	15
Effective base	27	1	3	-	3	4	15	-	1	7
Weighted Base	63	*	9	-	9	9	24	-	2	18
Yes, and we have tried another provider	27	-	5	-	5	7	9	-	-	7
	43%	-%	51%	-%	51%	74%	36%	-%	-%	40%
Yes, but we have not tried another provider	5	-	2	-	2	1	*	-	-	3
	9%	-%	23%	-%	23%	6%	1%	-%	-%	14%
No	30	*	2	-	2	2	15	-	2	9
	48%	100%	26%	-%	26%	20%	63%	-%	100%	46%
NET:										
Yes	33	-	7	-	7	7	9	-	-	10
	52%	-%	74%	-%	74%	80%	37%	-%	-%	54%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 455 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Evri?

Base: All those who use Evri as their main provider

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	a	*b	*c	a	*b	a	*b
Unweighted Base	53	13	24	16	45	8	-	45	8	52	1
Effective base	27	7	15	8	24	4	-	26	2	27	1
Weighted Base	63	18	24	21	50	13	-	60	3	63	*
Yes, and we have tried another provider	27	11	9	7	22	6	-	25	2	27	*
	43%	62%	36%	36%	44%	42%	-%	42%	66%	43%	100%
Yes, but we have not tried another provider	5	3	*	3	5	-	-	5	*	5	-
	9%	14%	1%	13%	11%	-%	-%	9%	2%	9%	-%
No	30	4	15	11	23	8	-	29	1	30	-
	48%	24%	63%	52%	45%	58%	-%	49%	32%	48%	-%
NET:											
Yes	33	14	9	10	27	6	-	31	2	33	*
	52%	76%	37%	48%	55%	42%	-%	51%	68%	52%	100%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 455 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Evri?

Base: All those who use Evri as their main provider

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*c
Unweighted Base	53	23	11	18
Effective base	27	13	5	12
Weighted Base	63	24	3	33
Yes, and we have tried another provider	27 43%	6 23%	2 50%	20 62%
Yes, but we have not tried another provider	5 9%	3 11%	1 25%	2 6%
No	30 48%	16 66%	1 25%	11 32%
NET:				
Yes	33 52%	8 34%	3 75%	22 68%

Columns Tested: a,b,c

Table 455 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Evri?

Base: All those who use Evri as their main provider

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k
Significance Level: 95%												
Unweighted Base	53	39	8	3	2	-	1	-	-	47	6	3
Effective base	27	22	5	1	1	-	1	-	-	27	2	2
Weighted Base	63	49	13	1	*	-	*	-	-	62	1	*
Yes, and we have tried another provider	27	20	7	*	*	-	-	-	-	27	*	*
	43%	41%	54%	13%	92%	-%	-%	-%	-%	44%	19%	71%
Yes, but we have not tried another provider	5	3	2	-	*	-	-	-	-	5	*	*
	9%	6%	17%	-%	8%	-%	-%	-%	-%	9%	1%	6%
No	30	25	4	1	-	-	*	-	-	29	1	*
	48%	52%	29%	87%	-%	-%	100%	-%	-%	47%	80%	23%
NET:												
Yes	33	23	9	*	*	-	-	-	-	33	*	*
	52%	48%	71%	13%	100%	-%	-%	-%	-%	53%	20%	77%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 455 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Evri?

Base: All those who use Evri as their main provider

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	a	b	c	d	e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	53	20	19	14	44	42	46	50	30	21	6	28	4	3	1	3	1
Effective base	27	13	10	6	22	21	23	25	14	7	3	17	1	2	1	1	1
Weighted Base	63	23	26	14	52	50	54	58	33	19	5	44	2	*	2	1	*
Yes, and we have tried another provider	27	7	13	7	22	23	23	25	13	11	2	21	*	-	-	-	*
	43%	31%	50%	51%	42%	46%	44%	44%	41%	58%	41%	49%	3%	-%	-%	-%	100%
Yes, but we have not tried another provider	5	3	*	2	5	5	5	5	5	1	-	3	2	*	-	*	-
	9%	12%	1%	16%	10%	11%	10%	9%	17%	3%	-%	7%	97%	94%	-%	1%	-%
No	30	13	12	5	25	22	25	28	14	7	3	19	-	*	2	1	-
	48%	57%	49%	33%	48%	43%	46%	47%	43%	39%	59%	44%	-%	6%	100%	99%	-%
NET:																	
Yes	33	10	13	10	27	29	29	31	19	12	2	24	2	*	-	*	*
	52%	43%	51%	67%	52%	57%	54%	53%	57%	61%	41%	56%	100%	94%	-%	1%	100%

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 455 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Evri?

Base: All those who use Evri as their main provider

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	53	34	2	4	3	-	-	1	25	8	4	1	-	3	1
Effective base	27	18	2	2	1	-	-	1	14	4	1	1	-	1	1
Weighted Base	63	47	2	1	2	-	-	*	34	11	2	2	-	1	*
Yes, and we have tried another provider	27	22	-	-	-	-	-	*	19	4	*	-	-	-	*
	43%	46%	-%	-%	-%	-%	-%	100%	56%	33%	3%	-%	-%	-%	100%
Yes, but we have not tried another provider	5	4	1	*	*	-	-	-	3	*	2	-	-	*	-
	9%	9%	26%	33%	4%	-%	-%	-%	9%	2%	97%	-%	-%	1%	-%
No	30	21	2	1	2	-	-	-	12	7	-	2	-	1	-
	48%	45%	74%	67%	96%	-%	-%	-%	35%	65%	-%	100%	-%	99%	-%
NET:															
Yes	33	26	1	*	*	-	-	*	22	4	2	-	-	*	*
	52%	55%	26%	33%	4%	-%	-%	100%	65%	35%	100%	-%	-%	1%	100%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 455 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Evri?

Base: All those who use Evri as their main provider

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	53	25	10	7	4	1	1	2	19	10	12	2	3
Effective base	27	13	6	3	2	1	1	2	12	2	7	2	2
Weighted Base	63	26	17	8	2	1	5	*	32	5	13	*	3
Yes, and we have tried another provider	27	5	10	4	1	1	5	*	18	4	2	*	-
	43%	20%	58%	46%	47%	100%	100%	100%	55%	77%	13%	28%	-%
Yes, but we have not tried another provider	5	3	2	*	-	-	-	-	2	1	*	-	2
	9%	11%	14%	3%	-%	-%	-%	-%	7%	20%	2%	-%	54%
No	30	18	5	4	1	-	-	-	12	*	11	*	2
	48%	69%	28%	51%	53%	-%	-%	-%	37%	3%	86%	72%	46%
NET:													
Yes	33	8	12	4	1	1	5	*	20	5	2	*	2
	52%	31%	72%	49%	47%	100%	100%	100%	63%	97%	14%	28%	54%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 455 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Evri?

Base: All those who use Evri as their main provider

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	53	23	9	10	1	1	20	9	9	1	3
Effective base	27	15	2	5	1	1	12	2	5	1	2
Weighted Base	63	41	4	6	*	2	31	6	10	*	3
Yes, and we have tried another provider	27 43%	21 52%	* 9%	* 1%	- -%	- -%	18 58%	4 63%	2 16%	* 100%	- -%
Yes, but we have not tried another provider	5 9%	3 6%	1 21%	2 35%	- -%	- -%	3 9%	1 9%	* 1%	- -%	2 54%
No	30 48%	17 41%	3 70%	4 63%	* 100%	2 100%	10 33%	2 28%	8 82%	- -%	2 46%
NET:											
Yes	33 52%	24 59%	1 30%	2 37%	- -%	- -%	20 67%	4 72%	2 18%	* 100%	2 54%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 455 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Evri?

Base: All those who use Evri as their main provider

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*c	*a	b	*a	*b
Unweighted Base	53	16	8	13	7	6	37	7	6	-	53	26	18
Effective base	27	7	5	6	3	4	20	2	2	-	27	15	7
Weighted Base	63	18	10	11	8	12	48	6	5	-	63	37	15
Yes, and we have tried another provider	27	10	2	4	4	6	20	5	1	-	27	16	5
	43%	58%	16%	36%	48%	50%	42%	79%	12%	-%	43%	44%	36%
Yes, but we have not tried another provider	5	1	2	*	*	2	5	*	1	-	5	4	1
	9%	3%	25%	1%	3%	16%	10%	3%	12%	-%	9%	12%	6%
No	30	7	6	7	4	4	23	1	4	-	30	16	9
	48%	39%	59%	63%	49%	34%	48%	18%	76%	-%	48%	44%	58%
NET:													
Yes	33	11	4	4	4	8	25	5	1	-	33	21	6
	52%	61%	41%	37%	51%	66%	52%	82%	24%	-%	52%	56%	42%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 455 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Evri?

Base: All those who use Evri as their main provider

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*a	b	*a	*b	*a	*b	*a	b
Unweighted Base	53	21	21	2	48	26	18	19	23	2	48
Effective base	27	12	9	2	24	15	7	11	10	2	23
Weighted Base	63	30	20	2	57	37	15	29	21	3	56
Yes, and we have tried another provider	27 43%	16 53%	7 36%	- -%	25 45%	16 44%	5 36%	16 54%	7 35%	2 60%	24 43%
Yes, but we have not tried another provider	5 9%	4 15%	1 4%	- -%	5 10%	4 12%	1 6%	4 15%	1 4%	- -%	5 10%
No	30 48%	10 32%	12 60%	2 100%	26 45%	16 44%	9 58%	9 30%	13 61%	1 40%	26 47%
NET:											
Yes	33 52%	20 68%	8 40%	- -%	31 55%	21 56%	6 42%	20 70%	8 39%	2 60%	29 53%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 455 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Evri?

Base: All those who use Evri as their main provider

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	b	*c	*d	*a	*b	*c	*d	a	*b	*c	*d
Unweighted Base	53	28	30	7	-	27	29	5	-	40	27	9	-
Effective base	27	12	17	2	-	12	16	2	-	19	16	3	-
Weighted Base	63	30	41	7	-	27	40	8	-	43	41	10	-
Yes, and we have tried another provider	27	12	16	5	-	15	16	5	-	21	20	5	-
	43%	41%	39%	68%	-%	56%	41%	56%	-%	49%	49%	47%	-%
Yes, but we have not tried another provider	5	5	5	2	-	3	4	2	-	5	5	2	-
	9%	16%	13%	28%	-%	12%	11%	23%	-%	11%	11%	19%	-%
No	30	13	19	*	-	9	19	2	-	17	16	3	-
	48%	43%	48%	4%	-%	33%	48%	21%	-%	40%	39%	34%	-%
NET:													
Yes	33	17	21	6	-	18	21	6	-	26	25	6	-
	52%	57%	52%	96%	-%	67%	52%	79%	-%	60%	61%	66%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 455 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Evri?

Base: All those who use Evri as their main provider

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		*a	*b	*c	*a	*b	*c	*a	*b	*c	*d	*e
Significance Level: 95%												
Unweighted Base	53	25	22	12	16	19	1	7	8	6	1	-
Effective base	27	14	12	7	9	12	1	5	4	3	1	-
Weighted Base	63	36	31	16	20	32	*	12	12	10	5	-
Yes, and we have tried another provider	27	16	16	11	11	18	*	6	9	9	5	-
	43%	45%	51%	66%	54%	56%	100%	54%	76%	90%	100%	-%
Yes, but we have not tried another provider	5	4	4	*	2	3	-	-	*	-	-	-
	9%	12%	14%	1%	9%	8%	-%	-%	2%	-%	-%	-%
No	30	15	11	5	7	11	-	5	3	1	-	-
	48%	42%	34%	33%	37%	36%	-%	46%	22%	10%	-%	-%
NET:												
Yes	33	21	20	11	13	20	*	6	9	9	5	-
	52%	58%	66%	67%	63%	64%	100%	54%	78%	90%	100%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 455 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Evri?

Base: All those who use Evri as their main provider

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		*a	*b	*c	*d	a	b	c	d	e	a	b	*c	*d	*a	*b
Unweighted Base	53	3	1	8	3	42	39	46	43	32	31	44	7	-	26	2
Effective base	27	2	1	6	1	20	19	23	21	15	14	22	3	-	15	1
Weighted Base	63	3	1	11	5	44	46	52	47	38	36	52	5	-	37	2
Yes, and we have tried another provider	27	*	1	4	5	18	24	25	18	21	18	25	*	-	20	*
	43%	*%	100%	39%	85%	40%	53%	49%	39%	56%	50%	48%	2%	-%	55%	4%
Yes, but we have not tried another provider	5	-	-	4	-	5	5	5	5	2	5	5	-	-	2	2
	9%	-%	-%	38%	-%	12%	11%	10%	10%	6%	13%	10%	-%	-%	6%	96%
No	30	3	-	2	1	21	17	21	24	15	13	22	5	-	14	-
	48%	100%	-%	23%	15%	48%	37%	41%	51%	38%	36%	42%	98%	-%	39%	-%
NET:																
Yes	33	*	1	8	5	23	29	31	23	23	23	30	*	-	23	2
	52%	*%	100%	77%	85%	52%	63%	59%	49%	62%	64%	58%	2%	-%	61%	100%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 455 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Evri?

Base: All those who use Evri as their main provider

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		*a	*b	a	*b	*a	b	*a	b	*c	*a	*b	*c
Unweighted Base	53	12	18	48	-	21	32	11	30	12	21	8	24
Effective base	27	7	11	26	-	9	18	5	15	8	10	3	15
Weighted Base	63	12	29	60	-	22	41	13	37	14	27	5	30
Yes, and we have tried another provider	27	4	16	26	-	14	14	6	16	5	27	-	-
	43%	35%	56%	42%	-%	63%	33%	46%	45%	37%	100%	-%	-%
Yes, but we have not tried another provider	5	3	2	5	-	2	3	2	1	3	-	5	-
	9%	21%	6%	9%	-%	10%	8%	14%	3%	19%	-%	100%	-%
No	30	5	11	30	-	6	24	5	19	6	-	-	30
	48%	44%	37%	49%	-%	28%	59%	39%	52%	45%	-%	-%	100%
NET:													
Yes	33	7	18	31	-	16	17	8	17	8	27	5	-
	52%	56%	63%	51%	-%	72%	41%	61%	48%	55%	100%	100%	-%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 455 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Evri?

Base: All those who use Evri as their main provider

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		*a	*b
Unweighted Base	53	24	29
Effective base	27	10	18
Weighted Base	63	24	39
Yes, and we have tried another provider	27	16	11
	43%	66%	29%
Yes, but we have not tried another provider	5	2	3
	9%	9%	8%
No	30	6	24
	48%	25%	63%
NET:			
Yes	33	18	14
	52%	75%	37%

Columns Tested: a,b

Table 455 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Evri?

Base: All those who use Evri as their main provider

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	53	1	6	7	3	9	4	1	6	5	2	1	8
Effective base	27	1	2	4	2	8	3	1	5	3	1	1	3
Weighted Base	63	2	3	7	2	14	6	*	18	4	*	1	6
Yes, and we have tried another provider	27	-	-	1	-	7	1	-	15	3	*	1	*
	43%	-%	-%	7%	-%	47%	20%	-%	87%	75%	95%	100%	2%
Yes, but we have not tried another provider	5	-	*	2	*	2	1	-	-	-	-	-	*
	9%	-%	10%	30%	6%	13%	10%	-%	-%	-%	-%	-%	4%
No	30	2	3	5	2	6	4	*	2	1	*	-	6
	48%	100%	90%	62%	94%	40%	70%	100%	13%	25%	5%	-%	93%
NET:													
Yes	33	-	*	3	*	9	2	-	15	3	*	1	*
	52%	-%	10%	38%	6%	60%	30%	-%	87%	75%	95%	100%	7%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 455 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Evri?

Base: All those who use Evri as their main provider

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		*a	*b	*c	*d	a	*b
Unweighted Base	53	14	16	12	11	30	23
Effective base	27	7	12	6	4	19	10
Weighted Base	63	12	22	21	7	35	28
Yes, and we have tried another provider	27	1	8	18	1	9	19
	43%	4%	35%	85%	14%	24%	67%
Yes, but we have not tried another provider	5	3	3	-	*	5	*
	9%	20%	11%	-%	4%	15%	1%
No	30	9	12	3	6	21	9
	48%	75%	53%	15%	82%	61%	32%
NET:							
Yes	33	3	11	18	1	14	19
	52%	25%	47%	85%	18%	39%	68%

Columns Tested: a,b,c,d - a,b

Table 465

QS4. Have you or your organisation ever considered trying a postal provider other than DPD/DPD Local?

Base: All those who use DPD/DPD Local as their main provider

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	b	a	*b	*c	*d	*e
Significance Level: 95%								
Unweighted Base	65	26	39	40	13	3	9	25
Effective base	20	7	13	16	7	2	3	9
Weighted Base	42	12	30	37	5	*	*	5
Yes, and we have tried another provider	11	6	5	9	1	*	*	2
	26%	50%	16%	25%	28%	91%	14%	32%
Yes, but we have not tried another provider	10	4	7	9	2	*	*	2
	25%	30%	23%	24%	37%	9%	4%	34%
No	19	1	17	17	2	-	*	2
	45%	9%	59%	46%	34%	-%	82%	34%
Don't Know	2	1	1	2	-	-	-	-
	4%	10%	2%	5%	-%	-%	-%	-%
NET:								
Yes	21	10	12	18	3	*	*	3
	51%	80%	39%	49%	66%	100%	18%	66%

Columns Tested:: a,b - a,b,c,d,e

Table 465 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than DPD/DPD Local?

Base: All those who use DPD/DPD Local as their main provider

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	g	*h	*i
Unweighted Base	65	14	19	7	9	7	9	40	13	12
Effective base	20	7	7	3	6	6	3	16	7	4
Weighted Base	42	16	19	2	4	1	*	37	5	*
Yes, and we have tried another provider	11	8	1	*	1	*	*	9	1	*
	26%	52%	4%	13%	28%	59%	14%	25%	28%	65%
Yes, but we have not tried another provider	10	4	4	1	2	*	*	9	2	*
	25%	22%	19%	87%	38%	18%	4%	24%	37%	8%
No	19	3	14	*	1	*	*	17	2	*
	45%	18%	74%	*%	34%	23%	82%	46%	34%	27%
Don't Know	2	1	1	-	-	-	-	2	-	-
	4%	8%	3%	-%	-%	-%	-%	5%	-%	-%
NET:										
Yes	21	12	4	2	3	1	*	18	3	*
	51%	74%	23%	100%	66%	77%	18%	49%	66%	73%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 465 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than DPD/DPD Local?

Base: All those who use DPD/DPD Local as their main provider

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	65	22	18	13	3	9	11	8	4	4	14
Effective base	20	12	5	7	2	3	6	2	2	2	3
Weighted Base	42	31	5	5	*	*	15	4	5	3	2
Yes, and we have tried another provider	11	8	1	1	*	*	3	*	-	*	2
	26%	26%	18%	28%	91%	14%	22%	3%	-%	-%	75%
Yes, but we have not tried another provider	10	7	2	2	*	*	2	3	1	-	*
	25%	22%	34%	37%	9%	4%	16%	79%	23%	-%	17%
No	19	14	2	2	-	*	10	*	4	3	*
	45%	46%	48%	34%	-%	82%	62%	3%	77%	100%	9%
Don't Know	2	2	-	-	-	-	-	1	-	-	-
	4%	6%	-%	-%	-%	-%	-%	14%	-%	-%	-%
NET:											
Yes	21	15	3	3	*	*	6	3	1	*	2
	51%	48%	52%	66%	100%	18%	38%	83%	23%	-%	91%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 465 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than DPD/DPD Local?

Base: All those who use DPD/DPD Local as their main provider

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	65	-	4	6	4	5	6	2	-	5
Effective base	20	-	1	3	3	3	4	2	-	2
Weighted Base	42	-	*	8	3	10	5	*	-	4
Yes, and we have tried another provider	11	-	-	3	1	3	1	*	-	*
	26%	-%	-%	40%	42%	28%	23%	45%	-%	3%
Yes, but we have not tried another provider	10	-	*	1	1	3	*	*	-	4
	25%	-%	96%	7%	24%	31%	1%	55%	-%	96%
No	19	-	*	5	1	4	3	-	-	*
	45%	-%	4%	54%	34%	41%	66%	-%	-%	1%
Don't Know	2	-	-	-	-	-	1	-	-	-
	4%	-%	-%	-%	-%	-%	10%	-%	-%	-%
NET:										
Yes	21	-	*	4	2	6	1	*	-	4
	51%	-%	96%	46%	66%	59%	24%	100%	-%	99%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 465 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than DPD/DPD Local?

Base: All those who use DPD/DPD Local as their main provider

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	d	e	*f	*g	*h
Unweighted Base	65	14	4	14	32	33	14	9	10
Effective base	20	7	1	6	13	7	3	4	4
Weighted Base	42	17	*	14	31	11	7	2	2
Yes, and we have tried another provider	11 26%	4 25%	- -%	5 34%	9 28%	2 19%	1 12%	* 16%	1 49%
Yes, but we have not tried another provider	10 25%	7 45%	* 96%	1 6%	9 28%	2 17%	1 14%	1 49%	* -%
No	19 45%	5 31%	* 4%	8 57%	13 42%	6 52%	5 64%	1 35%	* 22%
Don't Know	2 4%	- -%	- -%	1 4%	1 2%	1 11%	1 10%	- -%	1 29%
NET:									
Yes	21 51%	11 69%	* 96%	6 40%	17 56%	4 36%	2 26%	1 65%	1 49%

Columns Tested:: a,b,c,d,e,f,g,h

Table 465 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than DPD/DPD Local?

Base: All those who use DPD/DPD Local as their main provider

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	65	4	9	2	11	7	19	2	-	22
Effective base	20	2	3	1	4	4	6	1	-	8
Weighted Base	42	1	7	3	10	12	4	1	-	14
Yes, and we have tried another provider	11	*	2	-	2	3	1	*	-	4
	26%	5%	34%	-%	23%	24%	26%	17%	-%	32%
Yes, but we have not tried another provider	10	1	1	3	4	-	1	-	-	5
	25%	79%	13%	100%	43%	-%	22%	-%	-%	34%
No	19	*	3	-	3	9	2	-	-	3
	45%	16%	53%	-%	35%	76%	52%	-%	-%	25%
Don't Know	2	-	-	-	-	-	-	1	-	1
	4%	-%	-%	-%	-%	-%	-%	83%	-%	9%
NET:										
Yes	21	1	3	3	7	3	2	*	-	9
	51%	84%	47%	100%	65%	24%	48%	17%	-%	66%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 465 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than DPD/DPD Local?

Base: All those who use DPD/DPD Local as their main provider

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	a	*b	*c	a	*b	a	*b
Unweighted Base	65	22	19	24	58	7	-	52	13	63	2
Effective base	20	9	6	8	18	2	-	17	5	19	1
Weighted Base	42	23	4	14	37	5	-	38	3	39	3
Yes, and we have tried another provider	11 26%	5 23%	1 26%	4 31%	11 28%	* 8%	- -%	9 25%	1 41%	11 28%	* 5%
Yes, but we have not tried another provider	10 25%	5 21%	1 22%	5 33%	10 28%	* *%	- -%	9 22%	2 56%	8 20%	3 95%
No	19 45%	13 56%	2 52%	3 24%	15 40%	4 80%	- -%	19 48%	* 3%	19 48%	- -%
Don't Know	2 4%	- -%	- -%	2 12%	1 3%	1 12%	- -%	2 5%	- -%	2 5%	- -%
NET:											
Yes	21 51%	10 44%	2 48%	9 64%	21 56%	* 8%	- -%	18 47%	3 97%	18 47%	3 100%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 465 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than DPD/DPD Local?

Base: All those who use DPD/DPD Local as their main provider

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	*c
Unweighted Base	65	34	14	16
Effective base	20	11	6	6
Weighted Base	42	12	15	14
Yes, and we have tried another provider	11 26%	3 21%	4 24%	5 33%
Yes, but we have not tried another provider	10 25%	5 39%	1 7%	4 30%
No	19 45%	3 25%	10 69%	5 37%
Don't Know	2 4%	2 14%	- -%	- -%
NET:				
Yes	21 51%	7 61%	5 31%	9 63%

Columns Tested: a,b,c

Table 465 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than DPD/DPD Local?

Base: All those who use DPD/DPD Local as their main provider

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k
Significance Level: 95%												
Unweighted Base	65	44	15	1	3	1	1	-	-	59	6	5
Effective base	20	15	4	1	1	1	1	-	-	18	2	2
Weighted Base	42	28	12	*	1	*	*	-	-	40	2	1
Yes, and we have tried another provider	11	4	7	-	-	*	*	-	-	11	*	*
	26%	15%	55%	-%	-%	100%	100%	-%	-%	27%	14%	18%
Yes, but we have not tried another provider	10	8	2	*	-	-	-	-	-	10	*	-
	25%	30%	14%	100%	-%	-%	-%	-%	-%	25%	22%	-%
No	19	14	4	-	1	-	-	-	-	18	1	1
	45%	49%	32%	-%	100%	-%	-%	-%	-%	44%	64%	82%
Don't Know	2	2	-	-	-	-	-	-	-	2	-	-
	4%	6%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%
NET:												
Yes	21	13	8	*	-	*	*	-	-	21	1	*
	51%	45%	68%	100%	-%	100%	100%	-%	-%	52%	36%	18%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 465 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than DPD/DPD Local?

Base: All those who use DPD/DPD Local as their main provider

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	a	b	c	d	*e	*f	*a	b	*c	*d	*e	*f	*g
Unweighted Base	65	19	25	21	43	40	45	54	29	22	4	32	2	2	3	1	1
Effective base	20	8	8	5	12	13	13	16	9	7	2	10	1	1	1	1	1
Weighted Base	42	17	11	14	27	29	30	37	24	17	1	21	4	4	*	*	*
Yes, and we have tried another provider	11	2	2	7	5	5	5	10	5	4	*	2	3	-	*	*	-
	26%	10%	22%	50%	18%	17%	17%	27%	21%	22%	2%	8%	84%	-%	4%	100%	-%
Yes, but we have not tried another provider	10	4	5	2	6	6	6	10	5	5	-	6	-	-	*	-	*
	25%	21%	43%	15%	23%	21%	21%	28%	21%	27%	-%	29%	-%	-%	93%	-%	100%
No	19	10	4	5	16	17	18	16	13	9	1	13	1	4	*	-	-
	45%	59%	35%	35%	57%	60%	60%	43%	56%	51%	98%	61%	16%	100%	3%	-%	-%
Don't Know	2	2	-	-	1	1	1	1	1	-	-	1	-	-	-	-	-
	4%	10%	-%	-%	2%	2%	2%	1%	2%	-%	-%	3%	-%	-%	-%	-%	-%
NET:																	
Yes	21	5	7	9	11	11	11	20	10	8	*	7	3	-	*	*	*
	51%	31%	65%	65%	41%	38%	38%	56%	42%	49%	2%	36%	84%	-%	97%	100%	100%

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 465 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than DPD/DPD Local?

Base: All those who use DPD/DPD Local as their main provider

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g
Unweighted Base	65	31	5	2	2	2	-	1	30	6	2	-	2	-	-
Effective base	20	9	1	1	1	1	-	1	10	3	2	-	1	-	-
Weighted Base	42	19	4	4	*	*	-	*	20	9	*	-	*	-	-
Yes, and we have tried another provider	11	2	3	-	-	*	-	-	2	3	-	-	*	-	-
	26%	8%	89%	-%	-%	100%	-%	-%	8%	36%	-%	-%	*%	-%	-%
Yes, but we have not tried another provider	10	6	*	-	-	-	-	*	6	*	*	-	*	-	-
	25%	31%	8%	-%	-%	-%	-%	100%	28%	4%	39%	-%	100%	-%	-%
No	19	11	*	4	*	-	-	-	12	6	*	-	-	-	-
	45%	58%	3%	100%	100%	-%	-%	-%	61%	60%	61%	-%	-%	-%	-%
Don't Know	2	1	-	-	-	-	-	-	1	-	-	-	-	-	-
	4%	3%	-%	-%	-%	-%	-%	-%	3%	-%	-%	-%	-%	-%	-%
NET:															
Yes	21	7	4	-	-	*	-	*	7	4	*	-	*	-	-
	51%	39%	97%	-%	-%	100%	-%	100%	36%	40%	39%	-%	100%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 465 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than DPD/DPD Local?

Base: All those who use DPD/DPD Local as their main provider

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	65	34	8	4	1	1	2	4	16	12	11	5	1
Effective base	20	12	2	3	1	1	1	1	5	5	2	1	1
Weighted Base	42	27	5	*	*	*	1	4	12	9	4	4	*
Yes, and we have tried another provider	11	7	3	*	-	*	-	*	*	5	*	-	-
	26%	25%	62%	32%	-%	100%	-%	5%	*%	50%	6%	-%	-%
Yes, but we have not tried another provider	10	9	2	*	-	-	-	*	1	2	3	*	*
	25%	32%	33%	10%	-%	-%	-%	7%	6%	18%	78%	9%	100%
No	19	11	*	*	*	-	1	4	10	3	1	4	-
	45%	41%	5%	58%	100%	-%	100%	88%	90%	32%	16%	91%	-%
Don't Know	2	1	-	-	-	-	-	-	1	-	-	-	-
	4%	2%	-%	-%	-%	-%	-%	-%	5%	-%	-%	-%	-%
NET:													
Yes	21	15	4	*	-	*	-	1	1	6	3	*	*
	51%	57%	95%	42%	-%	100%	-%	12%	6%	68%	84%	9%	100%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 465 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than DPD/DPD Local?

Base: All those who use DPD/DPD Local as their main provider

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	65	19	8	11	5	-	20	10	5	4	1
Effective base	20	5	3	2	1	-	8	4	3	1	1
Weighted Base	42	12	6	4	4	-	19	5	1	4	*
Yes, and we have tried another provider	11	*	5	*	-	-	5	*	*	-	-
	26%	*%	73%	6%	-%	-%	24%	3%	16%	-%	-%
Yes, but we have not tried another provider	10	1	1	4	*	-	3	2	1	*	*
	25%	10%	17%	81%	9%	-%	18%	36%	70%	8%	100%
No	19	11	1	1	4	-	11	3	*	4	-
	45%	86%	10%	13%	91%	-%	56%	62%	14%	92%	-%
Don't Know	2	1	-	-	-	-	1	-	-	-	-
	4%	4%	-%	-%	-%	-%	3%	-%	-%	-%	-%
NET:											
Yes	21	1	6	4	*	-	8	2	1	*	*
	51%	10%	90%	87%	9%	-%	42%	38%	86%	8%	100%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 465 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than DPD/DPD Local?

Base: All those who use DPD/DPD Local as their main provider

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*c	*a	b	*a	*b
Unweighted Base	65	18	8	13	11	4	41	4	9	-	65	29	14
Effective base	20	5	3	5	3	2	14	1	3	-	20	9	2
Weighted Base	42	11	5	11	8	2	31	4	2	-	42	22	5
Yes, and we have tried another provider	11 26%	2 18%	* 1%	5 42%	3 41%	- -%	6 20%	3 87%	* 16%	- -%	11 26%	1 7%	3 68%
Yes, but we have not tried another provider	10 25%	4 32%	3 56%	2 21%	1 14%	1 38%	10 31%	- -%	1 50%	- -%	10 25%	6 25%	1 13%
No	19 45%	5 45%	2 43%	4 37%	4 45%	1 62%	15 49%	1 13%	* *%	- -%	19 45%	15 68%	* 8%
Don't Know	2 4%	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	1 34%	- -%	2 4%	- -%	1 11%
NET:													
Yes	21 51%	6 51%	3 57%	7 63%	5 55%	1 38%	16 51%	3 87%	1 66%	- -%	21 51%	7 32%	4 81%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 465 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than DPD/DPD Local?

Base: All those who use DPD/DPD Local as their main provider

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*a	b	*a	*b	*a	*b	*a	b
Unweighted Base	65	27	13	-	54	29	14	27	13	-	54
Effective base	20	8	4	-	16	9	2	8	4	-	16
Weighted Base	42	21	8	-	37	22	5	21	9	-	37
Yes, and we have tried another provider	11	1	3	-	10	1	3	1	3	-	10
	26%	7%	41%	-%	27%	7%	68%	7%	40%	-%	27%
Yes, but we have not tried another provider	10	4	2	-	10	6	1	4	2	-	10
	25%	20%	24%	-%	28%	25%	13%	20%	24%	-%	28%
No	19	15	2	-	16	15	*	15	3	-	16
	45%	73%	28%	-%	43%	68%	8%	73%	30%	-%	43%
Don't Know	2	-	1	-	1	-	1	-	1	-	1
	4%	-%	6%	-%	1%	-%	11%	-%	6%	-%	1%
NET:											
Yes	21	6	5	-	20	7	4	6	5	-	20
	51%	27%	65%	-%	56%	32%	81%	27%	64%	-%	56%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 465 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than DPD/DPD Local?

Base: All those who use DPD/DPD Local as their main provider

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	a	*b	*c	*d
Unweighted Base	65	25	29	11	-	18	29	7	-	44	20	12	-
Effective base	20	7	8	4	-	6	9	2	-	14	5	4	-
Weighted Base	42	18	14	12	-	16	17	7	-	34	9	9	-
Yes, and we have tried another provider	11 26%	3 20%	2 11%	3 28%	- -%	3 21%	5 28%	3 50%	- -%	10 28%	5 57%	5 53%	- -%
Yes, but we have not tried another provider	10 25%	4 23%	5 39%	4 34%	- -%	4 22%	3 16%	3 48%	- -%	9 26%	2 17%	3 38%	- -%
No	19 45%	10 54%	7 50%	5 38%	- -%	9 54%	10 56%	* 2%	- -%	15 44%	2 26%	1 9%	- -%
Don't Know	2 4%	1 3%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%
NET:													
Yes	21 51%	8 43%	7 50%	7 62%	- -%	7 42%	8 44%	7 98%	- -%	19 54%	7 74%	8 91%	- -%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 465 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than DPD/DPD Local?

Base: All those who use DPD/DPD Local as their main provider

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		*a	*b	*c	*a	*b	*c	*a	*b	*c	*d	*e
Significance Level: 95%												
Unweighted Base	65	29	24	9	27	19	3	5	6	5	-	1
Effective base	20	9	7	2	9	6	1	2	1	1	-	1
Weighted Base	42	22	17	5	21	14	4	5	4	4	-	*
Yes, and we have tried another provider	11	1	1	1	1	1	-	1	*	*	-	-
	26%	7%	9%	28%	6%	10%	-%	26%	6%	3%	-%	-%
Yes, but we have not tried another provider	10	6	4	*	5	1	1	*	*	*	-	-
	25%	25%	21%	1%	23%	10%	13%	1%	1%	1%	-%	-%
No	19	15	12	4	15	11	4	4	4	4	-	*
	45%	68%	70%	71%	71%	79%	87%	73%	93%	96%	-%	100%
Don't Know	2	-	-	-	-	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET:												
Yes	21	7	5	2	6	3	1	1	*	*	-	-
	51%	32%	30%	29%	29%	21%	13%	27%	7%	4%	-%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 465 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than DPD/DPD Local?

Base: All those who use DPD/DPD Local as their main provider

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	a	b	c	d	e	*a	b	*c	*d	*a	*b
Significance Level: 95%																
Unweighted Base	65	3	-	2	2	53	39	55	56	49	27	53	7	-	26	1
Effective base	20	2	-	1	1	15	12	16	16	12	8	15	3	-	9	1
Weighted Base	42	3	-	1	4	33	27	36	30	24	19	33	3	-	21	*
Yes, and we have tried another provider	11	-	-	*	-	11	7	11	8	6	4	8	1	-	1	-
	26%	-%	-%	16%	-%	33%	27%	29%	25%	26%	19%	23%	48%	-%	7%	-%
Yes, but we have not tried another provider	10	-	-	-	1	9	6	9	10	8	5	9	1	-	5	*
	25%	-%	-%	-%	13%	28%	21%	25%	32%	35%	24%	27%	47%	-%	25%	100%
No	19	3	-	1	4	12	14	16	12	8	10	15	*	-	14	-
	45%	100%	-%	84%	87%	36%	52%	43%	39%	32%	54%	46%	6%	-%	68%	-%
Don't Know	2	-	-	-	-	1	-	1	1	2	1	1	-	-	-	-
	4%	-%	-%	-%	-%	3%	-%	3%	4%	7%	3%	4%	-%	-%	-%	-%
NET:																
Yes	21	-	-	*	1	20	13	20	17	15	8	16	2	-	7	*
	51%	-%	-%	16%	13%	61%	48%	54%	57%	61%	43%	50%	94%	-%	32%	100%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 465 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than DPD/DPD Local?

Base: All those who use DPD/DPD Local as their main provider

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		*a	*b	a	*b	*a	b	*a	b	*c	*a	*b	*c
Unweighted Base	65	17	13	56	3	22	43	17	36	11	21	16	25
Effective base	20	6	4	17	2	7	12	5	12	4	5	6	8
Weighted Base	42	13	10	35	4	15	27	11	28	3	11	10	19
Yes, and we have tried another provider	11	*	1	7	3	8	3	5	5	*	11	-	-
	26%	1%	13%	21%	76%	52%	12%	47%	20%	14%	100%	-%	-%
Yes, but we have not tried another provider	10	6	*	9	1	6	5	5	5	1	-	10	-
	25%	44%	*%	25%	24%	37%	18%	46%	18%	17%	-%	100%	-%
No	19	7	9	17	-	2	17	1	16	2	-	-	19
	45%	55%	87%	49%	-%	11%	64%	7%	58%	52%	-%	-%	100%
Don't Know	2	-	-	2	-	-	2	-	1	1	-	-	-
	4%	-%	-%	5%	-%	-%	7%	-%	4%	16%	-%	-%	-%
NET:													
Yes	21	6	1	16	4	13	8	10	10	1	11	10	-
	51%	45%	13%	46%	100%	89%	30%	93%	38%	31%	100%	100%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 465 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than DPD/DPD Local?

Base: All those who use DPD/DPD Local as their main provider

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	*b
Unweighted Base	65	41	24
Effective base	20	12	8
Weighted Base	42	24	17
Yes, and we have tried another provider	11 26%	11 44%	* 2%
Yes, but we have not tried another provider	10 25%	5 20%	6 33%
No	19 45%	7 29%	11 66%
Don't Know	2 4%	2 7%	- -%
NET:			
Yes	21 51%	15 63%	6 34%

Columns Tested:: a,b

Table 465 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than DPD/DPD Local?

Base: All those who use DPD/DPD Local as their main provider

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	65	4	5	6	5	5	1	2	6	6	5	10	10
Effective base	20	1	4	4	2	4	1	1	1	3	2	2	5
Weighted Base	42	4	2	8	1	2	1	1	2	2	1	3	15
Yes, and we have tried another provider	11	*	-	3	*	*	1	*	*	2	*	*	4
	26%	2%	-%	40%	14%	10%	100%	12%	1%	89%	43%	1%	24%
Yes, but we have not tried another provider	10	*	1	4	*	1	-	1	*	*	-	*	3
	25%	1%	69%	44%	1%	64%	-%	88%	2%	11%	-%	1%	22%
No	19	4	1	1	*	1	-	-	2	*	-	3	8
	45%	97%	31%	6%	20%	26%	-%	-%	97%	*%	-%	98%	54%
Don't Know	2	-	-	1	1	-	-	-	-	-	1	-	-
	4%	-%	-%	9%	65%	-%	-%	-%	-%	-%	57%	-%	-%
NET:													
Yes	21	*	1	7	*	2	1	1	*	2	*	*	7
	51%	3%	69%	85%	14%	74%	100%	100%	3%	100%	43%	2%	46%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 465 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than DPD/DPD Local?

Base: All those who use DPD/DPD Local as their main provider

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		*a	*b	*c	*d	*a	b
Unweighted Base	65	15	11	14	25	26	39
Effective base	20	6	6	5	7	10	10
Weighted Base	42	14	4	5	19	18	24
Yes, and we have tried another provider	11	3	1	2	4	5	6
	26%	24%	35%	45%	21%	26%	26%
Yes, but we have not tried another provider	10	5	1	1	3	6	4
	25%	34%	34%	21%	18%	34%	18%
No	19	5	1	2	11	6	13
	45%	37%	18%	33%	58%	33%	54%
Don't Know	2	1	1	-	1	1	1
	4%	5%	13%	-%	3%	7%	2%
NET:							
Yes	21	8	3	3	7	11	11
	51%	58%	69%	67%	39%	60%	44%

Columns Tested: a,b,c,d - a,b

Table 498

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1358	332	1026	980	220	51	107	378
Effective base	523	76	454	481	92	20	43	116
Weighted Base	1268	133	1135	1210	50	5	3	58
We don't post large enough volumes	477 38%	57 43%	420 37%	460 38%	15 29%	2 30%	* 19%	17 29%
We are near a Post Office	427 34%	40 30%	387 34%	407 34%	17 35%	2 43%	* 15%	20 35%
Our chosen provider is safe enough for our needs	344 27%	25 19%	319 28%	327 27%	14 29%	1 25%	1 27%	16 28%
Our chosen provider is reliable enough for our needs	320 25%	15 11%	305 27%	304 25%	14 28%	1 22%	* 13%	15 27%
Our chosen provider is fast enough for our needs	216 17%	6 4%	210 19%	200 17%	14 29%	1 16%	* 10%	15 27%
Don't know enough about what other providers offer	166 13%	1 1%	165 15%	160 13%	5 10%	* 7%	* 15%	5 10%
Don't know enough about other providers and their services	133 10%	1 1%	132 12%	127 10%	6 11%	* 4%	* 4%	6 10%
Our customers prefer our chosen provider	97 8%	12 9%	84 7%	94 8%	2 4%	1 11%	* 13%	3 5%

Columns Tested: a,b - a,b,c,d,e

Table 498 (continuation)

Q5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1358	332	1026	980	220	51	107	378
Effective base	523	76	454	481	92	20	43	116
Weighted Base	1268	133	1135	1210	50	5	3	58
Others more expensive than our current providers	96	3	92	91	4	1	*	5
	8%	2%	8%	8%	8%	13%	6%	8%
Unaware of other providers	67	7	60	64	3	*	*	4
	5%	5%	5%	5%	6%	3%	11%	6%
Other operators do not provide the service I need	52	2	50	49	2	1	*	3
	4%	2%	4%	4%	5%	15%	6%	6%
						a		
Other providers don't pick up post in this area	28	*	28	27	1	*	*	1
	2%	*%	2%	2%	1%	1%	4%	1%
Other providers could not deliver to all the areas we need	23	*	23	21	1	*	*	2
	2%	*%	2%	2%	2%	9%	4%	3%
						a		
Effort involved in switching outweighs the benefit	90	1	89	86	4	*	*	4
	7%	1%	8%	7%	7%	9%	5%	7%
			a					
No reason	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Other	30	2	28	30	-	-	*	*
	2%	1%	2%	2%	-%	-%	1%	*%
Don't know	79	11	68	75	4	*	*	4
	6%	9%	6%	6%	7%	5%	8%	7%

Columns Tested: a,b - a,b,c,d,e

Table 498 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1358	430	410	140	143	128	107	980	220	158
Effective base	523	250	191	56	65	45	43	481	92	40
Weighted Base	1268	704	418	88	38	17	3	1210	50	8
We don't post large enough volumes	477 38%	287 41% ef	140 33%	33 38%	12 33%	4 22%	* 19%	460 38% ef	15 29%	2 26%
We are near a Post Office	427 34%	257 36% f	124 30% f	26 30%	14 37% f	6 33%	* 15%	407 34% f	17 35% f	3 34%
Our chosen provider is safe enough for our needs	344 27%	192 27%	112 27%	23 26%	10 27%	5 31%	1 27%	327 27%	14 29%	2 26%
Our chosen provider is reliable enough for our needs	320 25%	184 26%	103 25%	18 21%	12 32% f	3 17%	* 13%	304 25%	14 28% f	1 19%
Our chosen provider is fast enough for our needs	216 17%	119 17%	74 18%	8 9%	12 33% abcfgi	3 16%	* 10%	200 17%	14 29% abcfg	1 14%
Don't know enough about what other providers offer	166 13%	94 13%	52 12%	14 16%	3 8%	2 11%	* 15%	160 13%	5 10%	1 9%
Don't know enough about other providers and their services	133 10%	85 12%	35 8%	6 7%	4 11%	2 11%	* 4%	127 10%	6 11%	* 4%
Our customers prefer our chosen provider	97 8%	57 8%	29 7%	8 9%	1 3%	1 7%	* 13% h	94 8%	2 4%	1 12%
Others more expensive than our current providers	96 8%	61 9%	24 6%	6 7%	4 10%	1 4%	* 6%	91 8%	4 8%	1 10%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 498 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1358	430	410	140	143	128	107	980	220	158
Effective base	523	250	191	56	65	45	43	481	92	40
Weighted Base	1268	704	418	88	38	17	3	1210	50	8
Unaware of other providers	67	30	27	7	2	1	*	64	3	*
	5%	4%	6%	8%	6%	6%	11%	5%	6%	6%
Other operators do not provide the service I need	52	35	9	5	2	1	*	49	2	1
	4%	5%	2%	6%	5%	6%	6%	4%	5%	12%
										bg
Other providers don't pick up post in this area	28	21	3	4	*	1	*	27	1	*
	2%	3%	1%	4%	*%	3%	4%	2%	1%	2%
Other providers could not deliver to all the areas we need	23	10	10	1	1	1	*	21	1	1
	2%	1%	2%	2%	3%	3%	4%	2%	2%	7%
										ag
Effort involved in switching outweighs the benefit	90	41	37	8	2	2	*	86	4	1
	7%	6%	9%	9%	6%	11%	5%	7%	7%	8%
No reason	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	30	21	8	1	-	-	*	30	-	*
	2%	3%	2%	1%	-%	-%	1%	2%	-%	*%
Don't know	79	41	30	4	3	1	*	75	4	*
	6%	6%	7%	5%	8%	5%	8%	6%	7%	6%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 498 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1358	598	382	220	51	107	485	226	70	56	137
Effective base	523	356	163	92	20	43	287	95	25	20	24
Weighted Base	1268	988	223	50	5	3	795	173	47	25	37
We don't post large enough volumes	477 38%	384 39% e	76 34% e	15 29%	2 30%	* 19%	301 38%	64 37%	15 32%	4 18%	18 48% d
We are near a Post Office	427 34%	344 35% e	63 28%	17 35% e	2 43% e	* 15%	283 36%	55 32%	12 27%	6 23%	17 44%
Our chosen provider is safe enough for our needs	344 27%	274 28%	53 24%	14 29%	1 25%	1 27%	218 27%	45 26%	12 26%	7 29%	15 39%
Our chosen provider is reliable enough for our needs	320 25%	257 26%	48 22%	14 28% e	1 22%	* 13%	217 27%	38 22%	9 20%	7 29%	14 38%
Our chosen provider is fast enough for our needs	216 17%	174 18%	27 12%	14 29% abe	1 16%	* 10%	157 20%	26 15%	6 13%	4 15%	11 31%
Don't know enough about what other providers offer	166 13%	133 13%	27 12%	5 10%	* 7%	* 15%	124 16%	23 13%	10 21%	1 3%	2 6%
Don't know enough about other providers and their services	133 10%	112 11%	15 7%	6 11%	* 4%	* 4%	98 12%	13 8%	8 18%	1 5%	2 5%
Our customers prefer our chosen provider	97 8%	73 7%	21 9%	2 4%	1 11%	* 13% c	57 7%	22 13%	4 9%	2 9%	1 3%
Others more expensive than our current providers	96 8%	74 7%	17 8%	4 8%	1 13%	* 6%	60 8%	16 9%	5 10%	2 10%	2 5%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 498 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1358	598	382	220	51	107	485	226	70	56	137
Effective base	523	356	163	92	20	43	287	95	25	20	24
Weighted Base	1268	988	223	50	5	3	795	173	47	25	37
Unaware of other providers	67 5%	50 5%	14 6%	3 6%	* 3%	* 11%	41 5%	15 9%	1 1%	* 1%	1 3%
Other operators do not provide the service I need	52 4%	39 4%	10 4%	2 5%	1 15% ab	* 6%	37 5%	6 3%	4 9%	* *%	2 6%
Other providers don't pick up post in this area	28 2%	22 2%	5 2%	1 1%	* 1%	* 4%	21 3%	6 3%	- -%	* 2%	* 1%
Other providers could not deliver to all the areas we need	23 2%	15 2%	6 3%	1 2%	* 9% a	* 4%	13 2%	7 4%	2 4%	* *%	1 2%
Effort involved in switching outweighs the benefit	90 7%	69 7%	17 8%	4 7%	* 9%	* 5%	64 8%	19 11%	2 4%	1 4%	1 3%
No reason	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	30 2%	24 2%	6 2%	- -%	- -%	* 1%	25 3%	2 1%	1 1%	- -%	* *%
Don't know	79 6%	61 6%	14 6%	4 7%	* 5%	* 8%	49 6%	6 3%	3 6%	3 13%	3 9%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 498 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1358	88	55	124	40	82	111	96	68	71
Effective base	523	54	30	72	20	45	69	60	38	36
Weighted Base	1268	125	79	197	47	115	188	169	102	89
We don't post large enough volumes	477 38%	36 29%	55 69%	69 35%	31 67%	46 40%	53 28%	68 40%	38 37%	31 35%
			acefghi		acefghi					
We are near a Post Office	427 34%	46 37%	24 31%	77 39%	16 34%	34 30%	53 28%	65 38%	35 35%	27 30%
Our chosen provider is safe enough for our needs	344 27%	27 22%	20 25%	55 28%	4 9%	35 30%	52 28%	50 30%	34 33%	29 33%
								d		
Our chosen provider is reliable enough for our needs	320 25%	36 29%	24 30%	52 27%	11 23%	26 23%	41 22%	56 33%	18 17%	18 20%
Our chosen provider is fast enough for our needs	216 17%	21 17%	27 34%	27 14%	5 11%	17 15%	32 17%	42 25%	14 14%	11 12%
			chi							
Don't know enough about what other providers offer	166 13%	16 13%	12 15%	33 17%	11 24%	20 17%	19 10%	18 11%	17 17%	11 12%
Don't know enough about other providers and their services	133 10%	10 8%	15 19%	17 9%	8 17%	10 9%	13 7%	28 17%	13 12%	13 15%
Our customers prefer our chosen provider	97 8%	11 9%	7 8%	20 10%	3 7%	* *%	20 11%	18 11%	* *%	3 3%
		e		eh			eh	eh		
Others more expensive than our current providers	96 8%	12 9%	3 4%	15 8%	3 7%	11 9%	15 8%	22 13%	4 4%	3 3%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 498 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1358	88	55	124	40	82	111	96	68	71
Effective base	523	54	30	72	20	45	69	60	38	36
Weighted Base	1268	125	79	197	47	115	188	169	102	89
Unaware of other providers	67	4	8	14	5	5	7	5	7	3
	5%	4%	10%	7%	11%	5%	3%	3%	7%	4%
Other operators do not provide the service I need	52	10	2	12	-	2	17	5	1	2
	4%	8%	2%	6%	-%	2%	9%	3%	1%	2%
Other providers don't pick up post in this area	28	4	2	3	*	3	3	8	1	2
	2%	3%	3%	2%	*%	3%	1%	4%	1%	2%
Other providers could not deliver to all the areas we need	23	4	*	2	-	1	7	5	1	1
	2%	3%	*%	1%	-%	1%	4%	3%	1%	1%
Effort involved in switching outweighs the benefit	90	16	7	19	3	9	12	10	8	3
	7%	13%	8%	10%	6%	8%	6%	6%	8%	4%
No reason	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	30	3	-	-	-	-	7	7	4	6
	2%	3%	-%	-%	-%	-%	4%	4%	4%	6%
Don't know	79	3	-	16	-	6	13	18	3	*
	6%	3%	-%	8%	-%	6%	7%	11%	3%	*%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 498 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1358	193	211	331	735	623	217	205	201
Effective base	523	101	122	201	423	161	59	56	85
Weighted Base	1268	251	306	555	1111	157	73	54	29
We don't post large enough volumes	477 38%	109 43%	129 42%	190 34%	428 38%	49 31%	24 33%	17 30%	9 29%
We are near a Post Office	427 34%	77 31%	106 35%	195 35%	378 34%	49 31%	16 22%	25 46%	8 27%
Our chosen provider is safe enough for our needs	344 27%	68 27%	81 26%	156 28%	305 27%	39 25%	13 18%	17 31%	9 30%
Our chosen provider is reliable enough for our needs	320 25%	55 22%	78 25%	150 27%	283 25%	37 24%	16 21%	15 28%	6 21%
Our chosen provider is fast enough for our needs	216 17%	33 13%	62 20%	101 18%	196 18%	20 13%	7 10%	9 17%	4 12%
Don't know enough about what other providers offer	166 13%	42 17%	45 15%	71 13%	157 14%	9 6%	2 2%	4 8%	3 10%
Don't know enough about other providers and their services	133 10%	31 12%	38 12%	58 11%	127 11%	5 3%	2 3%	3 5%	1 2%
Our customers prefer our chosen provider	97 8%	6 2%	18 6%	58 10%	82 7%	14 9%	8 10%	5 9%	2 8%

Columns Tested:: a,b,c,d,e,f,g,h

Table 498 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1358	193	211	331	735	623	217	205	201
Effective base	523	101	122	201	423	161	59	56	85
Weighted Base	1268	251	306	555	1111	157	73	54	29
Others more expensive than our current providers	96 8%	17 7%	19 6%	53 9%	89 8%	7 5%	5 7%	2 3%	1 3%
Unaware of other providers	67 5%	14 6%	19 6%	25 4%	57 5%	10 6%	5 7%	2 4%	3 9%
Other operators do not provide the service I need	52 4%	4 2%	12 4%	33 6%	49 4%	3 2%	2 2%	* 1%	* 2%
Other providers don't pick up post in this area	28 2%	5 2%	7 2%	14 2%	26 2%	2 2%	1 1%	1 1%	1 4%
Other providers could not deliver to all the areas we need	23 2%	2 1%	6 2%	14 2%	21 2%	1 1%	1 1%	* *%	* 2%
Effort involved in switching outweighs the benefit	90 7%	15 6%	31 10%	41 7%	87 8%	4 2%	2 3%	1 1%	1 3%
No reason	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	30 2%	6 2%	8 3%	15 3%	28 3%	2 1%	1 2%	1 1%	- -%
Don't know	79 6%	7 3%	6 2%	47 9%	60 5%	19 12%	12 17%	4 7%	3 10%
				ab		abd	abd		ab

Columns Tested: a,b,c,d,e,f,g,h

Table 498 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1358	60	86	9	95	123	305	64	71	639
Effective base	523	24	24	4	27	54	123	22	23	256
Weighted Base	1268	60	52	14	66	144	240	54	46	659
We don't post large enough volumes	477 38%	30 50% bd	12 23%	1 6%	13 19%	45 31%	80 33%	24 45% d	31 67% bdefi	255 39% d
We are near a Post Office	427 34%	22 37%	17 33%	* 2%	17 26%	42 29%	77 32%	20 37%	17 38%	231 35%
Our chosen provider is safe enough for our needs	344 27%	20 33% e	19 36% e	- -%	19 29% e	14 10%	52 22%	15 28%	21 46% ef	203 31% e
Our chosen provider is reliable enough for our needs	320 25%	26 43% f	16 31%	- -%	16 24%	36 25%	45 19%	17 32%	11 24%	169 26%
Our chosen provider is fast enough for our needs	216 17%	20 33% ei	12 24%	- -%	12 19%	11 8%	43 18%	9 17%	10 21%	111 17%
Don't know enough about what other providers offer	166 13%	5 8%	4 8%	7 51%	11 17%	21 15%	27 11%	3 6%	9 20%	89 14%
Don't know enough about other providers and their services	133 10%	15 24% i	3 6%	1 6%	4 6%	12 8%	33 14%	3 6%	8 17%	59 9%
Our customers prefer our chosen provider	97 8%	9 16% i	11 22% i	3 24%	15 22% i	10 7%	30 13% i	3 6%	2 4%	27 4%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 498 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1358	60	86	9	95	123	305	64	71	639
Effective base	523	24	24	4	27	54	123	22	23	256
Weighted Base	1268	60	52	14	66	144	240	54	46	659
Others more expensive than our current providers	96 8%	16 27%	10 18%	1 4%	10 15%	12 8%	34 14%	1 1%	2 4%	21 3%
		eghi	i		i		i			
Unaware of other providers	67 5%	* 1%	3 5%	- -%	3 4%	19 13%	20 8%	4 8%	6 14%	15 2%
						i	i		i	
Other operators do not provide the service I need	52 4%	7 11%	* 1%	3 24%	4 6%	5 4%	18 8%	* *%	1 3%	17 3%
		i					i			
Other providers don't pick up post in this area	28 2%	7 12%	* *%	3 24%	4 5%	3 2%	5 2%	- -%	* 1%	9 1%
		fi								
Other providers could not deliver to all the areas we need	23 2%	1 1%	5 9%	1 6%	5 8%	* *%	6 3%	- -%	* 1%	10 2%
			i		i					
Effort involved in switching outweighs the benefit	90 7%	1 2%	1 2%	- -%	1 2%	8 6%	18 7%	3 5%	3 7%	56 9%
No reason	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	30 2%	2 3%	- -%	5 32%	5 7%	3 2%	4 2%	4 6%	- -%	13 2%
Don't know	79 6%	4 7%	2 3%	- -%	2 2%	13 9%	17 7%	1 2%	1 1%	42 6%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 498 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1358	278	305	775	1172	186	-	1132	226	1307	51
Effective base	523	106	123	301	445	81	-	470	56	501	23
Weighted Base	1268	269	240	759	1039	229	-	1163	105	1221	47
We don't post large enough volumes	477 38%	87 32%	80 33%	310 41%	382 37%	95 42%	- -%	448 38%	29 28%	462 38%	15 31%
We are near a Post Office	427 34%	81 30%	77 32%	268 35%	349 34%	78 34%	- -%	382 33%	45 43%	411 34%	16 33%
Our chosen provider is safe enough for our needs	344 27%	53 20%	52 22%	239 31% ab	295 28%	49 21%	- -%	310 27%	34 32%	334 27%	9 20%
Our chosen provider is reliable enough for our needs	320 25%	78 29%	45 19%	197 26%	257 25%	63 27%	- -%	297 26%	23 22%	312 26%	8 17%
Our chosen provider is fast enough for our needs	216 17%	43 16%	43 18%	130 17%	164 16%	52 23%	- -%	201 17%	15 14%	208 17%	8 17%
Don't know enough about what other providers offer	166 13%	37 14%	27 11%	101 13%	136 13%	30 13%	- -%	144 12%	22 21%	158 13%	8 17%
Don't know enough about other providers and their services	133 10%	30 11%	33 14%	70 9%	104 10%	29 13%	- -%	125 11%	7 7%	130 11%	3 7%
Our customers prefer our chosen provider	97 8%	35 13% c	30 13% c	32 4%	81 8%	15 7%	- -%	87 7%	10 9%	96 8%	* 1%
Others more expensive than our current providers	96 8%	38 14% c	34 14% c	23 3%	72 7%	24 10%	- -%	94 8%	1 1%	94 8%	1 3%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 498 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1358	278	305	775	1172	186	-	1132	226	1307	51
Effective base	523	106	123	301	445	81	-	470	56	501	23
Weighted Base	1268	269	240	759	1039	229	-	1163	105	1221	47
Unaware of other providers	67 5%	22 8%	20 8%	26 3%	54 5%	13 6%	- -%	60 5%	7 7%	66 5%	1 3%
Other operators do not provide the service I need	52 4%	16 6%	18 8%	18 2%	47 5%	5 2%	- -%	47 4%	5 5%	44 4%	8 17% a
Other providers don't pick up post in this area	28 2%	14 5%	5 2%	9 1%	22 2%	6 2%	- -%	24 2%	4 3%	28 2%	- -%
Other providers could not deliver to all the areas we need	23 2%	6 2%	6 3%	10 1%	20 2%	3 1%	- -%	21 2%	2 2%	23 2%	- -%
Effort involved in switching outweighs the benefit	90 7%	11 4%	18 7%	62 8%	73 7%	17 8%	- -%	82 7%	9 8%	89 7%	1 3%
No reason	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	30 2%	9 3%	4 2%	17 2%	17 2%	13 6%	- -%	30 3%	* *% a	30 2%	- -%
Don't know	79 6%	19 7%	17 7%	43 6%	58 6%	22 9%	- -%	70 6%	9 8%	76 6%	3 6%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 498 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1358	892	251	207
Effective base	523	362	76	82
Weighted Base	1268	907	168	184
We don't post large enough volumes	477 38%	383 42%	42 25%	49 26%
We are near a Post Office	427 34%	285 31%	67 40%	74 40%
Our chosen provider is safe enough for our needs	344 27%	238 26%	48 29%	56 30%
Our chosen provider is reliable enough for our needs	320 25%	224 25%	48 29%	45 24%
Our chosen provider is fast enough for our needs	216 17%	147 16%	28 16%	39 21%
Don't know enough about what other providers offer	166 13%	120 13%	23 14%	20 11%
Don't know enough about other providers and their services	133 10%	92 10%	19 11%	19 10%
Our customers prefer our chosen provider	97 8%	43 5%	19 11%	34 19%
Others more expensive than our current providers	96 8%	42 5%	15 9%	39 21%
			a	a
			9%	ab

Columns Tested: a,b,c

Table 498 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Unweighted Base	1358	892	251	207
Effective base	523	362	76	82
Weighted Base	1268	907	168	184
Unaware of other providers	67 5%	48 5%	5 3%	14 8%
Other operators do not provide the service I need	52 4%	32 3%	7 4%	14 8%
Other providers don't pick up post in this area	28 2%	16 2%	5 3%	7 4%
Other providers could not deliver to all the areas we need	23 2%	11 1%	4 2%	8 4%
Effort involved in switching outweighs the benefit	90 7%	59 7%	15 9%	14 8%
No reason	- -%	- -%	- -%	- -%
Other	30 2%	23 2%	1 1%	6 3%
Don't know	79 6%	53 6%	12 7%	9 5%

Columns Tested: a,b,c

Table 498 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1358	1113	177	37	10	9	5	4	3	1290	68	31
Effective base	523	461	49	10	3	3	2	1	1	508	16	6
Weighted Base	1268	1136	98	20	2	10	1	1	*	1234	34	13
We don't post large enough volumes	477	460	16	1	-	-	*	-	-	476	1	*
	38%	40%	16%	3%	-%	-%	65%	-%	-%	39%	3%	3%
		bcj								bcj		
We are near a Post Office	427	389	32	2	-	2	*	*	*	422	5	3
	34%	34%	33%	11%	-%	20%	65%	2%	96%	34%	15%	21%
Our chosen provider is safe enough for our needs	344	311	24	6	*	1	*	-	*	336	8	2
	27%	27%	25%	30%	8%	15%	2%	-%	96%	27%	24%	15%
Our chosen provider is reliable enough for our needs	320	289	19	4	1	7	-	*	-	308	12	8
	25%	25%	19%	19%	50%	75%	-%	2%	-%	25%	36%	61%
												bi
Our chosen provider is fast enough for our needs	216	194	16	4	*	1	-	-	-	210	5	1
	17%	17%	17%	20%	20%	10%	-%	-%	-%	17%	16%	10%
Don't know enough about what other providers offer	166	144	21	1	*	-	-	-	*	165	1	*
	13%	13%	21%	4%	5%	-%	-%	-%	1%	13%	3%	1%
Don't know enough about other providers and their services	133	118	14	*	*	*	*	-	-	132	1	*
	10%	10%	14%	2%	14%	*%	*%	-%	-%	11%	2%	2%
Our customers prefer our chosen provider	97	67	23	1	*	5	-	-	-	90	7	5
	8%	6%	23%	5%	*%	57%	-%	-%	-%	7%	19%	42%
			ai								a	ai
Others more expensive than our current providers	96	79	16	*	-	-	*	-	*	96	*	*
	8%	7%	17%	*%	-%	-%	4%	-%	2%	8%	*%	*%
			ai									

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 498 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1358	1113	177	37	10	9	5	4	3	1290	68	31
Effective base	523	461	49	10	3	3	2	1	1	508	16	6
Weighted Base	1268	1136	98	20	2	10	1	1	*	1234	34	13
Unaware of other providers	67 5%	55 5%	12 13% a	* 1%	- -%	- -%	* 31%	- -%	- -%	67 5%	* 1%	* 2%
Other operators do not provide the service I need	52 4%	44 4%	6 7%	1 6%	- -%	* *%	- -%	1 96%	* 1%	50 4%	2 6%	1 6%
Other providers don't pick up post in this area	28 2%	23 2%	3 3%	2 9%	* 2%	* 1%	- -%	- -%	- -%	26 2%	2 6%	* 1%
Other providers could not deliver to all the areas we need	23 2%	12 1%	4 4%	- -%	- -%	6 64%	* *%	- -%	* 2%	17 1%	6 18% ai	6 47% abci
Effort involved in switching outweighs the benefit	90 7%	77 7%	13 13%	1 4%	* 8%	- -%	* 4%	- -%	- -%	89 7%	1 3%	* 1%
No reason	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	30 2%	27 2%	2 2%	- -%	- -%	- -%	- -%	- -%	- -%	30 2%	- -%	- -%
Don't know	79 6%	72 6%	2 3%	5 24% abi	- -%	- -%	- -%	- -%	- -%	74 6%	5 15%	- -%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 498 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	1358	680	433	245	1186	924	1224	802	473	376	293	691	58	65	47	51	19
Effective base	523	319	144	64	451	350	471	322	192	124	127	283	19	17	11	12	6
Weighted Base	1268	825	311	132	1111	848	1153	781	497	289	309	691	45	46	18	32	11
We don't post large enough volumes	477 38%	373 45%	87 28%	17 13%	410 37%	284 33%	420 36%	249 32%	135 27%	82 28%	140 45%	254 37%	3 7%	7 16%	1 5%	15 47%	* **%
We are near a Post Office	427 34%	247 30%	142 46%	37 28%	387 35%	308 36%	402 35%	290 37%	170 34%	119 41%	91 30%	245 35%	21 46%	16 35%	11 63%	11 35%	7 58%
Our chosen provider is safe enough for our needs	344 27%	219 26%	93 30%	32 25%	316 28%	239 28%	324 28%	217 28%	146 29%	70 24%	85 28%	203 29%	11 24%	14 31%	6 32%	3 11%	1 13%
Our chosen provider is reliable enough for our needs	320 25%	191 23%	98 32%	31 23%	299 27%	239 28%	306 27%	200 26%	125 25%	67 23%	71 23%	197 29%	10 23%	11 24%	8 43%	8 26%	* 1%
Our chosen provider is fast enough for our needs	216 17%	136 16%	58 19%	22 17%	194 17%	153 18%	199 17%	140 18%	80 16%	40 14%	50 16%	125 18%	8 17%	5 11%	7 40%	2 7%	2 15%
Don't know enough about what other providers offer	166 13%	116 14%	28 9%	22 17%	155 14%	127 15%	164 14%	115 15%	80 16%	68 24%	43 14%	94 14%	12 26%	6 13%	2 13%	8 25%	* **%
Don't know enough about other providers and their services	133 10%	87 11%	31 10%	14 11%	118 11%	89 10%	130 11%	81 10%	48 10%	24 8%	49 16%	67 10%	6 14%	1 3%	3 18%	3 9%	- -%
Our customers prefer our chosen provider	97 8%	43 5%	24 8%	30 22% ab	82 7%	70 8%	88 8%	67 9%	44 9%	35 12%	17 6%	39 6%	5 11%	7 16%	7 40% ab	12 36% ab	* **%
Others more expensive than our current providers	96 8%	36 4%	43 14% a	16 12% a	72 7%	76 9%	85 7%	79 10%	52 10%	22 8%	17 6%	44 6%	5 11%	6 13%	4 23% ab	9 27% ab	* **%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 498 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	1358	680	433	245	1186	924	1224	802	473	376	293	691	58	65	47	51	19
Effective base	523	319	144	64	451	350	471	322	192	124	127	283	19	17	11	12	6
Weighted Base	1268	825	311	132	1111	848	1153	781	497	289	309	691	45	46	18	32	11
Unaware of other providers	67 5%	39 5%	16 5%	13 10%	64 6%	54 6%	67 6%	46 6%	35 7%	24 8%	15 5%	39 6%	2 3%	1 3%	- -%	10 30%	- -%
Other operators do not provide the service I need	52 4%	29 4%	15 5%	9 6%	47 4%	41 5%	50 4%	34 4%	19 4%	15 5%	10 3%	32 5%	3 7%	* 1%	5 25%	1 2%	* -%
Other providers don't pick up post in this area	28 2%	15 2%	8 3%	5 4%	25 2%	25 3%	25 2%	27 4%	17 3%	13 4%	1 -%	21 3%	* 1%	* 1%	- -%	3 10%	- -%
Other providers could not deliver to all the areas we need	23 2%	7 1%	5 2%	10 8% ab	22 2%	20 2%	22 2%	21 3%	18 4%	12 4%	2 1%	11 2%	3 8% a	* -%	1 4%	5 14% ab	1 7%
Effort involved in switching outweighs the benefit	90 7%	58 7%	19 6%	14 10%	84 8%	65 8%	84 7%	55 7%	31 6%	23 8%	14 5%	57 8%	6 14%	4 8%	2 10%	1 4%	* -%
No reason	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	30 2%	26 3% b	1 -%	2 2%	25 2%	17 2%	26 2%	20 3%	11 2%	1 -%	10 3%	15 2%	1 3%	- -%	- -%	- -%	- -%
Don't know	79 6%	50 6%	22 7%	7 6%	73 7%	54 6%	74 6%	55 7%	39 8%	12 4%	19 6%	46 7%	2 4%	5 12%	1 7%	* 1%	1 7%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 498 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	*e	f	*g	a	b	c	d	*e	*f	*g
Significance Level: 95%															
Unweighted Base	1358	914	93	61	53	22	36	7	690	97	54	37	23	17	6
Effective base	523	387	25	16	9	5	7	2	284	29	14	14	5	8	3
Weighted Base	1268	959	55	41	21	11	20	5	686	81	31	19	17	10	3
We don't post large enough volumes	477	369	18	4	5	5	9	-	260	14	2	2	5	2	-
	38%	38%	32%	10%	25%	49%	45%	-%	38%	17%	7%	9%	27%	15%	-%
		c							bcd						
We are near a Post Office	427	320	23	17	10	7	5	4	255	21	15	3	9	2	2
	34%	33%	43%	42%	45%	66%	28%	73%	37%	26%	47%	17%	53%	22%	57%
Our chosen provider is safe enough for our needs	344	285	10	7	11	*	3	*	204	17	10	1	5	2	*
	27%	30%	18%	17%	50%	3%	15%	10%	30%	22%	31%	5%	27%	23%	14%
Our chosen provider is reliable enough for our needs	320	266	9	13	2	2	6	*	203	11	11	2	9	2	*
	25%	28%	17%	33%	11%	21%	29%	1%	30%	14%	37%	9%	53%	22%	1%
Our chosen provider is fast enough for our needs	216	175	8	5	2	2	1	-	127	6	10	1	4	4	*
	17%	18%	15%	12%	11%	17%	7%	-%	19%	8%	33%	6%	24%	35%	9%
									b						
Don't know enough about what other providers offer	166	132	6	10	1	1	5	*	90	26	6	2	1	2	-
	13%	14%	11%	24%	5%	12%	24%	1%	13%	32%	20%	10%	4%	20%	-%
									a						
Don't know enough about other providers and their services	133	105	8	1	1	3	*	-	72	6	7	1	*	2	-
	10%	11%	14%	3%	6%	28%	*%	-%	11%	7%	24%	8%	2%	15%	-%
Our customers prefer our chosen provider	97	59	3	3	8	1	9	-	31	20	3	5	9	2	-
	8%	6%	5%	7%	36%	5%	46%	-%	5%	24%	8%	26%	51%	22%	-%
					ab		abc		a			a			
Others more expensive than our current providers	96	55	6	4	*	1	6	*	51	12	3	5	4	2	-
	8%	6%	11%	11%	1%	13%	29%	1%	7%	15%	9%	23%	24%	15%	-%
							a		a			a			

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 498 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	1358	914	93	61	53	22	36	7	690	97	54	37	23	17	6
Effective base	523	387	25	16	9	5	7	2	284	29	14	14	5	8	3
Weighted Base	1268	959	55	41	21	11	20	5	686	81	31	19	17	10	3
Unaware of other providers	67 5%	47 5%	5 9%	2 4%	* 1%	4 41%	5 25%	- -%	42 6%	6 7%	1 4%	- -%	5 27%	- -%	- -%
Other operators do not provide the service I need	52 4%	44 5%	2 3%	1 2%	* 1%	1 7%	- -%	* *%	31 4%	3 3%	3 8%	* *%	5 30%	* *%	* *%
Other providers don't pick up post in this area	28 2%	21 2%	* 1%	* 1%	* *%	- -%	3 16%	- -%	18 3%	6 8%	- -%	- -%	* 1%	- -%	- -%
Other providers could not deliver to all the areas we need	23 2%	14 1%	1 1%	2 6%	* 1%	* 1%	5 23%	1 16%	10 1%	4 5%	2 6%	- -%	5 29%	- -%	- -%
Effort involved in switching outweighs the benefit	90 7%	74 8%	2 4%	6 15%	* *%	2 18%	* *%	* 1%	53 8%	6 8%	3 10%	2 10%	* 1%	1 8%	- -%
No reason	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	30 2%	23 2%	- -%	1 3%	- -%	- -%	- -%	- -%	17 3%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	79 6%	69 7%	2 3%	* 1%	2 9%	* 2%	* *%	- -%	38 6%	10 12%	* 1%	4 22%	1 7%	* 1%	1 19%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 498 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1358	602	76	44	32	21	14	13	548	230	259	144	41
Effective base	523	260	22	17	13	8	5	6	248	94	95	27	12
Weighted Base	1268	624	59	48	21	7	5	17	650	222	184	61	34
We don't post large enough volumes	477 38%	228 37%	9 15%	11 23%	2 8%	* 1%	- -%	- -%	286 44%	57 26%	57 31%	7 11%	13 38%
		bd							bcd		d		d
We are near a Post Office	427 34%	234 37%	28 47%	15 31%	11 50%	- -%	1 20%	2 11%	228 35%	77 35%	59 32%	18 30%	18 52%
Our chosen provider is safe enough for our needs	344 27%	181 29%	13 22%	11 22%	5 24%	1 11%	3 58%	4 22%	184 28%	63 28%	50 27%	14 24%	13 36%
Our chosen provider is reliable enough for our needs	320 25%	170 27%	8 13%	8 17%	6 28%	1 8%	1 17%	7 39%	159 24%	56 25%	65 35%	19 31%	8 22%
								a					
Our chosen provider is fast enough for our needs	216 17%	121 19%	10 17%	4 8%	2 10%	2 28%	* 1%	3 15%	116 18%	37 17%	30 17%	7 11%	9 26%
Don't know enough about what other providers offer	166 13%	81 13%	19 32%	12 25%	* 1%	1 8%	2 37%	* 1%	89 14%	39 17%	23 13%	7 11%	7 21%
			ad										
Don't know enough about other providers and their services	133 10%	64 10%	9 15%	6 13%	* *%	2 24%	* *%	* *%	72 11%	23 11%	26 14%	3 5%	5 14%
Our customers prefer our chosen provider	97 8%	31 5%	9 15%	15 32%	5 22%	* 3%	* 1%	7 38%	40 6%	11 5%	12 7%	14 22%	11 31%
				a	a							abc	abc

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 498 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1358	602	76	44	32	21	14	13	548	230	259	144	41
Effective base	523	260	22	17	13	8	5	6	248	94	95	27	12
Weighted Base	1268	624	59	48	21	7	5	17	650	222	184	61	34
Others more expensive than our current providers	96 8%	52 8%	8 13%	10 20%	5 25%	* 6%	* 1%	4 21%	36 5%	17 8%	13 7%	10 16%	10 29%
				a									abc
Unaware of other providers	67 5%	40 6%	* *%	5 11%	1 3%	* 3%	* *%	- -%	23 4%	13 6%	13 7%	6 11%	10 30%
													abc
Other operators do not provide the service I need	52 4%	21 3%	5 9%	3 7%	2 12%	1 22%	- -%	* *%	31 5%	3 1%	8 4%	4 7%	5 14%
													b
Other providers don't pick up post in this area	28 2%	22 3%	* *%	6 12%	- -%	- -%	- -%	- -%	14 2%	5 2%	4 2%	3 4%	- -%
Other providers could not deliver to all the areas we need	23 2%	11 2%	* 1%	3 6%	- -%	2 31%	* *%	4 26%	6 1%	4 2%	8 4%	5 8%	- -%
												a	
Effort involved in switching outweighs the benefit	90 7%	45 7%	2 3%	5 11%	3 13%	* 1%	* 4%	- -%	42 7%	22 10%	14 8%	2 4%	3 9%
No reason	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	30 2%	20 3%	- -%	1 1%	- -%	- -%	- -%	- -%	23 4%	3 1%	* *%	- -%	- -%
Don't know	79 6%	46 7%	8 13%	* 1%	1 3%	* 3%	- -%	1 4%	39 6%	17 7%	13 7%	5 9%	* *%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 498 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	*e
Unweighted Base	1358	565	224	227	133	35	459	158	178	94	29
Effective base	523	257	89	78	24	11	208	59	60	20	8
Weighted Base	1268	683	201	140	56	29	530	139	102	47	26
We don't post large enough volumes	477 38%	290 42%	52 26%	49 35%	7 12%	13 46%	212 40%	32 23%	23 22%	4 9%	9 35%
We are near a Post Office	427 34%	243 36%	65 32%	47 33%	18 32%	13 47%	193 36%	59 43%	28 28%	10 21%	15 58%
Our chosen provider is safe enough for our needs	344 27%	199 29%	61 30%	35 25%	13 23%	7 25%	146 27%	39 28%	32 31%	12 25%	11 43%
Our chosen provider is reliable enough for our needs	320 25%	176 26%	50 25%	51 37%	18 32%	3 12%	148 28%	43 31%	30 30%	11 24%	5 21%
Our chosen provider is fast enough for our needs	216 17%	123 18%	43 21%	16 12%	7 12%	5 16%	107 20%	10 7%	24 23%	5 10%	7 27%
Don't know enough about what other providers offer	166 13%	92 13%	31 15%	19 13%	7 12%	7 25%	77 15%	29 21%	11 11%	5 10%	5 17%
Don't know enough about other providers and their services	133 10%	75 11%	17 8%	19 13%	3 5%	5 17%	53 10%	15 11%	18 18%	3 6%	* *%
Our customers prefer our chosen provider	97 8%	43 6%	11 6%	8 6%	13 23%	6 21%	31 6%	6 4%	10 10%	13 27%	11 40%
Others more expensive than our current providers	96 8%	40 6%	12 6%	7 5%	9 15%	6 20%	36 7%	12 8%	11 11%	8 18%	9 33%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 498 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	*e
Unweighted Base	1358	565	224	227	133	35	459	158	178	94	29
Effective base	523	257	89	78	24	11	208	59	60	20	8
Weighted Base	1268	683	201	140	56	29	530	139	102	47	26
Unaware of other providers	67	27	13	9	5	10	24	10	9	2	9
	5%	4%	6%	6%	8%	36%	4%	7%	9%	4%	35%
						abcd					
Other operators do not provide the service I need	52	37	2	6	3	1	27	2	4	4	4
	4%	5%	1%	4%	5%	3%	5%	1%	4%	9%	16%
Other providers don't pick up post in this area	28	17	5	1	3	-	16	3	4	2	-
	2%	3%	2%	1%	4%	-%	3%	2%	4%	5%	-%
Other providers could not deliver to all the areas we need	23	10	4	4	5	-	7	2	7	5	-
	2%	1%	2%	3%	8%	-%	1%	1%	7%	10%	-%
									a	a	
Effort involved in switching outweighs the benefit	90	49	18	12	2	3	46	12	6	2	-
	7%	7%	9%	9%	3%	11%	9%	8%	6%	3%	-%
No reason	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	30	22	3	*	-	-	14	3	*	-	-
	2%	3%	1%	*%	-%	-%	3%	2%	*%	-%	-%
Don't know	79	45	14	8	5	*	36	5	7	5	*
	6%	7%	7%	6%	10%	*%	7%	4%	7%	12%	*%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 498 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted Base	1358	438	114	134	77	26	390	59	346	1239	119	1131	55
Effective base	523	197	41	49	23	10	158	21	140	475	48	431	20
Weighted Base	1268	493	101	100	58	13	379	44	351	1160	108	1065	46
We don't post large enough volumes	477 38%	196 40% bcd	22 22%	16 16%	8 14%	* *%	87 23%	12 27%	151 43% a	455 39% b	22 20%	402 38%	8 18%
We are near a Post Office	427 34%	185 37%	42 42%	35 35%	15 26%	2 14%	146 39%	11 24%	130 37%	414 36% b	12 11%	376 35%	11 23%
Our chosen provider is safe enough for our needs	344 27%	138 28%	31 31%	25 25%	17 29%	3 19%	111 29%	4 10%	100 29%	328 28% b	16 15%	304 29%	12 26%
Our chosen provider is reliable enough for our needs	320 25%	127 26%	24 24%	25 25%	16 27%	3 24%	106 28%	8 17%	82 23%	298 26%	22 20%	295 28%	4 8%
Our chosen provider is fast enough for our needs	216 17%	89 18%	19 19%	12 12%	9 15%	7 49%	77 20%	4 10%	56 16%	202 17%	14 13%	189 18%	5 11%
Don't know enough about what other providers offer	166 13%	71 14%	25 25% c	8 8%	10 16%	1 6%	42 11%	11 26%	60 17%	153 13%	13 12%	146 14%	9 21%
Don't know enough about other providers and their services	133 10%	48 10%	15 15%	16 16%	3 4%	* 1%	31 8%	7 17%	42 12%	125 11%	8 8%	115 11%	3 6%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 498 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted Base	1358	438	114	134	77	26	390	59	346	1239	119	1131	55
Effective base	523	197	41	49	23	10	158	21	140	475	48	431	20
Weighted Base	1268	493	101	100	58	13	379	44	351	1160	108	1065	46
Our customers prefer our chosen provider	97 8%	25 5%	3 3%	10 10%	17 30%	7 50%	52 14%	1 2%	12 3%	75 6%	22 20%	75 7%	7 15%
Others more expensive than our current providers	96 8%	33 7%	8 8%	20 20%	13 23%	- -%	49 13%	2 4%	28 8%	70 6%	26 24%	60 6%	13 28%
Unaware of other providers	67 5%	31 6%	4 4%	7 7%	4 8%	* 2%	7 2%	6 14%	33 9%	62 5%	5 5%	55 5%	8 19%
Other operators do not provide the service I need	52 4%	17 4%	1 1%	6 6%	4 6%	1 6%	22 6%	2 4%	10 3%	49 4%	3 3%	46 4%	1 3%
Other providers don't pick up post in this area	28 2%	17 3%	3 3%	3 3%	2 3%	- -%	14 4%	5 11%	8 2%	27 2%	1 1%	25 2%	- -%
Other providers could not deliver to all the areas we need	23 2%	6 1%	1 1%	9 9%	5 8%	* *%	12 3%	1 3%	8 2%	17 1%	5 5%	21 2%	1 2%
Effort involved in switching outweighs the benefit	90 7%	39 8%	5 5%	8 8%	3 5%	* 1%	26 7%	3 6%	25 7%	86 7%	4 4%	76 7%	8 18%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 498 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1358	438	114	134	77	26	390	59	346	1239	119	1131	55
Effective base	523	197	41	49	23	10	158	21	140	475	48	431	20
Weighted Base	1268	493	101	100	58	13	379	44	351	1160	108	1065	46
No reason	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	30	20	-	1	-	-	3	-	17	27	2	25	-
	2%	4%	-%	1%	-%	-%	1%	-%	5%	2%	2%	2%	-%
									a				
Don't know	79	36	7	5	7	-	29	5	20	71	8	69	4
	6%	7%	7%	5%	12%	-%	8%	11%	6%	6%	8%	6%	9%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 498 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1358	847	77	595	207	1128	58	840	84	590	212
Effective base	523	327	23	245	77	430	20	322	28	243	79
Weighted Base	1268	789	59	590	192	1065	46	778	70	582	200
We don't post large enough volumes	477 38%	268 34%	16 26%	206 35%	43 23%	402 38%	8 16%	267 34%	16 24%	197 34%	53 26%
We are near a Post Office	427 34%	292 37%	16 26%	236 40%	54 28%	377 35%	10 21%	287 37%	21 30%	231 40%	59 30%
Our chosen provider is safe enough for our needs	344 27%	214 27%	25 42%	166 28%	52 27%	304 29%	11 25%	213 27%	26 37%	162 28%	55 28%
Our chosen provider is reliable enough for our needs	320 25%	235 30%	4 7%	153 26%	47 25%	295 28%	4 8%	235 30%	4 5%	151 26%	50 25%
Our chosen provider is fast enough for our needs	216 17%	148 19%	5 8%	112 19%	28 15%	189 18%	5 11%	148 19%	5 7%	114 20%	26 13%
Don't know enough about what other providers offer	166 13%	113 14%	14 24%	88 15%	27 14%	146 14%	9 20%	108 14%	19 27%	82 14%	33 17%
Don't know enough about other providers and their services	133 10%	77 10%	12 20%	60 10%	21 11%	117 11%	1 3%	77 10%	12 17%	53 9%	28 14%
Our customers prefer our chosen provider	97 8%	58 7%	12 19%	41 7%	26 14%	71 7%	11 24%	54 7%	16 23%	35 6%	32 16%

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 498 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1358	847	77	595	207	1128	58	840	84	590	212
Effective base	523	327	23	245	77	430	20	322	28	243	79
Weighted Base	1268	789	59	590	192	1065	46	778	70	582	200
Others more expensive than our current providers	96 8%	58 7%	18 30%	57 10%	22 12%	61 6%	12 25%	57 7%	19 27%	47 8%	32 16%
Unaware of other providers	67 5%	44 6%	9 16%	29 5%	18 9%	55 5%	8 18%	44 6%	9 13%	24 4%	23 11%
Other operators do not provide the service I need	52 4%	41 5%	1 1%	28 5%	6 3%	45 4%	3 6%	38 5%	3 4%	28 5%	5 3%
Other providers don't pick up post in this area	28 2%	24 3%	* *%	26 4%	1 1%	25 2%	- -%	25 3%	* *%	26 4%	1 1%
Other providers could not deliver to all the areas we need	23 2%	19 2%	1 2%	12 2%	8 4%	21 2%	1 2%	19 2%	1 2%	12 2%	8 4%
Effort involved in switching outweighs the benefit	90 7%	64 8%	2 3%	48 8%	7 4%	76 7%	8 18%	59 8%	7 9%	50 9%	5 3%
No reason	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	30 2%	17 2%	- -%	17 3%	3 2%	25 2%	- -%	17 2%	- -%	17 3%	3 2%
Don't know	79 6%	51 6%	4 6%	43 7%	12 6%	69 6%	4 9%	50 6%	4 6%	43 7%	12 6%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 498 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	1358	501	989	135	-	444	710	91	1	506	481	109	1
Effective base	523	180	380	46	-	164	266	33	1	197	196	37	1
Weighted Base	1268	455	908	123	-	404	606	74	2	474	448	80	2
We don't post large enough volumes	477 38%	149 33%	347 38%	44 36%	- -%	121 30%	203 34%	23 30%	2 100%	131 28%	155 35%	22 27%	- -%
We are near a Post Office	427 34%	175 38%	328 36%	45 36%	- -%	174 43%	202 33%	20 27%	2 100%	177 37%	169 38%	27 34%	- -%
						b							
Our chosen provider is safe enough for our needs	344 27%	125 27%	276 30%	42 34%	- -%	112 28%	185 31%	23 31%	2 100%	133 28%	133 30%	31 39%	- -%
Our chosen provider is reliable enough for our needs	320 25%	149 33%	238 26%	41 33%	- -%	130 32%	179 30%	21 29%	2 100%	145 31%	110 25%	31 39%	- -%
Our chosen provider is fast enough for our needs	216 17%	90 20%	164 18%	18 15%	- -%	74 18%	125 21%	14 19%	2 100%	100 21%	82 18%	18 22%	- -%
Don't know enough about what other providers offer	166 13%	75 16%	116 13%	15 12%	- -%	75 19%	84 14%	7 10%	- -%	87 18%	52 12%	5 6%	- -%
Don't know enough about other providers and their services	133 10%	54 12%	107 12%	26 21%	- -%	44 11%	73 12%	11 15%	- -%	47 10%	63 14%	7 9%	- -%
Our customers prefer our chosen provider	97 8%	51 11%	60 7%	15 12%	- -%	52 13%	43 7%	11 14%	- -%	57 12%	25 6%	10 13%	- -%
						b				b			
Others more expensive than our current providers	96 8%	48 10%	59 6%	21 17%	- -%	45 11%	44 7%	6 8%	- -%	54 11%	44 10%	14 17%	- -%
				b									

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 498 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	1358	501	989	135	-	444	710	91	1	506	481	109	1
Effective base	523	180	380	46	-	164	266	33	1	197	196	37	1
Weighted Base	1268	455	908	123	-	404	606	74	2	474	448	80	2
Unaware of other providers	67	37	51	9	-	27	31	1	-	29	23	3	-
	5%	8%	6%	7%	-%	7%	5%	2%	-%	6%	5%	4%	-%
Other operators do not provide the service I need	52	17	46	7	-	19	29	2	-	26	6	3	2
	4%	4%	5%	6%	-%	5%	5%	2%	-%	6%	1%	3%	100%
		b											
Other providers don't pick up post in this area	28	14	21	3	-	20	11	*	-	21	9	2	-
	2%	3%	2%	3%	-%	5%	2%	*%	-%	4%	2%	3%	-%
Other providers could not deliver to all the areas we need	23	17	13	7	-	14	15	5	-	16	5	5	-
	2%	4%	1%	6%	-%	3%	2%	7%	-%	3%	1%	6%	-%
		b											
Effort involved in switching outweighs the benefit	90	28	77	13	-	32	53	6	-	40	28	6	-
	7%	6%	8%	10%	-%	8%	9%	8%	-%	8%	6%	7%	-%
No reason	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	30	3	18	-	-	2	12	2	-	7	9	1	-
	2%	1%	2%	-%	-%	1%	2%	3%	-%	1%	2%	2%	-%
Don't know	79	30	57	8	-	24	42	7	-	31	31	5	-
	6%	7%	6%	6%	-%	6%	7%	9%	-%	6%	7%	6%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 498 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1358	1115	816	559	873	691	22	380	264	236	44	30
Effective base	523	425	305	228	325	280	6	167	111	99	22	12
Weighted Base	1268	1055	732	543	789	704	16	402	275	244	50	32
We don't post large enough volumes	477 38%	403 38%	252 35%	176 32%	281 36%	288 41%	1 8%	142 35%	93 34%	93 38%	16 32%	13 41%
We are near a Post Office	427 34%	377 36%	278 38%	222 41%	290 37%	252 36%	* *%	154 38%	130 47%	97 40%	17 34%	13 41%
Our chosen provider is safe enough for our needs	344 27%	306 29%	211 29%	162 30%	221 28%	230 33%	3 16%	128 32%	91 33%	87 36%	22 44%	11 34%
Our chosen provider is reliable enough for our needs	320 25%	286 27%	216 30%	146 27%	214 27%	205 29%	5 32%	109 27%	92 34%	92 38%	22 44%	12 37%
Our chosen provider is fast enough for our needs	216 17%	185 18%	140 19%	110 20%	136 17%	154 22%	* *%	74 18%	72 26%	71 29%	13 26%	5 17%
Don't know enough about what other providers offer	166 13%	145 14%	108 15%	83 15%	109 14%	103 15%	5 30%	62 16%	56 21%	47 19%	4 8%	3 10%
Don't know enough about other providers and their services	133 10%	116 11%	84 12%	66 12%	62 8%	95 13%	1 9%	54 14%	35 13%	41 17%	11 23%	8 25%
Our customers prefer our chosen provider	97 8%	80 8%	66 9%	40 7%	59 8%	54 8%	4 28%	23 6%	25 9%	29 12%	3 5%	1 3%
Others more expensive than our current providers	96 8%	66 6%	59 8%	52 10%	47 6%	54 8%	6 37%	33 8%	37 14%	31 13%	11 22%	6 17%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 498 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1358	1115	816	559	873	691	22	380	264	236	44	30
Effective base	523	425	305	228	325	280	6	167	111	99	22	12
Weighted Base	1268	1055	732	543	789	704	16	402	275	244	50	32
Unaware of other providers	67	59	49	31	55	33	*	24	20	23	3	*
	5%	6%	7%	6%	7%	5%	2%	6%	7%	9%	5%	*%
Other operators do not provide the service I need	52	47	35	21	25	44	1	9	13	12	4	1
	4%	4%	5%	4%	3%	6%	7%	2%	5%	5%	7%	3%
Other providers don't pick up post in this area	28	22	17	19	14	15	*	13	12	14	4	*
	2%	2%	2%	4%	2%	2%	1%	3%	4%	6%	8%	1%
Other providers could not deliver to all the areas we need	23	20	18	9	13	12	4	6	1	3	3	-
	2%	2%	2%	2%	2%	2%	28%	1%	*%	1%	5%	-%
											b	
Effort involved in switching outweighs the benefit	90	77	61	42	48	59	1	33	22	21	6	2
	7%	7%	8%	8%	6%	8%	7%	8%	8%	9%	12%	6%
No reason	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	30	25	17	12	17	18	-	10	4	3	-	-
	2%	2%	2%	2%	2%	3%	-%	3%	1%	1%	-%	-%
Don't know	79	68	47	38	52	41	-	31	13	13	7	4
	6%	6%	6%	7%	7%	6%	-%	8%	5%	5%	14%	13%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 498 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	*c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1358	90	39	21	16	1209	809	1244	812	753	450	1160	123	-	1080	60
Effective base	523	37	15	10	8	456	272	468	280	250	171	438	49	-	407	30
Weighted Base	1268	91	36	17	21	1091	614	1118	644	554	412	1047	102	-	957	72
We don't post large enough volumes	477 38%	23 25%	4 12%	5 29%	5 24%	410 38%	251 41%	415 37%	224 35%	253 46% acd	138 33%	398 38%	46 45%	- -%	388 41% b	10 14%
We are near a Post Office	427 34%	37 41%	11 31%	3 20%	7 32%	376 35%	233 38%	382 34%	226 35%	221 40%	141 34%	361 34%	45 44%	- -%	346 36%	17 24%
Our chosen provider is safe enough for our needs	344 27%	26 28%	6 17%	1 6%	3 13%	306 28%	172 28%	311 28%	184 29%	158 29%	119 29%	297 28%	33 32%	- -%	300 31%	13 18%
Our chosen provider is reliable enough for our needs	320 25%	31 34%	10 26%	3 16%	6 29%	293 27%	162 26%	298 27%	167 26%	188 34% acd	135 33%	287 27%	40 39%	- -%	292 31%	10 14%
Our chosen provider is fast enough for our needs	216 17%	22 25%	1 3%	3 16%	5 24%	200 18%	98 16%	202 18%	104 16%	111 20%	78 19%	198 19%	24 23%	- -%	186 19% b	3 4%
Don't know enough about what other providers offer	166 13%	29 32%	3 10%	2 14%	3 14%	134 12%	98 16%	145 13%	84 13%	76 14%	82 20% b	124 12%	17 17%	- -%	114 12%	19 26% a
Don't know enough about other providers and their services	133 10%	9 9%	3 9%	1 5%	2 10%	102 9%	63 10%	109 10%	65 10%	65 12%	49 12%	110 10%	15 15%	- -%	93 10%	9 13%
Our customers prefer our chosen provider	97 8%	10 11%	9 24%	4 22%	4 22%	88 8%	48 8%	90 8%	59 9%	50 9%	49 12%	80 8%	18 17% b	- -%	74 8%	8 11%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 498 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	*c	*d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base	1358	90	39	21	16	1209	809	1244	812	753	450	1160	123	-	1080	60	
Effective base	523	37	15	10	8	456	272	468	280	250	171	438	49	-	407	30	
Weighted Base	1268	91	36	17	21	1091	614	1118	644	554	412	1047	102	-	957	72	
Others more expensive than our current providers	96 8%	11 12%	2 5%	* 2%	7 36%	78 7%	42 7%	80 7%	47 7%	63 11%	43 11%	75 7%	12 12%	- -%	69 7%	4 5%	
Unaware of other providers	67 5%	2 2%	6 16%	- -%	- -%	64 6%	48 8%	64 6%	39 6%	30 5%	25 6%	51 5%	9 9%	- -%	45 5%	11 15% a	
Other operators do not provide the service I need	52 4%	12 13%	3 9%	1 3%	5 26%	41 4%	18 3%	41 4%	18 3%	20 4%	18 4%	39 4%	4 4%	- -%	44 5%	2 3%	
Other providers don't pick up post in this area	28 2%	4 4%	3 8%	4 21%	5 23%	28 3%	15 2%	28 2%	21 3%	10 2%	20 5%	24 2%	2 2%	- -%	27 3%	- -%	
Other providers could not deliver to all the areas we need	23 2%	4 4%	6 17%	1 3%	* *%	18 2%	11 2%	19 2%	16 3%	12 2%	15 4%	17 2%	4 4%	- -%	19 2%	2 2%	
Effort involved in switching outweighs the benefit	90 7%	4 4%	3 8%	2 12%	3 15%	70 6%	43 7%	74 7%	37 6%	44 8%	29 7%	73 7%	6 6%	- -%	64 7%	8 11%	
No reason	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Other	30 2%	- -%	- -%	3 15%	- -%	22 2%	14 2%	22 2%	15 2%	9 2%	3 1%	20 2%	1 1%	- -%	20 2%	1 2%	
Don't know	79 6%	3 3%	* 1%	* *%	* *%	68 6%	35 6%	69 6%	46 7%	25 5%	20 5%	62 6%	4 4%	- -%	44 5%	7 10%	

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 498 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
		a	b	a	*b	a	b	a	b	c	*a	*b	c
Unweighted Base	1358	342	962	292	7	92	236	103	948	295	-	-	1358
Effective base	523	152	352	113	4	36	93	34	377	111	-	-	523
Weighted Base	1268	374	853	265	12	87	223	91	928	244	-	-	1268
We don't post large enough volumes	477 38%	129 34%	342 40%	60 23%	3 23%	22 25%	56 25%	6 7%	368 40%	102 42%	- -%	- -%	477 38%
We are near a Post Office	427 34%	150 40%	276 32%	67 25%	1 6%	25 29%	57 26%	43 47%	300 32%	84 34%	- -%	- -%	427 34%
Our chosen provider is safe enough for our needs	344 27%	75 20%	261 31% a	81 31%	8 68%	21 24%	74 33%	19 21%	266 29%	58 24%	- -%	- -%	344 27%
Our chosen provider is reliable enough for our needs	320 25%	86 23%	229 27%	69 26%	- -%	12 13%	59 27%	35 38%	226 24%	59 24%	- -%	- -%	320 25%
Our chosen provider is fast enough for our needs	216 17%	58 15%	152 18%	45 17%	- -%	6 7%	40 18%	18 19%	151 16%	47 19%	- -%	- -%	216 17%
Don't know enough about what other providers offer	166 13%	65 17% b	93 11%	34 13%	* 4%	17 20%	28 12%	15 16%	121 13%	30 12%	- -%	- -%	166 13%
Don't know enough about other providers and their services	133 10%	49 13%	79 9%	33 12%	3 22%	13 15%	23 10%	8 8%	93 10%	32 13%	- -%	- -%	133 10%
Our customers prefer our chosen provider	97 8%	41 11% b	50 6%	37 14%	- -%	12 13%	34 15%	16 17% b	58 6%	22 9%	- -%	- -%	97 8%

Columns Tested.: a,b - a,b - a,b - a,b,c - a,b,c

Table 498 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*a	*b	c
Unweighted Base	1358	342	962	292	7	92	236	103	948	295	-	-	1358
Effective base	523	152	352	113	4	36	93	34	377	111	-	-	523
Weighted Base	1268	374	853	265	12	87	223	91	928	244	-	-	1268
Others more expensive than our current providers	96 8%	38 10%	49 6%	37 14%	- -%	13 15%	30 13%	14 16%	53 6%	28 12%	- -%	- -%	96 8%
Unaware of other providers	67 5%	29 8%	37 4%	15 6%	3 27%	9 11%	15 7%	4 5%	45 5%	16 6%	- -%	- -%	67 5%
Other operators do not provide the service I need	52 4%	31 8%	20 2%	12 5%	- -%	11 13%	4 2%	11 13%	29 3%	11 5%	- -%	- -%	52 4%
Other providers don't pick up post in this area	28 2%	14 4%	14 2%	8 3%	- -%	10 12%	1 *%	6 7%	17 2%	5 2%	- -%	- -%	28 2%
Other providers could not deliver to all the areas we need	23 2%	16 4%	6 1%	12 5%	- -%	6 7%	7 3%	8 9%	13 1%	2 1%	- -%	- -%	23 2%
Effort involved in switching outweighs the benefit	90 7%	37 10%	51 6%	14 5%	- -%	8 10%	7 3%	6 7%	67 7%	18 7%	- -%	- -%	90 7%
No reason	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	30 2%	8 2%	21 3%	3 1%	- -%	2 3%	1 *%	1 1%	23 2%	5 2%	- -%	- -%	30 2%
Don't know	79 6%	16 4%	59 7%	20 7%	- -%	3 3%	18 8%	5 5%	54 6%	20 8%	- -%	- -%	79 6%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 498 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1358	637	721
Effective base	523	197	326
Weighted Base	1268	473	795
We don't post large enough volumes	477 38%	191 40%	286 36%
We are near a Post Office	427 34%	160 34%	267 34%
Our chosen provider is safe enough for our needs	344 27%	117 25%	227 29%
Our chosen provider is reliable enough for our needs	320 25%	98 21%	222 28%
Our chosen provider is fast enough for our needs	216 17%	56 12%	159 20% a
Don't know enough about what other providers offer	166 13%	75 16%	91 11%
Don't know enough about other providers and their services	133 10%	42 9%	90 11%
Our customers prefer our chosen provider	97 8%	32 7%	65 8%
Others more expensive than our current providers	96 8%	29 6%	67 8%

Columns Tested.: a,b

Table 498 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1358	637	721
Effective base	523	197	326
Weighted Base	1268	473	795
Unaware of other providers	67	27	41
	5%	6%	5%
Other operators do not provide the service I need	52	10	42
	4%	2%	5%
Other providers don't pick up post in this area	28	10	18
	2%	2%	2%
Other providers could not deliver to all the areas we need	23	9	13
	2%	2%	2%
Effort involved in switching outweighs the benefit	90	25	65
	7%	5%	8%
No reason	-	-	-
	-%	-%	-%
Other	30	9	21
	2%	2%	3%
Don't know	79	27	52
	6%	6%	7%

Columns Tested: a,b

Table 498 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1358	85	162	132	129	133	78	81	146	84	113	81	134
Effective base	523	26	81	78	42	87	47	10	62	36	24	28	51
Weighted Base	1268	37	141	158	46	187	76	22	214	88	59	80	160
We don't post large enough volumes	477	9	58	62	13	75	35	8	104	30	19	25	40
	38%	25%	41%	39%	27%	40%	46%	35%	49%	34%	32%	31%	25%
							l		adl				
We are near a Post Office	427	11	32	68	16	66	29	18	67	21	26	24	50
	34%	29%	23%	43%	34%	35%	37%	82%	31%	24%	44%	30%	31%
				bi			abcdefghijkl						
Our chosen provider is safe enough for our needs	344	13	43	46	15	49	14	5	52	13	14	23	58
	27%	37%	30%	29%	32%	26%	18%	22%	24%	15%	24%	28%	36%
													fi
Our chosen provider is reliable enough for our needs	320	6	38	34	10	54	13	5	54	16	20	21	49
	25%	17%	27%	22%	21%	29%	17%	24%	25%	18%	34%	26%	31%
Our chosen provider is fast enough for our needs	216	7	40	20	8	43	7	5	27	8	14	23	14
	17%	19%	28%	13%	18%	23%	9%	23%	12%	10%	24%	28%	9%
			cfhil			fi						fi	
Don't know enough about what other providers offer	166	2	11	18	2	34	8	5	15	18	11	17	23
	13%	5%	8%	12%	5%	18%	11%	23%	7%	21%	19%	22%	15%
						bdh				dh		dh	
Don't know enough about other providers and their services	133	*	16	11	3	17	3	5	42	4	2	15	13
	10%	1%	11%	7%	6%	9%	4%	21%	20%	5%	4%	19%	8%
									acfi			a	
Our customers prefer our chosen provider	97	2	6	16	4	8	4	1	24	12	4	6	10
	8%	5%	4%	10%	10%	4%	5%	3%	11%	14%	6%	8%	6%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 498 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	1358	85	162	132	129	133	78	81	146	84	113	81	134
Effective base	523	26	81	78	42	87	47	10	62	36	24	28	51
Weighted Base	1268	37	141	158	46	187	76	22	214	88	59	80	160
Others more expensive than our current providers	96 8%	3 7%	4 3%	6 4%	3 7%	19 10%	5 6%	* 1%	24 11%	12 13%	1 1%	5 7%	14 9%
Unaware of other providers	67 5%	1 2%	7 5%	10 7%	2 4%	9 5%	5 7%	* *%	13 6%	4 4%	4 7%	9 11%	4 2%
Other operators do not provide the service I need	52 4%	* 1%	4 3%	3 2%	2 5%	12 6%	1 1%	* 1%	14 7%	6 7%	1 1%	9 11%	1 1%
Other providers don't pick up post in this area	28 2%	* 1%	2 1%	1 *%	* 1%	12 7%	* *%	* 2%	6 3%	4 4%	- -%	1 1%	1 1%
Other providers could not deliver to all the areas we need	23 2%	* *%	3 2%	3 2%	2 5%	1 *%	1 1%	* 1%	3 1%	* *%	* 1%	3 4%	6 4%
Effort involved in switching outweighs the benefit	90 7%	1 3%	16 11%	14 9%	6 12%	11 6%	10 14%	* 1%	10 5%	4 4%	6 10%	2 3%	11 7%
No reason	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	30 2%	6 15%	3 2%	3 2%	* *%	2 1%	- -%	1 5%	12 6%	1 1%	1 2%	* *%	1 1%
Don't know	79 6%	3 8%	5 4%	11 7%	4 9%	13 7%	4 5%	1 4%	8 4%	7 8%	1 2%	13 17%	8 5%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 498 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1358	379	340	311	328	719	639
Effective base	523	183	166	104	103	349	207
Weighted Base	1268	335	310	324	299	645	622
We don't post large enough volumes	477	129	123	142	84	252	225
	38%	38%	40%	44%	28%	39%	36%
				d			
We are near a Post Office	427	111	111	106	99	221	205
	34%	33%	36%	33%	33%	34%	33%
Our chosen provider is safe enough for our needs	344	102	77	70	95	179	165
	27%	30%	25%	22%	32%	28%	26%
Our chosen provider is reliable enough for our needs	320	79	76	75	90	155	165
	25%	23%	25%	23%	30%	24%	26%
Our chosen provider is fast enough for our needs	216	66	58	40	51	124	91
	17%	20%	19%	12%	17%	19%	15%
Don't know enough about what other providers offer	166	31	45	38	52	76	90
	13%	9%	14%	12%	17%	12%	14%
Don't know enough about other providers and their services	133	28	23	51	31	51	82
	10%	8%	8%	16%	10%	8%	13%
				b			a
Our customers prefer our chosen provider	97	24	16	37	20	40	56
	8%	7%	5%	11%	7%	6%	9%
Others more expensive than our current providers	96	13	26	36	21	39	57
	8%	4%	9%	11%	7%	6%	9%
				a			

Columns Tested: a,b,c,d - a,b

Table 498 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1358	379	340	311	328	719	639
Effective base	523	183	166	104	103	349	207
Weighted Base	1268	335	310	324	299	645	622
Unaware of other providers	67	18	16	17	17	33	34
	5%	5%	5%	5%	6%	5%	5%
Other operators do not provide the service I need	52	7	15	20	10	22	30
	4%	2%	5%	6%	3%	3%	5%
Other providers don't pick up post in this area	28	3	13	10	2	16	12
	2%	1%	4%	3%	1%	2%	2%
			a				
Other providers could not deliver to all the areas we need	23	6	4	3	10	10	13
	2%	2%	1%	1%	3%	2%	2%
Effort involved in switching outweighs the benefit	90	31	27	14	19	58	32
	7%	9%	9%	4%	6%	9%	5%
No reason	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Other	30	11	2	14	3	13	16
	2%	3%	1%	4%	1%	2%	3%
Don't know	79	19	21	16	23	40	39
	6%	6%	7%	5%	8%	6%	6%

Columns Tested: a,b,c,d - a,b

Table 499

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Unweighted Base	1239	317	922	906	193	45	95	333
Effective base	475	72	409	440	78	17	36	99
Weighted Base	1160	128	1032	1111	42	5	2	49
We don't post large enough volumes	455 39%	57 45%	398 39%	440 40%	13 31%	2 33%	* 22%	15 31%
We are near a Post Office	414 36%	39 31%	375 36%	397 36%	15 36%	2 48%	* 15%	18 36%
Our chosen provider is safe enough for our needs	328 28%	25 20%	303 29%	313 28%	13 31%	1 23%	1 27%	15 30%
Our chosen provider is reliable enough for our needs	298 26%	12 10%	286 28%	285 26%	13 30%	1 21%	* 7%	14 28%
Our chosen provider is fast enough for our needs	202 17%	5 4%	197 19%	187 17%	14 33%	1 15%	* 10%	15 30%
Don't know enough about what other providers offer	153 13%	1 1%	152 15%	147 13%	5 11%	* 7%	* 16%	5 11%
Don't know enough about other providers and their services	125 11%	1 1%	124 12%	120 11%	4 10%	* %	* 2%	4 9%
Our customers prefer our chosen provider	75 6%	12 9%	63 6%	73 7%	1 3%	* 9%	* 15%	2 4%

Columns Tested: a,b - a,b,c,d,e

Table 499 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1239	317	922	906	193	45	95	333
Effective base	475	72	409	440	78	17	36	99
Weighted Base	1160	128	1032	1111	42	5	2	49
Others more expensive than our current providers	70	3	67	67	2	1	*	3
	6%	3%	6%	6%	6%	13%	7%	6%
Unaware of other providers	62	7	55	59	3	*	*	4
	5%	6%	5%	5%	8%	3%	13%	7%
							a	
Other operators do not provide the service I need	49	2	46	46	2	*	*	3
	4%	2%	5%	4%	5%	10%	3%	6%
Other providers don't pick up post in this area	27	*	27	27	1	*	*	1
	2%	*%	3%	2%	2%	1%	2%	2%
Other providers could not deliver to all the areas we need	17	*	17	16	1	*	*	2
	1%	*%	2%	1%	3%	9%	5%	3%
						a		
Effort involved in switching outweighs the benefit	86	1	85	82	4	*	*	4
	7%	1%	8%	7%	9%	8%	1%	8%
			a					
Other	27	2	26	27	-	-	*	*
	2%	1%	2%	2%	-%	-%	1%	*%
Don't know	71	10	61	68	2	*	*	3
	6%	8%	6%	6%	6%	5%	8%	6%

Columns Tested:: a,b - a,b,c,d,e

Table 499 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1239	399	375	132	124	114	95	906	193	140
Effective base	475	230	172	53	55	38	36	440	78	34
Weighted Base	1160	658	369	84	32	15	2	1111	42	7
We don't post large enough volumes	455 39%	270 41% ef	138 37%	33 39%	11 35%	4 24%	* 22%	440 40% f	13 31%	2 29%
We are near a Post Office	414 36%	250 38% f	120 33% f	26 31%	13 40% f	5 31%	* 15%	397 36% f	15 36% f	3 37% f
Our chosen provider is safe enough for our needs	328 28%	187 28%	103 28%	23 27%	10 31%	4 29%	1 27%	313 28%	13 31%	2 25%
Our chosen provider is reliable enough for our needs	298 26%	177 27% f	90 24% f	18 22%	11 34% f	3 17%	* 7%	285 26% f	13 30% f	1 17%
Our chosen provider is fast enough for our needs	202 17%	112 17%	69 19% c	6 7%	12 37% abcefgi	3 18%	* 10%	187 17% abcfgi	14 33% abcfgi	1 13%
Don't know enough about what other providers offer	153 13%	89 14%	45 12%	13 16%	3 10%	2 13%	* 16%	147 13%	5 11%	1 10%
Don't know enough about other providers and their services	125 11%	84 13% fi	30 8%	6 7%	3 10%	1 8%	* 2%	120 11%	4 10%	* 1%
Our customers prefer our chosen provider	75 6%	45 7%	19 5%	8 10%	1 2%	1 7%	* 15% bdh	73 7%	1 3%	1 11%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 499 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1239	399	375	132	124	114	95	906	193	140
Effective base	475	230	172	53	55	38	36	440	78	34
Weighted Base	1160	658	369	84	32	15	2	1111	42	7
Others more expensive than our current providers	70 6%	53 8%	8 2%	5 7%	2 7%	1 5%	* 7%	67 6%	2 6%	1 11%
Unaware of other providers	62 5%	b 4%	27 7%	7 8%	2 7%	1 7%	* 13%	b 5%	3 8%	* 6%
Other operators do not provide the service I need	49 4%	34 5%	7 2%	5 6%	2 7%	1 4%	* 3%	46 4%	2 5%	1 8%
Other providers don't pick up post in this area	27 2%	21 3%	2 1%	4 4%	* 1%	1 4%	* 2%	27 2%	1 2%	* 1%
Other providers could not deliver to all the areas we need	17 1%	10 1%	5 1%	1 2%	1 3%	* 3%	* 5%	16 1%	1 3%	1 8%
Effort involved in switching outweighs the benefit	86 7%	39 6%	36 10%	7 9%	2 7%	2 12%	* 1%	82 7%	4 9%	* 6%
Other	27 2%	21 3%	5 1%	1 1%	- -%	- -%	* 1%	27 2%	- -%	* *%
Don't know	71 6%	34 5%	30 8%	4 5%	2 6%	1 6%	* 8%	68 6%	2 6%	* 6%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 499 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1239	551	355	193	45	95	450	200	62	49	116
Effective base	475	325	153	78	17	36	264	87	21	17	21
Weighted Base	1160	908	203	42	5	2	741	146	38	21	35
We don't post large enough volumes	455 39%	365 40%	75 37%	13 31%	2 33%	* 22%	291 39%	59 41%	15 39%	4 21%	18 51%
We are near a Post Office	414 36%	335 37%	62 30%	15 36%	2 48%	* 15%	278 37%	50 34%	12 31%	5 24%	16 45%
Our chosen provider is safe enough for our needs	328 28%	260 29%	52 26%	13 31%	1 23%	1 27%	210 28%	39 27%	11 28%	7 34%	14 40%
Our chosen provider is reliable enough for our needs	298 26%	238 26%	46 23%	13 30%	1 21%	* 7%	207 28%	32 22%	8 20%	6 29%	14 39%
Our chosen provider is fast enough for our needs	202 17%	163 18%	24 12%	14 33%	1 15%	* 10%	150 20%	23 16%	3 7%	4 17%	11 32%
Don't know enough about what other providers offer	153 13%	124 14%	23 11%	5 11%	* 7%	* 16%	115 16%	19 13%	10 26%	1 3%	2 7%
Don't know enough about other providers and their services	125 11%	105 12%	15 7%	4 10%	* *%	* 2%	91 12%	13 9%	8 21%	1 4%	1 4%
Our customers prefer our chosen provider	75 6%	55 6%	18 9%	1 3%	* 9%	* 15%	49 7%	10 7%	4 10%	* 2%	1 2%
Others more expensive than our current providers	70 6%	55 6%	12 6%	2 6%	1 13%	* 7%	53 7%	4 3%	1 2%	2 11%	2 6%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 499 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1239	551	355	193	45	95	450	200	62	49	116
Effective base	475	325	153	78	17	36	264	87	21	17	21
Weighted Base	1160	908	203	42	5	2	741	146	38	21	35
Unaware of other providers	62 5%	45 5%	13 7%	3 8%	* 3%	* 13% a	41 5%	11 7%	1 2%	* 1%	1 3%
Other operators do not provide the service I need	49 4%	38 4%	8 4%	2 5%	* 10%	* 3%	36 5%	5 3%	3 9%	* *%	2 6%
Other providers don't pick up post in this area	27 2%	22 2%	5 2%	1 2%	* 1%	* 2%	21 3%	5 4%	- -%	* 2%	* *%
Other providers could not deliver to all the areas we need	17 1%	11 1%	5 2%	1 3%	* 9% a	* 5%	13 2%	1 1%	2 5%	* *%	1 2%
Effort involved in switching outweighs the benefit	86 7%	66 7%	16 8%	4 9%	* 8%	* 1%	63 8%	17 12%	2 5%	1 4%	1 3%
Other	27 2%	22 2%	6 3%	- -%	- -%	* 1%	22 3%	2 1%	1 1%	- -%	* *%
Don't know	71 6%	54 6%	14 7%	2 6%	* 5%	* 8%	44 6%	6 4%	3 7%	3 16%	3 9%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 499 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1239	85	48	105	35	75	97	88	63	65
Effective base	475	51	28	62	18	40	62	57	35	33
Weighted Base	1160	119	73	172	39	102	175	159	95	82
We don't post large enough volumes	455 39%	33 28%	54 74%	62 36%	28 73%	44 43%	50 29%	67 42%	38 40%	31 38%
			acefghi		acefghi					
We are near a Post Office	414 36%	46 39%	24 33%	70 41%	16 41%	34 33%	52 30%	65 41%	33 35%	27 33%
Our chosen provider is safe enough for our needs	328 28%	27 23%	18 24%	51 30%	4 11%	34 33%	50 28%	48 30%	33 35%	26 32%
Our chosen provider is reliable enough for our needs	298 26%	36 31%	24 32%	52 30%	10 25%	24 24%	38 22%	49 31%	16 17%	18 22%
Our chosen provider is fast enough for our needs	202 17%	21 18%	26 36%	25 14%	5 13%	16 16%	28 16%	40 25%	13 14%	9 11%
			cghi							
Don't know enough about what other providers offer	153 13%	16 13%	11 15%	25 14%	8 19%	20 19%	19 11%	18 12%	17 18%	11 13%
Don't know enough about other providers and their services	125 11%	10 8%	15 20%	15 9%	4 10%	10 10%	12 7%	28 18%	13 13%	13 16%
Our customers prefer our chosen provider	75 6%	11 10%	5 7%	13 7%	3 8%	* *%	15 8%	13 8%	- -%	1 1%
		e								
Others more expensive than our current providers	70 6%	8 7%	3 5%	7 4%	3 9%	7 7%	12 7%	21 13%	1 1%	1 1%
							h			

Columns Tested: a,b,c,d,e,f,g,h,i

Table 499 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1239	85	48	105	35	75	97	88	63	65
Effective base	475	51	28	62	18	40	62	57	35	33
Weighted Base	1160	119	73	172	39	102	175	159	95	82
Unaware of other providers	62	4	8	9	5	5	7	5	7	3
	5%	4%	10%	5%	13%	5%	4%	3%	7%	4%
Other operators do not provide the service I need	49	10	2	10	-	2	16	5	-	2
	4%	8%	3%	6%	-%	2%	9%	3%	-%	2%
Other providers don't pick up post in this area	27	4	2	3	*	3	3	8	*	2
	2%	3%	3%	2%	*%	3%	2%	5%	*%	2%
Other providers could not deliver to all the areas we need	17	4	*	2	-	*	7	*	1	1
	1%	4%	*%	1%	-%	*%	4%	*%	1%	1%
Effort involved in switching outweighs the benefit	86	16	6	19	3	7	12	10	8	3
	7%	13%	8%	11%	8%	7%	7%	6%	8%	4%
Other	27	3	-	-	-	-	7	7	4	3
	2%	3%	-%	-%	-%	-%	4%	4%	5%	4%
Don't know	71	3	-	13	-	3	13	18	3	*
	6%	3%	-%	8%	-%	3%	7%	11%	3%	*%
								i		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 499 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1239	175	196	290	661	578	198	193	187
Effective base	475	90	114	181	383	152	55	52	80
Weighted Base	1160	223	287	506	1017	143	64	52	28
We don't post large enough volumes	455 39%	104 46% eh	125 44%	179 35%	408 40%	47 33%	23 36%	16 31%	8 30%
We are near a Post Office	414 36%	77 34%	104 36%	186 37%	367 36%	48 33%	16 25%	24 47% fh	7 27%
Our chosen provider is safe enough for our needs	328 28%	64 29%	78 27%	148 29%	291 29%	37 26%	12 18%	17 32%	9 31%
Our chosen provider is reliable enough for our needs	298 26%	52 23%	77 27%	138 27%	267 26%	31 22%	12 19%	14 26%	6 21%
Our chosen provider is fast enough for our needs	202 17%	30 13%	60 21%	93 18%	183 18%	18 13%	7 11%	8 16%	3 12%
Don't know enough about what other providers offer	153 13%	38 17% ef	44 15% ef	63 12% ef	144 14% ef	8 6%	2 2%	4 8%	3 10%
Don't know enough about other providers and their services	125 11%	27 12% efh	37 13% efh	56 11% efh	120 12% efh	4 3%	1 2%	3 5%	1 3%
Our customers prefer our chosen provider	75 6%	4 2%	17 6%	41 8%	61 6%	14 10% a	8 12% a	4 8%	2 8%

Columns Tested:: a,b,c,d,e,f,g,h

Table 499 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1239	175	196	290	661	578	198	193	187
Effective base	475	90	114	181	383	152	55	52	80
Weighted Base	1160	223	287	506	1017	143	64	52	28
Others more expensive than our current providers	70 6%	12 5%	13 5%	40 8%	65 6%	5 4%	3 5%	1 2%	1 3%
Unaware of other providers	62 5%	14 6%	19 7%	20 4%	53 5%	9 6%	5 7%	2 4%	3 9%
Other operators do not provide the service I need	49 4%	4 2%	12 4%	31 6%	46 5%	2 2%	2 3%	* 1%	* 2%
Other providers don't pick up post in this area	27 2%	5 2%	6 2%	14 3%	25 2%	2 2%	1 1%	1 1%	1 4%
Other providers could not deliver to all the areas we need	17 1%	1 1%	6 2%	9 2%	16 2%	1 1%	1 1%	* *%	* 2%
Effort involved in switching outweighs the benefit	86 7%	13 6%	29 10%	41 8%	83 8%	3 2%	1 2%	1 1%	1 3%
Other	27 2%	3 1%	8 3%	15 3%	26 3%	2 1%	1 2%	1 1%	- -%
Don't know	71 6%	4 2%	6 2%	44 9%	54 5%	17 12%	11 18%	4 7%	2 9%
				ab		abd	abd		ab

Columns Tested: a,b,c,d,e,f,g,h

Table 499 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1239	54	70	6	76	112	261	61	69	605
Effective base	475	23	19	3	21	48	100	21	22	245
Weighted Base	1160	56	37	13	49	127	198	51	43	635
We don't post large enough volumes	455 39%	30 53% d	10 28%	1 6%	11 23%	40 32%	71 36%	24 48%	31 71% bdefi	249 39%
We are near a Post Office	414 36%	22 40%	17 46%	* 2%	17 35%	37 29%	71 36%	20 39%	17 39%	230 36%
Our chosen provider is safe enough for our needs	328 28%	19 35% e	13 36% e	- -%	13 26%	14 11%	45 23%	15 29%	19 43% e	203 32% e
Our chosen provider is reliable enough for our needs	298 26%	25 45% f	11 30%	- -%	11 23%	30 24%	36 18%	17 34%	11 26%	167 26%
Our chosen provider is fast enough for our needs	202 17%	19 34% ei	10 27% e	- -%	10 20%	10 8%	34 17%	9 18%	10 22%	110 17%
Don't know enough about what other providers offer	153 13%	2 3%	3 9%	7 56%	11 21%	16 13%	24 12%	3 6%	9 20%	89 14%
Don't know enough about other providers and their services	125 11%	14 26% i	2 6%	1 6%	3 6%	12 9%	27 14%	3 6%	8 17%	58 9%
Our customers prefer our chosen provider	75 6%	9 16% i	5 12%	3 27%	8 16% i	6 5%	25 12% i	3 6%	2 5%	22 3%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 499 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1239	54	70	6	76	112	261	61	69	605
Effective base	475	23	19	3	21	48	100	21	22	245
Weighted Base	1160	56	37	13	49	127	198	51	43	635
Others more expensive than our current providers	70 6%	16 29%	7 19%	- -%	7 14%	4 3%	26 13%	1 1%	2 5%	14 2%
		eghi	ei		i		ei			
Unaware of other providers	62 5%	* 1%	3 7%	- -%	3 5%	14 11%	19 10%	4 8%	6 15%	15 2%
					i	i			i	
Other operators do not provide the service I need	49 4%	7 12%	* *%	3 27%	3 7%	5 4%	16 8%	* *%	1 3%	17 3%
		i					i			
Other providers don't pick up post in this area	27 2%	7 13%	* 1%	3 27%	4 7%	3 3%	4 2%	- -%	* 1%	9 1%
		fi								
Other providers could not deliver to all the areas we need	17 1%	1 1%	* *%	- -%	* *%	* *%	6 3%	- -%	* 1%	10 2%
Effort involved in switching outweighs the benefit	86 7%	1 2%	1 3%	- -%	1 2%	7 5%	18 9%	3 5%	3 7%	54 8%
Other	27 2%	2 3%	- -%	5 36%	5 9%	3 2%	4 2%	1 2%	- -%	13 2%
Don't know	71 6%	4 8%	1 3%	- -%	1 2%	13 10%	15 7%	1 2%	1 1%	37 6%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 499 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1239	242	261	736	1064	175	-	1032	207	1188	51
Effective base	475	92	100	287	403	75	-	426	52	453	23
Weighted Base	1160	232	198	731	950	210	-	1062	98	1113	47
We don't post large enough volumes	455 39%	81 35%	71 36%	304 42%	365 38%	91 43%	- -%	427 40%	29 29%	441 40%	15 31%
We are near a Post Office	414 36%	76 33%	71 36%	267 37%	344 36%	70 34%	- -%	370 35%	44 45%	399 36%	16 33%
Our chosen provider is safe enough for our needs	328 28%	46 20%	45 23%	236 32% a	281 30%	47 22%	- -%	294 28%	33 34%	318 29%	9 20%
Our chosen provider is reliable enough for our needs	298 26%	66 29%	36 18%	196 27%	239 25%	59 28%	- -%	276 26%	22 23%	290 26%	8 17%
Our chosen provider is fast enough for our needs	202 17%	39 17%	34 17%	128 18%	150 16%	52 25%	- -%	187 18%	14 14%	194 17%	8 17%
Don't know enough about what other providers offer	153 13%	28 12%	24 12%	101 14%	128 13%	25 12%	- -%	135 13%	18 18%	145 13%	8 17%
Don't know enough about other providers and their services	125 11%	29 13%	27 14%	69 9%	96 10%	29 14%	- -%	118 11%	7 7%	121 11%	3 7%
Our customers prefer our chosen provider	75 6%	23 10% c	25 12% c	27 4%	64 7%	11 5%	- -%	66 6%	9 9%	74 7%	* 1%
Others more expensive than our current providers	70 6%	27 12% c	26 13% c	17 2%	51 5%	19 9%	- -%	69 6%	1 1%	69 6%	1 3%

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 499 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1239	242	261	736	1064	175	-	1032	207	1188	51
Effective base	475	92	100	287	403	75	-	426	52	453	23
Weighted Base	1160	232	198	731	950	210	-	1062	98	1113	47
Unaware of other providers	62 5%	17 7%	19 10%	26 4%	53 6%	9 4%	- -%	55 5%	7 8%	61 5%	1 3%
Other operators do not provide the service I need	49 4%	15 7%	16 8%	18 2%	44 5%	5 2%	- -%	44 4%	5 5%	41 4%	8 17% a
Other providers don't pick up post in this area	27 2%	14 6% c	4 2%	9 1%	22 2%	6 3%	- -%	24 2%	4 4%	27 2%	- -%
Other providers could not deliver to all the areas we need	17 1%	1 *%	6 3%	10 1%	14 2%	3 1%	- -%	16 1%	2 2%	17 2%	- -%
Effort involved in switching outweighs the benefit	86 7%	9 4%	18 9%	60 8%	69 7%	17 8%	- -%	78 7%	8 8%	85 8%	1 3%
Other	27 2%	9 4%	4 2%	14 2%	17 2%	10 5%	- -%	27 3%	* *%	27 2%	- -%
Don't know	71 6%	18 8%	15 7%	39 5%	53 6%	18 9%	- -%	62 6%	9 9%	68 6%	3 6%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 499 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1239	834	224	175
Effective base	475	339	68	68
Weighted Base	1160	857	150	147
We don't post large enough volumes	455 39%	374 44%	41 27%	36 25%
		bc		
We are near a Post Office	414 36%	281 33%	67 44%	67 45%
				a
Our chosen provider is safe enough for our needs	328 28%	232 27%	44 29%	49 34%
Our chosen provider is reliable enough for our needs	298 26%	219 26%	43 29%	34 23%
Our chosen provider is fast enough for our needs	202 17%	141 16%	26 17%	33 22%
Don't know enough about what other providers offer	153 13%	113 13%	22 15%	16 11%
Don't know enough about other providers and their services	125 11%	86 10%	19 13%	17 12%
Our customers prefer our chosen provider	75 6%	38 4%	16 11%	21 14%
			a	a
Others more expensive than our current providers	70 6%	29 3%	13 9%	28 19%
				a

Columns Tested: a,b,c

Table 499 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Unweighted Base	1239	834	224	175
Effective base	475	339	68	68
Weighted Base	1160	857	150	147
Unaware of other providers	62 5%	48 6%	5 3%	10 7%
Other operators do not provide the service I need	49 4%	30 3%	6 4%	13 9% a
Other providers don't pick up post in this area	27 2%	16 2%	4 3%	7 5%
Other providers could not deliver to all the areas we need	17 1%	11 1%	4 3%	3 2%
Effort involved in switching outweighs the benefit	86 7%	58 7%	12 8%	14 9%
Other	27 2%	20 2%	1 1%	6 4%
Don't know	71 6%	51 6%	12 8%	7 5%

Columns Tested: a,b,c

Table 499 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	*k
Significance Level: 95%												
Unweighted Base	1239	1036	151	31	6	6	3	3	3	1187	52	21
Effective base	475	425	42	8	2	3	1	1	1	463	13	6
Weighted Base	1160	1060	75	18	1	5	*	1	*	1135	25	7
We don't post large enough volumes	455	443	11	1	-	-	*	-	-	454	1	*
	39%	42%	15%	4%	-%	-%	100%	-%	-%	40%	4%	6%
		bcj								bcj		
We are near a Post Office	414	383	26	2	-	2	*	*	*	409	5	3
	36%	36%	35%	13%	-%	39%	100%	2%	96%	36%	20%	39%
Our chosen provider is safe enough for our needs	328	300	20	6	*	1	*	-	*	320	8	2
	28%	28%	27%	34%	10%	27%	4%	-%	96%	28%	31%	24%
Our chosen provider is reliable enough for our needs	298	276	16	3	-	3	-	-	-	292	6	3
	26%	26%	22%	19%	-%	53%	-%	-%	-%	26%	24%	38%
Our chosen provider is fast enough for our needs	202	185	11	4	*	1	-	-	-	197	5	1
	17%	17%	15%	20%	64%	20%	-%	-%	-%	17%	20%	19%
Don't know enough about what other providers offer	153	140	13	*	*	-	-	-	*	153	*	*
	13%	13%	17%	*%	16%	-%	-%	-%	1%	13%	1%	1%
Don't know enough about other providers and their services	125	115	9	*	-	*	*	-	-	124	*	*
	11%	11%	13%	1%	-%	*%	*%	-%	-%	11%	1%	*%
Our customers prefer our chosen provider	75	61	12	1	-	1	-	-	-	73	2	1
	6%	6%	16%	6%	-%	20%	-%	-%	-%	6%	8%	14%
			ai									
Others more expensive than our current providers	70	63	7	*	-	-	-	-	*	70	*	*
	6%	6%	9%	*%	-%	-%	-%	-%	2%	6%	*%	*%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 499 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	*k
Significance Level: 95%												
Unweighted Base	1239	1036	151	31	6	6	3	3	3	1187	52	21
Effective base	475	425	42	8	2	3	1	1	1	463	13	6
Weighted Base	1160	1060	75	18	1	5	*	1	*	1135	25	7
Unaware of other providers	62 5%	54 5%	8 11%	* 1%	- -%	- -%	* *%	- -%	- -%	62 5%	* 1%	* *%
Other operators do not provide the service I need	49 4%	42 4%	6 8%	* *%	- -%	* *%	- -%	1 98%	* 1%	48 4%	1 3%	1 11%
Other providers don't pick up post in this area	27 2%	23 2%	3 4%	1 8%	* 7%	- -%	- -%	- -%	- -%	26 2%	1 6%	* 1%
Other providers could not deliver to all the areas we need	17 1%	12 1%	4 6%	- -%	- -%	2 33%	* *%	- -%	* 2%	16 1%	2 7%	2 24%
Effort involved in switching outweighs the benefit	86 7%	74 7%	12 16%	- -%	* 10%	- -%	- -%	- -%	- -%	86 8%	* *%	* 1%
Other	27 2%	25 2%	2 3%	- -%	- -%	- -%	- -%	- -%	- -%	27 2%	- -%	- -%
Don't know	71 6%	64 6%	2 3%	5 28%	- -%	- -%	- -%	- -%	- -%	66 6%	5 20%	- -%
				abi							bi	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 499 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	1239	645	391	203	1086	834	1120	706	406	325	278	634	50	60	41	41	16
Effective base	475	300	127	54	413	315	431	282	166	108	120	260	16	15	9	8	5
Weighted Base	1160	780	280	100	1028	768	1061	690	432	251	293	646	38	41	16	17	10
We don't post large enough volumes	455 39%	366 47%	77 27%	12 12%	392 38%	272 35%	402 38%	229 33%	127 29%	76 30%	133 45%	250 39%	3 8%	7 18%	1 6%	8 47%	* **%
We are near a Post Office	414 36%	244 31%	139 50%	31 32%	375 36%	296 38%	390 37%	278 40%	158 37%	112 45%	91 31%	239 37%	20 52%	16 40%	11 72%	5 31%	7 62%
Our chosen provider is safe enough for our needs	328 28%	210 27%	89 32%	28 28%	302 29%	225 29%	310 29%	203 29%	137 32%	65 26%	85 29%	190 29%	10 26%	14 35%	5 34%	3 20%	1 14%
Our chosen provider is reliable enough for our needs	298 26%	182 23%	94 34%	22 22%	279 27%	219 29%	287 27%	179 26%	110 26%	59 23%	71 24%	185 29%	10 26%	11 27%	7 46%	2 9%	* **%
Our chosen provider is fast enough for our needs	202 17%	133 17%	53 19%	16 16%	181 18%	141 18%	186 18%	128 19%	76 18%	35 14%	49 17%	115 18%	8 20%	5 12%	7 45%	* **%	2 17%
Don't know enough about what other providers offer	153 13%	112 14%	28 10%	13 13%	147 14%	118 15%	152 14%	103 15%	68 16%	60 24%	40 14%	94 14%	8 21%	6 15%	2 15%	3 16%	* **%
Don't know enough about other providers and their services	125 11%	87 11%	28 10%	10 10%	114 11%	81 11%	122 12%	74 11%	42 10%	22 9%	49 17%	66 10%	2 6%	1 3%	3 19%	1 8%	- -%
Our customers prefer our chosen provider	75 6%	38 5%	22 8%	14 14%	66 6%	51 7%	69 7%	50 7%	32 7%	19 8%	17 6%	33 5%	5 13%	7 18%	5 35%	1 3%	* **%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 499 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	1239	645	391	203	1086	834	1120	706	406	325	278	634	50	60	41	41	16
Effective base	475	300	127	54	413	315	431	282	166	108	120	260	16	15	9	8	5
Weighted Base	1160	780	280	100	1028	768	1061	690	432	251	293	646	38	41	16	17	10
Others more expensive than our current providers	70 6%	30 4%	33 12%	7 7%	56 5%	56 7%	65 6%	57 8%	33 8%	12 5%	14 5%	40 6%	3 8%	2 5%	4 26%	1 8%	* %
Unaware of other providers	62 5%	38 5%	16 6%	8 8%	58 6%	49 6%	61 6%	42 6%	30 7%	19 8%	14 5%	39 6%	2 4%	1 3%	- -%	5 30%	- -%
Other operators do not provide the service I need	49 4%	27 4%	15 5%	7 7%	44 4%	38 5%	47 4%	30 4%	16 4%	15 6%	10 3%	29 4%	3 7%	* 1%	4 28%	1 4%	* %
Other providers don't pick up post in this area	27 2%	15 2%	8 3%	4 4%	25 2%	24 3%	25 2%	27 4%	16 4%	13 5%	1 *%	20 3%	* 1%	* 1%	- -%	3 18%	- -%
Other providers could not deliver to all the areas we need	17 1%	7 1%	5 2%	6 6%	17 2%	15 2%	17 2%	15 2%	13 3%	6 3%	2 1%	11 2%	3 9%	* 1%	1 4%	* *%	- -%
Effort involved in switching outweighs the benefit	86 7%	58 7%	16 6%	12 12%	80 8%	63 8%	80 8%	51 7%	28 7%	20 8%	13 4%	57 9%	6 16%	2 5%	2 11%	* 2%	* *%
Other	27 2%	24 3%	1 *%	2 2%	25 2%	17 2%	26 2%	18 3%	11 3%	1 *%	10 4%	15 2%	1 4%	- -%	- -%	- -%	- -%
Don't know	71 6%	48 6%	16 6%	7 7%	66 6%	47 6%	67 6%	48 7%	33 8%	12 5%	18 6%	39 6%	2 4%	5 13%	1 8%	* 1%	1 7%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 499 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	1239	847	80	54	47	21	33	4	638	82	48	30	19	13	4
Effective base	475	361	20	14	8	4	7	1	264	21	12	10	4	6	3
Weighted Base	1160	904	45	35	19	11	9	4	647	59	26	14	12	6	3
We don't post large enough volumes	455	359	14	4	5	5	3	-	258	7	2	*	5	*	-
	39%	40%	32%	12%	27%	50%	33%	-%	40%	12%	8%	3%	39%	*%	-%
		c	bcd												
We are near a Post Office	414	315	22	16	10	7	1	4	249	17	15	3	9	1	2
	36%	35%	48%	47%	50%	67%	11%	88%	39%	28%	56%	24%	75%	14%	57%
Our chosen provider is safe enough for our needs	328	274	7	7	10	*	3	*	194	14	10	1	5	2	*
	28%	30%	15%	19%	54%	4%	31%	11%	30%	23%	37%	5%	38%	41%	14%
		b													
Our chosen provider is reliable enough for our needs	298	253	7	13	2	2	1	-	191	11	11	2	4	*	-
	26%	28%	16%	38%	11%	21%	12%	-%	30%	18%	44%	12%	36%	1%	-%
Our chosen provider is fast enough for our needs	202	165	5	5	2	2	1	-	120	4	10	1	4	1	*
	17%	18%	11%	14%	11%	17%	15%	-%	19%	7%	39%	7%	34%	24%	10%
		b													
Don't know enough about what other providers offer	153	129	6	9	1	1	*	*	90	22	2	2	1	1	-
	13%	14%	13%	25%	6%	12%	3%	1%	14%	37%	9%	13%	6%	21%	-%
		a													
Don't know enough about other providers and their services	125	103	6	1	1	3	*	-	71	6	3	1	*	-	-
	11%	11%	13%	3%	6%	28%	*%	-%	11%	10%	12%	10%	*%	-%	-%
Our customers prefer our chosen provider	75	54	2	3	6	1	*	-	30	11	3	3	4	*	-
	6%	6%	5%	8%	31%	5%	*%	-%	5%	19%	10%	23%	36%	1%	-%
		a													
Others more expensive than our current providers	70	52	1	1	*	1	*	*	45	1	3	3	4	-	-
	6%	6%	3%	2%	1%	12%	*%	1%	7%	1%	10%	22%	34%	-%	-%
		b													

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 499 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	1239	847	80	54	47	21	33	4	638	82	48	30	19	13	4
Effective base	475	361	20	14	8	4	7	1	264	21	12	10	4	6	3
Weighted Base	1160	904	45	35	19	11	9	4	647	59	26	14	12	6	3
Unaware of other providers	62	47	5	2	*	4	*	-	42	1	1	-	4	-	-
	5%	5%	11%	5%	*%	42%	5%	-%	7%	2%	5%	-%	37%	-%	-%
Other operators do not provide the service I need	49	41	2	1	*	1	-	*	27	3	2	-	5	*	-
	4%	5%	3%	2%	1%	7%	-%	*%	4%	5%	9%	-%	42%	*%	-%
Other providers don't pick up post in this area	27	21	*	*	-	-	3	-	18	6	-	-	*	-	-
	2%	2%	1%	1%	-%	-%	33%	-%	3%	10%	-%	-%	*%	-%	-%
							abc								
Other providers could not deliver to all the areas we need	17	14	1	2	*	*	*	-	10	4	1	-	1	-	-
	1%	2%	1%	7%	1%	1%	*%	-%	1%	6%	5%	-%	5%	-%	-%
Effort involved in switching outweighs the benefit	86	71	2	5	*	2	*	*	53	6	3	*	*	-	-
	7%	8%	5%	14%	*%	18%	1%	1%	8%	11%	12%	1%	2%	-%	-%
Other	27	23	-	1	-	-	-	-	17	-	-	-	-	-	-
	2%	3%	-%	4%	-%	-%	-%	-%	3%	-%	-%	-%	-%	-%	-%
Don't know	71	61	2	*	2	*	*	-	35	6	*	4	1	*	1
	6%	7%	4%	1%	10%	2%	1%	-%	5%	10%	1%	29%	9%	1%	19%
												ac			

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 499 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	*d	*e	*f	*g	a	b	c	d	e
Unweighted Base	1239	556	63	31	22	14	12	8	513	211	233	126	35
Effective base	475	238	16	11	9	5	4	3	231	87	82	24	10
Weighted Base	1160	577	47	34	16	5	4	7	613	207	164	49	27
We don't post large enough volumes	455 39%	216 38%	7 15%	5 15%	* 2%	* 1%	- -%	- -%	278 45%	57 27%	54 33%	5 11%	9 32%
We are near a Post Office	414 36%	228 40%	27 58%	9 26%	10 64%	- -%	1 24%	2 28%	225 37%	77 37%	58 36%	16 33%	13 47%
Our chosen provider is safe enough for our needs	328 28%	173 30%	10 22%	9 26%	4 23%	1 11%	3 70%	4 55%	177 29%	62 30%	45 27%	14 29%	12 44%
Our chosen provider is reliable enough for our needs	298 26%	160 28%	7 15%	6 19%	4 28%	* 8%	* 1%	* *%	149 24%	55 27%	61 38%	13 27%	7 26%
Our chosen provider is fast enough for our needs	202 17%	115 20%	7 15%	2 6%	2 13%	2 35%	* 1%	* 5%	110 18%	36 17%	24 15%	7 14%	9 31%
Don't know enough about what other providers offer	153 13%	78 14%	15 32%	7 20%	* 1%	1 11%	2 45%	* 2%	89 14%	32 15%	22 14%	7 14%	3 10%
Don't know enough about other providers and their services	125 11%	62 11%	5 11%	5 14%	- -%	1 24%	* *%	- -%	71 12%	20 10%	26 16%	1 2%	5 18%
Our customers prefer our chosen provider	75 6%	29 5%	6 14%	9 27%	5 29%	* 1%	* 1%	- -%	37 6%	9 4%	10 6%	9 18%	4 15%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 499 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	*d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1239	556	63	31	22	14	12	8	513	211	233	126	35
Effective base	475	238	16	11	9	5	4	3	231	87	82	24	10
Weighted Base	1160	577	47	34	16	5	4	7	613	207	164	49	27
Others more expensive than our current providers	70 6%	46 8%	6 14%	2 5%	3 16%	* 8%	* 1%	- -%	30 5%	15 7%	9 6%	4 9%	5 20% a
Unaware of other providers	62 5%	40 7%	* *%	1 3%	1 4%	* *%	* *%	- -%	23 4%	13 6%	13 8%	6 13%	6 21% a
Other operators do not provide the service I need	49 4%	19 3%	5 11%	3 7%	2 15%	1 25%	- -%	- -%	30 5%	2 1%	6 4%	4 8%	5 18% b
Other providers don't pick up post in this area	27 2%	21 4%	* *%	6 16% a	- -%	- -%	- -%	- -%	14 2%	5 2%	3 2%	2 5%	- -%
Other providers could not deliver to all the areas we need	17 1%	11 2%	* 1%	3 9%	- -%	1 25%	* *%	- -%	6 1%	3 2%	8 5% a	* *%	- -%
Effort involved in switching outweighs the benefit	86 7%	44 8%	2 3%	3 7%	3 17%	- -%	* 5%	- -%	42 7%	20 10%	13 8%	2 5%	3 12%
Other	27 2%	17 3%	- -%	1 2%	- -%	- -%	- -%	- -%	23 4%	3 2%	* *%	- -%	- -%
Don't know	71 6%	41 7%	6 12%	* 1%	* *%	* 4%	- -%	1 10%	35 6%	16 8%	10 6%	5 11%	* 1%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 499 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	*e
Unweighted Base	1239	526	205	205	118	30	424	142	159	81	23
Effective base	475	240	81	68	21	9	193	52	50	17	6
Weighted Base	1160	644	187	129	45	22	497	126	86	36	19
We don't post large enough volumes	455 39%	280 43%	51 27%	47 37%	5 11%	9 40%	210 42%	32 26%	20 23%	2 7%	5 25%
We are near a Post Office	414 36%	239 37%	64 34%	46 36%	15 34%	9 39%	189 38%	59 47%	28 32%	8 21%	10 53%
Our chosen provider is safe enough for our needs	328 28%	192 30%	57 30%	33 25%	13 29%	7 32%	137 28%	37 29%	29 33%	12 32%	11 57%
Our chosen provider is reliable enough for our needs	298 26%	165 26%	49 26%	48 38%	13 28%	3 14%	136 27%	43 34%	28 33%	6 18%	5 27%
Our chosen provider is fast enough for our needs	202 17%	117 18%	40 21%	13 10%	7 15%	4 20%	100 20%	10 8%	19 22%	5 13%	7 35%
Don't know enough about what other providers offer	153 13%	91 14%	28 15%	18 14%	7 15%	3 13%	77 16%	25 20%	11 13%	5 13%	* 1%
Don't know enough about other providers and their services	125 11%	74 11%	17 9%	18 14%	1 2%	5 23%	51 10%	12 9%	17 20%	1 2%	* *%
Our customers prefer our chosen provider	75 6%	40 6%	9 5%	8 6%	8 18%	* *%	28 6%	4 3%	8 9%	8 22%	4 22%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 499 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	*e
Unweighted Base	1239	526	205	205	118	30	424	142	159	81	23
Effective base	475	240	81	68	21	9	193	52	50	17	6
Weighted Base	1160	644	187	129	45	22	497	126	86	36	19
Others more expensive than our current providers	70 6%	38 6%	9 5%	5 4%	3 7%	1 6%	31 6%	9 7%	9 10%	3 9%	4 22%
Unaware of other providers	62 5%	26 4%	13 7%	9 7%	5 10%	6 26% a	24 5%	10 8%	9 10%	2 6%	5 24%
Other operators do not provide the service I need	49 4%	35 5%	2 1%	4 3%	3 6%	1 3%	25 5%	2 1%	3 3%	4 11%	4 22%
Other providers don't pick up post in this area	27 2%	17 3%	5 3%	* *%	2 6%	- -%	16 3%	3 2%	3 4%	2 6%	- -%
Other providers could not deliver to all the areas we need	17 1%	10 1%	3 2%	4 3%	* *%	- -%	6 1%	2 1%	7 9% a	* *%	- -%
Effort involved in switching outweighs the benefit	86 7%	48 7%	16 9%	11 9%	2 4%	3 15%	46 9%	9 7%	6 7%	2 5%	- -%
Other	27 2%	22 3%	3 2%	* *%	- -%	- -%	14 3%	3 2%	* *%	- -%	- -%
Don't know	71 6%	38 6%	13 7%	8 7%	5 12%	* 1%	34 7%	5 4%	4 4%	5 15%	* *%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 499 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	*b	a	*b
Unweighted Base	1239	414	95	108	62	14	316	49	334	1239	-	1078	8
Effective base	475	185	34	38	17	5	127	16	135	475	-	409	5
Weighted Base	1160	467	84	80	38	5	311	34	337	1160	-	1014	14
We don't post large enough volumes	455 39%	190 41% bcd	18 21%	13 16%	2 6%	* 1%	77 25%	12 34%	140 42% a	455 39%	- -%	392 39%	* *%
We are near a Post Office	414 36%	181 39%	42 51% d	34 42%	8 20%	2 39%	139 45%	10 29%	126 37%	414 36%	- -%	371 37%	4 27%
Our chosen provider is safe enough for our needs	328 28%	134 29%	30 36%	18 23%	16 43%	* 1%	98 32%	3 9%	100 30%	328 28%	- -%	296 29%	5 38%
Our chosen provider is reliable enough for our needs	298 26%	122 26%	21 25%	21 26%	10 25%	* *%	87 28%	6 18%	81 24%	298 26%	- -%	279 27%	* 2%
Our chosen provider is fast enough for our needs	202 17%	87 19%	17 20%	9 12%	8 21%	2 39%	66 21%	3 10%	56 17%	202 17%	- -%	181 18%	- -%
Don't know enough about what other providers offer	153 13%	71 15%	18 22%	7 9%	5 14%	1 17%	38 12%	8 22%	56 17%	153 13%	- -%	145 14%	2 14%
Don't know enough about other providers and their services	125 11%	47 10%	11 13%	15 19%	1 2%	- -%	29 9%	4 10%	41 12%	125 11%	- -%	114 11%	- -%
Our customers prefer our chosen provider	75 6%	24 5%	3 4%	10 12%	8 21% a	- -%	39 13% c	1 2%	8 2%	75 6%	- -%	63 6%	2 15%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 499 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	*b	a	*b
Unweighted Base	1239	414	95	108	62	14	316	49	334	1239	-	1078	8
Effective base	475	185	34	38	17	5	127	16	135	475	-	409	5
Weighted Base	1160	467	84	80	38	5	311	34	337	1160	-	1014	14
Others more expensive than our current providers	70 6%	29 6%	5 6%	16 19%	3 8%	- -%	36 12%	* *%	21 6%	70 6%	- -%	55 5%	1 6%
Unaware of other providers	62 5%	31 7%	4 4%	7 8%	* *%	- -%	7 2%	6 18%	29 9%	62 5%	- -%	55 5%	3 23%
Other operators do not provide the service I need	49 4%	16 3%	1 1%	6 8%	3 8%	* *%	20 7%	* *%	10 3%	49 4%	- -%	43 4%	1 7%
Other providers don't pick up post in this area	27 2%	17 4%	3 3%	3 4%	1 3%	- -%	13 4%	5 14%	8 2%	27 2%	- -%	25 2%	- -%
Other providers could not deliver to all the areas we need	17 1%	6 1%	1 1%	8 10%	* 1%	* 1%	7 2%	1 1%	8 2%	17 1%	- -%	17 2%	- -%
Effort involved in switching outweighs the benefit	86 7%	37 8%	3 3%	7 9%	3 8%	* 4%	21 7%	3 8%	25 7%	86 7%	- -%	75 7%	5 39%
Other	27 2%	17 4%	- -%	1 1%	- -%	- -%	3 1%	- -%	15 4%	27 2%	- -%	25 2%	- -%
Don't know	71 6%	35 8%	7 8%	1 1%	5 13%	- -%	22 7%	5 14%	20 6%	71 6%	- -%	66 6%	- -%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 499 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b
Unweighted Base	1239	805	29	590	116	1076	10	801	33	584	122
Effective base	475	309	6	242	40	408	5	305	10	241	42
Weighted Base	1160	746	22	584	106	1014	14	738	30	578	112
We don't post large enough volumes	455 39%	267 36%	6 26%	204 35%	25 23%	391 39%	1 5%	265 36%	7 23%	197 34%	32 29%
We are near a Post Office	414 36%	289 39%	6 29%	234 40%	43 41%	370 36%	4 31%	284 38%	12 39%	230 40%	47 42%
Our chosen provider is safe enough for our needs	328 28%	206 28%	19 85%	166 28%	38 35%	297 29%	5 36%	205 28%	20 65%	162 28%	41 37%
Our chosen provider is reliable enough for our needs	298 26%	219 29%	- -%	152 26%	27 25%	279 28%	* 2%	219 30%	- -%	149 26%	30 26%
Our chosen provider is fast enough for our needs	202 17%	141 19%	* *%	112 19%	16 15%	181 18%	- -%	141 19%	* *%	114 20%	14 13%
Don't know enough about what other providers offer	153 13%	112 15%	6 28%	87 15%	16 15%	145 14%	2 14%	108 15%	10 33%	82 14%	21 19%
Don't know enough about other providers and their services	125 11%	76 10%	6 25%	59 10%	15 14%	114 11%	* 2%	75 10%	6 19%	53 9%	21 19%
Our customers prefer our chosen provider	75 6%	47 6%	5 21%	41 7%	9 8%	59 6%	6 46%	43 6%	9 29%	35 6%	15 13%

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 499 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b
Unweighted Base	1239	805	29	590	116	1076	10	801	33	584	122
Effective base	475	309	6	242	40	408	5	305	10	241	42
Weighted Base	1160	746	22	584	106	1014	14	738	30	578	112
Others more expensive than our current providers	70 6%	50 7%	5 25%	53 9%	4 4%	54 5%	1 8%	49 7%	7 23%	44 8%	12 11%
Unaware of other providers	62 5%	44 6%	5 21%	29 5%	13 12%	55 5%	3 23%	44 6%	5 15%	24 4%	18 16%
Other operators do not provide the service I need	49 4%	38 5%	* 1%	28 5%	3 3%	43 4%	1 7%	37 5%	1 3%	28 5%	2 2%
Other providers don't pick up post in this area	27 2%	24 3%	* 1%	26 4%	1 1%	25 2%	- -%	24 3%	- -%	26 4%	1 1%
Other providers could not deliver to all the areas we need	17 1%	15 2%	* 2%	12 2%	3 3%	17 2%	- -%	15 2%	* 1%	12 2%	3 3%
Effort involved in switching outweighs the benefit	86 7%	63 8%	* *%	47 8%	4 4%	75 7%	5 39%	59 8%	4 13%	50 9%	1 1%
Other	27 2%	17 2%	- -%	17 3%	1 1%	25 2%	- -%	17 2%	- -%	17 3%	1 1%
Don't know	71 6%	47 6%	- -%	43 7%	5 5%	66 6%	- -%	47 6%	* *%	43 7%	5 5%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 499 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	1239	441	924	112	-	388	650	74	1	428	437	84	-
Effective base	475	159	352	41	-	145	240	29	1	167	175	29	-
Weighted Base	1160	405	857	109	-	357	551	64	2	400	409	61	-
We don't post large enough volumes	455 39%	138 34%	337 39%	41 38%	- -%	113 32%	196 36%	21 33%	2 100%	117 29%	145 35%	17 27%	- -%
We are near a Post Office	414 36%	164 40%	321 38%	42 39%	- -%	166 46%	195 35%	19 30%	2 100%	165 41%	166 40%	26 43%	- -%
Our chosen provider is safe enough for our needs	328 28%	118 29%	263 31%	41 37%	- -%	107 30%	172 31%	23 35%	2 100%	120 30%	126 31%	27 45%	- -%
Our chosen provider is reliable enough for our needs	298 26%	133 33%	228 27%	35 33%	- -%	116 32%	167 30%	16 25%	2 100%	127 32%	102 25%	25 41%	- -%
Our chosen provider is fast enough for our needs	202 17%	83 20%	152 18%	18 16%	- -%	69 19%	115 21%	14 22%	2 100%	91 23%	76 18%	13 21%	- -%
Don't know enough about what other providers offer	153 13%	66 16%	115 13%	15 13%	- -%	66 18%	80 15%	7 11%	- -%	75 19%	48 12%	5 9%	- -%
Don't know enough about other providers and their services	125 11%	50 12%	104 12%	24 22%	- -%	36 10%	67 12%	11 17%	- -%	40 10%	58 14%	6 10%	- -%
Our customers prefer our chosen provider	75 6%	34 8%	53 6%	10 9%	- -%	35 10%	31 6%	4 6%	- -%	41 10%	22 5%	3 4%	- -%
Others more expensive than our current providers	70 6%	35 9%	50 6%	14 13%	- -%	33 9%	33 6%	5 8%	- -%	36 9%	33 8%	10 16%	- -%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 499 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	1239	441	924	112	-	388	650	74	1	428	437	84	-
Effective base	475	159	352	41	-	145	240	29	1	167	175	29	-
Weighted Base	1160	405	857	109	-	357	551	64	2	400	409	61	-
Unaware of other providers	62	33	51	9	-	23	31	1	-	24	23	3	-
	5%	8%	6%	8%	-%	6%	6%	2%	-%	6%	6%	5%	-%
Other operators do not provide the service I need	49	16	43	7	-	18	27	2	-	25	6	2	-
	4%	4%	5%	6%	-%	5%	5%	3%	-%	6%	2%	4%	-%
		b											
Other providers don't pick up post in this area	27	14	20	3	-	19	10	*	-	21	9	2	-
	2%	3%	2%	3%	-%	5%	2%	1%	-%	5%	2%	3%	-%
Other providers could not deliver to all the areas we need	17	11	13	3	-	9	10	-	-	10	5	*	-
	1%	3%	2%	3%	-%	3%	2%	-%	-%	3%	1%	1%	-%
Effort involved in switching outweighs the benefit	86	27	73	12	-	29	52	6	-	36	27	5	-
	7%	7%	9%	11%	-%	8%	9%	9%	-%	9%	7%	8%	-%
Other	27	3	18	-	-	2	12	2	-	5	6	1	-
	2%	1%	2%	-%	-%	1%	2%	3%	-%	1%	2%	2%	-%
Don't know	71	27	53	7	-	21	37	7	-	27	26	4	-
	6%	7%	6%	6%	-%	6%	7%	11%	-%	7%	6%	7%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 499 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	b	c	d	*e
Significance Level: 95%												
Unweighted Base	1239	1056	769	545	823	660	17	370	254	229	42	28
Effective base	475	401	286	219	307	265	7	161	106	95	21	12
Weighted Base	1160	998	686	521	741	668	7	384	258	231	48	32
We don't post large enough volumes	455 39%	386 39%	242 35%	167 32%	269 36%	275 41%	1 18%	135 35%	85 33%	86 37%	15 30%	13 42%
We are near a Post Office	414 36%	365 37%	269 39%	216 41%	283 38%	244 37%	* 1%	150 39%	124 48%	91 39%	15 32%	13 41%
Our chosen provider is safe enough for our needs	328 28%	298 30%	207 30%	161 31%	213 29%	223 33%	2 30%	128 33%	90 35%	87 38%	22 45%	10 33%
Our chosen provider is reliable enough for our needs	298 26%	269 27%	200 29%	145 28%	197 27%	200 30%	* 6%	108 28%	91 35%	90 39%	22 45%	11 36%
Our chosen provider is fast enough for our needs	202 17%	177 18%	132 19%	109 21%	128 17%	150 22%	* *%	73 19%	72 28%	71 31%	13 26%	5 16%
Don't know enough about what other providers offer	153 13%	141 14%	103 15%	78 15%	105 14%	98 15%	5 63%	57 15%	52 20%	42 18%	4 9%	3 10%
Don't know enough about other providers and their services	125 11%	113 11%	81 12%	64 12%	60 8%	92 14%	1 17%	54 14%	34 13%	39 17%	10 20%	8 25%
Our customers prefer our chosen provider	75 6%	63 6%	50 7%	34 6%	45 6%	44 7%	- -%	17 4%	19 7%	25 11%	3 5%	1 3%
Others more expensive than our current providers	70 6%	56 6%	45 7%	40 8%	35 5%	44 7%	2 30%	25 7%	28 11%	21 9%	10 20%	6 18%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 499 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	b	c	d	*e
Significance Level: 95%												
Unweighted Base	1239	1056	769	545	823	660	17	370	254	229	42	28
Effective base	475	401	286	219	307	265	7	161	106	95	21	12
Weighted Base	1160	998	686	521	741	668	7	384	258	231	48	32
Unaware of other providers	62	55	44	27	50	29	*	19	16	18	3	*
	5%	6%	6%	5%	7%	4%	4%	5%	6%	8%	6%	*%
Other operators do not provide the service I need	49	44	34	21	24	43	1	9	13	12	4	1
	4%	4%	5%	4%	3%	6%	15%	2%	5%	5%	8%	3%
Other providers don't pick up post in this area	27	22	17	19	14	15	*	13	12	14	4	*
	2%	2%	2%	4%	2%	2%	2%	3%	5%	6%	8%	1%
Other providers could not deliver to all the areas we need	17	15	13	9	9	12	-	6	1	3	3	-
	1%	2%	2%	2%	1%	2%	-%	2%	*%	1%	5% b	-%
Effort involved in switching outweighs the benefit	86	77	61	41	48	59	1	32	22	21	6	2
	7%	8%	9%	8%	6%	9%	14%	8%	8%	9%	13%	6%
Other	27	25	17	10	17	18	-	8	1	3	-	-
	2%	2%	2%	2%	2%	3%	-%	2%	1%	1%	-%	-%
Don't know	71	65	44	38	52	38	-	31	13	13	7	4
	6%	7%	6%	7%	7%	6%	-%	8%	5%	6%	14%	13%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 499 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	*c	*d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base	1239	81	37	13	11	1116	739	1139	727	690	380	1068	103	-	1024	57	
Effective base	475	32	15	5	6	419	247	427	248	229	147	400	43	-	384	28	
Weighted Base	1160	84	32	11	15	1009	554	1025	575	503	356	962	89	-	904	67	
We don't post large enough volumes	455	21	4	5	5	395	241	399	211	244	129	386	45	-	378	10	
	39%	25%	14%	45%	33%	39%	43%	39%	37%	49%	36%	40%	50%	-%	42%	15%	
										acd					b		
We are near a Post Office	414	33	11	3	6	367	225	370	215	212	133	354	44	-	340	17	
	36%	39%	35%	25%	41%	36%	41%	36%	37%	42%	37%	37%	50%	-%	38%	26%	
Our chosen provider is safe enough for our needs	328	25	6	1	3	293	158	295	168	149	108	281	29	-	292	13	
	28%	30%	20%	7%	19%	29%	29%	29%	29%	30%	30%	29%	33%	-%	32%	19%	
Our chosen provider is reliable enough for our needs	298	28	5	-	6	272	144	277	147	174	116	267	34	-	278	7	
	26%	34%	16%	-%	40%	27%	26%	27%	26%	35%	33%	28%	39%	-%	31%	11%	
										abcd					b		
Our chosen provider is fast enough for our needs	202	21	1	-	5	186	88	188	90	104	67	184	20	-	181	1	
	17%	25%	3%	-%	33%	18%	16%	18%	16%	21%	19%	19%	23%	-%	20%	1%	
															b		
Don't know enough about what other providers offer	153	29	3	2	2	126	90	133	75	65	70	119	17	-	113	19	
	13%	35%	11%	22%	13%	12%	16%	13%	13%	13%	20%	12%	19%	-%	12%	28%	
											b				a		
Don't know enough about other providers and their services	125	7	3	-	2	100	55	101	57	60	41	102	13	-	90	9	
	11%	9%	10%	-%	14%	10%	10%	10%	10%	12%	11%	11%	15%	-%	10%	14%	
Our customers prefer our chosen provider	75	10	4	*	4	68	34	70	42	38	32	64	8	-	64	5	
	6%	12%	13%	*%	27%	7%	6%	7%	7%	8%	9%	7%	9%	-%	7%	8%	

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 499 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	*c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1239	81	37	13	11	1116	739	1139	727	690	380	1068	103	-	1024	57
Effective base	475	32	15	5	6	419	247	427	248	229	147	400	43	-	384	28
Weighted Base	1160	84	32	11	15	1009	554	1025	575	503	356	962	89	-	904	67
Others more expensive than our current providers	70 6%	9 11%	2 5%	* 3%	4 24%	59 6%	27 5%	59 6%	35 6%	46 9%	28 8%	58 6%	11 12%	- -%	59 7%	1 1%
Unaware of other providers	62 5%	2 2%	6 18%	- a	- -%	59 6%	43 8%	59 6%	34 6%	26 5%	21 6%	50 5%	9 10%	- -%	45 5%	11 16%
Other operators do not provide the service I need	49 4%	12 14%	3 10%	- -%	5 32%	38 4%	17 3%	38 4%	17 3%	20 4%	17 5%	36 4%	3 3%	- -%	42 5%	2 3%
Other providers don't pick up post in this area	27 2%	4 4%	3 9%	3 28%	5 32%	27 3%	14 3%	27 3%	20 4%	10 2%	19 5%	24 2%	2 2%	- -%	26 3%	- -%
Other providers could not deliver to all the areas we need	17 1%	4 4%	2 5%	1 5%	* 1%	14 1%	7 1%	14 1%	12 2%	7 1%	11 3%	12 1%	- -%	- -%	14 2%	2 3%
Effort involved in switching outweighs the benefit	86 7%	4 5%	3 9%	2 19%	2 15%	68 7%	40 7%	71 7%	35 6%	43 9%	27 8%	68 7%	5 6%	- -%	63 7%	8 12%
Other	27 2%	- -%	- -%	3 23%	- -%	20 2%	14 2%	20 2%	15 3%	9 2%	3 1%	18 2%	1 2%	- -%	17 2%	1 2%
Don't know	71 6%	3 4%	* 1%	* *%	* *%	63 6%	31 6%	64 6%	38 7%	23 5%	18 5%	57 6%	4 5%	- -%	42 5%	7 11%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 499 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*a	*b	c
Unweighted Base	1239	314	925	183	5	50	159	79	872	278	-	-	1239
Effective base	475	139	336	69	4	22	60	27	345	103	-	-	475
Weighted Base	1160	342	818	166	11	54	149	75	857	224	-	-	1160
We don't post large enough volumes	455 39%	119 35%	336 41%	44 27%	3 23%	12 23%	44 30%	6 8%	351 41%	98 43%	- -%	- -%	455 39%
We are near a Post Office	414 36%	141 41%	274 33%	60 36%	1 7%	19 36%	51 34%	42 56%	295 34%	77 34%	- -%	- -%	414 36%
Our chosen provider is safe enough for our needs	328 28%	74 22%	254 31%	65 39%	8 71%	20 36%	59 40%	16 21%	255 30%	56 25%	- -%	- -%	328 28%
Our chosen provider is reliable enough for our needs	298 26%	76 22%	222 27%	47 28%	- -%	11 20%	39 26%	24 32%	217 25%	57 25%	- -%	- -%	298 26%
Our chosen provider is fast enough for our needs	202 17%	53 15%	149 18%	31 19%	- -%	6 11%	26 17%	13 17%	145 17%	44 20%	- -%	- -%	202 17%
Don't know enough about what other providers offer	153 13%	60 17%	93 11%	26 16%	- -%	4 8%	28 19%	14 19%	113 13%	25 11%	- -%	- -%	153 13%
Don't know enough about other providers and their services	125 11%	46 13%	79 10%	25 15%	3 23%	8 15%	20 13%	7 9%	87 10%	31 14%	- -%	- -%	125 11%
Our customers prefer our chosen provider	75 6%	27 8%	47 6%	20 12%	- -%	5 10%	18 12%	7 10%	50 6%	18 8%	- -%	- -%	75 6%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 499 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*a	*b	c
Unweighted Base	1239	314	925	183	5	50	159	79	872	278	-	-	1239
Effective base	475	139	336	69	4	22	60	27	345	103	-	-	475
Weighted Base	1160	342	818	166	11	54	149	75	857	224	-	-	1160
Others more expensive than our current providers	70 6%	28 8%	42 5%	18 11%	- -%	5 8%	13 9%	12 15%	40 5%	18 8%	- -%	- -%	70 6%
Unaware of other providers	62 5%	25 7%	37 5%	14 8%	3 29%	4 7%	15 10%	4 6%	44 5%	11 5%	- -%	- -%	62 5%
Other operators do not provide the service I need	49 4%	31 9%	18 2%	9 5%	- -%	10 19%	2 2%	11 14%	27 3%	11 5%	- -%	- -%	49 4%
Other providers don't pick up post in this area	27 2%	14 4%	14 2%	7 4%	- -%	10 19%	* *%	6 7%	17 2%	5 2%	- -%	- -%	27 2%
Other providers could not deliver to all the areas we need	17 1%	11 3%	6 1%	7 4%	- -%	5 9%	2 2%	4 5%	12 1%	2 1%	- -%	- -%	17 1%
Effort involved in switching outweighs the benefit	86 7%	36 10%	50 6%	10 6%	- -%	7 13%	4 3%	5 7%	64 7%	18 8%	- -%	- -%	86 7%
Other	27 2%	8 2%	19 2%	1 1%	- -%	- -%	1 1%	1 2%	20 2%	5 2%	- -%	- -%	27 2%
Don't know	71 6%	13 4%	58 7%	13 8%	- -%	- -%	13 8%	4 6%	47 5%	19 9%	- -%	- -%	71 6%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 499 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1239	591	648
Effective base	475	183	293
Weighted Base	1160	434	726
We don't post large enough volumes	455 39%	183 42%	272 38%
We are near a Post Office	414 36%	151 35%	263 36%
Our chosen provider is safe enough for our needs	328 28%	114 26%	214 29%
Our chosen provider is reliable enough for our needs	298 26%	90 21%	208 29%
Our chosen provider is fast enough for our needs	202 17%	52 12%	149 21% a
Don't know enough about what other providers offer	153 13%	68 16%	85 12%
Don't know enough about other providers and their services	125 11%	41 10%	83 11%
Our customers prefer our chosen provider	75 6%	23 5%	52 7%
Others more expensive than our current providers	70 6%	16 4%	54 7%

Columns Tested.: a,b

Table 499 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1239	591	648
Effective base	475	183	293
Weighted Base	1160	434	726
Unaware of other providers	62	22	41
	5%	5%	6%
Other operators do not provide the service I need	49	10	39
	4%	2%	5%
Other providers don't pick up post in this area	27	10	17
	2%	2%	2%
Other providers could not deliver to all the areas we need	17	4	13
	1%	1%	2%
Effort involved in switching outweighs the benefit	86	24	62
	7%	6%	9%
Other	27	9	19
	2%	2%	3%
Don't know	71	25	46
	6%	6%	6%

Columns Tested: a,b

Table 499 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1239	71	152	120	119	124	70	76	139	76	107	72	113
Effective base	475	24	76	72	38	81	43	9	59	32	24	25	42
Weighted Base	1160	26	134	143	42	176	67	22	206	81	58	71	133
We don't post large enough volumes	455 39%	9 35%	55 41%	57 40%	13 30%	72 41%	32 48%	8 35%	102 49%	28 35%	18 32%	21 30%	40 30%
We are near a Post Office	414 36%	10 39%	31 23%	64 44%	15 36%	64 36%	28 42%	18 82%	67 33%	21 25%	26 44%	23 33%	47 35%
Our chosen provider is safe enough for our needs	328 28%	7 28%	42 31%	46 32%	13 30%	46 26%	14 20%	5 22%	52 25%	13 16%	14 25%	22 32%	54 40% fi
Our chosen provider is reliable enough for our needs	298 26%	6 23%	38 28%	31 22%	9 21%	50 29%	12 17%	5 24%	52 25%	16 19%	20 34%	21 29%	39 29%
Our chosen provider is fast enough for our needs	202 17%	7 26%	39 29% cfhil	16 11%	8 19%	40 23% l	7 10%	5 23%	25 12%	7 8%	14 25%	22 31% cfhil	12 9%
Don't know enough about what other providers offer	153 13%	2 6%	11 8%	13 9%	2 6%	34 19% bdh	8 13%	5 23%	15 7%	18 22% bdh	11 19%	14 20%	19 14%
Don't know enough about other providers and their services	125 11%	* 1%	16 12%	10 7%	2 5%	15 9%	3 5%	5 21%	42 21% acdfij	4 5%	2 4%	15 21% ad	9 7%
Our customers prefer our chosen provider	75 6%	2 7%	5 4%	7 5%	4 10%	8 5%	1 2%	1 3%	24 12%	12 15% fl	4 6%	4 6%	2 2%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 499 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1239	71	152	120	119	124	70	76	139	76	107	72	113
Effective base	475	24	76	72	38	81	43	9	59	32	24	25	42
Weighted Base	1160	26	134	143	42	176	67	22	206	81	58	71	133
Others more expensive than our current providers	70 6%	3 10%	4 3%	2 1%	3 8%	15 9%	2 3%	* 1%	21 10%	7 9%	1 1%	5 8%	8 6%
Unaware of other providers	62 5%	* 2%	6 5%	6 4%	2 4%	9 5%	5 8%	* *%	13 6%	4 5%	4 8%	9 12%	4 3%
Other operators do not provide the service I need	49 4%	* 1%	4 3%	2 2%	2 5%	11 6%	- -%	* 1%	14 7%	6 7%	1 1%	9 12%	1 1%
Other providers don't pick up post in this area	27 2%	* 1%	2 1%	- -%	* 1%	12 7%	* *%	* 2%	6 3%	4 4%	- -%	1 2%	1 1%
Other providers could not deliver to all the areas we need	17 1%	* *%	3 2%	3 2%	2 5%	1 *%	* *%	* 1%	3 1%	* *%	* 1%	3 4%	2 1%
Effort involved in switching outweighs the benefit	86 7%	1 5%	14 10%	13 9%	5 12%	11 6%	10 15%	* 1%	10 5%	4 5%	6 10%	2 2%	10 8%
Other	27 2%	3 13%	3 2%	3 2%	* *%	2 1%	- -%	1 5%	12 6%	1 1%	1 2%	* *%	1 1%
Don't know	71 6%	2 8%	5 4%	8 6%	4 10%	10 6%	3 5%	1 4%	8 4%	7 8%	1 2%	13 18%	8 6%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 499 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1239	343	313	291	292	656	583
Effective base	475	167	152	98	89	319	187
Weighted Base	1160	303	286	309	262	589	571
We don't post large enough volumes	455 39%	121 40%	117 41%	138 45%	80 30%	238 40%	218 38%
				d			
We are near a Post Office	414 36%	105 35%	108 38%	106 34%	96 37%	213 36%	201 35%
Our chosen provider is safe enough for our needs	328 28%	95 31%	73 25%	70 23%	90 35%	167 28%	160 28%
Our chosen provider is reliable enough for our needs	298 26%	75 25%	71 25%	74 24%	79 30%	145 25%	153 27%
Our chosen provider is fast enough for our needs	202 17%	62 20%	55 19%	37 12%	48 18%	117 20%	85 15%
Don't know enough about what other providers offer	153 13%	26 8%	45 16%	38 12%	45 17%	71 12%	82 14%
			a		a		
Don't know enough about other providers and their services	125 11%	27 9%	21 7%	51 16%	26 10%	47 8%	77 14%
				b			
Our customers prefer our chosen provider	75 6%	14 5%	14 5%	37 12%	11 4%	28 5%	47 8%
				abd			
Others more expensive than our current providers	70 6%	8 3%	21 7%	28 9%	14 5%	28 5%	42 7%
			a	a			

Columns Tested: a,b,c,d - a,b

Table 499 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1239	343	313	291	292	656	583
Effective base	475	167	152	98	89	319	187
Weighted Base	1160	303	286	309	262	589	571
Unaware of other providers	62	12	16	17	17	28	34
	5%	4%	5%	6%	6%	5%	6%
Other operators do not provide the service I need	49	6	13	20	10	19	30
	4%	2%	4%	6%	4%	3%	5%
Other providers don't pick up post in this area	27	2	13	10	2	15	12
	2%	1%	4%	3%	1%	3%	2%
Other providers could not deliver to all the areas we need	17	6	3	3	5	9	8
	1%	2%	1%	1%	2%	2%	1%
Effort involved in switching outweighs the benefit	86	28	26	14	18	55	32
	7%	9%	9%	4%	7%	9%	6%
Other	27	9	2	14	3	11	16
	2%	3%	1%	4%	1%	2%	3%
Don't know	71	15	17	16	22	33	38
	6%	5%	6%	5%	9%	6%	7%

Columns Tested: a,b,c,d - a,b

Table 549

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
Yes	893	216	677	850	36	4	3	43
	45%	90%	38%	45%	47%	42%	66%	48%
		b					abce	
No	1107	25	1082	1060	40	5	2	47
	55%	10%	62%	55%	53%	58%	34%	52%
			a	d	d	d		d

Columns Tested: a,b - a,b,c,d,e

Table 549 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

		Business Size 2								
Total base		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
Yes	893 45%	459 43%	333 47%	58 44%	24 42%	16 54%	3 66%	850 45%	36 47%	7 51%
No	1107 55%	606 57%	379 53%	75 56%	32 58%	14 46%	2 34%	1060 55%	40 53%	7 49%
		f	f	f	f	f	abcdghi	f	f	f

Columns Tested: a,b,c,d,e,f,g,h,i

Table 549 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
Yes	893 45%	690 44%	160 46%	36 47%	4 42%	3 66%	435 36%	155 54%	38 53%	12 30%	22 39%
No	1107 55%	868 56%	192 54%	40 53%	5 58%	2 34%	789 64%	133 46%	34 47%	28 70%	35 61%
		e	e	e	e		bc		a	b	

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 549 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
Yes	893	76	51	161	39	84	92	108	67	58
	45%	40%	40%	49%	49%	46%	29%	46%	41%	42%
				f	f	f		f		
No	1107	112	78	168	40	98	224	127	95	81
	55%	60%	60%	51%	51%	54%	71%	54%	59%	58%
							cdeg			

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 549 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

		GOR (QC3)							
Total base		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
Yes	893 45%	181 45%	195 41%	361 41%	737 42%	156 65%	83 69%	47 59%	26 66%
						abcd	abcd	abcd	abcd
No	1107 55%	219 55%	285 59%	519 59%	1023 58%	84 35%	37 31%	33 41%	14 34%
		efgh	efgh	efgh	efgh				

Columns Tested: a,b,c,d,e,f,g,h

Table 549 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
Yes	893 45%	38 42%	67 57%	12 52%	79 56%	154 57%	160 38%	23 38%	42 68%	395 41%
No	1107 55%	52 58%	50 43%	11 48%	61 44%	115 43%	260 62%	38 62%	20 32%	560 59%
		h					bdeh	h		bdeh

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 549 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
Yes	893 45%	272 54%	160 38%	461 43%	758 45%	135 41%	- -%	806 44%	87 52%	874 45%	19 25%
No	1107 55%	228 46%	260 62%	619 57%	910 55%	197 59%	- -%	1025 56%	82 48%	1052 55%	55 75%
		bc	a	a						b	a

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 549 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
Yes	893 45%	551 44%	172 54%	162 40%
No	1107 55%	703 56%	148 46%	245 60%
		b		b

Columns Tested: a,b,c

Table 549 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
Yes	893 45%	754 45%	82 39%	17 34%	4 40%	21 78%	8 65%	1 91%	5 100%	836 44%	57 53%	40 70%
No	1107 55%	929 55%	127 61%	34 66%	7 60%	6 22%	4 35%	* 9%	* %	1056 56%	51 47%	17 30%
		ek	ek	ek		abci				ek		abci

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 549 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
Yes	893 45%	451 43%	303 48%	139 44%	736 43%	599 42%	761 42%	596 43%	415 46%	347 55%	163 40%	457 42%	21 30%	50 55%	24 51%	26 54%	21 55%
No	1107 55%	606 57%	322 52%	178 56%	986 57%	811 58%	1036 58%	798 57%	485 54%	279 45%	248 60%	637 58%	49 70%	40 45%	23 49%	23 46%	17 45%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 549 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
Yes	893	581	50	43	27	10	21	3	416	101	22	17	21	6	16
	45%	41%	46%	58%	57%	43%	77%	22%	40%	55%	37%	39%	53%	35%	83%
		a					ag		a						
No	1107	846	58	31	20	13	6	12	634	82	37	26	18	10	3
	55%	59%	54%	42%	43%	57%	23%	78%	60%	45%	63%	61%	47%	65%	17%
		cf					f		b						

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 549 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
Yes	893 45%	395 40%	66 43%	51 48%	18 38%	21 62%	18 61%	28 72%	348 39%	185 50%	145 42%	46 41%	35 47%
No	1107 55%	591 60%	88 57%	55 52%	29 62%	13 38%	11 39%	11 28%	546 61%	184 50%	198 58%	67 59%	40 53%
		g	g		g				b				

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 549 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
Yes	893	404	149	122	36	23	325	119	91	37	25
	45%	41%	46%	45%	43%	48%	41%	47%	42%	40%	44%
No	1107	590	173	150	48	24	461	133	127	55	31
	55%	59%	54%	55%	57%	52%	59%	53%	58%	60%	56%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 549 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
Yes	893 45%	311 42%	76 38%	109 43%	62 48%	28 52%	310 39%	57 49%	229 47%	740 43%	153 54%	658 41%	78 59%
No	1107 55%	426 58%	125 62%	144 57%	68 52%	25 48%	476 61%	59 51%	254 53%	974 57%	133 46%	932 59%	54 41%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 549 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
Yes	893 45%	506 41%	93 53%	350 39%	246 50%	663 42%	73 58%	491 40%	108 57%	359 39%	237 50%
No	1107 55%	727 59%	84 47%	556 61%	242 50%	934 58%	52 42%	730 60%	81 43%	557 61%	241 50%
				b		b		b		b	

Columns Tested.: a,b - a,b - a,b - a,b - a,b

Table 549 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
Yes	893 45%	379 45%	561 41%	116 46%	1 26%	367 47%	371 39%	80 41%	2 48%	441 45%	288 38%	91 41%	- -%
No	1107 55%	467 55%	795 59%	138 54%	4 74%	418 53%	580 61%	117 59%	2 52%	534 55%	477 62%	132 59%	2 100%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 549 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
Yes	893 45%	643 42%	467 40%	365 40%	522 43%	411 39%	25 73%	222 35%	197 40%	185 41%	43 32%	25 28%
No	1107 55%	906 58%	708 60%	547 60%	691 57%	631 61%	9 27%	411 65%	299 60%	263 59%	90 68%	62 72%
					c	c						

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 549 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
Yes	893	110	63	61	25	774	512	817	547	544	374	734	107	-	616	74
	45%	56%	55%	66%	53%	47%	50%	47%	49%	55% ac	45%	46%	53%	-%	43%	53%
No	1107	88	51	32	22	879	520	929	562	450	449	870	95	-	801	65
	55%	44%	45%	34%	47%	53% e	50%	53% e	51%	45%	55%	54%	47%	-%	57%	47%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 549 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
Yes	893	397	418	298	27	174	190	132	490	258	188	205	473
	45%	52%	38%	49%	65%	59%	43%	50%	36%	69%	63%	54%	37%
		b				b		b		ab	c	c	
No	1107	362	687	308	15	121	256	130	854	114	110	177	795
	55%	48%	62%	51%	35%	41%	57%	50%	64%	31%	37%	46%	63%
			a				a	c	ac				ab

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 549 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
Yes	893 45%	893 100% b	- -%
No	1107 55%	- -%	1107 100% a

Columns Tested: a,b

Table 549 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
Yes	893	21	70	120	26	112	57	22	147	98	35	53	132
	45%	40%	34%	49%	40%	36%	46%	65%	47%	63%	39%	41%	46%
				be				be		abdefjkl			
No	1107	32	134	123	40	198	66	12	164	56	53	75	153
	55%	60%	66%	51%	60%	64%	54%	35%	53%	37%	61%	59%	54%
		i	cgi		i	cgi	i				i	i	i

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 549 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
Yes	893	211	195	267	219	406	487
	45%	42%	39%	53%	44%	41%	49%
				ab			a
No	1107	289	305	233	281	594	513
	55%	58%	61%	47%	56%	59%	51%
		c	c			b	

Columns Tested: a,b,c,d - a,b

Table 550

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Unweighted Base	1030	52	978	750	149	46	85	280
Effective base	460	21	445	425	69	20	44	90
Weighted Base	1107	25	1082	1060	40	5	2	47
We have already moved everything that is possible to move	309	1	308	297	10	2	*	12
	28%	2%	28%	28%	25%	30%	23%	25%
		a						
Happy with sending things by post	216	9	207	206	9	1	*	10
	20%	38%	19%	19%	23%	13%	24%	22%
		b						
There is no pressure from customers for us to move	166	4	162	157	8	1	*	9
	15%	16%	15%	15%	19%	19%	14%	19%
We prefer to send things to customers by post	123	4	119	118	4	*	*	5
	11%	18%	11%	11%	11%	5%	12%	10%
No alternative media that would meet my needs	118	6	112	116	2	*	*	2
	11%	23%	10%	11%	4%	1%	9%	4%
				e				
Cost	98	2	96	88	8	2	*	10
	9%	7%	9%	8%	20%	32%	21%	21%
					a	a	a	a
Reliability / trust	95	1	93	88	5	1	*	6
	9%	6%	9%	8%	13%	15%	25%	13%
							a	
Not considered this	81	1	80	77	3	*	*	4
	7%	3%	7%	7%	8%	8%	10%	8%
Hassle of moving	42	1	41	41	1	-	*	1
	4%	5%	4%	4%	3%	-%	1%	3%
Time or extra admin required	39	*	39	34	4	*	*	5
	4%	1%	4%	3%	11%	2%	4%	10%
					a			a

Columns Tested: a,b - a,b,c,d,e

Table 550 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1030	52	978	750	149	46	85	280
Effective base	460	21	445	425	69	20	44	90
Weighted Base	1107	25	1082	1060	40	5	2	47
Lack of information about products and costs by other providers	29 3%	1 3%	28 3%	28 3%	1 2%	* 5%	- -%	1 2%
Other media ineffective	24 2%	* 2%	23 2%	24 2%	- -%	* 3%	- -%	* *%
The unreliability of email address lists	21 2%	3 12%	18 2%	20 2%	1 2%	* 4%	* 2%	1 2%
Customers are unwilling to give email addresses	21 2%	- -%	21 2%	19 2%	1 2%	* 7%	* 6%	1 3%
Contracted with postal provider / franking machine	5 *%	- -%	5 *%	4 *%	* 1%	- -%	- -%	* *%
No reason	165 15%	2 7%	163 15%	159 15%	6 14%	1 12%	* 10%	6 13%
Other	24 2%	* 2%	23 2%	24 2%	- -%	- -%	- -%	- -%
Don't know	47 4%	1 4%	46 4%	45 4%	2 5%	* 1%	* 10%	2 5%

Columns Tested: a,b - a,b,c,d,e

Table 550 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1030	339	306	105	102	93	85	750	149	131
Effective base	460	222	164	51	52	36	44	425	69	33
Weighted Base	1107	606	379	75	32	14	2	1060	40	7
We have already moved everything that is possible to move	309 28%	166 27%	105 28%	26 35%	9 29%	2 17%	* 23%	297 28%	10 25%	2 28%
Happy with sending things by post	216 20%	135 22%	62 16%	9 12%	8 24%	2 18%	* 24%	206 19%	9 23%	1 16%
There is no pressure from customers for us to move	166 15%	104 17%	45 12%	8 11%	7 22%	2 12%	* 14%	157 15%	8 19%	1 18%
We prefer to send things to customers by post	123 11%	67 11%	44 12%	8 10%	4 13%	1 5%	* 12%	118 11%	4 11%	* 7%
No alternative media that would meet my needs	118 11%	77 13%	30 8%	8 11%	1 4%	* 3%	* 9%	116 11%	2 4%	* 3%
Cost	98 9%	56 9%	22 6%	10 13%	5 17%	4 31%	* 21%	88 8%	8 20%	2 30%
Reliability / trust	95 9%	55 9%	23 6%	10 14%	3 10%	3 20%	* 25%	88 8%	5 13%	1 17%
Not considered this	81 7%	34 6%	41 11%	2 3%	3 10%	* 3%	* 10%	77 7%	3 8%	1 9%
Hassle of moving	42 4%	25 4%	14 4%	2 3%	* *%	1 9%	* 1%	41 4%	1 3%	* *%
Time or extra admin required	39 4%	26 4%	8 2%	* *%	3 9%	2 13%	* 4%	34 3%	4 11%	* 2%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 550 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1030	339	306	105	102	93	85	750	149	131
Effective base	460	222	164	51	52	36	44	425	69	33
Weighted Base	1107	606	379	75	32	14	2	1060	40	7
Lack of information about products and costs by other providers	29 3%	19 3%	6 2%	2 3%	1 2%	* 3%	- -%	28 3%	1 2%	* 4%
Other media ineffective	24 2%	16 3%	8 2%	- -%	- -%	* 1%	- -%	24 2%	- -%	* 2%
The unreliability of email address lists	21 2%	14 2%	4 1%	2 3%	1 2%	* 2%	* 2%	20 2%	1 2%	* 4%
Customers are unwilling to give email addresses	21 2%	13 2%	6 2%	- -%	1 2%	1 4%	* 6%	19 2%	1 2%	* 7%
Contracted with postal provider / franking machine	5 *%	3 *%	2 *%	- -%	* 1%	- -%	- -%	4 *%	* 1%	- -%
No reason	165 15%	84 14%	61 16%	13 17%	4 14%	2 13%	* 10%	159 15%	6 14%	1 11%
Other	24 2%	16 3%	8 2%	- -%	- -%	- -%	- -%	24 2%	- -%	- -%
Don't know	47 4%	25 4%	17 5%	2 3%	1 2%	1 10%	* 10%	45 4%	2 5%	* 3%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 550 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1030	483	267	149	46	85	479	173	65	55	120
Effective base	460	317	140	69	20	44	291	82	28	18	21
Weighted Base	1107	868	192	40	5	2	789	133	34	28	35
We have already moved everything that is possible to move	309 28%	247 28%	49 26%	10 25%	2 30%	* 23%	224 28%	41 31%	10 29%	5 17%	9 26%
Happy with sending things by post	216 20%	172 20%	34 18%	9 23%	1 13%	* 24%	147 19%	30 23%	7 19%	4 14%	5 15%
There is no pressure from customers for us to move	166 15%	140 16%	18 9%	8 19%	1 19%	* 14%	107 14%	14 10%	10 31%	4 13%	12 33%
We prefer to send things to customers by post	123 11%	94 11%	24 13%	4 11%	* 5%	* 12%	85 11%	17 13%	6 19%	3 13%	1 4%
No alternative media that would meet my needs	118 11%	95 11%	20 11%	2 4%	* 1%	* 9%	84 11%	11 9%	2 5%	1 5%	7 21%
Cost	98 9%	71 8%	16 9%	8 20% ab	2 32% ab	* 21% ab	64 8%	16 12%	2 7%	4 16%	5 16%
Reliability / trust	95 9%	68 8%	21 11%	5 13%	1 15%	* 25% ab	63 8%	13 10%	2 5%	5 18%	5 13%
Not considered this	81 7%	67 8%	10 5%	3 8%	* 8%	* 10%	60 8%	10 7%	2 6%	2 8%	2 5%
Hassle of moving	42 4%	34 4%	7 4%	1 3%	- -%	* 1%	27 3%	7 5%	3 9%	3 9%	1 4%
Time or extra admin required	39 4%	29 3%	5 3%	4 11% ab	* 2%	* 4%	27 3%	5 4%	3 9%	1 3%	3 7%
Lack of information about products and costs by other providers	29 3%	22 3%	5 3%	1 2%	* 5%	- -%	23 3%	3 3%	* *%	* *%	* 1%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 550 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1030	483	267	149	46	85	479	173	65	55	120
Effective base	460	317	140	69	20	44	291	82	28	18	21
Weighted Base	1107	868	192	40	5	2	789	133	34	28	35
Other media ineffective	24	20	3	-	*	-	15	3	1	2	-
	2%	2%	2%	-%	3%	-%	2%	2%	3%	6%	-%
The unreliability of email address lists	21	14	6	1	*	*	13	5	-	3	*
	2%	2%	3%	2%	4%	2%	2%	4%	-%	11%	1%
										a	
Customers are unwilling to give email addresses	21	16	3	1	*	*	14	3	*	2	*
	2%	2%	2%	2%	7%	6%	2%	3%	1%	6%	1%
Contracted with postal provider / franking machine	5	3	2	*	-	-	3	1	1	-	-
	*%	*%	1%	1%	-%	-%	*%	1%	4%	-%	-%
No reason	165	130	28	6	1	*	113	20	5	9	3
	15%	15%	15%	14%	12%	10%	14%	15%	15%	34%	8%
										ae	
Other	24	18	6	-	-	-	20	-	-	-	-
	2%	2%	3%	-%	-%	-%	3%	-%	-%	-%	-%
Don't know	47	34	11	2	*	*	38	2	1	2	2
	4%	4%	6%	5%	1%	10%	5%	2%	2%	7%	4%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 550 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1030	77	63	105	33	86	114	74	64	70
Effective base	460	50	37	62	17	46	79	46	35	36
Weighted Base	1107	112	78	168	40	98	224	127	95	81
We have already moved everything that is possible to move	309 28%	29 26%	24 31%	67 40%	10 25%	17 17%	64 28%	27 21%	23 24%	25 31%
Happy with sending things by post	216 20%	22 19%	16 20%	21 13%	2 5%	16 17%	49 22%	28 22%	25 26%	22 27%
There is no pressure from customers for us to move	166 15%	13 12%	13 16%	13 7%	* 1%	12 12%	37 16%	21 17%	20 21%	25 31%
We prefer to send things to customers by post	123 11%	13 11%	18 23%	10 6%	1 3%	6 6%	21 9%	18 14%	18 19%	8 10%
No alternative media that would meet my needs	118 11%	16 14%	3 4%	18 11%	9 21%	8 9%	24 11%	6 5%	16 17%	10 13%
Cost	98 9%	11 10%	10 12%	19 12%	2 5%	18 19%	10 5%	7 6%	8 8%	4 4%
Reliability / trust	95 9%	10 9%	8 10%	15 9%	1 2%	2 2%	23 10%	13 10%	9 10%	6 7%
Not considered this	81 7%	4 4%	6 7%	13 7%	2 6%	11 12%	12 5%	8 7%	11 11%	7 9%
Hassle of moving	42 4%	4 4%	4 5%	5 3%	1 2%	10 10%	5 2%	6 4%	1 1%	4 4%
Time or extra admin required	39 4%	10 9%	4 5%	6 4%	- -%	5 5%	4 2%	7 6%	- -%	* 1%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 550 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1030	77	63	105	33	86	114	74	64	70
Effective base	460	50	37	62	17	46	79	46	35	36
Weighted Base	1107	112	78	168	40	98	224	127	95	81
Lack of information about products and costs by other providers	29 3%	5 5%	3 4%	2 1%	- -%	2 2%	4 2%	6 5%	2 2%	3 4%
Other media ineffective	24 2%	6 5%	- -%	6 3%	- -%	1 1%	7 3%	- -%	4 5%	* *%
The unreliability of email address lists	21 2%	3 3%	3 4%	3 2%	- -%	1 1%	5 2%	1 1%	* *%	4 6%
Customers are unwilling to give email addresses	21 2%	4 3%	3 4%	3 2%	- -%	1 1%	1 *%	4 4%	2 2%	2 2%
Contracted with postal provider / franking machine	5 *%	- -%	3 3%	- -%	* 1%	1 1%	1 *%	- -%	- -%	- -%
No reason	165 15%	19 17%	12 15%	17 10%	14 34% cf	19 20%	29 13%	18 14%	14 15%	14 17%
Other	24 2%	3 2%	- -%	- -%	- -%	4 4%	11 5%	4 3%	- -%	1 1%
Don't know	47 4%	2 2%	2 3%	7 4%	1 3%	5 5%	11 5%	8 6%	3 4%	2 3%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 550 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1030	189	204	293	686	344	126	110	108
Effective base	460	99	121	187	403	106	36	49	40
Weighted Base	1107	219	285	519	1023	84	37	33	14
We have already moved everything that is possible to move	309 28%	52 24%	77 27%	158 30%	286 28%	22 27%	8 23%	11 34%	3 21%
Happy with sending things by post	216 20%	40 18%	62 22%	98 19%	200 20%	16 19%	6 17%	6 20%	3 24%
There is no pressure from customers for us to move	166 15%	38 17%	46 16%	71 14%	154 15%	12 14%	3 8%	7 23%	1 11%
We prefer to send things to customers by post	123 11%	15 7%	48 17%	49 10%	112 11%	11 13%	6 16%	4 11%	1 10%
No alternative media that would meet my needs	118 11%	27 13%	35 12%	48 9%	110 11%	8 9%	3 7%	3 9%	2 13%
Cost	98 9%	24 11%	28 10%	37 7%	89 9%	9 10%	5 13%	2 6%	2 15%
Reliability / trust	95 9%	9 4%	27 9%	51 10%	87 9%	7 9%	3 8%	3 8%	2 11%
Not considered this	81 7%	21 10%	21 7%	33 6%	74 7%	6 8%	4 9%	2 7%	1 5%
Hassle of moving	42 4%	14 7%	9 3%	15 3%	39 4%	3 4%	1 3%	1 4%	1 5%
Time or extra admin required	39 4%	5 2%	14 5%	17 3%	36 4%	3 3%	1 4%	1 3%	* 4%
Lack of information about products and costs by other providers	29 3%	5 2%	10 4%	12 2%	28 3%	1 1%	* 1%	1 2%	* 1%

Columns Tested.: a,b,c,d,e,f,g,h

Table 550 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1030	189	204	293	686	344	126	110	108
Effective base	460	99	121	187	403	106	36	49	40
Weighted Base	1107	219	285	519	1023	84	37	33	14
Other media ineffective	24 2%	1 *%	10 4%	12 2%	23 2%	* 1%	* 1%	- -%	* *%
The unreliability of email address lists	21 2%	5 2%	7 2%	9 2%	21 2%	* *%	* 1%	- -%	* 1%
Customers are unwilling to give email addresses	21 2%	3 1%	9 3%	8 1%	19 2%	2 2%	1 2%	* *%	1 5%
Contracted with postal provider / franking machine	5 *%	1 *%	3 1%	1 *%	5 *%	- -%	- -%	- -%	- -%
No reason	165 15%	47 21%	44 16%	65 12%	156 15%	9 11%	4 11%	3 9%	2 13%
Other	24 2%	4 2%	3 1%	15 3%	22 2%	2 2%	1 3%	1 2%	- -%
Don't know	47 4%	9 4%	8 3%	25 5%	42 4%	5 6%	4 11%	* 1%	1 7%

Columns Tested: a,b,c,d,e,f,g,h

Table 550 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1030	41	78	7	85	96	284	46	31	445
Effective base	460	19	27	3	29	43	132	18	10	215
Weighted Base	1107	52	50	11	61	115	260	38	20	560
We have already moved everything that is possible to move	309 28%	7 14%	15 29%	1 7%	16 25%	21 18%	46 18%	7 18%	13 65%	200 36%
Happy with sending things by post	216 20%	19 37% ef	14 28% e	* *% *	14 23%	10 8%	43 17%	9 25%	1 7%	119 21%
There is no pressure from customers for us to move	166 15%	10 19%	11 22%	1 12%	12 20%	26 23%	34 13%	7 20%	* 1%	77 14%
We prefer to send things to customers by post	123 11%	16 31% fi	11 22% i	- -%	11 18%	13 11%	28 11%	5 14%	1 6%	49 9%
No alternative media that would meet my needs	118 11%	9 17%	7 15%	- -%	7 12%	6 5%	31 12%	* 1%	2 9%	62 11%
Cost	98 9%	8 15%	7 14%	3 30%	10 17% i	9 8%	30 12%	2 7%	3 16%	34 6%
Reliability / trust	95 9%	10 19% be	* 1%	3 30%	4 6%	2 2%	32 12% e	2 6%	6 31% bdei	39 7%
Not considered this	81 7%	3 6%	5 10%	1 8%	6 10%	10 9%	26 10%	3 9%	1 4%	32 6%
Hassle of moving	42 4%	5 9%	1 3%	- -%	1 2%	* *% *	15 6%	1 1%	1 3%	20 3%
Time or extra admin required	39 4%	3 6%	* *% *	- -%	* *% *	1 1%	16 6%	* 1%	2 9%	16 3%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 550 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1030	41	78	7	85	96	284	46	31	445
Effective base	460	19	27	3	29	43	132	18	10	215
Weighted Base	1107	52	50	11	61	115	260	38	20	560
Lack of information about products and costs by other providers	29 3%	6 12%	1 3%	- -%	1 2%	2 2%	9 4%	- -%	- -%	9 2%
Other media ineffective	24 2%	2 3%	- -%	- -%	- -%	5 5%	1 *%	- -%	- -%	16 3%
The unreliability of email address lists	21 2%	3 6%	* *%	- -%	* *%	3 3%	2 1%	1 2%	1 3%	11 2%
Customers are unwilling to give email addresses	21 2%	6 11% defi	- -%	* *%	* *%	1 *%	3 1%	- -%	1 3%	10 2%
Contracted with postal provider / franking machine	5 *%	- -%	* *%	- -%	* *%	- -%	2 1%	- -%	- -%	3 *%
No reason	165 15%	7 13%	6 11%	6 57%	12 20%	10 9%	44 17%	10 27%	3 13%	79 14%
Other	24 2%	- -%	- -%	- -%	- -%	2 2%	9 3%	- -%	- -%	13 2%
Don't know	47 4%	1 2%	2 4%	- -%	2 3%	13 11%	15 6%	1 2%	- -%	15 3%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 550 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1030	222	284	524	896	134	-	873	157	984	46
Effective base	460	90	132	243	390	72	-	416	48	437	23
Weighted Base	1107	228	260	619	910	197	-	1025	82	1052	55
We have already moved everything that is possible to move	309 28%	43 19%	46 18%	220 35%	254 28%	55 28%	- -%	290 28%	19 23%	298 28%	11 20%
Happy with sending things by post	216 20%	43 19%	43 17%	130 21%	170 19%	46 23%	- -%	199 19%	17 21%	200 19%	17 30%
There is no pressure from customers for us to move	166 15%	48 21%	34 13%	84 14%	141 15%	25 13%	- -%	153 15%	14 17%	162 15%	5 9%
We prefer to send things to customers by post	123 11%	40 17%	28 11%	56 9%	100 11%	23 12%	- -%	118 11%	5 7%	117 11%	6 11%
No alternative media that would meet my needs	118 11%	22 10%	31 12%	64 10%	97 11%	21 10%	- -%	108 10%	10 12%	105 10%	12 22%
Cost	98 9%	28 12%	30 12%	40 6%	84 9%	13 7%	- -%	89 9%	8 10%	94 9%	4 6%
Reliability / trust	95 9%	16 7%	32 12%	47 8%	72 8%	23 11%	- -%	84 8%	11 13%	86 8%	8 15%
Not considered this	81 7%	19 8%	26 10%	36 6%	68 8%	12 6%	- -%	72 7%	9 11%	76 7%	4 8%
Hassle of moving	42 4%	7 3%	15 6%	21 3%	37 4%	5 3%	- -%	42 4%	* *%	42 4%	* *%
Time or extra admin required	39 4%	4 2%	16 6%	18 3%	30 3%	9 5%	- -%	35 3%	4 5%	37 3%	2 4%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 550 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1030	222	284	524	896	134	-	873	157	984	46
Effective base	460	90	132	243	390	72	-	416	48	437	23
Weighted Base	1107	228	260	619	910	197	-	1025	82	1052	55
Lack of information about products and costs by other providers	29 3%	9 4%	9 4%	10 2%	18 2%	11 5%	- -%	29 3%	* *%	29 3%	- -%
Other media ineffective	24 2%	7 3%	1 *%	16 3%	19 2%	4 2%	- -%	24 2%	* *%	24 2%	- -%
The unreliability of email address lists	21 2%	6 3%	2 1%	13 2%	16 2%	5 3%	- -%	20 2%	1 1%	12 1%	9 17% a
Customers are unwilling to give email addresses	21 2%	6 3%	3 1%	11 2%	15 2%	6 3%	- -%	19 2%	1 1%	21 2%	- -%
Contracted with postal provider / franking machine	5 *%	* *%	2 1%	3 *%	4 *%	1 *%	- -%	4 *%	1 1%	5 *%	- -%
No reason	165 15%	29 13%	44 17%	92 15%	135 15%	30 15%	- -%	151 15%	14 17%	159 15%	6 11%
Other	24 2%	2 1%	9 3%	13 2%	21 2%	3 1%	- -%	24 2%	- -%	24 2%	- -%
Don't know	47 4%	15 7%	15 6%	17 3%	40 4%	7 4%	- -%	43 4%	4 5%	44 4%	3 6%

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 550 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1030	576	199	244
Effective base	460	276	69	112
Weighted Base	1107	703	148	245
We have already moved everything that is possible to move	309 28%	220 31%	30 20%	59 24%
Happy with sending things by post	216 20%	120 17%	39 26%	52 21%
There is no pressure from customers for us to move	166 15%	123 17%	20 14%	23 9%
We prefer to send things to customers by post	123 11%	58 8%	35 23%	31 13%
No alternative media that would meet my needs	118 11%	49 7%	10 7%	59 24% ab
Cost	98 9%	45 6%	22 15%	31 12% a
Reliability / trust	95 9%	51 7%	12 8%	31 13%
Not considered this	81 7%	43 6%	19 13%	15 6%
Hassle of moving	42 4%	19 3%	9 6%	12 5%
Time or extra admin required	39 4%	21 3%	11 8%	6 3%

Columns Tested: a,b,c

Table 550 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1030	576	199	244
Effective base	460	276	69	112
Weighted Base	1107	703	148	245
Lack of information about products and costs by other providers	29 3%	17 2%	3 2%	9 4%
Other media ineffective	24 2%	5 1%	9 6%	9 4%
The unreliability of email address lists	21 2%	2 *%	8 5%	11 5%
Customers are unwilling to give email addresses	21 2%	11 2%	7 5%	2 1%
Contracted with postal provider / franking machine	5 *%	3 *%	1 1%	1 *%
No reason	165 15%	126 18%	10 7%	28 11%
Other	24 2%	10 1%	6 4%	8 3%
Don't know	47 4%	30 4%	5 3%	11 5%

Columns Tested: a,b,c

Table 550 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1030	764	177	45	13	15	8	6	2	941	89	44
Effective base	460	374	64	15	4	4	2	6	2	436	24	9
Weighted Base	1107	929	127	34	7	6	4	*	*	1056	51	17
We have already moved everything that is possible to move	309 28%	266 29%	32 25%	9 26%	* 4%	1 17%	1 14%	* 26%	- -%	298 28%	11 21%	2 11%
Happy with sending things by post	216 20%	180 19%	27 21%	8 23%	1 14%	1 14%	- -%	* 25%	* 31%	206 20%	10 19%	2 11%
There is no pressure from customers for us to move	166 15%	142 15%	11 9%	8 23%	- -%	2 36%	4 81%	* 16%	- -%	153 14%	14 26%	6 33%
We prefer to send things to customers by post	123 11%	99 11%	18 14%	5 14%	- -%	2 30%	- -%	* 17%	- -%	116 11%	7 13%	2 11%
No alternative media that would meet my needs	118 11%	83 9%	18 14%	10 28% ai	1 12%	2 32%	4 84%	- -%	- -%	101 10%	16 31% ai	7 38% ai
Cost	98 9%	74 8%	15 12%	2 6%	6 83%	* *%	* 10%	* 25%	* 100%	89 8%	8 16%	6 35% ai
Reliability / trust	95 9%	70 8%	18 15%	2 6%	3 41%	1 14%	* *%	- -%	* 69%	89 8%	6 11%	4 21%
Not considered this	81 7%	69 7%	10 8%	* 1%	1 13%	- -%	* 1%	- -%	- -%	79 8%	1 2%	1 5%
Hassle of moving	42 4%	28 3%	12 9% a	* *%	3 38%	- -%	- -%	- -%	* 69%	39 4%	3 5%	3 15%
Time or extra admin required	39 4%	31 3%	6 4%	1 3%	1 12%	* *%	* 1%	- -%	- -%	37 4%	2 4%	1 5%
Lack of information about products and costs by other providers	29 3%	25 3%	4 3%	- -%	- -%	- -%	- -%	- -%	- -%	29 3%	- -%	- -%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 550 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1030	764	177	45	13	15	8	6	2	941	89	44
Effective base	460	374	64	15	4	4	2	6	2	436	24	9
Weighted Base	1107	929	127	34	7	6	4	*	*	1056	51	17
Other media ineffective	24	18	1	3	1	1	-	-	-	19	5	2
	2%	2%	1%	9%	12%	14%	-%	-%	-%	2%	10%	10%
				i						ai		
The unreliability of email address lists	21	14	5	*	2	1	-	-	-	19	3	2
	2%	1%	4%	*%	25%	14%	-%	-%	-%	2%	5%	14%
											ai	
Customers are unwilling to give email addresses	21	15	2	*	1	3	-	-	-	17	4	4
	2%	2%	2%	*%	12%	45%	-%	-%	-%	2%	7%	20%
											abi	
Contracted with postal provider / franking machine	5	3	*	1	-	-	-	-	-	4	1	-
	*%	*%	*%	3%	-%	-%	-%	-%	-%	*%	2%	-%
No reason	165	147	16	1	*	-	-	*	-	163	1	*
	15%	16%	13%	4%	1%	-%	-%	15%	-%	15%	3%	1%
Other	24	17	7	-	-	-	-	-	-	24	-	-
	2%	2%	6%	-%	-%	-%	-%	-%	-%	2%	-%	-%
Don't know	47	39	2	6	*	-	*	-	-	41	6	*
	4%	4%	2%	18%	*%	-%	*%	-%	-%	4%	12%	*%
				abi						b		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 550 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	1030	422	342	266	914	786	958	756	482	357	191	552	53	61	35	43	23
Effective base	460	230	147	89	402	339	427	331	199	125	102	258	19	18	12	11	7
Weighted Base	1107	606	322	178	986	811	1036	798	485	279	248	637	49	40	23	23	17
We have already moved everything that is possible to move	309 28%	175 29%	91 28%	43 24%	279 28%	214 26%	284 27%	214 27%	95 20%	60 22%	74 30%	187 29%	8 15%	2 6%	5 23%	7 29%	1 5%
Happy with sending things by post	216 20%	108 18%	72 22%	36 20%	202 21%	172 21%	210 20%	152 19%	97 20%	56 20%	45 18%	133 21%	8 16%	16 40%	6 24%	2 9%	1 6%
There is no pressure from customers for us to move	166 15%	92 15%	50 15%	25 14%	157 16%	136 17%	162 16%	117 15%	91 19%	62 22%	29 12%	102 16%	4 8%	11 28%	4 17%	4 18%	7 42%
We prefer to send things to customers by post	123 11%	51 8%	48 15%	24 14%	112 11%	99 12%	121 12%	84 11%	54 11%	41 15%	24 10%	76 12%	7 14%	10 25%	1 6%	3 12%	* **%
No alternative media that would meet my needs	118 11%	45 7%	38 12%	34 19% a	100 10%	89 11%	113 11%	90 11%	38 8%	25 9%	32 13%	62 10%	2 3%	5 13%	3 15%	3 14%	5 28%
Cost	98 9%	43 7%	31 10%	23 13%	88 9%	72 9%	94 9%	76 9%	51 11%	52 19% abcde	22 9%	40 6%	11 23%	6 15%	3 11%	7 31%	4 26% ab
Reliability / trust	95 9%	42 7%	28 9%	24 14%	92 9%	80 10%	93 9%	72 9%	50 10%	41 15%	14 6%	55 9%	9 19%	3 8%	5 20%	6 28%	1 3% ab
Not considered this	81 7%	42 7%	27 8%	11 6%	75 8%	66 8%	77 7%	59 7%	40 8%	22 8%	12 5%	52 8%	1 3%	7 17%	2 9%	1 5%	2 13%
Hassle of moving	42 4%	20 3%	8 3%	14 8%	41 4%	32 4%	41 4%	34 4%	29 6%	24 9% c	9 4%	21 3%	4 8%	2 5%	* 1%	3 13%	2 13%
Time or extra admin required	39 4%	23 4%	9 3%	8 4%	39 4%	34 4%	39 4%	23 3%	22 4%	14 5%	5 2%	29 5%	* 1%	2 5%	1 5%	1 4%	1 6%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 550 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	1030	422	342	266	914	786	958	756	482	357	191	552	53	61	35	43	23
Effective base	460	230	147	89	402	339	427	331	199	125	102	258	19	18	12	11	7
Weighted Base	1107	606	322	178	986	811	1036	798	485	279	248	637	49	40	23	23	17
Lack of information about products and costs by other providers	29 3%	16 3%	9 3%	4 2%	28 3%	28 3%	28 3%	26 3%	22 5%	6 2%	1 *% a	23 4%	- -%	2 6%	3 12%	* 1%	- -%
Other media ineffective	24 2%	6 1%	12 4%	6 3%	24 2%	23 3%	24 2%	23 3%	15 3%	13 5%	* *% a	18 3%	1 2%	3 8%	- -%	2 7%	- -%
The unreliability of email address lists	21 2%	6 1%	7 2%	8 4%	21 2%	16 2%	21 2%	19 2%	11 2%	12 4%	2 1%	15 2%	1 2%	- -%	* 1%	3 11%	- -%
Customers are unwilling to give email addresses	21 2%	12 2%	3 1%	6 3%	21 2%	21 3%	21 2%	20 2%	19 4%	14 5%	- -%	14 2%	2 5%	2 6%	- -%	2 8% a	* *%
Contracted with postal provider / franking machine	5 *% a	3 *% a	1 *% a	1 1%	5 *% a	5 1%	5 *% a	5 1%	5 1%	5 2%	- -%	4 1%	- -%	- -%	- -%	- -%	1 6%
No reason	165 15%	99 16%	49 15%	17 10%	138 14%	114 14%	147 14%	120 15%	66 14%	34 12%	35 14%	102 16%	8 16%	* 1%	* 1%	- -%	2 11%
Other	24 2%	7 1%	9 3%	7 4%	18 2%	13 2%	18 2%	19 2%	9 2%	3 1%	6 2%	7 1%	4 8%	- -%	2 8%	- -%	- -%
Don't know	47 4%	26 4%	13 4%	8 5%	42 4%	36 4%	46 4%	40 5%	30 6% f	4 1%	12 5%	25 4%	3 5%	4 10%	1 5%	1 3%	1 4%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 550 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	1030	694	74	49	39	21	24	13	556	95	53	31	22	20	9
Effective base	460	337	27	16	11	5	8	4	262	31	17	15	6	8	4
Weighted Base	1107	846	58	31	20	13	6	12	634	82	37	26	18	10	3
We have already moved everything that is possible to move	309 28%	256 30%	12 21%	2 8%	2 11%	5 42%	* 4%	1 7%	182 29%	13 16%	7 19%	1 2%	11 58%	* 1%	* 2%
Happy with sending things by post	216 20%	172 20%	10 18%	9 29%	8 41%	1 8%	1 9%	1 9%	134 21%	17 21%	8 23%	9 33%	2 11%	* 2%	1 30%
There is no pressure from customers for us to move	166 15%	120 14%	20 34%	6 20%	4 19%	* 1%	1 20%	6 49%	106 17%	8 10%	8 21%	8 31%	2 12%	2 24%	1 34%
We prefer to send things to customers by post	123 11%	92 11%	8 13%	7 21%	6 30%	- -%	* 6%	* *%	80 13%	9 11%	4 12%	4 14%	1 4%	2 19%	- -%
No alternative media that would meet my needs	118 11%	86 10%	4 8%	2 7%	- -%	4 28%	1 20%	4 30%	68 11%	8 10%	5 14%	4 16%	1 3%	3 32%	- -%
Cost	98 9%	62 7%	12 20%	2 7%	5 25%	2 13%	2 25%	4 37%	44 7%	8 10%	7 18%	7 28%	3 16%	2 16%	1 17%
Reliability / trust	95 9%	69 8%	11 19%	4 13%	* 1%	6 50%	* *%	1 4%	58 9%	8 10%	2 5%	2 7%	10 54%	* 2%	1 15%
Not considered this	81 7%	59 7%	6 10%	7 21%	1 3%	1 8%	* 1%	2 19%	55 9%	6 7%	2 4%	3 11%	* 1%	* *%	- -%
Hassle of moving	42 4%	34 4%	2 4%	* *%	- -%	2 14%	* *%	2 19%	23 4%	1 1%	6 15%	2 6%	* 1%	1 12%	* *%
Time or extra admin required	39 4%	33 4%	2 4%	* 1%	1 5%	1 7%	- -%	1 8%	28 4%	* *%	1 4%	3 10%	- -%	* 1%	1 29%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 550 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Significance Level: 95%															
Unweighted Base	1030	694	74	49	39	21	24	13	556	95	53	31	22	20	9
Effective base	460	337	27	16	11	5	8	4	262	31	17	15	6	8	4
Weighted Base	1107	846	58	31	20	13	6	12	634	82	37	26	18	10	3
Lack of information about products and costs by other providers	29 3%	21 3%	4 7%	* *%	* *%	3 24%	- -%	- -%	23 4%	3 3%	2 6%	* 1%	* 1%	- -%	- -%
Other media ineffective	24 2%	21 2%	2 3%	- -%	- -%	2 13%	- -%	- -%	13 2%	5 7%	- -%	4 16% a	1 5%	- -%	- -%
The unreliability of email address lists	21 2%	14 2%	4 7%	1 3%	* 1%	3 20%	* *%	- -%	13 2%	1 1%	* *%	2 7%	1 5%	* *%	- -%
Customers are unwilling to give email addresses	21 2%	13 2%	1 2%	4 13% a	* 1%	2 13%	* 1%	* *%	17 3%	2 2%	* 1%	1 3%	1 5%	* *%	* 1%
Contracted with postal provider / franking machine	5 *%	3 *%	1 1%	- -%	- -%	- -%	- -%	1 8%	3 1%	* *%	- -%	- -%	- -%	- -%	1 29%
No reason	165 15%	133 16%	3 6%	* 1%	* 1%	- -%	2 30%	* *%	96 15%	8 10%	8 20%	* *%	- -%	2 19%	* *%
Other	24 2%	12 1%	4 7% a	- -%	- -%	2 14%	- -%	- -%	5 1%	8 10% a	- -%	- -%	- -%	- -%	- -%
Don't know	47 4%	37 4%	2 3%	3 8%	1 4%	* *%	1 9%	- -%	21 3%	9 11%	4 10%	1 5%	1 7%	- -%	1 19%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 550 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1030	503	88	57	44	24	23	17	382	190	223	119	41
Effective base	460	241	33	21	20	9	5	6	205	81	96	35	15
Weighted Base	1107	591	88	55	29	13	11	11	546	184	198	67	40
We have already moved everything that is possible to move	309 28%	181 31%	14 16%	10 18%	3 11%	3 21%	1 5%	2 20%	163 30%	40 22%	58 29%	11 16%	12 30%
Happy with sending things by post	216 20%	102 17%	18 21%	16 29%	8 29%	2 15%	2 14%	4 36%	93 17%	36 19%	51 26%	24 36%	7 17%
There is no pressure from customers for us to move	166 15%	76 13%	14 16%	12 21%	3 9%	4 30%	5 41%	4 40%	71 13%	37 20%	28 14%	15 22%	12 29%
We prefer to send things to customers by post	123 11%	55 9%	13 15%	10 18%	5 18%	* 3%	1 6%	* *%	53 10%	24 13%	22 11%	19 28%	4 9%
No alternative media that would meet my needs	118 11%	60 10%	19 22%	1 1%	2 7%	* *%	5 44%	2 22%	56 10%	15 8%	22 11%	16 23%	4 10%
Cost	98 9%	44 7%	13 15%	6 11%	8 27%	* 4%	4 34%	1 8%	42 8%	20 11%	20 10%	9 13%	3 8%
Reliability / trust	95 9%	49 8%	14 16%	3 5%	4 14%	1 5%	1 10%	* 2%	34 6%	30 16%	14 7%	6 10%	10 26%
Not considered this	81 7%	34 6%	7 8%	7 13%	6 20%	4 32%	* 2%	- -%	36 7%	17 9%	18 9%	4 5%	2 5%
Hassle of moving	42 4%	22 4%	2 3%	2 3%	4 15%	3 20%	1 8%	* 1%	19 3%	5 3%	14 7%	1 2%	1 2%
Time or extra admin required	39 4%	16 3%	3 3%	2 4%	1 3%	* 2%	- -%	1 10%	21 4%	10 5%	4 2%	2 2%	2 6%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 550 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1030	503	88	57	44	24	23	17	382	190	223	119	41
Effective base	460	241	33	21	20	9	5	6	205	81	96	35	15
Weighted Base	1107	591	88	55	29	13	11	11	546	184	198	67	40
Lack of information about products and costs by other providers	29 3%	24 4%	* *%	2 4%	* *%	- -%	* 2%	* 1%	13 2%	4 2%	10 5%	1 1%	- -%
Other media ineffective	24 2%	9 1%	8 10%	4 8%	2 6%	- -%	- -%	- -%	11 2%	1 *%	8 4%	4 6%	- -%
The unreliability of email address lists	21 2%	12 2%	5 5%	- -%	2 9%	* 1%	* *%	- -%	3 1%	6 3%	9 4%	2 2%	2 4%
Customers are unwilling to give email addresses	21 2%	10 2%	5 6%	2 4%	2 6%	* 3%	* 1%	* *%	9 2%	4 2%	5 2%	2 3%	1 2%
Contracted with postal provider / franking machine	5 *%	- -%	3 4%	* *%	- -%	- -%	- -%	1 9%	- -%	1 *%	3 1%	1 1%	- -%
No reason	165 15%	103 17%	7 8%	4 6%	4 14%	2 14%	1 6%	- -%	96 18%	23 13%	18 9%	6 9%	4 11%
Other	24 2%	9 2%	6 7%	3 5%	2 5%	- -%	- -%	- -%	10 2%	1 *%	5 2%	1 1%	2 4%
Don't know	47 4%	25 4%	8 9%	3 5%	2 6%	3 20%	* 1%	1 6%	22 4%	8 4%	9 5%	5 8%	* *%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 550 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	e
Unweighted Base	1030	419	186	183	95	28	357	147	161	81	31
Effective base	460	222	79	74	24	8	181	57	62	27	11
Weighted Base	1107	590	173	150	48	24	461	133	127	55	31
We have already moved everything that is possible to move	309 28%	180 30%	40 23%	41 27%	11 22%	7 31%	132 29%	29 22%	38 30%	4 7%	11 35%
Happy with sending things by post	216 20%	102 17%	41 24%	42 28%	18 38%	* 1%	77 17%	38 28%	32 26%	16 28%	6 21%
There is no pressure from customers for us to move	166 15%	76 13%	39 23%	23 15%	11 23%	8 35%	72 16%	33 24%	13 10%	11 19%	8 25%
We prefer to send things to customers by post	123 11%	58 10%	17 10%	24 16%	13 28%	* 1%	52 11%	23 17%	8 6%	13 23%	4 11%
No alternative media that would meet my needs	118 11%	63 11%	14 8%	12 8%	8 17%	4 15%	37 8%	11 8%	21 16%	19 34%	1 2%
Cost	98 9%	44 7%	20 12%	15 10%	6 13%	3 11%	30 6%	20 15%	13 10%	6 11%	3 11%
Reliability / trust	95 9%	39 7%	31 18%	11 7%	4 9%	6 24%	34 7%	18 13%	13 10%	5 9%	10 33%
Not considered this	81 7%	40 7%	16 9%	14 9%	6 12%	* *%	38 8%	17 13%	6 5%	3 6%	2 7%
Hassle of moving	42 4%	21 4%	7 4%	11 7%	1 1%	1 4%	18 4%	3 2%	9 7%	1 2%	1 3%
Time or extra admin required	39 4%	22 4%	11 6%	3 2%	* 1%	2 7%	22 5%	8 6%	2 1%	2 3%	1 2%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 550 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1030	419	186	183	95	28	357	147	161	81	31
Effective base	460	222	79	74	24	8	181	57	62	27	11
Weighted Base	1107	590	173	150	48	24	461	133	127	55	31
Lack of information about products and costs by other providers	29 3%	13 2%	4 2%	10 7%	1 2%	- -%	18 4%	1 1%	8 6%	1 1%	- -%
Other media ineffective	24 2%	15 3%	* *%	8 5%	1 2%	- -%	15 3%	1 1%	4 3%	3 6%	- -%
The unreliability of email address lists	21 2%	4 1%	5 3%	8 5%	2 3%	2 7%	4 1%	2 1%	9 7%	1 1%	- -%
Customers are unwilling to give email addresses	21 2%	12 2%	3 2%	4 3%	2 3%	* *%	12 3%	5 4%	3 2%	* 1%	1 2%
Contracted with postal provider / franking machine	5 *%	2 *%	- -%	3 2%	- -%	- -%	3 1%	1 1%	* *%	1 2%	- -%
No reason	165 15%	99 17%	18 10%	16 10%	4 9%	2 8%	78 17%	14 10%	15 12%	3 5%	4 13%
Other	24 2%	15 2%	1 *%	1 1%	- -%	2 7%	8 2%	- -%	4 3%	1 1%	- -%
Don't know	47 4%	22 4%	7 4%	7 5%	5 10%	* *%	23 5%	3 2%	4 4%	5 10%	* *%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 550 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1030	316	126	160	100	38	449	79	217	876	154	843	71
Effective base	460	162	50	68	37	14	203	26	98	399	62	378	24
Weighted Base	1107	426	125	144	68	25	476	59	254	974	133	932	54
We have already moved everything that is possible to move	309 28%	136 32%	27 22%	32 22%	11 17%	3 12%	119 25%	6 10%	85 33%	288 30%	21 16%	277 30%	2 4%
Happy with sending things by post	216 20%	63 15%	29 23%	32 23%	17 25%	8 33%	87 18%	14 24%	48 19%	185 19%	31 23%	186 20%	17 31%
There is no pressure from customers for us to move	166 15%	62 14%	20 16%	19 13%	9 14%	7 28%	73 15%	18 31%	24 9%	142 15%	24 18%	138 15%	20 36%
We prefer to send things to customers by post	123 11%	42 10%	12 9%	15 10%	14 20%	2 7%	58 12%	6 9%	20 8%	102 10%	22 16%	107 11%	6 11%
No alternative media that would meet my needs	118 11%	33 8%	13 11%	22 16%	13 19%	6 25%	75 16%	2 4%	13 5%	102 10%	16 12%	97 10%	4 7%
Cost	98 9%	33 8%	15 12%	14 10%	10 15%	3 12%	62 13%	6 9%	8 3%	79 8%	18 14%	74 8%	15 27%
Reliability / trust	95 9%	35 8%	17 14%	7 5%	7 11%	1 5%	47 10%	4 6%	19 7%	90 9%	5 4%	89 10%	3 5%
Not considered this	81 7%	29 7%	11 9%	14 10%	3 5%	2 8%	41 9%	6 10%	10 4%	64 7%	16 12%	69 7%	6 11%
Hassle of moving	42 4%	11 3%	11 9%	10 7%	1 1%	1 5%	26 5%	5 8%	3 1%	30 3%	12 9%	33 4%	8 15%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 550 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1030	316	126	160	100	38	449	79	217	876	154	843	71
Effective base	460	162	50	68	37	14	203	26	98	399	62	378	24
Weighted Base	1107	426	125	144	68	25	476	59	254	974	133	932	54
Time or extra admin required	39	12	4	5	1	1	14	1	8	36	3	36	3
	4%	3%	3%	3%	2%	5%	3%	2%	3%	4%	3%	4%	6%
Lack of information about products and costs by other providers	29	18	5	3	1	-	15	3	8	29	*	28	-
	3%	4%	4%	2%	1%	-%	3%	5%	3%	3%	*%	3%	-%
Other media ineffective	24	10	6	2	5	-	21	-	3	18	6	22	2
	2%	2%	5%	2%	7%	-%	4%	-%	1%	2%	5%	2%	3%
The unreliability of email address lists	21	3	9	5	1	*	17	1	1	18	4	18	3
	2%	1%	7%	4%	1%	1%	4%	2%	*%	2%	3%	2%	6%
Customers are unwilling to give email addresses	21	9	5	3	1	*	6	7	7	17	4	16	4
	2%	2%	4%	2%	2%	*%	1%	12%	3%	2%	3%	2%	8%
			a					a					a
Contracted with postal provider / franking machine	5	-	3	-	*	1	1	4	-	5	-	4	1
	*%	-%	3%	-%	*%	4%	*%	6%	-%	*%	-%	*%	1%
			a			a		ac					
No reason	165	77	13	23	1	4	52	8	59	143	22	133	5
	15%	18%	11%	16%	2%	17%	11%	14%	23%	15%	16%	14%	9%
		d		d		d		a					
Other	24	10	3	5	2	-	15	-	3	17	7	16	2
	2%	2%	2%	3%	2%	-%	3%	-%	1%	2%	5%	2%	3%
Don't know	47	23	5	5	7	*	23	1	15	43	4	42	1
	4%	5%	4%	3%	10%	*%	5%	1%	6%	4%	3%	4%	1%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 550 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1030	682	104	507	249	842	72	679	107	506	250
Effective base	460	305	34	235	96	378	25	303	36	234	97
Weighted Base	1107	727	84	556	242	934	52	730	81	557	241
We have already moved everything that is possible to move	309 28%	205 28%	9 11%	158 28%	56 23%	275 29%	4 8%	207 28%	6 8%	161 29%	53 22%
Happy with sending things by post	216 20%	152 21%	20 24%	96 17%	55 23%	182 20%	20 39% a	143 20%	29 36% a	99 18%	52 22%
There is no pressure from customers for us to move	166 15%	111 15%	25 29% a	75 13%	43 18%	146 16%	11 22%	118 16%	18 22%	75 13%	42 18%
We prefer to send things to customers by post	123 11%	85 12%	14 17%	50 9%	34 14%	102 11%	10 19%	79 11%	20 25% a	45 8%	39 16% a
No alternative media that would meet my needs	118 11%	83 11%	6 7%	61 11%	28 12%	100 11%	1 2%	83 11%	5 7%	62 11%	28 11%
Cost	98 9%	62 9%	10 12%	50 9%	26 11%	73 8%	16 30% a	59 8%	13 16%	47 8%	29 12%
Reliability / trust	95 9%	73 10%	8 9%	62 11%	10 4%	89 10%	3 5%	72 10%	8 10%	57 10%	15 6%
Not considered this	81 7%	58 8%	7 9%	36 6%	23 10%	68 7%	7 13%	56 8%	9 12%	38 7%	21 9%
Hassle of moving	42 4%	25 3%	7 8%	14 3%	20 8% a	32 3%	9 17% a	23 3%	9 12% a	19 3%	15 6%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 550 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1030	682	104	507	249	842	72	679	107	506	250
Effective base	460	305	34	235	96	378	25	303	36	234	97
Weighted Base	1107	727	84	556	242	934	52	730	81	557	241
Time or extra admin required	39 4%	23 3%	10 12% a	17 3%	6 2%	36 4%	3 6%	24 3%	9 12% a	12 2%	11 5%
Lack of information about products and costs by other providers	29 3%	28 4%	* 1%	22 4%	4 2%	28 3%	* *%	26 4%	2 2%	19 3%	8 3%
Other media ineffective	24 2%	22 3%	1 1%	11 2%	13 5%	22 2%	2 3%	21 3%	2 3%	12 2%	11 5%
The unreliability of email address lists	21 2%	13 2%	3 3%	12 2%	7 3%	18 2%	3 7%	10 1%	6 7% a	13 2%	6 3%
Customers are unwilling to give email addresses	21 2%	17 2%	4 4%	12 2%	7 3%	17 2%	4 7%	16 2%	5 6%	14 2%	6 2%
Contracted with postal provider / franking machine	5 *%	5 1%	- -%	4 1%	1 *%	4 *%	1 1%	4 1%	1 1%	5 1%	- -%
No reason	165 15%	101 14%	13 16%	91 16%	29 12%	133 14%	5 10%	101 14%	13 16%	91 16%	29 12%
Other	24 2%	11 1%	3 3%	7 1%	12 5% a	16 2%	2 4%	11 1%	3 3%	5 1%	14 6% a
Don't know	47 4%	36 5%	1 1%	30 5%	11 4%	42 4%	1 1%	36 5%	1 1%	30 5%	10 4%

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 550 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1030	476	724	146	1	444	557	122	2	529	444	152	1
Effective base	460	195	329	59	1	183	250	54	2	230	202	65	1
Weighted Base	1107	467	795	138	4	418	580	117	2	534	477	132	2
We have already moved everything that is possible to move	309 28%	144 31%	229 29%	55 40%	- -%	118 28%	166 29%	34 29%	1 23%	159 30%	127 27%	49 37%	2 100%
Happy with sending things by post	216 20%	97 21%	173 22%	25 18%	- -%	90 21%	134 23%	32 27%	2 77%	108 20%	115 24%	26 20%	- -%
There is no pressure from customers for us to move	166 15%	90 19%	115 14%	18 13%	- -%	75 18%	93 16%	15 13%	- -%	84 16%	70 15%	15 11%	2 100%
We prefer to send things to customers by post	123 11%	55 12%	95 12%	22 16%	- -%	51 12%	70 12%	16 14%	1 23%	61 11%	57 12%	16 12%	- -%
No alternative media that would meet my needs	118 11%	47 10%	84 11%	20 14%	- -%	47 11%	71 12%	27 24% ab	1 23%	71 13%	67 14%	34 26% ab	- -%
Cost	98 9%	41 9%	74 9%	12 9%	- -%	50 12%	48 8%	14 12%	- -%	56 11%	46 10%	13 10%	- -%
Reliability / trust	95 9%	45 10%	80 10%	22 16%	- -%	48 11%	61 10%	19 16%	- -%	56 11%	51 11%	11 9%	- -%
Not considered this	81 7%	39 8%	56 7%	6 4%	- -%	33 8%	44 8%	6 5%	2 77%	47 9%	35 7%	5 4%	- -%
Hassle of moving	42 4%	31 7%	30 4%	8 6%	- -%	23 5%	20 3%	11 10% b	- -%	30 6%	18 4%	9 7%	- -%
Time or extra admin required	39 4%	28 6%	36 4%	13 10%	- -%	24 6%	24 4%	7 6%	1 23%	18 3%	16 3%	3 2%	- -%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 550 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	1030	476	724	146	1	444	557	122	2	529	444	152	1
Effective base	460	195	329	59	1	183	250	54	2	230	202	65	1
Weighted Base	1107	467	795	138	4	418	580	117	2	534	477	132	2
Lack of information about products and costs by other providers	29 3%	21 4%	26 3%	9 7%	- -%	16 4%	19 3%	9 8%	- -%	22 4%	17 4%	5 3%	- -%
Other media ineffective	24 2%	10 2%	23 3%	2 1%	- -%	8 2%	20 4%	4 3%	- -%	16 3%	19 4%	4 3%	- -%
The unreliability of email address lists	21 2%	13 3%	20 3%	9 7%	- -%	13 3%	12 2%	8 7%	- -%	12 2%	15 3%	3 2%	- -%
Customers are unwilling to give email addresses	21 2%	10 2%	16 2%	5 4%	- -%	8 2%	8 1%	6 5%	1 23%	10 2%	7 1%	4 3%	- -%
Contracted with postal provider / franking machine	5 *%	5 1%	2 *%	1 1%	- -%	5 1%	2 *%	- -%	- -%	5 1%	1 *%	- -%	- -%
No reason	165 15%	43 9%	111 14%	12 9%	4 100%	48 12%	77 13%	10 9%	- -%	63 12%	62 13%	11 8%	- -%
Other	24 2%	11 2%	16 2%	5 4%	- -%	7 2%	7 1%	1 1%	- -%	14 3%	2 1%	2 2%	- -%
Don't know	47 4%	19 4%	33 4%	5 4%	- -%	14 3%	24 4%	4 4%	- -%	24 4%	23 5%	5 4%	- -%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 550 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1030	819	658	501	657	538	28	368	273	252	78	48
Effective base	460	366	293	232	283	257	11	176	127	117	41	28
Weighted Base	1107	906	708	547	691	631	9	411	299	263	90	62
We have already moved everything that is possible to move	309 28%	275 30%	202 29%	160 29%	216 31%	171 27%	1 6%	118 29%	98 33%	82 31%	29 32%	19 30%
Happy with sending things by post	216 20%	185 20%	151 21%	107 20%	128 19%	144 23%	3 33%	97 24%	64 21%	66 25%	17 19%	8 13%
There is no pressure from customers for us to move	166 15%	139 15%	114 16%	71 13%	111 16%	96 15%	2 24%	50 12%	40 13%	38 14%	11 12%	3 5%
We prefer to send things to customers by post	123 11%	104 12%	89 13%	52 9%	73 11%	75 12%	2 17%	45 11%	30 10%	36 14%	9 10%	7 12%
No alternative media that would meet my needs	118 11%	93 10%	85 12%	69 13%	60 9%	80 13%	1 9%	56 14%	44 15%	39 15%	25 28%	24 38%
Cost	98 9%	68 8%	56 8%	46 8%	51 7%	60 10%	2 20%	29 7%	31 10%	20 8%	10 11%	3 5%
Reliability / trust	95 9%	88 10%	68 10%	50 9%	66 10%	57 9%	2 23%	34 8%	37 13%	30 12%	7 8%	1 2%
Not considered this	81 7%	64 7%	51 7%	31 6%	51 7%	55 9%	1 9%	29 7%	23 8%	21 8%	3 4%	3 4%
Hassle of moving	42 4%	33 4%	28 4%	18 3%	22 3%	30 5%	3 30%	15 4%	12 4%	12 5%	2 2%	3 5%
Time or extra admin required	39 4%	35 4%	30 4%	13 2%	30 4%	21 3%	1 10%	9 2%	8 3%	9 4%	3 3%	1 1%
Lack of information about products and costs by other providers	29 3%	28 3%	22 3%	20 4%	14 2%	21 3%	* 3%	16 4%	14 5%	11 4%	9 10%	7 11%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 550 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1030	819	658	501	657	538	28	368	273	252	78	48
Effective base	460	366	293	232	283	257	11	176	127	117	41	28
Weighted Base	1107	906	708	547	691	631	9	411	299	263	90	62
Other media ineffective	24	24	23	11	13	21	2	10	10	6	4	1
	2%	3%	3%	2%	2%	3%	18%	2%	3%	2%	5%	1%
The unreliability of email address lists	21	20	14	14	8	19	2	11	10	8	3	2
	2%	2%	2%	3%	1%	3%	27%	3%	3%	3%	3%	3%
Customers are unwilling to give email addresses	21	17	12	8	9	13	2	5	7	7	4	3
	2%	2%	2%	1%	1%	2%	25%	1%	2%	3%	4%	5%
Contracted with postal provider / franking machine	5	5	5	4	5	2	-	1	3	4	-	-
	*%	1%	1%	1%	1%	*%	-%	*%	1%	1%	-%	-%
No reason	165	133	93	84	104	77	1	59	34	28	5	1
	15%	15%	13%	15%	15%	12%	6%	14%	12%	11%	6%	1%
Other	24	10	11	11	12	15	-	2	6	7	4	-
	2%	1%	2%	2%	2%	2%	-%	1%	2%	2%	5%	-%
Don't know	47	40	32	31	29	28	*	26	11	15	5	5
	4%	4%	5%	6%	4%	4%	*%	6%	4%	6%	6%	9%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 550 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1030	76	55	38	28	849	527	895	572	467	455	809	116	-	780	48
Effective base	460	36	21	16	13	371	223	392	243	204	193	365	47	-	346	27
Weighted Base	1107	88	51	32	22	879	520	929	562	450	449	870	95	-	801	65
We have already moved everything that is possible to move	309 28%	34 39%	4 8%	6 18%	4 17%	267 30%	135 26%	271 29%	159 28%	152 34%	139 31%	261 30%	23 25%	- -%	252 31%	15 23%
Happy with sending things by post	216 20%	24 27%	9 17%	4 12%	6 27%	179 20%	115 22%	185 20%	115 20%	121 27%	99 22%	186 21%	30 32%	- -%	175 22%	6 9%
There is no pressure from customers for us to move	166 15%	15 17%	14 28%	9 27%	5 23%	136 15%	100 19%	150 16%	88 16%	81 18%	84 19%	129 15%	16 17%	- -%	119 15%	11 17%
We prefer to send things to customers by post	123 11%	9 10%	3 6%	3 9%	11 50%	102 12%	84 16%	107 11%	80 14%	72 16%	69 15%	103 12%	16 17%	- -%	100 12%	3 5%
No alternative media that would meet my needs	118 11%	13 15%	8 16%	5 16%	4 18%	86 10%	58 11%	94 10%	65 12%	55 12%	58 13%	86 10%	11 12%	- -%	89 11%	8 13%
Cost	98 9%	18 21%	10 20%	9 28%	2 9%	69 8%	53 10%	76 8%	56 10%	30 7%	47 10%	69 8%	13 14%	- -%	72 9%	9 14%
Reliability / trust	95 9%	24 27%	9 17%	3 11%	* 1%	80 9%	53 10%	82 9%	50 9%	46 10%	48 11%	74 8%	16 17%	- -%	78 10%	10 15%
Not considered this	81 7%	6 7%	2 5%	* 1%	5 25%	62 7%	44 8%	70 8%	50 9%	35 8%	34 8%	69 8%	14 14%	- -%	60 8%	2 3%
Hassle of moving	42 4%	8 9%	4 8%	1 2%	2 9%	32 4%	19 4%	35 4%	21 4%	28 6%	20 5%	34 4%	5 6%	- -%	33 4%	4 6%
Time or extra admin required	39 4%	3 3%	5 10%	1 3%	2 9%	31 4%	22 4%	33 4%	20 3%	20 4%	16 4%	31 4%	7 7%	- -%	26 3%	3 5%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 550 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1030	76	55	38	28	849	527	895	572	467	455	809	116	-	780	48
Effective base	460	36	21	16	13	371	223	392	243	204	193	365	47	-	346	27
Weighted Base	1107	88	51	32	22	879	520	929	562	450	449	870	95	-	801	65
Lack of information about products and costs by other providers	29 3%	4 5%	* *%	1 3%	3 15%	29 3%	16 3%	29 3%	17 3%	19 4%	16 4%	29 3%	6 7%	- -%	24 3%	1 1%
Other media ineffective	24 2%	6 6%	4 9%	- -%	* *%	18 2%	20 4%	24 3%	15 3%	13 3%	13 3%	23 3%	2 2%	- -%	16 2%	- -%
The unreliability of email address lists	21 2%	8 9%	2 3%	- -%	1 7%	19 2%	18 3%	21 2%	17 3%	16 4%	13 3%	17 2%	8 8%	- -%	20 3%	- -%
Customers are unwilling to give email addresses	21 2%	2 3%	5 9%	1 2%	* *%	17 2%	7 1%	17 2%	11 2%	10 2%	10 2%	13 1%	4 4%	- -%	18 2%	1 1%
Contracted with postal provider / franking machine	5 *%	1 1%	4 7%	- -%	- -%	5 1%	2 *%	5 1%	4 1%	2 *%	5 1%	2 *%	- -%	- -%	5 1%	- -%
No reason	165 15%	4 5%	4 7%	1 4%	4 16%	119 14%	70 13%	126 14%	71 13%	57 13%	49 11%	113 13%	7 7%	- -%	107 13%	11 18%
Other	24 2%	- -%	- -%	- -%	- -%	18 2%	8 1%	18 2%	8 1%	11 2%	7 2%	19 2%	1 1%	- -%	16 2%	- -%
Don't know	47 4%	2 2%	1 1%	2 5%	1 5%	35 4%	18 3%	37 4%	29 5%	11 2%	14 3%	33 4%	4 4%	- -%	24 3%	7 10%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 550 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1030	340	621	320	14	135	243	130	767	119	101	179	721
Effective base	460	162	273	132	6	56	104	57	344	54	46	78	326
Weighted Base	1107	362	687	308	15	121	256	130	854	114	110	177	795
We have already moved everything that is possible to move	309 28%	106 29%	198 29%	70 23%	5 36%	35 28%	54 21%	39 30%	245 29%	21 18%	40 36%	51 29%	216 27%
Happy with sending things by post	216 20%	68 19%	133 19%	80 26%	2 15%	21 17%	66 26%	26 20%	161 19%	29 25%	28 25%	32 18%	155 19%
There is no pressure from customers for us to move	166 15%	61 17%	95 14%	47 15%	* *%	17 14%	38 15%	12 10%	141 17%	13 11%	9 8%	37 21%	114 14%
We prefer to send things to customers by post	123 11%	44 12%	70 10%	53 17%	* *%	12 10%	42 16%	14 11%	88 10%	22 19%	14 13%	21 12%	85 11%
No alternative media that would meet my needs	118 11%	51 14%	67 10%	35 11%	5 32%	19 16%	32 13%	17 13%	79 9%	21 19%	24 22%	29 16%	65 8%
Cost	98 9%	57 16%	32 5%	32 11%	1 7%	27 22%	20 8%	20 15%	60 7%	18 16%	16 15%	23 13%	56 7%
Reliability / trust	95 9%	47 13%	46 7%	28 9%	1 8%	14 12%	21 8%	25 19%	56 7%	14 12%	12 11%	19 11%	62 8%
Not considered this	81 7%	17 5%	57 8%	25 8%	2 15%	8 7%	24 9%	15 11%	58 7%	4 4%	6 6%	8 5%	63 8%
Hassle of moving	42 4%	30 8%	8 1%	23 7%	* 2%	16 13%	11 4%	9 7%	27 3%	6 5%	3 3%	14 8%	23 3%
Time or extra admin required	39 4%	16 4%	21 3%	15 5%	* *%	3 2%	12 5%	4 3%	28 3%	6 6%	2 2%	9 5%	28 3%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 550 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1030	340	621	320	14	135	243	130	767	119	101	179	721
Effective base	460	162	273	132	6	56	104	57	344	54	46	78	326
Weighted Base	1107	362	687	308	15	121	256	130	854	114	110	177	795
Lack of information about products and costs by other providers	29 3%	16 5%	12 2%	7 2%	- -%	4 3%	8 3%	5 4%	17 2%	7 6%	* *%	10 6%	18 2%
Other media ineffective	24 2%	14 4%	10 1%	15 5%	- -%	7 6%	8 3%	2 1%	15 2%	7 6%	5 5%	11 6%	5 1%
The unreliability of email address lists	21 2%	16 5%	4 1%	14 5%	1 6%	11 9%	5 2%	7 5%	12 1%	2 2%	6 6%	4 2%	9 1%
Customers are unwilling to give email addresses	21 2%	12 3%	7 1%	9 3%	* *%	6 5%	2 1%	5 4%	13 1%	3 3%	2 2%	7 4%	8 1%
Contracted with postal provider / franking machine	5 *%	5 1%	- -%	1 *%	- -%	1 1%	- -%	4 3%	* *%	1 1%	- -%	4 2%	1 *%
No reason	165 15%	24 7%	129 19%	42 14%	* *%	15 12%	34 13%	11 9%	140 16%	13 12%	13 12%	15 9%	135 17%
Other	24 2%	9 3%	8 1%	15 5%	- -%	5 4%	12 5%	6 4%	16 2%	2 2%	3 2%	1 *%	16 2%
Don't know	47 4%	13 3%	34 5%	10 3%	- -%	2 2%	8 3%	2 2%	37 4%	4 3%	4 4%	2 1%	37 5%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 550 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		*a	b
Unweighted Base	1030	-	1030
Effective base	460	-	460
Weighted Base	1107	-	1107
We have already moved everything that is possible to move	309 28%	- -%	309 28%
Happy with sending things by post	216 20%	- -%	216 20%
There is no pressure from customers for us to move	166 15%	- -%	166 15%
We prefer to send things to customers by post	123 11%	- -%	123 11%
No alternative media that would meet my needs	118 11%	- -%	118 11%
Cost	98 9%	- -%	98 9%
Reliability / trust	95 9%	- -%	95 9%
Not considered this	81 7%	- -%	81 7%
Hassle of moving	42 4%	- -%	42 4%
Time or extra admin required	39 4%	- -%	39 4%
Lack of information about products and costs by other providers	29 3%	- -%	29 3%
Other media ineffective	24 2%	- -%	24 2%

Columns Tested: a,b

Table 550 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		*a	b
Unweighted Base	1030	-	1030
Effective base	460	-	460
Weighted Base	1107	-	1107
The unreliability of email address lists	21 2%	- -%	21 2%
Customers are unwilling to give email addresses	21 2%	- -%	21 2%
Contracted with postal provider / franking machine	5 *%	- -%	5 *%
No reason	165 15%	- -%	165 15%
Other	24 2%	- -%	24 2%
Don't know	47 4%	- -%	47 4%

Columns Tested: a,b

Table 550 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	1030	69	132	98	99	124	59	37	97	61	76	57	121
Effective base	460	21	74	65	33	97	38	8	47	23	20	26	48
Weighted Base	1107	32	134	123	40	198	66	12	164	56	53	75	153
We have already moved everything that is possible to move	309 28%	8 26%	32 24%	40 33%	7 19%	56 28%	18 28%	5 38%	35 21%	20 35%	19 36%	20 27%	48 31%
Happy with sending things by post	216 20%	3 10%	25 19%	27 22%	9 22%	34 17%	15 23%	1 12%	45 27%	7 12%	10 18%	7 9%	32 21%
There is no pressure from customers for us to move	166 15%	4 13%	15 11%	17 14%	6 16%	41 21%	5 7%	* 2%	23 14%	7 13%	10 19%	8 11%	28 19%
We prefer to send things to customers by post	123 11%	2 7%	15 11%	13 10%	3 9%	18 9%	6 10%	1 7%	40 24% eil	1 3%	5 9%	7 9%	12 8%
No alternative media that would meet my needs	118 11%	1 2%	21 16%	14 12%	7 17%	30 15%	3 5%	* 4%	23 14%	1 2%	1 2%	4 5%	12 8%
Cost	98 9%	1 4%	18 13%	7 6%	5 12%	15 8%	3 4%	1 9%	16 10%	9 16%	1 3%	8 11%	13 9%
Reliability / trust	95 9%	1 4%	8 6%	6 5%	6 16%	10 5%	3 5%	* 2%	25 15% e	13 24% bceflj	2 3%	12 16%	6 4%
Not considered this	81 7%	7 21% bkl	6 4%	10 8%	3 7%	18 9%	3 4%	3 25%	15 9%	2 4%	6 11%	1 2%	7 5%
Hassle of moving	42 4%	* %	14 11% d	6 5%	* 1%	10 5%	1 1%	* 1%	4 2%	* %	1 1%	2 3%	5 3%
Time or extra admin required	39 4%	1 2%	9 6%	3 2%	1 2%	5 2%	- -%	* 1%	17 10%	1 2%	* %	1 1%	3 2%
Lack of information about products and costs by other providers	29 3%	- -%	4 3%	5 4%	* 1%	12 6%	1 1%	- -%	4 2%	1 1%	* %	* %	2 1%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 550 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	1030	69	132	98	99	124	59	37	97	61	76	57	121
Effective base	460	21	74	65	33	97	38	8	47	23	20	26	48
Weighted Base	1107	32	134	123	40	198	66	12	164	56	53	75	153
Other media ineffective	24	*	3	2	-	10	-	-	4	-	-	4	*
	2%	1%	2%	1%	-%	5%	-%	-%	3%	-%	-%	6%	-%
The unreliability of email address lists	21	*	5	3	*	4	1	*	*	4	-	-	4
	2%	1%	3%	3%	-%	2%	1%	1%	-%	8%	-%	-%	3%
Customers are unwilling to give email addresses	21	*	4	3	*	9	-	*	*	*	*	3	1
	2%	1%	3%	2%	1%	5%	-%	-%	-%	-%	-%	4%	-%
Contracted with postal provider / franking machine	5	-	1	-	-	-	-	-	-	-	-	3	1
	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	4%	1%
No reason	165	5	22	19	6	25	16	2	29	13	3	6	20
	15%	16%	16%	15%	16%	13%	25%	13%	17%	24%	5%	8%	13%
Other	24	-	1	2	3	2	5	1	3	-	4	4	-
	2%	-%	1%	1%	8%	1%	7%	6%	2%	-%	8%	6%	-%
Don't know	47	2	3	3	3	10	3	*	2	2	*	10	8
	4%	8%	2%	3%	7%	5%	5%	-%	1%	4%	-%	13%	5%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 550 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1030	299	282	195	254	581	449
Effective base	460	159	163	75	93	323	168
Weighted Base	1107	289	305	233	281	594	513
We have already moved everything that is possible to move	309	80	81	59	88	162	147
	28%	28%	27%	26%	31%	27%	29%
Happy with sending things by post	216	56	58	53	49	114	102
	20%	19%	19%	23%	17%	19%	20%
There is no pressure from customers for us to move	166	36	52	31	47	88	78
	15%	12%	17%	13%	17%	15%	15%
We prefer to send things to customers by post	123	29	27	42	24	57	67
	11%	10%	9%	18%	9%	10%	13%
				b			
No alternative media that would meet my needs	118	36	40	24	17	76	42
	11%	13%	13%	10%	6%	13%	8%
Cost	98	26	23	26	23	49	49
	9%	9%	7%	11%	8%	8%	9%
Reliability / trust	95	16	19	39	20	36	59
	9%	6%	6%	17%	7%	6%	11%
				ab			a
Not considered this	81	23	23	21	14	46	34
	7%	8%	8%	9%	5%	8%	7%
Hassle of moving	42	21	10	4	7	31	11
	4%	7%	3%	2%	3%	5%	2%
Time or extra admin required	39	12	5	18	3	18	21
	4%	4%	2%	8%	1%	3%	4%
				bd			
Lack of information about products and costs by other providers	29	9	12	5	2	22	7
	3%	3%	4%	2%	1%	4%	1%

Columns Tested: a,b,c,d - a,b

Table 550 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1030	299	282	195	254	581	449
Effective base	460	159	163	75	93	323	168
Weighted Base	1107	289	305	233	281	594	513
Other media ineffective	24	5	10	4	5	15	9
	2%	2%	3%	2%	2%	2%	2%
The unreliability of email address lists	21	8	4	5	4	12	9
	2%	3%	1%	2%	2%	2%	2%
Customers are unwilling to give email addresses	21	7	9	*	4	17	4
	2%	3%	3%	*%	1%	3%	1%
Contracted with postal provider / franking machine	5	1	-	-	4	1	4
	*%	*%	-%	-%	1%	*%	1%
No reason	165	45	48	43	29	93	72
	15%	16%	16%	19%	10%	16%	14%
Other	24	3	9	3	9	12	12
	2%	1%	3%	1%	3%	2%	2%
Don't know	47	9	16	5	18	24	23
	4%	3%	5%	2%	6%	4%	4%

Columns Tested: a,b,c,d - a,b

Table 551

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1197	500	697	797	217	50	133	400
Effective base	368	116	260	336	87	27	54	119
Weighted Base	893	216	677	850	36	4	3	43
Cost saving	458	43	415	436	19	2	1	22
	51%	20%	61%	51%	53%	56%	41%	52%
			a					
Quicker	449	136	313	427	19	2	1	22
	50%	63%	46%	50%	53%	45%	41%	51%
		b						
Price of postage	284	11	272	271	11	1	1	13
	32%	5%	40%	32%	31%	35%	22%	30%
			a					
Customer preferences	255	75	181	245	8	2	1	10
	29%	35%	27%	29%	21%	41%	35%	24%
						b		
Royal Mail strike action	181	*	181	176	5	1	*	6
	20%	*%	27%	21%	13%	20%	10%	13%
			a					
Increase in postal prices	175	1	175	166	7	1	1	9
	20%	*%	26%	20%	20%	26%	23%	21%
			a					
Unreliable postal service	110	2	108	106	3	*	1	4
	12%	1%	16%	12%	8%	7%	21%	9%
			a				be	
Changes in working patterns - e.g. more working from home	107	6	101	101	5	1	*	6
	12%	3%	15%	12%	13%	22%	6%	13%
			a			d		
Reduce admin time spent on alternative media	98	7	92	90	6	1	1	8
	11%	3%	14%	11%	18%	20%	18%	18%
			a					a
Environmental reasons	90	9	81	84	6	1	*	7
	10%	4%	12%	10%	16%	16%	9%	16%
			a					
The pandemic/lockdowns	85	2	83	82	2	1	*	3
	9%	1%	12%	10%	6%	17%	10%	7%
			a					

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1197	500	697	797	217	50	133	400
Effective base	368	116	260	336	87	27	54	119
Weighted Base	893	216	677	850	36	4	3	43
Offers more creative choices	63 7%	7 3%	57 8% a	59 7%	3 9%	1 16%	* 11%	4 10%
Company budget has been diverted to other media	50 6%	5 2%	45 7%	47 6%	2 5%	1 19% abe	* 10%	3 7%
Convenience / ease of use	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Everyone else is doing it / client's like this method	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Speed - instantaneous / fast response	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Good for sending invoices /attachments	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Proof of delivery / know it has got there / reliable	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
For BACS transfers	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
More efficient	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Forced to by colleagues / system changes in the company	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Security / data protection	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b - a,b,c,d,e

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Unweighted Base	1197	500	697	797	217	50	133	400
Effective base	368	116	260	336	87	27	54	119
Weighted Base	893	216	677	850	36	4	3	43
Other	2	*	2	2	-	-	-	-
	*%	*%	*%	*%	-%	-%	-%	-%
Don't know	12	4	8	11	1	-	*	1
	1%	2%	1%	1%	2%	-%	1%	2%
Cost/price - any mention (net)	548	45	503	520	24	2	2	28
	61%	21%	74%	61%	67%	63%	58%	66%
			a					

Columns Tested: a,b - a,b,c,d,e

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1197	335	345	117	123	144	133	797	217	183
Effective base	368	166	141	38	52	57	54	336	87	69
Weighted Base	893	459	333	58	24	16	3	850	36	7
Cost saving	458	211	188	36	12	9	1	436	19	3
	51%	46%	56%	63%	50%	56%	41%	51%	53%	49%
				f						
Quicker	449	232	162	33	13	7	1	427	19	3
	50%	50%	49%	57%	56%	46%	41%	50%	53%	44%
Price of postage	284	141	117	12	5	7	1	271	11	2
	32%	31%	35%	21%	23%	42%	22%	32%	31%	29%
					cdf					
Customer preferences	255	126	100	18	4	5	1	245	8	3
	29%	27%	30%	32%	18%	30%	35%	29%	21%	38%
									dh	
Royal Mail strike action	181	77	84	14	3	2	*	176	5	1
	20%	17%	25%	25%	12%	15%	10%	21%	13%	15%
			fh							
Increase in postal prices	175	75	79	12	4	4	1	166	7	2
	20%	16%	24%	21%	15%	28%	23%	20%	20%	25%
Unreliable postal service	110	51	51	3	2	1	1	106	3	1
	12%	11%	15%	6%	8%	8%	21%	12%	8%	14%
							ceh			
Changes in working patterns - e.g. more working from home	107	49	46	6	3	2	*	101	5	1
	12%	11%	14%	10%	14%	14%	6%	12%	13%	14%
Reduce admin time spent on alternative media	98	49	31	11	5	2	1	90	6	1
	11%	11%	9%	18%	21%	14%	18%	11%	18%	19%
				bg						b
Environmental reasons	90	42	38	3	4	2	*	84	6	1
	10%	9%	11%	6%	18%	14%	9%	10%	16%	13%
The pandemic/lockdowns	85	41	36	4	1	2	*	82	2	1
	9%	9%	11%	7%	5%	11%	10%	10%	6%	14%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1197	335	345	117	123	144	133	797	217	183
Effective base	368	166	141	38	52	57	54	336	87	69
Weighted Base	893	459	333	58	24	16	3	850	36	7
Offers more creative choices	63 7%	24 5%	34 10%	* *	3 13%	1 6%	* 11%	59 7%	3 9%	1 14%
Company budget has been diverted to other media	50 6%	22 5%	24 7%	2 3%	1 4%	1 9%	* 10%	47 6%	2 5%	1 15%
Convenience / ease of use	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Everyone else is doing it / client's like this method	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Speed - instantaneous / fast response	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Good for sending invoices /attachments	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Proof of delivery / know it has got there / reliable	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
For BACS transfers	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
More efficient	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Forced to by colleagues / system changes in the company	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Security / data protection	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1197	335	345	117	123	144	133	797	217	183
Effective base	368	166	141	38	52	57	54	336	87	69
Weighted Base	893	459	333	58	24	16	3	850	36	7
Other	2	-	2	*	-	-	-	2	-	-
	*%	-%	1%	*%	-%	-%	-%	*%	-%	-%
Don't know	12	9	2	*	1	*	*	11	1	*
	1%	2%	*%	*%	2%	1%	1%	1%	2%	*%
Cost/price - any mention (net)	548	256	225	39	15	12	2	520	24	4
	61%	56%	67%	67%	62%	74%	58%	61%	67%	61%
			a	a		afg		a		

Columns Tested: a,b,c,d,e,f,g,h,i

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1197	467	330	217	50	133	310	186	65	33	117
Effective base	368	245	126	87	27	54	152	73	18	8	22
Weighted Base	893	690	160	36	4	3	435	155	38	12	22
Cost saving	458	345	91	19	2	1	247	91	31	5	16
	51%	50%	57%	53%	56%	41%	57%	59%	81%	43%	75%
		e									
Quicker	449	346	81	19	2	1	220	64	19	3	8
	50%	50%	50%	53%	45%	41%	51%	41%	49%	22%	38%
Price of postage	284	225	46	11	1	1	163	52	18	6	10
	32%	33%	29%	31%	35%	22%	37%	33%	48%	48%	46%
Customer preferences	255	195	50	8	2	1	131	40	14	1	8
	29%	28%	31%	21%	41%	35%	30%	26%	36%	10%	39%
		c									
Royal Mail strike action	181	152	24	5	1	*	103	38	16	1	4
	20%	22%	15%	13%	20%	10%	24%	24%	42%	8%	17%
		e									
Increase in postal prices	175	131	35	7	1	1	105	30	10	1	7
	20%	19%	22%	20%	26%	23%	24%	20%	26%	11%	32%
Unreliable postal service	110	98	8	3	*	1	61	22	7	1	2
	12%	14%	5%	8%	7%	21%	14%	14%	19%	5%	8%
		b				bc					
Changes in working patterns - e.g. more working from home	107	85	16	5	1	*	68	16	3	*	3
	12%	12%	10%	13%	22%	6%	16%	10%	8%	4%	14%
		e									
Reduce admin time spent on alternative media	98	69	21	6	1	1	50	28	2	5	5
	11%	10%	13%	18%	20%	18%	11%	18%	6%	41%	23%
										ac	
Environmental reasons	90	68	15	6	1	*	51	19	6	1	1
	10%	10%	10%	16%	16%	9%	12%	12%	15%	7%	6%
The pandemic/lockdowns	85	70	12	2	1	*	47	24	5	*	1
	9%	10%	7%	6%	17%	10%	11%	16%	13%	1%	4%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1197	467	330	217	50	133	310	186	65	33	117
Effective base	368	245	126	87	27	54	152	73	18	8	22
Weighted Base	893	690	160	36	4	3	435	155	38	12	22
Offers more creative choices	63 7%	52 7%	7 4%	3 9%	1 16%	* 11%	35 8%	16 10%	1 3%	1 5%	2 8%
Company budget has been diverted to other media	50 6%	39 6%	8 5%	2 5%	1 19%	* 10%	21 5%	19 12%	4 11%	* 2%	1 3%
Convenience / ease of use	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Everyone else is doing it / client's like this method	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Speed - instantaneous / fast response	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Good for sending invoices /attachments	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Proof of delivery / know it has got there / reliable	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
For BACS transfers	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
More efficient	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Forced to by colleagues / system changes in the company	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Security / data protection	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1197	467	330	217	50	133	310	186	65	33	117
Effective base	368	245	126	87	27	54	152	73	18	8	22
Weighted Base	893	690	160	36	4	3	435	155	38	12	22
Other	2	*	2	-	-	-	-	2	-	-	-
	*%	*%	1%	-%	-%	-%	-%	1%	-%	-%	-%
Don't know	12	9	2	1	-	*	3	-	-	-	*
	1%	1%	1%	2%	-%	1%	1%	-%	-%	-%	*%
Cost/price - any mention (net)	548	415	105	24	2	2	301	107	32	7	18
	61%	60%	65%	67%	63%	58%	69%	69%	82%	61%	83%
									d		d

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1197	68	42	110	40	56	59	63	57	48
Effective base	368	32	21	57	18	29	29	34	31	23
Weighted Base	893	76	51	161	39	84	92	108	67	58
Cost saving	458	43	25	97	14	59	33	71	31	37
	51%	56%	50%	60%	36%	70%	36%	66%	46%	64%
				f		df		df		f
Quicker	449	27	26	84	19	47	50	43	27	39
	50%	36%	50%	52%	49%	56%	54%	40%	41%	68%
										ag
Price of postage	284	36	21	55	9	34	27	43	17	16
	32%	48%	41%	34%	23%	41%	29%	40%	25%	27%
Customer preferences	255	22	22	49	11	24	15	33	9	16
	29%	29%	44%	30%	29%	28%	17%	31%	14%	27%
			fh							
Royal Mail strike action	181	19	14	49	4	13	26	29	7	14
	20%	25%	28%	30%	10%	15%	28%	27%	11%	23%
				h						
Increase in postal prices	175	21	6	28	6	24	19	29	9	19
	20%	28%	11%	17%	16%	28%	21%	27%	14%	33%
Unreliable postal service	110	12	5	32	2	11	7	24	7	4
	12%	16%	9%	20%	5%	13%	8%	22%	11%	7%
Changes in working patterns - e.g. more working from home	107	18	1	28	5	20	5	9	3	6
	12%	24%	3%	18%	13%	24%	6%	8%	5%	10%
		bh				bh				
Reduce admin time spent on alternative media	98	5	5	24	4	15	9	9	8	5
	11%	7%	9%	15%	11%	18%	10%	8%	12%	8%
Environmental reasons	90	8	3	17	8	11	11	14	7	*
	10%	10%	6%	11%	22%	13%	12%	13%	11%	1%
					i					
The pandemic/lockdowns	85	3	5	29	4	11	5	13	3	3
	9%	4%	9%	18%	9%	13%	6%	12%	5%	5%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Unweighted Base	1197	68	42	110	40	56	59	63	57	48
Effective base	368	32	21	57	18	29	29	34	31	23
Weighted Base	893	76	51	161	39	84	92	108	67	58
Offers more creative choices	63 7%	8 10%	5 11%	10 6%	1 4%	8 9%	5 5%	12 11%	4 6%	* 1%
Company budget has been diverted to other media	50 6%	3 5%	5 11%	9 6%	* 1%	7 9%	4 5%	8 8%	4 6%	* *%
Convenience / ease of use	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Everyone else is doing it / client's like this method	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Speed - instantaneous / fast response	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Good for sending invoices /attachments	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Proof of delivery / know it has got there / reliable	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
For BACS transfers	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
More efficient	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Forced to by colleagues / system changes in the company	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Security / data protection	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1197	68	42	110	40	56	59	63	57	48
Effective base	368	32	21	57	18	29	29	34	31	23
Weighted Base	893	76	51	161	39	84	92	108	67	58
Other	2	*	-	-	-	-	-	2	-	-
	*%	*%	-%	-%	-%	-%	-%	2%	-%	-%
Don't know	12	*	*	3	-	-	-	-	5	-
	1%	*%	1%	2%	-%	-%	-%	-%	8%	-%
Cost/price - any mention (net)	548	62	30	106	23	64	44	86	35	42
	61%	81%	59%	66%	60%	76%	48%	80%	53%	72%
		bcdfh		f		bfh		bcdfh		fh

Columns Tested: a,b,c,d,e,f,g,h,i

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1197	144	167	232	543	654	230	222	202
Effective base	368	69	83	120	269	165	74	47	80
Weighted Base	893	181	195	361	737	156	83	47	26
Cost saving	458 51%	110 61%	99 51%	200 55%	410 56%	49 31%	21 25%	17 36%	11 42%
		efgh	ef	efg	efgh				f
Quicker	449 50%	105 58%	80 41%	177 49%	362 49%	86 55%	45 55%	26 56%	15 55%
		b				b			
Price of postage	284 32%	59 33%	74 38%	126 35%	259 35%	25 16%	10 12%	9 20%	5 20%
		ef	efgh	efgh	efgh				
Customer preferences	255 29%	51 28%	54 28%	98 27%	203 28%	52 34%	32 39%	13 28%	7 27%
Royal Mail strike action	181 20%	30 17%	41 21%	104 29%	176 24%	6 4%	2 2%	2 5%	2 7%
		efgh	efgh	efgh	efgh				
Increase in postal prices	175 20%	49 27%	36 19%	76 21%	162 22%	14 9%	4 5%	6 12%	3 13%
		efgh	ef	ef	ef				
Unreliable postal service	110 12%	17 9%	24 12%	63 18%	104 14%	6 4%	1 2%	3 6%	1 5%
		f	ef	efgh	efh				
Changes in working patterns - e.g. more working from home	107 12%	31 17%	23 12%	43 12%	97 13%	11 7%	6 7%	2 5%	3 10%
		eg			e				
Reduce admin time spent on alternative media	98 11%	24 13%	18 9%	42 12%	84 11%	14 9%	4 4%	7 15%	4 14%
		f						f	f
Environmental reasons	90 10%	20 11%	18 9%	42 12%	80 11%	10 6%	4 5%	4 9%	2 9%

Columns Tested: a,b,c,d,e,f,g,h

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1197	144	167	232	543	654	230	222	202
Effective base	368	69	83	120	269	165	74	47	80
Weighted Base	893	181	195	361	737	156	83	47	26
The pandemic/lockdowns	85 9%	17 10%	11 6%	47 13%	76 10%	9 6%	2 3%	6 12%	1 3%
Offers more creative choices	63 7%	10 5%	17 9%	27 7%	53 7%	10 6%	5 6%	2 4%	3 11%
Company budget has been diverted to other media	50 6%	8 4%	13 7%	22 6%	43 6%	7 5%	5 6%	1 2%	1 4%
Convenience / ease of use	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Everyone else is doing it / client's like this method	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Speed - instantaneous / fast response	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Good for sending invoices /attachments	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Proof of delivery / know it has got there / reliable	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
For BACS transfers	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
More efficient	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested.: a,b,c,d,e,f,g,h

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1197	144	167	232	543	654	230	222	202
Effective base	368	69	83	120	269	165	74	47	80
Weighted Base	893	181	195	361	737	156	83	47	26
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security / data protection	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	-	*	2	2	*	-	*	-
	*%	-%	*%	*%	*%	*%	-%	*%	-%
Don't know	12	-	6	3	8	3	2	1	*
	1%	-%	3%	1%	1%	2%	2%	2%	2%
Cost/price - any mention (net)	548	129	128	237	494	54	23	19	12
	61%	71%	66%	66%	67%	35%	27%	40%	47%
		efgh	efgh	efgh	efgh				ef

Columns Tested: a,b,c,d,e,f,g,h

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1197	61	99	15	114	132	254	48	70	517
Effective base	368	20	27	6	33	55	75	10	21	158
Weighted Base	893	38	67	12	79	154	160	23	42	395
Cost saving	458	20	34	1	35	82	92	5	26	198
	51%	51%	51%	10%	44%	53%	58%	22%	62%	50%
Quicker	449	20	24	7	31	52	85	12	20	228
	50%	52%	36%	54%	39%	34%	53%	53%	48%	58%
Price of postage	284	5	17	2	18	44	46	3	22	146
	32%	12%	25%	13%	23%	29%	28%	14%	53%	37%
Customer preferences	255	8	18	1	20	38	54	13	14	109
	29%	20%	27%	11%	25%	24%	34%	57%	34%	27%
Royal Mail strike action	181	2	5	-	5	38	20	2	9	105
	20%	6%	8%	-%	7%	24%	12%	10%	22%	27%
Increase in postal prices	175	7	11	*	11	23	20	2	16	96
	20%	19%	16%	1%	13%	15%	13%	8%	38%	24%
Unreliable postal service	110	1	13	4	17	20	25	1	2	45
	12%	3%	20%	30%	21%	13%	15%	4%	5%	11%
Changes in working patterns - e.g. more working from home	107	1	4	-	4	23	13	2	8	57
	12%	2%	6%	-%	5%	15%	8%	8%	18%	14%
Reduce admin time spent on alternative media	98	1	10	1	11	17	23	1	13	32
	11%	3%	14%	7%	13%	11%	14%	4%	32%	8%
Environmental reasons	90	3	5	-	5	14	14	*	9	45
	10%	8%	8%	-%	6%	9%	9%	2%	23%	11%
The pandemic/lockdowns	85	1	8	1	9	19	7	*	1	47
	9%	3%	12%	7%	11%	12%	5%	2%	2%	12%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1197	61	99	15	114	132	254	48	70	517
Effective base	368	20	27	6	33	55	75	10	21	158
Weighted Base	893	38	67	12	79	154	160	23	42	395
Offers more creative choices	63 7%	4 11%	6 9%	* 3%	7 8%	10 6%	13 8%	1 5%	1 3%	27 7%
Company budget has been diverted to other media	50 6%	1 2%	9 13%	1 8%	10 12%	7 5%	16 10%	* 2%	1 2%	14 4%
Convenience / ease of use	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Everyone else is doing it / client's like this method	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Speed - instantaneous / fast response	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Good for sending invoices /attachments	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Proof of delivery / know it has got there / reliable	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
For BACS transfers	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
More efficient	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Forced to by colleagues / system changes in the company	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Security / data protection	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1197	61	99	15	114	132	254	48	70	517
Effective base	368	20	27	6	33	55	75	10	21	158
Weighted Base	893	38	67	12	79	154	160	23	42	395
Other	2	2	-	-	-	-	-	-	-	*
	*%	5%	-%	-%	-%	-%	-%	-%	-%	*%
		fi								
Don't know	12	*	*	-	*	3	*	*	1	7
	1%	*%	*%	-%	*%	2%	*%	1%	2%	2%
Cost/price - any mention (net)	548	24	40	2	43	96	100	5	32	248
	61%	61%	60%	19%	54%	62%	63%	22%	76%	63%
		g	g		g	g	g		dg	g

Columns Tested: a,b,c,d,e,f,g,h,i

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1197	307	254	636	1056	141	-	971	226	1165	32
Effective base	368	106	75	188	322	48	-	324	47	360	8
Weighted Base	893	272	160	461	758	135	-	806	87	874	19
Cost saving	458	137	92	229	379	79	-	410	48	450	8
	51%	50%	58%	50%	50%	58%	-%	51%	55%	51%	44%
Quicker	449	103	85	260	384	64	-	406	43	435	14
	50%	38%	53%	56%	51%	48%	-%	50%	49%	50%	75%
			a	a							
Price of postage	284	67	46	171	232	52	-	260	24	282	1
	32%	25%	28%	37%	31%	38%	-%	32%	27%	32%	6%
			a	a							
Customer preferences	255	65	54	136	218	37	-	228	27	249	6
	29%	24%	34%	29%	29%	27%	-%	28%	32%	28%	33%
Royal Mail strike action	181	45	20	116	139	42	-	171	10	177	4
	20%	17%	12%	25%	18%	31%	-%	21%	11%	20%	20%
			b	a							
Increase in postal prices	175	41	20	114	147	28	-	161	15	175	*
	20%	15%	13%	25%	19%	21%	-%	20%	17%	20%	2%
			b	b							
Unreliable postal service	110	38	25	47	87	23	-	101	9	110	1
	12%	14%	15%	10%	11%	17%	-%	13%	11%	13%	3%
Changes in working patterns - e.g. more working from home	107	28	13	66	92	15	-	96	11	107	*
	12%	10%	8%	14%	12%	11%	-%	12%	12%	12%	1%
Reduce admin time spent on alternative media	98	29	23	46	88	10	-	86	12	98	*
	11%	11%	14%	10%	12%	7%	-%	11%	14%	11%	-%
Environmental reasons	90	22	14	55	83	8	-	81	10	90	*
	10%	8%	9%	12%	11%	6%	-%	10%	11%	10%	2%
The pandemic/lockdowns	85	29	7	49	72	13	-	79	6	84	*
	9%	11%	5%	11%	10%	9%	-%	10%	7%	10%	2%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1197	307	254	636	1056	141	-	971	226	1165	32
Effective base	368	106	75	188	322	48	-	324	47	360	8
Weighted Base	893	272	160	461	758	135	-	806	87	874	19
Offers more creative choices	63 7%	21 8%	13 8%	30 6%	57 8%	6 4%	- -%	57 7%	6 7%	63 7%	* 1%
Company budget has been diverted to other media	50 6%	18 7%	16 10%	16 3%	48 6%	2 2%	- -%	47 6%	3 3%	50 6%	* 1%
Convenience / ease of use	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Everyone else is doing it / client's like this method	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Speed - instantaneous / fast response	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Good for sending invoices /attachments	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Proof of delivery / know it has got there / reliable	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
For BACS transfers	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
More efficient	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Forced to by colleagues / system changes in the company	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1197	307	254	636	1056	141	-	971	226	1165	32
Effective base	368	106	75	188	322	48	-	324	47	360	8
Weighted Base	893	272	160	461	758	135	-	806	87	874	19
Security / data protection	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	2 *%	2 1%	- -%	* *%	* *%	2 1%	- -%	2 *%	- -%	2 *%	- -%
Don't know	12 1%	4 1%	* *%	8 2%	7 1%	5 4%	- -%	12 1%	* *%	12 1%	- -%
Cost/price - any mention (net)	548 61%	162 60%	100 63%	286 62%	454 60%	94 70%	- -%	488 61%	60 69%	539 62%	9 46%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	1197	708	276	205
Effective base	368	227	79	61
Weighted Base	893	551	172	162
Cost saving	458	284	87	85
	51%	52%	50%	53%
Quicker	449	292	83	72
	50%	53%	48%	44%
Price of postage	284	183	46	54
	32%	33%	26%	33%
Customer preferences	255	165	48	41
	29%	30%	28%	25%
Royal Mail strike action	181	108	49	25
	20%	20%	28%	15%
Increase in postal prices	175	121	27	27
	20%	22%	15%	17%
Unreliable postal service	110	71	15	24
	12%	13%	9%	15%
Changes in working patterns - e.g. more working from home	107	62	20	25
	12%	11%	12%	15%
Reduce admin time spent on alternative media	98	61	16	21
	11%	11%	9%	13%
Environmental reasons	90	70	10	10
	10%	13%	6%	6%
The pandemic/lockdowns	85	42	28	13
	9%	8%	16%	8%
Offers more creative choices	63	36	8	19
	7%	7%	5%	12%

Columns Tested:: a,b,c

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1197	708	276	205
Effective base	368	227	79	61
Weighted Base	893	551	172	162
Company budget has been diverted to other media	50 6%	10 2%	22 13% a	16 10% a
Convenience / ease of use	- -%	- -%	- -%	- -%
Everyone else is doing it / client's like this method	- -%	- -%	- -%	- -%
Speed - instantaneous / fast response	- -%	- -%	- -%	- -%
Good for sending invoices /attachments	- -%	- -%	- -%	- -%
Proof of delivery / know it has got there / reliable	- -%	- -%	- -%	- -%
For BACS transfers	- -%	- -%	- -%	- -%
More efficient	- -%	- -%	- -%	- -%
Forced to by colleagues / system changes in the company	- -%	- -%	- -%	- -%
Security / data protection	- -%	- -%	- -%	- -%
Other	2 *%	2 *%	- -%	- -%

Columns Tested: a,b,c

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Unweighted Base	1197	708	276	205
Effective base	368	227	79	61
Weighted Base	893	551	172	162
Don't know	12	5	1	2
	1%	1%	*%	1%
Cost/price - any mention (net)	548	337	104	105
	61%	61%	60%	65%

Columns Tested:: a,b,c

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1197	927	155	45	21	25	13	4	7	1082	115	70
Effective base	368	310	36	8	5	7	3	2	1	346	22	14
Weighted Base	893	754	82	17	4	21	8	1	5	836	57	40
Cost saving	458	371	54	10	3	20	*	1	*	425	34	24
	51%	49%	66%	58%	59%	93%	*%	100%	1%	51%	59%	59%
Quicker	449	397	39	5	*	2	5	*	*	436	13	8
	50%	53%	48%	27%	8%	9%	66%	19%	6%	52%	23%	21%
		jk								jk		
Price of postage	284	235	30	9	1	3	5	-	*	266	18	9
	32%	31%	37%	50%	33%	13%	61%	-%	1%	32%	31%	23%
Customer preferences	255	216	25	2	3	5	1	-	5	241	14	12
	29%	29%	31%	9%	56%	22%	8%	-%	90%	29%	24%	31%
Royal Mail strike action	181	161	19	1	*	-	-	-	-	180	1	*
	20%	21%	23%	6%	1%	-%	-%	-%	-%	22%	2%	*%
		jk	jk							jk		
Increase in postal prices	175	150	11	7	2	*	*	*	5	161	15	8
	20%	20%	13%	41%	54%	2%	3%	6%	92%	19%	26%	19%
Unreliable postal service	110	89	9	5	*	4	2	-	*	98	12	7
	12%	12%	11%	27%	4%	20%	25%	-%	8%	12%	20%	18%
Changes in working patterns - e.g. more working from home	107	94	7	1	*	*	-	*	5	101	6	5
	12%	13%	8%	7%	3%	*%	-%	18%	90%	12%	11%	12%
Reduce admin time spent on alternative media	98	73	16	5	1	1	2	*	*	89	9	4
	11%	10%	19%	26%	33%	3%	26%	18%	*%	11%	16%	11%
Environmental reasons	90	77	12	1	-	*	-	*	*	89	1	*
	10%	10%	14%	6%	-%	*%	-%	18%	*%	11%	2%	1%
The pandemic/lockdowns	85	62	6	5	*	9	2	*	-	68	17	11
	9%	8%	8%	30%	6%	41%	26%	18%	-%	8%	29%	28%
				ai							abi	ai
Offers more creative choices	63	52	5	1	1	5	*	-	*	56	7	6
	7%	7%	6%	4%	26%	22%	1%	-%	*%	7%	12%	15%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1197	927	155	45	21	25	13	4	7	1082	115	70
Effective base	368	310	36	8	5	7	3	2	1	346	22	14
Weighted Base	893	754	82	17	4	21	8	1	5	836	57	40
Company budget has been diverted to other media	50	23	5	6	*	8	7	-	*	29	21	15
	6%	3%	7%	33% abi	*%	37%	87%	-%	1%	3%	36% abi	38% abi
Convenience / ease of use	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Speed - instantaneous / fast response	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Good for sending invoices /attachments	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More efficient	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security / data protection	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	2	-	-	-	-	-	-	-	2	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1197	927	155	45	21	25	13	4	7	1082	115	70
Effective base	368	310	36	8	5	7	3	2	1	346	22	14
Weighted Base	893	754	82	17	4	21	8	1	5	836	57	40
Don't know	12	11	1	*	-	-	*	-	-	11	*	*
	1%	1%	1%	2%	-%	-%	*%	-%	-%	1%	1%	*%
Cost/price - any mention (net)	548	441	60	12	4	20	5	1	5	501	47	35
	61%	58%	74%	67%	91%	95%	62%	100%	94%	60%	82%	88%
			ai								ai	ai

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1197	492	435	270	1007	813	1025	776	463	435	183	535	66	78	58	68	37
Effective base	368	182	128	58	301	247	311	251	160	135	64	186	15	20	9	12	8
Weighted Base	893	451	303	139	736	599	761	596	415	347	163	457	21	50	24	26	21
Cost saving	458	230	141	88	408	347	421	314	249	200	79	269	14	24	11	16	9
	51%	51%	47%	63%	55%	58%	55%	53%	60%	58%	48%	59%	65%	49%	46%	60%	43%
Quicker	449	233	163	52	358	276	373	277	175	122	92	221	12	31	4	5	8
	50%	52%	54%	37%	49%	46%	49%	47%	42%	35%	56%	48%	56%	62%	16%	19%	41%
			c		f	f	f	f			ef			ef			
Price of postage	284	141	94	48	260	217	264	178	132	121	47	166	9	17	10	10	6
	32%	31%	31%	35%	35%	36%	35%	30%	32%	35%	29%	36%	42%	33%	41%	39%	28%
Customer preferences	255	136	80	39	200	169	208	162	110	78	43	126	7	11	2	12	8
	29%	30%	27%	28%	27%	28%	27%	27%	27%	22%	26%	28%	32%	21%	10%	45%	37%
Royal Mail strike action	181	98	63	20	175	146	178	131	85	88	31	115	6	10	*	6	9
	20%	22%	21%	15%	24%	24%	23%	22%	21%	25%	19%	25%	29%	20%	2%	23%	44%
																	e
Increase in postal prices	175	81	69	25	171	143	173	123	105	79	30	119	5	4	3	8	5
	20%	18%	23%	18%	23%	24%	23%	21%	25%	23%	18%	26%	23%	9%	11%	31%	23%
Unreliable postal service	110	45	43	21	101	101	104	83	68	65	2	81	*	6	5	5	5
	12%	10%	14%	15%	14%	17%	14%	14%	16%	19%	2%	18%	1%	11%	22%	18%	22%
												a			a	a	a
Changes in working patterns - e.g. more working from home	107	34	61	13	101	90	106	87	62	47	20	65	1	10	*	4	5
	12%	7%	20%	9%	14%	15%	14%	15%	15%	13%	12%	14%	4%	21%	1%	17%	22%
			a														
Reduce admin time spent on alternative media	98	44	30	25	94	73	94	74	61	45	21	55	4	4	1	3	7
	11%	10%	10%	18%	13%	12%	12%	12%	15%	13%	13%	12%	19%	8%	2%	13%	33%
Environmental reasons	90	44	33	13	84	59	84	55	45	28	24	47	1	4	2	1	5
	10%	10%	11%	9%	11%	10%	11%	9%	11%	8%	15%	10%	5%	8%	10%	3%	22%
The pandemic/lockdowns	85	15	47	23	84	75	84	78	64	57	9	45	4	11	9	2	5
	9%	3%	16%	16%	11%	13%	11%	13%	16%	17%	5%	10%	19%	22%	36%	7%	23%
			a	a										a	ab		

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1197	492	435	270	1007	813	1025	776	463	435	183	535	66	78	58	68	37
Effective base	368	182	128	58	301	247	311	251	160	135	64	186	15	20	9	12	8
Weighted Base	893	451	303	139	736	599	761	596	415	347	163	457	21	50	24	26	21
Offers more creative choices	63 7%	34 8%	17 6%	12 8%	54 7%	49 8%	55 7%	47 8%	33 8%	30 9%	7 4%	37 8%	* 1%	3 6%	2 10%	5 20%	* 1%
Company budget has been diverted to other media	50 6%	12 3%	11 4%	26 19% ab	42 6%	41 7%	42 5%	40 7%	37 9%	43 12% ac	1 1%	27 6%	* 2%	1 3%	4 18% a	6 23% ab	2 9%
Convenience / ease of use	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Everyone else is doing it / client's like this method	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Speed - instantaneous / fast response	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Good for sending invoices /attachments	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Proof of delivery / know it has got there / reliable	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
For BACS transfers	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
More efficient	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Forced to by colleagues / system changes in the company	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Security / data protection	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1197	492	435	270	1007	813	1025	776	463	435	183	535	66	78	58	68	37
Effective base	368	182	128	58	301	247	311	251	160	135	64	186	15	20	9	12	8
Weighted Base	893	451	303	139	736	599	761	596	415	347	163	457	21	50	24	26	21
Other	2	2	*	-	2	2	2	2	2	-	-	2	-	-	-	-	-
	%	%	%	%	%	%	%	%	1%	-%	-%	%	-%	-%	-%	-%	-%
Don't know	12	6	5	1	7	7	8	8	5	8	1	5	*	1	-	*	-
	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%	%	1%	2%	2%	-%	1%	-%
Cost/price - any mention (net)	548	264	177	107	486	412	501	377	298	249	93	316	16	26	18	21	10
	61%	59%	58%	77%	66%	69%	66%	63%	72%	72%	57%	69%	75%	53%	77%	81%	50%
				ab				d	cd	d		ad				adg	

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	1197	677	99	69	66	38	41	17	485	137	71	44	36	21	19
Effective base	368	236	21	18	10	15	8	4	171	38	20	12	6	9	5
Weighted Base	893	581	50	43	27	10	21	3	416	101	22	17	21	6	16
Cost saving	458	326	32	27	5	4	12	1	255	52	9	6	13	3	8
	51%	56%	64%	62%	20%	45%	59%	39%	61%	52%	38%	36%	64%	61%	47%
		d	d	d											
Quicker	449	286	29	24	11	2	4	2	206	42	12	6	*	5	5
	50%	49%	58%	55%	41%	23%	19%	56%	50%	41%	55%	34%	1%	82%	33%
		e	e						e	e					
Price of postage	284	200	24	20	3	4	8	*	156	39	5	5	5	1	6
	32%	34%	48%	45%	13%	39%	40%	4%	38%	38%	22%	31%	24%	27%	34%
Customer preferences	255	153	17	14	2	2	11	*	120	30	2	2	6	2	7
	29%	26%	34%	32%	9%	23%	51%	7%	29%	30%	10%	14%	28%	28%	42%
							d								
Royal Mail strike action	181	147	5	6	11	1	5	*	114	21	*	1	*	1	9
	20%	25%	10%	13%	42%	10%	25%	1%	27%	21%	1%	4%	1%	12%	54%
							c		c	c					
Increase in postal prices	175	147	6	6	3	2	7	*	103	29	5	1	*	1	5
	20%	25%	12%	14%	9%	20%	33%	7%	25%	29%	24%	4%	2%	14%	28%
Unreliable postal service	110	79	12	*	5	1	4	*	73	18	1	1	4	*	5
	12%	14%	23%	*%	18%	12%	21%	2%	17%	18%	2%	6%	21%	*%	27%
			c												
Changes in working patterns - e.g. more working from home	107	77	14	4	1	2	2	*	66	9	2	8	*	1	4
	12%	13%	28%	8%	5%	22%	11%	2%	16%	9%	8%	49%	1%	12%	27%
												abce			
Reduce admin time spent on alternative media	98	74	8	3	5	2	2	*	44	14	2	5	*	*	7
	11%	13%	15%	7%	20%	22%	8%	3%	11%	14%	11%	27%	1%	5%	41%
Environmental reasons	90	73	3	6	*	2	*	*	41	10	2	*	1	1	4
	10%	13%	6%	14%	1%	18%	1%	1%	10%	10%	7%	1%	6%	9%	27%
The pandemic/lockdowns	85	56	14	11	1	2	*	*	42	12	4	4	8	1	5
	9%	10%	28%	25%	5%	18%	*%	3%	10%	12%	18%	25%	38%	22%	28%
			a										a		

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	1197	677	99	69	66	38	41	17	485	137	71	44	36	21	19
Effective base	368	236	21	18	10	15	8	4	171	38	20	12	6	9	5
Weighted Base	893	581	50	43	27	10	21	3	416	101	22	17	21	6	16
Offers more creative choices	63 7%	38 7%	5 11%	4 9%	* 1%	2 16%	4 22%	* 2%	30 7%	11 11%	1 6%	* *	6 29%	1 12%	* 1%
Company budget has been diverted to other media	50 6%	27 5%	3 5%	4 10%	1 3%	1 14%	5 22% a	1 30%	18 4%	9 9%	1 3%	2 14%	8 40% ac	* 6%	2 11%
Convenience / ease of use	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Everyone else is doing it / client's like this method	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Speed - instantaneous / fast response	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Good for sending invoices /attachments	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Proof of delivery / know it has got there / reliable	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
For BACS transfers	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
More efficient	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Forced to by colleagues / system changes in the company	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Security / data protection	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	1197	677	99	69	66	38	41	17	485	137	71	44	36	21	19
Effective base	368	236	21	18	10	15	8	4	171	38	20	12	6	9	5
Weighted Base	893	581	50	43	27	10	21	3	416	101	22	17	21	6	16
Other	2	2	-	-	-	-	-	-	2	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%
Don't know	12	5	*	1	*	*	-	-	6	*	1	*	-	-	-
	1%	1%	1%	2%	*%	2%	-%	-%	1%	*%	4%	1%	-%	-%	-%
Cost/price - any mention (net)	548	382	39	33	7	6	17	2	294	67	13	7	18	3	9
	61%	66%	78%	76%	24%	66%	84%	47%	71%	67%	59%	44%	88%	61%	53%
		d	d	d		d	d		d	d		d			

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1197	465	93	81	44	33	27	33	391	219	222	125	65
Effective base	368	169	28	21	9	10	6	10	139	76	60	20	14
Weighted Base	893	395	66	51	18	21	18	28	348	185	145	46	35
Cost saving	458	196	51	25	5	10	12	14	192	102	76	25	25
	51%	50%	78%	50%	29%	50%	65%	50%	55%	55%	52%	54%	72%
			acd										
Quicker	449	210	35	9	5	5	7	7	187	84	74	20	7
	50%	53%	53%	17%	29%	24%	37%	26%	54%	46%	51%	43%	21%
		c	c						e		e		
Price of postage	284	114	23	18	4	8	2	9	120	63	45	24	12
	32%	29%	34%	36%	20%	37%	9%	33%	34%	34%	31%	52%	34%
Customer preferences	255	112	16	11	6	7	1	10	87	46	43	16	15
	29%	28%	24%	21%	36%	35%	4%	34%	25%	25%	30%	34%	44%
Royal Mail strike action	181	101	12	6	5	1	5	1	78	58	30	3	8
	20%	26%	19%	13%	27%	3%	27%	2%	22%	31%	20%	6%	23%
										d			
Increase in postal prices	175	85	14	15	*	6	1	3	75	47	31	8	12
	20%	21%	21%	30%	1%	28%	4%	11%	22%	25%	21%	18%	35%
Unreliable postal service	110	49	5	17	*	4	5	2	40	27	23	4	10
	12%	12%	8%	34%	1%	21%	27%	8%	12%	15%	16%	8%	28%
				abd									
Changes in working patterns - e.g. more working from home	107	64	12	5	1	3	*	2	29	34	27	6	8
	12%	16%	18%	10%	3%	13%	2%	8%	8%	19%	19%	13%	23%
										a	a		
Reduce admin time spent on alternative media	98	42	9	6	7	2	*	7	29	39	16	7	3
	11%	11%	13%	12%	39%	10%	3%	27%	8%	21%	11%	15%	7%
					a					a			
Environmental reasons	90	49	2	2	1	1	*	1	47	21	9	4	3
	10%	12%	3%	4%	8%	4%	1%	2%	13%	12%	6%	9%	7%
The pandemic/lockdowns	85	48	10	6	1	5	5	3	27	30	19	3	5
	9%	12%	15%	12%	3%	26%	26%	11%	8%	16%	13%	6%	16%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Unweighted Base	1197	465	93	81	44	33	27	33	391	219	222	125	65
Effective base	368	169	28	21	9	10	6	10	139	76	60	20	14
Weighted Base	893	395	66	51	18	21	18	28	348	185	145	46	35
Offers more creative choices	63 7%	30 7%	5 8%	2 4%	2 13%	2 11%	1 3%	5 18%	20 6%	14 8%	13 9%	7 15%	1 4%
Company budget has been diverted to other media	50 6%	13 3%	2 4%	4 8%	* 1%	9 43%	4 23%	8 28%	14 4%	6 3%	8 6%	8 16%	5 16%
						abcd		ab				a	
Convenience / ease of use	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Everyone else is doing it / client's like this method	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Speed - instantaneous / fast response	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Good for sending invoices /attachments	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Proof of delivery / know it has got there / reliable	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
For BACS transfers	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
More efficient	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Forced to by colleagues / system changes in the company	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1197	465	93	81	44	33	27	33	391	219	222	125	65
Effective base	368	169	28	21	9	10	6	10	139	76	60	20	14
Weighted Base	893	395	66	51	18	21	18	28	348	185	145	46	35
Security / data protection	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	2	-	-	-	-	-	-	2	*	-	-	-
	*%	1%	-%	-%	-%	-%	-%	-%	1%	*%	-%	-%	-%
Don't know	12	7	*	1	-	*	*	-	5	1	2	*	-
	1%	2%	*%	1%	-%	*%	3%	-%	1%	*%	1%	1%	-%
Cost/price - any mention (net)	548	232	53	37	6	15	13	21	226	117	87	38	31
	61%	59%	81%	74%	35%	71%	73%	74%	65%	63%	60%	82%	91%
		d	ad	d		d		d				abc	abc

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1197	454	191	203	107	48	332	167	174	91	43
Effective base	368	159	62	53	15	11	127	51	43	17	10
Weighted Base	893	404	149	122	36	23	325	119	91	37	25
Cost saving	458	207	96	64	20	18	200	56	48	23	18
	51%	51%	65%	53%	56%	82%	62%	47%	52%	64%	73%
Quicker	449	187	87	60	17	5	160	47	46	17	6
	50%	46%	58%	50%	48%	24%	49%	40%	51%	45%	23%
Price of postage	284	131	57	40	22	10	128	33	29	17	10
	32%	32%	38%	32%	61%	44%	40%	28%	32%	46%	39%
Customer preferences	255	99	38	38	13	10	91	32	20	15	10
	29%	24%	25%	32%	37%	46%	28%	27%	22%	40%	41%
Royal Mail strike action	181	87	47	29	3	8	94	29	13	2	7
	20%	21%	31%	24%	8%	35%	29%	24%	14%	7%	26%
Increase in postal prices	175	86	46	26	5	8	85	19	23	6	11
	20%	21%	31%	22%	14%	34%	26%	16%	25%	16%	42%
Unreliable postal service	110	51	20	23	1	5	55	21	13	4	9
	12%	13%	13%	19%	3%	24%	17%	18%	14%	12%	35%
Changes in working patterns - e.g. more working from home	107	42	23	29	4	2	44	27	8	4	6
	12%	10%	16%	24%	11%	8%	14%	23%	9%	10%	25%
Reduce admin time spent on alternative media	98	46	27	14	3	2	29	23	14	5	1
	11%	11%	18%	12%	8%	10%	9%	19%	15%	14%	3%
Environmental reasons	90	51	19	8	4	2	35	14	5	3	2
	10%	13%	13%	7%	10%	11%	11%	12%	6%	9%	8%
The pandemic/lockdowns	85	39	29	15	1	1	42	18	7	3	5
	9%	10%	19%	12%	2%	5%	13%	15%	8%	7%	21%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1197	454	191	203	107	48	332	167	174	91	43
Effective base	368	159	62	53	15	11	127	51	43	17	10
Weighted Base	893	404	149	122	36	23	325	119	91	37	25
Offers more creative choices	63 7%	28 7%	9 6%	9 7%	7 18%	1 5%	17 5%	13 11%	10 11%	7 20%	1 2%
Company budget has been diverted to other media	50 6%	20 5%	7 5%	5 4%	5 14%	5 20%	14 4%	12 10%	5 6%	7 20%	1 6%
Convenience / ease of use	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Everyone else is doing it / client's like this method	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Speed - instantaneous / fast response	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Good for sending invoices /attachments	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Proof of delivery / know it has got there / reliable	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
For BACS transfers	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
More efficient	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Forced to by colleagues / system changes in the company	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1197	454	191	203	107	48	332	167	174	91	43
Effective base	368	159	62	53	15	11	127	51	43	17	10
Weighted Base	893	404	149	122	36	23	325	119	91	37	25
Security / data protection	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	2	*	-	-	-	2	-	-	-	-
	*%	*%	*%	-%	-%	-%	1%	-%	-%	-%	-%
Don't know	12	5	*	2	*	-	5	1	1	*	-
	1%	1%	*%	1%	1%	-%	1%	1%	1%	1%	-%
Cost/price - any mention (net)	548	254	106	74	30	20	234	67	57	29	24
	61%	63%	71%	61%	83%	88%	72%	56%	63%	79%	96%
					ac	ac	b			b	abc

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1197	358	124	149	79	56	418	72	284	987	210	892	115
Effective base	368	135	34	45	23	12	134	23	94	301	67	269	32
Weighted Base	893	311	76	109	62	28	310	57	229	740	153	658	78
Cost saving	458	150	48	63	39	12	178	30	106	364	94	367	42
	51%	48%	64%	58%	62%	45%	57%	52%	47%	49%	61%	56%	53%
Quicker	449	169	26	43	30	6	127	19	132	376	72	331	27
	50%	54%	34%	39%	47%	23%	41%	32%	58%	51%	47%	50%	34%
		be							ab				
Price of postage	284	82	30	19	37	5	75	28	75	234	50	231	29
	32%	27%	40%	17%	59%	20%	24%	49%	33%	32%	33%	35%	37%
			c		ace			a					
Customer preferences	255	82	16	35	20	8	92	8	62	216	39	189	11
	29%	26%	21%	33%	32%	31%	30%	14%	27%	29%	26%	29%	14%
Royal Mail strike action	181	78	21	19	6	7	46	9	75	155	26	160	15
	20%	25%	27%	17%	10%	26%	15%	16%	33%	21%	17%	24%	19%
									a				
Increase in postal prices	175	66	24	15	6	12	60	6	57	149	27	152	18
	20%	21%	31%	14%	9%	44%	19%	11%	25%	20%	17%	23%	23%
						cd							
Unreliable postal service	110	36	13	17	9	5	34	14	35	75	35	78	23
	12%	12%	17%	16%	15%	18%	11%	24%	15%	10%	23%	12%	30%
											a		a
Changes in working patterns - e.g. more working from home	107	46	10	13	10	8	46	7	34	89	18	85	16
	12%	15%	13%	12%	17%	29%	15%	12%	15%	12%	12%	13%	20%
Reduce admin time spent on alternative media	98	35	13	16	4	2	36	8	30	79	19	78	16
	11%	11%	17%	15%	7%	9%	11%	14%	13%	11%	12%	12%	21%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1197	358	124	149	79	56	418	72	284	987	210	892	115
Effective base	368	135	34	45	23	12	134	23	94	301	67	269	32
Weighted Base	893	311	76	109	62	28	310	57	229	740	153	658	78
Environmental reasons	90 10%	27 9%	9 12%	9 8%	5 8%	2 9%	30 10%	5 9%	20 9%	76 10%	14 9%	80 12%	5 6%
The pandemic/lockdowns	85 9%	29 9%	19 25% ad	24 22% ad	1 2%	2 5%	39 12%	14 24%	25 11%	60 8%	25 16% a	61 9%	23 30% a
Offers more creative choices	63 7%	19 6%	8 11%	4 3%	13 21% ac	3 10%	31 10%	1 1%	16 7%	49 7%	15 9%	52 8%	1 2%
Company budget has been diverted to other media	50 6%	10 3%	10 13% a	11 10%	5 9%	2 6%	23 7%	6 11%	11 5%	35 5%	15 10%	29 4%	13 17% a
Convenience / ease of use	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Everyone else is doing it / client's like this method	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Speed - instantaneous / fast response	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Good for sending invoices /attachments	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Proof of delivery / know it has got there / reliable	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1197	358	124	149	79	56	418	72	284	987	210	892	115
Effective base	368	135	34	45	23	12	134	23	94	301	67	269	32
Weighted Base	893	311	76	109	62	28	310	57	229	740	153	658	78
For BACS transfers	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More efficient	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security / data protection	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	2	-	-	-	-	-	-	2	2	-	2	-
	*%	1%	-%	-%	-%	-%	-%	-%	1%	*%	-%	*%	-%
Don't know	12	6	*	1	-	*	6	-	1	11	*	7	*
	1%	2%	*%	1%	-%	*%	2%	-%	1%	2%	*%	1%	*%
Cost/price - any mention (net)	548	180	51	67	51	24	201	43	133	441	107	431	55
	61%	58%	66%	62%	81%	89%	65%	75%	58%	60%	70%	66%	70%
					ac	abc		c			a		

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1197	661	152	449	327	899	108	652	161	454	322
Effective base	368	208	40	153	99	272	29	201	47	156	96
Weighted Base	893	506	93	350	246	663	73	491	108	359	237
Cost saving	458	294	53	163	151	370	38	281	66	174	140
	51%	58%	57%	47%	61%	56%	53%	57%	61%	48%	59%
Quicker	449	251	26	157	121	329	29	246	30	163	115
	50%	50%	28%	45%	49%	50%	39%	50%	28%	45%	48%
Price of postage	284	180	37	99	78	233	27	176	41	105	72
	32%	36%	40%	28%	32%	35%	37%	36%	38%	29%	30%
Customer preferences	255	147	22	93	69	187	13	145	24	98	64
	29%	29%	24%	27%	28%	28%	18%	29%	22%	27%	27%
Royal Mail strike action	181	128	19	69	62	160	15	127	19	71	60
	20%	25%	20%	20%	25%	24%	21%	26%	17%	20%	25%
Increase in postal prices	175	114	29	67	56	155	16	108	35	73	50
	20%	23%	32%	19%	23%	23%	22%	22%	32%	20%	21%
Unreliable postal service	110	70	31	27	56	77	24	70	31	32	51
	12%	14%	33%	8%	23%	12%	33%	14%	29%	9%	21%
Changes in working patterns - e.g. more working from home	107	72	18	45	43	87	14	70	20	45	42
	12%	14%	20%	13%	17%	13%	20%	14%	19%	13%	18%
Reduce admin time spent on alternative media	98	50	23	37	37	79	15	49	24	35	38
	11%	10%	25%	10%	15%	12%	20%	10%	22%	10%	16%
Environmental reasons	90	55	4	28	27	80	5	55	4	34	21
	10%	11%	4%	8%	11%	12%	6%	11%	4%	9%	9%

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1197	661	152	449	327	899	108	652	161	454	322
Effective base	368	208	40	153	99	272	29	201	47	156	96
Weighted Base	893	506	93	350	246	663	73	491	108	359	237
The pandemic/lockdowns	85 9%	58 11%	18 19%	37 10%	41 17%	63 10%	21 29%	54 11%	21 19%	42 12%	36 15%
Offers more creative choices	63 7%	39 8%	10 10%	20 6%	27 11%	52 8%	1 2%	39 8%	10 10%	21 6%	27 11%
Company budget has been diverted to other media	50 6%	26 5%	15 16% a	15 4%	25 10%	33 5%	9 12%	21 4%	19 18% a	15 4%	25 10%
Convenience / ease of use	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Everyone else is doing it / client's like this method	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Speed - instantaneous / fast response	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Good for sending invoices /attachments	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Proof of delivery / know it has got there / reliable	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
For BACS transfers	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
More efficient	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1197	661	152	449	327	899	108	652	161	454	322
Effective base	368	208	40	153	99	272	29	201	47	156	96
Weighted Base	893	506	93	350	246	663	73	491	108	359	237
Forced to by colleagues / system changes in the company	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Security / data protection	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	2 *%	2 *%	- -%	2 1%	- -%	2 *%	- -%	2 *%	- -%	2 1%	- -%
Don't know	12 1%	7 1%	- -%	6 2%	2 1%	7 1%	* *%	7 2%	- -%	6 2%	2 1%
Cost/price - any mention (net)	548 61%	348 69%	65 70%	208 60%	169 69%	438 66%	49 67%	334 68%	78 73%	219 61%	158 67%

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	1197	499	770	139	1	457	556	102	2	548	413	111	-
Effective base	368	147	235	42	1	139	163	29	2	178	131	35	-
Weighted Base	893	379	561	116	1	367	371	80	2	441	288	91	-
Cost saving	458	205	320	75	-	214	227	57	1	242	158	61	-
	51%	54%	57%	65%	-%	58%	61%	71%	25%	55%	55%	66%	-%
Quicker	449	155	299	49	1	134	206	31	2	193	155	42	-
	50%	41%	53%	42%	100%	36%	56%	39%	75%	44%	54%	46%	-%
			a				a						
Price of postage	284	127	193	57	1	120	148	30	-	117	96	35	-
	32%	34%	34%	49%	100%	33%	40%	37%	-%	26%	33%	39%	-%
Customer preferences	255	117	144	43	-	106	109	27	-	125	80	28	-
	29%	31%	26%	37%	-%	29%	29%	34%	-%	28%	28%	30%	-%
Royal Mail strike action	181	104	145	34	-	102	92	19	-	110	64	25	-
	20%	28%	26%	29%	-%	28%	25%	23%	-%	25%	22%	27%	-%
Increase in postal prices	175	93	139	46	-	83	98	28	-	84	77	26	-
	20%	25%	25%	40%	-%	23%	27%	35%	-%	19%	27%	28%	-%
			b										
Unreliable postal service	110	71	70	22	-	70	58	18	-	61	48	22	-
	12%	19%	13%	19%	-%	19%	16%	22%	-%	14%	17%	24%	-%
Changes in working patterns - e.g. more working from home	107	73	88	39	-	70	69	24	-	71	64	24	-
	12%	19%	16%	34%	-%	19%	19%	30%	-%	16%	22%	26%	-%
			ab										
Reduce admin time spent on alternative media	98	66	71	21	-	54	42	15	-	64	36	15	-
	11%	17%	13%	18%	-%	15%	11%	19%	-%	15%	13%	16%	-%
Environmental reasons	90	34	79	19	-	42	45	13	-	42	40	14	-
	10%	9%	14%	16%	-%	11%	12%	17%	-%	10%	14%	15%	-%
The pandemic/lockdowns	85	67	63	26	-	64	49	19	-	67	50	22	-
	9%	18%	11%	22%	-%	18%	13%	24%	-%	15%	18%	24%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	1197	499	770	139	1	457	556	102	2	548	413	111	-
Effective base	368	147	235	42	1	139	163	29	2	178	131	35	-
Weighted Base	893	379	561	116	1	367	371	80	2	441	288	91	-
Offers more creative choices	63 7%	35 9%	41 7%	14 12%	- -%	38 10%	19 5%	7 9%	- -%	36 8%	18 6%	10 11%	- -%
Company budget has been diverted to other media	50 6%	39 10%	19 3%	20 17%	- -%	37 10%	18 5%	17 21%	- -%	38 9%	14 5%	15 16%	- -%
		b		b				b				b	
Convenience / ease of use	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Everyone else is doing it / client's like this method	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Speed - instantaneous / fast response	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Good for sending invoices /attachments	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Proof of delivery / know it has got there / reliable	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
For BACS transfers	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
More efficient	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Forced to by colleagues / system changes in the company	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	1197	499	770	139	1	457	556	102	2	548	413	111	-
Effective base	368	147	235	42	1	139	163	29	2	178	131	35	-
Weighted Base	893	379	561	116	1	367	371	80	2	441	288	91	-
Security / data protection	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	*	2	-	-	*	2	-	-	*	2	-	-
	*%	*%	*%	-%	-%	*%	1%	-%	-%	*%	1%	-%	-%
Don't know	12	5	2	*	-	6	2	*	-	7	2	*	-
	1%	1%	*%	*%	-%	2%	1%	*%	-%	2%	1%	*%	-%
Cost/price - any mention (net)	548	257	362	97	1	254	262	64	1	279	192	72	-
	61%	68%	64%	83%	100%	69%	71%	79%	25%	63%	67%	78%	-%
				ab								ab	

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	b	c	d	*e
Significance Level: 95%												
Unweighted Base	1197	857	647	463	691	528	27	232	206	207	46	27
Effective base	368	260	190	152	211	164	8	90	71	69	18	10
Weighted Base	893	643	467	365	522	411	25	222	197	185	43	25
Cost saving	458	369	280	200	282	267	23	148	134	124	29	18
	51%	57%	60%	55%	54%	65%	92%	67%	68%	67%	69%	72%
Quicker	449	328	229	183	238	224	8	116	93	90	17	19
	50%	51%	49%	50%	46%	54%	33%	52%	47%	48%	41%	77%
Price of postage	284	233	177	119	149	192	9	89	63	72	18	17
	32%	36%	38%	33%	29%	47%	37%	40%	32%	39%	43%	69%
Customer preferences	255	191	153	112	165	120	12	74	62	64	12	11
	29%	30%	33%	31%	32%	29%	49%	33%	32%	34%	28%	44%
Royal Mail strike action	181	165	129	89	130	111	1	71	70	47	18	12
	20%	26%	28%	24%	25%	27%	3%	32%	35%	26%	41%	48%
Increase in postal prices	175	158	116	84	98	125	4	67	55	42	14	13
	20%	25%	25%	23%	19%	30%	18%	30%	28%	22%	34%	51%
Unreliable postal service	110	85	78	47	66	65	4	38	28	33	18	13
	12%	13%	17%	13%	13%	16%	18%	17%	14%	18%	42%	51%
Changes in working patterns - e.g. more working from home	107	84	81	60	73	59	1	53	37	48	19	16
	12%	13%	17%	16%	14%	14%	5%	24%	19%	26%	44%	64%
Reduce admin time spent on alternative media	98	76	57	48	65	49	2	26	32	32	9	2
	11%	12%	12%	13%	12%	12%	7%	12%	16%	17%	20%	9%
Environmental reasons	90	80	54	39	64	57	*	29	34	30	9	8
	10%	12%	12%	11%	12%	14%	*%	13%	17%	16%	22%	31%
The pandemic/lockdowns	85	66	53	48	59	48	4	33	36	33	19	9
	9%	10%	11%	13%	11%	12%	17%	15%	18%	18%	45%	35%
											abc	

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	b	c	d	*e
Unweighted Base	1197	857	647	463	691	528	27	232	206	207	46	27
Effective base	368	260	190	152	211	164	8	90	71	69	18	10
Weighted Base	893	643	467	365	522	411	25	222	197	185	43	25
Offers more creative choices	63 7%	51 8%	40 8%	21 6%	43 8%	25 6%	4 18%	13 6%	13 6%	11 6%	4 9%	2 9%
Company budget has been diverted to other media	50 6%	37 6%	29 6%	22 6%	33 6%	25 6%	13 54%	13 6%	10 5%	17 9%	10 22% ab	4 15%
Convenience / ease of use	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Everyone else is doing it / client's like this method	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Speed - instantaneous / fast response	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Good for sending invoices /attachments	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Proof of delivery / know it has got there / reliable	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
For BACS transfers	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
More efficient	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Forced to by colleagues / system changes in the company	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	*c	a	b	c	d	*e
Significance Level: 95%												
Unweighted Base	1197	857	647	463	691	528	27	232	206	207	46	27
Effective base	368	260	190	152	211	164	8	90	71	69	18	10
Weighted Base	893	643	467	365	522	411	25	222	197	185	43	25
Security / data protection	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	2	2	2	*	2	-	2	-	*	-	-
	*%	*%	*%	1%	*%	*%	-%	1%	-%	*%	-%	-%
Don't know	12	7	2	1	7	1	*	-	-	*	-	-
	1%	1%	1%	*%	1%	*%	2%	-%	-%	*%	-%	-%
Cost/price - any mention (net)	548	427	326	243	327	307	23	178	152	140	30	23
	61%	66%	70%	66%	63%	75%	93%	80%	77%	76%	70%	92%
						a						

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1197	125	76	60	22	1064	831	1117	849	854	475	1007	125	-	860	72
Effective base	368	44	25	23	8	328	233	344	241	234	150	306	44	-	258	29
Weighted Base	893	110	63	61	25	774	512	817	547	544	374	734	107	-	616	74
Cost saving	458	72	37	38	15	410	242	426	254	263	222	378	74	-	312	36
	51%	65%	59%	61%	60%	53%	47%	52%	46%	48%	59%	52%	69%	-%	51%	49%
Quicker	449	33	28	29	7	410	259	416	296	302	164	405	56	-	306	46
	50%	30%	44%	48%	28%	53%	50%	51%	54%	55%	44%	55%	53%	-%	50%	62%
Price of postage	284	63	18	24	8	246	157	263	161	141	140	245	52	-	180	35
	32%	57%	28%	40%	30%	32%	31%	32%	29%	26%	37%	33%	49%	-%	29%	47%
Customer preferences	255	23	15	25	6	235	165	240	181	183	110	225	48	-	197	20
	29%	21%	23%	41%	24%	30%	32%	29%	33%	34%	29%	31%	45%	-%	32%	26%
Royal Mail strike action	181	35	7	16	15	162	115	168	101	116	108	151	27	-	118	34
	20%	32%	12%	25%	59%	21%	23%	21%	18%	21%	29%	21%	25%	-%	19%	46%
Increase in postal prices	175	30	12	22	4	146	104	164	101	106	93	144	41	-	117	31
	20%	27%	19%	36%	17%	19%	20%	20%	18%	19%	25%	20%	38%	-%	19%	41%
Unreliable postal service	110	22	10	14	7	93	73	107	59	72	70	89	16	-	44	35
	12%	20%	16%	22%	30%	12%	14%	13%	11%	13%	19%	12%	15%	-%	7%	48%
Changes in working patterns - e.g. more working from home	107	11	7	14	-	94	65	103	72	75	73	97	27	-	71	5
	12%	10%	11%	23%	-%	12%	13%	13%	13%	14%	20%	13%	26%	-%	12%	6%
Reduce admin time spent on alternative media	98	10	4	10	7	75	40	83	46	66	52	71	15	-	69	6
	11%	9%	6%	17%	29%	10%	8%	10%	8%	12%	14%	10%	14%	-%	11%	8%
Environmental reasons	90	13	5	9	*	85	52	85	58	63	37	83	22	-	69	8
	10%	11%	8%	14%	1%	11%	10%	10%	11%	12%	10%	11%	21%	-%	11%	11%

Columns Tested.: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1197	125	76	60	22	1064	831	1117	849	854	475	1007	125	-	860	72
Effective base	368	44	25	23	8	328	233	344	241	234	150	306	44	-	258	29
Weighted Base	893	110	63	61	25	774	512	817	547	544	374	734	107	-	616	74
The pandemic/lockdowns	85	9	9	17	4	68	39	75	51	60	69	61	19	-	51	8
	9%	9%	15%	27%	14%	9%	8%	9%	9%	11%	18%	8%	18%	-%	8%	11%
				a							b		b			
Offers more creative choices	63	10	12	1	*	57	36	59	45	39	30	56	13	-	45	*
	7%	9%	20%	2%	1%	7%	7%	7%	8%	7%	8%	8%	13%	-%	7%	*%
Company budget has been diverted to other media	50	9	18	7	2	34	30	41	29	22	36	36	16	-	33	5
	6%	8%	29%	12%	8%	4%	6%	5%	5%	4%	10%	5%	15%	-%	5%	6%
			a										b			
Convenience / ease of use	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Speed - instantaneous / fast response	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Good for sending invoices /attachments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More efficient	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1197	125	76	60	22	1064	831	1117	849	854	475	1007	125	-	860	72
Effective base	368	44	25	23	8	328	233	344	241	234	150	306	44	-	258	29
Weighted Base	893	110	63	61	25	774	512	817	547	544	374	734	107	-	616	74
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security / data protection	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	-	-	-	-	2	*	2	2	*	-	2	-	-	2	*
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	-%	*%	-%	-%	*%	*%
Don't know	12	3	-	-	-	6	4	7	4	8	3	7	-	-	3	5
	1%	2%	-%	-%	-%	1%	1%	1%	1%	1%	1%	1%	-%	-%	1%	7% a
Cost/price - any mention (net)	548	87	53	47	19	466	285	498	305	295	277	441	88	-	362	46
	61%	79%	83%	77%	75%	60%	56%	61%	56%	54%	74%	60%	82%	-%	59%	62%
						e		e			b		b			

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1197	429	640	376	18	216	238	172	653	349	296	220	637
Effective base	368	150	183	120	9	69	77	52	199	113	85	76	197
Weighted Base	893	397	418	298	27	174	190	132	490	258	188	205	473
Cost saving	458 51%	233 59%	191 46%	168 56%	16 58%	106 61%	99 52%	58 44%	235 48%	154 60%	102 54%	87 42%	250 53%
Quicker	449 50%	176 44%	234 56%	141 47%	18 66%	63 36%	104 55%	51 39%	253 52%	138 54%	97 52%	88 43%	246 52%
Price of postage	284 32%	164 41%	100 24%	89 30%	11 41%	69 40%	44 23%	28 21%	129 26%	116 45%	59 31%	61 30%	145 31%
Customer preferences	255 29%	98 25%	146 35%	90 30%	7 27%	44 25%	67 35%	34 26%	161 33%	59 23%	50 27%	46 22%	158 33%
Royal Mail strike action	181 20%	112 28%	59 14%	64 22%	13 48%	47 27%	37 20%	21 16%	90 18%	69 27%	33 18%	50 24%	98 21%
Increase in postal prices	175 20%	106 27%	63 15%	64 22%	9 33%	52 30%	32 17%	15 11%	82 17%	74 29%	36 19%	52 25%	82 17%
Unreliable postal service	110 12%	90 23%	7 2%	45 15%	9 32%	48 27%	18 10%	20 15%	36 7%	50 19%	43 23%	31 15%	32 7%
Changes in working patterns - e.g. more working from home	107 12%	50 13%	43 10%	69 23%	5 18%	29 17%	46 24%	8 6%	59 12%	40 16%	29 16%	31 15%	47 10%
Reduce admin time spent on alternative media	98 11%	44 11%	42 10%	43 14%	5 17%	32 18%	22 11%	17 13%	56 11%	25 10%	26 14%	28 14%	39 8%
Environmental reasons	90 10%	35 9%	51 12%	25 8%	7 25%	20 12%	19 10%	7 5%	50 10%	33 13%	16 9%	24 12%	49 10%

Columns Tested.: a,b - a,b - a,b - a,b,c - a,b,c

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1197	429	640	376	18	216	238	172	653	349	296	220	637
Effective base	368	150	183	120	9	69	77	52	199	113	85	76	197
Weighted Base	893	397	418	298	27	174	190	132	490	258	188	205	473
The pandemic/lockdowns	85 9%	47 12%	24 6%	51 17%	9 33%	37 21%	26 14%	20 15%	35 7%	26 10%	29 15%	27 13%	23 5%
Offers more creative choices	63 7%	31 8%	28 7%	38 13%	* 1%	16 9%	24 12%	16 12%	31 6%	16 6%	19 10%	16 8%	27 6%
Company budget has been diverted to other media	50 6%	41 10%	6 1%	26 9%	* *%	26 15%	7 4%	13 10%	14 3%	19 7%	21 11%	13 6%	10 2%
Convenience / ease of use	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Everyone else is doing it / client's like this method	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Speed - instantaneous / fast response	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Good for sending invoices /attachments	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Proof of delivery / know it has got there / reliable	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
For BACS transfers	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
More efficient	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1197	429	640	376	18	216	238	172	653	349	296	220	637
Effective base	368	150	183	120	9	69	77	52	199	113	85	76	197
Weighted Base	893	397	418	298	27	174	190	132	490	258	188	205	473
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security / data protection	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	*	2	-	-	-	-	-	*	2	-	-	2
	*%	*%	*%	-%	-%	-%	-%	-%	*%	1%	-%	-%	*%
Don't know	12	6	6	2	-	*	2	9	2	1	6	3	2
	1%	1%	1%	1%	-%	*%	1%	7%	*%	1%	3%	1%	*%
								bc					
Cost/price - any mention (net)	548	286	217	205	16	132	113	74	271	192	115	124	288
	61%	72%	52%	69%	59%	76%	59%	56%	55%	74%	61%	61%	61%
		b				b				ab			

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	*b
Unweighted Base	1197	1197	-
Effective base	368	368	-
Weighted Base	893	893	-
Cost saving	458	458	-
	51%	51%	-%
Quicker	449	449	-
	50%	50%	-%
Price of postage	284	284	-
	32%	32%	-%
Customer preferences	255	255	-
	29%	29%	-%
Royal Mail strike action	181	181	-
	20%	20%	-%
Increase in postal prices	175	175	-
	20%	20%	-%
Unreliable postal service	110	110	-
	12%	12%	-%
Changes in working patterns - e.g. more working from home	107	107	-
	12%	12%	-%
Reduce admin time spent on alternative media	98	98	-
	11%	11%	-%
Environmental reasons	90	90	-
	10%	10%	-%
The pandemic/lockdowns	85	85	-
	9%	9%	-%
Offers more creative choices	63	63	-
	7%	7%	-%
Company budget has been diverted to other media	50	50	-
	6%	6%	-%

Columns Tested: a,b

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	*b
Unweighted Base	1197	1197	-
Effective base	368	368	-
Weighted Base	893	893	-
Convenience / ease of use	-	-	-
	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-
	-%	-%	-%
Speed - instantaneous / fast response	-	-	-
	-%	-%	-%
Good for sending invoices /attachments	-	-	-
	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-
	-%	-%	-%
For BACS transfers	-	-	-
	-%	-%	-%
More efficient	-	-	-
	-%	-%	-%
Forced to by colleagues / system changes in the company	-	-	-
	-%	-%	-%
Security / data protection	-	-	-
	-%	-%	-%
Other	2	2	-
	*%	*%	-%
Don't know	12	12	-
	1%	1%	-%

Columns Tested: a,b

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1197	1197	-
Effective base	828	368	460
Weighted Base	893	893	-
Cost/price - any mention (net)	548	548	-
	61%	61%	-%

Columns Tested: a,b

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1197	63	127	112	91	101	70	89	132	90	110	81	131
Effective base	368	18	45	59	33	50	38	10	42	37	18	22	43
Weighted Base	893	21	70	120	26	112	57	22	147	98	35	53	132
Cost saving	458	13	39	58	13	60	16	9	86	42	17	24	82
	51%	60%	56%	48%	48%	53%	27%	42%	58%	43%	50%	45%	62%
		f	f	f		f			f				f
Quicker	449	12	35	52	17	57	28	13	68	60	13	23	70
	50%	54%	51%	43%	64%	51%	50%	57%	46%	61%	39%	44%	53%
Price of postage	284	9	23	38	9	40	7	7	57	19	12	8	53
	32%	43%	34%	32%	33%	35%	12%	31%	39%	20%	36%	16%	40%
		f	f	f	f	f			f				fik
Customer preferences	255	3	23	24	7	26	16	14	32	44	9	17	42
	29%	13%	33%	20%	28%	23%	28%		22%	45%	25%	32%	32%
								aceh		aceh			
Royal Mail strike action	181	4	24	30	2	30	7	5	48	9	4	4	14
	20%	17%	34%	25%	6%	27%	12%	24%	33%	9%	13%	7%	10%
			dfikl	dl		dikl			dfikl				
Increase in postal prices	175	1	20	18	5	26	9	3	36	9	4	12	33
	20%	7%	28%	15%	17%	23%	16%	14%	25%	9%	11%	22%	25%
			i										
Unreliable postal service	110	1	10	17	1	14	2	1	33	10	1	6	14
	12%	4%	14%	14%	5%	12%	3%	6%	23%	10%	3%	12%	10%
									dfj				
Changes in working patterns - e.g. more working from home	107	1	9	2	3	23	3	1	26	10	2	14	13
	12%	5%	12%	2%	12%	21%	6%	4%	18%	10%	5%	26%	10%
			c			c			c			cf	
Reduce admin time spent on alternative media	98	*	14	8	5	11	4	*	10	10	8	5	22
	11%	1%	20%	7%	18%	10%	7%	2%	6%	11%	25%	10%	16%
Environmental reasons	90	*	10	9	3	15	8	3	15	11	1	6	7
	10%	2%	14%	8%	12%	14%	14%	15%	10%	12%	3%	12%	6%
The pandemic/lockdowns	85	3	7	12	1	12	4	4	19	4	2	4	14
	9%	14%	11%	10%	5%	11%	7%	18%	13%	4%	4%	7%	10%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	1197	63	127	112	91	101	70	89	132	90	110	81	131
Effective base	368	18	45	59	33	50	38	10	42	37	18	22	43
Weighted Base	893	21	70	120	26	112	57	22	147	98	35	53	132
Offers more creative choices	63	1	9	6	2	12	8	2	*	1	*	3	19
	7%	3%	12%	5%	9%	11%	14%	9%	*%	1%	1%	6%	14%
			h		h	h	hij						hi
Company budget has been diverted to other media	50	1	2	10	2	1	1	*	9	7	2	-	14
	6%	4%	4%	9%	8%	1%	2%	1%	6%	7%	5%	-%	10%
Convenience / ease of use	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Speed - instantaneous / fast response	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Good for sending invoices /attachments	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More efficient	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security / data protection	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1197	63	127	112	91	101	70	89	132	90	110	81	131
Effective base	368	18	45	59	33	50	38	10	42	37	18	22	43
Weighted Base	893	21	70	120	26	112	57	22	147	98	35	53	132
Other	2	-	-	-	-	2	-	*	-	-	-	*	-
	*%	-%	-%	-%	-%	2%	-%	*%	-%	-%	-%	1%	-%
Don't know	12	-	*	1	-	3	1	*	*	-	1	1	5
	1%	-%	*%	1%	-%	3%	2%	*%	*%	-%	2%	1%	3%
Cost/price - any mention (net)	548	15	47	67	18	68	19	10	109	45	22	31	97
	61%	68%	68%	56%	67%	61%	33%	46%	74%	46%	64%	59%	73%
		fi	fi	f	fi	fi			cefgi		f	f	cefgi

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1197	302	262	311	322	564	633
Effective base	368	118	108	86	80	226	165
Weighted Base	893	211	195	267	219	406	487
Cost saving	458	109	88	137	123	198	261
	51%	52%	45%	51%	56%	49%	54%
Quicker	449	99	102	140	107	201	247
	50%	47%	52%	52%	49%	50%	51%
Price of postage	284	71	56	83	74	126	157
	32%	34%	28%	31%	34%	31%	32%
Customer preferences	255	49	49	89	67	98	157
	29%	23%	25%	33%	31%	24%	32%
Royal Mail strike action	181	58	39	63	22	97	84
	20%	27%	20%	24%	10%	24%	17%
Increase in postal prices	175	39	40	48	48	79	97
	20%	18%	20%	18%	22%	19%	20%
Unreliable postal service	110	28	17	44	21	44	66
	12%	13%	9%	17%	10%	11%	13%
Changes in working patterns - e.g. more working from home	107	12	30	36	29	42	65
	12%	6%	15%	14%	13%	10%	13%
Reduce admin time spent on alternative media	98	22	20	20	35	42	56
	11%	11%	10%	8%	16%	10%	11%
Environmental reasons	90	20	27	30	14	46	44
	10%	9%	14%	11%	7%	11%	9%
The pandemic/lockdowns	85	22	18	26	19	40	45
	9%	11%	9%	10%	9%	10%	9%
Offers more creative choices	63	15	23	3	22	38	25
	7%	7%	12%	1%	10%	9%	5%
		c	c		c		

Columns Tested: a,b,c,d - a,b

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1197	302	262	311	322	564	633
Effective base	368	118	108	86	80	226	165
Weighted Base	893	211	195	267	219	406	487
Company budget has been diverted to other media	50	14	5	16	15	18	31
	6%	7%	2%	6%	7%	5%	6%
Convenience / ease of use	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Speed - instantaneous / fast response	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Good for sending invoices /attachments	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
More efficient	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Security / data protection	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Other	2	-	2	*	*	2	*
	*%	-%	1%	*%	*%	*%	*%
Don't know	12	1	4	*	6	6	6
	1%	1%	2%	*%	3%	1%	1%

Columns Tested: a,b,c,d - a,b

Table 551 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1197	302	262	311	322	564	633
Effective base	828	278	271	161	172	548	333
Weighted Base	893	211	195	267	219	406	487
Cost/price - any mention (net)	548	129	105	164	150	234	314
	61%	61%	54%	61%	68%	58%	65%
				b			a

Columns Tested:: a,b,c,d - a,b

Table 553

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
Royal Mail	1865	184	1681	1784	69	8	4	81
	93%	77%	96%	93%	91%	88%	83%	90%
Parcelforce	1159	13	1146	1109	43	4	2	49
	58%	5%	65%	58%	57%	42%	47%	55%
			a	cd				
DHL	1158	9	1149	1109	42	5	3	50
	58%	4%	65%	58%	55%	57%	53%	55%
			a					
Evri	1143	9	1134	1101	37	3	2	42
	57%	4%	64%	58%	49%	36%	33%	47%
			a	cde	d			d
Yodel	1078	2	1076	1032	40	4	2	45
	54%	1%	61%	54%	52%	40%	37%	50%
			a	d	d			d
UPS	980	12	968	937	37	4	2	42
	49%	5%	55%	49%	49%	40%	33%	47%
			a	d	d			d
DPD/DPD Local	975	28	947	928	42	3	2	47
	49%	12%	54%	49%	55%	35%	34%	52%
			a	d	cd			cd
FedEx	931	9	922	888	38	4	2	43
	47%	4%	52%	46%	49%	40%	36%	48%
			a		d			
TNT Express	685	1	685	651	30	3	1	34
	34%	*%	39%	34%	40%	30%	25%	38%
			a		d			d
UK Mail	538	-	538	514	20	2	1	24
	27%	-%	31%	27%	26%	27%	28%	27%
			a					
Amazon Logistics	452	1	451	428	20	2	1	23
	23%	*%	26%	22%	27%	24%	17%	26%
			a					
Whistl/ TNT Post UK	363	*	363	345	17	1	1	18
	18%	*%	21%	18%	22%	8%	18%	20%
			a		c			

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
DX	247 12%	1 1%	245 14% a	232 12%	13 18% d	1 7%	* 8%	14 16%
Citipost	163 8%	- -%	163 9% a	154 8%	8 10%	* 3%	* 7%	8 9%
Pitney Bowes	109 5%	- -%	109 6% a	102 5%	7 9%	* 4%	* 10%	7 8%
Secured Mail	53 3%	- -%	53 3% a	51 3%	1 2%	* 3%	* 2%	2 2%
MHI (Mail Handling International)	42 2%	- -%	42 2%	40 2%	2 3%	* 3%	* 4%	3 3%
Other	30 2%	24 10% b	6 *% b	29 2%	1 1%	* 1%	* 2%	1 1%
NET: Royal Mail	1865 93%	184 77%	1681 96% a	1784 93% d	69 91%	8 88%	4 83%	81 90%
NET: Provider other than RM	1597 80%	65 27%	1532 87% a	1526 80%	61 80%	7 79%	4 82%	72 80%
NET: RM ONLY	381 19%	154 64% b	227 13%	364 19%	14 19%	2 21%	1 17%	17 19%
NET: Provider other than RM ONLY	113 6%	35 15% b	78 4%	105 6%	6 8%	1 12%	1 16% a	8 9%
NET: RM/Parcelforce	1886 94%	185 77%	1701 97% a	1805 94% d	69 91%	8 90%	4 86%	82 91%

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
Royal Mail	1865 93%	989 93% fi	670 94% fi	126 95% fi	50 90% fi	27 91% fi	4 83% fi	1784 93% fi	69 91% fi	12 86% fi
Parcelforce	1159 58%	581 55% efi	439 62% efi	89 67% aefi	33 59% i	14 48% i	2 47% i	1109 58% fi	43 57% i	6 43% i
DHL	1158 58%	583 55% aefghi	432 61% aefghi	93 70% aefghi	33 59% efi	14 49% efi	3 53% efi	1109 58% efi	42 55% fi	8 56% fi
Evri	1143 57%	589 55% efi	426 60% efhi	85 64% efhi	30 53% efi	11 37% efi	2 33% efi	1101 58% efi	37 49% fi	5 35% fi
Yodel	1078 54%	554 52% fi	391 55% fi	87 65% aefghi	30 54% fi	13 45% fi	2 37% fi	1032 54% fi	40 52% fi	5 39% fi
UPS	980 49%	495 46% ef	356 50% efi	87 65% abefghi	31 55% efi	10 35% efi	2 33% efi	937 49% efi	37 49% ef	5 37% ef
DPD/DPD Local	975 49%	479 45% fi	368 52% fi	80 60% aefgi	33 60% aefgi	12 40% aefgi	2 34% aefgi	928 49% fi	42 55% aefi	5 35% aefi
FedEx	931 47%	452 42% afi	360 51% afi	75 57% aefi	29 53% fi	12 40% fi	2 36% fi	888 46% fi	38 49% f	5 39% f
TNT Express	685 34%	346 33% afi	246 35% afi	58 44% afi	24 44% aefi	9 30% aefi	1 25% aefi	651 34% aefi	30 40% f	4 28% f
UK Mail	538 27%	272 26% a	204 29% a	38 28% a	15 27% a	7 25% a	1 28% a	514 27% a	20 26% a	4 27% a
Amazon Logistics	452 23%	209 20% a	188 26% a	32 24% a	15 26% a	8 27% a	1 17% a	428 22% a	20 27% a	3 21% a
Whistl/ TNT Post UK	363 18%	191 18% a	127 18% a	27 20% a	12 22% a	5 18% a	1 18% a	345 18% a	17 22% a	2 11% a

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
DX	247 12%	121 11%	92 13%	19 14%	12 22% abefgi	2 7%	* 8%	232 12%	13 18% efi	1 7%
Citipost	163 8%	72 7%	66 9%	17 13% i	6 10%	2 7%	* 7%	154 8%	8 10%	1 4%
Pitney Bowes	109 5%	57 5%	36 5%	9 7%	5 9%	2 7%	* 10%	102 5%	7 9%	1 6%
Secured Mail	53 3%	29 3%	20 3%	2 1%	1 2%	1 2%	* 2%	51 3%	1 2%	* 3%
MHI (Mail Handling International)	42 2%	22 2%	16 2%	1 1%	2 3%	1 2%	* 4%	40 2%	2 3%	* 3%
Other	30 2%	24 2%	4 1%	1 *%	1 1%	* 1%	* 2%	29 2%	1 1%	* 1%
NET: Royal Mail	1865 93%	989 93% fi	670 94% fi	126 95% fi	50 90%	27 91%	4 83%	1784 93% fi	69 91%	12 86%
NET: Provider other than RM	1597 80%	795 75%	614 86% aeg	117 88% ae	46 82%	22 75%	4 82%	1526 80% a	61 80%	11 80%
NET: RM ONLY	381 19%	253 24% bc	95 13%	15 12%	9 16%	7 25% bc	1 17%	364 19% b	14 19%	3 20%
NET: Provider other than RM ONLY	113 6%	59 6%	40 6%	6 5%	5 9%	2 8%	1 16% abcg	105 6%	6 8%	2 14% abcg
NET: RM/Parcelforce	1886 94%	1001 94% f	675 95% fi	128 97% fi	50 90%	27 92%	4 86%	1805 94% fi	69 91%	12 89%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
Royal Mail	1865 93%	1456 93%	328 93%	69 91%	8 88%	4 83%	1173 96%	264 92%	70 97%	36 90%	50 89%
Parcelforce	1159 58%	900 58%	209 60%	43 57%	4 42%	2 47%	786 64%	176 61%	44 61%	15 39%	36 64%
DHL	1158 58%	893 57%	216 61%	42 55%	5 57%	3 53%	762 62%	196 68%	50 69%	18 46%	36 64%
Evri	1143 57%	900 58%	200 57%	37 49%	3 36%	2 33%	789 64%	162 56%	49 68%	15 39%	36 64%
Yodel	1078 54%	834 54%	199 57%	40 52%	4 40%	2 37%	729 60%	161 56%	50 69%	14 36%	39 70%
UPS	980 49%	748 48%	189 54%	37 49%	4 40%	2 33%	653 53%	160 56%	39 54%	16 40%	32 56%
DPD/DPD Local	975 49%	735 47%	193 55%	42 55%	3 35%	2 34%	641 52%	150 52%	35 48%	15 39%	31 55%
FedEx	931 47%	708 45%	180 51%	38 49%	4 40%	2 36%	612 50%	156 54%	43 60%	12 31%	29 51%
TNT Express	685 34%	533 34%	118 34%	30 40%	3 30%	1 25%	458 37%	111 38%	29 40%	10 26%	22 40%
UK Mail	538 27%	422 27%	92 26%	20 26%	2 27%	1 28%	347 28%	95 33%	33 46%	8 21%	21 37%
Amazon Logistics	452 23%	338 22%	91 26%	20 27%	2 24%	1 17%	303 25%	69 24%	21 29%	7 19%	21 37%
Whistl/ TNT Post UK	363 18%	287 18%	58 17%	17 22%	1 8%	1 18%	247 20%	68 24%	18 25%	9 24%	11 19%

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
DX	247 12%	181 12%	51 15%	13 18%	1 7%	* 8%	160 13%	41 14%	9 12%	2 4%	15 27%
				e							ad
Citipost	163 8%	113 7%	42 12%	8 10%	* 3%	* 7%	107 9%	30 10%	6 8%	1 4%	7 13%
Pitney Bowes	109 5%	81 5%	21 6%	7 9%	* 4%	* 10%	77 6%	20 7%	5 7%	1 2%	3 5%
Secured Mail	53 3%	45 3%	6 2%	1 2%	* 3%	* 2%	37 3%	4 1%	8 10%	1 2%	1 1%
MHI (Mail Handling International)	42 2%	37 2%	3 1%	2 3%	* 3%	* 4%	22 2%	11 4%	4 5%	* *	4 8%
			a						abe		a
Other	30 2%	25 2%	4 1%	1 1%	* 1%	* 2%	6 1%	1 *	- -%	* *	* *
NET: Royal Mail	1865 93%	1456 93%	328 93%	69 91%	8 88%	4 83%	1173 96%	264 92%	70 97%	36 90%	50 89%
		e	e								
NET: Provider other than RM	1597 80%	1224 79%	301 86%	61 80%	7 79%	4 82%	1038 85%	256 89%	68 94%	31 79%	49 87%
		a									
NET: RM ONLY	381 19%	316 20%	48 14%	14 19%	2 21%	1 17%	186 15%	32 11%	4 6%	8 21%	7 13%
		b									
NET: Provider other than RM ONLY	113 6%	84 5%	21 6%	6 8%	1 12%	1 16%	51 4%	24 8%	2 3%	4 10%	6 11%
						ab					
NET: RM/Parcelforce	1886 94%	1473 95%	332 94%	69 91%	8 90%	4 86%	1187 97%	265 92%	71 98%	37 92%	54 96%
		e	e				b				

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
Royal Mail	1865 93%	174 92%	114 88%	301 91%	76 96%	169 93%	301 95%	228 97%	160 99%	136 98%
Parcelforce	1159 58%	109 58%	82 63%	199 61%	39 50%	115 63%	199 63%	156 67%	95 59%	96 69%
DHL	1158 58%	125 66%	84 65%	202 61%	45 57%	109 60%	196 62%	149 63%	88 54%	95 68%
Evri	1143 57%	125 66%	92 71%	193 58%	45 57%	106 58%	190 60%	145 62%	99 61%	81 58%
Yodel	1078 54%	118 62%	87 67%	167 51%	43 54%	110 60%	167 53%	144 61%	88 54%	92 66%
UPS	980 49%	108 57%	77 59%	175 53%	33 41%	96 53%	155 49%	123 52%	75 47%	79 57%
DPD/DPD Local	975 49%	105 55%	67 52%	148 45%	34 43%	82 45%	181 57%	135 58%	80 49%	79 57%
FedEx	931 47%	102 54%	74 57%	165 50%	35 44%	84 46%	172 55%	120 51%	64 39%	67 48%
TNT Express	685 34%	75 40%	61 47%	111 34%	19 24%	65 36%	128 41%	79 34%	54 34%	56 41%
UK Mail	538 27%	67 35%	43 33%	107 32%	19 24%	48 26%	90 28%	54 23%	34 21%	48 35%
Amazon Logistics	452 23%	61 32%	37 28%	75 23%	13 16%	52 28%	68 22%	48 20%	28 17%	43 31%
Whistl/ TNT Post UK	363 18%	39 21%	29 22%	65 20%	5 6%	37 21%	78 25%	41 17%	26 16%	23 16%
DX	247 12%	28 15%	24 19%	32 10%	18 23%	22 12%	44 14%	27 12%	19 12%	22 16%

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
Citypost	163 8%	19 10%	14 11%	31 9%	4 5%	14 7%	35 11%	11 5%	12 7%	15 10%
Pitney Bowes	109 5%	15 8%	14 10%	17 5%	- -%	13 7%	29 9%	4 2%	8 5%	3 2%
Secured Mail	53 3%	3 1%	11 8%	13 4%	4 5%	5 2%	12 4%	3 1%	1 1%	* *%
MHI (Mail Handling International)	42 2%	2 1%	4 3%	15 5%	2 2%	5 3%	8 3%	3 1%	* *%	2 1%
Other	30 2%	- -%	6 5%	2 *%	1 1%	- -%	2 1%	- -%	- -%	- -%
NET: Royal Mail	1865 93%	174 92%	114 88%	301 91%	76 96%	169 93%	301 95%	228 97%	160 99%	136 98%
NET: Provider other than RM	1597 80%	168 89%	112 87%	280 85%	63 80%	145 80%	260 82%	203 86%	127 79%	114 82%
NET: RM ONLY	381 19%	21 11%	13 10%	49 15%	15 19%	37 20%	56 18%	32 14%	35 21%	25 18%
NET: Provider other than RM ONLY	113 6%	15 8%	11 9%	28 9%	2 2%	13 7%	15 5%	6 3%	1 1%	3 2%
NET: RM/Parcelforce	1886 94%	180 95%	119 92%	302 92%	76 96%	174 95%	304 96%	229 97%	160 99%	136 98%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
Royal Mail	1865 93%	381 95%	448 93%	830 94%	1660 94%	205 85%	98 82%	72 90%	35 86%
Parcelforce	1159 58%	250 62%	285 59%	554 63%	1090 62%	69 29%	32 27%	23 28%	15 36%
DHL	1158 58%	249 62%	296 62%	546 62%	1091 62%	67 28%	28 23%	26 32%	13 33%
Evri	1143 57%	232 58%	317 66%	528 60%	1077 61%	66 28%	26 21%	28 35%	13 32%
Yodel	1078 54%	244 61%	292 61%	477 54%	1014 58%	64 26%	28 23%	22 28%	13 33%
UPS	980 49%	208 52%	260 54%	453 51%	921 52%	59 24%	30 25%	18 22%	11 27%
DPD/DPD Local	975 49%	195 49%	251 52%	465 53%	911 52%	64 26%	33 28%	19 24%	11 28%
FedEx	931 47%	185 46%	240 50%	457 52%	881 50%	50 21%	22 18%	18 22%	10 25%
TNT Express	685 34%	140 35%	191 40%	318 36%	649 37%	36 15%	17 14%	12 15%	8 20%
UK Mail	538 27%	115 29%	144 30%	251 28%	510 29%	28 11%	12 10%	11 14%	4 10%
Amazon Logistics	452 23%	107 27%	126 26%	191 22%	424 24%	28 12%	13 11%	10 12%	5 12%

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
Whistl/ TNT Post UK	363 18%	65 16%	94 20%	184 21%	342 19%	21 9%	9 8%	8 10%	3 8%
		efh	efgh	efgh	efgh				
DX	247 12%	62 16%	71 15%	104 12%	237 13%	10 4%	5 4%	3 3%	2 4%
		efgh	efgh	efgh	efgh				
Citipost	163 8%	32 8%	44 9%	77 9%	153 9%	10 4%	4 3%	4 5%	3 6%
			ef	ef	ef				
Pitney Bowes	109 5%	15 4%	37 8%	50 6%	102 6%	7 3%	1 1%	4 5%	2 6%
			ef	f	f				
Secured Mail	53 3%	9 2%	14 3%	27 3%	51 3%	2 1%	1 1%	1 1%	* 1%
			e	e	e				
MHI (Mail Handling International)	42 2%	8 2%	6 1%	27 3%	41 2%	1 1%	1 1%	* *%	- -%
				eh	e				
Other	30 2%	1 *%	6 1%	4 *%	11 1%	19 8%	11 9%	5 6%	3 9%
						abcd	abcd	abcd	abcd
NET: Royal Mail	1865 93%	381 95%	448 93%	830 94%	1660 94%	205 85%	98 82%	72 90%	35 86%
		efh	efh	efh	efh				
NET: Provider other than RM	1597 80%	322 80%	407 85%	743 84%	1472 84%	126 52%	63 52%	42 52%	21 53%
		efgh	efgh	efgh	efgh				
NET: RM ONLY	381 19%	77 19%	68 14%	137 16%	283 16%	99 41%	49 41%	34 43%	16 39%
						abcd	abcd	abcd	abcd

Columns Tested.: a,b,c,d,e,f,g,h

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
NET: Provider other than RM ONLY	113 6%	18 4%	27 6%	49 6%	94 5%	19 8%	13 ad 11%	4 5%	2 6%
NET: RM/Parcelforce	1886 94%	386 96%	460 96%	834 95%	1680 95%	206 86%	99 83%	72 90%	35 86%
		efh	efh	efh	efh				

Columns Tested:: a,b,c,d,e,f,g,h

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
Royal Mail	1865 93%	80 88%	107 91%	21 90%	128 91%	240 89%	387 92%	54 89%	59 96%	914 96% ae
Parcelforce	1159 58%	35 38%	70 60%	12 49%	82 58%	161 60%	238 57%	40 66%	35 57%	568 60% a
DHL	1158 58%	41 45%	76 65%	12 52%	89 63%	139 52%	237 56%	38 63%	39 63%	576 60%
Evri	1143 57%	34 38%	72 61%	12 49%	83 59%	130 49%	269 64%	42 69%	36 58%	548 57% a
Yodel	1078 54%	35 39%	63 54%	11 46%	74 53%	119 44%	244 58% ae	40 66% ae	38 62%	526 55%
UPS	980 49%	36 40%	66 57%	13 55%	80 56%	117 44%	217 52%	35 58%	29 46%	466 49%
DPD/DPD Local	975 49%	32 36%	64 55%	14 60%	79 56%	112 42%	211 50%	38 63% a	24 39%	478 50%
FedEx	931 47%	39 43%	65 55% h	11 47%	76 54% h	117 43%	196 47%	34 56%	20 32%	450 47%
TNT Express	685 34%	31 35%	50 43%	12 51%	63 44%	81 30%	149 35%	31 51% e	16 26%	315 33%
UK Mail	538 27%	20 22%	33 28%	8 35%	41 29%	81 30%	122 29%	17 29%	21 35%	235 25%
Amazon Logistics	452 23%	20 22%	26 22%	6 27%	32 23%	56 21%	106 25%	14 23%	19 31%	206 22%
Whistl/ TNT Post UK	363 18%	18 20%	26 22%	7 31%	34 24%	48 18%	80 19%	6 11%	8 13%	170 18%
DX	247 12%	9 10%	22 19%	2 8%	24 17%	43 16%	58 14%	4 6%	4 7%	104 11%

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
Citypost	163 8%	8 9%	13 11%	2 8%	15 11%	27 10%	45 11% i	4 6%	6 10%	58 6%
Pitney Bowes	109 5%	4 4%	4 3%	2 8%	5 4%	3 1%	28 7% e	5 9% e	3 4%	60 6% e
Secured Mail	53 3%	2 2%	5 4%	2 8%	7 5%	5 2%	15 3%	3 5%	4 7%	17 2%
MHI (Mail Handling International)	42 2%	3 3%	4 4%	2 9%	7 5%	15 6% i	7 2%	- -%	* *%	11 1%
Other	30 2%	3 3%	1 1%	- -%	1 1%	* *%	7 2%	6 10% defi	1 2%	11 1%
NET: Royal Mail	1865 93%	80 88%	107 91%	21 90%	128 91%	240 89%	387 92%	54 89%	59 96%	914 96% ae
NET: Provider other than RM	1597 80%	55 60%	103 88% a	18 75%	120 85% a	213 79% a	345 82% a	45 74%	51 83% a	767 80% a
NET: RM ONLY	381 19%	35 39% bdefghi	13 11%	6 25%	19 14%	56 21%	72 17%	10 16%	9 15%	178 19%
NET: Provider other than RM ONLY	113 6%	10 11% i	9 8%	2 10%	12 8%	29 11% i	30 7% i	1 2%	1 2%	31 3%
NET: RM/Parcelforce	1886 94%	81 89%	111 95%	21 90%	133 94%	244 91%	389 93%	54 89%	59 96%	924 97% aefg

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
Royal Mail	1865	448	387	1030	1543	322	-	1710	155	1803	62
	93%	90%	92%	95%	93%	97%	-%	93%	92%	94%	85%
				a							
Parcelforce	1159	277	238	644	962	197	-	1058	101	1118	40
	58%	55%	57%	60%	58%	59%	-%	58%	60%	58%	55%
DHL	1158	269	237	653	962	196	-	1064	94	1124	35
	58%	54%	56%	60%	58%	59%	-%	58%	56%	58%	47%
Evri	1143	248	269	626	958	185	-	1052	91	1102	41
	57%	50%	64%	58%	57%	56%	-%	57%	54%	57%	55%
			a								
Yodel	1078	228	244	605	890	188	-	986	91	1040	38
	54%	46%	58%	56%	53%	56%	-%	54%	54%	54%	52%
			a	a							
UPS	980	233	217	530	821	158	-	898	82	949	31
	49%	47%	52%	49%	49%	48%	-%	49%	48%	49%	42%
DPD/DPD Local	975	223	211	541	800	175	-	906	69	940	35
	49%	45%	50%	50%	48%	53%	-%	49%	41%	49%	47%
FedEx	931	232	196	504	770	161	-	855	76	891	40
	47%	46%	47%	47%	46%	48%	-%	47%	45%	46%	54%
TNT Express	685	175	149	362	551	135	-	645	40	663	23
	34%	35%	35%	34%	33%	41%	-%	35%	24%	34%	31%
								b			
UK Mail	538	142	122	274	434	104	-	487	50	523	15
	27%	28%	29%	25%	26%	31%	-%	27%	30%	27%	20%
Amazon Logistics	452	107	106	239	380	71	-	422	30	423	29
	23%	21%	25%	22%	23%	21%	-%	23%	18%	22%	39%
										a	
Whistl/ TNT Post UK	363	99	80	184	299	64	-	347	16	358	5
	18%	20%	19%	17%	18%	19%	-%	19%	10%	19%	7%
								b			

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
DX	247 12%	76 15%	58 14%	112 10%	206 12%	40 12%	- -%	230 13%	17 10%	242 13%	5 7%
Citipost	163 8%	50 10%	45 11%	68 6%	134 8%	29 9%	- -%	154 8%	9 5%	157 8%	5 7%
Pitney Bowes	109 5%	12 2%	28 7%	69 6%	95 6%	15 4%	- -%	105 6%	4 2%	109 6%	1 1%
Secured Mail	53 3%	13 3%	15 3%	25 2%	49 3%	4 1%	- -%	49 3%	4 2%	49 3%	3 5%
MHI (Mail Handling International)	42 2%	24 5%	7 2%	11 1%	42 3%	- -%	- -%	37 2%	6 3%	39 2%	3 5%
Other	30 2%	4 1%	7 2%	19 2%	27 2%	3 1%	- -%	29 2%	2 1%	29 2%	1 2%
NET: Royal Mail	1865 93%	448 90%	387 92%	1030 95%	1543 93%	322 97%	- -%	1710 93%	155 92%	1803 94%	62 85%
NET: Provider other than RM	1597 80%	387 77%	345 82%	865 80%	1353 81%	245 74%	- -%	1454 79%	144 85%	1539 80%	58 80%
NET: RM ONLY	381 19%	111 22%	72 17%	198 18%	296 18%	85 26%	- -%	357 20%	24 14%	367 19%	14 19%
NET: Provider other than RM ONLY	113 6%	50 10%	30 7%	33 3%	106 6%	8 2%	- -%	101 6%	12 7%	103 5%	10 13%
NET: RM/Parcelforce	1886 94%	457 91%	389 93%	1040 96%	1559 93%	327 98%	- -%	1727 94%	160 94%	1819 94%	67 91%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
Royal Mail	1865	1176	289	381
	93%	94%	90%	94%
Parcelforce	1159	780	150	224
	58%	62%	47%	55%
		b		
DHL	1158	767	141	242
	58%	61%	44%	60%
		b		b
Evri	1143	721	161	255
	57%	58%	50%	63%
				b
Yodel	1078	716	125	231
	54%	57%	39%	57%
		b		b
UPS	980	637	136	205
	49%	51%	43%	50%
DPD/DPD Local	975	621	123	227
	49%	50%	38%	56%
		b		b
FedEx	931	626	112	193
	47%	50%	35%	47%
		b		b
TNT Express	685	462	86	137
	34%	37%	27%	34%
		b		
UK Mail	538	336	86	116
	27%	27%	27%	28%
Amazon Logistics	452	276	62	113
	23%	22%	19%	28%
Whistl/ TNT Post UK	363	238	42	81
	18%	19%	13%	20%

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
DX	247	168	30	48
	12%	13%	9%	12%
Citipost	163	91	32	39
	8%	7%	10%	10%
Pitney Bowes	109	71	11	27
	5%	6%	3%	7%
Secured Mail	53	33	6	14
	3%	3%	2%	3%
MHI (Mail Handling International)	42	19	19	5
	2%	1%	6%	1%
			ac	
Other	30	19	7	5
	2%	1%	2%	1%
NET: Royal Mail	1865	1176	289	381
	93%	94%	90%	94%
NET: Provider other than RM	1597	989	250	348
	80%	79%	78%	86%
NET: RM ONLY	381	249	66	57
	19%	20%	20%	14%
NET: Provider other than RM ONLY	113	63	27	23
	6%	5%	8%	6%
NET: RM/Parcelforce	1886	1195	291	381
	94%	95%	91%	94%
		b		

Columns Tested: a,b,c

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
Royal Mail	1865 93%	1575 94%	197 95%	51 99%	10 91%	20 72%	6 48%	1 81%	5 97%	1772 94%	93 85%	42 73%
		ejk	ek	ek						ejk		
Parcelforce	1159 58%	983 58%	134 64%	20 39%	2 16%	14 50%	1 9%	1 78%	5 89%	1117 59%	42 39%	22 39%
		dj	cdjk							cdj		
DHL	1158 58%	980 58%	124 59%	34 66%	3 25%	8 30%	3 24%	1 90%	5 93%	1104 58%	54 50%	20 34%
		dk	k	dek						dk		
Evri	1143 57%	972 58%	130 63%	25 48%	2 17%	7 26%	1 8%	1 73%	5 90%	1103 58%	40 37%	15 27%
		dejk	dejk							dejk		
Yodel	1078 54%	914 54%	120 57%	24 46%	1 8%	9 34%	5 36%	1 80%	5 89%	1034 55%	44 40%	20 35%
		d	d	d						d		
UPS	980 49%	819 49%	110 53%	29 56%	3 29%	8 29%	5 42%	1 73%	5 98%	929 49%	51 47%	22 38%
DPD/DPD Local	975 49%	822 49%	114 54%	23 44%	3 31%	7 25%	1 5%	1 73%	5 89%	936 49%	39 36%	16 28%
			jk							k		
FedEx	931 47%	791 47%	104 50%	21 40%	4 33%	6 21%	1 6%	1 71%	5 90%	895 47%	36 33%	16 27%
			k									
TNT Express	685 34%	598 36%	71 34%	12 23%	* 4%	3 12%	* 1%	1 73%	- -%	669 35%	17 15%	5 8%
		jk	jk							jk		
UK Mail	538 27%	438 26%	61 29%	15 29%	5 41%	11 40%	2 17%	1 69%	5 94%	499 26%	38 35%	23 41%
Amazon Logistics	452 23%	355 21%	72 34%	13 25%	3 28%	1 3%	2 19%	1 73%	5 89%	427 23%	25 23%	12 20%
			aei									
Whistl/ TNT Post UK	363 18%	295 18%	42 20%	8 15%	* 2%	12 44%	5 36%	1 77%	* 1%	337 18%	26 23%	18 31%
						adi						

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
DX	247 12%	202 12%	27 13%	7 14%	* 3%	5 18%	6 45%	- -%	- -%	229 12%	18 16%	11 19%
Citipost	163 8%	133 8%	21 10%	4 7%	* 1%	- -%	4 35%	* 4%	- -%	154 8%	8 8%	5 8%
Pitney Bowes	109 5%	90 5%	17 8%	1 3%	* 1%	1 4%	* 1%	* 7%	- -%	106 6%	3 3%	1 2%
Secured Mail	53 3%	34 2%	14 7%	4 8%	* 1%	* *%	* 2%	* 1%	- -%	48 3%	5 4%	* 1%
MHI (Mail Handling International)	42 2%	26 2%	7 3%	* *%	1 10%	5 17%	4 28%	* 1%	- -%	33 2%	10 9%	9 16%
Other	30 2%	28 2%	3 1%	* *%	* 1%	- -%	* *%	- -%	- -%	30 2%	* *%	* *%
NET: Royal Mail	1865 93%	1575 94%	197 95%	51 99%	10 91%	20 72%	6 48%	1 81%	5 97%	1772 94%	93 85%	42 73%
NET: Provider other than RM	1597 80%	1320 78%	187 89%	41 79%	8 72%	24 86%	12 99%	1 97%	5 100%	1507 80%	91 83%	50 87%
NET: RM ONLY	381 19%	342 20%	22 10%	11 21%	3 28%	4 14%	* 1%	* 3%	* *%	363 19%	18 17%	7 13%
NET: Provider other than RM ONLY	113 6%	87 5%	11 5%	* 1%	1 9%	8 28%	7 52%	* 19%	* 3%	97 5%	16 15%	15 27%
NET: RM/Parcelforce	1886 94%	1591 95%	197 95%	51 99%	10 91%	21 75%	10 76%	1 82%	5 97%	1789 95%	97 89%	46 81%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
Royal Mail	1865 93%	980 93%	595 95%	290 91%	1637 95%	1338 95%	1705 95%	1322 95%	849 94%	565 90%	390 95%	1057 97%	65 93%	83 93%	37 81%	47 97%	26 69%
Parcelforce	1159 58%	627 59%	355 57%	176 55%	1055 61%	869 62%	1093 61%	835 60%	542 60%	332 53%	243 59%	724 66%	32 46%	37 42%	14 31%	27 55%	14 37%
DHL	1158 58%	619 59%	361 58%	178 56%	1060 62%	866 61%	1093 61%	850 61%	545 61%	359 57%	241 59%	713 65%	35 50%	42 46%	17 36%	31 64%	14 38%
Evri	1143 57%	586 55%	386 62%	170 54%	1025 60%	887 63%	1075 60%	843 60%	547 61%	323 52%	214 52%	718 66%	40 58%	42 47%	19 41%	22 44%	20 52%
Yodel	1078 54%	581 55%	333 53%	163 51%	972 56%	822 58%	1016 57%	778 56%	495 55%	311 50%	218 53%	682 62%	31 44%	25 28%	14 30%	26 54%	20 53%
UPS	980 49%	510 48%	309 49%	161 51%	883 51%	739 52%	917 51%	711 51%	469 52%	302 48%	195 47%	597 55%	33 48%	37 42%	11 24%	27 55%	16 42%
DPD/DPD Local	975 49%	502 47%	320 51%	153 48%	869 50%	727 52%	903 50%	708 51%	430 48%	270 43%	197 48%	604 55%	31 45%	30 33%	13 27%	19 39%	10 26%
FedEx	931 47%	501 47%	290 46%	140 44%	838 49%	711 50%	875 49%	692 50%	418 46%	264 42%	180 44%	591 54%	30 44%	35 39%	11 23%	18 37%	10 26%
TNT Express	685 34%	376 36%	222 35%	88 28%	614 36%	500 35%	639 36%	486 35%	280 31%	191 31%	153 37%	428 39%	25 36%	13 14%	7 15%	8 17%	4 11%
UK Mail	538 27%	275 26%	163 26%	100 31%	504 29%	414 29%	516 29%	400 29%	282 31%	209 33%	105 25%	333 30%	19 27%	14 15%	13 29%	21 43%	12 31%
Amazon Logistics	452 23%	204 19%	151 24%	97 30%	402 23%	339 24%	423 24%	335 24%	221 25%	179 29%	98 24%	262 24%	17 25%	21 23%	5 12%	16 32%	4 11%

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
Whistl/ TNT Post UK	363	192	103	68	321	285	335	264	148	109	61	237	10	5	11	10	1
	18%	18%	16%	21%	19%	20%	19%	19%	16%	17%	15%	22%	14%	5%	24%	21%	3%
												d			d		
DX	247	119	82	45	222	186	235	183	127	80	55	151	10	3	7	4	5
	12%	11%	13%	14%	13%	13%	13%	13%	14%	13%	13%	14%	15%	3%	14%	9%	13%
Citipost	163	67	66	30	134	120	144	126	87	57	34	99	3	4	*	2	2
	8%	6%	11%	9%	8%	9%	8%	9%	10%	9%	8%	9%	5%	4%	1%	4%	6%
Pitney Bowes	109	48	42	20	96	92	101	85	56	33	14	76	2	3	2	2	1
	5%	5%	7%	6%	6%	6%	6%	6%	6%	5%	3%	7%	3%	3%	5%	5%	3%
Secured Mail	53	21	13	18	44	40	48	39	32	25	8	28	5	1	*	6	*
	3%	2%	2%	6%	3%	3%	3%	3%	4%	4%	2%	3%	7%	1%	1%	13%	1%
				a												ab	
MHI (Mail Handling International)	42	7	19	16	38	30	38	39	32	34	8	11	1	*	6	2	11
	2%	1%	3%	5%	2%	2%	2%	3%	4%	5%	2%	1%	2%	1%	12%	4%	28%
			a	a						abc					abd		abcdf
Other	30	23	5	3	14	10	14	9	4	4	3	7	*	2	*	2	-
	2%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	5%	1%
NET: Royal Mail	1865	980	595	290	1637	1338	1705	1322	849	565	390	1057	65	83	37	47	26
	93%	93%	95%	91%	95%	95%	95%	95%	94%	90%	95%	97%	93%	93%	81%	97%	69%
					f	f	f	f			eg	eg	g	g		g	
NET: Provider other than RM	1597	807	513	278	1410	1193	1473	1171	775	542	313	923	59	68	38	38	34
	80%	76%	82%	87%	82%	85%	82%	84%	86%	87%	76%	84%	85%	76%	82%	79%	91%
				a								a					
NET: RM ONLY	381	233	109	40	305	214	318	222	125	83	97	168	11	20	8	10	3
	19%	22%	17%	12%	18%	15%	18%	16%	14%	13%	23%	15%	15%	23%	18%	21%	9%
		c									b						
NET: Provider other than RM ONLY	113	60	27	27	78	69	85	71	51	60	19	34	5	5	9	1	12
	6%	6%	4%	8%	5%	5%	5%	5%	6%	10%	5%	3%	7%	6%	19%	3%	31%
										abcd					ab		abcdf

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
NET: RM/Parcelforce	1886	991	600	295	1657	1356	1726	1329	860	573	392	1070	65	84	38	48	29
	94%	94%	96%	93%	96%	96%	96%	95%	96%	92%	95%	98%	94%	93%	81%	98%	79%
					f	f	f	f	f		eg	eg					g

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
Royal Mail	1865	1368	106	69	38	20	27	8	1011	173	53	38	34	15	15
	93%	96%	97%	93%	81%	90%	100%	55%	96%	95%	88%	88%	86%	93%	76%
		dg	dg	g			g		cd						
Parcelforce	1159	913	61	25	18	14	16	9	722	82	23	12	16	11	3
	58%	64%	56%	34%	37%	62%	60%	60%	69%	45%	39%	28%	40%	70%	15%
		cd							bcde					d	
DHL	1158	905	62	31	18	17	18	9	697	93	28	16	17	12	3
	58%	63%	57%	41%	39%	77%	66%	61%	66%	51%	46%	37%	45%	77%	16%
		cd				cd			bcd					cd	
Evri	1143	884	62	30	19	13	10	7	708	87	30	23	16	10	12
	57%	62%	57%	40%	40%	60%	35%	48%	67%	48%	51%	54%	42%	63%	62%
		c							b						
Yodel	1078	844	52	24	14	10	16	10	671	78	28	10	17	11	7
	54%	59%	48%	33%	30%	46%	61%	69%	64%	43%	47%	22%	44%	67%	38%
		cd							bcd					d	
UPS	980	747	57	20	15	18	16	10	588	84	23	18	14	9	4
	49%	52%	52%	27%	33%	80%	59%	65%	56%	46%	39%	41%	35%	55%	18%
		c	c			cd									
DPD/DPD Local	975	750	59	19	19	9	11	2	601	69	17	12	15	9	5
	49%	53%	54%	25%	41%	39%	42%	13%	57%	38%	28%	28%	38%	54%	26%
		cg	c						bcd						
FedEx	931	728	43	24	16	10	11	6	593	63	23	13	7	10	2
	47%	51%	40%	32%	35%	46%	39%	38%	56%	35%	39%	30%	19%	61%	9%
		c							bde					de	
TNT Express	685	543	37	11	11	5	5	1	437	30	18	5	3	6	1
	34%	38%	34%	15%	25%	22%	20%	6%	42%	17%	31%	12%	7%	35%	4%
		c							bde						
UK Mail	538	418	35	17	8	10	8	7	308	53	14	11	17	4	7
	27%	29%	33%	23%	17%	44%	31%	45%	29%	29%	23%	26%	44%	27%	34%
Amazon Logistics	452	343	28	8	10	10	3	1	247	51	13	11	8	9	1
	23%	24%	26%	11%	21%	44%	11%	5%	24%	28%	21%	25%	21%	58%	4%
						c								abcd	
Whistl/ TNT Post UK	363	284	20	5	3	3	6	*	232	23	12	*	14	5	*
	18%	20%	18%	6%	7%	14%	22%	1%	22%	12%	19%	1%	35%	30%	1%
									d		d		d	d	

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
DX	247 12%	193 14%	17 16%	5 6%	2 3%	* 2%	1 3%	4 29%	147 14%	16 9%	13 22%	1 2%	6 16%	3 18%	1 4%
Citipost	163 8%	112 8%	17 15%	1 1%	1 3%	1 4%	* %	2 15%	102 10%	13 7%	1 2%	2 5%	* %	2 11%	* %
Pitney Bowes	109 5%	87 6%	2 2%	1 1%	1 2%	2 9%	2 7%	1 6%	81 8%	6 3%	* %	3 7%	* 1%	* 2%	1 5%
Secured Mail	53 3%	35 2%	3 3%	* 1%	1 1%	5 21%	* %	* %	28 3%	1 %	5 8%	* %	5 12%	2 10%	* %
MHI (Mail Handling International)	42 2%	19 1%	3 2%	5 6%	5 11%	1 5%	- %	6 39%	11 1%	3 2%	4 6%	* %	5 13%	2 10%	5 24%
Other	30 2%	12 1%	* %	* 1%	1 3%	* %	* %	- %	7 1%	* %	* %	* %	* %	2 14%	- %
NET: Royal Mail	1865 93%	1368 96%	106 97%	69 93%	38 81%	20 90%	27 100%	8 55%	1011 96%	173 95%	53 88%	38 88%	34 86%	15 93%	15 76%
NET: Provider other than RM	1597 80%	1181 83%	86 80%	56 75%	31 66%	21 93%	20 75%	15 100%	898 85%	142 78%	52 87%	35 81%	34 88%	15 92%	18 89%
NET: RM ONLY	381 19%	241 17%	22 20%	18 25%	15 31%	1 7%	7 25%	- %	150 14%	41 22%	8 13%	8 19%	5 12%	1 8%	2 11%
NET: Provider other than RM ONLY	113 6%	54 4%	3 3%	5 6%	7 16%	2 10%	* %	7 45%	37 4%	9 5%	7 11%	5 12%	5 14%	1 7%	5 24%
NET: RM/Parcelforce	1886 94%	1384 97%	106 98%	69 93%	38 82%	20 90%	27 100%	12 79%	1022 97%	175 96%	57 96%	38 88%	34 87%	15 93%	15 76%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
Royal Mail	1865	961	144	92	39	28	24	33	864	339	332	108	59
	93%	97%	94%	87%	85%	85%	82%	86%	97%	92%	97%	96%	79%
Parcelforce	1159	647	80	51	19	14	12	12	580	199	221	50	40
	58%	66%	52%	49%	40%	43%	40%	30%	65%	54%	64%	44%	54%
		cdefg							be	e	e	e	
DHL	1158	654	73	52	22	15	9	24	562	199	231	65	35
	58%	66%	48%	49%	48%	43%	33%	63%	63%	54%	67%	57%	46%
		bcdef									be		
Evri	1143	632	91	55	27	18	7	12	536	203	243	52	41
	57%	64%	59%	52%	57%	54%	25%	31%	60%	55%	71%	46%	55%
		fg	f						d		abd		
Yodel	1078	586	82	50	19	12	12	17	521	191	212	56	35
	54%	59%	53%	47%	41%	36%	40%	44%	58%	52%	62%	49%	47%
		e											
UPS	980	540	66	50	21	7	12	16	451	169	201	56	39
	49%	55%	43%	47%	46%	20%	41%	41%	50%	46%	58%	49%	53%
		e									b		
DPD/DPD Local	975	544	80	29	22	6	10	17	470	162	189	54	27
	49%	55%	52%	27%	48%	19%	36%	43%	53%	44%	55%	48%	36%
		ce	ce		e								
FedEx	931	558	60	33	19	5	7	10	463	147	193	50	21
	47%	57%	39%	32%	40%	15%	26%	25%	52%	40%	56%	44%	28%
		bcefg							be		be		
TNT Express	685	399	40	21	14	5	6	1	319	119	161	29	9
	34%	40%	26%	20%	30%	15%	22%	4%	36%	32%	47%	26%	13%
		bceg			g				e	e	abde		
UK Mail	538	294	21	33	23	11	1	15	221	106	123	33	30
	27%	30%	14%	31%	49%	34%	5%	40%	25%	29%	36%	29%	40%
		b		b	abf			bf			a		
Amazon Logistics	452	233	41	27	17	5	7	5	189	91	93	29	21
	23%	24%	26%	26%	36%	16%	24%	14%	21%	25%	27%	25%	28%

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
Whistl/ TNT Post UK	363	209	16	17	7	2	5	8	169	49	80	26	11
	18%	21%	10%	16%	15%	6%	18%	21%	19%	13%	23%	23%	15%
		b									b		
DX	247	139	22	11	2	2	5	4	110	40	58	17	10
	12%	14%	14%	10%	5%	5%	16%	10%	12%	11%	17%	15%	14%
Citipost	163	95	18	9	1	3	1	*	58	22	47	13	2
	8%	10%	12%	9%	1%	10%	2%	*%	7%	6%	14%	12%	2%
											ab		
Pitney Bowes	109	69	5	6	2	1	1	1	43	18	26	8	5
	5%	7%	3%	5%	5%	2%	2%	2%	5%	5%	8%	7%	6%
Secured Mail	53	27	5	2	*	4	-	*	23	6	10	4	5
	3%	3%	3%	1%	1%	13%	-%	*%	3%	2%	3%	4%	6%
						a							
MHI (Mail Handling International)	42	17	2	2	5	4	9	*	4	11	17	2	4
	2%	2%	1%	1%	11%	13%	31%	1%	*%	3%	5%	2%	5%
					ab	ab	abcg			a	a		a
Other	30	7	*	-	*	*	*	2	10	2	1	1	-
	2%	1%	*%	-%	*%	*%	*%	6%	1%	1%	*%	1%	-%
NET: Royal Mail	1865	961	144	92	39	28	24	33	864	339	332	108	59
	93%	97%	94%	87%	85%	85%	82%	86%	97%	92%	97%	96%	79%
		cdefg							be	e	e	e	
NET: Provider other than RM	1597	832	121	88	44	30	21	36	711	303	306	84	66
	80%	84%	79%	83%	94%	90%	72%	94%	80%	82%	89%	74%	89%
											ad		
NET: RM ONLY	381	154	33	18	3	3	8	2	179	64	36	29	8
	19%	16%	21%	17%	6%	10%	28%	6%	20%	17%	11%	26%	11%
									c			c	
NET: Provider other than RM ONLY	113	25	9	14	7	5	5	6	27	28	10	5	15
	6%	3%	6%	13%	15%	15%	18%	14%	3%	8%	3%	4%	21%
				a	a	a	a	a		a			abcd

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	b	c	d	e	f	g	a	b	c	d	e	
Significance Level: 95%														
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106	
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29	
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74	
NET: RM/Parcelforce	1886	962	144	93	40	28	28	33	874	343	334	109	63	
	94%	98%	94%	88%	87%	85%	97%	86%	98%	93%	97%	96%	84%	
		cdeg							be		e		e	

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
Royal Mail	1865	943	305	265	82	39	761	230	209	84	47
	93%	95%	95%	97%	97%	84%	97%	91%	96%	91%	83%
Parcelforce	1159	633	182	176	37	25	527	134	130	43	31
	58%	64%	56%	65%	44%	55%	67%	53%	60%	47%	55%
DHL	1158	619	187	183	45	25	517	128	138	52	27
	58%	62%	58%	67%	54%	53%	66%	51%	64%	57%	48%
Evri	1143	599	177	190	36	23	526	134	146	46	31
	57%	60%	55%	70%	43%	49%	67%	53%	67%	51%	55%
Yodel	1078	565	174	169	39	25	484	125	134	49	27
	54%	57%	54%	62%	46%	53%	62%	49%	62%	53%	47%
UPS	980	489	166	163	36	28	431	106	119	53	28
	49%	49%	52%	60%	43%	60%	55%	42%	55%	57%	49%
DPD/DPD Local	975	524	144	152	37	12	444	98	111	49	21
	49%	53%	45%	56%	44%	26%	57%	39%	51%	54%	36%
FedEx	931	507	130	156	31	12	440	99	107	45	15
	47%	51%	40%	57%	38%	26%	56%	39%	49%	49%	27%
TNT Express	685	340	117	126	21	9	295	79	90	26	6
	34%	34%	36%	46%	25%	19%	38%	31%	41%	28%	10%
UK Mail	538	263	92	104	27	15	222	69	71	22	26
	27%	26%	29%	38%	32%	33%	28%	28%	33%	25%	46%
Amazon Logistics	452	200	95	75	19	12	182	54	58	26	19
	23%	20%	29%	28%	22%	27%	23%	21%	27%	28%	34%

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
Whistl/ TNT Post UK	363 18%	181 18%	52 16%	62 23%	19 23%	7 14%	166 21%	41 16%	43 20%	25 27%	8 13%
DX	247 12%	115 12%	35 11%	52 19%	13 16%	5 11%	105 13%	31 12%	25 11%	18 20%	6 10%
Citipost	163 8%	64 6%	23 7%	35 13%	9 11%	2 4%	63 8%	16 6%	28 13%	11 12%	1 2%
Pitney Bowes	109 5%	49 5%	19 6%	19 7%	5 6%	4 9%	50 6%	9 4%	22 10%	6 7%	2 4%
Secured Mail	53 3%	26 3%	2 1%	7 3%	4 4%	5 10%	20 3%	6 2%	6 3%	3 3%	5 8%
MHI (Mail Handling International)	42 2%	13 1%	10 3%	9 3%	2 3%	4 8%	5 1%	8 3%	11 5%	6 6%	* *%
Other	30 2%	10 1%	2 1%	1 *%	1 1%	- -%	8 1%	1 *%	* *%	* *%	- -%
NET: Royal Mail	1865 93%	943 95%	305 95%	265 97%	82 97%	39 84%	761 97%	230 91%	209 96%	84 91%	47 83%
NET: Provider other than RM	1597 80%	804 81%	263 82%	242 89%	60 72%	39 84%	674 86%	203 81%	191 88%	71 77%	49 86%
NET: RM ONLY	381 19%	186 19%	57 18%	30 11%	23 28%	7 16%	110 14%	48 19%	26 12%	21 23%	8 14%
NET: Provider other than RM ONLY	113 6%	48 5%	14 4%	6 2%	2 3%	8 16%	22 3%	21 8%	8 4%	8 9%	10 17%
						abcd		a			ac

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
NET: RM/Parcelforce	1886	955	308	266	82	43	771	232	211	88	47
	94%	96%	96%	98%	98%	92%	98%	92%	97%	96%	83%
							be		e		

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
Royal Mail	1865 93%	713 97%	195 97%	228 90%	123 94%	44 84%	741 94%	99 85%	473 98%	1642 96%	223 78%	1548 97%	89 67%
Parcelforce	1159 58%	476 65%	110 55%	145 57%	68 52%	28 53%	454 58%	38 32%	340 70%	1007 59%	152 53%	1007 63%	48 37%
DHL	1158 58%	482 65%	121 60%	134 53%	77 59%	28 52%	445 57%	52 44%	349 72%	1006 59%	152 53%	989 62%	71 54%
Evri	1143 57%	445 60%	129 64%	160 63%	71 55%	31 58%	481 61%	53 45%	303 63%	969 57%	174 61%	971 61%	54 41%
Yodel	1078 54%	419 57%	114 57%	136 54%	72 56%	32 61%	422 54%	53 46%	299 62%	925 54%	153 53%	918 58%	54 41%
UPS	980 49%	393 53%	103 51%	113 45%	71 54%	26 49%	397 51%	36 31%	279 58%	850 50%	130 45%	832 52%	51 38%
DPD/DPD Local	975 49%	389 53%	85 42%	126 50%	70 54%	25 48%	415 53%	27 23%	264 55%	844 49%	131 46%	840 53%	29 22%
FedEx	931 47%	400 54%	94 47%	108 43%	58 45%	24 46%	373 47%	35 30%	282 58%	807 47%	124 43%	812 51%	26 20%
TNT Express	685 34%	277 38%	70 35%	84 33%	39 30%	14 26%	256 33%	30 26%	201 42%	598 35%	88 31%	596 37%	18 13%

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
UK Mail	538 27%	213 29%	49 24%	80 32%	41 31%	12 24%	211 27%	32 27%	157 33%	440 26%	98 34%	432 27%	72 54%
Amazon Logistics	452 23%	168 23%	44 22%	58 23%	40 31%	22 42%	205 26%	10 9%	120 25%	387 23%	65 23%	375 24%	27 20%
Whistl/ TNT Post UK	363 18%	140 19%	34 17%	48 19%	32 24%	8 15%	158 20%	8 6%	98 20%	311 18%	52 18%	309 19%	12 9%
DX	247 12%	91 12%	33 17%	29 12%	21 16%	6 12%	111 14%	14 12%	58 12%	199 12%	47 17%	207 13%	15 12%
Citipost	163 8%	69 9%	14 7%	24 10%	15 11%	3 5%	74 9%	5 4%	48 10%	131 8%	32 11%	129 8%	6 4%
Pitney Bowes	109 5%	43 6%	6 3%	18 7%	13 10%	3 6%	38 5%	12 10%	34 7%	95 6%	15 5%	93 6%	3 2%
Secured Mail	53 3%	19 3%	10 5%	7 3%	3 2%	1 2%	12 2%	8 7%	18 4%	36 2%	17 6%	33 2%	10 8%
MHI (Mail Handling International)	42 2%	11 1%	4 2%	16 6%	3 3%	4 7%	27 3%	6 5%	5 1%	26 2%	16 6%	16 1%	22 17%
Other	30 2%	6 1%	* *%	* *%	1 1%	2 4%	7 1%	2 1%	1 *%	23 1%	8 3%	13 1%	1 *%
NET: Royal Mail	1865 93%	713 97%	195 97%	228 90%	123 94%	44 84%	741 94%	99 85%	473 98%	1642 96%	223 78%	1548 97%	89 67%
		ce	e				b		ab	b		b	

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
NET: Provider other than RM	1597	602	170	227	110	48	666	93	406	1317	280	1280	130
	80%	82%	84%	90%	85%	91%	85%	80%	84%	77%	98%	81%	99%
				a							a		a
NET: RM ONLY	381	134	31	26	20	5	120	23	77	377	4	304	1
	19%	18%	16%	10%	15%	9%	15%	20%	16%	22%	1%	19%	1%
		c								b		b	
NET: Provider other than RM ONLY	113	23	6	24	7	8	44	17	10	53	60	36	43
	6%	3%	3%	10%	6%	16%	6%	15%	2%	3%	21%	2%	32%
				a		ab	c	ac			a		a
NET: RM/Parcelforce	1886	714	195	229	124	48	746	102	473	1661	225	1563	94
	94%	97%	97%	91%	95%	91%	95%	88%	98%	97%	79%	98%	72%
		c							b	b		b	

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
Royal Mail	1865	1203	135	906	415	1549	88	1192	146	916	406
	93%	98%	77%	100%	85%	97%	70%	98%	78%	100%	85%
Parcelforce	1159	774	96	527	309	1002	53	771	99	529	306
	58%	63%	54%	58%	63%	63%	43%	63%	52%	58%	64%
DHL	1158	772	94	547	304	987	74	762	104	542	308
	58%	63%	53%	60%	62%	62%	59%	62%	55%	59%	64%
Evri	1143	800	87	537	306	966	59	793	95	535	308
	57%	65%	49%	59%	63%	61%	47%	65%	50%	58%	65%
Yodel	1078	733	89	498	280	915	57	723	99	500	278
	54%	59%	50%	55%	57%	57%	45%	59%	52%	55%	58%
UPS	980	664	75	453	258	830	53	654	85	449	262
	49%	54%	42%	50%	53%	52%	42%	54%	45%	49%	55%
DPD/DPD Local	975	667	61	442	266	836	33	659	68	439	269
	49%	54%	34%	49%	55%	52%	26%	54%	36%	48%	56%
FedEx	931	661	50	454	238	806	32	653	58	451	241
	47%	54%	28%	50%	49%	50%	26%	53%	31%	49%	50%
TNT Express	685	465	35	309	177	596	18	459	41	305	182
	34%	38%	20%	34%	36%	37%	14%	38%	22%	33%	38%
UK Mail	538	333	81	231	168	440	64	332	82	235	164
	27%	27%	46%	26%	35%	28%	51%	27%	43%	26%	34%
Amazon Logistics	452	305	35	207	128	372	30	304	35	208	128
	23%	25%	20%	23%	26%	23%	24%	25%	19%	23%	27%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
Whistl/ TNT Post UK	363 18%	272 22%	14 8%	175 19%	88 18%	314 20%	7 6%	266 22%	19 10%	172 19%	91 19%
DX	247 12%	161 13%	25 14%	102 11%	82 17%	210 13%	12 9%	159 13%	27 14%	98 11%	85 18%
Citipost	163 8%	110 9%	10 5%	85 9%	42 9%	130 8%	4 3%	112 9%	8 4%	82 9%	45 9%
Pitney Bowes	109 5%	85 7%	7 4%	68 7%	17 3%	93 6%	3 3%	85 7%	7 3%	68 7%	16 3%
Secured Mail	53 3%	30 2%	10 6%	21 2%	17 4%	35 2%	9 7%	30 2%	10 5%	20 2%	19 4%
MHI (Mail Handling International)	42 2%	16 1%	14 8% a	17 2%	21 4%	26 2%	12 10% a	13 1%	17 9% a	15 2%	24 5% a
Other	30 2%	9 1%	* *%	3 *%	6 1%	11 1%	2 2%	8 1%	2 1%	3 *%	6 1%
NET: Royal Mail	1865 93%	1203 98% b	135 77%	906 100% b	415 85%	1549 97% b	88 70%	1192 98% b	146 78%	916 100% b	406 85%
NET: Provider other than RM	1597 80%	1018 82%	175 99% a	685 76%	486 100% a	1287 81%	123 99% a	1006 82%	187 99% a	695 76%	477 100% a
NET: RM ONLY	381 19%	213 17% b	1 1%	221 24% b	* *%	304 19% b	1 1%	213 17% b	1 1%	221 24% b	* *%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
NET: Provider other than RM ONLY	113	28	41	-	71	41	37	27	42	-	71
	6%	2%	23%	-%	15%	3%	30%	2%	22%	-%	15%
			a		a		a		a		a
NET: RM/Parcelforce	1886	1214	142	906	423	1568	90	1203	153	916	413
	94%	98%	80%	100%	87%	98%	72%	98%	81%	100%	87%
		b		b		b		b		b	

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
Royal Mail	1865 93%	794 94%	1296 96%	243 96%	5 100%	740 94%	903 95%	183 93%	5 100%	912 93%	735 96%	213 95%	2 100%
Parcelforce	1159 58%	505 60%	888 65%	185 73%	4 74%	481 61%	621 65%	136 69%	1 24%	603 62%	468 61%	147 66%	2 100%
DHL	1158 58%	547 65%	862 64%	189 75%	- -%	505 64%	608 64%	142 72%	1 24%	615 63%	474 62%	158 70%	2 100%
Evri	1143 57%	506 60%	856 63%	191 75%	4 74%	497 63%	650 68%	145 74%	3 64%	614 63%	500 65%	164 73%	2 100%
Yodel	1078 54%	484 57%	807 60%	172 68%	- -%	466 59%	603 63%	130 66%	1 12%	565 58%	458 60%	153 68%	2 100%
UPS	980 49%	445 53%	724 53%	163 64%	1 26%	438 56%	536 56%	130 66%	1 12%	516 53%	410 54%	142 64%	2 100%
DPD/DPD Local	975 49%	441 52%	735 54%	177 69%	- -%	421 54%	528 56%	137 69%	1 24%	534 55%	398 52%	155 69%	- -%
FedEx	931 47%	418 49%	705 52%	164 64%	- -%	409 52%	529 56%	130 66%	1 12%	508 52%	410 54%	147 66%	2 100%
TNT Express	685 34%	307 36%	544 40%	108 42%	- -%	286 36%	379 40%	84 43%	1 12%	358 37%	293 38%	96 43%	- -%
UK Mail	538 27%	285 34%	408 30%	96 38%	- -%	261 33%	289 30%	93 47%	1 12%	292 30%	221 29%	92 41%	- -%
Amazon Logistics	452 23%	194 23%	352 26%	86 34%	- -%	209 27%	249 26%	73 37%	1 12%	249 26%	211 28%	76 34%	- -%

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
Whistl/ TNT Post UK	363 18%	160 19%	286 21%	68 27%	- -%	168 21%	230 24%	57 29%	1 12%	195 20%	160 21%	63 28%	- -%
DX	247 12%	106 12%	195 14%	34 13%	- -%	109 14%	141 15%	26 13%	1 12%	141 14%	105 14%	37 17%	- -%
Citipost	163 8%	84 10%	116 9%	39 15%	- -%	87 11%	95 10%	26 13%	- -%	107 11%	74 10%	31 14%	- -%
Pitney Bowes	109 5%	44 5%	83 6%	20 8%	- -%	52 7%	74 8%	23 12%	- -%	60 6%	61 8%	28 13%	- -%
Secured Mail	53 3%	27 3%	31 2%	9 4%	- -%	26 3%	30 3%	7 3%	- -%	31 3%	26 3%	8 4%	- -%
MHI (Mail Handling International)	42 2%	30 4%	32 2%	6 2%	- -%	25 3%	20 2%	5 2%	- -%	38 4%	21 3%	6 3%	- -%
Other	30 2%	7 1%	13 1%	* *%	- -%	6 1%	7 1%	* *%	- -%	6 1%	4 *%	* *%	2 100%
NET: Royal Mail	1865 93%	794 94%	1296 96%	243 96%	5 100%	740 94%	903 95%	183 93%	5 100%	912 93%	735 96%	213 95%	2 100%
NET: Provider other than RM	1597 80%	741 88%	1130 83%	241 95%	5 100%	698 89%	809 85%	186 95%	3 64%	867 89%	635 83%	207 93%	2 100%
NET: RM ONLY	381 19%	103 12%	220 16%	13 5%	- -%	86 11%	140 15%	10 5%	2 36%	108 11%	129 17%	16 7%	- -%
NET: Provider other than RM ONLY	113 6%	50 6%	54 4%	11 4%	- -%	44 6%	45 5%	13 7%	- -%	63 6%	29 4%	11 5%	- -%
NET: RM/Parcelforce	1886 94%	803 95%	1315 97%	246 97%	5 100%	746 95%	919 97%	184 94%	5 100%	919 94%	739 97%	215 96%	2 100%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
Royal Mail	1865 93%	1507 97%	1137 97%	902 99%	1179 97%	1009 97%	33 98%	630 99%	490 99%	443 99%	130 98%	87 100%
Parcelforce	1159 58%	1000 65%	759 65%	568 62%	761 63%	678 65%	19 57%	418 66%	351 71%	314 70%	92 69%	64 73%
DHL	1158 58%	986 64%	758 65%	582 64%	768 63%	664 64%	18 54%	419 66%	357 72%	324 72%	102 77%	65 74%
Evri	1143 57%	961 62%	780 66%	591 65%	725 60%	672 65%	20 58%	440 69%	361 73%	332 74%	108 81%	72 83%
Yodel	1078 54%	916 59%	724 62%	547 60%	697 57%	646 62%	16 48%	418 66%	335 67%	308 69%	95 71%	63 73%
UPS	980 49%	822 53%	653 56%	502 55%	649 53%	566 54%	16 48%	366 58%	311 63%	275 61%	89 67%	58 67%
DPD/DPD Local	975 49%	832 54%	650 55%	503 55%	640 53%	565 54%	22 65%	352 56%	327 66%	286 64%	94 71%	63 73%
FedEx	931 47%	801 52%	630 54%	494 54%	620 51%	538 52%	13 39%	373 59%	308 62%	265 59%	93 70%	62 71%
TNT Express	685 34%	592 38%	447 38%	347 38%	478 39%	410 39%	7 21%	261 41%	219 44%	189 42%	64 48%	44 51%
UK Mail	538 27%	442 29%	334 28%	260 29%	342 28%	308 30%	11 33%	195 31%	151 30%	153 34%	58 44%	33 38%
Amazon Logistics	452 23%	374 24%	295 25%	240 26%	293 24%	266 26%	9 25%	173 27%	150 30%	150 34%	46 35%	29 33%
Whistl/ TNT Post UK	363 18%	314 20%	262 22%	197 22%	244 20%	227 22%	6 19%	159 25%	132 27%	110 25%	43 32%	34 39%
DX	247 12%	207 13%	157 13%	127 14%	149 12%	161 15%	2 7%	102 16%	82 17%	74 16%	20 15%	10 12%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
Citipost	163	130	110	105	104	88	2	76	70	59	27	14
	8%	8%	9%	12%	9%	8%	5%	12%	14%	13%	20%	16%
Pitney Bowes	109	88	83	69	80	66	1	56	39	35	16	6
	5%	6%	7%	8%	7%	6%	2%	9%	8%	8%	12%	7%
Secured Mail	53	38	29	23	30	24	4	9	18	17	6	1
	3%	2%	2%	3%	2%	2%	12%	1%	4%	4%	5%	1%
							ab					
MHI (Mail Handling International)	42	21	16	17	18	20	-	10	11	10	3	1
	2%	1%	1%	2%	2%	2%	-%	2%	2%	2%	2%	1%
Other	30	13	8	3	9	6	-	2	2	3	-	-
	2%	1%	1%	*%	1%	1%	-%	*%	*%	1%	-%	-%
NET: Royal Mail	1865	1507	1137	902	1179	1009	33	630	490	443	130	87
	93%	97%	97%	99%	97%	97%	98%	99%	99%	99%	98%	100%
				b								
NET: Provider other than RM	1597	1266	1003	737	998	878	33	538	445	414	125	81
	80%	82%	85%	81%	82%	84%	97%	85%	90%	92%	94%	93%
										a		
NET: RM ONLY	381	277	169	174	211	160	1	96	51	35	8	6
	19%	18%	14%	19%	17%	15%	3%	15%	10%	8%	6%	7%
								c				
NET: Provider other than RM ONLY	113	37	36	10	30	30	1	4	6	5	3	*
	6%	2%	3%	1%	2%	3%	2%	1%	1%	1%	2%	*%
NET: RM/Parcelforce	1886	1521	1153	903	1187	1027	33	631	491	443	130	87
	94%	98%	98%	99%	98%	98%	98%	100%	99%	99%	98%	100%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
Royal Mail	1865 93%	188 95%	102 89%	87 93%	44 94%	1564 95%	959 93%	1641 94%	1029 93%	907 91%	771 94%	1519 95%	188 93%	- -%	1360 96%	128 92%
Parcelforce	1159 58%	118 60%	38 33%	49 52%	27 56%	986 60%	573 56%	1021 58%	647 58%	578 58%	541 66%	966 60%	151 75%	- -%	821 58%	85 61%
DHL	1158 58%	119 60%	50 44%	46 49%	30 64%	956 58%	557 54%	1002 57%	641 58%	585 59%	547 66%	943 59%	147 73%	- -%	833 59%	86 62%
Evri	1143 57%	114 58%	41 36%	64 69%	29 61%	936 57%	572 55%	986 56%	669 60%	590 59%	566 69%	931 58%	151 75%	- -%	825 58%	83 60%
Yodel	1078 54%	114 58%	41 36%	53 57%	28 60%	885 54%	537 52%	930 53%	600 54%	549 55%	522 63%	876 55%	138 68%	- -%	774 55%	80 58%
UPS	980 49%	108 55%	38 33%	39 42%	27 57%	834 50%	484 47%	871 50%	561 51%	515 52%	472 57%	802 50%	132 66%	- -%	703 50%	76 55%
DPD/DPD Local	975 49%	104 53%	33 29%	36 39%	31 65%	825 50%	483 47%	855 49%	571 52%	527 53%	458 56%	799 50%	123 61%	- -%	710 50%	65 47%
FedEx	931 47%	91 46%	38 33%	36 38%	20 42%	790 48%	450 44%	812 47%	536 48%	503 51%	449 55%	775 48%	128 63%	- -%	676 48%	74 53%
TNT Express	685 34%	72 37%	27 23%	29 31%	15 32%	583 35%	323 31%	596 34%	392 35%	378 38%	329 40%	572 36%	79 39%	- -%	478 34%	62 44%
UK Mail	538 27%	69 35%	39 34%	21 22%	13 28%	445 27%	262 25%	474 27%	283 26%	279 28%	268 33%	428 27%	73 36%	- -%	353 25%	51 37%

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packages and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
Amazon Logistics	452	52	19	19	21	373	219	393	269	252	232	372	68	-	321	43
	23%	26%	16%	21%	44%	23%	21%	23%	24%	25%	28%	23%	34%	-%	23%	31%
					b								b			
Whistl/ TNT Post UK	363	42	23	17	8	309	191	316	216	218	172	300	53	-	279	24
	18%	21%	20%	18%	16%	19%	19%	18%	19%	22%	21%	19%	26%	-%	20%	17%
DX	247	30	18	15	4	193	114	207	138	143	123	192	28	-	177	22
	12%	15%	16%	17%	9%	12%	11%	12%	12%	14%	15%	12%	14%	-%	12%	16%
Citipost	163	19	14	6	11	126	77	135	96	107	77	131	21	-	118	9
	8%	10%	13%	7%	23%	8%	7%	8%	9%	11%	9%	8%	11%	-%	8%	6%
Pitney Bowes	109	9	12	5	4	91	58	93	70	68	65	93	20	-	76	4
	5%	4%	10%	5%	8%	6%	6%	5%	6%	7%	8%	6%	10%	-%	5%	3%
Secured Mail	53	5	10	1	3	29	21	39	25	29	29	36	5	-	26	7
	3%	3%	9%	1%	6%	2%	2%	2%	2%	3%	4%	2%	3%	-%	2%	5%
MHI (Mail Handling International)	42	13	7	3	2	25	16	32	14	34	30	19	4	-	21	3
	2%	7%	6%	3%	4%	1%	2%	2%	1%	3%	4%	1%	2%	-%	1%	2%
										ad	b					
Other	30	*	*	2	2	30	21	30	25	24	6	30	*	-	19	3
	2%	*%	*%	2%	4%	2%	2%	2%	2%	2%	1%	2%	*%	-%	1%	2%
NET: Royal Mail	1865	188	102	87	44	1564	959	1641	1029	907	771	1519	188	-	1360	128
	93%	95%	89%	93%	94%	95%	93%	94%	93%	91%	94%	95%	93%	-%	96%	92%
						e										
NET: Provider other than RM	1597	166	96	77	45	1294	794	1376	870	784	748	1270	188	-	1116	107
	80%	84%	84%	82%	95%	78%	77%	79%	78%	79%	91%	79%	93%	-%	79%	77%
											b		b			
NET: RM ONLY	381	32	18	16	3	338	220	349	220	190	73	314	13	-	286	32
	19%	16%	16%	18%	5%	20%	21%	20%	20%	19%	9%	20%	6%	-%	20%	23%
												ac				

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
NET: Provider other than RM ONLY	113	9	12	6	3	68	55	84	60	68	51	65	13	-	43	10
	6%	5%	11%	7%	6%	4%	5%	5%	5%	7%	6%	4%	7%	-%	3%	8%
										a						
NET: RM/Parcelforce	1886	191	105	87	44	1575	965	1656	1035	915	782	1528	192	-	1367	131
	94%	97%	92%	94%	94%	95%	94%	95%	93%	92%	95%	95%	95%	-%	96%	94%
						e										

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
Royal Mail	1865 93%	728 96%	1052 95%	535 88%	38 92%	241 82%	416 93%	234 89%	1264 94%	346 93%	261 87%	347 91%	1209 95%
Parcelforce	1159 58%	473 62%	632 57%	390 64%	18 44%	155 53%	318 71%	136 52%	780 58%	239 64%	153 51%	227 59%	760 60%
DHL	1158 58%	466 61%	635 57%	376 62%	26 62%	173 59%	295 66%	137 53%	779 58%	232 62%	151 51%	230 60%	758 60%
Evri	1143 57%	472 62%	610 55%	388 64%	36 86%	177 60%	302 68%	163 62%	746 55%	226 61%	171 57%	217 57%	739 58%
Yodel	1078 54%	445 59%	582 53%	354 58%	30 72%	161 55%	276 62%	136 52%	716 53%	216 58%	162 54%	193 51%	707 56%
UPS	980 49%	415 55%	521 47%	326 54%	25 61%	161 54%	255 57%	132 50%	647 48%	195 52%	143 48%	195 51%	626 49%
DPD/DPD Local	975 49%	395 52%	537 49%	335 55%	24 58%	137 46%	265 59%	128 49%	644 48%	199 54%	137 46%	198 52%	622 49%
FedEx	931 47%	365 48%	526 48%	301 50%	16 38%	125 42%	241 54%	113 43%	606 45%	209 56%	127 43%	179 47%	613 48%
TNT Express	685 34%	283 37%	377 34%	221 36%	15 36%	97 33%	181 41%	77 29%	459 34%	147 39%	106 36%	130 34%	440 35%
UK Mail	538 27%	259 34%	231 21%	220 36%	11 26%	121 41%	140 31%	88 34%	350 26%	92 25%	95 32%	126 33%	302 24%
Amazon Logistics	452 23%	210 28%	217 20%	175 29%	9 22%	72 24%	141 32%	82 31%	281 21%	86 23%	82 28%	93 24%	264 21%
Whistl/ TNT Post UK	363 18%	169 22%	178 16%	122 20%	6 15%	58 20%	102 23%	51 19%	226 17%	86 23%	70 23%	78 20%	214 17%

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
DX	247	113	118	69	5	55	55	37	158	50	43	57	138
	12%	15%	11%	11%	13%	19%	12%	14%	12%	13%	15%	15%	11%
Citipost	163	95	59	66	8	31	53	29	88	45	37	47	74
	8%	13%	5%	11%	19%	11%	12%	11%	7%	12%	12%	12%	6%
		b								b	c	c	
Pitney Bowes	109	50	54	35	1	19	25	14	74	21	20	27	58
	5%	7%	5%	6%	3%	6%	6%	5%	5%	6%	7%	7%	5%
Secured Mail	53	34	9	25	4	17	13	6	33	10	4	8	31
	3%	4%	1%	4%	10%	6%	3%	2%	2%	3%	1%	2%	2%
		b											
MHI (Mail Handling International)	42	21	7	28	-	19	14	18	18	6	12	20	10
	2%	3%	1%	5%	-%	6%	3%	7%	1%	2%	4%	5%	1%
		b						bc			c	c	
Other	30	4	22	7	-	1	7	3	22	4	5	*	22
	2%	1%	2%	1%	-%	*%	2%	1%	2%	1%	2%	*%	2%
NET: Royal Mail	1865	728	1052	535	38	241	416	234	1264	346	261	347	1209
	93%	96%	95%	88%	92%	82%	93%	89%	94%	93%	87%	91%	95%
						a					ab		ab
NET: Provider other than RM	1597	655	812	582	39	288	421	218	1073	294	249	335	980
	80%	86%	74%	96%	95%	98%	94%	83%	80%	79%	83%	88%	77%
		b									c		c
NET: RM ONLY	381	102	275	22	2	7	22	43	254	76	47	47	272
	19%	14%	25%	4%	5%	2%	5%	16%	19%	20%	16%	12%	21%
		a									b		b
NET: Provider other than RM ONLY	113	29	35	69	3	54	28	27	62	23	35	35	43
	6%	4%	3%	11%	8%	18%	6%	10%	5%	6%	12%	9%	3%
						b		b			c	c	
NET: RM/Parcelforce	1886	733	1066	541	39	250	417	241	1273	352	263	356	1220
	94%	97%	97%	89%	94%	85%	94%	92%	95%	95%	88%	93%	96%
						a					a		a

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
Royal Mail	1865 93%	802 90%	1063 96%
			a
Parcelforce	1159 58%	452 51%	707 64%
			a
DHL	1158 58%	455 51%	703 63%
			a
Evri	1143 57%	425 48%	717 65%
			a
Yodel	1078 54%	417 47%	660 60%
			a
UPS	980 49%	396 44%	584 53%
			a
DPD/DPD Local	975 49%	392 44%	583 53%
			a
FedEx	931 47%	353 40%	578 52%
			a
TNT Express	685 34%	254 28%	431 39%
			a
UK Mail	538 27%	245 27%	292 26%
Amazon Logistics	452 23%	177 20%	274 25%
Whistl/ TNT Post UK	363 18%	144 16%	219 20%

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
DX	247	111	135
	12%	12%	12%
Citipost	163	87	76
	8%	10%	7%
Pitney Bowes	109	43	66
	5%	5%	6%
Secured Mail	53	25	27
	3%	3%	2%
MHI (Mail Handling International)	42	21	21
	2%	2%	2%
Other	30	23	8
	2%	3%	1%
		b	
NET: Royal Mail	1865	802	1063
	93%	90%	96%
		a	
NET: Provider other than RM	1597	660	937
	80%	74%	85%
		a	
NET: RM ONLY	381	213	168
	19%	24%	15%
		b	
NET: Provider other than RM ONLY	113	71	43
	6%	8%	4%
		b	
NET: RM/Parcelforce	1886	809	1077
	94%	91%	97%
		a	

Columns Tested:: a,b

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
Royal Mail	1865	50	197	216	61	304	111	31	289	139	87	111	270
	93%	93%	97%	89%	92%	98%	90%	91%	93%	90%	99%	87%	95%
			ck			cfik					ck		
Parcelforce	1159	27	127	127	35	209	63	16	224	72	47	70	142
	58%	50%	63%	52%	53%	67%	51%	45%	72%	47%	53%	55%	50%
			i			cfil			acdfgil				
DHL	1158	19	136	131	40	211	67	15	199	75	40	72	154
	58%	35%	67%	54%	60%	68%	54%	43%	64%	49%	46%	56%	54%
			acij	a	a	acfgijl			a				
Evri	1143	25	127	112	38	211	61	19	213	70	39	69	160
	57%	46%	62%	46%	56%	68%	49%	55%	68%	45%	44%	54%	56%
			ci			acfij			acfij				
Yodel	1078	21	123	115	32	190	51	18	211	64	33	63	156
	54%	40%	60%	47%	48%	61%	42%	52%	68%	42%	38%	49%	55%
			acfij			acfij			acdfijk				
UPS	980	18	118	107	30	174	59	12	177	66	33	63	123
	49%	33%	58%	44%	46%	56%	47%	35%	57%	43%	38%	50%	43%
			acjl			aj			a				
DPD/DPD Local	975	19	119	109	33	170	47	13	171	55	40	58	139
	49%	36%	58%	45%	50%	55%	38%	37%	55%	36%	46%	46%	49%
			acfi			afi			fi				
FedEx	931	18	108	107	33	168	48	15	167	69	32	57	109
	47%	33%	53%	44%	50%	54%	39%	43%	54%	45%	37%	45%	38%
			al			afl			al				
TNT Express	685	13	79	75	25	112	36	5	153	42	19	39	87
	34%	24%	39%	31%	38%	36%	29%	14%	49%	27%	22%	30%	30%
			g			g			acfgijkl				
UK Mail	538	4	74	68	7	88	19	8	103	40	16	44	65
	27%	8%	36%	28%	11%	28%	15%	25%	33%	26%	18%	35%	23%
			adfjl	adf		adf			adf	ad		adf	a
Amazon Logistics	452	7	56	40	18	99	18	3	70	39	17	29	56
	23%	13%	27%	16%	28%	32%	14%	10%	22%	25%	19%	23%	20%
			cf			acfgl							
Whistl/ TNT Post UK	363	3	40	49	12	76	12	4	79	24	5	17	41
	18%	6%	20%	20%	19%	25%	10%	12%	25%	16%	6%	13%	14%
			aj	aj		afj			afj				

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
DX	247 12%	2 4%	24 12%	34 14%	7 10%	52 17%	11 9%	1 4%	42 13%	17 11%	8 9%	14 11%	35 12%
Citipost	163 8%	2 3%	22 11%	19 8%	4 6%	33 11%	6 5%	2 7%	35 11%	11 7%	8 10%	6 5%	14 5%
Pitney Bowes	109 5%	* 1%	19 9%	15 6%	3 5%	26 8%	6 5%	2 5%	11 4%	5 3%	6 7%	7 5%	8 3%
Secured Mail	53 3%	* *%	2 1%	* *%	2 2%	8 3%	3 2%	* *%	12 4%	4 3%	5 5%	8 6%	9 3%
MHI (Mail Handling International)	42 2%	2 4%	1 *%	8 3%	2 3%	9 3%	- -%	- -%	13 4%	1 1%	1 1%	* *%	5 2%
Other	30 2%	2 5%	2 1%	7 3%	1 1%	4 1%	2 1%	* *%	1 *%	5 3%	1 1%	5 4%	* *%
NET: Royal Mail	1865 93%	50 93%	197 97%	216 89%	61 92%	304 98%	111 90%	31 91%	289 93%	139 90%	87 99%	111 87%	270 95%
NET: Provider other than RM	1597 80%	39 73%	170 83%	197 81%	51 77%	260 84%	88 71%	26 76%	276 88%	94 61%	65 74%	101 79%	230 81%
NET: RM ONLY	381 19%	12 23%	33 16%	42 17%	14 22%	50 16%	34 28%	8 24%	35 11%	55 35%	23 26%	22 17%	54 19%
NET: Provider other than RM ONLY	113 6%	1 3%	5 3%	23 9%	5 7%	6 2%	10 8%	3 9%	22 7%	10 6%	1 1%	12 10%	15 5%
NET: RM/Parcelforce	1886 94%	50 93%	197 97%	217 89%	61 93%	307 99%	114 92%	31 91%	298 96%	139 90%	87 99%	111 87%	275 97%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
Royal Mail	1865	462	476	459	467	939	926
	93%	92%	95%	92%	93%	94%	93%
Parcelforce	1159	281	307	311	259	588	571
	58%	56%	61%	62%	52%	59%	57%
DHL	1158	286	318	289	265	604	554
	58%	57%	64%	58%	53%	60%	55%
			d				
Evri	1143	263	309	302	269	572	570
	57%	53%	62%	60%	54%	57%	57%
			a				
Yodel	1078	259	274	293	252	533	545
	54%	52%	55%	59%	50%	53%	54%
UPS	980	242	263	255	220	505	475
	49%	48%	53%	51%	44%	50%	47%
DPD/DPD Local	975	248	250	239	238	498	477
	49%	50%	50%	48%	48%	50%	48%
FedEx	931	233	249	250	198	483	448
	47%	47%	50%	50%	40%	48%	45%
			d				
TNT Express	685	168	174	200	145	341	344
	34%	34%	35%	40%	29%	34%	34%
				d			
UK Mail	538	147	114	151	126	261	277
	27%	29%	23%	30%	25%	26%	28%
Amazon Logistics	452	103	135	112	102	238	214
	23%	21%	27%	22%	20%	24%	21%
Whistl/ TNT Post UK	363	92	101	108	62	193	170
	18%	18%	20%	22%	12%	19%	17%
			d	d			
DX	247	60	70	60	56	130	117
	12%	12%	14%	12%	11%	13%	12%

Table 553 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
Citipost	163	42	44	49	29	85	77
	8%	8%	9%	10%	6%	9%	8%
Pitney Bowes	109	35	36	18	21	71	39
	5%	7%	7%	4%	4%	7%	4%
Secured Mail	53	2	13	16	21	15	38
	3%	*	3%	3%	4%	1%	4%
			a	a	a		a
MHI (Mail Handling International)	42	11	11	14	7	22	21
	2%	2%	2%	3%	1%	2%	2%
Other	30	12	6	7	5	18	12
	2%	2%	1%	1%	1%	2%	1%
NET: Royal Mail	1865	462	476	459	467	939	926
	93%	92%	95%	92%	93%	94%	93%
NET: Provider other than RM	1597	406	399	396	397	805	793
	80%	81%	80%	79%	79%	80%	79%
NET: RM ONLY	381	86	99	97	98	185	196
	19%	17%	20%	19%	20%	19%	20%
NET: Provider other than RM ONLY	113	30	21	35	28	51	62
	6%	6%	4%	7%	6%	5%	6%
NET: RM/Parcelforce	1886	463	482	468	472	945	941
	94%	93%	96%	94%	94%	95%	94%

Columns Tested:: a,b,c,d - a,b

Table 555

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1532	234	1298	1014	263	76	179	518
Effective base	582	63	525	530	108	33	86	146
Weighted Base	1394	107	1287	1324	59	8	4	70
Royal Mail	1039	84	955	988	42	6	3	51
	75%	79%	74%	75%	72%	79%	81%	73%
Evri	197	3	194	189	7	1	*	8
	14%	3%	15%	14%	11%	10%	6%	11%
			a	d				
Parcelforce	121	3	118	114	5	1	*	6
	9%	3%	9%	9%	8%	15%	10%	9%
DHL	117	1	116	106	8	2	1	11
	8%	1%	9%	8%	13%	32%	18%	15%
			a			abe	a	a
DPD/DPD Local	99	5	94	87	11	*	1	12
	7%	5%	7%	7%	19%	6%	16%	17%
			a		a		a	a
Yodel	82	-	82	78	3	1	*	4
	6%	-%	6%	6%	5%	11%	5%	6%
			a					
UK Mail	69	-	69	64	4	1	*	5
	5%	-%	5%	5%	6%	18%	11%	8%
			a			ab	a	
UPS	65	2	62	61	3	*	*	4
	5%	2%	5%	5%	5%	6%	12%	5%
			a				a	
FedEx	31	2	29	27	2	1	*	3
	2%	2%	2%	2%	4%	14%	7%	5%
			a			ab	a	
Amazon Logistics	25	-	25	23	1	1	*	2
	2%	-%	2%	2%	2%	7%	2%	3%
			a			a		
TNT Express	19	*	19	16	2	*	*	3
	1%	*%	1%	1%	4%	6%	7%	4%
			a			a	a	a
DX	16	-	16	14	2	*	*	2
	1%	-%	1%	1%	3%	*%	3%	3%
			a					
Secured Mail	9	-	9	8	*	*	*	*
	1%	-%	1%	1%	1%	*%	*%	1%

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1532	234	1298	1014	263	76	179	518
Effective base	582	63	525	530	108	33	86	146
Weighted Base	1394	107	1287	1324	59	8	4	70
Whistl/ TNT Post UK	7 1%	- -%	7 1%	6 *%	1 2%	- -%	* 1%	1 1%
Pitney Bowes	6 *%	- -%	6 *%	6 *%	* 1%	- -%	* 2%	1 1%
Citipost	6 *%	- -%	6 *%	5 *%	* *%	* 1%	* 1%	* *%
MHI (Mail Handling International)	4 *%	- -%	4 *%	3 *%	1 1%	- -%	* *%	1 1%
Someone else	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Have not sent a parcel in the last month	214 15%	9 8%	205 16%	206 16%	7 12%	* 4%	* 3%	8 11%
				d	d			d
NET: Royal Mail	1039 75%	84 79%	955 74%	988 75%	42 72%	6 79%	3 81%	51 73%
NET: RM/Parcelforce	1064 76%	85 80%	979 76%	1011 76%	44 74%	6 80%	3 83%	53 75%
NET: Provider other than RM	501 36%	15 14%	486 38%	464 35%	30 51%	4 57%	2 55%	37 52%
			a		a	a	a	a
NET: RM ONLY	679 49%	83 77%	597 46%	653 49%	21 36%	3 39%	2 42%	26 37%
		b		be				
NET: Provider other than RM ONLY	141 10%	14 13%	128 10%	130 10%	9 16%	1 17%	1 16%	11 16%
								a

Columns Tested: a,b - a,b,c,d,e

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1532	428	436	150	158	181	179	1014	263	255
Effective base	582	256	224	66	72	66	86	530	108	70
Weighted Base	1394	694	541	89	42	24	4	1324	59	12
Royal Mail	1039	526	394	68	30	18	3	988	42	9
	75%	76%	73%	77%	71%	75%	81%	75%	72%	80%
Evri	197	100	84	5	5	2	*	189	7	1
	14%	14%	16%	6%	13%	8%	6%	14%	11%	9%
		cf	cf					cf		
Parcelforce	121	48	58	7	2	4	*	114	5	2
	9%	7%	11%	8%	5%	17%	10%	9%	8%	13%
						adg				
DHL	117	40	55	11	5	4	1	106	8	3
	8%	6%	10%	13%	13%	19%	18%	8%	13%	27%
				a	ag	ag		a	abcdgh	
DPD/DPD Local	99	28	45	14	9	3	1	87	11	1
	7%	4%	8%	16%	21%	12%	16%	7%	19%	9%
			ag	abgi	a	ag		abg		
Yodel	82	34	32	12	1	3	*	78	3	1
	6%	5%	6%	13%	2%	13%	5%	6%	5%	9%
			adg		adg					
UK Mail	69	30	31	4	2	2	*	64	4	2
	5%	4%	6%	4%	6%	10%	11%	5%	6%	15%
							ag			abcgh
UPS	65	24	34	3	2	1	*	61	3	1
	5%	4%	6%	3%	4%	6%	12%	5%	5%	8%
							ag			
FedEx	31	11	13	3	2	1	*	27	2	1
	2%	2%	2%	3%	5%	5%	7%	2%	4%	11%
							ag			abg
Amazon Logistics	25	9	12	2	1	1	*	23	1	1
	2%	1%	2%	3%	2%	5%	2%	2%	2%	5%
TNT Express	19	2	12	2	2	1	*	16	2	1
	1%	*%	2%	2%	5%	3%	7%	1%	4%	7%
				ag			abg		a	ag
DX	16	9	6	-	2	*	*	14	2	*
	1%	1%	1%	-%	4%	1%	3%	1%	3%	1%

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1532	428	436	150	158	181	179	1014	263	255
Effective base	582	256	224	66	72	66	86	530	108	70
Weighted Base	1394	694	541	89	42	24	4	1324	59	12
Secured Mail	9	3	5	1	*	*	*	8	*	*
	1%	*%	1%	1%	1%	*%	*%	1%	1%	*%
Whistl/ TNT Post UK	7	-	5	2	1	*	*	6	1	*
	1%	-%	1%	2%	2%	1%	1%	*%	2%	*%
				a						
Pitney Bowes	6	4	2	-	*	-	*	6	*	*
	*%	1%	*%	-%	1%	-%	2%	*%	1%	1%
Citipost	6	2	3	-	-	*	*	5	*	*
	*%	*%	1%	-%	-%	1%	1%	*%	*%	1%
MHI (Mail Handling International)	4	3	1	-	1	-	*	3	1	*
	*%	*%	*%	-%	2%	-%	*%	*%	1%	*%
Someone else	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not sent a parcel in the last month	214	110	82	14	4	3	*	206	7	*
	15%	16%	15%	16%	11%	13%	3%	16%	12%	4%
		fi	fi	fi	fi	fi	fi	fi	fi	fi
NET: Royal Mail	1039	526	394	68	30	18	3	988	42	9
	75%	76%	73%	77%	71%	75%	81%	75%	72%	80%
NET: RM/Parcelforce	1064	531	410	70	31	19	3	1011	44	9
	76%	77%	76%	79%	73%	79%	83%	76%	74%	81%
NET: Provider other than RM	501	203	224	37	22	12	2	464	30	7
	36%	29%	41%	42%	53%	50%	55%	35%	51%	57%
			a		ag	ag	abg		ag	abg
NET: RM ONLY	679	381	235	38	16	9	2	653	21	5
	49%	55%	43%	43%	37%	37%	42%	49%	36%	40%
		bdefhi						dh		
NET: Provider other than RM ONLY	141	58	65	6	8	3	1	130	9	2
	10%	8%	12%	7%	18%	12%	16%	10%	16%	16%
					ag				a	

Columns Tested: a,b,c,d,e,f,g,h,i

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1532	624	390	263	76	179	582	273	100	68	203
Effective base	582	387	194	108	33	86	320	117	35	23	36
Weighted Base	1394	1074	249	59	8	4	872	219	53	26	37
Royal Mail	1039	800	188	42	6	3	646	164	44	19	31
	75%	74%	75%	72%	79%	81%	74%	75%	83%	74%	84%
Evri	197	165	25	7	1	*	129	25	11	2	3
	14%	15%	10%	11%	10%	6%	15%	11%	21%	9%	9%
		e									
Parcelforce	121	93	21	5	1	*	72	24	4	2	7
	9%	9%	8%	8%	15%	10%	8%	11%	8%	7%	18%
DHL	117	76	30	8	2	1	49	41	10	7	5
	8%	7%	12%	13%	32%	18%	6%	19%	18%	27%	13%
				abc	a			a	a	a	
DPD/DPD Local	99	56	31	11	*	1	44	24	9	6	8
	7%	5%	12%	19%	6%	16%	5%	11%	16%	24%	20%
		a	a	a				a	a	a	a
Yodel	82	59	19	3	1	*	54	17	6	*	1
	6%	6%	7%	5%	11%	5%	6%	8%	11%	%	1%
UK Mail	69	47	17	4	1	*	23	31	11	1	3
	5%	4%	7%	6%	18%	11%	3%	14%	20%	4%	7%
				abc	a			a	a		
UPS	65	49	12	3	*	*	23	18	6	5	5
	5%	5%	5%	5%	6%	12%	3%	8%	12%	21%	12%
						ab		a	a	a	a
FedEx	31	17	10	2	1	*	8	13	4	2	2
	2%	2%	4%	4%	14%	7%	1%	6%	7%	7%	4%
				abc	a			a	a	a	
Amazon Logistics	25	17	6	1	1	*	11	4	6	3	2
	2%	2%	3%	2%	7%	2%	1%	2%	11%	10%	5%
				a					ab	ab	
TNT Express	19	12	4	2	*	*	3	15	1	*	1
	1%	1%	2%	4%	6%	7%	%	7%	2%	%	1%
				a	a	ab		a			
DX	16	10	4	2	*	*	1	11	2	1	1
	1%	1%	2%	3%	%	3%	%	5%	3%	3%	3%
								a	a	a	

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1532	624	390	263	76	179	582	273	100	68	203
Effective base	582	387	194	108	33	86	320	117	35	23	36
Weighted Base	1394	1074	249	59	8	4	872	219	53	26	37
Secured Mail	9	7	2	*	*	*	5	4	*	-	-
	1%	1%	1%	1%	*%	*%	1%	2%	1%	-%	-%
Whistl/ TNT Post UK	7	4	2	1	-	*	2	5	*	-	*
	1%	*%	1%	2%	-%	1%	*%	2%	1%	-%	*%
								a			
Pitney Bowes	6	5	*	*	-	*	*	4	2	*	*
	*%	*%	*%	1%	-%	2%	*%	2%	4%	*%	*%
								a	a		
Citipost	6	4	2	*	*	*	*	4	*	2	-
	*%	*%	1%	*%	1%	1%	*%	2%	*%	6%	-%
								a		a	
MHI (Mail Handling International)	4	3	1	1	-	*	1	3	*	*	*
	*%	*%	*%	1%	-%	*%	*%	1%	1%	1%	*%
Someone else	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not sent a parcel in the last month	214	173	33	7	*	*	151	30	2	2	2
	15%	16%	13%	12%	4%	3%	17%	14%	3%	7%	7%
		e	e	e			c				
NET: Royal Mail	1039	800	188	42	6	3	646	164	44	19	31
	75%	74%	75%	72%	79%	81%	74%	75%	83%	74%	84%
NET: RM/Parcelforce	1064	820	191	44	6	3	656	174	45	21	32
	76%	76%	77%	74%	80%	83%	75%	79%	85%	79%	87%
NET: Provider other than RM	501	352	113	30	4	2	283	104	32	15	19
	36%	33%	45%	51%	57%	55%	32%	47%	61%	57%	52%
		a	a	a	a	a	a	a	a	a	a
NET: RM ONLY	679	549	104	21	3	2	438	86	19	9	16
	49%	51%	42%	36%	39%	42%	50%	39%	35%	36%	42%
		bc					b				
NET: Provider other than RM ONLY	141	101	29	9	1	1	75	26	7	5	3
	10%	9%	12%	16%	17%	16%	9%	12%	13%	19%	9%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1532	113	77	165	57	104	134	99	89	90
Effective base	582	64	40	88	27	51	83	56	46	43
Weighted Base	1394	143	74	239	65	124	242	159	113	100
Royal Mail	1039	105	62	158	48	93	195	116	85	72
	75%	73%	84%	66%	73%	75%	81%	73%	76%	73%
			c				c			
Evri	197	17	14	28	12	30	25	27	23	10
	14%	12%	19%	12%	19%	24%	10%	17%	21%	10%
						f				
Parcelforce	121	14	12	26	7	15	11	16	4	8
	9%	10%	17%	11%	11%	12%	5%	10%	4%	8%
			fh							
DHL	117	13	14	35	1	8	9	12	3	6
	8%	9%	20%	15%	2%	6%	4%	8%	2%	6%
			dfh	fh						
DPD/DPD Local	99	8	9	23	3	15	12	13	5	6
	7%	6%	13%	10%	5%	12%	5%	8%	4%	6%
Yodel	82	10	10	4	4	13	9	11	14	3
	6%	7%	14%	2%	6%	10%	4%	7%	13%	3%
			cf			c			c	
UK Mail	69	10	2	29	2	5	5	5	2	4
	5%	7%	3%	12%	3%	4%	2%	3%	1%	4%
				fh						
UPS	65	7	2	18	1	8	9	8	4	*
	5%	5%	2%	7%	2%	7%	4%	5%	3%	*%
FedEx	31	3	3	8	2	3	4	3	1	1
	2%	2%	4%	3%	4%	3%	1%	2%	1%	1%
Amazon Logistics	25	3	6	6	*	4	1	-	4	-
	2%	2%	8%	3%	*%	3%	*%	-%	3%	-%
			fg							
TNT Express	19	*	2	12	*	1	1	1	1	-
	1%	*%	3%	5%	*%	1%	*%	1%	1%	-%
DX	16	*	2	5	-	1	-	5	-	2
	1%	*%	3%	2%	-%	1%	-%	3%	-%	2%
Secured Mail	9	-	-	2	4	-	-	3	-	-
	1%	-%	-%	1%	6%	-%	-%	2%	-%	-%
					f					

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1532	113	77	165	57	104	134	99	89	90
Effective base	582	64	40	88	27	51	83	56	46	43
Weighted Base	1394	143	74	239	65	124	242	159	113	100
Whistl/ TNT Post UK	7 1%	1 *%	- -%	4 2%	* *%	1 1%	1 *%	- -%	* *%	- -%
Pitney Bowes	6 *%	* *%	2 3%	1 1%	* *%	- -%	- -%	- -%	* *%	2 2%
Citipost	6 *%	2 1%	2 3%	1 1%	* *%	* *%	- -%	- -%	- -%	- -%
MHI (Mail Handling International)	4 *%	- -%	* *%	1 *%	- -%	- -%	- -%	3 2%	* *%	- -%
Someone else	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Have not sent a parcel in the last month	214 15%	23 16%	11 15%	43 18%	8 13%	17 13%	34 14%	32 20%	11 9%	21 21%
NET: Royal Mail	1039 75%	105 73%	62 84%	158 66%	48 73%	93 75%	195 81%	116 73%	85 76%	72 73%
NET: RM/Parcelforce	1064 76%	105 73%	62 85%	166 69%	50 77%	94 76%	199 82%	121 76%	85 76%	75 75%
NET: Provider other than RM	501 36%	55 38%	37 51%	103 43%	24 37%	57 45%	55 23%	60 38%	40 36%	30 31%
NET: RM ONLY	679 49%	65 46%	26 35%	93 39%	33 50%	51 41%	152 63%	67 42%	62 55%	49 49%
NET: Provider other than RM ONLY	141 10%	15 11%	1 1%	38 16%	9 14%	14 12%	12 5%	12 7%	17 15%	7 7%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1532	251	279	398	928	604	210	213	181
Effective base	582	122	149	227	491	161	71	53	58
Weighted Base	1394	289	329	640	1259	135	67	48	20
Royal Mail	1039	213	252	469	934	105	51	36	17
	75%	74%	77%	73%	74%	78%	77%	75%	85%
Evri	197	52	54	81	187	10	4	3	3
	14%	18%	16%	13%	15%	7%	6%	6%	13%
Parcelforce	121	efg	ef	e					
	9%	30	30	53	113	7	3	3	1
		10%	9%	8%	9%	6%	4%	7%	6%
DHL	117	15	30	56	102	15	8	6	1
	8%	5%	9%	9%	8%	11%	12%	12%	7%
DPD/DPD Local	99	25	22	48	94	4	1	1	2
	7%	8%	7%	7%	8%	3%	2%	3%	8%
Yodel	82	e	e	e					
	6%	19	34	24	77	5	2	2	2
		7%	10%	4%	6%	3%	2%	3%	8%
UK Mail	69	12	14	40	65	4	3	*	1
	5%	4%	4%	6%	5%	3%	5%	*%	4%
UPS	65	10	12	35	57	7	6	1	1
	5%	3%	4%	5%	5%	6%	9%	2%	5%
FedEx	31	7	8	15	29	1	*	1	*
	2%	2%	2%	2%	2%	1%	*%	2%	1%
Amazon Logistics	25	4	12	7	23	2	1	*	1
	2%	2%	4%	1%	2%	1%	1%	*%	5%
TNT Express	19	1	4	14	19	*	*	*	*
	1%	*%	1%	2%	2%	*%	*%	*%	1%
DX	16	3	2	10	15	1	1	*	*
	1%	1%	1%	2%	1%	1%	1%	*%	*%
Secured Mail	9	4	-	4	8	*	-	*	*
	1%	1%	-%	1%	1%	*%	-%	*%	1%

Columns Tested: a,b,c,d,e,f,g,h

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1532	73	142	18	160	164	412	53	52	617
Effective base	582	32	44	9	52	67	170	18	14	241
Weighted Base	1394	57	103	23	126	190	329	37	33	621
Royal Mail	1039	40	75	15	90	130	257	29	14	478
	75%	70%	73%	64%	71%	68%	78%	77%	42%	77%
		h	h		h		h	h		h
Evri	197	2	23	2	25	22	66	3	*	80
	14%	3%	22%	8%	20%	12%	20%	7%	%	13%
			ah		a		a			
Parcelforce	121	1	12	3	14	35	30	4	2	34
	9%	1%	12%	11%	12%	18%	9%	12%	5%	6%
					afi					
DHL	117	4	19	3	21	22	24	1	5	40
	8%	7%	18%	11%	17%	11%	7%	4%	15%	6%
			fi		fi					
DPD/DPD Local	99	5	22	1	23	14	21	*	2	35
	7%	9%	21%	2%	18%	7%	6%	1%	5%	6%
			efgi		fi					
Yodel	82	-	11	*	12	15	25	1	*	29
	6%	-%	11%	%	9%	8%	7%	3%	1%	5%
UK Mail	69	6	5	1	6	22	9	1	3	22
	5%	10%	5%	4%	5%	12%	3%	1%	10%	4%
					fi					
UPS	65	5	21	*	21	9	10	*	3	17
	5%	8%	20%	1%	17%	5%	3%	1%	10%	3%
			efi		efi					
FedEx	31	3	5	-	5	3	9	1	2	8
	2%	4%	5%	-%	4%	2%	3%	2%	5%	1%
Amazon Logistics	25	2	1	3	4	4	6	3	*	6
	2%	4%	1%	11%	3%	2%	2%	8%	%	1%
								i		
TNT Express	19	-	3	-	3	9	4	*	1	2
	1%	-%	3%	-%	2%	5%	1%	%	5%	%
						i			i	
DX	16	1	3	-	3	3	8	-	1	1
	1%	1%	2%	-%	2%	1%	2%	-%	5%	%
			i				i		i	

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1532	73	142	18	160	164	412	53	52	617
Effective base	582	32	44	9	52	67	170	18	14	241
Weighted Base	1394	57	103	23	126	190	329	37	33	621
Secured Mail	9 1%	- -%	* *%	- -%	* *%	3 2%	5 1%	- -%	- -%	* *%
Whistl/ TNT Post UK	7 1%	- -%	* *%	1 4%	1 1%	4 2%	* *%	- -%	- -%	2 *%
Pitney Bowes	6 *%	- -%	* *%	* *%	* *%	- -%	4 1%	- -%	1 5%	* *%
Citipost	6 *%	2 3%	- -%	- -%	- -%	- -%	2 1%	- -%	2 5%	* *%
MHI (Mail Handling International)	4 *%	- -%	* *%	* *%	* *%	3 1%	1 *%	- -%	- -%	* *%
Someone else	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Have not sent a parcel in the last month	214 15%	10 17%	8 8%	7 32%	16 13%	27 14%	38 12%	8 21%	17 52%	98 16%
NET: Royal Mail	1039 75%	40 70%	75 73%	15 64%	90 71%	130 68%	257 78%	29 77%	14 42%	478 77%
NET: RM/Parcelforce	1064 76%	41 71%	76 74%	15 66%	91 73%	146 77%	262 80%	29 77%	15 47%	480 77%
NET: Provider other than RM	501 36%	17 29%	71 70%	6 25%	77 61%	84 44%	130 40%	10 28%	5 17%	177 28%
NET: RM ONLY	679 49%	31 53%	23 22%	10 44%	33 26%	79 42%	161 49%	19 51%	10 31%	346 56%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1532	73	142	18	160	164	412	53	52	617
Effective base	582	32	44	9	52	67	170	18	14	241
Weighted Base	1394	57	103	23	126	190	329	37	33	621
NET: Provider other than RM ONLY	141	7	19	1	20	33	34	1	2	44
	10%	13%	19%	5%	16%	17%	10%	1%	6%	7%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1532	397	412	723	1350	182	-	1265	267	1494	38
Effective base	582	147	170	273	505	80	-	519	69	564	18
Weighted Base	1394	374	329	691	1171	223	-	1276	118	1351	43
Secured Mail	9 1%	4 1%	5 1%	* *%	9 1%	* *%	- -%	8 1%	1 1%	9 1%	- -%
Whistl/ TNT Post UK	7 1%	5 1%	* *%	2 *%	7 1%	- -%	- -%	7 1%	* *%	7 1%	* *%
Pitney Bowes	6 *%	* *%	4 1%	2 *%	4 *%	2 1%	- -%	6 *%	* *%	6 *%	- -%
Citipost	6 *%	2 *%	2 1%	2 *%	3 *%	2 1%	- -%	6 *%	* *%	6 *%	* *%
MHI (Mail Handling International)	4 *%	3 1%	1 *%	* *%	4 *%	- -%	- -%	4 *%	* *%	4 *%	- -%
Someone else	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Have not sent a parcel in the last month	214 15%	53 14%	38 12%	123 18%	180 15%	33 15%	- -%	192 15%	22 18%	199 15%	14 34%
NET: Royal Mail	1039 75%	260 70%	257 78%	522 75%	863 74%	176 79%	- -%	959 75%	80 68%	1011 75%	28 64%
NET: RM/Parcelforce	1064 76%	278 74%	262 80%	525 76%	888 76%	176 79%	- -%	981 77%	83 71%	1037 77%	28 64%
NET: Provider other than RM	501 36%	178 48%	130 40%	193 28%	425 36%	76 34%	- -%	452 35%	49 42%	491 36%	10 23%
NET: RM ONLY	679 49%	143 38%	161 49%	375 54%	565 48%	114 51%	- -%	632 50%	47 40%	661 49%	19 44%
NET: Provider other than RM ONLY	141 10%	61 16%	34 10%	46 7%	127 11%	14 6%	- -%	125 10%	16 14%	140 10%	1 2%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1532	779	362	380
Effective base	582	312	117	150
Weighted Base	1394	763	254	363
Royal Mail	1039	520	197	311
	75%	68%	78%	86%
				a
Evri	197	67	31	96
	14%	9%	12%	27%
				ab
Parcelforce	121	55	28	38
	9%	7%	11%	10%
DHL	117	41	33	42
	8%	5%	13%	12%
			a	a
DPD/DPD Local	99	41	25	33
	7%	5%	10%	9%
Yodel	82	31	16	35
	6%	4%	6%	10%
				a
UK Mail	69	23	24	23
	5%	3%	9%	6%
			a	
UPS	65	24	15	26
	5%	3%	6%	7%
FedEx	31	11	11	9
	2%	1%	4%	2%
Amazon Logistics	25	4	11	10
	2%	1%	4%	3%
			a	
TNT Express	19	8	9	2
	1%	1%	4%	1%
DX	16	9	4	3
	1%	1%	1%	1%
Secured Mail	9	8	*	*
	1%	1%	*%	*%

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1532	779	362	380
Effective base	582	312	117	150
Weighted Base	1394	763	254	363
Whistl/ TNT Post UK	7 1%	4 1%	2 1%	1 *%
Pitney Bowes	6 *%	2 *%	4 2%	* *%
Citipost	6 *%	* *%	5 2%	* *%
MHI (Mail Handling International)	4 *%	4 *%	* *%	* *%
Someone else	- -%	- -%	- -%	- -%
Have not sent a parcel in the last month	214 15%	174 23%	16 6%	24 7%
NET: Royal Mail	1039 75%	520 68%	197 78%	311 86%
NET: RM/Parcelforce	1064 76%	532 70%	208 82%	314 86%
NET: Provider other than RM	501 36%	216 28%	103 41%	178 49%
NET: RM ONLY	679 49%	373 49%	135 53%	162 45%
NET: Provider other than RM ONLY	141 10%	69 9%	41 16%	28 8%

Columns Tested: a,b,c

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
Significance Level: 95%		a	b	c	d	e	*f	*g	*h	i	j	k
Unweighted Base	1532	1050	294	81	34	39	19	9	6	1344	188	107
Effective base	582	447	92	22	9	11	4	2	1	538	44	22
Weighted Base	1394	1096	196	49	11	27	8	1	5	1292	102	52
Royal Mail	1039	790	161	43	8	23	8	1	5	951	88	45
	75%	72%	82% a	88%	73%	85%	97%	81%	97%	74%	87% a	85%
Evri	197	128	47	13	1	5	3	1	-	175	22	10
	14%	12%	24% ai	25%	10%	19%	33%	68%	-%	14%	22%	19%
Parcelforce	121	81	29	2	2	3	4	1	-	109	11	9
	9%	7%	15% a	4%	13%	10%	49%	70%	-%	8%	11%	17%
DHL	117	56	28	16	2	12	2	1	*	84	33	17
	8%	5%	14% ai	33% abi	21% a	43% abi	19%	91%	*%	6%	33% abi	32% ai
DPD/DPD Local	99	58	25	8	3	1	4	1	-	83	16	9
	7%	5%	13% ai	15%	27% ai	4%	46%	68%	-%	6%	16% ai	17% a
Yodel	82	60	9	9	*	1	2	1	-	68	13	5
	6%	5%	5%	17% abi	3%	5%	31%	70%	-%	5%	13% ai	9%
UK Mail	69	30	20	8	3	4	4	1	*	49	20	12
	5%	3%	10% ai	16% ai	29% ai	16% a	44%	74%	*%	4%	20% ai	23% ai
UPS	65	28	13	12	2	5	4	1	*	41	24	12
	5%	3%	7% a	24% abi	19% ai	20% ai	47%	68%	1%	3%	24% abi	23% abi
FedEx	31	14	8	3	1	2	2	1	*	21	9	6
	2%	1%	4%	7% a	9%	7%	26%	85%	*%	2%	9% ai	11% ai
Amazon Logistics	25	5	13	1	3	1	2	1	-	18	7	7
	2%	*%	6% ai	1%	25% aci	3%	25%	73%	-%	1%	7% ai	12% ai
TNT Express	19	11	*	1	*	4	2	1	-	11	8	7
	1%	1%	*%	1%	1%	15% abi	27%	85%	-%	1%	8% abi	14% abi
DX	16	11	2	-	*	*	2	-	*	13	3	3
	1%	1%	1%	-%	2%	1%	26%	-%	1%	1%	3%	5%

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1532	1050	294	81	34	39	19	9	6	1344	188	107
Effective base	582	447	92	22	9	11	4	2	1	538	44	22
Weighted Base	1394	1096	196	49	11	27	8	1	5	1292	102	52
Secured Mail	9 1%	4 *%	5 2% a	- -%	* *%	- -%	* 3%	- -%	- -%	8 1%	* *%	* *%
Whistl/ TNT Post UK	7 1%	* *%	1 *%	* 1%	- -%	4 15% abi	1 12%	1 68%	- -%	1 *%	6 6% abi	6 11% abi
Pitney Bowes	6 *%	3 *%	* *%	* 1%	* *%	- -%	2 25%	- -%	* 1%	4 *%	3 2%	2 4% ai
Citipost	6 *%	2 *%	* *%	- -%	1 8% abi	1 3%	2 25%	- -%	- -%	2 *%	4 4% ai	4 7% abi
MHI (Mail Handling International)	4 *%	3 *%	* *%	* 1%	* *%	- -%	- -%	- -%	- -%	4 *%	* *%	* *%
Someone else	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Have not sent a parcel in the last month	214 15%	199 18% bjk	10 5%	4 8%	* *%	* 2%	- -%	- -%	* 3%	209 16% bj	5 5%	1 1%
NET: Royal Mail	1039 75%	790 72%	161 82% a	43 88%	8 73%	23 85%	8 97%	1 81%	5 97%	951 74%	88 87% a	45 85%
NET: RM/Parcelforce	1064 76%	811 74%	162 83%	44 89%	8 73%	25 92%	8 97%	1 81%	5 97%	974 75%	90 89% ai	47 89%
NET: Provider other than RM	501 36%	320 29%	115 59% ai	32 66% ai	7 62% a	18 64% ai	8 95%	1 97%	* 2%	435 34%	66 65% ai	33 64% ai
NET: RM ONLY	679 49%	577 53% bcj	71 36%	13 26%	4 38%	9 34%	* 5%	* 3%	5 95%	648 50% bcj	32 31%	19 35%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1532	1050	294	81	34	39	19	9	6	1344	188	107
Effective base	582	447	92	22	9	11	4	2	1	538	44	22
Weighted Base	1394	1096	196	49	11	27	8	1	5	1292	102	52
NET: Provider other than RM ONLY	141	108	25	2	3	4	*	*	*	132	9	7
	10%	10%	13%	4%	27%	14%	3%	19%	*%	10%	9%	14%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1532	457	593	482	1381	1308	1424	1532	931	650	127	849	99	116	82	95	56
Effective base	582	224	224	136	510	490	535	582	354	206	62	358	29	32	20	21	15
Weighted Base	1394	569	527	298	1244	1177	1301	1394	883	511	154	886	58	74	45	46	37
Royal Mail	1039	374	416	249	932	907	978	1039	684	401	103	667	48	59	40	36	26
	75%	66%	79%	84%	75%	77%	75%	75%	77%	78%	67%	75%	81%	81%	89%	78%	69%
Evri	197	42	86	69	179	181	186	197	132	93	13	136	11	4	9	5	8
	14%	7%	16%	23%	14%	15%	14%	14%	15%	18%	8%	15%	18%	6%	20%	11%	22%
Parcelforce	121	22	59	40	115	107	118	121	97	64	14	64	9	12	4	3	13
	9%	4%	11%	13%	9%	9%	9%	9%	11%	12%	9%	7%	15%	16%	8%	6%	34%
DHL	117	18	37	61	113	110	117	117	96	93	8	57	12	17	4	14	5
	8%	3%	7%	21%	9%	9%	9%	8%	11%	18%	5%	6%	20%	24%	9%	30%	14%
DPD/DPD Local	99	27	31	41	91	84	93	99	73	56	10	50	12	6	4	4	6
	7%	5%	6%	14%	7%	7%	7%	7%	8%	11%	7%	6%	21%	8%	9%	9%	16%
Yodel	82	8	52	22	74	78	82	82	67	46	12	59	2	2	3	1	3
	6%	1%	10%	7%	6%	7%	6%	6%	8%	9%	8%	7%	3%	3%	7%	2%	7%
UK Mail	69	5	25	40	69	65	69	69	65	64	5	33	9	1	7	10	6
	5%	1%	5%	13%	6%	6%	5%	5%	7%	13%	3%	4%	15%	1%	16%	22%	16%
UPS	65	7	20	37	62	57	62	65	56	48	5	28	8	4	8	4	5
	5%	1%	4%	12%	5%	5%	5%	5%	6%	9%	4%	3%	14%	6%	17%	9%	13%
FedEx	31	3	10	17	31	30	31	31	24	21	1	19	3	1	3	3	*
	2%	1%	2%	6%	2%	3%	2%	2%	3%	4%	*%	2%	6%	2%	7%	7%	*%
Amazon Logistics	25	1	4	20	25	24	25	25	23	22	1	9	4	6	1	4	*
	2%	*%	1%	7%	2%	2%	2%	2%	3%	4%	1%	1%	7%	8%	3%	8%	*%
TNT Express	19	2	9	8	19	19	19	19	19	15	-	7	*	1	4	2	5
	1%	*%	2%	3%	2%	2%	1%	1%	2%	3%	-%	1%	*%	1%	9%	5%	13%

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1532	457	593	482	1381	1308	1424	1532	931	650	127	849	99	116	82	95	56
Effective base	582	224	224	136	510	490	535	582	354	206	62	358	29	32	20	21	15
Weighted Base	1394	569	527	298	1244	1177	1301	1394	883	511	154	886	58	74	45	46	37
DX	16 1%	2 *% 2%	9 2%	5 2%	16 1%	14 1%	16 1%	16 1%	16 2%	13 3%	2 1%	12 1%	1 2%	1 1%	1 1%	* 1%	* *%
Secured Mail	9 1%	- -% 1%	4 1%	5 2%	5 *% 1%	9 1%	9 1%	9 1%	8 1%	5 1%	- -% *% 6%	4 *% 1%	4 6%	1 1%	- -% 1%	* 1%	- -% 1%
Whistl/ TNT Post UK	7 1%	* *% *% 7	* *% *% 7	7 2%	7 1%	7 1%	7 1%	7 1%	7 1%	7 1%	- -% *% 1%	1 *% 1%	1 1%	1 1%	4 10% b	1 2%	- -% *% *
Pitney Bowes	6 *% *% 6	2 *% *% 2	2 *% *% 4	3 1%	6 *% 1%	6 1%	6 *% *% 6	6 *% *% 6	6 1%	6 1%	- -% 1%	5 1%	* 1%	* 1%	* *% *% 2	* *% *% 4%	* *% *% -%
Citipost	6 *% *% 4	* *% *% 3	2 *% 1%	4 1%	6 *% *% 4	6 *% *% 4	6 *% *% 4	6 *% *% 4	6 1%	6 1%	- -% *% -%	4 *% -%	- -% -%	* *% 2%	* 1%	* *% *% 1%	* *% *% -%
MHI (Mail Handling International)	4 *% *% -	* *% 1%	3 1%	1 *% *% -	4 *% *% -	4 *% *% -	4 *% *% -	4 *% *% -	4 *% *% -	4 1%	- -% *% -%	3 *% -%	- -% -%	1 2%	* 1%	* *% *% -	* *% *% -%
Someone else	- -% -% -	- -% -% -	- -% -% -	- -% -% -	- -% -% -	- -% -% -	- -% -% -	- -% -% -	- -% -% -	- -% -% -	- -% -% -	- -% -% -	- -% -% -	- -% -% -	- -% -% -	- -% -% -	- -% -% -
Have not sent a parcel in the last month	214 15%	163 29% bc	36 7%	15 5%	197 16% f	160 14% f	197 15% f	214 15% f	114 13% f	39 8%	32 21% ce	146 16% c	1 1%	6 8%	1 1%	5 11%	6 17%
NET: Royal Mail	1039 75%	374 66% a	416 79% a	249 84% a	932 75% f	907 77% f	978 75% f	1039 75% f	684 77% f	401 78%	103 67% ce	667 75% c	48 81% a	59 81% a	40 89% a	36 78% a	26 69% a
NET: RM/Parcelforce	1064 76%	376 66% a	435 82% a	253 85% a	956 77% f	931 79% f	1003 77% f	1064 76% f	706 80% f	418 82%	103 67% ce	682 77% c	50 86% a	60 81% a	41 90% a	36 78% a	30 81% a
NET: Provider other than RM	501 36%	104 18% a	216 41% a	181 61% ab	460 37% f	443 38% f	480 37% f	501 36% f	367 42% f	275 54% abcde	50 32% ce	286 32% c	38 64% ab	35 48% ab	22 48% ab	27 59% ab	22 60% ab
NET: RM ONLY	679 49%	302 53% c	275 52% c	102 34%	587 47% f	575 49% f	624 48% f	679 49% f	402 46% f	197 39%	72 47% g	454 51% g	20 34% g	32 44% g	23 51% g	14 29% g	9 23% g

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small a	Medium b	Large c	Letters a	Large Letters b	Any Letters c	Parcels and Packets d	Other types of post e	Bulk mail f	1-24 a	25-49 b	50-99 c	100-249 d	250-499 e	500-4,999 f	5,000+ g
Significance Level: 95%																	
Unweighted Base	1532	457	593	482	1381	1308	1424	1532	931	650	127	849	99	116	82	95	56
Effective base	582	224	224	136	510	490	535	582	354	206	62	358	29	32	20	21	15
Weighted Base	1394	569	527	298	1244	1177	1301	1394	883	511	154	886	58	74	45	46	37
NET: Provider other than RM ONLY	141	32	76	34	115	111	126	141	85	71	19	73	10	8	5	5	5
	10%	6%	14%	11%	9%	9%	10%	10%	10%	14%	13%	8%	17%	11%	10%	11%	14%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Significance Level: 95%															
Unweighted Base	1532	922	143	93	90	51	54	28	809	208	111	63	52	38	27
Effective base	582	399	40	26	17	12	11	6	350	64	31	25	12	14	7
Weighted Base	1394	990	92	61	39	21	25	15	846	170	48	40	38	15	20
Royal Mail	1039	733	77	48	28	14	22	10	629	146	40	35	31	12	15
	75%	74%	84%	79%	72%	67%	86%	63%	74%	86%	83%	89%	80%	77%	73%
Evri	197	147	17	4	3	3	3	1	120	33	7	5	5	7	5
	14%	15%	19%	6%	9%	13%	11%	9%	14%	19%	15%	12%	13%	44%	26%
														acd	
Parcelforce	121	79	15	3	11	2	*	4	68	12	11	4	1	2	9
	9%	8%	17%	5%	29%	9%	1%	24%	8%	7%	23%	11%	3%	12%	45%
					ac						ab				
DHL	117	64	12	10	14	3	9	*	41	43	6	6	6	2	5
	8%	7%	13%	17%	36%	14%	36%	1%	5%	25%	13%	15%	15%	16%	25%
					a		a			a		a			
DPD/DPD Local	99	59	10	8	5	3	1	5	46	23	7	3	3	*	2
	7%	6%	11%	14%	13%	16%	2%	31%	5%	13%	15%	7%	8%	2%	11%
										a	a				
Yodel	82	60	7	*	2	2	*	2	62	7	5	2	1	-	*
	6%	6%	8%	*%	6%	7%	*%	16%	7%	4%	10%	5%	2%	-%	2%
UK Mail	69	43	7	3	5	3	7	1	21	23	7	1	7	2	6
	5%	4%	8%	5%	13%	14%	26%	7%	2%	13%	14%	2%	17%	11%	29%
							a			a	a		a		
UPS	65	44	8	1	1	5	*	4	19	16	9	4	6	2	1
	5%	4%	9%	1%	3%	24%	1%	24%	2%	9%	19%	11%	15%	13%	5%
						ac				a	a	a	a	a	
FedEx	31	23	1	1	3	3	*	*	13	7	4	3	2	*	*
	2%	2%	1%	2%	7%	14%	1%	*%	2%	4%	9%	9%	5%	2%	*%
						ab					a	a			
Amazon Logistics	25	11	6	5	*	3	*	*	8	10	1	4	2	*	-
	2%	1%	6%	8%	1%	16%	1%	*%	1%	6%	2%	10%	5%	*%	-%
			a	a		a				a		a			
TNT Express	19	11	1	*	5	1	1	*	3	4	*	2	5	*	5
	1%	1%	1%	*%	12%	5%	5%	*%	*%	2%	*%	5%	13%	2%	23%
					a							a	a		
DX	16	13	2	*	*	*	*	*	6	6	1	1	1	*	*
	1%	1%	2%	*%	*%	*%	1%	1%	1%	3%	2%	3%	2%	*%	1%

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g	
Significance Level: 95%																
Unweighted Base	1532	922	143	93	90	51	54	28	809	208	111	63	52	38	27	
Effective base	582	399	40	26	17	12	11	6	350	64	31	25	12	14	7	
Weighted Base	1394	990	92	61	39	21	25	15	846	170	48	40	38	15	20	
Secured Mail	9	3	1	*	*	-	*	-	4	*	4	1	*	*	-	
	1%	*%	2%	*%	1%	-%	*%	-%	*%	*%	8%	2%	1%	*%	-%	
											ab					
Whistl/ TNT Post UK	7	6	*	*	-	1	-	-	*	1	1	1	5	-	-	
	1%	1%	*%	*%	-%	5%	-%	-%	*%	1%	2%	2%	13%	-%	-%	
												a	ab			
Pitney Bowes	6	6	-	*	-	*	*	*	2	4	*	*	-	*	*	
	*%	1%	-%	*%	-%	*%	*%	*%	*%	2%	1%	1%	-%	*%	1%	
Citipost	6	4	-	-	*	2	-	-	-	4	*	1	1	-	-	
	*%	*%	-%	-%	*%	9%	-%	-%	-%	2%	*%	2%	2%	-%	-%	
						a				a	*%	a	a			
MHI (Mail Handling International)	4	3	1	*	*	*	*	-	3	*	-	1	-	*	*	
	*%	*%	1%	*%	*%	2%	*%	-%	*%	*%	-%	3%	-%	*%	1%	
Someone else	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Have not sent a parcel in the last month	214	177	2	1	5	4	2	5	147	3	1	1	5	1	1	
	15%	18%	2%	2%	13%	21%	8%	31%	17%	2%	3%	3%	12%	9%	4%	
		bc				b			bc							
NET: Royal Mail	1039	733	77	48	28	14	22	10	629	146	40	35	31	12	15	
	75%	74%	84%	79%	72%	67%	86%	63%	74%	86%	83%	89%	80%	77%	73%	
										a						
NET: RM/Parcelforce	1064	749	78	50	33	14	22	10	645	148	40	36	31	12	19	
	76%	76%	85%	82%	84%	67%	86%	63%	76%	87%	84%	89%	81%	77%	96%	
										a						
NET: Provider other than RM	501	337	44	23	21	11	16	9	251	97	35	21	16	11	13	
	36%	34%	48%	37%	55%	51%	61%	57%	30%	57%	73%	53%	41%	70%	66%	
										a	a	a		a		
NET: RM ONLY	679	476	46	37	13	6	8	2	449	70	12	18	18	3	6	
	49%	48%	50%	60%	32%	28%	30%	12%	53%	41%	24%	44%	47%	21%	30%	
									cf							
NET: Provider other than RM ONLY	141	80	13	11	6	3	1	1	70	21	7	3	3	2	5	
	10%	8%	14%	19%	15%	12%	6%	5%	8%	12%	14%	8%	8%	15%	23%	

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1532	968	181	138	88	57	50	50	457	318	346	202	97
Effective base	582	410	61	42	28	19	11	15	216	123	124	46	27
Weighted Base	1394	987	154	106	46	33	29	39	557	291	278	102	71
Royal Mail	1039	703	122	90	32	29	28	34	369	218	235	93	63
	75%	71%	79%	85%	69%	87%	97%	88%	66%	75%	84%	92%	89%
											a	ab	a
Evri	197	118	31	22	8	7	6	5	61	45	54	10	16
	14%	12%	20%	21%	16%	21%	21%	14%	11%	15%	19%	10%	22%
											a		
Parcelforce	121	74	11	13	7	4	8	3	28	36	28	14	10
	9%	7%	7%	13%	16%	12%	29%	8%	5%	12%	10%	14%	14%
							ab			a		a	
DHL	117	45	16	23	14	9	1	9	29	36	20	22	8
	8%	5%	10%	21%	30%	28%	4%	23%	5%	12%	7%	21%	12%
				a	ab	a		a		a		ac	
DPD/DPD Local	99	55	22	2	5	3	5	7	30	29	16	13	5
	7%	6%	14%	2%	11%	10%	16%	18%	5%	10%	6%	13%	8%
			ac					ac					
Yodel	82	39	21	9	*	10	*	2	30	20	25	4	1
	6%	4%	13%	8%	1%	31%	1%	6%	5%	7%	9%	4%	2%
			a			acdf							
UK Mail	69	20	4	22	11	6	*	6	12	24	14	9	11
	5%	2%	3%	21%	23%	17%	1%	15%	2%	8%	5%	9%	15%
				ab	ab	ab		a		a		a	a
UPS	65	22	5	11	6	7	9	4	15	19	13	7	9
	5%	2%	3%	10%	13%	21%	33%	10%	3%	6%	4%	7%	13%
				a	a	ab	ab						a
FedEx	31	12	2	3	8	3	1	2	4	5	10	8	3
	2%	1%	1%	3%	17%	9%	4%	6%	1%	2%	4%	8%	4%
				abc	a							a	
Amazon Logistics	25	7	*	2	7	2	*	6	1	8	5	8	3
	2%	1%	*%	2%	15%	5%	1%	15%	*%	3%	2%	8%	4%
				abc	a			ab				a	a
TNT Express	19	4	1	4	6	2	1	2	1	8	3	2	6
	1%	*%	1%	4%	13%	7%	2%	6%	*%	3%	1%	2%	8%
				a	ab	a		a		a			ac

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1532	968	181	138	88	57	50	50	457	318	346	202	97
Effective base	582	410	61	42	28	19	11	15	216	123	124	46	27
Weighted Base	1394	987	154	106	46	33	29	39	557	291	278	102	71
DX	16 1%	8 1%	1 1%	3 3%	1 2%	1 4%	* *%	2 6% a	7 1%	2 1%	1 *%	3 3%	2 3%
Secured Mail	9 1%	3 *% a	5 3% a	* *% a	* 1% a	* 1% a	- -% a	- -% a	3 *% a	4 1% a	2 1% a	- -% a	1 1% a
Whistl/ TNT Post UK	7 1%	* *% a	- -% a	5 5% a	* *% a	1 3% a	* 1% a	1 1% a	- -% a	1 *% a	1 *% a	- -% a	5 7% abcd
Pitney Bowes	6 *% a	2 *% a	* *% a	* *% a	* 1% a	2 6% a	* *% a	2 5% a	2 *% a	2 1% a	* *% a	2 2% a	* *% a
Citipost	6 *% a	* *% a	- -% a	- -% a	2 4% a	1 4% a	* 1% a	2 6% a	- -% a	2 1% a	1 *% a	3 3% a	* *% a
MHI (Mail Handling International)	4 *% a	4 *% a	* *% a	* *% a	- -% a	* 1% a	- -% a	* *% a	3 *% a	* *% a	1 *% a	* *% a	* 1% a
Someone else	- -% a	- -% a	- -% a	- -% a	- -% a	- -% a	- -% a	- -% a	- -% a	- -% a	- -% a	- -% a	- -% a
Have not sent a parcel in the last month	214 15% bcde	203 21% bcde	5 3% bcde	1 1% bcde	2 4% bcde	* 1% bcde	- -% bcde	2 4% bcde	145 26% bcde	26 9% bcde	15 6% bcde	4 4% bcde	6 8% bcde
NET: Royal Mail	1039 75%	703 71%	122 79%	90 85%	32 69%	29 87%	28 97%	34 88%	369 66%	218 75%	235 84%	93 92%	63 89%
NET: RM/Parcelforce	1064 76%	719 73%	123 80%	93 88% a	37 79%	31 92%	28 97%	34 89%	371 67%	233 80% a	239 86% a	94 92% a	63 89% a
NET: Provider other than RM	501 36%	269 27%	78 50% a	62 59% a	35 76% ab	18 54% a	13 45%	26 67% a	128 23%	138 47% a	128 46% a	51 50% a	34 48% a

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1532	968	181	138	88	57	50	50	457	318	346	202	97
Effective base	582	410	61	42	28	19	11	15	216	123	124	46	27
Weighted Base	1394	987	154	106	46	33	29	39	557	291	278	102	71
NET: RM ONLY	679	514	71	43	9	15	16	11	284	127	134	47	31
	49%	52%	46%	40%	20%	45%	55%	29%	51%	44%	48%	46%	44%
		d	d				d						
NET: Provider other than RM ONLY	141	80	26	14	12	4	1	3	43	47	28	5	2
	10%	8%	17%	14%	27%	12%	3%	7%	8%	16%	10%	5%	3%
			a		a					ad			

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1532	563	286	294	163	70	525	272	278	152	67
Effective base	582	256	108	97	32	18	243	94	92	40	20
Weighted Base	1394	659	247	216	74	44	613	225	190	87	55
Royal Mail	1039	454	190	183	66	38	427	182	168	81	48
	75%	69%	77%	85%	89%	85%	70%	81%	88%	93%	87%
Evri	197	89	35	44	6	5	86	29	40	10	14
	14%	13%	14%	20%	8%	11%	14%	13%	21%	11%	26%
Parcelforce	121	42	29	23	13	7	30	40	13	18	5
	9%	6%	12%	11%	17%	16%	5%	18%	7%	21%	9%
					a			ac		ac	
DHL	117	41	28	16	19	7	37	30	13	21	7
	8%	6%	11%	7%	26%	17%	6%	13%	7%	24%	13%
					abc			a		ac	
DPD/DPD Local	99	38	23	13	12	5	42	15	10	16	1
	7%	6%	9%	6%	16%	11%	7%	7%	5%	18%	2%
										ac	
Yodel	82	35	18	18	2	1	37	18	18	4	*
	6%	5%	7%	8%	2%	3%	6%	8%	9%	4%	1%
UK Mail	69	34	12	10	6	7	21	21	6	8	9
	5%	5%	5%	5%	8%	15%	3%	9%	3%	9%	16%
								a			ac
UPS	65	26	17	11	3	5	20	13	7	12	4
	5%	4%	7%	5%	5%	11%	3%	6%	4%	13%	8%
										ac	
FedEx	31	8	6	8	6	3	6	7	7	8	2
	2%	1%	3%	4%	8%	6%	1%	3%	4%	9%	4%
					a					a	
Amazon Logistics	25	5	7	4	6	3	4	4	6	8	2
	2%	1%	3%	2%	8%	7%	1%	2%	3%	9%	4%
					a	a				a	
TNT Express	19	14	2	3	*	1	3	6	2	3	5
	1%	2%	1%	1%	*%	2%	1%	3%	1%	3%	9%
										a	
DX	16	10	2	3	1	*	6	1	2	3	2
	1%	1%	1%	1%	2%	*%	1%	*%	1%	3%	4%

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1532	563	286	294	163	70	525	272	278	152	67
Effective base	582	256	108	97	32	18	243	94	92	40	20
Weighted Base	1394	659	247	216	74	44	613	225	190	87	55
Secured Mail	9 1%	3 *%	* *%	1 1%	- -%	1 1%	3 *%	5 2%	1 *%	- -%	1 1%
Whistl/ TNT Post UK	7 1%	6 1%	- -%	* *%	- -%	1 2%	- -%	1 1%	1 *%	1 1%	4 8%
Pitney Bowes	6 *%	5 1%	1 1%	* *%	* *%	* *%	4 1%	* *%	* *%	2 2%	- -%
Citipost	6 *%	2 *%	2 1%	* *%	1 1%	* *%	1 *%	* *%	2 1%	2 2%	* *%
MHI (Mail Handling International)	4 *%	3 *%	- -%	1 *%	- -%	* 1%	3 *%	1 *%	1 *%	* *%	* *%
Someone else	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Have not sent a parcel in the last month	214 15%	150 23%	24 10%	13 6%	4 5%	6 13%	128 21%	13 6%	7 4%	2 2%	6 11%
NET: Royal Mail	1039 75%	454 69%	190 77%	183 85%	66 89%	38 85%	427 70%	182 81%	168 88%	81 93%	48 87%
NET: RM/Parcelforce	1064 76%	464 70%	199 81%	187 86%	66 89%	38 86%	433 71%	197 88%	170 89%	81 93%	48 87%
NET: Provider other than RM	501 36%	190 29%	110 45%	103 48%	38 51%	19 42%	166 27%	111 49%	87 46%	50 58%	28 51%
NET: RM ONLY	679 49%	320 49%	113 46%	100 46%	33 44%	20 44%	320 52%	101 45%	96 51%	35 40%	21 39%
NET: Provider other than RM ONLY	141 10%	55 8%	33 13%	20 9%	4 6%	1 2%	58 10%	30 13%	15 8%	4 5%	2 3%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1532	674	250	309	179	94	867	151	501	1213	319	1220	161
Effective base	582	295	84	113	57	25	337	49	192	469	113	461	49
Weighted Base	1394	736	201	253	130	53	786	116	483	1139	255	1128	116
Royal Mail	1039	487	164	212	115	43	635	84	311	905	134	861	71
	75%	66%	82%	84%	88%	82%	81%	72%	64%	79%	53%	76%	61%
			a	a	a		c			b		b	
Evri	197	66	40	57	14	18	138	17	42	118	79	151	28
	14%	9%	20%	23%	10%	35%	18%	14%	9%	10%	31%	13%	24%
			a	a		ad	c				a		a
Parcelforce	121	39	14	38	19	10	81	16	24	81	39	88	27
	9%	5%	7%	15%	14%	20%	10%	14%	5%	7%	15%	8%	23%
			a	a	a		c	c			a		a
DHL	117	38	17	29	30	4	80	20	18	67	50	75	38
	8%	5%	8%	11%	23%	7%	10%	17%	4%	6%	20%	7%	33%
			a	a	abc		c	c			a		a
DPD/DPD Local	99	33	17	21	19	9	74	9	16	60	39	77	13
	7%	5%	8%	8%	15%	17%	9%	8%	3%	5%	15%	7%	12%
			a	a	a	a	c				a		
Yodel	82	23	27	23	4	1	61	7	13	47	35	61	13
	6%	3%	14%	9%	3%	3%	8%	6%	3%	4%	14%	5%	11%
			ad	a			c				a		
UK Mail	69	13	12	20	18	4	40	15	14	24	46	22	47
	5%	2%	6%	8%	14%	8%	5%	13%	3%	2%	18%	2%	41%
			a	a	a			ac			a		a
UPS	65	11	17	19	8	10	48	11	5	32	32	35	28
	5%	1%	8%	7%	6%	19%	6%	10%	1%	3%	13%	3%	24%
			a	a	a	a	c	c			a		a
FedEx	31	5	2	9	8	4	22	3	5	18	12	20	10
	2%	1%	1%	4%	6%	7%	3%	3%	1%	2%	5%	2%	9%
			a	a	a	a					a		a
Amazon Logistics	25	1	2	10	8	2	16	4	6	9	16	17	8
	2%	*%	1%	4%	6%	3%	2%	3%	1%	1%	6%	2%	7%
			a	a	a	a					a		a

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1532	674	250	309	179	94	867	151	501	1213	319	1220	161
Effective base	582	295	84	113	57	25	337	49	192	469	113	461	49
Weighted Base	1394	736	201	253	130	53	786	116	483	1139	255	1128	116
TNT Express	19 1%	2 *%	1 *%	12 5% a	2 2%	* 1%	16 2%	1 *%	3 1%	4 *%	15 6% a	4 *%	15 13% a
DX	16 1%	4 1%	3 2%	2 1%	3 2%	2 4%	10 1%	4 3%	2 *%	5 *%	11 4% a	7 1%	9 8% a
Secured Mail	9 1%	3 *%	4 2%	- -% a	1 *%	1 2%	4 1%	5 4% ac	* *%	4 *%	5 2% a	4 *%	1 1%
Whistl/ TNT Post UK	7 1%	- -%	* *%	6 3% a	1 1%	* *%	7 1%	* *%	- -%	2 *%	6 2% a	2 *%	5 5% a
Pitney Bowes	6 *%	* *%	2 1%	2 1%	* *%	* *%	2 *%	2 2%	2 *%	* *%	6 2% a	1 *%	6 5% a
Citipost	6 *%	- -%	* *%	2 1%	1 1%	* *%	3 *%	* *%	2 *%	* *%	5 2% a	* *%	5 4% a
MHI (Mail Handling International)	4 *%	3 *%	- -%	1 *%	* *%	* *%	3 *%	1 1%	- -%	3 *%	1 *%	4 *%	* *%
Someone else	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Have not sent a parcel in the last month	214 15%	194 26% bcde	3 1%	5 2%	5 4%	1 3%	59 8%	7 6%	147 30% ab	190 17% b	23 9%	192 17% b	4 4%
NET: Royal Mail	1039 75%	487 66%	164 82% a	212 84% a	115 88% a	43 82%	635 81% c	84 72%	311 64%	905 79% b	134 53%	861 76% b	71 61%

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1532	674	250	309	179	94	867	151	501	1213	319	1220	161
Effective base	582	295	84	113	57	25	337	49	192	469	113	461	49
Weighted Base	1394	736	201	253	130	53	786	116	483	1139	255	1128	116
NET: RM/Parcelforce	1064	497	168	223	115	44	648	92	315	916	148	875	81
	76%	68%	84%	88%	88%	83%	82%	79%	65%	80%	58%	78%	70%
			a	a	a		c			b			
NET: Provider other than RM	501	163	99	126	75	35	341	60	100	298	203	358	103
	36%	22%	49%	50%	58%	67%	43%	51%	21%	26%	80%	32%	89%
			a	a	a	a	c	c			a		a
NET: RM ONLY	679	379	99	121	49	16	386	49	235	651	28	578	9
	49%	52%	49%	48%	38%	30%	49%	42%	49%	57%	11%	51%	8%
		e								b		b	
NET: Provider other than RM ONLY	141	55	34	35	10	8	92	25	24	44	97	74	41
	10%	7%	17%	14%	8%	15%	12%	22%	5%	4%	38%	7%	35%
			a				c	c			a		a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1532	1073	235	956	576	1225	156	1062	246	960	572
Effective base	582	425	65	388	195	463	47	416	74	390	193
Weighted Base	1394	1025	153	906	488	1130	114	1009	168	916	478
Royal Mail	1039	815	92	721	318	864	68	799	108	729	310
	75%	79%	61%	80%	65%	76%	60%	79%	64%	80%	65%
Evri	197	142	39	64	133	151	28	139	42	73	124
	14%	14%	26%	7%	27%	13%	24%	14%	25%	8%	26%
Parcelforce	121	74	33	32	89	88	27	75	32	38	83
	9%	7%	22%	4%	18%	8%	23%	7%	19%	4%	17%
DHL	117	65	44	36	81	70	43	57	52	39	78
	8%	6%	29%	4%	17%	6%	38%	6%	31%	4%	16%
DPD/DPD Local	99	68	16	23	76	80	11	65	19	25	74
	7%	7%	11%	3%	16%	7%	9%	6%	11%	3%	16%
Yodel	82	58	20	19	63	61	13	59	19	23	59
	6%	6%	13%	2%	13%	5%	12%	6%	11%	3%	12%
UK Mail	69	18	47	17	53	22	47	16	49	18	51
	5%	2%	31%	2%	11%	2%	41%	2%	29%	2%	11%
UPS	65	27	30	15	50	40	22	24	33	16	48
	5%	3%	20%	2%	10%	4%	20%	2%	20%	2%	10%
FedEx	31	20	10	10	20	20	10	17	13	14	16
	2%	2%	6%	1%	4%	2%	9%	2%	8%	2%	3%
Amazon Logistics	25	15	9	5	20	17	8	14	10	6	19
	2%	1%	6%	1%	4%	2%	7%	1%	6%	1%	4%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	1532	1073	235	956	576	1225	156	1062	246	960	572
Effective base	582	425	65	388	195	463	47	416	74	390	193
Weighted Base	1394	1025	153	906	488	1130	114	1009	168	916	478
TNT Express	19	4	15	1	18	5	14	3	16	3	17
	1%	*%	10%	*%	4%	*%	13%	*%	10%	*%	4%
			a		a		a		a		a
DX	16	5	9	3	13	6	10	4	10	5	12
	1%	*%	6%	*%	3%	1%	9%	*%	6%	*%	2%
			a		a		a		a		a
Secured Mail	9	4	5	3	6	3	2	4	5	4	5
	1%	*%	3%	*%	1%	*%	1%	*%	3%	*%	1%
			a		a		a		a		a
Whistl/ TNT Post UK	7	1	6	*	7	2	5	1	7	1	7
	1%	*%	4%	*%	1%	*%	4%	*%	4%	*%	1%
			a		a		a		a		a
Pitney Bowes	6	*	6	*	6	1	5	*	6	*	6
	*%	*%	4%	*%	1%	*%	5%	*%	4%	*%	1%
			a		a		a		a		a
Citipost	6	1	5	*	5	1	4	*	5	1	5
	*%	*%	3%	*%	1%	*%	4%	*%	3%	*%	1%
			a		a		a		a		a
MHI (Mail Handling International)	4	3	2	3	1	3	1	3	2	3	1
	*%	*%	1%	*%	*%	*%	1%	*%	1%	*%	*%
Someone else	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not sent a parcel in the last month	214	146	13	166	47	191	6	145	15	163	51
	15%	14%	9%	18%	10%	17%	5%	14%	9%	18%	11%
				b		b		b		b	
NET: Royal Mail	1039	815	92	721	318	864	68	799	108	729	310
	75%	79%	61%	80%	65%	76%	60%	79%	64%	80%	65%
			b		b		b		b		b

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1532	1073	235	956	576	1225	156	1062	246	960	572
Effective base	582	425	65	388	195	463	47	416	74	390	193
Weighted Base	1394	1025	153	906	488	1130	114	1009	168	916	478
NET: RM/Parcelforce	1064	822	109	723	342	878	78	810	120	734	330
	76%	80%	71%	80%	70%	78%	69%	80%	72%	80%	69%
				b						b	
NET: Provider other than RM	501	317	126	144	357	357	103	308	135	158	343
	36%	31%	83%	16%	73%	32%	91%	31%	80%	17%	72%
			a		a		a		a		a
NET: RM ONLY	679	562	13	596	83	582	5	556	19	595	85
	49%	55%	9%	66%	17%	52%	4%	55%	11%	65%	18%
		b		b		b		b		b	
NET: Provider other than RM ONLY	141	64	47	19	122	75	40	65	46	24	117
	10%	6%	31%	2%	25%	7%	35%	6%	27%	3%	24%
			a		a		a		a		a

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1532	837	1011	256	2	809	864	208	3	1077	857	263	1
Effective base	582	295	391	91	2	292	329	79	3	407	333	99	1
Weighted Base	1394	734	931	222	5	707	759	184	4	975	765	224	2
Royal Mail	1039	590	670	182	4	587	574	150	4	760	572	192	-
	75%	80%	72%	82%	74%	83%	76%	82%	100%	78%	75%	86%	-%
Evri	197	123	137	48	4	118	130	49	-	174	114	48	-
	14%	17%	15%	22%	74%	17%	17%	27%	-%	18%	15%	21%	-%
Parcelforce	121	76	92	27	-	81	79	27	-	103	78	37	-
	9%	10%	10%	12%	-%	11%	10%	15%	-%	11%	10%	16%	-%
DHL	117	80	69	32	-	92	58	33	-	101	53	29	-
	8%	11%	7%	14%	-%	13%	8%	18%	-%	10%	7%	13%	-%
DPD/DPD Local	99	66	74	28	-	58	51	23	-	88	43	30	-
	7%	9%	8%	12%	-%	8%	7%	13%	-%	9%	6%	13%	-%
Yodel	82	47	56	17	-	48	53	20	-	72	46	16	-
	6%	6%	6%	8%	-%	7%	7%	11%	-%	7%	6%	7%	-%
UK Mail	69	62	38	22	-	60	30	21	-	62	37	21	-
	5%	9%	4%	10%	-%	8%	4%	11%	-%	6%	5%	10%	-%
UPS	65	51	42	24	-	54	42	29	-	58	33	26	-
	5%	7%	5%	11%	-%	8%	6%	16%	-%	6%	4%	12%	-%
FedEx	31	21	26	10	-	25	15	10	-	25	20	16	-
	2%	3%	3%	4%	-%	4%	2%	5%	-%	3%	3%	7%	-%
Amazon Logistics	25	23	14	14	-	22	14	9	-	25	17	18	-
	2%	3%	2%	6%	-%	3%	2%	5%	-%	3%	2%	8%	-%
TNT Express	19	18	16	6	-	17	14	5	-	18	11	6	-
	1%	2%	2%	3%	-%	2%	2%	3%	-%	2%	1%	3%	-%
DX	16	13	8	5	-	13	5	4	-	13	11	5	-
	1%	2%	1%	2%	-%	2%	1%	2%	-%	1%	1%	2%	-%

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1532	837	1011	256	2	809	864	208	3	1077	857	263	1
Effective base	582	295	391	91	2	292	329	79	3	407	333	99	1
Weighted Base	1394	734	931	222	5	707	759	184	4	975	765	224	2
Secured Mail	9 1%	2 *% *% *% *%	4 *% *% *% *%	1 *% *% *% *%	- -% -% -% -%	9 1% 1% 1% 1%	4 1% 1% 1% 1%	* *% *% *% *%	- -% -% -% -%	6 1% 1% 1% 1%	7 1% 1% 1% 1%	2 1% 1% 1% 1%	- -% -% -% -%
Whistl/ TNT Post UK	7 1%	7 1% 1% 1% 1%	5 1% 1% 1% 1%	1 *% *% *% *%	- -% -% -% -%	7 1% 1% 1% 1%	5 1% 1% 1% 1%	2 1% 1% 1% 1%	- -% -% -% -%	7 1% 1% 1% 1%	1 *% *% *% *%	1 1% 1% 1% 1%	- -% -% -% -%
Pitney Bowes	6 *% *% *% *%	6 1% 1% 1% 1%	4 *% *% *% *%	2 1% 1% 1% 1%	- -% -% -% -%	6 1% 1% 1% 1%	2 *% *% *% *%	2 1% 1% 1% 1%	- -% -% -% -%	6 1% 1% 1% 1%	4 *% *% *% *%	2 1% 1% 1% 1%	- -% -% -% -%
Citipost	6 *% *% *% *%	6 1% 1% 1% 1%	5 1% 1% 1% 1%	3 1% 1% 1% 1%	- -% -% -% -%	6 1% 1% 1% 1%	3 *% *% *% *%	3 2% 2% 2% 2%	- -% -% -% -%	6 1% 1% 1% 1%	5 1% 1% 1% 1%	3 1% 1% 1% 1%	- -% -% -% -%
MHI (Mail Handling International)	4 *% *% *% *%	2 *% *% *% *%	3 *% *% *% *%	* *% *% *% *%	- -% -% -% -%	4 1% 1% 1% 1%	* *% *% *% *%	* *% *% *% *%	- -% -% -% -%	2 *% *% *% *%	3 *% *% *% *%	1 *% *% *% *%	- -% -% -% -%
Someone else	- -% -% -% -%	- -% -% -% -%	- -% -% -% -%	- -% -% -% -%	- -% -% -% -%	- -% -% -% -%	- -% -% -% -%	- -% -% -% -%	- -% -% -% -%	- -% -% -% -%	- -% -% -% -%	- -% -% -% -%	- -% -% -% -%
Have not sent a parcel in the last month	214 15%	71 10% 10% 10% 10%	174 19% 19% 19% 19%	22 10% 10% 10% 10%	1 26% 26% 26% 26%	60 9% 9% 9% 9%	113 15% 15% 15% 15%	14 8% 8% 8% 8%	- -% -% -% -%	94 10% 10% 10% 10%	129 17% 17% 17% 17%	16 7% 7% 7% 7%	2 100% 100% 100% 100%
NET: Royal Mail	1039 75%	590 80% 80% 80% 80%	670 72% 72% 72% 72%	182 82% 82% 82% 82%	4 74% 74% 74% 74%	587 83% 83% 83% 83%	574 76% 76% 76% 76%	150 82% 82% 82% 82%	4 100% 100% 100% 100%	760 78% 78% 78% 78%	572 75% 75% 75% 75%	192 86% 86% 86% 86%	- -% -% -% -%
NET: RM/Parcelforce	1064 76%	607 83% 83% 83% 83%	685 74% 74% 74% 74%	183 83% 83% 83% 83%	4 74% 74% 74% 74%	603 85% 85% 85% 85%	588 77% 77% 77% 77%	154 84% 84% 84% 84%	4 100% 100% 100% 100%	782 80% 80% 80% 80%	582 76% 76% 76% 76%	193 86% 86% 86% 86%	- -% -% -% -%
NET: Provider other than RM	501 36%	326 44% 44% 44% 44%	333 36% 36% 36% 36%	110 50% 50% 50% 50%	4 74% 74% 74% 74%	322 45% 45% 45% 45%	271 36% 36% 36% 36%	107 58% 58% 58% 58%	- -% -% -% -%	432 44% 44% 44% 44%	250 33% 33% 33% 33%	117 52% 52% 52% 52%	- -% -% -% -%
NET: RM ONLY	679 49%	337 46% 46% 46% 46%	424 46% 46% 46% 46%	90 40% 40% 40% 40%	- -% -% -% -%	325 46% 46% 46% 46%	375 49% 49% 49% 49%	62 34% 34% 34% 34%	4 100% 100% 100% 100%	449 46% 46% 46% 46%	386 50% 50% 50% 50%	90 40% 40% 40% 40%	- -% -% -% -%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1532	837	1011	256	2	809	864	208	3	1077	857	263	1
Effective base	582	295	391	91	2	292	329	79	3	407	333	99	1
Weighted Base	1394	734	931	222	5	707	759	184	4	975	765	224	2
NET: Provider other than RM ONLY	141	72	87	18	-	60	72	19	-	121	63	16	-
	10%	10%	9%	8%	-%	8%	9%	10%	-%	12%	8%	7%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	1532	1155	1038	964	968	743	54	600	479	459	124	75
Effective base	582	437	398	384	353	300	14	266	197	184	59	38
Weighted Base	1394	1080	961	912	893	710	34	633	496	449	133	87
Royal Mail	1039	826	772	772	705	547	32	524	438	402	122	79
	75%	76%	80%	85%	79%	77%	95%	83%	88%	90%	92%	92%
			a							a		
Evri	197	148	148	112	116	106	6	72	77	78	32	13
	14%	14%	15%	12%	13%	15%	17%	11%	16%	17%	24%	15%
			a							a		
Parcelforce	121	85	82	66	78	68	3	52	47	58	23	16
	9%	8%	9%	7%	9%	10%	10%	8%	9%	13%	17%	18%
			a							a		a
DHL	117	74	76	51	68	51	13	29	31	41	12	9
	8%	7%	8%	6%	8%	7%	38%	5%	6%	9%	9%	10%
			ab									
DPD/DPD Local	99	74	67	47	75	52	11	28	34	38	13	13
	7%	7%	7%	5%	8%	7%	31%	4%	7%	9%	10%	15%
			a				ab					a
Yodel	82	63	63	48	46	55	5	28	27	42	16	6
	6%	6%	7%	5%	5%	8%	14%	4%	5%	9%	12%	7%
			a							a		a
UK Mail	69	30	31	24	33	27	6	12	16	23	12	3
	5%	3%	3%	3%	4%	4%	17%	2%	3%	5%	9%	4%
			a				ab				a	
UPS	65	37	43	32	37	30	6	19	24	28	21	6
	5%	3%	5%	4%	4%	4%	18%	3%	5%	6%	16%	6%
			a				ab				abc	
FedEx	31	21	20	11	22	18	4	8	7	10	10	6
	2%	2%	2%	1%	2%	3%	12%	1%	1%	2%	7%	7%
			a				ab				ab	ab
Amazon Logistics	25	21	15	15	19	14	7	11	10	14	6	3
	2%	2%	2%	2%	2%	2%	22%	2%	2%	3%	4%	4%
			a				ab					
TNT Express	19	7	4	4	8	6	1	1	2	4	3	1
	1%	1%	*%	*%	1%	1%	2%	*%	*%	1%	2%	1%
			a							a		

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1532	1155	1038	964	968	743	54	600	479	459	124	75
Effective base	582	437	398	384	353	300	14	266	197	184	59	38
Weighted Base	1394	1080	961	912	893	710	34	633	496	449	133	87
DX	16 1%	7 1%	5 *%	3 *%	7 1%	6 1%	* *%	1 *%	1 *%	2 1%	2 2%	* *%
Secured Mail	9 1%	2 *%	4 *%	1 *%	5 1%	* *%	- -%	1 *%	1 *%	* *%	* *%	* *%
Whistl/ TNT Post UK	7 1%	2 *%	1 *%	1 *%	2 *%	1 *%	1 3%	1 *%	1 *%	1 *%	1 1%	1 1%
Pitney Bowes	6 *%	3 *%	* *%	3 *%	3 *%	3 *%	* 1%	1 *%	* *%	2 1%	2 2%	* *%
Citipost	6 *%	4 *%	2 *%	4 *%	3 *%	4 1%	2 5% a	2 *%	2 *%	4 1%	3 2%	1 1%
MHI (Mail Handling International)	4 *%	1 *%	3 *%	* *%	4 *%	* *%	* 1%	* *%	* *%	* *%	* *%	- -%
Someone else	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Have not sent a parcel in the last month	214 15%	186 17%	127 13%	127 14%	132 15%	118 17%	- -%	101 16% cd	54 11%	42 9%	8 6%	6 7%
NET: Royal Mail	1039 75%	826 76%	772 80%	772 85% a	705 79%	547 77%	32 95%	524 83%	438 88%	402 90% a	122 92%	79 92%
NET: RM/Parcelforce	1064 76%	838 78%	784 82%	772 85% a	718 80%	548 77%	32 95%	525 83%	438 88%	402 90% a	123 92%	79 92%
NET: Provider other than RM	501 36%	345 32%	330 34%	237 26% c	289 32%	245 35%	24 70% ab	153 24%	157 32%	176 39% a	60 45% a	36 42% a

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1532	1155	1038	964	968	743	54	600	479	459	124	75
Effective base	582	437	398	384	353	300	14	266	197	184	59	38
Weighted Base	1394	1080	961	912	893	710	34	633	496	449	133	87
NET: RM ONLY	679	550	504	548	472	346	10	379	285	230	65	45
	49%	51%	52%	60%	53%	49%	30%	60%	58%	51%	49%	52%
				ab								
NET: Provider other than RM ONLY	141	69	62	13	55	45	2	8	4	5	3	2
	10%	6%	6%	1%	6%	6%	5%	1%	1%	1%	2%	2%
		c	c									

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packages and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1532	166	117	91	48	1283	959	1376	1045	913	786	1207	206	-	1110	87
Effective base	582	66	40	37	19	483	343	517	378	322	292	463	75	-	419	43
Weighted Base	1394	153	93	88	45	1136	792	1224	875	748	714	1099	167	-	967	116
Royal Mail	1039	134	84	67	42	850	629	923	682	561	566	808	134	-	762	85
	75%	87%	90%	76%	94%	75%	79%	75%	78%	75%	79%	74%	80%	-%	79%	73%
Evri	197	19	5	41	14	159	117	174	149	136	143	160	36	-	128	14
	14%	12%	6%	46% ab	32% ab	14%	15%	14%	17%	18%	20%	15%	22%	-%	13%	12%
Parcelforce	121	10	15	16	7	95	71	108	86	81	84	95	17	-	66	18
	9%	7%	16%	18%	14%	8%	9%	9%	10%	11%	12%	9%	10%	-%	7%	16% a
DHL	117	18	18	8	3	89	66	102	62	69	71	81	27	-	65	7
	8%	12%	20%	10%	6%	8%	8%	8%	7%	9%	10%	7%	16% b	-%	7%	6%
DPD/DPD Local	99	10	7	2	11	84	64	96	71	64	67	78	18	-	72	4
	7%	6%	7%	2%	25% ac	7%	8%	8%	8%	9%	9%	7%	11%	-%	7%	3%
Yodel	82	17	6	19	9	54	48	70	50	62	48	59	14	-	58	9
	6%	11%	6%	22% b	19%	5%	6%	6%	6%	8% a	7%	5%	9%	-%	6%	8%
UK Mail	69	8	14	5	2	35	35	52	25	51	52	34	11	-	29	*
	5%	5%	15%	6%	5%	3%	4%	4%	3%	7% ad	7%	3%	7%	-%	3%	*%
UPS	65	11	10	4	5	47	35	60	27	45	53	40	11	-	41	*
	5%	7%	11%	4%	11%	4%	4%	5%	3%	6%	7%	4%	6%	-%	4%	*%
FedEx	31	4	4	7	5	19	14	22	17	22	18	19	9	-	23	*
	2%	2%	4%	8%	10%	2%	2%	2%	2%	3%	3%	2%	6% b	-%	2%	*%
Amazon Logistics	25	3	3	3	9	21	14	23	16	23	21	17	4	-	18	1
	2%	2%	4%	3%	20% abc	2%	2%	2%	2%	3%	3%	2%	3%	-%	2%	1%
TNT Express	19	1	2	1	2	12	8	13	6	14	14	6	3	-	5	-
	1%	1%	2%	1%	5%	1%	1%	1%	1%	2%	2%	1%	2%	-%	1%	-%

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packages and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1532	166	117	91	48	1283	959	1376	1045	913	786	1207	206	-	1110	87
Effective base	582	66	40	37	19	483	343	517	378	322	292	463	75	-	419	43
Weighted Base	1394	153	93	88	45	1136	792	1224	875	748	714	1099	167	-	967	116
DX	16	1	*	3	3	8	9	12	7	9	13	8	1	-	9	*
	1%	1%	%	4%	7%	1%	1%	1%	1%	1%	2%	1%	1%	-%	1%	%
Secured Mail	9	*	-	3	1	1	7	8	5	6	6	8	1	-	5	-
	1%	%	-%	3%	3%	%	1%	1%	1%	1%	1%	1%	%	-%	%	-%
Whistl/ TNT Post UK	7	*	2	*	*	5	1	6	1	7	6	1	1	-	1	*
	1%	%	2%	%	1%	%	%	%	%	1%	1%	%	%	-%	%	%
Pitney Bowes	6	*	-	*	2	2	2	2	4	4	6	3	-	-	2	*
	%	%	-%	%	5%	%	%	%	%	1%	1%	%	-%	-%	%	%
Citipost	6	2	*	-	2	3	2	3	4	4	6	1	1	-	4	*
	%	1%	%	-%	5%	%	%	%	%	1%	1%	%	1%	-%	%	%
MHI (Mail Handling International)	4	*	-	3	1	1	3	4	1	2	2	3	1	-	3	*
	%	%	-%	3%	2%	%	%	%	%	%	%	%	%	-%	%	%
Someone else	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not sent a parcel in the last month	214	6	1	5	2	187	92	191	100	105	66	185	14	-	152	19
	15%	4%	1%	6%	4%	16%	12%	16%	11%	14%	9%	17%	9%	-%	16%	16%
NET: Royal Mail	1039	134	84	67	42	850	629	923	682	561	566	808	134	-	762	85
	75%	87%	90%	76%	94%	75%	79%	75%	78%	75%	79%	74%	80%	-%	79%	73%
NET: RM/Parcelforce	1064	135	84	67	42	867	642	940	696	577	578	825	135	-	768	86
	76%	88%	91%	76%	94%	76%	81%	77%	80%	77%	81%	75%	81%	-%	79%	74%
NET: Provider other than RM	501	65	47	55	32	388	294	442	344	327	338	386	86	-	298	38
	36%	43%	51%	63%	71%	34%	37%	36%	39%	44%	47%	35%	51%	-%	31%	33%
NET: RM ONLY	679	82	45	28	11	561	406	591	432	317	309	528	67	-	518	59
	49%	54%	48%	32%	25%	49%	51%	48%	49%	42%	43%	48%	40%	-%	54%	51%
		cd				e	e									

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	RM product changes:					Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
	a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																
Unweighted Base	1532	166	117	91	48	1283	959	1376	1045	913	786	1207	206	-	1110	87
Effective base	582	66	40	37	19	483	343	517	378	322	292	463	75	-	419	43
Weighted Base	1394	153	93	88	45	1136	792	1224	875	748	714	1099	167	-	967	116
NET: Provider other than RM ONLY	141	13	8	16	1	99	71	109	93	83	81	105	19	-	54	13
	10%	9%	9%	18%	3%	9%	9%	9%	11%	11%	11%	10%	11%	-%	6%	11%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1532	629	741	631	28	332	427	281	942	293	347	348	802
Effective base	582	256	274	225	15	118	160	103	364	111	120	130	322
Weighted Base	1394	606	673	548	41	278	399	245	892	244	270	312	781
Royal Mail	1039 75%	499 82%	495 73%	374 68%	40 97%	234 84%	251 63%	211 86%	651 73%	166 68%	211 78%	254 81%	556 71%
Evri	197 14%	94 15%	76 11%	146 27%	14 35%	58 21%	110 28%	51 21%	108 12%	34 14%	80 29%	37 12%	74 9%
Parcelforce	121 9%	53 9%	47 7%	81 15%	14 34%	57 21%	54 14%	36 15%	57 6%	28 11%	44 16%	36 12%	36 5%
DHL	117 8%	55 9%	35 5%	71 13%	6 14%	56 20%	43 11%	37 15%	56 6%	18 7%	33 12%	28 9%	49 6%
DPD/DPD Local	99 7%	46 8%	39 6%	60 11%	13 31%	45 16%	40 10%	28 12%	61 7%	9 4%	28 10%	20 7%	45 6%
Yodel	82 6%	53 9%	23 3%	54 10%	7 18%	26 9%	45 11%	13 5%	43 5%	22 9%	41 15%	19 6%	18 2%
UK Mail	69 5%	39 6%	1 *%	47 9%	4 11%	53 19%	8 2%	29 12%	30 3%	6 2%	23 9%	28 9%	14 2%
UPS	65 5%	33 5%	15 2%	45 8%	3 8%	41 15%	18 5%	24 10%	28 3%	8 3%	21 8%	20 6%	18 2%
FedEx	31 2%	19 3%	8 1%	24 4%	* *%	20 7%	8 2%	8 3%	18 2%	4 2%	15 6%	5 2%	11 1%
Amazon Logistics	25 2%	16 3%	5 1%	17 3%	4 11%	13 5%	10 3%	13 5%	10 1%	2 1%	15 6%	1 *%	8 1%
TNT Express	19 1%	6 1%	2 *%	15 3%	- -%	16 6%	2 1%	14 6%	3 *%	2 1%	9 3%	5 2%	5 1%

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1532	629	741	631	28	332	427	281	942	293	347	348	802
Effective base	582	256	274	225	15	118	160	103	364	111	120	130	322
Weighted Base	1394	606	673	548	41	278	399	245	892	244	270	312	781
DX	16 1%	7 1%	3 *%	11 2%	2 4%	15 5%	1 *%	7 3%	6 1%	4 1%	4 2%	9 3%	2 *%
Secured Mail	9 1%	5 1%	- -%	8 1%	1 2%	9 3%	* *%	* *%	7 1%	1 1%	* *%	4 1%	4 1%
Whistl/ TNT Post UK	7 1%	1 *%	1 *%	6 1%	1 2%	7 2%	1 *%	5 2%	2 *%	* *%	5 2%	1 *%	1 *%
Pitney Bowes	6 *%	3 *%	* *%	3 1%	- -%	6 2%	* *%	4 2%	2 *%	* *%	4 1%	2 1%	- -%
Citipost	6 *%	4 1%	* *%	3 1%	- -%	5 2%	* *%	5 2%	* *%	* *%	5 2%	* *%	* *%
MHI (Mail Handling International)	4 *%	4 1%	* *%	4 1%	- -%	4 2%	* *%	1 *%	3 *%	1 *%	1 *%	3 1%	- -%
Someone else	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Have not sent a parcel in the last month	214 15%	67 11%	135 20%	52 10%	1 2%	8 3%	54 13%	4 2%	156 17%	53 22%	14 5%	24 8%	174 22%
NET: Royal Mail	1039 75%	499 82%	495 73%	374 68%	40 97%	234 84%	251 63%	211 86%	651 73%	166 68%	211 78%	254 81%	556 71%
NET: RM/Parcelforce	1064 76%	502 83%	506 75%	397 72%	40 97%	240 87%	268 67%	220 90%	663 74%	171 70%	217 80%	264 85%	561 72%
NET: Provider other than RM	501 36%	245 40%	162 24%	341 62%	30 73%	195 70%	233 58%	128 52%	274 31%	92 38%	154 57%	139 45%	188 24%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1532	629	741	631	28	332	427	281	942	293	347	348	802
Effective base	582	256	274	225	15	118	160	103	364	111	120	130	322
Weighted Base	1394	606	673	548	41	278	399	245	892	244	270	312	781
NET: RM ONLY	679	294	376	154	10	75	112	113	462	99	102	149	420
	49%	49%	56%	28%	25%	27%	28%	46%	52%	41%	38%	48%	54%
									c				a
NET: Provider other than RM ONLY	141	40	44	122	*	36	94	30	85	25	46	34	52
	10%	7%	6%	22%	*%	13%	24%	12%	9%	10%	17%	11%	7%
							a				c		

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1532	776	756
Effective base	582	251	331
Weighted Base	1394	596	798
Royal Mail	1039	461	578
	75%	77%	72%
Evri	197	90	107
	14%	15%	13%
Parcelforce	121	59	62
	9%	10%	8%
DHL	117	74	43
	8%	12%	5%
		b	
DPD/DPD Local	99	41	58
	7%	7%	7%
Yodel	82	43	39
	6%	7%	5%
UK Mail	69	55	14
	5%	9%	2%
		b	
UPS	65	42	23
	5%	7%	3%
		b	
FedEx	31	18	13
	2%	3%	2%
Amazon Logistics	25	16	9
	2%	3%	1%
TNT Express	19	15	5
	1%	2%	1%
DX	16	10	6
	1%	2%	1%
Secured Mail	9	5	4
	1%	1%	1%
Whistl/ TNT Post UK	7	7	*
	1%	1%	*%

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1532	776	756
Effective base	582	251	331
Weighted Base	1394	596	798
Pitney Bowes	6	4	2
	*%	1%	*%
Citipost	6	4	2
	*%	1%	*%
MHI (Mail Handling International)	4	4	-
	*%	1%	-%
Someone else	-	-	-
	-%	-%	-%
Have not sent a parcel in the last month	214	71	143
	15%	12%	18%
		a	
NET: Royal Mail	1039	461	578
	75%	77%	72%
NET: RM/Parcelforce	1064	471	593
	76%	79%	74%
NET: Provider other than RM	501	248	254
	36%	42%	32%
		b	
NET: RM ONLY	679	278	401
	49%	47%	50%
NET: Provider other than RM ONLY	141	65	77
	10%	11%	10%

Columns Tested: a,b

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1532	89	174	135	123	156	81	89	148	114	125	94	204
Effective base	582	28	79	84	41	111	48	16	57	45	24	34	71
Weighted Base	1394	41	133	165	40	244	79	19	195	109	50	96	224
Royal Mail	1039	26	105	114	27	178	59	16	143	89	37	68	178
	75%	63%	79%	69%	67%	73%	74%	84%	73%	82%	75%	71%	80%
Evri	197	4	17	16	7	33	10	1	40	21	1	12	35
	14%	10%	13%	10%	17%	14%	13%	7%	20%	19%	3%	12%	15%
Parcelforce	121	2	9	4	3	34	8	*	20	5	1	14	23
	9%	4%	6%	2%	6%	14%	10%	1%	10%	5%	1%	14%	10%
					cj							c	
DHL	117	2	8	13	3	16	2	2	15	4	2	4	46
	8%	6%	6%	8%	7%	7%	3%	9%	8%	4%	3%	4%	20%
													bcefhijk
DPD/DPD Local	99	5	3	8	1	7	5	2	12	6	5	6	39
	7%	12%	2%	5%	4%	3%	7%	10%	6%	6%	11%	6%	17%
		b											bcde
Yodel	82	1	6	10	3	10	2	*	12	3	2	7	25
	6%	1%	4%	6%	7%	4%	3%	2%	6%	3%	5%	7%	11%
UK Mail	69	*	4	18	1	8	2	1	17	*	*	*	16
	5%	1%	3%	11%	2%	3%	3%	3%	9%	*%	1%	*%	7%
				bdeik									
UPS	65	1	5	7	1	15	*	*	10	1	1	7	15
	5%	3%	4%	4%	4%	6%	*%	2%	5%	1%	2%	7%	7%
FedEx	31	*	4	5	1	8	3	*	1	2	*	2	3
	2%	*%	3%	3%	3%	3%	4%	1%	1%	2%	1%	2%	2%
Amazon Logistics	25	*	1	5	1	2	-	1	3	3	*	*	9
	2%	1%	1%	3%	2%	1%	-%	5%	2%	3%	*%	*%	4%
TNT Express	19	*	2	4	1	1	*	*	9	2	*	1	*
	1%	*%	1%	2%	1%	*%	1%	*%	4%	2%	*%	2%	*%
DX	16	-	3	5	-	4	-	-	-	-	*	2	1
	1%	-%	3%	3%	-%	2%	-%	-%	-%	-%	*%	2%	*%
Secured Mail	9	*	1	-	-	3	-	*	-	1	-	*	4
	1%	1%	1%	-%	-%	1%	-%	1%	-%	1%	-%	*%	2%
Whistl/ TNT Post UK	7	*	2	1	-	-	-	-	4	-	*	-	*
	1%	*%	2%	1%	-%	-%	-%	-%	2%	-%	*%	-%	*%

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1532	89	174	135	123	156	81	89	148	114	125	94	204
Effective base	582	28	79	84	41	111	48	16	57	45	24	34	71
Weighted Base	1394	41	133	165	40	244	79	19	195	109	50	96	224
Pitney Bowes	6	-	2	2	*	-	-	-	*	-	*	1	*
	%	-%	2%	1%	%	-%	-%	-%	%	-%	1%	2%	%
Citipost	6	-	*	4	-	-	-	-	-	-	*	1	*
	%	-%	%	2%	-%	-%	-%	-%	-%	-%	%	2%	%
MHI (Mail Handling International)	4	-	1	-	*	3	-	-	-	-	*	-	*
	%	-%	1%	-%	%	1%	-%	-%	-%	-%	%	-%	%
Someone else	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not sent a parcel in the last month	214	9	18	32	7	44	12	2	30	15	11	18	15
	15%	22%	14%	19%	17%	18%	16%	8%	15%	14%	23%	19%	7%
		l		l		l					l		
NET: Royal Mail	1039	26	105	114	27	178	59	16	143	89	37	68	178
	75%	63%	79%	69%	67%	73%	74%	84%	73%	82%	75%	71%	80%
NET: RM/Parcelforce	1064	27	108	117	27	183	59	16	147	89	38	71	183
	76%	66%	81%	71%	68%	75%	74%	84%	76%	82%	76%	74%	82%
NET: Provider other than RM	501	12	38	58	14	89	26	6	70	33	11	37	108
	36%	30%	28%	35%	35%	36%	33%	31%	36%	30%	22%	38%	48%
													bj
NET: RM ONLY	679	19	77	76	19	111	41	12	95	61	27	41	101
	49%	47%	58%	46%	47%	46%	51%	61%	49%	56%	55%	43%	45%
NET: Provider other than RM ONLY	141	6	10	20	6	22	8	1	22	5	1	9	31
	10%	14%	7%	12%	15%	9%	10%	8%	11%	5%	2%	10%	14%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1532	398	360	351	423	758	774
Effective base	582	189	186	110	127	374	237
Weighted Base	1394	339	363	323	369	702	692
Royal Mail	1039	245	263	248	283	508	531
	75%	72%	73%	77%	77%	72%	77%
Evri	197	37	50	62	48	87	109
	14%	11%	14%	19%	13%	12%	16%
Parcelforce	121	14	44	26	37	58	63
	9%	4%	12%	8%	10%	8%	9%
			a		a		
DHL	117	24	21	21	51	45	72
	8%	7%	6%	6%	14%	6%	10%
					b		
DPD/DPD Local	99	15	13	20	50	29	70
	7%	4%	4%	6%	14%	4%	10%
					ab		a
Yodel	82	17	15	16	34	32	50
	6%	5%	4%	5%	9%	5%	7%
UK Mail	69	23	11	18	16	35	35
	5%	7%	3%	6%	4%	5%	5%
UPS	65	13	17	12	23	30	35
	5%	4%	5%	4%	6%	4%	5%
FedEx	31	9	12	4	6	21	9
	2%	3%	3%	1%	2%	3%	1%
Amazon Logistics	25	6	3	7	9	9	16
	2%	2%	1%	2%	2%	1%	2%
TNT Express	19	6	1	10	2	7	12
	1%	2%	*%	3%	*%	1%	2%
DX	16	9	4	-	3	13	3
	1%	3%	1%	-%	1%	2%	*%
Secured Mail	9	1	3	1	4	4	5
	1%	*%	1%	*%	1%	1%	1%
Whistl/ TNT Post UK	7	3	-	4	*	3	4
	1%	1%	-%	1%	*%	*%	1%
Pitney Bowes	6	4	*	*	2	4	2
	*%	1%	*%	*%	*%	1%	*%

Table 555 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1532	398	360	351	423	758	774
Effective base	582	189	186	110	127	374	237
Weighted Base	1394	339	363	323	369	702	692
Citipost	6	4	-	-	2	4	2
	%	1%	-%	-%	%	1%	%
MHI (Mail Handling International)	4	1	3	-	*	4	*
	%	%	1%	-%	%	1%	%
Someone else	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%
Have not sent a parcel in the last month	214	59	63	47	44	123	91
	15%	18%	17%	14%	12%	17%	13%
NET: Royal Mail	1039	245	263	248	283	508	531
	75%	72%	73%	77%	77%	72%	77%
NET: RM/Parcelforce	1064	252	269	252	291	520	544
	76%	74%	74%	78%	79%	74%	79%
NET: Provider other than RM	501	108	129	109	155	237	264
	36%	32%	36%	34%	42%	34%	38%
NET: RM ONLY	679	172	171	168	169	342	337
	49%	51%	47%	52%	46%	49%	49%
NET: Provider other than RM ONLY	141	35	36	28	41	72	70
	10%	10%	10%	9%	11%	10%	10%

Columns Tested: a,b,c,d - a,b

Table 556

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Unweighted Base	1223	199	1024	796	213	60	154	427
Effective base	443	53	396	404	85	25	77	117
Weighted Base	1064	85	979	1011	44	6	3	53
1st class - all the time	288	37	251	271	14	2	1	17
	27%	43%	26%	27%	33%	26%	26%	32%
1st class - most of the time	239	6	234	225	12	1	1	14
	23%	7%	24%	22%	28%	21%	27%	27%
1st and 2nd class in equal amounts	148	14	134	141	6	1	*	8
	14%	16%	14%	14%	14%	19%	15%	15%
2nd class - most of the time	256	19	238	249	6	1	1	7
	24%	22%	24%	25%	14%	12%	16%	14%
2nd class - all the time	62	1	61	59	2	1	*	2
	6%	1%	6%	6%	3%	15%	2%	5%
Never send parcels	8	4	4	8	-	-	*	*
	1%	5%	*%	1%	-%	-%	*%	*%
Don't Know (DO NOT READ OUT)/ NA	62	5	57	58	3	*	*	4
	6%	6%	6%	6%	7%	7%	14%	8%
NET: Any 1st Class	676	57	619	637	33	4	2	39
	64%	66%	63%	63%	75%	66%	68%	74%
NET: Any 2nd Class	467	34	433	449	14	3	1	18
	44%	40%	44%	44%	32%	45%	33%	33%

Columns Tested: a,b - a,b,c,d,e

Table 556 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1223	337	339	120	127	146	154	796	213	214
Effective base	443	197	168	50	56	51	77	404	85	55
Weighted Base	1064	531	410	70	31	19	3	1011	44	9
1st class - all the time	288 27%	137 26%	113 28%	21 30%	11 36%	5 26%	1 26%	271 27%	14 33%	2 26%
1st class - most of the time	239 23%	110 21%	100 24%	15 21%	9 28%	5 25%	1 27%	225 22%	12 28%	2 23%
1st and 2nd class in equal amounts	148 14%	74 14%	55 14%	11 15%	5 15%	3 15%	* 15%	141 14%	6 14%	2 17%
2nd class - most of the time	256 24%	153 29%	79 19%	17 24%	5 15%	2 12%	1 16%	249 25%	6 14%	1 13%
2nd class - all the time	62 6%	36 7%	21 5%	3 4%	* 1%	2 12%	* 2%	59 6%	2 3%	1 10%
Never send parcels	8 1%	4 1%	4 1%	- -%	- -%	- -%	* *%	8 1%	- -%	* *%
Don't Know (DO NOT READ OUT)/ NA	62 6%	17 3%	37 9%	4 6%	2 5%	2 11%	* 14%	58 6%	3 7%	1 10%
NET: Any 1st Class	676 64%	321 60%	269 66%	47 67%	24 79%	12 66%	2 68%	637 63%	33 75%	6 67%
NET: Any 2nd Class	467 44%	263 50%	156 38%	30 43%	9 30%	7 38%	1 33%	449 44%	14 32%	4 41%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 556 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1223	485	311	213	60	154	457	217	85	59	165
Effective base	443	294	149	85	25	77	243	87	27	18	29
Weighted Base	1064	820	191	44	6	3	656	174	45	21	32
1st class - all the time	288 27%	219 27%	52 27%	14 33%	2 26%	1 26%	166 25%	38 22%	18 39%	10 51%	8 26%
1st class - most of the time	239 23%	182 22%	43 23%	12 28%	1 21%	1 27%	132 20%	47 27%	19 43%	4 19%	10 30%
1st and 2nd class in equal amounts	148 14%	108 13%	33 17%	6 14%	1 19%	* 15%	101 15%	19 11%	3 6%	2 9%	2 6%
2nd class - most of the time	256 24%	211 26%	38 20%	6 14%	1 12%	1 16%	194 30%	30 18%	3 8%	1 6%	4 12%
2nd class - all the time	62 6%	48 6%	11 6%	2 3%	1 15%	* 2%	42 6%	10 6%	2 4%	2 10%	4 12%
Never send parcels	8 1%	8 1%	- -%	- -%	- -%	* *%	- -%	4 3%	- -%	- -%	- -%
Don't Know (DO NOT READ OUT)/ NA	62 6%	43 5%	14 7%	3 7%	* 7%	* 14%	22 3%	26 15%	* 1%	1 5%	5 15%
NET: Any 1st Class	676 64%	509 62%	128 67%	33 75%	4 66%	2 68%	399 61%	104 60%	39 88%	16 79%	20 62%
NET: Any 2nd Class	467 44%	367 45%	82 43%	14 32%	3 45%	1 33%	337 51%	59 34%	8 17%	5 25%	9 29%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 556 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1223	87	60	119	45	82	106	78	67	74
Effective base	443	46	32	62	22	37	68	42	35	34
Weighted Base	1064	105	62	166	50	94	199	121	85	75
1st class - all the time	288	32	17	51	13	21	49	29	26	19
	27%	31%	27%	31%	26%	22%	24%	24%	30%	25%
1st class - most of the time	239	19	10	38	7	19	52	44	20	17
	23%	18%	16%	23%	14%	20%	26%	37%	23%	22%
1st and 2nd class in equal amounts	148	14	9	27	6	24	17	13	13	6
	14%	13%	14%	16%	13%	25%	8%	11%	16%	9%
						f				
2nd class - most of the time	256	26	18	17	20	22	60	26	18	23
	24%	25%	28%	10%	41%	23%	30%	22%	22%	30%
		c	c		c		c			c
2nd class - all the time	62	10	2	10	3	1	10	7	5	6
	6%	9%	3%	6%	6%	1%	5%	6%	6%	8%
Never send parcels	8	-	-	4	-	-	4	-	-	-
	1%	-%	-%	3%	-%	-%	2%	-%	-%	-%
Don't Know (DO NOT READ OUT)/ NA	62	4	7	19	*	8	9	2	3	4
	6%	4%	11%	11%	1%	8%	4%	2%	4%	6%
NET: Any 1st Class	676	65	36	116	26	64	117	86	58	42
	64%	62%	57%	70%	53%	68%	59%	71%	68%	56%
NET: Any 2nd Class	467	49	29	54	30	47	86	46	37	35
	44%	47%	46%	32%	60%	49%	43%	38%	44%	47%
					c					

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 556 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1223	201	214	303	718	505	171	180	154
Effective base	443	92	112	171	371	130	54	43	52
Weighted Base	1064	219	252	485	957	107	53	37	18
1st class - all the time	288 27%	52 24%	75 30%	128 26%	255 27%	33 31%	18 34%	9 25%	5 30%
1st class - most of the time	239 23%	43 20%	49 19%	134 28%	225 24%	14 13%	9 18%	3 7%	2 13%
1st and 2nd class in equal amounts	148 14%	37 17%	36 14%	56 12%	129 13%	20 18%	8 15%	10 27%	2 11%
2nd class - most of the time	256 24%	65 30%	62 25%	103 21%	230 24%	27 25%	11 21%	10 28%	5 30%
2nd class - all the time	62 6%	10 4%	17 7%	27 6%	54 6%	8 8%	3 6%	3 9%	2 11%
Never send parcels	8 1%	- -%	- -%	8 2%	8 1%	* *%	* *%	* *%	- -%
Don't Know (DO NOT READ OUT)/ NA	62 6%	13 6%	15 6%	29 6%	56 6%	6 5%	3 6%	1 3%	1 6%
NET: Any 1st Class	676 64%	132 60%	159 63%	318 66%	609 64%	67 62%	35 67%	22 60%	10 54%
NET: Any 2nd Class	467 44%	111 51%	115 45%	186 38%	412 43%	55 51%	22 42%	24 64%	9 51%
						c		bcd	

Columns Tested:: a,b,c,d,e,f,g,h

Table 556 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1223	55	111	15	126	130	338	44	32	497
Effective base	443	25	31	7	38	50	141	13	7	182
Weighted Base	1064	41	76	15	91	146	262	29	15	480
1st class - all the time	288	11	29	4	33	46	54	6	2	135
	27%	28%	38%	27%	36%	32%	21%	20%	13%	28%
		f								
1st class - most of the time	239	7	13	2	15	38	50	4	4	122
	23%	18%	17%	12%	16%	26%	19%	15%	24%	25%
1st and 2nd class in equal amounts	148	7	9	7	16	20	23	2	2	78
	14%	18%	12%	42%	17%	14%	9%	8%	13%	16%
2nd class - most of the time	256	11	18	1	19	20	90	12	5	100
	24%	27%	24%	7%	21%	14%	34%	43%	32%	21%
							ei	e		
2nd class - all the time	62	3	2	-	2	4	25	4	3	22
	6%	7%	3%	-%	2%	3%	10%	13%	17%	5%
Never send parcels	8	-	-	-	-	4	-	-	-	4
	1%	-%	-%	-%	-%	3%	-%	-%	-%	1%
						f				
Don't Know (DO NOT READ OUT)/ NA	62	1	5	2	7	14	19	*	*	20
	6%	3%	6%	12%	7%	9%	7%	*%	1%	4%
NET: Any 1st Class	676	26	51	13	63	104	128	13	8	335
	64%	64%	67%	81%	70%	71%	49%	44%	50%	70%
				f	f					f
NET: Any 2nd Class	467	21	29	8	37	43	138	18	9	200
	44%	51%	39%	49%	41%	30%	53%	64%	62%	42%
							ei	e		

Columns Tested: a,b,c,d,e,f,g,h,i

Table 556 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	1223	311	338	574	1076	147	-	1006	217	1195	28
Effective base	443	109	141	202	386	60	-	396	55	431	12
Weighted Base	1064	278	262	525	888	176	-	981	83	1037	28
1st class - all the time	288	91	54	143	240	48	-	254	33	279	9
	27%	33%	21%	27%	27%	27%	-%	26%	40%	27%	31%
1st class - most of the time	239	60	50	130	200	39	-	226	14	239	*
	23%	21%	19%	25%	23%	22%	-%	23%	17%	23%	1%
1st and 2nd class in equal amounts	148	43	23	82	121	28	-	139	10	146	3
	14%	15%	9%	16%	14%	16%	-%	14%	12%	14%	10%
2nd class - most of the time	256	50	90	117	219	38	-	244	12	247	9
	24%	18%	34%	22%	25%	21%	-%	25%	14%	24%	34%
2nd class - all the time	62	9	25	28	51	11	-	58	4	59	3
	6%	3%	10%	5%	6%	6%	-%	6%	5%	6%	12%
Never send parcels	8	4	-	4	4	4	-	8	*	8	-
	1%	2%	-%	1%	*%	3%	-%	1%	*%	1%	-%
Don't Know (DO NOT READ OUT)/ NA	62	22	19	21	54	8	-	51	10	58	4
	6%	8%	7%	4%	6%	4%	-%	5%	12%	6%	13%
NET: Any 1st Class	676	193	128	355	560	115	-	619	57	664	11
	64%	70%	49%	68%	63%	66%	-%	63%	69%	64%	42%
NET: Any 2nd Class	467	101	138	227	390	76	-	441	26	452	15
	44%	36%	53%	43%	44%	43%	-%	45%	31%	44%	55%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 556 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1223	581	304	328
Effective base	443	215	95	130
Weighted Base	1064	532	208	314
1st class - all the time	288	155	53	75
	27%	29%	25%	24%
1st class - most of the time	239	129	55	55
	23%	24%	27%	18%
1st and 2nd class in equal amounts	148	86	33	29
	14%	16%	16%	9%
2nd class - most of the time	256	103	36	117
	24%	19%	17%	37%
				ab
2nd class - all the time	62	27	13	22
	6%	5%	6%	7%
Never send parcels	8	4	*	4
	1%	1%	*%	1%
Don't Know (DO NOT READ OUT)/ NA	62	28	17	11
	6%	5%	8%	4%
NET: Any 1st Class	676	369	141	160
	64%	69%	68%	51%
		c	c	
NET: Any 2nd Class	467	216	82	168
	44%	41%	40%	54%
				ab

Columns Tested: a,b,c

Table 556 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
Significance Level: 95%		a	b	c	*d	e	*f	*g	*h	i	j	k
Unweighted Base	1223	823	246	64	29	34	17	6	4	1069	154	90
Effective base	443	331	76	18	6	9	3	1	1	406	37	19
Weighted Base	1064	811	162	44	8	25	8	1	5	974	90	47
1st class - all the time	288	232	24	14	3	10	*	*	5	256	32	18
	27%	29%	15%	33%	40%	40%	1%	10%	100%	26%	36%	38%
		b								b	b	b
1st class - most of the time	239	178	41	11	2	6	1	1	*	219	21	10
	23%	22%	25%	25%	28%	22%	12%	88%	*%	22%	23%	20%
1st and 2nd class in equal amounts	148	122	23	1	1	1	*	*	-	145	4	3
	14%	15%	14%	3%	17%	4%	3%	2%	-%	15%	4%	5%
2nd class - most of the time	256	196	48	10	*	1	-	-	-	245	12	1
	24%	24%	30%	24%	2%	5%	-%	-%	-%	25%	13%	3%
		k	jk							k		
2nd class - all the time	62	45	11	6	*	-	-	-	-	56	6	*
	6%	6%	7%	13%	1%	-%	-%	-%	-%	6%	6%	*%
Never send parcels	8	*	8	-	-	-	-	-	-	8	-	-
	1%	*%	5%	-%	-%	-%	-%	-%	-%	1%	-%	-%
			ai									
Don't Know (DO NOT READ OUT)/ NA	62	38	7	1	1	7	7	-	-	45	16	15
	6%	5%	4%	3%	12%	30%	83%	-%	-%	5%	18%	32%
						abci					abi	abci
NET: Any 1st Class	676	531	88	26	7	16	1	1	5	619	56	30
	64%	66%	54%	60%	85%	65%	17%	100%	100%	64%	62%	64%
NET: Any 2nd Class	467	364	82	17	2	2	*	*	-	445	21	4
	44%	45%	50%	39%	21%	8%	3%	2%	-%	46%	23%	9%
		ejk	ejk	k						ejk		

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 556 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1223	322	501	400	1106	1062	1145	1223	760	540	97	667	84	99	68	80	50
Effective base	443	148	183	113	388	381	411	443	280	166	47	268	26	26	17	17	12
Weighted Base	1064	376	435	253	956	931	1003	1064	706	418	103	682	50	60	41	36	30
1st class - all the time	288	117	114	56	259	246	267	288	199	121	27	186	12	13	10	14	6
	27%	31%	26%	22%	27%	26%	27%	27%	28%	29%	26%	27%	24%	21%	25%	38%	21%
1st class - most of the time	239	84	94	62	225	211	232	239	165	100	24	154	15	20	12	4	2
	23%	22%	22%	24%	24%	23%	23%	23%	23%	24%	23%	23%	31%	34%	29%	12%	8%
1st and 2nd class in equal amounts	148	67	55	26	145	140	146	148	104	81	7	107	8	9	1	5	9
	14%	18%	13%	10%	15%	15%	15%	14%	15%	19%	7%	16%	17%	16%	2%	15%	28%
																	e
2nd class - most of the time	256	67	130	60	218	223	238	256	149	50	30	174	9	9	11	5	2
	24%	18%	30%	24%	23%	24%	24%	24%	21%	12%	29%	25%	17%	15%	27%	13%	6%
			a		f	f	f	f	f								
2nd class - all the time	62	23	22	17	50	52	58	62	34	18	13	38	1	3	*	2	-
	6%	6%	5%	7%	5%	6%	6%	6%	5%	4%	13%	6%	3%	5%	*%	4%	-%
Never send parcels	8	-	*	8	4	4	4	8	4	4	*	*	-	-	-	4	-
	1%	-%	*%	3%	*%	*%	*%	1%	1%	1%	*%	*%	-%	-%	-%	12%	-%
				ab												b	
Don't Know (DO NOT READ OUT)/ NA	62	18	20	23	55	54	56	62	51	44	2	24	4	5	7	2	11
	6%	5%	5%	9%	6%	6%	6%	6%	7%	10%	2%	4%	9%	9%	17%	5%	38%
										acd					b		abcdf
NET: Any 1st Class	676	268	263	144	629	597	646	676	467	302	58	446	36	42	23	24	17
	64%	71%	61%	57%	66%	64%	64%	64%	66%	72%	56%	65%	71%	70%	56%	66%	57%
		bc							d								
NET: Any 2nd Class	467	157	207	103	413	415	442	467	287	149	50	319	19	22	12	12	10
	44%	42%	47%	41%	43%	45%	44%	44%	41%	36%	48%	47%	37%	36%	29%	32%	34%
						f											

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 556 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	1223	719	121	75	78	45	45	23	633	181	93	53	41	35	26
Effective base	443	299	32	20	16	12	9	4	263	54	29	21	10	14	7
Weighted Base	1064	749	78	50	33	14	22	10	645	148	40	36	31	12	19
1st class - all the time	288	201	28	3	15	3	9	1	179	29	8	12	10	1	6
	27%	27%	35%	7%	47%	19%	39%	11%	28%	20%	21%	34%	33%	6%	32%
		c	c		c		c								
1st class - most of the time	239	175	15	18	5	7	3	1	136	47	11	9	5	1	1
	23%	23%	19%	37%	14%	51%	13%	12%	21%	32%	28%	26%	16%	12%	6%
						abd									
1st and 2nd class in equal amounts	148	113	12	10	3	2	5	1	99	24	4	2	1	3	6
	14%	15%	15%	19%	8%	14%	23%	8%	15%	16%	10%	5%	4%	25%	34%
2nd class - most of the time	256	184	18	11	3	1	1	*	168	26	8	6	10	4	1
	24%	25%	23%	22%	9%	5%	5%	*%	26%	18%	20%	17%	33%	30%	3%
2nd class - all the time	62	46	2	1	-	*	*	-	41	6	2	2	-	2	-
	6%	6%	3%	3%	-%	1%	*%	-%	6%	4%	5%	5%	-%	13%	-%
Never send parcels	8	*	-	-	-	-	4	-	*	4	-	-	-	-	-
	1%	*%	-%	-%	-%	-%	20%	-%	*%	3%	-%	-%	-%	-%	-%
							ab			a					
Don't Know (DO NOT READ OUT)/ NA	62	30	3	6	7	1	*	7	22	11	7	4	4	2	5
	6%	4%	4%	12%	21%	10%	*%	69%	3%	7%	17%	12%	14%	14%	25%
					a						a	a		a	
NET: Any 1st Class	676	488	55	31	23	12	16	3	414	100	24	23	17	5	14
	64%	65%	70%	63%	69%	84%	74%	30%	64%	68%	58%	66%	53%	42%	72%
NET: Any 2nd Class	467	343	32	22	6	3	6	1	308	57	14	10	11	8	7
	44%	46%	41%	44%	17%	20%	28%	8%	48%	38%	34%	27%	37%	68%	37%
		d												bcd	

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 556 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1223	753	145	117	72	48	46	42	327	263	294	174	84
Effective base	443	304	48	35	20	16	10	13	143	99	104	41	24
Weighted Base	1064	719	123	93	37	31	28	34	371	233	239	94	63
1st class - all the time	288 27%	209 29%	25 21%	20 22%	6 16%	8 27%	6 22%	13 37%	109 29%	77 33%	50 21%	22 24%	9 14%
1st class - most of the time	239 23%	156 22%	35 28%	21 23%	9 26%	8 26%	5 19%	5 15%	90 24%	54 23%	46 19%	28 30%	14 22%
1st and 2nd class in equal amounts	148 14%	113 16%	9 7%	11 12%	4 10%	2 6%	6 22%	4 13%	63 17%	31 13%	36 15%	12 13%	3 4%
2nd class - most of the time	256 24%	174 24%	37 30%	19 20%	11 29%	8 26%	1 4%	7 19%	75 20%	46 20%	81 34%	19 20%	17 27%
2nd class - all the time	62 6%	47 7%	11 9%	3 4%	* 1%	* 1%	* *%	- -%	19 5%	10 4%	17 7%	8 9%	3 5%
Never send parcels	8 1%	* *%	- -%	4 5%	- -%	- -%	4 15%	- -%	* *%	- -%	- -%	* *%	4 7%
Don't Know (DO NOT READ OUT)/ NA	62 6%	19 3%	7 5%	14 15%	7 18%	4 15%	5 19%	5 16%	15 4%	15 6%	10 4%	4 5%	13 20%
NET: Any 1st Class	676 64%	479 67%	68 56%	52 56%	19 51%	18 58%	18 63%	22 65%	262 71%	162 70%	132 55%	62 67%	26 41%
NET: Any 2nd Class	467 44%	334 46%	56 46%	33 36%	15 40%	10 33%	7 25%	11 32%	157 42%	87 37%	134 56%	39 42%	23 36%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 556 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1223	416	237	250	137	63	388	237	238	133	58
Effective base	443	176	88	82	27	16	169	80	79	36	17
Weighted Base	1064	464	199	187	66	38	433	197	170	81	48
1st class - all the time	288	138	58	42	17	4	117	68	32	21	8
	27%	30%	29%	22%	25%	10%	27%	34%	19%	25%	16%
1st class - most of the time	239	106	49	39	21	10	110	40	31	23	8
	23%	23%	25%	21%	31%	26%	26%	20%	18%	28%	16%
1st and 2nd class in equal amounts	148	73	29	32	7	2	78	29	21	8	2
	14%	16%	15%	17%	11%	6%	18%	15%	12%	10%	3%
2nd class - most of the time	256	91	44	57	15	10	90	39	65	13	15
	24%	20%	22%	30%	22%	26%	21%	20%	38%	16%	32%
2nd class - all the time	62	18	10	14	7	2	21	8	13	8	3
	6%	4%	5%	7%	10%	5%	5%	4%	8%	10%	5%
Never send parcels	8	*	-	-	*	4	*	-	-	-	4
	1%	*%	-%	-%	*%	12%	*%	-%	-%	-%	9%
						abc					abc
Don't Know (DO NOT READ OUT)/ NA	62	36	9	4	*	6	15	14	8	8	9
	6%	8%	5%	2%	*%	15%	3%	7%	5%	10%	18%
						cd					a
NET: Any 1st Class	676	318	136	113	45	16	306	136	83	52	17
	64%	69%	68%	60%	68%	42%	71%	69%	49%	64%	35%
		e	e				ce	ce			
NET: Any 2nd Class	467	183	83	103	28	14	190	76	99	30	19
	44%	39%	42%	55%	43%	37%	44%	38%	58%	37%	41%
				a					abd		

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 556 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1223	492	213	269	155	75	729	118	365	1018	205	999	107
Effective base	443	202	71	96	48	20	274	37	127	376	67	355	33
Weighted Base	1064	497	168	223	115	44	648	92	315	916	148	875	81
1st class - all the time	288	152	47	49	25	7	157	28	99	261	27	248	11
	27%	31%	28%	22%	21%	17%	24%	31%	31%	28%	18%	28%	13%
1st class - most of the time	239	118	47	38	25	11	140	19	80	206	33	203	22
	23%	24%	28%	17%	22%	25%	22%	21%	25%	22%	23%	23%	27%
1st and 2nd class in equal amounts	148	82	15	32	10	8	76	18	53	129	19	134	11
	14%	16%	9%	15%	9%	18%	12%	20%	17%	14%	13%	15%	13%
2nd class - most of the time	256	91	50	66	35	8	191	8	53	230	27	215	3
	24%	18%	30%	30%	31%	18%	29%	9%	17%	25%	18%	25%	3%
2nd class - all the time	62	33	5	13	10	1	42	2	17	57	5	48	2
	6%	7%	3%	6%	9%	2%	7%	2%	6%	6%	4%	6%	2%
Never send parcels	8	*	-	*	8	-	4	-	4	4	4	*	4
	1%	*%	-%	*%	7%	-%	1%	-%	1%	*%	3%	*%	5%
Don't Know (DO NOT READ OUT)/ NA	62	21	4	24	2	9	37	16	9	29	32	26	29
	6%	4%	2%	11%	2%	20%	6%	17%	3%	3%	22%	3%	36%
NET: Any 1st Class	676	352	110	119	60	26	374	66	232	596	79	585	44
	64%	71%	65%	53%	52%	60%	58%	72%	73%	65%	54%	67%	53%
NET: Any 2nd Class	467	206	70	112	55	17	309	29	124	416	51	397	15
	44%	41%	42%	50%	48%	38%	48%	31%	39%	45%	34%	45%	19%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 556 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1223	892	170	796	427	1003	103	881	181	798	425
Effective base	443	335	46	307	136	357	31	328	54	307	136
Weighted Base	1064	822	109	723	342	878	78	810	120	734	330
1st class - all the time	288	222	23	206	82	244	15	221	24	211	77
	27%	27%	21%	28%	24%	28%	19%	27%	20%	29%	23%
1st class - most of the time	239	184	27	157	83	204	20	179	32	158	81
	23%	22%	25%	22%	24%	23%	26%	22%	27%	22%	25%
1st and 2nd class in equal amounts	148	124	16	109	40	134	10	122	18	111	37
	14%	15%	14%	15%	12%	15%	13%	15%	15%	15%	11%
2nd class - most of the time	256	213	10	190	67	215	3	215	8	190	66
	24%	26%	9%	26%	20%	25%	4%	27%	7%	26%	20%
2nd class - all the time	62	51	2	42	20	50	*	50	2	41	21
	6%	6%	2%	6%	6%	6%	*%	6%	2%	6%	6%
Never send parcels	8	*	4	4	4	*	4	*	4	4	4
	1%	*%	4%	1%	1%	*%	6%	*%	4%	1%	1%
Don't Know (DO NOT READ OUT)/ NA	62	27	27	16	46	29	25	23	32	18	43
	6%	3%	25%	2%	13%	3%	32%	3%	26%	3%	13%
NET: Any 1st Class	676	531	66	471	205	583	46	522	74	481	195
	64%	65%	61%	65%	60%	66%	58%	64%	62%	65%	59%
NET: Any 2nd Class	467	388	27	340	126	400	13	387	28	342	124
	44%	47%	25%	47%	37%	46%	17%	48%	23%	47%	38%
		b		b		b		b		b	

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 556 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	1223	697	797	216	1	677	692	172	3	877	691	226	-
Effective base	443	239	289	75	1	241	251	64	3	323	256	83	-
Weighted Base	1064	607	685	183	4	603	588	154	4	782	582	193	-
1st class - all the time	288	171	160	41	-	192	118	31	2	231	119	37	-
	27%	28%	23%	22%	-%	32%	20%	20%	41%	30%	21%	19%	-%
1st class - most of the time	239	157	160	48	-	146	134	41	-	186	116	47	-
	23%	26%	23%	26%	-%	24%	23%	27%	-%	24%	20%	25%	-%
1st and 2nd class in equal amounts	148	77	116	27	-	86	100	25	1	104	103	34	-
	14%	13%	17%	15%	-%	14%	17%	16%	14%	13%	18%	18%	-%
2nd class - most of the time	256	133	178	51	4	111	172	35	2	168	177	52	-
	24%	22%	26%	28%	100%	18%	29%	23%	45%	21%	31%	27%	-%
2nd class - all the time	62	20	45	11	-	22	42	13	-	33	44	14	-
	6%	3%	7%	6%	-%	4%	7%	8%	-%	4%	8%	7%	-%
Never send parcels	8	4	*	-	-	4	-	-	-	8	*	4	-
	1%	1%	*%	-%	-%	1%	-%	-%	-%	1%	*%	2%	-%
Don't Know (DO NOT READ OUT)/ NA	62	45	26	6	-	42	22	10	-	53	21	4	-
	6%	7%	4%	3%	-%	7%	4%	6%	-%	7%	4%	2%	-%
NET: Any 1st Class	676	405	436	116	-	424	351	96	2	521	339	119	-
	64%	67%	64%	63%	-%	70%	60%	63%	55%	67%	58%	61%	-%
NET: Any 2nd Class	467	231	339	89	4	219	314	73	2	304	325	100	-
	44%	38%	50%	48%	100%	36%	53%	47%	59%	39%	56%	52%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 556 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	1223	944	869	830	803	602	49	509	419	409	116	68
Effective base	443	336	318	319	279	230	13	216	169	164	54	33
Weighted Base	1064	838	784	772	718	548	32	525	438	402	123	79
1st class - all the time	288	240	202	205	243	44	13	110	129	104	24	13
	27%	29%	26%	27%	34%	8%	42%	21%	29%	26%	20%	17%
1st class - most of the time	239	191	178	168	200	110	12	122	109	82	26	21
	23%	23%	23%	22%	28%	20%	38%	23%	25%	20%	21%	26%
1st and 2nd class in equal amounts	148	124	119	109	126	100	5	91	62	60	22	15
	14%	15%	15%	14%	18%	18%	14%	17%	14%	15%	18%	19%
2nd class - most of the time	256	211	206	215	117	215	2	148	109	123	35	21
	24%	25%	26%	28%	16%	39%	5%	28%	25%	31%	29%	27%
2nd class - all the time	62	48	51	48	7	57	*	40	20	21	12	9
	6%	6%	6%	6%	1%	10%	*%	8%	5%	5%	10%	11%
Never send parcels	8	4	4	8	4	4	-	8	4	4	-	-
	1%	1%	1%	1%	1%	1%	-%	2%	1%	1%	-%	-%
Don't Know (DO NOT READ OUT)/ NA	62	20	24	18	19	18	*	6	6	7	3	*
	6%	2%	3%	2%	3%	3%	*%	1%	1%	2%	2%	*%
NET: Any 1st Class	676	556	499	483	570	254	30	323	299	247	72	49
	64%	66%	64%	63%	79%	46%	94%	62%	68%	61%	59%	62%
NET: Any 2nd Class	467	383	376	373	251	372	6	278	191	204	69	45
	44%	46%	48%	48%	35%	68%	20%	53%	44%	51%	57%	57%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 556 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1223	143	104	75	44	1027	794	1100	857	735	639	959	172	-	927	65
Effective base	443	55	35	28	17	366	274	394	296	248	232	348	59	-	334	31
Weighted Base	1064	135	84	67	42	867	642	940	696	577	578	825	135	-	768	86
1st class - all the time	288	28	25	11	8	245	163	257	196	144	166	220	31	-	206	29
	27%	21%	29%	16%	19%	28%	25%	27%	28%	25%	29%	27%	23%	-%	27%	33%
1st class - most of the time	239	21	25	24	12	195	154	220	142	123	161	186	39	-	180	4
	23%	16%	30%	36%	29%	23%	24%	23%	20%	21%	28%	23%	29%	-%	23%	5%
				a											b	
1st and 2nd class in equal amounts	148	12	12	11	9	130	91	138	99	95	75	124	23	-	113	8
	14%	9%	14%	16%	21%	15%	14%	15%	14%	16%	13%	15%	17%	-%	15%	9%
2nd class - most of the time	256	60	8	14	8	214	156	223	181	145	121	219	25	-	202	22
	24%	45%	9%	21%	18%	25%	24%	24%	26%	25%	21%	27%	19%	-%	26%	26%
		bcd														
2nd class - all the time	62	10	2	2	1	49	40	54	45	28	16	50	11	-	43	15
	6%	8%	3%	2%	3%	6%	6%	6%	7%	5%	3%	6%	8%	-%	6%	17%
															a	
Never send parcels	8	-	-	-	-	8	8	8	8	8	4	4	-	-	4	-
	1%	-%	-%	-%	-%	1%	1%	1%	1%	1%	1%	*%	-%	-%	1%	-%
Don't Know (DO NOT READ OUT)/ NA	62	3	13	6	4	25	30	39	24	34	34	21	7	-	22	9
	6%	2%	16%	8%	10%	3%	5%	4%	3%	6%	6%	3%	5%	-%	3%	10%
			a								b				a	
NET: Any 1st Class	676	61	61	46	29	570	408	615	437	361	402	531	93	-	498	41
	64%	45%	73%	68%	69%	66%	64%	65%	63%	63%	69%	64%	69%	-%	65%	47%
			a	a												
NET: Any 2nd Class	467	83	21	27	18	393	287	415	325	268	213	394	59	-	357	45
	44%	61%	25%	40%	42%	45%	45%	44%	47%	46%	37%	48%	44%	-%	46%	52%
		b										a				

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 556 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1223	529	602	494	25	273	320	238	748	223	287	291	623
Effective base	443	205	211	168	14	99	112	87	276	77	96	109	232
Weighted Base	1064	502	506	397	40	240	268	220	663	171	217	264	561
1st class - all the time	288	130	151	98	4	31	85	57	187	39	40	65	175
	27%	26%	30%	25%	11%	13%	32%	26%	28%	23%	18%	25%	31%
							a						a
1st class - most of the time	239	109	116	103	10	70	51	43	156	40	40	78	117
	23%	22%	23%	26%	26%	29%	19%	20%	24%	24%	19%	30%	21%
1st and 2nd class in equal amounts	148	54	86	34	8	34	23	34	96	17	33	37	77
	14%	11%	17%	9%	21%	14%	8%	16%	15%	10%	15%	14%	14%
2nd class - most of the time	256	134	118	98	11	49	80	49	161	45	63	51	141
	24%	27%	23%	25%	28%	20%	30%	22%	24%	26%	29%	19%	25%
2nd class - all the time	62	38	24	21	4	13	16	10	39	13	11	11	37
	6%	8%	5%	5%	10%	6%	6%	4%	6%	8%	5%	4%	7%
Never send parcels	8	8	*	4	-	4	4	4	*	4	4	-	4
	1%	2%	*%	1%	-%	2%	2%	2%	*%	3%	2%	-%	1%
								b		b			
Don't Know (DO NOT READ OUT)/ NA	62	29	11	38	2	39	8	22	23	13	25	22	10
	6%	6%	2%	9%	5%	16%	3%	10%	3%	8%	12%	8%	2%
						b		b			c	c	
NET: Any 1st Class	676	293	353	235	23	135	159	135	439	96	113	180	368
	64%	58%	70%	59%	58%	56%	59%	61%	66%	56%	52%	68%	66%
			a									a	a
NET: Any 2nd Class	467	226	229	154	23	96	119	93	297	74	107	100	255
	44%	45%	45%	39%	59%	40%	44%	42%	45%	43%	50%	38%	45%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 556 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1223	632	591
Effective base	443	192	251
Weighted Base	1064	471	593
1st class - all the time	288	143	145
	27%	30%	24%
1st class - most of the time	239	111	129
	23%	24%	22%
1st and 2nd class in equal amounts	148	69	79
	14%	15%	13%
2nd class - most of the time	256	89	167
	24%	19%	28%
			a
2nd class - all the time	62	16	46
	6%	3%	8%
Never send parcels	8	8	-
	1%	2%	-%
Don't Know (DO NOT READ OUT)/ NA	62	33	28
	6%	7%	5%
NET: Any 1st Class	676	324	352
	64%	69%	59%
		b	
NET: Any 2nd Class	467	175	292
	44%	37%	49%
			a

Columns Tested:: a,b

Table 556 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1223	68	142	96	97	123	65	71	116	98	105	71	171
Effective base	443	23	63	59	32	85	37	12	42	37	18	26	58
Weighted Base	1064	27	108	117	27	183	59	16	147	89	38	71	183
1st class - all the time	288	13	33	28	4	48	23	5	33	22	11	22	46
	27%	50%	30%	24%	15%	26%	38%	34%	22%	24%	30%	31%	25%
		cdehil					d						
1st class - most of the time	239	6	23	23	7	48	6	6	42	18	8	14	38
	23%	24%	21%	19%	27%	27%	10%	34%	29%	21%	23%	19%	21%
					f			f					
1st and 2nd class in equal amounts	148	2	17	10	5	15	8	2	23	17	7	5	37
	14%	8%	16%	9%	17%	8%	14%	11%	16%	19%	19%	7%	20%
2nd class - most of the time	256	3	25	35	5	38	14	2	36	25	8	19	45
	24%	11%	23%	30%	19%	21%	24%	14%	24%	29%	22%	27%	25%
2nd class - all the time	62	2	4	6	4	26	3	1	*	1	1	10	4
	6%	6%	3%	5%	16%	14%	6%	6%	%	1%	3%	14%	2%
					bhil	bhil						hil	
Never send parcels	8	-	-	4	-	-	-	*	-	*	-	-	4
	1%	-%	-%	4%	-%	-%	-%	%	-%	%	-%	-%	2%
Don't Know (DO NOT READ OUT)/ NA	62	*	7	10	1	7	5	*	14	5	1	1	9
	6%	2%	7%	9%	6%	4%	8%	2%	9%	6%	3%	2%	5%
NET: Any 1st Class	676	22	73	61	16	112	36	13	98	57	27	41	121
	64%	82%	67%	52%	60%	61%	61%	78%	66%	65%	72%	57%	66%
		c											
NET: Any 2nd Class	467	7	46	51	14	80	26	5	59	43	17	34	86
	44%	25%	42%	44%	52%	44%	44%	30%	40%	49%	44%	48%	47%
					a								

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 556 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1223	306	285	285	347	591	632
Effective base	443	141	141	85	100	282	185
Weighted Base	1064	252	269	252	291	520	544
1st class - all the time	288	74	75	60	79	149	139
	27%	29%	28%	24%	27%	29%	26%
1st class - most of the time	239	52	61	66	60	113	126
	23%	21%	23%	26%	21%	22%	23%
1st and 2nd class in equal amounts	148	30	28	42	49	58	91
	14%	12%	10%	17%	17%	11%	17%
2nd class - most of the time	256	63	58	63	73	120	136
	24%	25%	21%	25%	25%	23%	25%
2nd class - all the time	62	11	34	2	15	45	17
	6%	4%	13%	1%	5%	9%	3%
			acd			b	
Never send parcels	8	4	-	*	4	4	4
	1%	2%	-%	*%	1%	1%	1%
Don't Know (DO NOT READ OUT)/ NA	62	18	13	19	12	31	31
	6%	7%	5%	8%	4%	6%	6%
NET: Any 1st Class	676	156	164	168	188	320	356
	64%	62%	61%	66%	65%	61%	65%
NET: Any 2nd Class	467	103	120	107	136	223	244
	44%	41%	45%	42%	47%	43%	45%

Columns Tested:: a,b,c,d - a,b

Table 558

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	548	28	520	314	110	43	81	234
Effective base	195	9	187	169	47	23	38	67
Weighted Base	457	14	443	422	28	4	2	35
Lower cost of postage	202 44%	5 35%	197 45%	189 45%	11 37%	2 56%	1 26%	13 39%
Better ability to track the delivery	105 23%	2 18%	102 23%	96 23%	7 25%	1 24%	* 23%	9 25%
More convenient for me to have the parcel collected	94 20%	6 42%	88 20%	83 20%	10 34%	1 12%	1 34%	11 31%
Guarantee that the parcel would arrive on time	88 19%	3 21%	85 19%	81 19%	6 20%	1 31%	* 23%	7 21%
More convenient for me to drop the parcel off	63 14%	* 1%	63 14%	60 14%	2 8%	1 17%	* 4%	3 9%
Quicker delivery	60 13%	* *%	60 14%	58 14%	2 8%	* 7%	* 11%	3 8%
Parcel less likely to get lost	52 11%	- -%	52 12%	47 11%	4 13%	1 23%	* 13%	5 14%
More convenient for the recipient to take the delivery	52 11%	2 12%	50 11%	45 11%	6 19%	1 18%	1 33%	7 20%
Lower cost of insurance	47 10%	- -%	47 11%	44 10%	3 9%	1 12%	* 17%	3 10%
It's a decision taken by the business	43 9%	3 22%	40 9%	39 9%	4 13%	* 2%	* 8%	4 11%
Ability to set a specific date/time for delivery	43 9%	- -%	43 10%	37 9%	4 14%	1 31%	* 18%	6 16%

Columns Tested: a,b - a,b,c,d,e

Table 558 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	548	28	520	314	110	43	81	234
Effective base	195	9	187	169	47	23	38	67
Weighted Base	457	14	443	422	28	4	2	35
Guarantee that the parcel would arrive intact	40	*	40	37	3	*	*	3
	9%	1%	9%	9%	9%	8%	13%	9%
Ability to select an express service	40	-	40	36	2	1	*	3
	9%	-%	9%	9%	8%	18%	9%	9%
The business has a contract with the provider	38	5	33	34	3	*	*	4
	8%	37%	7%	8%	12%	9%	18%	12%
Recommended by other	22	*	22	20	2	*	*	3
	5%	*%	5%	5%	7%	11%	5%	7%
Other	32	1	31	31	1	-	*	1
	7%	4%	7%	7%	2%	-%	*%	2%

Columns Tested: a,b - a,b,c,d,e

Table 558 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	548	108	154	52	73	80	81	314	110	124
Effective base	195	68	82	24	35	29	38	169	47	44
Weighted Base	457	181	206	35	22	11	2	422	28	6
Lower cost of postage	202 44%	84 46%	90 44%	14 41%	9 39%	4 41%	1 26%	189 45%	11 37%	3 46%
		f						f		
Better ability to track the delivery	105 23%	46 25%	43 21%	8 22%	5 24%	3 25%	* 23%	96 23%	7 25%	1 24%
More convenient for me to have the parcel collected	94 20%	36 20%	38 18%	9 26%	8 35%	2 23%	1 34%	83 20%	10 34%	1 19%
				g					bg	
Guarantee that the parcel would arrive on time	88 19%	31 17%	41 20%	9 26%	3 16%	3 33%	* 23%	81 19%	6 20%	2 29%
More convenient for me to drop the parcel off	63 14%	25 14%	32 15%	4 11%	2 8%	1 13%	* 4%	60 14%	2 8%	1 13%
Quicker delivery	60 13%	20 11%	28 13%	10 29%	2 7%	1 10%	* 11%	58 14%	2 8%	1 9%
				dhi						
Parcel less likely to get lost	52 11%	17 9%	28 14%	2 6%	4 17%	1 9%	* 13%	47 11%	4 13%	1 20%
More convenient for the recipient to take the delivery	52 11%	11 6%	31 15%	3 8%	4 18%	2 21%	1 33%	45 11%	6 19%	1 23%
						a	abcg		a	ag
Lower cost of insurance	47 10%	17 9%	26 13%	1 3%	2 8%	1 12%	* 17%	44 10%	3 9%	1 14%
It's a decision taken by the business	43 9%	13 7%	22 11%	4 11%	3 14%	1 7%	* 8%	39 9%	4 13%	* 4%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 558 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	548	108	154	52	73	80	81	314	110	124
Effective base	195	68	82	24	35	29	38	169	47	44
Weighted Base	457	181	206	35	22	11	2	422	28	6
Ability to set a specific date/time for delivery	43	13	20	3	3	2	*	37	4	2
	9%	7%	10%	9%	13%	22%	18%	9%	14%	27%
						g				abg
Guarantee that the parcel would arrive intact	40	12	23	2	2	1	*	37	3	1
	9%	6%	11%	6%	8%	10%	13%	9%	9%	10%
Ability to select an express service	40	20	14	2	2	1	*	36	2	1
	9%	11%	7%	5%	8%	10%	9%	9%	8%	15%
The business has a contract with the provider	38	22	7	5	3	1	*	34	3	1
	8%	12%	3%	15%	14%	6%	18%	8%	12%	12%
		b		b	b		b			
Recommended by other	22	10	10	*	1	2	*	20	2	1
	5%	6%	5%	1%	4%	15%	5%	5%	7%	9%
Other	32	15	16	-	1	*	*	31	1	*
	7%	8%	8%	-%	3%	*%	*%	7%	2%	*%
		i	i							

Columns Tested: a,b,c,d,e,f,g,h,i

Table 558 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	*d	e
Significance Level: 95%											
Unweighted Base	548	174	140	110	43	81	185	116	44	29	105
Effective base	195	113	68	47	23	38	94	46	18	8	15
Weighted Base	457	317	105	28	4	2	251	97	32	14	18
Lower cost of postage	202 44%	153 48%	36 34%	11 37%	2 56%	1 26%	120 48%	30 31%	15 49%	5 36%	4 23%
Better ability to track the delivery	105 23%	78 25%	18 17%	7 25%	1 24%	* 23%	61 24%	23 24%	10 31%	1 6%	5 29%
More convenient for me to have the parcel collected	94 20%	57 18%	26 25%	10 34%	1 12%	1 34%	44 18%	18 18%	8 25%	4 31%	8 46%
Guarantee that the parcel would arrive on time	88 19%	60 19%	21 20%	6 20%	1 31%	* 23%	33 13%	30 31%	8 27%	3 19%	7 39%
More convenient for me to drop the parcel off	63 14%	50 16%	10 9%	2 8%	1 17%	* 4%	46 18%	8 9%	3 8%	1 9%	1 6%
Quicker delivery	60 13%	42 13%	15 15%	2 8%	* 7%	* 11%	38 15%	16 17%	2 5%	1 7%	2 14%
Parcel less likely to get lost	52 11%	34 11%	13 12%	4 13%	1 23%	* 13%	28 11%	14 14%	4 12%	2 13%	4 22%
More convenient for the recipient to take the delivery	52 11%	31 10%	14 13%	6 19%	1 18%	1 33%	21 8%	15 16%	10 31%	1 8%	3 15%
Lower cost of insurance	47 10%	32 10%	11 11%	3 9%	1 12%	* 17%	24 9%	15 15%	2 6%	3 20%	2 12%
It's a decision taken by the business	43 9%	24 8%	15 14%	4 13%	* 2%	* 8%	22 9%	8 8%	1 4%	1 7%	2 9%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 558 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	e
Unweighted Base	548	174	140	110	43	81	185	116	44	29	105
Effective base	195	113	68	47	23	38	94	46	18	8	15
Weighted Base	457	317	105	28	4	2	251	97	32	14	18
Ability to set a specific date/time for delivery	43 9%	26 8%	11 11%	4 14%	1 31%	* 18%	14 5%	14 15%	6 20%	3 19%	5 30%
					ab				a		a
Guarantee that the parcel would arrive intact	40 9%	29 9%	9 8%	3 9%	* 8%	* 13%	24 10%	9 9%	5 16%	* *	1 7%
Ability to select an express service	40 9%	31 10%	5 5%	2 8%	1 18%	* 9%	16 6%	14 15%	6 18%	2 12%	2 10%
					b						
The business has a contract with the provider	38 8%	24 8%	9 9%	3 12%	* 9%	* 18%	18 7%	9 9%	2 7%	1 9%	2 10%
Recommended by other	22 5%	19 6%	1 1%	2 7%	* 11%	* 5%	11 4%	5 5%	4 14%	* 3%	1 8%
					b						
Other	32 7%	26 8%	5 5%	1 2%	- -%	* *%	26 11%	- -%	- -%	- -%	* 1%
							b				

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 558 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	*d	e	f	g	h	*i
Unweighted Base	548	41	37	79	24	41	33	38	40	29
Effective base	195	20	16	36	9	20	19	20	19	14
Weighted Base	457	51	32	97	23	53	46	55	39	28
Lower cost of postage	202	32	15	32	7	28	18	24	21	6
	44%	63%	47%	33%	31%	53%	40%	45%	54%	20%
		c								
Better ability to track the delivery	105	10	*	34	4	19	4	5	17	6
	23%	20%	2%	36%	18%	35%	9%	9%	43%	23%
				bfg		b			bfg	
More convenient for me to have the parcel collected	94	14	1	22	1	9	10	11	11	7
	20%	27%	3%	23%	6%	17%	22%	20%	27%	25%
Guarantee that the parcel would arrive on time	88	12	7	24	2	12	9	10	4	3
	19%	23%	22%	25%	8%	23%	19%	18%	9%	11%
More convenient for me to drop the parcel off	63	3	6	18	3	5	6	7	10	5
	14%	5%	20%	18%	13%	9%	12%	12%	25%	18%
Quicker delivery	60	3	8	9	4	13	7	5	4	5
	13%	6%	26%	9%	18%	24%	15%	10%	11%	17%
Parcel less likely to get lost	52	4	2	22	*	4	4	4	3	6
	11%	9%	7%	22%	2%	7%	10%	7%	9%	22%
More convenient for the recipient to take the delivery	52	8	3	21	1	5	4	3	2	*
	11%	16%	8%	22%	3%	10%	9%	6%	5%	1%
Lower cost of insurance	47	9	6	13	2	7	-	*	2	1
	10%	18%	19%	14%	10%	13%	-%	1%	4%	2%
It's a decision taken by the business	43	10	3	7	5	7	3	3	2	1
	9%	20%	11%	7%	24%	13%	6%	5%	4%	3%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 558 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	*d	e	f	g	h	*i
Significance Level: 95%										
Unweighted Base	548	41	37	79	24	41	33	38	40	29
Effective base	195	20	16	36	9	20	19	20	19	14
Weighted Base	457	51	32	97	23	53	46	55	39	28
Ability to set a specific date/time for delivery	43	5	4	13	2	5	3	5	1	3
	9%	10%	13%	13%	9%	9%	7%	9%	1%	10%
Guarantee that the parcel would arrive intact	40	4	3	16	4	4	1	1	3	5
	9%	8%	8%	16%	17%	7%	2%	2%	7%	17%
Ability to select an express service	40	10	3	12	*	5	7	-	2	*
	9%	19%	8%	13%	1%	10%	15%	-%	4%	*%
		g								
The business has a contract with the provider	38	2	2	13	1	4	8	4	3	*
	8%	4%	6%	14%	5%	7%	18%	7%	7%	*%
Recommended by other	22	1	*	6	*	6	3	1	2	2
	5%	2%	1%	6%	1%	11%	5%	2%	5%	7%
Other	32	-	3	-	-	4	6	9	4	4
	7%	-%	10%	-%	-%	7%	12%	17%	10%	16%
						c		c	c	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 558 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	548	94	118	150	362	186	63	62	61
Effective base	195	43	54	75	171	45	20	13	18
Weighted Base	457	103	122	198	423	34	18	10	6
Lower cost of postage	202 44%	41 40%	68 56%	75 38%	184 43%	18 54%	11 63%	4 39%	3 54%
Better ability to track the delivery	105 23%	29 28%	27 23%	43 22%	100 24%	5 14%	3 17%	1 11%	* 8%
More convenient for me to have the parcel collected	94 20%	17 17%	25 21%	43 22%	86 20%	8 23%	3 15%	4 35%	1 25%
Guarantee that the parcel would arrive on time	88 19%	17 16%	22 18%	43 22%	82 19%	6 19%	5 29%	* 4%	1 11%
More convenient for me to drop the parcel off	63 14%	13 12%	19 16%	30 15%	61 14%	2 7%	1 7%	1 5%	1 8%
Quicker delivery	60 13%	22 21%	16 13%	21 10%	58 14%	2 7%	1 4%	* 2%	1 21%
Parcel less likely to get lost	52 11%	10 10%	10 8%	30 15%	50 12%	2 5%	2 9%	* 1%	* 1%
More convenient for the recipient to take the delivery	52 11%	6 6%	13 10%	28 14%	47 11%	5 14%	3 14%	1 12%	1 15%
Lower cost of insurance	47 10%	10 10%	17 14%	14 7%	40 10%	7 21%	6 31%	1 7%	1 13%
It's a decision taken by the business	43 9%	13 13%	15 13%	12 6%	41 10%	2 7%	* 2%	1 6%	1 23%
						c	acd		cf

Columns Tested: a,b,c,d,e,f,g,h

Table 558 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	548	94	118	150	362	186	63	62	61
Effective base	195	43	54	75	171	45	20	13	18
Weighted Base	457	103	122	198	423	34	18	10	6
Ability to set a specific date/time for delivery	43	9	10	21	40	2	1	*	*
	9%	9%	8%	11%	10%	6%	7%	3%	7%
Guarantee that the parcel would arrive intact	40	13	9	18	40	1	*	*	*
	9%	12%	8%	9%	9%	2%	1%	3%	2%
Ability to select an express service	40	6	14	19	39	1	*	*	*
	9%	5%	11%	10%	9%	3%	2%	2%	5%
The business has a contract with the provider	38	5	7	25	37	*	*	*	*
	8%	5%	6%	13%	9%	1%	*%	1%	4%
Recommended by other	22	8	3	10	21	1	1	*	*
	5%	8%	3%	5%	5%	4%	6%	2%	1%
Other	32	8	7	15	31	2	*	1	*
	7%	8%	6%	8%	7%	5%	1%	13%	1%

Columns Tested: a,b,c,d,e,f,g,h

Table 558 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	*h	i
Unweighted Base	548	22	74	8	82	60	166	18	15	185
Effective base	195	12	26	4	29	21	66	5	4	67
Weighted Base	457	16	70	5	75	65	120	7	5	168
Lower cost of postage	202	3	27	1	29	39	70	1	4	57
	44%	17%	39%	25%	38%	60%	58%	20%	71%	34%
Better ability to track the delivery	105	1	12	1	13	19	29	*	3	40
	23%	6%	18%	14%	17%	29%	24%	7%	50%	24%
More convenient for me to have the parcel collected	94	1	24	1	25	10	17	1	*	39
	20%	7%	34%	27%	33%	16%	14%	13%	6%	23%
Guarantee that the parcel would arrive on time	88	3	11	2	13	21	21	1	5	26
	19%	17%	16%	30%	17%	32%	17%	9%	90%	16%
More convenient for me to drop the parcel off	63	1	3	-	3	13	15	1	*	31
	14%	6%	4%	-%	3%	20%	12%	18%	*%	19%
Quicker delivery	60	1	6	2	8	11	24	*	-	16
	13%	6%	8%	38%	10%	17%	20%	7%	-%	10%
Parcel less likely to get lost	52	3	3	3	6	6	14	*	1	22
	11%	16%	5%	50%	8%	10%	11%	2%	22%	13%
More convenient for the recipient to take the delivery	52	4	10	1	10	12	10	*	*	15
	11%	27%	14%	16%	14%	18%	8%	3%	5%	9%
Lower cost of insurance	47	1	2	2	4	15	11	*	3	13
	10%	5%	3%	38%	6%	22%	9%	*%	63%	8%
It's a decision taken by the business	43	3	5	2	6	4	8	1	*	21
	9%	20%	6%	38%	9%	7%	6%	8%	*%	12%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 558 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	*h	i
Unweighted Base	548	22	74	8	82	60	166	18	15	185
Effective base	195	12	26	4	29	21	66	5	4	67
Weighted Base	457	16	70	5	75	65	120	7	5	168
Ability to set a specific date/time for delivery	43	3	2	3	5	10	10	*	2	14
	9%	16%	3%	53%	6%	15%	8%	4%	29%	8%
Guarantee that the parcel would arrive intact	40	1	3	1	4	6	11	*	*	18
	9%	5%	4%	18%	5%	9%	9%	4%	5%	11%
Ability to select an express service	40	2	6	-	6	13	6	1	*	13
	9%	10%	8%	-%	8%	19%	5%	11%	*%	8%
						f				
The business has a contract with the provider	38	3	6	1	7	8	8	1	*	12
	8%	19%	8%	29%	10%	12%	6%	8%	*%	7%
Recommended by other	22	1	6	-	6	*	3	-	*	12
	5%	6%	9%	-%	8%	*%	3%	-%	1%	7%
Other	32	-	8	-	8	*	6	3	-	15
	7%	-%	11%	-%	10%	*%	5%	42%	-%	9%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 558 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	548	164	166	218	503	45	-	433	115	536	12
Effective base	195	59	66	74	177	22	-	171	27	191	4
Weighted Base	457	157	120	180	388	69	-	412	44	447	10
Lower cost of postage	202 44%	70 45%	70 58%	62 34%	171 44%	31 45%	- -%	184 44%	19 42%	197 44%	5 47%
Better ability to track the delivery	105 23%	33 21%	29 24%	43 24%	86 22%	19 27%	- -%	99 24%	5 12%	103 23%	1 11%
More convenient for me to have the parcel collected	94 20%	37 23%	17 14%	40 22%	81 21%	12 18%	- -%	80 19%	14 31%	92 21%	1 12%
Guarantee that the parcel would arrive on time	88 19%	36 23%	21 17%	31 17%	68 17%	21 30%	- -%	74 18%	15 33%	87 20%	1 10%
More convenient for me to drop the parcel off	63 14%	16 10%	15 12%	33 18%	52 13%	12 17%	- -%	62 15%	2 4%	63 14%	- -%
Quicker delivery	60 13%	20 13%	24 20%	17 9%	48 12%	12 18%	- -%	56 14%	4 10%	59 13%	1 11%
Parcel less likely to get lost	52 11%	15 10%	14 11%	23 13%	43 11%	9 14%	- -%	46 11%	6 12%	51 11%	1 10%
More convenient for the recipient to take the delivery	52 11%	27 17%	10 8%	16 9%	45 12%	7 10%	- -%	48 12%	4 9%	52 12%	* *%
Lower cost of insurance	47 10%	20 13%	11 9%	16 9%	34 9%	13 19%	- -%	41 10%	6 15%	47 11%	* *%
It's a decision taken by the business	43 9%	14 9%	8 6%	21 12%	37 10%	6 9%	- -%	33 8%	10 22%	43 10%	- -%

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 558 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	548	164	166	218	503	45	-	433	115	536	12
Effective base	195	59	66	74	177	22	-	171	27	191	4
Weighted Base	457	157	120	180	388	69	-	412	44	447	10
Ability to set a specific date/time for delivery	43 9%	17 11%	10 8%	16 9%	41 10%	2 3%	- -%	39 9%	4 9%	43 10%	- -%
Guarantee that the parcel would arrive intact	40 9%	10 6%	11 9%	19 11%	35 9%	5 7%	- -%	38 9%	2 6%	40 9%	- -%
Ability to select an express service	40 9%	20 13%	6 5%	14 8%	30 8%	10 14%	- -%	39 9%	1 1%	39 9%	* 2%
The business has a contract with the provider	38 8%	18 11%	8 6%	12 7%	34 9%	4 6%	- -%	35 8%	3 7%	38 8%	- -%
Recommended by other	22 5%	7 5%	3 3%	12 7%	22 6%	* *%	- -%	22 5%	1 1%	22 5%	- -%
Other	32 7%	8 5%	6 5%	18 10%	22 6%	10 14%	- -%	32 8%	* 1%	28 6%	4 46%

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 558 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	548	219	162	163
Effective base	195	83	50	63
Weighted Base	457	186	97	170
Lower cost of postage	202 44%	70 38%	31 32%	100 59% ab
Better ability to track the delivery	105 23%	32 17%	21 22%	48 28%
More convenient for me to have the parcel collected	94 20%	38 21%	22 23%	33 20%
Guarantee that the parcel would arrive on time	88 19%	40 21%	19 19%	30 18%
More convenient for me to drop the parcel off	63 14%	34 18%	8 9%	21 13%
Quicker delivery	60 13%	26 14%	10 11%	24 14%
Parcel less likely to get lost	52 11%	23 12%	14 15%	15 9%
More convenient for the recipient to take the delivery	52 11%	14 8%	20 20% a	18 11%
Lower cost of insurance	47 10%	12 7%	15 15%	20 12%
It's a decision taken by the business	43 9%	19 11%	11 11%	13 7%

Columns Tested: a,b,c

Table 558 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	548	219	162	163
Effective base	195	83	50	63
Weighted Base	457	186	97	170
Ability to set a specific date/time for delivery	43 9%	15 8%	18 19%	10 6%
			c	
Guarantee that the parcel would arrive intact	40 9%	25 13%	11 12%	4 3%
		c		
Ability to select an express service	40 9%	7 4%	12 12%	21 12%
The business has a contract with the provider	38 8%	11 6%	16 16%	11 6%
Recommended by other	22 5%	6 3%	12 12%	5 3%
Other	32 7%	6 3%	5 5%	21 12%
				a

Columns Tested: a,b,c

Table 558 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	548	296	137	44	22	27	12	6	4	433	115	71
Effective base	195	120	47	13	8	6	3	2	2	167	28	15
Weighted Base	457	280	111	32	7	18	8	1	*	392	65	33
Lower cost of postage	202	135	39	19	5	4	1	*	*	174	29	9
	44%	48%	35%	60%	66%	22%	10%	17%	62%	44%	44%	28%
Better ability to track the delivery	105	69	22	10	3	*	*	*	*	92	13	3
	23%	25%	20%	31%	37%	1%	3%	3%	38%	23%	20%	9%
More convenient for me to have the parcel collected	94	52	27	6	*	5	4	*	*	79	15	9
	20%	18%	24%	17%	2%	28%	50%	26%	28%	20%	23%	28%
Guarantee that the parcel would arrive on time	88	47	20	7	3	5	6	*	*	67	21	14
	19%	17%	18%	22%	46%	31%	74%	11%	28%	17%	33%	43%
												ai
More convenient for me to drop the parcel off	63	49	9	4	1	*	-	*	-	58	5	1
	14%	18%	8%	14%	14%	*%	-%	6%	-%	15%	8%	3%
Quicker delivery	60	38	15	4	1	1	2	*	-	52	8	4
	13%	13%	13%	13%	12%	4%	29%	3%	-%	13%	13%	12%
Parcel less likely to get lost	52	30	16	3	3	*	-	*	-	46	6	3
	11%	11%	14%	9%	42%	*%	-%	7%	-%	12%	9%	9%
More convenient for the recipient to take the delivery	52	36	9	6	1	*	*	*	*	44	7	2
	11%	13%	8%	17%	16%	2%	4%	6%	89%	11%	11%	6%
Lower cost of insurance	47	17	20	3	2	5	-	-	-	37	10	7
	10%	6%	18%	9%	34%	26%	-%	-%	-%	10%	15%	21%
			a									
It's a decision taken by the business	43	21	20	2	*	-	*	-	-	41	2	*
	9%	7%	18%	5%	3%	-%	2%	-%	-%	11%	3%	1%
			aj									

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 558 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	548	296	137	44	22	27	12	6	4	433	115	71
Effective base	195	120	47	13	8	6	3	2	2	167	28	15
Weighted Base	457	280	111	32	7	18	8	1	*	392	65	33
Ability to set a specific date/time for delivery	43	16	16	3	3	5	*	*	*	31	11	8
	9%	6%	14%	9%	41%	30%	*%	23%	28%	8%	17%	25%
												ai
Guarantee that the parcel would arrive intact	40	24	9	3	*	2	2	*	-	33	7	4
	9%	9%	8%	9%	*%	11%	29%	1%	-%	8%	11%	13%
Ability to select an express service	40	10	13	8	1	5	3	1	-	22	17	9
	9%	3%	11%	26%	12%	28%	33%	72%	-%	6%	27%	27%
				ai							ai	ai
The business has a contract with the provider	38	20	14	1	1	*	1	*	*	34	3	2
	8%	7%	13%	4%	13%	*%	14%	8%	6%	9%	5%	7%
Recommended by other	22	11	7	4	*	*	*	-	-	18	4	*
	5%	4%	6%	13%	3%	*%	*%	-%	-%	5%	7%	1%
Other	32	13	19	*	-	-	-	-	-	32	*	-
	7%	5%	17%	1%	-%	-%	-%	-%	-%	8%	1%	-%
			aj									

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 558 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	*a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	548	87	209	252	515	502	525	548	423	348	27	254	52	56	47	52	37
Effective base	195	39	81	75	178	174	185	195	146	110	16	107	17	14	12	12	8
Weighted Base	457	91	189	177	420	404	438	457	335	259	44	257	35	30	21	27	22
Lower cost of postage	202 44%	38 42%	97 51%	67 38%	182 43%	178 44%	190 43%	202 44%	142 42%	104 40%	19 43%	117 46%	11 31%	18 58%	5 25%	10 37%	10 44%
Better ability to track the delivery	105 23%	13 14%	57 30%	35 20%	93 22%	99 24%	104 24%	105 23%	76 23%	46 18%	13 29%	63 25%	1 2%	9 31%	4 18%	8 31%	5 22%
More convenient for me to have the parcel collected	94 20%	8 9%	44 23%	42 24%	84 20%	83 21%	87 20%	94 20%	62 18%	65 25%	6 14%	43 17%	8 22%	9 31%	3 14%	7 28%	10 43%
Guarantee that the parcel would arrive on time	88 19%	16 18%	31 16%	42 24%	81 19%	81 20%	85 19%	88 19%	72 21%	59 23%	5 11%	42 16%	5 14%	8 26%	11 50bc	9 32%	6 27%
More convenient for me to drop the parcel off	63 14%	13 15%	36 19%	14 8%	58 14%	58 14%	63 14%	63 14%	38 11%	29 11%	11 24%	43 17%	* *%	3 10%	* 2%	1 3%	5 24%
Quicker delivery	60 13%	11 12%	27 14%	23 13%	52 12%	50 12%	60 14%	60 13%	42 12%	22 8%	10 23%	36 14%	4 12%	3 10%	4 17%	2 7%	* 1%
Parcel less likely to get lost	52 11%	12 13%	18 10%	22 12%	51 12%	51 13%	51 12%	52 11%	48 14%	32 12%	* *%	29 11%	4 13%	6 19%	2 11%	9 35%	* *%
More convenient for the recipient to take the delivery	52 11%	3 3%	33 17%	16 9%	50 12%	50 12%	50 11%	52 11%	45 13%	36 14%	* *%	28 11%	1 3%	3 10%	5 25%	3 11%	10 43%
Lower cost of insurance	47 10%	3 3%	14 8%	30 17%	46 11%	47 12%	47 11%	47 10%	46 14%	38 15%	1 3%	24 9%	8 24%	4 13%	1 3%	9 32%	1 4%
It's a decision taken by the business	43 9%	11 12%	11 6%	22 12%	40 9%	34 8%	40 9%	43 9%	38 11%	27 10%	6 13%	24 9%	* *%	7 22%	2 7%	* 1%	2 9%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 558 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	*a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	548	87	209	252	515	502	525	548	423	348	27	254	52	56	47	52	37
Effective base	195	39	81	75	178	174	185	195	146	110	16	107	17	14	12	12	8
Weighted Base	457	91	189	177	420	404	438	457	335	259	44	257	35	30	21	27	22
Ability to set a specific date/time for delivery	43 9%	3 3%	13 7%	27 15%	43 10%	40 10%	43 10%	43 9%	37 11%	35 13%	2 5%	16 6%	3 10%	6 19%	6 30%	5 20%	3 14%
Guarantee that the parcel would arrive intact	40 9%	8 9%	17 9%	16 9%	34 8%	36 9%	40 9%	40 9%	33 10%	28 11%	4 10%	20 8%	6 18%	7 24%	* 1%	1 5%	1 5%
Ability to select an express service	40 9%	1 1%	9 5%	30 17% ab	40 9%	40 10%	40 9%	40 9%	35 10%	33 13%	- -%	14 5%	4 12%	7 25% b	5 21% b	7 27% b	2 11%
The business has a contract with the provider	38 8%	8 9%	12 6%	18 10%	31 7%	27 7%	33 7%	38 8%	30 9%	24 9%	7 16%	11 4%	7 19% b	3 9%	1 3%	2 7%	2 11%
Recommended by other	22 5%	4 4%	7 4%	11 6%	22 5%	20 5%	22 5%	22 5%	18 5%	18 7%	2 5%	10 4%	3 10%	5 16%	2 7%	* 1%	* *%
Other	32 7%	* *%	13 7%	19 11% a	30 7%	32 8%	32 7%	32 7%	18 5%	11 4%	2 5%	22 8%	6 16%	- -%	- -%	2 8%	* *%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 558 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	*f	*g	a	b	c	d	e	*f	*g
Unweighted Base	548	282	66	41	50	31	24	21	220	111	68	32	30	22	19
Effective base	195	122	21	12	9	9	5	4	94	37	18	13	6	9	4
Weighted Base	457	301	41	22	21	11	15	9	220	95	32	18	15	11	13
Lower cost of postage	202	133	17	14	5	3	8	3	104	42	9	12	*	4	7
	44%	44%	41%	66%	22%	23%	50%	30%	47%	44%	28%	65%	3%	37%	57%
Better ability to track the delivery	105	63	12	3	5	4	5	*	54	29	2	6	1	3	5
	23%	21%	30%	15%	25%	39%	33%	2%	25%	30%	5%	32%	4%	27%	35%
More convenient for me to have the parcel collected	94	53	9	4	6	1	6	4	33	25	9	3	6	2	5
	20%	18%	23%	17%	29%	14%	38%	48%	15%	26%	28%	14%	39%	20%	40%
Guarantee that the parcel would arrive on time	88	48	9	5	2	7	6	4	33	22	10	7	7	1	1
	19%	16%	23%	23%	9%	61%	38%	51%	15%	23%	31%	38%	44%	12%	6%
More convenient for me to drop the parcel off	63	46	7	3	*	1	1	*	41	10	*	*	-	1	4
	14%	15%	16%	13%	*%	8%	8%	*%	19%	11%	1%	1%	-%	11%	34%
Quicker delivery	60	35	9	3	*	5	*	*	31	14	4	1	*	1	*
	13%	12%	21%	14%	*%	43%	1%	2%	14%	14%	13%	6%	*%	8%	1%
Parcel less likely to get lost	52	30	9	3	1	3	4	*	26	14	3	5	*	3	*
	11%	10%	23%	13%	6%	29%	29%	*%	12%	14%	9%	26%	2%	28%	*%
More convenient for the recipient to take the delivery	52	25	10	5	7	2	*	*	22	10	4	2	1	2	9
	11%	8%	25%	23%	34%	22%	*%	2%	10%	10%	13%	9%	10%	18%	72%
Lower cost of insurance	47	22	12	5	*	1	6	*	21	17	4	2	1	2	1
	10%	7%	29%	23%	1%	10%	41%	*%	9%	18%	12%	12%	5%	16%	7%
It's a decision taken by the business	43	29	*	1	7	*	1	1	22	8	*	*	1	1	1
	9%	10%	1%	6%	31%	4%	7%	12%	10%	9%	1%	*%	8%	9%	8%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 558 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	*f	*g	a	b	c	d	e	*f	*g
Unweighted Base	548	282	66	41	50	31	24	21	220	111	68	32	30	22	19
Effective base	195	122	21	12	9	9	5	4	94	37	18	13	6	9	4
Weighted Base	457	301	41	22	21	11	15	9	220	95	32	18	15	11	13
Ability to set a specific date/time for delivery	43	19	9	5	2	3	2	2	14	12	4	4	6	*	1
	9%	6%	23%	22%	8%	30%	13%	28%	6%	13%	11%	23%	36%	4%	6%
		a			a				a			a			
Guarantee that the parcel would arrive intact	40	20	3	8	1	1	*	1	16	13	5	1	1	*	1
	9%	7%	8%	39%	4%	6%	2%	12%	7%	13%	15%	6%	5%	1%	9%
			abd												
Ability to select an express service	40	25	1	3	*	3	4	2	10	14	4	5	6	*	*
	9%	8%	2%	16%	1%	29%	29%	28%	5%	14%	13%	28%	38%	3%	1%
					ab				a			a			
The business has a contract with the provider	38	20	4	4	*	1	*	2	12	9	3	1	*	1	*
	8%	7%	9%	19%	2%	11%	*%	28%	5%	10%	10%	5%	1%	8%	1%
Recommended by other	22	12	6	3	*	1	*	-	9	8	1	2	*	*	*
	5%	4%	14%	13%	2%	13%	1%	-%	4%	8%	4%	10%	1%	*%	*%
Other	32	25	5	*	-	-	-	*	24	4	1	-	-	2	-
	7%	8%	11%	2%	-%	-%	-%	*%	11%	5%	3%	-%	-%	21%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 558 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	548	230	91	77	57	32	29	32	103	138	144	81	58
Effective base	195	99	31	25	19	10	5	9	45	52	52	22	14
Weighted Base	457	233	76	59	35	17	13	23	118	128	112	47	31
Lower cost of postage	202	100	37	32	9	9	7	7	60	47	47	20	16
	44%	43%	49%	54%	26%	52%	50%	32%	51%	36%	42%	41%	50%
Better ability to track the delivery	105	46	22	18	9	7	1	1	35	16	31	10	10
	23%	20%	29%	31%	26%	39%	8%	4%	30%	13%	28%	22%	31%
									b				
More convenient for me to have the parcel collected	94	42	20	12	3	4	4	9	15	32	21	11	8
	20%	18%	27%	20%	7%	21%	31%	41%	13%	25%	18%	23%	27%
								d					
Guarantee that the parcel would arrive on time	88	28	24	19	6	4	6	3	16	18	27	9	14
	19%	12%	31%	31%	17%	25%	42%	11%	14%	14%	24%	20%	47%
			a	a									ab
More convenient for me to drop the parcel off	63	43	12	6	*	-	1	1	23	17	20	3	1
	14%	18%	16%	11%	1%	-%	9%	5%	20%	13%	18%	6%	2%
		d											
Quicker delivery	60	27	23	4	1	2	*	3	14	13	27	7	*
	13%	12%	31%	7%	4%	9%	4%	11%	12%	10%	24%	14%	-%
			acd								e		
Parcel less likely to get lost	52	28	6	12	4	1	*	*	12	14	13	4	7
	11%	12%	8%	21%	12%	5%	4%	1%	11%	11%	11%	9%	24%
More convenient for the recipient to take the delivery	52	19	6	10	9	6	1	1	7	24	12	5	3
	11%	8%	8%	17%	25%	35%	7%	5%	6%	18%	10%	11%	9%
				a	ab								
Lower cost of insurance	47	19	5	13	5	3	*	2	1	20	16	4	6
	10%	8%	7%	22%	14%	16%	2%	8%	1%	15%	15%	7%	20%
				a						a	a		a

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 558 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	548	230	91	77	57	32	29	32	103	138	144	81	58
Effective base	195	99	31	25	19	10	5	9	45	52	52	22	14
Weighted Base	457	233	76	59	35	17	13	23	118	128	112	47	31
It's a decision taken by the business	43 9%	29 12%	5 6%	7 12%	* *%	- -%	* 1%	2 9%	13 11%	5 4%	15 13%	5 11%	* 2%
Ability to set a specific date/time for delivery	43 9%	12 5%	3 4%	8 14%	7 21%	5 27%	1 8%	6 26%	4 4%	11 8%	11 10%	11 24%	5 16%
Guarantee that the parcel would arrive intact	40 9%	19 8%	8 10%	3 6%	* *%	1 7%	1 7%	8 33%	9 7%	13 10%	10 9%	7 15%	1 2%
Ability to select an express service	40 9%	6 2%	5 6%	14 23%	5 14%	8 44%	1 6%	2 10%	5 4%	6 5%	11 10%	8 17%	9 30%
The business has a contract with the provider	38 8%	17 7%	9 12%	2 3%	6 17%	3 20%	* 3%	* *%	8 7%	12 9%	12 11%	* *%	1 4%
Recommended by other	22 5%	14 6%	1 1%	3 5%	* 1%	5 29%	* *%	- -%	6 6%	10 8%	4 4%	1 2%	1 3%
Other	32 7%	17 7%	4 5%	* 1%	3 9%	1 3%	5 34%	2 10%	12 10%	11 9%	9 8%	* *%	- -%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 558 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	548	179	112	120	62	41	150	128	113	65	42
Effective base	195	71	42	41	16	8	64	41	37	20	11
Weighted Base	457	177	98	89	36	19	154	97	80	47	25
Lower cost of postage	202 44%	81 46%	39 40%	38 43%	13 37%	10 51%	78 51%	34 36%	31 39%	18 39%	15 59%
Better ability to track the delivery	105 23%	47 26%	11 11%	24 27%	4 10%	7 36%	41 27%	17 18%	19 24%	10 21%	10 38%
More convenient for me to have the parcel collected	94 20%	21 12%	28 29%	16 18%	11 30%	8 42%	29 19%	24 24%	12 15%	14 29%	5 19%
Guarantee that the parcel would arrive on time	88 19%	29 17%	15 16%	22 25%	4 10%	10 55% abd	24 16%	16 16%	18 23%	12 25%	11 43% a
More convenient for me to drop the parcel off	63 14%	22 12%	20 20%	15 17%	1 2%	1 3%	34 22%	11 12%	10 13%	2 5%	* *%
Quicker delivery	60 13%	14 8%	12 12%	22 24% a	5 13%	* 1%	17 11%	12 12%	15 19%	6 14%	* 1%
Parcel less likely to get lost	52 11%	21 12%	10 10%	12 13%	4 12%	5 25%	24 15%	8 9%	7 9%	4 9%	7 28%
More convenient for the recipient to take the delivery	52 11%	20 11%	13 14%	10 11%	5 14%	2 13%	18 11%	20 21%	5 6%	5 11%	3 11%
Lower cost of insurance	47 10%	8 5%	18 18% a	10 12%	3 10%	6 32% a	12 8%	17 18%	10 13%	2 5%	6 22%
It's a decision taken by the business	43 9%	16 9%	6 6%	12 13%	4 12%	* 3%	14 9%	3 3%	10 12%	5 11%	* 1%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 558 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	548	179	112	120	62	41	150	128	113	65	42
Effective base	195	71	42	41	16	8	64	41	37	20	11
Weighted Base	457	177	98	89	36	19	154	97	80	47	25
Ability to set a specific date/time for delivery	43	12	13	7	9	1	13	4	10	9	5
	9%	7%	14%	8%	26%	4%	8%	4%	13%	18%	19%
Guarantee that the parcel would arrive intact	40	13	7	9	4	*	16	10	3	7	*
	9%	8%	7%	11%	12%	1%	10%	10%	4%	15%	1%
Ability to select an express service	40	21	2	9	3	5	9	8	6	7	9
	9%	12%	2%	10%	7%	29%	6%	9%	8%	16%	34%
					b						abc
The business has a contract with the provider	38	12	10	9	*	1	14	7	5	*	1
	8%	7%	10%	10%	*%	6%	9%	7%	6%	*%	3%
Recommended by other	22	7	11	3	1	1	15	3	1	1	1
	5%	4%	11%	3%	4%	3%	10%	3%	1%	2%	2%
Other	32	19	5	5	*	-	12	12	8	-	-
	7%	11%	5%	6%	*%	-%	8%	12%	10%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 558 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	548	145	111	136	90	63	387	69	90	329	219	389	126
Effective base	195	60	37	49	32	18	138	22	35	115	80	140	38
Weighted Base	457	139	91	116	73	35	322	50	85	263	194	325	95
Lower cost of postage	202 44%	62 44%	42 46%	48 42%	34 46%	16 46%	146 45%	22 45%	34 41%	104 40%	98 50%	145 45%	37 39%
Better ability to track the delivery	105 23%	35 25%	17 18%	30 26%	18 24%	5 14%	76 24%	9 18%	20 23%	53 20%	52 27%	66 20%	27 28%
More convenient for me to have the parcel collected	94 20%	30 21%	15 16%	24 21%	14 19%	11 31%	70 22%	12 23%	12 14%	54 21%	39 20%	72 22%	12 13%
Guarantee that the parcel would arrive on time	88 19%	17 13%	20 22%	21 18%	21 28%	7 19%	58 18%	9 17%	22 26%	52 20%	36 19%	52 16%	29 31% a
More convenient for me to drop the parcel off	63 14%	29 21%	9 10%	20 18%	2 3%	3 10%	39 12%	3 7%	21 25% a	43 16%	21 11%	51 16%	7 7%
Quicker delivery	60 13%	16 12%	13 15%	15 13%	12 17%	1 2%	36 11%	9 19%	15 18%	40 15%	20 10%	45 14%	7 7%
Parcel less likely to get lost	52 11%	18 13%	9 10%	11 9%	14 19%	1 3%	27 8%	9 19%	15 18%	30 11%	22 11%	36 11%	15 15%
More convenient for the recipient to take the delivery	52 11%	12 8%	12 14%	14 12%	11 15%	3 8%	34 11%	14 27% ac	4 5%	27 10%	24 13%	31 10%	19 20%
Lower cost of insurance	47 10%	6 5%	8 8%	21 19% a	8 11%	4 11%	34 11%	6 13%	7 8%	29 11%	18 9%	31 10%	15 16%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 558 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	548	145	111	136	90	63	387	69	90	329	219	389	126
Effective base	195	60	37	49	32	18	138	22	35	115	80	140	38
Weighted Base	457	139	91	116	73	35	322	50	85	263	194	325	95
It's a decision taken by the business	43	13	7	11	11	1	32	3	8	26	17	34	6
	9%	9%	8%	10%	15%	3%	10%	6%	9%	10%	9%	11%	6%
Ability to set a specific date/time for delivery	43	5	4	19	9	5	31	10	1	15	27	22	20
	9%	3%	4%	17%	12%	15%	10%	20%	2%	6%	14%	7%	21%
				a				c			a		a
Guarantee that the parcel would arrive intact	40	19	6	5	7	1	13	10	18	22	18	24	9
	9%	13%	7%	4%	10%	3%	4%	20%	21%	8%	9%	7%	10%
					a			a	a				
Ability to select an express service	40	4	6	11	16	1	17	13	10	14	25	14	26
	9%	3%	6%	10%	21%	2%	5%	25%	12%	5%	13%	4%	27%
					a			a					a
The business has a contract with the provider	38	11	5	13	7	1	22	6	10	20	18	21	11
	8%	8%	6%	11%	9%	4%	7%	12%	11%	8%	9%	6%	11%
Recommended by other	22	7	9	4	1	1	6	12	5	10	13	11	12
	5%	5%	10%	4%	2%	3%	2%	23%	6%	4%	7%	3%	12%
								a					a
Other	32	8	6	10	1	7	26	-	6	25	7	30	-
	7%	6%	7%	9%	2%	19%	8%	-%	7%	10%	4%	9%	-%
					d							b	

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 558 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	548	318	184	185	363	393	122	309	193	191	357
Effective base	195	122	52	72	128	141	37	115	59	73	125
Weighted Base	457	289	115	131	326	325	95	275	129	143	313
Lower cost of postage	202	134	45	45	157	146	35	129	49	53	149
	44%	46%	39%	35%	48%	45%	37%	47%	38%	37%	47%
Better ability to track the delivery	105	65	34	19	85	66	27	64	35	19	85
	23%	22%	29%	15%	26%	20%	28%	23%	27%	13%	27%
											a
More convenient for me to have the parcel collected	94	64	19	23	71	71	12	57	26	28	65
	20%	22%	16%	17%	22%	22%	13%	21%	20%	20%	21%
Guarantee that the parcel would arrive on time	88	44	36	21	67	55	26	41	40	26	62
	19%	15%	32%	16%	21%	17%	27%	15%	31%	18%	20%
			a						a		
More convenient for me to drop the parcel off	63	50	8	10	54	52	6	54	4	20	43
	14%	17%	7%	7%	16%	16%	6%	20%	3%	14%	14%
								b			
Quicker delivery	60	38	13	13	48	46	6	35	16	14	47
	13%	13%	11%	10%	15%	14%	6%	13%	12%	9%	15%
Parcel less likely to get lost	52	31	20	16	36	37	14	30	21	17	35
	11%	11%	17%	12%	11%	11%	15%	11%	16%	12%	11%
More convenient for the recipient to take the delivery	52	27	24	8	43	33	17	25	25	15	36
	11%	9%	20%	6%	13%	10%	18%	9%	19%	11%	12%
			a								
Lower cost of insurance	47	32	16	15	32	34	12	28	19	15	32
	10%	11%	14%	11%	10%	11%	13%	10%	15%	11%	10%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 558 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	548	318	184	185	363	393	122	309	193	191	357
Effective base	195	122	52	72	128	141	37	115	59	73	125
Weighted Base	457	289	115	131	326	325	95	275	129	143	313
It's a decision taken by the business	43	31	3	15	28	30	10	26	8	15	28
	9%	11%	3%	11%	9%	9%	10%	10%	6%	10%	9%
Ability to set a specific date/time for delivery	43	20	20	9	33	22	21	16	25	13	30
	9%	7%	18%	7%	10%	7%	22%	6%	19%	9%	9%
Guarantee that the parcel would arrive intact	40	21	15	9	31	23	11	22	14	7	33
	9%	7%	13%	7%	10%	7%	12%	8%	11%	5%	11%
Ability to select an express service	40	15	25	1	39	12	27	11	29	5	35
	9%	5%	22%	1%	12%	4%	29%	4%	22%	3%	11%
The business has a contract with the provider	38	16	10	11	27	20	11	12	14	14	24
	8%	6%	9%	8%	8%	6%	12%	4%	11%	9%	8%
Recommended by other	22	8	13	5	17	11	11	8	13	5	17
	5%	3%	11%	4%	5%	3%	12%	3%	10%	4%	5%
Other	32	32	-	15	17	30	-	32	*	15	17
	7%	11%	-%	12%	5%	9%	-%	11%	*%	11%	5%
		b						b			

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 558 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	548	388	338	130	1	375	297	123	-	468	272	140	-
Effective base	195	130	128	44	1	125	106	42	-	168	100	49	-
Weighted Base	457	302	304	106	4	294	249	103	-	396	233	111	-
Lower cost of postage	202	124	128	49	-	121	116	47	-	167	115	53	-
	44%	41%	42%	47%	-%	41%	47%	46%	-%	42%	49%	47%	-%
Better ability to track the delivery	105	56	77	23	-	57	78	25	-	96	64	30	-
	23%	19%	25%	22%	-%	19%	31%	24%	-%	24%	28%	27%	-%
							a						
More convenient for me to have the parcel collected	94	59	69	25	-	61	64	24	-	90	50	28	-
	20%	20%	23%	24%	-%	21%	26%	23%	-%	23%	22%	25%	-%
Guarantee that the parcel would arrive on time	88	66	56	17	-	71	39	22	-	87	34	25	-
	19%	22%	18%	16%	-%	24%	16%	22%	-%	22%	14%	22%	-%
More convenient for me to drop the parcel off	63	37	48	8	-	36	39	9	-	60	37	11	-
	14%	12%	16%	8%	-%	12%	16%	9%	-%	15%	16%	10%	-%
Quicker delivery	60	35	51	18	-	35	37	15	-	55	38	23	-
	13%	12%	17%	17%	-%	12%	15%	14%	-%	14%	16%	21%	-%
Parcel less likely to get lost	52	37	35	15	-	32	31	9	-	46	24	14	-
	11%	12%	12%	14%	-%	11%	12%	9%	-%	12%	10%	12%	-%
More convenient for the recipient to take the delivery	52	39	37	21	-	41	37	17	-	48	37	20	-
	11%	13%	12%	19%	-%	14%	15%	16%	-%	12%	16%	18%	-%
Lower cost of insurance	47	39	25	12	-	39	28	7	-	41	24	8	-
	10%	13%	8%	11%	-%	13%	11%	7%	-%	10%	10%	7%	-%
It's a decision taken by the business	43	26	23	9	4	29	19	4	-	42	16	9	-
	9%	8%	8%	9%	100%	10%	8%	4%	-%	10%	7%	8%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 558 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	548	388	338	130	1	375	297	123	-	468	272	140	-
Effective base	195	130	128	44	1	125	106	42	-	168	100	49	-
Weighted Base	457	302	304	106	4	294	249	103	-	396	233	111	-
Ability to set a specific date/time for delivery	43 9%	38 13%	26 8%	16 15%	- -%	33 11%	24 10%	10 9%	- -%	42 11%	22 9%	13 11%	- -%
Guarantee that the parcel would arrive intact	40 9%	26 9%	24 8%	10 10%	- -%	24 8%	19 7%	7 6%	- -%	40 10%	16 7%	5 5%	- -%
Ability to select an express service	40 9%	34 11%	23 8%	16 15%	- -%	38 13%	18 7%	18 17%	- -%	36 9%	19 8%	18 16%	- -%
The business has a contract with the provider	38 8%	30 10%	21 7%	13 12%	- -%	24 8%	10 4%	10 10%	- -%	34 9%	8 4%	10 9%	- -%
Recommended by other	22 5%	16 5%	12 4%	12 11%	- -%	19 6%	12 5%	8 8%	- -%	19 5%	10 4%	8 7%	- -%
Other	32 7%	24 8%	29 9%	14 14%	- -%	21 7%	24 10%	18 18%	- -%	28 7%	23 10%	16 14%	- -%
								a					

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 558 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	548	370	347	248	328	249	34	156	155	181	67	38
Effective base	195	132	123	90	110	96	9	63	54	64	26	15
Weighted Base	457	314	300	216	265	229	23	140	145	161	58	33
Lower cost of postage	202	149	144	111	115	127	12	74	69	83	31	14
	44%	47%	48%	51%	43%	56%	51%	53%	47%	52%	53%	44%
Better ability to track the delivery	105	73	76	44	56	62	6	32	32	34	19	8
	23%	23%	25%	20%	21%	27%	24%	23%	22%	21%	32%	24%
More convenient for me to have the parcel collected	94	71	67	40	67	44	9	32	28	32	9	8
	20%	23%	22%	19%	25%	19%	40%	23%	19%	20%	15%	25%
Guarantee that the parcel would arrive on time	88	58	51	40	54	43	3	20	30	32	15	5
	19%	18%	17%	19%	20%	19%	13%	14%	21%	20%	26%	17%
More convenient for me to drop the parcel off	63	52	55	29	42	37	1	16	17	21	8	7
	14%	17%	18%	13%	16%	16%	4%	12%	12%	13%	13%	21%
Quicker delivery	60	49	39	39	38	33	1	23	23	27	9	9
	13%	16%	13%	18%	14%	15%	5%	16%	16%	17%	15%	26%
Parcel less likely to get lost	52	41	40	21	35	29	3	16	15	17	7	4
	11%	13%	13%	10%	13%	13%	11%	11%	10%	11%	12%	11%
More convenient for the recipient to take the delivery	52	38	34	24	35	33	6	15	20	22	16	8
	11%	12%	11%	11%	13%	15%	28%	11%	14%	14%	27%	24%
Lower cost of insurance	47	32	36	31	28	34	1	24	22	24	5	1
	10%	10%	12%	15%	11%	15%	5%	17%	15%	15%	8%	3%
It's a decision taken by the business	43	31	26	25	22	17	1	11	19	18	3	*
	9%	10%	9%	12%	8%	7%	4%	8%	13%	11%	5%	*%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 558 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	548	370	347	248	328	249	34	156	155	181	67	38
Effective base	195	132	123	90	110	96	9	63	54	64	26	15
Weighted Base	457	314	300	216	265	229	23	140	145	161	58	33
Ability to set a specific date/time for delivery	43 9%	22 7%	23 8%	18 8%	24 9%	19 8%	8 33% ab	15 11%	15 10%	15 9%	5 8%	4 11%
Guarantee that the parcel would arrive intact	40 9%	24 8%	22 7%	11 5%	24 9%	17 7%	4 18%	6 5%	6 4%	10 6%	4 6%	* *%
Ability to select an express service	40 9%	25 8%	25 8%	20 9%	24 9%	26 11%	7 30%	11 8%	16 11%	19 12%	13 23%	2 5%
The business has a contract with the provider	38 8%	20 6%	16 5%	16 7%	18 7%	17 8%	2 7%	6 5%	11 8%	12 7%	3 5%	3 9%
Recommended by other	22 5%	14 5%	13 4%	9 4%	13 5%	11 5%	4 19%	5 3%	9 6%	9 5%	4 8%	* *%
Other	32 7%	25 8%	32 11%	25 12%	26 10%	24 10%	* 2%	19 14%	19 13%	19 12%	15 26%	7 21%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 558 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	548	79	66	60	29	422	338	482	370	347	382	398	113	-	350	28
Effective base	195	28	22	23	12	150	117	170	131	120	126	148	37	-	122	12
Weighted Base	457	62	42	55	32	351	269	401	307	301	307	351	81	-	275	31
Lower cost of postage	202	30	12	39	14	158	136	182	146	130	139	164	34	-	111	17
	44%	49%	29%	70%	45%	45%	51%	45%	48%	43%	45%	47%	43%	-%	41%	54%
				b												
Better ability to track the delivery	105	13	10	23	1	75	57	85	73	81	71	81	28	-	59	5
	23%	22%	25%	41%	3%	21%	21%	21%	24%	27%	23%	23%	34%	-%	21%	15%
More convenient for me to have the parcel collected	94	7	15	12	4	84	66	91	67	62	73	78	28	-	63	8
	20%	11%	36%	22%	12%	24%	25%	23%	22%	21%	24%	22%	34%	-%	23%	27%
			a													
Guarantee that the parcel would arrive on time	88	18	15	8	10	67	53	77	62	62	69	56	19	-	45	7
	19%	29%	36%	14%	31%	19%	20%	19%	20%	20%	22%	16%	24%	-%	16%	24%
More convenient for me to drop the parcel off	63	7	6	19	-	56	29	58	41	49	47	53	14	-	43	7
	14%	11%	14%	34%	-%	16%	11%	14%	13%	16%	15%	15%	17%	-%	16%	22%
			a													
Quicker delivery	60	7	5	16	6	47	32	55	52	47	48	51	20	-	31	4
	13%	11%	11%	29%	18%	13%	12%	14%	17%	16%	16%	15%	24%	-%	11%	13%
Parcel less likely to get lost	52	10	8	4	3	43	30	48	37	34	36	39	9	-	30	2
	11%	16%	18%	7%	9%	12%	11%	12%	12%	11%	12%	11%	11%	-%	11%	5%
More convenient for the recipient to take the delivery	52	5	10	7	2	35	36	45	30	39	43	41	20	-	29	5
	11%	8%	23%	12%	5%	10%	13%	11%	10%	13%	14%	12%	24%	-%	10%	15%
Lower cost of insurance	47	9	8	10	1	38	33	44	36	35	38	28	3	-	20	6
	10%	15%	19%	17%	3%	11%	12%	11%	12%	12%	13%	8%	4%	-%	7%	19%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 558 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	548	79	66	60	29	422	338	482	370	347	382	398	113	-	350	28
Effective base	195	28	22	23	12	150	117	170	131	120	126	148	37	-	122	12
Weighted Base	457	62	42	55	32	351	269	401	307	301	307	351	81	-	275	31
It's a decision taken by the business	43	1	3	*	3	40	28	40	35	28	30	36	3	-	27	1
	9%	2%	7%	1%	10%	12%	10%	10%	11%	9%	10%	10%	4%	-%	10%	4%
Ability to set a specific date/time for delivery	43	4	6	3	5	30	23	37	20	35	36	24	9	-	22	*
	9%	6%	13%	6%	15%	9%	8%	9%	6%	12%	12%	7%	11%	-%	8%	*%
Guarantee that the parcel would arrive intact	40	2	8	5	6	27	23	35	20	28	34	31	8	-	22	3
	9%	3%	18%	9%	20%	8%	9%	9%	7%	9%	11%	9%	10%	-%	8%	10%
Ability to select an express service	40	5	6	1	3	22	26	33	18	37	36	23	16	-	20	*
	9%	9%	15%	2%	10%	6%	10%	8%	6%	12%	12%	6%	20%	-%	7%	1%
													b			
The business has a contract with the provider	38	2	8	1	5	23	21	31	21	29	25	19	9	-	20	*
	8%	3%	19%	1%	16%	7%	8%	8%	7%	10%	8%	6%	11%	-%	7%	*%
Recommended by other	22	*	4	1	*	14	15	21	7	17	19	15	8	-	15	-
	5%	*%	9%	1%	1%	4%	6%	5%	2%	6%	6%	4%	10%	-%	5%	-%
Other	32	6	*	5	9	31	26	31	26	23	22	31	8	-	29	3
	7%	9%	*%	8%	27%	9%	10%	8%	8%	8%	7%	9%	9%	-%	11%	10%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 558 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	548	278	158	370	17	237	207	159	294	90	179	162	191
Effective base	195	99	59	132	8	76	83	53	104	36	62	52	76
Weighted Base	457	232	138	312	26	178	210	118	248	84	150	120	171
Lower cost of postage	202 44%	115 49%	54 39%	149 48%	6 21%	72 40%	108 51%	48 40%	102 41%	46 54%	83 55%	46 38%	63 37%
Better ability to track the delivery	105 23%	60 26%	28 20%	84 27%	5 18%	46 26%	55 26%	25 21%	48 19%	27 33%	47 32%	24 20%	27 16%
More convenient for me to have the parcel collected	94 20%	46 20%	34 25%	59 19%	9 35%	31 17%	50 24%	20 17%	51 21%	22 26%	36 24%	24 20%	32 19%
Guarantee that the parcel would arrive on time	88 19%	57 24% b	14 10%	53 17%	8 32%	48 27% b	28 14%	35 29% b	36 14%	18 21%	32 21%	33 27%	23 14%
More convenient for me to drop the parcel off	63 14%	31 13%	26 19%	39 12%	9 34%	17 10%	37 17%	8 7%	42 17%	14 17%	26 17%	18 15%	19 11%
Quicker delivery	60 13%	33 14%	20 14%	44 14%	4 15%	21 12%	38 18%	15 12%	33 13%	13 16%	33 22% c	12 10%	15 9%
Parcel less likely to get lost	52 11%	23 10%	21 15%	29 9%	8 30%	23 13%	19 9%	13 11%	22 9%	17 20%	12 8%	13 11%	26 15%
More convenient for the recipient to take the delivery	52 11%	28 12%	11 8%	42 13%	5 18%	32 18%	16 8%	14 12%	24 10%	10 12%	19 13%	17 14%	11 7%
Lower cost of insurance	47 10%	33 14%	6 5%	31 10%	4 17%	31 17% b	14 7%	18 15% b	11 5%	16 19% b	26 17% b	6 5%	14 8%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 558 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	548	278	158	370	17	237	207	159	294	90	179	162	191
Effective base	195	99	59	132	8	76	83	53	104	36	62	52	76
Weighted Base	457	232	138	312	26	178	210	118	248	84	150	120	171
It's a decision taken by the business	43 9%	16 7%	19 14%	29 9%	3 10%	15 9%	17 8%	13 11%	27 11%	3 3%	11 8%	13 11%	19 11%
Ability to set a specific date/time for delivery	43 9%	18 8%	8 6%	36 11%	5 18%	25 14%	16 7%	24 20%	14 6%	4 5%	22 15%	11 9%	9 5%
Guarantee that the parcel would arrive intact	40 9%	21 9%	9 7%	28 9%	5 18%	20 11%	17 8%	7 6%	25 10%	8 10%	9 6%	16 13%	15 9%
Ability to select an express service	40 9%	23 10%	5 4%	31 10%	* 1%	29 16%	11 5%	10 8%	16 7%	9 11%	14 10%	10 9%	11 6%
The business has a contract with the provider	38 8%	17 7%	8 6%	21 7%	8 31%	23 13%	7 3%	10 9%	23 9%	5 6%	13 9%	12 10%	12 7%
Recommended by other	22 5%	8 3%	7 5%	15 5%	3 13%	13 7%	5 3%	6 5%	10 4%	2 2%	5 3%	6 5%	7 4%
Other	32 7%	15 6%	17 13%	29 9%	- -%	8 4%	22 11%	12 10%	19 8%	2 2%	20 13%	* *%	7 4%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 558 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	548	307	241
Effective base	195	96	99
Weighted Base	457	234	223
Lower cost of postage	202 44%	106 45%	96 43%
Better ability to track the delivery	105 23%	58 25%	47 21%
More convenient for me to have the parcel collected	94 20%	61 26%	33 15%
Guarantee that the parcel would arrive on time	88 19%	56 24%	32 14%
More convenient for me to drop the parcel off	63 14%	33 14%	30 14%
Quicker delivery	60 13%	33 14%	28 13%
Parcel less likely to get lost	52 11%	27 12%	25 11%
More convenient for the recipient to take the delivery	52 11%	38 16%	14 6%
Lower cost of insurance	47 10%	38 16%	10 4%
It's a decision taken by the business	43 9%	19 8%	24 11%

Columns Tested: a,b

Table 558 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	548	307	241
Effective base	195	96	99
Weighted Base	457	234	223
Ability to set a specific date/time for delivery	43 9%	24 10%	18 8%
Guarantee that the parcel would arrive intact	40 9%	20 9%	20 9%
Ability to select an express service	40 9%	26 11%	14 6%
The business has a contract with the provider	38 8%	27 12%	10 5%
Recommended by other	22 5%	17 7%	5 2%
Other	32 7%	7 3%	25 11%
			a

Columns Tested: a,b

Table 558 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	*f	*g	h	i	j	k	l
Unweighted Base	548	30	52	54	39	43	25	25	49	43	51	33	104
Effective base	195	6	21	29	14	33	13	9	21	15	5	15	36
Weighted Base	457	11	33	55	12	71	22	6	70	33	10	32	102
Lower cost of postage	202	5	9	19	9	29	10	4	34	13	2	19	49
	44%	49%	27%	35%	71% bcj	42%	45%	67%	49%	41%	16%	60% b	48%
Better ability to track the delivery	105	*	4	12	2	30	3	*	14	6	1	9	24
	23%	3%	11%	23%	17%	43% ab	12%	7%	20%	17%	6%	27%	23%
More convenient for me to have the parcel collected	94	3	4	12	1	15	1	1	21	10	2	5	20
	20%	23%	13%	22%	9%	21%	6%	15%	30%	29%	16%	15%	19%
Guarantee that the parcel would arrive on time	88	2	3	20	3	23	3	1	8	5	1	3	18
	19%	15%	10%	37% bhk	25%	32%	13%	13%	11%	14%	10%	8%	17%
More convenient for me to drop the parcel off	63	*	3	5	1	3	1	*	13	7	1	2	27
	14%	2%	9%	10%	11%	4%	5%	1%	18%	21%	5%	6%	26% e
Quicker delivery	60	*	2	6	1	19	3	1	2	2	*	5	19
	13%	3%	5%	10%	11%	27% bh	15%	20%	3%	5%	3%	17%	19%
Parcel less likely to get lost	52	1	5	7	2	11	3	*	2	4	*	1	15
	11%	11%	15%	14%	17%	16%	16%	1%	3%	11%	2%	4%	14%
More convenient for the recipient to take the delivery	52	1	4	7	2	7	*	*	15	4	1	3	8
	11%	5%	13%	12%	19%	9%	*%	5%	21%	13%	11%	11%	7%
Lower cost of insurance	47	*	*	6	1	5	*	1	6	3	*	4	20
	10%	3%	1%	12%	6%	7%	2%	9%	8%	10%	1%	13%	20%
It's a decision taken by the business	43	*	4	4	*	10	1	1	8	5	*	6	4
	9%	1%	12%	7%	2%	14%	3%	16%	11%	16%	4%	18%	4%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 558 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	*f	*g	h	i	j	k	l
Unweighted Base	548	30	52	54	39	43	25	25	49	43	51	33	104
Effective base	195	6	21	29	14	33	13	9	21	15	5	15	36
Weighted Base	457	11	33	55	12	71	22	6	70	33	10	32	102
Ability to set a specific date/time for delivery	43 9%	2 22%	2 6%	6 11%	1 11%	4 6%	* 1%	* 6%	7 10%	1 4%	1 7%	1 5%	16 15%
Guarantee that the parcel would arrive intact	40 9%	* 2%	3 8%	6 11%	* 2%	6 8%	3 12%	* *%	8 11%	* 1%	* 3%	* 1%	14 13%
Ability to select an express service	40 9%	- -%	2 7%	11 21%	* 4%	10 15%	* 2%	* 5%	8 12%	1 5%	* 3%	* 1%	4 4%
The business has a contract with the provider	38 8%	* 2%	3 10%	9 16%	* *%	8 11%	3 12%	* 1%	5 7%	2 6%	* 1%	- -%	8 8%
Recommended by other	22 5%	* 1%	7 20%	1 2%	* 2%	5 7%	* *%	- -%	- -%	* 1%	* 3%	* *%	9 9%
Other	32 7%	1 7%	2 6%	2 4%	1 5%	2 3%	2 11%	- -%	11 15%	4 14%	6 58%	* 1%	* *%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 558 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	548	136	107	117	188	243	305
Effective base	195	56	55	38	55	111	92
Weighted Base	457	99	104	109	145	203	253
Lower cost of postage	202	33	48	51	70	81	121
	44%	34%	46%	47%	48%	40%	48%
Better ability to track the delivery	105	17	35	20	33	51	53
	23%	17%	33%	18%	23%	25%	21%
			a				
More convenient for me to have the parcel collected	94	19	17	31	26	36	57
	20%	19%	16%	29%	18%	18%	23%
Guarantee that the parcel would arrive on time	88	25	29	13	21	54	34
	19%	26%	28%	12%	15%	27%	14%
					b		
More convenient for me to drop the parcel off	63	9	5	20	30	14	50
	14%	9%	5%	18%	20%	7%	20%
					b		a
Quicker delivery	60	8	23	5	25	31	29
	13%	8%	22%	4%	17%	15%	12%
			ac				
Parcel less likely to get lost	52	14	17	6	16	30	22
	11%	14%	16%	5%	11%	15%	9%
More convenient for the recipient to take the delivery	52	11	9	19	12	20	31
	11%	11%	9%	18%	8%	10%	12%
Lower cost of insurance	47	7	6	9	25	13	34
	10%	7%	6%	9%	17%	7%	13%
It's a decision taken by the business	43	8	11	14	11	18	25
	9%	8%	10%	13%	7%	9%	10%

Columns Tested: a,b,c,d - a,b

Table 558 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	548	136	107	117	188	243	305
Effective base	195	56	55	38	55	111	92
Weighted Base	457	99	104	109	145	203	253
Ability to set a specific date/time for delivery	43	10	6	8	18	16	26
	9%	11%	6%	8%	12%	8%	10%
Guarantee that the parcel would arrive intact	40	9	9	8	14	18	23
	9%	9%	8%	8%	10%	9%	9%
Ability to select an express service	40	13	11	10	5	25	15
	9%	14%	11%	9%	3%	12%	6%
		d					
The business has a contract with the provider	38	12	10	7	8	23	15
	8%	12%	10%	7%	5%	11%	6%
Recommended by other	22	8	5	*	10	13	10
	5%	8%	5%	*%	7%	6%	4%
Other	32	5	5	15	6	10	22
	7%	5%	5%	14%	4%	5%	9%

Columns Tested: a,b,c,d - a,b

Table 559

QN9. When sending letters, which service does your business tend to use?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
1st class - all the time	493 25%	71 29%	423 24%	465 24%	25 32% a	2 26%	1 27%	28 31% a
1st class - most of the time	409 20%	16 7%	393 22% a	389 20%	17 22%	2 22%	1 27%	20 22%
1st and 2nd class in equal amounts	320 16%	33 14%	287 16%	306 16%	12 16%	2 19%	1 17%	15 16%
2nd class - most of the time	468 23%	41 17%	427 24%	451 24% d	15 20%	2 21%	1 13%	17 19%
2nd class - all the time	187 9%	6 3%	181 10% a	181 9%	6 7%	1 11%	* 7%	7 8%
We never send letters	107 5%	71 30% b	36 2%	106 6% be	1 1%	* 1%	* 8% be	1 2%
Don't Know (DO NOT READ OUT)	15 1%	3 1%	12 1%	13 1%	1 2%	- -%	* 1%	1 2%
NET: Any 1st Class	1222 61%	120 50%	1103 63% a	1159 61%	53 70% a	6 67%	4 71%	63 70% a
NET: Any 2nd Class	976 49%	80 33%	896 51% a	937 49% d	32 43%	5 51%	2 37%	39 43%

Columns Tested: a,b - a,b,c,d,e

Table 559 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
1st class - all the time	493 25%	232 22%	198 28%	35 27%	17 31%	9 32%	1 27%	465 24%	25 32%	4 26%
					a	a			ag	
1st class - most of the time	409 20%	211 20%	146 21%	32 24%	13 23%	6 20%	1 27%	389 20%	17 22%	3 23%
1st and 2nd class in equal amounts	320 16%	167 16%	109 15%	29 22%	9 17%	4 15%	1 17%	306 16%	12 16%	3 18%
2nd class - most of the time	468 23%	266 25%	164 23%	21 16%	11 20%	5 18%	1 13%	451 24%	15 20%	3 18%
		f	f					f		
2nd class - all the time	187 9%	111 10%	63 9%	7 5%	4 7%	3 10%	* 7%	181 9%	6 7%	1 9%
We never send letters	107 5%	76 7%	24 3%	7 5%	1 1%	* 1%	* 8%	106 6%	1 1%	1 4%
		bdeh					deh	h		
Don't Know (DO NOT READ OUT)	15 1%	2 *%	9 1%	2 2%	* *%	1 4%	* 1%	13 1%	1 2%	* *%
						ag				
NET: Any 1st Class	1222 61%	610 57%	453 64%	96 73%	40 72%	20 66%	4 71%	1159 61%	53 70%	10 68%
				ag	ag		a		ag	
NET: Any 2nd Class	976 49%	544 51%	336 47%	57 43%	24 44%	13 43%	2 37%	937 49%	32 43%	6 46%
		f						f		

Columns Tested: a,b,c,d,e,f,g,h,i

Table 559 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
1st class - all the time	493 25%	376 24%	89 25%	25 32% a	2 26%	1 27%	280 23%	75 26%	21 29%	13 33%	12 22%
1st class - most of the time	409 20%	309 20%	80 23%	17 22%	2 22%	1 27%	253 21%	68 24%	18 26%	7 18%	19 34%
1st and 2nd class in equal amounts	320 16%	229 15%	76 22% a	12 16%	2 19%	1 17%	209 17%	37 13%	12 16%	6 16%	9 15%
2nd class - most of the time	468 23%	387 25% be	64 18%	15 20%	2 21%	1 13%	316 26%	64 22%	15 21%	7 17%	12 21%
2nd class - all the time	187 9%	155 10%	25 7%	6 7%	1 11%	* 7%	131 11%	28 10%	4 6%	6 16%	3 5%
We never send letters	107 5%	92 6% c	14 4%	1 1%	* 1%	* 8% c	27 2%	15 5%	1 2%	* *% -	2 3%
Don't Know (DO NOT READ OUT)	15 1%	10 1%	4 1%	1 2%	- -%	* 1%	7 1%	- -%	1 1%	- -%	- -%
NET: Any 1st Class	1222 61%	914 59%	245 70% a	53 70% a	6 67%	4 71% a	743 61%	180 63%	51 71%	27 67%	40 71%
NET: Any 2nd Class	976 49%	772 50% e	165 47%	32 43%	5 51%	2 37%	656 54%	130 45%	31 43%	19 49%	23 41%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 559 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
1st class - all the time	493	39	35	87	28	51	73	52	42	25
	25%	21%	27%	26%	35%	28%	23%	22%	26%	18%
1st class - most of the time	409	50	25	66	14	30	79	50	23	36
	20%	26%	19%	20%	18%	16%	25%	21%	15%	26%
1st and 2nd class in equal amounts	320	22	24	66	11	30	47	40	23	22
	16%	12%	18%	20%	14%	16%	15%	17%	14%	16%
2nd class - most of the time	468	50	34	68	12	54	74	56	43	29
	23%	26%	26%	21%	16%	30%	24%	24%	27%	21%
2nd class - all the time	187	19	8	28	12	16	21	26	21	21
	9%	10%	6%	8%	15%	9%	7%	11%	13%	15%
We never send letters	107	8	3	15	2	1	19	10	3	6
	5%	4%	2%	5%	2%	*%	6%	4%	2%	4%
							e			
Don't Know (DO NOT READ OUT)	15	2	1	-	-	*	2	1	5	-
	1%	1%	1%	-%	-%	*%	1%	*%	3%	-%
NET: Any 1st Class	1222	111	84	219	53	111	199	142	89	83
	61%	59%	65%	66%	66%	61%	63%	60%	55%	60%
NET: Any 2nd Class	976	91	65	161	35	100	143	122	88	72
	49%	48%	50%	49%	45%	55%	45%	52%	54%	52%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 559 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
1st class - all the time	493 25%	104 26%	116 24%	211 24%	432 25%	62 26%	29 24%	20 26%	12 30%
1st class - most of the time	409 20%	79 20%	98 21%	195 22%	373 21%	36 15%	17 14%	14 17%	5 13%
1st and 2nd class in equal amounts	320 16%	63 16%	69 14%	153 17%	285 16%	35 15%	17 15%	13 16%	5 12%
2nd class - most of the time	468 23%	96 24%	126 26%	198 23%	420 24%	48 20%	22 19%	16 20%	10 24%
2nd class - all the time	187 9%	49 12%	48 10%	74 8%	172 10%	16 7%	3 3%	10 12%	3 8%
We never send letters	107 5%	9 2%	13 3%	45 5%	67 4%	41 17%	29 25%	6 8%	5 12%
		ef	f	f	f			f	
Don't Know (DO NOT READ OUT)	15 1%	* *%	8 2%	3 *%	12 1%	3 1%	1 1%	1 1%	* 1%
NET: Any 1st Class	1222 61%	247 62%	284 59%	559 64%	1089 62%	133 55%	63 53%	47 59%	22 55%
NET: Any 2nd Class	976 49%	207 52%	244 51%	426 48%	877 50%	99 41%	43 36%	38 48%	18 44%
		ef	ef	f	ef				

Columns Tested:: a,b,c,d,e,f,g,h

Table 559 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
1st class - all the time	493 25%	12 13%	44 37% afi	4 19%	48 34%	98 37% afi	96 23%	15 25%	16 25%	209 22%
1st class - most of the time	409 20%	16 17%	14 12%	7 29%	21 15%	64 24%	66 16%	11 18%	24 39%	207 22%
1st and 2nd class in equal amounts	320 16%	18 20%	26 22% e	3 14%	30 21%	27 10%	66 16%	16 26% e	6 9%	158 17%
2nd class - most of the time	468 23%	18 20%	23 20%	4 19%	28 20%	42 16%	106 25%	7 12%	15 24%	250 26% e
2nd class - all the time	187 9%	22 25% bdeghi	3 3%	1 4%	4 3%	17 6%	55 13% bd	1 2%	1 2%	86 9%
We never send letters	107 5%	5 5%	6 5%	4 15%	10 7%	17 6%	31 7% i	10 16% hi	* *% *	34 4%
Don't Know (DO NOT READ OUT)	15 1%	1 1%	* *%	- -%	* *%	4 1%	* *%	* 1%	* *%	10 1%
NET: Any 1st Class	1222 61%	45 50%	84 71% af	15 62%	98 70% af	189 70% af	228 54%	42 69%	46 74% af	574 60%
NET: Any 2nd Class	976 49%	58 64% eh	53 45%	9 37%	62 44%	86 32%	227 54% e	24 40%	22 35%	495 52% e

Columns Tested: a,b,c,d,e,f,g,h,i

Table 559 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
1st class - all the time	493	158	96	240	415	78	-	434	59	476	17
	25%	32%	23%	22%	25%	23%	-%	24%	35%	25%	24%
		bc							a		
1st class - most of the time	409	101	66	242	352	57	-	375	34	404	4
	20%	20%	16%	22%	21%	17%	-%	20%	20%	21%	6%
				b						b	
1st and 2nd class in equal amounts	320	74	66	180	270	50	-	297	23	311	9
	16%	15%	16%	17%	16%	15%	-%	16%	13%	16%	13%
2nd class - most of the time	468	88	106	274	386	82	-	442	26	444	24
	23%	18%	25%	25%	23%	25%	-%	24%	16%	23%	32%
				a							
2nd class - all the time	187	44	55	89	142	46	-	171	17	181	7
	9%	9%	13%	8%	9%	14%	-%	9%	10%	9%	9%
We never send letters	107	31	31	45	93	14	-	102	6	99	9
	5%	6%	7%	4%	6%	4%	-%	6%	3%	5%	12%
Don't Know (DO NOT READ OUT)	15	5	*	10	9	6	-	10	5	11	4
	1%	1%	*%	1%	1%	2%	-%	1%	3%	1%	5%
									a		a
NET: Any 1st Class	1222	332	228	662	1038	185	-	1107	115	1191	31
	61%	66%	54%	61%	62%	56%	-%	60%	68%	62%	42%
		b								b	
NET: Any 2nd Class	976	206	227	543	798	178	-	910	66	936	40
	49%	41%	54%	50%	48%	54%	-%	50%	39%	49%	54%
			a	a							

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 559 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
1st class - all the time	493	309	78	100
	25%	25%	24%	25%
1st class - most of the time	409	259	74	75
	20%	21%	23%	18%
1st and 2nd class in equal amounts	320	214	64	42
	16%	17%	20%	10%
		c	c	
2nd class - most of the time	468	285	70	109
	23%	23%	22%	27%
2nd class - all the time	187	125	21	39
	9%	10%	7%	10%
We never send letters	107	52	12	40
	5%	4%	4%	10%
				ab
Don't Know (DO NOT READ OUT)	15	9	1	1
	1%	1%	*%	*%
NET: Any 1st Class	1222	783	216	217
	61%	62%	67%	53%
		c	c	
NET: Any 2nd Class	976	624	155	190
	49%	50%	48%	47%

Columns Tested:: a,b,c

Table 559 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
1st class - all the time	493	421	42	16	5	9	*	*	*	463	30	14
	25%	25%	20%	30%	41%	32%	3%	8%	8%	25%	27%	25%
1st class - most of the time	409	326	52	13	1	7	5	1	5	377	31	19
	20%	19%	25%	24%	10%	26%	43%	69%	89%	20%	29%	33%
1st and 2nd class in equal amounts	320	264	37	5	3	4	6	*	*	302	19	14
	16%	16%	18%	10%	29%	16%	45%	4%	*%	16%	17%	24%
2nd class - most of the time	468	409	42	12	2	2	*	*	*	451	17	5
	23%	24%	20%	24%	20%	7%	1%	18%	3%	24%	16%	8%
2nd class - all the time	187	159	18	4	*	4	1	-	-	178	10	5
	9%	9%	9%	9%	*%	16%	7%	-%	-%	9%	9%	9%
We never send letters	107	90	16	-	-	1	-	-	-	107	1	1
	5%	5%	8%	-%	-%	3%	-%	-%	-%	6%	1%	1%
Don't Know (DO NOT READ OUT)	15	13	*	1	-	-	*	-	-	13	1	*
	1%	1%	*%	3%	-%	-%	*%	-%	-%	1%	1%	*%
NET: Any 1st Class	1222	1011	131	33	9	20	12	1	5	1142	80	47
	61%	60%	63%	65%	80%	74%	91%	82%	97%	60%	73%	81%
												ai
NET: Any 2nd Class	976	832	98	22	6	11	7	*	*	930	45	24
	49%	49%	47%	43%	49%	39%	54%	23%	3%	49%	42%	41%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 559 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
1st class - all the time	493 25%	261 25%	160 26%	72 23%	430 25%	352 25%	450 25%	383 27%	255 28%	200 32%	103 25%	265 24%	20 29%	22 25%	17 36%	18 36%	6 17%
1st class - most of the time	409 20%	203 19%	123 20%	83 26%	380 22%	329 23%	394 22%	290 21%	229 25%	144 23%	71 17%	247 23%	19 27%	24 27%	18 39%	10 20%	5 13%
1st and 2nd class in equal amounts	320 16%	153 14%	111 18%	56 18%	299 17%	253 18%	302 17%	230 17%	159 18%	111 18%	50 12%	200 18%	14 19%	15 17%	3 6%	6 13%	14 38%
2nd class - most of the time	468 23%	246 23%	163 26%	59 19%	432 25%	328 23%	450 25%	302 22%	157 17%	110 18%	117 28%	272 25%	15 22%	23 25%	3 5%	8 17%	12 32%
2nd class - all the time	187 9%	111 11%	48 8%	28 9%	156 9%	126 9%	175 10%	122 9%	78 9%	47 8%	65 16%	95 9%	1 2%	5 5%	6 13%	2 4%	* *%
We never send letters	107 5%	74 7%	16 3%	17 5%	11 1%	13 1%	13 1%	56 4%	12 1%	10 2%	2 *%	7 1%	- -%	- -%	* *%	4 9%	* *%
Don't Know (DO NOT READ OUT)	15 1%	8 1%	5 1%	2 1%	13 1%	10 1%	13 1%	12 1%	10 1%	2 *%	3 1%	9 1%	* 1%	1 1%	- -%	* *%	- -%
NET: Any 1st Class	1222 61%	618 58%	393 63%	211 66%	1109 64%	934 66%	1146 64%	903 65%	643 71%	456 73%	224 54%	711 65%	53 76%	62 69%	38 81%	34 69%	25 67%
NET: Any 2nd Class	976 49%	510 48%	322 52%	144 45%	887 52%	707 50%	927 52%	654 47%	395 44%	268 43%	232 56%	567 52%	30 43%	43 48%	12 25%	17 34%	26 70%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 559 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
1st class - all the time	493	335	43	16	18	7	10	2	265	39	14	11	14	3	6
	25%	23%	39%	21%	39%	31%	35%	11%	25%	21%	23%	25%	36%	21%	30%
		a													
1st class - most of the time	409	316	12	29	6	10	6	1	229	49	17	13	16	3	2
	20%	22%	11%	39%	12%	44%	23%	7%	22%	27%	28%	30%	42%	21%	9%
			abd			bd									
1st and 2nd class in equal amounts	320	240	23	18	4	3	4	7	194	32	10	7	1	3	6
	16%	17%	21%	25%	10%	13%	13%	44%	18%	17%	17%	16%	2%	22%	29%
								d							
2nd class - most of the time	468	368	29	8	16	2	3	6	249	41	15	9	3	4	6
	23%	26%	27%	11%	34%	10%	12%	37%	24%	23%	26%	21%	8%	23%	32%
2nd class - all the time	187	149	2	2	3	*	*	*	100	13	3	3	4	2	-
	9%	10%	2%	3%	5%	2%	1%	1%	9%	7%	5%	8%	11%	13%	-%
We never send letters	107	7	-	-	-	*	4	*	6	7	-	-	-	-	-
	5%	1%	0%	0%	0%	1%	16%	1%	1%	4%	0%	0%	0%	0%	0%
							abc			a					
Don't Know (DO NOT READ OUT)	15	12	*	1	-	*	-	-	8	1	1	-	*	-	-
	1%	1%	1%	1%	0%	1%	0%	0%	1%	1%	1%	0%	1%	0%	0%
NET: Any 1st Class	1222	892	77	63	28	20	19	9	688	120	41	30	32	10	14
	61%	62%	71%	85%	61%	88%	71%	62%	65%	66%	68%	71%	81%	64%	68%
			a												
NET: Any 2nd Class	976	757	54	29	23	6	7	12	543	87	28	20	8	9	12
	49%	53%	50%	39%	49%	25%	26%	82%	52%	47%	48%	45%	21%	58%	61%
		e						ef	e					e	

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 559 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
1st class - all the time	493 25%	269 27%	47 30%	21 20%	8 18%	10 30%	7 26%	20 51%	206 23%	121 33%	84 25%	26 23%	13 17%
								acd		a			
1st class - most of the time	409 20%	193 20%	42 27%	27 25%	9 20%	4 11%	5 18%	11 28%	194 22%	85 23%	56 16%	36 31%	24 32%
												c	
1st and 2nd class in equal amounts	320 16%	170 17%	15 10%	13 12%	10 21%	9 28%	9 32%	4 11%	142 16%	62 17%	65 19%	20 18%	11 15%
						b	b						
2nd class - most of the time	468 23%	219 22%	28 18%	27 26%	14 31%	7 22%	2 6%	4 10%	247 28%	71 19%	103 30%	21 19%	8 11%
									b		be		
2nd class - all the time	187 9%	94 10%	16 10%	11 10%	* 1%	1 4%	* *%	* *%	93 10%	27 7%	30 9%	9 8%	14 19%
												b	b
We never send letters	107 5%	32 3%	6 4%	6 6%	5 10%	2 5%	5 18%	* *%	4 *%	2 *%	2 1%	- -%	4 6%
								a					abc
Don't Know (DO NOT READ OUT)	15 1%	10 1%	1 1%	1 *%	- -%	- -%	* *%	- -%	8 1%	1 *%	3 1%	1 1%	- -%
NET: Any 1st Class	1222 61%	632 64%	103 67%	61 57%	27 59%	23 69%	22 76%	35 90%	542 61%	268 73%	205 60%	82 72%	47 64%
								acd		ac			
NET: Any 2nd Class	976 49%	483 49%	58 38%	51 48%	24 52%	18 54%	11 38%	8 21%	482 54%	161 44%	198 58%	50 44%	34 45%
		g			g				b		b		

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 559 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
1st class - all the time	493 25%	241 24%	88 27%	74 27%	21 25%	6 14%	193 25%	90 36%	37 17%	22 24%	9 16%
1st class - most of the time	409 20%	216 22%	81 25%	47 17%	24 29%	12 25%	186 24%	53 21%	42 19%	25 27%	21 38%
1st and 2nd class in equal amounts	320 16%	162 16%	59 18%	54 20%	13 15%	11 23%	142 18%	42 17%	44 20%	21 23%	1 2%
2nd class - most of the time	468 23%	268 27%	65 20%	77 28%	17 21%	5 10%	192 24%	45 18%	68 31%	15 16%	7 12%
2nd class - all the time	187 9%	94 9%	28 9%	17 6%	7 9%	8 18%	62 8%	19 7%	23 11%	8 9%	13 23%
We never send letters	107 5%	7 1%	- -%	* *%	- -%	4 9%	4 1%	2 1%	2 1%	- -%	4 8%
Don't Know (DO NOT READ OUT)	15 1%	8 1%	1 *%	3 1%	1 2%	- -%	6 1%	2 1%	* *%	- -%	- -%
NET: Any 1st Class	1222 61%	618 62%	228 71%	175 64%	58 69%	29 62%	521 66%	184 73%	123 56%	68 75%	32 57%
NET: Any 2nd Class	976 49%	523 53%	152 47%	148 54%	37 44%	24 52%	396 50%	106 42%	136 63%	44 48%	21 38%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 559 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
1st class - all the time	493 25%	221 30%	61 30%	55 22%	30 23%	6 12%	189 24%	35 30%	154 32%	422 25%	71 25%	406 26%	24 18%
1st class - most of the time	409 20%	142 19%	43 21%	50 20%	28 21%	22 41%	152 19%	26 23%	111 23%	360 21%	48 17%	350 22%	30 23%
1st and 2nd class in equal amounts	320 16%	114 16%	28 14%	56 22%	17 13%	11 21%	128 16%	30 26%	72 15%	264 15%	56 20%	259 16%	40 30%
2nd class - most of the time	468 23%	163 22%	45 22%	51 20%	31 23%	12 22%	190 24%	15 13%	94 20%	415 24%	53 18%	409 26%	23 18%
2nd class - all the time	187 9%	59 8%	19 10%	33 13%	8 6%	2 3%	83 11%	6 5%	31 6%	161 9%	27 9%	149 9%	7 6%
We never send letters	107 5%	29 4%	5 2%	7 3%	16 12%	* *%	39 5%	1 1%	16 3%	77 5%	30 10%	6 *%	5 4%
Don't Know (DO NOT READ OUT)	15 1%	8 1%	* *%	1 *%	1 1%	- -%	4 *%	4 3%	4 1%	13 1%	2 1%	12 1%	1 1%
NET: Any 1st Class	1222 61%	478 65%	132 66%	162 64%	74 57%	39 74%	470 60%	92 79%	338 70%	1047 61%	175 61%	1015 64%	95 72%
NET: Any 2nd Class	976 49%	336 46%	92 46%	140 55%	56 43%	25 47%	402 51%	50 43%	197 41%	840 49%	135 47%	816 51%	71 54%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 559 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
1st class - all the time	493 25%	307 25%	45 26%	234 26%	148 30%	408 26%	22 18%	308 25%	45 24%	241 26%	141 30%
1st class - most of the time	409 20%	293 24%	36 20%	200 22%	90 18%	353 22%	26 21%	285 23%	43 23%	204 22%	86 18%
1st and 2nd class in equal amounts	320 16%	211 17%	42 24%	140 15%	90 18%	259 16%	40 32%	207 17%	46 24%	143 16%	87 18%
2nd class - most of the time	468 23%	290 24%	38 21%	206 23%	96 20%	410 26%	22 18%	290 24%	37 20%	204 22%	98 20%
2nd class - all the time	187 9%	115 9%	10 6%	86 9%	36 7%	149 9%	7 6%	114 9%	12 6%	85 9%	37 8%
We never send letters	107 5%	8 1%	5 3%	30 3%	26 5%	6 *	5 4%	8 1%	5 3%	29 3%	27 6%
Don't Know (DO NOT READ OUT)	15 1%	10 1%	- -%	9 1%	2 *%	12 1%	1 1%	10 1%	- -%	10 1%	2 *%
NET: Any 1st Class	1222 61%	810 66%	124 70%	575 63%	328 67%	1020 64%	89 71%	800 65%	134 71%	588 64%	314 66%
NET: Any 2nd Class	976 49%	617 50%	90 51%	432 48%	222 45%	818 51%	70 56%	612 50%	95 50%	432 47%	222 46%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 559 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
1st class - all the time	493	261	299	50	-	253	178	30	1	307	142	42	-
	25%	31%	22%	20%	-%	32%	19%	15%	12%	31%	19%	19%	-%
		bc				bc				bc			
1st class - most of the time	409	218	292	63	-	205	221	54	-	203	165	65	-
	20%	26%	21%	25%	-%	26%	23%	28%	-%	21%	22%	29%	-%
1st and 2nd class in equal amounts	320	153	236	51	4	135	186	46	2	177	140	46	-
	16%	18%	17%	20%	74%	17%	20%	23%	48%	18%	18%	20%	-%
2nd class - most of the time	468	163	382	75	-	146	253	51	2	183	212	45	-
	23%	19%	28%	29%	-%	19%	27%	26%	40%	19%	28%	20%	-%
		a	a	a		a				a			
2nd class - all the time	187	37	144	14	-	33	107	13	-	55	81	12	2
	9%	4%	11%	6%	-%	4%	11%	6%	-%	6%	11%	5%	100%
		a	a	a		a				a			
We never send letters	107	9	2	2	-	10	4	2	-	44	23	14	-
	5%	1%	*%	1%	-%	1%	*%	1%	-%	4%	3%	6%	-%
Don't Know (DO NOT READ OUT)	15	6	2	-	1	4	2	-	-	7	1	-	-
	1%	1%	*%	-%	26%	*%	*%	-%	-%	1%	*%	-%	-%
NET: Any 1st Class	1222	632	827	164	4	593	585	131	3	686	447	152	-
	61%	75%	61%	64%	74%	76%	62%	66%	60%	70%	59%	68%	-%
		bc				b				b			
NET: Any 2nd Class	976	353	761	140	4	314	546	110	4	414	433	103	2
	49%	42%	56%	55%	74%	40%	57%	56%	88%	42%	57%	46%	100%
		a	a	a		a		a		a			

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 559 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
1st class - all the time	493 25%	401 26%	288 25%	240 26%	407 34%	57 5%	17 50%	138 22%	146 29%	128 29%	21 16%	17 19%
1st class - most of the time	409 20%	337 22%	275 23%	180 20%	348 29%	196 19%	6 17%	137 22%	105 21%	79 18%	33 25%	20 23%
1st and 2nd class in equal amounts	320 16%	252 16%	215 18%	164 18%	233 19%	224 22%	8 24%	117 18%	88 18%	91 20%	30 22%	19 22%
2nd class - most of the time	468 23%	398 26%	281 24%	214 23%	198 16%	391 38%	3 9%	154 24%	109 22%	109 24%	31 23%	20 23%
2nd class - all the time	187 9%	148 10%	101 9%	74 8%	11 1%	163 16%	- -	68 11%	35 7%	23 5%	13 10%	9 10%
We never send letters	107 5%	8 *	10 1%	34 4%	9 1%	9 1%	- -	18 3%	14 3%	16 4%	6 4%	2 3%
Don't Know (DO NOT READ OUT)	15 1%	7 *	6 1%	5 1%	6 *	1 *	- -	1 *	- -	2 *	- -	- -
NET: Any 1st Class	1222 61%	990 64%	778 66%	584 64%	988 81%	477 46%	31 91%	391 62%	339 68%	298 66%	84 63%	56 64%
NET: Any 2nd Class	976 49%	797 51%	597 51%	453 50%	443 37%	779 75%	11 33%	339 54%	231 47%	223 50%	74 55%	48 55%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 559 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
1st class - all the time	493	37	36	22	16	431	240	455	289	242	227	409	38	-	358	50
	25%	19%	31%	24%	34%	26%	23%	26%	26%	24%	28%	25%	19%	-%	25%	36%
1st class - most of the time	409	40	28	23	11	338	214	363	203	188	203	318	55	-	318	11
	20%	20%	24%	24%	23%	20%	21%	21%	18%	19%	25%	20%	27%	-%	22%	8%
															b	
1st and 2nd class in equal amounts	320	23	28	15	11	268	191	284	198	190	168	259	43	-	197	17
	16%	12%	24%	16%	24%	16%	19%	16%	18%	19%	20%	16%	21%	-%	14%	12%
2nd class - most of the time	468	79	13	20	7	370	233	390	260	218	169	380	44	-	338	33
	23%	40%	11%	21%	15%	22%	23%	22%	23%	22%	21%	24%	22%	-%	24%	24%
		bcd														
2nd class - all the time	187	16	7	11	2	150	70	155	75	71	35	150	17	-	135	23
	9%	8%	7%	11%	4%	9%	7%	9%	7%	7%	4%	9%	9%	-%	10%	16%
		a														
We never send letters	107	*	1	3	-	86	77	89	78	81	19	81	3	-	69	4
	5%	*%	1%	3%	-%	5%	7%	5%	7%	8%	2%	5%	1%	-%	5%	3%
										c		a				
Don't Know (DO NOT READ OUT)	15	2	1	-	-	10	7	11	6	3	2	7	1	-	2	*
	1%	1%	1%	-%	-%	1%	1%	1%	*%	*%	*%	*%	1%	-%	*%	*%
NET: Any 1st Class	1222	101	92	60	38	1037	644	1102	690	620	598	986	136	-	874	78
	61%	51%	80%	64%	81%	63%	62%	63%	62%	62%	73%	61%	67%	-%	62%	56%
			a		a						b					
NET: Any 2nd Class	976	118	48	45	20	788	495	829	533	480	372	789	104	-	670	73
	49%	60%	42%	49%	43%	48%	48%	47%	48%	48%	45%	49%	52%	-%	47%	53%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 559 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
1st class - all the time	493 25%	198 26%	269 24%	175 29%	8 20%	67 23%	136 30%	72 27%	348 26%	68 18%	62 21%	99 26%	320 25%
1st class - most of the time	409 20%	153 20%	233 21%	124 20%	7 17%	62 21%	78 17%	52 20%	262 20%	94 25%	47 16%	99 26%	255 20%
1st and 2nd class in equal amounts	320 16%	125 17%	163 15%	96 16%	12 29%	69 23%	60 13%	54 20%	224 17%	40 11%	55 18%	78 20%	178 14%
2nd class - most of the time	468 23%	187 25%	260 24%	134 22%	9 23%	61 21%	104 23%	52 20%	309 23%	105 28%	69 23%	85 22%	308 24%
2nd class - all the time	187 9%	69 9%	108 10%	43 7%	5 12%	26 9%	36 8%	18 7%	126 9%	44 12%	37 13%	16 4%	131 10%
We never send letters	107 5%	23 3%	61 6%	33 5%	* *%	8 3%	32 7%	15 6%	66 5%	22 6%	25 8%	5 1%	68 5%
Don't Know (DO NOT READ OUT)	15 1%	3 *%	10 1%	1 *%	- -%	2 1%	1 *%	1 *%	8 1%	* *%	2 1%	- -%	8 1%
NET: Any 1st Class	1222 61%	476 63%	665 60%	396 65%	27 65%	199 67%	273 61%	177 68%	835 62%	202 54%	165 55%	276 72%	753 59%
NET: Any 2nd Class	976 49%	382 50%	531 48%	274 45%	26 63%	156 53%	200 45%	123 47%	660 49%	188 50%	162 54%	179 47%	616 49%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 559 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
1st class - all the time	493	237	257
	25%	27%	23%
1st class - most of the time	409	166	243
	20%	19%	22%
1st and 2nd class in equal amounts	320	148	172
	16%	17%	16%
2nd class - most of the time	468	203	266
	23%	23%	24%
2nd class - all the time	187	62	126
	9%	7%	11%
		a	
We never send letters	107	74	34
	5%	8%	3%
		b	
Don't Know (DO NOT READ OUT)	15	5	10
	1%	1%	1%
NET: Any 1st Class	1222	551	672
	61%	62%	61%
NET: Any 2nd Class	976	412	564
	49%	46%	51%

Columns Tested: a,b

Table 559 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
1st class - all the time	493	26	45	57	16	67	35	7	67	41	12	44	75
	25%	48%	22%	23%	24%	22%	28%	21%	22%	27%	14%	35%	26%
		bcdefghijl											
1st class - most of the time	409	9	42	43	12	74	19	13	72	24	22	24	55
	20%	17%	21%	18%	18%	24%	16%	37%	23%	16%	25%	19%	19%
1st and 2nd class in equal amounts	320	5	42	37	12	37	19	2	54	27	22	11	51
	16%	10%	21%	15%	18%	12%	15%	6%	17%	18%	25%	9%	18%
2nd class - most of the time	468	5	44	60	11	73	33	8	69	40	24	26	74
	23%	10%	22%	25%	16%	23%	27%	24%	22%	26%	27%	21%	26%
				a			a			a			a
2nd class - all the time	187	1	25	19	6	48	4	2	42	3	5	11	22
	9%	3%	12%	8%	9%	15%	3%	7%	13%	2%	5%	9%	8%
			fi			afi			fi				
We never send letters	107	6	3	24	7	6	13	2	6	18	3	11	6
	5%	11%	1%	10%	11%	2%	11%	6%	2%	12%	4%	9%	2%
		behl		behl	behl		behl			behl		b	
Don't Know (DO NOT READ OUT)	15	1	3	3	2	5	-	-	*	*	1	-	*
	1%	1%	1%	1%	4%	2%	-%	-%	*%	*%	1%	-%	*%
NET: Any 1st Class	1222	40	130	137	40	178	73	22	193	93	56	79	182
	61%	75%	64%	56%	60%	57%	59%	64%	62%	60%	63%	62%	64%
		ce											
NET: Any 2nd Class	976	12	111	116	29	158	56	13	166	70	50	48	148
	49%	22%	55%	48%	43%	51%	45%	37%	53%	46%	57%	38%	52%
			a	a	a	a	a		a	a	a		a

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 559 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
1st class - all the time	493	128	118	116	132	246	247
	25%	26%	24%	23%	26%	25%	25%
1st class - most of the time	409	94	105	108	101	200	209
	20%	19%	21%	22%	20%	20%	21%
1st and 2nd class in equal amounts	320	85	68	84	84	152	168
	16%	17%	14%	17%	17%	15%	17%
2nd class - most of the time	468	110	117	118	124	226	242
	23%	22%	23%	24%	25%	23%	24%
2nd class - all the time	187	45	58	47	38	103	85
	9%	9%	12%	9%	8%	10%	8%
We never send letters	107	33	27	27	21	60	48
	5%	7%	5%	5%	4%	6%	5%
Don't Know (DO NOT READ OUT)	15	6	8	1	1	13	1
	1%	1%	2%	*%	*%	1%	*%
						b	
NET: Any 1st Class	1222	307	291	308	317	598	624
	61%	61%	58%	62%	63%	60%	62%
NET: Any 2nd Class	976	239	242	249	246	481	494
	49%	48%	48%	50%	49%	48%	49%

Columns Tested:: a,b,c,d - a,b

Table 561

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2084	435	1649	1424	355	93	212	660
Effective base	779	104	687	714	149	42	102	196
Weighted Base	1893	170	1723	1804	75	9	5	89
Cost of postage	954	51	903	917	31	4	2	37
	50%	30%	52%	51%	42%	46%	44%	42%
			a	be				
Speed of delivery	755	90	665	714	35	4	2	41
	40%	53%	39%	40%	46%	50%	44%	46%
		b						
Value for money	469	16	454	444	19	5	1	25
	25%	9%	26%	25%	25%	58%	30%	29%
		a	a			abde		
They are the stamps I have to hand	421	20	401	405	14	1	*	16
	22%	12%	23%	22%	19%	16%	10%	18%
		a	a	d				
Value of the item to be sent	209	39	170	197	10	2	1	12
	11%	23%	10%	11%	13%	17%	18%	14%
		b					a	
Security (i.e. that items sent will reach their destination intact)	134	17	117	127	6	1	*	7
	7%	10%	7%	7%	8%	12%	7%	8%
I don't want others to think that the business doesn't want to use a 1st class stamp	102	3	99	97	5	*	*	5
	5%	2%	6%	5%	6%	3%	7%	6%
Other (please specify)	20	1	19	19	*	*	-	1
	1%	*%	1%	1%	1%	1%	-%	1%
No particular reason (DO NOT READ OUT)	91	4	87	86	5	*	*	5
	5%	2%	5%	5%	6%	1%	3%	6%
I Don't Know (DO NOT READ OUT)	14	3	10	11	3	-	*	3
	1%	2%	1%	1%	4%	-%	1%	3%
					a			a

Columns Tested: a,b - a,b,c,d,e

Table 561 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2084	599	616	209	218	230	212	1424	355	305
Effective base	779	356	293	84	100	88	102	714	149	87
Weighted Base	1893	989	689	126	55	29	5	1804	75	13
Cost of postage	954	511	355	51	20	15	2	917	31	6
	50%	52%	51%	40%	36%	53%	44%	51%	42%	45%
		dh	dh			d		dh		
Speed of delivery	755	402	269	43	25	14	2	714	35	6
	40%	41%	39%	34%	46%	48%	44%	40%	46%	48%
Value for money	469	248	171	25	13	11	1	444	19	7
	25%	25%	25%	20%	23%	39%	30%	25%	25%	49%
						abcdgh				abcdfgh
They are the stamps I have to hand	421	215	160	30	12	4	*	405	14	2
	22%	22%	23%	24%	21%	13%	10%	22%	19%	14%
		f	ef	f	f			ef		
Value of the item to be sent	209	129	55	13	7	5	1	197	10	2
	11%	13%	8%	10%	12%	17%	18%	11%	13%	17%
		b				b	bg			b
Security (i.e. that items sent will reach their destination intact)	134	89	29	8	5	2	*	127	6	1
	7%	9%	4%	7%	10%	6%	7%	7%	8%	10%
		b			b					b
I don't want others to think that the business doesn't want to use a 1st class stamp	102	57	32	8	4	1	*	97	5	1
	5%	6%	5%	6%	8%	2%	7%	5%	6%	4%
Other (please specify)	20	9	10	1	*	*	-	19	*	*
	1%	1%	1%	1%	1%	%	-%	1%	1%	1%
No particular reason (DO NOT READ OUT)	91	34	43	9	4	1	*	86	5	*
	5%	3%	6%	7%	7%	3%	3%	5%	6%	2%
I Don't Know (DO NOT READ OUT)	14	*	7	3	2	1	*	11	3	*
	1%	%	1%	3%	3%	4%	1%	1%	4%	%
				a	ag	abg			abg	

Columns Tested: a,b,c,d,e,f,g,h,i

Table 561 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2084	862	562	355	93	212	770	345	127	87	232
Effective base	779	523	254	149	42	102	432	147	41	25	38
Weighted Base	1893	1466	338	75	9	5	1197	272	71	40	55
Cost of postage	954	766	151	31	4	2	626	147	38	21	23
	50%	52%	45%	42%	46%	44%	52%	54%	54%	54%	43%
		bc									
Speed of delivery	755	598	116	35	4	2	453	105	33	23	22
	40%	41%	34%	46%	50%	44%	38%	39%	46%	57%	41%
				b							
Value for money	469	371	73	19	5	1	324	51	29	15	17
	25%	25%	22%	25%	58%	30%	27%	19%	40%	38%	31%
				abce			b		b	b	
They are the stamps I have to hand	421	338	67	14	1	*	286	61	11	9	16
	22%	23%	20%	19%	16%	10%	24%	23%	15%	23%	28%
		e	e								
Value of the item to be sent	209	156	40	10	2	1	129	26	10	3	5
	11%	11%	12%	13%	17%	18%	11%	10%	14%	7%	10%
					a						
Security (i.e. that items sent will reach their destination intact)	134	107	20	6	1	*	91	22	5	4	3
	7%	7%	6%	8%	12%	7%	8%	8%	6%	9%	5%
I don't want others to think that the business doesn't want to use a 1st class stamp	102	76	21	5	*	*	63	14	9	3	5
	5%	5%	6%	6%	3%	7%	5%	5%	13%	8%	9%
Other (please specify)	20	16	3	*	*	-	16	2	1	-	-
	1%	1%	1%	1%	1%	-%	1%	1%	1%	-%	-%
No particular reason (DO NOT READ OUT)	91	60	25	5	*	*	66	7	2	1	1
	5%	4%	7%	6%	1%	3%	6%	3%	3%	1%	2%
I Don't Know (DO NOT READ OUT)	14	5	5	3	-	*	3	1	2	*	*
	1%	*%	2%	4%	-%	1%	*%	*%	3%	*%	1%
				a					a		

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 561 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2084	140	102	209	71	141	164	132	119	116
Effective base	779	78	56	116	34	72	101	76	63	57
Weighted Base	1893	181	127	314	77	181	297	225	159	133
Cost of postage	954	108	64	136	32	94	152	135	71	80
	50%	59%	50%	43%	42%	52%	51%	60%	45%	60%
		c						c		c
Speed of delivery	755	60	60	142	37	75	108	85	27	68
	40%	33%	48%	45%	48%	41%	37%	38%	17%	51%
		h	h	h	h	h	h	h		ah
Value for money	469	43	44	83	17	44	80	49	29	36
	25%	24%	34%	26%	22%	24%	27%	22%	18%	27%
			h							
They are the stamps I have to hand	421	31	33	83	11	42	75	55	28	22
	22%	17%	26%	26%	14%	23%	25%	24%	17%	16%
Value of the item to be sent	209	23	19	44	10	7	27	17	15	19
	11%	13%	15%	14%	14%	4%	9%	7%	10%	14%
			e	e						e
Security (i.e. that items sent will reach their destination intact)	134	11	15	23	5	10	15	12	18	12
	7%	6%	12%	7%	6%	5%	5%	5%	11%	9%
I don't want others to think that the business doesn't want to use a 1st class stamp	102	14	12	15	*	11	15	7	5	16
	5%	8%	10%	5%	*%	6%	5%	3%	3%	12%
										d
Other (please specify)	20	*	-	5	2	*	6	3	*	-
	1%	*%	-%	1%	3%	*%	2%	1%	*%	-%
No particular reason (DO NOT READ OUT)	91	16	1	15	6	6	16	6	13	4
	5%	9%	1%	5%	8%	3%	6%	3%	8%	3%
		b								
I Don't Know (DO NOT READ OUT)	14	-	1	1	-	2	*	2	3	1
	1%	-%	1%	*%	-%	1%	*%	1%	2%	1%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 561 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2084	328	361	505	1194	890	305	308	277
Effective base	779	163	197	292	646	250	101	82	106
Weighted Base	1893	391	467	835	1693	199	91	74	35
Cost of postage	954	206	243	423	872	82	34	29	19
	50%	53%	52%	51%	51%	41%	38%	39%	55%
		ef	ef	ef	efg				efg
Speed of delivery	755	179	148	335	662	94	46	30	18
	40%	46%	32%	40%	39%	47%	51%	41%	51%
		b				bd	bd		bd
Value for money	469	96	116	212	424	45	23	16	7
	25%	25%	25%	25%	25%	23%	25%	22%	19%
They are the stamps I have to hand	421	75	92	213	380	41	24	13	4
	22%	19%	20%	25%	22%	21%	26%	18%	12%
				h	h	h	h		
Value of the item to be sent	209	37	57	88	182	27	11	13	3
	11%	9%	12%	11%	11%	13%	12%	17%	9%
Security (i.e. that items sent will reach their destination intact)	134	27	43	50	121	14	7	4	3
	7%	7%	9%	6%	7%	7%	7%	6%	7%
I don't want others to think that the business doesn't want to use a 1st class stamp	102	27	31	36	94	8	2	4	2
	5%	7%	7%	4%	6%	4%	2%	6%	5%
Other (please specify)	20	3	1	14	17	3	1	2	*
	1%	1%	*%	2%	1%	1%	1%	3%	1%
No particular reason (DO NOT READ OUT)	91	17	30	38	84	6	2	4	1
	5%	4%	6%	5%	5%	3%	2%	5%	2%
I Don't Know (DO NOT READ OUT)	14	3	5	3	11	3	1	1	1
	1%	1%	1%	*%	1%	1%	1%	1%	2%

Columns Tested:: a,b,c,d,e,f,g,h

Table 561 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2084	95	165	20	185	219	492	84	100	906
Effective base	779	37	48	8	56	92	191	25	30	356
Weighted Base	1893	86	111	20	131	252	389	51	62	920
Cost of postage	954	53	53	9	61	93	216	21	27	482
	50%	61%	48%	42%	47%	37%	55%	41%	44%	52%
		e					e			e
Speed of delivery	755	31	55	5	61	101	133	23	30	376
	40%	36%	50%	26%	46%	40%	34%	45%	49%	41%
			f							
Value for money	469	27	26	9	34	40	102	6	23	236
	25%	32%	23%	44%	26%	16%	26%	11%	37%	26%
		e					e		eg	e
They are the stamps I have to hand	421	12	16	9	25	78	67	13	20	206
	22%	14%	14%	44%	19%	31%	17%	25%	33%	22%
						bf			bf	
Value of the item to be sent	209	8	13	1	14	22	57	4	5	99
	11%	9%	12%	3%	10%	9%	15%	7%	8%	11%
Security (i.e. that items sent will reach their destination intact)	134	11	5	*	6	9	28	1	5	74
	7%	13%	5%	1%	4%	4%	7%	3%	8%	8%
		e								
I don't want others to think that the business doesn't want to use a 1st class stamp	102	5	12	4	16	8	21	1	8	43
	5%	6%	11%	19%	12%	3%	5%	2%	14%	5%
					ei				ei	
Other (please specify)	20	*	-	-	-	-	9	-	-	10
	1%	*%	-%	-%	-%	-%	2%	-%	-%	1%
No particular reason (DO NOT READ OUT)	91	-	3	-	3	12	29	5	2	39
	5%	-%	3%	-%	3%	5%	8%	9%	2%	4%
I Don't Know (DO NOT READ OUT)	14	-	*	-	*	7	3	*	*	4
	1%	-%	*%	-%	*%	3%	1%	*%	*%	*%
						i				

Columns Tested: a,b,c,d,e,f,g,h,i

Table 561 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2084	499	492	1093	1827	257	-	1723	361	2017	67
Effective base	779	184	191	411	669	114	-	696	90	752	27
Weighted Base	1893	469	389	1035	1574	318	-	1729	163	1828	65
Cost of postage	954	208	216	531	804	150	-	891	63	913	41
	50%	44%	55%	51%	51%	47%	-%	52%	39%	50%	64%
Speed of delivery	755	193	133	429	649	106	-	695	60	729	27
	40%	41%	34%	41%	41%	33%	-%	40%	37%	40%	41%
Value for money	469	101	102	265	391	78	-	429	41	452	18
	25%	22%	26%	26%	25%	24%	-%	25%	25%	25%	27%
They are the stamps I have to hand	421	115	67	239	329	92	-	382	39	405	16
	22%	25%	17%	23%	21%	29%	-%	22%	24%	22%	24%
Value of the item to be sent	209	44	57	108	176	33	-	199	9	199	10
	11%	9%	15%	10%	11%	10%	-%	12%	6%	11%	15%
Security (i.e. that items sent will reach their destination intact)	134	26	28	80	110	24	-	128	6	131	3
	7%	5%	7%	8%	7%	8%	-%	7%	4%	7%	5%
I don't want others to think that the business doesn't want to use a 1st class stamp	102	29	21	52	96	6	-	94	8	102	-
	5%	6%	5%	5%	6%	2%	-%	5%	5%	6%	-%
Other (please specify)	20	*	9	10	18	2	-	20	*	20	-
	1%	*%	2%	1%	1%	1%	-%	1%	*%	1%	-%
No particular reason (DO NOT READ OUT)	91	16	29	45	73	17	-	80	11	90	1
	5%	3%	8%	4%	5%	5%	-%	5%	6%	5%	1%
I Don't Know (DO NOT READ OUT)	14	7	3	4	9	5	-	7	6	10	4
	1%	1%	1%	*%	1%	2%	-%	*%	4%	1%	5%
			a					a		a	

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 561 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2084	1209	451	409
Effective base	779	480	140	155
Weighted Base	1893	1201	308	367
Cost of postage	954	573	155	222
	50%	48%	50%	60%
				a
Speed of delivery	755	451	137	164
	40%	38%	44%	45%
Value for money	469	264	95	106
	25%	22%	31%	29%
			a	
They are the stamps I have to hand	421	319	45	52
	22%	27%	15%	14%
		bc		
Value of the item to be sent	209	105	49	55
	11%	9%	16%	15%
			a	a
Security (i.e. that items sent will reach their destination intact)	134	81	20	32
	7%	7%	7%	9%
I don't want others to think that the business doesn't want to use a 1st class stamp	102	58	27	18
	5%	5%	9%	5%
Other (please specify)	20	10	9	*
	1%	1%	3%	*%
			c	
No particular reason (DO NOT READ OUT)	91	67	10	13
	5%	6%	3%	4%
I Don't Know (DO NOT READ OUT)	14	7	2	1
	1%	1%	1%	*%

Columns Tested: a,b,c

Table 561 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2084	1565	317	90	34	38	21	10	9	1882	202	112
Effective base	779	641	96	23	9	10	4	2	1	734	46	22
Weighted Base	1893	1592	192	52	11	27	13	1	5	1784	108	57
Cost of postage	954	800	99	25	8	8	8	*	5	900	54	29
	50%	50%	52%	49%	73%	31%	61%	9%	91%	50%	50%	51%
Speed of delivery	755	629	88	19	5	11	2	*	*	718	38	18
	40%	40%	46%	38%	43%	40%	17%	11%	8%	40%	35%	32%
Value for money	469	371	60	17	5	12	4	1	*	431	39	22
	25%	23%	31%	32%	41%	46%	34%	84%	3%	24%	36%	39%
They are the stamps I have to hand	421	376	30	7	5	3	*	*	*	406	15	9
	22%	24%	16%	13%	44% bj	13%	2%	1%	%	23%	14%	15%
Value of the item to be sent	209	170	26	10	1	2	*	*	*	196	12	3
	11%	11%	14%	18%	8%	7%	1%	4%	%	11%	12%	5%
Security (i.e. that items sent will reach their destination intact)	134	104	21	3	2	2	2	*	-	125	9	6
	7%	7%	11%	6%	17%	7%	17%	5%	-%	7%	8%	10%
I don't want others to think that the business doesn't want to use a 1st class stamp	102	78	9	6	3	1	6	*	*	87	15	10
	5%	5%	5%	11%	26% abi	3%	46%	3%	1%	5%	14% ai	17% ai
Other (please specify)	20	19	-	*	-	-	-	-	-	19	*	-
	1%	1%	-%	1%	-%	-%	-%	-%	-%	1%	%	-%
No particular reason (DO NOT READ OUT)	91	64	23	3	-	-	-	-	-	87	3	-
	5%	4%	12% ai	6%	-%	-%	-%	-%	-%	5%	3%	-%
I Don't Know (DO NOT READ OUT)	14	11	1	1	-	1	*	-	-	12	2	1
	1%	1%	%	3%	-%	3%	%	-%	-%	1%	2%	1%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 561 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2084	811	754	519	1910	1590	1971	1473	935	783	372	1080	119	139	92	110	59
Effective base	779	378	266	140	699	581	732	556	355	255	165	439	32	39	21	24	15
Weighted Base	1893	983	610	300	1710	1398	1784	1338	888	615	410	1087	70	90	46	44	37
Cost of postage	954	477	324	154	858	700	903	649	420	289	222	547	33	47	20	17	17
	50%	49%	53%	51%	50%	50%	51%	49%	47%	47%	54%	50%	47%	52%	44%	39%	45%
Speed of delivery	755	367	262	126	673	573	698	552	337	247	138	444	23	33	22	21	17
	40%	37%	43%	42%	39%	41%	39%	41%	38%	40%	34%	41%	32%	37%	48%	47%	46%
Value for money	469	219	152	98	442	382	456	328	247	183	82	270	20	36	22	14	12
	25%	22%	25%	33%	26%	27%	26%	24%	28%	30%	20%	25%	28%	40%	48%	32%	33%
				a										ab	ab		
They are the stamps I have to hand	421	273	103	45	389	310	398	290	199	157	91	265	11	3	8	8	12
	22%	28%	17%	15%	23%	22%	22%	22%	22%	26%	22%	24%	16%	3%	17%	19%	31%
		bc									d	d					d
Value of the item to be sent	209	80	89	39	185	173	198	166	103	63	31	128	9	12	8	5	5
	11%	8%	15%	13%	11%	12%	11%	12%	12%	10%	7%	12%	13%	13%	18%	12%	14%
			a														
Security (i.e. that items sent will reach their destination intact)	134	57	47	30	118	111	128	115	81	57	23	81	12	1	4	7	*
	7%	6%	8%	10%	7%	8%	7%	9%	9%	9%	5%	7%	17%	1%	10%	15%	***
													ad			d	
I don't want others to think that the business doesn't want to use a 1st class stamp	102	41	37	24	94	86	97	81	58	53	13	62	6	5	1	5	4
	5%	4%	6%	8%	5%	6%	5%	6%	6%	9%	3%	6%	9%	5%	3%	12%	10%
Other (please specify)	20	9	11	*	17	16	18	13	11	7	2	11	*	5	-	*	-
	1%	1%	2%	***	1%	1%	1%	1%	1%	1%	1%	1%	***	5%	-%	1%	-%
														b			
No particular reason (DO NOT READ OUT)	91	37	27	27	83	68	88	62	48	14	20	53	8	7	*	*	*
	5%	4%	4%	9%	5%	5%	5%	5%	5%	2%	5%	5%	12%	7%	***	***	***
				a													
I Don't Know (DO NOT READ OUT)	14	7	4	3	11	8	12	10	7	1	5	6	*	1	-	1	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	***	1%	1%	1%	1%	-%	1%	-%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 561 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	2084	1363	173	118	105	58	64	29	1035	229	124	75	58	41	28
Effective base	779	569	48	33	20	13	13	6	429	68	33	27	12	15	7
Weighted Base	1893	1420	109	74	47	22	23	15	1044	176	60	43	39	16	20
Cost of postage	954	735	48	34	19	8	8	6	529	88	27	22	14	10	10
	50%	52%	44%	46%	40%	38%	33%	37%	51%	50%	46%	52%	35%	61%	49%
Speed of delivery	755	545	48	37	15	12	11	5	446	48	22	18	21	6	11
	40%	38%	44%	50%	32%	53%	48%	32%	43%	27%	38%	43%	53%	41%	56%
Value for money	469	338	34	40	7	9	9	6	241	80	15	15	19	7	5
	25%	24%	32%	53%	14%	38%	40%	36%	23%	45%	26%	35%	49%	46%	23%
			ad							a		a		a	
They are the stamps I have to hand	421	354	12	7	8	4	5	*	256	27	6	4	5	1	11
	22%	25%	11%	9%	18%	17%	22%	*%	25%	15%	9%	9%	13%	9%	56%
		bc							c						
Value of the item to be sent	209	152	13	3	7	3	2	4	126	20	6	11	7	1	1
	11%	11%	12%	4%	15%	14%	9%	26%	12%	11%	11%	25%	19%	9%	4%
Security (i.e. that items sent will reach their destination intact)	134	95	12	1	2	7	2	*	81	16	6	5	2	*	*
	7%	7%	11%	1%	4%	33%	7%	*%	8%	9%	11%	12%	4%	2%	1%
					acd										
I don't want others to think that the business doesn't want to use a 1st class stamp	102	75	4	7	*	4	*	4	64	8	7	3	1	3	*
	5%	5%	4%	9%	1%	17%	*%	24%	6%	5%	12%	6%	3%	17%	*%
Other (please specify)	20	13	*	-	5	-	*	-	16	*	-	-	-	-	-
	1%	1%	*%	-%	10%	-%	2%	-%	1%	*%	-%	-%	-%	-%	-%
				a											
No particular reason (DO NOT READ OUT)	91	68	8	1	5	-	*	*	47	16	5	*	*	*	-
	5%	5%	8%	2%	12%	-%	*%	*%	4%	9%	8%	*%	*%	*%	-%
I Don't Know (DO NOT READ OUT)	14	10	*	1	-	*	*	-	5	2	1	1	*	-	-
	1%	1%	*%	1%	-%	1%	1%	-%	*%	1%	1%	1%	*%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 561 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2084	932	174	133	83	55	47	49	767	408	442	244	105
Effective base	779	395	58	41	24	17	9	15	341	156	154	55	29
Weighted Base	1893	955	148	99	42	32	24	39	890	367	341	114	70
Cost of postage	954 50%	472 49%	71 48%	42 42%	19 44%	18 56%	16 67%	11 29%	477 54%	150 41%	187 55%	54 48%	33 48%
Speed of delivery	755 40%	407 43%	50 34%	40 40%	15 37%	13 42%	9 40%	17 45%	311 35%	156 43%	143 42%	54 47%	33 47%
Value for money	469 25%	188 20%	44 30%	41 42%	16 39%	9 29%	8 33%	21 54%	192 22%	108 29%	84 25%	47 41%	24 34%
They are the stamps I have to hand	421 22%	229 24%	22 15%	17 17%	8 20%	5 15%	6 26%	3 8%	232 26%	107 29%	42 12%	6 5%	11 16%
Value of the item to be sent	209 11%	114 12%	28 19%	7 7%	8 18%	5 16%	2 9%	3 6%	82 9%	31 8%	49 14%	27 23%	9 13%
Security (i.e. that items sent will reach their destination intact)	134 7%	86 9%	12 8%	4 4%	6 14%	3 8%	1 4%	4 10%	53 6%	27 7%	25 7%	11 9%	11 16%
I don't want others to think that the business doesn't want to use a 1st class stamp	102 5%	47 5%	13 9%	4 4%	3 8%	4 14%	4 16%	5 14%	46 5%	14 4%	19 6%	12 10%	5 7%
Other (please specify)	20 1%	11 1%	- -%	- -%	* *%	2 6%	- -%	- -%	9 1%	1 *%	7 2%	- -%	- -%
No particular reason (DO NOT READ OUT)	91 5%	40 4%	11 8%	7 7%	2 5%	1 4%	* *%	- -%	37 4%	27 7%	14 4%	10 9%	* *%
I Don't Know (DO NOT READ OUT)	14 1%	7 1%	1 1%	1 1%	- -%	- -%	* *%	* 1%	4 *%	1 *%	5 2%	2 2%	- -%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 561 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2084	865	377	385	202	75	684	313	333	172	73
Effective base	779	377	141	126	39	19	305	107	104	44	20
Weighted Base	1893	987	322	272	84	42	781	250	215	92	52
Cost of postage	954	503	148	147	40	18	401	98	129	45	26
	50%	51%	46%	54%	47%	44%	51%	39%	60%	49%	49%
Speed of delivery	755	356	141	116	39	19	309	104	87	42	27
	40%	36%	44%	43%	46%	46%	40%	42%	40%	46%	53%
Value for money	469	229	97	65	37	12	179	78	66	40	17
	25%	23%	30%	24%	44%	29%	23%	31%	31%	43%	33%
They are the stamps I have to hand	421	260	83	37	3	6	204	71	23	5	6
	22%	26%	26%	13%	4%	15%	26%	28%	11%	5%	12%
		cd	cd				cd	cd			
Value of the item to be sent	209	107	28	34	11	3	76	28	33	25	9
	11%	11%	9%	12%	13%	8%	10%	11%	15%	27%	16%
										ab	
Security (i.e. that items sent will reach their destination intact)	134	56	29	15	6	11	58	17	19	8	7
	7%	6%	9%	5%	7%	26%	7%	7%	9%	9%	14%
						abcd					
I don't want others to think that the business doesn't want to use a 1st class stamp	102	53	13	17	6	5	48	15	11	10	1
	5%	5%	4%	6%	7%	12%	6%	6%	5%	11%	2%
Other (please specify)	20	9	1	7	-	-	13	*	3	-	-
	1%	1%	*%	3%	-%	-%	2%	*%	1%	-%	-%
No particular reason (DO NOT READ OUT)	91	41	21	11	9	*	39	16	6	6	*
	5%	4%	6%	4%	11%	1%	5%	6%	3%	7%	*%
I Don't Know (DO NOT READ OUT)	14	4	-	5	2	-	4	1	2	*	-
	1%	*%	-%	2%	2%	-%	*%	*%	1%	*%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 561 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2084	647	241	295	171	93	826	149	485	1758	326	1729	181
Effective base	779	281	81	107	53	25	318	48	186	665	115	644	55
Weighted Base	1893	708	196	246	115	53	747	115	467	1636	256	1584	127
Cost of postage	954 50%	327 46%	104 53%	126 51%	59 52%	26 49%	400 54%	47 41%	198 42%	819 50%	135 53%	791 50%	67 53%
Speed of delivery	755 40%	304 43%	55 28%	109 44%	49 43%	25 48%	304 41%	27 23%	218 47%	642 39%	114 44%	629 40%	44 35%
Value for money	469 25%	135 19%	51 26%	67 27%	55 48%	14 27%	207 28%	33 28%	83 18%	407 25%	62 24%	401 25%	41 32%
They are the stamps I have to hand	421 22%	172 24%	47 24%	46 19%	6 5%	7 14%	119 16%	30 26%	139 30%	375 23%	46 18%	367 23%	21 17%
Value of the item to be sent	209 11%	74 10%	20 10%	36 15%	25 22%	6 11%	108 14%	6 5%	53 11%	181 11%	27 11%	171 11%	13 11%
Security (i.e. that items sent will reach their destination intact)	134 7%	57 8%	13 7%	30 12%	8 7%	5 9%	58 8%	5 4%	53 11%	106 7%	28 11%	97 6%	21 16%
I don't want others to think that the business doesn't want to use a 1st class stamp	102 5%	36 5%	15 8%	15 6%	5 4%	7 13%	42 6%	13 11%	26 5%	84 5%	18 7%	79 5%	15 12%
Other (please specify)	20 1%	8 1%	3 1%	2 1%	* *%	- -%	7 1%	- -%	5 1%	20 1%	- -%	17 1%	- -%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 561 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2084	647	241	295	171	93	826	149	485	1758	326	1729	181
Effective base	779	281	81	107	53	25	318	48	186	665	115	644	55
Weighted Base	1893	708	196	246	115	53	747	115	467	1636	256	1584	127
No particular reason (DO NOT READ OUT)	91	29	17	7	7	1	39	7	15	82	9	81	2
	5%	4%	9%	3%	6%	2%	5%	6%	3%	5%	3%	5%	2%
I Don't Know (DO NOT READ OUT)	14	5	1	1	2	-	3	4	3	11	3	10	1
	1%	1%	*%	1%	2%	-%	*%	3%	1%	1%	1%	1%	1%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 561 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2084	1337	253	923	550	1735	175	1325	265	929	544
Effective base	779	508	73	372	184	646	54	499	82	375	181
Weighted Base	1893	1226	172	876	462	1591	120	1214	183	887	451
Cost of postage	954	613	87	425	225	797	61	602	98	434	215
	50%	50%	51%	48%	49%	50%	51%	50%	53%	49%	48%
Speed of delivery	755	512	61	357	194	632	41	508	66	358	194
	40%	42%	36%	41%	42%	40%	34%	42%	36%	40%	43%
Value for money	469	310	72	224	104	406	35	313	69	221	107
	25%	25%	42%	26%	22%	26%	30%	26%	38%	25%	24%
They are the stamps I have to hand	421	272	38	198	92	368	21	270	40	202	87
	22%	22%	22%	23%	20%	23%	18%	22%	22%	23%	19%
Value of the item to be sent	209	154	19	118	48	171	14	151	22	119	48
	11%	13%	11%	14%	10%	11%	12%	12%	12%	13%	11%
Security (i.e. that items sent will reach their destination intact)	134	92	18	79	37	98	20	86	25	76	39
	7%	8%	11%	9%	8%	6%	17%	7%	13%	9%	9%
I don't want others to think that the business doesn't want to use a 1st class stamp	102	69	17	43	38	82	12	67	18	46	35
	5%	6%	10%	5%	8%	5%	10%	6%	10%	5%	8%
Other (please specify)	20	16	-	8	5	17	-	16	-	8	5
	1%	1%	-%	1%	1%	1%	-%	1%	-%	1%	1%
No particular reason (DO NOT READ OUT)	91	61	7	34	28	77	6	57	11	34	28
	5%	5%	4%	4%	6%	5%	5%	5%	6%	4%	6%

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 561 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2084	1337	253	923	550	1735	175	1325	265	929	544
Effective base	779	508	73	372	184	646	54	499	82	375	181
Weighted Base	1893	1226	172	876	462	1591	120	1214	183	887	451
I Don't Know (DO NOT READ OUT)	14	8	-	7	3	10	1	8	-	7	3
	1%	1%	-%	1%	1%	1%	1%	1%	-%	1%	1%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 561 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2084	968	1491	283	2	895	1109	223	4	1037	831	256	1
Effective base	779	338	563	99	2	316	411	81	3	389	321	94	1
Weighted Base	1893	837	1355	253	5	776	947	195	5	931	741	210	2
Cost of postage	954	389	710	160	4	367	510	123	2	444	404	128	2
	50%	46%	52%	63%	74%	47%	54%	63%	48%	48%	55%	61%	100%
Speed of delivery	755	349	568	132	4	336	432	90	4	402	328	110	-
	40%	42%	42%	52%	74%	43%	46%	46%	88%	43%	44%	52%	-%
Value for money	469	226	345	87	-	221	244	70	2	228	180	63	2
	25%	27%	25%	34%	-%	28%	26%	36%	40%	24%	24%	30%	100%
They are the stamps I have to hand	421	217	315	53	-	177	203	42	-	207	155	42	-
	22%	26%	23%	21%	-%	23%	21%	22%	-%	22%	21%	20%	-%
Value of the item to be sent	209	107	158	45	-	116	128	52	-	138	96	41	-
	11%	13%	12%	18%	-%	15%	14%	27%	-%	15%	13%	20%	-%
Security (i.e. that items sent will reach their destination intact)	134	90	83	32	-	82	66	32	1	93	60	34	-
	7%	11%	6%	13%	-%	11%	7%	17%	12%	10%	8%	16%	-%
		b		b				b				b	
I don't want others to think that the business doesn't want to use a 1st class stamp	102	71	61	21	-	67	55	21	-	71	45	22	-
	5%	8%	4%	8%	-%	9%	6%	11%	-%	8%	6%	11%	-%
		b											
Other (please specify)	20	2	17	5	-	5	11	5	-	8	6	3	-
	1%	*%	1%	2%	-%	1%	1%	3%	-%	1%	1%	2%	-%
No particular reason (DO NOT READ OUT)	91	37	70	13	-	35	52	5	-	42	42	5	-
	5%	4%	5%	5%	-%	5%	6%	3%	-%	5%	6%	2%	-%
I Don't Know (DO NOT READ OUT)	14	1	5	-	1	3	1	-	-	6	1	-	-
	1%	*%	*%	-%	26%	*%	*%	-%	-%	1%	*%	-%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 561 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2084	1670	1300	932	1343	1061	55	590	472	446	121	74
Effective base	779	623	480	368	491	417	14	260	192	178	56	37
Weighted Base	1893	1542	1166	877	1203	1033	34	615	482	433	127	85
Cost of postage	954	786	590	447	498	701	20	328	247	238	76	51
	50%	51%	51%	51%	41%	68%	58%	53%	51%	55%	59%	60%
Speed of delivery	755	626	503	393	557	351	18	289	227	216	71	50
	40%	41%	43%	45%	46%	34%	53%	47%	47%	50%	56%	59%
Value for money	469	391	314	200	284	310	19	152	121	128	42	21
	25%	25%	27%	23%	24%	30%	55%	25%	25%	29%	33%	25%
They are the stamps I have to hand	421	362	258	197	316	205	8	153	116	112	31	22
	22%	23%	22%	22%	26%	20%	23%	25%	24%	26%	25%	25%
Value of the item to be sent	209	166	146	121	154	123	3	76	82	76	40	26
	11%	11%	13%	14%	13%	12%	9%	12%	17%	18%	31%	30%
Security (i.e. that items sent will reach their destination intact)	134	101	75	72	87	52	4	46	44	39	23	13
	7%	7%	6%	8%	7%	5%	12%	8%	9%	9%	18%	15%
I don't want others to think that the business doesn't want to use a 1st class stamp	102	85	77	57	89	37	7	37	46	40	18	10
	5%	6%	7%	7%	7%	4%	20%	6%	10%	9%	14%	12%
Other (please specify)	20	17	16	7	10	12	-	4	2	3	*	2
	1%	1%	1%	1%	1%	1%	-%	1%	-%	1%	-%	2%
No particular reason (DO NOT READ OUT)	91	77	58	42	67	50	-	27	26	19	7	4
	5%	5%	5%	5%	6%	5%	-%	4%	5%	4%	5%	5%

Columns Tested.: a,b,c - a,b,c - a,b,c,d,e

Table 561 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2084	1670	1300	932	1343	1061	55	590	472	446	121	74
Effective base	779	623	480	368	491	417	14	260	192	178	56	37
Weighted Base	1893	1542	1166	877	1203	1033	34	615	482	433	127	85
I Don't Know (DO NOT READ OUT)	14	5	4	3	6	1	-	2	2	*	-	-
	1%	*%	*%	*%	1%	*%	-%	*%	*%	*%	-%	-%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 561 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2084	200	130	96	50	1794	1257	1892	1309	1206	906	1696	239	-	1547	115
Effective base	779	80	46	38	20	661	424	698	449	402	334	634	89	-	574	54
Weighted Base	1893	198	113	90	47	1567	955	1657	1030	913	804	1523	199	-	1348	134
Cost of postage	954	135	56	53	29	759	491	812	519	440	404	759	131	-	677	76
	50%	68%	49%	59%	62%	48%	51%	49%	50%	48%	50%	50%	66%	ab	50%	56%
Speed of delivery	755	64	41	32	24	659	427	677	455	441	378	640	107	-	565	45
	40%	33%	36%	35%	50%	42%	45%	41%	44%	48%	47%	42%	54%	ab	42%	34%
Value for money	469	93	44	10	15	372	237	410	252	218	227	359	76	-	354	29
	25%	47%	39%	11%	31%	24%	25%	25%	24%	24%	28%	24%	38%	ab	26%	21%
They are the stamps I have to hand	421	49	18	23	18	364	193	374	232	192	191	330	45	-	296	36
	22%	25%	16%	26%	39%	23%	20%	23%	22%	21%	24%	22%	23%	ab	22%	27%
Value of the item to be sent	209	41	10	12	3	178	130	182	136	154	105	173	44	-	158	12
	11%	21%	9%	14%	7%	11%	14%	11%	13%	17%	13%	11%	22%	ab	12%	9%
Security (i.e. that items sent will reach their destination intact)	134	18	7	9	6	106	66	108	77	94	74	100	28	-	92	15
	7%	9%	6%	10%	13%	7%	7%	7%	7%	10%	9%	7%	14%	ab	7%	11%
I don't want others to think that the business doesn't want to use a 1st class stamp	102	7	19	4	5	75	48	85	53	65	65	77	20	-	80	10
	5%	3%	17%	4%	10%	5%	5%	5%	5%	7%	8%	5%	10%	ab	6%	7%
Other (please specify)	20	4	*	2	2	15	4	15	7	14	4	15	2	-	9	6
	1%	2%	*%	2%	3%	1%	*%	1%	1%	2%	*%	1%	1%	ab	1%	4%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 561 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2084	200	130	96	50	1794	1257	1892	1309	1206	906	1696	239	-	1547	115
Effective base	779	80	46	38	20	661	424	698	449	402	334	634	89	-	574	54
Weighted Base	1893	198	113	90	47	1567	955	1657	1030	913	804	1523	199	-	1348	134
No particular reason (DO NOT READ OUT)	91	5	-	3	1	82	54	86	55	47	37	82	9	-	57	6
	5%	3%	-%	3%	2%	5%	6%	5%	5%	5%	5%	5%	5%	-%	4%	4%
I Don't Know (DO NOT READ OUT)	14	1	1	-	-	8	4	9	4	4	2	8	2	-	6	*
	1%	*%	1%	-%	-%	1%	*%	1%	*%	*%	*%	1%	1%	-%	*%	*%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 561 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2084	751	1171	656	31	343	443	289	1330	441	362	391	1281
Effective base	779	302	427	236	15	122	166	102	513	159	118	150	495
Weighted Base	1893	735	1043	574	41	287	414	247	1278	350	273	377	1200
Cost of postage	954 50%	394 54%	505 48%	300 52%	25 60%	153 53%	216 52%	115 47%	644 50%	188 54%	160 58%	195 52%	583 49%
Speed of delivery	755 40%	287 39%	414 40%	241 42%	15 37%	101 35%	185 45%	116 47%	507 40%	131 37%	125 46%	148 39%	470 39%
Value for money	469 25%	223 30%	216 21%	154 27%	8 20%	76 26%	111 27%	88 36%	311 24%	68 19%	78 28%	89 24%	289 24%
They are the stamps I have to hand	421 22%	154 21%	251 24%	101 18%	16 38%	70 24%	63 15%	57 23%	283 22%	80 23%	56 21%	80 21%	279 23%
Value of the item to be sent	209 11%	95 13%	101 10%	75 13%	6 14%	34 12%	57 14%	48 19%	124 10%	36 10%	49 18%	58 15%	99 8%
Security (i.e. that items sent will reach their destination intact)	134 7%	60 8%	59 6%	52 9%	5 13%	31 11%	31 7%	38 15%	79 6%	18 5%	30 11%	33 9%	69 6%
I don't want others to think that the business doesn't want to use a 1st class stamp	102 5%	41 6%	58 6%	39 7%	1 2%	22 8%	23 6%	21 8%	60 5%	17 5%	14 5%	29 8%	55 5%
Other (please specify)	20 1%	12 2%	7 1%	9 2%	- -%	2 1%	7 2%	2 1%	13 1%	5 1%	4 1%	5 1%	11 1%
No particular reason (DO NOT READ OUT)	91 5%	24 3%	60 6%	30 5%	2 4%	20 7%	16 4%	10 4%	66 5%	12 3%	1 *%	13 3%	72 6%
													a

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 561 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2084	751	1171	656	31	343	443	289	1330	441	362	391	1281
Effective base	779	302	427	236	15	122	166	102	513	159	118	150	495
Weighted Base	1893	735	1043	574	41	287	414	247	1278	350	273	377	1200
I Don't Know (DO NOT READ OUT)	14	4	8	1	-	3	1	1	8	1	3	*	7
	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 561 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2084	1089	995
Effective base	779	337	442
Weighted Base	1893	819	1073
Cost of postage	954	431	523
	50%	53%	49%
Speed of delivery	755	328	427
	40%	40%	40%
Value for money	469	185	284
	25%	23%	26%
They are the stamps I have to hand	421	186	235
	22%	23%	22%
Value of the item to be sent	209	96	112
	11%	12%	10%
Security (i.e. that items sent will reach their destination intact)	134	65	70
	7%	8%	6%
I don't want others to think that the business doesn't want to use a 1st class stamp	102	41	62
	5%	5%	6%
Other (please specify)	20	8	12
	1%	1%	1%
No particular reason (DO NOT READ OUT)	91	24	67
	5%	3%	6%
			a
I Don't Know (DO NOT READ OUT)	14	5	9
	1%	1%	1%

Columns Tested: a,b

Table 561 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	2084	119	248	191	178	216	120	116	219	137	170	124	246
Effective base	779	35	115	116	58	143	70	16	86	53	34	43	88
Weighted Base	1893	47	201	218	59	304	110	32	305	136	85	116	278
Cost of postage	954	19	96	117	25	164	42	13	156	66	39	59	158
	50%	41%	48%	54%	42%	54%	38%	41%	51%	49%	46%	51%	57%
				f		f							f
Speed of delivery	755	20	89	85	25	121	34	14	133	60	25	38	110
	40%	42%	44%	39%	42%	40%	31%	44%	44%	44%	30%	33%	40%
Value for money	469	15	54	47	15	92	25	9	50	28	19	24	91
	25%	32%	27%	21%	25%	30%	22%	27%	16%	21%	23%	21%	33%
						h							h
They are the stamps I have to hand	421	9	47	48	14	66	34	9	66	26	17	25	59
	22%	19%	23%	22%	24%	22%	31%	29%	22%	19%	20%	22%	21%
Value of the item to be sent	209	3	32	23	7	38	11	2	18	29	9	21	17
	11%	6%	16%	10%	11%	12%	10%	5%	6%	22%	11%	18%	6%
			hl							ahl		hl	
Security (i.e. that items sent will reach their destination intact)	134	4	17	15	6	31	3	*	14	14	1	10	20
	7%	7%	8%	7%	9%	10%	3%	1%	4%	10%	1%	8%	7%
						j				j			
I don't want others to think that the business doesn't want to use a 1st class stamp	102	2	15	17	3	22	5	*	5	4	3	10	17
	5%	4%	7%	8%	5%	7%	4%	1%	2%	3%	3%	9%	6%
				h		h							
Other (please specify)	20	3	1	2	-	1	*	-	9	-	*	*	3
	1%	6%	*%	1%	-%	*%	*%	-%	3%	-%	*%	*%	1%
		be											
No particular reason (DO NOT READ OUT)	91	5	16	3	5	13	6	3	24	3	5	1	4
	5%	12%	8%	1%	9%	4%	6%	10%	8%	2%	6%	1%	2%
		ckl	cl		cl				cl				
I Don't Know (DO NOT READ OUT)	14	1	*	2	2	4	1	*	-	*	1	-	3
	1%	1%	*%	1%	4%	1%	1%	*%	-%	*%	1%	-%	1%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 561 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2084	558	514	472	540	1072	1012
Effective base	779	264	255	150	164	519	314
Weighted Base	1893	467	473	473	479	940	952
Cost of postage	954	233	231	235	256	463	491
	50%	50%	49%	50%	53%	49%	52%
Speed of delivery	755	195	179	207	174	374	381
	40%	42%	38%	44%	36%	40%	40%
Value for money	469	116	132	87	135	247	222
	25%	25%	28%	18%	28%	26%	23%
			c		c		
They are the stamps I have to hand	421	104	115	102	101	219	202
	22%	22%	24%	21%	21%	23%	21%
Value of the item to be sent	209	58	55	48	47	113	96
	11%	12%	12%	10%	10%	12%	10%
Security (i.e. that items sent will reach their destination intact)	134	36	40	28	31	76	59
	7%	8%	8%	6%	6%	8%	6%
I don't want others to think that the business doesn't want to use a 1st class stamp	102	34	30	9	30	64	39
	5%	7%	6%	2%	6%	7%	4%
		c	c				
Other (please specify)	20	6	1	9	4	7	13
	1%	1%	*%	2%	1%	1%	1%
No particular reason (DO NOT READ OUT)	91	24	25	30	11	50	41
	5%	5%	5%	6%	2%	5%	4%
I Don't Know (DO NOT READ OUT)	14	3	8	*	3	10	4
	1%	1%	2%	*%	1%	1%	*%

Columns Tested:: a,b,c,d - a,b

Table 562

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
Reduce your use of 1st class postage stamps so that you can afford other expenses as part of your business	243 12%	1 *%	242 14% a	232 12%	9 11%	1 15%	1 15%	11 12%
Cut back on other expenses so that you can afford to buy 1st class postage for your business	137 7%	1 *%	136 8% a	127 7%	8 10%	2 21% a	1 19% a	10 12% a
Reduce your use of 2nd class postage stamps so that you can afford other expenses as part of your business	112 6%	- -%	112 6% a	104 5%	7 9%	1 9%	1 16% a	8 9%
Cut back on other expenses so that you can afford to buy 2nd class postage for your business	54 3%	- -%	54 3% a	52 3%	1 2%	1 8% abe	* 4%	2 3%
Cut back on other expenses so that you can afford to send parcels	50 2%	- -%	50 3% a	46 2%	4 5%	* 5%	* 4%	4 5%
NET: Any cost cutting	481 24%	2 1%	480 27% a	453 24%	23 30%	4 42% a	2 47% abe	29 32% a
None of these	1519 76%	239 99% b	1280 73%	1457 76% cde	53 70% d	5 58%	3 53%	61 68% d

Columns Tested:: a,b - a,b,c,d,e

Table 562 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
Reduce your use of 1st class postage stamps so that you can afford other expenses as part of your business	243 12%	100 9%	96 13%	36 27% abdgh	5 9%	5 16%	1 15%	232 12%	9 11%	2 15%
Cut back on other expenses so that you can afford to buy 1st class postage for your business	137 7%	55 5%	61 9%	11 8%	5 9%	5 16% ag	1 19% abcg	127 7%	8 10% a	3 20% abcdgh
Reduce your use of 2nd class postage stamps so that you can afford other expenses as part of your business	112 6%	53 5%	43 6%	8 6%	5 9%	2 8%	1 16% abcg	104 5%	7 9%	2 11% ag
Cut back on other expenses so that you can afford to buy 2nd class postage for your business	54 3%	21 2%	28 4%	3 2%	1 2%	1 4%	* 4%	52 3%	1 2%	1 7% ag
Cut back on other expenses so that you can afford to send parcels	50 2%	28 3%	14 2%	4 3%	2 4%	2 6%	* 4%	46 2%	4 5%	1 5%
NET: Any cost cutting	481 24%	214 20%	188 26%	50 38% abg	16 29%	11 36% ag	2 47% abdgh	453 24%	23 30% a	6 44% abdgh
None of these	1519 76%	850 80% cefhi	524 74% cfi	83 62%	40 71% fi	19 64%	3 53%	1457 76% cefi	53 70% fi	8 56%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 562 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
Reduce your use of 1st class postage stamps so that you can afford other expenses as part of your business	243 12%	167 11%	65 19%	9 11%	1 15%	1 15%	146 12%	54 19%	11 15%	2 6%	10 17%
			a					a			
Cut back on other expenses so that you can afford to buy 1st class postage for your business	137 7%	94 6%	33 9%	8 10%	2 21%	1 19%	77 6%	35 12%	9 13%	6 15%	5 9%
					ab	ab		a			
Reduce your use of 2nd class postage stamps so that you can afford other expenses as part of your business	112 6%	82 5%	22 6%	7 9%	1 9%	1 16%	58 5%	33 11%	3 4%	* *%	10 18%
						ab		a			ad
Cut back on other expenses so that you can afford to buy 2nd class postage for your business	54 3%	42 3%	10 3%	1 2%	1 8%	* 4%	43 4%	2 1%	6 9%	2 6%	1 1%
					ac				b		
Cut back on other expenses so that you can afford to send parcels	50 2%	32 2%	14 4%	4 5%	* 5%	* 4%	35 3%	8 3%	4 5%	1 2%	1 2%
NET: Any cost cutting	481 24%	333 21%	120 34%	23 30%	4 42%	2 47%	290 24%	110 38%	19 26%	10 25%	22 38%
			a	a	a	abc		a			a
None of these	1519 76%	1225 79%	232 66%	53 70%	5 58%	3 53%	934 76%	178 62%	53 74%	30 75%	35 62%
		bcde	e	e			be				

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 562 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
Reduce your use of 1st class postage stamps so that you can afford other expenses as part of your business	243 12%	31 17% df	23 17% df	49 15%	2 3%	24 13%	23 7%	36 15%	23 14%	18 13%
Cut back on other expenses so that you can afford to buy 1st class postage for your business	137 7%	16 8%	8 6%	38 12% g	10 12% g	10 6%	17 5%	5 2%	13 8%	11 8%
Reduce your use of 2nd class postage stamps so that you can afford other expenses as part of your business	112 6%	12 6%	8 6%	23 7%	5 6%	9 5%	13 4%	17 7%	10 6%	7 5%
Cut back on other expenses so that you can afford to buy 2nd class postage for your business	54 3%	11 6% h	1 1%	8 2%	4 5%	7 4%	9 3%	4 2%	- -%	8 6%
Cut back on other expenses so that you can afford to send parcels	50 2%	10 5% f	3 3%	16 5% f	3 4%	4 2%	1 *% *	1 *% *	3 2%	4 3%
NET: Any cost cutting	481 24%	56 30%	37 29%	100 30% f	23 29%	39 22%	59 19%	55 23%	44 27%	37 27%
None of these	1519 76%	133 70%	92 71%	230 70%	56 71%	143 78%	257 81% c	180 77%	117 73%	102 73%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 562 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
Reduce your use of 1st class postage stamps so that you can afford other expenses as part of your business	243 12%	45 11%	77 16%	107 12%	228 13%	14 6%	6 5%	6 7%	3 7%
		e	efgh	ef	efh				
Cut back on other expenses so that you can afford to buy 1st class postage for your business	137 7%	31 8%	37 8%	59 7%	127 7%	10 4%	5 4%	4 5%	1 3%
Reduce your use of 2nd class postage stamps so that you can afford other expenses as part of your business	112 6%	21 5%	30 6%	53 6%	104 6%	8 3%	5 4%	1 1%	2 4%
			g	g					
Cut back on other expenses so that you can afford to buy 2nd class postage for your business	54 3%	19 5%	12 3%	20 2%	51 3%	3 1%	2 1%	* 1%	1 1%
		eg							
Cut back on other expenses so that you can afford to send parcels	50 2%	11 3%	16 3%	18 2%	46 3%	4 2%	1 1%	2 3%	1 2%
NET: Any cost cutting	481 24%	99 25%	138 29%	214 24%	450 26%	31 13%	14 11%	11 14%	6 15%
		efgh	efgh	efgh	efgh				
None of these	1519 76%	301 75%	342 71%	666 76%	1310 74%	209 87%	106 89%	69 86%	34 85%
						abcd	abcd	abcd	abcd

Columns Tested: a,b,c,d,e,f,g,h

Table 562 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
Reduce your use of 1st class postage stamps so that you can afford other expenses as part of your business	243 12%	9 10%	14 12%	3 14%	17 12%	59 22% fi	52 12%	11 18%	9 14%	85 9%
Cut back on other expenses so that you can afford to buy 1st class postage for your business	137 7%	7 8%	10 8%	5 21%	15 10%	21 8%	37 9%	1 1%	5 9%	50 5%
Reduce your use of 2nd class postage stamps so that you can afford other expenses as part of your business	112 6%	4 5%	11 9%	4 16%	14 10%	19 7%	24 6%	1 2%	8 13% i	41 4%
Cut back on other expenses so that you can afford to buy 2nd class postage for your business	54 3%	2 3%	9 7% i	* *% i	9 6% i	9 3%	17 4%	* *% i	* *% i	17 2%
Cut back on other expenses so that you can afford to send parcels	50 2%	2 2%	3 3%	1 3%	4 3%	10 4%	15 4%	2 3%	1 1%	17 2%
NET: Any cost cutting	481 24%	22 24%	35 30%	12 50%	47 33% i	87 32% i	114 27% i	14 23% i	17 28% i	178 19%
None of these	1519 76%	68 76%	82 70%	12 50%	94 67%	182 68%	306 73%	47 77%	44 72%	776 81% def

Columns Tested: a,b,c,d,e,f,g,h,i

Table 562 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
Reduce your use of 1st class postage stamps so that you can afford other expenses as part of your business	243 12%	85 17% c	52 12%	106 10%	197 12%	45 14%	- -%	201 11%	42 25% a	236 12%	7 10%
Cut back on other expenses so that you can afford to buy 1st class postage for your business	137 7%	43 9%	37 9%	57 5%	127 8%	10 3%	- -%	124 7%	13 8%	135 7%	2 3%
Reduce your use of 2nd class postage stamps so that you can afford other expenses as part of your business	112 6%	38 8%	24 6%	50 5%	101 6%	11 3%	- -%	97 5%	15 9%	110 6%	2 3%
Cut back on other expenses so that you can afford to buy 2nd class postage for your business	54 3%	20 4%	17 4%	18 2%	49 3%	5 2%	- -%	48 3%	6 4%	54 3%	- -%
Cut back on other expenses so that you can afford to send parcels	50 2%	16 3%	15 4%	20 2%	42 3%	8 2%	- -%	43 2%	6 4%	50 3%	* *%
NET: Any cost cutting	481 24%	156 31% c	114 27% c	212 20%	425 25% b	57 17%	- -%	409 22% a	73 43%	470 24%	11 15%
None of these	1519 76%	344 69%	306 73%	868 80% ab	1243 75%	276 83% a	- -%	1423 78% b	96 57%	1456 76%	62 85%

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 562 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
Reduce your use of 1st class postage stamps so that you can afford other expenses as part of your business	243 12%	136 11%	39 12%	61 15%
Cut back on other expenses so that you can afford to buy 1st class postage for your business	137 7%	58 5%	41 13% a	38 9% a
Reduce your use of 2nd class postage stamps so that you can afford other expenses as part of your business	112 6%	50 4%	40 12% ac	22 5%
Cut back on other expenses so that you can afford to buy 2nd class postage for your business	54 3%	22 2%	17 5% a	15 4%
Cut back on other expenses so that you can afford to send parcels	50 2%	20 2%	13 4%	16 4%
NET: Any cost cutting	481 24%	230 18%	124 39% a	120 29% a
None of these	1519 76%	1023 82% bc	197 61%	287 71%

Columns Tested: a,b,c

Table 562 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
Reduce your use of 1st class postage stamps so that you can afford other expenses as part of your business	243 12%	187 11%	23 11%	8 16%	3 30%	15 55%	* 1%	1 69%	5 91%	211 11%	32 30%	24 42%
						abci					abi	abi
Cut back on other expenses so that you can afford to buy 1st class postage for your business	137 7%	105 6%	11 5%	9 18%	* *%	9 32%	3 23%	* 5%	* 1%	116 6%	21 19%	12 21%
				abi		abi					abi	abi
Reduce your use of 2nd class postage stamps so that you can afford other expenses as part of your business	112 6%	63 4%	21 10%	4 8%	1 12%	11 40%	11 89%	* 3%	* 9%	84 4%	28 26%	24 42%
			ai			abci					abi	abci
Cut back on other expenses so that you can afford to buy 2nd class postage for your business	54 3%	38 2%	9 4%	4 8%	2 17%	1 3%	* 1%	* 16%	* *%	47 2%	7 7%	3 5%
					ai							
Cut back on other expenses so that you can afford to send parcels	50 2%	31 2%	11 5%	2 4%	3 28%	1 3%	2 16%	* 2%	- -%	42 2%	8 7%	6 10%
			a		abci						ai	ai
NET: Any cost cutting	481 24%	355 21%	60 29%	15 29%	7 66%	25 92%	12 97%	1 94%	5 100%	416 22%	66 60%	51 89%
					abi	abcij					abci	abcij
None of these	1519 76%	1327 79%	149 71%	37 71%	4 34%	2 8%	* 3%	* 6%	* *%	1476 78%	43 40%	6 11%
		dejk	dejk	ejk						dejk	ek	

Columns Tested.: a,b,c,d,e,f,g,h,i,j,k

Table 562 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
Reduce your use of 1st class postage stamps so that you can afford other expenses as part of your business	243 12%	103 10%	85 14%	56 18% a	223 13%	193 14%	231 13%	187 13%	137 15%	137 22% abcde	42 10%	131 12%	6 9%	13 14%	17 37% abcd	10 21%	12 31% abc
Cut back on other expenses so that you can afford to buy 1st class postage for your business	137 7%	48 5%	58 9% a	32 10% a	128 7%	118 8%	132 7%	110 8%	98 11%	98 16% abcd	16 4%	77 7%	6 9%	12 13% a	11 24% ab	9 18% a	1 4%
Reduce your use of 2nd class postage stamps so that you can afford other expenses as part of your business	112 6%	29 3%	34 5%	49 15% ab	101 6%	97 7%	105 6%	92 7%	88 10% ac	93 15% abcd	12 3%	52 5%	9 13% a	5 5%	13 27% abd	8 15% ab	8 21% ab
Cut back on other expenses so that you can afford to buy 2nd class postage for your business	54 3%	17 2%	20 3%	17 5% a	49 3%	49 3%	49 3%	50 4%	44 5%	41 7% abc	- -%	30 3% a	5 7% a	9 10% ab	2 4%	3 6% a	1 3%
Cut back on other expenses so that you can afford to send parcels	50 2%	11 1%	21 3% a	19 6% a	45 3%	47 3%	48 3%	44 3%	37 4%	31 5%	3 1%	29 3%	4 6%	5 6%	1 2%	4 9% a	1 4%
NET: Any cost cutting	481 24%	188 18%	167 27% a	126 40% ab	438 25%	400 28%	456 25%	386 28%	309 34% acd	312 50% abcde	68 17%	256 23%	18 26%	29 32% a	33 71% abcd	29 60% abcd	22 59% abc
None of these	1519 76%	868 82% bc	459 73% c	192 60%	1284 75% ef	1011 72% f	1341 75% ef	1008 72% ef	590 66% f	314 50%	343 83% defg	837 77% efg	51 74% efg	61 68% ef	14 29%	20 40%	15 41%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 562 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
Reduce your use of 1st class postage stamps so that you can afford other expenses as part of your business	243 12%	173 12%	17 16%	10 14%	9 20%	7 33%	4 16%	1 8%	124 12%	30 16%	5 9%	7 16%	15 38%	1 7%	12 58%
						a							ac		
Cut back on other expenses so that you can afford to buy 1st class postage for your business	137 7%	94 7%	12 11%	9 12%	4 9%	4 19%	5 19%	* 1%	55 5%	36 20%	9 16%	7 16%	7 17%	4 27%	* 2%
										a	a	a		a	
Reduce your use of 2nd class postage stamps so that you can afford other expenses as part of your business	112 6%	66 5%	10 9%	9 12%	4 8%	1 5%	6 20%	7 46%	40 4%	26 14%	11 18%	3 7%	14 36%	2 11%	1 3%
							a	abcde		a	a		ad		
Cut back on other expenses so that you can afford to buy 2nd class postage for your business	54 3%	38 3%	6 6%	2 2%	* 1%	2 10%	* %	1 6%	20 2%	14 8%	3 5%	9 20%	1 4%	1 7%	1 6%
										a		a			
Cut back on other expenses so that you can afford to send parcels	50 2%	34 2%	6 5%	1 1%	3 7%	* 1%	2 6%	* 1%	28 3%	7 4%	4 7%	2 5%	3 8%	2 10%	1 3%
NET: Any cost cutting	481 24%	327 23%	28 26%	27 37%	20 43%	12 55%	15 54%	9 60%	219 21%	84 46%	23 39%	21 48%	31 80%	9 54%	13 67%
					a	ab	a	a		a	a	a	abc	a	
None of these	1519 76%	1100 77%	81 74%	47 63%	27 57%	10 45%	13 46%	6 40%	831 79%	99 54%	36 61%	22 52%	8 20%	7 46%	7 33%
		defg	e						bcdef	e	e				

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 562 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
Reduce your use of 1st class postage stamps so that you can afford other expenses as part of your business	243 12%	102 10%	31 20%	22 21%	9 19%	8 23%	9 29%	6 15%	85 10%	60 16%	57 17%	8 7%	20 27%
			a	a			a			a	a		ad
Cut back on other expenses so that you can afford to buy 1st class postage for your business	137 7%	44 4%	12 8%	28 27%	12 25%	5 15%	2 6%	8 20%	51 6%	38 10%	19 6%	15 13%	9 13%
				ab	ab	a		a					
Reduce your use of 2nd class postage stamps so that you can afford other expenses as part of your business	112 6%	33 3%	7 4%	19 18%	5 10%	13 40%	4 14%	12 31%	22 2%	30 8%	14 4%	16 14%	22 30%
				ab		abd		ab		a		ac	abc
Cut back on other expenses so that you can afford to buy 2nd class postage for your business	54 3%	19 2%	9 6%	9 9%	2 5%	6 17%	* 1%	4 11%	15 2%	10 3%	12 4%	7 6%	6 8%
				a		a		a					a
Cut back on other expenses so that you can afford to send parcels	50 2%	20 2%	11 7%	4 4%	* 1%	3 9%	3 10%	3 9%	14 2%	15 4%	9 3%	6 6%	2 3%
			a										
NET: Any cost cutting	481 24%	182 18%	54 35%	57 54%	26 57%	22 65%	17 58%	28 73%	155 17%	113 31%	96 28%	42 37%	48 65%
			a	a	a	ab	a	ab		a	a	a	abcd
None of these	1519 76%	805 82%	100 65%	49 46%	20 43%	12 35%	12 42%	10 27%	739 83%	256 69%	247 72%	72 63%	26 35%
		bcdefg	eg						bcde	e	e	e	

Columns Tested.: a,b,c,d,e,f,g - a,b,c,d,e

Table 562 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
Reduce your use of 1st class postage stamps so that you can afford other expenses as part of your business	243 12%	115 12%	56 17% d	42 15%	4 4%	7 14%	89 11%	39 15%	41 19%	6 7%	18 32% ad
Cut back on other expenses so that you can afford to buy 1st class postage for your business	137 7%	78 8%	19 6%	21 8%	8 10%	2 5%	60 8%	26 10%	13 6%	11 12%	9 15%
Reduce your use of 2nd class postage stamps so that you can afford other expenses as part of your business	112 6%	38 4%	23 7%	9 3%	13 16% ac	18 38% abc	31 4%	26 10% a	12 5%	15 17% ac	12 22% ac
Cut back on other expenses so that you can afford to buy 2nd class postage for your business	54 3%	22 2%	14 4%	11 4%	1 1%	1 3%	24 3%	5 2%	8 4%	7 7%	5 10%
Cut back on other expenses so that you can afford to send parcels	50 2%	26 3%	12 4%	4 1%	1 1%	2 3%	18 2%	12 5%	9 4%	6 7%	2 3%
NET: Any cost cutting	481 24%	221 22%	89 28%	74 27%	26 31%	26 56% abc	172 22%	86 34% a	69 32% a	36 40% a	36 63% abc
None of these	1519 76%	773 78% e	233 72% e	198 73% e	58 69%	20 44%	614 78% bcde	166 66% e	149 68% e	55 60%	21 37%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 562 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
Reduce your use of 1st class postage stamps so that you can afford other expenses as part of your business	243 12%	74 10%	43 21% a	42 16%	13 10%	8 16%	137 17% c	20 17% c	28 6%	190 11%	53 18% a	183 12%	39 30% a
Cut back on other expenses so that you can afford to buy 1st class postage for your business	137 7%	33 4%	22 11% a	26 10% a	16 12% a	10 20% a	63 8%	21 18% ac	27 6%	98 6%	39 14% a	97 6%	32 24% a
Reduce your use of 2nd class postage stamps so that you can afford other expenses as part of your business	112 6%	21 3%	10 5%	31 12% a	19 14% a	9 17% a	63 8% c	19 17% c	9 2%	74 4%	38 13% a	68 4%	33 25% a
Cut back on other expenses so that you can afford to buy 2nd class postage for your business	54 3%	8 1%	17 9% a	11 4% a	8 6% a	4 8% a	28 4%	17 14% ac	5 1%	37 2%	18 6% a	33 2%	16 12% a
Cut back on other expenses so that you can afford to send parcels	50 2%	9 1%	9 5%	13 5% a	9 7% a	1 2%	29 4%	6 5%	9 2%	37 2%	13 4%	36 2%	9 7% a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 562 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
NET: Any cost cutting	481	133	66	96	48	31	262	54	68	373	109	357	81
	24%	18%	33%	38%	37%	59%	33%	46%	14%	22%	38%	22%	61%
			a	a	a	ab	c	c			a		a
None of these	1519	604	135	157	82	22	524	63	415	1341	178	1233	51
	76%	82%	67%	62%	63%	41%	67%	54%	86%	78%	62%	78%	39%
		bcde	e						ab	b		b	

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 562 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
Reduce your use of 1st class postage stamps so that you can afford other expenses as part of your business	243 12%	156 13%	38 21% a	112 12%	75 15%	188 12%	35 28% a	147 12%	46 24% a	111 12%	76 16%
Cut back on other expenses so that you can afford to buy 1st class postage for your business	137 7%	77 6%	41 23% a	49 5%	61 12% a	96 6%	32 26% a	74 6%	44 24% a	51 6%	59 12% a
Reduce your use of 2nd class postage stamps so that you can afford other expenses as part of your business	112 6%	56 5%	40 23% a	33 4%	60 12% a	73 5%	28 22% a	54 4%	43 23% a	34 4%	58 12% a
Cut back on other expenses so that you can afford to buy 2nd class postage for your business	54 3%	32 3%	17 10% a	21 2%	28 6% a	32 2%	17 13% a	31 3%	19 10% a	22 2%	27 6% a
Cut back on other expenses so that you can afford to send parcels	50 2%	37 3%	10 6%	23 3%	21 4%	37 2%	9 7% a	35 3%	11 6%	21 2%	22 5%
NET: Any cost cutting	481 24%	306 25%	94 53% a	216 24%	170 35% a	366 23%	72 58% a	292 24%	108 57% a	220 24%	166 35% a

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 562 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
None of these	1519	928	83	691	317	1231	53	930	80	696	312
	76%	75%	47%	76%	65%	77%	42%	76%	43%	76%	65%
		b		b		b		b		b	

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 562 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
Reduce your use of 1st class postage stamps so that you can afford other expenses as part of your business	243 12%	142 17% b	156 12%	48 19% b	- -%	140 18% b	116 12%	42 21% b	1 12%	164 17%	91 12%	40 18%	- -%
Cut back on other expenses so that you can afford to buy 1st class postage for your business	137 7%	111 13% b	69 5%	30 12% b	- -%	94 12% b	52 5%	22 11% b	- -%	95 10%	51 7%	24 11%	- -%
Reduce your use of 2nd class postage stamps so that you can afford other expenses as part of your business	112 6%	73 9% b	67 5%	24 9%	- -%	72 9% b	46 5%	28 14% b	- -%	61 6%	44 6%	24 11%	- -%
Cut back on other expenses so that you can afford to buy 2nd class postage for your business	54 3%	37 4%	31 2%	14 6%	- -%	29 4%	37 4%	16 8%	- -%	32 3%	36 5%	17 8% a	- -%
Cut back on other expenses so that you can afford to send parcels	50 2%	26 3%	32 2%	11 4%	- -%	28 4%	32 3%	13 7%	1 12%	34 4%	26 3%	14 6%	- -%
NET: Any cost cutting	481 24%	306 36% b	289 21%	93 37% b	- -%	288 37% b	213 22%	81 41% b	1 24%	309 32% b	181 24%	80 36% b	- -%
None of these	1519 76%	541 64%	1068 79% ac	161 63%	5 100%	497 63%	738 78% ac	116 59%	3 76%	666 68%	583 76% ac	144 64%	2 100%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 562 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
Reduce your use of 1st class postage stamps so that you can afford other expenses as part of your business	243 12%	182 12%	143 12%	117 13%	137 11%	133 13%	12 34% ab	77 12%	72 15%	81 18%	30 23% a	13 14%
Cut back on other expenses so that you can afford to buy 1st class postage for your business	137 7%	89 6%	82 7%	48 5%	95 8%	62 6%	7 21% b	29 5%	24 5%	35 8%	16 12% a	4 5%
Reduce your use of 2nd class postage stamps so that you can afford other expenses as part of your business	112 6%	65 4%	61 5%	31 3%	47 4%	62 6%	9 26% ab	23 4%	13 3%	18 4%	6 4%	* **
Cut back on other expenses so that you can afford to buy 2nd class postage for your business	54 3%	32 2%	31 3%	29 3%	26 2%	30 3%	6 19% ab	22 3%	16 3%	23 5%	11 9%	6 7%
Cut back on other expenses so that you can afford to send parcels	50 2%	36 2%	30 3%	25 3%	30 3%	26 2%	3 9%	15 2%	16 3%	23 5%	9 6%	4 4%
NET: Any cost cutting	481 24%	332 21%	287 24%	199 22%	276 23%	252 24%	25 74% ab	131 21%	111 22%	132 29% a	46 35% ab	20 23%
None of these	1519 76%	1218 79%	888 76%	712 78%	937 77% c	790 76% c	9 26%	503 79% cd	385 78% d	317 71%	87 65%	67 77%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 562 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
Reduce your use of 1st class postage stamps so that you can afford other expenses as part of your business	243 12%	81 41% bc	13 12%	10 11%	14 29%	209 13%	118 11%	226 13%	138 12%	113 11%	153 19% b	181 11%	36 18%	- -%	164 12%	21 15%
Cut back on other expenses so that you can afford to buy 1st class postage for your business	137 7%	21 11%	40 35% ac	10 10%	6 13%	92 6%	73 7%	114 7%	51 5%	60 6%	94 11% b	83 5%	22 11% b	- -%	86 6%	12 8%
Reduce your use of 2nd class postage stamps so that you can afford other expenses as part of your business	112 6%	23 12%	27 24%	11 12%	5 10%	65 4%	67 6%	88 5%	53 5%	50 5%	64 8% b	62 4%	20 10% b	- -%	64 5%	12 9%
Cut back on other expenses so that you can afford to buy 2nd class postage for your business	54 3%	13 6%	12 10%	6 7%	1 2%	31 2%	30 3%	47 3%	25 2%	33 3%	33 4%	37 2%	12 6% b	- -%	28 2%	7 5%
Cut back on other expenses so that you can afford to send parcels	50 2%	12 6%	3 2%	6 6%	3 7%	39 2%	26 2%	40 2%	27 2%	29 3%	30 4%	29 2%	3 2%	- -%	26 2%	10 7% a
NET: Any cost cutting	481 24%	113 57%	85 74% cd	40 43%	21 44%	351 21%	253 24%	413 24%	244 22%	204 21%	296 36% b	318 20%	78 39% b	- -%	314 22%	44 32%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 562 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	RM product changes:					Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
None of these	1519	84	29	53	27	1302	779	1333	864	790	528	1286	124	-	1103	94
	76%	43%	26%	57%	56%	79%	76%	76%	78%	79%	64%	80%	61%	-%	78%	68%
				b	b							ac				

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 562 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
Reduce your use of 1st class postage stamps so that you can afford other expenses as part of your business	243 12%	146 19% b	68 6%	94 16%	7 18%	75 25% b	47 11%	69 26% b	97 7%	71 19% b	59 20% c	67 17% c	111 9%
Cut back on other expenses so that you can afford to buy 1st class postage for your business	137 7%	87 11% b	28 3%	68 11%	2 4%	57 19% b	23 5%	39 15% b	63 5%	29 8%	30 10% c	50 13% c	50 4%
Reduce your use of 2nd class postage stamps so that you can afford other expenses as part of your business	112 6%	72 9% b	18 2%	51 8%	5 13%	62 21% b	10 2%	33 13% b	51 4%	26 7%	31 10% c	42 11% c	35 3%
Cut back on other expenses so that you can afford to buy 2nd class postage for your business	54 3%	39 5% b	6 1%	22 4%	3 8%	28 10% b	6 1%	13 5% b	21 2%	16 4% b	17 6% c	27 7% c	6 *
Cut back on other expenses so that you can afford to send parcels	50 2%	31 4% b	12 1%	18 3%	4 9%	25 8% b	5 1%	14 6% b	25 2%	11 3%	23 8% c	13 3% c	14 1%
NET: Any cost cutting	481 24%	302 40% b	123 11%	200 33%	12 28%	167 57% b	83 19%	120 46% bc	237 18%	115 31% b	96 32% c	170 44% ac	202 16%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 562 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
None of these	1519	457	982	406	30	128	362	141	1107	257	202	212	1065
	76%	60%	89%	67%	72%	43%	81%	54%	82%	69%	68%	56%	84%
			a				a		ac	a	b		ab

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 562 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
Reduce your use of 1st class postage stamps so that you can afford other expenses as part of your business	243 12%	153 17% b	89 8%
Cut back on other expenses so that you can afford to buy 1st class postage for your business	137 7%	88 10% b	49 4%
Reduce your use of 2nd class postage stamps so that you can afford other expenses as part of your business	112 6%	71 8% b	41 4%
Cut back on other expenses so that you can afford to buy 2nd class postage for your business	54 3%	35 4%	20 2%
Cut back on other expenses so that you can afford to send parcels	50 2%	21 2%	29 3%
NET: Any cost cutting	481 24%	279 31% b	202 18%
None of these	1519 76%	614 69%	905 82% a

Columns Tested: a,b

Table 562 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
Reduce your use of 1st class postage stamps so that you can afford other expenses as part of your business	243 12%	3 6%	18 9%	25 10%	3 5%	25 8%	12 10%	2 4%	51 17% d	18 12%	8 9%	25 20% de	52 18% bde
Cut back on other expenses so that you can afford to buy 1st class postage for your business	137 7%	3 6%	15 7%	20 8%	4 6%	20 7%	4 3%	* 1%	24 8%	15 10%	4 4%	8 6%	23 8%
Reduce your use of 2nd class postage stamps so that you can afford other expenses as part of your business	112 6%	* 1%	6 3%	14 6%	4 5%	23 7% f	1 1%	1 3%	18 6%	4 3%	1 1%	7 5%	33 11% abfj
Cut back on other expenses so that you can afford to buy 2nd class postage for your business	54 3%	- -%	8 4%	5 2%	2 3%	8 3%	3 2%	* -%	* -%	2 1%	1 1%	8 7% h	16 6% h
Cut back on other expenses so that you can afford to send parcels	50 2%	3 6%	6 3%	8 3%	1 1%	10 3%	* -%	- -%	4 1%	3 2%	1 1%	4 4%	9 3%
NET: Any cost cutting	481 24%	8 16%	40 20%	57 24%	12 18%	74 24%	20 17%	3 8%	76 24%	38 25%	13 15%	39 31% g	100 35% abdfgj
None of these	1519 76%	45 84% l	163 80% l	186 76%	54 82% l	236 76%	103 83% l	31 92% kl	236 76%	116 75%	75 85% l	88 69%	185 65%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 562 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
Reduce your use of 1st class postage stamps so that you can afford other expenses as part of your business	243 12%	46 9%	40 8%	71 14%	85 17%	86 9%	157 16%
				b	ab		a
Cut back on other expenses so that you can afford to buy 1st class postage for your business	137 7%	37 7%	28 6%	39 8%	34 7%	65 6%	73 7%
Reduce your use of 2nd class postage stamps so that you can afford other expenses as part of your business	112 6%	21 4%	28 6%	23 5%	40 8%	49 5%	63 6%
Cut back on other expenses so that you can afford to buy 2nd class postage for your business	54 3%	13 3%	13 3%	3 1%	25 5%	26 3%	28 3%
				c			
Cut back on other expenses so that you can afford to send parcels	50 2%	17 3%	11 2%	7 1%	15 3%	29 3%	21 2%
NET: Any cost cutting	481 24%	106 21%	106 21%	117 23%	153 31%	212 21%	269 27%
				ab			
None of these	1519 76%	394 79%	394 79%	383 77%	347 69%	788 79%	731 73%
		d	d				

Columns Tested: a,b,c,d - a,b

Table 564

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
1 - Very Dissatisfied	345 17%	96 40% b	249 14%	335 18% ce	9 12%	* 4%	1 15%	10 11%
2 - Fairly Dissatisfied	322 16%	6 3%	316 18% a	309 16%	12 15%	1 7%	1 11%	13 14%
3 - Neither Satisfied Nor Dissatisfied	742 37%	30 12%	713 41% a	713 37% d	25 33% d	3 32%	1 18%	29 32% d
4 - Fairly Satisfied	365 18%	19 8%	347 20% a	344 18%	18 23%	3 30%	1 29% a	22 24% a
5 - Very Satisfied	190 10%	72 30% b	118 7%	177 9%	10 14%	2 26% ab	1 16% a	13 15% a
Don't Know	35 2%	18 7% b	17 1%	32 2%	2 3%	* 1% abce	1 11%	3 3%
NET: Agree	556 28%	91 38% b	465 26%	520 27%	28 37% a	5 56% abe	2 45% a	35 39% a
NET: Disagree	667 33%	102 42% b	565 32%	644 34% ce	21 27% c	1 12%	1 26%	23 25%
Answered	1965	223	1742	1878	74	9	4	87
Mean Score	2.9	2.8	2.9	2.8	3.1 a	3.7 abde	3.2 a	3.2 a
Standard error	.03	.08	.03	.03	.06	.12	.11	.05
Standard deviation	1.19	1.77	1.10	1.19	1.20	1.14	1.52	1.20

Columns Tested: a,b - a,b,c,d,e

Table 564 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
1 - Very Dissatisfied	345 17%	196 18% ehi	117 16% ei	22 17% e	8 14% e	1 5% e	1 15% e	335 18% ei	9 12% ei	1 8% ei
2 - Fairly Dissatisfied	322 16%	186 17% i	104 15% i	19 14% i	9 17% i	3 10% i	1 11% i	309 16% i	12 15% i	1 9% i
3 - Neither Satisfied Nor Dissatisfied	742 37%	389 37% f	270 38% fi	54 40% f	18 33% f	10 34% f	1 18% f	713 37% fi	25 33% f	4 27% f
4 - Fairly Satisfied	365 18%	177 17% ag	142 20% ag	24 18% ag	14 25% ag	6 22% ag	1 29% ag	344 18% ag	18 23% ag	4 29% ag
5 - Very Satisfied	190 10%	100 9% abcdgh	65 9% g	11 8% g	5 10% g	7 24% abcdgh	1 16% g	177 9% g	10 14% g	3 23% abcdg
Don't Know	35 2%	15 1% abcdgh	14 2% abcdgh	3 2% abcdgh	1 1% abcdgh	1 5% abcdgh	1 11% abcdgh	32 2% abcdgh	2 3% abcdgh	1 5% abcdgh
NET: Agree	556 28%	278 26% abcg	207 29% abcg	35 27% abcg	19 35% abcg	14 46% abcg	2 45% abcg	520 27% abcg	28 37% ag	7 52% abcdgh
NET: Disagree	667 33%	382 36% ehi	221 31% ei	41 31% ei	17 31% ei	4 15% ei	1 26% ei	644 34% ei	21 27% e	2 17% e
Answered	1965	1049	699	130	55	28	4	1878	74	13
Mean Score	2.9	2.8	2.9	2.9	3.0	3.5	3.2	2.8	3.1	3.5
Standard error	.03	.05	.05	.08	.08	.08	.11	.03	.06	.07
Standard deviation	1.19	1.20	1.18	1.16	1.19	1.15	1.52	1.19	1.20	1.23

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 564 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
1 - Very Dissatisfied	345 17%	272 17%	64 18%	9 12%	* 4%	1 15%	189 15%	43 15%	4 5%	4 9%	17 30%
		d	d								abc
2 - Fairly Dissatisfied	322 16%	268 17%	41 12%	12 15%	1 7%	1 11%	233 19%	33 12%	15 21%	15 38%	6 11%
		b					b			abe	
3 - Neither Satisfied Nor Dissatisfied	742 37%	586 38%	127 36%	25 33%	3 32%	1 18%	487 40%	110 38%	28 39%	11 27%	14 24%
		e	e	e							
4 - Fairly Satisfied	365 18%	271 17%	73 21%	18 23%	3 30%	1 29%	232 19%	66 23%	16 23%	5 13%	11 20%
					a	a					
5 - Very Satisfied	190 10%	141 9%	35 10%	10 14%	2 26%	1 16%	73 6%	28 10%	8 11%	4 10%	8 14%
					abc	a					
Don't Know	35 2%	20 1%	12 3%	2 3%	* 1%	1 11%	10 1%	8 3%	1 1%	1 2%	1 2%
			a			abcd					
NET: Agree	556 28%	412 26%	108 31%	28 37%	5 56%	2 45%	304 25%	94 33%	25 34%	9 24%	19 34%
				a	abc	ab					
NET: Disagree	667 33%	539 35%	105 30%	21 27%	1 12%	1 26%	423 35%	76 26%	19 26%	19 47%	23 40%
		d	d	d						b	
Answered	1965	1538	340	74	9	4	1214	280	71	39	55
Mean Score	2.9	2.8	2.9	3.1	3.7	3.2	2.8	3.0	3.1	2.8	2.8
				ab	abce	ab		ae	ade		
Standard error	.03	.04	.05	.06	.12	.11	.04	.06	.09	.12	.09
Standard deviation	1.19	1.18	1.22	1.20	1.14	1.52	1.10	1.17	1.05	1.14	1.44

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 564 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
1 - Very Dissatisfied	345 17%	36 19%	13 10%	55 17%	12 15%	39 21%	52 16%	15 6%	42 26%	22 16%
		g		g		g	g		bg	
2 - Fairly Dissatisfied	322 16%	30 16%	23 18%	54 16%	8 10%	30 17%	58 18%	42 18%	22 14%	30 22%
3 - Neither Satisfied Nor Dissatisfied	742 37%	84 45%	49 38%	118 36%	26 33%	74 41%	127 40%	98 42%	67 41%	38 28%
		i								
4 - Fairly Satisfied	365 18%	21 11%	25 20%	67 20%	25 32%	24 13%	60 19%	62 26%	17 11%	30 22%
					ae			ae		
5 - Very Satisfied	190 10%	16 8%	16 12%	29 9%	7 9%	15 8%	16 5%	14 6%	11 7%	15 11%
Don't Know	35 2%	1 *%	3 2%	6 2%	1 1%	1 *%	3 1%	2 1%	2 1%	3 2%
NET: Agree	556 28%	37 20%	41 32%	96 29%	32 41%	38 21%	76 24%	76 32%	29 18%	45 32%
					ae			h		
NET: Disagree	667 33%	67 35%	36 28%	109 33%	20 25%	69 38%	110 35%	58 25%	65 40%	53 38%
								g		
Answered	1965	188	126	324	78	182	313	232	160	136
Mean Score	2.9	2.7	3.1	2.9	3.1	2.7	2.8	3.1	2.6	2.9
			ae	h	ae			ae		
Standard error	.03	.10	.11	.08	.14	.10	.08	.08	.11	.12
Standard deviation	1.19	1.15	1.14	1.19	1.19	1.18	1.10	.98	1.19	1.24

Columns Tested: a,b,c,d,e,f,g,h,i

Table 564 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
1 - Very Dissatisfied	345 17%	73 18%	92 19%	122 14%	287 16%	58 24% cd	25 21%	24 29% acd	10 24% cd
2 - Fairly Dissatisfied	322 16%	68 17% eh	75 16% h	154 18% efh	298 17% efh	24 10%	11 9%	10 12%	3 8%
3 - Neither Satisfied Nor Dissatisfied	742 37%	138 35% eg	200 42% efg	344 39% efg	682 39% efg	60 25%	29 25%	18 22%	13 33%
4 - Fairly Satisfied	365 18%	79 20% f	64 13%	188 21% bef	331 19% f	34 14%	13 11%	14 18%	7 18%
5 - Very Satisfied	190 10%	37 9%	43 9%	60 7%	140 8%	50 21% abcd	32 27% abcdgh	12 15% cd	6 14% cd
Don't Know	35 2%	5 1%	6 1%	11 1%	22 1%	13 5% abcd	10 8% abcd	2 3%	1 3%
NET: Agree	556 28%	116 29%	107 22%	248 28%	471 27%	85 35% bd	45 38% bd	26 33%	13 33% b
NET: Disagree	667 33%	141 35%	167 35%	277 31%	585 33%	82 34%	36 30%	33 42%	13 32%
Answered	1965	395	474	869	1738	227	110	78	39
Mean Score	2.9	2.8	2.8	2.9	2.8	3.0 bdg	3.2 abcdgh	2.8	2.9
Standard error	.03	.07	.06	.05	.03	.05	.08	.08	.08
Standard deviation	1.19	1.21	1.18	1.11	1.15	1.47	1.51	1.46	1.38

Columns Tested:: a,b,c,d,e,f,g,h

Table 564 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
1 - Very Dissatisfied	345 17%	12 13%	22 18%	7 32%	29 21%	43 16%	99 24%	6 10%	11 17%	146 15%
2 - Fairly Dissatisfied	322 16%	8 9%	15 13%	1 4%	16 11%	38 14%	80 19%	11 19%	9 15%	159 17%
3 - Neither Satisfied Nor Dissatisfied	742 37%	36 40%	39 33%	9 39%	48 34%	102 38%	126 30%	33 54%	24 39%	372 39%
4 - Fairly Satisfied	365 18%	14 16%	24 20%	3 12%	27 19%	55 20%	75 18%	4 7%	10 17%	181 19%
5 - Very Satisfied	190 10%	15 17%	17 15%	3 14%	21 15%	28 10%	36 9%	1 2%	7 12%	82 9%
Don't Know	35 2%	5 5%	* *%	- -%	* *%	4 1%	5 1%	5 8%	* 1%	14 2%
NET: Agree	556 28%	29 33%	41 35%	6 26%	47 34%	82 31%	110 26%	5 9%	18 29%	263 28%
NET: Disagree	667 33%	20 23%	37 31%	8 35%	45 32%	80 30%	179 43%	18 29%	20 32%	305 32%
Answered	1965	86	117	24	141	265	415	56	61	940
Mean Score	2.9	3.1	3.0	2.7	3.0	3.0	2.7	2.7	2.9	2.9
Standard error	.03	.12	.10	.30	.09	.08	.05	.09	.13	.04
Standard deviation	1.19	1.23	1.30	1.41	1.31	1.19	1.25	.85	1.23	1.15

Columns Tested: a,b,c,d,e,f,g,h,i

Table 564 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
1 - Very Dissatisfied	345 17%	84 17%	99 24%	163 15%	289 17%	56 17%	- -%	326 18%	19 11%	327 17%	18 25%
2 - Fairly Dissatisfied	322 16%	62 12%	80 19%	180 17%	268 16%	54 16%	- -%	302 16%	20 12%	307 16%	15 20%
3 - Neither Satisfied Nor Dissatisfied	742 37%	186 37%	126 30%	430 40%	585 35%	157 47%	- -%	671 37%	72 42%	721 37%	22 29%
4 - Fairly Satisfied	365 18%	96 19%	75 18%	195 18%	320 19%	46 14%	- -%	338 18%	28 16%	357 19%	8 11%
5 - Very Satisfied	190 10%	63 13%	36 9%	91 8%	175 10%	15 5%	- -%	164 9%	26 15%	182 9%	8 11%
Don't Know	35 2%	9 2%	5 1%	21 2%	31 2%	4 1%	- -%	30 2%	5 3%	32 2%	3 4%
NET: Agree	556 28%	159 32%	110 26%	286 26%	495 30%	61 18%	- -%	502 27%	54 32%	539 28%	16 22%
NET: Disagree	667 33%	146 29%	179 43%	343 32%	556 33%	111 33%	- -%	628 34%	39 23%	634 33%	33 45%
Answered	1965	491	415	1059	1636	328	-	1801	164	1894	71
Mean Score	2.9	3.0	2.7	2.9	2.9	2.7	-	2.8	3.1	2.9	2.6
Standard error	.03	.05	.05	.03	.03	.06	-	.03	.06	.03	.15
Standard deviation	1.19	1.23	1.25	1.14	1.22	1.05	-	1.19	1.17	1.19	1.30

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 564 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
1 - Very Dissatisfied	345 17%	204 16%	56 17%	79 19%
2 - Fairly Dissatisfied	322 16%	207 17%	36 11%	77 19%
3 - Neither Satisfied Nor Dissatisfied	742 37%	509 41%	87 27%	140 35%
4 - Fairly Satisfied	365 18%	207 16%	86 27%	69 17%
5 - Very Satisfied	190 10%	100 8%	49 15%	40 10%
Don't Know	35 2%	27 2%	6 2%	2 *
NET: Agree	556 28%	306 24%	135 42%	109 27%
NET: Disagree	667 33%	411 33%	92 29%	156 38%
Answered	1965	1226	315	405
Mean Score	2.9	2.8	3.1	2.8
Standard error	.03	.03	.06	.06
Standard deviation	1.19	1.14	1.31	1.22

Columns Tested:: a,b,c

Table 564 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
1 - Very Dissatisfied	345 17%	297 18%	37 18%	6 11%	3 27%	*	2 17%	*	-	334 18%	11 10%	5 9%
2 - Fairly Dissatisfied	322 16%	286 17%	26 13%	6 12%	2 13%	2 7%	*	*	*	312 16%	10 9%	4 7%
3 - Neither Satisfied Nor Dissatisfied	742 37%	644 38%	72 34%	18 35%	* 1%	3 12%	*	-	5 89%	716 38%	26 24%	8 14%
		dk	d	d						dk		
4 - Fairly Satisfied	365 18%	280 17%	58 28%	10 19%	3 30%	13 46%	1 12%	*	*	338 18%	28 25%	18 31%
		ai	ai			ai						
5 - Very Satisfied	190 10%	143 8%	15 7%	10 20%	3 29%	9 33%	9 68%	1 72%	*	158 8%	32 29%	22 38%
				i	abi	abi					abi	abi
Don't Know	35 2%	33 2%	* *%	2 3%	- -%	* 2%	* *%	- -%	- -%	33 2%	2 2%	* 1%
NET: Agree	556 28%	423 25%	73 35%	20 39%	7 59%	22 79%	10 80%	1 92%	*	496 26%	60 55%	39 69%
			a		ai	abci					abi	abci
NET: Disagree	667 33%	582 35%	64 31%	12 23%	5 40%	2 7%	2 18%	*	*	646 34%	21 19%	9 16%
		j								j		
Answered	1965	1649	209	50	11	27	13	1	5	1858	107	57
Mean Score	2.9	2.8	2.9	3.3	3.2	4.1	4.1	4.5	2.9	2.8	3.6	3.8
				abi		abcdij					abi	abcdi
Standard error	.03	.03	.07	.13	.29	.14	.35	.94	.12	.03	.09	.12
Standard deviation	1.19	1.17	1.19	1.25	1.70	.89	1.57	2.98	.37	1.17	1.29	1.28

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 564 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
1 - Very Dissatisfied	345 17%	190 18%	107 17%	48 15%	286 17%	200 14%	298 17%	227 16%	92 10%	75 12%	95 23%	166 15%	5 7%	10 11%	3 6%	13 26%	6 17%
					e		e	e			bc						
2 - Fairly Dissatisfied	322 16%	186 18%	99 16%	36 11%	280 16%	242 17%	298 17%	212 15%	141 16%	72 11%	69 17%	192 18%	12 17%	13 15%	9 19%	2 5%	1 2%
						f	f										
3 - Neither Satisfied Nor Dissatisfied	742 37%	410 39%	234 37%	98 31%	682 40%	563 40%	705 39%	522 37%	362 40%	204 33%	151 37%	466 43%	24 34%	34 38%	10 21%	11 22%	10 26%
					f	f						ef					
4 - Fairly Satisfied	365 18%	151 14%	129 21%	85 27%	324 19%	276 20%	336 19%	288 21%	206 23%	172 28%	64 16%	191 17%	23 33%	18 20%	16 34%	17 36%	7 17%
			a	a						abcd			ab		a	ab	
5 - Very Satisfied	190 10%	91 9%	52 8%	47 15%	127 7%	119 8%	139 8%	131 9%	89 10%	96 15%	21 5%	70 6%	6 9%	13 14%	9 20%	6 12%	14 37%
				ab						abcde					ab		abc
Don't Know	35 2%	29 3%	4 1%	2 1%	21 1%	10 1%	22 1%	13 1%	9 1%	7 1%	11 3%	8 1%	* *%	2 2%	* *%	* *%	* *%
		b															
NET: Agree	556 28%	242 23%	181 29%	133 42%	451 26%	395 28%	475 26%	420 30%	295 33%	268 43%	85 21%	261 24%	29 42%	31 34%	25 54%	23 48%	21 55%
				ab					ac	abcde			ab		ab	ab	ab
NET: Disagree	667 33%	376 36%	206 33%	85 27%	567 33%	442 31%	595 33%	439 31%	234 26%	147 23%	164 40%	358 33%	16 24%	23 26%	12 25%	15 30%	7 19%
		c			ef	f	ef	f									
Answered	1965	1028	622	315	1700	1400	1775	1381	891	619	400	1085	70	88	46	49	37
Mean Score	2.9	2.8	2.9	3.1	2.8	2.9	2.8	2.9	3.1	3.2	2.6	2.8	3.2	3.1	3.4	3.0	3.6
				ab					abcd	abcde		a	ab	ab	abf	a	abdf
Standard error	.03	.04	.04	.05	.03	.03	.03	.03	.04	.04	.06	.03	.10	.10	.12	.13	.19
Standard deviation	1.19	1.17	1.17	1.26	1.14	1.13	1.15	1.18	1.10	1.20	1.16	1.09	1.05	1.18	1.19	1.40	1.45

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 564 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
1 - Very Dissatisfied	345 17%	238 17%	18 17%	8 11%	9 20%	1 3%	6 22%	6 39%	168 16%	15 8%	6 10%	4 9%	3 8%	4 26%	1 3%
2 - Fairly Dissatisfied	322 16%	253 18%	8 7%	10 13%	3 6%	6 28%	* 1%	* 1%	196 19%	24 13%	12 21%	5 12%	2 6%	2 12%	* 2%
3 - Neither Satisfied Nor Dissatisfied	742 37%	588 41%	48 44%	23 31%	13 27%	* 2%	9 32%	2 13%	437 42%	81 45%	11 19%	13 31%	8 20%	5 30%	7 36%
4 - Fairly Satisfied	365 18%	245 17%	23 21%	23 31%	10 22%	10 47%	9 33%	3 23%	181 17%	41 23%	18 30%	11 25%	19 50%	2 15%	3 16%
5 - Very Satisfied	190 10%	84 6%	11 10%	9 13%	11 24%	4 20%	3 11%	4 25%	61 6%	21 12%	10 17%	10 22%	7 17%	3 16%	8 43%
Don't Know	35 2%	19 1%	* *%	1 2%	* *%	* 1%	* 1%	- -%	8 1%	* *%	2 3%	- -%	* *%	* 1%	- -%
NET: Agree	556 28%	329 23%	35 32%	32 43%	22 46%	15 66%	12 44%	7 47%	241 23%	62 34%	28 47%	20 48%	26 67%	5 31%	12 59%
NET: Disagree	667 33%	491 34%	26 24%	18 24%	12 27%	7 31%	6 23%	6 40%	364 35%	39 21%	18 31%	9 22%	5 13%	6 37%	1 6%
Answered	1965	1408	108	73	47	22	27	15	1042	182	58	43	39	16	20
Mean Score	2.9	2.8	3.0	3.2	3.2	3.5	3.1	2.9	2.8	3.2	3.3	3.4	3.6	2.8	3.9
Standard error	.03	.03	.09	.11	.14	.16	.17	.31	.03	.07	.12	.14	.14	.23	.21
Standard deviation	1.19	1.10	1.18	1.17	1.43	1.21	1.31	1.72	1.09	1.06	1.27	1.23	1.09	1.44	1.11

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 564 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
1 - Very Dissatisfied	345 17%	177 18%	14 9%	14 13%	4 10%	5 15%	8 27%	5 13%	156 17%	61 17%	60 17%	16 14%	4 5%
2 - Fairly Dissatisfied	322 16%	171 17%	20 13%	4 4%	8 17%	1 2%	2 6%	7 19%	172 19%	55 15%	53 15%	11 10%	7 10%
3 - Neither Satisfied Nor Dissatisfied	742 37%	383 39%	64 42%	43 41%	10 22%	5 16%	6 21%	9 24%	371 41%	130 35%	132 39%	42 37%	28 38%
4 - Fairly Satisfied	365 18%	183 19%	34 22%	22 21%	14 31%	15 44%	7 25%	12 32%	135 15%	85 23%	69 20%	32 28%	13 18%
5 - Very Satisfied	190 10%	60 6%	22 14%	21 20%	9 20%	8 24%	6 21%	5 13%	49 6%	34 9%	26 8%	10 9%	20 27%
Don't Know	35 2%	12 1%	* %	1 %	* %	- %	* %	- %	11 1%	3 1%	3 1%	2 1%	2 2%
NET: Agree	556 28%	243 25%	56 36%	44 41%	24 51%	23 68%	13 46%	17 45%	184 21%	119 32%	95 28%	42 37%	34 45%
NET: Disagree	667 33%	348 35%	33 22%	18 17%	12 26%	6 17%	10 33%	12 32%	328 37%	117 32%	113 33%	27 24%	11 14%
Answered	1965	974	153	105	46	33	29	39	883	366	340	112	73
Mean Score	2.9	2.8	3.2	3.3	3.4	3.6	3.1	3.1	2.7	2.9	2.8	3.1	3.5
Standard error	.03	.04	.08	.10	.14	.17	.22	.18	.04	.06	.06	.08	.11
Standard deviation	1.19	1.13	1.11	1.23	1.25	1.30	1.53	1.25	1.10	1.19	1.16	1.16	1.15

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 564 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
1 - Very Dissatisfied	345 17%	171 17%	58 18%	44 16%	11 14%	1 3%	113 14%	27 11%	45 21%	13 14%	3 5%
2 - Fairly Dissatisfied	322 16%	187 19%	49 15%	36 13%	4 5%	4 9%	134 17%	54 21%	40 19%	10 11%	3 6%
3 - Neither Satisfied Nor Dissatisfied	742 37%	402 40%	118 37%	116 43%	31 37%	14 29%	350 45%	89 35%	59 27%	37 41%	24 42%
4 - Fairly Satisfied	365 18%	161 16%	70 22%	55 20%	25 30%	11 23%	135 17%	58 23%	49 23%	20 22%	11 19%
5 - Very Satisfied	190 10%	61 6%	24 7%	18 7%	10 11%	15 32%	46 6%	23 9%	22 10%	12 13%	16 28%
Don't Know	35 2%	11 1%	3 1%	3 1%	2 2%	2 4%	6 1%	2 1%	1 1%	* **	* **
NET: Agree	556 28%	223 22%	93 29%	73 27%	35 42%	25 55%	181 23%	81 32%	72 33%	32 35%	26 46%
NET: Disagree	667 33%	358 36%	107 33%	80 29%	16 19%	6 12%	247 32%	80 32%	85 39%	22 25%	6 11%
Answered	1965	983	318	269	82	45	779	250	216	92	56
Mean Score	2.9	2.8	2.8	2.9	3.2	3.7	2.8	3.0	2.8	3.1	3.6
Standard error	.03	.04	.06	.06	.08	.13	.04	.06	.07	.09	.13
Standard deviation	1.19	1.11	1.18	1.12	1.16	1.13	1.07	1.11	1.28	1.19	1.12

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 564 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
1 - Very Dissatisfied	345 17%	132 18%	17 8%	44 18%	22 17%	6 12%	138 18%	11 9%	78 16%	307 18%	38 13%	279 18%	7 6%
2 - Fairly Dissatisfied	322 16%	117 16%	43 21%	35 14%	12 9%	4 7%	128 16%	15 13%	68 14%	281 16%	41 14%	272 17%	8 6%
3 - Neither Satisfied Nor Dissatisfied	742 37%	285 39%	77 38%	75 30%	52 40%	22 41%	259 33%	39 33%	216 45%	649 38%	93 33%	645 41%	37 28%
4 - Fairly Satisfied	365 18%	151 21%	33 17%	58 23%	30 23%	13 24%	153 19%	36 31%	99 21%	299 17%	66 23%	280 18%	44 33%
5 - Very Satisfied	190 10%	44 6%	27 14%	40 16%	12 9%	8 15%	102 13%	15 13%	15 3%	148 9%	43 15%	97 6%	31 23%
Don't Know	35 2%	8 1%	3 2%	* *%	1 1%	- -%	7 1%	1 *%	6 1%	30 2%	5 2%	17 1%	4 3%
NET: Agree	556 28%	195 26%	61 30%	98 39%	42 33%	21 40%	254 32%	51 44%	114 24%	447 26%	109 38%	377 24%	74 56%
NET: Disagree	667 33%	249 34%	60 30%	79 31%	34 27%	10 19%	266 34%	26 22%	146 30%	588 34%	79 28%	551 35%	16 12%
Answered	1965	728	198	253	129	53	780	116	477	1684	281	1573	127
Mean Score	2.9	2.8	3.1	3.1	3.0	3.2	2.9	3.2	2.8	2.8	3.1	2.8	3.6
Standard error	.03	.04	.07	.07	.09	.12	.04	.09	.05	.03	.07	.03	.08
Standard deviation	1.19	1.14	1.14	1.31	1.18	1.18	1.26	1.13	1.05	1.18	1.23	1.12	1.09

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 564 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
1 - Very Dissatisfied	345 17%	179 14%	22 12%	156 17%	71 15%	281 18%	6 5%	174 14%	27 14%	153 17%	74 15%
2 - Fairly Dissatisfied	322 16%	225 18%	17 9%	146 16%	66 14%	270 17%	10 8%	224 18%	18 9%	149 16%	63 13%
3 - Neither Satisfied Nor Dissatisfied	742 37%	513 42%	50 28%	359 40%	163 33%	641 40%	41 33%	513 42%	50 27%	356 39%	166 35%
4 - Fairly Satisfied	365 18%	220 18%	56 32% a	163 18%	126 26% a	286 18%	38 30% a	218 18%	58 31% a	167 18%	121 25%
5 - Very Satisfied	190 10%	86 7%	33 19% a	75 8%	56 12%	102 6%	26 20% a	83 7%	36 19% a	81 9%	50 10%
Don't Know	35 2%	10 1%	* *%	8 1%	5 1%	17 1%	4 4%	10 1%	* *%	9 1%	5 1%
NET: Agree	556 28%	306 25%	89 50% a	238 26%	182 37% a	388 24%	63 51% a	301 25%	94 50% a	249 27%	171 36% a
NET: Disagree	667 33%	404 33%	38 22%	302 33%	137 28%	551 34% b	16 13%	397 33%	45 24%	303 33%	136 29%
Answered	1965	1223	177	898	483	1580	121	1212	189	907	473
Mean Score	2.9	2.8	3.4 a	2.8	3.1 a	2.8	3.6 a	2.8	3.3 a	2.9	3.0 a
Standard error	.03	.03	.08	.04	.05	.03	.08	.03	.08	.04	.05
Standard deviation	1.19	1.10	1.24	1.16	1.20	1.13	1.07	1.09	1.28	1.17	1.20

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 564 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
1 - Very Dissatisfied	345 17%	104 12%	242 18%	39 15%	4 74%	89 11%	132 14%	30 15%	2 40%	143 15%	121 16%	42 19%	- -%
2 - Fairly Dissatisfied	322 16%	132 16%	221 16%	43 17%	- -%	142 18%	161 17%	39 20%	1 12%	146 15%	122 16%	37 16%	- -%
3 - Neither Satisfied Nor Dissatisfied	742 37%	342 40%	542 40%	102 40%	- -%	290 37%	397 42%	74 38%	2 48%	357 37%	292 38%	75 34%	2 100%
4 - Fairly Satisfied	365 18%	175 21%	244 18%	53 21%	- -%	173 22%	173 18%	42 21%	- -%	208 21%	164 21%	54 24%	- -%
5 - Very Satisfied	190 10%	82 10%	94 7%	17 7%	- -%	86 11%	80 8%	12 6%	- -%	111 11%	61 8%	16 7%	- -%
Don't Know	35 2%	11 1%	14 1%	2 1%	1 26%	4 1%	8 1%	* *%	- -%	10 1%	4 1%	* *%	- -%
NET: Agree	556 28%	256 30%	338 25%	69 27%	- -%	259 33%	253 27%	54 28%	- -%	319 33%	225 29%	70 31%	- -%
NET: Disagree	667 33%	237 28%	462 34%	81 32%	4 74%	231 29%	293 31%	69 35%	2 52%	289 30%	244 32%	79 35%	- -%
Answered	1965	835	1343	253	4	781	943	196	5	965	760	224	2
Mean Score	2.9	3.0	2.8	2.9	1.0	3.0	2.9	2.8	2.1	3.0	2.9	2.8	3.0
Standard error	.03	b .04	.03	.07	-	bc .04	.03	.08	.53	.04	.04	.07	*
Standard deviation	1.19	1.12	1.14	1.11	-	1.14	1.12	1.12	1.06	1.19	1.15	1.19	*

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 564 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
1 - Very Dissatisfied	345 17%	267 17%	169 14%	167 18%	180 15%	191 18%	2 6%	104 16%	71 14%	65 15%	24 18%	20 23%
2 - Fairly Dissatisfied	322 16%	263 17%	203 17%	143 16%	193 16%	182 17%	3 7%	112 18%	94 19%	67 15%	26 20%	20 23%
3 - Neither Satisfied Nor Dissatisfied	742 37%	628 41%	471 40%	358 39%	489 40%	427 41%	10 29%	251 40%	209 42%	200 45%	52 39%	34 40%
4 - Fairly Satisfied	365 18%	273 18%	226 19%	151 17%	241 20%	170 16%	9 25%	117 18%	71 14%	68 15%	18 14%	8 9%
5 - Very Satisfied	190 10%	102 7%	96 8%	85 9%	101 8%	61 6%	11 33%	43 7%	47 10%	45 10%	11 8%	4 4%
Don't Know	35 2%	16 1%	10 1%	8 1%	9 1%	12 1%	- -%	6 1%	3 1%	3 1%	2 1%	2 2%
NET: Agree	556 28%	375 24%	322 27%	236 26%	342 28%	231 22%	20 58%	160 25%	118 24%	113 25%	29 22%	11 13%
NET: Disagree	667 33%	530 34%	372 32%	310 34%	373 31%	372 36%	5 14%	216 34%	166 33%	133 30%	50 38%	39 45%
Answered	1965	1533	1165	904	1204	1030	34	627	493	446	131	85
Mean Score	2.9	2.8	2.9	2.8	2.9	2.7	3.7	2.8	2.9	2.9	2.7	2.5
Standard error	.03	.03	a .03	.04	b .03	.03	ab .16	e .05	e .05	e .05	.11	.13
Standard deviation	1.19	1.13	1.13	1.19	1.13	1.12	1.19	1.13	1.13	1.14	1.16	1.08

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 564 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
1 - Very Dissatisfied	345 17%	32 16%	9 8%	17 18%	4 8%	284 17%	196 19%	293 17%	205 19%	196 20%	112 14%	279 17%	25 12%	- -%	213 15%	34 24%
2 - Fairly Dissatisfied	322 16%	50 25%	7 6%	19 20%	4 9%	256 15%	127 12%	268 15%	144 13%	125 13%	114 14%	258 16%	35 17%	- -%	237 17%	23 17%
3 - Neither Satisfied Nor Dissatisfied	742 37%	54 28%	34 30%	32 34%	23 49%	626 38%	366 35%	656 38%	399 36%	362 36%	308 37%	612 38%	70 35%	- -%	514 36%	54 39%
4 - Fairly Satisfied	365 18%	47 24%	32 28%	18 19%	9 20%	295 18%	188 18%	321 18%	199 18%	174 18%	203 25%	290 18%	50 25%	- -%	284 20%	15 11%
5 - Very Satisfied	190 10%	14 7%	29 25%	8 8%	7 14%	158 10%	132 13%	174 10%	137 12%	118 12%	76 9%	138 9%	17 8%	- -%	144 10%	12 8%
Don't Know	35 2%	1 *%	2 2%	- -%	- -%	34 2%	23 2%	34 2%	24 2%	19 2%	10 1%	27 2%	5 3%	- -%	25 2%	2 1%
NET: Agree	556 28%	61 31%	61 53%	26 28%	16 34%	453 27%	320 31%	495 28%	336 30%	293 29%	279 34%	428 27%	67 33%	- -%	428 30%	27 19%
NET: Disagree	667 33%	82 42%	17 15%	36 38%	8 17%	540 33%	323 31%	561 32%	349 31%	320 32%	226 27%	537 33%	60 30%	- -%	450 32%	57 41%
Answered	1965	197	112	93	47	1619	1008	1712	1084	975	813	1577	197	-	1392	137
Mean Score	2.9	2.8	3.6	2.8	3.2	2.9	2.9	2.9	2.9	2.9	3.0	2.8	3.0	-	2.9	2.6
Standard error	.03	.08	.10	.12	.15	.03	.04	.03	.03	.04	.04	.03	.07	-	.03	.11
Standard deviation	1.19	1.18	1.19	1.19	1.08	1.19	1.27	1.19	1.25	1.26	1.15	1.17	1.14	-	1.18	1.21

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 564 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
1 - Very Dissatisfied	345 17%	147 19%	179 16%	85 14%	7 17%	30 10%	79 18%	50 19%	222 17%	72 19%	71 24%	49 13%	219 17%
2 - Fairly Dissatisfied	322 16%	126 17%	183 17%	81 13%	5 12%	24 8%	83 19%	42 16%	204 15%	70 19%	49 16%	52 14%	215 17%
3 - Neither Satisfied Nor Dissatisfied	742 37%	266 35%	445 40%	214 35%	13 31%	104 35%	160 36%	67 25%	511 38%	157 42%	78 26%	137 36%	508 40%
4 - Fairly Satisfied	365 18%	148 19%	174 16%	164 27%	14 34%	89 30%	98 22%	54 21%	272 20%	39 10%	51 17%	110 29%	195 15%
5 - Very Satisfied	190 10%	66 9%	98 9%	59 10%	3 6%	43 15%	26 6%	48 18%	111 8%	25 7%	47 16%	33 9%	101 8%
Don't Know	35 2%	5 1%	25 2%	4 1%	- -%	5 2%	1 *%	* *%	23 2%	9 2%	3 1%	* *%	29 2%
NET: Agree	556 28%	214 28%	272 25%	223 37%	17 40%	132 45%	124 28%	102 39%	383 29%	64 17%	99 33%	143 37%	296 23%
NET: Disagree	667 33%	273 36%	362 33%	166 27%	12 28%	54 18%	161 36%	93 35%	426 32%	141 38%	120 40%	102 27%	435 34%
Answered	1965	753	1079	603	41	290	445	261	1320	363	296	382	1238
Mean Score	2.9	2.8	2.8	3.1	3.0	3.3	2.8	3.0	2.9	2.7	2.8	3.1	2.8
Standard error	.03	.04	.03	.04	.21	.06	.05	.08	.03	.05	.07	.06	.03
Standard deviation	1.19	1.21	1.15	1.17	1.18	1.14	1.14	1.37	1.17	1.12	1.39	1.13	1.15

Columns Tested.: a,b - a,b - a,b - a,b,c - a,b,c

Table 564 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
1 - Very Dissatisfied	345 17%	167 19%	178 16%
2 - Fairly Dissatisfied	322 16%	127 14%	195 18%
3 - Neither Satisfied Nor Dissatisfied	742 37%	292 33%	451 41%
		a	
4 - Fairly Satisfied	365 18%	159 18%	206 19%
5 - Very Satisfied	190 10%	127 14%	63 6%
		b	
Don't Know	35 2%	22 2%	13 1%
NET: Agree	556 28%	286 32%	269 24%
		b	
NET: Disagree	667 33%	293 33%	374 34%
Answered	1965	871	1094
Mean Score	2.9	2.9	2.8
		b	
Standard error	.03	.04	.03
Standard deviation	1.19	1.29	1.10

Columns Tested: a,b

Table 564 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
1 - Very Dissatisfied	345 17%	4 8%	28 14%	45 18%	8 12%	54 17%	29 24% ah	4 12%	38 12%	51 33% abcdehl	15 17%	27 21%	43 15%
2 - Fairly Dissatisfied	322 16%	14 26% j	33 16%	48 20%	9 13%	61 20%	15 12%	9 27%	40 13%	21 13%	8 9%	19 15%	46 16%
3 - Neither Satisfied Nor Dissatisfied	742 37%	16 30%	79 39%	81 33%	26 39%	117 38%	35 28%	8 24%	157 50% acfgil	38 25%	48 55% acfgil	52 41%	86 30%
4 - Fairly Satisfied	365 18%	13 24%	42 20%	43 18%	16 24%	57 18%	23 19%	5 15%	46 15%	24 15%	9 10%	13 10%	75 26% jk
5 - Very Satisfied	190 10%	5 10%	18 9%	25 10%	6 10%	17 5%	15 12%	8 23% e	30 10%	18 12%	7 8%	9 7%	33 12%
Don't Know	35 2%	1 1%	5 3%	2 1%	1 2%	5 2%	6 5% hl	* *% e	* *%	4 2%	2 3%	8 6% chl	1 *%
NET: Agree	556 28%	18 34%	59 29%	67 28%	23 34% k	74 24%	38 31%	13 38%	76 24%	42 27%	15 17%	22 17%	108 38% ehjk
NET: Disagree	667 33%	18 34%	61 30%	93 38% h	17 25%	115 37%	45 36%	13 38%	78 25%	71 46% bdhj	22 25%	46 36%	89 31%
Answered	1965	53	199	241	65	305	117	34	311	151	86	119	284
Mean Score	2.9	3.0 eik	2.9 ik	2.8	3.1 cejjk	2.7	2.8	3.1 cejjk	3.0 eik	2.6	2.8	2.6	3.0 eik
Standard error	.03	.10	.07	.09	.08	.08	.12	.12	.07	.12	.08	.10	.08
Standard deviation	1.19	1.13	1.14	1.22	1.14	1.12	1.35	1.36	1.07	1.40	1.08	1.16	1.23

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 564 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
1 - Very Dissatisfied	345 17%	77 15%	92 18%	92 18%	84 17%	169 17%	177 18%
2 - Fairly Dissatisfied	322 16%	95 19%	84 17%	70 14%	73 15%	179 18%	143 14%
3 - Neither Satisfied Nor Dissatisfied	742 37%	176 35%	177 35%	203 41%	186 37%	353 35%	389 39%
4 - Fairly Satisfied	365 18%	98 20%	96 19%	75 15%	97 19%	194 19%	172 17%
5 - Very Satisfied	190 10%	48 10%	39 8%	56 11%	48 10%	86 9%	104 10%
Don't Know	35 2%	8 2%	12 2%	4 1%	11 2%	20 2%	15 2%
NET: Agree	556 28%	145 29%	135 27%	130 26%	145 29%	280 28%	276 28%
NET: Disagree	667 33%	172 34%	176 35%	162 32%	157 31%	348 35%	320 32%
Answered	1965	492	488	496	489	980	985
Mean Score	2.9	2.9	2.8	2.9	2.9	2.8	2.9
Standard error	.03	.05	.05	.05	.05	.04	.04
Standard deviation	1.19	1.18	1.18	1.21	1.19	1.18	1.20

Columns Tested:: a,b,c,d - a,b

Table 567

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
1 - Very Dissatisfied	340 17%	127 53% b	213 12%	327 17% c	11 15%	* 5%	1 13%	12 14%
2 - Fairly Dissatisfied	377 19%	17 7%	359 20% a	361 19%	13 18%	1 14%	1 11%	15 17%
3 - Neither Satisfied Nor Dissatisfied	663 33%	23 9%	641 36% a	641 34% bde	19 25%	2 25%	1 18%	22 25%
4 - Fairly Satisfied	444 22%	21 9%	423 24% a	418 22%	22 29% a	3 30%	1 29%	26 29% a
5 - Very Satisfied	146 7%	34 14% b	111 6%	134 7%	9 12%	2 22% a	1 18% a	12 13% a
Don't Know	31 2%	18 8% b	12 1%	29 2%	1 1%	* 5%	1 10% abe	2 2%
NET: Agree	590 29%	56 23%	534 30%	552 29%	31 41% a	5 52% a	2 47% a	38 42% a
NET: Disagree	716 36%	144 60% b	572 33%	689 36% cd	25 33%	2 19%	1 25%	28 31%
Answered	1969	222	1747	1881	75	9	4	88
Mean Score	2.8	2.2	2.9 a	2.8	3.1 a	3.5 abe	3.3 ab	3.1 a
Standard error	.03	.07	.03	.03	.07	.13	.10	.05
Standard deviation	1.17	1.55	1.09	1.17	1.25	1.21	1.50	1.25

Columns Tested:: a,b - a,b,c,d,e

Table 567 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
1 - Very Dissatisfied	340 17%	202 19% ei	110 15% e	16 12%	10 17% ei	2 7%	1 13%	327 17% ei	11 15%	1 8%
2 - Fairly Dissatisfied	377 19%	209 20%	122 17%	30 23% f	10 18%	5 15%	1 11%	361 19%	13 18%	2 13%
3 - Neither Satisfied Nor Dissatisfied	663 33%	340 32% f	254 36% efhi	46 35% f	14 26%	7 24%	1 18%	641 34% fhi	19 25%	3 23%
4 - Fairly Satisfied	444 22%	220 21%	167 23%	31 23%	15 28%	10 33% ag	1 29%	418 22%	22 29% ag	4 30%
5 - Very Satisfied	146 7%	82 8%	45 6%	7 5%	6 10%	5 17% abcg	1 18% abcg	134 7%	9 12%	3 20% abcg
Don't Know	31 2%	12 1%	14 2%	3 2%	* 1%	1 4%	1 10% abcdgh	29 2%	1 1%	1 7% abcdgh
NET: Agree	590 29%	302 28%	212 30%	38 28%	21 38%	15 50% abcg	2 47% abcg	552 29%	31 41% abcg	7 50% abcg
NET: Disagree	716 36%	410 39% efi	232 33% i	46 35% i	20 36% i	7 23%	1 25%	689 36% efi	25 33% i	3 21%
Answered	1969	1053	699	130	55	28	4	1881	75	13
Mean Score	2.8	2.8	2.9	2.9	3.0	3.4 abcdgh	3.3 abcdgh	2.8	3.1 abg	3.4 abcdgh
Standard error	.03	.05	.05	.07	.09	.08	.10	.03	.07	.07
Standard deviation	1.17	1.20	1.14	1.07	1.27	1.19	1.50	1.17	1.25	1.26

Columns Tested: a,b,c,d,e,f,g,h,i

Table 567 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
1 - Very Dissatisfied	340 17%	275 18% d	52 15%	11 15%	* 5%	1 13%	167 14% c	38 13% c	2 3%	3 9%	12 21% c
2 - Fairly Dissatisfied	377 19%	301 19%	60 17%	13 18%	1 14%	1 11%	247 20%	40 14%	21 29% b	9 23%	14 24%
3 - Neither Satisfied Nor Dissatisfied	663 33%	522 34% ce	119 34% e	19 25%	2 25%	1 18%	433 35%	108 37%	22 30%	13 34%	14 24%
4 - Fairly Satisfied	444 22%	331 21%	87 25%	22 29% a	3 30%	1 29%	295 24%	70 24%	22 30%	9 22%	12 21%
5 - Very Satisfied	146 7%	107 7%	27 8%	9 12%	2 22% ab	1 18% ab	75 6%	26 9%	6 9%	4 11%	4 7%
Don't Know	31 2%	21 1%	7 2%	1 1%	* 5%	1 10% abc	7 1%	6 2%	* *%	1 2%	1 2%
NET: Agree	590 29%	438 28%	113 32%	31 41% a	5 52% ab	2 47% ab	370 30%	96 33%	28 39%	13 33%	16 28%
NET: Disagree	716 36%	576 37% de	112 32%	25 33%	2 19%	1 25%	415 34%	78 27%	23 31%	12 31%	26 45% b
Answered	1969	1537	345	75	9	4	1217	282	72	39	55
Mean Score	2.8	2.8	2.9	3.1	3.5	3.3	2.9	3.0	3.1	3.0	2.7
Standard error	.03	.04	.05	.07	.13	.10	.04	.06	.09	.12	.08
Standard deviation	1.17	1.17	1.16	1.25	1.21	1.50	1.11	1.14	1.02	1.13	1.24

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 567 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
1 - Very Dissatisfied	340 17%	24 13%	13 10%	57 17%	13 17%	30 16%	54 17%	18 8%	39 24%	23 17%
2 - Fairly Dissatisfied	377 19%	44 23%	34 26%	46 14%	27 34%	31 17%	57 18%	42 18%	34 21%	35 25%
3 - Neither Satisfied Nor Dissatisfied	663 33%	66 35%	32 25%	127 38%	15 19%	81 44%	96 30%	107 46%	53 33%	34 25%
4 - Fairly Satisfied	444 22%	43 23%	32 25%	74 22%	18 23%	34 18%	93 29%	50 21%	29 18%	31 22%
5 - Very Satisfied	146 7%	10 5%	18 14%	23 7%	6 7%	7 4%	14 4%	15 7%	5 3%	10 7%
Don't Know	31 2%	1 *%	1 1%	3 1%	- -%	* *%	1 *%	2 1%	2 1%	5 4%
NET: Agree	590 29%	53 28%	50 38%	97 29%	24 30%	41 22%	107 34%	65 28%	34 21%	41 29%
NET: Disagree	716 36%	69 36%	47 36%	103 31%	40 51%	61 33%	112 35%	60 26%	73 45%	58 42%
Answered	1969	188	128	326	79	182	315	233	160	134
Mean Score	2.8	2.8	3.1	2.9	2.7	2.8	2.9	3.0	2.5	2.8
Standard error	.03	.09	.12	.08	.14	.09	.09	.08	.10	.11
Standard deviation	1.17	1.09	1.22	1.16	1.21	1.05	1.15	.99	1.14	1.20

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 567 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
1 - Very Dissatisfied	340 17%	66 17%	77 16%	130 15%	273 16%	67 28%	32 27%	24 30%	11 27%
						abcd	abcd	abcd	abcd
2 - Fairly Dissatisfied	377 19%	93 23%	111 23%	145 17%	349 20%	27 11%	9 7%	12 15%	6 15%
		ef	ef	f	ef				
3 - Neither Satisfied Nor Dissatisfied	663 33%	130 33%	151 31%	330 38%	611 35%	52 22%	24 20%	18 23%	10 24%
		ef	ef	efgh	efgh				
4 - Fairly Satisfied	444 22%	83 21%	103 22%	217 25%	403 23%	41 17%	19 16%	15 19%	7 17%
				e					
5 - Very Satisfied	146 7%	23 6%	33 7%	52 6%	108 6%	37 16%	25 21%	7 9%	5 12%
						abcd	abcdg		acd
Don't Know	31 2%	5 1%	4 1%	6 1%	16 1%	15 6%	10 8%	4 4%	1 3%
						abcd	abcd	cd	d
NET: Agree	590 29%	105 26%	137 28%	269 31%	511 29%	79 33%	44 37%	22 28%	12 30%
NET: Disagree	716 36%	159 40%	188 39%	275 31%	622 35%	94 39%	41 34%	36 45%	17 43%
						c		c	c
Answered	1969	395	476	874	1744	225	110	76	39
Mean Score	2.8	2.8	2.8	2.9	2.8	2.8	3.0	2.6	2.7
			g	gh	g	g	agh		
Standard error	.03	.06	.06	.05	.03	.05	.08	.08	.08
Standard deviation	1.17	1.13	1.16	1.11	1.13	1.46	1.54	1.36	1.40

Columns Tested: a,b,c,d,e,f,g,h

Table 567 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
1 - Very Dissatisfied	340 17%	14 15%	23 19%	5 20%	27 19%	37 14%	93 22%	2 4%	13 21%	153 16%
2 - Fairly Dissatisfied	377 19%	10 11%	13 11%	4 15%	17 12%	38 14%	99 23%	11 18%	6 10%	196 21%
3 - Neither Satisfied Nor Dissatisfied	663 33%	37 41%	47 41%	10 43%	58 41%	109 40%	102 24%	33 54%	21 34%	304 32%
4 - Fairly Satisfied	444 22%	13 15%	24 21%	2 9%	27 19%	65 24%	97 23%	8 14%	15 24%	218 23%
5 - Very Satisfied	146 7%	15 16%	10 8%	3 12%	12 9%	18 7%	27 6%	1 2%	6 10%	66 7%
Don't Know	31 2%	2 2%	* *%	- -%	* *%	2 1%	2 *%	5 8%	* 1%	17 2%
NET: Agree	590 29%	28 31%	34 29%	5 21%	39 28%	83 31%	124 29%	10 16%	21 34%	284 30%
NET: Disagree	716 36%	24 27%	35 30%	8 35%	44 31%	74 28%	192 46%	14 22%	19 31%	350 37%
Answered	1969	89	117	24	141	266	418	56	61	938
Mean Score	2.8	3.1	2.9	2.8	2.9	3.0	2.7	2.9	2.9	2.8
Standard error	.03	.13	.09	.26	.09	.07	.05	.08	.13	.04
Standard deviation	1.17	1.25	1.19	1.24	1.19	1.10	1.23	.78	1.27	1.16

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 567 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
1 - Very Dissatisfied	340 17%	78 16%	93 22%	169 16%	289 17%	50 15%	- -%	316 17%	24 14%	320 17%	20 27%
2 - Fairly Dissatisfied	377 19%	64 13%	99 23%	214 20%	312 19%	65 19%	- -%	356 19%	21 12%	361 19%	15 21%
3 - Neither Satisfied Nor Dissatisfied	663 33%	203 41%	102 24%	358 33%	534 32%	129 39%	- -%	600 33%	63 38%	640 33%	23 31%
4 - Fairly Satisfied	444 22%	105 21%	97 23%	242 22%	375 22%	69 21%	- -%	399 22%	45 27%	437 23%	8 10%
5 - Very Satisfied	146 7%	45 9%	27 6%	74 7%	132 8%	14 4%	- -%	135 7%	11 6%	142 7%	4 5%
Don't Know	31 2%	5 1%	2 *%	24 2%	26 2%	5 1%	- -%	26 1%	5 3%	27 1%	4 5%
NET: Agree	590 29%	150 30%	124 29%	316 29%	507 30%	83 25%	- -%	534 29%	56 33%	578 30%	12 16%
NET: Disagree	716 36%	142 28%	192 46%	382 35%	601 36%	115 35%	- -%	672 37%	45 27%	681 35%	35 48%
Answered	1969	495	418	1056	1642	328	-	1805	164	1900	70
Mean Score	2.8	3.0	2.7	2.8	2.8	2.8	-	2.8	3.0	2.9	2.4
Standard error	.03	.05	.05	.03	.03	.07	-	.03	.06	.03	.14
Standard deviation	1.17	1.16	1.23	1.15	1.19	1.07	-	1.18	1.12	1.17	1.18

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 567 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
1 - Very Dissatisfied	340 17%	195 16%	65 20%	70 17%
2 - Fairly Dissatisfied	377 19%	233 19%	47 15%	96 24% b
3 - Neither Satisfied Nor Dissatisfied	663 33%	461 37% b	77 24%	120 29%
4 - Fairly Satisfied	444 22%	265 21%	90 28%	86 21%
5 - Very Satisfied	146 7%	73 6%	39 12%	32 8%
Don't Know	31 2%	27 2%	2 1%	2 *
NET: Agree	590 29%	338 27%	129 40%	119 29%
NET: Disagree	716 36%	428 34%	112 35%	167 41%
Answered	1969	1227	318	405
Mean Score	2.8	2.8	3.0	2.8
Standard error	.03	.03	.06	.06
Standard deviation	1.17	1.12	1.32	1.19

Columns Tested:: a,b,c

Table 567 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
1 - Very Dissatisfied	340 17%	298 18%	35 17%	6 12%	* 3%	* 1%	* 1%	* 2%	- -	333 18%	7 6%	1 1%
		jk	k							jk		
2 - Fairly Dissatisfied	377 19%	332 20%	39 19%	6 11%	* 2%	* *	* 1%	- -	- -	371 20%	6 6%	* 1%
		jk	jk							jk		
3 - Neither Satisfied Nor Dissatisfied	663 33%	557 33%	72 35%	17 34%	* 1%	7 25%	5 37%	* 1%	5 89%	629 33%	34 31%	16 28%
		d	d							d		
4 - Fairly Satisfied	444 22%	369 22%	41 20%	15 29%	4 33%	6 23%	7 57%	1 91%	* 9%	410 22%	34 31%	19 33%
5 - Very Satisfied	146 7%	97 6%	22 10%	6 11%	7 62%	14 50%	1 4%	* 7%	* 2%	119 6%	27 25%	21 37%
					abcij	abci					abi	abci
Don't Know	31 2%	29 2%	* *	2 3%	- -	* *	* *	- -	- -	29 2%	2 2%	* *
NET: Agree	590 29%	466 28%	63 30%	20 40%	11 95%	20 73%	8 61%	1 97%	1 11%	529 28%	60 56%	40 70%
					abcij	abi					abi	abci
NET: Disagree	716 36%	630 37%	73 35%	12 23%	* 4%	* 1%	* 2%	* 2%	- -	703 37%	13 12%	1 2%
		dejk	ejk	k						dejk		
Answered	1969	1654	208	50	11	27	13	1	5	1862	107	57
Mean Score	2.8	2.8	2.9	3.2	4.5	4.2	3.6	4.0	3.1	2.8	3.6	4.0
				ai	abcijk	abcij					abci	abcij
Standard error	.03	.03	.07	.12	.15	.15	.14	.49	.14	.03	.08	.08
Standard deviation	1.17	1.15	1.21	1.17	.85	.91	.64	1.55	.42	1.16	1.12	.89

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 567 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
1 - Very Dissatisfied	340 17%	181 17%	117 19%	42 13%	272 16% ef	192 14%	290 16% ef	211 15% ef	87 10%	63 10%	99 24% bcg	163 15%	6 8%	12 13%	4 8%	7 14%	1 2%
2 - Fairly Dissatisfied	377 19%	206 19%	126 20%	45 14%	332 19% f	275 20% f	345 19% f	250 18% f	146 16%	78 13%	79 19%	223 20%	15 22%	16 18%	4 8%	6 12%	3 8%
3 - Neither Satisfied Nor Dissatisfied	663 33%	378 36% b	179 29%	106 33%	613 36%	494 35%	630 35%	464 33%	334 37%	193 31%	141 34%	410 38%	16 22%	34 38%	9 20%	9 18%	12 32%
4 - Fairly Satisfied	444 22%	197 19%	172 27% a	75 24%	377 22%	331 23%	397 22%	351 25%	241 27%	203 33% abcd	75 18%	232 21%	23 33%	17 19%	21 45% abd	11 23%	18 47% abd
5 - Very Satisfied	146 7%	69 7%	28 5%	48 15% ab	111 6%	107 8%	117 7%	106 8%	85 9%	84 13% abcd	12 3%	56 5%	10 14% ab	10 12% a	9 19% ab	16 33% abd	4 11% abd
Don't Know	31 2%	26 2% b	3 *%	2 1%	17 1%	12 1%	18 1%	12 1%	7 1%	5 1%	6 1%	9 1%	1 1%	1 1%	* 1%	* *%	* *%
NET: Agree	590 29%	266 25%	200 32%	123 39% a	488 28%	438 31%	514 29%	457 33%	326 36% ac	287 46% abcde	87 21%	288 26%	33 47% ab	27 30% abd	30 64% abd	27 56% abd	22 58% ab
NET: Disagree	716 36%	387 37% c	243 39% c	86 27%	604 35% ef	467 33% ef	636 35% ef	461 33% ef	233 26%	142 23%	178 43% eg	386 35% g	21 29%	28 31%	7 16%	13 26%	3 9%
Answered	1969	1031	623	315	1705	1399	1779	1382	893	621	406	1084	69	89	46	49	37
Mean Score	2.8	2.8	2.8	3.1	2.8	2.9	2.8	2.9	3.1	3.3	2.6	2.8	3.2	3.0	3.6	3.5	3.6
Standard error	.03	.04	.04	.05	.03	.03	.03	.03	.04	.04	.06	.03	.11	.10	.12	.14	.11
Standard deviation	1.17	1.14	1.17	1.23	1.14	1.13	1.14	1.16	1.09	1.15	1.13	1.09	1.19	1.18	1.14	1.42	.86

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 567 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
1 - Very Dissatisfied	340 17%	226 16%	24 22%	10 13%	7 15%	1 3%	4 16%	* 1%	158 15%	20 11%	8 14%	4 8%	* %	3 16%	* 1%
2 - Fairly Dissatisfied	377 19%	297 21%	14 13%	9 13%	3 7%	4 18%	* 2%	3 18%	221 21%	27 15%	12 20%	10 23%	1 2%	4 25%	* 2%
3 - Neither Satisfied Nor Dissatisfied	663 33%	518 36%	32 30%	24 32%	18 39%	4 16%	7 27%	10 64%	400 38%	65 36%	12 19%	9 22%	4 10%	3 17%	2 9%
4 - Fairly Satisfied	444 22%	301 21%	30 28%	19 25%	11 24%	9 42%	4 14%	2 16%	214 20%	47 26%	18 29%	11 26%	21 55%	4 25%	15 77%
5 - Very Satisfied	146 7%	70 5%	8 7%	11 14%	7 15%	5 20%	11 41%	* 1%	48 5%	24 13%	9 15%	9 20%	13 32%	3 16%	2 11%
Don't Know	31 2%	14 1%	* %	2 2%	* %	* 1%	* 1%	- -	10 1%	* %	1 2%	* %	* %	* 1%	- -
NET: Agree	590 29%	371 26%	38 35%	29 39%	18 39%	14 62%	15 55%	3 17%	262 25%	71 39%	27 45%	20 46%	34 88%	6 41%	18 88%
NET: Disagree	716 36%	523 37%	38 35%	19 26%	10 22%	5 21%	5 18%	3 19%	379 36%	46 25%	20 34%	14 32%	1 3%	6 41%	1 3%
Answered	1969	1413	108	73	47	22	27	15	1041	182	59	43	39	16	20
Mean Score	2.8	2.8	2.8	3.1	3.2	3.6	3.6	3.0	2.8	3.2	3.1	3.3	4.2	3.0	3.9
Standard error	.03	.03	.10	.12	.12	.15	.19	.12	.03	.08	.12	.15	.10	.22	.12
Standard deviation	1.17	1.10	1.26	1.23	1.24	1.12	1.47	.68	1.08	1.16	1.31	1.27	.73	1.39	.64

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 567 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
1 - Very Dissatisfied	340 17%	164 17%	22 14%	6 6%	5 10%	3 10%	5 18%	4 11%	149 17%	47 13%	73 21% be	19 17%	2 3%
2 - Fairly Dissatisfied	377 19%	201 20%	21 14%	16 15%	8 18%	2 7%	1 4%	* *%	175 20%	68 19%	74 22%	17 15%	10 14%
3 - Neither Satisfied Nor Dissatisfied	663 33%	347 35%	48 31%	30 28%	8 17%	9 28%	9 32%	12 31%	345 39%	127 34%	98 29%	29 26%	30 40%
4 - Fairly Satisfied	444 22%	220 22%	48 31%	36 34%	15 33%	14 42%	4 12%	15 38%	168 19%	103 28% a	69 20%	28 25%	26 35% a
5 - Very Satisfied	146 7%	43 4%	14 9%	17 16% a	10 22% a	4 12%	10 34% ab	8 20% a	43 5%	23 6%	27 8%	17 15% a	6 8%
Don't Know	31 2%	12 1%	- -%	- -% a	* *% a	* 1%	* *% a	- -%	13 1%	* *% a	2 1% be	2 2%	* *%
NET: Agree	590 29%	262 27%	62 40% a	53 50% a	25 54% a	18 54% a	13 46% a	23 58% a	212 24%	127 34% a	96 28%	46 40% a	32 43% a
NET: Disagree	716 36%	365 37% cg	43 28%	23 21%	13 28%	6 17%	6 22%	4 11%	324 36% e	115 31%	147 43% be	37 32%	13 17%
Answered	1969	975	154	106	46	33	29	39	881	369	341	112	74
Mean Score	2.8	2.8	3.1 a	3.4 ab	3.4 a	3.4 a	3.4 a	3.6 ab	2.8	3.0 ac	2.7	3.1 ac	3.3 abc
Standard error	.03	.04	.09	.10	.14	.15	.21	.16	.04	.06	.06	.09	.09
Standard deviation	1.17	1.11	1.19	1.12	1.30	1.14	1.46	1.15	1.10	1.11	1.23	1.32	.92

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 567 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
1 - Very Dissatisfied	340 17%	162 16%	40 12%	56 21%	15 17%	* *%	100 13%	31 12%	46 21%	13 14%	2 4%
2 - Fairly Dissatisfied	377 19%	201 20%	60 19%	58 21%	7 8%	6 12%	160 20%	42 17%	51 23%	16 17%	6 10%
3 - Neither Satisfied Nor Dissatisfied	663 33%	368 37%	117 36%	77 28%	27 33%	23 49%	308 39%	84 33%	47 22%	30 33%	20 36%
4 - Fairly Satisfied	444 22%	203 20%	77 24%	62 23%	21 25%	13 28%	160 20%	79 31%	50 23%	16 18%	22 39%
5 - Very Satisfied	146 7%	49 5%	27 8%	18 6%	13 15%	5 11%	49 6%	15 6%	21 10%	16 17%	6 10%
Don't Know	31 2%	13 1%	* *%	2 1%	2 2%	* *%	9 1%	* *%	2 1%	* *%	* *%
NET: Agree	590 29%	251 25%	104 32%	79 29%	33 40%	18 39%	209 27%	94 37%	71 33%	32 35%	28 49%
NET: Disagree	716 36%	362 36%	100 31%	114 42%	21 25%	6 12%	259 33%	73 29%	97 45%	29 31%	8 15%
Answered	1969	981	322	270	82	46	777	252	215	91	56
Mean Score	2.8	2.8	3.0	2.7	3.1	3.4	2.9	3.0	2.8	3.1	3.4
Standard error	.03	.04	.06	.06	.09	.10	.04	.06	.07	.10	.11
Standard deviation	1.17	1.10	1.12	1.21	1.29	.85	1.08	1.10	1.29	1.28	.96

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 567 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
1 - Very Dissatisfied	340 17%	120 16%	16 8%	43 17%	25 19%	7 14%	123 16%	7 6%	80 17%	307 18%	33 12%	267 17%	5 4%
2 - Fairly Dissatisfied	377 19%	142 19%	36 18%	35 14%	33 25%	3 6%	152 19%	17 15%	81 17%	329 19%	48 17%	315 20%	17 13%
3 - Neither Satisfied Nor Dissatisfied	663 33%	261 35%	67 33%	69 27%	36 28%	26 49%	236 30%	34 29%	186 38%	571 33%	92 32%	573 36%	40 30%
4 - Fairly Satisfied	444 22%	172 23%	64 32%	76 30%	20 15%	9 17%	198 25%	39 33%	114 24%	362 21%	82 29%	332 21%	45 34%
5 - Very Satisfied	146 7%	32 4%	18 9%	30 12%	15 11%	8 15%	73 9%	19 17%	13 3%	116 7%	30 10%	88 6%	23 18%
Don't Know	31 2%	10 1%	* *%	* *%	2 1%	- -%	3 *%	- -%	9 2%	29 2%	2 1%	15 1%	2 1%
NET: Agree	590 29%	204 28%	82 41%	105 42%	34 26%	17 32%	272 35%	58 50%	127 26%	478 28%	112 39%	419 26%	68 52%
NET: Disagree	716 36%	261 35%	52 26%	79 31%	58 45%	10 20%	275 35%	24 21%	161 33%	636 37%	81 28%	582 37%	22 17%
Answered	1969	726	201	252	128	53	783	116	473	1685	284	1574	130
Mean Score	2.8	2.8	3.2	3.1	2.7	3.1	2.9	3.4	2.8	2.8	3.1	2.8	3.5
Standard error	.03	.04	.07	.07	.10	.12	.04	.09	.05	.03	.06	.03	.08
Standard deviation	1.17	1.11	1.07	1.26	1.26	1.17	1.20	1.12	1.08	1.17	1.16	1.13	1.05

Table 567 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
1 - Very Dissatisfied	340 17%	173 14%	19 11%	150 17%	61 12%	269 17%	4 3%	166 14%	26 14%	149 16%	62 13%
2 - Fairly Dissatisfied	377 19%	254 21%	21 12%	166 18%	84 17%	316 20%	16 13%	254 21%	21 11%	165 18%	85 18%
3 - Neither Satisfied Nor Dissatisfied	663 33%	448 36%	46 26%	306 34%	158 32%	573 36%	40 32%	449 37%	45 24%	302 33%	162 34%
4 - Fairly Satisfied	444 22%	260 21%	70 40% a	211 23%	140 29%	332 21%	44 35% a	266 22%	65 34% a	217 24%	134 28%
5 - Very Satisfied	146 7%	87 7%	20 11%	64 7%	42 9%	91 6%	20 16% a	75 6%	32 17% a	73 8%	33 7%
Don't Know	31 2%	11 1%	* *%	10 1%	2 *%	15 1%	2 1%	11 1%	* *%	10 1%	2 *%
NET: Agree	590 29%	348 28%	90 51% a	275 30%	182 37%	424 27%	64 51% a	341 28%	96 51% a	290 32%	167 35%
NET: Disagree	716 36%	427 35% b	40 23%	316 35%	145 30%	584 37% b	19 16%	420 34%	47 25%	314 34%	147 31%
Answered	1969	1222	176	896	485	1581	123	1211	188	906	476
Mean Score	2.8	2.9	3.3 a	2.9	3.0 a	2.8	3.5 a	2.9	3.3 a	2.9	3.0
Standard error	.03	.03	.07 a	.04	.05 a	.03	.08 a	.03	.08 a	.04	.05
Standard deviation	1.17	1.12	1.15	1.17	1.14	1.13	1.00	1.10	1.26	1.18	1.12

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 567 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
1 - Very Dissatisfied	340 17%	110 13%	239 18%	48 19%	- -%	89 11%	136 14%	28 14%	2 40%	142 15%	113 15%	38 17%	- -%
2 - Fairly Dissatisfied	377 19%	155 18%	260 19%	50 20%	4 74%	163 21%	190 20%	41 21%	- -%	173 18%	145 19%	49 22%	- -%
3 - Neither Satisfied Nor Dissatisfied	663 33%	270 32%	501 37%	81 32%	- -%	250 32%	335 35%	71 36%	2 36%	309 32%	249 33%	57 25%	2 100%
4 - Fairly Satisfied	444 22%	230 27%	270 20%	49 19%	- -%	202 26%	219 23%	35 18%	1 24%	257 26%	204 27%	55 25%	- -%
5 - Very Satisfied	146 7%	77 9%	72 5%	25 10%	- -%	78 10%	62 7%	22 11%	- -%	88 9%	47 6%	25 11%	- -%
Don't Know	31 2%	4 1%	14 1%	2 1%	1 26%	3 *%	9 1%	* *%	- -%	7 1%	7 1%	* *%	- -%
NET: Agree	590 29%	307 36%	342 25%	73 29%	- -%	280 36%	281 30%	57 29%	1 24%	344 35%	251 33%	80 36%	- -%
NET: Disagree	716 36%	265 31%	499 37%	98 39%	4 74%	252 32%	326 34%	69 35%	2 40%	315 32%	258 34%	87 39%	- -%
Answered	1969	842	1342	253	4	782	942	196	5	968	758	224	2
Mean Score	2.8	3.0	2.8	2.8	2.0	3.0	2.9	2.9	2.4	3.0	2.9	2.9	3.0
Standard error	.03	bc	.03	.07	-	.04	.03	.08	.70	.04	.04	.08	*
Standard deviation	1.17	1.16	1.12	1.23	-	1.15	1.12	1.19	1.40	1.18	1.14	1.26	*

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 567 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
1 - Very Dissatisfied	340 17%	263 17%	168 14%	145 16%	197 16%	173 17%	2 5%	89 14%	63 13%	50 11%	25 19%	27 31% abc
2 - Fairly Dissatisfied	377 19%	310 20%	237 20%	176 19%	223 18%	221 21%	3 8%	133 21%	111 22%	94 21%	32 24%	20 23%
3 - Neither Satisfied Nor Dissatisfied	663 33%	554 36%	417 35%	297 33%	424 35%	358 34%	10 30%	210 33%	159 32%	146 32%	33 25%	22 25%
4 - Fairly Satisfied	444 22%	325 21%	267 23%	220 24%	281 23%	217 21%	9 27%	150 24%	122 25%	116 26%	33 25%	11 13%
5 - Very Satisfied	146 7%	82 5%	79 7%	67 7%	81 7%	61 6%	10 29% ab	45 7%	38 8%	40 9%	8 6%	5 6%
Don't Know	31 2%	15 1%	8 1%	7 1%	6 1%	13 1%	- -%	6 1%	3 1%	3 1%	2 1%	2 2%
NET: Agree	590 29%	407 26%	346 29%	287 31%	362 30%	277 27%	19 56% ab	194 31%	160 32%	156 35%	41 31%	16 19%
NET: Disagree	716 36%	573 37%	404 34%	321 35%	421 35%	394 38%	5 14%	223 35%	174 35%	144 32%	57 43%	47 55% abc
Answered	1969	1535	1167	905	1206	1029	34	628	493	446	131	85
Mean Score	2.8	2.8	2.9	2.9	2.9	2.8	3.7	2.9	2.9	3.0	2.7	2.4
Standard error	.03	.03	.03	.04	.03	.04	.16	.05	.05	.05	.11	.14
Standard deviation	1.17	1.12	1.12	1.17	1.15	1.13	1.15	1.14	1.14	1.13	1.21	1.22

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 567 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
1 - Very Dissatisfied	340 17%	23 12%	11 10%	21 22%	3 5%	295 18%	220 21%	301 17%	210 19%	219 22%	101 12%	290 18%	32 16%	- -%	225 16%	34 24%
2 - Fairly Dissatisfied	377 19%	53 27%	4 3%	13 14%	1 2%	324 20%	186 18%	335 19%	194 18%	183 18%	156 19%	329 20%	46 23%	- -%	262 18%	31 22%
3 - Neither Satisfied Nor Dissatisfied	663 33%	48 24%	23 20%	25 27%	18 39%	558 34%	294 29%	583 33%	346 31%	283 29%	262 32%	529 33%	51 25%	- -%	440 31%	48 35%
4 - Fairly Satisfied	444 22%	56 28%	50 44%	23 24%	19 41%	326 20%	228 22%	371 21%	241 22%	214 22%	218 26%	333 21%	48 24%	- -%	339 24%	23 17%
5 - Very Satisfied	146 7%	18 9%	25 22%	12 13%	6 13%	123 7%	83 8%	129 7%	93 8%	78 8%	80 10%	98 6%	21 10%	- -%	125 9%	1 1%
Don't Know	31 2%	* *%	* *%	- -%	- -%	27 2%	21 2%	27 2%	23 2%	17 2%	6 1%	26 2%	4 2%	- -%	26 2%	2 1%
NET: Agree	590 29%	73 37%	75 66%	34 37%	25 54%	449 27%	311 30%	500 29%	335 30%	292 29%	298 36%	430 27%	68 34%	- -%	464 33%	24 17%
NET: Disagree	716 36%	76 39%	15 13%	33 36%	4 8%	619 37%	406 39%	636 36%	404 36%	402 40%	257 31%	619 39%	78 39%	- -%	486 34%	65 47%
Answered	1969	198	114	93	47	1626	1011	1719	1085	977	817	1578	197	-	1391	137
Mean Score	2.8	3.0	3.6	2.9	3.5	2.8	2.8	2.8	2.8	2.7	3.0	2.8	2.9	-	2.9	2.5
Standard error	.03	.08	.10	.14	.13	.03	.03	.03	.03	.03	.04	.03	.08	-	.03	.10
Standard deviation	1.17	1.18	1.16	1.34	.94	1.18	1.25	1.17	1.22	1.25	1.16	1.16	1.24	-	1.20	1.06

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 567 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
1 - Very Dissatisfied	340 17%	140 18%	183 17%	80 13%	8 20%	28 10%	69 15%	57 22%	217 16%	65 18%	67 22%	52 14%	220 17%
2 - Fairly Dissatisfied	377 19%	158 21%	194 18%	121 20%	4 10%	37 12%	104 23%	47 18%	232 17%	93 25%	46 15%	70 18%	250 20%
3 - Neither Satisfied Nor Dissatisfied	663 33%	231 30%	400 36%	187 31%	7 17%	77 26%	159 36%	50 19%	457 34%	148 40%	71 24%	120 31%	450 35%
4 - Fairly Satisfied	444 22%	159 21%	239 22%	169 28%	18 43%	113 38%	93 21%	68 26%	333 25%	38 10%	76 25%	119 31%	238 19%
5 - Very Satisfied	146 7%	68 9%	62 6%	49 8%	4 10%	38 13%	19 4%	40 15%	83 6%	21 6%	36 12%	22 6%	85 7%
Don't Know	31 2%	3 *%	26 2%	1 *%	- -%	2 1%	1 *%	1 *%	22 2%	7 2%	2 1%	* *%	26 2%
NET: Agree	590 29%	227 30%	301 27%	218 36%	22 53%	151 51%	113 25%	107 41%	416 31%	59 16%	112 38%	140 37%	323 25%
NET: Disagree	716 36%	298 39%	377 34%	201 33%	12 30%	65 22%	173 39%	104 40%	449 33%	159 43%	113 38%	122 32%	469 37%
Answered	1969	756	1078	606	41	293	445	261	1322	365	296	382	1242
Mean Score	2.8	2.8	2.8	3.0	3.1	3.3	2.8	2.9	2.9	2.6	2.9	3.0	2.8
Standard error	.03	.04	.03	.04	.23	.06	.05	.08	.03	.05	.07	.06	.03
Standard deviation	1.17	1.22	1.13	1.15	1.33	1.15	1.09	1.39	1.15	1.08	1.34	1.12	1.15

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 567 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
1 - Very Dissatisfied	340 17%	186 21% b	154 14%
2 - Fairly Dissatisfied	377 19%	171 19%	205 19%
3 - Neither Satisfied Nor Dissatisfied	663 33%	259 29%	405 37% a
4 - Fairly Satisfied	444 22%	169 19%	275 25% a
5 - Very Satisfied	146 7%	86 10% b	59 5%
Don't Know	31 2%	22 2%	9 1%
NET: Agree	590 29%	255 29%	334 30%
NET: Disagree	716 36%	358 40% b	359 32%
Answered	1969	871	1098
Mean Score	2.8	2.8	2.9 a
Standard error	.03	.04	.03
Standard deviation	1.17	1.26	1.10

Columns Tested: a,b

Table 567 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
1 - Very Dissatisfied	340 17%	5 10%	28 14%	40 17%	11 16%	52 17%	33 27%	4 12%	35 11%	53 34%	11 12%	18 14%	50 18%
							abh			abcdehijkl			
2 - Fairly Dissatisfied	377 19%	8 14%	44 21%	50 21%	17 25%	63 20%	11 9%	10 30%	62 20%	41 27%	15 17%	24 19%	32 11%
			f	f	fl	f				fl			
3 - Neither Satisfied Nor Dissatisfied	663 33%	19 36%	66 32%	82 34%	17 25%	113 36%	43 35%	7 21%	120 38%	23 15%	41 47%	46 36%	86 30%
		i	i	i		i	i		i		di	i	i
4 - Fairly Satisfied	444 22%	18 34%	43 21%	47 20%	14 22%	55 18%	22 18%	6 17%	78 25%	22 14%	15 17%	30 24%	92 32%
		ei											cefi
5 - Very Satisfied	146 7%	3 6%	21 10%	21 9%	5 8%	25 8%	7 6%	7 20%	16 5%	9 6%	4 4%	5 4%	24 8%
Don't Know	31 2%	* *%	3 1%	2 1%	3 4%	3 1%	5 4%	* *%	* *%	7 4%	2 3%	5 4%	* *%
							hl			l			
NET: Agree	590 29%	21 40%	64 31%	68 28%	20 30%	80 26%	30 24%	12 36%	94 30%	31 20%	19 21%	35 28%	117 41%
		i											efij
NET: Disagree	716 36%	13 24%	71 35%	90 37%	27 41%	115 37%	45 36%	14 42%	98 31%	94 61%	26 29%	41 32%	82 29%
										abcdehijkl			
Answered	1969	53	201	241	64	308	118	34	311	148	86	122	284
Mean Score	2.8	3.1	2.9	2.8	2.8	2.8	2.6	3.0	2.9	2.3	2.8	2.8	3.0
		cdefijk	fi	i	i	i	i	fi	fi	i	i	i	defi
Standard error	.03	.09	.07	.08	.09	.08	.11	.12	.07	.10	.07	.09	.08
Standard deviation	1.17	1.06	1.18	1.18	1.21	1.16	1.25	1.34	1.05	1.26	1.00	1.07	1.22

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 567 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
1 - Very Dissatisfied	340 17%	73 15%	96 19%	92 18%	79 16%	169 17%	171 17%
2 - Fairly Dissatisfied	377 19%	101 20%	92 18%	113 23%	70 14%	193 19%	184 18%
3 - Neither Satisfied Nor Dissatisfied	663 33%	167 33%	173 35%	150 30%	173 35%	340 34%	323 32%
4 - Fairly Satisfied	444 22%	109 22%	91 18%	106 21%	138 28%	200 20%	244 24%
5 - Very Satisfied	146 7%	45 9%	38 8%	31 6%	32 6%	82 8%	63 6%
Don't Know	31 2%	5 1%	11 2%	7 1%	8 2%	16 2%	15 2%
NET: Agree	590 29%	153 31%	129 26%	137 27%	170 34%	282 28%	307 31%
NET: Disagree	716 36%	174 35%	187 37%	206 41%	149 30%	362 36%	355 35%
Answered	1969	495	489	493	492	984	985
Mean Score	2.8	2.9	2.8	2.7	2.9	2.8	2.8
Standard error	.03	.05	.05	.05	.05	.04	.04
Standard deviation	1.17	1.17	1.19	1.17	1.15	1.18	1.17

Columns Tested: a,b,c,d - a,b

Table 570

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2227	552	1675	1547	366	96	218	680
Effective base	828	134	704	762	152	43	93	201
Weighted Base	2000	241	1759	1910	76	9	5	90
Mainly from home	982 49%	75 31%	907 52% a	975 51% bcde	5 7%	1 12%	* 8%	7 8%
Office / Mainly from another location	699 35%	138 57% b	561 32%	637 33%	53 69% a	6 69% a	3 70% a	62 69% a
Both equally	300 15%	28 12%	272 15%	280 15%	17 23% a	2 18%	1 22%	20 22% a
Don't know	20 1%	- -%	20 1%	19 1%	1 1%	- -%	* *%	1 1%

Columns Tested: a,b - a,b,c,d,e

Table 570 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

		Business Size 2								
Total base		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2227	674	651	222	225	237	218	1547	366	314
Effective base	828	388	305	89	102	90	93	762	152	91
Weighted Base	2000	1065	713	133	55	30	5	1910	76	14
Mainly from home	982 49%	643 60%	313 44%	19 14%	4 8%	2 7%	* 8%	975 51%	5 7%	2 11%
		bcdefghi	cdefhi					bcdefhi		
Office / Mainly from another location	699 35%	247 23%	300 42%	90 68%	37 66%	22 75%	3 70%	637 33%	53 69%	10 70%
			ag	abg	abg	abg	abg	a	abg	abg
Both equally	300 15%	163 15%	94 13%	24 18%	14 26%	4 15%	1 22%	280 15%	17 23%	3 19%
					abg		b		abg	
Don't know	20 1%	12 1%	7 1%	- -%	- -%	1 3%	* *%	19 1%	1 1%	* *%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 570 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2227	950	597	366	96	218	789	359	130	88	237
Effective base	828	561	266	152	43	93	443	153	42	25	40
Weighted Base	2000	1558	352	76	9	5	1224	288	72	40	56
Mainly from home	982 49%	904 58% bcde	70 20% ce	5 7%	1 12%	* 8%	755 62% bcde	101 35% de	18 24%	5 13%	8 13%
Office / Mainly from another location	699 35%	415 27%	222 63%	53 69%	6 69%	3 70%	281 23%	137 48%	44 61%	26 65%	43 76%
Both equally	300 15%	222 14%	58 17%	17 23%	2 18%	1 22%	177 14%	50 17%	10 14%	9 22%	5 9%
Don't know	20 1%	17 1%	2 *%	1 1%	- -%	* *%	11 1%	* *%	- -%	- -%	1 2%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 570 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2227	145	105	215	73	142	173	137	121	118
Effective base	828	82	57	120	35	73	108	80	65	59
Weighted Base	2000	189	129	329	79	182	316	234	162	139
Mainly from home	982 49%	95 50%	83 64% cgi	134 41%	38 48%	104 57% c	181 57% c	108 46%	93 58% c	63 46%
Office / Mainly from another location	699 35%	56 29%	36 28%	119 36%	21 26%	53 29%	100 32%	91 39%	48 30%	54 39%
Both equally	300 15%	37 20%	10 8%	75 23% bfh	19 24% b	22 12%	36 11%	32 13%	18 11%	17 12%
Don't know	20 1%	1 1%	* *%	2 *%	1 1%	2 1%	- -%	5 2%	3 2%	5 3%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 570 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2227	333	371	525	1229	998	356	332	310
Effective base	828	167	204	307	671	269	110	92	120
Weighted Base	2000	400	480	880	1760	240	120	80	40
Mainly from home	982 49%	206 52%	271 56%	422 48%	900 51%	82 34%	32 26%	36 45%	15 37%
		efh	efh	efh	efh			f	
Office / Mainly from another location	699 35%	128 32%	139 29%	309 35%	577 33%	122 51%	70 58%	33 41%	20 50%
						abcd	abcdg	b	abcd
Both equally	300 15%	58 15%	65 13%	142 16%	265 15%	34 14%	19 16%	11 14%	4 11%
Don't know	20 1%	8 2%	5 1%	6 1%	19 1%	1 *%	- -%	* *%	1 2%

Columns Tested:: a,b,c,d,e,f,g,h

Table 570 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2227	102	177	22	199	228	538	94	101	962
Effective base	828	38	53	9	61	98	207	28	30	373
Weighted Base	2000	90	117	24	141	269	420	61	62	955
Mainly from home	982 49%	22 24%	37 31%	13 54%	50 35%	72 27%	218 52%	21 34%	34 55%	566 59%
Office / Mainly from another location	699	54	62	6	68	126	156	26	18	250
	35%	60%	53%	24%	48%	47%	37%	43%	30%	26%
Both equally	300	10	18	5	23	65	44	14	10	133
	15%	11%	16%	21%	17%	24%	10%	23%	16%	14%
Don't know	20	5	-	-	-	5	3	-	-	6
	1%	5%	-%	-%	-%	2%	1%	-%	-%	1%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 570 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2227	529	538	1160	1952	275	-	1844	383	2149	78
Effective base	828	196	207	431	712	119	-	740	95	798	31
Weighted Base	2000	500	420	1080	1668	332	-	1831	169	1927	73
Mainly from home	982 49%	144 29%	218 52%	621 57%	798 48%	184 55%	- -%	937 51%	45 27%	966 50%	16 21%
			a	a				b		b	
Office / Mainly from another location	699 35%	248 50%	156 37%	295 27%	595 36%	104 31%	- -%	603 33%	96 57%	657 34%	42 57%
		bc	c					a		a	
Both equally	300 15%	99 20%	44 10%	157 15%	259 16%	40 12%	- -%	276 15%	24 14%	292 15%	8 11%
		b									
Don't know	20 1%	10 2%	3 1%	7 1%	16 1%	4 1%	- -%	16 1%	4 2%	12 1%	8 11%
											a

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 570 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2227	1284	475	449
Effective base	828	503	148	172
Weighted Base	2000	1253	320	407
Mainly from home	982 49%	635 51%	126 39%	214 53%
Office / Mainly from another location	699 35%	453 36%	122 38%	119 29%
Both equally	300 15%	154 12%	68 21%	74 18%
Don't know	20 1%	12 1%	5 1%	* *%

Columns Tested: a,b,c

Table 570 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	d	e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2227	1691	332	90	34	40	21	10	9	2023	204	114
Effective base	828	684	100	23	9	11	4	2	1	782	46	23
Weighted Base	2000	1682	209	52	11	27	13	1	5	1891	109	57
Mainly from home	982 49%	863 51% bd	78 37%	22 43%	1 11%	13 49%	* 3%	- -%	5 89%	940 50% bd	41 38%	19 34%
Office / Mainly from another location	699 35%	570 34%	88 42%	21 41%	3 29%	10 35%	7 51%	* 30%	* 1%	658 35%	41 37%	20 34%
Both equally	300 15%	231 14%	42 20%	9 17%	7 60% abcij	4 16%	6 45%	1 70%	* 7%	273 14%	27 24% a	18 32% ai
Don't know	20 1%	19 1%	* *%	- -%	- -%	- -%	* *%	- -%	* 3%	20 1%	* *%	* *%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 570 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2227	914	777	536	1921	1599	1983	1532	945	792	374	1087	119	139	93	111	60
Effective base	828	412	274	146	703	586	738	582	359	259	166	443	32	39	21	23	15
Weighted Base	2000	1057	626	318	1722	1410	1797	1394	900	626	412	1093	70	90	46	49	37
Mainly from home	982	567	295	119	859	729	905	688	412	230	206	589	34	28	26	12	10
	49%	54%	47%	38%	50%	52%	50%	49%	46%	37%	50%	54%	49%	31%	55%	25%	28%
Office / Mainly from another location	699	352	218	129	583	451	609	462	320	243	160	335	26	42	12	17	18
	35%	33%	35%	41%	34%	32%	34%	33%	36%	39%	39%	31%	37%	47%	26%	34%	48%
Both equally	300	126	105	69	265	217	269	233	161	149	44	158	9	19	9	20	9
	15%	12%	17%	22%	15%	15%	15%	17%	18%	24%	11%	14%	13%	21%	19%	41%	24%
				a						abcd						abc	
Don't know	20	12	7	1	15	13	15	12	7	4	2	12	*	1	*	*	*
	1%	1%	1%	*%	1%	1%	1%	1%	1%	1%	*%	1%	1%	1%	*%	*%	*%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 570 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	*g
Unweighted Base	2227	1371	173	118	105	59	65	30	1041	232	124	75	58	41	28
Effective base	828	573	48	33	20	13	12	6	433	70	33	27	12	15	7
Weighted Base	2000	1427	109	74	47	22	27	15	1050	183	60	43	39	16	20
Mainly from home	982 49%	772 54%	37 34%	25 34%	12 25%	10 43%	1 5%	3 18%	592 56%	63 34%	22 36%	19 45%	18 46%	6 39%	9 47%
		bcd	f	f		f			bc						
Office / Mainly from another location	699 35%	461 32%	41 38%	33 45%	19 41%	5 24%	14 53%	9 59%	325 31%	59 32%	30 51%	14 33%	10 26%	8 49%	5 24%
									a						
Both equally	300 15%	181 13%	31 28%	15 21%	16 34%	8 34%	11 42%	3 22%	122 12%	60 33%	7 11%	9 22%	11 28%	2 12%	6 28%
			a		a	a	a		ac						
Don't know	20 1%	13 1%	* *%	1 1%	* *%	* *%	- -%	* 1%	11 1%	1 1%	1 1%	* 1%	* *%	- -%	- -%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 570 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2227	968	181	138	88	57	50	50	773	409	445	244	106
Effective base	828	410	61	42	28	19	11	15	343	157	156	55	29
Weighted Base	2000	987	154	106	46	33	29	39	894	369	343	114	74
Mainly from home	982	535	69	46	7	17	5	7	519	159	164	28	35
	49%	54%	45%	44%	16%	51%	17%	19%	58%	43%	48%	24%	46%
		dfg	d	d		d			bcd	d	d		d
Office / Mainly from another location	699	299	52	38	23	11	19	21	267	146	110	58	27
	35%	30%	34%	36%	49%	34%	64%	54%	30%	39%	32%	51%	37%
					a		a	a		a		ac	
Both equally	300	144	30	21	17	5	5	10	99	65	67	23	12
	15%	15%	20%	20%	36%	15%	19%	26%	11%	18%	20%	20%	17%
					a					a	a		
Don't know	20	9	2	*	-	-	*	*	9	-	2	5	*
	1%	1%	1%	*%	-%	-%	*%	*%	1%	-%	*%	4%	*%
												b	

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 570 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2227	873	377	386	202	76	689	314	335	172	74
Effective base	828	381	141	126	39	19	308	108	105	44	21
Weighted Base	2000	994	322	272	84	47	786	252	217	92	56
Mainly from home	982 49%	571 57%	148 46%	109 40%	13 16%	17 36%	453 58%	105 42%	110 50%	28 31%	29 52%
		bcd	d	d			bd		d		
Office / Mainly from another location	699 35%	289 29%	122 38%	102 37%	51 60%	20 43%	230 29%	93 37%	63 29%	45 50%	17 30%
					abc					ac	
Both equally	300 15%	126 13%	52 16%	60 22%	15 18%	10 21%	95 12%	49 20%	43 20%	18 20%	10 18%
				a							
Don't know	20 1%	9 1%	- -%	1 *%	5 5%	* *%	7 1%	5 2%	2 1%	- -%	- -%
					ab						

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 570 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2227	674	250	309	179	94	867	151	501	1863	364	1735	186
Effective base	828	295	84	113	57	25	337	49	192	700	129	648	56
Weighted Base	2000	736	201	253	130	53	786	116	483	1714	286	1590	132
Mainly from home	982 49%	387 53%	116 58%	120 48%	42 33%	15 29%	388 49%	46 40%	248 51%	890 52%	92 32%	818 51%	41 31%
		de	de							b		b	
Office / Mainly from another location	699 35%	222 30%	53 26%	90 36%	63 48%	28 53%	267 34%	37 32%	155 32%	580 34%	119 42%	538 34%	45 34%
					ab	ab							
Both equally	300 15%	116 16%	32 16%	42 17%	25 19%	9 18%	124 16%	30 26%	79 16%	226 13%	74 26%	221 14%	43 33%
											a		a
Don't know	20 1%	10 1%	* *%	1 *%	* *%	* *%	7 1%	3 3%	1 *%	18 1%	2 1%	13 1%	2 1%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 570 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2227	1343	256	956	576	1741	180	1331	268	960	572
Effective base	828	512	73	388	195	649	54	503	83	390	193
Weighted Base	2000	1234	177	906	488	1597	125	1222	189	916	478
Mainly from home	982 49%	662 54%	67 38%	495 55%	193 40%	826 52%	33 27%	672 55%	57 30%	499 54%	189 40%
Office / Mainly from another location	699 35%	390 32%	61 35%	270 30%	192 39%	538 34%	45 36%	373 31%	78 41%	272 30%	190 40%
Both equally	300 15%	170 14%	47 26%	132 15%	100 21%	220 14%	45 36%	165 14%	52 27%	136 15%	96 20%
Don't know	20 1%	11 1%	2 1%	9 1%	2 *%	13 1%	2 2%	11 1%	2 1%	9 1%	2 *%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 570 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2227	975	1494	285	2	901	1113	224	4	1077	857	263	1
Effective base	828	341	564	100	2	320	413	82	3	407	333	99	1
Weighted Base	2000	846	1357	254	5	785	951	197	5	975	765	224	2
Mainly from home	982 49%	412 49%	708 52%	144 56%	- -%	391 50%	516 54%	118 60%	3 76%	479 49%	403 53%	113 51%	- -%
Office / Mainly from another location	699 35%	280 33%	458 34%	80 31%	1 26%	250 32%	302 32%	50 25%	1 24%	331 34%	241 31%	66 29%	- -%
Both equally	300 15%	149 18%	186 14%	31 12%	4 74%	144 18%	124 13%	29 15%	- -%	162 17%	116 15%	45 20%	2 100%
Don't know	20 1%	5 1%	6 *%	- -%	- -%	1 *%	9 1%	- -%	- -%	3 *%	5 1%	- -%	- -%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 570 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services
		a	b	c	a	b	c	a	b	c	d	e
Significance Level: 95%												
Unweighted Base	2227	1676	1305	964	1348	1066	55	600	479	459	124	75
Effective base	828	625	483	384	494	420	14	266	197	184	59	38
Weighted Base	2000	1550	1175	912	1213	1042	34	633	496	449	133	87
Mainly from home	982 49%	807 52%	639 54%	501 55%	626 52%	583 56%	6 19%	362 57%	293 59%	248 55%	84 63%	56 64%
Office / Mainly from another location	699 35%	525 34%	361 31%	278 31%	411 34%	317 30%	21 62%	185 29%	135 27%	120 27%	35 26%	18 20%
Both equally	300 15%	209 13%	168 14%	128 14%	167 14%	138 13%	6 19%	81 13%	67 13%	81 18%	14 10%	13 15%
Don't know	20 1%	8 1%	7 1%	5 1%	9 1%	4 *%	- -%	5 1%	* *%	- -%	- -%	- -%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e

Table 570 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2227	201	131	98	50	1913	1358	2012	1421	1321	930	1816	241	-	1640	120
Effective base	828	81	46	39	20	699	456	736	484	437	343	671	90	-	604	56
Weighted Base	2000	198	114	93	47	1653	1032	1746	1108	994	823	1604	202	-	1417	139
Mainly from home	982 49%	114 57%	43 37%	48 52%	15 31%	802 49%	485 47%	853 49%	510 46%	465 47%	390 47%	794 50%	117 58%	- -%	705 50%	76 55%
Office / Mainly from another location	699 35%	44 22%	47 41%	29 31%	30 64%	603 36%	401 39%	633 36%	427 39%	368 37%	294 36%	578 36%	59 29%	- -%	517 36%	41 29%
Both equally	300 15%	40 20%	24 21%	16 17%	2 5%	243 15%	145 14%	255 15%	171 15%	154 15%	138 17%	228 14%	25 13%	- -%	190 13%	20 14%
Don't know	20 1%	* *%	* *%	* *%	- -%	5 *%	1 *%	5 *%	* *%	7 1%	1 *%	4 *%	- -%	- -%	5 *%	2 1%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 570 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2227	769	1261	696	32	351	481	302	1420	468	397	399	1358
Effective base	828	310	455	251	15	125	181	109	543	167	130	153	523
Weighted Base	2000	759	1104	607	41	295	446	262	1344	372	298	382	1268
Mainly from home	982 49%	378 50%	572 52%	283 47%	22 54%	116 39%	219 49%	143 55%	660 49%	168 45%	138 46%	173 45%	645 51%
Office / Mainly from another location	699 35%	238 31%	402 36%	212 35%	10 24%	111 37%	152 34%	89 34%	470 35%	134 36%	114 38%	113 30%	458 36%
Both equally	300 15%	141 19%	114 10%	110 18%	9 21%	68 23%	72 16%	29 11%	200 15%	69 19%	40 13%	96 25%	156 12%
Don't know	20 1%	1 *% b	17 2%	2 *% b	* *% ac	- - ac	2 1%	- -% ac	14 1%	1 *% ac	7 2%	* *% ac	8 1%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 570 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2227	1197	1030
Effective base	828	368	460
Weighted Base	2000	893	1107
Mainly from home	982 49%	374 42%	608 55%
		a	
Office / Mainly from another location	699 35%	343 38%	356 32%
Both equally	300 15%	174 20%	125 11%
		b	
Don't know	20 1%	2 *	18 2%
			a

Columns Tested: a,b

Table 570 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

	Total base	Month											
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2227	132	259	210	190	225	129	126	229	151	186	138	252
Effective base	828	38	118	124	64	148	75	18	89	60	37	47	90
Weighted Base	2000	53	204	243	66	310	123	34	311	154	88	127	285
Mainly from home	982	31	119	116	27	143	43	16	176	49	57	73	133
	49%	57%	58%	48%	41%	46%	35%	46%	56%	32%	65%	57%	47%
		fi	defi	i				fi			defi	fi	
Office / Mainly from another location	699	13	64	87	28	108	55	16	87	89	23	39	90
	35%	24%	31%	36%	42%	35%	44%	46%	28%	58%	27%	31%	32%
							ah			abcehijkl			
Both equally	300	10	21	39	11	55	22	3	49	16	7	15	53
	15%	19%	10%	16%	16%	18%	17%	8%	16%	10%	8%	12%	19%
Don't know	20	-	*	1	1	4	4	-	*	*	-	-	9
	1%	-%	*%	*%	1%	1%	3%	-%	*%	*%	-%	-%	3%
							b						

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 570 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

	Total base	Quarter				Half	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1-2 2023	Q3-4 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2227	601	544	506	576	1145	1082
Effective base	828	278	271	161	172	548	333
Weighted Base	2000	500	500	500	500	1000	1000
Mainly from home	982	265	213	241	263	478	504
	49%	53%	43%	48%	53%	48%	50%
		b			b		
Office / Mainly from another location	699	164	191	192	153	355	344
	35%	33%	38%	38%	31%	35%	34%
Both equally	300	70	87	67	75	157	142
	15%	14%	17%	13%	15%	16%	14%
Don't know	20	1	9	1	9	10	10
	1%	*%	2%	*%	2%	1%	1%
			a				

Columns Tested:: a,b,c,d - a,b